

**ADULTS AND HEALTH SELECT COMMITTEE  
ACTIONS AND RECOMMENDATIONS TRACKER  
JUNE 2022**

The actions and 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 meeting. Once an action has been completed, it will be shaded green to indicate that it will be removed from the tracker at the next meeting.

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**Recommendations**

Meeting	Item	Recommendation	Responsible Officer/Member	Deadline	Progress Check On	Update/Response
16 December 2021	Adult Social Care Complaints April – September 2021 [Item 6]	<b>AH 6/21:</b> The Select Committee recommends that a way of formally monitoring “issues of concern” is developed to ensure complaints and comments made by residents and staff that do not go through formal complaints process are logged, monitored and learnt from, and that the Council works closely with Healthwatch Surrey to ensure that as wide a range of feedback as possible is collected as part of this process.	Kathryn Pyper, Senior Programme Manager (ASC)	N/A	N/A	Response:  Adult Social Care doesn’t currently have a means of formally monitoring and reporting on ‘issues of concern’. We have thousands of contacts with residents every day through a range of channels including face-to-face, telephone, e-mail, online and social media. Given the scale of the service it is not possible to capture all the comments made. However, we will investigate whether there are opportunities as part of work to reshape our Digital Front Door to gather and report on any ‘issues of concern’ raised by residents

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						without introducing a new resource intensive process.
3 March 2022	Update on the Implementation of Community Mental Health Transformation [Item 5]	<b>AH 1/22:</b> The Select Committee: Notes the significant work underway to fully implement the new integrated model of primary and community mental health across Surrey by 2023/24.	Helen Rostill, Deputy Chief Executive (SABP)  Georgina Foulds, Associate Director for Primary and	N/A	N/A	The recommendations have been noted.

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		<p><b>AH 2/22:</b> The Select Committee: Recognises the role of the Adult Community Mental Health Transformation Programme in delivering Priority 2 of the Surrey Health and Wellbeing Strategy.</p>	<p>Community Transformation (SABP)</p> <p>Ane Sosan, Community Mental Health Transformation Programme Manager (SABP)</p>				
		<p><b>AH 3/22:</b> The Select Committee: Requests the following reports at future meetings:</p> <ul style="list-style-type: none"> <li>i. Individual Placement Support (IPS) – Employment support and collaboration with local businesses to support their own staff,</li> <li>ii. Update on progress and impact of community</li> </ul>	<p>Helen Rostill, Deputy Chief Executive (SABP)</p> <p>Georgina Foulds, Associate Director for Primary and Community Transformation (SABP)</p>				<p>The report has been added to the forward plan to be scheduled for 2023.</p>

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		mental health transformation in 12 months' time.	Ane Sosan, Community Mental Health Transformation Programme Manager (SABP)			
	Adult Social Care Debt [Item 6]	<b>AH 6/22:</b> The Select Committee requests that a detailed report on the funding reforms is brought to a future meeting of the Adults and Health Select Committee.	Shelley Head, Area Director for North West Surrey and Surrey Heath (ASC)	N/A	N/A	An informal briefing for Select Committee Members took place on 4 May.
	Primary Care Access [Item 7]	<b>AH 7/22:</b> The Select Committee urges Surrey Heartlands to: <ul style="list-style-type: none"> <li>i. Ensure that the total triage model and investment in cloud telephony is delivered.</li> <li>ii. Work closely with the Surrey Coalition of</li> </ul>	Surrey Heartlands Primary Care team	5 April 2022	April 2022	The report has been added to the forward plan to be scheduled for 2023.

