

**SOCIAL CARE SERVICES SCRUTINY BOARD**  
**ACTIONS AND RECOMMENDATIONS TRACKER – UPDATED March 2017**

The recommendations tracker allows Board Members to monitor responses, actions and outcomes against their recommendations or requests for further actions. The tracker is updated following each Board. 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.

**Scrutiny Board and Officer Actions**

Date of meeting and reference	Item	Recommendations/ Actions	To	Response	Progress Check On
9 July 2015	ADULT SOCIAL CARE STRATEGIC DIRECTOR'S UPDATE [Item 5]	That the 0-25 pathway being co-designed by Adult Social Care and Children, Schools and Families is scrutinised by this Board.	Strategic Director  Scrutiny Officer	An update on the progress of the SEND Task Group was circulated to the Board	<i>Complete</i>
30 October 2015	MENTAL HEALTH CRISIS CARE CONCORDAT AND MENTAL HEALTH CODE OF PRACTICE: AN UPDATE [Item 9]	<p>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.</p> <p>That an update is provided on the implementation of the Single Point of Access Project.</p> <p>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</p>	Senior Commissioning Manager       Scrutiny Board Chairman and Police and Crime Panel Chairman	<p>An interim evaluation of safe havens is being reviewed by the Health and Wellbeing Board on 12 January 2016. An executive summary of this evaluation is attached.</p> <p>Work has been taking place in the CCGs to sustain the Safe Havens</p>	<i>June 2017</i>

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				<p>post the project fund ceasing at the end of March 2017, assuming the full evaluation continues to show outcomes being achieved.</p> <p>The single point of access for mental health crisis care is in development- a substantial amount of work has been done by Surrey and Borders Partnership Trust in preparation for go live which is anticipated to be June 2017.</p>	
25 January 2016	ADULT SOCIAL CARE QUALITY ASSURANCE TASK & FINISH GROUP OUTCOMES [Item 7]	<p>The Board:</p> <p>Supports the proposals as outlined in the report, concluding the task and finish group work</p> <p>Supports the first phase of implementation and areas of further</p>	Head of Quality Assurance and Strategic Safeguarding	A meeting will be scheduled for the Chairman and Vice-Chairman to meet with the Head of Quality Assurance in the new council year.	<i>May 2017</i>

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		<p>work, as outlined in the report, to be set up and managed as a new multi-agency project</p> <p>Recommends that Officers return to the Board when they have an implementation plan for the Board to review</p>			
12 May 2016	2015-20 YOUTH JUSTICE STRATEGIC PLAN REVIEW [Item 7]	Surrey's Youth Justice Partnership Board (YJPB) undertake further evaluation with the police and probation service to understand what impact youth justice intervention has on offending in young adulthood.	Head of Youth Support Services	This will be added to the list of proposed items for 2017/18	<i>May 2017</i>
12 May 2016	2015-20 YOUTH JUSTICE STRATEGIC PLAN REVIEW [Item 7]	That officers provide a further update in 12-months on the progress of the Reducing Reoffending Plan 2014-17 with particular reference to how the new CAMHS integrated model, including the YSS subcontracted element, has impacted on mental health and emotional and behavioural issues as a known factor in relation to re-offending.	Head of Youth Support Services	This will be added to the list of proposed items for 2017/18ay 2017	<i>May 2017</i>
12 May 2016	2015-20 YOUTH JUSTICE STRATEGIC PLAN REVIEW [Item 7]	That officers provide an update in 12-months in relation to progress made against the Youth Justice Strategic Plan in Year 2.	Head of Youth Support Services	This will be added to the list of proposed items for 2017/18	<i>May 2017</i>
12 May 2016	INTERNAL AUDIT REPORT: REVIEW OF	The Board notes with concern the Internal Audit recommendations and will	Chief Internal Auditor	The follow-up audit on Foster Carers	Complete

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	FOSTER CARE SERVICE ARRANGEMENTS [Item 8]	review the outcome of the service's actions to improve in the follow-up audit.		and Management Action Plan has been circulated to the Board for information.	
26 October 2016	ADULT SOCIAL CARE BUDGET MONITORING [ITEM 9]	That officers bring a future report on Surrey Choices to the Board, as the Board is concerned about increased costs;	Strategic Director for Adult Social Care and Public Health	The Chairman has worked with the Chairmen of Council Overview Board and Audit and Governance to take forward this recommendation.	Complete
26 October 2016	ADULT SOCIAL CARE BUDGET MONITORING [ITEM 9]	That the Chairman write to the Surrey Choices shareholder board requesting non-executive representation for Adult Social Care.	Chairman/Scrutiny officer	The Chairman has worked with the Chairmen of Council Overview Board and Audit and Governance to take forward this recommendation.	Complete
26 October 2016	SURREY MULTI AGENCY SAFEGUARDING HUB AND EARLY HELP UPDATE [ITEM 10/11]	That officers report progress of Early Help and the MASH in six months, including how benefits are being realised and how emerging key issues have been addressed	Assistant Director Commissioning & Prevention	This will be added to the list of proposed items for 2017/18	May 2017
26 October	SURREY MULTI	Update to the Performance and Finance	Assistant Director	An update was	Complete

