

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

Page 79

| Date of meeting and reference | Item  | Recommendations  | To                                   | Response   | Progress Check On |
|-------------------------------|---|--|--------------------------------------|--|-------------------|
| 5 September 2014<br>053       | RECRUITMENT & RETENTION UPDATE AND INTRODUCTION TO WORKFORCE STRATEGY [Item 10] | The Committee recommends that the Leader of the Council and the Cabinet concentrate on urgently finding ways to recruit to the (currently) 95 key frontline vacancies that exist across the Adult Social Care Directorate. | Cabinet Member for Adult Social Care | This item was referred to the Cabinet meeting on 23 September 2014. A response is included in today's agenda papers. | <i>Complete</i>   |

**Select Committee and Officer Actions**

| Date of meeting and reference | Item                       | Recommendations/ Actions   | To                        | Response                                | Progress Check On   |
|-------------------------------|----------------------------|--|---------------------------|---|---------------------|
| 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 Development Manager | This has been noted by officers and the | <i>October 2014</i> |

Item 9

| Date of meeting and reference | Item  | Recommendations/ Actions  | To   | Response  | Progress Check On    |
|-------------------------------|---|---|--|---|----------------------|
|                               |   | Carer survey.   |  | response rate for the next Carers Survey will be shared with the Committee.   |                      |
| 5 December 2013<br>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 Disability Public Value Review in a year.</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> |
| 16 January 2014<br>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    | A full response provided at June 26 meeting – item 10, annex 1  | <i>Complete</i>      |

| Date of meeting and reference | Item   | Recommendations/ Actions   | To  | Response  | Progress Check On     |
|-------------------------------|--|--|---|---|-----------------------|
| 16 January 2014<br>027        | SAFEGUARDING ADULTS [Item 7]   | That the Directorate support the roll-out the Elmbridge model county-wide.                                       | Interim Strategic Director, Adult Social Care | A full response provided at June 26 meeting – item 10, annex 1                                | <i>Complete</i>       |
| 16 January 2014<br>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 | A full response provided at June 26 meeting – item 10, annex 1                                | <i>Complete</i>       |
| 16 January 2014<br>030        | SAFEGUARDING ADULTS [Item 7]   | The Directorate to provide information on the level of training compliance.                                      | Senior Manager, Safeguarding Adults           | A full response provided at June 26 meeting – item 10, annex 1                                | <i>Complete</i>       |
| 16 January 2014<br>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 Act. | <i>September 2014</i> |
| 16 January 2014               | IMPROVEMENT TO THE ADULTS INFORMATION  | That the Committee encourages the Directorate to include feedback from officers who use the system in any future | Assistant Director for Policy & Strategy      | This will be reviewed in September as it  | <i>September 2014</i> |

| Date of meeting and reference | Item  | Recommendations/ Actions  | To   | Response  | Progress Check On |
|-------------------------------|---|---|--|---|-------------------|
| 032                           | SYSTEM (AIS) FOLLOWING 'RAPID IMPROVEMENT EVENTS' [Item 8]                                | update item.  |  | is dependent on the market response to the Care Act.                                    |                   |
| 6 March 2014<br>037           | DEMENTIA FRIENDLY SURREY [Item 7]   | That the Directorate continues 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 have provided a report for today's meeting. | <i>Complete</i>   |
| 6 March 2014<br>038           | DEMENTIA FRIENDLY SURREY [Item 7]   | That the Directorate review the impact of Innovation Fund projects in 12 months time.   | Senior Manager, Commissioning                    |   | <i>Complete</i>   |
| 6 March 2014<br>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 | .   | <i>Complete</i>   |
| 6 March 2014<br>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<br>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                                | Strategic Director has updated the Committee verbally                                   | <i>Complete</i>     |
| 6 March 2014<br>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      |
| 01 May 2014<br>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.<br>b) That the Committee continues to monitor the budget position of the Directorate on a quarterly basis. | Council Overview & Scrutiny Committee<br><br>Adult Social Care Select Committee |   | <i>Complete</i>     |
| 1 May 2014<br>046             | COMMISSIONING AND MANAGING THE MARKET [Item 9)  | 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.<br><br>b) That a list of commissioned services is                            | Assistant Director for Commissioning  |   | <i>October 2014</i> |

