

ADULTS COMMITTEE: MINUTES

Date: Thursday 13th July 2017

Time: 2.00 p.m. to 4:35pm

Present: Councillors A Bailey (Chairwoman), A Costello, D Connor (substituting for Cllr Wells) S Crawford, K Cuffley, D Giles, M Howell (Vice-Chairman) and G Wilson.

Apologies: Councillors Janet French and David Wells

1. NOTIFICATION OF THE APPOINTMENT OF CHAIRMAN/WOMAN AND VICE-CHAIRMAN/WOMAN

It was resolved to note the appointment of Councillor Anna Bailey as Chairwoman and Mark Howell as Vice-Chairman of the Adults Committee.

2. DECLARATIONS OF INTEREST

Councillor Howell declared a non-statutory interest in agenda item 10, Employment Strategy for People with Learning Disabilities or Autism due to a family member employed by "Red2Green" mentioned in the officer report. Councillor Howell also drew attention to his employment at the Papworth Trust, also mentioned in the report.

3. MINUTES – 9TH MARCH 2017 AND ACTION LOG.

The minutes of the meeting held on 9th March 2017 were agreed as a correct record and signed by the Chairman.

The Action Log was noted.

4. PETITIONS

No petitions were received.

5. ADULTS COMMITTEE AGENDA PLAN AND TRAINING PLAN

The Committee received the Adults Committee forward agenda plan and the committee training plan.

A Member drew attention to the recruitment and retention of staff in particular social workers and requested that an agenda item be placed on the forward plan in order that the Committee could examine the issues further. Officers drew attention to the staffing structures report that would be presented to the Committee at its September meeting. It was agreed that the Recruitment and Retention report that was presented to the Committee in December 2015 would be circulated to Members following the meeting.

ACTION

In response to a Member question officers drew attention to the Accommodation Strategy and Action Plan that would address care home and extra sheltered accommodation capacity at the September meeting of the Committee.

It was noted that the Transformation Programme Deep Dive scheduled for the September meeting would cover winter planning and Delayed Transfers of Care (DTOCS). The Children, Families and Adults (CFA) Vision for Adult Services would be moved from September to October and there would be an additional report presented in September regarding the improved Better Care Fund. The Adult Self-Assessment Tool would be moved from September to October and the Accommodation Strategy and Action Plan would move from October to September.

Members noted that the provisional meeting date for August would not be required and Democratic Services would issue a cancellation. **ACTION**

The Adults Committee Member Training Plan was presented to Members. A Member requested that a visit be arranged to Learning Disability Partnership facilities and to meet with staff and Service Users. Officers confirmed that a visit would be arranged to take place in early 2018 and names of the Members interested would be sought in December.

It was resolved to:

- a) Agree the Committee agenda plan
- b) Agree the training plan that has been developed.
- c) Consider if there are any other areas of the Committee's remit where members feel they require additional training.

6. FINANCE AND PERFORMANCE REPORT – OUTTURN 2016/17

The Finance and Performance Outturn 2016/17 report was presented to the Committee. Officers drew attention to the overall overspend of £499k set in the context of £38.2m of savings achieved across the Council as a whole in 2016/17. For the financial year 2016/17 Children Families and Adults (CFA) Directorate, recorded an outturn overspend of £5m primarily driven by increasing levels of demand and complexity of need within the Learning Disability Partnership and Children's Social Care.

Attention was drawn to the 3 red performance indicators that related directly to the Adults Committee and the further refinement required of the direction of travel arrows relating to the performance indicators

The carry forward proposals were highlighted to Members together with the earmarked reserves; projects that were already underway would continue. Deficits and surpluses in the future would instead be handled in a central corporate general reserve.

Officers agreed to hold a training seminar for Members of the Adults Committee regarding financial reporting. **ACTION**

During the course of discussion Members:

- Queried the level of underspend in adult social care. Officers drew attention to the detailed breakdown of the underspend set out on page 51 of the officer report that showed underspends on contracts, particularly those relating to Housing Related Support and a shortage of Best Interest Assessors that led to an underspend in Adult Social Care Practice and Safeguarding.

