

Notice of Meeting

Adult Social Care Select Committee



Date & time
Friday, 5
September 2014
at 11.00 am
Please note,
private session for
members at 10 am

Place
Ashcombe Suite,
County Hall, Kingston
upon Thames, Surrey
KT1 2DN

Contact
Ross Pike or Andrew Baird
Room 122, County Hall
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Chief Executive
David McNulty

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This meeting will be held in public. If you would like to attend and you have any special requirements, please contact Ross Pike or Andrew Baird on 020 8541 7368 or 020 8541 7609.

Members

Mr Keith Witham (Chairman), Mrs Margaret Hicks (Vice-Chairman), Mr Graham Ellwood, Miss Marisa Heath, Mr Saj Hussain, Mr George Johnson, Mr Colin Kemp, Rachael I. Lake, Mr Ernest Mallett MBE, Ms Barbara Thomson, Mrs Fiona White and Mr Richard Walsh

Ex Officio Members:

Mr David Munro (Chairman of the County Council) and Mrs Sally Ann B Marks (Vice Chairman of the County Council)

TERMS OF REFERENCE

The Select Committee is responsible for the following areas:

- Services for people with:
 - Mental health needs, including those with problems with memory, language or other mental functions
 - Learning disabilities
 - Physical impairments
 - Long-term health conditions, such as HIV or AIDS
 - Sensory impairments
 - Multiple impairments and complex needs
- Services for Carers
- Safeguarding

PART 1 IN PUBLIC

1 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS

2 MINUTES OF THE PREVIOUS MEETING: 26 JUNE 2014

(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 (1 September 2014).
2. The deadline for public questions is seven days before the meeting (29 August 2014).
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

There are no responses to report.

6 DIRECTOR'S UPDATE

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

7 FAMILY, FRIENDS AND COMMUNITY SUPPORT: FINDINGS AND RECOMMENDATIONS

Purpose of the report: *Scrutiny of Services and Budgets*

To update the Committee on the progress and achievements of the Family, Friends and Community Support programme.

8 BUDGET UPDATE

(Pages
13 - 26)

Purpose of report: *Scrutiny of Services and Budgets*

This report provides an opportunity for the Committee to scrutinise the Adult Social Care budget.

9 APPOINTMENT OF A SELECT COMMITTEE PERFORMANCE & FINANCE SUB-GROUP

(Pages
27 - 28)

Purpose of report: *Scrutiny of Services and Budgets*

The Chairman will appoint a Performance & Finance sub-group to carry out reviews of service budgets as part of this year's business planning process.

10 RECRUITMENT, RETENTION AND INTRODUCTION TO WORKFORCE STRATEGY

(Pages
29 - 36)

Purpose of the report: *Scrutiny of Services and Performance Management*

This report provides Select Committee with:

i) An update on recruitment and retention, and the actions that have been taken to address workforce supply issues since November 2013, and responses to questions raised by the Select Committee on this work;

and

ii) An update on the development of the Adult Social Care Workforce Strategy and a recommendation further involving members in this work.

11 RECOMMENDATION TRACKER AND FORWARD WORK PROGRAMME

(Pages
37 - 50)

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

12 DATE OF NEXT MEETING

The next meeting of the Committee will be held at 10:00 on 23 October 2014.

David McNulty
Chief Executive

Published: Thursday, 28 August 2014

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Thank you for your co-operation

MINUTES of the meeting of the **ADULT SOCIAL CARE SELECT COMMITTEE** held at 10.00 am on 26 June 2014 at Ashcombe Suite, County Hall, Kingston upon Thames, Surrey KT1 2DN.

These minutes are subject to confirmation by the Committee at its meeting on Friday, 5 September 2014.

Elected Members:

- * Mr Keith Witham (Chairman)
- * Mrs Margaret Hicks (Vice-Chairman)
- Mr Graham Ellwood
- Miss Marisa Heath
- * Mr Saj Hussain
- Mr George Johnson
- * Mr Colin Kemp
- Rachael I. Lake
- * Mr Ernest Mallett MBE
- * Ms Barbara Thomson
- * Mrs Fiona White
- * Mr Richard Walsh

Ex officio Members:

Mr David Munro, Chairman of the County Council
Mrs Sally Ann B Marks, Vice Chairman of the County Council

Substitutes:

- * Dr Zully Grant-Duff
- * Mr Bob Gardner

41/13 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS [Item 1]

Apologies were received from Rachael I Lake, Graham Ellwood and Marisa Heath. Dr Zully Grant-Duff and Bob Gardner acted as substitutes. Apologies were also received from George Johnson.

42/13 MINUTES OF THE PREVIOUS MEETING: 1 MAY 2014 [Item 2]

These were agreed as an accurate record of the meeting.

43/13 DECLARATIONS OF INTEREST [Item 3]

There were no declarations of interest.

44/13 QUESTIONS AND PETITIONS [Item 4]

There were no questions or petitions

45/13 RESPONSES FROM THE CABINET TO ISSUES REFERRED BY THE SELECT COMMITTEE [Item 5]

There were no referrals made to Cabinet at the last meeting of the Committee, so there are no responses to report

46/13 DIRECTOR'S UPDATE [Item 6]

Declarations of interest: None.

Witnesses: Dave Sargeant, Interim Strategic Director for Adult Social Care.

Mel Few, Cabinet Member for Adult Social Care
Steve Cosser, Cabinet Associate for Adult Social Care

1. The Interim Strategic Director provided a verbal update on the Better Care Fund and advised that meetings were taking place between the Council and CCGs. The Guildford & Waverley CCG had been looking at integrated care options; workshops had been planned and officers had met recently with the Health Secretary Jeremy Hunt. It was noted that the approach taken by each CCG varied according to local need. There were concerns about NHS financing of the Better Care Fund and feedback requested from NHS England had been delayed.

2. The Committee was informed there has been a £200,000 investment from the Public Service Transformation Network to help project manage health and social care integration. The Committee asked how officers were ensuring that service users were not left behind. Officers commented that they were involving clinicians and frontline staff and encouraging their feedback. For example, in discussions with the acute sector, mental health trusts were now also involved.

3. The Committee asked if there was a pilot in place for an integrated model taking into account regional variance, noting that needs vary across the different boroughs. Officers commented that each CCG would be doing things

differently, to take into account these variations. Officers added that they were looking at the whole picture, and prioritising local needs, as one size does not fit all circumstances.

Recommendations:

The Strategic Director to report back with comments on the following priorities which were recorded as red at the end of the year:

- Grow preventative services in partnership with Borough and District Councils
- Maximise social capital in localities with effective care packages
- Empower people and their carers to live independently

Actions/further information to be provided:

- None

Committee Next Steps:

None

It was decided by the Committee to take items 15 – 17 before item 7.

47/13 EXCLUSION OF THE PUBLIC [Item 15]

RESOLVED: That under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting for the following item of business on the grounds that they involve the likely disclosure of exempt information under paragraph 4 of Part 1 of Schedule 12A of the Act.

48/13 CONFIDENTIAL UPDATE FROM STRATEGIC DIRECTOR [Item 16]

The Interim Strategic Director gave a verbal update on confidential matters relating to a Serious Case Review.

49/13 PUBLICITY FOR PART TWO ITEMS [Item 17]

The Interim Strategic Director gave a verbal update on confidential matters relating to a Serious Case Review.

50/13 BUDGET UPDATE [Item 7]

Declarations of interest: None.

Witnesses:

Dave Sargeant, Interim Strategic Director for Adult Social Care
 Paul Carey-Kent, Strategic Finance Manager
 John Woods, Assistant Director for Policy and Strategy.

