

CABINET MEMBER FOR ADULT SOCIAL CARE

Venue: Town Hall,
Moorgate Street,
Rotherham. S60 2RB

Date: Monday, 11th June, 2012

Time: 10.00 a.m.

A G E N D A

1. To determine if the following matters are to be considered under the categories suggested in accordance with the Local Government Act 1972
2. To determine any item which the Chairman is of the opinion should be considered later in the agenda as a matter of urgency
3. Minutes of previous meeting (Pages 1 - 4)
4. Champions
To consider appointment to the following positions:-

Carers
Learning and Physical Disabilities
Older People
Mental Health
Safeguarding
5. The Way Forward

(The Chairman authorised consideration of the following items of business)

6. Learning and Development Team (Pages 5 - 12)

Date of Next Meeting

- Monday, 9th July, 2012, at 10.00 a.m.

CABINET MEMBER FOR ADULT SOCIAL CARE
Monday, 16th April, 2012

Present:- Councillor Doyle (in the Chair) and Councillor Walker.

Apologies for absence were received from Councillors Gosling, Jack, P. A. Russell and Steele.

H60. MINUTES OF PREVIOUS MEETING

Consideration was given to the minutes of the previous meetings held on 26th March, 2012.

Resolved:- That the minutes of the previous meetings held on 26th March, 2012, be approved as a correct record.

H61. CONNECT TO SUPPORT (EMARKETPLACE SERVICE SOLUTION)

Claire McLoughlin and Tanya Palmowski, Corporate Improvement Officers, presented a progress report to date on the above project which had now reached implementation stage.

E-Marketplace was now known across all authorities as Connect to Support (CtS). Rotherham, being 1 of the mid-implementers, was a leader in the development of CtS and it was important that it continued as a national leader in the innovative initiative.

The project was now at implementation stage in Rotherham. There were several separate elements to implementation – ‘sign off’, establishing the basic system and ‘going live’ including the date for ‘soft launch’ and the date for the public launch. There were some significant challenges the Council would face in taking the project forward which would need addressing during implementation.

In preparation for ‘sign off’, a strategy would be development contained details of process change including changes to existing ways of working, impact on each stakeholder including obtaining stakeholder buy-in, technology including basic system functionality, implications such as accreditation and performance management. The Strategy was to be signed off on 18th May. The basic system functions would then be tested with input from staff, providers and customers alongside Shop4Support (s4s) who won the tendering process.

Each local authority only had a 2 month window of concentrated support from s4s (which had already started) to establish the site, soft launch and agree sign off of the basic system. Failure to engage with s4s could impact on the regional schedule if Rotherham needed to be moved back in the implementation timeline.

Dates of the soft launch and public launch would be agreed following completion of the implementation phase.

Discussion ensued on the report with the following issues

discussed/highlighted:-

- It provided customers with another avenue of finding out what services were available/what was happening in the community without coming via the Adult Care Service
- As part of the accreditation process need to agree who we would be allowed on Rotherham's website but could not control other authorities' sites. There was the opportunity to manage the content and remove providers if felt not performing to certain standards
- Needed to decide, as part of the accreditation, what that process should be. Some authorities allowed any one on their site with the Caveat Emptor approach
- Customers would be able to rate services and leave feedback
- Initially s4s would be managing the process but then the Authority would have to identify resources. A risk analysis would be carried out and presented to NAS DLT
- The development of the site was cost neutral due to funded provided regionally through the Y&H JIP – resources required for day-to-day content management, systems administrator etc.
- Discussions with Legal Services to ascertain whether, as part of the accreditation process, it could be stated if providers had not met parts of the accreditation e.g. some providers may not have been successful in retendering on price not quality
- A 2.5% transaction fee would be charged if a customer purchased a service from the route of E-market place. Voluntary and community sector services that did not sell a product or service would not be charged the fee

Resolved:- (1) That it be noted that Connect to Support fit with Personalising Services – Transforming traditional services to provide better outcomes and better use of resources.

(2) That the progress achieved and the timeline for implementation of Connect to Support in Rotherham be noted.

(3) That the financial implications be evaluated and submitted to NAS DLT together with the reputational risks.

(4) That this Minute be passed to the NAS DLT so they were aware of the concerns expressed.

(5) That a further report be submitted to Cabinet.

