

Notice of Meeting

Adult Social Care Select Committee



Date & time
Thursday, 11 April
2013
at 10.00 am

Place
Committee Room C,
County Hall, Kingston
upon Thames, Surrey
KT1 2DN

Contact
Leah O'Donovan or Andrew
Spragg
Room 122, County Hall
Tel 020 8541 7030 or 020
8213 2673

Chief Executive
David McNulty

leah.odonovan@surreycc.gov.uk
or
andrew.spragg@surreycc.gov.uk

If you would like a copy of this agenda or the attached papers in another format, eg large print or braille, or another language please either call 020 8541 9068, write to Democratic Services, Room 122, County Hall, Penrhyn Road, Kingston upon Thames, Surrey KT1 2DN, Minicom 020 8541 8914, fax 020 8541 9009, or email leah.odonovan@surreycc.gov.uk or andrew.spragg@surreycc.gov.uk.

This meeting will be held in public. If you would like to attend and you have any special requirements, please contact Leah O'Donovan or Andrew Spragg on 020 8541 7030 or 020 8213 2673.

Members

Mrs Sally Ann B Marks (Chairman), Mrs Yvonna Lay (Vice-Chairman), Ben Carasco, Mr Mel Few, Mrs Angela Fraser, Mr Tim Hall, Mr David Harmer, Mr Ernest Mallett, Mrs Caroline Nichols, Mr Chris Pitt, Mrs Fiona White and Mr Keith Witham

Ex Officio Members:

Mrs Lavinia Sealy (Chairman of the County Council) and Mr David Munro (Vice Chairman of the County Council)

TERMS OF REFERENCE

The Select Committee is responsible for the following areas:

- Services for Older People
- Services for People with Physical and Sensory Disabilities
- Services for People with Learning Disabilities/Mental Health issues
- Community Care
- Supporting People
- Health Services relations
- Transition

PART 1 IN PUBLIC

1 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS

2 MINUTES OF THE PREVIOUS MEETING: 14 FEBRUARY 2013

(Pages 1
- 12)

To agree the minutes as a true record of the meeting.

3 DECLARATIONS OF INTEREST

To receive any declarations of disclosable pecuniary interests from Members in respect of any item to be considered at the meeting.

Notes:

- In line with the Relevant Authorities (Disclosable Pecuniary Interests) Regulations 2012, declarations may relate to the interest of the member, or the member's spouse or civil partner, or a person with whom the member is living as husband or wife, or a person with whom the member is living as if they were civil partners and the member is aware they have the interest.
- Members need only disclose interests not currently listed on the Register of Disclosable Pecuniary Interests.
- Members must notify the Monitoring Officer of any interests disclosed at the meeting so they may be added to the Register.
- Members are reminded that they must not participate in any item where they have a disclosable pecuniary interest.

4 QUESTIONS AND PETITIONS

To receive any questions or petitions.

Notes:

1. The deadline for Member's questions is 12.00pm four working days before the meeting (5 April 2013).
2. The deadline for public questions is seven days before the meeting (4 April 2013).
3. The deadline for petitions was 14 days before the meeting, and no petitions have been received.

5 RESPONSES FROM THE CABINET TO ISSUES REFERRED BY THE SELECT COMMITTEE

A recommendation was made by the Committee to Cabinet on 26 February 2013 regarding Social Care Debt. An initial response is included in the recommendations tracker.

6 DIRECTOR'S UPDATE

The Strategic Director of Adult Social Care will update the Committee on important news and announcements.

7 ADULT SOCIAL CARE IN SURREY: SUCCESSES AND CHALLENGES 2009 - 2013 (Pages 13 - 30)

Purpose of the report: Scrutiny of Services/Policy Development and Review

This report and accompanying presentation gives a 'position statement' for Adult Social Care in 2009 and charts the achievements and progress made to date.

8 SOCIAL CARE DEBT UPDATE (Pages 31 - 40)

Purpose of the report: Scrutiny of Services and Performance Management

The Adult Social Care Select Committee has requested updates every other meeting on social care debt management, but requested an additional report for the April 2013 meeting.

9 RECOMMENDATION TRACKER AND FORWARD WORK PROGRAMME (Pages 41 - 60)

The Committee is asked to monitor progress on the implementation of recommendations from previous meetings, and to review its Forward Work Programme.

10 DATE OF NEXT MEETING

The next meeting of the Committee will be a private induction meeting on 23 May 2013 at 10am.

The next public meeting of the Committee will be on 20 June 2013 at 10am.

**David McNulty
Chief Executive**

Published: Wednesday, 3 April 2013

MOBILE TECHNOLOGY – ACCEPTABLE USE

Use of mobile technology (mobiles, BlackBerries, etc.) in meetings can:

- Interfere with the PA and Induction Loop systems
- Distract other people
- Interrupt presentations and debates
- Mean that you miss a key part of the discussion

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MINUTES of the meeting of the **ADULT SOCIAL CARE SELECT COMMITTEE** held at 10.00 am on 14 February 2013 at Ashcombe Suite, County Hall, Kingston upon Thames, Surrey KT1 2DN.

These minutes are subject to confirmation by the Committee at its meeting on Thursday, 11 April 2013.

Elected Members:

- * Mrs Sally Ann B Marks (Chairman)
- * Mrs Yvonna Lay (Vice-Chairman)
- Ben Carasco
- * Mr Mel Few
- * Mrs Angela Fraser
- * Mr Tim Hall
- * Mr David Harmer
- * Mr Ernest Mallett
- * Mrs Caroline Nichols
- * Mr Chris Pitt
- * Mrs Fiona White
- * Mr Keith Witham

Ex officio Members:

Mrs Lavinia Sealy, Chairman of the County Council
Mr David Munro, Vice Chairman of the County Council

1/13 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS [Item 1]

Apologies were received from Ben Carasco.

2/13 MINUTES OF THE PREVIOUS MEETING: 30 NOVEMBER 2012 [Item 2]

The minutes were approved as an accurate record of the meeting.

3/13 DECLARATIONS OF INTEREST [Item 3]

There were no declarations of interest

4/13 QUESTIONS AND PETITIONS [Item 4]

Ernest Mallett tabled the following questions:

1. Is Squirrel Lodge now fully occupied?
2. Members will have received a letter from GMB outlining that Care Workers employed by SurreyCC contractor, Prospect Housing & Care, are being paid at less than the minimum wage.

Information has also been supplied that if Prospect cannot reduce costs further than what has already been negotiated, then SurreyCC will not make any further referrals to Prospect for care services.

The Adults Social Care Committee has already received presentations from two other companies, (one a not-for-profit company), whose staff are being paid breadline wages due to these companies being forced into what is an effective franchise arrangement. Under this arrangement these companies are being forced to return significant funds to SurreyCC monthly. This arrangement appears again to be on the basis that Surrey will otherwise put these companies out of business by terminating contracts for the care of Learning Difficulty persons.

Is the SurreyCC management satisfied that this coercion to accept terms which significantly change the original care contracts and which result in distressingly unsatisfactory employment terms for care workers, ethical and something which the SurreyCC wishes to be associated with?

[The attached written response was tabled].

Key points raised during the discussion:

1. The Committee heard that Squirrel Lodge had been completed for almost a year before it was occupied. There was a history of delay in closing the old long stay hospital and problems were encountered with legal arrangements. The Strategic Director of Adult Social Care added that it was felt inappropriate to move residents in before Christmas due to the holidays; also clients are not moved unnecessarily in winter. There had been no wilful delay and the Chairman suggested that the Squirrel Lodge project be written up for internal noting to benefit similar projects in the future.

2. In response to the second question, the Strategic Director of Adult Social Care reported that the Service is in dialogue with providers to secure the best value services for money. There is a very complex history of services in the NHS and the Audit Commission report had indicated that Surrey's costs were too high. Cost reductions are being examined in line with other providers nationally; the market for care nationally shows most care workers are paid just above minimum wage. The Council wants to look at the 'living wage' and consider whether the level is appropriate. A question has been raised in Cabinet as to the number of individuals paid below minimum wage levels and the response will be circulated to the Committee.

Actions/further information to be provided:

The final sentence of the written response is unclear and the Strategic Director of Adult Social Care agreed to prepare and circulate a revision to the Committee.

5/13 RESPONSES FROM THE CABINET TO ISSUES REFERRED BY THE SELECT COMMITTEE [Item 5]

Declarations of interest: None.

Key points raised during the discussion:

1. The Strategic Director of Adult Social Care confirmed that Members' views had been passed on to Cabinet and more money allocated; the figures will be circulated to the Committee.
2. Members raised the issue of preventative measures, as it is felt there is a responsibility to look not only at current clients, but to try and minimise the time that future clients are a burden on the Service. Early intervention is crucial. The Strategic Director of Adult Social Care reported that there is a robust project in place, Prevention through Partnership, with the Districts and Boroughs within Surrey looking at services with a view to identifying gaps in provision which need to be plugged.
3. Members reported that the Service has identified the need to get people to look to their needs in the future: how do they want to live and what can they do to achieve this? This involves many complex issues surrounding health and lifestyles and a lot of work is being carried out in these areas.
4. The Chairman suggested that the Committee record ideas for investigation that future committees may wish to consider; the prevention agenda may be one of them. The Director of Public Health may be asked to give his views.

Actions/further information to be provided:

The Strategic Director of Adult Social Care will circulate to the Committee the budget allocated to each District and Borough from the Leader's Prevention funding.

6/13 DIRECTOR'S UPDATE [Item]

Declarations of interest: None

Witnesses:

Sarah Mitchell, Strategic Director for Adult Social Care

1. The Strategic Director for Adult Social Care reiterated her sadness at the death of Gloria Foster and expressed her condolences to the family. Although historically Adult Social Care has been very transparent, it is currently unable to share information due to the ongoing police investigation. Surrey has appointed three independent investigators to manage the report outside the service, to chair the case review and to write the report.
2. The Committee were given an update on carers by the Strategic Director for Adult Social Services. 3591 carers now have a key worker which is 61% of known carers. The 'In Touch Service' also supports carers. Many challenges will be faced in looking for savings next year. The Chairman reported that the conference for carers had produced positive feedback.
3. The Committee were informed that there had been staffing issues in identifying key workers or named practitioners. It was reported that following a recruitment drive, the Service now has the lowest level of vacancies ever. New staff are coming on stream, following training and allocated new cases and carers. The carers' survey, to which 42% responded, indicated that 71% said they were either quite, very or extremely satisfied with the Service.

