

Minutes of a meeting of the Adults and Communities Overview and Scrutiny Committee held at County Hall, Glenfield on Tuesday, 1 September 2015.

PRESENT

Mrs. R. Camamile CC (in the Chair)

Mr. M. H. Charlesworth CC
Mr. S. J. Hampson CC
Mr. D. Jennings CC
Mr. M. T. Mullaney CC

Ms. Betty Newton CC
Mr. A. E. Pearson CC
Mr. T. J. Richardson CC
Mr. S. D. Sheahan CC

14. In Attendance.

Mr. D. Houseman MBE CC, Lead Member for Adult Social Care (Minutes 22 – 25 and 27 refer).

Mary Barber, Programme Director of Better Care Together (Minute 22 refers).

15. Minutes.

The minutes of the meeting held on 2 June 2015 were taken as read, confirmed and signed, subject to Minute 12 being amended to reflect that Mr. S. D. Sheahan CC, declared a personal interest that could lead to bias in the Final Report of the Scrutiny Review Panel on Help to Live at Home, and left the room during the discussion on the matter.

16. Question Time.

The Chief Executive reported that no questions had been received under Standing Order 35.

17. Questions asked by members under Standing Order 7(3) and 7(5).

Dr. T. Eynon CC asked the following questions:-

- (a) “What specific plans have been articulated to manage the collections affected by the closure of Snibston Discovery Museum in accordance to the best practice described in the Leicestershire Museums Collections Management Framework 2015-2019?
- (i) How will the formal review process determine the priorities for rationalisation and disposal?
 - (ii) How will the process identify which collections are included and excluded from the review?

- (iii) How will the process ensure that the outcome of review and any subsequent rationalisation does not “reduce the quality or significance of the collection” and instead, as per the policy, “result(s) in a more useable, well managed collection”?
 - (iv) How long is this process likely to take and what is the estimated cost?
 - (v) How will the process deal with the Sheepy Magna wheelwrights workshop and the collection that goes with it?
 - (vi) What is the estimated cost of dismantling and relocating the two beam engines? Which authority, institution or other body is responsible for funding this process?
- (b) The Collections Management Framework states “we believe that, alongside the preservation of our rich heritage, access for everyone is the most important thing that we can work to achieve.”
- (i) With the closure of the 5,000 square metres of display space at Snibston, how will the people of Leicestershire now be able to see their collections?
 - (ii) LCC “now hold the largest public collection of Palitoy toys outside of London.” The Collections Management Framework includes “continuing to add to the Palitoy collection with particular reference to older and archive material.” Where will this collection be displayed?
- (c) Over 95% of the collections have been received as offers of gift from local people, communities, groups, companies and organisations held in trust for the people of Leicestershire now, and for future generations. The Collections Management Framework states “it is vital that a sense of community ownership is established through a system for managing the collections that everyone can relate to.”
- (i) How will donors of items held at Snibston be consulted and/or informed regarding their future management?
 - (ii) What procedure will be followed for those items, interactives, set-dressings and other exhibits donated to or created for the Snibston Museum that are not accessioned parts of the collections? Will the donors or creators of such items be involved in their disposal?
- (d) The Collections Management Framework states “the stability of the environmental conditions in which an object is kept is crucial to its long-term survival.” Specifically, it states “a piece of costume would need a relative humidity of 50% with a variation of no more than 5%. If these conditions cannot be achieved throughout the display or loan area, then controlled display cases should be used.”

- (i) Where will the NEXT textile collection be stored and how will the fabrics be protected from deterioration?
- (ii) How much will it cost to rehouse the collection and how will this be funded?
- (e) The Leicestershire Museums Collections Management Framework 2015-2019 states that “certain museum collections are designated for handling and support hands-on learning services.”
 - (i) What proportion of these collections and services were housed at Snibston?
 - (ii) What will be the impact of the closure on these services?
- (f) The Leicestershire Museums Collections Management Framework 2015-2019 states “Responsible, curatorially motivated disposal takes place as part of a museum’s long-term collections policy, in order to increase public benefit derived from museum collections.” It also mandates officer to “Seek the views of stakeholders (such as donors, researchers, local and source communities and others served by the museum) who have a vested interest in a proposed disposal.”