Mel Few, Cabinet Member for Adult Social Care
Steve Cosser, Cabinet Associate for Adult Social Care

1. The Committee was informed that a balanced budget had been projected, with £4.1 million of savings already achieved and £12.7 million of savings on track without any further management action. £25 million of savings still needed to be implemented including £10 million through Family, Friends and Community Support (FFC) programme.
2. The Committee was informed that savings for the FFC programme had been remodelled on the basis of spending 20% less on new community care services compared to the amount spent in 2013/14 and carrying out targeted reassessments of existing community care packages. In 2014/15 it is forecast to involve commissioning effective support for 4,912 new community care services and carrying out 1,400 reassessments. The Committee was informed that research by the University of Birmingham has shown that there are positive outcomes for service users in the FFC programme, alongside savings.
3. The Committee asked for officers to bring qualitative evidence showing the outcomes of packages and what they mean for service users. Officers agreed to do this and informed the Committee that in the past money was sometimes duplicated for services and this should be looked at to make sure that public money is spent appropriately.
4. The Committee asked about the current status and the future for the FFC and if good practice was being shared. The Committee also noted that the community should be able to see the impact; that this is not just saving money but also helping individuals. Officers said they were reviewing progress and that they would bring evidence to committee.
5. Officers explained that the savings targets were not definitive figures. Projected savings achieved from new packages reducing cost by 20% totalled around £4 million. The Committee questioned the 'savings from top 40 reassessments' figure from page 5 of the handout and officers clarified that the figure was from a total of 1,400 and should read top 40 per locality per month.
6. The Committee questioned whether after reassessment, some service users may need a higher rate of support and how that would fit with the 20% reduction target. Officers said that the 20% reduction was an average and that not all service users would fit into this category. Some service users would require nothing after reassessment and some would require more support than before. Officers further noted that if a service user's needs could not be met, then a discussion with the local team manager would take place. Officers confirmed that the targets were in place to help staff to better deliver social care but this would not prevent service users from getting the support that they needed.
7. Officers advised that the calculation of the amount of money that a service user would get was not a fixed model and also did not need to be met by a paid-for service. The 20% reduction target was based on a process staff have undergone to see how cases could have been handled differently. Officers

commented that this was a challenging agenda and there were many that may need reassessing, at an annual cost of £7 million for assessments.

8. The Committee asked about the issue of procurement of services and questioned whether there was a guarantee of buying care at a specific price. Officers said that nursing care is the biggest resource cost for Surrey, that residential care is bought at a lower rate, and that non-residential care service prices are as a result of a tender where the supplier proposes the price.

Recommendations:

The Committee:

- Noted the 2013-14 outturn
- Noted the April/May report
- Requests a report on the first four months of the financial year at the September meeting, with a summary sent by email on Quarter 1 in the interim (Action by: Paul Carey-Kent)
- Be provided with a further update on FFC at a future meeting or workshop, to include
 - An overview of the FFC offer covering best practice, current situation, next steps, and qualitative examples of care package provision, with practitioners from rural and urban areas invited as witnesses (Action by: Dave Sargeant/Paul Carey-Kent)

Actions/further information to be provided:

None

Committee next steps:

None.

51/13 SELF-FUNDER STRATEGY [Item 8]

Declarations of interest: None.

Witnesses:

John Woods, Assistant Director for Policy and Strategy.

Dave Sargeant, Interim Strategic Director for Adult Social Care
 Mel Few, Cabinet Member for Adult Social Care
 Steve Cossier, Cabinet Associate for Adult Social Care

1. The Committee was given a brief summary of the Dilnot recommendations around self-funders. The Government had capped self-funder care costs regardless of personal wealth. Self-funders now have the right to be assessed by the Council. They are then given an independent personal budget of what the Council would spend on their care. The Committee was informed that the Government has stated there would be 'no unfunded burdens' as a result of the Care Act 2014; however, Surrey County Council was concerned that the

system was unclear. The Committee was informed that regulations and guidance were not yet available from government.

2. The Committee raised concerns about the IT systems being up and running by April 2016 and also that the administration fee that the Care Act has enabled might be hard to implement and could cause confusion. Officers reported that they had concerns about the IT delivery but were in discussions about requirements. Until guidance was in place the IT system could not be created, possibly taking it past the April 2016 deadline. Officers commented that the administration fee would not be charged very often, and only in cases where the Council was asked to act as a broker for a self-funder. As the Council could only offer the market price, not the lower price a Council could get a service for, officers thought it unlikely that requests to act as a broker will happen often.

3. The Committee thanked John Woods for his work on this area and asked for an update on the pilot in Elmbridge. The Committee also requested a one page document for County Councillors on the issue to assist them in helping residents understand the changes.

4. The Cabinet Associate for Adult Social Care commented that from discussions with colleagues in other councils, that Surrey County Council was well-advanced compared to the majority. The Assistant Director for Policy & Strategy was working directly with the Department of Health and it was noted that the financial modelling Surrey officers had developed was referred to as 'the Surrey model', highlighting its success.

5. The Committee asked about the provision of access to information and advice for residents. Officers said that part of the Care Act focused on the importance of information in helping people to make their own choices. Officers commented that websites and leaflets would not be sufficient and that information would need to be translated into formats that make it understandable in a variety of different ways, for different audiences.

6. The Committee queried if a self-funder started off buying their own care at a higher level than Surrey County Council would normally fund, and then met the cap, whether the Council would have an obligation to maintain this level of care and cost. Officers said that these 'threshold cases' would all be different and that the Council could either ask them to move to a place that is within the range the Council would pay, or could negotiate with the provider to reduce the rates.

Recommendations:

In relation to the Assessment and Review Strategy, the Committee:

- Endorsed the Elmbridge pilot evaluation criteria
- Requested that the outcome of the pilot and draft strategy be presented to Adult Social Care Select Committee in December, and;
- Request that officers produce an executive summary/briefing for all County Councillors, to aid understanding of the Care Act's requirements in relation to people who fund their own care.
(Action by: John Woods)

In relation to the Information and Advice Strategy, the Committee:

- Endorsed the strategic direction for ensuring residents in Surrey have universal access to information and advice.

The Committee adjourned at 11.50am and reconvened at 11.57am.

Actions/further information to be provided:

None

Committee next steps:

None.

52/13 GET WISE UPDATE [Item 9]

Declarations of interest: None.

Witnesses:

Anne Butler, Assistant Director for Commissioning.
Norah Lewis, Assistant Senior Manager – Commissioning

Dave Sargeant, Interim Strategic Director for Adult Social Care
Mel Few, Cabinet Member for Adult Social Care
Steve Cosser, Cabinet Associate for Adult Social Care

External witnesses:

Clive Wood, Chief Executive – Surrey Disabled People’s Partnership,
Vicki Atherton, Deputy Chief Executive - Surrey Disabled People’s Partnership,
Femi Sorinwa, Welfare Benefits Advisor – Surrey Disabled People’s Partnership.

1. Officers provided a brief overview of getWIS£ and outlined that it was a service available to all residents of Surrey with a focus on those most affected by the Coalition Government’s welfare reforms which came in to force in 2012. Service users had one point of contact and could be met at a venue of their choice. They were supported in making applications which was of particular benefit to those without IT skills or access to a computer, as many benefits forms are online.

2. External witnesses stated that since getWIS£ became operational in April 2013 it had supported nearly 2,300 people and secured over £1.6 million in benefits. It also supported people through tribunals and appeals. Over its first year, getWIS£ had taken a holistic approach to providing not only support for benefits, but also advice on health, social care and referrals to voluntary organisations. The Surrey Hubs were a great source of referrals and easy to access given their town-centre locations. The witnesses noted that with the increasing discussion of welfare in the media and the forthcoming move to Universal Credit, people were looking for more support and knowledge and were coming to getWIS£. This had created a need for more staff and volunteers. External witnesses also discussed the effect of the move from

Disability Living Allowance to Personal Independence Payments, and the anxiety that some service users felt about the new medical assessments, which getWIS£ could support people through.

3. Officers acknowledged the good work that getWIS£ and its partners had done and noted the service supported the delivery of quality care to vulnerable people in Surrey, forming part of the FFC support, advice and provision of information.

4. The Committee acknowledged the successful first year of getWIS£. The Committee asked about the waiting time for benefit applications and appeals. External witnesses confirmed that applications for Personal Independence Payments could take up to a year, but that GetWIS£ supported claimants over that time and highlight other benefits that can be claimed in the meantime through its holistic service, for example referral to food banks. Members expressed significant concern about the delays described by the external witnesses and were particularly worried that those waiting for applications to be processed might not be receiving benefits they needed.

