

# Adult and Community Services Overview Committee

Minutes of a meeting held at  
County Hall, Colliton Park, Dorchester on 7 October 2013.

## **Present:**

William Trite (Chairman)

David Walsh (Vice-Chairman)

Michael Bevan, Ronald Coatsworth, Fred Drane, Beryl Ezzard, David Jones, Ros Kayes, Paul Kimber, Kate Wheller and John Wilson.

Toni Coombs, Robert Gould, Peter Finney and Jill Haynes attended under Standing Order 54(1)

## 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), Hilary Butcher (Complaints Manager), Harry Capron (Programme Director for Integrated Health and Care), Michael Ford (Policy and Project Manager), Becky Forrester (Corporate Policy Officer), Glen Gocoul (Head of Specialist Adult Services), Paul Leivers (Head of Community Services) and Paul St Quintin (Commissioning Manager).

(Note: These minutes have been prepared by officers as a record of the meeting and of any decisions reached. They are to be considered and confirmed at the next meeting of the Adult and Community Services Overview Committee on **22 January 2014**.)

## **Apology for Absence**

101. An apology for absence was received from Robin Cook.

## **Code of Conduct**

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

## **Minutes**

103. The minutes of the meeting held on 24 June 2013 were confirmed and signed.

## **Matters Arising**

### Minute 76.6 - Transformation Challenge Award

104.1 The Director for Adult and Community Services advised members that the governance arrangements had not yet been finalised and that the role of the Health and Well-being Board was being reviewed.

### Minute 97.2 - Adult and Community Services Work Programme

104.2 Members were advised that as a result of poor performance in some key areas of Adult Social Care, and been on the Care Minister's radar, an Improvement Plan was currently being worked on in readiness for the next meeting of the Committee.

### Minute 98.2 – Schedule of Member Seminars and Events

104.3 The Director for Adult and Community Services advised members that in response to the question concerning the use of weekly calendars, the Democratic Services

Manager was liaising with colleagues in IT to see what was possible and confirmed that work was on-going to address this authority-wide.

Transformation Challenge Award – the ‘Better Together’ Programme

105.1 The Committee considered a report from the Leader of the County Council and the Cabinet Member for Adult Social Care which outlined the ‘Better Together’ programme for joint working and integration of the three council’s (Bournemouth, Dorset and Poole) adult social care functions.

105.2 Members were informed that the County Council made a successful expression of interest to be one of 9 areas across the country to receive innovative support from the Department for Communities and Local Government’s (DCLG) Public Transformation Network.

105.3 Whilst the bid for pioneer status had not been successful the County Council had been successful with their bid for the Transformation Challenge Award which had resulted in £750k for 2 years. This is also being supplemented by £1M from partners (£250k each from Dorset County Council, Borough of Poole, Bournemouth Borough Council and Dorset Clinical Commissioning Group).

105.4 The Programme Director for Integrated Health and Care advised members that arrangements were being made for a launch event with stakeholder on 22 November 2013, to which members of this Committee would be invited to attend. He was also in the process of trying to arrange for a minister to meet with key people in the near future.

105.5 One member expressed concern that there was no mention of trying to predict the impact on the service user in the policy and wanted to ensure that the individual service user perspective did not get lost.

105.6 The Programme Director advised that the document had been written as a bid and was limited on the number of words. He confirmed that he had taken the experiences of service users as a starting point and noted that a service user survey was completed every year as well as a range of other measures.

105.7 One member commented that she felt that while the risk assessment section was excellent she felt that the key risk of staffing changes, changing structures and issues around different ways of working could be rated as a higher risk. The Programme Director responded that the Board would keep a close eye on this particular area and intend to implement mitigating action. Officers were actively looking at what support could be gathered from other agencies in relation to cultural change and noted that each authority still had to be accountable.

105.8 One member was pleased to note that the vision was to be person-centred and outcome-focussed.

#### Resolved

106. That the Committee continued to support and endorse the ‘Better Together’ programme for integrated health and social care in the Dorset area.

#### Reason for Decision

107. The Better Together programme aimed to secure:

- Improved health and social outcomes for residents
- An improved and more integrated business model for the delivery of adult care and health in the Dorset area
- Cost reductions for partners across the health and social care system

Fairer Contributions’ for Adult Social Care

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108.1 The Committee considered a report by the Director for Adult and Community Services which updated members on significant developments that had occurred since the Cabinet had considered proposals for a fairer contributions policy in December 2012.

108.2 Members were advised that there had been several significant developments since the report to the Cabinet, including the Care Bill which is currently being debated and amended in Parliament. The establishment of a Policy Development Panel to review the original policy proposals prior to a consultation exercise would therefore be useful.