H62. PROPOSED RELOCATION OF GREEN LANE VISUAL IMPAIRMENT SERVICE

The Chairman received, for information, a briefing note on the above proposed relocation of the above Service to the Rotherham Intermediate Care Centre subject to agreement from Health partners.

H63. NEW COMMUNITY AND HOME CARE SERVICE FRAMEWORK

The Chairman received, for information, an update on the mechanisms put in place to monitor the outcomes, quality and regulatory compliance of Service providers accepted onto the new Community and Home Care Service

Framework.

Resolved:- That updates be submitted on a quarterly basis.

H64. EXTRA CARE HOUSING AND GRAFTON HOUSE MERGER

Further to Minute No. 24 of 26th September, 2011, the Director of Health and Wellbeing reported on the current position with the above merger.

Further analysis had been undertaken of the Services to identify the most effective way of delivering the joint service to the customer. The results would provide a consistent approach across all schemes whilst offering services to the customer that demonstrated value for money.

The next phase of the review would look at the different levels of support currently in place at Grafton House and Extra Care with a view to streamlining the teams and providing an holistic Housing Support Service delivering more flexibly across the whole Service.

An overarching consultation plan and Equality Impact Assessment would be devised to ensure that the new merged Service met the needs of the customer and considered any areas of risk.

Resolved:- That the Cabinet Member be kept updated.

H65. EXCLUSION OF THE PRESS AND PUBLIC

Resolved:- That, under Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972 (as amended March 2006) (information relating to the financial or business affairs of any person (including the Council)).

H66. SUPPORTING PEOPLE PROGRAMME - AWARD OF ACCOMMODATION BASED CONTRACTS FOR HOUSING RELATED SUPPORT AND HOUSING MANAGEMENT

The Director of Health and Wellbeing reported on the procurement process and subsequent evaluation undertaken for EU Classified Annex 2b services to provide housing-related and preventative support.

The contracts were for an initial period of 3 years with an option to extend for 1 year. The recommended provider would enable the Council to provide high quality services delivering value for money through efficiency. The proposed providers had previous experience in providing services to the client groups in question with a good performance records.

Resolved:- That, in accordance with Standing Order No. 33, the tenders for Accommodation Based Services be awarded as follows:-

- providing housing related support to Women Experiencing Domestic Abuse – Rotherham Women's Refuge

- providing housing related support to People with Mental Health Problems to Rotherham Mind

- providing housing related support to Expectant Young Mothers and Young Mothers with Children – Sheffield YWCA

- providing housing related support to Homeless Households in Priority Need – South Yorkshire Housing Association.

H67. COUNCILLOR SHEILA WALKER

The Chairman wished to place on record his thanks for all the work, commitment and support Councillor Walker had shown to him personally and wished her a healthy and happy retirement.

ROTHERHAM BOROUGH COUNCIL - BRIEFING NOTE TO CABINET MEMBER

1.	Meeting:-	Cabinet Member
2.	Date:-	11th June, 2012
3.	Title:-	Learning and Development Team
4.	Directorate:-	Neighbourhoods and Adult Services

5. Summary

- 5.1 This briefing note is for information only.
- 5.2 This note informs Cabinet Member of the confirmed management arrangements of the Directorate's Learning and Development Team; explains the rationale for the team within the Directorate; gives an overview of the Team's structure, resources and functions; and lists the current and future priorities of the team alongside ongoing work.

6. Management arrangements

- 6.1 The management and reporting line of the Learning and Development Team was confirmed in May 2012. The Team is now part of the Health and Well Being Department with the Team Manager reporting directly to the Director of Health and Well Being. Prior to this, the Team Manager reported to the Strategic Commissioning Manager in the Resources Directorate.

7. Rationale for the Team

- 7.1 The team provides the Council's Learning and Development Co-ordinator role for the entire Directorate's workforce. Its main functions and resourcing, however, link to the responsibility of the Director of Adult Social Services for the professional leadership of the *entire* adult social care workforce in Rotherham which includes learning and development.
- 7.2 The Team supports the Council's '*Quality education & opportunities to learn*' and '*Right people, right skills, right place*' with the goals of:
- An affordable and flexible learning and development service that equips the workforce and communities with the right skills to meet customer needs and outcomes
 - A more confident and competent workforce with increasingly sophisticated skills and knowledge to effectively respond to customer needs.

