



Norfolk County Council
at your service

Community Services Overview and Scrutiny Panel

Date: **Tuesday 22 April 2014**

Time: **10 am**

Venue: **Edwards Room, County Hall, Norwich**

Persons attending the meeting are requested to turn off mobile phones.

Membership

Ms J Brociek-Coulton

Mr B Bremner

Ms E Corlett

Mr D Crawford

Mr T Garrod

Mr A Grey

Mrs S Gurney (Chairman)

Mr B Hannah

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

Non Voting Cabinet Member for Adult Social Services

Ms S Whitaker

Non Voting Cabinet Member for Communities (Adult Education, Libraries, Museums, Customer Services)

Mrs M Wilkinson

Non Voting Cabinet Member for Public Protection

Mr D Roper

**For further details and general enquiries about this Agenda
please contact the Committee Officer:**

Tim Shaw on 01603 222948 or email committees@norfolk.gov.uk

For Public Questions and Local Member Questions please contact:
Committees Team on committees@norfolk.gov.uk or telephone 01603 222948.

Agenda

1 To Receive Apologies and Details of any Substitute Members Attending

2 Minutes

To confirm the minutes of the Community Services Overview and Scrutiny Panel held on 4 March 2014

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3 Members to Declare Any Interests

If you have a **Disclosable Pecuniary Interest** in a matter to be considered at the meeting and that interest is on your Register of Interests you must not speak or vote on the matter.

If you have a **Disclosable Pecuniary Interest** in a matter to be considered at the meeting and that interest is not on your Register of Interests you must declare that interest at the meeting and not speak or vote on the matter.

In either case you may remain in the room where the meeting is taking place. If you consider that it would be inappropriate in the circumstances to remain in the room, you may leave the room while the matter is dealt with.

If you do not have a Disclosable Pecuniary Interest you may nevertheless have an **Other Interest** in a matter to be discussed if it affects:

- your well being or financial position
- that of your family or close friends
- that of a club or society in which you have a management role
- that of another public body of which you are a member to a greater extent than others in your ward.

If that is the case then you must declare such an interest but can speak and vote on the matter.

4 To Receive any Items of Business which the Chairman Decides should be Considered as a Matter of Urgency

5 Public Question Time

Fifteen minutes for questions from members of the public of which due notice has been given.

Please note that all questions must be received by the Committee Team (committees@norfolk.gov.uk or 01603

222948) by **5pm on Tuesday, 15 April 2014**. For guidance on submitting public questions, please view the Council Constitution, Appendix 10.

6 Local Member Issues/Member Questions

Fifteen minutes for local members to raise issues of concern of which due notice has been given.

Please note that all questions must be received by the Committee Team (committees@norfolk.gov.uk or 01603 222948) by **5pm on Tuesday, 15 April 2014**.

7	Cabinet Member Feedback		PAGE 15
8	The Adult Education Service Report by the Director of Community Services	Jennifer Holland/Harold Bodmer	PAGE 16
9	The section 17 Crime and Disorder Act Implications for Social Care Mental Health Services Report by the Director of Community Services	Catherine Underwood/ Clive Rennie	PAGE 23
10	Annual Fee Uplift for Adult Social Care Providers Report by the Director of Community Services	Catherine Underwood/ Steve Holland	PAGE 29
11	'Making it Real' – Action Plan Update Report by the Director of Community Services	Catherine Underwood/ John Everson	PAGE 33
12	Safeguarding Adults Board Biennial Report Report by the Director of Community Services	Debbie Olley/Lorrayne Barrett	PAGE 48
13	Forward Work Programme: Scrutiny Report by the Director of Community Services	Jill Perkins	PAGE 52

Group Meetings

Conservative	9:00 am	Colman Room
UKIP	9:00 am	Room 504
Labour	9:00 am	Room 513
Liberal Democrats	9:00 am	Room 530

Chris Walton
Head of Democratic Services
County Hall
Martineau Lane
Norwich NR1 2DH

Date Agenda Published: 10 April 2014



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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 off 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.

Cabinet Member Feedback

Report by the Cabinet Members for Community Services

Cabinet Members will provide a verbal update to members of Overview and Scrutiny Panel regarding any Cabinet meetings which have taken place since the last meeting of this Panel.

Report of Cabinet Decisions taken since the last Overview & Scrutiny Panel meeting

Report	Exemption from contract standing orders in respect of a care home contract
Date Considered by Panel	
Date Considered by Cabinet	3 March 2014
Cabinet Feedback	Cabinet resolved : To agree the exempt recommendation to extend the contract in question until March 2015. Reason for decision:

Action Required



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The Adult Education Service

Report by the Director of Community Services

Summary

When the review of the Adult Education Service was discussed at the meeting of the Community Services Overview and Scrutiny Panel on 4 March 2014, Members requested that further information be provided to questions asked at the 8 October 2013 meeting.

- a. The breakdown of the total funding available to the Adult Education Service, and the maintenance costs provided from the Council's building maintenance fund
- b. Further information about the innovations that the Service had introduced in the North Norfolk area
- c. An explanation of the acronyms mentioned in Appendix 1 of the report.

Action Required

Members are asked to:

Comment on the additional information which the Panel requested at its meeting in October 2013 and March 2014

1 Funding

1.1 The allocation of funding as per 1 March 2014 is:

Funding Agency	Funding stream/ grant	Purpose	Income (£)
Skills Funding Agency	Adult Skills	Vocational qualification-based courses for adults including Apprenticeships, traineeships and basic English and Maths	3,643,031
Skills Funding Agency	Community Learning	Non-qualification based courses for leisure and courses for disadvantaged and disengaged adults, family learning	1,658,650
Skills Funding Agency	16-18 Apprenticeships	Apprenticeship programmes for young people	28,681

Education Funding Agency	Other 16-18	Non apprenticeship courses for young people including traineeships, the Step Programme for NEETs and the Art Foundation Programme	753,069
	Learner and Employer Tuition Fees	Adult learners aged 19+	714,000
Total			£6,797,430

The service makes an annual contribution of £51,000 to the building maintenance fund. An average £41,000 of this is spent on Wensum Lodge per annum.

2 New ways of delivering learning in North Norfolk

- 2.1 A team of Adult Education staff met in August 2013 to consider the recent reduction of adult education provision in rural areas. The group's aim was to identify ways that the Service could re-engage with rural communities, concentrating on North Norfolk in the first instance. The project was initially called Project North.
- 2.2 The ideas that came out of this project have paved the way for the Service to respond to the Skills Funding Agency's requirement for providers to generate additional income and revenue. This has become known as Pound Plus provision and refers to additional income (and savings) generated by providers over and above core income from the Government's Community Learning funding. Income can be generated through course fees, financial sponsorship, access to accommodation made available at no or reduced cost; the use of volunteer workers, donations of equipment or consumable items, and access to other funding sources or grants.
- 2.3 The Service is currently working with The Muckleburgh Military Collection in Weybourne to put on a 1940s Tea Dance Experience in the Museum's Tea Room on Saturday June 7 from 2 - 4 pm. Participants will be charged £25 for the 2 hour course. They will have discounted entrance to the collection from 10 am as well as enjoying afternoon tea and finding out about what life was like in the 1940s including rationing, the songs and dances of the era, fashion etc.
- 2.4 At Gressenhall Rural Life Museum a French Café Masterclass is being arranged for Thursday 19 June from 10 - 4 pm, which aims for all participants to be able to increase their confidence in coping in a cafe or restaurant in France. As well as discounted admission to the museum learners will have the opportunity to use the museum café to order their lunch and refreshments (in French) which will all be included in the course fee of £75.
- 2.5 Initial discussions have also taken place with the National Trust at Blickling Hall and the North Norfolk Coastal Reserve.

3 Acronyms mentioned in appendix 1

- 3.1 The original appendix from October 2013 has been appended again with abbreviations spelled out.

4 Resource Implications

- 4.1 There are no resource implications as a result of this report.

5 Equality Impact Assessment (EqIA)

- 5.1 There are no equality issues as a result of this report.

6 Any other implications

- 6.1 Officers have considered all the implications which members should be aware of and there are no other implications to take into account.

7 Section 17 – Crime and Disorder Act

- 7.1 Through the engagement of a wide range of people in structured mindful activity the adult education service contributes to the prevention of crime and disorder.

8 Action Required

- 8.1 Members are asked to:
- a. Comment on the additional information which the Panel requested at its meeting in October 2013 and March 2014

15 Background Papers

[Review of Adult Education - Item 10, Overview & Scrutiny panel 8 October 2013.](#)

[Review of Adult Education-Item 9, Overview & Scrutiny panel 4 March 2014.](#)

16 Officer Contact

If you have any questions about matters contained in this paper please get in touch with:

Name:	Email:	Tel no:
Harold Bodmer Director of Community Services	<u>Harold.bodmer@norfolk.gov.uk</u>	01603 223175
Jennifer Holland Assistant Director Community Services (Cultural Services and Head of Libraries and Adult Education)	<u>Jennifer.holland@norfolk.gov.uk</u>	01603 222272



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**Norfolk Adult Education and Guidance Services
Community Learning Strategy - Academic Year 2013 – 2014**

Aims

- a. To maximise access to community learning for adults, bringing new opportunities and improving lives, whatever people's circumstances
- b. To promote social renewal by bringing local communities together to experience the joy of learning and the pride that comes with achievement
- c. To maximise the impact of community learning on the social and economic well-being of individuals, families and communities

