



CordisPulse

August 2017

Welcome to August'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.

In children and young people's services this month a tranche of evaluation reports for the Department of Education's Social Care Innovation programme has been published. Of particular interest are the programmes aimed at improving outcomes for looked after children by safely reducing the demand for out-of-area placements. We are working with a number of clients to help them understand the impact that has been achieved, the extent of replicability for their local area, and the main lessons learned for roll-out.

Innovation was also a theme in this month's adult social care digest. Two major areas dominate this month's Pulse: homelessness and service quality. Homelessness and the challenges this poses to both individuals and families as well as to local government as it struggles to meet its obligations is the subject of several reports. Given the UK housing market it seems likely that this issue will continue to be a central matter of concern. It is also striking from reading the reports how quickly families can move from apparent security of accommodation to insecurity suggesting a degree of fragility that the state is failing to address. This month's report from the Local Government Association certainly provides a timely resource, sharing innovations and learning about how a range of councils have attempted to tackle this issue in their area.

The quality of social care provision is an issue of growing national significance. This is partly due to the CQC's approach to greater openness when services begin to fail, but also a result of local authorities' efforts to ensure good quality of provision within their area and, in particular, the quality of provision which they are commissioning. This month's reports make clear that expectations of what 'good quality' looks like are rising (appropriately) but some providers are struggling to respond to this. As a result, local authorities are introducing innovative new approaches to quality monitoring to capture the performance of complex social



care provision. What is clear though is that delivering consistently good quality social care provision looks set to be the big challenge of future years.

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 or 020 7330 9170.

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Cordis Bright News

National Housing Federation Conference

Cordis Bright will be attending the National Housing Federation conference in Birmingham this September. The conference will be covering a number of areas that Cordis Bright is interested in, including the integration of health, care and supported housing; delivering services in partnership; and transformation in practice. We are looking forward to discussing some of the pressing challenges and opportunities with organisations from across housing, health and social care. If you are attending or would like to know more about our work in this area, please get in touch [here](#).

Adult Social Care and Health

Reports

Local Government Association. *Council innovation and learning in housing our homeless households*

There are currently around 77,240 households in temporary accommodation, including over 120,000 children according to this report by the LGA. This is a 25 per cent increase in London and a 52 per cent increase outside of London since 2014. This report provides details of 11 local authorities' approach to resolving the challenge of permanently rehousing homeless people currently in temporary accommodation. Based on these case studies it makes a number of recommendations, including that local authorities should improve their approach to working with the private rented sector, work with other local authorities to maximise the procurement powers of councils to purchase accommodation at a reasonable cost, and to work with at risk households earlier to prevent homelessness and address wider issues such as debt.



Local Government Association. *Developing a shared commitment to improving care quality: Herefordshire County Council case study*

This report provides a rapid overview of the approach Herefordshire County Council has taken to developing a quality assurance framework to promote a shared commitment to improving care quality. Herefordshire County Council's approach includes operating two live dashboards – one for its community care services and the other for its care home providers – which are monitored continuously. Where intelligence provided to the dashboard indicates evidence of declining performance, there is a clear escalation pathway. It reports that this framework benefits from an emphasis on quality and improvement, rather than cost.

Local Government Association. *A personalised approach to quality assuring care and support: Surrey County Council case study*

This case study report provides a guide to how Surrey County Council has approached designing a quality assurance process for care and support services that is person-centred. It has developed a joint report format based on the nine 'Making it real 'I' statements' developed by Think Local, Act Personal (TLAP). The case study reports that Surrey County Council had seven workstreams including 'public point of contact', 'communication', 'quality assurance information sharing' and 'early warning systems and response' through which it sought to develop and improve multi-disciplinary quality assurance systems, in partnership with local CCGs.

