

Agenda

Dorset County Council



Meeting: People and Communities Overview and Scrutiny Committee
Time: 10.00 am
Date: 20 March 2017
Venue: Committee Room 1, County Hall, Colliton Park, Dorchester, Dorset, DT1 1XJ

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|------------------------|------------------------------|-------------------|
| David Walsh (Chairman) | Steve Butler (Vice-Chairman) | Ronald Coatsworth |
| Barrie Cooper | Fred Drane | Spencer Flower |
| David Jones | Ros Kayes | William Trite |
| Kate Wheller | | |

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| Co-opted Members (Voting on education matters only) | | |
| Mary Kahn | Joy Tubbs | Mike Turnbull |

Notes:

- The reports with this agenda are available at www.dorsetforyou.com/countycommittees then click on the link "minutes, agendas and reports". Reports are normally available on this website within two working days of the agenda being sent out.
- We can provide this agenda and the reports as audio tape, CD, large print, Braille, or alternative languages on request.

- **Public Participation**

Guidance on public participation at County Council meetings is available on request or at <http://www.dorsetforyou.com/374629>.

Public Speaking

Members of the public can ask questions and make statements at the meeting. The closing date for us to receive questions is 10.00am on 15 March 2017, and statements by midday the day before the meeting.

Debbie Ward
Chief Executive

Contact: Helen Whitby, Senior Democratic Services Officer
County Hall, Dorchester, DT1 1XJ
01305 224187 - h.m.whitby@dorsetcc.gov.uk

Date of Publication:
Friday, 10 March 2017

1. Apologies for Absence

To receive any apologies for absence.

2. Code of Conduct

Members are required to comply with the requirements of the Localism Act 2011 regarding disclosable pecuniary interests.

- Check if there is an item of business on this agenda in which the member or other relevant person has a disclosable pecuniary interest.
- Check that the interest has been notified to the Monitoring Officer (in writing) and entered in the Register (if not this must be done on the form available from the clerk within 28 days).
- Disclose the interest at the meeting (in accordance with the County Council's Code of Conduct) and in the absence of a dispensation to speak and/or vote, withdraw from any consideration of the item.

The Register of Interests is available on Dorsetforyou.com and the list of disclosable pecuniary interests is set out on the reverse of the form.

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| 3. Minutes | 3 - 10 |
| To confirm and sign the minutes of the meeting held on 11 January 2017. | |
| 4. Progress on Matters Raised at Previous Meetings | 11 - 16 |
| To consider a report by the Interim Director for Adult and Community Services. | |
| 5. Public Participation | |
| To receive any questions or statements by members of the public. | |
| 6. Dorset Syrian Resettlement Programme | 17 - 22 |
| To consider a report by the Director for Children's Services. | |

Progress on Scrutiny Items

- | | |
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| 7. Quality and Cost of Care - Inquiry Day | 23 - 30 |
| To consider a report by the Interim Director for Adult and Community Services. | |

Lead Member: **Councillor David Walsh**

Lead Officer: **Sally Wernick**, Safeguarding and Quality Service Manager

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| 8. Work Programme | 31 - 40 |
| To receive the People and Communities Overview & Scrutiny Work Programme. So as to stimulate debate, the Interim Director for Adult and Communities Services (Lead officer) encourages members of the committee to give some thought as to what they consider the scope of the committee to be and the expectations they have for what might be achievable (how this can be put into practice). These can be then given due consideration at the meeting. | |

The Committee is also asked to consider the appendix which identifies items for possible review in relation to the Outcomes Focused Monitoring Report which the Committee considered at the last meeting.

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| 9. Questions from County Councillors | |
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To answer any questions received in writing by the Chief Executive by not later than 10.00am on Wednesday, 15 March 2017.



People and Communities Overview and Scrutiny Committee

Minutes of the meeting held at County Hall, Colliton Park, Dorchester, Dorset, DT1 1XJ on Wednesday, 11 January 2017.

Present:

David Walsh (Chairman)

Steve Butler (Vice-Chairman)

, Ronald Coatsworth, Barrie Cooper, Fred Drane, David Jones, Ros Kayes, William Trite and Kate Wheller.

Members Attending

Robin Cook, Cabinet Member for Organisational Development and Transformation

Janet Dover, County Councillor for Colehill and Stapehill

Robert Gould, Leader of the Council

Jill Haynes, Cabinet Member for Adult Health, Care and Independence

Peter Richardson, County Councillor for St Leonards and St Ives

Daryl Turner, County Councillor for Marshwood Vale.

Officer Attending:

Helen Coombes (Interim Director for Adult and Community Services), Steve Hedges (Group Finance Manager), Fiona King (Communications Officer), Paul Leivers (Assistant Director - Early Help and Community Services) and Helen Whitby (Senior Democratic Services Officer).

For certain items, as appropriate

John Alexander (Performance and Policy Manager), Richard Bates (Chief Financial Officer), Nicky Cleave (Deputy Director of Public Health), Jonathan Mair (Monitoring Officer), Patrick Myers (Assistant Director - Design and Development), Debbie Ward (Chief Executive) and Sally Wernick (Strategic Lead for Safeguarding and Quality - Adults)

- (Notes:(1) 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 People and Communities Overview and Scrutiny Committee to be held on **Monday, 20 March 2017**.
- 2) **RECOMMENDED** in this type denotes that a decision of County Council is required.)

Apologies for Absence

- 1 Apologies for absence were received from Spencer Flower and Mary Kahn.

Code of Conduct

- 2 There were no declarations by members of disclosable pecuniary interests under the Code of Conduct.

Councillors Drane and Jones declared general interests in that their wives were in receipt of care.

Councillor Kayes reported that she would be recording a new disclosable pecuniary interest as a member of a group of psychotherapists who had just won a contract to provide counselling for carers. There was nothing of relevance on the agenda which would require her to leave the meeting.

Minutes

- 3 The minutes of the meeting held on 11 October 2016 were confirmed and signed.

Progress on Matters Raised at Previous Meetings

- 4 The Committee considered a report by the Interim Director for Adult and Community Services which set out progress on matters raised at the previous meeting. Three of these related to items on the agenda for the meeting and one confirmed that recommendations made at the previous meeting had been adopted by the Cabinet on 26 October 2016.

Noted

Public Participation

5 Public Speaking

One public question had been received at the meeting in accordance with Standing Order 21(1) and which related to proposed changes to the Registration Service. This is reported at minute 32 below and is included as an annexure to these minutes.

There were no public statements received at the meeting in accordance with Standing Order 21(2).

Exploring Options for the future of Local Government in Poole, Bournemouth and Dorset

- 6 The Committee considered a report by the Chief Executive on the future of Local Government in Bournemouth, Dorset and Poole. The Committee was asked to scrutinise and comment on the report prior to it being considered by the County Council on 26 January 2017.

The Chairman reminded members that their role at the meeting was to consider and comment on the report from the County Council's perspective and how it affected its constituents. Members had a further opportunity to comment as district and borough councillors when the report was considered by them throughout January 2017.

