

## **ADULTS COMMITTEE: MINUTES**

- Date:** Thursday 12 March 2020
- Time:** 2.00 pm to 3.23 pm
- Present:** Councillors A Bailey (Chairwoman), A Costello, S Crawford, D Connor, L Every, M Goldsack, N Harrison, M Howell (Vice - Chairman) and G Wilson.
- Apologies:** Councillors L Nethsingha, D Giles and D Wells.

### **259. APOLOGIES FOR ABSENCE AND DECLARATIONS OF INTEREST**

The Chairwoman announced at the start of the meeting that officers would be giving an update on emergency planning to tackle the Coronavirus outbreak.

Members noted a number of points highlighted by officers which included:

- National systems were in place including public health and advice business continuity plans for all services were being reviewed focusing on high risk groups and these plans were all co-ordinated and linked to the corporate process and system planning across health and social care.
- The biggest risk currently for adult social care was schools closures in terms of the impact this would have on staff availability.
- Day opportunities for those with learning disabilities would need to stop and the staff be diverted and all those receiving reablement and domiciliary care would be reviewed to see where individuals could manage with less care through support from relatives.
- Sites would be set up for the delivery of personal protective equipment and that it was anticipated that a co-ordination centre would be set up in the next week.
- Managers would need to know where all staff were physically and whether staff with school age children could get support from others.
- Officers had been working with providers and continued to have ongoing dialogue with them on a daily basis in terms of sharing contingency plans.
- Commissioners had been allocated to specific sets of providers geographically and officers had clarified with providers that the Council could help with financial support if needed.

Members raised concerns in relation to volunteers being used who had not received up to date training.

Apologies were received from Councillor Wells (substituted by Councillor Every), Councillor Nethsingha (substituted by Councillor Harrison).

No declarations of interest were made.

## **260. MINUTES – 16 JANUARY 2020**

The minutes of the meeting held on 16 January 2020 were agreed as a correct record and signed by the Chairwoman.

## **261. ACTION LOG**

Officers explained that action number 233 Learning Disability Partnership Baseline 2020-21 (Pooled Budget Review) was ongoing and that they would be reviewing the position at the end of March and reporting back to Committee.

Officers explained that action 249 had been completed.

A Member queried whether the action in the recommendation for item 256 in the minutes had been completed and the ADASS Regional Self-Assessment published on the Council's website. Officers clarified that it had been published and that the link would be circulated to the Committee.

### **ACTION**

A Member also queried whether the Chairwoman of the Committee had written to the Secretary of State in relation to the Minimum Income Guarantee. The Chairwoman clarified that she had sent a letter and would circulate a copy to the Committee. **ACTION**

## **262. PETITIONS AND PUBLIC QUESTIONS**

No petitions or public questions received.

## **263. CAMBRIDGESHIRE LIFELINE PROJECT BUSINESS CASE**

The Committee received a report that sought approval of a business case for Cambridgeshire's Technology Enabled Care Service to become a Lifeline provider that included a tender for an Alarm Receiving Centre for a Four year contract.

In introducing the report officers updated Members on a number of points including:

- That they were preparing for the digital switch over in 2023.

- They had already received reports that some activations had not got through to the call centres.
- Digital would enable technology and telecare to be much more preventative than reactive.
- Tech was usually the very first service people accept and was embedded with other preventative services.

In discussing the report Members:

- Queried how many referrals would be needed before the project would break even. Officers explained that the Council currently funded the lifeline service for 6 weeks for referrals into the service. Then individuals had the choice of keeping the service and paying. 75% of individuals retained the service so based on these figures the figures in the business case were based on 55 people a month accepting and keeping the lifeline.
- Sought clarity on what the current providers thought of the scheme. Officers explained that they had started a piece of work with Cambridge City Council and South Cambridgeshire District Council and that the door was open for them to join the scheme in the future. Officers clarified that they needed to ensure that the schemes covered the costs for the County Council first and the scheme has no impact on existing providers.
- Questioned the risk identified in relation to not being competitive compared to other Lifeline providers in the local area. Officers explained that benchmarking had been carried out against other local providers and the cost of £5 a week was in line with other providers.
- Discussed what the policy would be regarding payment for those in hardship. Officers explained that if someone was on benefits then disability related expenditure applied. Officers would look at the benefits versus the risks of not providing the service to an individual if they were unable to pay on a case by case basis.

It was resolved unanimously to:

- a) support option 2 for the charging method (section 0 and 3.2.4).
- b) support the recommended charge to customers of £5 per week for the Lifeline service (section 3.4.4 and 3.6.3).
- c) endorse a bid to the General Purposes Committee for £172,406 of Transformation funding.

## **264. FINANCE MONITORING REPORT – JANUARY 2020**

The Committee received the January 2020-2021 Finance Monitoring report for People and Communities and highlighted the financial position of services that were under the Committee's responsibility. Officers clarified that at the end of January 2020, Adults Services were forecast to overspend by £2,651K, around 1.6 % of the budget. This was £33k less than reported in December. Within that, budgets relating to care provision were forecast to overspend by £7.4m, mitigated by around £5 million of additional funding.

In discussing the report Members:

- Noted that the £450,000 shortfall on the savings tracker was similar to that in quarter 2 and that this related to the ongoing Housing Related Support Review. The Chairwoman thanked officers for the work to ensure that savings targets were delivered.
- Discussed the Impower report 'What is good Adult Social Care?' and the that Cambridgeshire County Council and Peterborough City council came in the top 15 Councils in the Country. Officers a link to the report to the Committee. **ACTION**

It was resolved unanimously to review and comment on the report.

