

Notice of Meeting

Social Care Services Board



Date & time
Thursday, 25 June
2015 at 10.00 am

Place
The Ashcombe,
County Hall, Kingston
upon Thames, KT1
2DN

Contact
Ross Pike or Andy Spragg
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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 Andy Spragg 020 8541 7369 or 020 8213 2673.

Elected Members

Mr Keith Witham (Chairman), Mrs Margaret Hicks (Vice-Chairman), Mr Ramon Gray, Mr Ken Gulati, Miss Marisa Heath, Mr Saj Hussain, Mr Daniel Jenkins, Mrs Yvonna Lay, Mr Ernest Mallett MBE, Mr Adrian Page, Mrs Dorothy Ross-Tomlin, Mrs Pauline Searle, Ms Barbara Thomson, Mr Chris Townsend and Mrs Fiona White

TERMS OF REFERENCE

The Committee is responsible for the following areas:

The Social Care Services Board is responsible for overseeing and scrutinising services for adults and children in Surrey, including services for:

- Performance, finance and risk monitoring for social care services
- Services for people with:
 - Special Educational Needs
 - 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
- Social care services for prisoners
- Safeguarding
- Care Act 2014 implementation
- Children's Services, including
 - Looked After Children
 - Corporate Parenting
 - Fostering
 - Adoption
 - Child Protection
 - Children with disabilities
- Transition
- Youth Crime reduction and restorative approaches

AGENDA

1 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS

2 MINUTES OF THE PREVIOUS MEETING: 14 MAY 2015

(Pages 1
- 18)

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 (19 June 2015).
2. The deadline for public questions is seven days before the meeting (18 June 2015).
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 SCRUTINY BOARD

(Pages
19 - 20)

On 10 April 2015 the Adult Social Care Select Committee made a recommendation to the Cabinet suggesting that consideration be given to affordable housing for care staff as key workers in Surrey including the use of land and property owned by Surrey County Council. These recommendations were considered by the Cabinet at its meeting on 26 May 2015 and a response from the Leader of the Council was received on 26 May 2015. The response is attached as Annex 1 to the minutes of this meeting.

6 CHILDREN'S SERVICES INDUCTION

(Pages
21 - 22)

The Service and Cabinet Member will set out their priorities for 2015/16.

7 OFSTED BRIEFING AND UPDATE

Purpose of report: Scrutiny of Services

To provide the Scrutiny Board with an overview of the findings of the Ofsted report and the timelines for the improvement plans.

8 ADULT SOCIAL CARE INDUCTION

(Pages
23 - 28)

The Service and Cabinet Member will set out their priorities for 2015/16.

9 DATE OF NEXT MEETING

The next meeting of the Board will be held at 10.00 am on Thursday 9 July.

David McNulty
Chief Executive

Published: 17 June 2015

MOBILE TECHNOLOGY AND FILMING – ACCEPTABLE USE

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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 14 May 2015 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, 25 June 2015.

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
Mr Ernest Mallett MBE
Ms Barbara Thomson
Mrs Fiona White
Mr Richard Walsh

Ex officio Members:

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

25/15 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS [Item 1]

Apologies were received from Colin Kemp, Richard Wilson acted as a substitute.

26/15 MINUTES OF THE PREVIOUS MEETING: 10 APRIL 2015 [Item 2]

The minutes were agreed as a true record of the meeting.

27/15 DECLARATIONS OF INTEREST [Item 3]

None received.

28/15 QUESTIONS AND PETITIONS [Item 4]

None received.

29/15 RESPONSES FROM THE CABINET TO ISSUES REFERRED BY THE SELECT COMMITTEE [Item 5]

None received.

30/15 DIRECTOR'S UPDATE [Item 6a]

Declarations of interest:

None

Witnesses:

Dave Sargeant, Strategic Director, Adult Social Care
Mel Few, Cabinet Member for Adult Social Care
Nick Markwick, Director, Surrey Coalition of Disabled People

Key points raised during the discussion:

- The Strategic Director (SD) began his update by responding to comments made by the BBC in Surrey which suggested there would be a wholesale review of the delivery of adult social care services in Surrey as a result of the closure of the Merok Park care home. The media appear to have misinterpreted a report about ASC reviewing its quality assurance to ensure the right partners are involved. The SD reiterated that it was Surrey County Council (SCC) who had called in the Care Quality Commission (CQC) following concerns about the delivery of care

at Merok Park and that ASC staff worked tirelessly to ensure that residents were moved to another home safely.