The Chief Executive presented the report in detail summarising previous discussion of the subject at County Council meetings, the case for change report from PricewaterhouseCoopers, financial analysis from the Local Partnership, the results of the public consultation, the involvement of the Shaping Dorset's Future Group and the Leaders and Chief Executives Group. This had led to a common approach being agreed by all nine local authorities on the sustainability of local government in Dorset as set out in the report being considered. Each of the councils would consider the report in January 2017.

A very thorough and rigorous approach had been taken throughout this process and there had been a robust challenge of the figures and principles to ensure that a good evidence base was used to help councillors in their decision-making. Reports had been made available and briefing sessions held for councillors in order to provide time for questions, debate and discussion prior to any decisions being taken. The evidence provided a case for change for local government in Dorset with Option 2(b) - two unitary authorities, one based on Bournemouth, Christchurch and Poole and one on East Dorset, North Dorset, Purbeck, West Dorset and Weymouth and Portland – being the favoured option.

Some members favoured Christchurch being included in Shire Dorset and some spoke in favour of keeping the current close working relationship between the County Council and district and borough councils and the flexibility this provided. Some expressed concern about the transfer of power away from residents and some spoke in support of devolution and the involvement of Town and Parish Councils. In response to the latter point, it was explained that the Shaping Dorset's Future Group

was progressing this. The Chief Executive of the Dorset Association of Parish and Town Councils (DAPTC) had attended the last meeting and the Head of Organisation Development attended the Executive meeting of the DAPTC to progress joint working.

Some members advocated services being provided at the most appropriate level and for decisions to be taken at the most appropriate level nearest to the people affected by them. Some concern was expressed about the increased number of people councillors would represent under any new arrangements and whether this would be “democratic”. The need for strong democratic representation under any new arrangements was highlighted.

In response to concerns expressed about the consultation process, the Chief Executive confirmed that the consultation process followed had been valid and supported by the Department for Communities and Local Government. All the assumptions had been clearly set out and gave a basis on which to take a reasoned financial view. She was confident that the figures gave a basis for financial viability. The Chairman added that Opinion Research Services, who had carried out the public consultation exercise, were confident that the process would stand up to any judicial review.

During the discussion the following additional recommendation was proposed, seconded and agreed:-

“That regard be paid to Christchurch Borough Council and, should that council so request, that Dorset County Council support the inclusion of Christchurch in the new Shire authority.”

With regard to the potential costs of transformation, the Chief Financial Officer confirmed that Government had not indicated that any transformation grant would be provided but authorities would continue to ask for this. If this was not forthcoming, all nine authorities would share the costs, initially from reserves, based upon population. It was hoped that any remaining costs could be capitalised and paid back from savings made as a result of the new authorities.

Following concern about devolution and Town and Parish Council involvement, another recommendation was proposed, seconded and agreed unanimously:-

“That the preparatory work with Town and Parish Councils begun by the Shaping Dorset’s Future Group is further developed to enable a clear process by which downward devolution of powers to third tier authorities can be timetabled and managed.”

The Monitoring Officer confirmed that these additional recommendations, and members’ comments would be included in the minutes to be considered by the County Council on 26 January 2017.

The Chairman stated that he believed in the public consultation and that the views expressed by the public could not be disregarded. He referred back to the minutes of the recent meeting of Christchurch Borough Council which also concluded that more weight should be given to the results of the household survey and he, therefore, supported Option 2b.

The Vice-Chairman thought that recent changes in the Local Government supported the need for fewer councillors but he expressed concerned about the potential of the new city deal for Bournemouth and Poole and how this might affect Dorset’s future. He thought that a model should be created for devolution and that this should be better explained for the public so that it was clear where they should go for the services and to allay concerns about “take-over bids”.

That the County Council consider the following recommendations:-

RECOMMENDED

1. That regard be paid to Christchurch Borough Council and, should that council so request, that Dorset County Council support the inclusion of Christchurch in the new Shire authority.
2. That the preparatory work with Town and Parish Councils begun the by Shaping Dorset's Future Group is further developed to enable a clear process by which downward devolution of powers to third tier authorities can be timetabled and managed.

Corporate Plan: Outcomes Focused Monitoring Report

7 The Committee considered a joint report by the Interim Director for Adult and Community Services and the Director of Public Health which set out outcome indicators relating to the Committee's areas of responsibility under the Corporate Plan.

The Senior Assurance Manager and the Assistant Director of Public Health presented the report. Members were reminded that the Corporate Plan was based on important outcomes for residents and the Committee's role was to scrutinise progress towards those outcomes under the headings of Independence and Health. The report provided information on the current state of play in these areas and highlighted areas where improvement was needed so that the Committee could identify areas for scrutiny. Members noted that some data within the report was out of date but information included on the outcomes tracker which could be followed through the link provided in the report was current. It was also explained that some trends had been misidentified and showed a worsening situation when the long term trend was more even. Members noted that a few outcome indicators were still being developed.

Members welcomed this report and the detail contained within it. It provided areas of interest and concern and it was suggested that further consideration would be needed to identify areas for future scrutiny, possibly by way of a workshop.

There was some discussion about information concerning SEN transport and self-harm, and the need for psychological health education in schools and increased mental health services to help address this for children. Particular concern was expressed about the worsening direction of travel for many areas.

The Interim Director for Adult and Community Services Committee highlighted that activity undertaken did not necessarily mean that this was having any impact on outcomes and if there was no impact that activity should be refocused. She also explained that Dorset may not follow national trends and she cited the example of delayed discharges where there had been a recent improvement in Dorset compared to the worsening situation in the rest of the country. She asked the Committee to help identify where resources should be focused in order to improve outcomes for residents.

Resolved

That Cllr Ros Kayes (Lead Member), Cllr Kate Wheller and John Alexander complete a scoping report to help identify items for scrutiny for consideration at the Committee's next meeting.

Hate Crimes - Quarter Two 2016/17

8 The Committee considered a report by the Assistant Director for Design and Development which provided an update on Hate Crimes for Quarter Two 2016/17, as requested at the Committee's last meeting.

The Assistant Director reminded the Committee of the Council's duty of care under the Equality Act to address hate crime issues. Whilst the number of crimes was low, there had been an increase in incidents in all areas, although this had subsequently reduced. However, there was a need to get a better understanding of the figures and more work was being undertaken with regard to the local impact of crimes against the disabled and those with mental health issues. He suggested that the Committee might like to hold an Inquiry Morning to consider current and planned activity which helped the Council fulfil its public sector equality duty and how that activity was supporting the reduction in hate crime and incidents.

Questions were posed as to whether any reported incidents were mischief-making, whether the peaks in July were related to the influx of holidaymakers and they reported their own experience of hate crimes. They recognised the importance of continuing to monitor the situation and for them to encourage action to be taken to address hate crime. They noted the role of Dorset's Safeguarding Boards, the Community Safety Partnership and the Police and other partners to address hate crime.

Members supported the suggestion of holding an Inquiry Morning and Councillor David Jones would act as Lead Member for this review.