Objectives

- A.** Focus public funding on people who are disadvantaged and least likely to participate, including in rural areas and people on low incomes with low skills
 1. Continue to offer a range of Family Learning programmes:
 - **1,500** through Wider Family Learning
 - **1,000** through Family Literacy, Language and Numeracy
 2. Community Development Workers to work closely with partners in the community across the County to offer a wide range of free provision for the hardest to reach learners, including those living in areas of rural deprivation
 - Making a Difference target **1,050** learners (*this is the name the Service has given to this provision*).
 3. Reduced fees for **250** learners in receipt of benefits
 4. Range of Reminiscence courses offered to elderly learners suffering from dementia
 - Free provision for **100** learners
 5. Lip Reading, Braille classes and support to NNAB (*Norfolk and Norwich Association for the Blind*) to be offered free-of-charge to a total of **300** learners
 6. Provide a bursary to specifically assist BSL (*British Sign Language*) learners who are themselves deaf or who are parents supporting their children who are deaf
 7. Total number of **50** LLDD (*Learners with Learning Difficulties or Disabilities*) learners to be supported in the community in partnership with Day Centres
 8. Provide activities leading to ESOL (*English for Speakers of Other Languages*) provision for **75** learners
- B.** Collect fee income from people who can afford to pay and use where possible to extend provision to those who cannot
 1. Maintain our current fees for the majority of mainstream PCDL (*Personal and Community Development Learning*) courses
 - Target **2,600** learners
 2. Commissioned work via Active Norfolk and Norfolk FA (*Football Association*) based on assumed fee income
 3. Pilot a small range of 'premium' courses/workshops where we know there will be a waiting list. These to be run at a higher cost with reduced paperwork and taken out of scope for any future Ofsted inspection.
 - Target number of learners – **250**

C. Widen participation and transform people's destinies by supporting progression relevant to personal circumstances

1. Encourage progression for **100** Making a Difference learners into Family Learning programmes
2. Ringfence funding to enable progression for **150** Making a Difference learners into 'mainstream' PCDL courses at a reduced fee or on a free basis.
3. Encourage progression for **50** Reminiscence learners into Wider Family Learning courses
4. Establish a programme of intergenerational activities with **50** NEET (*Not in Employment, Education or Training*) learners and older people
5. Continue to encourage Family Learning learners (target **750**) to progress from Wider Family learning courses to FLLN (*Family, Literacy, Language and Numeracy*) programmes offered through:
 - Detailed programme planning
 - IAG (*Information, Advice and Guidance*) availability – via Guidance team through Next Step contract
6. Ring fence £2,500 funding for Additional Learning Support for Community Learning learners
7. Ring fence funding to provide IAG session to **300** LLDD learners at the end of each of their courses
8. Actively encourage all Making a Difference, Family Learning and NLDC (*Neighbourhood Learning in Deprived Communities – this is a type of programme delivered as part of the Community Learning budget*) learners (target **250** learners) to progress on to functional skills programmes, through:
 - IAG availability
 - CDW / NDW targets – to be agreed
9. Identify progression routes for **10%** of learners attending free courses

D. Develop stronger communities, with more self-sufficient, connected and pro-active citizens

1. Targeted Family Learning provision supporting the most troubled families
2. CDW (*Community Development Workers*) and NDW (*Neighbourhood Development Workers who focus on recruiting people who need help with literacy and numeracy*) activity supporting and working in partnership with voluntary sector to encourage civic engagement and social integration –
 - Target **150** learners

E. Commission, deliver and support learning in ways that contribute directly to these objectives:

1. Commission Active Norfolk and Norfolk FA to deliver a range of sport activities to a total number of
 - **2,000** learners, including **100** volunteers
2. CDWs tasked to work effectively with partners and other key providers, agencies, employers and services to promote Adult Education offer and support the needs of local communities across the County.
3. CDWs tasked with supporting **10** self-organised learning groups within local communities
4. **10** existing PCDL courses to be identified and supported into learning clubs

5. 'Project North' established in June 2013 to:
 - To map the range existing Creative Arts provision in the north of the county
 - To identify gaps in provision
 - To identify possible partnership arrangements with communities, organisations or individuals that would:
 - i. Maximise access to Creative Arts activities
 - ii. Bring new Creative Arts opportunities to adult residents and families in the North of the County
 - To develop ideas for alternative delivery models
 - To consider offering more flexible payment methods for learners
 - To identify 'profit making' opportunities, collecting income from people who can afford to pay to use, where possible, to extend provision to those who cannot
 - To consider and develop the principles of 'Pound Plus' for Norfolk (i.e. other ways of generating additional income)
 - i. Financial sponsorship
 - ii. Access to new learning spaces made available at no reduced cost
 - iii. Use of volunteer workers
 - iv. Donations of equipment or consumable items
 - v. Access to other funding sources or grants
 - To meet the aims and objectives as set out in the Department for Business, Innovation and Skills 'New Challenges, New Chances Further Education and Skills System Reform Plan'
6. Findings from Project North to be rolled out across the county during 2013/14, as appropriate

The section 17 Crime and Disorder Act implications for social care mental health services

Report by the Director of Community Services

Summary

The report addresses the implications of the section 17 of the Crime and Disorder Act 1998 in relation to mental health services and identifies the provisions in place to ensure that people with mental health disorder who may commit a crime are identified and are linked into treatment provision.

The report sets 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.

A number of service provisions are highlighted within the report such as the Appropriate Adult service, the court diversion and liaison service, the crisis resolution and home treatment service and the provision for people detained under section 136 of the Mental Health Act 1983.

The report also identifies areas which are currently being worked upon jointly such as patient transportation, delayed admission to in-patient beds, manned section 136 suites, a pilot for placing a mental health practitioner in the police call centre and examining the prospect of having a street triage provision in Norfolk.

Action required

The Panel is invited to review and to comment on the implications of S17 of the Crime and Disorder Act in relation to mental health services.

1 Background

- 1.1 In November 2013 Panel received a report on the Norfolk social care mental health service and requested a further report be provided which specifically set out the implications of the Section 17 of the Crime and Disorder Act 1998 in relation to mental health services.
- 1.2 Section 17 of the Crime and Disorder Act 1998 indicates that each local authority shall take account of the community safety dimension in all of its work and will do all it can within its core business to prevent crime and disorder. All policies, strategies, plans and budgets will need to be considered with regard to the potential contribution to the reduction of crime and disorder.
- 1.3 **The association between mental health and crime and disorder**
 - 1.3.1 The connection between mental health disorder and crime has been the subject of debate throughout the centuries; a debate which remains vibrant today. Offending can clearly be connected with mental illness, but public perceptions of the prevalence of such cases outweigh the reality. National evidence from reports (see Background Papers 1 below) indicates that people with mental health problems are more likely to be affected by crime than perpetrators of criminal acts and are no more likely to commit criminal acts than members of the general population. Literature from Victim Support (see Background Papers 2 below) shows that people with mental health

problems are ten times more likely to become victims of crime than the general population and they are more likely to be repeat victims of crime. In 2012/13 62% of women with severe mental illness reported being victims of sexual violence as adults PE Mullen 2001 reports (see Background Papers 3 below). Many people with mental health problems described reluctance to report crimes to the police for fear that their illness would be used to discredit them. Such evidence contrasts with the frequent perception that people with mental health problems are primarily a risk to others. People with mental health needs face discrimination on a daily basis. The 2011 national mental health strategy 'No health without mental health' has as one of its six objectives 'fewer people with experience stigma and discrimination' and this was reinforced as one of 25 priorities for essential change in mental health in the 2014 Department of Health policy document 'Closing the Gap'.(see Background Papers 6 below)

1.3.2 Almost nine in every ten people with mental health needs report the negative impact of stigma and discrimination on their lives (National Mental Health Development Unit – Stigma and Discrimination 2012) discrimination. (see Background Papers 4 below) This makes it harder for them to work, make friends and live a normal life. The government has funded the Time to Change campaign led by mental health charities Rethink Mental Illness and MIND to address this issue. This development aligns to the Norfolk County Council's commitment to the 'Mental Health Challenge' and the prioritisation of mental health to have parity with physical health.

1.3.3 The prevalence of mental illness in the prison population is high. People with mental health problems are overrepresented in prisons. Prison population statistics (Prison Reform Trust 2013) (see Background Papers 5 below) indicate 72% of males and 70% of females suffer from two or more mental disorders compared to 5% and 2% respectively in the general population. A substantial proportion of the prison population suffer from more than one significant mental disorder.

1.4 **Disturbance and dispute in the community**

1.4.1 An area which can cause difficulty in communities is disturbance or dispute relating to people with mental health problems. Such instances are dealt with largely informally by mental health practitioners, police and other professionals such as housing officers without any need to rely on statutory remedies. The Mental Health Act 1983 does make provision under section 136 of the Act for the police to remove someone to 'a place of safety' for a limited period for the protection of themselves or of others whilst a medical assessment is undertaken.

1.4.2 Norfolk County Council, through the Supporting People programme and social care funding in partnership with Norfolk NHS Clinical Commissioning Groups, spends £1.6m per annum on housing-related floating support for people with mental health needs. This service includes helping people to manage neighbour relations. In addition, the Council funds services for people who are homeless and who often have mental health needs.

1.4.3 Norfolk Constabulary has a focus on hate crime and a multi-agency approach to encourage reporting of hate crime and tackling the causes of this behaviour. People with mental health needs, as other disabled people, are more likely to be the subject of hate crime because of their perceived difference.

