

ADULTS COMMITTEE: MINUTES

Date: Thursday 6th September 2018

Time: 2.00pm to 3.35pm

Present: Councillors A Bailey (Chairwoman), A Costello, J French, N Harrison, D Wells, and G Wilson.

Apologies: Councillors K Cuffley, D Giles and M Howell (Vice-Chairman)

105. DECLARATIONS OF INTEREST

There were no declarations of interest.

106. MINUTES – 19TH JULY 2018 AND ACTION LOG

The minutes of the meeting held on 19th July 2018 were agreed as a correct record and signed by the Chairwoman.

- The Action Log was noted together with a tabled update relating to Action 102 attached as Appendix A. In response to a query, the Service Director: Adults and Safeguarding People and Community Services [Adult Social Care Homepage](#); [Community Support](#); [Help in a crisis](#); and [Worried about a friend or family member](#))

107. PETITIONS AND PUBLIC QUESTIONS

No petitions were received

Three questions submitted in writing from the public were read out along with prepared answers (see Appendix B).

108. WILLOW COURT, BASSENHALLY, WHITTLESEY - TENDER FOR CONTRACT

The Committee considered a report that recommended tendering the care and support contract at Willow Court, Bassenhally, Whittlesey extra care scheme. It was noted that the Extra Care Commissioning Strategy 2011-2015 had identified north Huntingdonshire/Whittlesey as a high priority location for the development of a new extra care scheme. Research by Sheffield Hallam University predicted that a further 83 units of extra care housing would be required in Fenland by 2025. Attention was drawn to the scheme being developed by the Longhurst Group at Willow Court. Members were reminded that extra care housing schemes were an integral part of the 'prevention agenda'. This scheme would help alleviate on-going issues sourcing home care in the Whittlesey area. Members were informed that the contract with the provider would be flexible with funding coming from existing home care packages.

During discussion members:

- Sought clarification over the proportion of flats to be held by self-funded occupants and those to be provided by the Council. It was noted that there was no set allocation along these lines. Members were informed that Fenland had a lower level of self-funders compared to other areas of Cambridgeshire. However, self-funders would be asked to pay a contribution towards 24 hour support and care.
- Queried the situation regarding the extra care schemes already underway whose contracts were due to expire in August 2018 as indicated in Appendix 1. Members were informed that exemptions had been signed to enable procurement to go ahead; these contracts were now out to tender and new contracts would be in place by 1 March 2019.
- Requested that the Committee receive an e-mailed briefing on the outcome of the tender process. **ACTION.**

It was resolved unanimously to:

- a) Agree to tender the care and support contract at Willow Court extra care scheme.
- b) Delegate award of the contract for Willow Court to Executive Director for People & Communities for decision.
- c) Delegate award of the contract at Ditchburn Place, Cambridge to Executive Director for People & Communities for decision.
- d) Delegate award of the contract at Dunstan Court, Cambridge to Executive Director for People & Communities for decision.
- e) Delegate award of the contract at Moorlands Court, Melbourn to Executive Director for People & Communities for decision.
- f) Delegate award of the contract Hauxton Extra Care scheme to Executive Director for People & Communities for decision.

109. FINANCE AND PERFORMANCE REPORT – JULY 2018

The Committee received the July 2018 iteration of the Finance and Performance report. In presenting the report, it was noted that the forecast outturn position for Adults was relatively balanced. However, attention was drawn to pressures in Learning Disability Services and in the hospital discharge process. These pressures were offset by grant funding, the status of which was uncertain for next year. Officers would be identifying mitigations to offset these pressures.

Examining the report, members:

- Sought clarification regarding the flexible use of grant funding. Members were informed that this funding reflected a combination of several different grants not earmarked for specific projects, which could be allocated where needed. The Chairwoman added that the Improved Better Care Fund (IBCF) had been used to fund front line services. One Member queried why this funding could not be built into the budget.
- Queried when the two red performance indicators on page 27 would be met. It was noted that a report would be presented to the Health and Wellbeing Board on 20 September in relation to delayed transfers of care. It was noted that whilst there had been improvements, the warm summer had placed a significant demand on primary care in relation to respiratory issues particularly for young people. The Executive Director: People and Communities acknowledged the significant challenge faced by the Council but reported that plans were in place to meet the national NHS target with interventions making difference. With reference to the second indicator relating to employment of people with learning disabilities, the Chairwoman reported that a report would be considered at the next meeting of the Committee.
- Suggested the need to review the way financial information was reported in paragraph 2.2. One Member commented that the wording of this paragraph could be confusing to non-specialists even though it was standard in financial reporting.
- Noted in relation to Appendix 2 – Learning Disabilities that there was a sharing arrangement with Health. Members were informed that 78% of the overspend was attributable to the Council. It was noted that spending was similar to June.

It was resolved unanimously:

To review and comment on the report.