Social Care Institute for Excellence. *Named Social Worker: Findings from six pilots*

This report provides a summary of the findings from six pilot sites that have been part of the Named Social Worker programme between October 2016 and March 2017. The case studies aim to provide evidence of how a Named Social Worker Programme can achieve better outcomes in terms of giving individuals and their families more control over decisions about their future, and the support they receive. While the approaches between each site varied,



common findings included that named social workers helped individuals feel more involved in the planning of their care, allowing them to better express their own aspirations and preferences.

Joseph Rowntree Foundation. *Poverty, evictions and forced moves*

This report looks at the impact of eviction on tenants who lose their homes, and the causes of the rapid increase in the number of evictions that has taken place since 2005. The report highlights that the growth in eviction is mostly to be found in the private rented sector, and is also geographically concentrated in London, the East and the South East. Section 21 eviction notices, which allow a landlord to evict a tenant without giving reason, make up the majority of the growth in evictions. The report highlights the extreme levels of stress and anxiety experienced by residents who experience protracted eviction processes.

The King's Fund. *Quality improvement in mental health*

This report looks at how quality improvement approaches that have been tried and tested elsewhere in the NHS could play a role in improving the quality of mental health care services. It suggests that there is evidence that tools and approaches used to improve quality in acute hospitals for example, can be applied to mental health care, including community settings. It reports that particularly, building an organisation-wide commitment to quality improvement requires strong leadership, sustained focus over time, and efforts to promote transparency, evaluation and shared learning.

The Health Foundation. *Competition policy in five European Countries: what can be learned for health policy in England?*

By looking at competition policy in the health systems of Germany, France, the Netherlands, Norway and Portugal this report seeks to help understand how competition could be used more effectively in primary and secondary care services in England. It found that customers in care markets, who are usually unable to discern quality and are insulated from cost, do not behave as they would in other markets. It also suggested that proximity to health care providers, rather than quality, remains the key driver of patient choice. It suggests that there may be structural tensions between stimulating quality competition and controlling expenditure.

Crisis. *Housing First Feasibility Study for Liverpool City Region*

This study aimed to test the feasibility of implementing Housing First at scale within the Liverpool City Region. The report finds that Housing First, by providing a stable independent tenancy and holistic personalised support, offers a service that is well aligned to the needs and preferences of people with lived experience of homelessness. However, the report also suggests that unless there is reform to the mainstream housing services and Housing First is adequately mainstreamed, it will not resolve the issues of homelessness independently.

All-Party Parliamentary Group for Ending Homelessness. *Homelessness prevention for care leavers, prison leavers and survivors of domestic violence*

This study, produced by Crisis on behalf of the APPGEH, concerns itself with three cohorts at high risk of homelessness: care leavers, prison leavers and survivors of domestic abuse. It stresses that there is currently a lack of joined up government policy and service delivery, both of which are essential to prevent homelessness. In addition to making specific

recommendations in relation to the needs of each of these three cohorts, it recommends that national Government establishes a cross-government strategy, led by Number 10 to prevent and tackle homelessness.

Briefings

Care Quality Commission. *The state of care in mental health services 2014 to 2017*

This report presents findings from the CQC's programme of inspections of specialist mental health services. The report found that some services performed particularly well, especially community services for people with a learning disability or autism, and community services for older people. However, it also found that there are a substantial minority of NHS trust and independent services that need to improve the quality of care they provide. Areas of concern include locked rehabilitation wards; great variations in the frequency of restrictive practices and physical restraint between wards; the impact of staffing shortages; and poor quality clinical information systems.

Care Quality Commission. *The state of adult social care services 2014 to 2017*

This report presents findings from the CQC's programme of inspections of adult social care services. It found four out of five adult social care services in England were rated as good or outstanding overall, but also that there were observed differences from region to region. It also found that generally, smaller services that are designed to care for fewer people were rated better than larger services.

Local Government Association. *Councillors' perception of Sustainability and Transformation Partnerships*

Over two thirds of councillors reported that they did not feel sufficiently engaged in their Sustainability and Transformation Partnership (STP), and 71% of councillors disagreed that councillors are sufficiently involved in the governance of the local STP, according to a survey conducted by the LGA. It appears that its members have limited confidence in the STPs, as only approximately a fifth of councillors reported that they believe that the STP will deliver its objectives or bring benefits to local communities.