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		<p>Disabled People, Sight for Surrey and the Surrey Minority Ethnic Forum to ensure the new cloud telephony system is accessible for all.</p> <p>iii. Regularly deliver training to all members of staff to ensure they are able to fully support people with accessibility needs.</p> <p>iv. Provide the Select Committee with an update report on the above recommendations later in the year.</p>				
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		<p><b>AH 8/22:</b> The Select Committee agrees to explore how it can best share information about this work with citizens as and when relevant, helping to promote the associated engagement and co-design activity. The Surrey Heartlands team will link in with the Surrey County Council Communications team to help facilitate this.</p>	<p>Surrey Heartlands Primary Care team and Surrey County Council Communications team</p>	<p>5 April 2022</p>	<p>June 2022</p>	<p>The Surrey Heartlands Primary Care team have been contacted for a response.</p>
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15 October 2020	Update on ASC Mental Health Transformation Programme [Item 6]	<b>AH 1/20:</b> The Assistant Director of Mental Health to share suitable pre-prepared text and JPEG images with the Select Committee for sharing on social media.	Assistant Director of Mental Health, ASC	N/A	N/A	Officers are liaising with Democratic Services to provide guidance for all Members on how they can support on social media with promoting Surrey County Council as an employer of choice.
17 December 2020	Scrutiny of 2021/22 Draft Budget and Medium-Term Financial Strategy to 2025/26 [Item 5]	<b>AH 2/20:</b> Democratic Services officers to look into the possibility of organising for Members to visit Learning Disabilities and Autism services (whether remotely or in person).	Scrutiny Officer, Democratic Services Assistant	January 2021	June 2022	In-person visits will be scheduled for a suitable time due to the effects of the Covid-19 pandemic.

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20 October 2021	Enabling You With Technology Transformation Programme [Item 5]	<b>AH 1/21:</b> The Cabinet Member for Adults and Health and Scrutiny Officer are to explore the possibility of organising a site visit for Select Committee members to see what technology-enabled care looks like in action.	Sinead Mooney, Cabinet Member for Adults and Health	N/A	N/A	A site visit took place on 18 May 2022.
16 December 2021	Scrutiny of 2022/23 Draft Budget and MTFs to 2026/27 [Item 5]	<b>AH 5/21:</b> The Cabinet Member for Adults and Health to feed back to the Select Committee her views and findings of the care home shadowing work she will be undertaking.	Sinead Mooney, Cabinet Member for Adults and Health	January 2022	June 2022	The Cabinet Member has confirmed that the last piece of shadowing work is taking place in mid-May.
	Adult Social Care Complaints April – September 2021 [Item 6]	<b>AH 7/21:</b> The Senior Programme Manager to ensure that future Adult Social Care Complaints reports include: i. Detailed summaries of complaints where learning was identified and	Kathryn Pyper, Senior Programme Manager (ASC)	N/A	N/A	These points were incorporated into the June 2022 report where possible.



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		<ul style="list-style-type: none"> <li>implemented (as referenced in Paragraph 29),</li> <li>ii. Key messages relating to complaints received by providers and how they are being addressed (as referenced in Paragraph 31),</li> <li>iii. Work being done to ensure that Adult Social Care is reaching and receiving feedback from residents from all demographics across Surrey,</li> <li>iv. A breakdown of complaints received regarding the Learning Disabilities, Autism and Transition service and the specific areas to which these complaints are related.</li> </ul>				
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3 March 2022	Update on the Implementation of Community Mental Health Transformation [Item 5]	<p><b>AH 4/22:</b> The Associate Director/CMHT Programme Manager to provide data on recruitment with reference to the current teams in operation, the teams about to go live, and future need.</p> <p><b>AH 5/22:</b> The Associate Director to provide more information on the Pathway Forum and the ambitions for the potential future rollout of the Pathway Forum.</p>	<p>Georgina Foulds, Associate Director for Primary and Community Transformation (SABP)</p> <p>Ane Sosan, Community Mental Health Transformation Programme Manager (SABP)</p>	N/A	N/A	This information has been shared with the Select Committee Members.
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Primary Care Access [Item 7]	<b>AH 9/22:</b> Surrey Heartlands Primary Care team to provide an updated infographic on the delivery of services.	Surrey Heartlands Primary Care team	5 April 2022	June 2022	The Surrey Heartlands Primary Care team have been contacted for a response.
	<b>AH 10/22:</b> Surrey Heartlands Primary Care team to provide further information on the contractual hours of GPs across Surrey.	Surrey Heartlands Primary Care team	N/A	N/A	There were 521 FTEs across Surrey Heartlands.
	<b>AH 11/22:</b> Arrange a visit for Select Committee Members to a GP Surgery.	Surrey Heartlands Primary Care team	N/A	N/A	Visits are taking place in June across the county.

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