What challenges does the closure of Leicestershire’s largest Museum pose for adherence to this policy?

- (g) A Council report titled ‘STEAM trends 2009-12 Leicestershire Museums’ provided in table form economic impact data for six Leicestershire Museums, including Snibston Discovery Museum, for the years 2009 to 2012.

What was the total economic impact of each Museum including tourist days, tourist numbers, and employment supported for the years 2013 and 2014?”

Mrs. Camamile CC replied as follows:-

- “ (a) The plans to manage the collections are in line with Cabinet decision of 14th January 2015, which authorised the Director of Adults and Communities to undertake an audit and condition assessment of the collections currently at Snibston and where relevant related collections held in other storage locations and to identify opportunities for the display of those collections in alternative appropriate locations. The detail of how this will be achieved is outlined in the response to questions below.
 - (i) The purpose of the audit and review is not to develop priorities for rationalisation leading to disposal programme, but to ensure that collections formerly on display can be moved to new display or storage locations, or for items on loan to the service to be returned to their owners, as per the particular loan conditions. The audit will ensure that we have current and complete data in relation to the collections that were on display including legal title, condition (as this will affect any decisions on how these objects may be stored or allowed as loans to other museums in the future) and any special factors, such as health and safety implications, requirements for transportation and movement. If the audit and review of collections identifies the need to rationalise by disposal then this will be a distinct and

additional process subject to the demands of the Museum Accreditation Guidelines and County Council policy.

- (ii) The process will include all collections formerly on display and in store at the Snibston site and where relevant related collections held in other storage locations. For example, it is customary to store collections of a similar type together. Therefore, if we were to move archaeological items, we would seek to store these alongside other collections of the same type and may, in addition, need to review those items too. We may have particular items on display in another venue and there may be an opportunity, to move items around to improve exhibitions in other areas. Some of the objects which were on display at Snibston are from larger collections, or groups of objects that were donated or purchased together. We would therefore review those objects in the context of the objects being removed from display to make sure that the object groupings remain coherent.
 - (iii) At this stage there are no proposals for rationalisation leading to disposal. The information provided by the audit will inform our overall understanding of the collections, collection groups and specific items and how we manage collections in the future. Once we have all of this information, this will inform decisions about priority areas, any specific conservation needs pertaining to an object's movement and future location, and the possibilities for other accredited public museums to display objects previously displayed at Snibston, so that the public may continue to benefit from them. We currently do this with all of the collections that are currently not on display in LCC and partner museums as managed loans. It should be noted that, since the establishment of the Museums Service in 1997, at any one time only a very small proportion (approx. 5%) of the collections is on public display, although access is made available to researchers and students.
 - (iv) We currently estimate that the audit will be complete within 12 months. The expected costs of the audit, including returning loaned items to owners and other items to storage locations was included in the Cabinet report in January 2015 and is £440,000.
 - (v) The Wheelwrights workshop and its collection will be included in the audit and review process. There are no proposals to relocate the workshop as part of this process.
 - (vi) One of the beam engines is owned by the City Council and one by the County Council. The specific costs associated with the dismantling and relocating of the engines will be informed by the audit and review process and are included within the overall costs for the audit and review.
- (b)
- (i) The County Council continues to make its collections accessible through its other museum venues. These are Bosworth Battlefield; Charnwood Museum; Donington le Heath Manor House; Harborough Museum; Melton Carnegie Museum. Collections are also available to view, by appointment, at the Collections Resources Centre and collections which are currently in storage at Snibston, are already accessible in that way. We will continue to make our collections accessible in these ways and increasingly our

collections are available to view online 24/7 via Image Leicestershire and an increasing number of other web based platforms.

