

## **Community Services Overview and Scrutiny Panel**

### **Minutes of the Meeting**

**Date: Tuesday 5 November 2013**

**Time: 10am**

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

#### **Present:**

Ms J Brociek-Coulton  
Ms E Corlett  
Mr D Crawford  
Mr A Grey  
Mrs S Gurney  
Mr B Hannah  
Mr H Humphrey

Mr J Law  
Mr J Mooney  
Mrs E Morgan  
Mr W Northam  
Mr W Richmond  
Mr M Smith  
Mrs C Walker

#### **Substitute Members Present:**

Mr C Foulger for Mrs A Thomas  
Mr T Garrod for Mrs M Somerville  
Mr J Timewell for Mr E Seward

#### **Also Present:**

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

#### **Officers/Others Present:**

Harold Bodmer, Director of Community Services  
Janice Dane, Finance Business Partner and Transformation Manager, Community Services (Adult Social Care)  
Jennifer Holland, Assistant Director of Community Services, Head of Libraries and Information  
John Perrott, Business Development Manager, Community Services (Adult Social Care)  
Debbie Olley, Assistant Director of Community Services, Safeguarding (Adult Social Care)  
Catherine Underwood, Director of Integrated Commissioning, Community Services  
Jeremy Bone, Senior Planning, Performance and Partnerships Officer, Resources  
Colin Sewell, Planning, Performance and Partnerships Manager (Communities)  
Dr Augustine Pereira, Consultant in Public Health Medicine  
Roger Morgan, Quality Assurance Manager, Community Services (Adult Social Care)  
Jill Perkins, Business Support Manager, Community Services (Adult Social Care)  
Clive Rennie, Assistant Director of Commissioning Community Services (Adult Social Care)

Maureen Orr, Scrutiny Support Manager (Health)

## **1 Apologies**

Apologies for absence were received from Mr E Seward, Mrs A Thomas and Mrs M Somerville.

## **2 Minutes**

The minutes of the previous meeting held on 08 October 2013 were confirmed by the Panel and signed by the Chairman subject to the deletion of resolution (b) at minute 10.

## **3 Declarations of Interest**

Mrs M Wilkinson declared an "Other Interest" in that her husband was in receipt of support from Community Services.

Ms E Corlett declared an "Other Interest" in that she was employed by the Norfolk & Suffolk NHS Foundation Trust. She said that in the circumstances, she would be withdrawing from the meeting for the item on Mental Health Services: Report on Section 75 Agreement with Norfolk & Suffolk Foundation Trust and the Proposal for 2014 Onwards.

Mrs C Walker declared an "Other Interest" in that she was a Director of NORSE Commercial Services and a Director of NORSE Group.

## **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 Cabinet Member for Communities said that the NMAS was in the process of establishing a small Development Foundation. This body would be able to support the delivery of NMAS service plans through allowing the NMAS to apply to grant-giving organisations which the NMAS was currently precluded from approaching due to its Local Authority status. The Cabinet Member said that the Development Foundation was estimated to generate £100,000 pa towards the work of the NMAS. She said that the current governance and existing management arrangements for the NMAS would remain unchanged.

In reply to questions, the Cabinet Member for Communities said that Cultural Services was putting together a programme of events to mark the outbreak of the First World War which would be shared with Members when it had been finalised.

The Cabinet Member for Public Protection said that the Queen Elizabeth Hospital had been placed in “special measures”. He said that the Director of Community Services had reported to the Health and Wellbeing Board on the setting up of a Task and Finish Group with the remit of enabling an assessment to be made of progress to date with the integration of Health and Social Care Services, and that this Group had so far met on one occasion. The Health and Wellbeing Board would be kept informed of developments. The Cabinet Member added that a bid to the Department of Health to achieve Integrated Pioneer status for West Norfolk, to assist in putting in place a system-wide review of health and social care in the West Norfolk area, had failed at the final stage.