5. External witnesses discussed their flexible working arrangements with service users able to telephone getWIS£, meet at a hub or Council building, or request a home visit. The Committee asked if there was logic in other community organisations sharing locations with getWIS£, and officers agreed there would be benefits to doing this.

6. The Committee asked whether getWIS£ was more of an information service or a technical support for completing benefits forms. External witnesses and officers reported that it was both and that particularly with the onset of Universal Credit, more specialist support was required. Once forms have been filled in and while a service user is waiting on the hearing date of a tribunal for example, support was still needed in other ways.

7. External witnesses discussed the benefits checks that getWIS£ offer, which ensured that people claim everything they are entitled to. This would lead to more work but was essential to make sure that people received what they needed. getWIS£ could also make referrals to food banks and the Council's Local Assistant scheme, for example.

8. The Committee asked whether getWIS£ could ask the JobCentre for information on all unemployed people to proactively contact them about benefits. External witnesses said that this would be in breach of data protection; however, they have built a strong relationship with the JobCentres across Surrey and receive referrals from them.

Recommendations:

The Committee:

- Noted the report, including the progress made by getWIS£ in their first year of operation and the programme of activities planned by Surrey Disabled People's Partnership to enhance this universal offer
- Congratulated the Surrey Disabled People's Partnership and their partner organisations

- Commended the service for the results it has achieved – realising £1,660,698 of annualised benefits for 2,287 people in the last year.
- Recommends that the Cabinet Member takes forward with the relevant government minister the significant concerns raised regarding delays in welfare reform delivery. (Action by: Cabinet Member for Adult Social Care)
- Requests that the service work with its Commissioners to ensure waiting lists were not created with rising demands (Action by: John Woods)
- Recommends that the Service circulate (via Democratic Services) the contact details for getWIS£ to all County Councillors

Actions/further information to be provided:

- None
- **Committee next steps:**
- None.

53/13 SAFEGUARDING PEER REVIEW OUTCOMES AND RECOMMENDATIONS UPDATE [Item 10]

Declarations of interest: None.

Witnesses:

Christine Maclean, Safeguarding Adults Senior Manager.

Dave Sargeant, Interim Strategic Director for Adult Social Care

Mel Few, Cabinet Member for Adult Social Care

Steve Cosser, Cabinet Associate for Adult Social Care

1. The Committee were informed that the peer-led review was carried out by Buckinghamshire social services. There were positive reviews overall and some key messages highlighted. The commitment of staff was commended as was the political leadership and commitment to continually improve the service.
2. The Cabinet Member for Adult Social Care stated that Buckinghamshire would be implementing some of the best practice they observed from Surrey.
3. The Committee congratulated Christine Maclean for her work on this and other issues over the years, noted that she would be leaving the Council very soon, and wished her a happy retirement.

Recommendations:

The Committee:

- Commended the service for their response to the Committee's recommendations and findings of the Peer Review
- Would continue to scrutinise the safeguarding arrangements in 2014/15 work plan with particular focus on new Care Act duties.

[Richard Walsh left the meeting at 12.45pm]

[Fiona White left the meeting at 12.50pm]

Actions/further information to be provided:

- None
- **Committee next steps:**
- None.

54/13 DOMICILIARY CARE TENDER [Item 11]

Declarations of interest: None.

Witnesses:

Jean Boddy, Senior Manager – Commissioning

Joanne Parkinson, Manager – Commissioning

Anna Tobiasz, Senior Category Specialist

Dave Sargeant, Interim Strategic Director for Adult Social Care

Mel Few, Cabinet Member for Adult Social Care

Steve Cosser, Cabinet Associate for Adult Social Care

1. Officers presented an update on the domiciliary care tender. In particular the issue of 15 minute calls was discussed and officers reported that only 6% of the total calls made were of 15 minutes, and those were that length for the right reasons. Guidance had been reissued to staff on what would constitute a 15 minute call. Electronic monitoring was one way of ensuring that providers could demonstrate in real-time whether someone had responded to a call, and that has been made part of the tender process.

2. Officers also discussed staff wages. It is hard to attract staff into caring posts as a career and so providers were being asked to offer the living wage. It was noted that the tender was based on quality of care and not price.

3. Members of the Committee were informed about the Domiciliary Care Reference Group and were issued an invitation to join the group.

4. The Committee asked about what was being done to tackle the issue of loneliness of those in receipt of domiciliary care and stressed that continuity of care was very important. Officers responded that at every part of the process, service users were kept informed.

5. The Committee raised the point that workers from European Union countries had no requirement to be able to speak English and the problems that might cause. Officers said that there was a requirement in the tender agreement for service providers to be understood. Quality Assurance Managers also made visits to service users and take seriously any complaints.

Recommendations:

The Committee:

- Noted the report
- Endorsed the approach taken by the service
- Requested a briefing on the outcome of the tender in due course
- Put forward Margaret Hicks and Barbara Thomson as Member representative/s to sit on the Domiciliary Care Reference Group. (Action by: Jean Boddy)

Actions/further information to be provided:

- None
- **Committee next steps:**
- None.

55/13 YOUNG CARERS RESEARCH GROUP [Item 12]

Declarations of interest: None.

Witnesses: Dr Zully Grant-Duff, Colin Kemp, Margaret Hicks, Richard Walsh.

Mel Few, Cabinet Member for Adult Social Care
Steve Cosser, Cabinet Associate for Adult Social Care

1. The Chairman of the Research Group, Dr Zully Grant-Duff, introduced the research group's report. The Committee was informed that due to time constraints, the group had not been able to speak to head teachers or representatives of the Phase councils. The group noted the constructive work that Surrey County Council had done to support young carers, work which had been recognised nationally as good practice and commended by the Chairman of the Standing Commission on Carers. The support of the group's Scrutiny Officer was commended.

2. The Cabinet Associate for Adult Social Care welcomed the recommendations of the group and noted that they had performed an excellent job in a short time-frame. He also thanked the officers who worked on it for their support.

Recommendations:

The Committee:

- Endorsed the recommendations of the Motion on Young Carers Research Group.

Actions/further information to be provided:

- None
- **Committee next steps:**
- None.

56/13 RECOMMENDATION TRACKER AND FORWARD WORK PROGRAMME [Item 13]

1. The Chairman advised that the forward programme had recently finished. He proposed the following work plan priorities, identified by the Chairman and Vice-Chairman:

- Staffing and MySupportBroker Pilot and FFCS assessments
- Carers, including Care Act 2014 duties
- Model Office Practice and Surrey Choices
- Health and Wellbeing Board and Dementia Friendly Surrey

Recommendations:

The Committee:

- Noted the recommendations tracker and agreed the four work plan priorities for 2014/15.

Actions/further information to be provided:

- None
- **Committee next steps:**
- None.

57/13 DATE OF NEXT MEETING [Item 14]

The Committee noted its next meeting would be 5 September 2014 at 10am.

Meeting ended at: 1.40 pm

Chairman

Adult Social Care Select Committee
5 September 2014

Adult Social Care Directorate July month end budget monitoring report

Purpose of the report: Scrutiny of Budgets/Performance Management

This report provides an opportunity for the Committee to scrutinise the Adult Social Care budget.

Introduction:

1. This report:

- provides a high level summary of spend to date and of efficiencies achieved
- explains the current monitoring position: The **projected outturn** for Adult Social Care, based on end of January data, is for a £1.9m overspend to occur.
- sets out in appendices fuller details of the management actions being taken, the effects across years of the position shown, and the capital budget.

Commentary

2. The July projected outturn for Adult Social Care is **an overspend of £1.9m**.

This was highlighted as a challenging year in the 2014/15 budget planning process with a significant **savings target of £42m** plus additional income of £4m to be generated. Since the beginning of the year, £2.9m of extra demand pressures have occurred meaning that total **savings of £44.9m are now required**. The Directorate has made good progress in many of its savings actions and judges that **£20.1m of savings** have either **been achieved or will be achieved without needing further management action**.

