

ADULTS AND HEALTH SCRUTINY COMMITTEE	AGENDA ITEM No. 7
13 JULY 2021	PUBLIC REPORT

Report of:	Charlotte Black, Director of Adults Social Care	
Cabinet Member(s) responsible:	Councillor Irene Walsh - Cabinet Member for Adult Social Care, Health and Public Health	
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CAMBRIDGESHIRE AND PETERBOROUGH ADULT SOCIAL CARE PARTNERSHIP BOARDS – 2020-21 ANNUAL REPORT

RECOMMENDATIONS	
FROM: Charlotte Black - Director of Adults Social Care	Deadline date: <i>Not Applicable</i>
<p>It is recommended that the Adults and Health Scrutiny Committee consider the contents of the report which is provided as an update on the work of the Cambridgeshire and Peterborough Adult Social Care Partnership Boards, 2020-21.</p>	

1. ORIGIN OF REPORT

1.1 This report has been referred to the committee from Cllr Irene Walsh Cabinet member for Adult Social Care, Health and Public Health

2. PURPOSE AND REASON FOR REPORT

2.1 The purpose of this report is to provide a summary of the work of the Partnership Boards during the previous year 2020-2021.

2.2 This report is for the Adults and Health Scrutiny Committee to consider under its Terms of Reference Part 3, Section 4 - Overview and Scrutiny Functions, paragraph No. 2.1 Functions determined by Council -Adult Social Care and Safeguarding Adults.

2.3 How does this report link to the Corporate Priorities?

Partnership Boards are directly linked the council’s priority to safeguard vulnerable adults and children, by providing a connection to the voice of our service users and a forum for co-production. This report details the important ways in which the Partnership Boards have worked with us during the period 1 April 2020 to 31 March 2021.

3. TIMESCALES

Is this a Major Policy Item/Statutory Plan?	NO	If yes, date for Cabinet meeting	No
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4. BACKGROUND AND KEY ISSUES

4.1 **Background**

4.1.1 Peterborough City Council and Cambridgeshire County Council believe that all their citizens have the right to be involved in the council decisions that affect their daily lives. One way of ensuring that this happens is by enabling their citizens to have a real voice in the design, delivery, and evaluation of the local services which they use. Both councils know that working together co-productively with the people who use their services is the best way to ensure that local people's needs are met, and resources used, in the most effective way.

4.1.2 There are five Adult Social Care Partnership Boards which support and improve social care practice and commissioning in Peterborough and Cambridgeshire. These Partnership Boards:

- Raise practice and commissioning issues and concerns with the councils.
- Share examples of good practice.
- Identify common themes and problems.
- Discuss ideas and issues that are important to them.
- Help the councils to design and deliver services that meet people's needs.

4.1.3 Each Partnership Board is made up of:

- Service user and/or carer representatives – these are known as 'independent members.'
- Voluntary and community sector provider representatives.
- Representatives from public sector services such as health and social care.

4.1.4 In 2018 Healthwatch Cambridgeshire and Peterborough were asked by Peterborough City Council and Cambridgeshire County Council to conduct a review of Adult Social Care Partnership Board arrangements across Peterborough and Cambridgeshire.

4.1.5 The review looked at how the existing separate Cambridgeshire and Peterborough Partnership Boards worked and if and how a single set of Boards might work across the two areas of Peterborough and Cambridgeshire.

4.1.6 Following consideration of the final options report in January 2019 it was agreed that the preferred option for the new Partnership Board arrangements across Cambridgeshire and Peterborough would be:

- One set of Partnership Boards that covered both Peterborough and Cambridgeshire, with a network of local (place-based) Community Forums supporting the Boards.

4.1.7 In addition, it was agreed that:

- Healthwatch Cambridgeshire and Peterborough would be grant-funded to co-ordinate and support the Partnership Boards on behalf of both councils.
- The transition to the new Partnership Board arrangements would take place over a 12-month period, from April 2019 to March 2020.
- There would be five Adult Social Care Partnership Boards in the new set-up:
 - Carers Partnership Board (all age).
 - Older People's Partnership Board.
 - Learning Disability Partnership Board (which would include adults on the autistic spectrum).
 - Physical Disability Partnership Board.
 - Sensory Impairment Partnership Board.