110. CAMBRIDGESHIRE AND PETERBOROUGH NHS FOUNDATION TRUST MID YEAR REPORT 2017/18

The Committee considered the Cambridgeshire and Peterborough NHS Foundation Trust's end of year report on the delivery of the Council's delegated duties under the Section 75 Agreement. Officers drew attention to the fact that performance was still heading in the right direction to ensure the successful implementation of the Care Act. Members noted performance against key performance indicators, which showed that three areas were still rated as red. The report also provided an update on the restructure of social workers and a review of the Approved Mental Health Professional Service.

The Chairwoman welcomed the progress made and thanked the Associate Director Operations for the work carried out.

In response to Member questions, officers:

- Explained that the backlog in the number of Mental Health cases detailed on page 75 of the report was due to the profiling resource approach, which meant that the most complex cases had been dealt with first. Following the resolution of these cases, the list was now being worked through quickly. The Chairwoman requested feedback on the remaining numbers. **Action Required.**
- Noted that the information used in item 1.0 of Appendix 1 reflected activity retrospectively. A new work plan had been agreed for next year. Members were informed that the RAG ratings were not likely to appear green until the end of the year. One Member commented that she preferred to see a more updated plan of work.
- Provided assurances that the overall outlook was good compared to 12 months ago, specifically mentioning the investment in the integrated social work team, increase in reviews and assessments, as well as lower vacancy levels. It was noted that although the fiscal element was still complicated, this would be supported using the Mosaic system.
- Confirmed that there were action plans in place to address where the RAG rating had declined.
- Confirmed that the dramatic increase in savings in March, as indicated in table 7.13 of the report, was due to the completion of some work at the end of the financial year. It was noted that this had been expected and did not reflect new peaks and troughs.
- Noted that Short and Long Term outcomes were being recorded using RIO. However, it was difficult to pull them out of the system.
- Stated that changes resulting from the Police and Crime Act had created pressures, which were being successfully overcome. However, the potential for failure was a risk which needed to be managed using appropriate mechanisms. It was noted that CPFT had been very prudent in the way it had managed the changes.
- Verified that usage of the term “acuity” in paragraph 9.1 of the report related to complex needs mainly in older clients rather than all client groups. It was noted that there had been an increase in the average spend per patient as indicated by the figures.

It was resolved unanimously:

To review and comment on the report.

111. ADULTS POSITIVE CHALLENGE PROGRAMME: FAST FORWARD UPDATE

The Committee considered an update on the Adult Social Care Fast Forward work being delivered alongside iMPOWER to accelerate several of the demand management

opportunities identified through an Outline Business Case (OBC). The scope of the report covered the period from May to August 2018 for the four Fast Forward workstreams as well as plans for the future. Attention was drawn to the four workstreams being taken forward in Section 2.3. The Service Director: Adults and Safeguarding People and Community Services reported that there had been positive engagement from staff. It was noted that Phase 2 would be presented to the next committee. There would be eight workstreams relating to carers, reablement, learning disability, mental health and neighbourhood work. She advised the Committee that a report would be presented to General Purposes Committee on 20 September to request investment.

In discussing the report members:

- Requested links for the redesigned websites indicated in the update and suggested a press release to publicise them. **Action Required.**
- Expressed dissatisfaction with the figures represented in paragraph 2.4.5 of the report. The representative from iMPOWER disagreed with the assessment and suggested the figures focused on the frail and elderly community so maintaining a flat line represented a positive result.
- Suggested that it was difficult to make comparison with the past. Members were informed that there would be work focusing on cost and demand over the last eighteen months. The Chairwoman also highlighted the fact that Neighbourhood Cares was being independently evaluated.
- Pointed out that paragraph 2.6.5 stated five opportunities had been identified but only four were listed in the subsequent table. Following analysis of the table, it was noted that with Neighbourhood Cares it was not as important who employed the person as it was ensuring that they all worked as part of a small, local integrated team.
- Welcomed the fact that this work was feeding in the expertise and knowledge of other councils. The Service Director: Adults and Safeguarding People and Community Services reported that the Council had been challenged by subject matter experts based on their experience of what was happening in other authorities.

It was resolved unanimously:

To note and comment on update contained within the report.

112. ADULT SERVICES BUDGET PRESSURES

The Committee received a report providing an update on current budget pressures within Adult Services which included information on demand and cost of care while breaking down the specific areas of pressure and detailing the action that was planned and already underway.

Attention was drawn to the fact that more people living in Cambridgeshire had resulted in higher needs acuity driving up the cost of care, which had led to an imbalance between supply and demand. Mitigating this required significant savings to be made, prevention, early intervention and working with providers to increase capacity. Attention was drawn to the investment in early prevention work to build capacity. It was noted that a Market Position Statement relating to residential and nursing beds would be

presented to the next meeting. Members noted a table and graph at 2.4.1 and 2.4.2 respectively, which demonstrated that spend per head in Cambridgeshire was lower than all statistical neighbours whilst outcomes were still good. Although the Council was maintaining its performance in terms of outcomes, mitigations were providing diminishing returns against rising demand.

The Service Director: Adults and Safeguarding People and Community Services reported that staff within the service understood the financial situation and wanted to improve outcomes by managing resources effectively. In relation to delayed transfers of care, the focus was to get people out of hospital.

