

MINUTES of the meeting of the **SOCIAL CARE SERVICES BOARD** held at 2.00 pm on 25 November 2015 at Council Chamber, County Hall, Kingston upon Thames, Surrey KT1 2DN.

These minutes are subject to confirmation by the Committee at its meeting on Wednesday, 9 December 2015.

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
- * Mrs Fiona White

Ex officio Members:

Mrs Sally Ann B Marks, Chairman of the County Council
Mr Nick Skellett CBE, Vice-Chairman of the County Council

Co-opted Members:

Substitute Members:

In attendance

46 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS [Item 1]

Apologies were received from Marisa Heath and Adrian Page.

47 MINUTES OF THE PREVIOUS MEETINGS [Item]

The minutes of both of the 25/6/2015 and 7/9/2015 were agreed as accurate record of the meetings.

48 DECLARATIONS OF INTEREST [Item 2]

There were no declarations of interest.

49 QUESTIONS AND PETITIONS [Item 3]

There were no questions or petitions.

50 RESPONSES FROM THE CABINET TO ISSUES REFERRED BY THE SCRUTINY BOARD [Item 4]

51 CHILDREN'S SERVICES ANNUAL COMPLAINTS REPORT 2014-2015 [Item 5]

Witnesses:

Belinda Newth, Head of Rights and Participation
Caroline Budden, Deputy Director – Children, Schools and Families

Key points raised during the discussions:

1. The Deputy Director for Children's, Schools and Families noted how the services provided children and young people the right to complain and have an input on the service they receive and any changes or recommendations.

The Deputy Director noted that there was a slight reduction in referral rates in 2015 because of the increase in identification as well as identifying issues early. Regarding complaints, the Deputy Director informed the Board that most complaints were resolved by explanation and that the vast majority of complaints were at stage 1, a small number of complaints in stage 2 and there were no complaints at stage 3. Importantly, the Deputy Director noted that there was no investigative government which was the highest stage.

A Board member noted that people want to be treated fairly and the other was that the complaint should be dealt with quickly. The Board member also noted that the targets should be high in the percentages. The Deputy Director appreciated the feedback from the Board member and stated that most of the complaints were processed within 20 working days. Further to this, the Deputy Director noted that they used to be ambitious with time scales however issues such as court processes and disengagement of service users causes delays in the processes.

2. The Vice Chairman asked how many service users had a mental illness and were the officers fully trained to work with those with mental disability or mental illness. The Vice Chairman also inquired what support the service users receive after their treatment at the service and do they come back with complaints in the short or long term. The Deputy Director noted that some service users have mental illnesses and that staff were trained. The Deputy Director also informed the Board that in terms of post-service support, there was an advocacy service that ran alongside as well as participation services available.
3. The Deputy Director also noted the point raised regarding timing of the response and actions to the complaint, in which the Deputy Director noted that the service strives to manage the complaints as quickly as possible and that the first response was most critical. This was echoed by a Board member that the service would need to take the time to get the right response however the Board member praised the service's timescales.

In response to a Board member's inquiry of how the service is going to address the issues stated. The Deputy Director noted that it was important to inform staff to be open and transparent as well as the feedback would be included into the training of staff.

4. The Chairman raised a question regarding why 183 complaints were not taken further into the process and was there any correlation between the complaints that were not taken further and the Ofsted report that was published earlier in 2015. The Deputy Director replied that the complaints were collective and not specific and that there would be some correlation between the Ofsted report and the complaints.
5. A Board member raised the issue of challenging the assertion that an increase in the rates of complaints is not a positive approach. The Deputy Director noted that the past, the 'increases' in complaints were received positively however the priority is the response timescale and the nature of response to the complaints as well as bringing about change.
6. A Board member expressed concern regarding the limited availability of accommodation for care leavers. The Deputy Director stated that care leavers were supported. The Head of Rights and Participation emphasised that care leavers have other routes and mechanisms where they can raise issues and be heard, through advocacy services, they are supported right to the outcome. The Head of Rights and Participation also noted that that there was a pilot introduced a basic DIY skills programme as well as encouraging a positive relationship with housing and benefit advice officers.

The Board agreed to the report.

Actions/further information to be provided:

None.