- Each Partnership Board would aim for at least half of its membership to be Adult Social Care and/or health service users or carers (independent members), and each Partnership Board would be chaired by an independent member/carers.
- Healthwatch Cambridgeshire and Peterborough would support Partnership Board members from both areas to co-produce their terms of reference and the practical arrangements for the new Partnership Boards.

4.1.8 This transition period was completed in March 2020 and this report is intended to provide an update on the work of the new joint Partnership Boards during 2020-21.

4.2 Impact of the COVID-19 pandemic

4.2.1 The impact of the COVID-19 pandemic has affected every aspect of people's lives. Since 23 March 2020 when the government first announced guidelines on 'lockdown restrictions' and 'social distancing' measures, the UK population has been required to follow the guidance issued in order to control the risk of infection, protect families and communities, and save lives.

4.2.2 During the past year this has meant that lockdown and social distancing measures have impacted on the ability for groups such as the Adult Social Care Partnership Boards to hold their meetings and events as usual, in person, at community venues across Cambridgeshire and Peterborough.

4.2.3 However, Healthwatch Cambridgeshire and Peterborough and the Partnership Board membership have risen to the challenge of these difficulties and have continued to meet 'virtually' by Zoom throughout the period. The Healthwatch Cambridgeshire and Peterborough staff team, like the majority of council staff, have worked from home for most of the past year and have been adaptable and creative in their efforts to ensure that engagement activities have been able to continue, giving support, information, and encouragement to the Partnership Board membership. This has provided a key point of contact and two-way communication channel with the council which has enabled Partnership Board members to continue to be able to highlight concerns with the council and provide feedback on its service delivery on a regular basis.

4.2.4 As part of this support, Healthwatch Cambridgeshire and Peterborough were aware that not all the Partnership Board membership had access to the internet, the IT equipment, or the IT skills to participate fully online. Therefore, they discussed with Partnership Board members the best ways to help them to stay involved, including by telephone and post. In addition, when the COVID-19 guidance allowed and in a safe and risk assessed manner, Healthwatch Cambridgeshire and Peterborough were able to arrange for some Partnership Board members, who were either without the internet or with internet issues, to be supported to attend the Healthwatch office to participate via Zoom in meetings.

Partnership Board	Meeting dates
Carers Partnership Board	2020 – 5 May, 28 July, 8 September, 17 November 2021 – 12 January, 16 March
Older People's Partnership Board	2020 – 8 June, 21 September, 7 December 2021 – 8 March
Physical Disability Partnership Board	2020 – 18 June, 18 August, 10 November 2021 – 9 February
Sensory Impairment Partnership Board	2020 – 23 June, 22 September, 1 December 2021 – 2 March
Learning Disability Partnership Board	2020 – 17 September, 10 December 2021 – 18 March

4.2.5 In addition, the Partnership Boards held online focus groups on priority topics raised by the Partnership Board membership. These included:

- A series of four meetings in August 2020 on transport topics to which key local stakeholders were invited. These topics were:
 - Highways
 - Taxis
 - Public Transport
 - Community Transport

- A roundtable discussion on Disability Hate Crime, held in October 2020 as part of Hate Crime Awareness Week, attended by: Ray Bisby, Acting Police and Crime Commissioner; Stephen Welby, Head of the Victim and Witness Hub service; and DC Tiffany Lane, Action Against Hate Co-ordinator for Cambridgeshire Police: <https://www.healthwatchcambridgeshire.co.uk/blog/2020-10-13/tackling-disability-hate-crime>

4.3 Work undertaken by the Partnership Boards during the past year

4.3.1 Throughout 2020-21 the Partnership Boards have undertaken a range of work to support the improvement of local services with the aim to ensure the highest quality and best value services for people in Cambridgeshire and Peterborough. Some examples of the work undertaken are shown below.

4.3.2 Annual priorities – The Partnership Boards were asked to agree with their membership annual priorities for their work that were of importance to the client group that they represented. These priorities were in addition to the ongoing work that they would be undertaking to help improve care and support for those who use health and social care services. Healthwatch Cambridgeshire and Peterborough have then supported the Partnership Boards to take forward actions on these concerns. The annual priorities set by the Partnership Boards were:

Partnership Board	Annual priorities set by the Partnership Board
Carers Partnership Board	1) Support for adult sibling carers. 2) Prioritisation of healthcare services for carers. 3) Improvements in health and social care communications.
Older People’s Partnership Board	1) Transport. 2) Digital inclusion/exclusion and resilience.
Physical Disability Partnership Board	1) Digital inclusion/exclusion and resilience. 2) Stroke (cause/prevention/rehabilitation). 3) Hate Crime (disability). 4) Membership recruitment.
Sensory Impairment Partnership Board	1) Transport. 2) Digital inclusion/exclusion. 3) Membership recruitment.
Learning Disability Partnership Board	1) Digital inclusion/exclusion and resilience. 2) Health subgroup. 3) Transport. 4) Coronavirus delivery.