Resolved

1. That an Inquiry Morning be held to consider current and planned activity which helped the Council fulfil its public sector equality duty and how that activity was supporting the reduction in hate crime and incidents.
2. That the Inquiry Panel comprise Steve Butler, David Jones (Lead Member) and David Walsh.
3. That other County Councillors be contacted to see whether they would want to be involved in this review.

Policy Development Panel on Registration - Final Report

- 9 The Committee considered the minutes of the final meeting of the Policy Development Panel on Registration held on 2 December 2016 and its report on future Registration Service proposals.

A question had been submitted under the Council's Public Participation arrangements by Councillor Jon Andrews, Sherborne Town Councillor, which related to changes to the Registration Service provided in Sherborne. This, and the response provided, is attached to the minutes as an annexure.

Comments had also been received from the County Councillor for Rodwell, who supported the retention of a service in Weymouth. Her comments are included in the annexure to the minutes.

The Chairman of the Policy Development Panel presented the Panel's report and drew attention to an amendment to it in that Option 5C(h) should be italicised, not Option 5C(e) as shown in the report. He explained that the review had taken nearly a year and had proven more complex than originally anticipated. The review had been detailed, the need to make financial savings accepted, and had led to the recommendations put forward which would cause least disruption. He confirmed that Town Councils had agreed to financially support outreach services in Gillingham, Sherborne and Swanage. Officers were thanked for their work in supporting the Panel. The Assistant Director – Early Help and Community Services highlighted the success of the Service which was self-funding and reminded members that the Panel had been established to address potential forthcoming legislative changes to marriage ceremonies and budget pressures arising.

Recommended

That the Cabinet approve:

1. That the service provided be developed into a more customer focussed service, through six office locations across Dorset (at Blandford, Bridport, Dorchester, Ferndown, Wareham and Weymouth) and for outreach services to be provided at (Gillingham, Sherborne and Swanage), subject to Town Council support being secured for the outreach services.
2. That the service be based on seven ceremony rooms across the County. (At Blandford, Bridport, Ferndown, Gillingham, Sherborne, Swanage and Weymouth this reflects the present circumstances, however, as property matters emerge in the future it might be appropriate to make changes to these arrangements).
3. That Officers be encouraged to develop a schedule of fees and charges based on a full cost recovery model in relation to ceremonies, and to authorise the Assistant Director - Early Help and Community Services, after consultation with the Cabinet Member for Health, Care and Independence, to set the schedule.
4. That the Tell Us Once service for deaths be retained, and the service for births be withdrawn.

Policy Development Panel on Community Capacity Building and Social Isolation

- 10 The Committee received an update on progress with the Policy Development Panel on Community Capacity Building and Social Isolation.

The Chairman, as Lead Member for the review, explained that the completion of the scoping document had shown how complex this subject was and further consideration was needed prior to the Panel's first meeting.

Noted

Update on Inquiry Day into the Quality and Cost of Care

- 11 The Committee received an update on progress with the Inquiry Date into the Cost and Quality of Nursing and Residential Care across Dorset. This was to be held on Monday, 13 February 2017 and would involve four evidence gathering sessions. Representatives from the Council's quality improvement team and commissioners, service users, carers, Healthwatch, the Dorset Clinical Commissioning Group and the Care Quality Commission would be attending.

The Senior Democratic Services Officer was asked to re-send members details of the day.

Noted

Update on Fair Charges for Care and Support

- 12 The Committee received an update on Making Charges Fairer for Adult Social Care, which included reference to the work of the Executive Advisory Panel on Pathways to Independence and highlighted that any recommendations would be considered by the Cabinet in March 2017.

Noted

Work Programme

- 13 The Committee considered its work programme.

Additional items to be added to the work programme were set out in minute numbers 7 and 8.

Noted

Questions from County Councillors

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

Meeting Duration: 10.00 am - 12.30 pm

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People and Communities Overview & Scrutiny Committee

Dorset County Council



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| Date of Meeting | 20 March 2017 |
| Officers | <u>Local Members</u> All Members <u>Lead Director</u> Helen Coombes, Interim Director for Adult and Community Services |
| Subject of Report | Progress on Matters Raised at Previous Meetings |
| Executive Summary | This report records:- (a) Cabinet decisions arising from recommendations from the People and Communities Overview and Scrutiny Committee meetings; and (b) Outstanding actions identified at the last and previous meetings. Members are asked to note that any other actions arising from previous meetings are either addressed in reports submitted to this meeting or have been included in the Committee's work programme later on the agenda. |
| Impact Assessment: | Equalities Impact Assessment: N/A |
| | Use of Evidence: Information used to compile this report is drawn together from the Committee's recommendations made to the Cabinet, and arising from matters raised at previous meetings. Evidence of other decisions made by the Cabinet which have differed from recommendations will also be included in the report. |

Progress on Matters Raised at Previous Meetings

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| | <p>Budget: No VAT or other cost implications have been identified arising directly from this programme.</p> |
| | <p>Risk Assessment: Having considered the risks associated with this decision using the County Council's approved risk management methodology, the level of risk has been identified as: Current Risk: LOW Residual Risk: LOW</p> |
| | <p>Other Implications: None</p> |
| Recommendation | That Members consider the matters set out in this report. |
| Reason for Recommendation | To support the Council's corporate aim to provide innovative and value for money services. |
| Appendices | None |
| Background Papers | None |
| Report Originator and Contact | <p>Name: Helen Whitby, Senior Democratic Services Officer Tel: (01305) 224187 Email: h.m.whitby@dorsetcc.gov.uk</p> |

Progress on Matters Raised at Previous Meetings

| Date of Meeting | Minute Number and subject reference | Action Required | Responsible Persons | Completed (incl. comments) |
|-----------------|-------------------------------------|--|--|---|
| 11 January 2017 | 6 | Future of Local Government in Bournemouth, Dorset and Poole | | The recommendations from this meeting were forwarded to the County Council meeting on 26 January 2017. |
| | 7 | Corporate Plan – Outcomes Focussed Monitoring Report | Lead Members: Cllr Ros Kayes and Cllr Kate Wheller Lead Officer: John Alexander | The Lead Officer has met with Lead Members and the scoping document is attached to the work programme at item 9 on this agenda. |
| | 8 | Hate Crimes | Lead Member: Cllr David Jones Lead Officer: Patrick Myers | The Lead Officer has been provided with the Scoping Report template and a meeting with the Lead Member is to be arranged. |
| | 9 | PDP on Registration | | <p>The recommendations from this meeting were considered by the Cabinet on 18 January 2017. It was resolved that:-</p> <p>Resolved</p> <p>1. That the following changes to the Registration Service be approved, subject to 2 below: (a) That the service provided be developed into a more customer focussed service, through six office locations across Dorset (at Blandford, Bridport, Dorchester, Ferndown, Wareham and Weymouth) and for outreach services to be provided at (Gillingham, Sherborne and Swanage), subject to Town Council support being</p> |