3. The current year end projection relies on the Directorate implementing **£22.8m of management action** savings, i.e. assuming that £1.9m remains unachievable. The key change since last month's forecast of £0.7m overspend is the failure of block contract negotiations previous expected to yield £1.4m. A full list of the management actions included in the July projections is outlined in Annex A.

4. The most significant element of ASC's savings plans in 2014/15 is the **Family, Friends and Community (FFC)** support strategy. The target stands at £13.3m this year, with a current forecast of £12.6m and full year effect of £16.5m, which would provide a good platform for the 2015/16 target of £23.3m. It is currently at the early implementation stage, and some delays have occurred such that there is a continuing need to accelerate and broaden the action taken in the remaining eight months. There are three key measures through which the service plans to achieve the FFC savings. Firstly through an improved assessment process for individuals requiring new care packages, supported by a recalibration of the Resource Allocation System (RAS) which was implemented in mid-May. The second element is a programme of re-assessments of existing packages to ensure that FFC is fully incorporated into their personalised support plans. Locality Teams have drawn up local project plans for the delivery of the re-assessments. As noted last month Direct Payments refunds have been included as the third in the overall FFC strategy, given their close interrelationship.

5. Performance against the three FFC elements is outlined below, covering older people and people with learning and physical disabilities, mental health and transition:

	Current Year Saving Target £'000	Achieved to date £'000 April to July	Revised Projection Aug - March £'000	Total Latest Forecast £'000	Current Year Variance	Full Year Target	Full Year Effect £'000	Full Year Variance
FFC DP Surplus	-3,000	-1,900	-2,100	-4,000	-1,000	0	0	0
Reassessments	-6,400	-654	-3,726	-4,379	2,020	-6,400	-10,914	-4,514
New Packages	-3,926	605	-2,023	-1,418	2,509	-3,926	-5,538	-1,611
FFC Catch up	0	0	-2,852	-2,852	-2,852	0	0	0
Total	-13,326	-1,949	-10,700	-12,649	677	-10,326	-16,451	-6,125

It is apparent that pressures through new placements have largely offset re-assessment savings, but this can be attributed to the additional cost of transition clients which are known to fluctuate unevenly throughout the year and is unlikely to be directly related to FFC. The year to date position for new placements excluding Transition is a saving of £49,000, indicating that action is at least preventing pressures building, though there is as yet no evidence of the cash reductions required. The Interim Assistant Director who is acting as Project Director is reviewing the rates of success across the county to push forward good practices identified to date to accelerate the savings and look to expand into new areas, as represented by the 'catch-up' row in the table above.

6. Challenges remain in other significant areas of planned savings:

- It has not proved possible to renegotiate block contract arrangements resulting in a £1.4m pressure which is the most significant factor in the current overspend of £1.9m. Indeed, it was hoped that this would contribute to the £1.7m of unidentified savings below.
- The correct application of Continuing Health Care arrangements is still anticipated to deliver £2.1m of savings in the remainder of the year. Progress to date remains difficult due to changes in local health structures and processes.

- Securing £4m of social care benefit from the Whole Systems Funds (discussions continue as part of the local planning processes jointly with CCGs which feed into that aim).
- Identification of £1.7m of additional savings for which there are as yet no plans.

Table 1: 2014/15 Revenue Policy Line

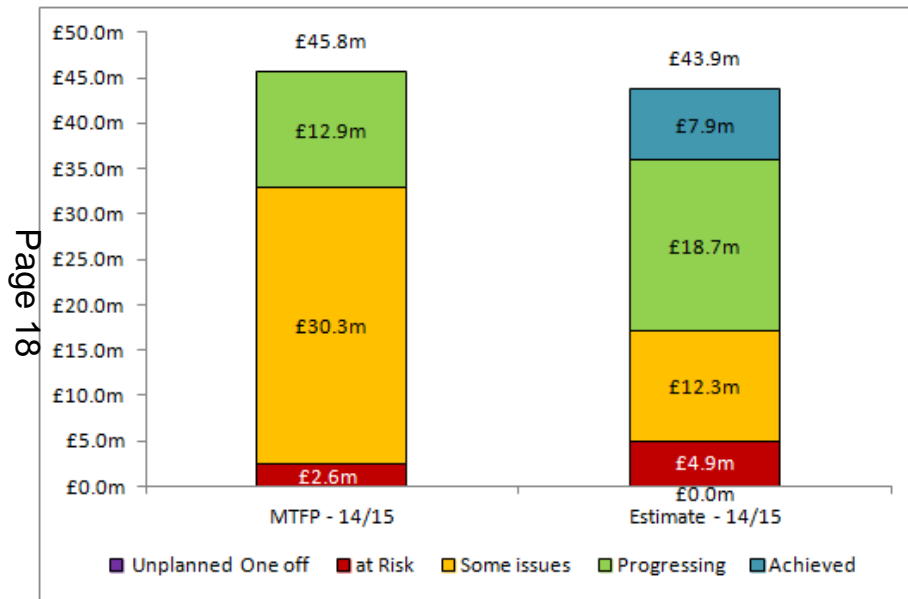
	YTD Budget	Year to Date Actual	YTD Variance	Full Year Budget	Remaining Forecast	Outturn Forecast	Forecast Variance	Previous Month Variance	Change From Last Month
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
<u>Income</u>									
UK Government Grants	(78)	(61)	17	(235)	(207)	(268)	(33)	0	(33)
Other Bodies Grants	(3,660)	(2,719)	941	(18,309)	(14,434)	(17,153)	1,156	1,132	24
Fees & Charges	(14,040)	(14,143)	(104)	(42,119)	(27,822)	(41,966)	153	78	75
Joint Working Income	(2,801)	(2,529)	272	(8,402)	(5,670)	(8,199)	204	162	41
Joint Funded Care Package Income	(614)	(659)	(45)	(1,843)	(1,461)	(2,120)	(277)	(153)	(123)
Reimbursements & recovery of costs	(1,012)	(769)	243	(3,036)	(2,127)	(2,895)	141	(1,096)	1,237
Property Income	0	0	0	0	0	0	0	0	0
Income	(22,205)	(20,881)	1,325	(73,944)	(51,719)	(72,600)	1,344	123	1,222
<u>Expenditure</u>									
Older People	53,678	52,380	(1,297)	170,949	117,437	169,817	(1,132)	(984)	(147)
Physical Disabilities	15,436	15,323	(113)	48,545	32,591	47,914	(631)	(727)	96
Learning Disabilities	41,266	40,687	(579)	133,594	93,644	134,332	738	737	1
Mental Health	4,383	3,657	(725)	14,100	10,352	14,009	(91)	(30)	(61)
Other Expenditure	15,785	16,556	771	47,398	32,552	49,108	1,710	1,545	165
Expenditure	130,547	128,604	(1,943)	414,585	286,575	415,179	595	541	54
Net Position	108,342	107,723	(618)	340,641	234,856	342,579	1,939	663	1,275

