

Adult Social Care Committee

**Minutes of the Meeting Held on Monday, 09 October 2017
at 10:00am in the Edwards Room, County Hall, Norwich**

Present:

Mr B Borrett (Chairman)

Mr Tim Adams

Miss K Clipsham

Mr J Fisher

Mrs S Gurney (Vice-Chair)

Mr J Mooney

Mr S Morphew

Mr G Peck

Mr W Richmond

Mr M Sands

Mrs S Squire

Mr H Thirtle

Mr B Watkins

1. Apologies

- 1.1 Apologies were received from Mrs B Jones (Mr S Morphew substituting), Mr M Storey (Mr J Fisher substituting).

2. To confirm the minutes of the meeting held on 04 September 2017

- 2.1 The minutes of the meeting held on 04 September 2017 were agreed as an accurate record and signed by the Chairman.

3. Declarations of Interest

- 3.1 There were no declarations of interest.

4. Urgent Business

- 4.1 There were no items of urgent business discussed.

5. Public Question Time

- 5.1.1 One public question was received and the answer circulated; see appendix A. Mr Russell asked a supplementary question: regarding Benjamin Court, he asked if details could be provided of the cost proposal and how sustainable it would be long term.
- 5.1.2 The Executive Director of Adult Social Services clarified that configuration of the reablement based service was being planned; the overall spend provided was shown in the proposal for the Better Care Fund, signed off as a joint proposal with the Clinical Commissioning Groups (CCGs) and Adult Social Care Committee. More specific details could be provided closer to agreement with the CCGs on configuration of the service. The Executive Director of Adult Social Services clarified that the Health and

Wellbeing Board had, supported by the Adult Social Care Committee, agreed the Better Care Fund proposal for reablement based accommodation. This was not due to come back to Committee.

- 5.2 The Committee Officer confirmed that a second public question was received which was declined. The questioner had submitted a question 4 months previously; the rules for public questions to service committees at section 4.2, paragraph 5, of the Constitution designated that members of the public could ask one question and one supplementary question in a 6 month period.

6. Local Member Questions / Issues

- 6.1 No Member questions were received.

7. Chairman's Update

- 7.1 The Chairman had no further update to the information provided in the reports.
- 7.2 Having been asked for an update from the Health and Wellbeing Board meeting, the Chairman noted that the minutes were available on the Council's website; decisions which affected the Adult Social Care Committee would be reported to Members.

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

- 8.1 Mr Sands had attended the Carers' event at the Forum the previous week, and a meeting of "Able Care" at Whitlingham; he would pass information from this to the Executive Director of Adult Social Services.
- 8.2 Ms Gurney had also attended the recent Carers' event at the Forum.
- 8.3 Mr Thirtle had met professor John French from the University of East Anglia, who was a trustee of centre 81, a service for adults with physical, sensory and other disabilities, health and social needs. Mr French had produced plans for a £10m, purpose built, integrated site for centre 81, which would have impacts on Social Care. New Anglia Local Enterprise Partnership (LEP) had agreed to submit £5m towards the project.

9. Executive Director's Update

- 9.1 The Executive Director of Adult Social Services updated the Committee on:
- The recommendation to Policy and Resources Committee agreed by the Committee to lobby government for Adult Social Care funding. He clarified that this process was underway; the Local Government Association had published a budget submission including a full explanation of pressures experienced by Adult Social Care;
 - A procurement decision made the previous week for mental health services in Norfolk; contracted mental health services would start in march 2018, and providers were currently being planned;
 - The new service to support Carers, "Carers Matter Norfolk", which commenced

the previous week;

- Implementation of the new Social Care recording system Liquid Logic which was on-track to go live in November;
- Recruitment of social workers; ordinary vacancies had reduced from 30 to 23 and a session at “Community Care Live” had resulted in 22 applications to the 50 additional vacancies;
- The Better Care Fund (BCF) which was expected to be assured with conditions.

9.2.1 The departure of Michael Scott, CEO of the Norfolk and Suffolk Foundation Trust, was discussed. The Executive Director of Adult Social Services confirmed he had retired.

9.2.2 It was queried how a coordinated response to community mental health social services could be created across Norfolk; the Executive Director of Adult Social Services confirmed that integration ambitions would be worked on.

9.2.3 Specifications for the new mental health social care community support service had been put together against proposals from the three providers involved, including moving forward with women only services. Work would be undertaken with service providers and users to ensure a smooth and effective process.