Progress on Matters Raised at Previous Meetings

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| | | | <p>secured for the outreach services.</p> <p>(b) That the service be based on seven ceremony rooms across the County. (At Blandford, Bridport, Ferndown, Gillingham, Sherborne, Swanage and Weymouth this reflects the present circumstances, however, as property matters emerge in the future it might be appropriate to make changes to these arrangements).</p> <p>(c) That Officers be encouraged to develop a schedule of fees and charges based on a full cost recovery model in relation to ceremonies, and to authorise the Assistant Director - Early Help and Community Services, after consultation with the Cabinet Member for Health, Care and Independence, to set the schedule.</p> <p>(d) That the Tell Us Once service for deaths be retained, and the service for births be withdrawn.</p> <p>(e) Other resultant service changes highlighted within the report to the People and Communities Overview and Scrutiny Committee on 11 January 2017.</p> <p>2. That delegated authority be granted to the Director for Adult and Community Services, after consultation with the Cabinet Member for Adult Health, Care and Independence, to approve an</p> |
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Progress on Matters Raised at Previous Meetings

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| | | | | <p>alternative suitable service model to that outlined in 1 above, subject to further representations from local members in Christchurch and Christchurch Borough Council.</p> <p>Reason for Decisions The decisions contributed to the overall principles and values of Dorset County Council's Forward Together transformation programme; focusing resources on activities that produce the best outcomes for our residents in the most cost effective ways possible.</p> |
| | 11 | Inquiry Day into Cost and Quality of Care | | <p>.A reminder about the date of the Inquiry Day was sent to members on 2 February 2017. The Inquiry Day has been completed and a report on feedback and possible next steps appears at item 7 on this agenda.</p> |

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People and Communities Overview and Scrutiny Committee

Dorset County Council



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| Date of Meeting | 20 March 2017 |
| Officer | Director for Children's Services |
| Subject of Report | Dorset Syrian Resettlement Programme |
| Executive Summary | <p>The purpose of this report is:</p> <ol style="list-style-type: none"> 1. To inform on the Syrian Resettlement Programme and its progress so far 2. For discussion about the potential of an expanded programme in the future |
| <p>Impact Assessment:</p> <p><i>Please refer to the protocol for writing reports.</i></p> | <p>Equalities Impact Assessment:</p> <p>An equalities impact assessment has been completed.</p> |
| | <p>Use of Evidence:</p> <p>Councils that have already resettled refugees through the programme have been consulted for best practice. Evidence has been gathered through partners as to what will work for their area of work.</p> |
| | <p>Budget:</p> <p>Funding is provided to cover the costs of the five year resettlement programme. Extra funding is available for cases with extra needs.</p> |
| | <p>Risk Assessment:</p> <p>Having considered the risks associated with this decision using the County Council's approved risk management methodology, the level of risk has been identified as: Current Risk: MEDIUM Residual Risk: MEDIUM</p> |

Dorset Syrian Resettlement Programme

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| | <p>Other Implications:</p> <p>This report provides some contextual information that supports the Overview Committee's interest in racial hate crime. Whilst so far integration has been positive we want to ensure that the committee is well informed about issues that may impact.</p> |
| Recommendation | To note the progress and request further updates as the actions become clear to meet the Home Office requests for medium term plans. |
| Reason for Recommendation | |
| Appendices | (Note: Provide <u>public</u> web links where possible.) |
| Background Papers | Cabinet paper June 2016 Cabinet paper September 2016 |
| Officer Contact | Name: Stephanie Farr Tel: 01305 221328 Email: s.farr@dorsetcc.gov.uk |

1. Background

- 1.1. The Dorset Syrian Resettlement Programme is the Dorset response to the national programme in which the government pledged to resettle 20,000 Syrians by the end of 2020.
- 1.2. In June 2016, a report was taken to Cabinet recommending that Dorset resettle six to eight Syrian families within a 12 month period. The first two families arrived in Dorset in December 2016 and it is anticipated that another five families will arrive by December 2017.
- 1.3. Councils are given some guidance on what they are expected to provide for Syrian families arriving through the programme. Broadly this includes:
 - Private rented accommodation including furniture
 - English lessons
 - Integration and casework support – with families being independent at the end of 12 months
 - Interpretation and translation
 - Project management
- 1.4. Councils are also required to ensure that there is appropriate available provision (alongside partners) for:
 - School places
 - Medical needs
 - Religious and cultural needs
- 1.5. Refugees are granted five years humanitarian protection status after which time they can see whether they are able to remain in the UK or can return to Syria depending on the situation.

2. Funding

- 2.1. The programme is fully funded by government through a per person tariff of £8,520 per person for the first year which then tapers off over the five years to £1,000 in the fifth year.
- 2.2. Visits were made to other local authorities who had already resettled families to see what the likely costs would be and whether the funding was adequate. It was established that the funding is adequate and that extra funding can be applied for if refugees have extra needs.
- 2.3. Funding can be pooled across all individuals in the programme meaning that services for individuals with extra needs can be more easily funded. Councils are given guidance on what the funding is meant to cover and South West Councils alongside the Home Office offer further guidance where required.

Dorset Syrian Resettlement Programme

2.4. Separate funding is made available to Clinical Commissioning Groups and Department of Work and Pensions. Education funding is provided to councils to pass on to schools.

3. Services, partners and stakeholders

3.1. A number of services, partners and stakeholders have been involved in the planning and delivery of the Syrian Resettlement Programme to date.

3.2. Dorset County Council services

3.2.1. School admissions: Admissions have helped with identifying local schools with the potential to take children arriving through the programme and liaising with these schools to ensure a smooth transition into school life. This has enabled an excellent working relationship with the schools which can be built on for the future.

3.2.2. Commissioning: Colleagues in children's commissioning have provided support awarding a grant to International Care Network (ICN), an experienced local charity, to carry out the integration casework support for each of the families resettled through the programme. Commissioning colleagues are also providing assistance with monitoring arrangements.

3.2.3. Project management: The programme has been developed through the Policy & Research Team including equalities and diversity. An officer has been seconded full-time to lead the programme along with partners and other stakeholders.

3.3. Partners

3.3.1. Housing: Housing colleagues at Dorset Councils Partnership have been involved in identifying potential landlords and properties through their existing contacts and through contacts that have been made specifically during this programme. Housing colleagues have inspected properties, drawn up tenancy agreements and liaised with landlords where necessary.

3.3.2. Schools: There has been a close working relationship with the schools taking children through the programme to identify gaps in provision and how best to spend funding that is allocated to education. The schools have worked with DCC, the caseworker and the families to ensure successful integration of children into their schools. This relationship has proved successful and can be replicated in other schools involved in the programme.

3.3.3. Jobcentre Plus: A one-stop-shop was created for financial matters including colleagues from JCP, DWP and revenues and benefits to ensure there was no delay for the families receiving financial support. This working together proved successful for the family in that they did not have any unnecessary delays and for the landlord as matters such as council tax were dealt with without his needing to be involved.

3.3.4. Skills and learning: English as a Second Language (ESOL) provision has been provided by our adult learning provider, Skills and Learning. This has only allowed for three hours per week of English tuition at the local adult learning centre and has been slightly hampered by transport and childcare issues. Extra voluntary support has been arranged to allow all adults to learn English four times per week. There are opportunities to develop further ESOL provision in the future with councils able to access a fund for developing solutions including childcare and transport.

