

ADULTS COMMITTEE: MINUTES

Date: Tuesday 8th July 2014

Time: 2.00 p.m. to 4.30 p.m.

Present: Councillors P Ashcroft, A Bailey (Vice-Chairwoman), K Bourke, P Clapp (Chairman), S Crawford, P Downes (substituting for Cllr Nethsingha), D Giles, G Kenney, M Loynes, F Onasanya, T Orgee (substituting for Cllr Curtis), J Reynolds, K Reynolds, M Smith, M Tew, G Wilson and F Yeulett

Apologies: Councillors Curtis and Nethsingha

11. COMMITTEE MEMBERSHIP CHANGE

The Committee noted that Councillor Scutt had been added to the substitute members of this Committee; other members and substitutes remained unchanged.

12. DECLARATIONS OF INTEREST

There were no declarations of interest.

13. MINUTES – 20th MAY 2014

The minutes of the meeting held on 20th May 2014 were agreed as a correct record and signed by the Chairman.

14. PETITIONS

No petitions were received.

15. ADULT SOCIAL CARE CONTRIBUTIONS IMPROVEMENT PLAN

The Committee received a report informing it of plans to improve the Adult Social Care Contributions Policy and its supporting income collection processes. Members noted that in response to service user feedback, a review of the Policy and supporting systems had been conducted with the aims of making a complex process more transparent; reducing the number of complaints; maximising income collection, and ensuring effective use of staff time.

Discussing the report and examining the draft Fairer Contributions Policy, members

- welcomed the work to review the Policy and procedures, and confirmed that they were being asked to approve the revised Policy wording
- asked what information would be contained in the invoice that would enable the service user to see that it corresponded to the service they were expecting to receive. Members were advised that the invoice was the end point of the financial

assessment, and followed the identification of care needed, the creation of a personal budget, and the creation of a personal support plan

- enquired what steps were being taken to ensure that current service users understood the new process. It was explained that the new-style invoice would be introduced to all service users at the same time. The policy would not routinely be sent out to people, just a communication about the revisions. Members suggested that thought be given to using the website and the local press to launch the changes
- asked whether use was made of focus or user groups to judge how intelligible documents were; members were advised that the Older People's Partnership Board was available for consultation, and when the project first started, discussions with older people had been arranged through Age UK. It was however difficult to get input from housebound older people
- suggested that the amount of an individual's personal budget and their contribution be set out on the invoice, to help make it clear that people were not paying a contribution for any one particular week, but were making a weekly contribution to their annual personal budget
- noted that the Information and Communication Technology (ICT) system used by the Financial and Benefits Assessors (FABAs) was incompatible with other social care systems; ways of resolving this long-standing problem were being explored
- asked whether a report would be made to the Committee on the outcome of the changes once they had been implemented, in order to see whether the aim of making the income collection procedures more effective had been achieved. Officers welcomed this suggestion, and said that it would probably be necessary to run the new system for six months before changes in efficiencies in income collection could be evaluated
- noted that the issues around collecting contributions for service users in Extra Care Housing referred to a number of queries in the past year, and the need for educating these residents in the system; the issues did not relate to failure to pay contributions
- commented that it might help people to know what to expect if they were given an indication at the outset how long a period of reablement would last, as reablement did not attract a contribution, but subsequent support did. Members noted that the need for reablement was assessed on a personalised basis; some people needed about three weeks and others longer
- asked that the terms 'tariff income' and 'direct payments' be included in the glossary at the start of the Policy
- queried the references (Policy page 9) to the Health and Social Care Act 2001 and the Health and Social Services and Social Security Adjudications Act 1983, pointing out that the later legislation usually had precedence; officers undertook to check this

- suggested that it would be better to give a complete list rather than examples of disregarded income (page 11) because the list of examples was so long; officers said this could be done by asking the FABAs to give a complete list in an appendix
- commented on the difficulties inherent in making judgements about deprivation of capital, and noted that there was an appeal mechanism
- requested clarification of the statement on Policy page 14 'Where the person's assessed financial contribution is over 60% greater than the direct payment, an invoice will be raised.'
- asked that the Policy section on Waivers and Reductions be expanded to give more guidance, perhaps by including examples
- suggested that the final point on page 15, listing the factors to be considered when considering a waiver or reduction, be amended to read [new text in bold] 'where **our non-acceptance of** a refusal to pay a contribution...' in order to make it clear that this referred to a situation where the refusal to pay was not accepted by the Council
- asked that the Cancellation/Rearranging Care Clause on page 19 be worded to make clear any distinction between planned and unplanned changes.

It was resolved:

to approve the revised Adult Social Care Contributions Policy and the proposed plans to improve the way in which the Adult Social Care Contributions Policy operates, updated to incorporate the comments received in the course of the meeting.

