

Community Services Overview and Scrutiny Panel

Minutes of the Meeting

Date: Tuesday 4 March 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 A Grey
Mrs S Gurney (Chairman)
Mr H Humphrey

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

Substitute Members Present:

Mrs J Chamberlin for Mr W Notham
Mr T Garrod for Mrs A Thomas
Mr B Watkins for Mr B Hannah

Also Present:

Mr D Roper, Non-Voting Cabinet Member for Public Protection
Ms S Whitaker, Non-Voting Cabinet Member for Adult Social Care
Mrs M Wilkinson, Non-Voting Cabinet Member for Communities

Officers/Others Present:

Harold Bodmer, Director of Community Services
Janice Dane, Interim Assistant Director Prevention and Transformation, Community Services (Adult Social Care)
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)
Mike Forrester Community Services, Interim Finance Business Partner, Community Services (Adult Social Care)
Catherine Underwood, Director of Integrated Commissioning, Community Services
John Perrott, Business Support Manager, Community Services (Adult Social Care)
Tamsin Lodge, Member of the public
Guy Ranaweera, Curriculum Quality Officer, Adult Education Service
Judy Youngs, Assistant Head of Service, Adult Education Service
Denise Saadvandi, Assistant Head of Service, Adult Education Service)

Maggie Williams, Carers Agency Partnership
John Everson, (Head of Integrated Commissioning - North), Community Services (Adult Social Care)
Sera Hall, (Head of Integrated Commissioning (Central)), Community Services (Adult Social Care)

1 Apologies

Apologies for absence were received from Mr B Hannah, Mr W Notham and Mrs A Thomas.

2 Minutes

The minutes of the previous meeting held on 7 January 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 Public Protection reported on the Better Care Fund which was a national initiative aimed at creating a single pooled budget for health and social care services to work more closely together in local areas, based on a plan agreed between the NHS and local authorities. He said that the Norfolk Health and Wellbeing Board would be asked to approve a plan for Norfolk at its meeting in April 2014. The Cabinet Member for Public Protection also reported that the Cabinet had authorised the Acting Director of Public Health to enter into an agreement with NHS England for an Integrated Sexual Health and HIV care and treatment service in Norfolk for a term of up to 9 years, under Section 75 of the National Health Service Act 2006. The Cabinet Member added that he had recently attended a meeting of the new Rehabilitation Board which had been organised by the Police and Crime Commissioner.

The Cabinet Member for Adult Social Care reported that Terry Rich had been appointed to oversee the process of transferring mental health service social workers back to work for the County Council. She also said that Dementia Awareness Week would take place from

18 May 2014 and that Members of the Cabinet would be undertaking dementia awareness training, and taking part in activities during Dementia Awareness Week in order to raise its profile. She said that Cabinet agreed to actively encourage all 84 Members to attend Dementia Awareness training which would be delivered by a trained member of staff in Public Health. She added that the Cabinet had agreed to allocate an extra £1m of funding to adult social care to spend on a number of areas linked to the wellbeing element of personal budgets, such as transport which was a large part of personal budgets.

The Cabinet Member for Communities reported that the Norfolk Library and Information Service was in the process of replacing the computer system which controlled its books and borrower information. The current system was installed in 1999 and was no longer fit for purpose. The new Library Management System was called Spydus and was provided by Civica. The new system would encourage more self service, reduce staff processes and improve customer service. In addition, the public PCs in libraries were coming to the end of their useful lives and Windows XP, the operating system used on all library PCs would not be supported after April 2014. In order for libraries to continue to deliver excellent service to its customers all 566 public access PCs in Norfolk's libraries would be replaced at the end of March 2014. As a result of changing suppliers the service had been able to reduce its IT maintenance and upkeep costs by £38,000 per year. The transition to the new Library Management System had already begun and library staff had started to be trained in its use. There would be a period, from 18 – 31 March 2014 when the library service would be in an offline mode. There would be some disruption in the service during that time. The service was making customers aware of any slight disruptions to service well in advance. The new library management system would be up and running from 31 March 2014.

