

**ADULTS AND HEALTH SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER
MARCH 2024**

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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 Helen Rostill	2 August 2022	December 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 support of other systems who are similarly disadvantaged by the formula, and we will discuss the case for change with them.

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						<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> <p>To be arranged.</p>
5 October 2022	Enabling You with Technology [Item 6]	AH 26/22: 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 provide a future informal briefing to the	Dan Stoneman- Head of Commissioning/ Lead on Technology Jon Lillistone Director	18 November 2022	28 February 2024 May 2024	<p>Committee was updated with a response.</p> <p>Programme will be going to the May Select Committee meeting.</p>

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		AHSC, on any efforts to secure further Funding for the Programme in light of the timelines surrounding existing sources of funding.	of Integrated Commissioning			
5 October 2022	Enabling You with Technology [Item 6]	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 and improve how provision is tailored to gain a more detailed understanding of these conditions and the associated impacts.	AWHP	18 November 2022	December 2022 15 January 2024 May 2024	Contacted Toni Carney (has now left SCC) Contacted for update. Interim Response: Programme will be going to the May Select Committee meeting.
5 October 2022	Mental Health Improvement Plan [Item 7]	AH 28/22: For the MHIP Digital and Data Workstream Lead to	Liz Williams & Kate Barker, Joint Strategic	18 November 2022	December 2022	Interim Response: Since our meeting, we have received Kooth's proposal for

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		increase the awareness of the Kooth system and ensure that it continues to enable Children and Young People (CYP) access to appropriate online support for their mental health. To provide AHSC with a future written update on this.	Commissioning Convenors Surrey and Borders Partnership (SaBP)			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 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.
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5 October 2022	Mental Health Improvement Plan [Item 7]	AH 29/22: The Joint Executive Director for Adult Social Care and Integrated Commissioning and SaBP, to develop a robust process to deal with complaints as well as issues of concern regarding mental health services and provide a written update to the AHSC on progress toward this.	Liz Bruce, Joint Executive Director for ASC & Integrated Commissioning Surrey and Borders Partnership (SaBP)		15 January 2024 28 February 2024	Liz Williams and Kate Barker were contacted for an update. It has been passed onto the Children's Mental Health Commission Lead for further update. Graham Wareham, Chief Executive SABP, contacted to provide an update.
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	Senior Programme Manager for Adult Social Care & Chief	27 January 2023	January 2023	To contact COO

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		conduct and attitude, and 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.	Operating Officer for Adult Social Care		15 January 2024	Liz Uliasz (COO) has been contacted for an update.
					15 February 2024	Contacted for an update.
6 December 2022	ASC Complaints [Item 6]	AH 52/22: Further progress is required towards 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	To contact COO
					15 January 2024	Liz Uliasz (COO) has been contacted for an update.
					15 February 2024	Contacted for an update.

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6 December 2022	ASC Complaints [Item 6]	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 15 January 2024 15 February 2024	To contact COO Liz Uliasz (COO) has been contacted for an update. Contacted for an update.
6 December 2022	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	To contact COO
6 December 2022	Surrey Safeguarding Adults Board	AH 55/22: Formulate a concerted multi-agency plan to raise awareness of	Adult Social Care Leads & Surrey	27 January 2023	January 2023	Interim Response: The SSCP have been approached to work with the

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	Annual Report [Item 7]	the various aspects of Safeguarding, and to help residents understand the distinction between Children's and Adult's Safeguarding.	Safeguarding Adult's Board			SSAB on this to develop a joint plan.
6 December 2022	Surrey Safeguarding Adults Board Annual Report [Item 7]	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 2022	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 SSAB to analyse that data and ask any further questions of health agencies.
6 December 2022	Surrey Safeguarding Adults Board Annual Report [Item 7]	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 2022	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]	AHSC 50/23: 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.	Surrey Heartlands Jackie Raven, Associate Director - ICS Urgent Care	1 March 2024	16 January 2024 26 January 2024 15 February 2024	Contacted Jackie Raven Response received. Response was shared with the committee.
4 October 2023	Winter Preparedness Surrey	AHSC 51/23: Both Surrey Heartlands and Frimley ICBs continue their	Jackie Raven, Associate Director- ICS Urgent Care	1 March 2024	16 January 2024	Contacted Jackie Raven

