

MINUTES of the meeting of the **SOCIAL CARE SERVICES BOARD** held at 10.00 am on 30 October 2015 at Council Chamber, County Hall, Kingston upon Thames, KT1 2DN.

These minutes are subject to confirmation by the Scrutiny Board at its meeting on Wednesday, 25 November 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
- A 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:

34 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS [Item 1]

Apologies were received from Chris Townsend

Nicholas Harrison substituted for Chris Townsend

35 MINUTES OF THE PREVIOUS MEETING: 7 SEPTEMBER 2015 [Item 2]

The minutes were agreed as an accurate record of the meetings.

36 DECLARATIONS OF INTEREST [Item 3]

There were no declarations of interest.

37 QUESTIONS AND PETITIONS [Item 4]

There were no questions or petitions.

The Chairman emphasised that Board Members can submit questions to the Board.

38 RESPONSES FROM THE CABINET TO ISSUES REFERRED BY THE SCRUTINY BOARD [Item 5]

Issue referred to 22 September 2015 Cabinet:

The Board recommends that the Cabinet raise these concerns regarding the new responsibilities placed on the council with central government, and the insufficient funding made available to meet their duties.

The Board was asked to note the Cabinet's response (see Annex 1)

39 CHILDREN'S IMPROVEMENT PLAN 2015 - UPDATE [Item 6]

Witnesses:

Caroline Budden, Deputy Director for Children, Schools and Families

Key points raised during the discussion:

[Dorothy Ross-Tomlin arrived at 10.15 am]

1. Officers outlined the context of the Children's Improvement Plan and asked the Board to note its governance actions. This included a requirement for the Board to establish a performance and finance sub-group in order to track the progress of the improvement plan.
2. The Board raised a question concerning taxi licensing and how individual cases of licenses being revoked were passed to the relevant agency. Officers agreed to clarify the process for doing this with the Board. The Cabinet Member commented that the success of the Improvement Plan was dependent on engaging with all agencies, including district and borough partners.

3. The Board discussed communication with services and key workers and how areas for improvement were fed back. Officers commented that there was ongoing communication between management, the services and the key workers regarding spotting signs of neglect and abuse. The Deputy Director also noted that Surrey Safeguarding Children's Board (SSCB) and the Multi-Agency Safeguarding Hub (MASH) was moving towards an agreed methodology for an approach to safeguarding. The Board was informed that multi-agency training methodologies were being implemented through the SSCB.
4. The Board commented on the need for strategic leadership in delivering the Children's Improvement Plan. The Cabinet Member highlighted the need to make changes in the culture of Children's Services and that this would be a long term challenge. The Cabinet Member praised the leadership of the Deputy Chief Executive and the Deputy Director in tackling this through the Children's Improvement Plan.
5. The Board asked for further detail on the difficulties faced in recruiting social workers. Officers commented that retaining staff was a key issue, and that a number of options were being explored in order to incentivise staff and recognise their value. The approach taken to retaining staff in residential homes had highlighted some areas of good practice which could be applied across the wider service.
6. The Board highlighted that it would want to see a further report on how the views of young people and children were taken into account in the delivery of the Children's Improvement Plan. The Chairman informed the Board that there would be independent training provided for Members on how to scrutinise Children's Services and social care.

Recommendations:

1. That the Board to establish a Performance and Finance Sub-Group that will track Children, Schools and Families progress against key performance milestones set out in the plan, in addition to budget planning.

Membership: Keith Witham, Margaret Hicks, Ken Gulati, Yvonna Lay, Ramon Gray, Ernest Mallet and Fiona White.
2. That officers clarify the formal mechanisms by which District and Borough Councils can share information and concerns related to safeguarding issues, particularly in relation to housing, taxi and premises licensing.
3. That the board receives an update on what actions have to be taken in line with the Improvement Plan to ensure the views of children and young people are heard.
4. That the report receives a further report on the step-down processes in place for children's and families receiving support from children's services.

Actions/further information to be provided:

None.

Board next steps:

None.

40 ADULT SOCIAL CARE STRATEGIC DIRECTOR'S UPDATE [Item 6a]

Witnesses:

Dave Sargeant, Strategic Director for Adult Social Care

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

Key points raised during the discussions:

1. The Chairman and the Board noted that the Strategic Director of Adult Social Care was retiring and praised and thanked the Strategic Director for the work he had done and appreciated the improvements realised.
2. The Strategic Director commented that he chaired the recent Better Care Board and that the section 75 agreements with the NHS Clinical Commissioning Groups on pooled budgets were likely to be signed in late November or early December. The Strategic Director noted that the pace of change had increased. In light of this, the Board have sought a further meeting with the Better Care Board.
3. Regarding the Adult Social Care Assessments, the Strategic Director noted that Internal Audit reported difficulties with the Adults Information System (AIS) system. The Strategic Director informed the Board that officers were monitoring all 18,000 scheduled reviews and have decreased the number of cases with no review date to less than 5% of the total.
4. The Strategic Director discussed the Government's Transforming Care agenda - the Government's response to Winterbourne View. In Surrey, the Strategic Director noted that since 1983, bed spaces in psychiatric institutions have been continually decreasing as care moved into the community and that there were just 17 Assessment and Treatment beds today all provided by the NHS.
5. The Strategic Director noted that the Area Director for East Surrey had been on secondment for two days a week working on the Transforming Care agenda with the Local Government Association. There was also a small pot of funding available from the Surrey CCGs to develop Surrey's response.
6. The Strategic Director advised the Board that he had been working with the Cabinet Member for Adult Social Care, Independence and

Wellbeing as well as working with registered social landlords to develop alternatives to meet the needs of service users.

7. The Cabinet Member noted that the Accommodation with Care and Support Strategy outlines the future priorities of the service following the closure of the six homes for older people. The Cabinet Member also highlighted the work that has been done with Human Resources regarding a flexible approach to the corporate recruitment policy which included initiatives such as recruitment of friends and relatives of existing staff as well as further payment if employees have worked for the council for a number of years.
8. A concern was raised that the contractors providing Adult Social Care Services were not paying the living wage to its employees nor ensuring that they were paid for travel. The Strategic Director assured the Board that the contracts request that workers were paid the minimum wage and recognised the travel time and that these conditions were regularly monitored. There was an admission that the demands of a living wage duty could stretch the sector.
9. A Board Member raised the concern over the occasional challenging behaviour of people with a mental illness and the subsequent safety of those around them. The Strategic Director commented that the number of people who needed treatment and were at risk to themselves and the people around them is low. The vast majority of cases do not need to be institutionalised, that treatment in the community with family, friends that would promote their independence and their mental wellbeing was most beneficial. Furthermore, admission to an institution could be harmful and escalate their mental illness.

Recommendations:

1. Democratic Services to organise a private meeting with the Better Care Board before the end of 2015.
2. An item on Adult Social Care's approach to reducing Transforming Care (reduction of Assessment and Treatment beds) to be presented to the Scrutiny Board in 2016.

Actions/further information to be provided:

None.

Board next steps:

None.

41 **SURREY SAFEGUARDING ADULTS BOARD ANNUAL REPORT 2014 - 2015 [Item 7]**

Witnesses:

Dave Sargeant, Strategic Director for Adult Social Care

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, Independence and Wellbeing informed the board that the Surrey Safeguarding Adults Annual Report 2014 -2015 was presented to the Cabinet on Tuesday 27 October 2015 by the Independent Chair and was accepted by the Cabinet with minor concerns. The Cabinet Member noted that the Chair had taken those concerns on board. Overall it was noted by the Board that it was a positive report.
2. A point was raised regarding the language of surveillance used in the report as it felt that inclusion should be emphasised. Further comments included inclusion of the topic of deprivation in Safeguarding Board related to the impact of increased demand for Deprivation of Liberty Safeguards (DOLS) assessments.

Recommendations:

None.

Actions/further information to be provided:

None.

Board next steps:

None.

42 CARE ACT 2014: REVIEW OF PHASE 1 (1 APRIL 2015) [Item 8]

Witnesses:

Dave Sargeant, Strategic Director for Adult Social Care
Sonya Sellar, Area Director (Mid-Surrey)

Key points raised during the discussions:

1. The Area Director for Mid-Surrey informed the Board that the Guidance to the Care Act was published in October 2014 prior to implementation of the legislation in April 2015. However, formal evaluation of Adult Social Care's implementation programme was completed and the Council's Internal Audit report validated the approach taken by concluding that the preparations were 'effective'.
2. The Area Director noted that Phase One of the Care Act had been implemented this was overseen by the 'Project Management Group'. The Directorate assessed the implementation and sought staff feedback for any improvements. An embedding practice group is in place to support the service to continue to embed the Care Act changes.

3. The Area Director was asked about the duty to provide social care to prisoners and stated that the referral rate to the service in Surrey is higher than the national average with our current information showing 12 prisoners per prison compared to seven prisoners referred per prison nationally. Further to this, the Area Director commented that a quarter of referrals received in prisons were for occupational therapy and equipment.
4. The Area Director advised the Board that the funding was provided on a Surrey basis for any prisoner with a social care need in one of the county's prisons. Following release, the ongoing care needs were met by the returning Local Authority and therefore, not Surrey County Council
5. A Board Member expressed disappointment with the delay to the introduction on a cap on care costs. The Finance Manager responded that the cap would have placed significant demands on Adult Social Care if implemented. There was now a fair degree of confidence with funding received for 2015/16 which was split into two to cover 'Dilnot' burdens and prisoner social care. However, the future of funding intended for phase two is uncertain.