Table 2: 2014/15 Subjective Summary

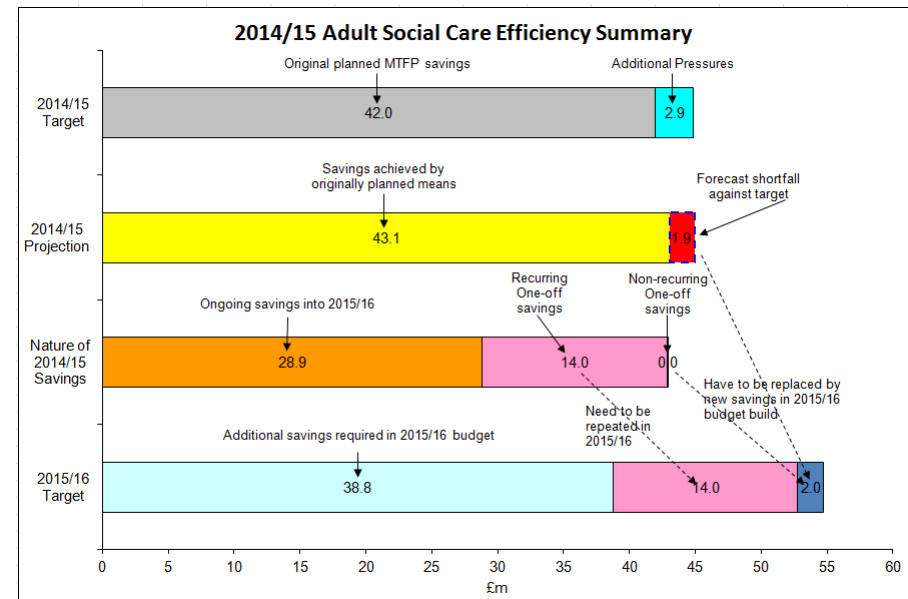
	YTD Budget	Year to Date Actual	YTD Variance	Full Year Budget	Remaining Forecast	Outturn Forecast	Forecast Variance	Previous Month Variance	Change From Last Month
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
<u>Income</u>									
Local Taxation	0	0	0	0	0	0	0	0	0
Government Grants	(78)	(61)	17	(235)	(207)	(268)	(33)	0	(33)
Other Income	(22,127)	(20,819)	1,308	(73,710)	(51,513)	(72,332)	1,377	123	1,255
Income	(22,205)	(20,881)	1,325	(73,944)	(51,719)	(72,600)	1,344	123	1,222
<u>Expenditure</u>									
Staffing	24,324	23,700	(624)	72,972	49,668	73,369	397	160	236
Non Staffing	106,223	104,904	(1,319)	341,613	236,907	341,811	198	381	(183)
School Expenditure	0	0	0	0	0	0	0	0	0
Expenditure	130,547	128,604	(1,943)	414,585	286,575	415,179	595	541	54
Net expenditure	108,342	107,723	(618)	340,641	234,856	342,579	1,939	663	1,275

Efficiencies

Graph 1: 2014/15 Progress on Efficiencies



Graph 2: Impact of 2014/15 Efficiencies on Future Years



The Directorate has already achieved savings of £7.9m this year. A further £18.7m is on target to be achieved by year-end with no difficulties anticipated, and largely without further action being required

Summary of Adult Social Care Forecast

	£m	£m
ASC MTFP Efficiency Target		(42.0)
Additional savings requirement to meet demand pressures		(2.9)
		<hr/>
		(44.9)
Total savings achieved (or not needing further management action) to date		(20.1)
Savings forecast in remainder of the year through use of FFC against original project plans	(8.6)	
FFC applied to DP reclaims	(2.2)	
Other savings forecast in the remainder of the year and included as Management Actions	(12.1)	
		<hr/>
		(22.9)
		<hr/>
Total savings forecast in remainder of the year		(43.0)
Under / (Over) performance vs MTFP target		<hr/>
		1.9
		<hr/>

A breakdown of the savings identified in the current projections can be found in Annex B

Capital**Table 4: 2013/14 Capital Projects Summary**

	Revised Full Year Budget	YTD Actual	Committed	Apr - July YTD & Committed	Remaining Forecast	Full Year Forecast	Full Year Variance
	£'000	£'000	£'000	£'000	£'000	£'000	£'000
Significant Schemes							
Major Adaptations	800	46	43	89	706	795	-5
D&B developments - wellbeing centres	160	-25	98	73	37	110	-50
In-house capital improvement schemes	325	40	17	57	181	238	-87
User led organisational hubs	100	-2	0	-2	102	100	0
NHS Campus Reprovision	0	-6	0	-6	6	0	0
Total	1,386	54	161	215	1,029	1,244	-141

Conclusions:

There are significant risks in the budget position, such that an overspend is expected. The increase in overspend forecast to £1.9m reflects the failure of block contract negotiations and the unlikelihood that that the previously expected savings can be replaced by additional savings, given the others areas at risk. It is possible, depending how those risk factors work out, that the overspend could be greater, so the position will continue to be closely monitored.

Recommendations:

It is recommended that the Committee notes the current position.

Report contact:

Paul Carey-Kent, Strategic Finance Manager, Adult Social Care & Public Health
0208 541 8536

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Annex A – Adult Social Care Management Action Plans

£m

Management Action

Family, Friends and Community support (FFC) savings

- (8.6) Savings through the application of FFC against the original project plans.
- (2.2) Effective level of FFC on DP reclaims. (£1.9)m already achieved

(10.8)

Other forecast efficiency savings in the remainder of 2014/15

- (0.20) Optimisation of Transition pathways – it is anticipated that an additional £(0.2)m of savings in care packages for people transferring from Children’s services into Adult Social care will be achieved above the MTFP target of £(0.25)m.
- (0.10) Preventative savings - it is anticipated that telecare, telehealth and other preventative measures will lead to some savings in care costs.
- (0.05) Strategic Shift - the transfer from residential to community placements is expected to continue in 2014/15 resulting in care cost savings
- (0.9) The on-going implementation of the LD PVR team project plan is expected to deliver £(1.5)m of savings which is £(0.5)m over target. £0.65 has already been achieved with a further £(0.85)m forecast in the remainder of the year.
- (0.2) Strategic Supplier on-going savings – additional savings anticipated from negotiation with providers in relation to reduced unit costs. Underachievement in this target is being off-set against Strategic Supplier one-off savings.
- (4.0) Protection of Social Care through Whole Systems - negotiations are ongoing through the Better Care Board, but at present ASC are still assuming that £4m of funding towards its core budget is received
- (2.1) Total CHC savings for 2014/15 currently projected to be £2m. This represents an underachievement of £0.5m against the MTFP target and is reflective of the challenges posed by the new processes introduced by Surrey Downs CCG and the number of previously health funded cases ASC is having to pick up funding for.
- (0.6) S256 Attrition - £1.5m of attrition savings achieved to date, a further £0.6m savings are anticipated in the remainder of 2014/15
- (0.3) The Dementia Friendly programme which forms part of the Council’s Public Sector Transformation Network is anticipated to generate £0.3m of savings in the second half of the year
- (0.27) Savings of £0.7m were budgeted as a result of the creation of the Surrey Choices LATC. At present these savings are projected to be fully achieved
- (0.27) Management of Supplies & Services - these savings are projected to be fully achieved in the remainder of the year
- (1.73) £2.6m of savings were still to be identified when the budget for 2014/15 was set. These savings were forecast to start being achieved from July, but no new plans have yet been formulated so the quarter 2 savings have been removed from the

forecast.

- (2.7) Over-projection due to breaks in care packages - based on trends of previous years and current activity for Home Based Care and Supported Living services. The equivalent position last year was a decrease of £2.9m
- (1.0) Over-projection due to reduction in call-offs - based on trends of previous years and current activity.
- (0.05) Management efficiency savings through re-structure – target of £(0.36)m already achieved with a further £(0.45)m forecast .
- (0.5) In-House Savings are anticipated by end of the financial year

(25.7)

- 2.8 Risk Contingency - this takes a prudent view of the volatility of care demand, potential impact of market forces and current level and challenges faced in delivering the service's management action plans.

(22.9) Total Management Action Plans included in projections

Annex B – Savings identified in current projections

£m	Saving
(0.1)	Family, Friends & Community Support savings
(2.9)	Staffing related savings
(6.3)	Constrain inflation for individually commissioned services
(2.1)	Block contracts & Grants
(1.8)	FFC applied to Direct Payments reclaims
(1.6)	Housing related support savings
(1.2)	Forecast AIS over-projection
0.1	Continuing Health Care savings
(1.5)	Attrition savings for Former S256 clients
(0.3)	Optimisation of Transition Pathways
(0.7)	Learning Disabilities Public Value Review
(1.3)	Strategic Supplier Review
(0.4)	Savings through LACT
(0.1)	Other Savings
<hr/> (20.1) <hr/>	

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Adult Social Care Select Committee
5 September 2014

**Appointment of a Select Committee Performance & Finance
Sub-Group**

Purpose of the report: Scrutiny of Services and Budgets

The Chairman will appoint a Performance & Finance sub-group to carry out reviews of service budgets as part of this year's business planning process.