8. Team Structure Overview

- 8.1 The Team structure changed in May 2012 linked to the Council's Business Support Review. The Team's two Administrative Assistant posts (1.5 WTE) transferred to the Resources Directorate. The Team now comprises three permanent posts:
- Learning and Development Manager (37 hours per week)
 - Learning and Development Officer (29.60 hours per week)
 - Learning and Development Officer - Practice Learning and Post Qualification (37 hours per week).
- 8.2 In addition, the team has a temporary post until December 2012 of Safeguarding Adults and Mental Capacity Act Training Manager (37 hours per week).
- 8.3 A summary of the Team's Officers and their roles may be found at Appendix A.
- 8.4 The Team is routinely available to support the workforce; Officers will attend a range of meetings and undertake site-visits as required. Over and above this, the team lead and facilitate a regular workforce development forum for adult social care employers across Rotherham. This forum was co-developed with employers and runs four to five times a year. The Team are introducing monthly Learning Café events in 2012-13 to continue to improve their support arrangements and deliver their core functions.

9. Core functions of the Team

- 9.1 Core learning and development support may be summarised as:
- Training Courses and Qualification Programmes
 - Common Induction Standards

- Workforce Development Funding Application scheme
- E-learning
- Performance Development Coaching
- Workforce Development Forum and Learning Café
- Workforce Development Fund
- Practice learning for the social work degree
- Continuing professional development for social workers.

9.2 Appendix B shows these core functions diagrammatically in a slightly expanded form.

10. Budget

10.1 The core functions are supported by the budget for Learning and Development which links to learning and development priorities. The budgets are:

- Training Team Salaries (with on-costs) - £157,349
- Training – entire adult social care workforce - £627,728
- Training – housing and neighbourhoods workforce - £22,384
- Total - £807,461.

10.2 The Team is keen to demonstrate the return on investment from this budget and contributes to good news stories that are collated by the Directorate's Performance Team to show outcomes for customers.

10.3 To illustrate learning and development return on investment, Appendix C lists some achievement highlights from 2011-2012 including a positive outcome for a customer and compliments.

11. Current Priorities of the team

11.1 There are a number of priorities that the Team is working to deliver; these are:

- The required learning and development budget efficiency/savings agreed by Council for 2012-13 of £45,000
- Implement the Rotherham Safeguarding Adults Board Workforce Development Policy and Strategic Training Programme
- Develop and maintain the HSC Rotherham e-learning management system
- Roll-out the Dementia Bronze to Platinum training strategy including the establishment of Dementia Champions
- Support the delivery to Care Homes of the Education and Training on End of Life Care
- Run the CIS Assessment Pilot with the Grey Matter Group
- Support the development of the Practice Learning Partnership Business Plan
- Support the continued development of the Social Care Development Partnership (South Yorkshire) including increasing membership
- Rotherham's Workforce Development Funding Application Scheme.

12. Emerging Priorities

12.1 There are also a number of areas that are impacting on the Team as emerging priorities; these are:

- Rethink and Refresh of the workforce development aspects of Rotherham's Integrated Local Area Workforce Strategy (InLAWS)
- Introduction of the social work Assessed and Supported Year in Employment (ASYE)
- Mental Capacity Act Bronze to Platinum training strategy
- Manager Induction Standards - on-line support
- Mentoring - support across the sector
- Meeting HCPC Continuing Professional Development (CPD) recording requirements
- Introduction of the Council's Learning and Development Dynamic Purchasing System/Framework agreement
- Learning Café (series of workforce development drop-in support sessions)
- Workforce development opportunities for Personal Assistants
- Develop community skills to enable those undertaking informal support roles in their community to access knowledge, skills and capacity needed
- Public Health Workforce Strategy
- Refresh 100% Neighbourhood and Adult Social Care Council staff on safeguarding children e-learning module
- Practice learning in the independent sector.