Board next steps:

None.

52 ACCOMMODATION WITH CARE AND SUPPORT [Item 6]

Witnesses:

Jean Boddy, Area Director

Philippa Alisroglu, Interim Assistant Director Service Delivery

Alice Ward, New Models of Delivery Manager

Matt Lamburn, Project Manager (Accommodation with Care & Support)

Key points raised during the discussions:

1. There was discussion by the Board about the 2 percent increase in council tax to pay for adult social care and the Better Care Fund increase by nine percent. There was also discussion raised looking at new and innovative programs to form for social care.
2. The Cabinet Member for Social Care noted that the report had been published around the Care Accommodation Programme which stated there was an increasing demand in health and social care services, especially in accommodation.
3. The Cabinet Member emphasised that the individual should be given control for their needs and requirements and one of the requirements they had found is that individuals want to access and support in their local areas. As Surrey residents were making more appropriate choices, the needs and trends on accommodation continued to grow. The Cabinet Member emphasised that clear communication was key to support residents, especially the elderly regarding accommodation needs. The Board welcomed the report and the strategy on accommodation, however it was noted by a Board member that they need to look at the market to build more homes and to ensure homes were affordable.
4. The Cabinet Member informed the Board that they were looking at the first stage of integration of Surrey Heath as there was more demand for nursing there. There was also discussion for infrastructure planning with district and borough planners with active duty to ensure there was infrastructure.
5. The Cabinet Member noted that they were upgrading the facilities in accommodation across the county to be in-line for the requirements of people with disabilities. The Cabinet Member also informed the Board that the bloc contract as part of the commercial contract was having discussions towards contributing to the agenda. The Cabinet Member informed the Board that they were working with CCGs and hospitals and there has been a positive response from two CCGs to accommodate extra care facilities going forward with the growing demographic.

6. The Board agreed to the recommendation and noted the report.

Actions/further information to be provided:

None.

Board next steps:

None.

53 ADULT SOCIAL CARE BUDGET MONITORING FOR SEPTEMBER [Item 7]

Witnesses:

Jean Boddy, Area Director
Will House, Finance Manager

Key points raised during the discussions:

1. The Finance Manager discussed the September 2015 forecast and informed the Board that there was a balanced budget for the financial year however there was financial pressure of £6.5 million. The Finance Manager stated that they were using the Care Act funding for the 2015/2016 financial year however they were not sure what they would get in the following years.
2. The Cabinet Member for Adult Social Care, Wellbeing and Independence noted that they had took netting pad to early in the year then £10 million improvement and the £5 million was out of the window. The Cabinet Member also noted that the change in process meant that figures from four acute are blacklisted as well as opening up additional wards as hospitals cannot cope with the demand.
3. The Finance Manager informed the Board that they had made £14 million in savings in the 2015/2016 financial year as well as forecasting to achieve £10.4 million reassessment program which was doing well. The Finance Manager noted that the right to claim services and new patches of care were struggling to achieve the savings needed however they had seen some savings in home packages and hospital care spending had decreased by 10 percent. Further to this, the Finance Manager that work is progressing and having a positive impact however it was not quite achieving its full target.
4. The Finance Manager noted that the stretch annual savings target of 20 per cent and £4 million amounts for £10 million for 20 per cent of reassessment programme and a 15 per cent of savings programme and that most have been reassessed.
5. [Dorothy Ross-Tomlin left at 3.24pm].
6. A Board member noted his concern that of the family, friends and communities savings that the reclaiming would eventually run-out. Due

to people living longer, the Board member noted that packages would need to be longer which would be more costly and complex unless Surrey drastically restricts its services.

7. The Cabinet Member stated that that they had £163 million over the last four years and that now they have £250 million over four years with the service progressing however difficulties were still there with safeguarding a priority for the service.
8. The Board noted the report.

Actions/further information to be provided:

None.

Board next steps:

None.

54 RECOMMENDATIONS TRACKER AND FORWARD WORK PROGRAMME [Item 8]

55 DATE OF NEXT MEETING [Item 9]

The date of the next meeting will be on Monday 25 January 2016 at 10.00am.

Meeting ended at: 3.35 pm

Chairman