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2016	AGENCY SAFEGUARDING HUB AND EARLY HELP UPDATE	Sub-group efforts to reduce the number of contacts to the MASH where a child's case is already open to Children's Services.	Commissioning & Prevention	provided to the Performance and Finance Sub-Group on 12 January 2017, and a letter was sent to the Cabinet Member following this. A response is attached.	
26 October 2016	SURREY MULTI AGENCY SAFEGUARDING HUB AND EARLY HELP UPDATE	Updated to the Performance and Finance Sub-group issues that have arisen as a result of the new IMT modules and what is being undertaken to improve the system.	Assistant Director Commissioning & Prevention	An update was provided to the Performance and Finance Sub-Group on 12 January 2017, and a letter was sent to the Cabinet Member following this. A response is attached.	Complete
26 October 2016	DEPRIVATION OF LIBERTIES SAFEGUARDS [Item 11]	That a quarterly update is reported through to the Performance and Finance sub-group, with matters being escalated to the Board if required.	Principal Social Worker and Senior Practice Development Manager	The Performance and Finance sub-group will receive its first quarterly update in early 2017.	March 2017
26 October 2016	ADULT SOCIAL CARE DEBT [Item 13]	That officers explore the business case for the additional temporary resource referred to in paragraph 14 to be made	Head of Resources	The impact and long-term benefits of this on-going	March 2017

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		permanent, as a means for ensuring early and regular contact with debtors and their representatives.		work are in the process of being assessed, and would form part of any business case. The Board will receive a further update at a future meeting.	
9 December 2016	REVIEW OF ACCOMMODATION WITH CARE AND SUPPORT STRATEGY IMPLEMENTATION AND OLDER PEOPLE'S HOMES PROJECT [Item 7]	That the Cabinet ensure that the strategy is prioritised by Property Services and appropriate resource allocated to its delivery	Cabinet	A response from Cabinet is attached to this agenda.	Complete
9 December 2016	REVIEW OF ACCOMMODATION WITH CARE AND SUPPORT STRATEGY IMPLEMENTATION AND OLDER PEOPLE'S HOMES PROJECT [Item 7]	That the Cabinet Member and service explore internal or external opportunities around invest to save funding to support the strategy, including when the council is intending to dispose of land	Cabinet	A response from Cabinet is attached to this agenda.	Complete
9 December 2016	REVIEW OF ACCOMMODATION WITH CARE AND SUPPORT STRATEGY IMPLEMENTATION	That the outputs from the programme of engagement is shared with the Board at a future date	Strategic Director ASC & Public Health	This recommendation has been shared with officers and an update will be	March 2017

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	AND OLDER PEOPLE'S HOMES PROJECT [Item 7]			brought to a future meeting.	
9 December 2016	PREVENT STRATEGY [Item 8]	That the Prevent action plan for Children's Services is shared with the Board when available.	Assistant Director of Children's Services/ Community Safety Manager	The action plan will be available for the next meeting of the Board.	March 2017
9 December 2016	REPORT FROM THE ASSISTANT DIRECTOR FOR CHILDREN'S SERVICES [Item 9]	That the Framework includes additional responsibilities for Members as independent visitors to children's homes	Head of Quality & Experience	Following the Board meeting in December, it was agreed that Members will carry out observations of Regulation 44 visits to children's homes, playing a key scrutiny role and feeding back to officers in CSF and their fellow Members. Officers in Children's Services will be working with Members to develop this programme of observations, including how to collate and circulate	Complete

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				information from the observations.	
9 December 2016	REPORT FROM THE ASSISTANT DIRECTOR FOR CHILDREN'S SERVICES [Item 9]	That the Framework articulates which KPIs are reported to which Board/responsible officer/team, and a principle of reporting consistently on the same, relevant KPIs is included.	Head of Quality & Experience	The Scrutiny Board will continue to monitor the service KPIs during the course of 2017/18 and the Board has been provided an update in this agenda.	March 2017
9 December 2016	REPORT FROM THE ASSISTANT DIRECTOR FOR CHILDREN'S SERVICES [Item 9]	That a trend analysis report for the key performance data and case audits over the last financial year is prepared for the Social Care Services Board (or equivalent) of the new Council	Scrutiny Officer/Assistant Director for Children's Services	Following the elections and the new Council post May 2017, officers will compile a trend analysis report for the Social Care Services Board (or equivalent).	May 2017
20 January 2017	HOME BASED CARE REPORT [Item 6]	That a further report is brought on the outcome of the re-commissioning of the HBC in the autumn, with evidence included of the impact of the e-brokerage system in developing flexibility in the market	Senior Commissioning Manager	This will be added to the list of proposed items for 2017/18	September 2017
20 January 2017	HOME BASED CARE REPORT [Item 6]	That officers explore what additional opportunities exist to support providers with the delivery of Mental Capacity Act	Senior Commissioning Manager	An update will be provided to the Board at its next	May 2017



