

**ADULTS AND HEALTH SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER
APRIL 2023**

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KEY			
	No Progress Reported	Recommendation/Action In Progress	Recommendation/Action Implemented

Recommendations

Meeting	Item	Recommendation	Responsible Officer/Member	Deadline	Progress Check On	Update/Response
23 June 2022	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	December 2022	<p>Interim Response:</p> <p>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 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</p>

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						<p>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>
5 October 2022	Enabling You with Technology [Item 6]	AH 26/22: For the Head of Resources for Adult Social Care to ensure that further and more sustainable funding is secured for the Enabling You With Technology Programme, and to provide a future informal briefing to the Adults and Health Select Committee, on any efforts to secure further Funding for the Programme in light of the timelines surrounding existing sources of funding.	Toni Carney, Head of Resources (ASC)	18 November 2022	December 2022	The officers have been contacted for a response.

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		AH 27/22: For the Head of Resources for Adult Social Care to pursue data capture in order to analyse the implications of a variety of conditions of service users, so as to better tailor provision and gain a more detailed understanding of these conditions and the associated impacts.	Toni Carney, Head of Resources (ASC)	18 November 2022	December 2022	The officers have been contacted for a response.
	Mental Health Improvement Plan [Item 7]	AH 28/22: For the MHIP Digital and Data Workstream Lead to ensure to increase awareness of the Kooth system, and to ensure that it is increasingly enabling Children and Young People to access appropriate online support for their mental health; and to provide the Adults and Health Select Committee with a future written update on this.	Liz Williams and Kate Barker, Joint Strategic Commissioning Convenors Surrey and Borders Partnership		December 2022	Interim response: Since our meeting, we have received Kooth's proposal for contract renewal into 2023/24. As part of the contract renewal process, we will be working with Kooth to increase the awareness of online support available to children and young people in Surrey by maximising the usage of Kooth's available capacity. This will include exploring how awareness of

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						Kooth's services can be raised through schools, GPs or other routes. As an example, we have videos for both GPs and for other partner agencies providing them information about the services offered. We will update the committee on progress following the conclusion of the contract renewal process, and after allowing for a short period of further activity to demonstrate the impact of actions undertaken.
		AH 29/22: For the Joint Executive Director for Adult Social Care and Integrated Commissioning and Surrey and Borders Partnership, to develop a robust process to deal with complaints as well as Issues of Concern regarding mental health services, and to	Liz Bruce, Joint Executive Director for Adult Social Care and Integrated Commissioning	18 November 2022	December 2022	The officers are preparing a response.

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		provide a written update to the Adults and Health Select Committee on progress toward this.	Surrey and Borders Partnership			
2 November 2022	The Accommodation with Care and Support Strategy Progress Update [Item 5]	AH 36/22: For Accommodation with Care and Support Strategy Leads at Surrey County Council to ensure that Extra Care and Supported Independent Living Accommodation is genuinely affordable in line with welfare benefits for individuals who qualify for such accommodation, and to provide a future written update to the Adults and Health Select Committee on this.	Accommodation with Care and Support Strategy Leads at Surrey County Council	12 December 2022	12 December 2022	Response: In working with strategic partners, the Accommodation with Care and Support Strategy Leads have stipulated that both rents for tenancies and service charges to pay for communal facilities will be fundable through housing benefit. We will work collaboratively with housing authorities to ensure that this is put in place on a sustainable basis. While some elements like personal use of utilities (metered in individual apartments) are not eligible for housing benefit, the cost exposure for individuals will be limited through careful design, e.g.

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						through a highly energy efficient specification in the built environment which delivers against Surrey County Council's Climate Change strategic ambitions. While we will ensure that all future tenants in Extra Care and Supported Independent Living Accommodation are given clear guidance on their entitlement to housing benefit and other welfare benefits, any relevant benefit applications and agreements will be completed in advance of any individual occupying their new home.
		AH 37/22: For Accommodation with Care and Support Strategy Leads at Surrey County Council to develop explicit plans on the specific and specialised facilities that will be	Accommodation with Care and Support Strategy Leads at Surrey County Council	12 December 2022	12 December 2022	Response: Extra Care Housing To support the Accommodation with Care and Support strategic programme, Surrey County Council

