

Community Services Overview and Scrutiny Panel

Minutes of the Meeting

Date: Tuesday 22 April 2014

Time: 10 am

Venue: Edwards Room, County Hall, Norwich

Present:

Ms J.Brociek-Coulton
Mr B Bremner
Ms E Corlett
Mr D Crawford
Mr T Garrod
Mr A Grey
Mrs S Gurney (Chairman)
Mr H Humphrey
Ms A Kemp

Mr J Law
Mr J Mooney
Mrs E Morgan
Mr W Northam
Mr W Richmond
Mr E Seward
Mrs M Somerville

Substitute Members Present:

None

Also Present:

Ms S Whitaker, Non-Voting Cabinet Member for Adult Social Care

Officers/Others Present:

Harold Bodmer, Director of Community Services
Jill Perkins, Business Support Manager, Community Services (Adult Social Care)
Jennifer Holland, Assistant Director of Community Services, Head of Libraries and Information
Debbie Olley, Assistant Director of Community Services, Safeguarding (Adult Social Care)
Catherine Underwood, Director of Integrated Commissioning, Community Services
John Perrott, Business Support Manager, Community Services (Adult Social Care)
Clive Rennie, Assistant Director of Commissioning (NHS/NCC), Community Services (Adult Social Care)
John Everson, (Head of Integrated Commissioning - North), Community Services (Adult Social Care)
Steve Holland, Head of Quality Assurance and Market Development, Community Services (Adult Social Care)
Linda Naylor, Safeguarding Coordinator (Adults), Community Services (Adult Social Care)
Steve Rayner, Strategic Risk Manager, Resources (Finance)

1 Apologies

Apologies for absence were received from Mr B Hannah, Mr D Roper, Non-Voting Cabinet Member for Public Protection and Mrs M Wilkinson, Non-Voting Cabinet Member for Communities.

2 Minutes

The minutes of the previous meeting held on 4 March 2014 were confirmed by the Panel and signed by the Chairman.

3 Declarations of Interest

Ms E Corlett declared an "Other Interest" in that she was employed by the Norfolk & Suffolk NHS Foundation Trust.

4 Urgent Business

There were no items of urgent business.

5 Public Question Time

There were no public questions.

6 Local Member Issues/Member Questions

There were no local Member issues or local Member questions.

7 Cabinet Member Feedback

The annexed report (7) by the Cabinet Members for Community Services was received.

The Cabinet Member for Adult Social Care reported that Cabinet had agreed to the creation of a Section 75 Agreement between NCC and NCHC, to set up a joint management structure which could manage health and social care staff and allow teams to work cross functionally. The exact scope and structure were yet to be fully determined.

The Cabinet Member for Adult Social Care added that the Cabinet had agreed on a set of principles to guide the Council's approach to commissioning home care which was to be examined by the Home Care Member Working Group. These principles stressed the importance that the Cabinet attached to the Harwood Care Charter and the Unison Ethical Care Charter.

The Cabinet Member for Adult Social Care also reported that the process of transferring mental health service social workers back to work for the County Council was progressing well and should be completed by September 2014. In addition, she said that together with the Chairman of the Panel, and the Director of Community Services, she would be attending the official opening of Independence Matters in Dereham later in the week.

8 The Adult Education Service

The annexed report (8) by the Director of Community Services was received.

The Panel received a report which provided information requested at the previous meeting about the breakdown of the total funding available to the Adult Education Service, and the maintenance costs provided from the Council's building maintenance fund. The report also provided further information about the innovations that the Service had introduced in the North Norfolk area and an explanation of the acronyms used within the Adult Education Service.

The Panel reaffirmed that they wanted to see Wensum Lodge used for the greatest good for the widest range of benefits to ensure that it fulfilled its potential as a valuable community resource long into the future but not necessarily solely as a base for the Adult Education Service. The Asset Management Plan for the County Council, which, set out the framework for managing the Council's assets, including Wensum Lodge, had recently been approved by the Cabinet.

It was noted that the Adult Education Service had put in place "Project North" to pave the way for increasing delivery of adult education provision in North Norfolk. This pilot project was due to commence in June 2014 and make use of facilities at the Muckleburgh Collection in Weybourne and at Gressenhall Rural Life Museum. The venues for the pilot project had been chosen by a project team that had been looking at new income generating options for the Service and at ways to target the Service at disadvantaged groups. Further details would be included in the next Member briefing note. The findings from "Project North" would be rolled out across the county during 2014/15, as appropriate. An evaluation of the success of the pilot project would be brought before the appropriate new Committee in due course.

It was suggested that the Adult Education Service should include in their course booklets details of courses for adults that were provided by other organisations.

It was pointed out that the Service would in future be advertising adult education courses on mobile library vehicles. In the past 18 months the Library Service had delivered job search workshops to groups of learners in partnership with JobCentre plus and District Councils.

In response to questions it was also pointed out that volunteers that worked with the Adult Education Service were provided with suitable training and were vital to the services that they supported. Volunteers were not asked to undertake work that was required of professional staff.

Resolved-

That the report be noted.

9 The Section 17 Crime and Disorder Act Implications for Social Care Mental Health Services

The annexed report (9) by the Director of Community Services was received.

