

## Thurrock Council Adult Social Care scoping email

### Onsite dates: March 2018 tbc

Dear Roger

It was very useful to discuss your requirements for an Adult Social Care Peer Review with a focus on Mental Health and delivered by the Local Government Association (LGA) as part of the East of England ADASS Regional Peer Review Programme. The LGA would be delighted to deliver this **3 day peer review** for you and the dates that you indicated most likely would be in March 2018.

**Scope:** as you have outlined in previous communications

The focus of the proposed peer review will be your mental health provision and to what extent it is meeting local need and delivering a community focussed service. Your secondary care provision is primarily delivered through a section 75 agreement with Essex Partnership University Foundation Trust (EPUT).

#### **Focus:**

There are a number of areas of concern with the current model that you want a peer review to investigate and provide recommendations on:

- The extent that current arrangements and organisational culture delivers a person-centred approach – including a focus on delivering outcomes and a move away from a ‘one size fits all’ approach;
- To what extent the ‘offer’ needs to expand – both to respond to the recent Mental Health JSNA and the extent to which the market is robust enough to deliver against this;
- The extent to which the current offer is holistic – e.g. not just reactive, but also preventative;
- Does the current service “gatekeep” and so thresholds are set so high that there are a group of people who can’t access the current service;
- The interface between other key partners – e.g. housing and primary care
- The extent that the Section 75 (including robustness of governance, decision making arrangements and the delivery of delegated statutory duties) is fit for purpose and possible areas of change;
- To what extent current partnership arrangements are working effectively – both in terms of provider (EPUT/Council) and commissioner (CCG/Council).

#### **Outputs:**

You want to ensure the review features and responds to the views of service users and considers the recommendations and findings contained within the recent Mental Health JSNA.

You want to ensure the peer review team had a good understanding of Mental Health arrangements.

Expected outputs of the peer review would be a report with clear recommendations that would enable you to review current arrangements and provide options for the future.

**You have indicated that the best timing for the peer review would be the first half of 2018, probably in w/c 13<sup>th</sup> or w/c 19<sup>th</sup> March 2018. I will be in touch in the very near future to confirm which date works best.**

### **Benchmark**

The peer review will use the Adult Social Care Key Questions as the benchmark which has the following headline themes. As there are eight of these I suggest the team use these as guidelines only and focus on your questions rather than feel obliged to cover every area of these headings.

1. Outcomes for people who use services	5. Resource and Workforce Management
2. Participation	6. Service Delivery and Effective Practice
3. Vision, Strategy and Leadership	7. Commissioning
4. Working Together	8. Improvement and Innovation

The peer review team will consider your scope in the light of your Self-Assessment and Key Questions and give you feedback on your work as they see it. The team will work on the basis of there being 'no surprises' during the process and as 'critical friends', seeking to add value to your improvement journey. Each interview will be conducted as non-attributable to encourage participants to be as open and honest as they can. You will also receive feedback on what the team see as notable practice and signpost you to other good or useful practice they are aware of.

**Peer Review Team** you would like the team to consist of:

1. Lead Peer – DASS (with experience of mental health and personalised services)
2. Member Peer – Leader or Portfolio Holder, Conservative
3. Health Peer – CCG Senior Officer
4. Senior Officer Peer1 – Assistant Director/Head of Social Care
5. Senior Officer Peer2 – **From the Eastern Region** with experience of MH services
6. LGA Peer Review Manager

### **Timetable**

There is an example timetable included in the Guidance Manual and I can forward other recent Adult Social Care peer review timetables in due course. Your review manager will be happy to see draft versions and give further guidance as you progress the preparations to the on-site work.

### **Feedback and Action Planning**

On the last day there is the option of concluding the peer review with a presentation and an action planning session with an audience of your choice with the team present to add some detail. This approach has been found to enable clients to actively own the findings amongst a number of stakeholders. Please indicate which type of feedback works best for you.

### **Self-Assessment**

The self-assessment example in the Guidance Manual tends towards creating a detailed self-assessment. A successful one has a narrative with links to documents for further information embedded.

### **Cost**

**The cost of a 3 day review will be £9,000 plus expenses.**

### **Other contacts:**

Natasha Burberry from East of England ADASS is experienced in peer review and can offer advice and guidance. Email: [natasha.eastsli@gmail.com](mailto:natasha.eastsli@gmail.com)

**I attach:**

1. LGA Adult Social Care Peer Challenge Guidance Manual
2. Link to Adult Social Care Peer Review Reports on the LGA website:  
[http://www.local.gov.uk/peer-challenges/-/journal\\_content/56/10180/7375659/ARTICLE](http://www.local.gov.uk/peer-challenges/-/journal_content/56/10180/7375659/ARTICLE)

**Next steps:**

- a. Agree of dates for the peer review
- b. Agree the proposed peer team
- c. Begin to write your Self-Assessment

Please do get in touch if there are any questions and queries and I look forward to working with you.