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		<p>available within the context of the Extra Care and Supported Independent Living Facilities/sites, and to provide a future written update to the Adults and Health Select Committee on this, including on what is included in the rent and what is chargeable.</p>				<p>has produced generic building design principles for the self-contained housing units and communal facilities that will comprise future commissioned Extra Care Housing settings. These set out our key expectations for the built environment for construction partners. Ultimately, each Extra Care Housing setting will deliver a highly accessible environment which provide "homes for life" for its residents, enabling people to enjoy shared activities as part of a wider community on-site while providing easy access to varying levels of care and support. The communal facilities will be much more generous than those found in more mainstream housing settings and</p>
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						<p>will comprise of the following as a minimum:</p> <ul style="list-style-type: none"> Communal lounge A dining area and adjoining kitchen, which provides access to a café, restaurant or bistro and includes a tea kitchen A flexible space, which can be used for therapy or consultancy with health partners Activity spaces, which can also act as quiet spaces or hobby rooms Assisted bathroom Mobility scooter storage Landscaped garden areas Staff offices, which include changing and laundry facilities for the dedicated care staff <p>The Extra Care Housing settings will also be designed in such a way that they will support Surrey</p>
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						<p>County Council's Climate Change Strategy, with low carbon technology and energy efficient infrastructure in line with LETI standards. While each setting will have at least one fully wheelchair accessible apartment (designed to M4(3) requirements), all of the other apartments have been specified to M4 (2) standards, which mean that they are highly accessible and adaptable as required by residents. In providing everyone with "their own front door", each unit will have all of the modern conveniences to allow people to live independently and to access the rest of the building and local community on their own terms – including fitted kitchens and laundry facilities, spacious living areas, double bedrooms, fully</p>
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						<p>adaptable bathrooms and individual balconies. As stated in the first written response, funding arrangements will be put in place in such a way that the tenancies and shared costs associated with the communal facilities will be covered through housing benefits. While there will be some elements which are linked to individual use and are therefore not eligible for housing benefit (e.g. electricity bills metered in each apartment), these will be kept to a minimum through the sensitive design of each setting. Supported Independent Living Within SCC developed SIL the specific and specialised facilities will vary between the self-contained flats and the shared houses. Rent and Eligible service</p>
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						<p>charges are modelled to not exceed the expected Housing Benefit that individuals will receive when occupying specialist accommodation. Work has been undertaken to evaluate the level of Housing Benefit that individuals are likely to receive across the different D&B areas.</p> <p>Self-contained flats:- Each flat will be entirely self-contained and have the ability to support tracking hoists and wheelchair access. White goods will be fitted and covered by warranty. Each flat will have metered utilities so that each tenant can pay for their energy and water consumption. This element will be chargeable to the tenant. Each block of flats has a communal lounge area with en-</p>
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						<p>suite facilities. This space can be used flexibly and includes provision of a pull-down bed should a care worker need to provide a sleep-in service. The utilities for this space and all other communal areas (e.g. corridors, lobby areas) will be incorporated within the wider building charges and funded via rent and eligible service charge. The rent and eligible service charge will also cover the general maintenance and upkeep of the building (soft and hard FM).</p> <p>Shared Houses:- Each shared house will have 5 private bedrooms all with en-suite facilities with the remaining areas being for communal use (e.g. lounge, Kitchen, Diner). Each room will have the ability to support tracking hoists and wheelchair</p>
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						<p>access and in addition each house will have a lift. White goods will be fitted in communal areas and covered by warranty. It is not possible to meter individual rooms and therefore costs have been modelled to ensure that rent and service charge covers utilities and general maintenance of the building.</p> <p>In both types of setting (self-contained and shared) the 'lifecycle costs' relating to refurbishment and replacement of fixtures and fittings have been included in the rent and service charges.</p> <p>It is important to note that, in each SIL model, the communal facilities will only be available to the residents living in the accommodation. The communal facilities are part of the individual's</p>
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						home and will not be accessible to the local community
	Surrey All Age Mental Health Investment Fund Programme: Update on Phasing of Implementation Planning [Item 6]	AH 40/22: For the Joint Executive Director for Public Service Reform & the Joint Strategic Commissioning Convenors to formulate a focused list of criteria to determine the priorities and geographical spread involved in making parameters for the Mental Health Investment Fund.	The Joint Executive Director for Public Service Reform & the Joint Strategic Commissioning Convenors	12 December 2022	March 2023	Response: There is a clear list of criteria which the bids are assessed against and, following the first round of assessment, we will map the geographical spread of the awarded grants to ensure it is appropriate and maintains a good spread across the county. We are also targeting specific areas of need identified from the JSNA and MH improvement plan to ensure the MH priorities of the residents of Surrey are aligned with the MHIF parameters.
6 December 2022	ASC Complaints [Item 6]	AH 51/22: That frontline Adult Social Care Staff are receiving adequate mandatory and consistent training on improving	Senior Programme Manager for Adult Social Care &	27 January 2023	January 2023	Officers have been contacted for a response:

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	staff conduct and attitude, and that training and staff conduct, including that of partner organisations, are routinely monitored, with consequences put in place for unacceptable failures to attend such mandatory training.	Chief Operating Officer for Adult Social Care				
	AH 52/22: That further progress is made toward increasing the timeliness of assessment processes.	Senior Programme Manager for Adult Social Care & Chief Operating Officer for Adult Social Care	27 January 2023	January 2023	Officers have been contacted for a response:	
	AH 53/22: That Issues of Concern are more effectively recorded, including through exploring technological avenues to do so; and that these are also utilised to improve Adult Social Care Services.	Senior Programme Manager for Adult Social Care & Chief Operating Officer for Adult Social Care	27 January 2023	January 2023	Officers have been contacted for a response:	

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Surrey Safeguarding Adults Board Annual Report [Item 7]	AH 54/22: That Adult Social Care service users and Adult Social Care frontline staff, are continuing to receive adequate Adult Safeguarding reassurances and support, and to raise awareness of such support available.	Adult Social Care Leads & Surrey Safeguarding Adult's Board	27 January 2023	January 2023	Officers have been contacted for a response
	AH 55/22: Formulate a concerted multi-agency plan to raise awareness of the various aspects of Safeguarding, and to help residents understand the distinction between Children's and Adult's Safeguarding.	Adult Social Care Leads & Surrey Safeguarding Adult's Board	27 January 2023	January 2023	Interim Response: The SSCP have been approached to work with the SSAB on this to develop a joint plan.
	AH 56/22: To collate data and insights from member agencies into Safeguarding training provision, and for this to be incorporated into a future report	Adult Social Care Leads & Surrey Safeguarding Adult's Board	27 January 2023	January 2023	Interim Response: This recommendation will be considered as part of the QA framework for 23/24. For NHS health agencies this data is collected by Surrey Heartlands ICB

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		for a formal Adults and Health Select Committee meeting.				and current data has been collected. This will allow the SAB to analyse that data and ask any further questions of health agencies.
		AH 57/22: That the Board further raise awareness of safeguarding adults and support available.	Adult Social Care Leads & Surrey Safeguarding Adult's Board	27 January 2023	January 2023	Interim Response: The Communication subgroup has recently met and continues to develop the workplan. A communication strategy is in development and will be finalised by April 2023. The SAB team has also been strengthened the team with a new Partnership Post whose responsibility will be engagement and communication which will support taking this recommendation forward.
13 February 2023	Access to NHS Dental Services	AH 1/23: To improve access to dental care for vulnerable individuals; including the	Dentistry Leads at Surrey	TBC	TBC	The recommendations have been sent to Dentistry Leads at Surrey

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	in Surrey [Item 5]	<p>homeless, deprived communities, Domestic Abuse Victims, those suffering ill Mental Health, and residents with Learning Disabilities and Autism.</p> <p>AH 2/23: To reduce existing and future backlogs in dental care.</p> <p>AH 3/23: To improve communications, vehicles for communications, and work better with partners, to ensure that residents are aware of dental services available to them.</p> <p>AH 4/23: To urgently campaign for improvements to NHS Dental Contracts to maximise potential for patient access and to retain and attract dentists to perform NHS treatments.</p>	Heartlands & Frimley ICS			Heartlands and Frimley ICS for a response.
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		<p>AH 5/23: To identify and implement strategies to work with schools to improve dental health.</p> <p>AH6/23: In order to understand supply vs demand for appointments, it is recommended that a log is created, at all entry points into the system, of individuals denied dental appointments at NHS registered practices; and for this information to be centrally collated.</p>				
16 February 2023	Children and Young People's Emotional Wellbeing and Mental Health [Item 6]	AH 7/23: To establish explicit criteria and SMART performance metrics for measuring the outcomes and effectiveness of Children and Young Person's Emotional Wellbeing & Mental Health		TBC	TBC	The recommendations have been sent to lead officers for a response.