10. Norfolk Safeguarding Adults Board Annual Report 2016-17

10.1.1 The Committee received the report outlining the Annual Report summarising the work of the Norfolk Safeguarding Adults Board (NSAB) for the year 2016-17.

10.1.2 A copy of the annual report was circulated. The Independent Chair of the Safeguarding Adults Board introduced the role of the NSAB and its commitments in meeting the requirements of the Care Act. The self-neglect and hoarding strategy had been launched; ways to link with Early Help Hubs would be developed.

10.1.3 The NSAB hoped to improve capacity to cascade lessons learned from Safeguarding Adult Reviews to Social Care staff.

10.1.4 Workshops could be provided for Committee Members on Councillors’ responsibilities in safeguarding. It was also possible for Members to attend MASH briefings; interested Members were advised to approach the Safeguarding Adults Board Manager/Business Lead for more information.

10.2.1 The Assistant Director of Social Work clarified that the procedure related to lower level reports to Social Care had changed. Referrers were now offered advice and information and concerns were recorded through a different process to ensure information was not lost in-case of future referrals.

10.2.2 Enquiries to Social Care had gone down while the rate of serious referrals had gone up to 90%; this was queried. The Assistant Director of Social Work clarified that due to better provision of information and advice less calls were made to the Council for advice, and therefore more calls related to safeguarding concerns.

10.2.3 The impact of county lines on Social Care was queried. Housing colleagues reported an increase in incidents such as cuckooing. The Safeguarding Adults Board Manager/Business Lead reported that staff were well connected to the silver and gold

meetings led by police and there was good liaison across services. The number of cases related to County Lines was growing as Operation Gravity continued in Norfolk.

- 10.2.4 The Independent Chair of the Safeguarding Adults Board confirmed links between organisations had developed well and believed information sharing was improving.
- 10.2.5 The Independent Chair of the Safeguarding Adults Board discussed how loneliness could be an issue for people of any age, such as those with mental health problems or addiction. She felt there was a need to increase the effectiveness of the “In Good Company” Strategy across Norfolk.
- 10.2.6 The 2 gaps in attendance on the NSAB were noted. The Safeguarding Adults Board Manager /Business Lead reported they were actively seeking to open up avenues for agencies and organisations to feed in to the board; it was noted that the board could benefit from having a lay member.
- 10.2.7 It was suggested that it would be useful to involve representation from business groups or the private sector. The Safeguarding Adults Board Manager/Business Lead recognised the value of extending links to the business community.
- 10.2.8 The Independent Chair of the Safeguarding Adults Board felt that most responses from agencies were good however that improvements could be made.
- 10.2.9 It was noted that due to the high number of elderly citizens and issue of rural isolation, self-neglect was an issue in Norfolk.
- 10.3 When taken together, with 13 votes for, the Committee duly **RESOLVED** to **AGREE**:
 - a) the content of the report;
 - b) to instruct Officers to share this report with partner organisations with whom they had contact and actively encourage their involvement with NSABs work;
 - c) to ensure all organisations in their constituencies with whom they had contact had safeguarding adult promotional material.

11. Adult Social Care Finance Monitoring Report Period 5 (August) 2017-18

- 11.1.1 The Committee discussed the financial monitoring report based on information to the end of August 2017 setting out variations from the budget, progress against planned savings and actions being taken by the service to remain within budget.
- 11.1.2 The Finance Business Partner (Adult Social Services) updated Members that the Committee was reporting a balanced budget position however there had been an increase in purchase of care in period 5. This increase was queried.
- 11.2.1 The Executive Director of Adult Social Services reported that, following a ‘snapshot’ of 20 cases, Officers had not found inappropriate practice in the decisions made to support those in residential care. To minimise further increase, support for carers needed strengthening and it was hoped that the launch of the new carers’ service would enable this. Increasing bed based reablement alternatives would support reductions in admissions to care, and this was urgently underway. If the pattern continued, the budget would need reconsidering; the costs would continue to be monitored closely.