Children and young people's services

Reports

Education Policy Institute. *Inpatient Provision for Children and Young People with Mental Health Problems*

While there have been several studies into the rise in demand for services and the 'treatment gap' in CAMHS, this report instead focuses on the provision of inpatient care. This report reviews existing literature and data-sets around provision, and concludes that the most significant challenges to quality improvement and increased capacity will be the recruitment of permanent staff.



Department for Education. *The fostering system in England: Evidence review*

This report provides a stocktake of fostering in England, to reach a better understanding of the current system and where improvements can be made. The review suggests that there is evidence of considerable variation in the relationships between local authorities and the independent fostering agencies (IFA) upon which many now rely to provide services, not least in the level of charge made by IFAs. The report also found that it was widely reported that there are greater numbers of children with complex needs entering foster care but that current data is not available to validate this claim.

Department for Education. *Evaluation of Pause*

This evaluation of the Pause programme – a voluntary programme of additional, intensive support for women, who have experience or are at risk of repeat removals of children from their care, on condition that they submit to use a form of reversible contraceptive for 18-months – found that it generally had a positive impact on the women involved. The evaluation reports that women's access to a range of services generally increased over time, and improved outcomes were observed such as more women in secure housing and fewer women consuming alcohol at a high risk level.

Department for Education. *Evaluation of Early Implementation of 30 Hours Free Childcare*

In advance of the national rollout of the universal offer of 30 hours of free childcare the DfE has reviewed the success of early implementation in eight local authorities. The eight local authorities have been required to test different approaches to drive market innovation and efficiency; generate models of flexible provision; grow market capacity; and work with central government to maximise parental take-up. It found that a high proportion of providers were willing and able to offer the extended hours during early implementation, but that the main challenge was uncertainty for providers around the business implications of the switch of income towards free entitlement funding.

Department for Education. *Safe Families for Children evaluation*

Safe Families for Children originated in Chicago and provides vulnerable families with three types of family support: respite for the children to live away from home for short periods; friendship for the main carer, usually the birth mother; and resources to help make the family



home a healthy environment for children. Early evidence from a pilot of the programme in the North East of England suggested that it had the potential to support many vulnerable families at low cost, including a significant proportion of children that were on the edge of the care system.

Department for Education. *The New Orleans Intervention Model: Early Implementation in a London Borough*

The NSPCC introduced the New Orleans Intervention in Croydon and it has delivered this for over a year. The initiative brings a multidisciplinary team process, and a focus on infant mental health to assessments for young children in the care system. According to this report there is as yet no evidence that the New Orleans Intervention is more effective than existing services, although the evaluation does also indicate that there were challenges to carrying out a thorough evaluation.

Department for Education. *Creating Strong Communities in North East Lincolnshire evaluation*

This evaluation considers the impact of the Creating Strong Communities model, which has been designed to change the way local practitioners and partners in North East Lincolnshire work together to safeguard vulnerable children. It combines four established tools within community practice intervention in an innovative way, with Outcome Based Accountability placed at the heart of the model. The evaluation finds early evidence of a reduction in the number of children subject to a Child Protection Plan and a reduction in the referral rate to social care.

Department for Education. *Evaluation of the No Wrong Door Innovation Programme*

The North Yorkshire County Council No Wrong Door (NWD) innovation provides an integrated service for young people, aged 12 to 25, who are in or on the edge of care. NWD operates from two hubs, each consisting of a team that includes a manager responsible for NWD's residential service, a manager responsible for its outreach service, a communications support worker and a life coach. The team supports a young person through their journey in care, including some who are placed in the hub itself. The evaluation finds that there is emerging evidence to suggest that NWD is contributing to young people remaining out of the care system and a significant decrease in the incidents of young people going missing.