2 **Multi- agency Governance arrangements**

2.1 Partnership working is essential to responding to the issues relating to mental health and crime and disorder, and particularly key is the work between Norfolk County Council, Norfolk Constabulary and Norfolk NHS Clinical Commissioning Groups

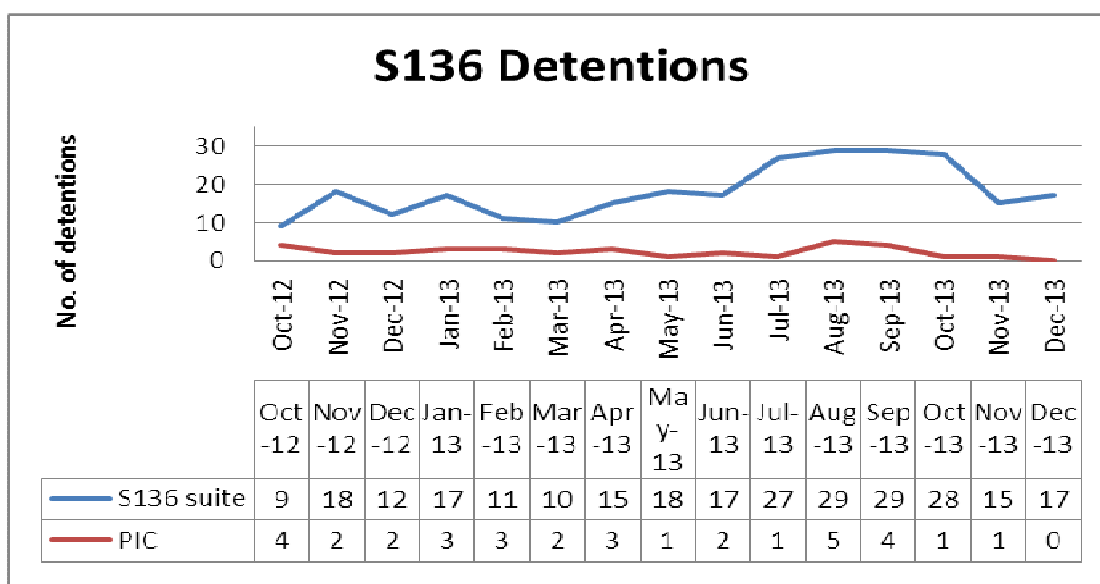
(CCGs) The organisations involved work closely together both in terms of operational and more strategic issues involving partner organisations where applicable.

- 2.2 The main governance route for joint working is the Norfolk and Suffolk Strategic Mental Health and Learning Disabilities Group where all the partners meet. The group is chaired by the Assistant Chief Constable of Suffolk Constabulary and Norfolk County Council is represented by the Director of Community Services. Reporting to this group are a steering group and a monitoring and compliance group. In addition to this there are a number of operational forums such as the acute services forum, a mental health law forum and a group concentrating on Mental Capacity and Deprivation of Liberty.
- 2.3 Joint working with the Police and Crime Commissioner is pivotal to progression of this working relationship between the different partners.

3 Services in place

- 3.1 The provision of good quality mental health services is fundamental to enabling people with mental health problems to experience the least distressing and disruptive impact from their mental health condition. This reduces the likelihood of an individual becoming a victim to crime and also to their condition creating nuisance or offending, which has an impact for others.
- 3.2 People who are in crisis due to a mental health condition may come to the attention of the police or the Criminal Justice System as opposed to professionals with defined expertise in mental health. It is important that mental health needs are identified and that the individual receives the appropriate assessment and treatment. A number of the initiatives have developed to address that linkage between the Criminal Justice System and mental health services.
- 3.3 There are many developments that are in place and are planned to progress provision for people with mental health problems who have either committed a crime or are in danger of committing a crime. The provision identified below is particularly pertinent to addressing the links between mental health and crime and disorder:
 - a. The Appropriate Adult service provides an independent advocacy service for vulnerable people in contact with the criminal justice system. This came into place following miscarriages of justice for vulnerable people and gives both the individual and the Constabulary an independent mechanism to ensure the rights of the individual are being met. This service is commissioned via a three way funding arrangement between NCC Community Services, Norfolk CCGs and the Youth Offending Team. Between 2012 and 2013 there was a 15.5% increase to 1243 interventions (Equal Lives 2013). Not all areas in the country fund an Appropriate Adult service covering the whole age spectrum
 - b. The Court Diversion and Liaison Service ensures that all Police Investigation Centres and courts have provision to refer to where they have concerns about someone's mental health for an opinion from a trained mental health practitioner. It also enables the Courts to divert individuals from the criminal justice system into the health service where there are clear indications that the individual is suffering from mental health problems and this could have been a reason for the criminal act. This type of service is being piloted nationally hence Norfolk is, in comparison, advanced in this area
 - c. The Constabulary and NHS England commission medical services into Police Investigation Centres. This provides for all medical concerns for individuals in police custody. These practitioners are trained to identify signs of mental health disorder and as such can provide initial treatment and refer on to specialist mental health services for necessary assessment and interventions

- d. The Crisis Resolution and Home Treatment service (CRHT), commissioned by Norfolk CCGs from Norfolk and Suffolk Foundation Trust, is the most likely service to be contacted where a criminal justice issue has arisen and, as such, they will provide a timely response where an urgent mental health need is recognised. The CRHT will provide an assessment and urgent treatment plan where required
- e. Section 136 suites are specialist facilities provided for where a person is detained by the police, because their behaviour is causing a concern in a public place and there is a suspicion that this is a result of a mental health problem, for an assessment to be undertaken. The police will convey the individual to the nearest Section 136 suite and remain at the suite with the individual. In exceptional circumstances the police station may be used as a 'place of safety'. Health and Social Care Information Centre data for 2012-13 showed detentions under S136 in police custody suites numbers equalled 36 in Norfolk, 42 in Suffolk and 162 in Cambridgeshire



(PIC – police investigation centre)

- f. The Council and Norfolk Constabulary jointly fund a dedicated co-ordination and training role between the agencies to enhance joint working
- g. Multi Agency Public Protection Arrangements (MAPPA) - When dangerous offenders are released from prison they are often subject to controls and restrictions. The statutory MAPPA arrangements are designed to manage these offenders and the risk they pose. The MAPPA team hold regular meetings with all interested parties where decisions are made on the restrictions placed on these offenders

3.4 In terms of provision available in Norfolk for responding to people with mental health problems who commit a criminal act, Norfolk has advanced services in a number of areas as identified above but also has areas of improvement in a number of aspects outlined below.

3.5 Developments planned and outstanding issues

3.5.1 There are a number of outstanding issues that are in the process of being addressed, where plans are in place and situations which are subject to on-going discussions:

- a. Delays in transporting patients who are detained under the Mental Health Act 1983 have been a problematic area over the past number of years, as they are in many areas. Due to increased pressure on Ambulance resources the delays in the urgent conveyance of mental health patients has become a significant issue with examples of patients, Approved mental Health Practitioners and the

police having to wait up to eight hours for an ambulance to arrive. There are examples where an ambulance has been diverted en route as an urgent physical health condition has taken priority over a mental health emergency. From 1 February 2014 a new pilot is taking place whereby the need for an urgent response from East England Ambulance Service Trust will be provided in an average time of 40 minutes for Mental Health Act assessments in the community

- b. To facilitate the improved response of police officers to situations involving people with mental health problems, and to reduce potentially unnecessary interventions, a successful bid was made by the Police and Crime Commissioner's Office to fund the scoping of a project to base a mental health practitioner in the police call centre to provide specialist advice on situations that are referred through this service. If the scoping of this is accepted by the Home Office then this project will also provide mental health training for call handlers and police officers
- c. A pilot in Leicester has evidenced that having a "street triage" service where a mental health practitioner accompanies police officers in a mobile unit to assess individuals is cost effective in saving police time as approximately 50% of all Section 136 assessments result in detainment under the MHA not being required
- d. From 1 April 2014 it will be a national requirement that all Ambulance Trusts are required to attend patients who are detained under Section 136 to ensure that a physical health check is carried out. There have been national incidences of the physical needs of an individual not being identified by staff who are not predominantly trained to focus on physical needs. This will also lessen the burden on Accident and Emergency Departments as minor physical ailments can be addressed by paramedics
- e. There are three Section 136 suites in Norfolk. The Care Quality Commission (CQC) and Her Majesty's Inspectorate of Constabulary have produced reports with recommendations that these suites are permanently staffed instead of the current situation whereby staff have to be released from other duties to staff these facilities when they are needed. This process often causes delays for police officers transporting individuals. The possibility of funding this provision is subject to continuing discussions between Norfolk and Suffolk NHS Foundation Trust and Norfolk Clinical Commissioning Groups
- f. The lack of adult acute, low secure and psychiatric intensive care beds is both a national and local issue and is having an impact on the operation of the police investigation centres (PIC) in respect of individuals assessed under the Mental Health Act and who require an in-patient admission. They may be delayed in the PIC whilst a facility can be identified and agreement reached that the placement can be made. Delays in transportation can also elongate this process

4 Equality Impact Assessment (EqIA)

- 4.1 The national evidence is that people with MH needs are more likely to be effected by crime than the general population therefore joint working to address this is required. People with mental health problems are also more likely to be subject to hate crimes and action is in place to encourage reporting and the tackling of these incidents.

5 Section 17 – Crime and Disorder Act

- 5.1 This area is covered in the content of this paper.

6 Conclusion

- 6.1 A review of the current position in relation to the implications of section 17 of the Crime and Disorder Act in relation to mental health highlights the different aspects of this: the individual with mental health needs as potential offender and potential victim and the offender as someone who may have mental health needs.
- 6.2 The report sets out a wide range of activity which addresses these areas and notes how crucial the partnerships between the Council, the NHS Clinical Commissioning Groups and the Constabulary are. A number of existing schemes are set out, but remaining challenges are noted along with areas under consideration for future development.

7 Action required

- 7.1 The Panel is invited to review and to comment on the implications of S17 of the Crime and Disorder Act in relation to mental health services.

Background Papers

1. [Victimisation of people with mental illness](#)
2. [Victim Support](#)
3. [P Mullen 2001](#)
4. [Stigma and Discrimination 2012](#)
5. [Prison Reform Trust 2013](#)
6. [Closing the Gap: Priorities for essential change in mental health](#)

Officer Contact

If you have any questions about matters contained in this paper please get in touch with:

Clive Rennie	01603 223443	clive.rennie@nhs.net
Catherine Underwood	01603 224378	catherine.underwood@nhs.net



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Annual Fee Uplift for Adult Social Care Providers

Report by the Director of Community Services

Summary

The purpose of this paper is to set out the proposal for increasing the fees paid to providers of adult social care services for the year 2014-15. It also sets 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.

