



# CordisPulse

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## December 2017

Welcome to December's edition of the CordisPulse - a monthly digest of key research and policy developments across the sectors in which Cordis Bright provides research and consultancy services, i.e. children and young people's services, criminal justice, and adult social care and health.

It's starting to look as if the additional funding for social care announced in the previous budget was its 'moment in the sun' and that events have now moved on to focus once again on the struggles of the NHS, which of course may be particularly acute come winter time. This is unfortunate as at least two of the items from this month's Pulse speak to serious and, at the current time, unfunded cost pressures within the social care system.

The **Competition and Markets Authority final report** on the use of care homes identifies that older people are on occasion getting poor value for money and unfair contractual terms, and are subsidising state-funded residents through higher charges. It also finds that the system of residential care itself may be in financial trouble and indeed recent reports on the position of Four Seasons indicate that this is true for some providers.

The HMRC guidance on the **Social Care Compliance System** in relation to how social care employers may have historically underpaid workers during sleep-in shifts is an example where the government's approach could improve. As it stands, organisations are signing up to voluntarily calculate a six year liability on the basis of poorly structured and misinterpreted guidance, which, unless there is a significant shift on the part of the government, they will simply have to pay.

Elsewhere there is useful learning and guidance on the collaboration needed to deliver better and more effective integration of health and social care in the form of reports from **The Health Foundation** and **new guidance from SCIE** on how organisations can measure progress towards better integration.



If you would like to discuss any of the issues raised in this month's Pulse please do contact us on 020 7330 9170.

Best wishes,

Dr Stephen Boxford

Head of Research

If you would prefer not to receive future editions of the CordisPulse, please click 'unsubscribe' at the very end of this email. If you would like to discuss anything that arises from the Pulse (or if there are others who you think would like to receive copies) then please contact Dr Stephen Boxford on [stephenboxford@cordisbright.co.uk](mailto:stephenboxford@cordisbright.co.uk) or 020 7330 9170.

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## Cordis Bright News

### Blackpool Fulfilling Lives Evaluation

Cordis Bright has been working with peer researchers to evaluate Blackpool Fulfilling Lives, one of 12 projects across England that have been funded by the Big Lottery Fund to improve the lives of people with multiple needs. In the first year report, in-depth interviews with service users carried out by peer researchers helped identify a range of positive outcomes for beneficiaries of the service. This is the year 2 report, which explores in greater detail how and why the Blackpool Fulfilling Lives model works, and what benefits it has for individuals and the wider system, including the extent to which it represents value for money.



### Delayed Transfers of Care (DToC) part 5

Recent NHS monthly statistics show a very welcome reduction in overall rates of delays in transfer of care (DToC). We have been unpicking the numbers a little and found a couple of interesting issues. First, social care's critical role in reducing DToC may be declining and secondly, there are signs that the recent reductions in DToC may be difficult to maintain. In other DToC news, we were interested to read that our clients in Medway have had some real successes in reducing DToCs - the Health Service Journal article below explains more.



## Adult Social Care and Health

### Reports

#### **The Health Foundation. *Some Assembly Required: implementing new models of care***

This report explores how the vanguard sites have managed to bring about the changes required to deliver new models of care (rather than focussing on the care model design itself). The report is based on qualitative consultation with clinicians and managers involved in implementing and delivering the new models of care, and describes an approach to change that emphasises local co-creation and testing of care models as an alternative to the top-down structural approach to change typical in the NHS. The report sets out 10 lessons to support commissioners and providers who are seeking to adopt new joined up models of care (such as start by focussing on a particular population; and involve primary care from the beginning) and identifies key ways in which national bodies can better support this kind of cross-organisation change.



#### **University of Bristol, Regard, Stonewall and Social Care Institute for Excellence. *LGBTQI+ Disabled People and self-directed social care support***

This research aimed to understand more about the specific social care needs of LGBTQI+ Disabled People and how they are, or could be, supported by adult social care professionals through self-directed social care. The study involved qualitative interviews with LGBTQI+ Disabled People and Personal Assistants, as well as a survey of LGBTQI+ Disabled People who use self-directed care in England. Key findings include that many LGBTQI+ Disabled People report many positives from self-directed care, including more choice, control and power. However, their concerns include whether coming out to social care staff will jeopardise support; difficulties in recruiting and retaining good PAs; and difficulties in securing support for 'social hours', which leads to social isolation.

#### **Competition and Markets Authority. *Care homes market study: Final report***

This is the final report of the Competition and Markets Authority's market study into residential and nursing care homes for older people. The study looks at how well the care homes market is working for self-funders as well as for those individuals whose care is funded by the state. It also looks at the sustainability of the industry and the ability of the market to ensure that all those who have care needs have those needs met. The report highlights problems across two broad areas. First, those who require care need greater support in choosing a care home and greater protection once they are residents. Second, the current model of service provision cannot be sustained without additional public funding: homes that supply primarily local authority-funded residents are unlikely to be sustainable at current Local Authority rates, and significant reforms are required if the sector is to meet the anticipated increase in care needs in the future.