Department for Education. *Evaluation of 'Signs of Safety' in 10 pilots*

Signs of Safety (SoS) is a strengths-based approach to child protection casework developed in Australia in the 1990s. This evaluation included a range of local authorities across England, with mixed levels of experience of SoS at the start of the study in 2014. Across the 10 pilots, managers and social workers were overwhelmingly positive about the benefits of SoS as a practice framework, and there was evidence of social workers increasingly recording strengths in the families over time.

Department for Education. *Durham County Council Families First Evaluation*

The Families First programme was created to support more intensive and holistic social work practice and to improve the range of multi-agency support available to families. It included creating 10 integrated, co-located and mixed-skill social work teams whose focus was



working with families with the most complex needs. Although it aimed to work primarily at an early intervention stage, the teams often ended up working with children much greater levels of urgent and immediate need. The study suggests that there is emerging evidence of positive initial outcomes in relation to systems, processes, staff and partners.

Department for Education. *The Islington 'Doing What Counts: Measuring what matters' evaluation report*

This evaluation sought to identify whether changes in social work practice based on Motivational Social Work principles has had a positive impact in the London Borough of Islington. The programme seeks to encourage social workers to use motivational interviewing techniques to strengthen individuals' personal motivation and commitment to achieving specific goals, and to work in a task-centred way. The evaluation reports that while the Motivational Social Work methodology was shown to improve practitioner skill and confidence, there is insufficient evidence to demonstrate improved outcomes for children.

Department for Education. *Scaling and deepening the Reclaiming Social Work model evaluation report*

Reclaiming Social Work (RSW) is a whole-system reform of children's services, including providing in-depth training, creating small units with shared cases, reducing bureaucracy, improving clinical support and devolving decision-making. This evaluation reports on the success of attempts to scale this reform in five local authorities. The evaluation reports that RSW was an improvement on previous ways of working, and the programme exceeded its targets in terms of keeping families together safely.

Department for Education. *Evaluation of the Gloucestershire Innovation Project*

The Gloucestershire County Council Innovation project seeks to develop a unified authority-wide service for the most vulnerable young people and their families, combining expertise from children's social care and elements of CAMHS, while also trialling a new practice model. The evaluation concluded that initial evidence suggests young people and parents were generally responsive to, and compared the new model favourably to traditional social work methodologies. Efforts to develop a unified service have experienced delays, but a bilateral partnership between children's social care and targeted youth support has been established.

Department for Education. *Innovation in social care assessments for disabled children*

This report includes an evaluation of five local authorities that have developed and tested new approaches to assessing disabled children and young people, and their families, for support, utilising the Council for Disabled Children's Learning Model. The learning model comprises four phases: discover, define, co-design and test. The evaluation found pre-existing assessment processes were viewed by families as lengthy and disproportionate. It suggests that in the five local authorities there was evidence that measures to improve efficiency and reduce the cost of assessment that did not also reduced parent carer experience.

Department for Education. *Evaluation of the Sefton Community Adolescent Service*



The Sefton Community Adolescent Service (CAS) has sought to establish a new multi-professional service dedicated to vulnerable adolescents between 12 and 25 years old, with similarities to a Multi-Systemic Therapy service, but wider in scope. This evaluation, carried out in two phases in 2015 and 2016, suggests that CAS has established a successful service bridging Early Help and Children's Social Care. However, it also suggests that the initial plans were overly ambitious and lacked some focus due to incorporating too many sub-pilots within the programme.

Department for Education. *Extended HOPE Service evaluation report*

The HOPE Day service works at a preventative level with children and young people in the early stages of emotional and mental health difficulties. This evaluation assesses the success of extending this service to include an out-of-hours Assessment and Support service, through the integration of a Residential Service. The Assessment and Support service was established in late 2015 and the residential service was opened in May 2016. The evaluation reports that there is evidence that the extended HOPE service was more effectively meeting young people's out-of-hours mental health needs.

