

**MINUTES OF THE ADULTS AND COMMUNITIES SCRUTINY COMMITTEE
MEETING
HELD AT 7PM ON WEDNESDAY 14 NOVEMBER 2017
BOURGES VIERSEN ROOMS, TOWN HALL, PETERBOROUGH**

Committee Members Present: Councillors H Fuller (Chairman), J Bull (Vice-Chairman), A Ali, R Brown, M Hussain, N Simons, S Martin, S Lane, L Serluca, Parish Councillor N Boyce, Parish Council Co-opted Member

Also Present: Councillor W Fitzgerald Deputy Leader and Cabinet Member for Integrated Adult Social Care and Health

Officers in Attendance: Adrian Chapman Service Director: Community and Safety
Debbie McQuade Assistant Director: Adults
Sean Evans Housing Needs Manager
Will Patten Service Director: Commissioning
Oliver Hayward Assistant Director: Commissioning
Rob Hill Assistant Director: Communities & Safety
Hayley Thornhill Senior Policy Manager
Joanna Morley Democratic Services Officer

24. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Fox, Councillor Shaheed and Councillor King. Councillor Lane attended as substitute for Councillor Fox.

25. DECLARATIONS OF INTEREST AND WHIPPING DECLARATIONS

Councillor Bull declared that she was part of the judicial system being a magistrate in the youth and adult crime court but that she was not predisposed or predetermined in terms of item number seven.

26. MINUTES OF THE ADULTS AND COMMUNITIES SCRUTINY COMMITTEE MEETING HELD ON 12 SEPTEMBER 2017

The minutes of the meeting held on 12 September 2017 were agreed as a true and accurate record.

27. CALL IN OF ANY CABINET, CABINET MEMBER OR KEY OFFICER DECISIONS

There were no requests for call-in to consider.

28. PORTFOLIO PROGRESS REPORT: CABINET MEMBER FOR INTEGRATED ADULT SOCIAL CARE AND HEALTH

The Deputy Chairman and Cabinet Member for Integrated Adult Social Care and Health introduced the report which provided an overview of the work of the Adult Social Care service and the progress in delivering Adult Social Care focussing on specific areas from the overall Performance Dashboard for Adults.

The Adults and Communities Scrutiny Committee debated the report and in summary, key points raised and responses to questions included:

- The Adult Social Care portfolio was extremely challenging but the Cabinet Member felt that the department had managed remarkably well since the introduction of the Care Act in terms of managing budgets.
- The Council was facing particular challenges in the domiciliary care setting and in acute and residential dementia care.
- Budgets were restrained because of innovative procedures and because the service area had been adept at redesigning the commissioning service. Working jointly with Cambridgeshire had kept costs in check and had enabled a flow of expertise between the two councils.
- Weekly meetings with care providers took place in order to note issues and concerns so that resilience and capacity could be built in.
- There was a whole raft of free training offered to workforce providers in order to support them and ensure that a high quality service was delivered. As providers generally had very little capacity in which to free up staff to attend training sessions, the Council offered bespoke tailored training at a time and location best suited to them.
- Domiciliary care provision and higher needs nursing care were the two pinch points of the service and were currently being re-commissioned.
- The service had completed the Association of Directors of Adult Social Service (ADASS) self-assessment tool. Within this process all areas of adult social care had been assessed and areas where they were doing well or those that needed development were identified.
- Efforts were being made to increase the take-up of Direct Payments as Peterborough were currently below target when benchmarked against the Eastern region.
- Direct Payment was a positive initiative because it gave people absolute choice and control over their care. If the Council commissioned services on a patients' behalf it tended to be very prescriptive. With a direct payment or personal budget much more flexibility could be built in which in turn gave the patient a better quality of life.
- From a Local Authority perspective, direct payments were less transactional and therefore administratively, were cheaper. Evidence also suggested that where individuals had direct payments their needs were met more effectively and certainly more cost effectively.
- Uptake of the Direct payments scheme had been poor because the current contract did not have a strong focus on personal assistants and their recruitment
- There was now a new contract in place with a new emphasis on personal assistants and it was hoped that this new arrangement would drive the Direct Payments scheme forward and increase the uptake of it in Peterborough from the current level of 25% of service users accessing long term support up to the Eastern area average of 65%.
- An area of concern for the portfolio was non-elective hospital admissions. To try and mitigate forthcoming winter pressures on this area, additional services had been commissioned.
- A pilot scheme had been trialled last winter which had set up the British Red Cross in the emergency department to help deal with arrivals and ultimately lessen admissions to A & E. As this had proved very effective there was now funding in place for the service to continue for the next 18 months. A social worker funded by the Improved Better Care Fund would also work alongside the Red Cross.

