

**ADULTS COMMITTEE: MINUTES**

**Date:** Thursday 19th July 2018

**Time:** 2.00pm to 3.30pm

**Present:** Councillors A Bailey (Chairwoman), A Costello, S Crawford, L Dupre (substituting for Councillor Wilson), M Howell (Vice-Chairman), B Hunt (substituting for Councillor Cuffley), J Gowing (substituting for Councillor French), Councillor Nethsingha (substituting for Councillor Harrison) and Councillor D Wells.

**Apologies:** Councillors K Cuffley, J French, N Harrison and G Wilson

**95. DECLARATIONS OF INTEREST**

There were no declarations of interest.

**96. MINUTES – 24 MAY 2018 AND ACTION LOG**

The minutes of the meeting held on 24 May 2018 were agreed as a correct record and signed by the Chairwoman.

The Action Log was noted.

The Chairwoman thanked Claire Bruin, who was stepping down from her role as Service Director Adult Social care after 14 years with the Council, for her support to the Committee and public and wished her the very best for the future.

**97. PETITIONS**

No petitions were received

**98. HAUXTON EXTRA CARE – TENDER FOR CONTRACT**

The Committee considered a report that outlined the case for tendering the care and support contract in Hauxton extra care scheme.

The Hauxton scheme was a new development that was under construction and attention was drawn to paragraph 2.1 of the officer report that provided details of the needs analysis work undertaken by Sheffield Hallam University.

During discussion of the report Members

- Clarified the shift arrangements for the scheme that allowed for peaks and troughs in demand.
- Noted that there would be a number of different leasehold options available for purchasers including shared ownership schemes.
- Confirmed that while as stated in paragraph 3.2 of the report, the aim was to maintain a balanced community with a range of needs it would be predominantly older people that lived there as the development was for the over 55s.
- Sought further detail regarding a needs analysis tool developed by Sheffield Hallam University and questioned whether it could be used across the county. Officers explained that the tool examined population trends and also the top 100 local authorities in terms of provision. Officers confirmed that as part of the tender, Sheffield Hallam University were tasked with producing a tool for all counties to use and was readily available.
- Noted that there were only a small number of leasehold developments in the county. Millbrook in Soham and Parkview in Huntingdon were two such examples.

It was resolved unanimously

to agree to tender the care contract at Hauxton extra care scheme.

#### **99. MENTAL HEALTH RECOVERY AND COMMUNITY INCLUSION SCHEME – TENDER FOR CARE CONTRACT**

The Committee received a report that sought approval for the award of contract for a county-wide Mental Health Recovery and Community Inclusion Service.

Discussing the report, members commented that there were two agenda items requesting approval for the award of contracts and questioned why the weighting for price and quality was different for each one. Officers explained that the weighting was tested at the Joint Commissioning Board and the weighting varied due to the length of the contract and its monetary value.

It was resolved unanimously to:

Approve the award of the contract for a county-wide Mental Health Recovery and Community Inclusion Service.

#### **100. MULTI DISCIPLINARY FLOATING SUPPORT SERVICE FOR CAMBRIDGESHIRE AND PETERBOROUGH**

The Committee received a report that requested the Committee's approval for the award of contract for a Multi-Disciplinary Floating Support Service which will work across Cambridgeshire and Peterborough.

In presenting the report officers informed Members that following the agreement to go out to tender for the contract in March 2018, 5 bids were received. Following evaluation the Joint Commissioning Board recommended provider D to the Committee for approval.

In response to Member questions, officers

- Confirmed that the successful bidder for the contract was P3 and confirmed that in future there would be greater consistency in reports requesting the approval for the award of contracts.
- Explained that the recommendation for approval would always go to the highest scoring bidder. Once the award was made then bidders were able to mount a challenge as they would be provided with the scores.
- Agreed to provide confirmation and details of penalty clauses contained within the contract. **ACTION**

It was resolved unanimously to:

Approve the award of contract for a Multi-Disciplinary Floating Support Service which will work across Cambridgeshire and Peterborough.

## 101. FINANCE AND PERFORMANCE REPORT – MAY 2018

The Committee received the May 2018 iteration of the Finance and Performance report. In presenting the report officers informed the Committee that the forecast outturn was for a balanced position at year end. However, pressures were beginning to surface within the demand led care budget.

Examining the report members

- Highlighted that the LDP budgeted average unit cost for residential, nursing and community care were displayed incorrectly and the 'k' should be removed.
- Drew attention to table 2.5.4, in particular community based support where a low number of clients could result in significant variance to the budget if numbers changed. Officers informed Members that the budget included growth assumptions for the year.
- Noted that the direction of travel arrows relating to the budgeted average weekly cost of residential dementia care in table 2.5.5 and the actual cost resulted from the rounding of figures.
- Commented that direction of travel arrows contained within the performance report could be misleading as it was not necessarily easy to quantify whether a particular direction of travel was good or bad. Officers agreed to provide the feedback to the Business Intelligence team. **ACTION**

It was resolved unanimously

to review and comment on the report.