Members asked if the computers that were being replaced would be recycled (see Appendix to these minutes).

Members also asked whether Members had free entry to museums run by the Norfolk Museums Service (see Appendix to these minutes).

8 Adult Education Service Performance Academic Year August 2012 to July 2013

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

The Panel received a report about the performance of the Adult Education Service for the academic year August 2012 to July 2013. The performance data in the report reflected the central government agencies' published data for the Service which was made available each year in the January following the end of the academic year.

Members noted that the headline success rate for classroom-based qualifications for 16-18s was 6% below the national benchmark. This was partly attributed to the way in which the benchmark data was calculated in Norfolk when compared to other areas of the country. This matter was subject to review. It was pointed out that the Service engaged with the most disadvantaged young people on its programmes. The young people were not at school and many had complex needs and very low starting points and could also be young offenders. But the Service had high expectations of all of its learners and would, therefore, work to improve the success rates for this group of learners. A large number of this group of learners were said to be studying English and Maths to improve their employment prospects. At the suggestion of Members the adult education service would look to provide feedback to schools where that was possible.

It was noted that overall approximately 12.5% of learners making use of the Service had learning difficulties.

It was noted that a significant proportion of the Service's adult learners on qualification programmes were unemployed when they started their learning programmes. The Service promoted employment through its skills training and the Apprenticeship programmes that it offered to learners and would report back on a pilot Apprenticeship scheme to a future meeting.

Resolved-

That the report be noted.

9 Review of the Adult Education Service

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

The Panel received a report that showed that there were significant benefits to be gained by the Council continuing to receive Skills and Education Funding Agency funding and remaining a direct provider of adult education in Norfolk. The report recommended that the Service should liaise closely with the Economic Development Service and with the colleges to ensure that all the learning providers focused funding on developing skills that supported the economic development of Norfolk. This was the case whether or not the Service continued to operate from Wensum Lodge or from a different location as a base in the future.

Members considered there to be more advantages and opportunities associated with the options that involved the adult education service remaining within the Council regardless of where it was based. It was pointed out by Officers that the FE Colleges had commented that they would find it particularly challenging to deliver the Council's Community Learning programme in its current form in local communities across the county. They had suggested that the Council should explore alternative models for this delivery which might or might not involve the Colleges.

Members commented 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. There was seen to be considerable local support in the Norwich area for the future use of Wensum Lodge for community based activities.

It was noted that Paston College at North Walsham was no longer considered suitable for use as an adult education base. It was agreed to let Mr Crawford have details as to the adult education bases that were currently used in the Thetford area and to provide him with an update on discussions concerning the possible future use of Charles Burrell High School.

Members asked for a further report and for this to include further information on the issues discussed at the Panel meeting in October 2013, particularly concerning the outcome of the feasibility study into Wensum Lodge, on the innovations that the Service had introduced in the North Norfolk area and the personnel implications of any options for change.

Resolved-

That a further report on the review of the Adult Education Service (including the future provision of adult learning at Wensum Lodge and any outstanding information requested in

October 2013), be presented to the Panel in April 2014, after this matter has been considered by Cabinet.

10 'Making it Real' – Enabling Personalisation in Norfolk

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

The Panel received a report that explained how Norfolk County Council and Equal Lives (formerly Norfolk Coalition Of Disabled People) had taken the next step in helping transform adult social care through personalisation and community based support by making a joint commitment to the national Making it Real (MiR) programme. The challenge was to make personalisation 'real'. Norfolk County Council was thought to be the first local authority to be a joint signatory with a user-led organisation, Equal Lives.

It was noted that Appendix 1 to the report set out the Norfolk MiR action plan. This provided the detail of how the priorities had been developed, the process for creating an action plan to achieve these priorities and the mechanisms to help implement, monitor and evaluate the progress of the work. What this Appendix was unable to show at this time was the outcomes that had been achieved (and were expected) of the Making It Real programme until they had been signed off by the MIR Reference Group. This process was expected to be completed in time for a further report to be brought to the April 2014 meeting of the Panel, at Members request.

