

**ADULT SOCIAL CARE AND HOUSING
OVERVIEW & SCRUTINY PANEL
16 JANUARY 2018
7.30 - 9.05 PM**



Present:

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

Also Present:

Mira Haynes, Chief Officer: Adult Social Care
Gill Vickers, Director of Adult Social Care, Health & Housing

Apologies for absence were received from:

Councillors D Birch & Mrs McKenzie

74. Minutes and Matters Arising

RESOLVED that the minutes of the meeting of the Panel held on 12 September 2017 be approved as a correct record and signed by the Chairman.

Arising from the minute relating to the last Quarterly Service Report, it was noted that good progress was being made towards filling the residential beds (22 to be filled by 19 April 2018) at Astbury Manor, which would assist the Council in reducing its high cost placements.

75. Declarations of Interest and Party Whip

There were no declarations of interest, nor any indications that members would be participating while under the party whip.

76. Urgent Items of Business

There were no items of urgent business.

77. Public Participation

There were no submissions under the Council's Public Participation Scheme for Overview and Scrutiny.

78. 2018/19 Draft Budget Proposals

The Panel noted that the Executive had agreed the Council's draft budget proposals for 2018/19 as the basis for consultation with the O&S Commission, O&S Panels and other interested parties. Extracts from the 2018/19 Revenue Budget and Capital Programme reports of relevance to the Panel had been circulated to assist members to frame questions and any comments on the draft budget proposals.

The Panel noted the Service Pressures/Development for Adult Social Care, Health and Housing totalling £2,633k arising mainly from current levels of demand and

legislation changes. However, there were also a number of offsetting savings that had been identified, which together with the substantial Transformation Programme savings shown in the commitment budget, would enable the Council to set a manageable budget for the year ahead.

Arising from comments and questions the Panel noted:

- There was a risk that now that the Government had placed for the responsibility for social care with the Secretary of State for Health, changes could follow which would adversely affect the Better Care Fund Allocation.
- The new conversations model for care assessors together with other initiatives, including a greater involvement with the voluntary sector, had enabled substantial transformation savings to be built into the commitment budget in both 2018/19 and 2019/20 which were considered to be sustainable.
- The pressure arising from the high cost of the transfer of care packages from Children's to Adult was due high cost family expectations, particularly around the education element of the package. In the longer term the Transformation Programme was due to look at ways the cost of these packages could be managed more effectively.
- The saving of £27k in rent for the Waymead premises since this would no longer be used. Alternative more suitable premises would be found to continue to provide respite care.
- A small increase in the fee for making arrangements to find an alternative placement for people (funding their own care) whose care provider had failed. The cost of the care remained with the individual.
- The Capital Programme contained provision to increase the loan to Downshire Homes Ltd (DHL) to purchase 25 properties for homeless households and 5 properties for households with learning disabilities. A review of the governance arrangements for DHL was due to take place.

The Director was asked to circulate to members further information /explanation on the following:

- The provision of £8k in the commitment budget for 2019/20 for support to former Independent Living Fund recipients.

Clarification about the Council owned properties in Reading, Blackwater Valley and East Thames Valley used for homeless families.

79. **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 2017/18 (July to September 2017) relating to Adult Social Care, Health and Housing.

The Director of Adult Social Care, Health and Housing made a presentation highlighting recent and current activity:

- The 3 conversations model had been bedded into practice and would be a focus for 2018/19, shaping operational delivery for the years ahead. This change of approach involved a first conversation about the general issues and needs of an individual when they first presented to the Council; a second conversation about the availability of support and assistance in the short-term; and a third conversation where, if they met the eligibility criteria, a full assessment would be carried out and the appropriate services commissioned.
- The two Community Connectors had made a good start introducing themselves to the community, have received referrals from Learning Disability

and Adult Community teams and were making contact with social prescribers. They were also helping to identify where gaps in provision existed.

- The Out of hours Multi-Agency Adults Safeguarding Hub (MASH) was being set up having regard to the needs of each unitary Authority and buy-in from the Strategic Partnership was now sought to ensure a successful and timely operational delivery (the police, probation and health partners had been very supportive of the process so far).
- Forestcare had been successful in winning two external monitoring contracts, for authorities in Merseyside and Wales.
- Town Centre Community Safety had improved with a 32% reduction in shoplifting and a 27% reduction in criminal damage compared to same quarter last year. Further investigation of why premises had not signed up for the Safe Places scheme was being carried out.
- BFC My Benefits had gone live from mid November 2017 and had proved very popular. In the first month 1,392 customers had opened an account and of these, 734 went on to open access to and progress their claim.
- Work has begun on preparation for the Homeless Reduction Act, using new funding to help meet what was expected to be a significant increase in demand for services.
- The Council had entered into a contract with Places for People to develop the Council owned site, The Lodge, which would help people with learning disabilities to live independently.
- Self Care Week had been most successful and the biggest ever, comprising 42 events, with 17 student volunteers, 95,000 people reached on social media, 16,000 video views, 12,500 community map visits, and the largest walking group session organised.
- Public Health ran their largest ever mental health event for children and young people which took place at the Madejski Stadium.
- Preparation for a range of new health improvement programmes have been put in place, including activities such as Chair Yoga and Park Runs, all of which were partnership projects with residents.
- On-line health improvement programmes with residents continued to extend their reach with a steady increase in the size of the Facebook Community and the number of Portal views each quarter.