Recommendations:

None

Actions/further information to be provided:

None.

7/13 PERSONALISATION UPDATE [Item 6]

Declarations of interest: None

Witnesses:

Sarah Mitchell, Strategic Director for Adult Social Care

Dave Sargeant, Assistant Director for Personal Care & Support

Gail McCulloch, Assistant Manager, Transformation

Carol Pearson, Chief Executive, Surrey Coalition for the Disabled

Cliff Bush, Chair, Surrey LINK

Key points raised during the discussion:

1. The Assistant Director for Personal Care & Support described the journey in implementing the Personalisation agenda culminating with the roll out in mental health services which has proved complex.
2. The Chief Executive of the Surrey Coalition for the Disabled reported that where personal budgets have been allocated, there have been improved outcomes but they hope to see better outcomes for people during the day, for example, employment and the ability to move around and socialise. It is disappointing that three years on only 42% receive a personal budget and Surrey will struggle to meet the 70% target nationally in the next few years.
3. The Strategic Director for Adult Social Care responded that given the enormous changes, Surrey has managed implementation at an appropriate pace. The Assistant Director for Personal Care & Support reported that 70% of older people have a personal budget, 40% of the physically disabled and 25% of those with learning disabilities. Unlike other authorities, in Surrey the majority of those with learning disabilities are in transition from residential care into the community; efforts are being made to increase personal budgets for people with learning disabilities.
4. Members raised the findings of the Personal Budgets Outcome Evaluation Tool (POET) survey in 2012 and the fact that only 88 people out of a possible 700 had responded. Similarly, out of 300 carers only 74 responded. How is it possible to get better feedback? Respondents, whilst being positive about the impact of personalised budgets expressed negative aspects of the process which caused stress and worry. Members queried what these negative aspects were, as often much can be learnt by looking at the negatives rather than just positive outcomes.
5. The Strategic Director for Adult Social Care informed the Committee that there was some way to go in evaluating how the Personalisation agenda actually helps people get back into employment and otherwise improve the quality of their lives. Issues around choice and control are dictated by the market; Adult Social Care is concerned about peoples' dignity, mental well being and independence. Between October and December 2012, there has been a 5% increase of the number of people supported on a personalised budget; demand has been greater than anticipated.
6. The Committee discussed personal budgets and self directed support and the possible confusion of language. Self directed support is enabled through a personal budget. It is expected that as more and more people take up direct payments and plan their own support, they will work out more creative and cost-effective ways to achieve their outcomes.
7. The Strategic Director for Adult Social Care advised the Committee that the revised 70% target of providing people eligible for on-going social care with a personal budget by April 2013 was more pragmatic

but some people do not want a personal budget and there is also the issue of finding practitioners to administer it. In allocating cases there has to be a balance between those that are complex and others that merely have to be kept an eye on. Over 1.2 million people come to the attention of the Service and to whom it has a safeguarding responsibility.

8. Members sought clarification of the numbers contained in paragraph 33 of the report and the Strategic Director for Adult and Social Care agreed to provide clarification.
9. The Chairman raised concerns about the roll out in mental health services. The Assistant Director for Personal Care & Support advised the Committee that the Council and Surrey & Borders Partnership NHS Foundation Trust have established a joint management board focussing on social care issues and key managers from the Trust meet monthly with the personalisation support managers. The Manager, Transformation outlined the complexities of the integration process given the different structures in health and social care; including different computer systems. Successes include a clear structure and strategy in place and completion of a full training programme for professionals so that learning can now be embedded.
10. Members expressed concern that unlike Adult Social Care, there is reluctance in Mental Health teams to be transparent resulting in confusion as to where responsibility lies: there should be the same level of transparency. The Chairman suggested that the outcomes of the project looking at the partnership arrangements between Surrey County Council and Surrey & Borders Partnership NHS Foundation Trust arising from the Mental Health PVR should be done jointly with the Adult Social Care Select Committee and the Health Scrutiny Committee.
11. Members discussed issues concerning recruitment of staff and care managers and whether people not in regular contact with Mental Health teams have a point of contact in an emergency. The Assistant Director for Personal Care & Support advised the Committee that it is the ambition that everyone has a named worker and this is happening as staff vacancies are filled. There is the duty service for crises and for those with an allocated worker this worker is the first point of contact. Everyone without an allocated worker has been provided with the contact numbers of locality teams and the duty desk will respond accordingly.

Recommendations:

1. The Service is commended for the work to date in implementing the Personalisation agenda;
2. Recognising that there is still more work to do, the Committee would like to work with the Service on improving service user engagement;
3. The suggestion from the Director that we should benchmark our results against comparable authorities is welcomed and the creation of a more realistic target is supported; and

4. The scrutiny of the outcomes of the Mental Health PVR project looking at joint working arrangements with Surrey & Borders Partnership NHS Foundation Trust should be done jointly with both the Adult Social Care Select Committee and the Health Scrutiny Committee.

Actions/further information to be provided:

The Strategic Director for Adult Social Care to provide clarification of the numbers contained in paragraph 33 of the report and confirm numbers of people of different client groups who have a personal budget and have had a supported self assessment. These are to be circulated to the Committee.

Select Committee Next Steps:

None

8/13 OCCUPATIONAL THERAPY ASSESSMENTS TASK & FINISH GROUP FINAL REPORT [Item 7]

Declarations of interest: None

Witnesses:

Liz Uliasz, Senior Manager, Personal Care & Support

Claire White, Assistant Senior Manager, Transformation

Leah O'Donovan, Scrutiny Officer

Key points raised during the discussion:

1. The Vice-Chairman reported that in September 2011 a review of the provision of Occupational Therapy assessments was undertaken following concern about the underspend of the Major Adaptations Budget. One of the identified reasons for this was the time taken to complete the adaptations. The Disabled Facilities Grant is administered by local Boroughs with significant delays in the DFG process. A survey of users was undertaken and the results set out in the report. Runnymede Borough Council and Elmbridge Borough Council had 100% of respondents either very or quite satisfied whereas Spelthorne Borough Council and Reigate and Banstead Borough Council received the lowest positive responses with 63% and 67% respectively. Whilst there was an overall high level of satisfaction, it is evident that more time taken is taken securing the DFG than for the actual completion of adaptation work.
2. The Senior Manager, Personal Care & Support reported to the Committee that a workshop was held in January 2013 for the DFG Officer Group, to identify the obstacles and problems with the DFG process. This produced positive outcomes to enable the simplification of the process, including the sharing of data between the Council and the Boroughs and Districts and a review of the DFG guidance literature.

3. Members raised the question as to why there is still a considerable under spend in the Major Adaptations Budget which is utilised to 'top-up' the amount needed if the person does not meet the DFG threshold or the amount awarded is not enough to cover the cost of the works. The Assistant Manager, Transformation explained that the budget is usually spent but as it is committed up front there may then be a delay in the carrying out of the committed works due to various factors. The budget spend is therefore only ever a snapshot as forward commitments must be considered. The Chairman suggested that the Cabinet Member write to Surrey's MPs raising concern over the DFG process with a request that this is taken up with the relevant junior minister.
4. Members discussed the time that it can take for adaptation work to be completed. The Chairman observed that the Committee needs actual evidence of unacceptable delays. If, as was alleged, it is taking up to 18 months to complete adaptations, this is patently too long and also, by the time the work is completed, it is inevitable that the client's needs will have changed.

Recommendations:

1. The Task & Finish Group and officers are thanked for the work on this;
2. A progress report from the DFG Officer group come back to the Committee in around six months;
3. The Committee send the report and a letter to the government department reviewing the DFG process setting out the Service's and the Committee's views; and
4. The Cabinet Member write to Surrey's MPs asking them to also write to the government minister reviewing the DFG process setting out concerns about the process and to feed back the response.

Actions/further information to be provided:

None

Select Committee Next Steps:

None

9/13 BUDGET MONITORING [Item 8]

Declarations of interest: None

Witnesses:

Paul Carey-Kent, Senior Finance Manager, Change & Efficiency

Key points raised during the discussion:

1. The Committee considered the Budget Monitoring Report presenting the outturn for 2012/2013. The Senior Finance Manager that the

projected overspend has increased to £4.9m but Winter Pressures funding has been secured for £2.4m, less than the £2.9m originally bid for from the Department of Health, but this has reduced the projected overspend. Although the risk in the forecast is much less than the last period, there is uncertainty around management actions with the PCT ending, for example, as to how outstanding Continuing Health Care (CHC) cases will be treated at the year end.

2. The Committee heard that the £337m budget includes the prior year carry over of £332m. The projected outturn is now £341.5m which the Committee was advised is consistent with the spend rate and the substantial savings made of around £44.5m.
3. Members raised concerns over the NHS reorganisation on 1 April and questioned how receptive the CCGs are to Adult Social Care savings targets when they face their own financial pressures. The Cabinet Member acknowledged that the transition will not be easy but the PCT's Transitional Assurance Committee is ensuring a two way dialogue with the CCGs and the Health and Social Care Committee. The difficulty will be in tying down year end positions in the NHS. The Committee heard that there will be six CCGs in Surrey, one shared with Hampshire.
4. Members questioned whether in the new structure, there would be one overall body with responsibility for delivery of Continuing Health Care. The Strategic Director for Adult Social Care advised the Committee that the guidelines are very clear and that the money allocated to CCGs will be determined annually through a bidding process. The only difference will be specialist high end commissioning. Joint work is being undertaken around procurement and historically, as the NHS has not been funded for case management, ways have to be found to resource this.
5. The Chairman recognised the efforts being put into resolving the budgetary issues surrounding the reorganisation of the NHS and suggested that the Committee will scrutinise next year's budget at a workshop in March.