Action required

The Overview and Scrutiny panel is asked to:

- a. Consider and comment upon the approach the Council has adopted to set fee levels
- b. 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 will be required when the Care Bill becomes law

1 Background

- 1.1 The council has contracts with a range of providers for residential and nursing care, home care, day services and supporting living schemes. These contracts include standard fee levels which vary according to the type of service being provided and the client group. The council also purchases home care on an individual basis ("spot contracting") paid on a standard hourly rate.
- 1.2 Each year councils consider the level of fees paid to providers and whether or not any increases should be made in the light of the costs of care provision to meet assessed needs in the market and affordability. There have been a number of legal challenges over the past few years to the way in which local authorities have gone about setting fees for residential care. The key principles include the need to:
 - a. Demonstrate that it has made itself aware of the actual costs of providing care to meet assessed needs in its area and has had due regard to those costs in determining its usual costs of care for fee setting purposes
 - b. Properly consult with the provider market on proposed fee levels

Although the case law refers to residential care the council has followed the principles in setting fee levels for all types of care and support.

- 1.3 In order to ensure that the council had regard to the costs of care in Norfolk as well as its own financial position, the Community Services department carried out a review of the cost of care with the independent sector in 2012. The review was overseen by a sub-group of the Health and Social Care Consultative Group, including representatives from the independent sector, both in residential care and home care,

and was carried out by an independent firm of accountants.

- 1.4 The response to the survey was low, with only 20% of providers completing a return. In addition to the survey of providers, the Council sought to understand the cost of care through:
 - a. Analysis of differential inflationary pressures
 - b. Analysis of changing statutory requirements in relation to workforce
 - c. Benchmarking against other commissioners
- 1.5 The evidence indicated that it was in the provision of residential and nursing care to older people that cost pressures were greatest. It was decided, therefore, to provide a greater percentage increase to this sector than the rest of the market having regard to overall affordability.
- 1.6 Consequently in 2013/14 providers of residential care and nursing care for older people received a 2.3% uplift and all other providers received a 1% uplift. The 2013-14 budget for older people residential care was increased to £55.242m and for older people residential care with nursing to £10.248m.
- 1.7 **Development support to the market in 2013/14**

Further consultation with representatives of the market and in particular with Norfolk Independent Care resulted in an innovative proposal to top slice a small proportion of the overall fee uplift to provide the market with resources to support sector led improvements in workforce and business development. As a result a grant fund of £250k was created and a successful bid was made, on behalf of the market as a whole, by Norfolk Independent Care to support a range of market development initiatives described below:

 - a. Workforce development provided by Norfolk and Suffolk Care Support Ltd
 - b. Better access to learning and development
 - c. Creating capacity to seek funding opportunities
 - d. Norfolk Independent Care website to support sustainability of care businesses
 - e. Norfolk Independent Care DVD to promote business development services
 - f. Workshops to support diversification and sustainability
 - g. A guide to support care businesses considering diversification strategies
- 1.8 The value of this sector led approach and the outcomes of the various initiatives described above is currently being fully evaluated to inform the best way forward for a future programme of sector led market development initiatives.
- 1.9 In considering any future programme regard will need to be had to the new statutory duties the Council will have to discharge when the current Care Bill becomes law later in the year. The Bill specifically creates a new duty to promote the efficient and effective operation of a market in services for meeting care and support needs with a view to ensuring that any person in its area wishing to access services in the market has:
 - a. A variety of providers to choose from
 - b. A variety of high quality services to choose from

c. Sufficient information to make informed choices

- 1.10 The Bill goes on to require a local authority in discharging the duty to have regard to a number of matters including the sustainability of the market, continuous improvement in quality and a workforce capable of delivering high quality services.
- 1.11 However the council chooses to discharge its market development duties it is a person's wellbeing that remains the key outcome and therefore the quality of care is paramount.

2 Fee uplift and market development in 2014-15

- 2.1 In considering how to determine fee uplift for 2014/15, the Council, in consultation with Norfolk Independent Care, reviewed the process which had been undertaken for 13/14. It was agreed that engagement with the market to understand costs had been a positive initiative, but that it was disappointing that the response rate had been low, meaning the information was only a partial picture. In view of concerns about achieving an improved response rate with the same format of survey and the desire on the part of providers for more comprehensive research to be carried out, the providers requested that the survey was not repeated in 2013. Instead the results of the previous survey were updated to apply Consumer Price Index indicators to the costs. The results indicated that a greater uplift was warranted in older person's residential and nursing care.
- 2.2 The department has a 2% inflationary uplift built into its budget plan for 2014-15, which equates to £4.2m. Pressures remain greater in residential care and nursing care to older people and therefore an enhanced uplift of 2.5% was proposed for these sectors and 1.2% uplift for all other providers.
- 2.3 This proposal enables the continuation of a development grant in 2014/15 for sector-led market development and takes into account both the costs of care in Norfolk and also the Council's overall financial position.
- 2.5 Consultation has been carried out throughout with Norfolk Independent Care, the umbrella organisation representing care providers in Norfolk. The result of this consultation has been acceptance of the fee uplift offered notwithstanding a degree of disappointment with the level of the uplift.

3 Proposal for a Market Development Fund

- 3.1 Building on the successful partnership with Norfolk Independent Care it is proposed to again create a Market Development Fund from a top slice of the overall fee uplift available. From this, grants will be made to the provider market reflecting the new market development duties to enable providers to create more choice and diversity of services and maintain and enhance the quality of care and the experience of care in Norfolk.
- 3.2 Commissioners will work with Norfolk Independent Care and providers to develop a set of common market development outcomes and develop a transparent process to enable the market to bid for grants to support market led projects that can deliver real improvements on the ground. Baselines and evaluation methodologies will be agreed, so that success can be identified, shared and used to accelerate

improvements to the provider offer. In addition, we will explore ways in which the market can access other sources of funding to help with provider development.

4 Financial implications

- 4.1 The financial implications are set out in the report and reflect the planned budget for this area of service.

5 Equality Impact Assessment (EqIA)

- 5.1 Some of the most vulnerable members of the community rely on adult social care services to ensure their safety and wellbeing. It is therefore important to ensure that the fees paid by the council enable a sustainable care market to flourish and support the provision of high quality care.

6 Section 17 – Crime and Disorder Act

- 6.1 There are no direct implications of this report for the S17 Crime and Disorder Act.

7 Action Required

- 7.1 The Overview and Scrutiny panel is asked to:
- a. Consider and comment upon the approach the Council has adopted to set fee levels
 - b. 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 will be required when the Care Bill becomes law

Officer Contact

If you have any questions about matters contained in this paper please get in touch with:

Catherine Underwood 01603 224378 catherine.underwood@nhs.net

Steve Holland 01603 223135 steve.holland@norfolk.gov.uk



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***'Making it Real'* – Action Plan Update**

Report by the Director of Community Services

Summary

A briefing paper was provided to the Overview and Scrutiny Panel on 4 March 2014 outlining the development and implementation of Norfolk's Making It Real (MiR) programme.

The paper focused on the development of both the MiR Reference Group, the Norfolk MiR Priorities and provided an overview of the associated action plan. The action plan outlined the areas of work identified within Norfolk County Council and Equal Lives that would make a significant contribution to the delivery of the local Making It Real Priorities.

The MiR action plan was due to be updated by the MiR Facilitator and reviewed by the MiR Reference Group on 7 March 2014 (following the Overview and Scrutiny meeting). It was therefore timely for Overview and Scrutiny to request that the updated action plan be presented back to the panel in April 2014.

Action required

The Overview and Scrutiny panel are asked to:

- a. Note the progress outlined in the MiR Action plan
- b. Recommend any further updates or actions the Panel may wish to see in the future

1 Background

- 1.1 A briefing paper was provided to the Overview and Scrutiny Panel on 4 March 2014 outlining the development and implementation of Norfolk's Making It Real (MiR) programme.
- 1.2 The paper focused on the development of both the MiR Reference Group, the Norfolk MiR Priorities and provided an overview of the associated action plan. The action plan outlined the areas of work identified within Norfolk County Council and Equal Lives that would make a significant contribution to the delivery of the local Making It Real Priorities.
- 1.3 The MiR action plan was due to be updated by the MiR Facilitator and reviewed by the MiR Reference Group on 7 March 2014 (following the Overview and Scrutiny meeting). It was therefore timely for Overview and Scrutiny to request that the updated action plan be presented back to the panel in April 2014.

2 Making it Real In Norfolk - Action Plan

- 2.1 The "Making it Real" briefing paper to the Overview and Scrutiny Panel outlined the development and delivery of Norfolk's Making it Real (MiR) programme, which is designed to influence and monitor the impact of personalisation in the development and delivery of services within Norfolk County Council and Equal Lives.
- 2.2 The MiR programme in Norfolk included the co-production of four local priorities, with users of services and their carers, which are designed to demonstrate, when achieved, the increased choice, control and personalisation of services in Norfolk.

These priorities are:

Priority	What services will look like
<p>People have individual care and support to live their lives as they wish</p>	<p>Eligibility for support is equitable People are able to employ personal assistants People choose to work in the care sector People are supported to choose how their care needs are met. The rules about using a personal budget are clear The assessment process is holistic Choices are respected The Harwood charter is in place</p>
<p>People have access to a pool of people, advice about how to employ them and the opportunity to get advice from peers</p>	<p>There is a Personal Assistant Register in place Information is widely available People are supported about employment issues People can rate the care they receive People can talk to others with the same experience</p>
<p>People have easy to understand information and support they need in order to remain as independent as possible</p>	<p>Information is accessible The way information is shared takes in to account people's preferences A strategy for peer support is co-produced and delivered More people are available locally for informal support People get the right information at the start of their journey</p>
<p>People have opportunities to train, study, work or engage in activities that match their interests, skill and abilities</p>	<p>Volunteer opportunities are made available Training and support is available to help people become volunteers or peer mentors People have access to skills advisors People are supported to put in place personal development plans People are able to find out about local activities</p>

2.3

A MiR Reference Group was drawn together (the Group meets on a quarterly basis) to scrutinise and monitor progress in delivering these priorities. The group comprises representatives from community groups, user led organisations and strategic partnerships, including:

- a. The Older Persons Strategic Partnership
- b. Equal Lives

- c. Norfolk Carers Council
- d. Opening Doors
- e. Norfolk County Council
- f. Mental Health Service Users

2.4 The three key ambitions of the group are:

- a. To be the conduit for developing and steering the actions to achieve the MiR priorities and monitoring the progress against these areas
- b. To be the 'go-to' place for commissioners and providers when looking to engage and co-produce with communities they may be struggling to access
- c. To act as a 'critical friend' to Community Service and Equal Lives around all developments with regards to personalisation, coproduction and MiR

2.5 As a reflection of these ambitions, the reference group is also signed up to ensuring that the personalisation agenda continues to be reflected in other key developments including the Norfolk Better Care Fund plans and implementation and the development of the revised Norfolk Compact.