- 11.2.2 Expected winter budget pressures were queried. The Finance Business Partner (Adult Social Services) confirmed that in period 5 there had been an increase in commitments of £2m for the remainder of the year, £400,000 due to an increase in learning disability support and £898,000 related to older people support impacted by a fall in the number of people able to pay for their own care. Preparedness for winter included recruitment to the social work posts to increase the capacity for timely assessments, and increasing accommodation based reablement housing. Work was underway with homecare and residential providers to prepare for winter.
- 11.2.3 The Finance Business Partner (Adult Social Services) clarified that expenditure of reserves related to funding for the NIPE (National Institute for Practice Excellence) and DOLS (Deprivation of Liberty Safeguards) and agreed projects related to the Social Care Market and learning and development. £3.145m was put into reserves from the Better Care Fund (BCF) which could not be spent in this financial year.
- 11.2.4 The Finance Business Partner (Adult Social Services) confirmed that the cost of “Community Care Live” was included under “additional Social Care funding”, which included a consideration for recruitment. She **agreed** to find out the exact cost.
- 11.2.5 The Finance Business Partner (Adult Social Services) clarified that the reablement accommodation was expected to show fast savings as reablement was usually short term. It was hoped that one unit would be open by January 2018.
- 11.2.6 Officers were taking a new approach by asking NorseCare to take the lead in looking at ways to reduce costs. This had led to a lag in meeting the planned reduction; improvement was expected in the next quarter.
- 11.2.7 The Director of Integrated Commissioning clarified that the review of daycare would involve service users to understand what people wanted from the service and a number of providers including Independence Matters to ensure a sustainable market.
- 11.3 When taken together, with 13 votes for, the Committee duly **AGREED**:
- a) The forecast outturn position at Period 5 for the 2017-18 Revenue Budget of £261.313m;
 - b) The planned use of reserves;
 - c) The forecast outturn position at Period 5 for the 2017-18 Capital Programme.

12. Strategic and Financial Planning 2018-19 to 2021-22

- 12.1.1 The Committee received the report updating on the Committee’s detailed planning to feed into Norfolk County Council’s budget process for 2018-19.
- 12.1.2 The Finance Business Partner (Adult Social Services) reported the 2 key aspects relating to the Committee were the assumption of using the 3% Social Care precept and improved Better Care Funds toward protection of social care in 2018-19 and 2019-20. This was incorporated into planning assumptions.
- 12.2.1 Spreading the savings over 4 years instead of 3 was queried. The Executive Director of Adult Social Services clarified the budget planning relied on the assumption that business rates and Local Authority funding would move forward as planned giving uncertainty around the later part of the budget for Social Care. Government had confirmed they would consult in Autumn 2018 with Social Care about different

funding arrangements which would impact on the budget for 2020-21.

- 12.2.2 A concern was raised over the impact on vulnerable adults from changes to the disability disregard. The Executive Director of Adult Social Services confirmed that the change was intended to ensure that the funding was received by those who needed it, therefore the changes would be promoted with public sector and advice organisations. Investment in information provision would also support this.
- 12.2.3 The impact on carers of changes to the budget was queried. The Executive Director of Adult Social Services reported that the new service, "Carers Matter Norfolk", would bring together many organisations to provide one front door, information, respite and other services to provide better, more targeted support to carers. Better support for carers should enable some future demand for care services to be avoided and this would result in a saving.
- 12.2.4 The Finance Business Partner (Adult Social Services) clarified that detailed business cases were in place for some proposals and others were linked with the Norfolk Futures programme. Some proposals around technology needed further work; the proposals for 2018-19 were continuations of existing strategies. Equality Impact Assessments would be completed as part of the consultation process.
- 12.3 When taken together, with 8 votes for, 1 vote against and 4 abstentions, the Committee:
- a) **AGREED** to **RECOMMEND** to Policy and Resources Committee that budget planning for 2018/19 assumes a 3% Adult Social Care council tax precept;
 - b) **CONSIDERED** and **AGREED** the service-specific budgeting issues for 2018-19 as set out in sections 3 and 4 of the report;
 - c) **AGREED** that there were no planned savings for 2018-19 which could be implemented during 2017-18 to provide an in-year saving;
 - d) **CONSIDERED** and **AGREED** that no savings identified for 2019-20 had the capacity to be brought forward to 2018-19;
 - e) **AGREED** proposed new savings for 2018/19 (shown in Table 5 of the report), for **RECOMMENDATION** to Policy and Resources Committee, including those which would require consultation.