- (ii) The whole of the Palitoy collection totals approximately 245 items, of these 42 objects were displayed in the Toy Box exhibition at Snibston. In addition elements of the Palitoy collections are included in displays at our museums. This collection is also used in the “Palitoy and the Toys that Shaped Our Childhoods” touring exhibition which is one of the Service’s commercial touring exhibitions available for hire by museums and other venues nationwide.
- (c)
- (i) When items are donated to the County Council’s Museum collections, it is made clear that they are donated to the Service and not to an individual site. Indeed any items which were displayed at Snibston when it first opened in 1992 had been donated by people to the Service and at other sites. We will, where possible (given that our donor information may only pertain to the donor’s contact details when the object was donated and, given that the Service has been collecting since the middle of the C19th some of these donors may have died or, if they were commercial businesses, ceased operation or moved from the address that we have on file) contact donors when the audit is underway and engage them in decisions over any objects which the Service needs to consult upon. It is not normal practice to consult with donors when the service is moving objects from display or exhibition into one of the collections centres or stores, as this is a frequent occurrence and part of our normal work. If there is the possibility to lend objects to other museums we will consult with donors (if the above circumstances relating to contact information allows) to engage them in this decision.
 - (ii) The majority of items described here have been purchased by the County Council, sometimes with the support of an external grant, it would not be normal practice to consult with suppliers on subsequent disposal of items provided. In some cases these items have been created as part of community projects and where possible we will consult with community representatives or organisations to engage them in the decision making. Where it is possible to reuse/recycle items within the County Council we will do so. The disposal of non-collections assets will be led by property services and a full audit of these items is being produced in line with the County council’s procedures around asset management. We have recorded contact details for organisations/individuals that have expressed an interest in specific items that are not accessioned but still hold personal or family importance.
- (d)
- (i) The Fashion Gallery at Snibston has only ever displayed a proportion of the NEXT collection. The rest of the historic and contemporary collections, which have no connection to the company, form the wider fashion collections held by the Museum Service. The items currently displayed at Snibston will be return to the Collections Resources Centre, where the rest of the collection is housed and cared for. It will continue to be used by further and higher education providers, individual researchers and for loan by other museums and galleries as is current practice.

- (ii) There were approximately 1,000 items in the Fashion Gallery these all have an existing home location at CRC and will be returned there. The costs for this are included within the audit and review.
- (e)
 - (i) The majority of these collections were moved to the management of our education service – Creative Learning Services (formerly Museums Education and Library Services for Education) in 2012. These collections, which include Artworks; Held in the Hand; Resource Box are not stored in the Snibston Galleries and will remain available to loan to schools, colleges and community groups, including care homes.
 - (ii) The closure of Snibston is not expected to have any impact on the handling collections or their use.
- (f) The County Council is not currently proposing to dispose of items from the museum collections, as a result of the decision to close Snibston.

Should this position change recommendations for disposals would be in accordance the guidance set out in the Collections Management Framework.

- (g) Communities and Wellbeing commissioned a special report in 2012, which used data from the Steam report, visitor figures from LCC Museums, including Snibston and data from a visitor survey undertaken at venues, which asked visitors about whether they were on a day visit, had stayed overnight etc. This report has not been commissioned again and therefore we are unable to provide the economic data requested. We can supply visitor figures for Leicestershire Museums for 2013 and 2014 if this would be useful.”

Dr. Eynon CC asked the following supplementary questions:-

- “(a) Has the new Collections Management Framework been authorised by Cabinet which I understand is a requirement for Museum Accreditation?
- (a)(iv) The answer is confusing. Surely the specific cost of the dismantling and relocating the engines will be informed by (not included in) the overall costs for the audit and review? Is this correct and could I have an answer as to who will pay for relocating the beam engine belonging to the City Council?
- (b) (ii) There is a number of important anniversaries coming up:-
2016, 50 years of Action Man. 2017,
2019, 80 years since Palitoy came to Coalville,
2019, centenary of founding of Palitoy.
Will the Museum service be in a position to celebrate these events in their geographical context of Coalville?
- (c) Who should Members pass questions to regarding donated parts of the Collections?
- (d) Will the Museum Service be liable to pay back the Heritage Lottery Fund Grant associated with the NEXT display?