### ***The Health Service Journal. We threw the kitchen sink at DToCs and it worked***

The Health Service Journal has reported on the success of Medway CCG, Council and Foundation Trust in dramatically reducing DToCs and improving A&E performance over the 12 months to November 2017. Health and social care colleagues worked together to reduce DToCs through the identification and development of four distinct discharge pathways. The success of the Medway approach to tackling DToCs is an important development in this area of work.

## **Briefings**

### ***The King's Fund. Autumn Budget 2017: what it means for health and social care***

Prior to the Budget, the Nuffield Trust, the Health Foundation and The King's Fund published a joint briefing analysing the financial position of the health and social care system, and outlining what they felt the Budget needed to contain in order to safeguard the NHS, social care and public health. In this second briefing, the King's Fund reviews what was announced and what it means for the priorities previously identified by the three organisations.

### ***Shelter. Briefing: Announcement on Supported Housing***

At the end of October the Prime Minister announced that the government will no longer proceed with plans to apply Local Housing Allowance caps to the social rented sector and supported housing. This briefing explains the context around this development and outlines what Shelter understands to be the key implications.

## **Tools and Guidance**

### ***Social Care Institute for Excellence. Developing an integration scorecard: A model for understanding and measuring progress towards health and social care integration***

SCIE has developed an overarching framework for what good health and social care integration looks like, and proposes a set of metrics for measuring progress towards the government's ambition of full integration. This work was commissioned by the Department of Health (DH), and is based on desk research, case-study based research and qualitative consultation with service users, carers and other stakeholders. The logic model presented in the report highlights what enables and supports good integrated services, and SCIE and the DH intend that it be used as a tool to support the planning of health and social care integration in local areas. The proposed metrics have been met with mixed feedback, and as such are not yet recommended for use nationally.

### **HMRC. Social Care Compliance Scheme**

This guidance explains how social care employers who may have underpaid workers during sleep-in shifts can join HMRC's Social Care Compliance Scheme (SCCS). For employers who comply with the SCCS timescales and conditions, the scheme provides a pathway to exemption from financial penalties or public naming for historically underpaying sleep-in shift workers. Providers will have a period of 12 months in which to conduct a self-review to identify any wage arrears (with HMRC support), and will then have three months in order to pay all identified arrears.

### **Social Care Institute for Excellence. *Discussing and planning medicines support***

This quick guide is designed for home care managers who provide medicines support. It includes guidance on discussing medicines support with carers, clients and healthcare colleagues; planning and reviewing medicines support; and medicines policy.



## Children and young people's services

### Reports

#### Rees Centre for Research in Fostering and Education. *Children's Social Care Innovation Programme: Final evaluation report*

This report provides an overview of the Children's Social Care Innovation Programme evaluation findings to date and examines progress against the programme's aims. It is intended to help children's social care practitioners, service managers, providers and commissioners to continue or revise their approach to improving social care for the future. Overall, the quality of services was found to have improved in 42 out of the 45 evaluated projects from wave 1. Evidence suggests these quality improvements can be attributed to a range of factors including systemic practice; flexible and reflective social work practices that maximise direct contact with families and young people; specialist adult workers providing input for families with the most severe problems; multi-professional co-located teams; and consistent, person-centred and high intensity key worker support to young people. Of the 25 projects reporting on value for money, 21 reported cost savings/benefits.

#### Department for Education. *Children's services: Spending, 2010-11 to 2015-16*

This report is an update to mixed methods research on local authority spending on children's services. This report extends the analysis to 2014/15 and 2015/16 and is based on statistical analysis of official data on spending and the number of children in need and looked after children, as well as qualitative interviews with officials in local authorities. The report identifies key trends, such as a 3% increase in the rate of looked after children from 2010/11 to 2015/16; yet a 9% decrease in total spending on children's services in real terms over the same period. However, it also highlights that spending specifically related to children in need and looked after children has increased over the period, both in actual terms and as a proportion of total children's spending.

#### Action for Children, The Children's Society and the National Children's Bureau. *Turning the Tide*

This research explores the implication of the fall in funding for children's services that is identified by the Department for Education report above. The research looks at the decisions councils are having to make in order to reduce their spending, and highlights how early intervention services in particular have been targeted for cuts. The report argues that this approach is leading to an increasing stream of vulnerable children and young people who are reaching crisis point, ultimately requiring late and expensive intervention from social services. For example, the research finds that late intervention has risen from 58% of local authority spend on children's services in 2010/11 up to 73% in 2015/16. The proportion spent on early intervention has fallen from 36% down to 26% over the same time period.



