

Adult and Community Services Overview Committee

Minutes of a meeting held at
County Hall, Colliton Park, Dorchester on 18 March 2013.

Present:

Jill Haynes (Chairman)
David Jones (Vice-Chairman)

Ronald Coatsworth, Robin Cook, Barrie Cooper, David Crowhurst, Fred Drane, Brian Ellis and David Milsted.

Andrew Cattaway and Hilary Cox attended under Standing Order 54(1).

Les Ames also attended as the Member Champion for Carers.

Officers:

Catherine Driscoll (Director for Adult and Community Services), Phil Rook (Group Finance Manager for Adult and Community Services) and Fiona King (Senior Democratic Services Officer).

For certain items as appropriate:

Andrew Archibald (Head of Adult Services), Nicky Beaton (Commissioning/Contracts Manager), Harry Capron (Head of Commissioning and Improvement), Ruth Davis (Project Manager – Intermediate Care), Glen Gocoul (Head of Specialist Adult Services), Ivan Hancock (Trading Standards Service Manager), Derek Hardy (Commissioning Manager), Paul Leivers (Head of Community Services), Helen Owens (Consultation and Research – General Manager), Sally Pascoe (Business Improvement and Performance Manager) David Trotter (Policy and Performance Officer) and Jo Wenborne (Registration Service Manager).

Apologies for Absence

33. Apologies for absence were received from Michael Bevan, Andy Cooke and David J Fox.

Code of Conduct

34. There were no declarations by members of any disclosable pecuniary interests under the Code of Conduct.

Minutes

35. The minutes of the meeting held on 14 January 2013 were confirmed and signed.

Trading Standards Service Delivery Plan, Food Service Plan and Age Restricted Sales 2013/14

36.1 The Committee considered a report by the Acting Director for Adult and Community Services which set out the proposed Trading Standards Service Delivery Plan for 2013/14, with the particular aspects of food standards and age restricted sales enforcements highlighted.

36.2 Officers drew attention to the national changes to the UK consumer protection landscape with the emerging role of the National Trading Standards Board and the reallocation of Office of Fair Trading functions to Citizens Advice.

36.3 Following a question from a member about whether the Citizens Advice service would be able to cope with the extra duties imposed on it, the Trading Standards Service Manager advised that performance was excellent and was improving. Additional funding in relation to consumer education would be received in April 2013.

Officers confirmed that the proposed cuts had been taken into account and locally officers would try and work with the national agencies.

36.4 The Head of Community Services added that there were other areas within the Directorate who also worked closely with Citizens Advice and it did not sit just with Trading Standards.

36.5 In response to a question from the Vice-Chairman about whether the consumer would be worse off, the Trading Standards Service Manager responded that consumers valued the service and 98% would recommend it to someone else.

36.6 The Head of Community Services undertook to report back to members in six months' time on how the new arrangements with regard to Citizens Advice was working.

36.7 Following a question from a member about the concern with food in relation to public health, the Trading Standards Service Manager advised that the prime role for Trading Standards was to ensure people were aware of what they were buying and what they were eating. He stressed it was not a safety concern at the present time but noted that at some point concerns did become safety related.

36.8 One member sought clarification about where Trading Standards work ended and Environmental Health work began. Officers advised that Trading Standards work was centred around standards and composition, Environmental Health was around food safety and hygiene and it was in the area of food that the two departments worked together.

Recommended

37. That the Cabinet be asked to approve the draft Trading Standards Service Delivery Plan for 2013/14 (including the specific Food Service Plan, and the Age Restricted Sales programme).

Reasons for Recommendation

38.1 The broader Trading Standards Service Delivery Plan (TSSDP) set out how the Service would address its statutory duties, local demands, central government department priorities, contribution to the County Council's aims, and performance measurement.

38.2 To accord with the requirement of the Food Standards Agency's Framework Agreement on Local Authority Food Law Enforcement that the Food Service Plans for food enforcement authorities were produced and approved by the County Council.

38.3 A planned programme of enforcement activity for dealing with the illegal sale of age-restricted products helped to protect young people and their communities from the adverse and possible addictive effects of these products. This contributed directly to the County Council's aims to 'support and encourage Dorset's children and young people to reach their full potential and protect those who are most vulnerable'; 'protect and enrich the health and well-being of Dorset's most vulnerable adults and 'help to build strong communities for all'.