In reply to questions about "Independence Matters" it was noted that this was a "social enterprise" launched from Norfolk County Council. This had involved the transfer of 600+ staff working for the Personal and Community Support Service to the brand new Independence Matters Community Interest Company. It was pointed out that the services provided by Independence Matters included: Day Services at community hubs (formerly day centres); Personal Assistants Services; Supported Living; Respite Care; Norfolk Industries; and Stepping Out. Members asked for an update on the work of this social enterprise company to be included in the next Member Briefing Note.

Resolved-

That the Panel endorse the Norfolk Making it Real action plan and ask for a report to be presented to the April 2014 meeting on what outcomes had been achieved and were expected of the Making it Real project.

11 Living Well in the Community Fund

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

The Panel noted that the Living Well in the Community Fund (LWICF) was established to provide one-off grant funding to support community-based prevention initiatives. Funding was allocated to those applicants who had provided the best proposals against grant criteria aimed at enhancing community capacity to support the independence and engagement of local people.

In reply to questions, it was noted that allocations from the Fund had been made over four funding rounds ending in March 2012 and that the Panel had been kept informed of developments. There had been an emphasis on having a geographical split of projects across the county as a whole. Applications for funding to support projects in Norwich had received the greatest level of support. This was because projects provided from Norwich benefited people from the widest area and most of the applications had been received from

Norwich based community support groups. The projects had been encouraged to become self sustaining so that they could continue in future years. The Department was collecting outcome statistics that were common to all the projects that would allow for an in depth evaluation of their success or otherwise.

It was suggested that the Department should look to put in place a long term monitoring process for those projects which had been able to continue, and were considered to be successful, particularly where they provided services that took financial pressure of the County Council.

Resolved

That Members' receive a further report in 6 months time when an evaluation of the outcome statistics for the Living Well in the Community Fund is complete and officers are in a position to update Members on work to support community-based prevention activities.

12 Community Services Performance Monitoring Report for 2013-14

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

The Panel received a report that provided the third performance update for 2013-14.

The latest performance information indicated that performance overall across Community Services was good with no red alerts currently reported. Good progress continued to be made with transformation and efficiency across Community Services. There were some small variations from the programme plan but actions were in hand to maintain progress. Community Services was on track to deliver its planned efficiency savings and a balanced budget overall.

The performance figures for Adult Social Care showed increased compliance levels across care services reviewed by CQC, an increase in the percentage of people with learning disabilities in paid work and an increase in the percentage of carers supported following an assessment or review. It was noted that while overall performance in Community Services was very good and most measures are on track to meet targets, there were signs of weakening performance for some measures, which would be monitored. These were: waiting times for personal budgets, delayed transfers of care, permanent admissions to residential care and repeat victimisation of domestic violence cases managed by a MARAC (Multi Agency Risk Assessment Conference).

It was noted that there were significantly higher levels of repeat victimisation of domestic violence cases managed by a MARAC (Multi Agency Risk Assessment Conference) in East and Central Norfolk (17% and 15% respectively) than in West Norfolk (8%) and the MARAC Steering Group were investigating the cause of this variation. Members asked for the reasons for the variation to be explained in the next performance monitoring report.

In reply to questions, it was pointed out that benchmarking data showed that for those aged 65 and over who were permanently admitted to residential and nursing care homes Norfolk was the highest of its family group and much higher than the family average of Local Authorities. For those aged 18-64 Norfolk was more than three times higher than the family average even when adjusted to reflect the local population. This meant that Norfolk was permanently admitting at more than twice the average rate for its family group and more than three times the average rate for England. These matters were continuing to be kept under review.

It was pointed out that over the past three years, the level of safeguarding referrals received had been continually rising, reflecting national patterns. This was partly attributed to increased awareness of safeguarding issues as a result of a number of high profile cases and because of national and local campaigns. Members noted that the terminology used to describe actions taken within adult safeguarding was continually subject to change. This was partly attributed to the increasing use within adult safeguarding of words (such as “alleged perpetrator”) that were more familiar to those working in the legal profession than they were to those working in adult social care.