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		training		meeting	
20 January 2017	SHORT BREAKS RECOMMISSIONING [Item 7]	That the link of local need to locally available opportunities is emphasised during the commissioning process, where possible and appropriate	Head of Market Strategy/ Senior Commissioning Manager Early Help	An update will be provided to the Board at its next meeting in the new Council year.	May 2017
20 January 2017	SHORT BREAKS RECOMMISSIONING [Item 7]	That officers explore working with district and borough Members to help realise local opportunities	Head of Market Strategy/ Senior Commissioning Manager Early Help	An update will be provided to the Board at its next meeting in the new Council year.	May 2017
20 January 2017	SHORT BREAKS RECOMMISSIONING [Item 7]	That the Council Overview Board consider an item on how the social value charter has been applied to other commissioning and procurement processes across the council	Chairman/Scrutiny Officer of the Council Overview Board	This has been referred to the Council Overview Board and will be considered for inclusion in the 2017/18 forward work programme.	Complete
20 January 2017	SHORT BREAKS RECOMMISSIONING [Item 7]	That officers meet with representatives of the Board during the consultation process to hear how schools have been engaged about identifying ways in which they can support and expand the short breaks offer	Head of Market Strategy/ Senior Commissioning Manager Early Help	A meeting will be scheduled with the Chairman and Vice Chairman in the new Council.	May 2017
20 January 2017	REPORT ON ADULT SOCIAL CARE AND CHILDREN'S WORKFORCE [Item 8]	That proposals to align and join up initiatives across the services are progressed, and a further report is brought to the Board in 9 months	Area Director, Adult Social Care/ Area Head of Children's Services	This will be added to the list of proposed items for 2017/18	November 2017

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20 January 2017	REPORT ON ADULT SOCIAL CARE AND CHILDREN'S WORKFORCE [Item 8]	That a short briefing on the key themes from the staff survey for both directorates is circulated to the Board	Area Director, Adult Social Care/ Area Head of Children's Services	An update will be provided to the Board at its next meeting in the new Council year.	May 2017
20 January 2017	REPORT ON ADULT SOCIAL CARE AND CHILDREN'S WORKFORCE [Item 8]	That the Chairman ask the Wellbeing and Health Scrutiny Board to raise a question regarding workforce when it receives its update on the Surrey Heartlands STP on 17 February 2017	Area Director, Adult Social Care/ Area Head of Children's Services	This question was raised by the Wellbeing and Health Scrutiny Board on 17 February 2017. The minutes note: "Members were informed that a number of housing and workforce opportunities were linked to the Three Southern Counties (3SC) devolution proposal, particularly in relation to affordable key worker housing, and that it was expected that the health devolution opportunity would adopt some of the	Complete

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				thinking of the 3SC proposal.”	
20 January 2017	SURREY SAFEGUARDING ADULT'S BOARD ANNUAL REPORT [ITEM 9]	That a short briefing covering how agencies have worked to respond to the rising instances of self-neglect being reported is circulated to the Board	Surrey Safeguarding Adults Board Manager	An update was circulated to the Board regarding responses to instances of Self-Neglect.	<i>Complete</i>
20 January 2017	SURREY SAFEGUARDING ADULT'S BOARD ANNUAL REPORT [ITEM 9]	That, in the new council year, the scrutiny Board looks to support ASC through adopting a similar performance scorecard monitoring arrangement to that it currently has in place for Children Services	Scrutiny Officer	This recommendation will be taken forward with officers, and a proposal considered by the relevant Board in the new council year.	May 2017
20 January 2017	SURREY SAFEGUARDING ADULT'S BOARD ANNUAL REPORT [ITEM 9]	That officers work with the Safeguarding Board to explore how a more timely update is brought to the Scrutiny Board	Scrutiny Officer	This recommendation will be taken forward for the work programme in 17/18	Complete
20 January 2017	SURREY SAFEGUARDING ADULT'S BOARD ANNUAL REPORT [ITEM 9]	That the Health and Wellbeing Board explore options to identify a named GP for Safeguarding Adults	Chairman of the Health and Wellbeing Board	This recommendation has been passed onto the Health and Wellbeing Board and the Board will	May 2017

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				be informed of the response.	
20 January 2017	SURREY SAFEGUARDING CHILDREN'S BOARD ANNUAL REPORT [Item 10]	That officers work with the Safeguarding Board to explore how a more timely update is brought to the Scrutiny Board.	Scrutiny Officer	This recommendation will be taken forward for the work programme in 17/18	Complete