

## **Adult Social Care Committee**

**Minutes of the Meeting Held on Monday, 02 July 2018  
at 10:00am in the Edwards Room, County Hall, Norwich**

### **Present:**

Mr B Borrett (Chairman)

Michael Chenery of Horsbrugh

Miss K Clipsham

Mr D Harrison

Mr T Garrod

Mrs S Gurney (Vice-Chair)

Mrs B Jones

Mr G Middleton

Mr M Sands

Mr T Smith

Mr H Thirtle

Mrs S Young

### **1. Apologies**

- 1.1 Apologies were received from Mr J Mooney, (Mr G Middleton substituting), Mr G Peck, (Michael Chenery of Horsbrugh substituting), Mr W Richmond, (Mr T Garrod substituting) and Mr B Watkins.

### **2. To confirm the minutes of the meeting held on 14 May 2018**

- 2.1 The minutes were agreed as an accurate record and signed by the Chairman

### **3. Declarations of Interest**

- 3.1 Mrs Jones declared a non-pecuniary interest as her husband worked for the mental health trust
- 3.2 Mr Garrod declared a non-pecuniary interest related to item 11 as Chairman of the Board of NANSA.

### **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. Executive Director's Update**

- 7.1 The Executive Director of Adult Social Services updated members on:
- The recent inadequate CQC (Care Quality Commission) judgement received by the Norfolk and Norwich University Hospital, which was in special measures; the

Executive Director discussed the importance of Social Care working positively with the hospital to bring about necessary improvements

- The Social Care green paper, which had now been deferred to Autumn 2018; the Committee's feedback would be included in the Council's response
- Norfolk Community Health and Care, who had recently received an excellent CQC rating; the Executive Director of Adult Social Services had taken on the role of STP (Sustainability Transformation Plan) Primary Care Lead for Norfolk
- the LGA (Local Government Association) peer review of Adult Social Care which was due to be carried out between the 18 and 21 September 2018; more information would be provided to the Committee at a later date
- A Multi Agency Discharge Event (MADE) on July 17 and 18, organised to bring together those in health and social care involved in the discharge system to consider patient flow and its impact on delayed transfers of care in Norfolk
- The success of Carers' week, which was discussed in the Carer's Champion update by Cllr Brociek-Coulton at item 7 of the agenda (attached at appendix A)

7.2.1 The Executive Director of Adult Social Services saw a role for key Members to be involved in the outcomes of the MADE event, such as the Vice-Chair as a representative of the Norfolk and Norwich Hospital, from a policy related perspective. Feedback would be given to the Committee following the event.

7.2.2 Detail was requested on the peer review; the Executive Director of Adult Social Services replied that the team would be led by a peer director, senior Councillor, commissioners and Officers. The scope of the review had been agreed with the LGA as how the system in Norfolk enabled people to live at home, what assisted them when in crisis, and what enabled them to return home.

## **8. Chairman's Update**

8.1 The Chairman updated the Committee that page numbers of appendices were listed at the start of reports to help make them easier to navigate. Mrs Clipsham thanked the Chairman and requested that hyperlinks to information and appendices within reports were also added to help further; the clerk agreed to look into whether this could be done.

8.2 The Chairman had attended a Local Government Association health and social services Lead Members Group meeting in London.

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

9.1 The following updates were received from Members:

- M Chenery of Horsbrugh reminded Members about the Friends Against Scams Training for all Members on 5 July at 10-12 in the Edwards Room, County Hall
- The Vice-Chair had attended a Making It Real meeting on 17 May; funding for 6 Amazon Dots had been secured which members of Making It Real would trial and report back on. She was also arranging visit to centre 81 in Great Yarmouth
- Mrs B Jones provided an update as Member Champion of Physical Disability and Sensory Impairment; see Appendix B
- Mr M Sands updated Members on Bowthorpe Community Trust Workshops which provided opportunities for people with learning disabilities
- Mr D Harrison was attending a Local Government Association conference in Birmingham.
- Mrs S young had attended:

- A meeting of Age UK where the board of trustees discussed delayed care assessments and expansion of work of the Norfolk Deaf Association
- A meeting of the Older Persons Strategic Partnership Board
- Mr G Middleton:
  - Congratulated Norwich and Norfolk Community Health and Care, as a board observer, on their outstanding CQC judgement
  - Discussed the Carers Charter Group meeting at Magdalen Gates School and noted the exemplary work at primary and secondary schools across Norfolk
- Mr T Smith shared information from the Community Rail Norfolk Group; stations on the Wherry Line would be reviewed to look at their dementia friendliness.

