

**ADULT SOCIAL CARE AND HOUSING
OVERVIEW & SCRUTINY PANEL
17 JANUARY 2017
7.30 - 9.50 PM**



Present:

Councillors Harrison (Chairman), Allen (Vice-Chairman), Brossard, Finch, Mrs Mattick, Ms Merry, Peacey and Mrs Temperton

Executive Members:

Councillor D Birch

Also Present:

Andrea Carr, Policy Officer (Overview and Scrutiny)
Mark Gittins, Business Intelligence Manager
Neil Haddock, Chief Officer: Commissioning and Resources
Simon Hendey, Chief Officer: Housing
Dave Phillips, Safeguarding Adults Partnership Board Manager
Councillor Leake

Apologies for absence were received from:

Councillors Mrs Angell, Finnie and Mrs McKenzie
Gill Vickers, Director of Adult Social Care, Health & Housing

25. Apologies for Absence/Substitute Members

Councillor Mrs Mattick attended as substitute for Councillor Mrs Angell and Councillor Brossard attended as substitute for Councillor Finnie.

26. Minutes and Matters Arising

RESOLVED that the minutes of the meeting of the Panel held on 19 October 2016 be approved as a correct record and signed by the Chairman.

27. Declarations of Interest and Party Whip

There were no declarations of interest relating to any items on the agenda, nor any indication that members would be participating whilst under the party whip.

28. Urgent Items of Business

There were no items of urgent business.

29. Public Participation

There were no submissions from members of the public in accordance with the Council's Public Participation Scheme for Overview and Scrutiny.

30. **Bracknell Forest Safeguarding Adults Partnership Board (BFSAPB) Annual Report 2015/16**

The Panel considered a report presenting the Bracknell Forest Safeguarding Adults Partnership Board Annual Report April 2015 to March 2016. Dave Phillips, the Board Manager, introduced the report which detailed the activities undertaken by Board members and the achievements against the Board's development plan for the year.

During 2015/16, the Board had implemented all actions to address the areas for development that had been identified in the peer review carried out in the previous year. Personalisation remained a focus for safeguarding within Bracknell Forest and the feedback from residents confirmed that the approach to making safeguarding person-centred was ensuring that people were feeling safer as a result of the enquiries they had been involved in. The Annual Report contained the aims and objectives of the Board's new strategic plan covering 2016-2019, which had been developed through analysis of data and discussions with partner agency representatives, and in accordance with the requirements of the Care Act. The realisation of the objectives would require significant contributions from all partner organisations. Implementation of the strategic plan aims and objectives would be co-ordinated by Sub-Groups for:

- Safeguarding Adult Review
- Quality Assurance
- Learning and Development

as well as a Communications task and finish group.

The Panel commented and asked a number of questions from which the following arose:

- Neglect was the most commonly alleged type of abuse in Bracknell Forest (which included non-intentional neglect) and work continued to be undertaken into the circumstances surrounding such cases.
- The increase in Deprivation of Liberty Safeguards (DoLS) cases had increased substantially following the Supreme Court ruling in 2014, resulting in a heavy impact on the Mental Capacity Advocacy service, but had brought about a better understanding of the subject and process for assessments of persons lacking mental capacity.
- There were some issues around sharing information between partners but these were being worked on and tackled by closer attention to the risks of each agency and the indicators by which these could be recognised.
- Following the work of a task and finish group, systems were in place to raise awareness of those at risk of Female Genital Mutilation (FGM), the appropriate referral processes, and role of the Police and Crime Commissioner.
- Although attendance at BFSAPB meetings was a bit patchy by some partners, there was a high level of engagement on enquiries, on collaboration to prevent abuse and neglect and on participation in the Sub-Groups.

The Panel thanked Dave Phillips for his informative presentation of the Annual Report and commented most favourably on the inclusion of the case studies, which were very helpful in understanding the work of the Board.

31. **Quarterly Service Report (QSR)**

The Panel considered the latest trends, priorities and pressures in terms of departmental performance as reported in the QSR for the second quarter of 2016/17 (July to September 2016) relating to Adult Social Care and Housing.

The Chief Officer: Commissioning and Resources introduced a presentation to the Panel commencing with an update on the development and delivery of the Transformation Plan for Adult Social Care. The main focus of activity over the next three months would be to:

- Work with staff to identify ways to transform care practice to make it more person-centred.
- Get the operational tools such as the FACE resource allocation system and the online care marketplace in place.
- Work with local organisations and the voluntary sector to develop a broader range of community care opportunities to connect people to.

The Panel viewed a transformation roadmap illustrating an approach based on a more informed understanding of customer needs, a plan for delivering culture change, together with the expected outcomes and success indicators. It was explained how this would be implemented. A major project within Adult Social Care was the ongoing work with care providers and stakeholders to develop the new domiciliary care framework. Tenders were due to be invited from providers on 1 February 2017 with the new service due to come into operation in September 2017.

