

Adult Social Care Committee

**Minutes of the Meeting Held on Monday, 05 March 2018
at 10:00am in the Edwards Room, County Hall, Norwich**

Present:

Mr B Borrett (Chairman)

Mr Tim Adams

Miss K Clipsham

Mr P Duigan

Mrs S Gurney (Vice-Chair)

Mrs B Jones

Mr J Mooney

Mr G Peck

Mr W Richmond

Mr M Sands

Mr H Thirtle

Mr B Watkins

Mrs S Young

1. Apologies

- 1.1 Apologies were received from Mr M storey (Mr P Duigan substituting).

2. To confirm the minutes of the meeting held on 15 January 2018

- 2.1 The minutes of the meeting held on 15 January 2018 were agreed as an accurate record and signed by the Chairman.

3. Declarations of Interest

- 3.1 Mrs S Young declared a non-pecuniary interest as Chair of the West Norfolk Patient Partnership, as Chair of West Norfolk older persons' forum, and as member of the Fraud Prevention Strategy Board.

4. Urgent Business

- 4.1 There were no items of urgent business discussed.

5. Public Question Time

- 5.1 No public questions were received.

6. Local Member Questions / Issues

- 6.1 No local member questions were received.

7. Point of Order

- 7.1 The Chairman proposed to take item 9 next, "Executive Director's Update", followed by Item 8, "Update from Members of the Committee regarding internal and external bodies that they sit on", and then return to the running order of the agenda.

8. Executive Director's Update

- 8.1 The Executive Director of Adult Social Services discussed the recent severe snow and the difficulties it had caused for staff getting into work. He wished to thank staff in the care and health sector and district council colleagues for their response supporting vulnerable people and establishing emergency shelters for rough sleepers. He thanked colleagues at the Eastern Daily Press for positive coverage in the media. Services would continue to experience difficulty while readjusting from the challenges caused by the weather.
- 8.2 The Executive Director of Adult Social Services also updated members on:
- Recruitment to the 50 additional social work practitioner posts: 42 social workers had been recruited and would be in post by April 2018; there were 12 of these social worker and 5 social work manager vacancies remaining;
 - Progress on researching assistive technologies: a paper was due to be brought to the Digital Innovation and Efficiency Committee on 6 March 2018; a further paper would be brought to Adult Social Care Committee at a later date;
 - Consultation with the Adult Social Care Senior Management Team about restructure of the Adult Social Services team: formal consultation was due to begin; the new structure was designed to reflect revised integrated arrangements with the NHS. The Committee would be briefed when the outcome was known.
- 8.3.1 A letter had been received from a member of the public concerned that the decision made at the January 2018 Committee meeting about revised cost of care was discriminatory on care workers and put pressure on non-framework providers of care. The Executive Director of Adult Social Services clarified that the Council were aiming to incentivise a move away from block arrangements. There was no intention to discriminate against certain types of provider, but to incentivise those who could provide a greater capacity of care. The impact of changes would be monitored and providers had been corresponded with. Officers intended to meet with the care provider discussed in the gentleman's query. The Executive Director of Adult Social Services **agreed** to write to the Committee giving further detail about the cost of care framework.
- 8.3.2 The Vice-Chair noted that the Head of Quality Assurance and Market Development gave a detailed explanation of the situation at the January 2018 Committee meeting.
- 8.4 The Vice-Chair wished to note the support given by NCS (Norse Community Services) during the snow and in the setting up of night shelters for rough sleepers.

9. Update from Members of the Committee regarding any internal and external bodies that they sit on

- 9.1 Mr H Thirtle had attended a governors' meeting at the James Paget Hospital discussing recent unprecedented demand; he wished to share that the Hospital had expressed that the Council had been a great support to them during this time.
- 9.2 Ms B Jones had attended two Norfolk and Norwich Association for the Blind trustee meetings and related training.
- 9.3 The Vice-Chair updated members on:
- Her attendance at the Norfolk and Norwich University Hospital (NNUH) Governors' meeting;
 - Her attendance at the Norfolk Care Awards celebration;

- Planning undertaken with the Assistant Director of Strategy & Transformation for a Making It Real meeting in May 2018, and a study day with Amazon Digital to arrange assisted technology for the Making It Real group to trial.