(f) Should the position regarding disposals change, will Members be consulted?"

Mrs. Camamile CC replied to the effect that a written response would be provided to Dr. Eynon by officers.

18. Urgent Items.

There were no urgent items for consideration.

19. Declarations of interest.

The Chairman invited members who wished to do so to declare any interest in respect of items on the agenda for the meeting. The following declarations were made:-

Mr. A. E. Pearson CC declared a personal interest in item 10 on the agenda, as he was the local member for Melton South (Minute 24 refers).

Mrs. M. E. Newton CC declared a personal interest in item 8, as members of her family were employed within NHS (Minutes 24 and 25 refer).

20. Declarations of the Party Whip.

There were no declarations of the party whip.

21. Presentation of Petitions.

The Chief Executive reported that no petitions had been received under Standing Order 36.

22. Update on the Better Care Together Programme.

The Committee considered a joint report of the Director of Adults and Communities and the Programme Director for Better Care Together, the purpose of which was to update the Committee on the programme and highlight some of the implications for the Adult Social Care in Leicestershire. A copy of the report marked "Agenda Item 8" is filed with these minutes.

The Chairman welcomed to the meeting Mary Barber, the Programme Director for Better Care Together to introduce the report and answer questions. Mr. Dave Houseman MBE CC, Cabinet Lead Member for Adult Social Care, was also present to comment on the report.

In introducing the report, Mary Barber emphasised that:-

- (i). There was a recognition across the health economy that delivering the Better Care Together programme was necessary to ensure that the health and care system was sustainable going forward.
- (ii). Whilst the Better Care Together Board was confident that good progress could be made it was clear that not all the issues, financial and operational were solvable.
- (iii). The investment of £3 million made by the Clinical Commissioning Groups had reduced demand in the acute sector. In this regard members were advised that

15% of people currently in hospitals need not be there, and if such people were cared for at home or in community settings this would release some £200 million from the acute sector.

Mr. Houseman expressed his support for the programme and emphasised the importance of more effective care for residents, and a better user experience.

In response to questions members were advised as follows:-

- (i). The current 80 : 20 spend (Acute : Community) was unlikely to change in the short term as the acute sector was significantly overspent. The challenge for the health and social care economy in Leicestershire was to ensure increased investment in community based services which in turn would reduce or at least halt the increase in demand for acute services.
- (ii). Frontline staff and clinicians were included in the designing of new care pathways. Their involvement and commitment was vital to the success of the programme.
- (iii). All the key stakeholders were included in the Partnership Board and had oversight of the programme. This would ensure that a joined up approach to services was developed and that responsibility and accountability was clearly defined.
- (iv). The intention was to launch a major public consultation toward the end of November and that the comments and concerns now expressed by members would be reflected in the consultation document.

The Chairman and members thanked Mary Barber for her presentation.

RESOLVED:

That the report be noted.

23. Leicestershire and Rutland Safeguarding Adult Board Annual Report 2014/15.

The Committee considered the draft Annual Report of the Leicestershire and Rutland Safeguarding Board (LRSAB) for 2014-15. A copy of the report, marked "Agenda Item 9", is filed with these minutes.

The Chairman welcomed to the meeting Paul Burnett, Independent Chair of the Safeguarding Boards, to introduce the report and answer any questions. Mr. Dave Houseman MBE CC, Cabinet Lead Member for Adult Social Care, was also present to comment on the draft Annual Report.

In introducing the report, the Mr. Burnett advised that, since the previous year, the Board had noted significant successes in complying with the Care Act 2014, building upon the previous year's work. The Committee was pleased to note that the Board had now put in place revised and robust processes, procedures and practice guidance in order to carry out this new statutory function.

