

Coventry City Council
Minutes of the Meeting of Health and Social Care Scrutiny Board (5) held at 10.00
am on Wednesday, 13 September 2017

Present:

Members: Councillor D Gannon (Chair)
Councillor J Clifford
Councillor D Kershaw
Councillor R Lancaster
Councillor M Lapsa
Councillor A Lucas
Councillor T Mayer
Councillor C Miks
Councillor S Walsh

Co-Opted Members: David Spurgeon

Other Members: Councillors F Abbott and R Ali

Other Representative: Joan Beck, Chair of the Adult Safeguarding Board

Employees (by Directorate)

I Bowering, People Directorate
V Castree, Place Directorate
A Errington, People Directorate
L Gaulton, People Directorate
M Greenwood, People Directorate
E Hale, People Directorate
L Knight, Place Directorate
J Reading, People Directorate

Apologies: Councillor L Kelly

Public Business

8. Declarations of Interest

There were no declarations of interest.

9. Minutes

The minutes of the meeting held on 19th July, 2017 were signed as a true record. There were no matters arising.

10. Coventry Safeguarding Adults Board Annual Report 2016/17

The Board considered a briefing note on the Annual Report of the Coventry Safeguarding Board for 2016/17. A copy of the Annual Report was set out at an appendix to the briefing note. The Annual Report was introduced by Joan Beck,

Chair of the Safeguarding Adults Board. Councillor Abbott, Cabinet Member for Adult Services and Councillor Ali, Deputy Cabinet Member for Public Health and Sport attended the meeting for the consideration of this item. The Annual Report was due to be presented to the Health and Well-being Board at their next meeting on 16th October, 2017.

The Coventry Safeguarding Adults Board was a multi-agency partnership made up of a range of organisations that contributing towards safeguarding in Coventry. The Board was required to publish an annual report and business plan. The report summarised the key messages for the year and included the business plan which enabled the Board to plan upcoming work. The annual report also included performance data for the year which was monitored on a quarterly basis by the Board. The annual report was a key way of raising awareness of the issue of safeguarding adults.

Joan Beck informed that during the year the Board had embedded the principles of the Care Act in practice and improved the way in which people were safeguarded in a personalised way. Learning from review of practice had continued and steps had been taken to ensure that this learning extended to providers who were contracted to provide services. The focus on listening to members of the public had been renewed through a new engagement plan. There was an acknowledgement that more needed to be done in this area. For 2017/18 the focus was to be on responding to what members of the public say about their experience of safeguarding issues, so building awareness of safeguarding in communities and empowering communities to be safe places for everyone to live

The Board noted that the annual report also outlined the new strategy for 2017/18. By becoming more outwardly focussed this would ensure that adults with care and support needs received the best safeguarding service from agencies across the city.

The Board questioned the Chair of the Adults Safeguarding Board on a number of issues relating to the Annual report and responses were provided, matters raised included:

- Concerns about non-attendance at Board meetings by certain partner organisations
- The suggestion of the inclusion of additional information on the contribution to the work of the Board from the partner organisations in the annual report for 2017/18
- Further information about engagement plan and the new ways of listening to the public, and how the different initiatives would be monitored
- Concern about a lack of detailed information in the report on the Board's statutory responsibilities, the Task and Finish Groups and their outcomes, and whether outcomes were positive or negative. A concern that the document was not clear for members of the public to understand
- The suggestion that the real life stories contained in the report needed to be stories with more depth
- A concern about the low percentage of CCG staff who have undertaken basic adult safeguarding awareness training in the last three years compared to the other statutory providers

- A request for a report on the quality assurance framework including how this was showing an improved quality practice including information on targets
- An individual concern about a very serious incident at Coventry Almshouses involving West Midlands Ambulance Service and the action that could be taken
- Information about the powers of the Board along with its ability to influence
- The engagement of the Board with the Council's elected members.

RESOLVED that:

(1) The content of the Coventry Safeguarding Adults Board Annual Report 2016/17 be noted.