Arising from questions and discussion, the Panel noted:

- Q2 showed a substantial increase in the number household nights in non self-contained accommodation. A number of households with complex needs had been difficult to place in long term accommodation, but this had now been resolved and there was currently nobody in B&B accommodation.
- Good progress was being made in working with individuals suffering with their mental health, including ways to re-connect them with the community, liaising with GPs and signposting to the services available.

80. **Bracknell Forest Safeguarding Adults Partnership Board Annual Report 2016/17**

The Panel considered a report presenting the Bracknell Forest Safeguarding Adults Partnership Board Annual Report April 2016 to March 2017. The was the last Annual Report from the single Partnership Board; the next would come from the joint Bracknell Forest and Windsor and Maidenhead Safeguarding Adults Partnership Board which had commenced on 1 July 2017.

The Annual Report highlighted the achievements against development plans and the challenges identified during the year under review. The Board had implemented all

actions in line with the timescales contained within the strategic plan and the developments outlined for 2017/18 and beyond would be carried forward into the new joint Board strategic plan.

To illustrate progress made by the Board, there were many positive examples of development across all partner organisations. In particular, issues raised and developed at Board level were disseminated widely by each partner organisation, communicating key safeguarding issues and messages, leading to development of best practice in adult safeguarding across the sector.

It was noted that the number of safeguarding concerns recorded during 2016/17 had fallen, although a greater proportion had led on to enquiries. Analysis showed that the number of referrals is similar to previous years but those that do not meet the criteria for a safeguarding concern are being filtered out at an earlier stage.

Two Safeguarding Adult Reviews had been carried out during the year, each of which had produced a number of recommendations, ensuring that lessons could be learned from the process.

81. Care Quality Commission (CQC) Area Review

The Director of Adult Social Care, Health and Housing reported to the Panel the outcome of a CQC Area Review of Adult Social Care in Bracknell Forest.

This had arisen from a move by the Secretary of State for Health to review NHS England Winter Planning arrangements, which entailed looking at the worst 20 Authorities for delayed transfers of care during 2015/16. Bracknell Forest had been included since during this period a number of domiciliary care providers had failed leading to poorer than normal performance.

The CQC review had looked at the Bracknell Forest service as well as that of all the agencies, with eight inspectors involved over a ten day period. The review had concluded that the Bracknell Forest service was good, with well developed pathways to the care services available, and an engaged and committed voluntary sector. The service had been recommended to other Councils as an example of good practice and this was a validation of the outstanding work carried out by the staff.

The Director agreed to circulate the report of the CQC to Panel Members.

82. Local Government and Social Care Ombudsman Annual Review Letter 2017

The Panel considered a report presenting the Local Government and Social Care Ombudsman Annual Review Letter 2017.

Key points to note from the Review Letter were that the 23 complaints received was a similar number to previous years, was again the lowest of any Berkshire Authority, and around half the national average. Only four complaints had been the subject of a detailed investigation by the Ombudsman; of these, three complaints had been upheld. In each case the extent of maladministration and the impact of any errors made by the Council were minimal and no corrective action had been suggested by the Ombudsman.

The Panel noted that the Council continued to seek to learn from complaints, having regard to the guidelines in the Ombudsman's Manual for Councils, and through regular monitoring and reporting to Members.

83. Working Group Update Report

The Panel received a progress report from the Working Group established to review the Council's draft Housing Strategy and Housing Supply. There was little new to report given the current lack of officer scrutiny support available. However, it was hoped to arrange a visit to Guildford Borough Council to learn about their approach to securing affordable housing.

84. 2018/19 Overview and Scrutiny Work Programme

The Panel considered its Work Programme for 2018/19.

With regard to the proposed merger of the Adult Social Care and Health Overview and Scrutiny Panels, it was noted that a Task and Finish Group was proposed to recommend terms of reference and other detailed arrangements for a merged Panel.

85. Executive Key and Non-Key Decisions

The Panel received and noted the scheduled Key and Non-Key Executive Decisions relating to Environment, Culture and Communities.

CHAIRMAN