- A response was also provided to recent news reports which highlighted concerns over the treatment of staff and the quality of care delivery by social care companies working under the auspices of the umbrella company Mihomecare, some of which operate in Surrey. The Committee received assurance from the SD that he is working with the Chief Executive of Mihomecare.com to ensure that the companies which do operate in Surrey deliver the right care residents.
- The Director of Surrey Coalition of Disabled People (DSCDP) gave the Committee the service users' perspective of the quality of care provided by Mihomecar. Particular emphasis was placed on the long hours worked by care workers and the fact that they aren't paid for the time spent driving between appointments which had led to a large turnover of staff that has had a direct impact on the continuity of care.
- The Committee requested further information on the private care providers that ASC commissions services from and asked whether contracts with private providers state that all employees are paid the living wage. The SD stated that ASC asks any qualified providers of home care pay the living wage to their staff. In response to concerns by Members about care workers not being paid between appointments, the SD highlighted that this arrangement is the industry standard.
- The SD drew the Committee's attention to the success of the Get Wise Surrey initiative which has so far helped Surrey residents claim £6.5 million in benefit payments that they were not previously aware they were entitled to and that this has been at limited cost to the Council. This has been particularly beneficial for carers who have had their benefits backdated from before they knew they could claim.
- The Committee asked the SD whether he had any idea of where the £12bn in benefits cuts mooted by the government would fall. The SD highlighted that that budget reductions on ASC have

been significant and it has been part of the ASC's strategy to consider the impact of these cuts on the delivery of social care in Surrey. Members were informed by the SD that he is not sure of where savings arising from an additional £12bn in reductions to benefits will be made at this time.

Recommendations:

1. The Committee to routinely receive details of the Directorate's responses to media reports.

Actions/ further information to be provided:

1. Strategic Director to provide statement given to the media on Myhomecare
2. Strategic Director to follow up on Surrey Coalition of Disabled People Director's comments and report to the Committee at its next meeting

Committee next steps:

None

31/15 CABINET MEMBER'S UPDATE AND ADULT SOCIAL CARE SYSTEM SCRUTINY [Item 6b]

The Chairman proposed that item 6b be considered before item 6a and this was agreed by the Committee.

Declarations of interest:

None

Witnesses:

Mel Few, Cabinet Member for Adult Social Care
Dave Sargeant, Strategic Director for Adult Social Care
Nick Markwick, Director, Surrey Coalition of Disabled People
Toni Carney, Head of Resources, Adult Social Care
Lorraine Juniper, Programmes Manager, Information Management and Technology

Key points raised during the discussion:

- Members were informed that Mr. Steve Cosser has taken the decision to step down from the role of Cabinet Associate for Adult Social Care and that this vacancy would be filled at the meeting of the Council on 19 May 2015. The Cabinet Member gave his thanks for the work Mr Cosser had done on the safeguarding, carers and Dementia Friendly Surrey agendas. Insights were also given into some of the projects that the Cabinet Member for Adult Social Care and the new Cabinet Associate would be taking on over the coming months. The Cabinet Member for Adult Social Care also drew attention to his priorities for 2015/16 such as achieving savings of £37 million, promoting closer integration with Health, overseeing the Older People's Homes project and implementing the Care Act including the second phase of the act being introduced in April 2016.
- The Committee were given detail of the new IT system by Liquidlogic that is being recommended by ASC and that will be considered by the Cabinet at its next meeting on 26 May 2015. The Cabinet Member stated that the proposed contractual relationship would be part of an existing agreement with East Sussex County Council who are acting as a central purchasing body for other local authorities and already use Liquidlogic as their adult social care delivery system.
- The Cabinet Member drew attention to some of the features of the new software which will offer significantly improved functionality over the system currently used by ASC. For example, Liquidlogic's software will facilitate mobile working for care workers, it is an intuitive system that staff will find easy to use while there will also be more frequent updates to further improve the functionality of the system. Moreover if no action is now taken to replace the Adult Social Care IT system, there is a risk that the council will not be compliant with the Care Act by April 2016 and will not have the necessary functionality to manage the increased demand for assessments
- Members requested further information on any financial benefits that Liquidlogic's software will offer ASC. The Cabinet Member advised that the costs of contracting the new software will be similar to the current system but that there is the potential to

make significant savings arising from the increased efficiency in service provision that the new software will provide. The opportunity for staff to work remotely has been identified as a particular area where savings could be achieved due to the fact that it will allow care workers to update people's records in the field rather than having to return to the office in order to do this which will also help to ensure that records are up to date.

- Opportunities for improved data sharing were discussed by the Committee who inquired whether the new system will enable relevant services and partners to access people's records and information so that those with care needs only need to tell their story once. This will not only improve the experience of these individuals in dealing with ASC but will also help to make care delivery more efficient. The Cabinet Member confirmed that this is part of the Council's digital strategy and that Liquidlogic are working to deliver this functionality although it is not part of their current software package but as it is an open source platform it should allow simple linking to other software packages used by external partners.
- The SD highlighted that much of the challenges around achieving data and information sharing between social care partners and agencies is centred on changing culture and practices across these organisations. It was indicated that progress is being made in the Surrey health and social care community on delivering the changes required to share information between agencies. For example, this is already happening in North East Hampshire and Farnham as part of the Clinical Commissioning Group's (CCGs) Vanguard pilot project. Furthermore, the districts and borough councils and other partners have also been asked to sign an information sharing protocol which will allow partner agencies to access information about patients and their care needs when required.
- The Director of Surrey Coalition of Disabled People (DSCDP) highlighted the importance of the new software being accessible and easy to use for disabled people. The Programmes Manager (PM) stressed that Liquidlogic leads the way in delivering systems for social care services but assured Members that the

accessibility of the software will be tested and that the Council would work with Liquidlogic to ensure that feedback is incorporated into how the software is configured.