9.4 Mrs S Young updated members on:

- Her attendance at Board Meetings of the West Norfolk Clinical Commissioning Group and the Queen Elizabeth Hospital, both of which had recently recruited new Chief Executives;
- Her visit to the older persons Accident and Emergency department at the NNUH which had already been shown to provide relief to the existing Accident and Emergency department; this trial was planned to go on until May 2018;

10. Chairman's Update

10.1 The Chairman:

- Updated members on the Health and Wellbeing Board meeting due to be held the following day. Integration between the NHS and County Council would be discussed, looking at how commissioning of services could be aligned with NHS commissioning. The STP (Sustainability and Transformation Plan) process would also be discussed, with a focus on prevention services;
- Thanked voluntary, private and Council Adult Social Care staff and other Council staff who worked hard to get to people across Norfolk in the challenging weather;

10.2 A Member was concerned about levels of meaningful engagement with the public in the STP process; the Executive Director of Adult Social Services noted a public question and answer session held on the radio with the Chairman of the STP oversight board as an example of the effort towards better public engagement.

11. Adult Social Care Finance Monitoring Report Period 10 (January) 2017-18

11.1 The Committee considered the report outlining financial monitoring information based on information to the end of January 2018, variations from the budget, progress against planned savings and details of the use of the improved Better Care Fund.

11.2.1 Concerns were raised over pressures within the system and whether the downward trend on purchase of care would continue. The Finance Business Partner, Adult Social Services, clarified that the outturn position showed £9.5m more being spent in 2017-18 on purchase of care; the improved Better Care Fund (BCF) and plans with health partners had allowed Adult Social Services to put interventions in place to meet some of these pressures next year, 2018-19.

11.2.2 Concern was raised that the scale and pace of change may be too fast, putting pressure on staff and impacting on the most vulnerable people in Norfolk. The Chairman responded that the changes had been put in place by the previous administration some years ago.

11.2.3 Ms Clipsham asked whether mental health services would receive more funding in 2017-18; the Chairman **requested** a detailed response for Ms Clipsham.

11.2.4 It was queried what was being done to ensure people were helped to claim and made aware of disability disregard. The Finance Business Partner, Adult Social Services, reported that easy-read letters and forms were now available and staff who could

support people to apply for the disregard they were entitled to.

- 11.2.5 The Finance Business Partner, Adult Social Services, clarified that some BCF funding for 2017-18 was planned to carry forward to cover the impact of funding falling each year. Projects were implemented through BCF funding over a 2 or 3 year period to allow time for evaluation and to identify which to carry forward. Some unspent funding from 2017-18 was taken into the 2018-19 Social Care budget.
- 11.2.6 It was queried whether any assessment was being considered to look at a case for bringing care back in-house. The Chairman recalled that when homes were run by the Council they were of a lower standard and more expensive to run; NorseCare provided care at a reduced cost and increased standard.
- 11.2.7 Discussions regarding outstanding debt with health organisations and its recovery, delayed due to the weather, had been rearranged for later in the week. Following this an update would be given to Committee.
- 11.2.8 Some members felt that BCF funding put into reserves could have been used to mitigate cuts made to Building Resilience. The Chairman reiterated that these were the responsibility of the District Councils.
- 11.2.9 The Executive Director of Adult Social Services reported that 25 inadequate providers were being supported to improve by Norfolk County Council; these ratings were often not related to the rate paid to providers but other issues such as management.
- 11.3 Mr B Watkins proposed to take the recommendations separately seconded by Mrs B Jones. With 5 votes for and 8 against, the proposal was lost.
- 11.4 When the recommendations were taken together, with 8 votes for, 2 against and 3 abstentions the Committee **AGREED**:
- a) The forecast outturn position at Period 10 for the 2017-18 Revenue Budget of £258.901m;
 - b) The planned use of reserves;
 - c) The forecast outturn position at Period 10 for the 2017-18 Capital Programme.
- 11.5 Mr M Sands wished to note that the Labour Party's objections were related to the planned use of reserves.

12. Performance Management Report

- 12.1 The Committee received the report setting out the latest performance position for Adult Social Services. The Assistant Director of Strategy & Transformation informed Members of a data crossover caused by the changeover between CareFirst and LiquidLogic (case recording systems).
- 12.2.1 Norfolk County Council's position in the league table for delayed transfers of care had declined; the Executive Director of Adult Social Services reported there had been a short term spike in admissions to hospital or Social Care caused by the poor weather. The social work model being implemented would mitigate this through a prevention based approach.
- 12.2.2 Although the same number of people had been assessed and discharged as in 2016-17, the speed of process had decreased. The flow of people through hospitals was not

as efficient as it could be, however, social workers were encouraged to take time to get to know people and find out what approach was best for them to reduce the chances of readmission; this would have a beneficial long term impact.