13. Ongoing Work

13.1 Much of the work of the team is perennial in nature, with appropriate adjustments linked to changing national and local priorities and guidance year-on-year. Ongoing work may be summarised as:

- Deliver a 'core workforce development' support offer to the Local Authority, independent sector, volunteers, and service user employers
- Plan and organise a programme of training support to meet Skills for Care's (SfC) recommended training requirements for *Essential Standards of Quality and Safety*
- Plan and organise a programme of training qualification programmes to meet SfC's recommended training requirements for *Essential Standards of Quality and Safety*
- Performance Development Coaching
- Deliver a practice learning service in support of the social work reforms and CPD opportunities for social workers
- Devise a leadership and management development pathway for social workers including internal coach pilot and supervision e-learning modules
- Finalise and roll-out End of Life Bronze to Platinum Training Programme
- Lead and facilitate the meetings of Rotherham's Adult Social Care Employers Workforce Development Forum.

Nigel Mitchell

Learning and Development Manager

Nigel.mitchell@rotherham.gov.uk 01709 334066

Appendix A

A summary of Officers within the Team and their roles

Nigel Mitchell, Learning and Development Manager

- To lead and manage an effective and affordable Learning & Development Service and Practice Learning Service
- To work across the sector to ensure Learning and Development Strategy and plans are developed and delivered to meet workforce needs
- To work with the Independent Sector, other Locality Authorities and external partners collaboratively
- To act as a source of expertise in learning and development

Claire Tester, Learning and Development Officer

- To undertake commissioning and contract management activity across the learning and development service ensuring quality and procurement standards are maintained, customer focused and compliant with corporate guidelines
- To commission and co-ordinate a range of training programmes, vocational and professional awards to meet the identified needs of the health and social care workforce

Angie Lindsay, Learning and Development Officer (Practice Learning & Post Qualification)

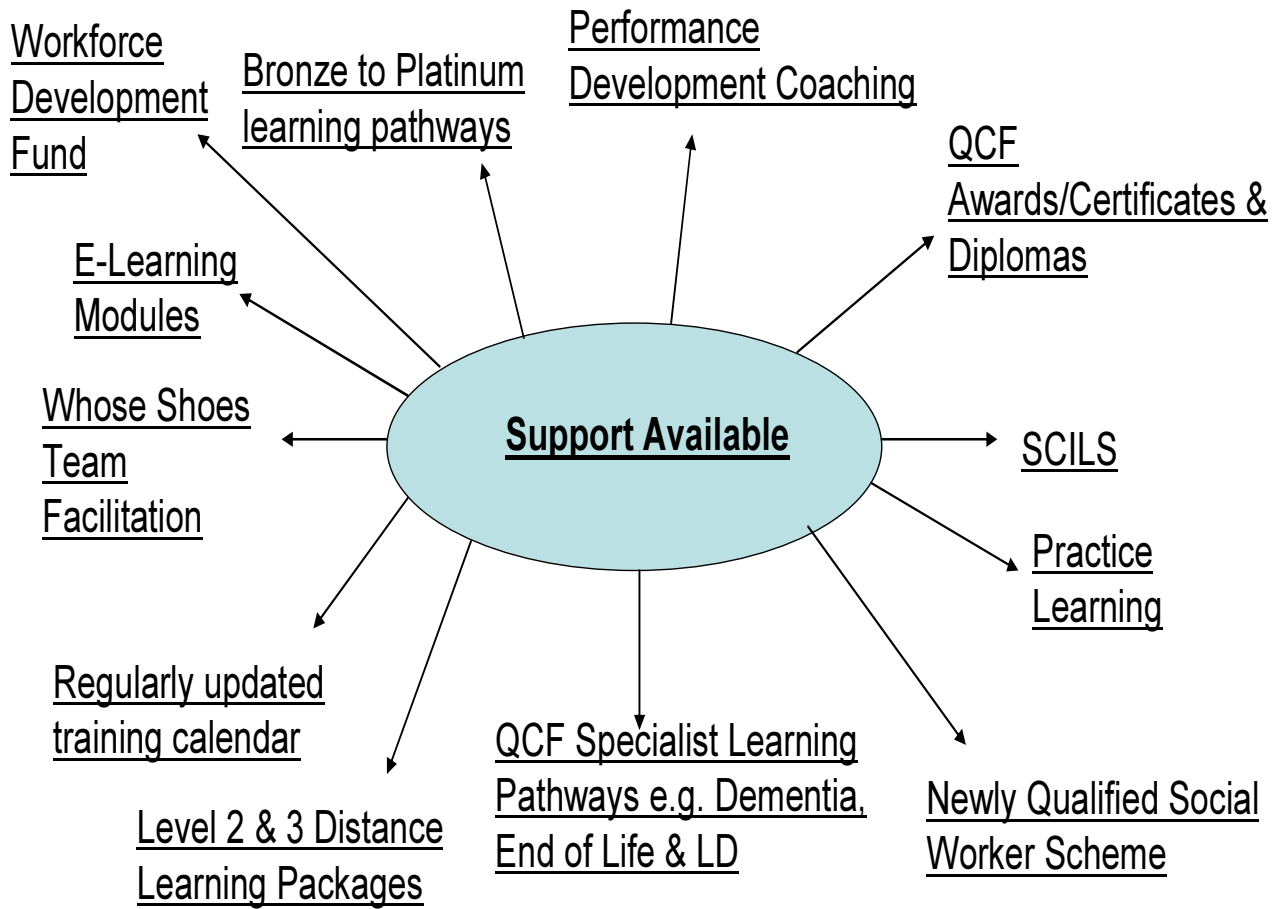
- To organise, co-ordinate and evaluate practice learning opportunities
- To organise, co-ordinate and evaluate the Newly Qualified Social Worker Programme
- To provide an effective and efficient co-ordination, advisory and facilitation service for post qualifying social work education and training awards