- Members requested assurances that the bureaucracy and regulations which govern the use of information and IT systems are reviewed to ensure that the full functionality of the new system can be utilised. The Cabinet Member suggested that a recommendation be made to the Cabinet to this effect.
- The Committee asked whether the system had the capacity to function as a single point of contact for care workers and service users. The SD stated that this is the aspiration for the new software and that ASC will be working towards this goal. Members were advised that creating a single point of contact for patients and care workers was also being driven by the need to mitigate additional demand on ASC services arising from the Care Act and the hope is to allow those with care needs to access the system to trigger their own care accounts in the future.
- More information was requested on the protocols that ASC has in place if there is disruption to the IT system or if it goes down entirely. The Head of Resources (HoR) highlighted that ASC has a business continuity plan which will come into effect if necessary when the IT system fails. This has not happened to date but ASC are confident that it will allow care services to continue to be delivered effectively. The PM advised Members that there are back up servers off site and the new software can be updated overnight to minimise disruption to ASC.

Recommendations:

1. The Committee supports the case for entering into a contract with a new provider for the Adult Social Care IT system.
2. The Committee recommends that the Directorate, with support from the Cabinet Member for Adult Social Care, explore the integration of the new IT system with the NHS, District & Borough Councils and other relevant agencies.

3. Copy the above to the Chairman of the Council Overview and Scrutiny Committee.

Actions/ further information to be provided:

None

Committee next steps:

None

32/15 SINGLE HOMELESSNESS IN SURREY [Item 7]

Declarations of interest:

None

Witnesses:

Andrea Cannon, Director of Client Strategy and Delivery, Transform Housing & Support
Alison Wilks, Strategic Housing Manager, Mole Valley District Council

Key points raised during the discussion:

- The Director of Client Strategy and Delivery at Transform Housing & Support (DCSD) gave a brief introduction to the report in particular highlighting that homelessness is an increasing problem across Surrey. Attention was also drawn to a judgement made by the Supreme Court on 13 May 2015 that requires local authorities to widen the 'vulnerability test' they apply to assess single homeless people which will have a significant impact as the number required to be accommodated will increase. Generally, Surrey has strong support services for the homeless although there is some concern that CCGs are not fully aware of the type of services that can properly support homeless people in Surrey.
- The Strategic Housing Manager at Mole Valley District Council (SHM) stressed the importance of funding through the Housing Related Support Programme (HRSP) which is critical to ensuring that the districts and boroughs can continue to provide support

services to the homeless in Surrey. The issue of accommodating homeless people with complex needs was also raised as a particular challenge as there is a need to ensure that these cases are adequately supported to live in temporary or permanent accommodation. The Department for Communities and Local Government (DCLG) have issued a call for evidence on this issue and subsequently funding may be available to help these cases as a result. The SHM also explained that the HRSP provides critical funding for the Surrey domestic abuse outreach services and Women's refuges.

- Information was requested by the Committee on efforts being made to coordinate the efforts of housing support services with the Family Support Programme. The SHM confirmed that work is being done to join up the work of relevant services to tackle homelessness in Surrey and that funding has been received from DCLG had previously been received in order to achieve this and is known as the Surrey Homeless Alliance. DCLG funding has also recently been received by district and boroughs for initiatives for the single homeless including rough sleepers and two projects have been established in the east (East Surrey Outreach Service (eSOS)) and west (Single Homeless Alliance West Surrey (SHAWS) of the county. Both work on the Family Support Programme principle of the 'team around the person'. In Surrey Heath the initiative will be located within the Family Support Team and this presents an opportunity to learn the potential benefits.
- The Committee asked why four of the 11 districts and boroughs aren't part of SHAWS. It was advised that the four eastern districts and boroughs have formed a partnership which covers the east of the county and collaborate to improve outcomes for homeless people in Surrey in a similar way. Members were further informed that Transform is supporting the development of a Surrey Homeless Alliance, involving the statutory and voluntary sector, which will coordinate efforts to tackle homelessness across all 11 districts and boroughs to share best practice.

