

Health and Adult Social Care Overview and Scrutiny Panel, 6 November 2013

HEALTH AND ADULT SOCIAL CARE OVERVIEW AND SCRUTINY PANEL
6 November 2013

PRESENT:

PANEL MEMBERS: Councillor David d'Orton-Gibson - Chairman, Councillor Lynda Price - Vice-Chairman; Councillors Beryl Baxter, Malcolm Davies, Cheryl Johnson, Chris Mayne, Phillip Stanley-Watts, Rae Stollard and Michael Weinhonig.

ALSO PRESENT FOR CERTAIN ITEMS AS APPROPRIATE: Councillor Nicola Greene - Deputy Leader of the Council and Cabinet Portfolio Holder for Education and Children's Services and Councillor Jane Kelly - Cabinet Portfolio Holder for Partnerships and Regeneration.

ALSO ATTENDING:

From Bournemouth Borough Council:

Jane Portman	Executive Director for Adults and Children
Neil Goddard	Service Director for Community Learning and Commissioning
Andy Sharp	Service Director for Adult Social Care
Sam Crowe	Assistant Director of Public Health
Barbara O'Brien	Service Manager, Adult Social Care

From Bournemouth and Poole Safeguarding Adults Board:

Jane Ashman	Independent Chair
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From Dorset County Council:

Harry Capron	Programme Director - 'Better Together' Programme
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From Healthwatch Dorset:

Chris Wakefield	Volunteer Officer
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The meeting commenced at 6.03 pm.

Note: To see a copy of the public reports that were considered by the Panel at this meeting please visit:

<http://www.bournemouth.gov.uk/CouncilDemocracy/Councillors/BoardsPanels/Health-and-Adult-Social-Care-Overview-Scrutiny-Panel.aspx>

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SECTION I - BUSINESS RECOMMENDED TO COUNCIL

No items

SECTION II - BUSINESS DECIDED UNDER DELEGATED POWERS

39. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Ben Grower and John Wilson.

40. SUBSTITUTE MEMBERS

The Democratic and Overview and Scrutiny Officer reported that, in accordance with procedure rule 89, notice had been received that Councillors Beryl Baxter and Phillip Stanley-Watts would act as substitute members of the Panel for this meeting in place of Councillors Ben Grower and John Wilson, respectively.

41. DECLARATIONS OF INTEREST

There were no declarations of disclosable pecuniary interests made by members.

In the interest of openness, Councillors Cheryl Johnson and Phillip Stanley-Watts declared their employment with the Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust. There was no specific item on the agenda which precluded Councillors Johnson and Stanley-Watts from taking part in the meeting.

42. SIGNING OF MINUTES

The minutes of the meeting held on 18 September 2013 were confirmed and signed.

43. PUBLIC ISSUES

There were no public questions or deputation requests received under Procedure Rules 32 and 37 respectively.

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44. BOURNEMOUTH AND POOLE SAFEGUARDING ADULTS BOARD - ANNUAL REPORT 2012/13

The Panel considered a report by the Independent Chair, Bournemouth and Poole Safeguarding Adults Board, circulated at 'A', which presented the annual report of the Board for 2012/13.

The Independent Chair introduced the report and informed members of the exercise undertaken in drawing together relevant performance information, alongside highlighting the key achievements for Bournemouth in 2012/13.

Members were informed that historically, Bournemouth had recorded a high number of safeguarding alerts, particularly in comparison with Poole, and against a national benchmark. To supplement this, it was reported that the conversion rate for these alerts into full investigations was very low. The Panel was reassured that improvements were expected in the coming year. Whilst the definition of a safeguarding alert was very wide reaching, it was acknowledged that a safe balance was appropriate, rather than having too many, or too few alerts.

In connection with improving the rates of safeguarding alerts, the Independent Chair reported that local work with the Dorset Clinical Commissioning Group, the Care Quality Commission and Local Authorities was very encouraging. The sharing of relevant information to assist in drawing together a more accurate rate of alerts was welcomed by the Panel, alongside the use of service user information and a national drive to develop and improve the safeguarding referral process.

In response to one member's question, the Independent Chair reported on how data was gathered in the compilation of the annual report. The Panel acknowledged that the annual report represented a more accurate picture of performance, as the deadlines for returns to central government were earlier than the four quarters reported on annually by the Board.

The Panel further explored opportunities for driving down alerts to a more acceptable level. Attention was drawn to the 52% rate of alerts which led to full investigations in Poole. This level was considered more appropriate and less alarming, rather than focussing in on the actual number of alerts.

As a result of the discussions with the Independent Chair, the Panel considered options for monitoring performance on the number of alerts and percentage which led to full investigation. It was considered that splitting the figures into pathway sections would also give a more accurate reflection of performance and allow the Panel to be satisfied that improvements had been made in the right areas.