16. TRANSFORMING LIVES – HIGH LEVEL PROJECT PLAN

The Committee received a report on the high level project plan for successful implementation of the Transforming Lives strategy. The report set out the decisions that would be brought to the Committee in January 2015 and proposals for engaging Members in the implementation of Transforming Lives.

Discussing the report, members

- welcomed the provision of sessions for members, but urged that dates be provided well in advance and stressed the importance of members attending the events. They suggested that joint workshops with local organisations would be helpful in building support for Transforming Lives, and were advised that plans were being developed to hold local events with town/parish councils and the voluntary sector
- sought further information about new ICT systems, given that there had been problems with social care ICT for some years. Officers explained that a procurement process had begun because the present Adult Social Care and Children's Social Care systems were coming to the end of their lives; the Care Act would require changes to be made to the current system, SWIFT, but any new ICT system should be compliant with the Care Act. One of the factors being investigated

was the ability of smaller potential suppliers to keep pace with the requirements of e.g. the Care Act

- suggested that it was not appropriate for members themselves to become community navigators; instead, they could work locally with parish councils to encourage other people to be navigators. It was however pointed out that receiving the community navigator training could still prove helpful in dealing with individual residents' queries, whether or not members wished to be navigators themselves
- noted that the innovation sites so far identified were
 - Physical Disability – Huntingdon
 - Learning Difficulties – Ely
 - Older People – the Contact Centre (provisionally identified)
 - Mental Health – not yet identified
- said that It was important that the community impact assessment supplied to the Committee in January did assess the impact on the whole community, not just on specific groups; members would expect to understand how Transforming Lives would affect people in their communities.

It was resolved to agree:

- i) that a report be presented to the Committee in January 2015 to seek the Committee's agreement to the decisions on the following:
 - a. Devolved budgets
 - b. Geographical patches in each client group
 - c. Specifications for Tiers 1, 2 & 3
 - d. "Front door" or "access points"
- ii) the proposed plan to support Members in their role in local communities to support the implementation of Transforming Lives.

17. DRAFT COUNTYWIDE OLDER PEOPLE STRATEGY

The Committee received a report on the draft Countywide Older People Strategy, noting that it had been developed in conjunction with officers from district councils and the Cambridgeshire and Peterborough Clinical Commissioning Group (CCG). Members noted that the CCG was expected to announce the new provider of older people's services in September, and it would be helpful to be able to share the Strategy with the new provider. Because the CCG covered Cambridgeshire and Peterborough, the possibility of developing a joint Older People Strategy was being explored with Peterborough City Council.

In the course of discussion, members

- welcomed the strategy and its brevity, but suggested it would be helpful if it included more reference throughout to how people could be supported informally and in the community, in line with the Transforming Lives strategy

- suggested that the last sentence of the final bullet point on page 5 of the strategy document be amended by adding reference to maximising support from communities and informal networks
- noted that District Councils, Local Commissioning Groups (LCGs) and the voluntary sector had all been consulted in the course of developing the draft strategy; the voluntary sector was very supportive, but felt that the language of the strategy dealt too much with services and not enough with output
- suggested that the strategy should mention the need for the planning infrastructure to take account of the rising number of older people, for example by providing cycle paths that could accommodate mobility scooters
- pointed out that older people were often unable to drive, to walk far or to cycle, and if living on their own were often alone for much of the time; the strategy should include measures to combat this social isolation
- expressed a wish to take the draft to parish councils so that they could contribute to the document; the Service Director: Adult Social Care undertook to supply a copy for members' use, and any feedback could be incorporated, if it was received quickly.

It was resolved to:

- support the draft strategy as attached at Appendix A, subject to the comments and proposed amendments identified in the course of discussion;
- agree to discuss the final version of this strategy once the consultation process had been completed in Autumn 2014.

18. BETTER CARE FUND

The Committee received a report updating it on the development of a plan for the Better Care Fund (BCF) in Cambridgeshire. Members noted that the intention was to use existing funding for health and social care services in the county and re-organise it in such a way that it would prevent or reduce the need for costly specialist services. It would be necessary to reduce ongoing demand on acute hospitals so that funding could safely be redirected from hospitals to community-based services. The Health and Wellbeing Board was being asked to consider a proposal to form a 'Cambridgeshire Executive Partnership Board' (CEPB) to oversee the delivery of these changes.

Officers also updated the Committee orally on very recent developments at national level. A Department of Health (DH) press statement on 5th July 2014 had indicated that tighter performance requirements would be applied to the scheme. There had already been performance elements linked to £10m of the £31m fund, but the DH now wished to target this more closely around reducing hospital attendances and admissions. If social care services failed to achieve these targets, funding would go to the acute hospitals rather than to the social care services. This was a matter of considerable concern, but because it was so recent, there had been little opportunity to discuss it with colleagues.