2.6 The priority for the Reference Group since July 2013 has been to agree an action plan to monitor the development of services against the MiR priorities within Norfolk County Council and Equal Lives. The action plan has identified key developments within both organisations, with lead officers within each, which will impact on the MiR priorities.

2.7 In November 2013 the areas of development that make up the action plan were agreed by the MiR Reference Group and in March 2014 a review took place with lead officers within Norfolk County Council and Equal Lives to monitor progress.

2.8 **Appendix 1** contains the updated MiR Action plan, as requested by the Overview and Scrutiny Panel for their consideration.

3 Other Implications

3.1 None

4 Equality Impact Assessment (EqIA)

4.1 All of the Norfolk County Council workstreams that will deliver the MiR priorities (detailed in the Action Plan – Appendix 1) will have an associated EqIA.

5 Health and Safety Implications

5.1 Not applicable

6 Section 17 – Crime and Disorder Act

6.1 There are no direct implications of this report for the S17 Crime and Disorder Act.

7 Action Required

8.1 The Overview and Scrutiny panel are asked to:

- 1. Note the progress outlined in the MiR Action plan
- 2. Recommend any further updates or actions the Panel may wish to see in the future

Background Papers

Appendix 1 - Making it Real Norfolk Action Plan (attached)

Officer Contact

If you have any questions about matters contained in this paper please get in touch with:

Name:	Telephone Number	Email
Catherine Underwood Director of Integrated Commissioning	01603 224378	catherine.underwood@nhs.net
John Everson Head of Integrated Commissioning - North	01263 738119	j.everson@nhs.net



If you need this report in large print, audio, Braille, alternative format or in a different language please contact Jill Perkins on 0344 800 8020 or 0344 800 8011 (textphone) and we will do our best to help.

Making It Real – Norfolk Action Plan (Mar 2014)

What is Making it Real?

Making it Real (MiR) is a national programme delivered by Think Local Act Personal that aims to support organisations like Norfolk County Council to improve personalised services for people with support needs. A personalised service is one that gives people choice and control over how their social care needs are met so they can live full and independent lives.

The MiR process helps organisations look at how they work and make changes so that people have truly personalised services and more choice and control over their lives. The national Making it Real team worked with people using services and carers to understand what people expect to see and experience. The national group came up with a set of 'Markers' (called 'I' statements) that show if a service is personalised.

How is Making it Real being delivered in Norfolk

Norfolk County Council and Equal Lives have set up a partnership to deliver Making it Real in Norfolk. A reference group has been brought together and this group includes people with links to community groups, user led organisations and strategic partnerships such as the Older Persons Strategic Partnership and Opening Doors.

The reference group designed and carried out a survey of 600 people to find out their views on how personalised the services they used were. The survey was analysed and the feedback was taken to a workshop attended by community, voluntary and charitable organisations from around Norfolk.

People were given the opportunity to look at the survey results and discuss their own views on how personalised services were. Votes were taken and the group identified four priorities for Norfolk. Alongside the four priorities, the workshop also set out how services would look once the priority areas have been addressed so that the reference group and those officers working to deliver MiR have a set of clear outcomes to achieve.

Priority	What success will look like	Priority	What services will look like
Priority 1. People have individual care and support to live their lives as they wish	Eligibility for support is equitable People are able to employ personal assistants People choose to work in the care sector People are supported to choose how their care needs are met. The rules about using a personal budget are clear The assessment process is holistic Choices are respected The Harwood charter is in place	Priority 2. People have easy to understand information and support they need in order to remain an independent as possible	Information is accessible The way information is shared takes in to account people's preferences A strategy for peer support is co-produced and delivered More people are available locally for informal support People get the right information at the start of their journey
Priority 3. People have access to a pool of people, advice about how to employ them and the opportunity to get advice from peers	There is a Personal Assistant Register in place Information is widely available People are supported about employment issues People can rate the care they receive People can talk to others with the same experience	Priority 4. People have opportunities to train, study, work or engage in activities that match their interests, skill and abilities	Volunteer opportunities are made available Training and support is available to help people become volunteers or peer mentors People have access to skills advisors People are supported to put in place personal development plans People are able to find out about local activities



Priority 1 - People have individual care and support to live their lives as they wish

No.	What will success look like	Steps to be taken to make it happen 2013-14	Who will be involved	When	Outcome achieved
1a	Eligibility for support is equal for people of all ages, as is the option to use personal assistants across all groups of people where this is the individual's choice	<ol style="list-style-type: none"> 1. Equal Lives to set up Personal Assistant Register 2. Council to set up one first point of contact service for everyone, Social Care Centre of Expertise [SCCE]. 3. To co-produce "This is what good looks like" training tool for SCCE staff. 4. To check the quality of the support plans to find out if people have been offered direct service or personally managed budget. 	<ol style="list-style-type: none"> 1. Feedback from people who employ their own staff and people seeking work as a PA 2. & 3. Making it Real group and people who contact council for support 4. Making it Real group 	<ol style="list-style-type: none"> 1. Dec 2013 2. & 3. May 2014 4. May 2014 	<ol style="list-style-type: none"> 1. Completed Sept 2013 2. On-going 3. On-going 4. On-going
1b	More people are attracted to the job of care worker or personal assistant because the potential for variety, flexibility, and the worthwhile and interesting nature of the work is promoted consistently and positively	<ol style="list-style-type: none"> 1. Equal Lives to offer co-designed training to personal assistants and to anyone signing up to PA register. 2. Norfolk Adult Social Care Workforce Development Partnership – to assess all workforce development grants against Making it Real priorities 3. Council's Adult Education service to promote care sector work to NEET and other learners 4. Council to promote importance of training and training opportunities to providers through its Provider forums 	<ol style="list-style-type: none"> 1. Feedback from people employing personal assistants 2. - 4 Community engagement through Making it Real Group 	<ol style="list-style-type: none"> 1. Nov 2013 2. May 2014 3. Dec 2013 4. May 2014 	<ol style="list-style-type: none"> 1. Completed Nov 2013 – very successful 2. On-going 3. Arrangements for this have changes since plan was drawn up. Next step to be agreed in May 2014. 4. On-going



Priority 1 - People have individual care and support to live their lives as they wish

No.	What will success look like	Steps to be taken to make it happen 2013-14	Who will be involved	When	Outcome achieved
1c	<p>Many more people receive direct assistance from an appropriate person to help them plan their own care/support arrangements (particularly when they have never done this before). This applies to people eligible for services as well as those funding their own care.</p>	<ol style="list-style-type: none"> 1. Council to set up new commissioning arrangement of support for people with their personal budget. 2. Equal Lives to co-design service evaluation with people using new information advice and support services. 3. New project to look at how people funding their own care are being supported through assessment process. To include people who are eligible for social care but who have low or moderate needs that are not covered by the council. 4. Council to commission Independent Support Planning Service to support people in their own homes to plan their care arrangements. 5. Council's Social Care Development Workers to support social care staff to work with people to provide more personalised choices. 	<ol style="list-style-type: none"> 1. Service specifications co-produced. 2. Co-production of monitoring and evaluation with people using service 3. Co-produced with people using services 4. Feedback from people using service 5. Feedback from people using service 	<ol style="list-style-type: none"> 1. Oct 2013 2. Feb 2014 3. Mar 2014 4. May 2014 5. May 2014 	<ol style="list-style-type: none"> 1. Completed Oct 2013 – Performance indicators to be considered Jan 2014 2. Work delayed due to level of uptake. New target deadline is July 2014 3. Completed Mar 014 4. On-going 5. On-going
1d	<p>There is no longer any confusion about what personal budgets can be used to purchase. All staff, providers and recipients understand the policy, which is consistent and transparent and recognises that people can best plan the nature of their own support where restrictions are minimised and flexibility promoted</p>	<ol style="list-style-type: none"> 1. Comprehensive operational instructions produced for staff working with personal budget holders to ensure rules and regulations are clear and in place. 2. Equal Lives to co-produce support plan information advice to show how person can meet outcomes; keep safe and be within budget. 3. Equal Lives to gather lived experiences from people using personal budgets. 4. Council to put processes in place to respond to issues presented by people using personal budgets and to act upon these. 	<ol style="list-style-type: none"> 1. Making it Real group 2. Feedback from people using service 3. Lived experiences of people using personal budgets 4. Feedback from people using personal budgets 	<ol style="list-style-type: none"> 1. Dec 2013 2. Feb 2014 3. Nov 2013 4. Jan 2014 	<ol style="list-style-type: none"> 1. Completed Nov 2013 2. Completed Feb 2014 3. Completed Nov 2013 – Lived experiences being collected. 4. Completed Jan 2014 On-going work through SDS steering group