- Concerns were expressed that a chronic shortage of housing supply across the county undermines the capacity of housing support services to tackle homelessness as there is simply not enough suitable accommodation. Members were informed that a number of districts and boroughs are in the process of developing their local plans and so it would be an opportune moment to make representations to them to ensure that they provide adequate provision to house homeless people.
- Members asked what the council can do to help district and borough councils deliver on their statutory duties to support the homeless. The SHM reiterated the importance of the funding that the council allocates to the districts and boroughs through the HRSP and highlighted that the continuation of this funding was crucial to ensure that services to support homeless people in Surrey can be delivered. Attention was also drawn to unused public land and buildings and the SHM suggested that some of these buildings or land might be better used to provide temporary or permanent accommodation for homeless households and those in housing need.
- The Committee asked about what continuing support services are available once accommodation has been found for a homeless person. The SHM explained that the HRSP funds tenancy support services that cover all of Surrey which work with people who have recently been placed in accommodation to ensure that they receive practical help and support to keep their tenancy and prevent them becoming homeless again. By way of example in Mole Valley the service provider is Parashoot.
- Discussions took place on the planning permission requirements for setting up winter shelter and hostel accommodation and the fact that residents are often resistant to having homeless people sheltered in their neighbourhood. The SHM agreed that there was often resistance, however, as planning authorities the districts and boroughs had to take into account objections from residents when considering planning applications.
- The Guildford area was singled out as having a particularly significant homelessness problem and a brief description of the

services available to homeless people in this area was provided to the Committee. Details were also given on how the number of people sleeping rough in a given area is estimated. Partner organisations are often asked to highlight problem areas where they know homeless people congregate and sleep to help provide an accurate assessment. During very cold periods the Severe Weather Emergency Protocol is implemented whereby district and borough councils are required to provide accommodation for homeless people if the weather is forecast to be below zero degrees for three consecutive nights. District and boroughs generally take a pragmatic view and will accommodate homeless people as soon as the temperature falls below zero.

- The SHM advised Members of a website called streetlink which allows residents to report where they have seen a rough sleeper and this information is then passed onto districts and boroughs to investigate.
- The Committee inquired about the contribution made by health services to tackling homelessness given the financial benefits that they receive from these efforts. The DCSD indicated that HRSP monies are now part of the Better Care Fund which is overseen by the CCGs. However, she expressed concern that despite this, CCGs and other health organisation aren't fully aware of the benefits that they derive from efforts to support the homeless population in Surrey such as avoiding Accident & Emergency admissions. It is important to raise awareness across the CCGs of how HRSP services prevent the need for acute intervention by health.

Recommendations:

The Committee:

1. Endorses the current approach to housing related support for single homeless people in Surrey.
2. Supports the SHAWS and eSOS initiatives and recommends that the council and partners coordinate their work together to provide year round services that prevent rough sleeping across the county.

3. Proposes that the Health and Wellbeing Board consider including homelessness in their priorities when their current strategy is reviewed, to support working across agencies on this issue, and ensure the alignment of commissioning strategies particularly those relating to emotional wellbeing and mental health.
4. Proposes that the Housing Related Support Programme develop links with the Supporting Families Programme to explore potential areas of joint work.
5. Proposes that the Cabinet Member for Adult Social Care in conjunction with District & Borough's Chief Executives write a joint letter to the Minister with responsibility for planning to highlight the difficulties faced in providing accommodation for homeless people.

Actions/ further information to be provided:

1. Scrutiny Officer to share Streetlink website address with Members.

Committee next steps:

None

33/15 TRANSFORMING DEMENTIA DAY CARE [Item 8]

Declarations of interest:

None

Witnesses:

Jen Henderson, Senior Commissioning Manager, Adult Social Care
Dave Sargeant, Strategic Director, Adult Social Care

Key points raised during the discussion:

- The Senior Commissioning Manager (SM) provided the Committee with a brief introduction to the report outlining ASC's

proposal to transform the services that it offers to residents with care needs arising from dementia. Members were informed that the one size fits all model based around days centres has become outdated as they aren't able to offer the breadth of services required to support people at different stages of dementia. This is particularly true for individuals with early onset dementia for whom the services provided day centres often aren't appropriate.

- In light of this, ASC has done a great deal of work with existing providers as well as people with dementia and their carers' in an effort to move away from block contracts towards commissioning bespoke services that can support people with all stages of dementia. Members were advised, however, that there is still a place for day centres particularly for in supporting individuals with advanced dementia and so some services will continue to be provided from day centres.
- Some concern was expressed by Members that the model proposed by ASC for transforming the delivery of services to people with dementia could lead to a more fragmented access to services. Assurances were requested that ASC would continue to be able to deliver the suite of services across the county that were previously accessible through day centres. The SM stated that day centres will continue to be an important part of the framework through which services will be provided but the commissioning of bespoke services is about recognising that day centres aren't suitable for everyone.
- The Committee asked how ASC are planning to monitor providers to ensure that they are delivering good outcomes for people with dementia. In particular, Members asked what provisions there will be for assessing smaller providers who can't necessarily deliver all of the desired outcomes but are still providing a valuable service to dementia sufferers. The ASM stated that providers commissioned by ASC to deliver services will be required to sign up to an outcomes framework against which their performance in relation to stipulated objectives will be evaluated. There will be some flexibility for smaller, less-established providers, such as community groups, who provide

valuable support but don't necessarily meet the outcome criteria, when they are ready they can join part the framework as it is a dynamic system