Questioned whether virements took place between directorates of the Council in order to address areas that were overspending. There was an expectation that Directorates would manage their budgetary pressures and that the Directorates within Children, Families and Adults (CFA) would work closely together to deliver a balanced budget for CFA.

- Requested that a summary table that showed the total contribution of the responsibilities of the Adults Committee to the overall Childrens, Families and Adults (CFA) Directorate budget be compiled within the report. **ACTION**
- Noted and welcomed the underspend within the Physical Disabilities Team through improved management of block contracts.
- Drew attention to the worsening position of the Mental Health service and questioned the reasons for the position. Officers explained that Cambridgeshire and Peterborough Foundation Trust (CPFT) operated a different IT platform which, when translating the data onto the Council's system, resulted in 2 care packages being missed from the financial reporting that had to then be corrected.
- Expressed concern regarding the number of bed delays attributed to social care and queried how the budget was managed. Officers informed the Committee that a report would be presented to the September meeting of the Adults Committee that would provide information on how the target for Delayed Transfers of Care (DTOCs) would be met including a system wide plan that would address the issue.

It was resolved unanimously to:

- a) Note the finance and performance position as at the end of 2016/17
- b) Recommend the earmarked reserves listed in Appendix 4 of the officer report, which are continuing in 2017/18, to the General Purposes Committee for their re-approval.

7. FINANCE AND PERFORMANCE REPORT – MAY 2017

Members received the May 2017 iteration of the Finance and Performance report that forecast an overspend for CFA directorate of £2,014k predominantly driven by overspends in children's services. There was an overspend of £50k in adult services that had been offset by underspends in mental health and the Carers Service. The trend information for unit cost prices requested by the previous Committee had not yet

been included within the report but would be for future meetings.

During discussion of the report Members:

- Queried the forecast variance of the Learning Disability Partnership (LDP). Officers explained that the report represented a snapshot in time, the savings plans were phased across the year and Members noted there was significant risk attached to the forecast savings. The forecast variance was based on making no changes to the service and illustrated the pressures the service faced. The LDP contained a cohort of people, the vast majority of whom would continue to require services throughout the year which presented particular challenges in order to meet the new budget.
- Noted that a report would be presented in September that would address DTOCs.
- Questioned whether the Better Care Fund grant shown in appendix 3 of the officer report was inclusive of the additional money announced by the Government. Officers confirmed that the additional money that totalled approximately £8m was not included in the figure and a report would be presented to the September meeting of the Committee that would provide further information on the improved Better Care Fund.

It was resolved to review and comment on the report.

8. ADULT SOCIAL CARE CUSTOMER CARE ANNUAL REPORT 2016/17

The Committee received the Adult Social Care Customer Care Annual Report 2016/17. In presenting the report officers drew attention to the learning opportunities complaints provided and the flexibility that was purposely built into the complaints process that made the process easy and accessible to the public. Members noted that the timescales for adult social care complaints were deliberately longer than that of corporate complaints in order to allow for resolution to the complaint to be achieved as early as possible and the longer timescale recognised the often complex nature of adult social care complaints. Officers highlighted the work that had been undertaken regarding invoices for care packages that had been reviewed following a significant number of complaints. This work had resulted in a substantial reduction in the number of complaints that related to invoices.

During discussion of the report Members:

- Clarified how complaints were categorised as informal or formal. Officers explained that complaints were often categorised following discussion with the complainant as to how they wished their issue to be treated.
- Noted that enquiries made by Councillors were not recorded and requested that that such enquiries be captured. **ACTION**
- Questioned the number of complaints that were upheld. Officers confirmed that the data that had been included in previous reports would be included in future iterations of the report so that any trends could be seen. **ACTION**
- Drew attention to the relationship between complaints and safeguarding concerns

as the two could overlap. Members noted that in the event of safeguarding concerns being raised the Customer Care Team would suspend the complaint investigation pending investigation by the Safeguarding Team. Officers agreed there may be an overlap and if the Customer Care Team feel that there is a safeguarding issue the complaint investigation is put on hold and is referred to the Safeguarding Team. Officers agreed to ensure that complaints referred to the Safeguarding Team were recorded accurately and not lost in the recording of complaints. **ACTION**

