



To:
Councillor Mark Child
Cabinet Member for Health & Wellbeing

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Date 25 October 2017
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Summary: This is a letter from the Adult Services Scrutiny Performance Panel to the Cabinet Member for Health and Wellbeing following the meeting of the Panel on 10 October 2017. It covers the Performance Monitoring Report and Policy Commitments.

Dear Cllr Child

The Panel met on 10 October and looked at the Performance Monitoring Report (full report and Headline report) for July and August 2017 and a report on how the Council's Policy Commitments translate to Adult Services. The Panel would like to thank you and Alex Williams for attending to go through the reports and answer questions. The Panel appreciates your engagement and input.

We are writing to you to reflect on what we learnt from the discussion, share the views of the Panel, and, where necessary, raise any issues or recommendations for your consideration and response. The main issues discussed are summarised below:

Performance Monitoring

The Panel made a general point that there was a large amount of information contained in the report and they felt that this may not be easy to manage. They heard that challenge sessions are held with managers in the department on their areas and were assured that the information is therefore manageable.

Summary report page 4 – Long term domiciliary care. The Panel was concerned about the large increase in hours provided and the fact that we are rapidly nearing the operational ceiling in terms of availability of care hours. The Panel heard that the department is seeking to reduce the number of contracted hours and the budget for next year will reflect this. The Panel felt that there is a need to ensure that reductions

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in contracted hours for individuals are driven by need rather than budgetary pressures and that nobody will be left struggling to cope as a result. The Panel also heard that Brexit could have an effect on this issue and on residential care. The Panel look forward to receiving updates on progress at its meetings.

Summary report page 5 – Delayed transfers of care. The Panel was concerned about the large increase in August in delayed transfers of care and that a further increase in transfers of care had occurred in September. The Panel was pleased to hear that the department is hopeful that measures they have put in place will see this start to fall away in October. This Panel will monitor this going forward.

Main report page 44 – Safeguarding vulnerable adults. The Panel raised concerns about the 24 hour target and 7 day target and felt that we should be aiming for much higher. The Panel was pleased to hear that currently responsibility is dispersed out to all teams but the department is centralising this and are seeking to filter out duplicate referrals so as to make the measure more accurate. The Panel will want to monitor this performance measure as they are concerned that failure to make a decision about a vulnerable adult within the defined timescale could put somebody at risk.

How the Council's Policy Commitments translate to Adult Services

The Panel heard that the policy commitments were agreed by Council in July 2017 so there has only been a short amount of time to work on them. They also heard that the goals are wider than just Council goals and that Cabinet Members have a role to ensure the objectives are met.

The Panel felt that if 'RAG' status was going to be used then more context was needed so as to be able to assess how appropriate each status is particularly with regards to timescales and to give us a sense of progress on each project.

The Panel also felt that the objectives of key officers should be set out in more precise, timed terms and that any RAG status comparisons should be linked to the objectives of key officers across all departments involved. The Panel would like a report to be brought back in a year's time and would like it to be developed in more detail and include more structure around how the objectives will be achieved including timelines.

Work Programme Timetable 2017 – 18

The Panel agreed that an additional meeting be held to look at the Council budget proposals prior to them going to Cabinet. This meeting has been arranged for 5 February 2018 and you are welcome to attend. The Panel would like to see the budget, that is, the agreed plan of action put alongside the cash sums and described in terms of real activities, outcomes, outputs or inputs that the sums of money are intended to deliver, for example, number of people supported in care homes at any one time, or over the financial year, number of home care hours provided etc. In an ideal world, both the objectives of the key departments and officers, and the budgetary processes would tally and re- in force each other dynamically as the financial year evolves and is actively managed.

Alex Williams agreed to provide additional information for the meeting alongside the budget proposals to assist the Panel.

Your Response

We hope you find this letter useful and informative. We would welcome your comments on any of the issues raised but please note that in this instance, a formal response is not required.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Peter Black', with a stylized, cursive script.

PETER BLACK
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