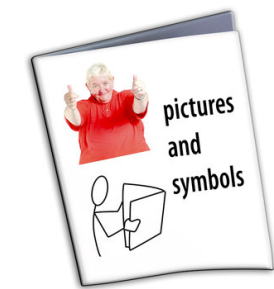
Priority 1 - People have individual care and support to live their lives as they wish					
No.	What will success look like	Steps to be taken to make it happen 2013-14	Who will be involved	When	Outcome achieved
1e	The assessment process is more holistic and joined up, taking account of e.g. health, housing, care, social, and transport needs. It is more personalised not just fitting people and their needs into boxes and there are reviews at regular intervals	<ol style="list-style-type: none"> To co-produce “This is what good looks like” with people who use services as a training tool for social care staff. Community Commissioning board to plan multi agency approach to Quality Assurance to avoid duplication and have more holistic assessments [CCG; HealthWatch; Social Care; NCH&C]. Making it Real Reference group to feedback on new scheduling function to book in reviews at beginning of year. Council’s Development Workers to work with health services to make assessment process is more holistic and joined up. 	<ol style="list-style-type: none"> People who use services & 3. Community engagement via MiR Reference group Feedback from people who use services 	<ol style="list-style-type: none"> Mar 2014 Mar 2014 Dec 2013 May 2014 	<ol style="list-style-type: none"> Work in progress with NCC Officers. Completion date TCB. Completed March 2014 – on-going multi-agency work Scope work of Ref Group to be developed further. Decision to be made at Ref Group: May 2014. On-going
1f	People feel their choices are respected, that they have sufficient time to, and are supported appropriately to, make decisions	<ol style="list-style-type: none"> Equal Lives to co-produce evaluation of its support planning service Our Voice to mystery shop first point of contact service. Council’s Development Workers and Equal Lives to set up pilot to trial pooled budgets. 	<ol style="list-style-type: none"> Feedback from people who use services Our Voice to mystery shop Co-produced with people who use services 	<ol style="list-style-type: none"> Mar 2014 Dec 2013 May 2014 	<ol style="list-style-type: none"> Work delayed due to level of uptake. New target deadline: July 2014 Started Dec 13. Still in progress. On-going
1g	The Harwood Care and Support Charter is properly implemented, monitored and regularly reviewed ensuring people using services are involved in these processes	<ol style="list-style-type: none"> To set up Charter Reference Group to: <ul style="list-style-type: none"> co-produce evaluation/monitoring of Harwood Care and Support Charter promote participation in the Charter educate statutory agencies, public, community and voluntary sector Homecare service specification will be in place to make it mandatory for providers to sign up to Charter. The Council will review the Charter annually to: <ul style="list-style-type: none"> Monitor providers to identify and resolve any issues with the Charter and its use Publicise and promote providers who have made best use of Charter to highlight good practice The Council will make Charter sign-up mandatory in each social care contract it re-commissions. 	<ol style="list-style-type: none"> 3. & 4. Charter Reference group Making it Real Group 	<ol style="list-style-type: none"> May 2014 May 2014 May 2014 May 2014 	<ol style="list-style-type: none"> On-going On-going On-going On-going



Priority 2 - People have access to a pool of people, advice about how to employ them and the opportunity to get advice from peers					
No.	What will success look like	Steps to be taken to make it happen 2013-14	Who will be involved	When	Outcome achieved
2a	There is a Register of personal assistants and support workers that is easily accessible to people wishing to employ a PA or work as a PA.	<ol style="list-style-type: none"> 1. Council has commissioned a PA register to be delivered by Equal Lives. Equal Lives to co-design website and accompanying leaflets. 2. To promote PA register as widely as possible, including the Council's citizen portal. 3. Council to promote PA register through social care staff. 4. Equal Lives to co-design evaluation to ensure that PA register is easily accessible. 	<ol style="list-style-type: none"> 1. People who use personal budgets 2. Making it Real group; people who use personal budgets; personal assistants 3. & 4. People who use personal budgets and people seeking work as personal assistant 	<ol style="list-style-type: none"> 1. Sept 2013 2. Dec 2013 3. Dec 2013 4. Mar 2014 	<ol style="list-style-type: none"> 1. Completed Sept 2013 – PA register successfully in operation. 2. Started Mar 2014 – On-going promotion 3. Started Mar 2014 – On-going promotion 4. Completed Mar 2014
2b	Information about who to contact for advice, (particularly when newly needing support) is widely available and consistently communicated, e.g. radio, TV, libraries, outside public building etc.	<ol style="list-style-type: none"> 1. Council to put in place Information, Advice and Advocacy services and a specific service for personal budget holders. 2. Council to re-develop its website to give better information service in co-production with Self-service project group. 3. Equal Lives to re-develop its website in co-production with people using services to give better information service in co-production. 4. Council's Development Workers to ensure social care information in Norfolk Directory is continually updated. 	<ol style="list-style-type: none"> 1. Feedback from people who use services 2. Self-service project group and Making it Real group 3. Co-produced with people using Equal Lives services 4. Feedback from people who use services 	<ol style="list-style-type: none"> 1. Sept 2013 2. Mar 2014 3. May 2014 4. May 2014 	<ol style="list-style-type: none"> 2. Completed Oct 2013 – Performance indicators to be considered Jan 2014 3. On-going 4. On-going
2c	Everyone who employs, or is thinking of employing, personal assistants knows who to talk with and has easy access to well informed, accurate advice and support related to employment issues	<ol style="list-style-type: none"> 1. Council to commission an employment support service that will help people employ a personal assistant through a select list of preferred providers. 	<ol style="list-style-type: none"> 1. People who use personal budgets to feedback 	<ol style="list-style-type: none"> 1. Oct 2013 	<ol style="list-style-type: none"> 1. Completed Oct 2013 Performance indicators to be considered Jan 2014

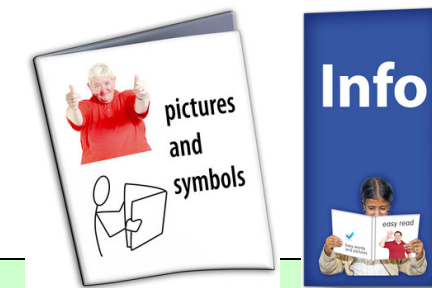


Priority 2 - People have access to a pool of people, advice about how to employ them and the opportunity to get advice from peers					
No.	What will success look like	Steps to be taken to make it happen 2013-14	Who will be involved	When	Outcome achieved
2d	There is a 'Trip Advisor' type service where people who use care organisations and organisations offering support/advice, can say what they think of the service. People looking to use services can take these views into account when deciding who to use.	<ol style="list-style-type: none"> 1. Harwood Care & Support Charter to be promoted to ensure people who use care organisations and organisations offering support/advice can say what they think of the service. 2. Council to find ways to promote Social Care Institute for Excellence's "Find me good care" and Care Quality Commission's "Sharing your experience" as a Trip Advisor service. 3. Adult Social Care section to be added to the Norfolk Directory of services so people can find out what's available and Council's Development Workers to ensure social care information in Norfolk Directory is continually updated. 	<ol style="list-style-type: none"> 1. Making it Real Group 2. Feedback from people who use services 3. Making it Real Group and feedback from people who use services 	<ol style="list-style-type: none"> 1. May 2014 2. May 2014 3. May 2014 	<ol style="list-style-type: none"> 1. On-going 2. On-going 3. On-going
2e	Local people willing to offer the benefit of their experience to others are identified and helped to be put in touch with other local people who would welcome their assistance and knowledge	<ol style="list-style-type: none"> 1. Equal Lives to promote peer support for disabled people through its Open sessions; website; and training. 2. Peer support initiatives to be granted through the Council's Living Well funding. 3. Council to look at options to further develop successful peer-support projects. 	<ol style="list-style-type: none"> 1. 2. & 3. Community engagement and feedback 	<ol style="list-style-type: none"> 1. May 2014 2. May 2014 3. May 2014 	<ol style="list-style-type: none"> 1. On-going 2. On-going 3. On-going



Priority 3 - People have easy to understand information on support they need in order to remain as independent as possible

No.	What will success look like	Steps to be taken to make it happen 2013-14	Who will be involved	When	Outcome achieved
3a	<p>Information is consistently much more accessible, including web content/pages.</p> <p>Information is available in Easy Read and accessible formats across all organisations.</p> <p>People who use services are involved consistently in co-designing and co-reviewing this information to make sure it's accessible in a meaningful way.</p>	<ol style="list-style-type: none"> 1. To evaluate the Council's redesign website for accessibility. 2. Adult Social Care section to be added to the Norfolk Directory of services so people can find out what's available and Council's Development Workers to ensure social care information in Norfolk Directory is continually updated. 3. Norfolk County Council to promote easy read across whole council. 4. Council to provide a list of commissioning intentions for 2014-15. Making it Real Reference group to prioritise services to ensure people who use services are involved in co-production. 5. Establish a Making it Real Board to put co-production at the heart of Making it Real 6. Council to build a co-produced on-line service to take the person through self-service of adult social care. 	<ol style="list-style-type: none"> 1. Self-service project group 2. & 3. Community engagement by Making it Real group 4. Making it Real group 5. Making it Real group 6. Self-service project group 	<ol style="list-style-type: none"> 1. Mar 2014 2. & 3. May 2014 4. May 2014 5. May 2014 6. May 2014 	<ol style="list-style-type: none"> 1. Completed Mar 14 – on-going work. 2. On-going 3. On-going 4. On-going 5. On-going 6. On-going
3b	<p>The way information, including preventive information, is made available takes account of the variety of different ways people prefer to receive, or are likely to notice, information. This includes use of existing networks and organizations as well as social media e.g. Streetlife, Facebook.</p>	<ol style="list-style-type: none"> 1. Council to re-develop its website to give better information service in co-production with Self-service project group. 2. Adult Social Care section to be added to the Norfolk Directory of services so people can find out what's available and Council's Development Workers to ensure social care information in Norfolk Directory is continually updated. 3. Equal Lives to develop information systems, including website, to promote the use of social media to provide information including community discussion facility. 	<ol style="list-style-type: none"> 1. Self-service project group and Making it Real group 2. Making it Real Group and feedback from people 3. Partner and community engagement 	<ol style="list-style-type: none"> 1. May 2014 2. May 2014 3. May 2014 	<ol style="list-style-type: none"> 1. On-going 2. On-going 3. On-going



Priority 3 - People have easy to understand information on support they need in order to remain as independent as possible