Assistive Technology

39.1 The Committee considered a report by the Acting Director for Adult and Community Services which set out the proposed approach to achieve the £250,000 savings in the domiciliary care budget through the increased use of assistive technology within the community and recognised the need to build strong partnerships with Health Services and the voluntary and private sector, with the involvement of service users and carers.

39.2 Following a question from a member about how hospital admissions could be avoided, the Project Manager for Intermediate Care, advised that sometimes admission to hospital was not for medical reasons but for safety at home issues. She confirmed that

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officers worked very closely with health and that Doctors would refer only patients with particular conditions for this type of service.

39.3 In response to a question from a member about funding the Head of Commissioning and Improvement advised that some funding came from health and some from housing, and the service was available to lots of people and would also act as a support to carers.

39.4 One member highlighted the sensible use of technology but noted the importance of user education and the human element. The Committee was advised that the responder to the service would be an agreed person not just the specialist ambulance service and this person had to be accepted by the individual concerned.

39.5 The Head of Adult Services added that the Telecare service also referred to very simple pieces of kit e.g. a medicine box fitted with an alarm.

39.6 In response to a question from a member regarding the Health and Social Care Partnership, the Head of Commissioning and Improvement advised that the pilot funding sat with the Directorate, funding would be repeated for 2014/15 and officers would be looking for joint funding in the future.

39.7 The Head of Commissioning and Improvement undertook to report back to members in six months' time on the number of people that had taken up this service.

Resolved

40. That the approach to the development of assistive technology across Dorset be supported and the identified saving of £250,000 identified through the increased take up of assistive technology be acknowledged.

Reasons for Decision

41.1 The introduction of assistive technology would complement and enhance existing service provision and provide further support to enable people to be appropriately maintained within their own homes.

41.2 It would contribute to the County Council's aims to protect and enrich the health and well-being of Dorset's most vulnerable adults and to provide innovative and value for money services.

Sector Led Improvement for Adult Social Care

42.1 The Committee considered a report by the Acting Director for Adult and Community Services which informed members that the County Council had asked the Local Government Organisation (LGA) to carry out a peer challenge to focus on the commissioning of services for people with learning disabilities across Dorset and that this had taken place during the week 11 – 14 March 2013.

42.2 Members were advised that the County Council had benefited from peer challenges in the past and was fortunate to have an early opportunity to conduct a peer challenge for Adult Social Care with the support of the South West region of Association of Directors for Adult Social Services and the LGA.

42.3 The Head of Commissioning and Improvement updated members on feedback that had been received following the peer review and advised that the full report would be received in the next few weeks.

42.4 He continued that the service had been complimented in several areas including member leadership. It was noted that there was still more to do around joint health work. A general comment was that learning disability needed to be more embedded within the whole work of the County Council. The review also highlighted the very crowded

agendas for the Overview Committee meetings and officers were working to address this. There was a suggestion to enhance member involvement further in the planning of agendas along with the arrangement of more workshops.

42.5 The Vice-Chairman commented in relation to the agendas that it might be better to have more meetings with smaller agendas rather than to take items off agendas bearing in mind that elected members were accountable to the public for the services provided.

42.6 The Chairman shared with members her involvement in the peer review and thanked the officers for all their hard work in ensuring that the review went very smoothly.

Resolved

43. That a members' workshop be arranged when the findings report had been received from the LGA.

Reasons for Decision

44. This peer challenge would contribute to the County Council's aims to protect and enrich the health and well-being of Dorset's most vulnerable adults and provide innovative and value for money services. It would also:

- i) build on the recognised benefits previously experienced by the County Council in respect of peer challenges and agree the best way to work with the LGA report recommendations in the future
- ii) ensure that the County Council was well positioned to continue to provide good quality, value for money learning disability services, and to make best use of new and innovative commissioning opportunities
- iii) provide a clear action plan by which to measure improvements in the medium to long term.