### Care Quality Commission. *Review of children and young people's mental health services: Phase one report*

This report brings together the insights and experiences of many different people and organisations on quality and access across the system of mental health services for children and young people. It is based on CQC inspection reports, a review of recent policy and evidence, and consultation with young people who have experience of mental health services. The report summarises the current state of knowledge, the problems and challenges, and the effect of these problems and challenges on children and young people and their families and carers. Overall, the report highlights the fragmented nature of the system, and the resulting poor experience of and access to mental health support for children and young people.



### Social Care Institute for Excellence. *Improving mental health support for our children and young people*

This is the final report of the Expert Working Group, established by SCIE on behalf of the Department of Health and Department for Education, to ensure that the emotional and mental health needs of looked after children and care leavers would be better met. This report presents key findings, recommendations that address those findings and will improve the mental health and wellbeing of looked after children, and quality statements that define the outcomes the recommendations are intended to achieve. These are based on a review of the existing literature, a Call for Evidence of good practice, consultation with professionals including social workers, adoptee parents and health professionals, as well as consultation with children and young people with lived experience. In light of this research, the Expert Working Group developed some tools to support frontline workers and managers: a holistic, person-centred model of care; and an eco-map and decision tree that model a responsive, person-centred pathway for prevention and accessing support.



### Education Policy Institute. *Online Mental Health Support for Young People*

This report was commissioned by XenZone, a mental health service provider that is currently delivering the Kooth model of online counselling and wellbeing support to young people living in more than 70 CCG areas. This report reviews current literature on online counselling and analyses Kooth user data to assess how young people respond to the model. The study's findings provide useful insight on the effectiveness of the model as well as practical considerations for commissioners who are considering such a model. Among those self-referring into CAMHS services, girls and young women are more likely to self-refer into Kooth than boys and young men, whereas boys and young men are more likely to self-refer into face to face services. The main reasons given for choosing online counselling include anonymity and convenience. Early evidence suggests that the service is successful at helping some young people to reach their goals.







### ***Grandparents Plus. Growing up in Kinship Care: Experiences as Adolescents and Outcomes in Young Adulthood***

This report looks at the outcomes of children who have been brought up in kinship care in their late teens and early adulthood, and compares how they fare to care leavers and young people in the general population. The research is based on a sample of 53 young people who have lived in kinship care for at least 2 years. Key findings include that outcomes for the cohort tend to be considerably better than for those in non-kinship local authority care; and that kinship care typically offered security and on-going support. However, the research also found that outcomes were not as good as for young people in the general population and that almost half of the young people were still struggling with multiple aspects of their lives.

### ***Education Policy Institute. Four in ten children will be identified as SEND at some stage during their time at school***

This preliminary analysis by the Education Policy Institute launches their larger investigation into the workings of the system for identifying children with Special Education Needs and Disabilities (SEND) in England. While the annual snapshot statistics released by the Department for Education find that a maximum of 23% of children in the 2016 cohort had SEND at that particular time, this research finds that 39% of that cohort will have had SEND at some point during their school career (i.e. at some point between Reception and Year 11).

## **Briefings**

### ***Community Care. How auditing live cases with social workers is helping a council improve practice***

Community Care reports on how Reading Children's Services, rated as inadequate by Ofsted in 2016, has recently been praised by Ofsted for having made "substantial progress". Ofsted highlighted Reading's "Beyond Auditing" approach as key to this turnaround. Beyond Auditing is a new method of quality assurance and engaging, whereby an audit takes place on active cases with the social worker, their manager and a full-time "beyond auditor". The approach has been highly valued by frontline workers and credited with creating a culture of learning in Reading.

### ***Community Care. What social workers need to know about Ofsted's new inspection regime***

Ofsted have released a **new framework and guidance** for the Inspection of Local Authority Children's Services. In this briefing Joanna Schooling, the National Director for Social Care at Ofsted, outlines the main changes being made to social care inspection, and what this will mean for social workers.

## **Buttle UK and the City Bridge Trust. *Evaluation of the Buttle UK Anchor Programme***

This report presents the findings of the evaluation of Anchor, a programme that provides a grant of up to £2,000 to families who are in the recovery stage after fleeing domestic abuse. The evaluation found the programme to be successful in facilitating a healthy and well-equipped home; in supporting school behaviour, engagement and performance through access to extra tuition, after-school activities and computers; and in helping children to overcome trauma and transition back to “normal life” through therapy and after-school activities.

### **Tools and Guidance**

#### **Department for Education. *Care of unaccompanied migrant children and child victims of modern slavery***

The Department for Education have issued statutory guidance for local authorities and professionals who support unaccompanied migrant children who may be victims, or potential victims, of modern slavery. It sets out the steps they should take to plan for the provision of support for this vulnerable group of looked after children.



