

Minutes of a meeting of the Adults and Communities Overview and Scrutiny Committee held at County Hall, Glenfield on Tuesday, 16 January 2018.

PRESENT

Mr. T. J. Richardson CC (in the Chair)

Dr. P. Bremner CC
Mr. M. H. Charlesworth CC
Mrs. H. J. Fryer CC
Dr. S. Hill CC

Mr. D. Jennings CC
Mr. W. Liquorish JP CC
Mr. J. Miah CC
Mrs B. Seaton CC

40. Minutes.

The minutes of the meeting held on 14 November 2017 were taken as read, confirmed and signed.

41. Question Time.

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

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

The Chief Executive reported that no questions had been received under Standing Order 7(3) and 7(5).

43. Urgent Items.

There were no urgent items for consideration.

44. Declarations of interest in respect of items on the agenda.

The Chairman invited members who wished to do so to declare any interest in respect of items on the agenda for the meeting.

No declarations were made.

45. Declarations of the Party Whip in accordance with Overview and Scrutiny Procedure Rule 16.

There were no declarations of the party whip.

46. Presentation of Petitions under Standing Order 36.

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

47. Change to the Order of Business.

The Chairman sought and obtained the consent of the Committee to vary the order of business from that set out on the agenda.

48. Medium Term Financial Strategy 2018/19 - 2021/22.

The Committee considered a joint report of the Director of Adults and Communities and Director of Corporate Resources which provided information on the proposed 2018/19 to 2021/22 Medium Term Financial Strategy (MTFS) as it related to the Adults and Communities Department. A copy of the report marked 'Agenda Item '9' is filed with these minutes.

The Chairman welcomed Mr R Blunt CC, Cabinet Lead Member to the meeting for this item.

In introducing the report the Director advised members of the financial challenges facing the Council and the significant demand and cost pressures facing the adult social care services in dealing with an ageing population and an increased number of people with complex disabilities.

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

Service Transformation

- i) The Department had, over the last few years, sought to prevent and delay the need for services by various means aimed at promoting independence. Whilst the Department was spending less directly on primary prevention, the County Council through its early help and prevention scheme, was working closely with local communities to build resilience and provide such support. In addition it should be noted that the Council's public health services were focussed on prevention.
- ii) There had been good progress made with integration of services with health. Examples of initiatives included the establishment of locality teams, Home First and joint commissioning and funding of some discrete services. Much remained to be done but it should be noted that the intention was not a structural integration with health services.

Proposed Revenue Budget

- iii) The growth projections for 2020/21 and 2021/22 were lower and this was based on the likely level of demand. In forecasting future demand pressures the Department looked closely at population figures and trends in demand. One key area where it was expected demand would be lower was in young people transitioning to adult services as the SEN data showed a lower number projected to come through after 2020.
- iv) A sum of £3.5million had been set aside centrally for price inflation and £1.5million for pay.
- v) The BCF contribution was shown as a negative figure as this was an income stream into the County Council's budget.

- vi) The budgets for the Care Pathway in the East and West Localities included services which were provided on a countywide basis by each of these teams. With regard to the income stream of £704,598 to the West Locality this related to NHS income which had been allocated for certain posts in that team.

Growth

- vii) The cost pressures on all service providers arose largely from the increase in the minimum wage but there were also cost pressures in terms of increased insurance costs and costs of equipment and supplies. Cost pressures were a national issue which had been identified by the Competition and Markets Authority which had called for an increase in funding. The Government intended to issue a Green Paper on Social Care funding and reform. If additional resources could not be found, there was a risk of market failure as a number of providers may not be able to continue.
- viii) The growth now identified in G10 was to ensure that the 18 fte review officers who were in fixed term or temporary contracts would be made permanent. These review officer posts were critical to the Department delivering the required savings as the majority of savings were contingent on a review of care packages. The Department had a lean management structure and some 25% of management costs had been saved in the last few years. Management costs were under 1% of the overall budget, one of the lowest in the country.
- ix) The growth proposals in G11 arose from a workforce analysis undertaken by the Transformation Unit which identified the need for 5 additional staff to work at the Leicester Royal Infirmary to deal with patient discharges