Fee Levels for Adult Social Care – 2013/14 and beyond

45.1 The Committee considered a report by the Acting Director for Adult and Community Services which drew members' attention to the increasing pressure on local authorities to look to providers to find efficiencies in their costs of delivering services and looked at ways in which the County Council worked with providers to help them to operate as efficiently as possible.

45.2 Officers highlighted the importance of members fully understanding the implications of the policy decisions made in relation to fee levels.

45.3 One member highlighted the difference in the levels of care provided by different sources and felt that the fees should reflect the real cost of care by competent and responsible carers. The Head of Commissioning and Improvement advised that it was part of the Council's responsibility to buy quality which was a big factor included within the framework.

45.4 The Commissioning Manager (Contracting) presented draft terms of reference for the proposed Policy Development Panel on the sustainable purchasing of adult social care.

45.5 Following a discussion about quality assurance and the fact that elected members wanted to be assured that the quality of service was up to standard, the Chairman drew members' attention to the short term action plan and suggested that an additional point be added 'assurance in quality provision and standards against agreed levels'.

Recommended

46.1 That the Cabinet be asked to set up a Policy Development Panel, following the County Council elections in May, to oversee the development of the County Council's future policy on social care fees.

46.2 That the membership of the Panel be drawn from all members of the County Council, and that Cabinet members also be invited to sit on the Panel.

46.3 That members be asked to visit care homes and domiciliary care agencies in their localities, as requested by providers.

Reason for Recommendation

47. The project would contribute to the County Council's aims to protect and enrich the health and well-being of Dorset's most vulnerable adults and to support our local economy.

Draft Housing and Support Strategy 2013 -18

48.1 The Committee considered a report by the Acting Director for Adult and Community Services which advised members that since the draft Strategy had taken place new proposals for some services (namely the Home Improvement Agency, floating support and domestic violence) had been developed. These proposals had now been added to the draft Strategy.

48.2 Following a question from a member concerning best practice and the County Council's position in respect of other authorities, the Commissioning Manager advised that it varied with particular services but made reference to a report by the Audit Commission 4/5 years ago where the County Council came out as average, with some work to do but noted that some improvements had been made.

48.3 In response to a question from a member about the savings and whether they reflected the work that the government was doing in relation to getting people back to work, the Commissioning Manager advised that it was not directly related although part of the plan was to get people into work to enable them to become independent. The Group Finance Manager advised that £1.9m savings had been agreed for 2011/12 spread over 3 years.

48.4 Following a question about gypsies and travellers, the Commissioning Manager advised that in relation to the identification of suitable sites that would be for the planning authorities and until then it was difficult to provide support in this area.

48.5 In response to a question from a member about the provision for social inclusion and the areas in Dorset earmarked for accommodation, the Commissioning Manager advised that at present most of the provision was in West Dorset and Weymouth but efforts would be made to try and redress the balance in the east/north of the County.

Recommendation

49. That the Cabinet be asked to adopt the revised draft Housing and Support Commissioning Strategy 2013 – 2018.

Reason for Recommendation

50. The Strategy would support the County Council's aim to protect and enrich the health and well-being of Dorset's most vulnerable adults. It would provide the County Council with a clear strategic framework through which it could deliver housing-related support services.

(Note: The responsibility for considering and making recommendations in relation to The Housing and Support Strategy is not within the terms of reference of the Adult and Community Services Overview Committee and will therefore be considered by the appropriate Committee in due course.)

Dorset County Council Approved Premises Scheme for the Grant of Approval of Premises as Venues for Civil Marriage and Civil Partnership

51.1 The Committee considered a report by the Acting Director for Adult and Community Services which advised members on the development of a revised 'Dorset County Council Approved Premises Scheme' as a result of recent legislative changes.

51.2 Following a question from a member about the difference between the religious premises, the Registration Service Manager advised that this was how it was referred to in the legislation.

51.3 One member shared with members his experiences in relation to the citizenship ceremonies and noted that people were very appreciative of the efforts made in relation to this service.

51.4 In response to a question from a member, the Registration Service Manager confirmed that it was totally voluntary if churches wished to apply to offer a civil service.