The Chairwoman welcomed the report. While discussing the report members:

- Questioned whether the shortfall against savings targets would get worse in the future. It was acknowledged that the Council would be under considerable pressure if the Better Care Fund was not renewed in 2021. There were significant market issues in relation to domiciliary care which needed to be controlled through block purchasing. Members were also informed of workforce problems which were worsening. The Council was trying to mitigate through investment in reablement but the demand for acute care was increasing. Members were informed that the Council was focused on market capacity and was working with communities to build their capacity. It was noted that this capacity existed but it depended on how quickly the Council could bring together the different actors to take on the responsibility for the dependence and wellbeing of its community.
- Queried whether the Council was asking too much as reflected in the shortfall against the strategic target. Officers reported that the Council had made some positive decisions to anticipate the increase in demand, which included changing its approach by seeking external support, capacity and advice. It was noted that staff could do things differently and still improve outcomes. The Chairwoman acknowledged that system wide there was still an opportunity for considerable improvement.
- Queried the nature of the shortfalls indicated in paragraph 2.1.2 of the report. It was noted that they related to pressures in the Learning Disability Partnership and phasing. They were difficult targets but officers assured members that they would eventually be met with some initiatives delivering later than others.
- Highlighted the importance of Members improving the understanding of this issue in their communities.
- Drew attention to the downward trajectory of graphs 2.5.2 and 2.6 in the report. It was noted that domiciliary care was coming down due to reablement. However, at the same time the cost and acuity of care was increasing. Members were informed that various measures were being put in place such as assistive technology. It was important to note that teams were working hard to maintain people's independence but demand was increasing.

- Noted that another user satisfaction survey was planned, which would be of assistance in the business planning process. Members were informed that the service made a case for funding demography every year.

It was resolved unanimously:

To note and comment on the report.

113. ADULTS COMMITTEE AGENDA PLAN

It was resolved to note the Committee Agenda Plan and the following update provided at the meeting

October - The annual report from the Adults Safeguarding Board would be moved to November.

Chairwoman

Appendix B

Questions for Adults Committee 6th September 2018

Reference: Agenda Item 7

Adults Positive Challenge Programme - Fast Forward Update.

The Adults Positive Challenge Programme seems to be progressing well as evidenced by the report from Charlotte Black, the Service Director for Adults and Safeguarding People and Community Services. However it is difficult to judge how well things are going; when in spite of the often repeated council commitment of “Openness and Transparency” is ignored, and the Outline Business Case for this project is still withheld from public scrutiny.

Q.1 When do you intend to allow the public access to the OBC?

The Positive Challenge is an extensive project with a big budget, and operating to a schedule, open communication with the public would indicate your confidence in the scheme rather than follow the STP lead which was secrecy at all costs.

Since the Adults Positive Challenge Programme was first established in autumn 2017, we have sought to provide regular updates on the progress of the work. To date, reports have been presented to Adults Committee in January 2018, and May 2018. In March 2018, Adults Committee were also provided with a verbal update on the programme which included [a summary presentation of the OBC](#).

On 20th September the General Purposes Committee will be asked to approve a transformation funding bid to deliver the Adults Positive Challenge Programme. Alongside which, will be an overview of the work that will be delivered as part of the programme.

Ref; 2.4.7 Mention is made of essential detailed cost and demand analysis, and that it will enable a clear understanding of the cost and demand shifts delivered as part of the promoting independence work.

Q.2 What about the clients? When do you intend to follow up with clients that they are happy with the encouragement they received to be more independent and are coping well?

No doubt there will be clients who appear to be willing but may need a lot of ongoing encouragement and support which will cost more.

Are feedback/ reactions of clients to the “client conversations” part of the OBC?

The social care teams working with clients have established and effective feedback systems and processes in place. These arrangements have remained unchanged as a result of the Promoting Independence workshops held with staff. If a client does have an independence focused plan put in place, or changes are made to a plan to promote a client's independence, this is done so informed by a needs assessment and with review mechanisms in place to ensure that the plan is effective at meeting the client's needs.

It was interesting to see that an Adult Digital Portal workshop was held in May in Cambridge library. Looking at the new Community support web page it is very detailed but not consumer friendly to elderly clients who are not necessarily computer literate.

Q.3 How many clients attended the workshop? Were they presented with the redesigned web pages or did they have to access them through the CC main website?

The workshop held in May was a small and focused practical session designed to help us to develop a better understanding of how customers use the CCC website and the resources available online. There were 6 attendees at the workshop, this allowed for one member from the CCC team to sit with each attendee to record detailed feedback. The attendees were comprised of the following: 1 attendee was a carer for an Adults' Service client, 1 was a representative of Voiceability/ SpeakOut and 4 attendees were Adults' clients.

Informed by the feedback gathered at the workshop held in May, the purpose of the Fast Forward web page work has been to ensure that the quality of the online offer is matched by the information available through other online channels.

Analysis of web page usage has highlighted that elderly clients currently represent a very small proportion of the users of the website. Therefore, whilst every endeavour has been made to ensure that the revised web pages are as accessible as possible to all audiences, they have been designed with some focus on the most frequent users of the website – professionals, and younger relatives/carers of elderly clients.