108.3 In response to a concern from a member about the proposed implementation date of 1 April 2015, the Policy and Project Manager advised that it was easier to implement a new policy at the beginning of the financial year and was dependent on the outcome of the consultation but agreed that officers had taken a cautious approach with the timescale.

108.4 The Cabinet Member for Adult Social Care added that there was a lot of work to do with regards to this policy. Officers had to look at the financial assessments as well as the impact on people and therefore felt it would be difficult or almost impossible to implement it any earlier.

108.5 One member noted the importance of ensuring that the policy was right and fair to everyone.

### Resolved

109. That a Policy Development Panel be established on a short-term basis to consider revisions to the original policy proposals set out in the Director's report and the following members be appointed to serve on the Panel:

- Michael Bevan
- Beryl Ezzard
- David Jones
- David Walsh
- Kate Wheller

### Reason for Decision

110. To help secure a sustainable approach to meeting the County Council's corporate aim to 'protect and enrich the health and well-being of Dorset's most vulnerable adults.

### Dorset Carer's Strategy 2013 - 2016

111.1 The Committee considered a report by the Director for Adult and Community Services which set out what the NHS Dorset Clinical Commissioning Group and Dorset County Council wanted to achieve for carers.

111.2 One member commented that there were a number of undeclared carers to add to the 50,000 known carers and felt that Dorset County Council were one of the most progressive in respect of social care.

111.3 The Cabinet Member for Adult Social Care confirmed that carers were very high on the Council's agenda and that both members and officers realised that undeclared carers were saving the Council money and providing a valuable service, so it was really important to support and protect them.

111.4 Following discussion members noted the omission of several voluntary organisations including POPPs, Help and Care, Churches etc in the report. The Cabinet Member for Adult Social Care suggested that a generic paragraph be inserted to recognise the contribution and support received from the many voluntary organisations.

111.5 In response to several members' queries about the recent national coverage on the 15 minute time slot for service users receiving domiciliary care, and the importance of recognising that for some this will be the only person they see each day, the Director for Adult and Community Services confirmed that officers were currently looking at calls as part of the domiciliary care capacity. She added that the Local Authority was not in a position to fund all social inclusion work and there was a need to work effectively to ensure that communities were made aware.

111.6 The Head of Adult Services confirmed that a 15 minute call did not include the travelling time and added that 15 minute visits were usually part of a bigger package. One member expressed concern that in his local community time was taken out of the 15 minute visit to sort the service users recycle and rubbish items.

111.7 In response to a question from a member about the criteria for Fair Access to Care Services (FACS) in relation to respite care, the Programme Director for Integrated Health and Care advised that there was an approach now to make the services universal so that anyone could access them. There would be a need to gatekeep certain elements e.g. short breaks and any changes would be looked at as part of the Contributions Policy. This could involve assessing and means testing eligibility.

111.8 The Commissioning Manager noted that with the new Care Bill coming forward there would be draft regulations for carers which would replace FACS.

111.9 In response to a question from a member about befriending schemes, the Cabinet Member for Adult Social Care advised that she had asked the Manager from POPPs to bring a business plan forward about possibly putting more resource into this type of service and highlighted the need for community engagement in caring for their people.

111.10 The Cabinet Member for Education and Communications expressed concern that young carers were not mentioned in the report and highlighted the real importance of recognising them. She felt disappointed that this was not a joint report with Children's Services. It was important to note that the Dorset Carers' Strategy was not just for adults.

111.11 The Cabinet Member for Adult Social Care agreed that this should be a joint report and undertook to think again about how the Strategy should be presented.

#### Resolved

112. That the report be taken back for further revision based on the comments made by members, and taken back through Adult and Community and Children's Services Overview Committee.

#### Reason for Decision

113. This strategy will contribute to the County Council's aim to protect and enrich the health and well-being of Dorset's most vulnerable adults.

#### Red House Museum – Joint Management Agreement 2013 -2023

114.1 The Committee considered a report by the Director for Adult and Community Services which advised members that the terms of the current agreement were due to expire this year and it was now necessary to revise and renew it.

114.2 The Head of Community Services advised members that the agreement was still very much work in progress and updated members on the points that had been raised at a recent meeting. He also advised members of the further work which would be incorporated into the agreement.

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Recommended

115.1 That the Cabinet approve the revised joint management agreement for the Red House Museum for a term of ten years from 2013 -2023.

115.2 That the Cabinet agree to sustain the existing tripartite funding formula for the Red House Museum, with DCC providing an annual contribution of £50,064 (25%), subject to budget planning.

