

**HERTFORDSHIRE COUNTY COUNCIL  
ADULT CARE SERVICES SELECT COMMITTEE  
THURSDAY 22 MARCH 2001 AT 10.00 AM**

**INSPECTION OF WELFARE TO WORK FOR DISABLED PEOPLE  
BY THE SOCIAL SERVICES INSPECTORATE**

*Report of the Executive Member for Adult Care Services. (Julia Price)*

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**1. Purpose of report.**

- ◆ To report on the findings of the SSI Inspection of Welfare to Work services for disabled people undertaken in October 2000.
- ◆ To present an action plan based on the recommendations in the SSI Inspection Report (attached as Appendix 1).

**2. Summary**

The Social Services Inspectorate carried out an inspection of Hertfordshire Social Services Welfare to Work Services for disabled people in October 2000. A report on the outcome has been received and will be presented to a member seminar at 10.30 am on 22<sup>nd</sup> March. The Adult Care Services Select Committee which follows the seminar will consider the Action Plan which has been prepared in response to the report and submit their views to the Cabinet/Executive Committee at their meetings on 23<sup>rd</sup> April 2001.

**3. Conclusion**

All Members of the County Council have been invited to attend the seminar at which the report will be presented. The Cabinet/Executive Committee's approval of the Action Plan will be required at their meetings on 23<sup>rd</sup> April 2001 following this Committee's response to the report.

## 1. **Background.**

- 1.1. The Social Services Inspectorate carried out an inspection of Hertfordshire Social Services Welfare to Work services for disabled people in October 2000. This was one of a series of eight local inspections in different council areas as part of their national programme of inspections. An over view national summary report will be published in 2001.
- 1.2. The SSI will be presenting their findings and recommendations about Hertfordshire's services to a full Member seminar. A copy of their report is attached. The action plan in response to the SSI recommendations will then be presented for scrutiny to this Select Committee which follows. The proposed action plan is attached as Appendix 1.
- 1.3. In December 1999, national guidance was issued to councils and health authorities requiring the production of a Welfare to Work for Disabled People Joint Investment Plan from April 2001.

Earlier guidance in September 1998 had set a priority for Councils:

“to ensure that people of working age who have been assessed as requiring community care services are provided with these services in ways which take account of and as far as possible maximise their and their carers' capacity to take-up, remain in, or return to employment”.

- 1.4. This Authority was therefore in the process of developing the Joint Investment Plan at the time of this inspection and the proposed plan is due to be completed and approved jointly with the NHS at the end of March.

## 2. **Conclusions of the Inspection Report**

- 2.1. In the context of the developing Joint Investment Plan, the SSI judged that good foundations had been laid between Social Services, the NHS Trusts and other partners to take this work forward.
- 2.2. The SSI noted many good examples of good, innovative practice already in place in assisting people with disabilities into employment - especially in our mental health and learning disability services.
- 2.3. They particularly drew attention to their overall impression that managers and staff from all agencies involved in developing and providing services were passionate, enthusiastic and committed to making the most of opportunities for service users in attaining and maintaining employment.
- 2.4. They found that services for the physically disabled and, in particular, people with brain injury needed further development. They felt that a clear strategy was needed in order to provide equitable, consistent and co-ordinated services across the county.

## 3. **Recommendations and Action Plan.**

3.1. The SSI assessed our services against six standards:

- ◆ *Effectiveness of service delivery and outcome* (Chapter 5)
- ◆ *Quality of services for service users - helping to make an informed choice* (Chapter 6)
- ◆ *Quality of services for service users - care management* (Chapter 7)
- ◆ *Fair Access* (Chapter 8)
- ◆ *Cost and Efficiency* (Chapter 9)
- ◆ *Organisation and Management* (Chapter 10).

They set out our strengths and areas for development in summary form at the start of each chapter. They list their 18 recommendations in priority order in Chapter 2, pages 9-10.