The Board placed a strong emphasis on partner engagement at LRSAB meetings. Though attendance at meetings was good, the target attendance of 75% had not been achieved. Efforts were also being made to make the Board more dynamic and

responsive, with a reduced emphasis on paper reports and a more pro-active, enquiry-based approach.

There had been a spike in the number of safeguarding referrals in 2013/14, however this year had seen referrals return to the levels seen during 2012/13 and therefore more in-line with the Council's statistical neighbours. The profile of the safeguarding referrals encountered by the Board had changed over 2014/15 with around 65 % of the referrals received from a "residential" rather than "community" setting. A key priority for the forthcoming year would be to increase awareness amongst communities and to test whether the right number of referrals were being received from those community settings.

Arising from the discussion, the following points were noted:-

- (i). Concern was expressed in regard to the potential risk for those transitioning from Children to Adult Services. Though it was noted that there had been improvements in this area, members felt that it would be helpful to have a further report on transitions process at a future meeting of the Committee;
- (ii). Whilst it was important that the Board's primary focus should be on the key targets and performance measures it was recognised that there was an equally important challenge to make information about the Board, its policies and how to make referrals more accessible especially to those in community settings.
- (iii). The Committee was pleased to learn of the Board's continued focus on Deprivation of Liberty Safeguard referrals and was assured that these were monitored in order to identify and support those considered to be most at risk.

RESOLVED:

That the Annual Report and information now provided be noted.

24. Supported Accommodation for Older People in Leicestershire - Catherine Dalley House Elderly Persons' Home.

The Committee considered the report of the Director of Adults and Communities, concerning the proposed closure of the Catherine Dalley Elderly Persons' Home, Melton Mowbray and inviting the Committee to comment on the proposed closure. A copy of the report marked "Agenda Item 10" is filed with these minutes.

The Chairman welcomed to the meeting Mr Houseman, Lead Member for Adult Social Care, Mr Jon Wilson, the Director of Adults and Communities and Mrs Heather Pick, the Assistant Director – Personal Care and Support.

In introducing the report the Director advised that the service provided by staff at the home was good and valued by the local community. The main reason for the proposed closure was that the home was not purpose built and deemed not to be fit for purpose, and it would be extremely costly to bring the home up to a good standard. Should the proposed closure proceed, the site would be made available for extra care housing.

Mr Pearson, the local member, reported that the services provided from Catherine Dalley were excellent and valued. Whilst welcoming the proposal to release the site for extra care housing, which given the demographics in Melton was much needed, he was

concerned that there was no guarantee that the proposed extra care provision would be delivered.

In response to the questions the Committee was advised as follows:-

- (i). The County Council would need to work with the private sector in order to develop extra care. In doing so, the Council would seek to make available the land and, as part of the negotiations, would seek to obtain nomination rights in any new development;
- (ii). None of the existing residents would be able to access extra-care facilities given their age and frailty;
- (iii). No discussions had been undertaken with residents as to any future options. These discussions could only commence if and when a decision to close the home was made. If a decision were to be made to close the home, discussions would take place with the residents and their carers and appropriate alternative provision would be sought. In this regard the Committee was assured that this would be done sensitively, and that none of the eleven residents would be financially disadvantaged;
- (iv). The initial comments from the consultation which commended the staff and service provision were acknowledged. The proposal to close was not in any way a reflection on the quality of service. If a decision was made to close, the Department would work closely with the staff to find alternative employment opportunities as part of any Action Plan;
- (v). The use of the home for re-ablement beds was a short term measure and re-provision would be addressed as part of the overall provision of health and social care provision in the locality.

RESOLVED:

- (a) That the report be noted;
- (b) That it be noted that Catherine Dalley House was not purpose built and the accommodation was considered not to be fit for purpose;
- (c) That the initial feedback from the consultation, which highlighted the good service provided by staff at Catherine Dalley House be endorsed;
- (d) That the intention to use the site to develop a standalone extra care housing scheme on the site be supported;
- (e) That in the event of closure the remaining 11 residents and their carers be supported in finding appropriate alternative provision.