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	Heartlands Report - Managing UEC Surge [Item 5]	campaigns, including email, SMS reminders and targeted engagement, for this winter's flu and Covid-19 vaccination programmes to ensure that all those eligible are made aware of the vaccination and increase uptake of the vaccines.			26 January 2024 15 February 2024	Response received. Response was shared with committee.
4 October 2023	Winter Preparedness Surrey Heartlands Report - Managing UEC Surge [Item 5]	AHSC 52/23: Commissioners make sure that there is primary care capacity, including out-of-hours provision to meet paediatric health needs in winter 2023/24.	Jackie Raven, Associate Director- ICS Urgent Care	1 March 2024	16 January 2024 26 January 2024 15 February 2024	Contacted Jackie Raven Response was received. Response was shared with committee.

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4 October 2023	Winter Preparedness Surrey Heartlands Report - Managing UEC Surge [Item 5]	AHSC 53/23: Improvements are made in areas of low uptake for immunisations, and in particular are targeted at those in hard-to-reach communities.	Jackie Raven, Associate Director - ICS Urgent Care	1 March 2024	16 January 2024 26 January 2024 15 February 2024	Contacted Jackie Raven- Response was received. Response was shared with the Committee.
4 October 2023	Southeast Coast Ambulance (SECamb) Service Winter Preparedness [Item 6]	AHSC 54/23: The Committee notes the Trust's improvement work and agrees with the Care Quality Commissions findings via inspection, therefore the Trust should: Pursue the positive path of development described in the Southeast Coast	SECamb Helen Wilshaw-Roberts, Strategic Partnerships Manager, SECamb	1 March 2024	19 October 2023	Interim Response [7 December 2023]: The initial version of this [winter] plan was published in October version 1.0 as a live document, with the recognition that it would alter as more information and intelligence became available. Following Exercise Boreas (a winter tabletop exercise) the plan

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		<p>Ambulance Service previous report, especially:</p> <p>Continue to work with Emergency Departments to improve handovers.</p> <p>Focus on delivering the contractual response times to attend patients.</p> <p>Training of leaders to ensure they have the leadership skills required to ensure staff feel respected, supported, and valued.</p> <p>Measure and report regularly on staff satisfaction and morale with publication of those reports to staff and the</p>				<p>has now been updated and is in the process of being further reviewed. The current version (1.2) has had the following alterations:</p> <ul style="list-style-type: none"> - Updated EOC element with revised expectations and more details on leadership and clinical expectations. - Included several lessons that have been identified from Exercise Boreas <p>Version 1.2 is a live document which will be further revised following further discussions with NHSE and will include the latest winter operating model.</p> <p>A further update was provided on 03/01/24 quarterly catch-up meeting.</p>
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		<p>actions taken to resolve issues.</p> <p>Measure and report regularly on the effectiveness of communications to staff of key information including roles, responsibilities and the ease with which staff can escalate issue issues.</p> <p>Prioritise the welfare, professional development, and training of the staff at all levels.</p> <p>Provide mental health and wellbeing support to all staff.</p>					
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4 October 2023	Accident & Emergency Waiting Times/Pressures [Item 7]	The Committee recommended that: AHSC 55/23: 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 Philip Kelley, Director of Improvement & Workforce (Primary Care) Development / Acting Director of UEC access, NHS Frimley. Frimley Health and Care ICS	1 March 2024	16 January 2024 25 January 2024 15 February 2024	Philip Kelley Contacted for an interim response. Waiting for confirmation from Cate Edwards (NHS Frimley) Response was received. Response was shared with the Committee.
7 December 2023	Scrutiny of the Draft Budget 24/25 Draft Budget and MTFs to 28/29	AHSC 56/23: Given the known trends for rising demand for services and rising costs, it is the view of the Select Committee that a major transformation				Cabinet Response: The new Adults, Wellbeing and Health Partnerships directorate is in the process of formulating a refreshed 3 to 5 year