Summary:

1. The Council Overview and Scrutiny Committee has recommended following discussions with the Leader that each Select Committee should establish a cross-party Performance & Finance Sub-Group of four or five Members, plus the Chairman of the Council Overview & Scrutiny Committee as an ex officio member.

Recommendations:

2. That the Committee approve the establishment of time-limited performance & finance sub-groups by each of the Select Committees, in line with the terms of reference set out by the Council Overview & Scrutiny Committee.

Report contact: Ross Pike, Scrutiny Officer, Democratic Services

Contact details: 020 8541 7368, ross.pike@surreycc.gov.uk

Sources/background papers: None

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Adult Social Care Select Committee
Friday 5 September 2014

Recruitment, retention and introduction to workforce strategy

Purpose of the report: Scrutiny of Services and Performance Management

This report provides Select Committee with:

- i) an update on recruitment and retention, and the actions that have been taken to address workforce supply issues since November 2013, and responses to questions raised by the Select Committee on this work; and
- ii) an update on the development of the Adult Social Care Workforce Strategy and a recommendation further involving members in this work.

Introduction:

1. Demographic changes present a growing challenge of matching the demand for social care services with services with the supply of social care workers. This challenge is impacted by a number of factors including financial austerity, changing service requirements, and the nature of the economy and employment market in Surrey. Making sure there is an adequate supply of suitable, qualified and trained staff means the local authority will be able to support Surrey residents in living independently and safely in the community.
2. The Adult Social Care Select Committee has an important role to play as champions for working in Adult Social Care in Surrey and Social Care as a sector and has been receiving regular reports on recruitment and workforce issues.

Recruitment and retention

3. In December 2013, the Committee noted the high vacancy rate across the Adult Social Care Directorate, and encouraged officers to continue measures to address this. The position on recruitment and vacancy rates remains very challenging.

4. At this particular point in time the impact of the enhanced voluntary severance scheme has temporarily increased vacancies in some areas where recruitment is still pending. Recruitment in certain areas, such as hospital based teams and Approved Mental Health Practitioners has improved.
5. An update on actions taken to date to improve recruitment and retention is included in Annex A

Closer working with universities and colleges

6. In December 2013, the Committee recommended that officers develop closer working with universities and colleges to ensure the supply of quality applicants for vacancies within the Directorate. Actions taken to work towards this include:
 7. Transferring resources to the Professional Qualifications Team to improve our capacity to engage with universities around social work, occupational therapy and mental health professions.
 8. Working with Skills for Care, we have reviewed the Social Work Education Group, a regional forum for employer and the higher education sector which supports social worker supply and development. Principle social workers and workforce leads from children's and adult's services now steer the activity of this group.
 9. As part of the multi-agency workforce strategy for social care, we have committed to development of a joint workforce hub for health and social care in Surrey. This will include programmes to reach out to further education colleges, schools and job centres to promote health and social care careers. Together with Health Education, Kent, Surrey and Sussex we have established innovative pilot projects that pave the way for further joint working, these include:
 - Joint education programme on health and social care careers for careers advisors in job centres, schools and colleges;
 - Joint rotational apprenticeship pilot with health and social care placements; and
 - Joint pre-employment programmes for health and social care.

Improving vocational routes into the social work profession

10. In December 2013, Committee suggested that the Cabinet Member lobby nationally for the development of vocational routes into the social work profession.
11. The Cavendish Review: an Independent Review into Healthcare Assistants and Support Workers in the NHS and care settings, made recommendations to Government to improve the supply of professionally qualified staff to health and social care, including:

- New bridging programmes into pre-registration nursing and other health degrees for health and social care staff;
 - Review the contribution of vocational experience towards degrees so that staff with strong caring experience can undertake 'fast-track' degrees; and
 - Set out a robust career development framework for health and social care support staff.
12. As part of our multi-agency workforce strategy, we have made a commitment with Health Education Kent, Surrey and Sussex to develop vocational and work based routes to professional qualification. We are arranging a meeting with the Open University to review career pathway in place from pre-employment programme to apprentice to qualified nurse.

Developing regional approaches to sourcing agency staff

13. In December 2013, the Committee recommended that officers explore a regional and localised approach to sourcing agency staff.
14. The Human Resources Leadership Team met with counterparts in East Sussex and committed to developing a joined-up approach to temporary staffing. The establishment of the Head of Workforce role within Human Resources provides capacity and scope to take this forward at regional level. Additionally, Skills for Care is establishing new workforce cluster groups for regional collaboration across the country. The first meeting in Surrey will take place in September, providing further opportunity to explore this issue.

Development of a social care workforce strategy

15. In December 2013, Committee recommended that members are involved in the development of the next workforce strategy, prior to its publication.
16. Work on the draft workforce strategy is continuing and it is now ready to take forward for consultation. Working with Members of the Committee will be a key part of this.
17. The strategic workforce priorities that have been identified are as follows:
- **Community resources and carers;** supporting the community, people who use services and carers to act early and prevent increasing needs for social care services;
 - **Leadership and service integration;** supporting leaders and commissioners to work together to integrate services around the family and improve outcomes for service users;

- **Career and skills development**; supporting social care workers by increasing career opportunities and developing their skills to deliver quality, compassionate care in multi-agency settings; and
- **Image and workforce supply**; supporting social care employers to improve the supply of social care workers and make sure the sector has capacity to meet increasing demands for care.

The workforce strategy will also need to consider the implications of the Care Act for the workforce.

Conclusions:

18. Work has been taken forward on establishing a strategic approach to recruitment and retention within the Adult Social Care directorate. Operational improvements in recruitment practice have been implemented and there has been some success in recruiting to professionally qualified roles. The approach to reducing vacancy levels in Service Delivery needs to take into account discussions of the future development of the service. Improvements to induction and a review of casework allocation should improve our ability to develop and retain staff.
19. Officers are involved in improving networks at regional level around professionally qualified staff and workforce collaboration. Work has progressed on the Adults Social Care workforce strategy, with key priorities agreed and an opportunity for members to be involved in consultation and implementation of the strategy.

Recommendations:

It is recommended that the Committee:

- a) Note actions taken in addressing recruitment and retention challenges and filling professional staff vacancies;
- b) Note the adult social care workforce strategy joint priorities
- c) Considers the formation of a members working group on workforce strategy and delivery and suggest volunteers to join this group.

Next steps:

The next steps are as follows:

- Form a member working group in September to review the workforce strategy; and
- Schedule an update on recruitment, retention and workforce strategy in six months time.

Report contact: Ken Akers, HR Relationship Manager, Business Support Directorate

Contact details: 020 8541 8614 (office) or 07792 511083 (mobile) and
ken.akers@surreycc.gov.uk

Sources/background papers: Workforce Information Report Adult Social
Care

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Annex A Recruitment & Retention actions

- a) In terms of professional roles vacancy rates in hospital and front line teams have improved since 2013 reducing from 14.3 to 13.5 per cent, and we have reduced senior social worker vacancies from 16 to 8.5 full time equivalent posts. In mental health services vacancies have reduced from 14.8 to 12.7 per cent. As a result of supporting staff through Approved Mental Health Professional (AMHP) training there will be just one vacancy with a further cohort of trainees to follow in January.
- b) We have established a casework allocation pilot project to review distribution of resources and casework across roles and teams. This will help us to target recruitment, introduce greater flexibility to move resources across teams, and identify good performance standards within operational teams. This will also help us deliver the on the requirement to have 'safe workloads and case allocation' as part of the Local Government Association 'Standards for Employers of Social Workers in England' (see more below).
- c) In Service Delivery we have completed the roll out of smarter rotas to improve staffing efficiency. Further action on delivering recruitment plans has been impacted by the work on transferring staff to Surrey Choices and will need to take into account decisions relating to future commissioning of services.
- d) A common induction programme has been established for all adult social care roles, allowing all essential induction training to be delivered through a single programme to all new staff at the same time. This will improve the on-boarding of new staff and the induction experience of new starters.
- e) At an operational level there has been a focus on improving local recruitment processes and recruiting to key front line roles. Locum recruitment has been improved by streamlining the process.
- f) After successful trials of apprentices in social care teams, we are now recruiting two apprentices for each locality team; one in social care and one in business support.
- g) On recruitment strategy, a project manager has been appointed working directly to the HR Relationship Manager. A detailed analysis of recruitment process and external recruitment benchmarking has been commissioned to establish a firm evidence base for development of the strategy. The quantitative analysis will be completed in the early autumn and will be supplemented with qualitative analysis which will inform strategy development