No.	What will success look like	Steps to be taken to make it happen 2013-14	Who will be involved	When	Outcome achieved
3c	<p>A strategy is co-produced which plans for increasing the availability of peer support across the county enabling local people to have more face to face support/links in their local community if they wish.</p> <p>Included with this, or separately, there is a co-produced plan to increase the availability of more inter-generational support</p>	<ol style="list-style-type: none"> 1. Council to co-produce a review of the use of volunteers across Norfolk. 2. Council to develop an understanding of the work-streams which would influence peer support. 3. Council's Development Workers to work with local people to have more face to face support/links in their local community. 4. Equal Lives to build peer support built in to the information, advice and support service for people with a personal budget. 5. Equal Lives to offer peer support through Norfolk open sessions. 6. Council's Living Well funding to offer peer support opportunities and to involve people on co-produced activities. 	<ol style="list-style-type: none"> 1. 2. 3. & 6. Community feedback through Making it Real group. 4. People who use personal budgets and who are members of Equal Lives to co-produce. 5. Equal Lives peer support steering group 	<p>1. - 6. May 2014</p>	<ol style="list-style-type: none"> 1. On-going 2. On-going 3. On-going 4. On-going 5. On-going 6. On-going
3d	<p>There are more people in place to develop opportunities and informal support in local communities. This includes people like community organisers or village agents.</p>	<ol style="list-style-type: none"> 1. Council to ensure more people in place to develop opportunities and informal support in local communities through the Living Well and Ageing Well funding. 2. Council's Social Care Development workers to support people to develop opportunities and to develop links with organisations who provide opportunities. 	<ol style="list-style-type: none"> 1. & 2. Feedback from people who use services 	<ol style="list-style-type: none"> 1. May 2014 2. May 2014 	<ol style="list-style-type: none"> 1. On-going 2. On-going
3e	<p>At the first point of contact with social or health care people receive good enough information which allows them to take a next step. Where information or signposting is insufficient people are instead offered more support and should be able to support as appropriate and/or signpost to local support groups, advice, volunteer organisations etc (local knowledge)</p>	<ol style="list-style-type: none"> 1. Equal Lives Information Advice and Support service in place to direct people to existing services and give information/advice. 2. To mystery shop first point of contact. 3. Adult Social Care section to be included in Norfolk Directory of services so people can find out what's available. 4. Norfolk Community Health and Care and the Council to explore option of integrated services. 5. Council's Development Workers to support people to develop opportunities and to develop links with organisations who provide opportunities. 	<ol style="list-style-type: none"> 1. Co-produce evaluation with people using Equal Lives services 2. Our Voice mystery shoppers 3-5. Feedback from people who use services and Making it Real group 	<ol style="list-style-type: none"> 1. Mar 2014 2. Dec 2013 3. Dec 2013 4. 5. May 2014 	<ol style="list-style-type: none"> 1. Completed Dec 2013 2. Started Dec 13 – Work still in progress 3. Completed Dec 2013 4. On-Going



Priority 4. People have opportunities to train, study, work or engage in activities that match their interests, skills and abilities*.

No.	What will success look like	Steps to be taken to make it happen 2013-14	Who will be involved	When	Outcome achieved
4a	There is access to more volunteer opportunities for people of all ages, including people who use services or people not able to work	<ol style="list-style-type: none"> 1. Council to co-produce a volunteer strategy 2. Council's Development workers to support people to develop volunteer opportunities. 3. Council's Living Well funded projects to give more people volunteering opportunities, including Equal Lives project 	<ol style="list-style-type: none"> 1. The Council's Local Hub Advisory groups and Making it Real Reference Group 2. & 3. Feedback from people who use services 	<ol style="list-style-type: none"> 1. May 2014 2. May 2104 3. May 2014 	<ol style="list-style-type: none"> 1. On-going 2. On-going 3. On-going
4b	Sufficient training and support is available for people to become volunteers, mentors, peer supporters/advocates – matching skills/interests to appropriate roles	<ol style="list-style-type: none"> 1. Council to support voluntary/community organisations to develop their workforce – paid staff, volunteers and trustees – through Norfolk Workforce Forward Grants and Living Well projects. 2. Council's Development Workers to link people who receive social care with training and support. 3. Norfolk Library and Information Service to develop new Job Seekers service so that people can access basic IT skills; job applications skills such as writing a CV; emailing. 4. Norfolk Library service to apply for grant to set up business support to help people to develop entrepreneurial skills. 5. Equal Lives to develop co-produced training and support for people to become volunteers, mentors, peer supporters for Equal Lives 	<ol style="list-style-type: none"> 1. Community/voluntary organisations + feedback from people who use services 2. - 4. Feedback from people who use services 5. Co-production with and feedback from volunteers 	<ol style="list-style-type: none"> 1. May 2014 2. May 2014 3. May 2014 4. Jun 2014 5. Dec 2013 	<ol style="list-style-type: none"> 1. On-going 2. On-going 3. On-going 4. On-going 5. Completed Dec 2013
4c	People have access to skilled advisors who know about disability issues, access to work etc. and opportunities are in place for people interested in this area who wish to offer peer support and gain experience	<ol style="list-style-type: none"> 1. Equal Lives to co-produce and evaluate the Council's recently commissioned Information, Advice and Advocacy service. 2. Equal Lives to set up Access to Work mentoring scheme. Council's Development Workers to support and promote scheme. 3. Equal Lives to set up Peer mentoring scheme 4. Equal Lives to offer peer support through open sessions about the county 	<ol style="list-style-type: none"> 1. Feedback from people using services 2. 3. & 4. Feedback from Volunteers, Mentors and Peer Supporters 	<ol style="list-style-type: none"> 1. Mar 2014 2. Dec 2013 3. Mar 2014 4. May 2014 	<ol style="list-style-type: none"> 1. Completed Dec 2013 2. Completed Sept 13 (Equal Lives Access to Work). 3. Completed Mar 2014 4 Completed Mar 2014



Priority 4. People have opportunities to train, study, work or engage in activities that match their interests, skills and abilities*.

No.	What will success look like	Steps to be taken to make it happen 2013-14	Who will be involved	When	Outcome achieved
4d	Basic IT skills training is available, easily accessible and affordable for people of all ages who wish it so they feel confident using the internet at home or in libraries	<ol style="list-style-type: none"> 1. Big Lottery funded Surfs Up scheme to provide people over 60 with basic IT skills training (Norfolk Library and Information Service) 2. Norfolk Library and Information Service to develop new Job Seekers service so that people can access basic IT skills; job applications skills such as writing a CV; emailing. 	<ol style="list-style-type: none"> 1. & 2. Feedback from people using services 	<ol style="list-style-type: none"> 1. Mar 2014 2. May 2014 	<ol style="list-style-type: none"> 1. Completed Mar 14 2. On-going
4e	Work has been undertaken with schools, colleges and employers so that more people who wish to can access training and employment are supported	<ol style="list-style-type: none"> 1. Council's Adult Education service to promote care sector work to NEET and other learners 	<ol style="list-style-type: none"> 1. Feedback from people accessing training 	<ol style="list-style-type: none"> 1. May 2014 	<ol style="list-style-type: none"> 1. On-going
4f	People with the right skills are in place to help those who wish to do so, to devise plans for their own personal development	<ol style="list-style-type: none"> 1. Council's Development Workers are in place to support people who receive social care support to devise personal development plans. 	<ol style="list-style-type: none"> 1. Feedback from people using services 	<ol style="list-style-type: none"> 1. May 2014 	<ol style="list-style-type: none"> 1. On-going
4g	People who wish to know where to go and who to talk with to find out about local activities and how to access these	<ol style="list-style-type: none"> 1. Norfolk Library and Information Service to promote its services 2. Equal Lives to re-design its website to include 'your area' section so people can find out what is available in their area. 3. Adult Social Care section to be added to the Norfolk Directory of services so people can find out what's available and Council's Development Workers to ensure social care information in Norfolk Directory is continually updated. 	<ol style="list-style-type: none"> 1. Feedback from people seeking information 2. Co-produced with Equal Lives members 3. Feedback from people seeking information 	<ol style="list-style-type: none"> 1. Dec 2013 2. Oct 2013 3. May 2014 	<ol style="list-style-type: none"> 1. Completed Dec 2013 –On-going annual programme. 2. Equal Lives website changes in progress – delays due to prioritising PA register 3. On-going

Note: Older people at the MiR workshop which decided these priorities pointed out that training, studying and working are less relevant to most people in very old age; however 'engaging in activities which match their interests' is relevant to people, with the energy to participate, whatever their age.

* There is a clause written into contracts for people with a learning disability living in residential care to have opportunities to train, study, work or engage in activities that match their interests, skills and abilities.

Making It Real – Norfolk Action Plan (Mar 2014)

Action Dates:

Date agreed by Making it Real Reference Group: 10 Sept 2013

Date agreed by Equal Lives and Norfolk County Council: 5 Nov 2013

Start date for action plan: 10 November 2013

Review date for action plan: April 2014

Safeguarding Adults Board Biennial Report

Report by the Director of Community Services

Summary

This report presents the Biennial Report of the Safeguarding Adults Board and highlights the key developments in the period since the last report. It provides evidence of the rising referral rate and how organisations are working together to strengthen the multi-agency approach in addressing abuse and safeguarding concerns.

Action Required

Members are asked to read and consider the content of the report.

1 Background

- 1.1 Protecting vulnerable adults is one of the most important responsibilities for public services. This is set out in policy and legislation including in the Human Rights Act 1998, the 'No Secrets' guidance 2000 and the National Framework of Standards developed by the Association of Directors of Social Services in 2005. The Care Bill, currently going through Parliament, will put Adult Safeguarding on a statutory footing.
- 1.2 In Norfolk we recognised at an early stage that, whilst much of the legislation and guidance focused on the role of social care in safeguarding, we needed a very practical multi-agency response. In 2001 a Safeguarding Forum was set up following the publication of "No Secrets". It was originally practitioner based but a formal review in 2008 identified the need for decision makers to meet regularly promote the agenda and commit resources and therefore the Safeguarding Board was created. The current membership covers a wide range of agencies and the Board has had an independent Chair since 2010. The independent chair is funded by Norfolk County Council, the Police and the five Clinical Commissioning Groups in Norfolk.
- 1.3 Norfolk was one of the first areas in the country to fully embrace a partnership model, co-locating Social Workers and Police Officers in a single team and developing shared policies and protocols. This has been developed further by the establishment of the Multi-Agency Safeguarding Hub (MASH), which since April 2013 has incorporated Adult Safeguarding.
- 1.4 The Board publishes a report on its activities every two years. The full version of the Safeguarding Adults Biennial Report, including reports on the work of partner agencies can be found [here](#) .