3.3.5. Dorset Police: Dorset Police have reviewed security checks which are included in the referral received from the Home Office and provided any relevant information about the properties/locations identified as possible housing. Dorset Police have also offered to work more closely and this would be explored should the programme be expanded or the need arise.

3.3.6. Dorset Clinical Commissioning Group (CCG) – Dorset CCG have reviewed the health checks included in the referral from the Home Office to ensure that appropriate services can be provided in the local area as well as supporting local GPs with identifying available provision.

3.3.7. International Care Network (ICN): ICN were awarded a grant for integration and caseworker support. This is a wide ranging role including interpretation. The caseworker also acts as a 'gatekeeper' to the family and coordinates volunteer support. A support group of local volunteers has been arranged around the families to allow them to integrate into their local community and to reduce the number of visits that the caseworker has to do in order to allow the families to become more independent in their

Dorset Syrian Resettlement Programme

local area. This model will be replicated for every family (dependent on their needs) and volunteers and groups have been identified across the county.

3.3.8. Voluntary and Community Sector: The VCS has been invaluable in the delivery of this programme and has provided and offered support such as: identifying appropriate and affordable housing, furnishing properties, managing donations of clothing and money, English learning support, befriending and orientation, support in schools, transport and translation among many other offers.

3.3.9. Some landlords have come forward to offer their properties at below market rent to make them available for this programme. Groups have formed across the county in response to the refugee crisis and officers have worked with them to provide a steer for their offers of support. Swanage Action for Refugees has raised some money which will be used to top up the rent on a property to make it affordable to a family coming through this programme. This model could be used to open up the number of properties that are available to the programme in the future.

4. What went well?

- 4.1. The support offered by the voluntary and community sector has allowed the programme to support the families in a much wider way than would have been available otherwise. Through connections made via volunteers one individual has started training as a barber in his local area.
- 4.2. The schools taking children arriving through the programme have responded positively and proactively. They have supported the children and the wider family unit offering English support and are working together to bring in a former English teacher from Syria who can help the children and teachers learn together. The children have made friends and are actively participating in extracurricular activities.
- 4.3. Dorset Councils Partnership have been integral to the success of the programme so far as the Housing Manager dedicated support from the beginning. There has also been a close working relationship with revenues and benefits and equalities and diversity.
- 4.4. The caseworker support provided through ICN has been excellent with many volunteers commenting that the families have been lucky to have such thorough support. Officers have been able to use the experience of ICN and connect them with established groups and volunteers in the area local to the resettled families. ICN are also open to suggestions and are flexible in their support to provide the best outcomes for each individual.

5. Lessons learned

- 5.1. Housing has been the most difficult issue as it needs to be within Local Housing Allowance (LHA) and near to public transport links to appropriate services. Dorset Councils Partnership has been an invaluable partner to identifying properties that could be used for this programme and the programme can be expanded to include housing partners from other district and borough councils.
- 5.2. Registered ESOL provider provision has not been as flexible as anticipated and there have been transport and childcare restrictions. Funding is available to councils to develop solutions to ESOL provision and it would be useful to investigate whether a bid could be put in for Dorset if the programme was expanded.

6. 2020

- 6.1. At a regular meeting with other project officers from across the South West councils were asked about their plans for the programme up to the end of 2020. Several South West councils have put forward their offers including Devon, Plymouth, Gloucestershire, Somerset and Wiltshire. Dorset was asked the same question about an offer beyond the initial 12 month period.
- 6.2. To expand the programme a number of developments potentially need to be investigated such as:
 - Housing teams from around the county engaging with the programme
 - Alternative ways to top up LHA to widen the available pool of housing
 - A bid for the development of ESOL solutions
 - Further development and coordination of the VCS offer
 - Art and leisure as a method of integration and mental health support
 - Further support in schools
 - Further project support

Dorset Syrian Resettlement Programme

- A procurement for integration and casework support beyond the initial 12 month period
- 6.3. Guidance will be sought from Cabinet about our approach to Home Office requests for plans up to 2020 and how we take this important work forward in Dorset.

Patrick Myers
Head of Design and Development
March 2017

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People and Communities Overview and Scrutiny Committee

Dorset County Council



| | |
|--------------------------|--|
| Date of Meeting | 20 March 2017 |
| Officer | Helen Coombes - Interim Director for Adult and Community Services |
| Subject of Report | Quality and Cost of Care – Inquiry Day |
| Executive Summary | <p>On 13 February 2017, The People and Communities Overview Committee held an Inquiry Day into the Cost and Quality of Care in Dorset.</p> <p>Local Authorities have the primary responsibility to make sure that the care needs of older people and those with complex needs are met now and in the future. However the current system faces significant financial pressures and there is a significant funding gap. Whilst there is an acknowledgement that more money needs to be put into the system costs cannot be met by the taxpayer alone. The majority of people already fund their own care and this will continue into the future. What local authorities can and must do is to help people plan for their future care needs and ensure that, where people are asked to contribute, the system is fair and transparent.</p> <p>The future of social care is and should be shaped by local circumstances and aspirations. Communities, Service providers, service users, carers, councillors and practitioners should all have a role and should have a say in the future of social care. The Inquiry day was designed to provide an insight into what needs to be done locally and how this important issue affects people at a local level. We learned about the important role of local government in the commissioning and managing of care services and received evidence from those who use, provide and regulate</p> |

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| | <p>services as well as a range of practitioners. The day generated conversations and provided practical inspiration to help form recommendations and actions that will help build a social care system that delivers quality of care to the people of Dorset</p> |
| Impact Assessment: | <p>Equalities Impact Assessment: N/A</p> |
| | <p>Use of Evidence:</p> <ul style="list-style-type: none"> • Local performance data and demographics. • Dorset Population figures • https://www.parliament.uk/business/...a-z/.../adult-social-care-launch-16-17 • Local Government Association Adult Social Care Funding: 2016 State Of The Nation Report - November 2016 |
| | <p>Budget: N/A</p> |
| | <p>Risk Assessment:</p> <p>Having considered the risks associated with this decision using the County Council’s approved risk management methodology, the level of risk has been identified as: Current Risk: MEDIUM Residual Risk: MEDIUM</p> |
| | <p>Other Implications: N/A</p> |
| Recommendation | <ol style="list-style-type: none"> 1. To reflect upon and agreed the priority issues and messages from the Inquiry Day. 2. To identify a set of recommendations and actions, for consideration by the Cabinet, that assist in re-orientating the health and social care system towards prevention, re-ablement and independence |
| Reason for Recommendation | <p>To promote independence and build on good practice to meet the predictable and growing challenges around the costs and quality of care in Dorset in years to come</p> |
| Appendix 1 Appendix 2 | <ul style="list-style-type: none"> • Programme of Events • List of Contributors/ Attendees |
| Background Papers | <p>www.lgiu.org.uk/care-now-and-for-the-future-an-inquiry-into-adult-social-care/</p> |

| | |
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| | Local Government Association Adult Social Care Funding: 2016 State Of The Nation Report November 2016 |
| Officer Contact | Name: Sally Wernick Tel:01305 251414 Email: sally.a.wernick@dorsetcc.gov.uk |

1. Approach

The committee adopted the Inquiry day model, with question and answer sessions divided into four areas with a final session on future plans and priorities:

- Practice
- Direct experience of services
- Regulation, quality and best practice
- How we work with others
- Future plans and priorities

A list of those people and organisations who attended can be found in Appendix 2.