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[Item 5]	<p>project is needed based around the objective set in Section 2 of the Care Act 2014 of "Preventing needs for care and support "by:</p> <p>Developing community-based approaches to keeping residents healthy and in their own homes.</p> <p>Reducing the overall market demand for high-cost care services by refocusing efforts on prevention.</p> <p>Maximising the use of Technology Enabled Care including making the service available Surrey-wide as soon as possible for both self-funders and</p>				<p>transformation programme, building on the strengths of the new Directorate, including the transition of Public Health to sit alongside Adult Social Care. There will be three key areas of focus:</p> <ul style="list-style-type: none"> • The customer journey – to ensure the Council has the right workforce with the right skillsets to ensure SCC meet its duties under the Care Act. • Market shaping & commissioning – focused on developing a robust prevention and early intervention offer to keep people living independently in
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		Surrey funded service users.				<p>their own home. In addition, that people with ongoing care and support needs have access to home based support that reduces the need for higher cost institutional care. Expanding the use of technology enabled care and ensuring effective support to carers will also be key areas of focus.</p> <ul style="list-style-type: none"> Partnerships & integration – focused on ensuring that together with partners we are maximising resources across organisations to deliver best outcomes for Surrey residents who rely on multiple organisations for support. <p>The Directorate’s transformation programme will sit alongside and complement joint programmes</p>
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						<p>being taken forwards with NHS Integrated Care Boards partners on older people / frailty, mental health and integrated commissioning.</p> <p>Cabinet is committed to supporting this essential transformation work and recognises that some time limited focused investment will be required to enable its successful delivery. This will be considered by Cabinet the early part of 2024 as part of finalising the business case for the Directorate's refreshed transformation programme and joint transformation with NHS partners.</p>
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						A progress update item on the new transformation programme will be brought to the next Adults & Health Select Committee in March 2024.
7 December 2023	Scrutiny of the Draft Budget 24/25 Draft Budget and MTFS to 28/29 [Item 5]	AHSC 57/23: Recommends that the Cabinet Member for Health and Wellbeing and Public Health commits to work with Government and other agencies to raise the image of caring careers and the pay and salaries in the care industry.				Cabinet Response: The Cabinet Member for Health and Wellbeing and Public Health, together with Cabinet colleagues is committed to continually raising the profile of the Adult Social Care (ASC) industry and working with partners to understand and help address challenges faced in the care sector. An example of this was the creation of the £6m Workforce Innovation Fund in 2022/23 funded 50/50 by Surrey County Council and Surrey Heartlands Integrated Care Board which is investing in a range of

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						<p>workforce projects to support resilience in the local ASC and NHS workforce. The Council has also funded a workforce programme, led by the Surrey Care Association, which includes the development of an accredited and portable Care Certificate qualification which is expected to bring benefits to providers in relation to recruitment and retention.</p> <p>Cabinet will continue to proactively work with Government and make the case for sustainable funding for the care sector, while recognising that the Council cannot dictate pay levels for independent businesses.</p>
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7 December 2023	Adult Safeguarding Update [Item 6]	AHSC 58/23: The responsible officers in AWHP (SCC) to manage processes in line with capacity versus demand needs and monitor improvements in how operations will be more efficient. Analysing the demand and capacity will enable improvements to be made that smooths the flow of service users through the system and helps to create a better patient and staff experience of the healthcare process.	Adults, Health and Wellbeing Partnerships (AWHP) Sarah Kershaw Jon Lillistone Paul Richards		9 February 2024	Response request sent.
7 December 2023	Adult Safeguarding Update [Item 6]	AHSC 59/23: Implement the necessary processes which are needed to cope with demand to reflect the	Adults, Health and Wellbeing Partnerships (AWHP)		9 February 2024	Response request sent.