Recommended

52. That the Cabinet be asked to approve the 'Dorset County Council Approved Premises Scheme for the Granting of Approval of Premises as Venues for Civil Marriage and Civil Partnership', subject to the views of the Standards and Governance Committee.

RECOMMENDED

53. That the County Council be asked to make the following changes to the constitution of the County Council (as set out in Appendix 1 of the Acting Director's report), subject to the views of the Standards and Governance Committee:

- (i) an amendment of the terms of reference for the Cabinet
- (ii) an amendment of the terms of reference for the Licensing and Registration Committee
- (iii) an amendment of the terms of reference for the Adult and Community Services Overview Committee
- (iv) an amendment of the Scheme of Delegation of the powers delegated to the Head of Community Services.

Reason for Recommendations

54. To contribute to the County Council's aims to build strong communities for all and to provide innovative and value for money services.

Citizen's Panel Survey 28

55.1 The Committee considered a report by the Director for Environment on the Citizen's Panel Survey 28 which would be considered by all three Overview Committees. This survey was the third to be conducted since the merger with Dorset NHS and received 3119 online and posted responses which represented a 61% response rate.

55.2 The Consultation and Research Manager noted there were some concerns with regard to the age of the respondents and that Bournemouth University were undertaking more work to address this.

55.3 One member noted that in regard to the question about libraries, responders were not asked if they used any other library as some residents may choose to use a neighbouring authority's library.

55.4 The Head of Community Services advised members that members of the Library Policy Development Panel had been offered the opportunity to influence the questions relating to libraries.

55.5 One member expressed concern about the under representation of the younger population and how it was key to get younger people engaged and that this would present more of a challenge.

55.6 In response to a member's question about the ages of members on the panel, the Consultation and Research Manager advised that the Panel was broadly in line with the demographics of the County it was just the age of the responders that was a concern.

Noted

Corporate Geographical Information Systems (GIS) Strategy 2013-17

56.1 The Committee considered a report by the Director for Environment, which was deferred by the Cabinet at their meeting on 6 March, in order for members of the three overview committees to comment.

56.2 The Strategy outlined the aim and objectives for the provision and use of GIS across Dorset County Council and its partners. The objective was that the authority maximised its use of spatial data which would contribute to efficiency savings.

56.3 In response to a question from a member about the use of acronyms, the Consultation and Research Manager advised that these were examples of internal reporting systems. The term 'grey fleet' referred to the mileage paid to officers travelling around the county on county council business.

Recommended

57. That Cabinet be asked to approve the Corporate GIS Strategy.

Reason for Recommendation

58. To ensure a consistent and integrated approach to the use of and implementation of GIS and spatial data to support the Corporate Plan.

Revenue Budget Monitoring 2012 – 13 including MFC Update

59.1 The Committee considered a report by the Chief Financial Officer on the revenue budget position for the County Council, with particular reference to the Adult and Community Services Directorate.

59.2 The overall position for the Adult and Community Services Directorate was a projected overspend of £2,648,200 (2.1%). Members were advised that winter pressure money of £820k would shortly be received. This was not included in the projected outturn figures.

59.3 One member expressed concern about the overspend and noted that more expenditure would be likely and questioned whether the Directorate be in a position to fund all the services that were required. The Group Finance Manager advised that 5 meeting future challenges groups had been set up and officers would look further within the Directorate to see how the County Council could use it's limited resources efficiently and effectively as possible.

59.4 The Head of Commissioning and Improvement noted that the Directorate faced significant challenges with underlying pressures. Officers were trying to look at preventative work to be carried out jointly with the Health Service.

59.5 Following a question from a member about how the Directorate would cope with the overspend in relation to the lower contingency budget that was now in place, the Group Finance Manager advised that there were robust measures in place to control the budget and that the County Council had a good track record in the management of corrective budget management.

59.6 One member commented that one of the difficulties with a needs led service was the resultant overspend.

Noted

Corporate Performance Monitoring Report (Third Quarter 2012/13)

60.1 The Committee considered a joint report by the Chief Executive and the Acting Director for Adult and Community Services regarding corporate performance monitoring for the third quarter of 2012/13 with a specific focus upon those elements managed by the Adult and Community Services Directorate.