2. Evidence Session 1

The first evidence session included the Independent chair of the Dorset Safeguarding Adults Board and a range of practitioners from within Dorset Adult Social Care teams and the Quality Improvement Team. Questions were asked by members about: sourcing good quality care, costs of care, the challenges involved in sourcing care in rural communities, recruitment and retention of staff for providers, demands on front line social care staff, complexity of long term conditions, standards and personalisation of care provision.

2.1 Key Areas in Evidence Session 1:

- Difficult to meet the Increasing complexity of need (such as dementia), in a rapidly growing, aging population.
- Self-funders and some of the challenges in buying care and lack of clear advice
- Viability of the packages of care sourced which were not always tailored as well as they could be to individual needs
- A gap between what is needed to keep people at home and what is available; for example night care can be difficult to source
- A failure to Integrate funding for care and support at home packages may leave gaps in health and social care
- Low standards of care or care that is considered 'good enough'
- Limited pre-bookable respite for carers and respite generally or resource to prevent carer break down
- Increased costs associated with more complex needs has been met with a reduction in resources, heavily impacted on by cuts in government funding
- Having sufficient numbers of skilled and qualified adult care staff on the front line to manage complex case loads

2.2 Future Areas of Focus

- Continue the programme of work that has been put in place by Dorset County Council Adult Social Care to deliver better results through preventative work and the management of demand.
- Commissioners and Quality improvement teams act as market shapers for care providers addressing the gaps that currently exist within packages and provision
- Receive updates on staffing resource within Adult social care teams to ensure sufficient front line delivery is in place
- Continue to build a model of care that promotes independence and resilience across communities

3. Evidence Session 2

This session included providers from across the Adult Social Care setting, Nursing and residential beds, support at home, care for individuals with complex needs and learning disability. Universally they described large gaps in the labour market and the inability to recruit experienced staff, particularly when competing with large other organisations. Members asked if providers were able to deliver high quality care consistently and what were the barriers to this, how they recruited staff safely and whether Dorset was a good place to 'start a care home'? Providers gave an insight into how difficult it is to deliver good quality care in the publicly-funded market, as a result many are leaving the business. One of the biggest challenges for providers is how they can compete fairly in a limited market

3.1 Key Areas in Evidence Session 2:

- Recruitment and retention of a well-trained carer staff group within individual care settings particularly across rural Dorset,
- Insufficient registered nurses available in the sector
- The need for a properly co-ordinated approach to recruiting and retaining staff in the care market
- Increased costs associated with more complex needs has been met with a reduction in resources and a decline in local government funding.
- Poorly trained carers and no access to accredited training
- Sleep in costs for LD providers of particular concern
- National Living wage requirements having an impact on the cost of care
- Self-funders who cannot sustain payments in the long term and become reliant on social care
- Lack of investment in Care and support at home
- A more supportive culture is needed to develop the social care sector to enable carers and organisations to develop the right personal and professional skills

3.2 Future Areas of Focus

- Recruitment fairs and joint work with national and local organisations to stimulate interest in working in the care market
- Alongside partners promote learning and development opportunities where the care profession will be highly valued
- Continue to develop commissioning models that match costs with demand
- Correct and fair funding for packages of care

- Integrated budgets between health and social care to enable a seamless approach to delivering care needs
- Engage with self-funders and communities generally to identify and manage how social care can be funded in the future

4. Evidence Session 3

This session heard from those who receive publicly and self-funded services as well as carers and Health watch. Overwhelmingly it was felt that there was a lack of information and advice generally around services and the support available. Members asked about, and carers described not being properly communicated with by professionals and the complexities of navigating the Continuing Healthcare system. They described to members the difficulties in accessing services from a rural location, the cost of taxi's to and from appointments and the rapid change in social care staff who might be able to advise and support them. The absence of travel time for workers who provided care and support at home was seen as adding additional pressures and although support at home is described as a key priority for local authorities and the health care system the lack of funding was failing to achieve the desired outcomes

4.1 Key Areas in Evidence Session 3:

- A better system is needed to identify and support carers better
- Personal budgets have to be met to meet people's needs and remain at sustainable levels
- Carer's need to be consulted with and included when attempting to integrate and co-ordinate services
- There needs to be a better understanding of what care and caring means
- There needs to be a stronger rights base for carers running alongside paid work and a wider range of responses from employers
- Need to make the most of technology but coupled with face to face contact when necessary
- Follow the spirit of the Care Act in introducing choice and control
- Better public awareness of the importance of social care and why it matters

4.2 Future Areas of Focus:

- Local initiatives that support individuals in their communities (Think Local Act Personal)
- Generate community hubs via Care homes and G.P services
- Awareness raising around social care to generate better support and stimulate services
- Better access to care to promote independence and creative use of care and support services at home
- Support the caring workforce to feel better valued
- More co-production and co-designing of services where service users are able to run aspects of their own care

5. Evidence Session 4:

During the final session of the day members heard from Dorset County Council Commissioners and those from the Clinical Commissioning Group; managers from the Quality Improvement Teams within those organisations and the Care Quality Commission. Questions were asked about the criteria for assessing packages of care and the difficulty in accessing emergency packages of care when urgent placements were needed. Frustration

was expressed by members at the slow pace of Integration between health and social care and the lack of shared process and interface on some of the joint projects. Members asked local authority commissioners about the proposed Dynamic Purchasing Framework and the currently low uptake by providers. It was felt that the CQC should assist providers by outlining what 'good' looks like when assessing a service and for all commissioners and regulators it was important that all providers were treated equally and that any system in place for monitoring and commissioning was transparent

5.1 Key Areas in Evidence Session 4:

- Better Care fund was not evidencing clear outcomes of integration in delivery
- There needs to be a less onerous assessment for packages of care generally
- Partnership working across all service areas should be a priority in order to plan for the future and raise quality
- There needs to be a understanding across social care and health teams about what constitutes good quality care
- Integration needs to be prioritised
- Indicative budgets for packages need to be much more accurate and shared with service users
- Recruitment and pay rates are a big issue for the workforce and need to focus on increased status for roles in social care
- Flexibility across providers e.g. sharing packages in hard to recruit areas
- Care homes as hubs for services a more flexible approach to care
- Alignment of budgets in health and social care
- Education and respect for staff in social care
- Better emergency funding pathways

5.2 Areas of Future Focus

- The local authority and the NHS should consider integrate services and budgets to change the focus on adult social care spending towards prevention
- The local authority and its health partners should evidence how they are emulating good practice to help people to stay independent for longer
- Commissioners should evidence how they are stimulating market provision
- Timely and appropriate advice should be given on the funding of care options and managing finances so enable individuals to meet the costs of care long term

6. Conclusion

The challenges in creating a high quality, sustainable Adult Social Care system with a skilled and knowledgeable workforce cannot be under-estimated. This is one of the most difficult times in Adult social care history and we heard from everyone at the Inquiry day that the efforts of well-trained, well supported staff are key to its longevity. Another key element is making sure that commissioners have the skills, knowledge and data they need to make the best decisions for communities, and that employers are supported to invest in a workforce so that those who are in need of social care can access their services.