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		transformation work and help to improve the service.	Sarah Kershaw Jon Lillistone Paul Richards			
7 December 2023	Adult Safeguarding Update [Item 6]	AHSC 60/23: To review the Healthwatch reports and incorporate any learning into the Improvement Programme	Adults, Health and Wellbeing Partnerships (AWHP) Sarah Kershaw Jon Lillistone Paul Richards		9 February 2024	Response request sent.
7 December 2023	Adult Safeguarding Update [Item 6]	AHSC 61/23: Make it clear that SCC supports the protections given in employment law for whistleblowers and provide a simple easy to	Adults, Health and Wellbeing Partnerships (AWHP) Sarah Kershaw		9 February 2024	Response request sent.

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		access reporting route for them.	Jon Lillistone Paul Richards			
7 December 2023	Adult Safeguarding Update [Item 6]	AHSC 62/23: To organise a Members Briefing session on safeguarding and provide future training for Members around safeguarding.	Adults, Health and Wellbeing Partnerships (AWHP) ASC Chief Operating Officer (Liz Uliasz), Assistant Director- Adult Safeguarding (Luke Adams) and Member's Services Manager (Anna Miller) contacted.		5 January 2024 21 February 2024	Officers have been contacted for an update. Session on Adult Safeguarding is being planned for 18 March

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7 December 2023	A New Hospital for Frimley Park Hospital [Item 7]	AHSC 63/23: To ensure that consistent involvement is in place throughout the entirety of all planning stages.	Frimley Health NHS Foundation Trust Carol Deans, Director of Communications and Engagement Frimley Health NHS Foundation Trust Kishamer Sidhu, Chief Finance Officer & Executive Lead for New Hospital Emma Boswell, Director of Partnerships and Engagement		9 February 2024	Response Request Sent.

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7 December 2023	A New Hospital for Frimley Park Hospital [Item 7]	AHSC 64/23: To ensure that the caring and compassionate approach remains at the forefront of the patient experience in relation to the increase of health-related technologies in home environments. To be mindful that change can induce fear in vulnerable groups and to ensure the appropriate knowledge is provided regarding the motivations that influence the use of health-related technologies.	Frimley Health NHS Foundation Trust Carol Deans, Director of Communications and Engagement Frimley Health NHS Foundation Trust Kishamer Sidhu, Chief Finance Officer & Executive Lead for New Hospital Emma Boswell, Director of Partnerships and Engagement	9 February 2024	Response request sent.
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7 December 2023	A New Hospital for Frimley Park Hospital [Item 7]	AHSC 65/23: To ensure that local leaders are kept informed as per setting up a consultative or an advisory group amongst local interested leaders, and that this select committee is kept updated on key discussions/developments.	Frimley Health NHS Foundation Trust Carol Deans, Director of Communications and Engagement Frimley Health NHS Foundation Trust Kishamer Sidhu, Chief Finance Officer & Executive Lead for New Hospital Emma Boswell, Director of Partnerships and Engagement	9 February 2024	Interim response request sent.
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7 December 2023	A New Hospital for Frimley Park Hospital [Item 7]	AHSC 66/23: To ensure that the engagement is spread out widely and to engage with Primary Care Networks and local councillors for the area.	Frimley Health NHS Foundation Trust Frimley Park Hospital to attend the AHSC on 07 March 2024 and provide an update on progress.		9 February 2024	Interim response request sent.
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**ADULTS AND HEALTH SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER
MARCH 2024**

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Actions

Date	Item	Action	Responsible Member/Officer	Deadline	Progress Check	Action response. Accepted/implemented
7 December 2023	Scrutiny of 24/25 Draft Budget and MTFS to 28/29 [Item 5]	Adults, Wellbeing and Health Partnerships to provide the Skills for Care data, that is split up geographically across Surrey on vacancies in the adults' social care sector (if possible)	AW&HP Sarah Kershaw	6 February	5 January 2024 7 January 2024	Sarah Kershaw & AW&HP contacted. PowerPoint from the Business Intelligence Team was received and shared with Committee Members.
7 December 2023	Scrutiny of 24/25 Draft Budget and MTFS to 28/29 [Item 5]	The Director for Integrated Commissioning (ASC) agreed to update the committee on communication	Director for Integrated Commissioning Jon Lillistone	6 February	5 January 2024 7 February 2024	Director of Integrated Commissioning contacted. Response was shared with the Committee.