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**ADULT SOCIAL CARE SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER – UPDATED August 2014**

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

Date of meeting and reference	Item	Recommendations	To	Response	Progress Check On
5 December 2013 024	PROGRESS WITH IMPLEMENTATION OF THE ADULT MENTAL HEALTH SERVICES PUBLIC VALUE REVIEW (PVR) [Item 9]	That the Cabinet Member for Business Services consider the need for internal training for Surrey County Council employees, in order to prevent discrimination against staff and residents with mental health difficulties.	Cabinet Member for Business Services	This item was referred to the Cabinet meeting on 4 February 2014. A response is included in today's agenda papers.	<i>Complete</i>

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Select Committee and Officer Actions

Date of meeting and reference	Item	Recommendations/ Actions	To	Response	Progress Check On
24 October 2013 018	FAMILY, FRIENDS AND COMMUNITY SUPPORT - SOCIAL	That the Committee implement a working group to track project outcomes and deliverables for the Family, Friends and	Chairman/Democratic Services	The working group have been invited to join the Family,	<i>Complete</i>

Item 11

Date of meeting and reference	Item	Recommendations/ Actions	To	Response	Progress Check On
	CAPITAL IN SURREY [Item 7]	Community Support agenda, to report back in March 2014.		Friends and Community Support Project Board. They will provide an update on this work in May 2014.	
24 October 2013 021	SUPPORTING CARERS [Item 8]	That the Directorate explores ways in which it can improve the number of carers providing feedback through the Carer survey.	Carer Development Manager	This has been noted by officers and the response rate for the next Carers Survey will be shared with the Committee.	<i>October 2014</i>
5 December 2013 022	RECRUITMENT AND RETENTION UPDATE [Item 7]	<p>a) That the Committee notes the 17 per cent vacancy rate across the Adult Social Care Directorate, and encourages officers to continue measures to address this.</p> <p>b) That officers develop closer working with universities and colleges to ensure the supply of quality applicants for vacancies within the Directorate.</p> <p>c) That the Cabinet Member lobby nationally for the development of</p>	HR Relationships Manager (Adults) / Scrutiny Officer	The Vice-Chairman met with Officers in HR and discussed some of the matters raised in this recommendation. An item has been added to the 2014/15 Work Programme.	<i>Complete</i>

Date of meeting and reference	Item	Recommendations/ Actions	To	Response	Progress Check On
		<p>vocational routes into the social work profession.</p> <p>d) That officers explore a regional and localised approach to sourcing agency staff.</p> <p>e) That members are involved in the development of the next workforce strategy, prior to its publication in April 2014.</p>			
5 December 2013 023	SERVICE FOR PEOPLE WITH A LEARNING DISABILITY PUBLIC VALUE REVIEW (PVR) UPDATE [Item 8]	<p>a) That officers work to increase the occupancy rate of Surrey assets with Surrey Residents.</p> <p>b) That future reports illustrate the work of community/ self-help groups in relation to each work-stream in the Public Value Review.</p> <p>c) That future reports demonstrate how the service has offered suitable alternatives to short breaks, and seeks more opportunities to identify alternatives.</p> <p>d) That officers report back to the Committee on the progress of the Service for People With A Learning</p>	Assistant Director for Personal Care and Support	The Committee will receive a further report on the outcomes of the Public Value Review (PVR) in 2014. This will be added to the forward work programme in due course.	<i>December 2014</i>

Date of meeting and reference	Item	Recommendations/ Actions	To	Response	Progress Check On
		Disability Public Value Review in a year.			
5 December 2013 025	PROGRESS WITH IMPLEMENTATION OF THE ADULT MENTAL HEALTH SERVICES PUBLIC VALUE REVIEW (PVR) [Item 9]	That the Directorate circulates a report to Local Committees advising them of the work of the Adult Mental Health Services Public Value Review and outlining the provisions in the area.	Senior Manager, Commissioning, Adult Social Care	Officers have noted this recommendation and will provide a response for June 2014.	<i>June 2014</i>
16 January 2014 026	SAFEGUARDING ADULTS [Item 7]	That the Directorate provide further evidence of co-operation with the Children's Safeguarding Board and the six Clinical Commissioning Groups.	Interim Strategic Director, Adult Social Care	Officers have noted this recommendation and will provide a response for June 2014.	<i>June 2014</i>
16 January 2014 027	SAFEGUARDING ADULTS [Item 7]	That the Directorate support the roll-out the Elmbridge model county-wide.	Interim Strategic Director, Adult Social Care	Officers have noted this recommendation and will provide a response for June 2014.	<i>June 2014</i>
16 January 2014 028	SAFEGUARDING ADULTS [Item 7]	That the Directorate explore how trusted third parties can be involved in the safeguarding process.	Interim Strategic Director, Adult Social Care	Officers have noted this recommendation and will provide a response for June	<i>June 2014</i>

Date of meeting and reference	Item	Recommendations/ Actions	To	Response	Progress Check On
				2014.	
16 January 2014 030	SAFEGUARDING ADULTS [Item 7]	The Directorate to provide information on the level of training compliance.	Senior Manager, Safeguarding Adults	Officers have noted this recommendation and will provide a response for June 2014.	June 2014
16 January 2014 031	IMPROVEMENT TO THE ADULTS INFORMATION SYSTEM (AIS) FOLLOWING 'RAPID IMPROVEMENT EVENTS' [Item 8]	That the Directorate involve the Committee in future development of a new system specification.	Assistant Director for Policy & Strategy	This will be reviewed in September as it is dependent on the market response to the Care Bill.	September 2014
16 January 2014 032	IMPROVEMENT TO THE ADULTS INFORMATION SYSTEM (AIS) FOLLOWING 'RAPID IMPROVEMENT EVENTS' [Item 8]	That the Committee encourages the Directorate to include feedback from officers who use the system in any future update item.	Assistant Director for Policy & Strategy	This will be reviewed in September as it is dependent on the market response to the Care Bill.	September 2014
16 January 2014 033	ADULT SOCIAL CARE LOCAL AUTHORITY TRADING COMPANY BUSINESS CASE [Item 10]	That officers provide the finalised arrangements for the Local Authority Trading Company for the Committee to review at the 1 May 2014 meeting.	Lead on Trading and Income Generation – Business Services	An update is included on the agenda for today's meeting.	Complete

Date of meeting and reference	Item	Recommendations/ Actions	To	Response	Progress Check On
6 March 2014 036	DIRECTOR'S UPDATE [Item 6]	The Chairman to write the Chief Fire Officer for Surrey passing on congratulations for the IESE award.	Chairman/Democratic	This will be followed up and a letter produced.	<i>Complete</i>
6 March 2014 037	DEMENTIA FRIENDLY SURREY [Item 7]	That the Directorate continue the publicity and awareness campaigns around dementia in order to increase the number of early diagnoses made and improve outcomes for those with dementia.	Senior Manager, Commissioning	Officers have noted this recommendation and will provide a response for September 2014.	September 2014
6 March 2014 038	DEMENTIA FRIENDLY SURREY [Item 7]	That the Directorate review the impact of Innovation Fund projects in 12 months time.	Senior Manager, Commissioning	This has been added to the 2014/15 Work Programme.	<i>Complete</i>
6 March 2014 039	DEMENTIA FRIENDLY SURREY [Item 7]	That the Directorate ensure the lessons and achievements are embedded in commissioning and service delivery activity of Adult Social Care, including the Family, Friends and Community Support project.	Interim Strategic Director for Adult Social Care	Officers have noted this recommendation and will provide a response for September 2014.	September 2014
6 March 2014 040	PROGRESS OF RECOMMENDATIONS ARISING FROM THE SERIOUS CASE REVIEW - GLORIA FOSTER [Item 8]	That the Committee further review the implementation of the recommendations arising from the Serious Case Review in six months time, to ensure policies and practices are robust.	Chairman/Democratic Services	This has been added to the 2014/15 Work Programme.	<i>Complete</i>