- Members inquired about what provisions are being developed to help people who don't know or refuse to acknowledge that they have dementia. The ASM acknowledged that there are a significant number of people who don't know they have dementia with some estimates suggesting that 39% of people in Surrey with dementia aren't aware they have it. SCC is currently working closely with health providers to promote timely diagnoses for people living with the illness to ensure they get the support they need.
- Information was requested on the progress of Dementia Friendly Surrey amid concerns by Members that the initiative appears to have lost momentum recently. The Committee were informed that the focus has moved to dementia friendly towns and that work on commissioning dementia services has been more closely aligned with work being done on the Family, Friends and Community Support programme.

Recommendations:

- The Committee endorses the direction of change for dementia day care services and note the improvements that this will make for older people and carers in Surrey.

Actions/ further information to be provided:

None

Committee next steps:

None

George Johnson left the meeting at 11.50

34/15 AN UPDATE ON THREE AREAS OF SAFEGUARDING IN SURREY: SAFEGUARDING ACTIVITY 2014/15, NEW SAFEGUARDING DUTIES UNDER THE CARE ACT 2014, RESPONSE TO THE CLOSURE OF MEROK PARK [Item 9]

Declarations of interest:

None

Witnesses:

Vernon Nosal, Interim Head of Quality Assurance and Adults Strategic Safeguarding, Adult Social Care
Simon Turpitt, Independent Chair, Surrey Safeguarding Adults Board
Dave Sargeant, Strategic Director, Adult Social Care

Key points raised during the discussions:

- The Independent Chair of Surrey Safeguarding Adults Board (IC) gave the committee a brief overview of the work that the Board has undertaken since his appointment 18 months ago. Information was provided to Members on the work done by the IC to improve the Surrey Safeguarding Adults Board (SSAB) including promoting it as a multiagency board rather than just focused on ASC as well as developing a person-centred approach to conducting safeguarding enquiries. It was further highlighted that the introduction of the Care Act has given SSAB more powers to ensure that recommendations made to partners are actually acted on.
- The Interim Head of Quality Assurance and Adults Strategic Safeguarding (IHQA) provided the Committee with an outline of some of the work being done by ASC to continue to improve adults safeguarding in Surrey. This includes the distribution of literature to people and providers covered by safeguarding legislation to ensure that all parties are aware of their rights and responsibilities in relation to safeguarding. Members were further advised that where individuals don't want to receive support from ASC efforts will be made to utilise FFC to ensure that this person is monitored and that an intervention takes place, if required, before they reach crisis point.
- Attention was also drawn to the number of safeguarding alerts received which has been attributed to having strong communication culture in relation to safeguarding and that the preference is to have more alerts but fewer referrals. Members

were also informed about the Multi-Agency Safeguarding Hub (MASH), a forum developed for the rapid exchange of information between agencies. Efforts are currently being made to optimise the work of the MASH by exploring best practice from other local authorities.

- The IHQA also talked briefly about the lessons learned by ASC as a result of the closure of Merok Park. A summit involving all relevant partners highlighted that people weren't aware of how to report concerns, subsequently it has been agreed to implement a system whereby ASC and its partners have a coordinated approach to dealing with homes that are presenting challenges. Work is presently being done to consider what intelligence is required to facilitate a coordinated response as well as determining what this response will look like.
- Members expressed concern that the number of safeguarding alerts has tripled in the past five years. The IC advised that this is primarily a result of better awareness of adults' safeguarding which, unlike children's safeguarding, was not given a great deal of consideration until four or five years ago. The IHQA indicated that ASC has been active in promoting awareness of safeguarding among patients and partners.
- The witnesses were asked whether they had any insights on why instances of neglect are continuing to rise. The IHQA advised Members that ASC are in the process of analysing data to gain a better understanding of the setting and circumstances in which neglect takes place so that strategies can be devised to tackle it. The IC informed Members that self-neglect is now classified as a form of abuse and will have a significant impact on the number of referrals relating to neglect which will cause considerable challenges for SCC.
- Members asked whether SSAB is receiving adequate support from partners in relation to information and data sharing. It was highlighted by the IC that all partners have committed to an information and data sharing agreement in general and that he will actively ensure that partners comply with this agreement where this isn't happening.

- The education of staff and care workers on recognising safeguarding issues and encouraging them to report when they have concerns. The IHQA informed the Committee that work is being done to illustrate to staff and families what good care looks like so that they have a better understanding when the care being given to patients/ family members falls short.
- The IHQA was asked to shed light on how poor care delivery happens. It was advised that there are numerous reasons why care delivery can fall below the standard expected. The work of registered managers was seen as being particularly important, however, who are able to delivery of consistently high quality care. Often when there is a high turnover of managers the quality of care seems to suffer.