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		<p>services in relation to total requirements for mental health support in Surrey; and to report performance against these metrics to the Adults and Health Select Committee and the Children, Families, Lifelong Learning and Culture Select Committee every three months from June 2023.</p> <p>AH 8/23: To collate and share data on priorities, areas of need, waiting times for assessment and treatment, and outcomes for treatments as part of Children and Young Person’s Emotional Wellbeing & Mental Health services.</p> <p>AH 9/23: To ensure that there is accuracy and synergy of patient records, and that all</p>				
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		<p>organisations involved in treating patients can access and update these records accordingly.</p> <p>AH 10/23: For waiting times to be reduced across all pathways as part of all Prevention and Early Intervention measures, as well as through the process of Transitions.</p> <p>AH 11/23: To continue to advance social prescribing County-Wide, and to ensure that there are appropriate initiatives, workable processes, adequate funding, and sufficient resources for this.</p> <p>AH 12/23: To conduct a thorough review into training provision for Children and Young Person's Emotional Wellbeing &</p>				
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		<p>Mental Health services frontline and managerial staff.</p> <p>AH 13/23: For early diagnosis and appropriate mental health support for Children and Young Persons with Learning Disabilities and Autism.</p> <p>AH 14/23: To monitor the impacts of waiting times for assessments and treatments on the acuity of Children and Young Person's mental health conditions, including the impact of the proposed reductions in treatment sessions aimed at reducing waiting times.</p> <p>AH 15/23: To review strategies across agencies for prevention</p>				
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		and intervention surrounding bullying of Children. AH 16/23: To bring this item back to a formal Adults and Health Select Committee meeting with an update on all the above recommendations (with representatives from the Children's Select Committee present).				
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23 June 2022	All-Age Autism Strategy Review [Item 5]	AH 23/22: The Director of Commissioning (CFL) to provide additional information on annual reviews of EHC Plans.	Hayley Connor, Director – Commissioning, CFL (SCC)	2 August 2022	December 2022	A response is being prepared.
5 October 2022	Mental Health Improvement Plan [Item 7]	AH 34/22: The Joint Executive Director for Adult Social Care and Integrated Commissioning to provide a further update on the Section 12 app.	Liz Bruce, Joint Executive Director - Adult Social Care and Integrated Commissioning	18 November 2022	December 2022	A response is being prepared.
6 December 2022	ASC Complaints [Item 6]	AH 61/22: The Chief Operating Officer to share the revised training offer and academy once formulated.	Chief Operating Officer	27 January 2023	January 2023	Officers have been contacted for a response.
		AH 62/22: A breakdown of trends and data over the last few months regarding complaints made on social media to be provided.	Chief of Staff (ASC)	27 January 2023	January 2023	Officers have been contacted for a response.

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13 February 2023	Access to NHS Dental Services in Surrey [Item 5]	<p>AH 1/23: Dentistry Leads at Surrey Heartlands & Frimley Integrated Care Systems to look into developing mobile solutions for the provision of dental services in geographical areas underprovided for.</p> <p>AH 2/23: Dentistry Leads at Surrey Heartlands & Frimley Integrated Care Systems to look into receiving Corporate donations for toothbrushes and toothpastes for deprived communities.</p> <p>AH 3/23: Dentistry Leads at Surrey Heartlands & Frimley Integrated Care Systems to provide further details on the support available for homeless individuals on an area by area basis.</p>	Dentistry Leads at Surrey Heartlands & Frimley ICS	TBC	TBC	The actions and requests for further information have been sent to Dentistry Leads at Surrey Heartlands and Frimley ICS for a response.
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		<p>AH 4/23: The Director of Commissioning and Assurance, SRO Delegated Commissioning, Frimley ICB, to feedback to the national contracts process and commit to consider a way of collecting these views.</p> <p>AH 5/23: The Senior Commissioning Manager-Dental to provide the monthly reported NHS contact centre data regarding contact made by residents unable to access dentistry, including the survey work being undertaken by partners in this area.</p> <p>AH 6/23: The Director of Commissioning and Assurance, SRO Delegated Commissioning, Frimley ICB, to follow up on the availability and provision of clear</p>				
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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.

KEY			
	No Progress Reported	Recommendation/Action In Progress	Recommendation/Action Implemented

		<p>information regarding the complaints process, including collation and analysis of Issues Of Concern.</p> <p>AH 7/23: The Senior Commissioning Manager-Dental to follow up and update the committee on resident's ability to find information regarding their nearest dentist, including the digitally excluded.</p>				
16 February 2023	Children and Young People's Emotional Wellbeing and Mental Health [Item 6]	<p>AH 8/23: To write to ICB Chairs with requests for further funding to be allocated for Mental Health.</p> <p>AH 9/23: For a meeting to be organised between relevant Cabinet Members, the Executive Director for Children, Families and Lifelong Learning, and the Chair and Vice-Chairs of the Adults and</p>		TBC	TBC	The actions and requests for further information have been sent to lead officers for a response.

**ADULTS AND HEALTH SELECT COMMITTEE
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		<p>Health Select Committee to formulate a plan to help implement Action 1.</p> <p>AH 10/23: The User Voice and Participation team to research and update the Adults and Health Select Committee and the Children, Families, Lifelong Learning and Culture Select Committee on the difficulties experienced by young people with autism and mental health issues combined.</p> <p>AH 11/23: The User Voice and Participation team to share their Action Cards with stakeholders relevant to the issues highlighted within these.</p> <p>AH 12/23: The Programme Director-Mindworks, to provide the</p>				
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		<p>Adults and Health Select committee and Children, Families, Lifelong Learning and Culture Select Committee with the Mindworks monthly performance packs.</p> <p>AH 13/23: The Chief Executive, Surrey and Borders Partnership NHS Foundation Trust, to provide the Adults and Health Select committee and the Children, Families, Lifelong Learning and Culture Select Committee with an integrated and data-informed outcome measure by April 2023.</p>				
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