## **10. Adult Social Care Finance Monitoring Report Period 2 (May) 2018-19**

- 10.1.1 The Committee received the financial monitoring report based on information to the end of May 2018 setting out variations from budget, progress against planned savings and details of the use of the improved Better Care Fund (iBCF).
- 10.1.2 An error in the table on p27, paragraph 2.6.1 variance after period 2, was noted; the variances on p 36 were correct.
- 10.2.1 It was pointed out that mental health was 7% of the overall budget but 50% of the forecast overspend. The Senior Programme Accountant reported that changes from block to spot contracts had caused some double counting in the budget which would be resolved moving forward. Reconciliation work would be carried out to understand this further and be reporting in the next report
- 10.2.2 A Member queried why, when there was an overspend, Better Care Fund (BCF) underspend was in reserves. The Executive Director of Adult Social Services discussed that the final general underspend in 2017-18 allowed the Committee to make an addition to the Council's overall corporate position; some of this went towards supporting overspent Committees however the Committee had previously agreed to put all BCF overspend into a reserve to be spent over 2 years on services agreed with Norfolk's Clinical Commissioning groups.
- 10.2.3 Monitoring of finances was queried, noting the £27m of savings & £27.2m in reserves; the Senior Programme Accountant clarified that most of the reserves were earmarked for certain purposes, such as BCF, and not available to balance overspend. Business packages were authorised through Liquid Logic & regular finance meetings were held.
- 10.2.4 Detail on the future recruitment of 5 assistant practitioners was requested. The Executive Director of Adult Social Services confirmed a separate programme was in place to increase social workers in the mental health service.
- 10.2.5 The Executive Director of Adult Social Services clarified the reduction in under 85s entering social services was due in part to the strategy of intensive reablement and accommodation based reablement; reduction in numbers was anticipated as part of the Adult Social Care strategy.
- 10.2.6 The risk rating of delivering a saving was considered in terms of how Officers could address and mitigate the risk of non-delivery.
- 10.2.7 Officers were confident in forecasting £22m of planned savings. As a comparison with 2017-18, £14m forecast savings had been achieved then with £10m achieved as planned and the remaining £4m were achieved through alternative actions.

- 10.2.8 Mr Harrison raised a motion asking for a valuation of the effect of the cuts being made quickly to Adult Social Care, seconded by Mr Sands. With 4 votes for and 8 against the motion was lost
- 10.3 With 8 votes for and 4 abstentions, the Committee **AGREED**:
- a) The forecast outturn position at Period 2 for the 2018-19 Revenue Budget of a £1.990m overspend
  - b) The planned use of reserves of a net £0.405m above the level agreed when setting the budget