Recommendations:

None.

Actions/further information to be provided:

None.

Board next steps:

None.

43 MENTAL HEALTH CRISIS CARE CONCORDAT AND MENTAL HEALTH CODE OF PRACTICE: AN UPDATE [Item 9]

Witnesses:

Jane Bremner, Senior Commissioning Manager
 Sheila Jones, Head of Countywide Services
 Stan Masawi, Home Treatment Team Manager, NHS Surrey and Borders Partnership Foundation Trust (SABP)
 Gary Dicken, Senior Approved Mental Health Professional (ASC & SABP)
 Laura Hoyles, Senior Social Worker, HOPE Service

Key points raised during the discussions:

1. The Head of Countywide Services advised the Board that the HOPE Service, an integrated social care, health and education provision for children and young people with complex needs, received additional

funding to operate an extended range of services at evenings and weekdays and to offer two additional respite beds

2. The Council and partners have successfully bid for funding that has totalled over £2 million for projects for people with mental health needs. It was highlighted that Surrey and Borders Partnership NHS Foundation Trust (SABP) had recruited three members for the Aldershot Safe Haven and building work for the Trust's new 24/7 mental health hospital in Guildford was to be completed in December.
3. The Home Treatment Manager explained that Safe Havens were a service for people who had experienced mental health crisis and aimed to avoid Police contact or hospital admission. The service in Aldershot had been extended during the winter months and had successfully provided support from 8am to 11pm on weekdays. The Home Treatment Manager stated that the service supported carer as well and that the service has received praise and commendation for its work and the results produced.
4. The Board enquired how many people the service supported and were advised that there were around 15 to 25 people entering and leaving the service per day with most cases being repeat users however referrals are set to expand as the service broadens its publicity. Further to this, the Home Treatment Team Manager commented that they had three members of staff.
5. The Board queried the development of the Safe Haven model and were advised that health and care partners want to expand the model and the continuing peer support offer for successful implementation. The Senior Commissioning Manager stated that the Surrey Heath Haven is due to open in mid-November and explained that the havens are intended to be in each CCG area rather than each District & Borough.
6. The Board raised a concern that the Chief Constable of Surrey Police had notified the Surrey Police and Crime Panel that there were still people with mental health issues that were inappropriately consuming Police time and resources. Furthermore, the Board heard that Surrey Police had not known that the Safe Haven facilities were in place to help those with mental health problems suggesting a need for improved communication between the mental health services and Surrey Police.
7. The Home Treatment Team Manager noted that Hampshire Police were aware of the service as well as the ambulance trust and confirmed that there would be further communications to ensure greater use of the Havens. Another Board Member praised Safe Havens and raised the issue that arrests could escalate mental health problems whereas Safe Havens reverse those effects. The Strategic Director commented that Adult Social Care had been working with the Chief Constable for a number of years and that the statistics on the avoidable use of police custody for those in mental health crisis have significantly improved.

8. In response to a question raised by a Board Member regarding to the response of the out of hours service, the Senior Commissioning Manager noted that work is underway with the Ambulance Trust to co-locate SABP staff with the 999 and 111 call centres to support patients out-of-hours and in the long-term develop a single point of access for people in mental health crisis.
9. A Board Member raised the concern of funding and the service's ability to realise savings. The Senior Commissioning Manager noted that the plan was to reduce admissions to hospitals and to reduce police deployment and as a result efficiencies would not necessarily be found in the Safe Haven service but across the system as a whole.
10. The Board stated that there were too few acute mental health beds in Surrey the Head of County Wide Services responded that the beds that were available were mostly for adults with children and young people often placed in foster or care homes although the number of beds were monitored by Children's Services. The Vice Chairman echoed concerns that children were often placed far away from their homes due to this limited number of beds and the availability of appropriate homes.

Recommendations:

1. That the Scrutiny Board reviews the roll out of the Safe Havens across the remaining five Clinical Commissioning Group areas in Surrey including the financial sustainability of these projects.
2. That an update is provided on the implementation of the Single Point of Access Project.
3. That there is liaison between Surrey Police and Hampshire Police on good practice usage of the Aldershot Safe Haven for people in mental health crisis [To be taken forward by the Scrutiny Board Chairman and Police and Crime Panel Chairman].

Actions/further information to be provided:

None.

Board next steps:

None.

44 RECOMMENDATIONS TRACKER AND FORWARD WORK PROGRAMME [Item 10]

1. The Board were advised that Corporate Parent item scheduled for the 25 January 2016 is to be taken at its 4 March 2016 meeting.

45 DATE OF NEXT MEETING [Item 11]

The Board noted that its next meeting will be Wednesday 25 November 2015 at 2pm.

Meeting ended at: 12.46 pm

Chairman