Andy Lowman, Safeguarding Adults and Mental Capacity Act Training Manager

- To act as the point of expertise and lead on all aspects of learning and development relating to Safeguarding Adults and the Mental Capacity Act for the health and social care workforce in Rotherham
- To commission, plan, deliver and evaluate Adult Safeguarding and Mental Capacity Act learning development programmes across health and social care agencies and providers in Rotherham

Appendix B

Diagram of learning and development core function and support



Appendix C

Learning and Development – Year-end Highlight Report 2011-2012

Outcome for a customer from staff attending movement and handling training:

Mr J wanted to get out more places. He is unable to get out on his own because he has physical and learning disabilities and Autism and he is registered blind. A staff member at Scope undertook 'People Moving' training with RMBC and developed his confidence in safe moving and handling techniques to take Mr J out on lots of trips using different types of transport. Now Mr J is now much more independent and he goes out to different places in South Yorkshire every week. He has used buses and tried the tram and the train for the first time in his life. He has been to Barnsley and Sheffield for the first time in his life. Mr J said he is very happy with his new found independence. When he was on the train station platform Mr J said "It is a bit noisy" so our carer described the surroundings and what was happening to Mr J and he was very excited about the experience. It is laugh we get on really well" "There is never anywhere he won't take me" Comment from N.J Mother "It has fetched him on 100%. He loves it. They go out with Scope in all weathers using all types of transport".

Compliments received from employers about two core function areas – e-learning and workforce development funding application scheme:

Can I please congratulate your team on the fantastic work they have done on the learning pool e learning work. The new web site is absolutely wonderful and it is a resource tool that is going to be invaluable to us. This has been long needed, can you please pass our congratulations and thanks on to your staff team who have and are still working on this exciting and invaluable tool. (Age UK)

Many thanks for the consideration of my funding applications and their valued approval, especially for my late application. Thanks to the whole team especially Alison & Kerrie, not only for their help and assistance with regard to funding, but for being so helpful with all our training needs. The company is over the moon, as we are a privately, family run business this funding for training is so valuable and very well received. (The Star Foundation)

Improving the number of staff trained against a priority Service Plan objective:

Training 1,885 staff on safeguarding adults in 2012-13 compared to 1,288 in 2011/2012 – 46% performance improvement.

Demonstrating leadership in qualification provision:

120 employees across the sector are currently or have completed studying for the new Level 2 & 3 Certificate in Dementia Awareness delivered by local training providers. RMBC were the first in the area to commission this training.

30 employees are currently undertaking the Level 5 Diploma in Leadership and Management for Health and Social Care (Adults), a 50% increase on last year.

150 staff across Rotherham have undertaken The Cornerstones of Person Centred Dementia Care Training Programme and 25 Dementia Care Mappers have been trained in Residential and Nursing settings. The dementia training is receiving regional acknowledgement as excellent practice and now national acknowledgement with Rotherham Council having featured in a national dementia good practice guide published by Skills for Care in May 2012.