Recommendations:

1. The Committee recommends that it continues to receive safeguarding updates with the future report to include updates from each of the project groups and the progress made on inter-agency data sharing.
2. The Committee endorses the current and planned work being undertaken with regard to the Care Act 2014 safeguarding implementation paper and Quality Assurance project.

Actions/ further information to be provided:

None

Committee next steps:

None

**35/15 RECOMMENDATION TRACKER AND FORWARD WORK PROGRAMME
[Item 10]**

Key points raised during the discussion:

None

Recommendations:

None

Actions/ further information to be provided:

None

Committee next steps:

None

36/15 DATE OF NEXT MEETING [Item 11]

It was noted that the next meeting Adult Social Care Select Committee was scheduled for 25 June 2015.

Meeting ended at: 12.45 pm

Chairman

CABINET RESPONSE TO ADULT SOCIAL CARE SELECT COMMITTEE

RECRUITMENT & RETENTION AND WORKFORCE STRATEGY UPDATE (considered by Adult Social Care on 10 April 2015)

COMMITTEE RECOMMENDATION:

The Committee recommends that the Cabinet give consideration to affordable housing for care staff as key workers in Surrey including the use of the council's land and properties.

RESPONSE:

The recommendation by the Adult Select Committee to consider supporting key staff in hard to recruit areas needs to be reflected across the hard to recruit areas for the whole organisation not only within Adult Social Care. This is an area that work has already started upon.

There are a number of existing opportunities through government schemes such as key worker housing through Registered Social Landlords which we are already looking to raise in profile to potential new and existing employees.

Parallel to existing opportunities the Business Services team are also exploring how to complement this through the use and leveraging of existing assets.

**David Hodge
Leader of the Council
26 May 2015**

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Caroline Budden
Assistant Director –
Children's Services and
Safeguarding

Our purpose

Our purpose is to ensure that every child and young person will be safe, happy and healthy and have the personal confidence, skills and opportunities to contribute.

Our responsibilities include the following areas:

- **Safeguarding:** To protect Surrey's children and young people to keep them safe from harm and neglect.
- **Early Help:** To work together with partners to identify need and provide the right level of support at the right time.
- **Children in need of help and protection:** To identify the needs of vulnerable children and young people who require help and protection.
- **Children Looked After;** To ensure the children we look after have the same opportunities as their peers and realise their potential.
- **Recording and reporting capacity and demand** so that the right children access the right services at the right time.

For more information on what we do, contact caroline.budden@surreycc.gov.uk

Our challenges and opportunities

We work with partners to promote integrated Early Help to families, including universal services to identify and support vulnerable children and their families. In 2015/16, we will enhance provision for children and young people requiring long term support to promote lasting and positive outcomes. Resources will be prioritised and reviewed to meet a range of volatile demands with high costs, in particular an increasing number of children who are at risk of significant harm (1,042), which includes those at risk of child sexual exploitation and Children Looked After requiring placements to address multiple and complex needs. We will ensure that Children Looked After have the right support and stability through appropriate placements and education provision in Surrey.

Our key actions

We will prioritise five actions for 2015/16 to support achievement of the council's three corporate strategy goals of *wellbeing, economic prosperity* and *resident experience*.

1. With partners, protect Surrey's children and young people to keep them safe from harm and neglect so that they can grow up in an environment that allows them to achieve their best.
2. Review arrangements to minimise risk and provide effective support for children at risk of child sexual exploitation.
3. Support the Early Help approach with our partners by building confidence to work with families to prevent the escalation of need.
4. Focus on the quality of assessment processes to ensure that decisions are timely and achieve the best outcomes for children.
5. Work to extend the number of foster placements available in Surrey to minimise placement of children out of county and at a distance.

Our budget

The council has an operating revenue budget of £1.7 billion. A capital programme worth £694 million is also planned over the next five years. The charts below show how Childrens Services' spending has been allocated for 2015/16.

**Gross Revenue
Expenditure:
£96.0m**

Referral, Assessment and Care Management, £22.5m	Looked After Children, £42.9m	Other Front Line Services, £9.7m	Children with Disabilities, £11.6m	Central and Support Functions, £9.4m
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Dave Sargeant
Strategic Director, Adult
Social Care

Our purpose

Adult Social Care plans, commissions and provides a wide range of services for adults across Surrey.

Our vision is to work collaboratively with partners ensuring people have choice and control, in order to maximise their wellbeing, retain their independence, continue to live in their local community and remain safe.

Delivering this vision will mean people in Surrey:

- know about and can access information, care and support in their local community
- live independently with choice and control over their lives
- are able to prevent and postpone the need for care and support
- are satisfied with the quality of their care and support
- remain safe.