- A falls service pilot had been commissioned to provide help to those who fell within their homes and ultimately to try and lessen admissions to A & E. Usually when anyone had a fall an ambulance was called to transfer the individual straight to hospital for assessment. The new provider, who could be summoned by using assisted technology eg.lifeline, would spend time with the patient, lift them up and re-assure them before the correct services were instructed.
- This year the Improved Better Care Fund (IBCF) totalled £3 million. This money had been spent on increasing the re-enablement service by 20%, recruiting more social workers, purchase of step down beds, and the falls prevention service which was a joint investment with Health services. As the IBCF was non-recurring money it was difficult to use it to set up non-sustainable programmes and therefore the decision had been made to invest a proportion of the money in housing for vulnerable people to try and mitigate some of the ongoing costs for social care and health and provide a small income that could be used to support front line services.
- Operationally, Peterborough and Cambridgeshire had been looking to align their services. Adult Early Health which encompassed the digital front door had been restructured and now took the best from both previous models to cope with shrinking budgets and increasing pressures. Economies of scale had been made, particularly around assisted technology and therapy services.
- A number of joint initiatives had already been established to encourage both economies of scale and closer working between Peterborough and Cambridgeshire. Examples of economies of scale included homecare and advocacy and best practice had been shared in the areas of detox and around the Better Care Fund.
- The Council was looking at ways in which different providers of carers could work together more closely so that each covered the same area ensuring that clients had some continuity of care as opposed to many different carers coming in each day.
- There was some flexibility for carers to give more time than the standard appointment time if that extra time was needed, but the time was based on an assessment of the individual's needs. This was yet another reason to encourage direct payments so that patients could control their budgets and the length of the carers' appointments.

ACTIONS AGREED

The Committee considered the report and RESOLVED that the progress made against the September Performance Dashboard and the priorities, challenges and opportunities facing Adult Social Care be noted and that:

1. The Assistant Director: Adults would provide the Committee with an executive summary of the ADASS self-assessment findings
2. The Re-enablement Statement of Purpose would be distributed to Committee Members
3. An additional report outlining the Adult Social Care Commissioning Arrangements would be presented at the next meeting of the Committee and that the report would make comparison to other statistically similar local authorities and benchmark against them.

29. FINANCIAL REPORT ON ADULT SOCIAL CARE

The Service Director and Assistant Director of Commissioning introduced the report which provided the Committee with information on the Savings and Transformation Programme and the associated impact on vulnerable members of the Community who qualified under the Care Act for support with their social care needs.

The Adults and Communities Scrutiny Committee debated the report and in summary, key points raised and responses to questions included:

- The report gave evidence to the effectiveness of the services that had been commissioned and their value for money.
- There had been a focus on investing in early prevention services such as reablement, assistive technology and therapy. The number of people in long term care had remained stable at around 1400 people per year despite demographic pressures so the evidence showed that it was working.
- The revised charging policy for care had been in place for two years and during this time less than 10 complaints had been received. The changes had resulted in marginally increased revenue.
- The Council had offered increased support for carers in recognition of the benefits they brought to the care economy and to prolong their ability to provide support. These benefits included respite care and initiatives such as a lunch club and peer to peer support.
- To ensure people were not digitally excluded, the Council offered a digital inclusion programme for vulnerable people to help them access online support. There were currently 165 people going through the programme and 78.6% had found it very easy to access support compared to 73.5% nationally.
- Self-funders would be given the correct information and guidance about the services that were available. With the right support, some self-funders would be able to avoid having to go into residential care.
- By sufficiently monitoring and supporting the population, Peterborough had one of the lowest rates of people in residential care. The figure for Peterborough stood at 302 per 100,000 of population compared to 584 per 100,000 for the rest of the Eastern region.
- For every person who had their care cancelled after an assessment there had been a follow-up visit from a social worker to check how they were managing. Where risks had been identified, ways to mitigate them had been looked at. Additionally residents were made aware of every benefit available to them and how to access them.
- Previously if an individual's needs were being met, then the Council left their care package as it was. Now, however, staff looked at different ways in which someone could be helped such as the use of assistive technology, and worked hand in hand with the individual and the support network in order to best meet their needs.
- The Council worked with the Carers Trust to offer training and support for families who have not previously experienced caring for someone with complex needs.

ACTION AGREED

The Committee considered and debated the report and RESOLVED to note its contents.

30. REPORT ON VICTIM BASED CRIME IN PETERBOROUGH

The Senior Policy Manager and the Assistant Director, Communities and Safety introduced the report which was submitted to allow the Committee, in their role as the Crime and Disorder Scrutiny Committee to understand the extent of victim based crime (including domestic abuse) occurring in Peterborough and the interventions that were in place to reduce offending.

The Crime and Disorder Scrutiny Committee debated the report and in summary, key points raised and responses to questions included:

- It was alarming to note that victim based crime was rising both in Peterborough and nationally.
- Nationally violent crime had seen an annual increase of 24% although officers felt that the way in which the figures were reported had some effect on this.
- In Peterborough the annual rate increase of violent crime was above the national average at 1400 or 30%.
- Two key areas of crime; the night time economy and domestic violence had attributed to 14% of this increase, however due to underreporting this figure could be significantly higher.
- In comparison with its statistical neighbours, Peterborough was recording higher rates of crime.
- There were two intervention schemes in place that were designed to address victim based crime. These were the Integrated Offender Management Scheme (IOM) and the Integrated Recovery Offender Programme (IROP).
- Both intervention schemes were based around intensive casework with individuals and had had great success in reducing the reoffending rate and the cost of crime. However, because the schemes were so intensive they could only deal with a small number of offenders.
- There were plans to extend IOM to deal with domestic violence offenders and to include the results of this programme within the domestic violence strategy.
- Officers wanted to understand the full extent and nature of the domestic violence picture in Peterborough before creating a solution to address it. Comparisons were being made with Peterborough's statistical neighbours to discover what approaches they were taking.
- Substance misuse and mental health issues were key drivers of the complex situation in Peterborough which was further affected by high levels of deprivation and a transient and diverse population.
- Help needed to be given to offenders suffering from substance abuse and mental health issues to break the cycle.
- Concern was expressed that in the current climate of reducing budgets it would be increasingly difficult to address this.
- There had been recent investment in domestic violence outreach provision and staff were currently being recruited for this.
- A domestic homicide review was being undertaken and anyone affected by this crime was being encouraged to come forward.
- The Safer Peterborough Partnership Re-offending Strategy, which would form part of a multi-agency response to reduce victim based crime, would be presented to the Committee for scrutiny.
- Inroads on better cohesion within the City were being made.
- There needed to be recognition of the fact that Peterborough had one of the poorest funded police forces in the Country and this obviously impacted greatly on the amount of resource available to tackle the problem.
- The Police and Crime Commissioner for Cambridgeshire went on record recently stating that Peterborough police force's ability to meet demand was being hampered because it was not being funded appropriately.

