

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

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Recommendations

Meeting	Item	Recommendation	Responsible Officer/Member	Deadline	Progress Check On	Update/Response
3 March 2022	Update on the Implementation of the Community Mental Health Transformation [Item 5]	<p>AH 3/22: The Select Committee: Requests the following reports at future meetings:</p> <ul style="list-style-type: none"> i. Individual Placement Support (IPS) – Employment support and collaboration with local businesses to support their own staff, ii. Update on progress and impact of community mental health transformation in 12 months' time. 	<p>Helen Rostill, Deputy Chief Executive (SABP)</p> <p>Georgina Foulds, Associate Director for Primary and Community Transformation (SABP)</p> <p>Ane Sosan, Community Mental Health Transformation Programme Manager (SABP)</p>			The report is due to come to the meeting in April 2023.

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	Primary Care Access [Item 7]	<p>AH 7/22: The Select Committee urges Surrey Heartlands to:</p> <ul style="list-style-type: none"> i. Ensure that the total triage model and investment in cloud telephony is delivered. ii. Work closely with the Surrey Coalition of Disabled People, Sight for Surrey and the Surrey Minority Ethnic Forum to ensure the new cloud telephony system is accessible for all. iii. Regularly deliver training to all members of staff to ensure they are able to fully support people with accessibility needs. iv. Provide the Select Committee with an update report on the 	Surrey Heartlands Primary Care team				The report is due to come to the meeting in April 2023.
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		above recommendations later in the year.				
		AH 8/22: 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.	Surrey Heartlands Primary Care team and Surrey County Council Communications team	5 April 2022	October 2022	The Surrey Heartlands Primary Care team have confirmed that this work will take place over the next few weeks as part of the wider work around access, and they will be including Surrey County Council in developing communication and engagement plans. The co-design communication and engagement will be focused on the period following the current procurement processes, though there has been lots of patient engagement happening via their practices over the last few months

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						as they have been developing their new enhanced access services.
23 June 2022	All-Age Autism Strategy Review [Item 5]	AH 12/22: For Learning Disabilities and Autism Leads at Surrey County Council and other partners involved in the strategy to raise further awareness of Autism amongst elements of the BAME/GRT community. To have an informal meeting on progress toward this in a future informal Adults and Health Select Committee meeting.	Hayley Connor, Director – Commissioning, CFLL (SCC) Steve Hook, Assistant Director, LD&A (SCC)	2 August 2022	October 2022	A date for this briefing is being arranged.

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		AH 13/22: For Learning Disabilities and Autism Leads at Surrey County Council to closely work with Surrey Heartlands and Frimley ICSs to ensure that knowledge and consideration of autism is emphasised in EDI training and as well as in EDI principles surrounding staff recruitment and work practices.		2 August 2022	October 2022	The Leads have been contacted for a response.
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		AH 14/22: For Learning Disabilities and Autism Leads at Surrey County Council and other partners involved in the strategy to adopt a meaningful co-production approach, a shared vision, resourcing and prompt timelines to implement the strategy, given that the success of the strategy will largely rest on being able to collaborate effectively with other partners.		2 August 2022	October 2022	The Leads have been contacted for a response.
		AH 15/22: Bring this item back to the Adults and Health Select Committee in an informal session, with specific updates on the <i>work with Employability</i> as well as the <i>preparations for the Adulthood Board Activities</i> .		2 August 2022	October 2022	A date for this briefing is being arranged.

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Adult Social Care Complaints – October 2021 to March 2022 [Item 6]	<p>AH 16/22: That a thorough review is undertaken by Adult Social Care Leads at Surrey County Council, with the assistance of relevant corporate system providers, of the current CRM system in place to make it as user-friendly as possible, and to harness all the functions within the CRM system.</p>	<p>Liz Uliasz, Deputy Director, ASC (SCC)</p> <p>Kathryn Pyper, Senior Programme Manager, ASC (SCC)</p>	N/A	N/A	<p>Response:</p> <p>We fully recognise the importance of having the right customer relationship management (CRM) capabilities to deliver the best experience for our customers when they contact us, as well as being able to better gather and use insights from our interactions with customers to improve our services.</p>
	<p>AH 17/22: For Adult Social Care Leads at Surrey County Council to review what is being considered, and the parameters being used, in the process of acquiring a new CRM system.</p>		N/A	N/A	<p>The Council's Digital Design Team is currently working on a user centred design to support a new Relationship Management and Insights (RM&I) Programme. This Programme will identify how we can gain better insights (data) to inform how we engage with residents in Surrey. It will identify the technology needed to improve the customer experience (including</p>

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						<p>customer relationship management (CRM) and digital channels), as well as improvements to processes and ways of working, and opportunities to work better with other council services and SCC Partners.</p> <p>The Programme is currently in the early discovery and design phase. Research has been conducted to understand what our customers want and need, and these insights will be used to scope the technology and systems required to make it easier for people to get support in the way they want it across a range of contact channels, including phone, online, SMS, social media and more. We will take a phased and agile approach to the programme, building on the design work</p>
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						<p>completed. We will be putting in place improved technical capabilities and business process and will be working towards replacing Achiever and Zendesk (our current CRM systems) over the next 12-18 months.</p> <p>Sarah Bogunovic, Head of Customer Strategy is the Senior Responsible Officer (SRO) and Marie Snelling is the Accountable Sponsor for this programme of work.</p>
		<p>AH 18/22: That a follow-up informal session is held to address/investigate how Issues of Concern are recorded and dealt with, as opposed to formal complaints.</p>		<p>2 August 2022</p>	<p>October 2022</p>	<p>Response:</p> <p>The Adult Social Care complaints process is statutory and so our priority must be to meet these responsibilities. In Adult Social Care the focus continues to be upon being responsive, open to</p>