For more information on what we do, contact david.sargeant@surreycc.gov.uk

Our challenges and opportunities

We face challenges of an unprecedented financial environment in which we need to deliver significant efficiency savings and generate income; radical changes in national policy contained within the Care Act will have far-reaching impacts for the Surrey where a very high proportion of people fund their own care; and the demographic pressures of an ageing population, with a high incidence of dementia.

All of this will necessitate a radical strategic shift in the way in we deliver services, a refocus of available resources and collaboration with our health partners to deliver local integrated community-based health and social care services.

Our key actions

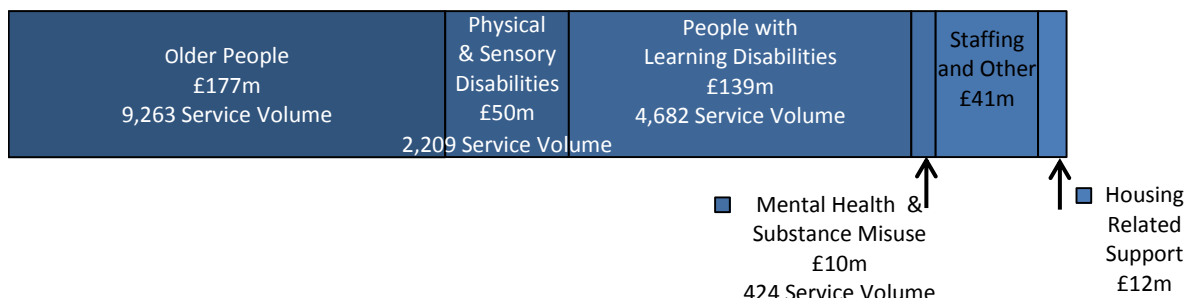
We will prioritise five actions for 2015/16 to support achievement of the council's three corporate strategy goals of *wellbeing, economic prosperity and resident experience*:

1. Protect people from harm and ensure care and support services are high quality and safe.
2. Connect individuals with family, friends and community support networks so they can live independently and prevent or postpone the need for funded care and support services.
3. Work with health and other partners to deliver local integrated community-based health and social care services.
4. Implement the Care Act and prepare for funding reform in April 2016.
5. Deliver efficiency savings of £37m.

Our budget

The council has an overall operating revenue budget of £1.7 billion. A capital programme worth just over £694 million is also planned over the next five years. The chart below shows how Adult Social Care spending has been allocated for 2015/16.

**Gross Revenue
Expenditure:
£428.6m**



n.b. There is a small capital budget of £1.2m for 2015/16 on major adaptations and in-house improvements

Adult Social Care 2015/16

Our Directorate is structured to align with Surrey's Clinical Commissioning Groups to support the integration health and social care services in Surrey. We will ensure the overall actions for Adult Social Care are delivered and will prioritise the following actions for 2015/16 to support achievement of the council's three corporate strategy goals of *wellbeing*, *economic prosperity* and *resident experience*.



Jean Boddy
Area Director
Surrey Heath and
Farnham

1. Deliver adult social care services in Surrey Heath and Farnham ensuring we protect people from harm; connect individuals with their family, friends and community support networks; deliver local integrated community based health and social care services, implement the Care Act and delivery efficiency savings
2. Provide strategic leadership through the joint commissioning of services to respond to our 'ageing population' and to realign the health and social care system towards enabling and preventative services for older people
3. Provide strategic leadership through the joint commissioning of services which focus on dementia and the mental wellbeing of older people, increase early diagnosis and support, address social stigma, enhance support for relatives/carers and develop dementia friendly communities
4. Collaborate with partners, including probation, borough and district councils and health, to reduce reliance on residential care and shift towards housing related support services enabling vulnerable people to remain as independent as possible in the community.



Shelley Head
Area Director
North West Surrey

1. Deliver adult social care services in North West Surrey ensuring we protect people from harm; connect individuals with their family, friends and community support networks; deliver local integrated community based health and social care services, implement the Care Act and delivery efficiency savings
2. Provide strategic leadership for the family, friends and communities programme, which will continue to deliver extensive cultural and practice change, build on the Care Act to deliver an holistic and enabling approach to social care and grow the range of local services which deliver better outcomes at less cost
3. Ensure operational safeguarding is embedded into practice across Adult Social Care to protect people from harm and ensure care and support services are high quality and safe.