- 12.2.3 Ongoing discussions were being held with the NHS regarding issues related to batching of referrals to social care.
- 12.2.4 The Executive Director of Adult Social Services clarified that incentives were given to recognise higher costs of weekend discharge and other extraordinary costs to enable providers to take up referrals more quickly over peak periods, and acknowledge the additional pressures for carers at these times. The incentives paid so far amounted to less than £20,000.
- 12.2.5 It was raised that people returning to unfit home environments upon discharge from hospital may result in or impact on readmission to hospital or social care. The Assistant Director of Strategy & Transformation confirmed that the reablement service included staff to check that a person's home was suitable for their return. The "help to get home" service included assessors to identify issues at a person's home, such as unsafe stairs, and put in place strategies to support their return.
- 12.3 With 8 votes for and 5 abstentions, the Committee **AGREED** the overall performance position for adult social care as described in section 2 of the report.

13. Responding to the enquiry into long term sustainable funding for adult social care

- 13.1 The Committee received the report outlining the Council's response to the Government joint inquiry into long term sustainable funding of social care.
 - 13.2.1 The Chairman confirmed that the submission reflected discussions held in Adult Social Care Committee over the past months.
 - 13.2.2 Some members were concerned about the short notice for agreement of the enquiry response; the Chairman reported that the request for information from Government had been given at short notice, and reminded Members that the enquiry would be consulted on twice, at the Green Paper and White Paper stages. He invited members to suggest amendments to the presented submission.
 - 13.2.3 Some Committee Members discussed their support for the presented submission.
 - 13.2.4 Mr M Sands discussed that Westminster were cutting back the revenue support grant to Councils and felt there was provision through the submission to ask Westminster to reconsider. Mr M Sands **proposed** adding a statement to the submission asking "whether Westminster, through the green paper, could reconsider the cutting back of revenue support grant to 0, and keep some of this grant for local authorities".
 - 13.2.5 The Executive Director of Adult Social Services felt paragraph 2.5.1a of the report could be changed to include a statement as per Cllr Sands proposal. The Chairman seconded the proposal; the Committee duly **AGREED** to include this information.
 - 13.2.6 Mr P Duigan noted the demographic demand discussed at paragraph 2.41c of the report and asked if it took into account internal migration, noting the pressure on health and social care services caused by people returning or moving to Norfolk to retire. The

Finance Business Partner, Adult Social Services, confirmed that report data was based on population trends, however, the submission could be amended to give specific detail on internal migration and the older age profile. The Committee duly **AGREED** to include this information.

- 13.2.7 It was suggested that a task and finish group be set up to review the response to the Green Paper. The Chairman **agreed** to bring the Green Paper to Committee once published; it would be agreed how to proceed at this time.
- 13.3 With the 2 amendments discussed above, the Committee unanimously **AGREED**:
- a) The structure of the submission shown at paragraph 1.6 of the report;
 - b) Options for funding that the government could investigate;
 - c) Key approaches that the government could adopt for supporting political and public consensus.
- 14. Adult Social Care Committee Plan**
- 14.1 The Committee considered the report outlining the Adult Social Care three year forward plan and how its areas of responsibility would be shaped by the ambition of “Caring for our County: A vision for Norfolk in 2021” and principles of Norfolk County Council’s new strategy, “Norfolk Futures”.
- 14.2.1 The Vice-Chair suggested the aims and objectives needed more explanation, but that the plan was good overall.
- 14.2.2 Decision making processes under the proposed new Council governance system were queried; the Chairman advised that since it was not agreed whether to move to a new governance model or what the final structure would be, it was not possible to know the impact on decision making processes at that time.
- 14.2.3 In reference to p95 of the report, paragraph 1.1.4, specific queries were raised in relation to the Corporate Priorities. The Chairman noted that these were Council priorities and suggested that the Labour Group Leader raised these at Policy and Resources Committee.
- 14.3 When the recommendations were taken together, with 8 votes for, 4 against and 1 abstention, the Committee **RESOLVED** to:
- a) **AGREE** the Adult Social Care Committee Plan at Appendix 1 of the report;
 - b) **NOTE** the Committee’s contribution to, and responsibilities, for Norfolk Futures; Norfolk County Council’s transformation plan at section 1 of the report;
 - c) **AGREE** metrics against which this Committee would report to Policy and Resources Committee for monitoring purposes at section 2 of the report.

The meeting finished at 12:00

**Mr Bill Borrett, Chairman,
Adult Social Care Committee**