Adult social care is one of our most vital public services. It supports adults of all ages across a wide spectrum of need to live as independently as possible, its paid work force is larger than the NHS and in Dorset the County Council's spending accounts for the largest part of the councils total budget. As people grow older and live longer, budgets are shrinking making it harder for councils to manage the tension between prioritising statutory duties and investing in preventative services and communities. No amount of reforms will enable

Quality and Cost of Care – Inquiry Day 2017

councils alone to manage the costs, the key is to work alongside people and communities to build capacity and resilience and to provide best advice about use of assets so that this can be taken up and extended.

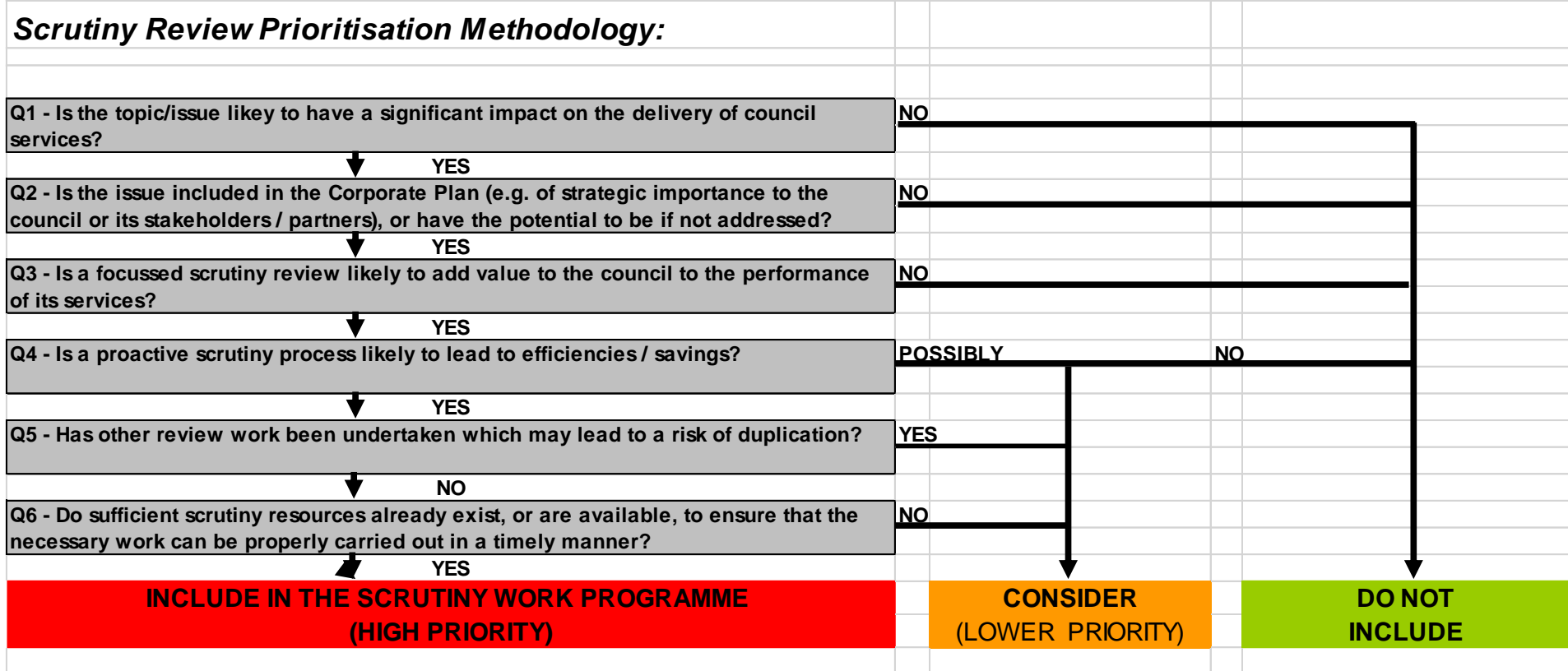
Members are requested to consider and reflect upon the priority issues and messages that were identified through the Inquiry Day process and identify a set of recommendations and actions for the Cabinet to consider.

Helen Coombes
Interim Director for Adult and Community Services
March 2017

People and Communities Overview & Scrutiny Committee Work Programme

Chairman: Cllr David Walsh
Vice Chairman: Cllr Steve Butler

| Specific issues previously discussed by the Panel for potential further review: | |
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| Adoption and Fostering – working along-side the Safeguarding Overview and Scrutiny Committee | For the two items listed to the left members are asked to: <ul style="list-style-type: none"> • Complete the prioritisation methodology • Identify lead Member(s) and lead Officer(s) • Provide a brief rationale for the scrutiny review • Indicate draft timescales • Assign the item to a meeting in the work programme |
| Special Educational Needs – accessibility and transport | |
| Housing – working along-side the Economic Growth Overview and Scrutiny Committee | The Chairman of the Economic Growth Overview and Scrutiny Committee is exploring the scrutiny of housing being led by the Dorset Tri-Borough Partnership (WDDC, W&PBC and NDDC). The Council could take part in the review as a partner, particularly regarding availability of land. |
| Fair Charges for Care and Support - Outcomes of Consultation | To be considered by the Executive Advisory Panel |
| Review of Community Transport | A meeting between the Lead Member and Lead Officers has been arranged on 30 March 2017 to complete the scoping report. |



All items that have been agreed for coverage by the Committee have been scheduled in the Forward Plan accordingly.

| Date of Meeting | | Item/Purpose | Key Lines of Enquiry (KLOE) | Lead Member/Officer | Reference to Corporate Plan | Target End Date |
|-----------------------------------|---|---|--|--|-----------------------------|-----------------|
| 20 March 2017 (10.00am) | 1 | <u>Inquiry Day into Quality and Cost of Care</u> To receive a report on the Inquiry Day held on 13 February 2017. | | Councillor David Walsh Sally Wernick Safeguarding and Quality Service Manager | | |
| | 2 | <u>Policy Development Panel on Community Capacity Building and Social Isolation</u> Members were sent an update by email on 7 March 2017. This item has been added to the meeting on 20 June 2017. | | Councillor David Walsh Paul Leivers Assistant Director – Early Help and Community Services | | |
| | 3 | <u>Corporate Plan: Outcomes focused Monitoring</u> To consider the scoping report attached as an appendix to this report. | | Councillor Ros Kayes Councillor Kate Wheller John Alexander Senior Assurance Manager | | |
| | 4 | <u>Inquiry Day into Hate Crime</u> A meeting is to be arranged between the Lead Member and Lead Officer to complete the Scoping Report. | What it is How they are recorded What the Council is doing | Councillor David Jones Patrick Myers Assistant Director – Design and Development | | |
| | 5 | <u>School Exam Results</u> This item will be considered at the meeting on 20 June 2017. | | Councillor David Walsh Jay Mercer Assistant Director – Prevention and Partnerships | | |