## **11. Norfolk Learning Disability Strategy 2018 - 2022; My Life, My Ambition, My Future**

- 11.1.1 The Committee received the report outlining Norfolk's new Learning Disability Strategy, "My Life, My Ambition, My Future", co-produced with people with learning disabilities & their families, carers, professionals and Councillors. It included work carried out with young people, parents & carers to support transition to adult social services.
- 11.2.1 Inclusion of the Autism Act and involvement of the autism community was queried; the Assistant Director Integrated Commissioning & Transformation (Learning Disabilities) confirmed that the Learning Disability Strategy also identified how to support people on the autism spectrum where they also had a learning disability, but there was also in development a dedicated Autism Strategy. Norfolk now had an Autism Partnership Board with Members on the autism spectrum, voted on by their peers.
- 11.2.2 The Executive Director of Adult Social Care confirmed there was a programme in place to support people into employment, training and other activities.
- 11.2.3 The anxiety and confusion which changes to benefits and related letters could cause was discussed; the Executive Director replied that links to departments were important, to discuss benefit rights and explain changes to benefits with individuals.
- 11.2.4 A Member discussed the importance of considering financial implications of changes to services brought about from the strategy.
- 11.2.5 The Assistant Director of Integrated Commissioning & Transformation (Learning Disabilities) clarified a focussed piece of work around development of the Strategy had been run by the Learning Disability Partnership Board, who also had oversight of strategy development.
- 11.2.6 The Assistant Director of Integrated Commissioning & Transformation (Learning Disabilities) confirmed the Strategy would be available online including a quick read version. A promotion plan would be developed, including a road show. The Executive Director discussed that voluntary groups would be key for promoting the ethos of creating a social movement and having high aspirations for individuals.
- 11.2.7 The Vice-Chair was concerned about the quality of application of easy-read principles to the strategy. The Director of Integrated Commissioning confirmed that hard copies would be provided, with easy read versions produced in greater number.
- 11.2.8 Past issues regarding exploitation of disabled workers were discussed; the Executive Director reported the new strategy had an emphasis on employment and education.
- 11.2.9 Providing information to LGBT (Lesbian, Gay, Bisexual and Trans) people with learning disabilities was discussed; the Assistant Director of Integrated Commissioning & Transformation (Learning Disabilities) was working with the charity Opening Doors on this matter. It was important to disseminate the Strategy to a range of services to

support people with learning disabilities to build relationships and have a family.

- 11.2.10 A commissioning plan would be developed covering parts of the Strategy relating to NCC, with performance measures, as commissioning work developed. The Director of Integrated Commissioning **agreed** to bring the commissioning plan showing achievement metrics to the next meeting
- 11.2.11 The Director of Integrated Commissioning clarified that residents had individual care and support programmes detailing future aspirations; if transport was a barrier to accessing training or education, this would be addressed.
- 11.2.12 The Chairman felt the document was key to guiding future strategies and helping people make choices for the future. He thanked officers for their ground-breaking piece of work.
- 11.3 The Committee unanimously **APPROVED** the adoption and implementation of Norfolk Learning Disability Strategy 2018 – 2022; My Life, My Ambition, My Future

## **12. Adult Social Care Annual Quality Report 2017/18**

- 12.1.1 The Committee considered the report updating Members on implementation of the new quality framework adopted in January 2015, and the third annual quality report.
- 12.1.2 A correction was noted; key findings h) should refer to section 4.
- 12.2.1 The Head of Quality Assurance and Market Development confirmed that CQC (Care Quality Commission) assessments were available online. Norfolk County Council were considering publishing information from in-house risk assessments, which were more rigorous and up to date.
- 12.2.2 Information was requested on penalties for inadequate providers. The Head of Quality Assurance and Market Development clarified that the CQC put in place improvement plans at inadequate providers which the quality assurance team supported them to meet. Placements were stopped at inadequate care homes & the situation monitored.
- 12.2.3 The Vice-Chair cited a report in the Eastern Daily Press (EDP) about a Care Home in her constituency area; she would discuss this with the Head of Quality Assurance and Market Development outside of the meeting.
- 12.2.4 The Council's role in encouraging care cooperatives, to enable small providers to compete, was queried; providers who were struggling financially could discuss with the Quality Assurance & Market Development team. The home care framework had been structured to encourage providers to work together to wrap services around people.
- 12.2.5 The Head of Quality Assurance and Market Development **agreed** to send the name and location of Norfolk's 15 inadequate care homes to Members after the meeting; this information was available in the public domain.
- 12.2.6 Norfolk's care home quality of 73% was noted; Norfolk had a large market with over 100 providers making it difficult to maintain a consistent programme. Norfolk had almost as many providers as Essex who had double Norfolk's population. High staff turnover could cause quality deviations; turnover in residential care was 27.7% and higher in other sectors.
- 12.2.7 Concern was raised about the loss of 235 care-home beds. The Head of Quality Assurance and Market Development clarified this many beds had been created in new

provision but were mostly aimed at fee paying individuals; Officers would look at capacity to purchase beds to meet the needs of non-fee-paying individuals.