ACTIONS AGREED

The Committee RESOLVED to note the approach taken by the Safer Peterborough Partnership to reduce victim based crime in Peterborough and agreed that:

1. A report on The Safer Peterborough Partnership's Reducing Re-offending Strategy would be presented at the March meeting of the Adults and Communities Scrutiny Committee

2. The Committee would attend a follow-on workshop to gain a better understanding of the issues surrounding victim based crime in Peterborough and the work being done to address it.

31. HOMELESSNESS PREVENTION INTERIM UPDATE

The Housing Needs Manager introduced the report which provided the Adults and Communities Scrutiny Committee with an interim update on homelessness prevention.

The Adults and Communities Scrutiny Committee debated the report and in summary, key points raised and responses to questions included:

- There had been a 5% increase since last year in the number of people experiencing homelessness so although there was still an increasing upward trend it was fortunately not at the same pace.
- Since the September committee meeting the number of households in temporary accommodation had reduced by seven so some progress had been made. There were still however 321 people living in temporary accommodation.
- In total seven additional members of staff had been or were in the process of being recruited to the Housing Needs Team; these included four new homelessness prevention officers, two rough sleeper outreach workers and one chronically excluded adults officer post.
- An improved 'toolkit' was being developed in order to support officers' attempts to prevent homelessness. These tools would include using discretionary payments to clear rent arrears, expanding the use of the Homelessness prevention fund, providing help to pay mortgages and offering a landlords incentive scheme.
- The winter night project had started for which the Light Project Peterborough had already recruited 150 volunteers. They hoped to increase the number of volunteers to 250 and were also in talks with the Council to extend the provision to six months rather than the current three months.
- Officers were still considering what type of daytime provision that would offer somewhere to go to get guidance and advice could be offered to rough sleepers.
- The initiative to increase the housing supply was welcomed by Councillors. The process and the vehicle needed to acquire those properties had been agreed but it would be 12 to 18 months before the effects would be felt. Officers assured the Committee that they would be working to get families out of bed and breakfast accommodation as soon as possible.
- Councillors hoped that increasing the housing supply would have a substantial impact on tackling the cost and burden of providing bed and breakfast accommodation.

ACTION AGREED

The Committee RESOLVED to consider and comment on the update on homelessness prevention that has taken place since September 2017.

32. MONITORING SCRUTINY RECOMMENDATIONS

The Committee received the latest report outlining the responses to recommendations made at the previous meeting. Members were invited to comment on the report and identify any recommendations they felt required further monitoring.

ACTIONS AGREED

The Committee RESOLVED to consider the response from Cabinet Members and Officers to the recommendations made at the previous meeting, as attached in Appendix 1 of the report and agreed that no further monitoring of the recommendations was required.

33. FORWARD PLAN OF EXECUTIVE DECISIONS

The Committee received the latest version of the Council's Forward Plan of Executive Decisions, containing key decisions that the Leader of the Council anticipated the Cabinet or individual Cabinet Members would make during the course of the forthcoming month. Members were invited to comment on the Plan and where appropriate identify any relevant areas for inclusion in the Committee's work programme

ACTION AGREED

The Committee noted the Forward Plan of Executive Decisions and requested that the following non-key decisions be amended to show that the relevant scrutiny committee was not, as was stated, Adults and Communities but instead should be Growth, Environment and Resources;

- Daily cleanse around Gladstone street and nearby streets
- A Lengthmans to be deployed on Lincoln road, Millfield

34. WORK PROGRAMME 2017 – 2018

Members considered the Committee's Work Programme for 2016/17 and discussed possible items for inclusion.

ACTION AGREED

The Committee noted the work programme for 2017/18

35. DATE OF NEXT MEETING:

- 29 November 2017 – Joint Scrutiny Of The Budget
- 16 January 2018 – Adults and Communities Scrutiny Committee

CHAIRMAN
7.00pm - 8.45pm

This page is intentionally left blank