

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

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
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> <p>To be arranged.</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	Toni Carney, Head of Resources (ASC)	18 November 2022	December 2022	Contacted Toni Carney

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		timelines surrounding existing sources of funding.				
		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	Contacted Toni Carney
	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	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

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		Select Committee with a future written update on this.				maximising the usage of Kooth's available capacity. This will include exploring how awareness of 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	Liz Bruce, Joint Executive Director for Adult Social Care and Integrated Commissioning	18 November 2022	December 2022	To contact Liz Williams and Kate Barker.

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		deal with complaints as well as Issues of Concern regarding mental health services, and to provide a written update to the Adults and Health Select Committee on progress toward this.	Surrey and Borders Partnership			
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 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.	Senior Programme Manager for Adult Social Care & Chief Operating Officer for Adult Social Care	27 January 2023	January 2023	To contact COO
		AH 52/22: That further progress is made toward increasing the timeliness of assessment processes.	Senior Programme Manager for Adult Social Care &	27 January 2023	January 2023	To contact COO

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Surrey Safeguarding Adults Board Annual Report [Item 7]	<p>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.</p>	<p>Chief Operating Officer for Adult Social Care</p> <p>Senior Programme Manager for Adult Social Care & Chief Operating Officer for Adult Social Care</p>	27 January 2023	January 2023	To contact COO
	<p>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.</p>	<p>Adult Social Care Leads & Surrey Safeguarding Adult's Board</p>	27 January 2023	January 2023	To contact COO
	<p>AH 55/22: Formulate a concerted multi-agency plan to raise awareness of the various aspects of Safeguarding, and to help residents understand the</p>	<p>Adult Social Care Leads & Surrey Safeguarding Adult's Board</p>	27 January 2023	January 2023	<p>Interim Response:</p> <p>The SSCP have been approached to work with the SSAB on this to develop a joint plan.</p>

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	distinction between Children's and Adult's Safeguarding.				
	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 for a formal Adults and Health Select Committee meeting.	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 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

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						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.
4 October 2023	Winter Preparedness Surrey Heartlands Report - Managing UEC Surge [Item 5]	The Select Committee recommends to NHS Surrey Heartlands, that: 1. There is more NHS guidance in plain English to help people avoid unnecessary attendance at emergency departments (EDs) and hospital admittance by accessing other clinical services. 2. Both Surrey Heartlands and Frimley ICBs continue their campaigns, including email, SMS reminders and targeted engagement, for this winter's flu	Surrey Heartlands, Surrey and Borders Partnership, and Surrey County Council	1 March 2024	15 January 2024	

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		and Covid-19 vaccination programmes to ensure that all those eligible are made aware of the vaccination and increase uptake of the vaccines. 3. Commissioners make sure that there is primary care capacity, including out-of-hours provision to meet paediatric health needs in winter 2023/24. 4. Improvements are made in areas of low uptake for immunisations, and in particular are targeted at those in hard-to-reach communities.				
4 October 2023	Southeast Coast Ambulance Service Report (SECAmb) [Item 6]	The Committee notes the Trust's improvement work and agrees with the Care Quality Commissions findings via inspection, therefore the Trust should:	Surrey Heartlands and Frimley	1 March 2024	15 January 2024	

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		<ol style="list-style-type: none"> 1. Pursue the positive path of development described in the Southeast Coast Ambulance Service previous report, especially: 2. Continue to work with Emergency Departments to improve handovers. 3. Focus on delivering the contractual response times to attend patients. 4. Training of leaders to ensure they have the leadership skills required to ensure staff feel respected, supported, and valued. 5. Measure and report regularly on staff satisfaction and morale with publication of those reports to staff and the actions taken to resolve issues. 6. Measure and report regularly on the effectiveness of 				
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		communications to staff of key information including roles, responsibilities and the ease with which staff can escalate issue issues. 7. Prioritise the welfare, professional development, and training of the staff at all levels. 8. Provide mental health and wellbeing support to all staff.				
4 October 2023	Accident & Emergency Waiting Times/Pressures [Item 7]	The Committee recommended that: 1. Both Surrey Heartlands and Frimley ICBs continue their campaigns, including by email and SMS reminders with targeted engagement for this winter's flu and Covid-19 vaccination programmes ensuring that those eligible are made aware of the vaccination and increase uptake of the vaccines.	NHS Frimley. Frimley Health and Care ICS	1 March 2024	15 January 2024	

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		2. The Committee gave their support for redevelopment of the Frimley Park hospital site and would continue to conduct overview of the plans and delivery of the work.				
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