## **102. CUSTOMER CARE ANNUAL REPORT 1 APRIL 2017 TO 31 MARCH 2018**

The Committee considered the Customer Care Annual Report 2017/18 that provided Members with information about the complaints, compliments, representations and MP enquiries. It also provided the learning from the feedback received and the actions taken to improve services.

The presenting officer drew attention to the reduction in the number of MP enquiries received citing the 2017 general election as the likely reason for the drop in numbers. The increase in the number of informal complaints received demonstrated that feedback was being dealt with effectively and not escalated to formal complaints. There was a 19% increase in the number of formal complaints with most related to older people's services which reflected the size of the client group. Common themes for complaints included the standard of care and the care assessment or financial assessment, delays, disagreement regarding the outcome of assessments.

Members were informed that debt recovery letters and invoices had been reviewed and changed following complaints and feedback that they were confusing and the changes had resulted in no complaints relating to the debt recovery letters and fewer invoicing complaints.

During discussion members:

- Welcomed the report and its presentation
- Clarified that an MP enquiry was often a complaint that had arrived through an MP's office. The complaints process for such enquiries differed from that for formal complaints as the level of detail that could be provided was restricted. It was common for complaints to be made formally and through an MP enquiry and were counted as two separate complaints. Members suggested that it would be worth understanding how many complaints were in effect duplicates.
- Drew attention to the debt recovery letters and complaints that were highlighted at a recent Learning Disability Partnership Board meeting where service users were having difficulty reading invoices and other written communications as LGSS did not provide 'easy read' version. Officers agreed to investigate further with LGSS  
**ACTION**
- Questioned whether the increase in complaints regarding standards of care was concerning. Officers informed the Committee that concerns regarding care and care providers were logged separately and passed to the Multi-Agency Safeguarding Hub (MASH) and the contracts team to be followed up as appropriate.
- Welcomed the openness and honesty of the report, noting the success of the complaints process. Officers commented that producing a robust first response to a

complaint and offering a meeting to address any further issues had been very successful in preventing the escalation of complaints.

- Highlighted the changes and transformation of adult social care and the relatively low numbers of complaints illustrated the success of the Transforming Lives model and the alternative methods for delivering support.
- Emphasised the importance of communication during all interactions with the public. Well done on debt recovery and invoicing.
- Confirmed that regarding the chart shown at paragraph 14.6 of the report, complaints regarding medication errors would be escalated to the MASH.
- Drew attention to minor corrections required within the report prior to its publication.

It was resolved unanimously:

- a) to note and comment on the information in the Annual Adults Social Care Customer Care Report 2017/18
- b) agree to the publication of the Annual Adults Social Care Customer Care Report 2017/18 on the Council's website.

### **103. DEEP DIVE: ADULT SOCIAL CARE INDEPENDENT SECTOR – LABOUR (WORKFORCE) MARKET**

The Committee received a 'deep dive' report that provided an overview and approach to the social care labour (workforce) market across the independent sector. The report highlighted the key challenges in the Cambridgeshire area, including high employment rates and the cost of living in the region. Turnover of staff was in line with regional and national figures but still represents a significant turnover of staff.

During the course of discussion, Members

- Highlighted paragraph 2.1.3 of the report and that the 36% increase in workforce capacity that would be required to meet demand was the minimum requirement.
- Welcomed the success of the recruitment campaign for the Reablement Team. Officers explained that the campaign had been managed differently and more flexibly, recognising that the bureaucracy faced by candidates applying for positions at the Council can often be off putting. The Human Resources and Transformation teams were working to identify ways of accelerating the recruitment process. The principle would be applied to the recruitment of frontline social workers where there were recruitment issues.
- Questioned whether part time care workers or those not contracted to fixed hours had been approached to increase their hours. Officers confirmed that was taking place.

- Noted that candidates were asked where they had found the job vacancies. It was also logged when a successful candidate joined the organisation from the independent sector.
- Drew attention to the national living wage which presented a significant issue and would welcome an update regarding pay and progress against the required 36% increase in workforce capacity.

It was resolved

To note and comment on the report.

#### **104. ADULTS COMMITTEE AGENDA PLAN AND APPOINTMENTS TO OUTSIDE BODIES.**

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

**September** – Business Planning would be replaced by an item regarding budget pressures

Deep Dive: Learning Disability Employment Opportunities, moved to October.