Date of meeting and reference	Item	Recommendations/ Actions	To	Response	Progress Check On
6 March 2014 041	PROGRESS OF RECOMMENDATIONS ARISING FROM THE SERIOUS CASE REVIEW - GLORIA FOSTER [Item 8]	That the Committee is advised of the outcome of the disciplinary actions undertaken following the Serious Case Review.	Interim Strategic Director for Adult Social Care	Officers have noted this recommendation and will provide a response for September 2014.	September 2014
6 March 2014 042	PROGRESS OF RECOMMENDATIONS ARISING FROM THE SERIOUS CASE REVIEW - GLORIA FOSTER [Item 8]	That the Committee is advised of the outcome of recommendation two of the Serious Case Review, and the decision regarding the oversight of all social care cases, including self-funders, in preparation for the passage of the Care Bill.	Interim Strategic Director for Adult Social Care	Officers have noted this recommendation and will provide a response for September 2014.	September 2014
6 March 2014 043	INCOME/DEBT UPDATE REPORT [Item 10]	That the Committee receive a further update on Income/Debt in Adult Social Care Directorate in 12 months time.	Chairman/Democratic Services	This has been added to the 2014/15 Work Programme.	Complete
6 March 2014 044	BUDGET UPDATE [Item 11]	That the Committee receive a report covering both budget monitoring and the updated Medium Term Financial Plan for 2014-2019, following the Cabinet meeting on 25 March 2014.	Interim Strategic Director for Adult Social Care	This item is being presented at today's meeting.	Complete
01 May 2014 045	BUDGET UPDATE [Item 8]	a) That the Council Overview & Scrutiny Committee considers issues concerning improving IT solutions for Adult Social Care front-line staff at its meeting on 4 June 2014. b) That the Committee continues to monitor the budget position of the	Council Overview & Scrutiny Committee Adult Social Care Select		

Date of meeting and reference	Item	Recommendations/ Actions	To	Response	Progress Check On
		Directorate on a quarterly basis.	Committee		
1 May 2014 046	COMMISSIONING AND MANAGING THE MARKET [Item 9)	<p>a) That the private providers meet with the Directorate to explore the mutual challenges in recruiting and retaining high quality staff, and identify areas where they can jointly influence the market.</p> <p>b) That a list of commissioned services is circulated to local Committees with a focus on what services are available locally.</p>	Assistant Director for Commissioning		
26 June 2014 047	DIRECTOR'S UPDATE [Item 6]	<p>The Strategic Director to report back with comments on the following priorities which were recorded as red at the end of the year:</p> <ul style="list-style-type: none"> • Grow preventative services in partnership with Borough and District Councils • Maximise social capital in localities with effective care packages • Empower people and their carers to live independently 	Strategic Director		<i>September 2014</i>
26 June 2014 048	SELF FUNDER STRATEGY [Item 8	<p>In relation to the Assessment and Review Strategy, the Committee:</p> <ul style="list-style-type: none"> • Requested that the outcome of the pilot and 	Assistant Director for Policy & Strategy		<i>December 2014</i>

Date of meeting and reference	Item	Recommendations/ Actions	To	Response	Progress Check On
		<p>draft strategy be presented to Adult Social Care Select Committee in December, and;</p> <ul style="list-style-type: none"> Request that officers produce an executive summary/briefing for all County Councillors, to aid understanding of the Care Act's requirements in relation to people who fund their own care. 			
26 June 2014 049	GET WISE UPDATE [Item 9]	<p>Recommends that the Cabinet Member takes forward with the relevant government minister the significant concerns raised regarding delays in welfare reform delivery.</p> <p>Requests that the service work with its Commissioners to ensure waiting lists were not created with rising demands.</p> <p>Recommends that the Service circulate (via Democratic Services) the contact details for getWISE to all County Councillors</p>	<p>Cabinet Member for Adult Social Care</p> <p>Assistant Director for Policy & Strategy</p>	<p>Letter to DWP drafted</p> <p>Info circulated</p>	September 2014

Date of meeting and reference	Item	Recommendations/ Actions	To	Response	Progress Check On
26 June 2014 050	DOMICILIARY CARE TENDER [Item 11]	Put forward Margaret Hicks and Barbara Thomson as Member representative/s to sit on the Domiciliary Care Reference Group. (Action by: Jean Boddy)	Senior Manager - Commissioning		

Adult Social Care Select Committee Work Programme 2014-15

Date	Item	Why is this a Scrutiny Item?	Contact Officer	Additional Comments
September 2014				
5 Sep	Family, Friends and Community Support	Scrutiny of Services - Family, Friends and Community Support represents a culture shift in the way the Council supports its residents. In Adult Social Care this means changes to many processes and the project is expected to deliver significant efficiencies for the Directorate. The Committee wishes to scrutinise the progress of the project thus far and hear the experiences of front-line staff in implementing the new approach.	Michelle Head Rebecca Brooker Practitioners	
5 Sep	Staffing: recruitment and Retention Update	Scrutiny of Services – for HR and the service to update the Committee on the current position, development of the Workforce Strategy and response to previous Committee recommendations.	Dave Sargeant Ken Akers	
5 Sep	Budget Monitoring	Scrutiny of Budgets – The Committee will scrutinise the most recent budget monitoring information.	Paul Carey-Kent	
October 2014				
23 Oct	Health and Wellbeing – Older Adults Priority	Scrutiny of Services/Policy Development – the Committee will review the joint work done between the Directorate and the NHS to achieve the Health and Wellbeing priority for older adults in Surrey.	Jean Boddy, Joanne Alner – NW Surrey CCG	
23 Oct	Health and Wellbeing – Prevention Priority	Scrutiny of Services/Policy Development – the Committee will review the work done by Public Health to achieve the Health and Wellbeing priority for prevention in tandem with the older adults priority.	Helen Atkinson	
23 Oct	Dementia Friendly Surrey Update	Scrutiny of Services – for Adult Social Care to update the Committee on how the Dementia Friendly Surrey programme has become business as usual across the county.	Jen Henderson	

Adult Social Care Select Committee Work Programme 2014-15

Date	Item	Why is this a Scrutiny Item?	Contact Officer	Additional Comments
December 2013				
4 Dec	TBC			
4 Dec	Budget Monitoring	Scrutiny of Budgets – The Committee will scrutinise the most recent budget monitoring information.	Paul Carey-Kent	
January 2014				
15 Jan	Care Act Implementation – Self funders, Carers	Scrutiny of Services/Policy Development – the Committee seeks an update on the Directorate’s preparation for the implementation of the Care Act and in particular its self - funder strategy and services for carers.	John Woods	
March 2014				
5 March	Public Service Transformation Network: Health and Social Care Integration	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.	Anne Butler, Robert Cayzar	HSC involvement
5 March	Budget Monitoring	Scrutiny of Budgets – The Committee will scrutinise the most recent budget monitoring information.	Paul Carey-Kent	
May 2014				
14 May	Safeguarding	Scrutiny of Services/Policy Development	TBC	
June 2014				
25 June	Budget Monitoring	Scrutiny of Budgets – The Committee will scrutinise the most recent budget monitoring information.	Paul Carey-Kent	

Adult Social Care Select Committee Work Programme 2014-15

Date	Item	Why is this a Scrutiny Item?	Contact Officer	Additional Comments
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
Family, Friends and Community Support working group	Margaret Hicks, Fiona White	To track project outcomes and deliverables for the Family, Friends and Community Support agenda	
Better Care Fund MRG (Joint with Health Scrutiny)	Margaret Hicks, Fiona White	Scrutinise impact of BCF plans on services and finances and oversee risks	October 2014

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