

Leicester
City Council

**WARDS AFFECTED
ALL WARDS (CORPORATE ISSUES)**

**FORWARD TIMETABLE OF CONSULTATION AND MEETINGS:
CABINET MEETING**

18TH SEPTEMBER 2000

**CHIEF EXECUTIVE'S ANNUAL REPORT 2000 ON THE SOCIAL SERVICES
DEPARTMENT'S REGISTRATION AND INSPECTION TEAM**

Report of the Chief Executive

1. Purpose of Report

Local Authority Circular LAC(94)16 requires Chief Executives to produce an annual report on the performance of Social Services Departments' registration and inspection functions. The annual report has to be sent to the Department of Health's Social Services Inspectorate by 1st October 2000. The City Council's Registration and Inspection Team forms part of the Social Services Department's Service Standards Unit.

A copy of this year's annual report is provided as supporting documentation.

1. Summary

Local Authorities were required to set up an inspection unit following the introduction of Community Care Legislation in 1991. Chief Executives were given a monitoring and evaluation role from 1994 onwards to assess the performance of these units. Annual reports produced as a result of the Chief Executive's assessment are submitted to the Department of Health's Social Services Inspectorate who have to be satisfied that an appropriate review has taken place. The City Council has now produced its fourth annual report.

The primary role of the Registration and Inspection Team is to register all independent adult residential homes, children's homes, children's day care facilities and boarding schools (the Local Authority provision does not have to register but is subject to the same inspection process. Following registration, announced and unannounced inspections are carried out to ensure that appropriate standards are maintained. These requirements are laid down in the Registered Homes Act 1984, The Children Act 1989 and the Registered Homes (Amendment) Act 1991.

The Team also provides advice to service providers about inspection standards, investigates complaints made against the independent sector and carries out 'fit persons' checks on those responsible for providing care.

This year's annual report reflects the continuing progress of the Registration and Inspection Team's work (the Team). The result of the survey sent every year to all care establishments again demonstrates an increase in managers/proprietors' satisfaction with the Team's work.

The Team has successfully completed its statutory inspection target. In addition, a total of 216 complaints made against care establishments have been investigated. The Team has also served seven enforcement notices on residential adult homes and was successful at a Registered Homes Tribunal after an appeal was made by a proprietor against deregistration.

The next two years will bring about significant changes for all staff connected with the registration and inspection function. Services for Under 8s will be transferring to Ofsted by September 1st 2000; services relating to the adult's sector (including residential homes, boarding schools, children's homes, residential family centres and Domiciliary Care Agencies) will transfer to the National Care Standards Commission from April 2002. Strategies are either in place or being considered to ensure that the statutory inspection target will still be met.

Although there are no major issues arising this year, the Registration and Inspection Team is being asked to progress certain areas of its work, in order to maintain continuous service improvement. The recommendations made in the annual report are intended to help the Team build on existing satisfactory practice. In brief, the recommendations involve:

- I. A review of office protocols to clarify the exact nature of information that can be shared with anyone who contacts the Team for advice about a particular care establishment
- II. The progression of matters relating to consistency, i.e. the interpretation of inspection standards
- III. Developing support sessions for lay assessors
- IV. Reviewing the way in which the Team approaches the use of lay assessors at an inspection to ensure consistency
- V. Introducing a system for reporting compliments received about care establishments in inspection reports
- VI. Developing inspection report summaries to include further observations, in addition to an Inspection Officer's comments on the core standards
- VII. Ensuring the availability of inspection reports through the internet and intranet and producing a poster to advertise inspection reports in libraries and other community establishments
- VIII. Ensuring that the inspection follow-up procedure is working efficiently and picking up medium-range follow-up issues in a timely manner
- IX. Introducing a system to share complaint information amongst the Team that relates to establishments owned by one proprietor
- X. Formalising the complaints procedure so that complaints received against the Registration and Inspection Team are dealt with under the Council's corporate procedure at the appropriate stage

2. Recommendations

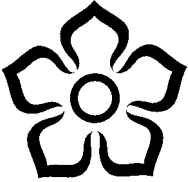
That Members receive this report.

3. Financial and legal Implications

There are no financial or legal implications arising directly from this report.

4. Report Author/Officer to contact:

Joanne Tansey, Corporate Management Consultancy Unit, Town Clerk's & Corporate Resources Department, Ext. 6009



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SUPPORTING INFORMATION

A copy of the Chief Executive's annual report on the work of the Registration and Inspection Team is attached.

FINANCIAL, LEGAL AND OTHER IMPLICATIONS

1. Financial Implications

None.

2. Legal Implications

None.

3. Other Implications

None.

OTHER IMPLICATIONS	YES/NO	Paragraph within report	References
Equal Opportunities	YES	10.1 - 10.6 of the attached annual report	
Policy	NO		
Sustainable and Environmental	NO		
Crime and Disorder	NO		
Human Rights Act	NO		

4. Background Papers – Local Government Act 1972

A list of reference documents is provided at Appendix 4 of the annual report.

5. Consultations

A list of individuals consulted is provided at Appendix 5 of the annual report.