Department  
for Education

Care of  
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modern slavery  
Statutory guidance for local authorities

March 2017

#### **Early Intervention Foundation. *Commissioning Parenting and Family Support for Troubled Families***

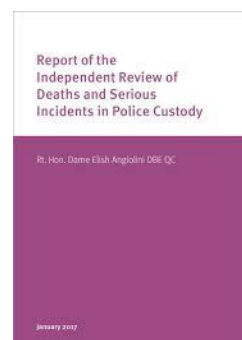
This guide offers advice on commissioning parenting support for families as part of the Troubled Families programme. It looks at 23 parenting interventions which have evidence of improving outcomes for children and families with characteristics similar to the families targeted by the programme. It also provides advice about implementing these programmes effectively.

## Criminal Justice

### Reports

#### **Dame Elish Angiolini. *Report of the Independent Review of Deaths and Serious Incidents in Police Custody***

The review examines the procedures and processes surrounding deaths and serious incidents in or following police custody, including the events leading up to and following such incidents, as well as protocols and procedures designed to minimise the risks. The review identifies areas for improvement and makes recommendations for the Government, Police, the IPCC, the Coroner and the CPS that are believed necessary in order to minimise the risks of future incidents. The review is accompanied by a review of research literature and administrative data that looks at trends in and causes of deaths in or following police custody in England, Wales and comparable Western countries; and evidence for good practice in the prevention of deaths and the management of investigations into deaths in or following police custody.



#### **HM Inspectorate of Probation. *New Psychoactive Substances: the response by probation and substance misuse services in the community in England***

This report responds to an inspection by HM Inspectorate of Probation (HMI Probation) and the Care Quality Commission (CQC) in five major cities, where work to tackle the prevalence, impact and treatment of 'New Psychoactive Substances' (NPS) was found to be lagging behind the use of such substances by offenders in the community. The report highlights that a lack of training and knowledge means probation officers are not adequately assessing risks to children and others from offenders addicted to synthetic drugs such as Spice. The report also highlights poor-quality information-sharing between agencies. The inspection did identify some examples of good practice, for example in Newcastle where there is a coordinated strategic response and agencies are working together on longer-term actions to address NPS-related concerns locally.



#### **The Howard League and Community. *The Role of the Prison Officer***

This report presents the findings of research with 27 prison officers working in the private sector for a range of companies, with additional evidence contributed by a small number of prison officers working in public sector prisons. The report finds that dangerously low staffing levels, a poorly-defined job description, insufficient training and a perceived lack of decision-making power have left officers feeling ignored, ineffective and unable to achieve their aims. Morale is low among staff in private prisons and few see a long-term future for themselves in the service. However, officers reported that they were enthusiastic for change, wanted to develop their skills and wanted to play a role in helping people to turn their lives around, but needed support in order to do so.





### **Ministry of Justice. *An analysis of trends in first time entrants to the youth justice system***

The number of youth first time entrants (FTEs) into the youth justice system increased dramatically from 2003/04 up to a peak in 2006/07, following which there were substantial year-on-year falls until 2014/15. This study aimed to understand the societal, policy and practice factors associated with these changes; understand whether there is a change to the case mix of FTEs over time; and identify the reoffending outcomes of the FTEs over the study period. The report identifies some key potential societal and social drivers for the fall in FTEs, including prevention programmes to support vulnerable families (such as Sure Start), prevention work undertaken by YOTs and an overall fall in crime. However the report suggests the main driver was a change in criminal justice policies and practices, such as initiatives that were intended to increase police ability to divert young low-level offenders away from the formal youth justice system. Compared to those entering the system in 2003/04, FTEs in 2012/13 were more likely to be older, male, BAME and have committed a more serious offence.

### **Briefings**

#### **National Crime Agency. *County Lines Violence, Exploitation & Drug Supply 2017: National Briefing Report***

This report focuses on the method of drug supply commonly referred to as county lines, whereby class A drugs (primarily crack cocaine and heroin) are supplied from an urban hub into rural towns or county locations. The exploitation of young and vulnerable people is a common feature in the facilitation of county lines drugs supply. The report draws on returns from UK police forces to refresh the understanding of the threat of county lines drug supply identified in the 2015 and 2016 assessments, and identifies new trends.

### **Tools and Guidance**

#### **Prison Reform Trust. *Triage and diversion: Getting it Right 24/7***

This is the report of a seminar held by the Prison Reform Trust with Police Scotland to consider the benefits and opportunities of early interventions for women and people with learning disabilities through triage and diversion. The report profiles triage and diversion; explores the benefits of prevention and early intervention using UK examples; highlights the added value of partnership working across and between statutory and non-statutory agencies; considers the needs of women and people within learning disabilities within the context of triage and diversion; and makes recommendations.