The Independent Chair welcomed the work of the Panel in these areas and drew attention to the 'Personalised Safeguarding' initiative with the Local

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Government Association and other partners. Safeguarding was considered to be most effective when tailored to the individual. The Chairman endorsed these comments and emphasised the Panel's additional work on safeguarding as part of the Task and Finish Group monitoring the outcomes of the first phase of the Core Service Transformation for Adult Social Care.

The Panel welcomed the views of the Volunteer Officer, Healthwatch Dorset, who emphasised the importance of assisting individuals in their own homes.

The Service Manager, Adult Social Care, assisted the Independent Chair in providing the Panel with a number of case studies for consideration. The case studies demonstrated some excellent practices undertaken by Safeguarding teams. One member drew particular attention to the case study on informal carers. The Panel discussed raising the profile of carers to ensure all carers, including informal carers, were given the opportunity for relevant assessments and signposted towards supporting agencies such as Care Direct.

The Panel were reminded and encouraged to attend Safeguarding Training for all Council Members, at 6.00 pm on Tuesday 10 December 2013.

DECISION MADE:

- a. That the Panel record their thanks to the Independent Chair for attending and collaborating with the Panel to put in place new monitoring arrangements for Safeguarding in Bournemouth.
- b. That the following additional performance indicators and associated supporting information be added to the next Quarterly Performance Management Report considered by the Panel:-
 - i Number of Safeguarding Alerts.
 - ii Cumulative total of Safeguarding Alerts for the year.
 - iii Percentage of Safeguarding Alerts referred to full investigation.
 - iv Number of alerts referred to Pathway one.
 - v Number of alerts referred to Pathway two.
 - vi Number of alerts referred to Pathways three or four.

45. BOURNEMOUTH BOROUGH COUNCIL - LOCAL ACCOUNT 2012/13

The Panel considered a report by the Service Director for Community Learning and Commissioning, circulated at 'B', which presented the Council's Adult Social Care Local Account for 2012/13.

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The Service Director for Community Learning and Commissioning introduced the report and informed members that in future, a draft version of the Local Account would be brought to the Panel for development at an early stage, before its publication. The Local Account was based upon the achievements and areas for improvement in the previous financial year.

In response to one member's question, the Service Director for Adult Social Care reassured the Panel that a renewed focus had been directed on referrals to Adult Social Care services, which had underperformed during 2012/13. The Council sought to achieve 80%, with continuous improvement from the next financial year onwards. The Chairman questioned what changes had been made in this area to ensure the renewed focus was successful in improving performance. In connection with this, the Panel was informed that regular reporting across teams had improved awareness of performance and a new 'clock ticking' programme had initiated a target based approach to ensuring Adult Social Care referrals were assessed within 28 days.

With regard to the quality of services, the Panel welcomed the positive feedback from service users. The Service Director, Adult Social Care highlighted the huge improvements in this area, with particular reference to personal budgets. Local indicators of performance helped strengthen the Council's progress in this year, particularly in the last 12 months.

DECISION MADE:

- a. That the Panel's comments be considered by the relevant Performance Managers, for action appropriately.
- b. That the draft Adult Social Care Local Account for 2013/14 be added to the Panel's Work Programme for consideration at the meeting on 11 June 2014.

46. UPDATE ON PUBLIC HEALTH IN LOCAL AUTHORITIES

The Panel considered a report by the Assistant Director, Public Health, circulated at 'C', which provided a six month progress update on the transfer and implementation of public health functions to local authorities from 1 April 2013.

The Assistant Director, Public Health introduced the report and informed the Panel that the first six months of work had largely focused managing the huge number of contracts still in place, alongside managing an effective transfer of staff and resources, whilst maintaining high levels of delivery in agreed programmes.

The Panel were informed of a Development Day which took place for the Public Health Joint Governance Board, which focussed on outcomes and

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improvements for the long term future of Public Health across Dorset. How the service refreshed and improved contracts which were coming to an end had also been a key priority.

The Assistant Director, Public Health was pleased to report a number of positive steps achieved in line with the services' priorities, including the success of the Health Theme Group and the only Health Check Programme in Wessex, which had delivered more checks than ever before in the area. A mentor system for smoking cessation services would also be established.

The Panel welcomed an excellent first six months for Public Health across Bournemouth, Dorset and Poole, and were encouraged by further priorities for exploring opportunities for encouraging walking and cycling, in partnership with environment and transport services across the County.

In response to one member's comments, the Assistant Director, Public Health reassured the Panel that early intervention remained a priority for Public Health. Furthermore, the Panel explored opportunities to improve workplace health. It was acknowledged that a package was being put together for Bournemouth Borough Council employees, which could be considered and shared with other large employers in the areas.