(2) A report on the quality assurance framework including how this is showing an improved quality practice be submitted to a future meeting of the Board in approximately six months.

(3) A report back on the engagement strategy including feedback on the engagement plan including tools and techniques used to engage with the public be submitted to a future meeting of the Board.

(4) The Safeguarding Adults Board Annual Report for 2017/18 to include additional information about the contribution to the work of the Board from the partner organisations, for example the Probation Service and the local Housing Associations.

(5) The Board's concerns regarding the low percentage of CCG staff who have received the basic adult safeguarding awareness training in the last three years compared to the other statutory providers to be raised with the CCG.

(6) The Board's concerns about the attendance of the Probation Services at Safeguarding Board meetings to be raised with the two Chief Probation Officers.

11. Adult Social Care Annual Report 2016-17 (Local Account)

The Board considered a report of the Deputy Chief Executive (People) and received a presentation on the Adult Social Care Annual Report 2016/17 (Local Account) which detailed the performance of Adult Social Care and the progress made against the priorities for the year and specifically considered examples of the operational activities to support service users and carers under the ten themes of the Adult Social Care Vision. A copy of the report was attached at an appendix to the report. The report was due to be considered by the Cabinet Member for Adult Services at her meeting on 5th October and Councillor Abbott attended the meeting for the consideration of this item. Councillor Ali, Deputy Cabinet Member for Public Health and Sport was also in attendance.

The report indicated that it was considered good practice to produce an annual report as it provided the opportunity to be open and transparent about the success

and challenges facing Adult Social Care and to highlight what was being done to improve outcomes for those who came into contact with Adult Social Care.

The production of the report had drawn on feedback and information gathered over the year from a range of sources including social care staff, Partnership Boards, Adult Social Care Stakeholder Reference Group, providers and people that had been in contact with Adult Social care. The report was aligned around the Adult Social Care values and principles.

The presentation provided a brief overview of Adult Social Care covering overall purpose, strategy, budget, activity, performance, and working with health. The presentation also identified areas of development which the Board could have involvement with.

The Board were provided with an understanding of Adult Social Care including the Adult Social Care Vision. Reference was made to the basic operating model which highlighted the key stages in the customer journey which took into account the Care Act and statutory duties. Budget and expenditure for the past five years were set out along with the comparison spend of neighbouring local authorities and the regional and England average spend on Adult Social Care for 2015/16.

Attention was drawn to the total number of people supported and to the average number of caseloads for employees. A summary of trends indicated that across the service the number of people receiving support was fairly stable, reducing slightly; people were generally more dependent so the amount of support required while they were living at home was higher; the cost of services was increasing, e.g. living wage; and the cost of residential and nursing home care was increasing resulting in the Council paying more enhancements to ensure suitable placements.

Information was provided on recent performance with a comparison with other West Midlands Authorities. Figures for Coventry for 2016/17 showed an improvement against 14 indicators, static across 4 and a decrease in 8. The presentation also referred to the workforce, the workforce strategy and annual implementation plan was being finalised and there was a focus on workforce planning, professional development and practice quality assurance. The Board was informed that there was a good retention of adult services social work staff and a strong ability to recruit social work staff. Additional information was provided on quality assurance.

The presentation referred to the Better Care Fund and the spending plan that for additional monies agreed by the Council and the CCG. Reference was made to the CQC Local System Review Review which involved 12 of the most challenging systems across a range of indicators being reviewed and included Coventry. Coventry's review period commenced 4th December with the main on-site week being 22nd January, 2018.

The presentation concluded with four improvements initiatives which were highlighted as potential agenda items for the Board.