Recommendations:

1. The Committee recognises the efforts of the Service in the management of the budget under difficult circumstances; and
2. The Committee will scrutinise next year's budget at a workshop on 4 March.

Actions/further information to be provided:

None

Select Committee Next Steps:

None

10/13 SOCIAL CARE DEBT [Item 9]

Declarations of interest: None

Witnesses:

Paul Carey-Kent, Senior Finance Manager, Change & Efficiency

Toni Carney, Benefits and Charging Consultancy Team Manager, Personal Care & Support

Key points raised during the discussion:

1. The Committee heard from the Senior Finance Manager that there has been no improvement since the last report but rather a slightly worsening position. The reasons for this include systems changes, staff illnesses and vacancies in the debt recovery team.
2. The Committee was advised that there is £10m of debt associated with 997 accounts. Some of these are deferred payments on assessed contributions which have not been secured by a legal charge. The Chairman enquired as to what the effect of additional resources would be on the recovery process and was assured that staff with the correct level of expertise would make a difference. Members expressed concern at the lack of progress in debt recovery and asked whether a more creative approach to recovery could be adopted. It was also suggested that there would be a detailed process review to understand the underlying problems with debt recovery.

Recommendations:

1. The Internal Audit report into the debt collection process come to the next available meeting; and
2. The Committee recognises the continuing difficulties and the need to look at the debt in a new way; therefore it recommends to the Cabinet that additional resources be put in place for a fixed amount of time to aid the team and that this resource must be of reasonable expertise in order to produce improvements.

Actions/further information to be provided:

None

Select Committee Next Steps:

None

11/13 RECOMMENDATION TRACKER AND FORWARD WORK PROGRAMME [Item 10]

Witnesses:

Leah O'Donovan, Scrutiny Officer

Key points raised during the discussion:

1. The Committee reviewed the Forward Work Programme and Recommendation Tracker. The Scrutiny Officer reported that the recommendation that the Service secure an Effective rating for its Direct Payments system in the next Internal Audit report had not been achieved; rather it had still received a Needs Improvement and this should be looked at again.
2. The Scrutiny Officer sought confirmation of attendance at the arranged demonstration of the Young Carers E-Learning Package, scheduled for Monday 18 February. As few Members indicated they would be available, this recommendation was carried over to the next meeting.
3. Members discussed priorities for the next Committee which include the setting up of self help groups as part of the Mental Health Public Value Review, scrutiny of the prevention agenda and 'Ageing Well' and where the Council's existing land and buildings can contribute to residential care requirements.

Recommendations:

None

Select Committee Next Steps:

None

12/13 DATE OF NEXT MEETING [Item 11]

The Committee noted that the next meeting would take place on 18 April 2011 at 10.00am.

Meeting ended at: 1.08 pm

Chairman

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Adult Social Care Select Committee
11 April 2013

Adult Social Care in Surrey: Successes and Challenges

Purpose of the report: Scrutiny of Services/Policy Development and Review

This report and accompanying presentation gives a 'position statement' for Adult Social Care in 2009 and charts the achievements and progress made to date.

Summary:

1. The attached presentation highlights the achievements of the Surrey Adult Social Care Service over the past four years and identifies future challenges and opportunities.

Recommendations:

2. The Committee is asked to note the progress made to date and the challenges ahead, and in light of this consider areas for the next year's Work Programme.

Report contact: Dina Bouwmeester, Policy Development Manager, Adult Social Care

Contact details: 020 8541 9716; dina.bouwmeester@surreycc.gov.uk

Sources/background papers:

[Care Quality Commission Assessment of Performance Report 2008/9](#)

[Care Quality Commission Assessment of Performance Report 2009/10](#)

[Surrey County Council Adult Social Care Local Account 2001/12](#)

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Adult Social Care in Surrey

Successes and Challenges 2009 - 2013

Where we were

2008/9 Annual Performance Assessment: 'Adequate'

Need for stable leadership

Need to embed how people's views influence services

Need a Head of Commissioning

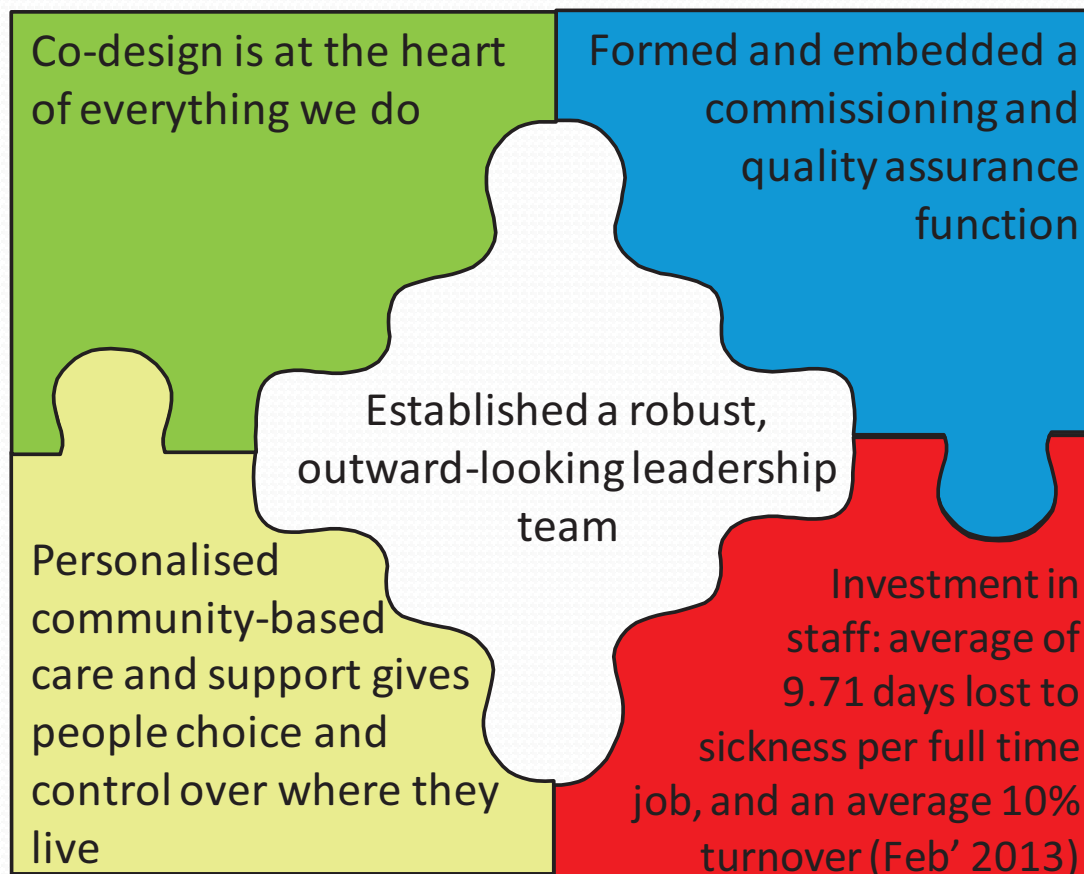
Need to monitor the quality of commissioned services

Extend choice of independent housing options

There are higher sickness rates and staff turnover

Where we are now

2010/11 Annual Performance Assessment: 'Performing Well'



Transformation

What we have achieved

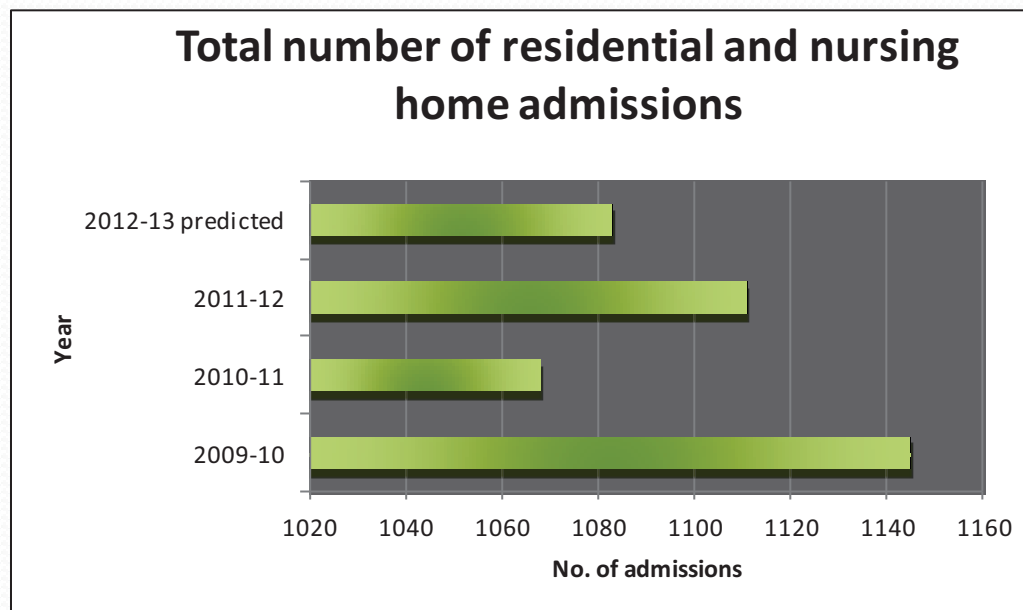
- Led large co-design, co-delivery work to deliver Surrey County Council policy on personalisation (SDS: self-directed support)
- Supported large change programme including 13 separate projects
- Delivered a huge training and engagement programme to embed new ways of working
- Upgraded existing and implemented new software. (Finance module took out hundreds of hours from process)
- Engaged with partners to produce lots of tangible benefits, including the citizens' hubs



Personal Care and Support

What we have achieved

- Strategic shift from institutions to the community
 - Mainstreaming of telecare
 - Reablement
 - 7 day-a-week services
 - Supporting carers
- Restructure around place
 - 11 locality teams
 - Co-location with district and borough authorities
 - Mobile working



Personal Care and Support

What we have achieved

- Safeguarding embedded and widened
 - Streamlined recruitment to appoint the right staff with the right values
 - Response to Winterbourne
- Transition much stronger



- Worked with the Surrey Fire and Rescue Service to develop an Adult Social Care Fire Strategy
- Savings delivered
- ...And we were part of the Olympics!