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		with Surrey Care Associations concerning the announcement by the Home Secretary on migration and the possible impacts it will have on the care sector.				
7 December 2023	Adult Safeguarding Update [Item 6]	The Area Director, East & Mid Surrey to identify whether messaging around reporting safeguarding issues, such as in libraries, could be more robust in effectively reaching all	Area Director, East & Mid Surrey Paul Richards	6 February	5 January 2024 12 January 2024	Area Director, East & Mid Surrey Contacted Response was shared with the Committee.

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		communities across Surrey.				
7 December 2023	Adult Safeguarding Update [Item 6]	The Cabinet Member for Adult Social Care agreed to ensure that concerns raised by Healthwatch Surrey related to reports received concerning poor communication and delayed response times are reflected within the Improvement Plan.	Cabinet Member for Adult Social Care Sinead Mooney	6 February	5 January 2024 7 February 2024	Cabinet Member for Adult Social Care contacted. Response was shared with the Committee.

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7 December 2023	Adult Safeguarding Update [Item 6]	The Cabinet Member for Adults Social Care agreed to communicate with the adult social care service to reassure the committee that training undertaken by local area community officers on safeguarding is meeting the standards expected.	Cabinet Member for Adult Social Care Sinead Mooney	6 February	5 January 2024 7 February 2024	Cabinet Member for Adult Social Care contacted. Response was shared with the Committee.
7 December 2023	Adult Safeguarding Update [Item 6]	It was suggested that the Member Seminar Programme	Chief Operating Officer (ASC) Liz Uliasz	6 February	5 January 2024	The Chief Operating Officer (ASC) and Member Services Manager have been contacted.

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		should include a session on Adult Safeguarding.	Member Services Manager Anna Miller		21 February 2024	Session on Adult Safeguarding is being planned for 18 March.
7 December 2023	A New Hospital for Frimley Park Hospital [Item 7]	For future planning, Frimley Park Hospital to provide what a modern hospital room for patients should look like to meet contemporary standards.	Frimley Health NHS Foundation Trust Carol Deans, Director of Communications and Engagement Frimley Health NHS Foundation Trust Kishamer Sidhu, Chief Finance Officer & Executive Lead for New Hospital Emma Boswell, Director of	26 January	5 January 2024 17 January 2024	Frimley Health NHS Foundation Trust were contacted. Response was shared with the Committee.

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			Partnerships and Engagement			
7 December 2023	A New Hospital for Frimley Park Hospital [Item 7]	A Member suggested that Frimley Park take another look at their map to include Ash on it. The Director for Partnerships and Engagement agreed to revisit the map for accuracy purposes.	Frimley Health NHS Foundation Trust Carol Deans, Director of Communications and Engagement Frimley Health NHS Foundation Trust Kishamer Sidhu, Chief Finance Officer & Executive Lead for New Hospital Emma Boswell, Director of	26 January	5 January 2024 17 January 2024	Frimley Health NHS Foundation Trust were contacted. Response was shared with the committee.

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			Partnerships and Engagement			
7 December 2023	A New Hospital for Frimley Park Hospital [Item 7]	Frimley Park to return to the Committee with an update on progress on the plans for Frimley Park Hospital at	Frimley Health NHS Foundation Trust Carol Deans, Director of Communications	26 January	5 January 2024 17 January 2024	Frimley Health NHS Foundation Trust contacted. Response shared with the Committee.

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		its March 2024 meeting.	and Engagement Frimley Health NHS Foundation Trust Kishamer Sidhu, Chief Finance Officer & Executive Lead for New Hospital Emma Boswell, Director of Partnerships and Engagement			
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