25. Direct Payment Cards and Customer Journey Simplification.

The Committee considered the report of the Director of Adults and Communities outlining the progress made in establishing Direct Payment Cards (DPCs) as the mechanism for delivery of Direct Payments (DP) with a view to simplify customer journey. A copy of the report marked "Agenda item 11" is filed with these minutes.

In introducing the report, the Director advised that the DPCs system would be more transparent and would avoid unnecessary use of cash, whilst ensuring personalisation in purchasing services by the users. The DPCs system would be more responsive and cost effective, ensuring the users have the support they require, which could be monitored on whenever needed, for example on monthly or weekly basis.

Mr Houseman CC drew members' attention to the additional challenge for Adult Social Care in the context of recent media criticism of personalised budgets, especially public cost of unspent balances.

In response to questions, members were advised as follows:-

- (i). The total of 1800 people were on direct payments, with expenditure amounting to nearly £25 million. The intention was to achieve a 5% saving through improved monitoring;
- (ii). The scheme was not mandatory, though given the potential benefits for users and the department it would be actively promoted;
- (iii). Closer monitoring would enable the Department to better understand the pattern of spend, and clarify potential issues particularly in relation to vulnerable service users. Any underspend identified would be discussed with service users before any action was taken to claw back funding;
- (iv). The savings stated in the report were cumulative and net of the cost of introducing the scheme, which was estimated at £190,000 in a full year.

The Committee was advised that this would be the last meeting that Mr. Tony Dailide, Assistant Director would be attending to take up duties elsewhere.

RESOLVED:

- (a) That the report be noted;
- (b) That the Committee appreciation for the work done by Tony Dailide be recorded.

26. Quarter 1 2015/16 Performance Report.

The Committee considered the joint report of the Chief Executive and the Director of Adults and Communities, the purpose of which was to provide an update at the end of quarter one of 2015-16. A copy of the report marked "Agenda Item 12" is filed with these minutes.

Members were advised that, as the national data via Adults Social Care Outcomes (ASCOF) would not be published until October 2015 it was not possible to provide the information on how Leicestershire compared to other authorities in this report. The Committee was also advised of updated figures as follows: -

- (i). "Carers receiving self-direct support" in 2015-16 82%;
- (ii). "Careers receiving direct payments" in 2015-16 66%.

With regard to libraries, members were advised that current performance information related primarily to visits and book issues. Given the changing role of libraries, it was important to consider other measures to access effectiveness, and to that end the Department was looking at work done by CIPFA. It was hoped that such an approach would also allow for the authority's library performance to be compared to other authorities.

The concerns raised about the proportion of people aged 18-64 with learning difficulties in paid employment was noted and members were advised that efforts were being made to improve outcome and recording of information.

RESOLVED:

(a) That the report be noted.

(b) That the officers be requested to provide detailed usage figures on the market town libraries.

27. Annual Adult Social Care Complaints and Compliments Report 2014-15.

The Committee considered the Annual Social Care Complaints and Compliments Report 2014 -15, providing members with the summary of complaints and compliments for Adult Social Care services commissioned or provided by the Adults and Communities Department.

Mr. Houseman CC welcomed the report, and was pleased to note that the compliments outweighed complaints for 2014-15.

The Committee was advised that there were very clear guidelines on making complaints and that staff were trained in resolving complaints within 24 whenever possible. Members were also reassured that the officers were supported by the managers whenever it was not clear what constituted the complaint.

With regard to the decrease in the level of compliments members were advised that there had been a change in reporting, in that solicited "positive feedback" was now not included in the reported figures.

RESOLVED:

That the report be noted.

28. Date of next meeting.

RESOLVED:

It was noted that the next meeting of the Committee would be held on 6 October at 2.00 pm.