The Cabinet Member for Adult Social Services said that she was disappointed that West Norfolk had been unsuccessful in its bid to become a Department of Health Integrated Pioneer but that the commitment within the Department to the integration programme outlined in the bid would continue. She also said that she was continuing to attend public consultation meetings about the Adult Social Services budget proposals for 2014.-17; that the situation with Care UK for Care Services in the Broadland area continued to show signs of improvement, and that 700 members of staff had transferred from the Department to the new Social Enterprise, Independence Matters.

*(Having declared an “Other Interest” in that she was employed by the Norfolk & Suffolk NHS Foundation Trust, Ms E Corlett left the room for the next item on the agenda.)*

## **8 Mental Health Services: Report on the Section 75 Agreement with Norfolk & Suffolk NHS Foundation Trust and the Proposal for 2014 Onwards**

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

The Panel received a report on the current arrangements for the provision of adult social care services for mental health between Norfolk County Council and Norfolk & Suffolk NHS Foundation Trust and the proposed next steps for securing social care mental health services.

In the course of discussion, the following key points were noted:

- It was pointed out that issues which arose out of the current contract had been addressed in the Bradshaw Report which outlined a number of areas where improvements could be made in a new Section 75 Agreement.
- The weaknesses in the current integrated model led some Members to question whether it could be made to work effectively.
- Officers said that the Department and the NHS remained of the opinion that the integration of mental health services was essential in order to achieve seamless, efficient services which could be co-ordinated to meet the needs of individuals. Both the NHS and Adult Social Services were committed to an integrated service, but the structure of the Norfolk mental health service would have to change to improve performance which remained poor.
- The Department was examining various alternative options for the delivery of social mental health services and had not completely ruled out the option of running these services itself if significant improvement could not be achieved by other means.
- Members stressed the importance of training/familiarisation sessions that gave

all social workers a sound understanding of mental health issues. In reply, Officers said that the level at which this training needed to be delivered, and therefore how many staff would benefit, and the costs, had yet to be determined.

- Any changes would need to be discussed with the staff (who were not employed by the County Council) before they were implemented.
- It was noted that the Department had strong links with the Police for key mental health functions, such as adult safeguarding, where the Trust had taken on overall responsibility and was leading on many statutory discussions.
- Members asked for a report to be brought to a future meeting on Mental Health Section 17 Implications and for this to be included in the forward work programme.

The Panel noted the progress that had been made in securing social care mental health services, in terms of improvement actions and performance that were set out in the report, and endorsed the proposed approach to:

(a) Revise the model of social care in mental health;

(b) Undertaken an options appraisal on the provision of adult social care services for mental health from 2014 onwards.

*(Mrs E Corlett returned to the Committee room at this point in the proceedings.)*

## **9 Community Services Integrated Performance and Finance Monitoring Report for 2013-14**

The annexed report by the Director of Community Services was received. It provided the second performance, risk management and finance update for 2013-14.

In the course of discussion, the following key points were noted:

- At the end of August 2013 (period 5) the forecast revenue position for 2013-14 was for a balanced budget.
- Members asked to be provided with a detailed breakdown of the Department's sickness absence figures and an explanation of the likely causes of any changes. It was noted that sickness absence levels in Adult Social Services continued to show signs of year on year improvement but were being offset to some extent by increased sickness absence levels in Cultural Services, which were being carefully monitored.
- It was noted that physical visits to Libraries were down on the same period last year. People were increasingly using Libraries' online facilities, and in particular online book renewals. As a consequence, one of the budget proposals for 2013-17 was to stop using paper overdue notifications.
- Members asked for more detailed information on domestic violence cases managed by the Multi-Agency Risk Assessment Conference (MARAC). Members wanted information about the likely causes of variations in repeat levels of domestic violence cases on an area by area basis and to see the detailed figures.

The Panel noted the information contained in the report.

## 10 Service and Budget Planning 2014-17

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

The Panel received a report that set out the financial and planning context for the Authority and gave an early indication of what this meant for Community Services. The Panel also received on the table the cross-cutting savings proposals that were listed as an addendum to the report.