13. Performance Management report

- 13.1.1 The Committee received the performance management report covering critical measures against the strategy "Promoting Independence" and targets specifically:
- Critical measures and targets against Promoting Independence strategy;
 - The vital signs suite of measures and associated targets already agreed by the Committee and the subject of regular reporting
- 13.1.2 Targets related to Independence Matters, which it was agreed to bring back to Committee, were included in the report.
- 13.2.1 There was a full discussion about departmental performance; specific issues raised were:
- 13.2.2 Reduction of permanent admissions into residential care for people aged 18-64 - officers were asked about how this target would be achieved. The assistant director

of social care said there was a commitment to admit fewer people of working age to care and adopt an enabling approach. Alongside this, there would be different accommodation options which would provide support for people to lead more independent lives.

- 13.2.3 It was queried how targets related to delayed transfers of care would be met. The Executive Director of Adult Social Services reported that a plan had been agreed with the NHS for maximising discharges over winter. Additional initiatives to support minimising delayed discharges were outlined in the Better Care Fund (BCF), and included discharge to assess, additional homecare purchasing and reablement services. The Assistant Director of Strategy & Transformation in answer to a question noted that work was underway to understand recording practices so that efforts could be targeted towards where there would be most impact.
- 13.2.4 There was a question concerning the scope of the carers' measure. In response, the Assistant Director for strategy and transformation said the intention was to measure the impact of our services for carers. This might not be a single measure, but several measures which taken together gave an evaluation of the difference services were making for carers.
- 13.2.5 In response to a question the Executive Director of Adult Social Services confirmed the reablement service was performing consistently across Norfolk as shown in the Vital Signs dashboard appended to the report. The accommodation based reablement service would be a consistent model across Norfolk. The Director of Integrated Commissioning clarified that there would be 3 centres of bed based reablement to focus services and provide an equitable offer.
- 13.3 When taken together, with 13 votes for, the Committee duly **AGREED** targets against the measures as set out in the table at section 5 of the report.

The Meeting finished at 12:01 PM

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



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PUBLIC QUESTIONS TO ADULT SOCIAL CARE COMMITTEE

MONDAY 9 OCTOBER 2017

1a. Question from David Russell

North Norfolk Clinical Commissioning Group carried out a consultation on the future of Benjamin Court in Cromer and the replacement of current inpatient beds, which ended on the 11th September.

It subsequently emerged that Norfolk County Council Adult Social Care Department submitted a firm proposal for Reablement Beds at the unit.

Can you provide details of this proposal?

1b. Response from Chair

Adult Social Services expressed an interest to North Norfolk Clinical Commissioning Group, at the same time as the consultation, in the use of the 18 beds if they became free for accommodation based reablement.

Norfolk First Support (NFS) would provide the Accommodation Based Reablement in Benjamin Court. NFS is the NCC in house service that provides reablement to people in their own homes.

The aim of Accommodation Based Reablement (ABR) is to maximise the independence of people and reduce the number of people going into residential care. This would mean more people could stay in their own homes, in line with Adult Social Services' Promoting Independence strategy and the Care Act. It will also reduce the amount of long term home care people who return to their own homes need, which in turn will help reduce the pressure on the home care market.

It will complement Adult Social Services home based reablement service and also initiatives like Supported Care

The service would be offered by NCC to people who are medically fit for discharge from an acute bed but unable to return to their home safely (including due to physical/function ability and concerns about night time). The service would also be offered to people who are at risk of going into hospital or long term residential care. People would need to have the potential to be reabled and would benefit from reablement. The service would work with people to ensure they regain their independence in a safe environment, usually after an illness or injury. People would return to their usual place of residence or an appropriate placement to meet their needs, having completed a reablement programme.

The service will work with occupational therapists, physiotherapists and health professionals.

The type of activities may include: personal care; help with preparing meals; assessing risk and ensuring a safe home environment; obtaining equipment for users; teaching people exercises to help regain mobility, strength and confidence, and supporting and encouraging them to practise the exercises; problem-solving to support independence;

supporting users to increase social contact, for example referring or informing users about lunch clubs, day centres, social activities.

People would have accommodation based reablement for up to six weeks. In exceptional circumstances it could be offered for longer for individuals. As this is reablement it would be provided free to people for up to six weeks (in line with the Care Act).

The proposal for accommodation based reablement is joint through the Better Care Fund and has been to Adult Social Care Committee on 10 July and the Health and Well Being Board in September.

Work on an agreement for use of the accommodation is still to be completed.