- Questioned the reasons why there had been a significant reduction in the number of informal complaints received by the Council. Officers confirmed that the level of informal complaints was being monitored and work was being undertaken with Heads of Service to ensure that recording of informal complaints was completed accurately.
- Drew attention to the number of complaints that related to older people's services and queried as to what the main themes of complaint were. Officers explained that a large proportion of complaints related to standards of care received and finance.
- Welcomed the results of the work completed regarding invoices which had resulted in a significant decrease in the number of invoice related complaints received and congratulated officers on its success.

It was resolved to:

- a) Note and comment on the information in the Annual Adults Social Care Customer Care Report 2016/17
- b) Agree to the publication of Annual Adults Social Care Customer Care Report 2016/17 on the Council's website.

9. EMPLOYMENT STRATEGY FOR PEOPLE WITH LEARNING DISABILITIES OR AUTISM

The Employment Strategy for People with Learning Disabilities or Autism was presented to the Committee. During presentation of the report officers highlighted the consultation that had taken place and the action plan developed from it. The consultation had been broad, involving Peterborough City Council as their performance was better than Cambridgeshire in this area. The benefits of employment to individuals' health outcomes was emphasised to the Committee as was the potential savings to the Council.

During the course of discussion Members:

- Queried the number of people with learning disabilities or autism that were employed by the Council. Officers explained that the employment data had not been filtered by employer but it was recognised that the Council was not performing well with regard to employing people with disabilities.

- Highlighted the Switch Now community interest company in St Neots that provided young adults with learning disabilities supported training and work experience to develop employment skills.
- Queried what changes had been made to the strategy following the consultation exercise. Members noted that the results of the consultation had identified transport as a barrier to employment with concessionary bus passes not valid at peak times and although there were many training courses available these did not necessarily lead to employment once completed. Transport had therefore been included within the action plan for review.
- Confirmed that 28 more adults in employment, in addition to the 2016/17 potential figure of 88 would bring the Council to the national average of 7% of adults with learning disabilities in employment.
- Drew attention to the need to work more closely with Further Education Colleges and partner public services.
- Considered the Transformation Fund proposal, commenting that the resource did not necessarily have to be a Council officer. Members requested that the Transformation Fund bid be presented to the Committee prior to its submission and that an update on the employment strategy be presented once it had been established. **ACTION**
- Questioned whether the closure of the Remploy scheme had a significant impact on the ability to find employment for people with learning disabilities. Officers explained that the majority of people that were supported through the Remploy scheme would have not met the eligibility criteria for social care services provided by the Council and therefore would have not been included in the numbers of people in employment. Members noted that the majority of people supported by the LDP team would not be able to enter employment due to their disabilities.
- Drew attention to Neighbourhood Cares and the aspiration for the LDP service users to be included in this initiative quite quickly in order for links to be developed with older people promptly. For example LDP service users could carry out gardening for older people who were no longer able.

It was resolved to agree the strategy and to comment on the proposal to develop a business case to the Transformation Fund for additional capacity to deliver on this agenda.

10. HOME CARE CONTRACT

Members were presented a report that provided an update on the recent Home Care tender process. During presentation of the report the main challenges that faced the service were set out, including demographic pressures with increasing numbers of older people with increasingly complex needs. The new Home Care contract sought to transform the delivery of home care services by opening up the market by moving away from a framework approach. Work had been undertaken in partnership with the Clinical Commissioning Group (CCG) in order that the Council procured on behalf of the CCG also.