In the course of discussion the following key points were made:

- One of the cross-cutting savings was about the County Council strengthening its attempts to secure European funding for key core services from 2015/16 onwards. Member asked for details to be included in future budget monitoring reports about what this involved for Community Services.
- Members emphasised the important role that mobile libraries had in providing services in isolated rural areas of the County and the dangers that were associated with lone working in isolated static library locations.
- Officers said they were examining the idea of the Norfolk Record Office opening for longer hours on one day a week, to compensate for the proposal to end Saturday morning openings, which was expected to save on energy costs.
- The Chairman said that the Department needed to be careful not to place too much emphasis on the contribution which volunteers could make to its work. She said that while volunteers had an important role in the running of some services, they were no substitute for professional members of staff working in key areas of service delivery.
- It was noted that the budget proposals included a reduction from four posts to two posts in the Community Safety Team.
- In order to achieve the proposed reduction in transport for Adult Social Services there would need to be more careful checks made on if a person had a mobility vehicle or mobility allowance.
- It was pointed out that Adult Social Services was working with Health to target services at high risk groups so as to prevent hospital admissions. It was estimated that Adult Social Care could receive an additional £15m of government funding to accelerate its work in this area but that receipt of this money was expected to be based on payment by results and it was unknown at this stage what the Department would have to do to obtain the money. In any event, this was not new money within the health and social care system as a whole. Details would be shared with Members when they became known.
- It was noted that pressures on domiciliary care services, partly as a result of the increasing levels of dementia and frailty amongst older people, could lead to an increase in permanent admissions to residential and nursing care homes. Work was being undertaken in the Department to investigate whether domiciliary care provision across Norfolk was adequate and whether the service should be organised in a different way. The results of the review would be shared with Members of the Panel in due course.
- The Director of Community Services said that he had written to all service users alerting them to the specific budgetary proposals for Community Services.
- The needs of carers as well as service users would need to continue to be addressed.
- It was noted that the Department was looking at developing a chargeable

assessment and care management service for people who funded their own care and because there were other organisations that provided such a service the Department would have to be careful at what level it placed its charges.

The Panel noted:

(a) The revised service and financial planning context.

(b) The revised spending pressures and savings for the updated bids and announcements relevant to Community Services.

## **11 Warm and Well Evaluation Report**

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

The Panel received a report about the Norfolk Warm and Well programme which was provided between January and April 2013 as a County-wide initiative to help keep vulnerable people warm during the winter.

The Panel noted the success of the Warm and Well Programme in supporting vulnerable to keep warm and healthy during cold winter weather and providing information and signposts to other services which could be useful to vulnerable people.

The Panel noted the conclusions and recommendations contained in the report.

## **12 All Party Member Working Group on Quality in Home Care**

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

The Panel received a report that asked Members to consider the terms of reference for the All Party Working Group on Quality in Home Care.

The Panel approved the terms of reference that were attached as Appendix A to the report and appointed the following Members to serve of the Working Group:

Ms J Brociek-Coulton

Mr D Crawford

Mr T Garrod

Mrs S Gurney

Mrs E Morgan

Mr M. Smith

(+1 vacancy which remained to be filled, following discussions at the next Party Spokespersons' meeting)

## **13 Forward Work Programme**

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

The Panel received a report which contained the draft Scrutiny Forward Work Programme for the period until April 2013 which was noted subject to the following:

- The Party Spokespersons would be able to discuss at their next meeting the options for an additional meeting of the Panel early in 2014 to consider any items which could not be timetabled into the existing programme.
- Members asked for a report to be brought to a future meeting on Mental Health Section 17 Implications.
- Members also asked for details about domestic violence cases arranged by the Multi-Agency Risk Assessment Conference (MARAC). Members wanted information about the likely causes of variations in repeat levels of domestic violence cases on an area by area basis and to see the detailed figures.
- The Panel asked that when they receive an update on the Living Well in the Community fund that they also receive at the same time an update on the potential transfer of NHS monies to the Department.

The meeting concluded at 11.55am

Chairman



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