Reason for Recommendations

116. To help build strong communities for all and to provide innovative and value for money services.

Citizen's Advice Bureau

117.1 The Committee considered a report by the Director for Adult and Community Services which provided members with an overview of the various areas of mutual concern between the County Council and Citizen's Advice Bureau.

117.2 The Head of Community Services commented that he was happy to include members with officer discussions in order to take things forward.

117.3 The Cabinet Member for Public Health advised members that both he and the Cabinet Member for Adult Social Care were both involved in the process and were content for other members to also become involved.

117.4 In response to a comment from a member about holding an all member seminar on the Citizen's Advice Bureau (CAB), the Director for Adult and Community Services undertook to arrange this.

117.5 Following discussion it was agreed that Fred Drane and Paul Kimber would be involved in an initial meeting with the two Cabinet members and officers.

117.5 One member expressed concern that members of ordinary households may have difficulty accessing advice services. The Head of Community Services advised that there was no intention to exclude any particular groups of people.

117.6 One member noted that for a number of people CABs were a last resort and the only place where they could receive any real help.

117.7 The Vice-Chairman added that while CABs were getting busier there were still face to face appointments available regardless of a person's background.

117.8 One member commented on the number of staff and volunteers and noted that the amount of work that could be done was dependent on the number of people that were available. She continued that it was useful to encourage volunteers but recognised that people were working longer nowadays so the number of volunteers was dwindling.

117.9 Members felt that the political phrase 'bedroom tax' was inappropriate to use in this context and asked officers in future to refer to benefit caps and to specify which cap was being referred to.

Resolved

118. That the current position in relation to work with Citizen's Advice Bureau in Dorset be noted and that the intention to meet with Citizen's Advice in Dorset (CAiD) to discuss potential future developments be supported.

Reason for Decision

119. Working with CAB in Dorset helps the County Council to achieve its aims to:

- Help to build strong communities for all

- Protect and enrich the health and well-being of Dorset's most vulnerable adults
- Support and encourage Dorset's children and young people to reach their potential and protect those who are most vulnerable.

### **Revenue Budget Monitoring 2013-14 including MFC update**

120.1 The Committee considered a report by the Director for Corporate Resources on the revenue budget position for the County Council, with particular reference to the Adult and Community Services Directorate.

120.2 The Adult and Community Services Group Finance Manager reported that the budget information at the end of August showed an overspend against service budgets of £8,205k. The Directorate's projected overspend was in relation to Specialist Adult Services (£4,355k), Adult Services (£894k), Museums (£7.5k) and Dorset Adult Learning (£208.9k). It was noted there were underspends in other parts of the Directorate.

120.3 The Group Finance Manager highlighted the useful performance review meetings with the Cabinet Member for Adult Social Care, the Director for Adult and Community Services and himself to challenge Heads of Service in reviewing their performance and budget areas for their service to reduce expenditure in the short to medium term.

120.4 In response to a question from a member about the Museum's overspend and the number of void placements on external bed contracts, the Group Finance Manager responded that in relation to museums there had been pressure on the budget which officers were trying to reduce. With regard to void placements he advised that this was an operational issue with the provider which was being addressed and Counsel's opinion had been sought on these block contracts. There is also a meeting and ongoing work to look how to reduce the number of void placements.

120.5 One member commented on the continuing overspend with Dorset Adult Learning and thought that the merger was meant to prevent this. The Group Finance Manager advised that these were transitional costs and that moving forward the service should deliver the targets set.

120.6 Following a question from a member about staff vacancies in Trading Standards, the Head of Community Services advised that when people leave there was a delay in recruiting whilst officers considered how best to move forward. Officers sought to replace as soon as possible but it was important to seek to prioritise work appropriately.

120.7 In response to a question from a member about the budget setting for the Drug Action and Community Safety Team, the Group Finance Manager advised that there had been a lot of changes in this area including the funding transfer to the Police and Crime Commissioner, who was looking to try and amalgamate areas to achieve better value for money and transparency across Dorset.

120.8 Members were advised that a full review of packages for all service users was being undertaken in conjunction with a detailed negotiation of rates with providers which was starting to have an impact on the projected overspend.

### Resolved

121. That the forecast budget position for the Adult and Community Services Directorate and the actions that have been and will continue to be taken to reduce the overspend position before the end of the financial year, be noted.

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### Reason for Decision

122. Close monitoring of the budget position was an essential requirement to ensure that money and resources were used efficiently and effectively.

Corporate Performance Monitoring Report, First Quarter 2013-14

123.1 The Committee considered a joint report by the Chief Executive and the Director for Adult and Community Services regarding corporate performance monitoring for the first quarter of 2013-14 with a specific focus upon those elements managed by the Adult and Community Services Directorate.