Criminal Justice

Reports

Clinks. *The State of the Sector*

This document provides an overview of the key trends for voluntary sector organisations working with offenders and their families. It reports that a survey of organisations suggests that more people are being supported, and more service users who have immediate and complex needs are being supported. A theme of the report is that more organisations are working in partnership to deliver services, but also that there is wide agreement that partnership working provides challenges. It also reports that organisations claim that fundraising is more challenging than previously due to reduced opportunities and greater resource competition.



Ministry of Justice. *HMP Peterborough Social Impact Bond - cohort 2 and final cohort impact evaluation*

This report evaluates the impact of the social impact bond used to fund the 'One Service' intervention in Peterborough, which aimed to reduce reoffending among prisoners discharged after serving sentences of less than 12 months. Payment was based on achieving performance targets around the reduction in reconvictions across the pilot. One Service offers 'through the gate support' to reduce reoffending, meaning that contact is made with prisoners before release and continued in the community. This evaluation estimates that the programme has reduced reoffending by 9%. The programme met the minimum threshold for payment, which was a 7.5% reduction, but was below the 10% reduction that would have triggered an additional payment.

Women's Aid. *Nowhere to turn*

This evaluation of the first year of the No Woman Turned Away project, which seeks to provide additional support to women facing difficulties accessing refuge space, reports that there are significant barriers faced by women seeking refuge space. These include a lack of specialist refuge options, especially for women with no recourse to public funds to support them. This evaluation found that at least 7% of women who contacted the programme remained with the perpetrator of domestic abuse and 17% of women had to call the police to report an incident during the waiting period trying to access a refuge.



NOWHERE TO TURN

Findings from the first year of the No Woman Turned Away project

women's aid

Home Office. *Criminal exploitation of children and vulnerable adults: County Lines Guidance*

This guidance, provided by the Home Office, aims to inform frontline staff about the risks to young people and potentially vulnerable adults of criminal exploitation by gangs involved in 'county lines' activity. County Lines is the police term for urban gangs supplying drugs to suburban areas and market and coastal towns using dedicated deal lines. This guidance provides several case studies, as well as highlighting who is vulnerable to exploitation by these gangs, how it may affect these vulnerable groups, and what signs to be aware of.

Briefings

HM Inspectorate of Prisons. HM Chief Inspector of Prisons Annual Report 2016-17

In its annual report on the state of prisons in England and Wales, HMIP reports that in the past 12 months the situation in prisons has worsened. It highlights particular concerns around what the Chief Inspector describes as a “startling increase in all types of violence”. This includes a 38% rise in the number of assaults on staff in the 12 months to December 2016. 21 out of 29 local or training prisons inspected during 2016 were rated as ‘poor’ or ‘not sufficiently good’ in the area of safety. The report also highlights that overcrowding has led to prisoners being held in conditions that cannot be described as decent.



Home Office. Drug Misuse: Findings from the 2016/17 Crime Survey for England and Wales

This briefing reports on the extent and trends in drug use among a nationally representative sample of 16 to 59 year olds, based on 2016/17. It reports that the level of drug use amongst adults aged 16 to 59 was approximately the same as 2015/16 but statistically lower than a decade ago. This trend was repeated when the same question was posed only to adults aged 16-24. There was a statistically significant decrease in the number of adults classified as frequent drug users since 2015/16, and there was also a statistically significant fall in the use of new psychoactive substances and nitrous oxide, driven mainly by a fall in demand from young males.

Home Office. Crime outcomes in England and Wales: year ending March 2017

This briefing reports on the outcome of each crime recorded by the police. It reports that almost half of offences were closed with no suspect identified (48%), however there was significant variation by crime. The report highlights that in cases of domestic abuse, police forces charged or summonsed someone for almost a fifth of the domestic abuse related offences that they recorded (18%), but that police forces were more likely to classify domestic abuse cases as having ‘evidential difficulties’ than other cases.