The Board questioned the officers on a number of issues and responses were provided, matters raised included:

- What could the Board do to help to improve the system
- Were there likely to be significant funding problems for adult social care in the future
- The involvements of Councillors in the CQC inspection process
- An appreciation of the work behind the 80% retention rate for social workers
- What could be done to improve the take up of self-assessments online
- What could be done to reduce the small number of delayed transfers of care cases that were down to the City Council
- A suggestion that the Annual Report should make mention of the significant reduction in funding down from £86m in 2011/12 to £74m in 2016/17
- The lack of availability of data relating to reduces waiting lists and response times for assessments
- Further information about short term respite care following discharge from hospital.

RESOLVED that:

(1) The content of the excellent report and presentation be noted.

(2) Consideration be given to further reports on the following being submitted to future Board meetings:

i) Delayed Transfers of Care

ii) Improving Support – enablement approach for adults with disabilities

iii) Improved Customer Service – reviewing the customer journey and expanding digital technologies

iv) Improving the system – opportunities arising from the Better Care Fund and the CQC local system.

(3) Arrangements be put in place for a Scrutiny Board (5) workshop/ formal meeting to consider a) Improving Standards – quality assurance and workforce development and b) the Better Care Fund.

12. Coventry Drugs and Alcohol Strategy 2017-2020

The Board considered a report of the Acting Director of Public Health and received a presentation on the Coventry Drug and Alcohol Strategy 2017-2020, a copy of which was set out at an appendix to the report. A copy of the Drug and Alcohol Strategy Action Plan for 2017-2020 was tabled at the meeting. Councillor Ali, Deputy Cabinet Member for Public Health and Sport attended the meeting for the consideration of this item.

The report informed of the Drug and Alcohol Strategy for 2017-2020 and updated on the progress made to address drug and alcohol misuse against the previous strategies. Alcohol and drug misuse was a significant issue for individuals and communities alike with the harms being complex and wide ranging. The Coventry vision, to reduce the harms caused by alcohol and drug misuse making Coventry a healthier, wealthier and happier place to live, linked to all three of the priorities within Coventry's 2016-19 Health and Wellbeing Strategy.

The report provided information about the numbers of residents drinking alcohol and taking drug in the city. Although the number of people using alcohol and

taking drugs was reducing nationally and locally, the needs of alcohol and drug users were becoming increasingly complex and there was a strong link between high risk substance use and deprivation.

The Board were informed that the development of the city's Drug and Alcohol strategy coincided with the recommissioning of drug and alcohol recovery services in the city. As drug and alcohol was a cross-cutting issue requiring a multi-agency response, the three year strategy was developed by and involved partners and covered a wide range of issues. It covered both young people and adults and had three strategic priorities:

- i) Prevent people from taking drugs or drinking harmful levels of alcohol and intervene early to minimise harm
- ii) Support those with drug and/or alcohol problems and those with multiple complex needs
- iii) Promote sustainable recovery and enable people to live healthy, safe and meaningful lives.

The strategy was to be reviewed on a quarterly basis by the Drug and Alcohol Strategy Steering Group which included representatives from the partner organisations. The Steering Group reported to the Health and Wellbeing Board. The report highlighted the main milestones to be met in the first 12 months.

The presentation set out how the three priorities of the strategy were to be achieved; informed of the future drug and alcohol recovery services model; highlighted the overarching system objectives and provided information on governance.

Members raised several issues arising from the presentation and responses were provided, matters raised included:

- Clarification about the support available for other family members when an individual has alcohol and or drug issues
- How were young people represented on the Steering Group
- A suggestion that health needed to be added to the licensing objectives
- Whether there were particular problems that were specific to the city.

RESOLVED that:

(1) The report summarising the actions to date on the Coventry Drug and Alcohol strategy be noted.

(2) The Coventry Drug and Alcohol Strategy 2017-2020, as set out at Appendix 2 to the report, be noted.

(3) Consideration be given as to how young people can be represented on the Steering Group.

(4) Consideration be given as to how lobbying can be undertaken to request that an additional objective for health be added to the licensing objectives.

13. **Work Programme 2017/18**

The Board noted their work programme for the current year.

14. **Any other items of Public Business**

There were no additional items of public business.

(Meeting closed at 12.25 pm)