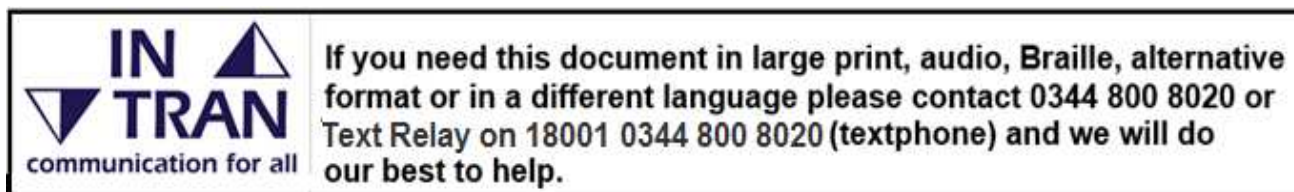
- 12.2.8 NorseCare had a lower turnover of staff and provided consistently good quality provision. The Executive Director of Adult Social Services felt this was because it was well led with a large emphasis on management.
- 12.2.9 Mr Harrison raised a motion seconded by Mrs Jones to add “with regular monitoring reporting back to committee/cabinet scrutiny”. With 4 votes for and 8 votes against, the motion was lost.
- 12.3 The Committee unanimously:
- a) **CONSIDERED** the findings presented and **AGREED** to publish the Annual Quality Report
  - b) **AGREED** to resetting the (RIG) target from 80% rated as good or better to 85% rated as good or better and extending the programme to 31 March 2020 from 31 March 2019

### 13. NorseCare Contract Review

- 13.1.1 The Committee considered the report detailing renegotiation of the NorseCare contract and refresh of arrangements between NorseCare and the Council.
- 13.1.2 Officers were monitoring the market and supporting NorseCare to achieve market parity in relation to the adopted legacy costs.
- 13.2.1 Some Members queried whether NorseCare provided high quality provision because staff were employed at better than market rate and whether this approach across the market would increase quality; the Executive Director reiterated that the quality at NorseCare was due to good leadership and good management of staff.
- 13.2.2 The Director of Integrated Commissioning clarified that inflation costs shown in the report were partly related to staff pay. The highest pay increase was for staff on the lowest salaries of whom there were a higher number.
- 13.3 With 8 votes for and 4 against, the Committee:
- a) **AGREED** the Contracting Principles between NorseCare and Norfolk County Council Outlined in Section 3 of this report
  - b) **DELEGATED** to the Executive Director the contract variation based on those principles
- 13.4 A discussion was held around whether other providers should be brought up to the standard of Norse. The Chairman agreed with the principle and would like to see market at a level where Norse was paying the same as other providers. Concerns were raised that some providers in special measures were “getting preferential treatment to keep them afloat”. The Chairman noted that supporting such providers ensured that people were not moved from their homes.

The meeting finished at 11.58

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



### **Update from Julie Brociek-Coulton, Carers Champion**

- Had a meeting with the Carers Charter group at Magdalen Gates School one of the Carers outstanding schools. Met with Young carers from three schools and saw the fantastic work they do.
- Went to the Forum of the Care for Carers' day. Saw the Carers Matter Norfolk team and spoke to people who are using some of their services.
- Was invited to the carers awards in Peterborough. This was outstanding recognising valuable carers who are unpaid. There were some really wonderful moments there and it was a shame that all of the carers who had been nominated couldn't have been recognised by winning. Such a hard job to choose when people are so dedicated to looking after a loved one. Thanks to Sue Hobbs for inviting me.
- Met with Sonia and James to look at how we do a conference just for carers. We are looking at next year now probably at the end of Carers week in June. We are looking for venues, a person to host the event and easy access for the carers coming.
- Am going on an Easy read course tomorrow to promote groups to have easy read as much as they can so that it can be better for people with learning disabilities to read letters etc.

**Report of Member Champion for Physical Disability and Sensory impairment.**

Since the last meeting of the Adult Social Care Committee I have carried out the activities listed below and am happy to answer questions about these activities.

- Attended Trustee meeting of the Norfolk and Norwich Association for the Blind.
- Attended Making it Real Board meeting.
- Attended a workshop to produce a leaflet about Personal Budgets.
- Worked with the Organisers of Norwich Pride to encourage and recruit volunteers to help -enabling people with disabilities to participate in the day.
- Working with Equal Lives to recruit volunteers to help with Disability Pride in the Autumn of 2017.