Commissioning

What we have achieved

- Formation and embedding of Commissioning: Clarity and transparency
- Co-produced commissioning strategies: Needs, outcomes, investment
- Quality Assurance: Improved experience for people needing social care and support
- Developed locality profiles jointly with the NHS: Understanding of needs and what works



- Co-Design: People having choice and control about how their needs are met
- Shaping the market: Taking partners with us
- Laing and Buisson Commissioning Team of the Year 2012
- Savings: In the region of £38.5 million 2010 - 2013

Service Delivery

What we have achieved

- Option appraisal for Local Authority Trading Company
- Developed an options appraisal for each of the residential homes for older people
- Identified unit costs for all in-house services and established pricing and costing structures for all services
- Established Service Delivery Personalisation Team
- Re-registered all residential homes, shared lives and supported living services under new Care Quality Commission (CQC) standards
- Delivering improvement plans for all registered services in line with CQC standards
- FirstPoint Community Interest Company (CIC)



The real success is ...

"They were both patient and thorough, so that I felt reassured that a proper assessment was made and that should my mother require further assistance, the Surrey Heath Locality Team is only a phone call away." Compliment for Assistant Practitioner and colleague at Surrey Heath Locality Team.

"I would like to thank you so much for your invaluable help in getting M into Knowle House Nursing Home in East Grinstead. She is once more in the close proximity to my mother that she needs so much and is also close to me. I will be able to visit two or three times a week and my mother will either come with me or no doubt, still being very independent, she will take herself there in a taxi whenever she wants. Thank you Jo, without your help and also that of Maxine Stockwell, I have absolutely no doubt that my aunt would be facing more weeks, goodness knows how many, in her bed in Hospital".

"Can you please pass on our thanks for the service my mother received from the carers who supported her when she returned home. She received a really good service and came to so enjoy the visits of the carers who were always professional, kind and thoughtful to such an extent she was very sorry to lose them as she had become fond of them. She now has private carers three mornings a week but regularly says they are not as good as the council-provided ones!" Compliment for staff at East Reablement Service.

"Can I first say the world's biggest THANK YOU for all that you have done for S. The reality of what you have accomplished in such a short time has still not fully hit us. You have, in essence, performed something (perhaps slightly short of) a miracle. S, my husband and I remain extremely grateful." Compliment for Service Delivery Employability Team

Proposed ASC priorities & impact measures for 2013/14

How do we know it is working?

10. Develop our workforce (Sarah Mitchell)
 - Embed cultural change
 - Define an integrated Surrey workforce strategy
 - Implement workforce plan for ASC services
11. Manage within legal limits (Dave Sargeant)
 - Hit Continuing Healthcare (CHC) budget targets
12. Simplify systems to maximise productivity (John Woods)
 - Track project milestones

What are our needs?

1. Prevention through partnership (Melanie Bussicott)
 - Telecare installations arising from Adult Social Care referrals
2. Maximise reablement, telecare & Activities of Daily Living (ADL) smartcare (Dave Sargeant)
 - People reabled / need no further care
 - People attend ADL clinic
3. Invest in whole system services which are local, universal and preventative (Sarah Mitchell)



What help do we need from you?

7. Manage the in-house care market (Debbie Medlock)
 - Permanent in-house occupancy
 - In-house spend below budget
8. Manage the care market (Anne Butler)
 - Spot inflation
 - Block inflation
9. Deliver the people with learning disabilities (PLD) public value review (PVR) (Anne Butler)

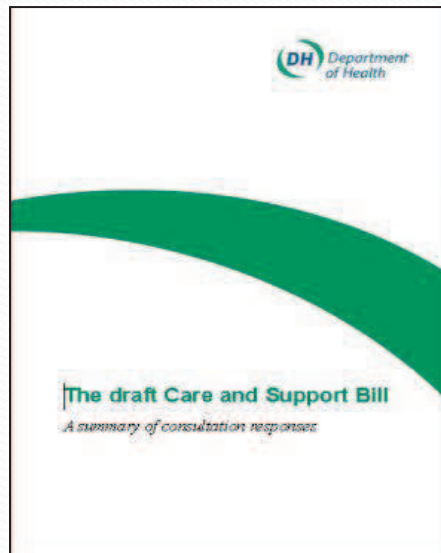
What can we do ourselves?

4. Maximise social capital in the locality (Dave Sargeant & Anne Butler)
 - Needs met by social capital
5. Help people who fund their own care (John Woods)
 - Define a self-funder strategy
 - People given information and advice to maximise use of their resources
6. Empower residents to live independently (Dave Sargeant)
 - People with personal budget
 - Staff participate in performance and practice development
 - Correct and consistent use of Resource Allocation System (RAS)

Transformation

Future challenges and opportunities

- Influence & implement the Care and Support Bill
- Update Surrey County Council policy to future proof for above
- Develop self-funder strategy as preparation for implementing Dilnot



- Expand self assessment and information routes
- Reduce recording burden / streamline business process
- Work with East Sussex County Council to review long term solution for our social care system

Personal Care and Support

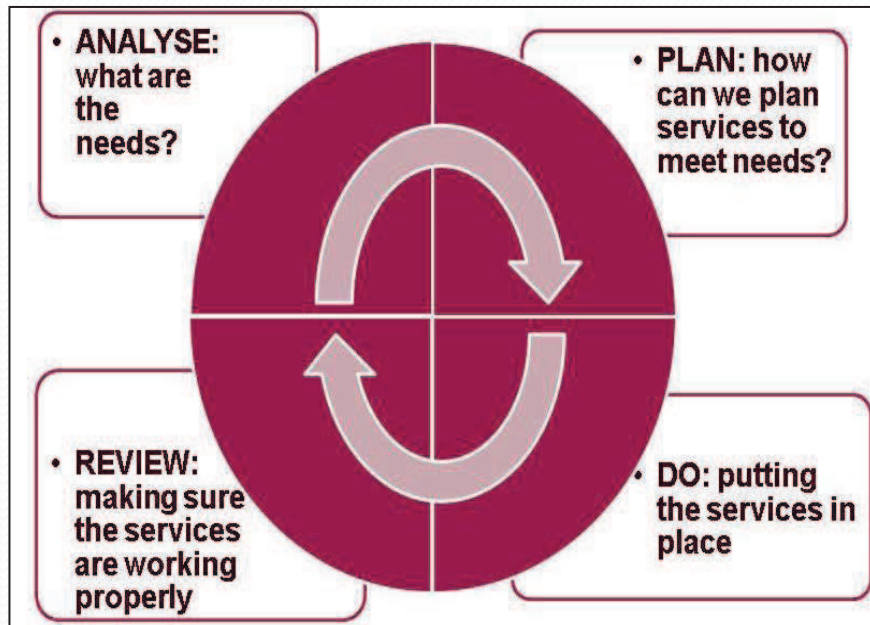
Future challenges and opportunities

- Focus on the workforce
 - Right skills in the right place = Good foundation for everything we need to do
 - Team appraisal
- Person centred, Person centred, Person centred
 - Further embed personalisation
 - Know and 'use' social capital
 - Quality
- Specific areas:
 - Mental health, learning disability, hospital discharge
- Keep listening and learning



Commissioning

Future challenges and opportunities



- New partner landscape - Health/ Commissioning together
- Manage the market
- Development of social capital
- Learning Disability Public Value Review (PVR)
- Ensure quality/ improving efficiency

Service Delivery

Challenges and Opportunities

- New governance structure/ model for in-house services
- Overarching strategy for each in-house service and action plan for all older people (OP) and people with learning disabilities (PLD) residential homes, PLD services and day services
- All service users to have reassessment of needs
- Establish quality assurance function to enable consistency and standardisation across key functions
- 'Normalise' pay anomalies and implement corporate pay and reward strategy
- Drive towards continuous improvement for all services underpinned by full Care Quality Commission (CQC) compliance



Proposed ASC priorities & impact measures for 2013/14

How do we know it is working?

10. Develop our workforce (Sarah Mitchell)
 - Embed cultural change
 - Define an integrated Surrey workforce strategy
 - Implement workforce plan for ASC services
11. Manage within legal limits (Dave Sargeant)
 - Hit Continuing Healthcare (CHC) budget targets
12. Simplify systems to maximise productivity (John Woods)
 - Track project milestones

What are our needs?

1. Prevention through partnership (Melanie Bussicott)
 - Telecare installations arising from Adult Social Care referrals
2. Maximise reablement, telecare & Activities of Daily Living (ADL) smartcare (Dave Sargeant)
 - People reabled / need no further care
 - People attend ADL clinic
3. Invest in whole system services which are local, universal and preventative (Sarah Mitchell)



What help do we need from you?

7. Manage the in-house care market (Debbie Medlock)
 - Permanent in-house occupancy
 - In-house spend below budget
8. Manage the care market (Anne Butler)
 - Spot inflation
 - Block inflation
9. Deliver the people with learning disabilities (PLD) public value review (PVR) (Anne Butler)

What can we do ourselves?

4. Maximise social capital in the locality (Dave Sargeant & Anne Butler)
 - Needs met by social capital
5. Help people who fund their own care (John Woods)
 - Define a self-funder strategy
 - People given information and advice to maximise use of their resources
6. Empower residents to live independently (Dave Sargeant)
 - People with personal budget
 - Staff participate in performance and practice development
 - Correct and consistent use of Resource Allocation System (RAS)

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**Adult Social Care Select Committee
11 April 2013**

Social Care Debt Update

Purpose of the report: Scrutiny of Services and Performance Management

The Adult Social Care Select Committee have requested updates every other meeting on social care debt management, but requested an additional report for the April 2013 meeting.