4.3.3 COVID-19 learning and recovery activities – The Partnership Boards have contributed to this work by sharing their experiences of the COVID-19 pandemic so that the learning can be used to improve current support to people and to help shape frontline services and

future commissioning. This included:

- Input from the Sensory Impairment Partnership Board for a report compiled by Healthwatch Cambridgeshire and Peterborough on the experiences of people with sensory impairments receiving services during the COVID-19 pandemic (and organisations that work with people with sensory impairments) with suggestions of how to address these concerns. This feedback was discussed at the Cambridgeshire and Peterborough Community Resilience Group.
- Engagement with Partnership Board members and other experts by experience groups on people's experiences and learning from the COVID-19 pandemic. This included a COVID-19 snapshot learning survey for service users and discussions at Partnership Board meetings (during August and September 2020). The aim was that the feedback gathered would help to inform the council's recovery plan for both frontline practice and future commissioning; providing suggestions for service changes that the council should keep doing once the COVID-19 pandemic crisis has passed and highlighting the benefits of new ways of working.

4.3.4 Support for the commissioning of new Adult Social Care services and the monitoring of existing commissioned services. This has included Partnership Board members:

- Providing feedback to support the development by the Adult Social Care Commissioning Team of the council's vision for domiciliary care – contributing to the design of community home care for the future.
- Providing initial feedback on the future vision for day services for older people and day opportunities for adults with learning disabilities (as part of this workstream within the Adults Positive Challenge Programme).
- Providing feedback on the new all age carers service for Cambridgeshire and Peterborough (delivered by Caring Together, Making Space and Centre 33) which started in August 2020.

4.3.5 Support for the development of new service strategies and engagement on system reviews. This has included Partnership Board members:

- Contributing to the co-production of the new all age autism strategy and action plan being developed for Cambridgeshire and Peterborough.
- Providing feedback on the Cambridgeshire and Peterborough Learning Disability Mortality Review (LeDeR) Programme, led by the Cambridgeshire and Peterborough Clinical Commissioning Group.

4.3.6 Support for the development of new public-facing council and health information and the review of existing communication and information materials. This has included Partnership Board members:

- Supporting the council's Public Health team to review its 'Stay Well this Winter' campaign materials so that they were fit for purpose for adults with learning disabilities and their carers for next winter.
- Providing feedback on the channels and methods they use to find out information on local services which has informed the work of the council's Communication and Information Team.

4.4 **Actions on concerns highlighted by the Partnership Boards**

4.4.1 It is a valued function of the Partnership Boards that they can highlight concerns with the council about its practice and commissioning or provide scrutiny and challenge on new developments, not just related to social care, that may have an impact on their lives. During the past year some examples of this function have included:

- The Partnership Boards raised concerns about mistakes and omissions in information sent (in May 2020) to direct payment holders advising them about the temporary 10% COVID-19 resilience payment and related COVID-19 guidance. This resulted in corrections being made and further information being shared via Healthwatch Cambridgeshire and Peterborough, the Direct Payment Support Service, and updated guidance being added to the City Council's website.
- The Partnership Boards raised concerns about problems with the process for the distribution of free PPE to personal assistants employed by direct payment employers. Their feedback resulted in changes to the process which ensured that the free PPE was then able to be accessed successfully. Also, this concern helped identify gaps in contact information for carers, in particular e-mail addresses, on the council's Mosaic social care case management system which is being followed up.
- The medical practice in Bretton had to close due to a COVID-19 outbreak. Patients had difficulty in getting in contact to get their prescriptions. This was because phone calls were being diverted to another practice but not being answered. This issue was raised by a Peterborough member of the Older People's Partnership Board (who represents the Better Bretton group). Healthwatch then followed this concern up so that guidance could be given to other GP surgeries in similar situations.
- Concerns were raised by a Peterborough member of the Carers Partnership Board about individuals not being able to access the Ambulatory Care Service at Peterborough City Hospital due to the COVID-19 lockdown restrictions in 2020. Ambulatory care treatments (such as providing intravenous antibiotics to treat urinary tract infections) can be offered as an alternative to inpatient stays. When followed up the North West Anglia NHS Foundation Trust (NWAFT) confirmed that the existing Outpatient Parenteral Antibiotic Treatment service had continued running throughout the pandemic and provided further information on the referral process. They said that suitable patients were being referred to the service either by their GP or, if they were an inpatient, their hospital consultant. Those patients could then attend the Ambulatory Care Unit (ACU) daily for treatment as an alternative to a hospital stay. Also, NWAFT confirmed that they would be piloting a Healthcare at Home service which would extend the service to patients unable to attend the ACU, to assess the number of patients that this might benefit. This pilot was aiming to include patients from Peterborough City Hospital from mid-February to March 2021.

