

10 December 2015

**POSITIVE STEPS BEING TAKEN TO ADDRESS WEAKNESSES IN  
COMMUNITY HEALTH AND SOCIAL SERVICES  
BUT CHALLENGES REMAIN**

***Comptroller and Auditor General issues latest report***

Comptroller and Auditor General (C&AG) Karen McConnell has today (10 December 2015) issued a report on the management of community health and social services delivered by the Community and Social Services Directorate (C&SSD) of the States of Jersey's Health and Social Services Department (HSSD).

This is a complex area which has been subject to a number of reviews, including in 2008 when important changes were recommended to children's services. Change following those reports was slow but from 2014 concerted action has been taken to improve the management of services for children.

In this report the C&AG examines the effectiveness of the changes in services for children and how learning is transferred to other services, including those for vulnerable adults.

The C&AG found:

- Good arrangements in place for the implementation of the changes to community-based services following the 2012 White Paper '*Caring for each other, Caring for ourselves*'.
- The absence of a comprehensive approach to the management of delivery of day-to-day services across C&SSD despite initial steps to develop and implement such a framework.

The report concludes that the challenge is to put in place robust and resilient arrangements across the whole of C&SSD, learning from the positive steps taken in the implementation of the changes following the White Paper, to ensure that:

- the right culture permeates throughout C&SSD;
- risks are systematically assessed and responded to;
- relevant, reliable and timely information is available to staff and managers;
- efficient and effective operational arrangements are in place; and
- effective scrutiny and review of activities takes place and is used to drive improvement.



**Karen McConnell said:**

“The States are taking steps to make effective changes to the way that services are provided to children and vulnerable adults but more needs to be done. With an increasingly elderly population there needs to be a stronger focus on learning from the acknowledged problems with Children’s Services and transferring that learning to services for vulnerable adults.”

“The lack of effective arrangements, poor information and a lack of consistency in management means there is a risk that issues are masked. There needs to be an increased focus on working with the rest of HSSD, other States departments, the voluntary and community sectors and service users.”

The report will be available on the Jersey Audit Office’s website from 0930 on 10 December at ([www.jerseyauditoffice.je](http://www.jerseyauditoffice.je)).

**ENDS**

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**Notes to Editors:**

- The Office of Comptroller and Auditor General ('C&AG') was established in 2005 and operates under the Comptroller and Auditor General (Jersey) Law 2014
- The remit of the C&AG includes the audit of financial statements and wider consideration of public funds, often expressed as 'value for money'
- Karen McConnell was appointed in 2013 and the term of office was extended in 2014 to December 2019.
- Formerly of the UK Audit Commission ('the Commission'), Karen held a variety of senior positions, including leading the Audit Practice
- The Office of Comptroller & Auditor General is known as the 'Jersey Audit Office'
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- Press releases will be published by the Jersey Audit Office to accompany the publication of each report
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- Other press releases/ statements may be made on an occasional basis, and not necessarily dependent upon the publication of a report. They will be subject to the same embargoes
- With any report issued, the opportunity is available for members of the press to request factual clarification, by email, of points contained therein
- Any comments made additional to any reports, will be included within any press release(s) as issued by the Jersey Audit Office, in the form of a quotation by the C&AG. These comments will be available for publication; but there will not be any supplementary live or pre-recorded interviews offered or undertaken by either Karen McConnell or the employees of the Jersey Audit Office
- The C&AG is prepared, on an occasional basis, to provide articles for publication in the local media, following a specific request and consideration of the relevant topic
- All public information, including press releases and reports, are accessible on the Jersey Audit Office website at [www.jerseyauditoffice.je](http://www.jerseyauditoffice.je)

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