The Cabinet Portfolio Holder for Partnerships and Regeneration highlighted the positive work already undertaken in taking opportunities for improvement in the regeneration of Boscombe. The Deputy Leader and Cabinet Portfolio Holder for Education and Children's Services endorsed these comments and welcomed a positive transition across the whole of Dorset, where problems were experienced in different areas across the County.

The Panel explored opportunities for improving levels of smoking cessation. It was generally agreed that whilst 'scare tactics' did work for some individuals, a significant number of people did not respond to these type of campaigns. Members discussed the promotion of the positive effects of stopping smoking and encouraging healthy lifestyles.

The Assistant Director, Public Health introduced the Panel to the 'Cardiff Model', which demonstrated an approach to sharing information across partners such as local authorities, accident and emergency departments, community safety partnerships and local police forces, which aimed to make progress on easing the strain on resources on hospitals and healthcare services, as a result of alcohol use, particularly in the evenings and weekends. Best practice in this area had been adopted by Public Health across Dorset and the improvements from this initiative could lead to a more joined up approach with Dorset Police in helping local premises with alcohol licences, to uphold the licensing objectives and contribute towards the aims of improving the health and wellbeing of Bournemouth residents.

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The Panel considered an opportunity to do some further Task and Finish work on the transfer of public health functions to local authorities, with a particular emphasis on the monitoring of performance, achievements, and areas for improvement and future focus, during the first 12 months.

DECISION MADE:

- a. That the Panel's comments be considered by the Assistant Director of Public Health.
- b. That a Task and Finish Group be established to undertake further scrutiny on the implementation of the transfer of Public Health functions to local authorities.
- c. That Councillor Chris Mayne be appointed the Task and Finish Group lead member. Councillor Beryl Baxter was also named as a Task and Finish Group member. The Democratic and Overview and Scrutiny Officer would invite further membership from all non executive members in due course.

47. TRANSFORMATION CHALLENGE AWARD - THE 'BETTER TOGETHER' PROGRAMME

The Panel considered a report by the Service Director, Adult Social Care, circulated at 'D', which provided an update on the outcome of the multi agency bid for funding, to integrate Adult Social Care across Dorset.

The Executive Director, Adults and Children introduced the report and was pleased to announce that the Dorset bid had attracted £750,000 of funding, and was one of only two areas in England and Wales that had been awarded finances. The Panel acknowledged the work undertaken in developing the bid, with eight organisations involved in seeking a joint commitment to integrate services for the benefit of residents across the whole of Dorset.

The Programme Director, Dorset County Council was welcomed to the Panel meeting and spoke on the opportunities available to help deliver some of the ambitions contained within the bid. Members were informed of the work undertaken at a number of levels, from the Chief Executives supported by the Local Government Association and Board member discussions, to front line work on locality models, information and advice services, reablement and integration, discharge planning with the acute hospitals and planning resources for commissioning with Public Health and the Dorset Clinical Commissioning Group.

The Panel discussed the opportunities for engagement with the voluntary sector, inclusive of Healthwatch Dorset and other community groups. The programme would be officially launched at the Springfield Hotel, Wareham, details of which would be circulated to the Panel.

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The Deputy Leader and Cabinet Portfolio Holder for Education and Children's Services highlighted the importance of a clear governance structure, and an understanding of when decisions required the consideration of each individual organisation.

DECISION MADE:

- a. That the bid team be congratulated on securing £750,000 of funding.
- b. That a six monthly progress report on the development of the programme be added to the Panel's Work Programme for consideration at the meeting on 11 June 2014.

48. FRANCIS INQUIRY - LESSONS LEARNT FOR HEALTH SCRUTINY IN BOURNEMOUTH

The Panel considered a report by the Executive Director, Adults and Children, circulated at 'E', which highlighted the findings of the Francis Inquiry, and outlined an action plan for the Panel's consideration as part of a lessons learnt process.

The Executive Director, Adults and Children introduced the report and drew attention to the failings of the Scrutiny Committee in mid Staffordshire, which provided all local authority scrutiny committees an opportunity to review performance and improve standards where appropriate.

The Panel considered four key failings of the Borough Council Scrutiny Committee as follows:-

- Lack of expertise, training and development
- Uninformative recording of meetings
- Over dependency on one source of evidence
- Lack of appropriate challenge

In connection with these, the Panel considered a tailor made action plan, to be monitored and kept under regular review. The action plan addressed working with the Care Quality Commission, learning and information from complaints, coordination of local public scrutiny bodies, working with local Healthwatch, Quality Accounts and recording of meetings.