60.2 Members' attention was drawn to the Corporate Balanced Scorecard and the new Budget and Corporate Plan which now included a number of priorities relating to Public Health.

60.3 Officers highlighted the compliments and complaints section of the report and noted that the figures now seemed to have returned to those of similar years after a higher than average figure reported for the previous 2 quarters.

60.4 The Head of Community Services reported that the merger of services in relation to adult learning was progressing well and was on target for completion in May 2013.

60.5 The Head of Commissioning and Improvement noted in relation to safeguarding there was a high level of awareness and as a result a high number of alerts was received but added that there was a good triage service in place.

Noted

Safeguarding Adults – Performance Update

61.1 The Committee considered a report by the Acting Director for Adult and Community Services which updated members on the performance of the service up to the end of quarter 3 in order to assure members that progress was moving in the right direction.

61.2 The Head of Specialist Adult Services advised members that the updated action plan was currently being reviewed and amended to reflect recent National Best Practice guidance issued by the Department of Health for working with people with learning disabilities and it would be ready in the summer time.

61.3 One member commented that the progress with the service highlighted the need for proper training for all staff.

Noted

Policy Development Panels

Policy Development Panel on the Modernisation Review of Public Libraries

62.1 The Committee considered an update report by the Head of Community Services advising members that the Panel had now concluded their work.

62.2 The Chairman of the Policy Development Panel shared with members the discussions from the last meeting of the Panel which included the fact that there were some

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areas of significant under use with the mobile library service and work would be carried out on scheduling with the aim to save the cost of a vehicle.

62.3 The Chairman thanked the members that had contributed to the work of the Panel and the officers for their work on this project.

62.4 The Head of Community Services noted that officers appreciated the input and challenge from members which had proved very useful throughout the whole process.

Noted

Adult and Community Services Overview Committee Work Programme

63. The Committee considered and agreed its work programme for the year 2013.

Noted

Schedule of Member Seminars and Events

64. The Committee received a schedule of forthcoming seminars and events arranged for members for 2013.

Noted

Questions

65. No questions were asked by members under Standing Order 20 (2).

Exempt Business

Exclusion of the Public

Resolved

66. That in accordance with Section 100 A (4) of the Local Government Act 1972 to exclude the public from the meeting in relation to the business specified in minutes 67 to 70 because it was likely that if members of the public were present, there would be disclosure to them of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A to the Act and the public interest in withholding the information outweighed the public interest in disclosing the information to the public.

Supporting People Budget and Services Review 2013 – 14

67.1 The Committee considered a report by the Acting Director for Adult and Community Services which set out initial proposals for making the required savings which would be subject to full consultation and impact exercises.

67.2 The proposals/options included reducing contract prices, decommissioning services that were no longer strategically relevant, and amalgamating some services to provide management and back office efficiencies. It was also proposed that the new scheme for Emergency Local Assistance was integrated into the reconfigured services to provide a more coherent and comprehensive pattern of services for customers.

67.3 The Commissioning Manager advised members that the proposals had been presented to a recent meeting of the Dorset Chief Executives Group and had been supported.

67.4 In response to a question from the Chairman about members of the Overview Committee having sight of the final proposals following consultation, the Head of

Commissioning and Improvement advised that this project represented the MFC target for next year and any delay could impact on that timetable.

67.5 Following discussion members requested sight of fuller details of the final proposals before the recommendations were presented to the Cabinet for their approval.

Resolved

68.1 That the approach for recommissioning services in order to deliver the necessary savings whilst maintaining services for vulnerable people be supported.

68.2 That a further report be presented to the Overview Committee prior to consideration by the Cabinet.

Recommended

69. That the Cabinet be asked to approve the consultation for the tender for Domestic Violence, Home Improvement Agency and floating support services, for which the values will be in excess of £500,000 within the life of the contracts.

Reason for Recommendation

70. To contribute to the County Council's aims to protect and enrich the health and well-being of Dorset's most vulnerable adults and to provide innovative and value for money services.

(Note: The responsibility for considering and making recommendations in relation to Supporting People is not within the terms of reference of the Adult and Community Services Overview Committee and will therefore be considered by the appropriate Committee in due course.)

Meeting Duration: 10.00am – 12.55pm