Introduction and Summary:

1. This report gives an update on social care charge raising practice and debt management. Both areas of activity aim to maximise income and reduce the level of uncollected social care debt. Updates are provided on actions being taken.

2. There was an increase during January (from £5.27m to £5.75m) in the headline figure of collectible debt outstanding (excluding that subject to legal action), though the position did not worsen in February. This increases the relevance of review programmes aimed at improving how the processes work:
 - Internal Audit are undertaking a review of the end to end process for assessments, raising charges, billing and collection. This is part of the 2012/13 audit programme, but it has recently been clarified that the work, which has just started will in fact take place in the 2013/14 financial year. It will document the systems and controls in place in the Financial Assessment & Benefits and Credit Control Teams and assess their effectiveness, providing both a 'health check' and a potential basis on which to consider any other improvements needed. That will include, for example, assessments, the promptness with which charges are raised, the way in which they are monitored, and collection processes. The Terms of Reference for the review are attached at Appendix 1.
 - ASC have initiated a Business Process Review of the social care assessment process – which feeds into financial assessment – linked to a Rapid Improvement Event with the report back event set for 12 April.

- A separate Rapid Improvement Event is being arranged for the first quarter of 2013/14, and will focus more specifically on the process leading from initial referral for social care to invoicing the client, seeking any improvements which can speed that up.
 - The highest value new debts over the past year have been identified and analysis is ongoing to assess the circumstances in which these arose, as raising high charges retrospectively inevitably causes problems for collection.
3. The overall position is, therefore, of concern and so, as set out above, various review processes are being put in place.

Progress Update: Raising charges and Benefits Maximisation

4. The Financial Assessments and Benefits Service continues to bring into effect some of the benefits of moving to SWIFT financials:
- From February 2013, we were able to offer net direct payments to new direct payment recipients. This means that the assessment must happen early to enable the assessed charge to be deducted up-front with no risk of debt accruing on these accounts. We will be offering this optional facility to existing recipients in advance of the next quarter payment.
 - We continue to undertake regular reconciliation between the provision of care and the financial assessment record to identify missing financial assessments and minimise backdating of charges. However, the reconciliations have highlighted an ongoing issue around the authorization process. As previously advised, an authorised provision of care must be recorded in the system before the financial assessment can be completed, delays in authorisations lead to a delay in completion of the assessment and the backdating of charges, and will have a corresponding impact on debt levels. The Business Process Review Group will be looking at the current authorisation process over the coming weeks to improve existing practice and reduce the delays.
 - We are using the automatic facility in SWIFT to undertake the annual review of residential charges. The new benefit rates from 8 April 2013 have been applied to client records; people will be notified of the new charges and given the opportunity to provide any further change in circumstances. The first statement run for the 2013/14 financial year will reflect the new benefit rates, minimising the need for backdated adjustments.
5. The priority for 2013/14 is to move on from systems work to track the performance indicators for the FAB service, notably on benefits maximization and promptness of financial assessment.

Progress Update: Debt Collection

6. A mail shot promotion for payment by direct debit was included in the February statement run and as a result 58 existing customers have changed their payment method. We will collect charges from 2,700 customers in March; the volume of collections in February was 2,640.
7. As previously stated, the SWIFT reconciliation process has identified new income for the council. This income relates to clients who have commenced receiving residential social care but have not been previously charged and as such this has a major impact from a debt recovery perspective. Clients are reluctant to pay high value retrospective bills, and inevitably, this leads directly to an increase in the value of the outstanding debt.
8. The number and time spent handling queries on financial issues and liaising with ASC colleagues to resolve them has increased. In response, a review of the Credit Control resource is underway. Experienced collection officers will be allocated to assist with these FAB/ASC related queries, to improve the timeliness of their decisions on cases and to concentrate on collection tasks. There may also be a shift of resource from general to care debt as part of this process given that it tends to be the most complex debt to deal with successfully. In addition, a team training event concentrating on telephone collection techniques took place on 15th March which was well received by staff.
9. Members were previously informed that the shared service centre (SSC) were examining the feasibility of piloting the pursuit of care debt under £5,000 through the 'small claims' track with selected cases being undertaken by SSC staff. SSC have now consulted with Legal Services (also in light of the value threshold for small claims rising from £5,000 to £10,000 from 1 April) and it has been agreed that care debt cases would generally prove too costly, complex and sensitive to be collected in this way.
10. The SSC Debt Recovery Officer has highlighted significant factors that contribute to the complexity of social care debt recovery:
 - the mental capacity of the client; so that it often becomes necessary to involve the Court of Protection or the Official Solicitor who then appoints a 'litigation friend';
 - the status of client's representative; as it does not automatically follow that they are personally liable for the debt, but they may have otherwise 'benefited' from use of the client's funds so may still be involved in a different way.
 - the risk of reputational damage to the Council if claims are issued inappropriately or at too early a stage.

The above factors complicate the 'pre-action' stages, as well as the claim itself, adding to the time and costs attached to pursuing a case.

11. In particular, the 'small claims track' is designed for cases of low value where there are limited legal or factual issues in dispute, and so recovery of any costs incurred in bringing a claim is strictly limited. Care debt claims are currently issued by Legal Services only once they are satisfied on full compliance with the 'Protocol for Pre-Action Conduct' and, as they involve recovery of a "statutory charge", the claim itself requires a detailed explanation of the assessment and charging process, as well as pertinent aspects of the individual case history. This often requires complex drafting skills, with some cases requiring input from specialist counsel. After being issued, cases are then allocated as either "Fast Track" or Multi Track' cases, and Legal Services (and indeed the opposing party) can seek to influence track allocation by the Court based on both the value and the issues / complexity of the case. Legal costs may be recovered under either Track (but Fast Track is more limited than the Multi Track). By way of illustration, after a fully contested trial, the Council was awarded its legal costs in one case, amounting to £27,000. Equally, in obtaining a 'default judgment' (where no response the claim was received) and placing a charging order on a property, Legal Services were able to recover almost £2,000 in costs. Many negotiated settlements after issue also result in an agreed contribution being paid towards the Council's legal costs.
12. Evidently there are issues of complexity, political sensitivity and financial risk, as well as the inability to recover costs, to balance against any potential for achieving additional income. Legal Services would not support a 'Pilot' based on those risks, and which would potentially result in cases being referred to Legal Services after complexities arise which are outside the skills of SSC staff to deal with but which Legal Services may then have limited ability to influence. It has therefore been agreed that the focus of SSC staff will instead be given to resolving financial issues/queries (see para 7 above) which, in turn, should bring forward more referrals to Legal Services under the existing process, which Legal Services have the capacity to resource.
13. Since March 2012 to date care debt collected totaled **£35.23m** compared to **£35.22m** charges raised - showing a **100%** collection rate on that billed.
14. Since the last report total **unsecured debt has increased from £7.14m to £7.38m** as a result of a £0.52m reduction in unsecured legal debt currently in progress, offset by a £0.28m increase in other unsecured debt. **Secured debt has decreased from £7.36m to £7.26m** as a number of legal charges against property have been redeemed.
15. The latest figures show that during February 2013, **63.16%** of payments were received by direct debit (down 1.91 on the 65.07% rate reported to the Committee in February). Our target of 65% in the 2012/13 financial year is therefore being met, and this target appears likely to remain appropriate for 2013/14.
16. Currently **87.76%** of unsecured social care debt is less than two years old compared to February 2012 when the position stood at **90.27%**. Although

the February 2012 position was a little higher, that reflected a specific aged debt exercise carried out around that time. Moreover, there are always fluctuations during the year.

- We continue to promote awareness and take-up of our “e” billing option amongst clients who pay by direct debit or electronically (eg by BACS or via the Council’s website). Over 21% of clients currently receive their bill by email.

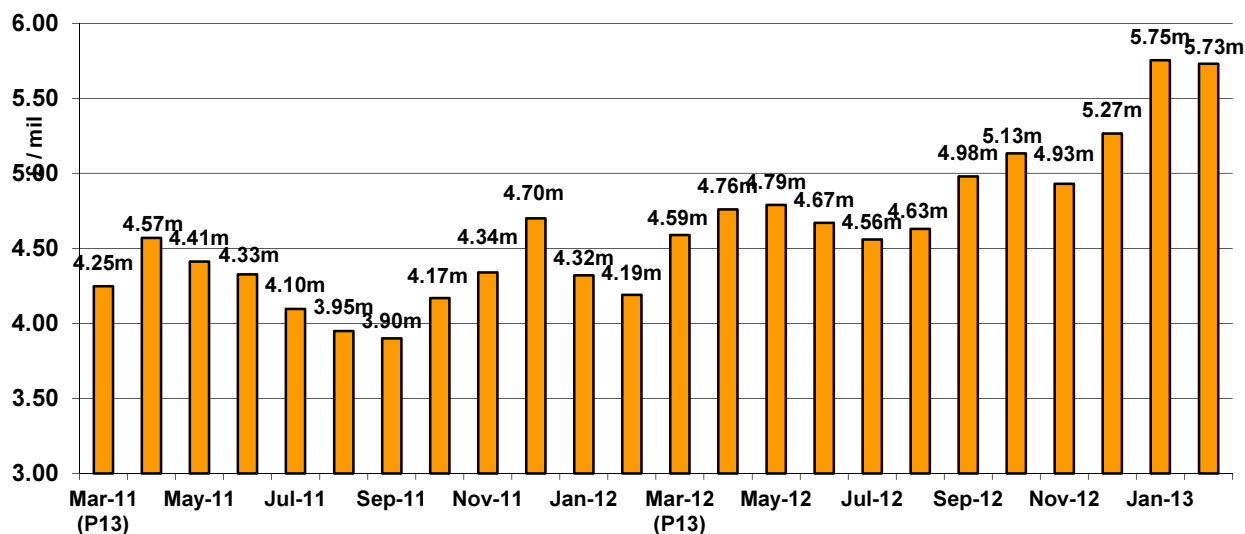
Debt Position

- New debt of £3.05m was raised in February. The total debt on the system may be summarised as follows:

	£m
Less than 30 days old (including new charges raised, not yet overdue, not otherwise covered by this report)	3.05
Less than 30 days old, not yet overdue, but cleared (not otherwise covered by this report)	0.09
Secured debt	7.26
Unsecured debt	7.38
Total	17.60

- Unsecured Social Care Debt currently stands at **£7.38m** of which **£1.65m** is classified as referred to Legal Services and remains as open cases (NB: A further £240k of debt classified secured against property and £9k of charges less than 30 days is also attributable to open cases with Legal Services, giving the overall balance of £1.9m referred to below within “Legal Update”). As at 28th February, 154 accounts (with balances over £75) have been written off in 2012/13, to a value of £428,692. This leaves a further collectable debt of **£5.73m** of which **£5.02m** is less than two years old.

