

**WRITTEN QUESTION TO THE MINISTER FOR HEALTH AND SOCIAL SERVICES
BY THE DEPUTY OF ST. OUEN
ANSWER TO BE TABLED ON TUESDAY 14TH NOVEMBER 2017**

Question

What measures, if any, has the Minister taken to implement the recommendation of the Comptroller and Auditor General in her report, 'Review of Community and Social Services' (R.131/2015) dated 10th December 2015, to "*establish clear milestones for the completion and implementation of the governance framework of the Community and Social Services Directorate (C&SSD), covering all C&SSD services, 'business as usual' and change initiatives, and [to] monitor delivery against those milestones*"?

Has any work carried out as a result of the recommendation influenced the proposed new governance model for the health and social care system described in 'Health and Social Care System: a new governance model' (P.60/2017) and, if so, how?

Answer

An action plan was presented to the Public Accounts Committee in February 2016 following the above review. Since the time of the action plan, there has been significant progress within Community and Social Services. A new governance framework has been implemented with progress on the action plan overseen by the service's senior management team.

The governance framework includes the Senior Management Team, Extended Senior Management, Health and Safety, Finance and Performance and Care Quality Group meetings. The service has a regular integrated report and enhanced performance information will be available when the Children's Social Work information system is implemented. The new system is due to go live in November 2017.

In addition, Community and Social Services is in the midst of an ambitious redesign and restructure, which has at its core planning principles and target outcomes:

- Co-production with service users and families
- Individuals are supported to live safely in their homes, families and communities
- The response is appropriate, proportionate and timely
- Support is provided to minimise/prevent an escalation of need
- Support and intervention takes place within legislative and policy frameworks, based on an assessment of need
- Support and intervention is outcome-focused.

In developing the new governance model (P.60/2017), the preparatory work was informed by a wide range of sources. This included the CAG's recommendations, learning from best practice in other jurisdictions and extensive consultation with those who provide health and social care in Jersey through a combination of interviews and workshops, attended by Voluntary and Community Sector providers, public representatives, Primary Care (GPs and Pharmacists) and Health and Social Services staff.