123.2 The Committee were advised that the timeliness of performance data is known to be a significant problem which officers are trying to resolve.

123.3 The Cabinet Member for Adult Social Care complained that the information in the report was now out of date and that things had moved on quite considerably and felt that by now members should be receiving information on the second quarter's performance.

123.4 One member commented that a lot of officer time had gone into preparing the report and questioned if this was necessary.

123.5 Following discussion it was felt that members in general found the information on the indicators to be very useful, their complaint was that it was out of date.

### Recommended

124. That the Cabinet be asked to consider ways of providing more up to date performance information to members in a more timely fashion.

### Reason for Recommendation

125. Close monitoring of the budget position is an essential requirement to ensure that many and resources are used efficiently and effectively.

## **Trading Standards Weights and Measures**

126.1 The Committee considered a report by the Director for Adult and Community Services which advised members that Trading Standards had a number of sets of old weights and petrol measures, some of which were on public display, others were surplus to operational requirements.

126.2 The Chairman of the County Council strongly supported the display of goods as a better long term outcome, and felt it was not a sensible use of time or efforts to place the items in an auction.

126.3 The Head of Community Services advised that he had sought good practice advice from museums and was informed that some of the items fell within collection policies of particular museums. The primary issue was with space, the County Council did not have room to keep them all.

126.4 One member felt reluctant to send the items to auction as he believed it was important to safeguard Dorset's history. He felt sure that the items could be exhibited somewhere.

### Recommended

127.1 That the Cabinet recommend that the County Council retain the full set of measures, most of which were already on public display.

127.2 That the ownership of the respective items of interest be transferred to the Dorset County Museum and Weymouth Museum without charge, to preserve part of Dorset's history.

127.3 That the remaining items be kept for display purposes.

#### Reason for Recommendations

128. To help build strong communities for all and to provide innovative and value for money services. Depositing the measures in a museum would contribute to the preservation of Dorset's heritage.

#### **Complaints and Compliments Annual Report 2012-13**

129.1 The Committee considered a report by the Director for Adult and Community Services which reported on the number and types of complaints received compared to the previous year, the processes involved, and the lessons learned from complaints. The report also outlined the number of compliments received for each service.

129.2 The Chairman noted that unfortunately he would expect to see an increase in the number of complaints in the light of reduced staff and resources.

#### **Noted**

#### **Performance and Development Review (PDR) Completion 2013/14**

130.1 The Committee considered a report by the Director for Adult and Community Services which set out the performance for the Directorate for the PDR cycle 2013/14, from data provide from DES at 9 August 2013.

130.2 The County Council's target completion rate was 70 – 90%, and it was pleasing to note the Directorate's performance was at the higher end of this target. The performance also represented a significant increase on the completion rates reported to members in October 2012.

130.3 The Chairman congratulated the Director and all concerned on achieving a significant increase on PDR completion rates.

130.4 In response to a question from a member about an effective way of delivering an employee's PDR who was working on their own, the Director for Adult and Community Services advised that this was being addressed.

#### **Noted**

#### **Engagement on the Future Shape of Social Care Services in Bridport and surrounding area**

131.1 The Cabinet Member for Adult Social Care updated members on the engagement with members of the public on the future shape of social care services in Bridport and surrounding area.

131.2 A full report on the outcome of the engagement and next steps would be provided to Cabinet at their meeting on 6 November 2013.

#### **Noted**

#### **Policy Development Panels**

##### Executive Advisory Panel on the Sustainable Purchasing of Adult Social Care

132. Members were advised that the Panel had met on 12 September 2013 and had agreed a draft work programme over a total of four further meetings.

#### **Noted**



**Future Topics for Policy Development Panels**

133. One member suggested that in the near future it might be useful to have a Panel established to progress the transformation work.

**Noted****Adult and Community Services Overview Committee Work Programme**

134.1 The Committee considered and agreed its work programme for the year 2014.

134.2 The Director for Adult and Community Services advised members that she planned to include reports on the January agenda on ways of delivering adult social care and the work being done to improve performance. The new Care and Support Bill would be a standing item on future agendas.

**Noted****Schedule of Member Seminars and Events**

135. The Committee received a schedule of forthcoming seminars and events arranged for members for the remainder of 2013.

**Noted****Member Briefings**

136. Members were informed of the arrangements for member briefings following meetings of the Overview Committee. The following topics were suggested for consideration at future briefings: Citizen's Advice Bureau and Charging.

**Noted****Questions**

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

Meeting Duration: 10.00am – 1.05pm