The Panel received a report which addressed the implications of the Section 17 of the Crime and Disorder Act 1998 in relation to mental health services and identified the provisions in place to ensure that people with mental health disorder who might commit a crime were identified and were linked into treatment provision. The report also set out the debate on the link between mental health and crime and the national evidence of people with mental health conditions being increasingly subject to stigma, criminal acts and hate crimes than perpetrators of crimes.

Members discussed the linkages between the Criminal Justice System and mental health services, the work that was being done to tackle hate crimes, and the use of Section 136 suites which were specialist facilities provided for where a person was detained by the police, because their behaviour was causing a concern in a public place and there was a suspicion that this was as a result of a mental health problem. Members also discussed the delays in the urgent conveyance of mental health patients and noted that some of this work was being contracted out to private ambulance services due to the specialist nature of the work and increased pressure on NHS ambulance resources.

Members were informed that Mr Hannah (who had given his apologies for the meeting) had asked for it to be reported to the Panel that he was pleased to see that the benefit of the safeguarding work was coming in at last at the sharp end where it was most needed. He was also pleased with the work of the PCC and the possibility of the Police having a Mental Health practitioner available at the Communication Room, and that it was suggested in the report that they be available to attend Incidents with the Police. He had expressed a few concerns about the confidentiality of the adult consent form, however, officers said in the meeting that these concerns had already been addressed and no such problems remained.

Resolved-

That the report be noted

10 Annual Fee Uplift for Adult Social Care Providers

The annexed report (10) by the Director of Community Services was received.

The Panel received a report that set out a proposal for increasing the fees paid to providers of adult social care services for the year 2014-15. It also set out a proposal to use a portion of the funding available for a fee uplift to create a market development fund to support improvements in the care market in Norfolk.

The Panel discussed the successful bid for £250,000 that had been made by Norfolk Independent Care on behalf of Adult Social Care providers as a whole to support a range of market development initiatives that were outlined in paragraph 1.7 of the report. Members placed particular emphasis on the importance of supporting the training needs for all adult social care providers to be able to meet these market initiatives.

In response to Members questions, it was pointed out that an agreement on the projects that would be supported as a result of the successful bid was expected to be reached by the end of the week. A future programme of sector led market development initiatives for after 2014/15 was currently being put together. The details of what would be included in the new programme would become clearer later in the year when the Care Bill became law and it was known what new statutory duties would have to be discharged by the Council. The details about the new programme would be shared with Members at that time.

Resolved-

That the Panel support the proposal to establish a Market Development Fund to enable sector led market development projects to be supported as part of a broader market development strategy that would be required when the Care Bill became law later in the year.

11 'Making it Real' – Action Plan Update

The annexed report (11) by the Director of Community Services was received.

The Panel received a report that included an updated Making It Real (MiR) Action Plan following discussion about the development and implementation of Norfolk's Making It Real (MiR) programme that had taken place at the previous meeting in March 2014

The Panel discussed the MiR priorities that were set out in paragraph 2.2.2 of the report, the role of the Personal Assistant Register, and the level of support that the MiR projects provided for people to lead as independent lives as possible and obtain coordinated peer support. It was suggested that Members should be kept up to date on the work of the MiR Reference Group by way of further report under the new Committee structure.

Resolved

That the Panel note the progress outlined in the MiR Action Plan and welcome a further progress report on the outcomes that had been achieved and were expected of the Making it Real project being presented to Members in July 2014.

12 Safeguarding Adults Board Biennial Report

The annexed report (12) by the Director of Community Services was received.

The Panel received a report that included the Biennial Report of the Safeguarding Adults Board and highlighted the key developments in the period since the last report. It provided evidence of the rising referral rate and how organisations were working together to strengthen the multi-agency approach in addressing abuse and safeguarding concerns.

It was noted that the next report of the Safeguarding Adults Board would be an annual report presented to Members in May 2015.

In reply to questions, it was pointed out that the budget available to the Safeguarding Adults Board to strengthen the prevention and investigation of adult safeguarding concerns was currently set at £10,000, considerably less than the budget for the safeguarding of children. With the number of adult safeguarding referrals continuing to rise across the country as a whole, and the increasing amount of work that was needed to raise awareness and train staff in many more agencies about adult safeguarding issues, the budget for adult safeguarding work in Norfolk should be kept under review. There was particular concern about the increasing numbers of out of county placements of adults in Norfolk without adequate details being made available to Adult Social Services. This was something of a national problem and was being addressed at that level.

Resolved

That the report be noted.

13 Forward Work Programme: Scrutiny

The annexed report (13) by the Director of Community Services was received.

The Panel agreed the following additions to the forward work programme (which would require reports being presented to the successor Committee) :

- An update report in July 2014 on “Making It Real”
- An update report on the work of the Safeguarding Adults Board being brought to a Committee meeting later in the year.

14 Chairman’s Concluding Remarks

As this was the last meeting, on behalf of all the Members of the Panel the Chairman ended the meeting by thanking the Cabinet Members for Adult Social Care, for Public Protection and for Communities, and the officers who had attended the Panel meetings, for all their hard work.

The meeting concluded at 12.25 pm

Chairman



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