

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
- A Miss Marisa Heath
- * Mr Saj Hussain
- * Mr Daniel Jenkins
- * Mrs Yvonna Lay
- * Mr Ernest Mallett MBE
- A 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

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]

There were no items referred.

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 noted that there was a slight reduction in referral rates in 2015 because of the increase in identification of issues outside the complaints system as well as identifying issues early. The Board were advised 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 this meant complaints were being managed at the right level.
2. A Board member noted that people want to be treated fairly and that their complaint be dealt with quickly therefore remember the targets for resolution should be high. The Deputy Director stated that most of the complaints were processed within 20 working days and accepted that timing is key for young people but the resolution has to be right for that individual. Further to this, the Deputy Director noted that they used to be more ambitious with time scales, however, issues such as court processes and disengagement of service users have caused delays in the processes.
3. The Board inquired 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 Board also inquired what support the service users receive after their complaint and do they come back with repeat complaints in the short or long term. The Deputy Director noted that some service users have mental illnesses and that staff were trained to support them. The Deputy Director also informed that the levels of direct complaints from young people were low but that there was an advocacy service available. Post-complaint the Participation Team made services available such as the Care Council and tried to build relationships with complainants.

4. Regarding the point raised on the timing of responses and actions to complaints, the Deputy Director noted that the service strives to manage the complaints as quickly as possible and that the first response was most critical. The Deputy Director stated that services were weighted towards the best response rather than timelines though this has improved over the last five years. The Board recognised that the service would need to take the time to get the right response; however, it praised the service's progress on timescales.
5. 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 therefore further action may not be identified because it relates to the work of a partner organisation. There would be some correlation between the Ofsted report and the complaints but without an individual audit of all the complaints it would be difficult to make a direct link.
6. The Board challenged 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 service must reach a point where there is not an increase in complaints. Today the priority is the response timescale and the nature of response to the complaints.
7. Concern was expressed regarding the limited availability of accommodation for care leavers. The Deputy Director stated that care leavers were supported but that the council is not a housing authority. The Head of Rights and Participation emphasised that care leavers have other routes and mechanisms where they can raise issues and be heard such as the Care Council, through advocacy services, they are supported right through to the outcome. The Head of Rights and Participation also noted that there was a *Settling in Scheme* piloted in Redhill which offered a basic DIY skills programme as well as encouraging a positive relationship with housing and benefit advice officers.

Recommendations:

The Board agreed 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

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

Mel Few, Cabinet Member for Adult Social Care, Independence and Wellbeing

Key points raised during the discussions:

1. The Cabinet Member for Adult Social Care, Wellbeing and Independence discussed with the Board the outcomes of Comprehensive Spending Review that included the potential 2 per cent increase in council tax to pay for adult social care and the expansion of the Better Care Fund.
2. The Cabinet Member for Adult Social Care, Wellbeing and Independence noted that the Accommodation with Care and Support Strategy which stated there was an increasing demographic demand on health and social care services, especially on accommodation as residents choose to stay in their communities to receive care.
3. The Cabinet Member emphasised that the individual should be given control and Adult Social Care has been told by service users that they want to access and support in their local areas. As Surrey residents were actively choosing to stay in their homes, the demand on services have changed. The Cabinet Member emphasised that clear communication was key to support residents, especially the elderly regarding accommodation needs. The next generation of service users, however, will have different needs and will demand greater personal control, individualisation and the use of digital technologies in their own homes.
4. The Board welcomed the report and the strategy on accommodation, however it was noted that they Adult Social Care would need to work with the market and develop links with District & Borough Council Planning Services to ensure the right kind of accommodation was available and affordable. It was commented that devolution of further housing powers combined with deepened health and social care integration could provide background to stimulate the market.
5. The Cabinet Member informed the Board that the service was stepping up integration in Surrey Heath as there was greater demand for nursing rather than residential care there. There was also discussion of much closer infrastructure planning with district and borough planners to check the appropriateness of developments.

6. The Board queried the whether any of the six former older people's homes were suitable for accommodating people with learning disabilities. It was stated that Adult Social Care was in discussions with the Surrey Clinical Commissioning Groups (CCGs) to use these homes for reablement step up and/or down facilities but that not all six homes were in areas of need in the county.
7. 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 use extra care facilities going forward with Surrey's growing elderly demographic. The Cabinet Member also informed the Board that there were discussions about how the block contract provider could contribute towards meeting residents' changing tastes.

The Board inquired about the opportunity for the Council's trading company to become involved in providing these new services. They were advised by Officers that Surrey Choices were part of the ongoing discussions to realise the Accommodation with Care and Support Strategy.

Recommendations:

The Board supports the proposed way forward as outlined in the Strategic Intent Document

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
William House, Finance Manager

Mel Few, Cabinet Member for Adult Social Care, Independence and Wellbeing

Key points raised during the discussions:

1. The Finance Manager discussed the September 2015 monitoring report and informed the Board that there was a balanced budget forecast for September however there was a financial pressure of £6.5 million for the year. The Finance Manager stated that they were using the Care Act funding for the 2015/2016 financial year however future funding was uncertain so this adds pressure to the following year.

2. The Cabinet Member also noted that the change in discharge processes and four under pressure acute hospitals, which have opened up additional wards to cope with the demand, has meant that Adult Social Care has come under pressure to take patients out of the acute sector.
3. The Finance Manager informed the Board that they had made £35 million in savings in the 2015/2016 financial year as well as forecasting to achieve £10.4 million via the reassessment program which was doing well. The Finance Manager noted that the demand for services and new packages of care meant Adult Social Care were struggling to achieve savings. However, they had seen some savings in home packages and hospital care spending.
4. The Finance Manager noted that the stretch annual savings target for Family , Friends and Community Support of 20 per cent and £4 million through reassessment is unachievable whereas 15 per cent of savings programme through the programme was more likely. New packages of care are still an area of struggle.

[Dorothy Ross-Tomlin left at 3.24pm].

5. Concern was raised the Family, Friends and Community Support savings based on 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. The Finance Manager acknowledged that these savings were finite and the surplus created by re-assessment of packages had been removed from the system.
6. The Cabinet Member stated that that they had achieved £163 million of savings over the last four years despite an increase in case load and he wished to commend Adult Social Care frontline staff for their work in this period. The Area Director remained sure that further health and social care integration would help meet demand in a time of reduced budgets.

Actions/further information to be provided:

None.

Board next steps:

The Board agreed to convene a Performance and Finance Sub-Group to review the draft Adult Social Care budget and report any findings.

Membership: Keith Witham, Margaret Hicks, Ramon Gray, Ken Gulati, Ramon Gray, Yvonna Lay, Ernest Mallet and Fiona White.

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

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