Unsecured (excl Legal) Debt Progress - Mar'11 to Feb'13 - two year trend

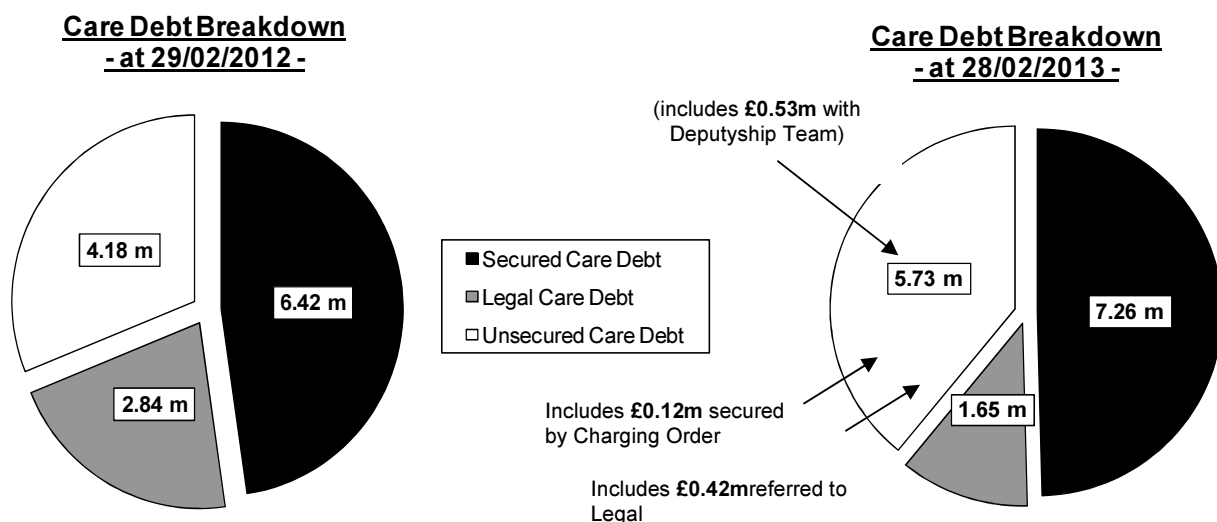


20. Of the collectible debt, £0.63m is monitored by the Adults Deputyship Team. The majority of the outstanding debt, £0.47m relates to just 11 accounts, two of which are pending probate, seven of which are with the Court of Protection pending the appointment of a Deputy or pending an application to the Court, one is under investigation to establish the person's true financial person and one account is being reverted to the control of the person now that she has gained capacity to manage her own financial affairs. Of the collectible debt, £0.63m is monitored by the Adults Deputyship Team. The majority of the outstanding debt , £0.60m relates to 14 accounts; 4 accounts (£150k) of which are with the Court of Protection or pending an application, 2 accounts (£40k) a solicitor has been appointed to deal with the person's finances, 2 accounts (£112k) pending the sale of a property, 1 account has been paid (£18k) and 5 accounts (£280k) are under investigation to establish the person's true financial person.

A further **£7.26m** is currently secured against property.

Debt Profile – February 2012 to February 2013 Comparison

21. The following graph demonstrates how the profile of social care debt has changed over the period.



Legal Action Cases Update to 28 February 2013

22. Since May 2008, 182 cases have been referred for legal action amounting to £4.9m at the date of referral. 55 cases are "open" with a current debt value of £1.9m.

23. £2.38m has been recovered and "banked" (£2.21m net of costs), with further sums due under instalment arrangements, secured by charging order, or otherwise agreed to be paid and not "in dispute":

Paid: £000	Due by Instalments £000	Secured by Charging Order £000	Not in dispute: £000	TOTAL (Gross) £000	TOTAL (Net) £000
2,376	39	163	540	3,118	2,957

In summary, £3.12m gross (£2.96m net) has been banked, secured or agreed to be paid.

Conclusions:

Financial and value for money implications

24. The more debt that is recovered, the less provision for bad debt ASC will need to make, therefore spending more on service users. It is vital that the County Council can continue to satisfy, to the best of its ability, the demands placed upon it and good debt-raising practice together with timely debt-management makes a major and positive contribution. The recent adverse trend is a cause for concern, and has led to the review actions set out in this report.

Equalities Implications

25. Charging for all Adults Care services is assessed against the ability to pay or contribute. This is a consistent process and is applied fairly, based on national guidance and local discretionary policy.

Risk Management Implications

26. Risk is mitigated by the maintenance of financial provisions in the Council's balance sheet, in the event of an estimated percentage of non-payments. Appropriate measures are now in place, which seek to eliminate and minimise as many risks as possible by continual process improvement, accountability and high-standards of administration.

Implications for the Council's Priorities or Community Strategy

27. Debt management is a high priority for the Council and this subject is now addressed in a more concerted manner at both member and officer levels particularly given the current pressures.

Next steps:

28. Members will be updated at future meetings on the outcome of the various review processes set out in paragraph 2 of this report. The Select Committee will continue to review progress at future meetings.

Report contacts:

Paul Carey-Kent, Strategic Finance Manager, Adult Social Care, Public Health & Fire, Change and Efficiency.
Contact details 0208 541 8536

Jacky Edwards, Principal Lawyer, Legal & Democratic Services.
Contact details: 0208 541 9745

Sources/background papers: SAP Reports

Appendix 1: INTERNAL AUDIT TERMS OF REFERENCE

Accounts Receivable (Care services)2012/13

BACKGROUND

Surrey County Council (SCC) provides a number of care services to its residents. The details of the services provided and their users are held in various systems within the Council. Using this information, some or all of the cost of providing these services is charged to the recipient of the services by raising invoices on a regular basis. The staff responsible for the financial assessment of service users transferred from the Shared Service Centre to Adult Social Care in April 2012.

The Accounts Receivable (AR) Team carries out the function of raising invoices based on information provided by Adult Social Care, receiving and recording the income in County's financial ledger, SAP. In addition, AR, in conjunction with the frontline services, undertake the debt management function whereby outstanding debts are followed up and recovered or recommended for write-off through the appropriate channels. Overall the annual debt raised for care services via AR is in the region of £48m and as such is classified as a key financial system.

PURPOSE OF THE AUDIT

The audit will ascertain whether the flow of information within the County's systems is operating with adequate controls to enable the end-to-end processes within the Accounts Receivable function to operate satisfactorily. This will include ensuring that the following procedures are being completed correctly, in a timely manner, and evidenced adequately in the Council's financial ledger:

- arrangements for raising invoices to customers, collecting and recording the income
- debt recovery procedures
- monitoring levels of arrears and ensuring that there is proper authorisation of the write-off of debts
- the correct operation of interfaces between SWIFT/ABACUS and the Accounts Receivable module in SAP

WORK TO BE UNDERTAKEN

Discussions will be held with officers responsible for the Accounts receivable function in order to establish and document the system in operation. Procedure notes will be reviewed and testing will seek to confirm that these procedures are being followed. A sample of transactions will be tested to provide assurance that the key controls in place are operating effectively.

As part of SCC's response to the 'Fighting Fraud Locally' initiative, the audit will also consider the results of a self assessment exercise where teams will be asked to consider how controls minimise specific fraud risk hazards.

OUTCOMES

The findings of this review will form a report to Surrey County Council management, with an overall audit opinion on the effectiveness of systems in place and recommendations for improvement if required. Subject to the availability of resources, and the agreement of the auditee, the audit will also seek to obtain an overview of arrangements in place for:

- Data quality and security;
- Equality and diversity;
- Value for Money;
- Business continuity, and
- Risk management.

The outcome of any work undertaken will be used to inform our future audit planning processes and also contribute to an overall opinion on the adequacy of arrangements across the Council in these areas.

REPORTING ARRANGEMENTS

Auditor:
Supervisor: Diane Mackay
Reporting to: Paul Osborne/Toni Carney
Audit Ref: KF7 / 2012/13



Adult Social Care Select Committee
11 April 2013

Recommendations Tracker and Forward Work Programme

Purpose of the report: Scrutiny of Services/Policy Development and Review

For Members to consider and comment on the Committee's forward work programme and recommendations tracker.

Introduction:

1. A first draft of the Work Programme for 2013/14 is attached at **Annex 1**. This represents suggestions for topics for the next year and will be subject to consideration by the new Committee after elections in May.
2. A recommendations tracker recording actions and recommendations from previous meetings is attached as **Annex 2**, and the Select Committee is asked to review progress on the items listed.