During discussion of the report Members:

- Clarified that those individuals that were currently receiving home care through the current Home Care contract would continue until their package was reviewed and discussions would take place at that point.
- Confirmed that the Dynamic Purchasing System was in effect a list of approved providers that provided greater flexibility than the current framework.
- Noted the duration of the contract and that break clauses were included within the contract that allowed the Council to withdraw from the contract if issues arose with providers.
- Welcomed the emphasis on outcomes based approach as it naturally fitted with the Neighbourhood Cares model.
- Noted that input from providers was being sought regarding operating models and moving from an hourly rate for care. There was a financial challenge regarding inflation rates and therefore a floor and a ceiling rate was set. There was also a formula to account for the living wage.
- Noted that new providers would be rated as red because they had not been previously used and would be targeted by monitoring officers and the due diligence process was designed to ensure mechanisms were in place that provided quality assurance.
- Confirmed that the Care Quality Commission was the regulatory body charged with the responsibility of care home inspection and would carry out spot inspections every 3 years or more frequently if required. The Council would also carry out inspections as part of its contract monitoring process.

It was resolved to note the content of the report and to comment as appropriate.

11. TRANSFORMATION PROGRAMME – INCREASING INDEPENDENCE AND RESILIENCE WHEN MEETING THE NEEDS OF PEOPLE WITH LEARNING DISABILITIES

Members received a report that provided Members with the progress on the Council's initiatives for increasing the independence of people with learning disabilities and the achievement of associated financial targets.

The Learning Disability Partnership was introduced as an integrated service responsible for providing health and social care services on behalf of Cambridgeshire County Council and the Clinical Commissioning Group (CCG). Attention was drawn to paragraph 1.6 of the report that demonstrated how the budget was utilised. Transforming Lives approach to social care was explained to Members which the Neighbourhood Cares model would build on in the future.

During discussion Members:

- Drew attention to paragraph 3.6 of the officer report and the savings forecast to be made following the reviews. Members noted that the level of savings would not be achieved for every care package and the level of savings was therefore unpredictable.
- Emphasised the beneficial outcomes for people achieved through working differently and that the stories of people behind the figure should not be lost.
- Confirmed the gross budget for the LDP was £77m and the savings set out in paragraph 2.2 of the report were recurrent.
- Requested that in future iterations of the report case studies be included. **ACTION**
- Questioned whether any service users would experience changes as a cut in the services they received. Officers explained that there would be some people that felt that services were being cut and dealing with the perception of loss was therefore critical. For example, equipment that reduced the need for double up care packages could be perceived as a cut in care however the technology had replaced the need for 2 carers.
- Noted the changes made to the back office to reduce where possible before reviewing care packages. A provider block contract had also been re-negotiated resulting in a £150k reduction as providers had new staff on different terms and conditions.
- Requested that a future report included a “deep dive” regarding assistive technology. **ACTION**
- Highlighted the number of out of county placements, questioning why the Council continued to fund packages for people who were living outside of Cambridgeshire. Officers explained the legal framework regarding ordinary residence and how funding of placements was affected. Members noted that changes brought in with the Care Act 2014 meant that there was no longer a mechanism by which Councils could transfer the cost of funding of care packages for people living in another local authority to that organisation.

It was resolved to review and comment on the progress to date.

12. APPOINTMENTS TO OUTSIDE BODIES, PARTNERSHIP LIAISON AND ADVISORY GROUPS, AND INTERNAL ADVISORY GROUPS AND PANELS

The Committee was presented a report that requested Members to the various Outside Bodies, Partnership Liaison and Advisory Groups, and Internal Advisory Groups and Panels appointed to by the Adults Committee.

The appointments made by the Committee are attached at Appendix A to these minutes.

It was resolved to:

- a) Review and agree the appointments to internal advisory groups and panels as detailed in appendix 1 of the officer report.
- b) Review and agree the appointments to relevant partnership liaison and advisory groups as detailed at appendix 2 of the officer report; and
- c) Delegate, on a permanent basis between meetings, the appointment of representatives to any outstanding outside bodies, groups, panels and partnership liaison and advisory groups, within the remit of the Adults Committee, to the Executive Director (CFA) in consultation with Adults Spokes.

Chairman