Highlighted from the housing service was the extension of the Forestcare responder service to vulnerable people who have had falls. The next Council tax discount scheme was due to be implemented and the disabled facility grant and flexible home loan scheme provision would be integrated into the housing service.

The Panel noted from the Public Health headlines the completion of the first 'Year of Self Care' and the success and achievements of the online counselling service (KOOOTH), the Falls Free 4 Life service and the 'Back to Fitness' programme.

The Panel then received a demonstration of an on-screen "dashboard" being developed that would provide a simple to use tool to give an up to date view of performance and progress on Adult Social Care and Housing services and projects. Navigation around the resource was shown as well as the means to drill down into different displays to see data of a more detailed nature. The Panel was impressed by the content available through the "dashboard" but had questions about the access to it for members and the appropriate devices that would be compatible with easy readability of the information displayed. The Executive Member undertook to discuss this further with the Director as the development of the "dashboard" was taken forward.

The Panel sought clarification and asked questions about aspects of the QSR and presentation, from which the following was noted:

- The indicator L178, showing the number of nights in bed and breakfast accommodation, had improved significantly. This had been assisted by the provision of accommodation for homeless households at the Council run Tenterden Lodge. It was proposed to introduce a new indicator that would differentiate between persons accommodated in bed and breakfast and those placed in Council run homeless accommodation.
- Indicator L179 (% of homeless or potentially homeless customers who the Council helped to keep their home or find another one) which was showing

red in the QSR had risen to 80% in the last couple of months and was expected to reach the target of 88% by the year end.

- Indicators L277 (Number of people who received falls risk assessments) and L279 (Number of young people who actively engaged with KOOTH) contained targets of 40 and 115 respectively, both of which were being exceeded. Members requested information as to how these targets had been set.
- Areas that were a challenge to improve included delayed transfers of care and permanent admissions for people aged 65+. The Panel noted that Frimley Health admitted a much higher percentage of patients from A&E which led to a much higher throughput for patients requiring a transfer of care.
- Concern was expressed about the high number (38) of vacant posts in the Department. Much of this was due to normal turnover of staff.

32. **2017/18 Draft Budget Proposals**

The Chief Officer: Commissioning and Resources presented a report on the key themes and priorities for Adult Social Care and Housing as outlined in the draft budget proposals for 2017/18, which the Executive had approved for consultation.

The Panel noted the draft revenue budget pressures for the Department totalling £751,000 for 2017/18, of which the most significant were an additional £292,000 due to capacity in the local care home market and the rising cost of residential and nursing placements, and £250,000 for demographic pressures and a rising demand for adult social care services. However, there were offsetting savings proposed amounting to £710,000, including £250,000 through NHS continuing healthcare funding and £180,000 from managing the cost of Adult Social Care packages. The budget report also included details of the proposed 2017/18 fees and charges for the Department and the Capital Programme for the Department.

Arising from comment and questions, the Panel noted:

- The proposed saving at Clement House would arise through Bracknell Forestcare providing the emergency social care response, avoiding the use of multiple providers at the site.
- The automation of Blue Badge applications and renewals through the Government website was expected to produce a saving through stricter application of the eligibility criteria.
- An explanation was made as to how the charges for lifeline rental and monitoring and care calls would operate.

A cultural change was required to implement the redesign and delivery of packages of care, with the domiciliary care providers to focus on providing only the essential personal care, with other services such as shopping, odd jobs etc to be covered by the voluntary sector.

33. **Working Group Update Report**

The Panel received an update on the progress of the Working Group reviewing the Council's draft Housing Strategy and housing supply.

The Group had met on two occasions to date, with two further meetings planned for February 2017, including a session with Downshire Homes. A number of details remained to be settled before scoping for the review could be finalised.

34. **Work Programme 2017/18**

The Panel considered its Work Programme for 2017/18.

It was considered that the current Housing Strategy/ housing supply review should be completed before commencing another. However, it was proposed that interested members could participate in a joint Working Group review with the Health Overview & Scrutiny Panel to look at the Frimley Health Sustainability and Transformation Plan, which was of interest to both Panels. Councillors Peacey and Mrs Temperton expressed an interest in joining this Working Group and the Chairman asked that Panel members not present be emailed and asked to indicate if they had any interest.

35. Overview & Scrutiny Progress Report

The Panel received and noted the Overview and Scrutiny bi-annual progress report setting out the activity and developments over the period June to November 2016.

36. Executive Key and Non-Key Decisions

The Panel received and noted the scheduled Key and Non-Key Executive Decisions relating to Adult Social Care and Housing.

CHAIRMAN