Recommendations:

3. The Committee is asked to monitor progress on the implementation of recommendations from previous meetings and to review its Forward Work Programme

Report contact: Leah O'Donovan, Scrutiny Officer, Legal & Democratic Services

Contact details: 020 8541 7030; leah.odonovan@surreycc.gov.uk

Sources/background papers: None

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DRAFT Adult Social Care Select Committee Work Programme 2012-13

Date	Item	Why is this a Scrutiny Item?	Contact Officer	Additional Comments
June 2013				
20 June	Ageing Well	Scrutiny of Services/Policy Development – As the numbers of older people start to eclipse that of young people, the shift of services needs to be on ensuring they are able to remain independent for as long as possible. The Ageing Well agenda is about working across health, social care and the voluntary sector to changing the way older people are viewed and ensuring they're able to access services and information. The Committee will scrutinise work on implementing this agenda and contribute to any development of policy going forward.	Jean Boddy	
20 June	Review of in-house residential homes for older people Part 2	Policy development – The Committee will scrutinise the final options appraisal for the six in-house residential homes for older people, prior to a decision by the Cabinet.	Debbie Medlock	
20 June	Local Authority Trading Companies Part 2	Policy Development – The Committee will scrutinise plans for the development of Local Authority Trading Companies (LATCs) to manage the Council's in-house residential homes for older people and people with learning disabilities.	Mark Lloyd/ Debbie Medlock	
September 2013				
5 Sept	Surrey Carers Update	Scrutiny of Services – The Committee continues to monitor the Service's performance on securing positive outcomes for carers. The Committee will scrutinise an update report from the Carers Practice & Performance Group.	Dave Sargeant Jane Thornton, CEO, Action for Carers	

DRAFT Adult Social Care Select Committee Work Programme 2012-13

Date	Item	Why is this a Scrutiny Item?	Contact Officer	Additional Comments
5 Sept	Maximising Assets	Scrutiny of Services/Policy Development – The Committee is concerned that there may be Council-owned assets that can be utilised for sheltered housing or for other social care purposes that are not being considered for development. The Committee will scrutinise the current management of the Council's assets and make recommendations on how we can maximise our assets.	Tony Samuels, Cabinet Member for Assets & Regeneration Programmes John Stebbings, Chief Property Officer	
5 Sept	Adult Services Business Process Review Member Reference Group	Scrutiny of Services/Policy Development – The MRG will make its final report.	Leah O'Donovan, Scrutiny Officer John Woods, Assistant Director for Transformation	
5 Sept	Budget Monitoring	Scrutiny of Budgets – The Committee will scrutinise the most recent budget monitoring information.	Paul Carey-Kent	
5 Sept	Social Care Debt	Scrutiny of Services – The Committee will scrutinise the most recent social care debt information. Reducing social care debt is a priority for the Committee.	Paul Carey-Kent	
October 2013				
24 Oct	Disabled Facilities Grant Update	Scrutiny of Services/Policy Development – The Committee will scrutinise progress in improving the DFG process by the joint County and District and Borough DFG officer group.	Liz Uliasz/Claire White	

DRAFT Adult Social Care Select Committee Work Programme 2012-13

Date	Item	Why is this a Scrutiny Item?	Contact Officer	Additional Comments
24 Oct	Social Care Cap Implications for Surrey	Policy Development – The Government announced a cap on social care costs of £75k in February 2013. The Service will provide information on the implications this cap will have on Surrey.	Paul Carey-Kent	
December 2013				
5 Dec	Mental Health PVR Update	Scrutiny of Services – The Committee will scrutinise progress in implementing the recommendations arising from the 2012 Mental Health Services PVR.	Donal Hegarty/Jane Bremner	
5 Dec	Services for People with Learning Disabilities PVR Update	Scrutiny of Services – The Committee will scrutinise progress in implementing the recommendations arising from and performance against savings targets identified by the 2011 PLD PVR.	Jo Poynter	
5 Dec	Budget Monitoring	Scrutiny of Budgets – The Committee will scrutinise the most recent budget monitoring information.	Paul Carey-Kent	
5 Dec	Social Care Debt	Scrutiny of Services – The Committee will scrutinise the most recent social care debt information. Reducing social care debt is a priority for the Committee.	Paul Carey-Kent	
January 2014				
16 Jan	Transition	Scrutiny of Services/Policy Development – The Committee previously scrutinised the transition arrangements for children with disabilities moving into adulthood and the need to improve joint working between the Children & Families and Adult Social Care Directorates. The Committee will scrutinise improvements implemented since the last report.	Julie Pointer, Transition Development Manager, Caroline Budden, Deputy	

DRAFT Adult Social Care Select Committee Work Programme 2012-13

Date	Item	Why is this a Scrutiny Item?	Contact Officer	Additional Comments
			Director - Children's Services and Safeguarding	
March 2014				
6 March	Dementia-Friendly Communities	Scrutiny of Services – As part of a national drive, the Directorate initiated a project in January 2013 to create dementia-friendly communities. The Committee will scrutinise progress and performance on this project one year on.	Donal Hegarty/Jen Henderson	
6 March	Prevention for 50-plus Task & Finish Group Final Report	Scrutiny of Services/Policy Development – The Task & Finish Group will present its final report, setting out its findings and recommendations.	Leah O'Donovan, Scrutiny Officer	To be joint with HSC
6 March	Budget Monitoring	Scrutiny of Budgets – The Committee will scrutinise the most recent budget monitoring information.	Paul Carey-Kent	
6 March	Social Care Debt	Scrutiny of Services – The Committee will scrutinise the most recent social care debt information. Reducing social care debt is a priority for the Committee.	Paul Carey-Kent	
April 2014				
30 April	What is Commissioning?	Scrutiny of Services/Policy Development – It is important that the Committee understands the concept of commissioning adult social care. The Committee will scrutinise the Commissioning Strategy and contribute to any development of future policy.	Anne Butler, Assistant Director for Commissioning	
June 2014				
25 June	Budget Monitoring	Scrutiny of Budgets – The Committee will scrutinise the most recent	Paul Carey-Kent	

DRAFT Adult Social Care Select Committee Work Programme 2012-13

Date	Item	Why is this a Scrutiny Item?	Contact Officer	Additional Comments
		budget monitoring information.		
25 June	Social Care Debt	Scrutiny of Services – The Committee will scrutinise the most recent social care debt information. Reducing social care debt is a priority for the Committee.	Paul Carey-Kent	

Task and Working Groups

Group	Membership	Purpose	Reporting dates
Adult Services Business Process Review Member Reference Group	David Harmer, Ernest Mallett, Mel Few, Keith Witham, Tim Hall	To monitor the procurement process for the adult social care IT database systems.	June/October 2013
Prevention for 50-plus	TBC – To be joint with Health Scrutiny Committee	Preventing the need for social care or health care in the future is paramount to reducing costs across the health and social care landscape as well as contributing to a healthier Surrey population. The Group will investigate the availability and provision of preventative services across the County for both physical and mental wellbeing for those over 50.	March 2014

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**ADULT SOCIAL CARE SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER – UPDATED 5 FEBRUARY 2013**

The recommendations tracker allows Committee Members to monitor responses, actions and outcomes against their recommendations or requests for further actions. The tracker is updated following each Select Committee. Once an action has been completed, it will be shaded out to indicate that it will be removed from the tracker at the next meeting. The next progress check will highlight to members where actions have not been dealt with.

Recommendations made to Cabinet

Number	Item	Recommendations	To	Response	Progress Check On
R004	Social Care Debt [Item 9]	The Committee recognises the continuing difficulties and the need to look at the debt in a new way; therefore it recommends to the Cabinet that additional resources be put in place for a fixed amount of time to aid the team and that this resource must be of reasonable expertise in order to produce improvements.	Cabinet	This item was referred to Cabinet on 26 February 2013. The Cabinet Member for Adult Social Care and Health responded verbally and said that a response would be provided after Internal Audit, Finance and the service had completed their investigations and compiled a report on this topic.	<i>June 2013</i>

Select Committee and Officer Actions

Number	Item	Recommendations	To	Response	Progress Check On
SC017	Public Value Review (PVR) of mental health services [Item 9]	The Health Scrutiny Committee is requested to scrutinise the outcomes of the six-month review of partnership arrangements with Surrey and Borders Partnership NHS Foundation Trust and give consideration to reviewing the provision of psychiatric liaison in A&Es across the country.	Health Scrutiny Committee / Scrutiny Officer	This has been included as an item on the Health Scrutiny Committee agenda for July 2013, and will be a joint item for both committees.	July 2013
SC019	Managing Staff Absences in Adult Social Care [Item 10]	The Committee continues to monitor levels of staff absence in the directorate at least every six months and would ask for a commentary to be included in future reports to better explain the statistics	Scrutiny Officer / HR Relationship Manager (HR)	This will be considered for inclusion in 2013/14 Work Programme.	June 2013
SC023	Supporting carers [Item 8]	A meeting should be arranged to show the Young Carers e-Learning package to the Committee for their comment.	Scrutiny Officer	This meeting is to be arranged.	June 2013
SC024	Direct payments [Item 9]	Recognising that further improvement is required, the Committee encouraged the Service to strive for a rating of "Effective" for the follow-up audit;	Assistant Director, Transformation	The February 2013 meeting was told that there was still a Needs Improvement rating. This will be considered for inclusion in 2013/14 Work Programme.	June 2013

Number	Item	Recommendations	To	Response	Progress Check On
SC025	Direct payments [Item 9]	The Committee remains concerned about the ability of Surrey County Council to recruit sufficient personnel in order to further the success of the Direct Payments scheme and asks for a report on this in future to indicate progress.	Assistant Director, Transformation	To be put on Work Programme once 2013/14 meeting dates are known.	<i>June 2013</i>
SC032	Personalisation Update [Item 6]	The suggestion from the Director that we should benchmark our results against comparable authorities is welcomed and the creation of a more realistic target is supported	Strategic Director for Adult Social Care	An update has been requested and will be provided at April's Committee meeting.	<i>April 2013</i>
SC036	Occupational Therapy Task & Finish Group Final Report [Item 7]	The Cabinet Member write to Surrey's MPs asking them to also write to the government minister reviewing the DFG process setting out concerns about the process and to feed back the response.	Cabinet Member for Adult Social Care & Health	An update has been requested and will be provided at April's Committee meeting.	<i>April 2013</i>