2 Key developments since the last report

- 2.1 In April 2013 Adult Safeguarding joined the Multi-Agency Safeguarding Hub (MASH). The MASH is a hub for co-located agencies involved in safeguarding

vulnerable adults, children and young people, where any contact / concern around these vulnerable groups can be discussed, and information between lead agencies shared within the confidential environment of the MASH. There is a data sharing agreement within the MASH which enables fast and effective sharing of information between agencies. Decisions are then made at the earliest opportunity, at a management level in each lead agency, about the next safeguarding or other action required by the agencies involved. The MASH looks to improve communication and confidence in information sharing to make the decisions robust and effective as possible, with the best and safest outcome for the vulnerable individual.

2.2 The following agencies are represented in the MASH:

- a. Adult Services – Safeguarding Adults enquiries on non-active cases are routed from the County Council front door, a decision is made if a safeguarding response is required, then allocation is made from the MASH to the most appropriate team/worker to complete the safeguarding response
- b. Children’s Services - the MASH has become the ‘front door’ for any enquiry about a child
- c. Norfolk Constabulary, Vulnerable People’s Directorate – incorporating the Child, Adult and Domestic Abuse Investigation Units referral desks, they then refer out to operational teams for investigation as required
- d. Child Health – full-time representation at Health Visitor level
- e. Probation (part-time)
- f. Multi-Agency Risk Assessment Conference (MARAC) and the lead and members of the Independent Domestic Violence Advocacy (IDVA) team

2.3 We also recognise the importance of joined-up safeguarding in the way that we organise services and in 2013 the Safeguarding Adults Team was reconfigured to enable specialist safeguarding workers to take on a stronger mentoring role. This ensures that all safeguarding referrals are overseen by a specialist worker who is able to support locality workers, so that no one has to make a safeguarding decision on their own.

2.4 The number of safeguarding referrals has continued to rise, from 1364 in 2010-11 to 2044 in 2012-13. This reflects the increasingly high profile of safeguarding in the county and the work done to raise awareness and train staff in many agencies.

3 Training in Safeguarding

3.1 An awareness raising film was produced in 2013 and is available in DVD format and through the council’s Learning Hub website, where it is a part of the induction programme for all staff.

3.2 There is a suite of training offered to staff in Community Services including:

- a. Mandatory awareness training for all adult social care staff with refreshers every 3 years
- b. Courses in advanced skills and management responsibility for safeguarding
- c. Social Workers are trained in Achieving Best Evidence to support individuals through the process of providing evidence in the criminal justice system
- d. Training for Business Support Officers who take minutes at Strategy Meetings

- 3.3 Member training on safeguarding was carried out by the department's safeguarding leads in September 2013.
- 3.4 Training courses in Basic Awareness are offered to all organisations and individuals for a £10 fee.
- 3.5 An important new development has been the "What's Safeguarding?" course, for people using services. Its aim is to enable vulnerable adults to understand when they are, or may be, being harmed and to know what to do and who to talk to about being safe from harm. Initial courses have been targeted at people with learning disabilities, with the intention being to offer the course to all people employing a personal assistant. Funding has been secured for this training in 2014-15.

4 Equality Impact Assessment (EqIA)

- 4.1 The multi-agency policy and procedures are relevant to all service user groups. Communications are available in different formats on request but an 'Easy Read' version is readily available in hard copy and on the Safeguarding website. Braille copies are available on request and are also held by Norfolk and Norwich Association for the Blind (The NNAB).

5 Section 17 - Crime and Disorder Act

- 5.1 Community Services takes account of the need to address the issues of social exclusion and safeguarding, which are key triggers for crime and disorder in its activities. The department works hard to ensure that people are confident in their community and that its services are relevant and accessible to local people. This helps to encourage participation by people who are at risk from safeguarding issues to feel confident in coming forward.

6 Risk Implications/Assessment

7 Conclusion

- 7.1 Safeguarding vulnerable adults remains a core role for Norfolk County Council and all partner organisations. The Safeguarding Adults Board continues to oversee and review the well-established multi-agency response protocols which address safeguarding concerns and are an important tool to strengthen the prevention and investigation of concerns and to make effective interventions across the whole community. Raising awareness of the issue has resulted in an increasing referral rate that promotes confidence in service users and carers that their concerns are addressed promptly and thoroughly.

8 Action Required

- 8.1 Members are asked to read and consider the content of this report.

Background Papers

[Safeguarding Adults Biennial Report 2013](#)

Officer Contact

Name	Telephone Number	Email Address
Linda Naylor	01553 666693	Linda.naylor@norfolk.gov.uk



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Forward Work Programme

Report by the Director of Community Services

Summary

This report asks Members to review and develop the programme for scrutiny.

Action Required

The Overview and Scrutiny Panel is asked to consider the attached Outline Programme (Appendix A) and agree the scrutiny topics listed and reporting dates.

The Overview and Scrutiny Panel is invited to consider new topics for inclusion on the scrutiny programme in line with the criteria at para 1.2.

1 The Scrutiny Programme

1.1 The Outline Programme for Scrutiny (Appendix A) has been updated to show progress since the March 2014 Overview and Scrutiny Panel.

1.2 Members of the Overview and Scrutiny Panel can add new topics to the programme in line with the criteria below: -

(i) High **profile** – as identified by:

- a. Members (through constituents, surgeries, etc)
- b. Public (through surveys, Citizen's Panel, etc)
- c. Media
- d. External inspection (Audit Commission, Ombudsman, Internal Audit, Inspection Bodies)

(ii) Impact – this might be significant because of:

- a. The scale of the issue
- b. The budget that it has
- c. The impact that it has on members of the public (this could be either a small issue that affects a large number of people or a big issue that affects a small number of people)

(iii) Quality – for instance, is it:

- a. Significantly under performing
- b. An example of good practice
- c. Overspending

(iv) It is a Corporate Priority

2 Section 17 – Crime and Disorder Act

2.2 The crime and disorder implications of the various scrutiny topics will be considered when the scrutiny takes place

3 Equality Impact Assessment

3.1 The scrutiny report is not directly relevant to equality, in that it is not making proposals that will have a direct impact on equality of access or outcomes for diverse groups.

4 Action Required

4.1 The Overview and Scrutiny Panel is asked to consider the attached Outline Programme (Appendix A) and agree the scrutiny topics listed and reporting dates.

4.2 The Overview and Scrutiny Panel is invited to consider new topics for inclusion on the scrutiny programme in line with the criteria at para 1.2.

Officer Contact

If you have any questions about matters contained in this paper please get in touch with:

Jill Perkins

01603 638129

Jill.perkins@norfolk.gov.uk



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Outline Programme for Scrutiny

Standing Item for Community Services O & S Panel: Update for April 2014

This is only an outline programme and will be amended as issues arise or priorities change

Scrutiny is normally a two-stage process:

- Stage 1 of the process is the scoping stage. Draft terms of reference and intended outcomes will be developed as part of this stage.
- The Overview and Scrutiny (O&S) Panel or a Member Group will carry out the detailed scrutiny but other approaches can be considered, as appropriate (e.g. 'select committee' style by whole O&S Panel).
- On the basis that the detailed scrutiny is carried out by a Member Group, Stage 2 is reporting back to the O&S Panel by the Group.

This Panel welcomes the strategic ambitions for Norfolk. These are:

- A vibrant, strong and sustainable economy
- Aspirational people with high levels of achievement and skills
- An inspirational place with a clear sense of identity

These ambitions inform the NCC Objectives from which scrutiny topics for this Panel will develop, as well as using the outlined criteria at para 1.2 above.

Changes to Programme from that previously submitted to the Panel in March 2014

Added – Safeguarding annual report; Making it Real update; Adult Ed;

Deleted –

Community Services Overview & Scrutiny Panel

Action Required

Members are asked to suggest issues for the forward work programme that they would like to bring to the committee's attention. Members are also asked to consider the current forward work programme:-

- a. whether there are topics to be added or deleted, postponed or brought forward
- b. to agree the briefings, scrutiny topics and dates below.

Meeting dates	Briefings/Main scrutiny topic/ initial review of topics/follow ups	Administrative business
	2014	
<u>22 April</u> Scrutiny Items	Mental Health Section 17 Implications- Fee settlement and NICS use of fee settlement funding for the year ahead The Adult Education Service Making it Real update	 (Requested at O&S Panel November 2013) (Requested at O&S Panel March 2014) (Requested at O&S Panel March 2014)
Regular & Overview items	Safeguarding annual report Cabinet Member feedback Forward plan	
Briefings	Update on Independence Matters	

Note: These items are provisional only. The OSC reserves the right to reschedule this draft timetable.

Members Seminars

Provisional dates for update / briefing reports to the Committee 2013/14.

Working with the Voluntary Sector on Putting People First - To examine the impact on the voluntary sector of the current changes within Adult Social Services Prevention services, specifically looking at contracts valued greater than £5000 and to summarise the current position. (Ongoing monitoring and reporting requested at 6 monthly intervals) – Next update due approx. September 2014

Building a better future-Ongoing reporting regarding the project is required every 6 months along with an annual report – Next update due approx. September 2014

Key challenges for SDS-updates every 6 months (requested at O&S Panel meeting 4 September 2012)-Next update due approx. September 2014

Blue Badges- update after 6 months-next update approx. July 2014

Living Well in the Community- Update in 6 months time due September 2014.

Working groups of Community Services O&S panel.

Home Care Working Group	
Membership	Shelagh Gurney, Julie Brociek-Coulton, Elizabeth Morgan, Denis Crawford, Tom Garrod
Delayed Discharges Task and Finish Group	
Membership	Shelagh Gurney, Brian Hannah, Margaret Somerville, Harry Humphrey.