- 3.2. In response to the SSI's specific recommendations, an action plan has been prepared to address them following the format of the 6 standards and noting the priority given to each of the recommendations in a separate column. This is attached as Appendix 1.
- 3.3. The SSI are aware that where they have found areas for development, the department has already recognised most of these and has plans in place to address them. This will be reflected in the Welfare to Work Joint Investment Plan and their particular concerns for people with a physical disability are already being tackled in the current Best Value Review of services for people with physical and/or sensory disability.
- 3.4. If approved by Members, implementation of the Action Plan will be the responsibility of Sarah Pickup, Assistant Director, Commissioning, Adult Care Services. Regular monitoring reports will be presented to the Adult Care Service Select Committee with a 6 months progress report presented formally to the SSI in September 2001.

**WELFARE TO WORK ACTION PLAN - Appendix 1**

<u>STANDARD</u>	<u>RECOMMENDATION</u>	<u>SSI PRIORITY</u>	<u>ACTION</u>	<u>BY WHO</u>	<u>TIME SCALE</u>	
1. Effectiveness, Service delivery and Outcomes.	a) With partners, review current services and develop a strategy incorporating employment, for service delivery to younger people with disabilities, particularly those with brain injuries.	3	a) A Strategy is being developed through the Physical Disability and Sensory Disability Steering Group. Actions are being identified to raise the profile of people with a physical/sensory disability. The strategy will include users consultation. The outcome of the Best Value Review will influence future service developments.	Shirley Wilson + Best Value Review Physical & Sensory Disability.	now ongoing.	
	b) With partners, develop strategic liaison and negotiation at chief officer level with The Benefits Agency to facilitate key agency planning and flexible service development for people with disabilities.	1	b) Money Advice Unit will lead liaison. with the working age agency post April 2001 to pick up benefit delivery issues; issues of therapeutic earnings rules act.	Gary Vaux Trevor Boyd	Begin April 2001 ongoing.	
	c) Ensure that all District Councils and the voluntary sector are fully engaged with and participating in the Welfare to Work Joint Investment Plan.	2	c) Re-invite all district councils to participate in the JIP. Send information to all district councils.	Shirley Wilson (Welfare to work JIP)	Feb. 2001 and ongoing.	
	d) Ensure that there is an increased emphasis on employment issues and preparation for employment within mainstream service provision.		10	i. Ensure the 'in-house' care plan reviews of all day care clients (LD + MH) consider potential for preparation for work.	Janice Maher Janice Maher	To begin June 2001.
				ii. where identified in (I) above ensure programme of centre activities contribute for preparation for work; If they do not record the unmet need to Unit Annual Review Meeting.	Janice Maher	To begin June 2001.
			iii. In-house services as part of service review meeting consider budget bids necessary to increase capacity if unmet programme needs are identified as in (ii) above.	Bob Fitzpatrick Judith Jackson David Robinson Senior Planning Manager	Now and on-going.	
			iv. Commissioning managers and Contracts managers to ensure that service developments and commissioned day services have preparation for work programmes, as appropriate.			

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1. Continued...			v. Link with Employment Service as lead agency within Herts Prosperity Forum in order to deliver a county-wide co-ordinated approach to Welfare to Work – the strategic employment related issues.	Shirley Wilson Dave Kellett	
2. Quality of Services for Service Users Helping to Make Informed Choices.	a) Continue to develop its public information strategy with partners to ensure the wider public accessibility to appropriate information.	15	a) i. Review public information strategy and ensure links made with HertsDirect and “DISH” and Community Information.  ii. Ensure that information appropriately addresses employment issues and services the department offers.	Penny Soper  Penny Soper	Sept.2001.  Begin in Sept.2001.
	b) Continue to support the development of advocacy services to ensure that disabled people had appropriate access to advocacy on employment issues.	16	b) i. Review grants/payments to voluntary organisations who provide advocacy to ensure that there is accessibility to advocacy for employment issues and link to Corporate Best Value Review of Voluntary Sector Grants  ii. Use the advocacy network/conference to discuss how to advance employment issues.	David Robinson Ann Fisher  Angela Sewell	July 2001.