| Date of Meeting | | Item/Purpose | Key Lines of Enquiry (KLOE) | Lead Member/Officer | Reference to Corporate Plan | Target End Date |
|----------------------------------|----|---|--|--|-----------------------------|-----------------|
| | 6 | <u>Review of Community Transport</u> A meeting between the Lead Member and Lead Officers has been arranged for 30 March 2017 to complete the scoping report. This report will be considered on 20 June 2017. | The Holistic Transport Board – what it is doing and where it is going What has happened since the last cuts and review by the Audit and Governance Committee The Social Care perspective | Councillor David Walsh Matthew Piles Service Director - Economy | | |
| | 7 | <u>Dorset Syrian Resettlement Programme</u> An update is provided at item 6 on this agenda. | | Patrick Myers Assistant Director – Design and Development | | |
| | | | | | | |
| 26 June 2017 (10.00am) | 1. | <u>School Exam Results</u> To receive a report by the Director for Children’s Services. | | Councillor David Walsh Jay Mercer , Assistant Director, Prevention and Partnerships | | |
| | 2. | <u>Hate Crime</u> To consider the scoping report. | | Councillor David Jones Patrick Myers , Assistant Director, Design and Development | | |
| | 3 | <u>Review of Community Transport</u> To consider the scoping report. | | Councillor David Walsh Matt Piles , Service Director – Economy | | |

| Date of Meeting | | Item/Purpose | Key Lines of Enquiry (KLOE) | Lead Member/Officer | Reference to Corporate Plan | Target End Date |
|---|---|---|-----------------------------|---|-----------------------------|-----------------|
| | 4 | <u>Policy Development Panel on Community Capacity Building and Social Isolation</u> To receive an update on the work of the Panel. | | Councillor David Walsh Paul Leivers , Assistant Director - Early Help and Community Services | | |
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| 11 October 2017 (10.00am) | | | | | | |
| | | | | | | |
| Items to be added to the Work Programme | | | | | | |

Work Programme: Appendix A

Future subjects for scrutiny by the People and Communities Overview and Scrutiny Committee

At its meeting of 11 January 2017, following item 7: *Outcomes Focused Monitoring Report*, the Committee resolved that:

“Cllr Ros Kayes (Lead Member), Cllr Kate Wheller and John Alexander complete a scoping report to help identify items for scrutiny for consideration at the Committee’s next meeting.”

The two councillors and the officer met on 7 March and identified the following two potential areas for scrutiny by the committee. The published *Scrutiny Review Prioritisation Methodology* was applied.

The committee is asked to consider these items, and if agreed, ask that when the committee reconvenes following the County Council elections in May, a lead member and lead officer is nominated for each of these items and a full scoping exercise is instigated.

Mental Health

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| Corporate Plan outcome: | People in Dorset are Healthy |
| Population Indicator(s): | <p>It is acknowledged that at present there is no overarching indicator for the prevalence of mental health issues in Dorset included in the Dorset Outcomes Tracker dataset. This scoping report therefore identifies this as a Data Development Agenda item, and officers will be asked to address this.</p> <p>Other associated population indicators that affect, or are affected by, Mental Health issues, and may therefore be considered as part of any scrutiny review, include (but are not limited to):</p> <ul style="list-style-type: none"> • Rate of young people referred for self-harm • Admission episodes for alcohol-related conditions • Deaths from drug misuse • Child and adult excess weight. |
| Rationale | <p>Although limited data is available that gives an overall picture of mental wellbeing in Dorset, some indicators – such as referral rates for self harm, and the level of referrals to the Dorset Child and Adolescent Mental Health Service (CAMHS), indicate a growing problem, in line with national trends. There is evidence to strongly suggest that experiencing mental health issues in childhood can result in lower educational attainment and risky health behaviours such as smoking, drug and alcohol abuse. These factors are likely to lead to increased incidence of diabetes and cardiovascular disease and reduced life expectancy. 75% of adult mental health problems (excluding dementia) begin by age 18.</p> <p>There are significant inequalities in mental health, as with most indicators of health and well-being, between different population groups. Many of these factors are linked to poverty and deprivation.</p> |

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| | This review would seek to understand and scrutinise the effectiveness of multi-agency working to offer early help in dealing with mental health issues, as well as helping vulnerable people deal with the consequences of mental ill-health. |
| Scrutiny review prioritisation assessment criteria | <ol style="list-style-type: none"> 1. Is the topic/issue likely to have a significant impact on the delivery of council services? YES 2. Is the issue included in the Corporate Plan (e.g. of strategic importance to the council or its partners/stakeholders), or have the potential to be if not addressed? YES 3. Is a focused scrutiny review likely to add value to the performance of its services? YES 4. Is a proactive scrutiny process likely to lead to efficiencies / savings? Potentially – but not main aim 5. Has other review work been undertaken which is likely to result in duplication? Unknown at this stage. This question will be examined more fully during a full scoping exercise. 6. Do sufficient scrutiny resources already exist, or are readily available, to ensure that the necessary work can be carried out in a timely manner? YES |

Elderly care

| | |
|--------------------------|--|
| Corporate Plan outcome: | People in Dorset are Independent |
| Population Indicator(s): | <p>Primary Indicator: The rate of delayed transfers from hospital care</p> <p>Other associated population indicators that are linked to DTOC, and may therefore be considered as part of any scrutiny review, include (but are not limited to):</p> <ul style="list-style-type: none"> • The rate of permanent admissions to residential care • Percentage of older people reporting that the services they use make them feel safe |
| Rationale | <p>Delayed Transfers from Hospital Care has been a growing issue for a number of years – although it is acknowledged that locally the picture has improved recently. It is an issue of significant public concern, and often leads to poorer outcomes for people. The longer people remain in hospital, the more their return to independence and recovery is hindered. This can lead to an increase in the amount of supplementary care that is required. The costs to both social care and the health service are substantial.</p> <p>This review would seek to understand the body of review work that has already been conducted, scrutinise the effectiveness of multi-agency working to improve outcomes for older people leaving hospital and requiring care and support, and examine best practice from elsewhere.</p> |

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| <p>Scrutiny review prioritisation assessment criteria</p> | <ol style="list-style-type: none"> 1. Is the topic/issue likely to have a significant impact on the delivery of council services? YES 2. Is the issue included in the Corporate Plan (e.g. of strategic importance to the council or its partners/stakeholders), or have the potential to be if not addressed? YES 3. Is a focused scrutiny review likely to add value to the performance of its services? YES 4. Is a proactive scrutiny process likely to lead to efficiencies / savings? Potentially 5. Has other review work been undertaken which is likely to result in duplication? This review would seek to scrutinise this. 6. Do sufficient scrutiny resources already exist, or are readily available, to ensure that the necessary work can be carried out in a timely manner? YES |
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Cllr. Ros Kayes
Cllr. Kate Wheller
March 2017

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