## **265. PERFORMANCE REPORT – QUARTER 3**

The Committee received a report that provided information on the status of performance indicators the Committee had selected to monitor to understand performance of services the Committee oversees.

In discussing the report Members:

- Discussed delayed transfers of care and the impact the coronavirus would have. Officers explained that updated links on DTOCs showing local performance would be circulated regularly to the Committee.

It was resolved unanimously to:

note and comment on performance information and take remedial action as necessary

## **266. THE CAMBRIDGESHIRE AND PETERBOROUGH NHS FOUNDATION TRUST MID YEAR REPORT 2019/20 ON THE DELIVERY OF THE COUNCILS' DELEGATED DUTIES FOR PEOPLE OVER 18 YEARS WITH MENTAL HEALTH NEEDS**

The Committee received a mid-year report from Cambridgeshire and Peterborough NHS Foundation Trust (CPFT) for 2019-20 on the delivery

of Cambridgeshire County Council (CCC) delegated duties under the Social Work Section 75 Partnership Agreement for Adult and Older People Mental Health.

In presenting the report Officers outlined the following points:

- There was a new model of performance monitoring
- The biggest piece of work was around the Adult Social Care Operational Delivery Model which had seen a variation in practice across Cambridgeshire and Peterborough reduced.
- A co-ordinated approach to complaints and compliments
- The Introduction of MOSAIC
- Effective safeguarding services
- Consistency in practice and performance monitoring

In discussing the report Members:

- Queried the concerns raised at 2.2.7 of the report in relation to the introduction of the Care Act assessment and significant increases in workload. Officers explained that concerns had initially been raised but a coproduction approach had been taken and a tracking system had been implemented, but the expected volumes had not materialised. Officers clarified that a number of social workers were funded under section 75 of the act and that a social work forum had been set up where all registered social workers were invited to share professional development and best practice.

It was resolved unanimously to:

note progress and developments in the context of the commitments agreed under the signed Social Work Section 75 Partnership Agreement for Adult and Older People Mental Health.

## **267. ADULT SOCIAL CARE SERVICE USER SURVEY 2019**

The Committee received a report that gave an overview of the findings of the 2019 Adult Social Care Statutory Service User Survey, the results for which were published in October 2019.

In presenting the report Officers explained that the survey was an annual statutory survey and the Council had received 513 responses, which was a 34% response rate. Members noted that Cambridgeshire was ranked the 10<sup>th</sup> best in the country for its overall quality of life score. Officers clarified that the areas in the survey that required further focus included:

- TEC work and falls prevention rate in relation to people feeling safe
- Choice over care and support
- Access to information and advice

In discussing the report Members:

- Commented that Local Members should be helping with providing key messaging around adult social care including going out into the communities and connecting with library hubs.
- Queried whether it was possible to produce a breakdown of the results by district. Officers explained that work was ongoing to build in this capability to the new Power BI reporting and the reporting would also cover service user groups and age. Officers explained that they would share the first cut of this information with the Committee when it was available. **ACTION**
- Highlighted that a number of the responses were below the national average including overall satisfaction and choice, how easy it was to find information and getting out and about. The Chairwoman commented that a lot of work had gone into improving the information on the Council's website and that the response regarding ease of finding information would improve.

It was resolved unanimously to:

- a) consider the content of the report and note how the service has been linked into the development of Adult Social Care in Cambridgeshire.
- b) note and agree the public facing summary of the service user survey results, to be published on the council website.

## **268. BREXIT PREPARATION**

The Committee received a report in relation to activity being undertaken following the United Kingdom's departure from the European Union on 31 January 2020.

In presenting the report officers explained that the Council's Brexit Officer Taskforce priority themes for the coming period were:

- to identify vulnerable people who may not understand the requirements of the EU Settlement Scheme and signpost them for support and to monitor.
- to monitor updated information on the EU Settlement Scheme and how it impacts on the workforce of both Cambridgeshire County Council and Peterborough City Council, and also on the workforce of the services that we commission. This included raising awareness and providing information to encourage affected personnel to apply for Settled Status.
- to keep abreast of the latest information such as the revised immigration policy, so that changes are understood in relation to

rules for recruiting staff from outside the UK, or the new trade deals so that the impact on key sectors in our local economy are understood.

- to maintain a watching brief on the latest position with regard to EU funding to monitor the position on Regulations and Legislation, including procurement and data protection regulations.

In discussing the report Members:

- Noted that more than 3 million people had been granted settled status nationally as of February
- Discussed the need to plug into people through local connections. Officers explained that the Business Intelligence team were conducting a piece of work to identify where the vulnerable people were in the County so that targeted help could be provided.
- Queried if any providers had concerns in relation to the impact on the workforce. Officers explained that it was too early to say what the impact would be.
- Noted that extra Citizenship Ceremonies' had been organised by the County Council to cater to demand over the last few months.

In bringing the debate to a close the Chairman commented that the Committee would keep a watching brief of the developments and that a further update would be brought to Committee later in the year. **ACTION**

It was resolved unanimously to note and comment on the information within this report.

## **269. AGENDA PLAN, APPOINTMENTS AND TRAINING PLAN**

It was resolved unanimously to:

note the Agenda Plan and the Training Plan.

## **270. DATE OF NEXT MEETING**

The Chairwoman proposed that the reserve date for April be cancelled.

It was resolved to note the date of the next meeting as Thursday 21 May 2020.

**Chairwoman**