



## **AUDIT COMMITTEE - 10TH JUNE 2015**

**SUBJECT: WALES AUDIT OFFICE REPORT: REVIEW OF MANAGEMENT ARRANGEMENTS FOLLOWING A HOMICIDE REPORT FROM HEALTHCARE INSPECTORATE WALES**

**REPORT BY: CORPORATE DIRECTOR OF SOCIAL SERVICES**

---

### **1. PURPOSE OF REPORT**

1.1 This report is to inform members of the progress in achieving the objectives outlined in the Wales Audit Office Action Plan.

### **2. SUMMARY**

2.1 Health Inspectorate Wales (HIW) published a report in June 2011 following an enquiry into the circumstances surrounding a homicide in the County Borough in March 2009 by an individual with mental health issues. The report identified a number of failings on the part of all agencies involved and made a total of 23 recommendations.

2.2 The Wales Audit Office (WAO) carried out review of Housing services in September 2012 to ensure the Council had "established appropriate systems to manage the housing of vulnerable people discharged from institutions".

2.3 The review focussed on the recommendations of the HIW report in relation to Housing and Mental Health Services. The WAO's report recommended further improvements to processes to support joint working practices between Housing and Mental Health Services in the County Borough.

### **3. LINKS TO STRATEGY**

3.1 Divisional Service Improvement Plan.

### **4. THE REPORT**

4.1 The HIW report made recommendations for improvement covering all agencies. In the aftermath of the report an Action planning group was formed comprising senior officers from the Local Authority and Aneurin Bevan Health Board. This group ensured that each of the relevant actions was progressed in line with the recommendations.

4.2 Progress against the action plan was initially looked at by the Care & Social Services Inspectorate for Wales (CSSIW) in 2012 and this was followed up by the Wales Audit Office (WAO) who made further recommendations in relation to the housing actions.

4.3 In response to the WAO Report a working group was convened comprising representatives of Aneurin Bevan Health Board, Caerphilly Housing; Social Services and Voluntary Sector

partners. The group considered the recommendations in the WAO Report and reviewed the recommendations of HIW in relation to the interface between Housing and Mental Health Services.

- 4.4 The working group determined that an over-arching comprehensive protocol was required between Housing and Mental Health Services. The protocol would address the wide range of housing need that is presented by people with mental health problems and set out clear processes to support them to access housing services.
- 4.5 A Joint Protocol for Adult Mental Health and Housing Services in Caerphilly has been developed by the working group. A further work stream was also needed to develop a Personal Information Sharing protocol (PISP) to underpin the over arching Joint Services Protocol. This has also been completed in line with the guidance of the Wales Accord for Sharing Personal Information (WASPI)
- 4.6 The Protocols will be introduced simultaneously. The Personal Information Sharing Protocol will ensure that information is able to be shared between partners. The Joint Protocol will provide the necessary framework and ensure systems are in place to support staff in all agencies to undertake their work with people. The Protocols combined provide a comprehensive framework to ensure people with mental health problems are supported to meet their housing needs.
- 4.7 The protocols have been consulted upon internally in the Organisations of each of the stakeholders involved. A wider external consultation exercise will be concluded during June 2015. Following this the Protocols will be taken through a process to receive endorsement with a view to publication and implementation in practice.
- 4.8 The protocols will be submitted for information to the Gwent Mental Health and Learning Disability Partnership Board. The Personal Information Sharing Protocol will be passed to the Board for the Wales Accord for Sharing Personal Information for assurance and publication on the website.
- 4.9 To introduce the Protocols into practice multi agency awareness raising training sessions are planned to include all stakeholders. In addition the Protocols will be discussed in the meetings of the local Community Mental Health Teams and Housing
- 4.10 The use of the protocols in practice will be monitored and audited through the Care And Treatment Planning (CTP) process for Mental Health Services. The CTP process was introduced by the Mental Health Wales Measure 2010 and was put into practice in June 2012. One of the domains of CTP now covers accommodation which enables risk to be identified in relation to housing need...
- 4.11 The CTP performance in mental health services is monitored and audited by ABHB on behalf of the Local Authority and reported to Welsh Government. The performance reports are received by the local Integrated Service Development Group and issues of compliance are addressed by Managers of Health and Social Services each month.
- 4.12 Following a period of three years in operation the protocols will be reviewed by all partners involved. The current versions of the protocols are being circulated for information to support this report (appendix 1 & 2)

## **5. EQUALITIES IMPLICATIONS**

- 5.1 There are no potential equalities implications of this report and its recommendations on groups or individuals who fall under the categories identified in Section 6 of the Council's Strategic Equality Plan. There is no requirement for an Equalities Impact Assessment Questionnaire to be completed for this report.

## **6. FINANCIAL IMPLICATIONS**

6.1 There are no financial implications associated with this report.

## **7. PERSONNEL IMPLICATIONS**

7.1 There are no personnel implications associated with this report.

## **8. CONSULTATIONS**

8.1 There are no consultees that have not been included in the overall report.

## **9. RECOMMENDATIONS**

9.1 The provision of joint protocols supports practice between agencies to improve outcomes for people with mental health problems in need of housing services.

9.2 The report is provided for information and it is recommended that the Audit Committee members note the actions and progress in response to the recommendations of the Wales Audit Office Report.

## **10. REASONS FOR THE RECOMMENDATIONS**

10.1 To ensure Regulator reviews are appropriately managed and monitored across the Authority.

## **11. STATUTORY POWER**

11.1 Local Government Measure 2009, Wales Programme for Improvement 2010.

Author: Dave Street, Corporate Director of Social Services  
Consultees: Jo Williams, Assistant Director of Social Services  
Karen Powell, Service Manager, Adult Services

Appendices:  
Appendix 1 Caerphilly Joint Mental Health Services & Housing Protocol  
Appendix 2 Caerphilly Mental Health Services Personal Information Sharing Protocol