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3. Quality of Service for Service Users : Care Management.	a) Review eligibility criteria and care management documentation and processes to identify where employment issues could be more proactively addressed, planned and monitored.	4	a)i Review care management documentation to ensure that employment issues are proactively addressed/planned/monitored.	Deborah Clogg	September 2001.
			ii) Refer to employment in revised eligibility criteria for people of working age	Deborah Clogg	“
	b) Develop the pro forma for care plans to ensure that these are more focused on service user objectives and planned outcomes rather than on interventions.	5	iii) Ensure that the partnership trust reflects the employment needs of people with mental health issues.		
	c) Ensure that carers assessments are routinely offered and undertaken, incorporating carers needs for support in relation to employment.	6	b) Review Care Management training to ensure care plans are focused on user objectives and planned outcomes. c) Ensure QA monitoring checking incorporates checks on carers assessments.	Susan Suleski  Meg Carter	June 2001 onwards  October 2001.

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4. Fair Access.	a) Ensure that there is a consistent and collaborative approach to the accessibility of services, service delivery and service user and carer participation in service development for people with disabilities.	9	a) Ensure that the Sensory & Physical Disability Steering Group, the Welfare to Work JIP, the Learning Disability JIP and the Mental Health JIT all review the availability of and access to services which assist disabled people to return to work and that they all make links with the Employment Service as lead agency within the Herts Prosperity Forum to deliver a county-wide coordinated approach to Welfare to Work.	Shirley Wilson Judith Jackson Bob Fitzpatrick Trevor Boyd	On-going.
	b) Ensure that all service users are provided with information on the complaints procedure and their rights to access personal records.	17	b) I). Re-emphasise to staff via Briefing the importance of district standards 9 and 14 which concern practice with regard to recording and complaints.	Meg Carter	July 2001.
			Ensure assessment and care management guidance specifies when and how information should be provided.  ii Develop a check to ensure SW/Ots are providing this information	Deborah Clogg	Sept. 2001
	c) Continue to address and improve its position as an employer of disabled people through workforce monitoring and action planning.	18	c) i. Develop a new Departmental recruitment strategy including targets for people with disability  ii. Report and monitor targets set to ensure progress is achieved, to SMB on a regular basis.  iii. Contribute to HCC strategy for recruitment and retention of disabled people.	John Cooper  John Cooper  John Cooper	April 2001.  Quarterly
d) Review and develop its provision for assisting disabled people access training, voluntary work and work preparation opportunities and training countrywide.	8	d. see 1 a and d 4a above.			

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5. Cost and Efficiency.	a) Review its charging policy for residential and hostel accommodation to ensure that disabled people were not given disincentives to gain further independence through accessing employment.	14	a) Review charging policy for residential and hostel accommodation.	Sarah Pickup	October 2001.
	b) Develop its Direct Payments Scheme to enable as many disabled and older people as possible to utilise the scheme.	11	b) i. Launch new procedure, with briefings. ii. Formal training to be offered on new procedures. iii) Set targets for or increased for direct payment take up for the new financial year - L.D.5 - Older people 15 - Ph/D plus 5 - M/H 5	Shirley Wilson  ShirleyWilson, Susan Suleski  Shirley Wilson	April 2001.  Sept. 2001 then on-going.  Now  By March 2002

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6. Organisation and Management.	a) With Education, ensure that all the needs of young people are considered at the point of transition between children's and adult services within a 'life planning' framework, particularly for children with physical or mild to moderate learning disability who may not have required an educational statement.	7	a) Develop and implement a transition strategy with the CS&F, the Learning & Skills Council and the Connexions Partnership.	Ken Harvey (PO Disability) Cathy Kerr Andrew Wellington	Now implement April 2001.
	b) Ensure that the personal performance review system is fully effective in all service areas to ensure that the training and development programme is more effectively developed from the identification of staff need.	12	b) i. Ensure that personal development plans link into development of training programme  ii. Audit use of personal performance review system to ensure in place. Action plan to fill gaps.	John Cooper  John Cooper	March 2001.  June 2001.
	c) Review the staff training and development programme and briefing system to include more emphasis on Welfare to Work issues.	13	c) i. Use briefing to publicise outcome of Welfare to Work inspection.  ii. Review training programme content to ensure welfare to work is included.	Penny Soper  Susan Suleski	March 2001.  March 2001.