Jo Poynter
Area Director
East Surrey

1. Deliver adult social care services in East Surrey ensuring we protect people from harm; connect individuals with their family, friends and community support networks; deliver local integrated community based health and social care services, implement the Care Act and delivery efficiency savings
2. Provide strategic leadership for the provision of services for people with learning disabilities, with the development of new learning disability and autism strategies and revised learning disability lead commissioning arrangements
3. Provide strategic leadership for the provision of services for people with mental health needs, including substance misuse, across the Directorate
4. Collaborate with health and prison partners to ensure people in Surrey's prison receive appropriate support and care services to meet their social care needs, under the duties of the Care Act 2014. **Page 24**



Sonya Sellar
Area Director
Mid Surrey

1. Deliver adult social care services in Mid Surrey ensuring we protect people from harm; connect individuals with their family, friends and community support networks; deliver local integrated community based health and social care services, implement the Care Act and delivery efficiency savings
2. Provide strategic leadership for the provision of services for carers across Surrey, ensuring carers are supported in their caring role and have a life outside caring
3. Collaborate with health, borough and district and other partners to ensure the Adult Social Care workforce is fit for the future, supports health and social care integration and whole system improvements
4. Provide strategic leadership for the implementation of new duties under the Care Act 2014, particularly for eligibility and assessment, and ensure the Directorate is prepared for funding reform in April 2016.



Liz Uliasz
Area Director
Guildford and Waverley

1. Deliver adult social care services in Guildford and Waverley ensuring we protect people from harm; connect individuals with their family, friends and community support networks; deliver local integrated community based health and social care services, implement the Care Act and delivery efficiency savings
2. Provide strategic leadership for the provision of services for people with physical and sensory disabilities, HIV and for young people in transition across the Directorate
3. Provide operational leadership for occupational therapy services ensuring we support people to maintain their independence and promote effective collaboration across Surrey's health and social care system
4. Collaborate with health, borough and district council partners to ensure disabled facilities grant are used to support health and social care integration and to implement whole system improvements
5. Ensure robust emergency planning and business continuity arrangements are in place across Adult Social Care on an on-going basis and for events such as Armed Forces Day and Prudential Ride London.



Andy Butler
Principal Social
Worker/Senior Practice
Development Manager

1. Ensure a robust approach is in place across Surrey for compliance with Deprivation of Liberty Safeguards requirements, in order to protect and promote the rights of people who lack mental capacity
2. Provide strategic leadership for a rights based continuing healthcare strategy, both nationally and in Surrey, to ensure people with complex ongoing healthcare needs are assessed and receive services in a timely and effective manner
3. Provide professional leadership for the development of the social work and occupational therapy workforce across Adult Social Care and ensuring they are well trained and supported by appropriate practice policy, procedures and guidance.



Philippa Alisiroglu
Interim Assistant
Director, Service
Delivery

1. Provide strategic leadership for the provision of safe, effective, caring and responsive in-house regulated services for adults across the county, ensuring we protect people from harm and connect them with their family, friends and community support networks
2. Embed and maintain a culture of continuous improvement in the in-house regulated services for adults, ensuring the delivery of high quality provision
3. Work with people who use services, carers, health and other partners to deliver local integrated community based health and social care services, exploring new and empowering models of delivery
4. Ensure the workforce is equipped with the right skills and support to deliver a safe and effective service
5. Contribute to efficiency savings as part of the Council's Medium Term Financial Plan, whilst ensuring high quality in-house provision



Toni Carney
Head of Resources and
Caldicott Guardian

1. Ensure there is a robust policy framework in place to respond to the radical changes in national policy in the Care Act, to other strategic changes and new models of delivery
2. Provide strategic leadership as Caldicott Guardian, for information governance across the Directorate and for putting data and information sharing arrangements in place with partners to support an integrated model of community based health and social care
3. Deliver effective commissioning and business support services across the Directorate and ensure robust information quality across the IT systems which support the adult social care operation
4. Work with IMT partners to give staff IT solutions which are fit for purpose, meet the needs of the Care Act and support the shift towards an integrated model of community based health and social care
5. Provide professional leadership for the deputyship function and for financial assessments and benefits across Adult Social Care, ensuring the end-to-end processes are efficient, effective and meet the needs of the Care Act



Vernon Nosal
Interim Head of Quality
Assurance and Strategic
Safeguarding

1. Ensure there is a robust quality assurance framework in place across Surrey, which utilises all available national and local information and data, to monitor the quality of provision and to facilitate a pro-active approach
2. Provide strategic leadership for safeguarding across Adult Social Care, implementing the new safeguarding duties under the Care Act which includes ensuring the independence of the Surrey Safeguarding Adults Board, to protect people from harm and ensure care and support services are high quality and safe
3. Deliver a responsive customer relations function, ensuring complaints and compliments are handled in a timely and efficient manner and any lessons learnt are reflected back into practice



Kathryn Pyper
Senior Programme
Manager

1. Provide robust business intelligence to meet external statutory and corporate reporting requirements; local management information to support front line teams; intelligence to inform the Directorate's change projects and the commissioning, grants and contracts function; and participate in external and internal best practice groups
2. Support delivery of strategic change projects across the Directorate - including Family, Friends and Communities, implementation of the Care Act and the Better Care Fund which is driving health and social care integration – to realise the ambitions set in the Directorate strategy
3. Deliver effective information and advice about local care and support to all Surrey residents under the duties of the Care Act; ensure robust stakeholder engagement; meet internal and external communications needs; and ensure the Directorate addresses its equality duties.