Number	Item	Recommendations	To	Response	Progress Check On
COMPLETED ITEMS					
R002	Learning Disabilities Joint Commissioning Strategy [Item 9]	The Adult Social Care and Children, Schools and Families directorates work with the Chief Executive and HR to explore all possibilities, including creative and innovative ideas and alternative structures, to effectively recruit and resource social work in Surrey.	Strategic Director for Adult Social Care & Deputy Director – Children, Schools and Families & HR Relationship Manager - CSF		<i>Ongoing</i>
R003	Budget monitoring [Item 10]	The Adult Social Care Select Committee formally requests that the Cabinet re-consider the savings targets being imposed on the Adult Social Care Directorate, bearing in mind the demographic challenges and increased demand facing it; and the public need to be informed and prepared for possibly difficult announcements and impacts of the funding allocation from central government due in December and in the future.	Cabinet	The Cabinet did allocate more funding to Adult Social Care	COMPLETE
SC018	Public Value Review (PVR) of mental health services [Item 9]	The outcomes of the PVR continue to be monitored by the PVR MRG and this Committee	Adult Social Care Select Committee	The following update has been received from Assistant Senior Manager for Commissioning: “We have successfully	<i>Complete</i>

Number	Item	Recommendations	To	Response	Progress Check On
				<p>appointed lead providers in all districts and boroughs in Surrey to start delivering the new community connections services from April 1st 2013. The lead providers all currently have a presence in Surrey and we are working closely with them, existing users of services and staff to ensure a smooth transition. We have robust performance management arrangements in place for quarterly monitoring of the new arrangements.”</p> <p>A progress report is scheduled on the work programme for December 2013.</p>	

Number	Item	Recommendations	To	Response	Progress Check On
SC020	Supporting carers [Item 8]	The Service and partners are commended for the increased rate of identification of carers since July 2011 and encouraged to continue to improve the number of carers with a Supported Self Assessment and ensure every carer has a named practitioner;	Assistant Director, Personal Care & Support	Update provided to February 2013 meeting	<i>COMPLETE</i>
SC021	Supporting carers [Item 8]	Statistics relating to the number of carers with a Supported Self Assessment (SSA) and who have a named carer are requested to be included in the Director's Update at the February meeting;	Strategic Director for Adult Social Care	This was included in the Director's Update February 2013	<i>COMPLETE</i>
SC022	Supporting carers [Item 8]	The Committee continues to be concerned about the identification of young carers and would encourage the continued prioritisation of work in this area;	Assistant Director, Personal Care & Support and Carers Practice Development Manager	This information will be included in the next carer's update on 5 September 2013.	<i>Complete</i>
SC031	Personalisation Update [Item 6]	Recognising that there is still more work to do, the Committee would like to work with the Service on improving service user engagement;	Scrutiny Officer	To be incorporated into the Work Programme 2013/14	<i>Complete</i>
SC028	Prevention through partnership [Item 7]	The Service is encouraged to think of innovative ways of promoting telecare across the County, such as a "Wellbeing Bus" that can act as a roving hub;	Assistant Director for District & Borough Partnerships	A response is attached.	<i>Complete</i>

Number	Item	Recommendations	To	Response	Progress Check On
SC029	Prevention through partnership [Item 7]	The Service is encouraged to take this report and the DVD to the local community services committees, the Local Committees and potentially to the Parish Councils due to its crossover issues with District and Borough joint working;	Assistant Director for District & Borough Partnerships	A response is attached.	<i>Complete</i>
SC030	Prevention through partnership [Item 7]	The shadow Health and Wellbeing Board and Surrey Fire & Rescue Service are requested to comment on their involvement with this important cross-cutting area of work.	Assistant Director for District & Borough Partnerships/Scrutiny Officer	A response is attached.	<i>Complete</i>
SC033	Personalisation Update [Item 6]	The scrutiny of the outcomes of the Mental Health PVR project looking at joint working arrangements with Surrey & Borders Partnership NHS Foundation Trust should be done jointly with both the Adult Social Care Select Committee and the Health Scrutiny Committee.	Scrutiny Officer	This has been included as an item on the Health Scrutiny Committee agenda for July 2013, and will be a joint item for both committees.	<i>Complete</i>
SC034	Occupational Therapy Task & Finish Group Final Report [Item 7]	A progress report from the DFG Officer group come back to the Committee in around six months	Scrutiny Officer	This has been included on the Work Programme for 2013/14	<i>Complete</i>

Number	Item	Recommendations	To	Response	Progress Check On
SC035	Occupational Therapy Task & Finish Group Final Report [Item 7]	The Committee send the report and a letter to the government department reviewing the DFG process setting out the Service's and the Committee's views	Scrutiny Officer	This report and letter have now been sent. Any response forthcoming will be shared with the Committee	<i>Complete</i>

1. "The Service is encouraged to think of innovative ways of promoting telecare across the County, such as a "Wellbeing Bus" that can act as a roving hub".

Options for a Wellbeing bus will be evaluated further, and the highlighted concept of a roving hub should be considered and potential links explored with the Children's Centre mobile vehicle and Borough based mobile units. It is recognised that there would be significant capital implications if a bespoke vehicle is purchased, and there would also be on-going staffing implications for developing the programme and manning the vehicle. However, options for joint usage would be explored as well as joint engagement with respect to the existing mobile vehicles. The requirement to reach an appropriate level of development was acknowledged for both Telecare and Wellbeing Centres before further considering mobile unit opportunities.

Innovative ways of promoting telecare have been considered and implemented across the county, and have included:

- Telecare Installers being directly involved with the development of Wellbeing Centres.
- The Wellbeing Centre offer now also includes a Telecare Demonstrator Site.
- A dedicated website www.surreytelecare.com has been developed and carries, news, case studies and information on telecare. There is also the ability to contact local services through the site.
- DVDs with sub-titles are in production to highlight the benefits of telecare and emphasise the free offer.
- Work will be undertaken with First Point to further promote Telecare.
- 185 staff have been trained to date and a community awareness programme is to be progressed with each delegate given a Telecare DVD to further pass on the message.
- A recent carers conference had a Telecare Stand and displaying equipment as well as a member of staff to answer questions.
- Telecare will be a theme of a carers conference in April.
- Telecare Champions are in post across all ASC Locality and Hospital Teams and we are continuing to work with Surrey Care Association regarding further training events for their members.
- Leaflets will be updated to highlight the 12 week free trial and new pop up stands have been produced.
- There has been active involvement in networking meetings, conferences, forums, CCG meetings and direct engagement with GPs.
- Articles have been produced for Borough and District magazines and resident newsletters.

The awareness raising and training programme will continue to be developed throughout the year ahead and work will be undertaken with the Communications Team, to ensure that the information remains current and reaches as many people as possible.

2. "The Service is encouraged to take this report and the DVD to the local community services committees, the Local Committees and potentially to the Parish Councils due to its crossover issues with District and Borough joint working."

The DVD is being reproduced to focus clearly on the enhanced Telecare offer and to introduce sub-titles, for those with hearing difficulties. A community engagement programme is being developed working with Borough and District Council lead officers to develop a publicity programme for Telecare and Wellbeing Centres.

The roll out of Wellbeing Centres has continued together with the development of a Wellbeing partnership groups across Surrey. Wellbeing Centres needed to reach an appropriate development point, and build has now been completed at one Centre with a further three scheduled for completion in May.

A full programme of engagement will be developed from Summer 2013.

3. "The Shadow Health and Wellbeing Board and Surrey Fire and Rescue Service are requested to comment on their involvement with this important cross-cutting area of work".

There is a joint meeting between the Assistant Director for Health & Wellbeing and Borough & District Councils who have an active involvement in the health & wellbeing agenda, so that there are appropriate linkages to the Shadow Health & Wellbeing board. It is recognised that in terms of developing a joint health & wellbeing strategy one of the agreed priorities was developing a preventative approach so that partnership working is likely to develop further in the coming months.

Pre-existing partnership links have been greatly strengthened between Surrey Fire and Rescue Service and Telecare Lead Officers, and there is active joint involvement in the Surrey Fire Strategy Group.

Adult Social Care Teams have identified 1,200 vulnerable residents considered to be at high risk from fire. Some 500 of these already have a community alarm unit through Borough and District Council Telecare Services, who are now contacting them to offer smoke alarms at no additional charge. Adult Social Care Teams are currently approaching the remaining 700 for them to consider the benefits of the installation of a community alarm with linked smoke alarms. This active partnership project with Boroughs and Districts to install Telecare linked smoke alarms, not just to those described above as high risk, is expected to reach over 1,300 linked smoke alarms that have been installed for the 12 months to the end of March.

Telecare was a key feature of the recent "Keeping YOU Safe from Fire!" launch, featuring prominently on the accompanying DVD, and Surrey Fire and Rescue colleagues are key members of a number of critical workstreams to jointly promote Telecare and Fire Safety. Surrey Fire and Rescue are

represented on the Telecare Strategy Board and Mainstreaming Board and the opportunities of joint training are being explored across Surrey working with Borough and District Councils.

Surrey Fire and Rescue have agreed to attend incidences where Surrey Telecare linked gas detectors in private homes raise an alert. The lack of a response to these alerts has restricted deployment, and in some cases meant that people's ability to cook for themselves has been reduced. This action should prompt Borough and District Councils to deploy more gas detectors, potentially helping people, especially those with dementia, remain in the community for longer. Bryn Strudwick from SFRS has asked all Boroughs and Districts to notify him in the first instances of people already with gas detectors so that SFRS can eliminate any confusion/queries and send the correct response as the information will appear on screens when they type in the address into their system. (This already works where there is an adult at risk.)

The recently launched Surrey Fire and Rescue DVD has a strong focus on the importance of linked smoke alarms. Surrey Fire and Rescue colleagues are working with the Assistant Director for Borough and District Council Partnerships and Telecare Lead officers to look at a potential trial of SFRS offering a visiting response service to telecare customers.

Melanie Bussicott
Assistant Director for District and Borough Partnerships, Adult Social Care, Surrey County Council

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