The Panel welcomed the action plan and agreed that the best practice outlined within it should be shared with the Children's Services Overview and Scrutiny Panel Chairman, whose Panel had similar statutory scrutiny responsibilities to the Health and Adult Social Care Overview and Scrutiny Panel. Similarly, in response to one member's suggestion, the Panel considered the addition of Centre for Public Scrutiny best practice on the action plan.

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DECISION MADE:

- a. That, subject to the inclusion of the following additional recommendation, the draft action plan be adopted by the Panel for regular monitoring:-
 - i That Centre for Public Scrutiny best practice be sought in connection with Panel training needs.
- b. That the finalised action plan, inclusive of technical officer amendments, be added to the Panel's Work Programme for consideration at the meeting on 11 March 2014.
- c. That the action plan be shared with the Chairman of the Children's Services Overview and Scrutiny Panel.

49 PERFORMANCE MANAGEMENT OF THE CORPORATE PLAN

The Panel considered a report by the Corporate Performance Management Officers, circulated at 'F'.

The Chairman introduced the report and welcomed comments from the Panel. In response, the Executive Director for Adults and Children drew attention to the significant progress made in 12 months, in respect of the number of people in receipt of personal budgets as a proportion of the eligible people using community based services. Performance had continually improved as follows:-

- September 2012 - 26.9%
- December 2012 - 46.6%
- March 2013 - 69%
- August 2013 - 80.2%

DECISION MADE:

That officers be commended for the huge improvements made in the last 12 months, in relation to personal budgets.

50. WORK PROGRAMME AND TASK AND FINISH GROUP UPDATES

a. CORE SERVICE TRANSFORMATION PROGRAMME - ADULT SOCIAL CARE

i PHASE 1

The Panel received an update from the Vice-Chairman on the work of the Task and Finish Group drawn together to monitor the outcomes and implementation of the Core Service Transformation Programme for Adult Social Care, phase one.

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The Panel were informed that an initial scoping meeting had taken place, which identified the two key areas of Safeguarding, and the Asset Strategy, for focused scrutiny. In line with these areas, the Task and Finish Group determined further focuses of dementia and future planning.

DECISION MADE:

That the update from the Task and Finish Group, be noted.

ii PHASE 2

The Panel considered membership on three Task and Finish Groups, to be established in line with the three clusters of work streams for the Adult Social Care Core Service Transformation, phase two.

DECISION MADE:

- a. That the initial membership of the Task and Finish Groups be confirmed as follows:-
 - i Cluster 1
 - Councillors Malcolm Davies, David d'Orton-Gibson and John Wilson:-
 - Provider services
 - Reablement
 - Day opportunities
 - ii Cluster 2
 - Councillors Cheryl Johnson, Chris Mayne and Lynda Price:-
 - Commissioning
 - Carers
 - Low level services
 - iii Cluster 3
 - Councillors Ben Grower, Rae Stollard and Michael Weinhonig:-
 - Assessment and care management
 - Mental health
 - Supporting people
- b. That the membership be opened to all non executive members in line with the existing Task and Finish Group Protocol.
- b. **WORK PROGRAMME 2013/14**

The Panel considered the current Work Programme for 2013/14, circulated at 'G'.

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DECISION MADE:

That the agreed additions discussed throughout the Panel meeting be reflected in the Work Programme.

51. DORSET HEALTHCARE UNIVERSITY NHS FOUNDATION TRUST - QUALITY GOVERNANCE PROGRESS UPDATE

The Panel considered an item of any other business, agreed as urgent by the Chairman.

The Chairman acknowledged receipt of the requested update report from Dorset Healthcare University NHS Foundation Trust, on quality governance progress. However, as a result of the resignation of the Trust's Chief Executive, it was considered appropriate to conduct further scrutiny of the Trust's progress and performance in this area.

Given the level of services delivered across Bournemouth, Dorset and Poole, the Panel considered a joint Task and Finish exercise for scrutiny of quality governance arrangements.



DECISION MADE:

That the Dorset Health Scrutiny Committee and the Borough of Poole Council's Health and Social Care Overview and Scrutiny Committee, be invited to undertake a joint Task and Finish exercise, to scrutinise the performance and progress of quality governance by Dorset Healthcare University NHS Foundation Trust.

Councillor Beryl Baxter left the meeting at 8.14 pm.

Councillor Chris Mayne left the meeting at 8.15 pm.

The meeting finished at 8.35 pm.

Contact: Matthew Wisdom, Democratic and Overview and Scrutiny Officer
 01202 451107
 matthew.wisdom@bournemouth.gov.uk

Website: www.bournemouth.gov.uk

Please note that the next quarterly meeting of the Health and Adult Social Care Overview and Scrutiny Panel will take place at the Town Hall at 6.00 pm on Wednesday 12 March 2014.