The benchmarking results provided information about how many people using mental health services in Norfolk were in paid employment. The latest results for 2013/14 showed some improved figures for this performance measure. In September the proportion of people using mental health services who were in employment was at the increased level of 6.1% (against an end of year target of 7%). However, changes in the small numbers of such people looking for work, had a significant impact on the employment figures.

It was pointed out that the TUPE transfer of Independence Matters staff had reduced the sickness absence levels in Adult Social Services slightly. The figures for Adult Social Services reflected the physical nature of some of the work

It was pointed out that while some people experienced a lengthy waiting time before they were able to obtain a personal budget this did not mean that they were waiting to receive an adult social service. Members asked for a breakdown of the timeline for the issuing of personal budgets so that they could better understand the process.

Resolved

That the report be noted.

13 Community Services Finance Monitoring Report for 2013-14

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

The Panel received a report that provided the Panel with the fourth finance update for 2013-14.

It was noted that at the end of January 2014 (period ten) the overall Departmental forecast revenue outturn position for 2013-14 was a balanced budget.

There were financial pressures in Adult Social Care but these were offset by some underspends and the use of reserves. The forecast for Purchase of Care net expenditure had increased in this period (to an end of year 11% overspend) due to more service users and a reduced forecast for Continuing Health Care (CHC) income, necessitating an increased use of reserves. The Department was keeping under review how much of the CHC income was recurrent and would revise the budget for future years as appropriate. The forecast for Aids and Adaptations reflected the purchase of new reusable equipment for the Integrated Community Equipment Service (ICES). More detail was provided in Appendices A and B to the report.

Resolved

That the report be noted.

14 Section 75 Agreement for a Joint Integrated Management Structure between Norfolk County Council and Norfolk Community Health and Care Trust

The annexed report (14) by the Director of Community Services was received.

The Panel received a report that set out a proposal to move towards a more integrated (joint) health and social care service between Norfolk Community Health and Care Trust (NCHC) and Norfolk County Council, through the establishment of a section 75 agreement to set up an integrated management structure.

In reply to questions, it was noted that all staff, including the joint management posts, would remain employed by their existing employer and that by using funding obtained from the Kings Fund staff would have adequate training opportunities to gain a common understanding of the new ways of working.

Resolved

That the Panel recommend to Cabinet:

- a. 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. That meant that health managers and staff could carry out social care functions and social care managers and staff could carry out health tasks.
- b. To establish an integrated management structure and co located teams for health and social care. The exact scope, structure and roles were yet to be fully determined.
- c. That the authority to implement integrated management arrangements is delegated to the Director of Community Services, NCC working in partnership with the Chief Executive of NCHC. Separate authority would be sought from the NCHC Board.

15 Forward Work Programme: Scrutiny

The annexed report (15) by the Director of Community Services was received.

The Panel approved the Scrutiny Forward Work Programme as it was set out in the report subject to:

a further report in April 2014 on the review of the Adult Education Service (including the provision of adult learning in Wensum Lodge and information requested in October 2013), after this matter has been considered by Cabinet;

an update report in April 2014 on the outcomes of 'Making it Real' – Enabling Personalisation in Norfolk;

a report in 6 months time that evaluates the outcome statistics for the Living Well in the Community Fund and updates Members on work to support community-based prevention activities.

The meeting concluded at 1. 20 pm

Chairman



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APPENDIX

Cllr Jenny Chamberlain asked about free entry to museums.

County Councillors do have free entry to all Norfolk Museum Service museums. To assist staff it would be helpful if Councillors would present their NCC badge at reception.

A number of councillors asked whether the old library computers were going to be recycled:

The company replacing the public computers bought back the old PCs and reduced the replacement bill by £8,000.

The computers will be recycled through a company that sponsors a UK charity called IT Schools Africa.