Adult Social Care – Savings

- x) The savings proposals in AC3 related to better management of Direct Payments. This area of expenditure was now the second highest with nearly 53% of eligible service users now having a direct payment. Service users were generally using their personal budgets for their assessed needs and no significant issues of fraud had been identified. The key findings of recent reviews undertaken showed that people in receipt of direct payments were able to source services at a lower cost and in some cases had made arrangements which reduced the number of care visits required. Small changes in individual personal budgets had a significant cumulative effect.
- xi) The proposals set out in AC13 followed on from similar approaches undertaken elsewhere in the country. The introduction of new equipment and technology had reduced the need for double handed care. Members were assured that before any changes were made an assessment would be made by a specialist Occupational Therapist.
- xii) The Department's approach to the delivery of savings was based on a robust business case and delivery plan which took into account the need to deliver the required outcomes for individuals. A new assessment and support planning model had been adopted and the staff were being trained and supported in delivering this. Whilst it was recognised that staff in the Department were caring and professional, and morale was good, it was necessary to ensure that

they were helped and supported going forward given the difficult and stressful environment in which they were asked to operate.

Communities and Wellbeing – Transformation Savings

- xiii) There were no new savings in this area of service.
- xiv) The Care Online service was being decommissioned as it had not proved to be as effective as originally envisaged. The Department would continue to support service users in accessing services on-line and as part of the County Council's Digital Strategy there would also be an initiative to support people to engage online.
- xv) The business case for the proposed Collection Hub was being finalised. The intention was to bring collections together in a single, more central location which would ensure that such collections were accessible. Whilst there would be revenue savings and potential for generating income there would be a significant one-off capital cost.

Health and Social Care Integration

- xvi) The Better Care Fund (BCF) set out clear guidelines for the allocation of funding for Disabled Facilities Grant (DFG) and funding would be passported in full to District Councils. It was noted that DFG allocations made to District Councils was not fully spent by them and discussions were being held regarding the use of underspends to support other eligible Housing, health and social care developments.
- xvii) With regard to delayed discharges, whilst the Council had not met the new DOH target, there would be no reduction in the BCF allocation this year. The recent data on delayed discharges showed that the Council was making progress in reducing delays and as such, it was anticipated that there would be no BCF funding reductions in 2018/19.

Capital Programme

- xviii) The Capital programme was noted and members hoped that the necessary resources could be found for developing a Collections Hub.

RESOLVED:

- (a) That the report and information now provided be noted;
- (b) That the comments now made be forwarded to the Scrutiny Commission for consideration at its meeting on 24 January 2018.

49. Performance Report 2017/18 - Position at November 2017.

The Committee considered a joint report of the Chief Executive and Director of Adults and Communities highlighting the comparative performance position in 2016/17 through national benchmarking and presenting an update of the Adults and Communities Department's performance at the end of November 2017. A copy of the report, marked 'Agenda Item 8', is filed with these minutes. The Committee was also provided with a

supplementary paper (a copy of which is filed with these minutes) summarising the County Council's performance against the measures in the Adult Social Care Outcomes Framework 2016/17.

Arising from the discussion, the following comments were raised:-

- i) It was generally agreed by the Committee that the local figures did not accurately reflect the good performance by the Department. In the majority of measures, the County Council was in the top quartile in the country, but the local indicators presented a harsher view of the performance.
- ii) In terms of carers and service users receiving the correct level of information, it was stated that this was an area where, historically, the department performed poorly in responses to carer and service user satisfaction surveys. Improvements would be made through the new Carer's Strategy and the Digital Strategy which would aim to make more information available. Reassurance was sought that the Carer's Strategy would help to make carers feel more included in discussions. £0.5m of the Improved Better Care Fund money would be used within the carer support service and the Carer Support Team was being established this year.
- iii) The number of permanent admissions to care was currently higher than hoped for, and it was unlikely that the year end target of 6.1 would be achieved. However, the figure was better than previous years and the County Council performed above the national average.
- iv) In response to a query around whether the 85% of local providers of contracted services who had been rated as good or outstanding could share good practice with the 1% who had been rated as inadequate, it was stated that the County Council worked closely with the poor performing providers and had a very good record of improving performance.
- v) There had been an increase in safeguarding enquiries and referrals, and it was felt that this was largely down to an increased awareness of adult safeguarding. It was also noted that there were improved outcomes due to a greater focus on the needs of the individual.
- vi) It was hoped that the current level of volunteers could be sustained and that the service could continue to recruit more volunteers. Key to the success was ensuring that the work was relevant and interesting so that people were willing to get involved.

RESOLVED:

- a) That the comparative performance position in 2016/17 be noted;
- b) That the update of the Adults and Communities Department's performance at the end of November 2017 be noted.

50. Date of next meeting.

It was noted that the next meeting of the Committee would be held on 6 March 2018 at 2.00pm.

2.00 – 3.55pm
16 January 2018

CHAIRMAN