

SCR P19**Progress report on recommendations applicable to Angus Council****Key**

Red	Significant barriers to progress
Amber	Progressing
Green	On target for completion

Recommendation 3.14	
Angus Council should ensure that contracts with providers make explicit escalation responsibilities. This should include clear information to the provider on how to escalate concerns and who to escalate these to.	
	PROGRESS REPORT
Date of progress report	4 October 2022
Plan to implement this recommendation	An action was identified in response to recommendation 3.14, to ascertain whether explicit escalation responsibilities, as provided for in the contract, are in keeping with best practice.
Actions taken (please provide a full record of all progress)	<p>The contract relevant to the SCR - Home and Community Based Care and Support Services under Self-Directed Support (SDS) Option 3 - has been analysed.</p> <p>It has been established that reporting procedures for serious incidents, adults at risk and complaints were clearly detailed in the contract, including who to report to and timescales for doing so. In the case of P19, the provider followed these procedures set out in the contract. Throughout the SCR P19 Report, there were numerous references to good practice by the provider. It was therefore apparent that the escalation process provided for in the contract was robust and was not an issue here, but in the interests of robust procedures and the health and safety of service users, it was agreed to audit a sample of contracts with a view to assess how they compare against industry best practice and other public bodies. Contracts for the following service types were reviewed: Care at Home; Supported Accommodation; Care</p>

	<p>Homes; other non-accommodation / non direct personal care; a grant agreement relating to physical disabilities.</p> <p>Assessment of the above contracts and grant agreement identified both good practice and areas for improvement including proposals to achieve improvements which are now being taken forward.</p>
Next steps	<ol style="list-style-type: none"> 1. Establish an action plan to implement any required changes to achieve best practice. 2. Angus Health and Social Care Partnership to consider developing a self-serve process to escalate concerns with the subsequent link being incorporated into future service specifications. 3. Interim escalation clause to be included in service specifications.
Issues or challenges	Staffing challenges may impact on progress with the above next steps.
Planned completion date of next steps	December 2022
How will we know we have been successful in implementing this recommendation?	All contracts containing appropriate escalation clauses.
What measure will be used to ensure recommendation is met?	Implementation will be reviewed on a quarterly basis to ensure that contracts are up-to-date and fit for purpose.
What is the plan to embed the change relating to this recommendation?	Escalation clause to be agreed and used for all relevant contracts (added to templates) and communicated to all relevant staff.
Date of assurance measured	
Evidence of assurance measured	
Comments	
<p>Recommendation 5.11</p> <p>Angus Council Communities (housing) should develop clear guidance that provides the flexibility and governance required to ensure regular inspection of those properties where concerns have been raised on a regular basis.</p>	
	PROGRESS REPORT
Date of progress report	4 October 2022

Plan to implement this recommendation	An action has been identified in response to recommendation 5.11, to develop and implement an inspection protocol for properties where concerns have been raised. The protocol covers: <ul style="list-style-type: none"> • Roles and responsibilities • Communication of concerns • Tenancy inspection & assessment of risk • Professional disputes or disagreements • Monitoring & reporting
Actions taken (please provide a full record of all progress)	Inspection protocol agreed and implemented August 2022 Pathway implemented on housing system to record concerns and actions taken Briefings completed with housing staff and Housing, Health & Social Care Strategic Planning group
Next steps	Monitor implementation of protocol Report on the number of properties where concerns have been raised by risk level – 1, 2 and 3 and the percentage of inspections completed as per agreed inspection rate.
Issues or challenges	Staffing challenges across the Community Housing Teams may impact on implementation of protocol.
Planned completion date of next steps	December 2022
How will we know we have been successful in implementing this recommendation?	Agreed protocol in place.
What measure will be used to ensure recommendation is met?	Implementation will be reviewed on a quarterly basis by reporting on the number of properties where concerns have been raised by risk level - high/medium/low; and percentage of inspections completed as per the agreed inspection rate. Implementation will be monitored by the Housing Management Team and reported to the P19 SCR mandated subgroup.
What is the plan to embed the change relating to this recommendation?	Protocol agreed and implemented across the CHTs – briefings to CHT staff and stakeholders.
Date of assurance measured	
Evidence of assurance measured	
Comments	
Recommendation	

5.12 Angus Council Communities (housing) should develop a protocol in relation to vulnerable people at risk requiring urgent housing that provides clarification on roles and responsibilities for vulnerable people requiring temporary housing. This should make clear who has responsibility to secure accommodation when housing have no accommodation available and this should be made widely available to partners.

PROGRESS REPORT	
Date of progress report	4 October 2022
Plan to implement this recommendation	<p>As well as continuing to implement the Rapid Rehousing Transition Plan, a further action has been identified against recommendation 5.12 to review the existing temporary accommodation policy. The policy covers:</p> <ul style="list-style-type: none"> • The Local Authority's temporary accommodation duties • Temporary accommodation assessment process • Temporary accommodation provision • Temporary accommodation standards • Flipping temporary accommodation • Performance monitoring • Appeals • Legal and regulatory framework • Policy review
<p>Actions taken (please provide a full record of all progress)</p>	<p>A number of policies and protocols have been implemented since the death of P19 that address this recommendation, including:</p> <ul style="list-style-type: none"> • The implementation of a revised Common Allocations Policy - the policy sets out our 'reasonable preference' obligations and what applications will be awarded a priority banding. The policy also sets out the Council and housing association's powers to use 'discretion' where have exceptional circumstances and need to move or be housed urgently. • The implementation of a Supported Housing Assessment & Allocations Policy. The policy sets out the joint working arrangements for the assessment of applicants for supported housing, the handling of applications and the allocation of tenancies. • The implementation of a Joint Adaptations Policy supported by guidance that sets out the approach to providing an adaptations service (including rehousing solutions) which promotes joint working between relevant services and minimises delays by ensuring staff have appropriate decision making authority.

	<ul style="list-style-type: none"> • The implementation of Housing First – a model of rapid rehousing and intensive support for people who have multiple complex needs that must be addressed alongside their homelessness. • The implementation of a Housing Domestic Abuse Policy – supported by operational guidance, the policy sets out how the housing service will respond to and support women suffering from or threatened with domestic abuse. One of the key aims of this policy is to provide a range of housing options to meet the individual needs of victims/survivors of domestic abuse. • Implementation of a revised Prison Protocol. The protocol has been reviewed and adopts the pathway concept of the SHORE standards setting out how the housing needs of individuals from Angus should be considered on imprisonment, during sentence, prior to and following release. Where homelessness cannot be prevented, the revised protocol aims to secure permanent accommodation for individuals leaving prison, avoiding prison leavers entering the homeless system and being placed into temporary homeless accommodation, where possible. <p>The revised temporary accommodation policy has been completed, shared with stakeholders and published online - https://www.angus.gov.uk/media/temporary_homeless_accommodation_policy_pdf</p>
Next steps	Continue to monitor % of people who are offered temporary accommodation immediately.
Issues or challenges	Resource challenges may impact on ability to provide suitable accommodation in some cases.
Planned completion date of next steps	Ongoing monitoring.
How will we know we have been successful in implementing this recommendation?	Revised policy in place.
What measure will be used to ensure recommendation is met?	Implementation will be reviewed on a quarterly basis by reporting on the percentage of people who are offered temporary accommodation immediately. Implementation will be monitored by the Housing Management Team and reported to the P19 SCR mandated subgroup.
What is the plan to embed the change relating to this recommendation?	Revised policy agreed, published and implemented.

Date of assurance measured	
Evidence of assurance measured	
Comments	