

NORTH LINCOLNSHIRE COUNCIL

**ADULT SERVICES
CABINET MEMBER**

GATHERING SERVICE USER EXPERIENCES

1. OBJECT AND BRIEF SUMMARY OF SUBJECT

- 1.1 Cabinet member is asked to support the development of the “In the Pink” quality and performance framework and receive further updates when a suitable academic partner is found.

2. Background Information

- 2.1 Adult Services aim is to improve the lives of vulnerable residents of North Lincolnshire, to achieve this we strive to create an environment where they can be
- In control
 - Independent
 - Healthy
 - Safe
 - Respected
 - Confident in the future
 - Involved
- These are referred to as the outcomes we are trying to achieve.
- 2.2 Traditional assessment, services and performance management concentrated on service availability, delivery, and compliance to standards. The standards of care that were achieved through this model were good but rarely achieved a complete set of good outcomes for the vulnerable person.
- 2.3 The national adult social services personalisation agenda changes the position of the vulnerable person from the person to whom we will give services, to the person who will control and direct how their needs are met and outcomes achieved.
- 2.4 Adult Social Services have redesigned their assessment process and resource allocations to enable this to happen. This combined with outcome based contracts and a programme of ongoing market development (in consultation with vulnerable people) should create a care and support network that will deliver positive results in all seven outcomes.
- 2.5 To measure our performance against the new agenda and to ensure we develop the care and support networks to deliver the outcomes a new quality and performance framework was required.

- 2.6 National work on the measurement of outcomes is scarce and generally not developed enough to meet our aspirations, so a local system was developed (and given a working title of “In the Pink”)
- 2.7 The “In the Pink” was based upon the following principles
- Ask once use many times
 - Inclusive of many views
 - Simple short easy to understand reporting
 - Focused on the life of the person, not the service.
- 2.8 Development was undertaken through consultation with the Dignity in Care Group, Voluntary Sector, Service users, Provider Stakeholders and Who Cares.
- 2.9 The system uses a series of standard questions to create a measure of the person’s life position in relation to each of the outcomes. The measure can be divided into the environment that the person lives in, and their perception of how much of the outcome they personally achieve. (e.g. Health : How do you feel ? and Do you have access to health services?)
- 2.10 The main form of feedback is from a questionnaire, we are currently developing the formats required to reach those people for whom a questionnaire is not suitable.
- 2.11 “In the Pink” has been tested on two service user groups and appears to give a good proxy indicator of peoples lives.
- 2.12 The results are being used within the following arenas

Area	Use
Adult Services QPR	To give a benchmark of current performance and to track improvements
Locality Teams	To help unpick local issues and to enable targeted local developments
Commissioning Team	To capture the global issues and comments to enable targeted market development initiatives
Performance Team	To identify areas where services are delivering excellent outcomes and share good practice, whilst identifying areas that targeted improvements.
Safeguarding	The Safeguarding Adults Boards are incorporating the data into their performance framework
Other Service Areas	Many Service areas have expressed an interest and are investigating how it can be utilised.

- 2.13 NHS North Lincolnshire are aware of In the Pink", and it has been suggested that the council and the PCT utilise they same systems of

quality and performance assurance to facilitate closer more effective working arrangements

2.14 York University have been approached to provide an academic view of “In the Pink” and suggest further advancements. This is still in the initial discussion stage.

2.15 A legal view is being sought on how we can ensure that the council receives credit should the work be utilised by other organisations.

3. Options for consideration

3.1 Support the development of the “In the Pink” quality and performance framework

3.2 Decline support for further development

4. Analysis of options

4.1 Option 1 – Support the development

4.1.1 This will enable Adult Social Services to utilise the information pool created to enhance and develop service areas to efficiently achieve improved outcomes for services users and value for money.

4.1.2 North Lincolnshire Council and Adult Social Services will have an improved profile with respect to other councils.

4.2 Option 2 – Decline support for the development

4.2.1 Adult Social Service will need to identify (and possibly purchase) an alternate system of Quality management. Investigations into such systems currently found no suitable system

4.2.2 Adult social Service will continue in the interim to continue with service based performance and quality management.

4.2.3 The areas using the data will need to find alternative ways (with associated cost) to collect their data requirement.

5. Resource Implementations (Financial, Staffing, Property, IT)

5.1 Financial – The costs incurred have been allocated through the past review process, the system should create a slight reduction in costs across Adults Services through the “Ask once use many times” principle and through improved commissioning data. There should also be improved efficiency within the Locality and Performance Teams through the targeting of activities towards specific areas of weakness.

5.2 Staffing implications – The “In the Pink” systems will utilise the staff resources identified and allocated through the Fit for the Future review.

5.3 Property Implications - None

5.4 IT Implications – The existing Care First system can be modified by Adult Services to accommodate and report on the data.

6. Other implications (Statutory, Environmental, Diversity, Section 17 – Crime and Disorder, Risk and Other)

Statutory Implications - None

Environmental implications - None

6.3 Diversity implications – A diversity impact assessment has been undertaken and the developments are ongoing to address the service users groups for whom the current system would not be appropriate.

6.4 Section 17 – Crime and Disorder implications - None

6.5 Risk and other implications – “In the Pink” will reduce the risk of Adult Services failing to identify and meet the needs of vulnerable people.

7 Outcomes of consultation

7.1 The Trades Unions have not been consulted on this report.

7.2 There was ongoing dialogue, comment and contribution during the frameworks development with the following

- WHIP Dignity in Care sub group
- Internal and external care and support providers
- The voluntary Sector
- Staff groups across Adult Social Services

7.3 “In the Pink” has been discussed with “Who Cares” who complemented the work and commented that the language used was simple and very “non social services”

7.4 The Safeguarding Adults Board welcomed the work.

8 Recommendations

8.1 Cabinet member is asked to support the development of the “In the Pink” quality and performance framework and receive further updates when a suitable academic partner is found

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