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						<p>feedback and resolving any issues of concerns as close to the point of service as possible, because that delivers the best outcomes for residents and staff. As good practice, any issue of concern will always be addressed by members of staff at the time it is raised by a resident and recorded in a case note as appropriate. We also complete the ASCOF annual customer survey and if issues are identified they will be followed up. We will be making significant changes to how we interact with the public in preparation for the forthcoming Adult Social Care charging and fair cost of care reforms and will investigate how we might be able to capture issues of concern as part of that process, without introducing a resource intensive process. Sarah</p>
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						<p>Bogunovic, Head of Customer Strategy has offered to attend a future Select Committee to talk about the upgrade to the Council's customer relationship management (CRM).</p> <p>A date for this briefing is being arranged.</p>
		<p>AH 19/22: For Adult Social Care Leads at Surrey County Council to look into investigating training available from the Ombudsman to learn from cases upheld.</p>		N/A	N/A	<p>Response:</p> <p>The Adult Social Care Customer Relations Manager and Officer will be attending a forthcoming LGSCO course which focusses upon accepting, investigating and deciding complaints for councils and social care providers. This online skills course is delivered by experienced Ombudsman staff. Participants can draw on knowledge gained from LGSCO</p>

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						experience of over four decades of complaints investigation, decision-making and remedy recommendations. The Customer Relations Team will then seek approval from the Adults Leadership Team to fund and roll out the training across Adult Social Care (£450 full course fee for 18 delegates).
	Mental Health Improvement Programme Stocktake after 12 months [Item 7]	AH 20/22: For Surrey Heartlands CCG, Surrey and Borders Partnership NHS Foundation Trust, and Surrey County Council to continue to campaign for a change in the National Allocation Formula that would accurately reflect some of the mental health issues faced by Surrey Residents.	Surrey Heartlands, Surrey and Borders Partnership, and Surrey County Council	2 August 2022	October 2022	Response: We agree with this recommendation, which has the potential to affect funding flows in the longer term. System partners (including SaBP and SCC) have raised issues with the National Allocation Formula in regional and national forums and will continue to do so. We believe that our case will be stronger if we seek the

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					<p>support of other systems who are similarly disadvantaged by the formula, and we will discuss the case for change with them.</p> <p>We appreciate the support of elected representatives in campaigning and believe that members would have a key role to play in any successful attempt to change the National Allocation Formula.</p> <p>A meeting will be arranged with the Scrutiny Officer to discuss this work further in due course.</p>
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		AH 21/22: For Surrey Heartlands CCG, Surrey and Borders Partnership NHS Foundation Trust, and Mental Health leads in Surrey County Council to provide a future update and report to the Adults and Health Select Committee on the technology being sought, and the progress being made in rolling out technological systems to improve Mental Health Services in Surrey.		N/A	N/A	This will be included in the report at the meeting in October 2022.
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		<p>AH 22/22: For Surrey Heartlands CCG, Surrey and Borders Partnership NHS Foundation Trust, and Mental Health leads in Surrey County Council to provide a future update and report to the Adults and Health Select Committee on how existing and additional funding will be effectively used to deliver on the Mental Health Improvement Programme, and to provide a timeline as to when the plan is expected to be delivered on.</p>	2 August 2022	September 2022	This item is scheduled for October 2022.
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17 December 2020	Scrutiny of 2021/22 Draft Budget and Medium-Term Financial Strategy to 2025/26 [Item 5]	AH 2/20: 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	October 2022	These visits are being looked into.
16 December 2021	Scrutiny of 2022/23 Draft Budget and MTFs to 2026/27 [Item 5]	AH 5/21: 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	October 2022	The Cabinet Member is preparing a response.

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3 March 2022	Primary Care Access [Item 7]	AH 9/22: Surrey Heartlands Primary Care team to provide an updated infographic on the delivery of services.	Surrey Heartlands Primary Care team	N/A	N/A	The infographic has been shared with the Committee Members.
23 June 2022	All-Age Autism Strategy Review [Item 5]	AH 23/22: The Director of Commissioning (CFLL) to provide additional information on annual reviews of EHC Plans.	Hayley Connor, Director – Commissioning, CFLL (SCC)	2 August 2022	October 2022	A response is being prepared.
		AH 24/22: The Director of Commissioning (CFLL) to provide an answer regarding private diagnoses not being recognised by the NHS from a Children’s Services perspective.		N/A	N/A	Response: The most important consideration in regards to an Autism diagnosis is the standard of the assessment rather than whether or not the diagnosis has been obtained privately or through the NHS. If it follows NICE guidance and has been completed by relevant specialist professionals the diagnosis should be accepted.

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						<p>It is of note that Mindworks CYPS Community team practitioners cannot recommend any specific provision, so for example need for a specialist school versus a mainstream school. The health report will describe the potential needs of a child or young person.</p>
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