| Date of meeting and reference | Item                          | Recommendations/ Actions   | To                                       | Response              | Progress Check On     |
|-------------------------------|-------------------------------|--|--|-----------------------|-----------------------|
|                               |                               | circulated to local Committees with a focus on what services are available locally.  |  |                       |                       |
| 26 June 2014<br><br>048       | SELF FUNDER STRATEGY [Item 8] | <p>In relation to the Assessment and Review Strategy, the Committee:</p> <ul style="list-style-type: none"> <li>• Requested that the outcome of the pilot and draft strategy be presented to Adult Social Care Select Committee in December, and;</li> <li>• 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.</li> </ul> | Assistant Director for Policy & Strategy |                       | <i>December 2014</i>  |
| 26 June 2014<br><br>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</p>  | Cabinet Member for Adult Social Care     | Letter to DWP drafted | <i>September 2014</i> |

| Date of meeting and reference | Item                              | Recommendations/ Actions   | To                                       | Response        | Progress Check On   |
|-------------------------------|-----------------------------------|--|--|-----------------|---------------------|
|                               |                                   | <p>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 getWIS£ to all County Councillors</p>  | Assistant Director for Policy & Strategy | Info circulated |                     |
| 26 June 2014<br>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           |                 |                     |
| 5 September 2014<br>051       | DIRECTOR'S UPDATE [item 6]        | <p>Provide an update in October on the realignment of the ASC Directorate</p> <p>Feedback on the outcome of the Better Care Plan fund.</p> <p>Circulate a summary the King's Fund's Barker Commission, Professor Bolton's report on the demands being placed on adult social care and the outcome of the Gloria Foster Inquest.</p> <p>Give an update on the future of the Transitions Team following implementation of the Children and Families Act.</p> | Strategic Director for Adult Social Care |                 | <i>October 2014</i> |

| Date of meeting and reference     | Item   | Recommendations/ Actions  | To                 | Response | Progress Check On   |
|-----------------------------------|--|---|--------------------|----------|---------------------|
| 5<br>September<br>2014<br><br>052 | FAMILY, FRIENDS AND COMMUNITY SUPPORT: FINDINGS AND RECOMMENDATIONS [item 7] | <p>Notes that the Directorate needs to present a clear and positive message to ensure individuals' and families' expectations</p> <p>Recommends that information exchanges including Surrey Information Point and Surrey-i are readily available and localised.</p> <p>Recommends that the Directorate provides members with Surrey Information Point business cards to disseminate to residents.</p> <p>Recommends that 'Member Champions' are identified in each district and borough to help develop the programme in their area and link up with contacts such as GPs and their Practice Managers with officer support to gather and share information on the implementation of FFC across Surrey. Local networks which can be collaborated with should also be indentified such as Neighbourhood Watch groups, community navigators and other voluntary groups operating at the local level.</p> | Area Director (NW) |          | <i>October 2014</i> |



| Date of meeting and reference | Item   | Recommendations/ Actions  | To                 | Response | Progress Check On   |
|-------------------------------|--|---|--------------------|----------|---------------------|
|                               |  | The Chairman will write to the Chair of Local Committees to ensure that the FF &C Support Programme is scheduled as a formal item.  |                    |          |                     |
| 5 September 2014<br>053       | RECRUITMENT & RETENTION UPDATE AND INTRODUCTION TO WORKFORCE STRATEGY<br>[Item 10] | The Committee supports the urgent creation of a separate, flexible HR policy for ASC to attract, and retain, skilled staff. The Committee will seek an update on this proposal early in 2015. | Strategic Director |          | <i>October 2014</i> |

This page is intentionally left blank