Discussing the report and recent announcement, members

- asked when the funding would become available and what effect the new requirements would have on the Council's ability to deliver services. Members were advised that part of the work being undertaken with the CCG was about what money could be freed up in time for April 2015. The biggest issue for CCG and Council was that if they spent money upfront but still failed to meet the performance targets, they would not receive the funding
- noted that membership of the CEPB would include the Executive Director: CFA Services, the Service Director: Adult Social Care and the Service Director: Older People's Services & Mental Health from the County Council; the Chief Operating Officer from the CCG; and District Council representatives. Some concern was expressed that there was no proposal to include elected members on the CEPB
- expressed concern that having a target to reduce hospital admissions could result in people not being admitted to hospital when they needed to be there. It was pointed out that having the right community services in place should avoid people reaching the acute stage, and the acute hospitals were being funded for admissions
- noted that monitoring of the risks associated with the BCF Plan rested with the Committee, and suggested that it would be helpful to form a small group of members who could monitor the implementation of the BCF Plan more closely than was possible in the context of relatively infrequent committee meetings.

It was resolved:

- a) to note the report
- b) to establish a working party to work with officers to monitor the development of the Better Care Fund Plan and report back to the Committee at quarterly intervals
- c) that Councillors Ashcroft, Bourke, Kenney, Orgee and J Reynolds serve on this working party.

19. ADULTS COMMITTEE REVIEW OF EMERGING BUSINESS PLANNING PROPOSALS FOR 2015/16 AND BEYOND

The Committee received a report providing an overview of the emerging Business Planning proposals within the remit of the Adults Committee for the Children, Families and Adults (CFA) Service. Members noted that the report formed part of a continuous cycle of business planning; it would be necessary to identify further challenging savings over the coming years.

Discussing the report, members

- queried the inclusion of Group Leaders, in the report's third recommendation, as some of the members with whom officers would work to develop more detailed proposals, and suggested that it was inappropriate to involve them in matters which

had been delegated to the Committee; it was decided to delete the reference to Group Leaders

- noted that the General Purposes Committee would be setting out draft cash limits to individual services in September; these limits would inform the budget building process. It was suggested that the Adults Committee use its reserve date in October to discuss Business Planning
- drew attention to the substantial shortfall in the 2019/20 budget; members were advised that outline proposals to address the implications of this would be included in the emerging Business Plan, but these would be at a high level, as they would relate to the last year of the current five-year planning cycle
- requested that savings figures be presented in percentages as well as amounts throughout the Business Planning process; officers undertook to provide relevant percentage information in addition to the amounts wherever possible.

It was resolved:

- a) to note the overview and context provided for the 2015/16 Business Plan for the Children, Families and Adults (CFA) Service
- b) to comment on the approach to savings within the remit of the Adults Committee for the CFA Service set out in the 2014/15 Business Plan.
- c) to agree that Officers work with Members of the Adults Committee to develop more detailed proposals for presenting to the Adults Committee on 9 September 2014 (capital) and 7 October 2014 (revenue).

20. FINANCE AND PERFORMANCE REPORT – OUTTURN 2013/14

The Committee received the final outturn report for Children, Families and Adults (CFA) Services for 2013/14. Members were advised that it was very similar to the March 2014 performance report received at the previous meeting.

It was resolved:

to note the report.

21. FINANCE AND PERFORMANCE REPORT – MAY 2014

The Committee received a report setting out financial and performance information for Children, Families and Adults (CFA) Services as at the end of May 2014. Members noted that Older People Services was forecasting an underspend, dependent on achieving further planned savings in the current financial year, but there were pressures in Children's Social Care and Looked After Children (LAC) Placements, and it was still early in the financial year.

Discussing the report, members drew attention to the importance of continuing to work on reducing delayed transfers of care from hospital. In answer to their questions, they were advised that

- if a person was medically fit to be discharged from hospital, but could not be discharged because they were entitled to social care that the Council had failed to provide, the Council had previously been required to pay a fine to the hospital
- under a local agreement, as a pilot scheme, the Council was now able to use the 'fine' money to pay for the person to come out of hospital and have their need for social care assessed outside the hospital
- this assessment was carried out by a social worker or care manager; the people were all medically fit to be out of hospital, but needed some support out of hospital
- work was being carried out with Accident and Emergency departments to try to identify why some people (known as 'frequent flyers') made many repeated visits to A&E; getting to the root cause of their visits should help reduce the number.

It was resolved:

to note the report.

22. APPOINTMENTS TO INTERNAL ADVISORY GROUPS AND PANELS, AND PARTNERSHIP LIAISON AND ADVISORY GROUPS

The Committee considered an additional external appointment, which had been identified since the full report to the previous meeting on 20th May 2014.

It was resolved:

to appoint Councillor Clapp to the Adult Safeguarding Board.

23. SERVICE COMMITTEE AGENDA PLAN

The Committee was asked to review its agenda plan,

It was resolved:

- a) to note the agenda plan
- b) to use the 7 October 2014 reserve date to examine Business Planning proposals for 2015/16 and beyond
- c) to add an item on Community Safety to the agenda plan for 4 November 2014.

Chairman