4.5 **Added social value of the Partnership Boards work**

4.5.1 In addition to the 'business as usual' activities of the Partnership Boards there has been a variety of work that they have been involved in during the past year which has had added social value. For example:

- Changes to TV Licencing for people aged 75 and over

Older People's Partnership Board members were invited to an online engagement event organised by Spotty Dog Communications who were carrying engagement activities on behalf of TV Licencing.

The changes to the eligibility for free TV Licences were explained and people had the opportunity to ask questions. Information was provided on methods by which people could pay for their licence. Also, information was given on the eligibility for free TV Licences, how to apply for relevant benefits, and how to spot scams in relation to the licence changes.

Partnership Board members were then able to share this information with their networks.

- **Census 2021**

As the Census 2021 was being held online Healthwatch Cambridgeshire and Peterborough met with the local census managers to talk about the impact on people who are, for whatever reason, digitally excluded. They then circulated information about the census to all the Partnership Boards. This ensured that people were aware of the census, that it would be taking place online, and that support was available to people who could not complete it online as well as information available in alternative formats.

- **Links to other ‘experts by experience’ forums and groups**

Through the support of Healthwatch Cambridgeshire and Peterborough the Partnership Board membership has been able to link to, and work with, a range of other forums and groups beneficial to their activities. These included:

- Four place-based Health and Care Forums run by Healthwatch Cambridgeshire and Peterborough, covering Peterborough, Huntingdonshire, Fenland, and Greater Cambridge, which help to inform the work of the Partnership Boards.
- The Wheelchair Users Forum for Cambridgeshire and Peterborough.
- SUN Network – representing those who use mental health or drug and alcohol services across Cambridgeshire and Peterborough.
- The Counting Every Adult co-production group – representing adults with experience of multiple issues, such as homelessness.

4.6 Future Partnership Board activities already planned for 2021-22

4.6.1 It is already known that in the coming year the Partnership Boards will be involved in the following activities (the timelines for which may be affected by changes to the government’s roadmap out of lockdown restrictions and prevailing COVID-19 guidance):

- The co-production of a Learning Disability vision and strategy for Cambridgeshire and Peterborough.
- Further work on the co-production of the strategy for day services for older people and day opportunities for adults with learning disabilities in Cambridgeshire and Peterborough.
- A digital inclusion marketplace drop-in event, to be held at a community venue (subject to the prevailing COVID-19 guidance) later in the year.

5. CONSULTATION

5.1 No consultation required.

6. ANTICIPATED OUTCOMES OR IMPACT

6.1 This report is for information only.

7. REASON FOR THE RECOMMENDATION

7.1 This report is for information purposes to ensure that the Committee members are sighted on the important work of the Partnership Boards.

8. ALTERNATIVE OPTIONS CONSIDERED

8.1 Not applicable

9. IMPLICATIONS

Financial Implications

9.1 There are no implications within this category.

Legal Implications

9.2 There are no implications within this category.

Equalities Implications

9.3 There are no implications within this category.

Rural Implications

9.4 There are no implications within this category.

Carbon Impact Assessment

9.5 This annual report from the Partnership Boards is for information only and does not require any decisions which might have a carbon impact

10. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

10.1 Adult Social Care Partnership Boards – terms of reference, minutes and other reports can be found on the Healthwatch Peterborough website.

<https://www.healthwatchpeterborough.co.uk/improving-services-people-who-use-adult-social-care>

11. APPENDICES

11.1 None