

Adult Social Services Review Panel Agenda



To: Councillor Louisa Woodley (Chair)
Councillors Margaret Bird, Pat Clouder, Yvette Hopley, and Callton Young.

A meeting of the **ADULT SOCIAL SERVICES REVIEW PANEL** which you are hereby summoned to attend, will be held on **Wednesday 26th April 2017 at 5:00 p.m.** in **F10, Town Hall, Katharine Street, Croydon.CR0 1NX**

JACQUELINE HARRIS-BAKER
Director of Law and Monitoring Officer
London Borough of Croydon
Bernard Weatherill House
8 Mint Walk, Croydon CR0 1EA

VICTORIA LOWER
Members Services Manager
020 8726 6000 ext 14773
victoria.lower@croydon.gov.uk
www.croydon.gov.uk/agenda
13 April 2017

Members of the public are welcome to attend this meeting. If you require any assistance, please contact Victoria Lower on the above details.

AGENDA - PART A

1. Apologies for absence

2. Minutes (Page 1)

To approve the minutes of the meeting held on 1 February 2017 as an accurate record.

3. Disclosure of Interest

In accordance with the Council's Code of Conduct and the statutory provisions of the Localism Act, Members and co-opted Members of the Council are reminded that it is a requirement to register disclosable pecuniary interests (DPIs) and gifts and hospitality in excess of £50. In addition, Members and co-opted Members are reminded that unless their disclosable pecuniary interest is registered on the register of interests or is the subject of a pending notification to the Monitoring Officer, they are required to disclose those disclosable pecuniary interests at the meeting. This should be done by completing the Disclosure of Interest form and handing it to the Business Manager at the start of the meeting. The Chairman will then invite Members to make their disclosure orally at the commencement of Agenda item 3. Completed disclosure forms will be provided to the Monitoring Officer for inclusion on the Register of Members' Interests.

4. Urgent Business (if any)

To receive notice from the Chair of any business not on the Agenda which should, in the opinion of the Chair, by reason of special circumstances, be considered as a matter of urgency.

5. New Funding for Adult Social Care in 2017/18 – Update (Page 5)

The first three months of 2017 have seen a raft of announcements from central government regarding additional funding measures for social care and the wider local health economy. Some of these announcements herald genuinely new money, while others provide funding that would otherwise have been anticipated anyway. A summary of the key items is provided within the report.

6. Adult Social Care and All-age Disability Care Information Update (Page 9)

This report provides a general update on work undertaken in Adult Social Care and All-age Disability.

7. [The following motion is to be moved and seconded as the “camera

resolution” where it is proposed to move into part B of a meeting]

That, under Section 100A(4) of the Local Government Act, 1972, the press and public be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information falling within those paragraphs indicated in Part 1 of Schedule 12A of the Local Government Act 1972, as amended.

AGENDA - PART B

B1. Minutes

To approve the minutes of the meeting held on 1 February 2017 as an accurate record.

B2. Adult Safeguarding in Croydon

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Adult Social Services Review Panel

Meeting held on Wednesday 1 February 2017 at 5:00 p.m. in Room F10, Town Hall, Katharine Street, Croydon, CR0 1NX

MINUTES - PART A

Present: Councillor Louisa Woodley (Chair)
Councillors Margaret Bird, Pat Clouder and Yvette Hopley

Also present: Councillor Bernadette Khan; Sean Oliver (Safeguarding Adults Co-ordinator), Doreen Thomas (Interim Complaints Manager), Nick Sherlock (Head of Adult Safeguarding and Quality Assurance), Graham Terry (Interim Head of Transformation) and Guy van Dichele (Interim Director of Adult Social Care and 0-65 Disability)

Absent: Councillor Callton Young

Apologies: Councillor Callton Young

MINUTES - PART A

A1 Minutes of the meeting held on Wednesday 9th November 2016

After agreeing the following revision to A42/16, paragraph three (changing 'correct' to 'amend'):

"In terms of contracts there were two types; purchase only, and purchase and delivery, and the aim was to **amend** the contracts with authorities."

The Panel **RESOLVED** that the Minutes of the meeting held on 9 November 2016, be signed as an accurate record of the meeting.

It was also agreed that progress on the following issues, raised at this meeting, would come back to this Panel:

- LATC contract (Councillor Louisa Woodley advised that the contract will be signed between now and 31 March)
- Croydon University Hospital - assessment and recovery plan

A2 Disclosure of Interest

No disclosures of interest were made during the meeting.

A3 Urgent Business (if any)

There was no urgent business.

A4 Exempt Items

The Panel **RESOLVED** that the allocation of items between Part A and Part B of the agenda be confirmed, as printed.

A5 Care Act Update

The report provided an update on the adult social care work which has been undertaken since November 2015, to remain compliant with the Care Act. Graham Terry, Interim Head of Transformation, summarised some highlights:

- To ensure the Council remains Care Act compliant
- The translation programme focused on asset based approach to ensure the assessment form reflects that
- There has been significant investment in advocacy to help people through the process
- There has been development of online assessment, to allow people to access information advice without going through a long referral process. It is hoped this will go live in April
- Development of Care Act training is continuing

Councillor Pat Clouder was concerned that the growing number of young carers was not mentioned. She asked for an update on what is happening with support for young carers. The Interim Head of Transformation concurred this was an omission but it is part of recommissioning. There is a young intervention budget. It was agreed that it ties into the Adult Social Care plan and will be brought back to the panel.

Councillor Yvette Hopley enquired whether the issues with integration of the IT systems had been resolved. The Interim Head of Transformation explained that some build time is needed in order to link the systems and integrate the information. He assured the panel that this is possible. The AIS system is still presenting same challenges but has had an upgrade to improve functionality. Papers will be going to DLT, looking at whether to rely on it or have a system replacement in the longer term. He also confirmed that the Carers' Centre now has the same system.

The Interim Head of Transformation explained that there has been a big fundamental change with the Care Act. It allows for being out in the community much more. The process is now more personal, instead of pushing people through the system. Conversations can now take place about how to get help into people's lives.

The Panel **RESOLVED** to note the content of the report.

Annual Report of Complaints

Regulation 18 of the Local Authority Social Services and National Health Complaints Regulations (England) 2009 requires local authorities to produce an annual report specifying the number of complaints received, the number that were well-founded, the number referred to a local commissioner and a summary of the nature of complaints and service improvements arising.

Doreen Thomas, Interim Complaints Manager, summarised the report. She drew attention to the table in paragraph 3.2.1, where 'decrease' should be 'increase'. In April it is proposed to revert to a two-stage complaints system, which is currently one stage. There has been an improvement in response time to complaints and work is being done to get services to work together to respond to complaints better. Planned improvements are ongoing. However, it was noted that 51% of complaints are not upheld on investigation.

Councillor Louisa Woodley noted that part of the increase can be accounted for by one new area not included in previous years.

Councillors Yvette Hopley and Margaret Bird expressed an interest in knowing what the level of expectation is regarding service refusal and failure to deliver a service figures. A breakdown would be very helpful as failure and refusal are very different. If these relate to services not provided by the Council, who does provide them and why do people think it is the Council? As this accounts for a large percentage of the enquiries, it would be useful to know what the demands are and how they are categorised. If the Council does not provide a service that is a different issue from a service which has been removed due to budget cuts. The Interim Complaints Manager agreed to look at the complaints in more detail and get a better picture. It was suggested that it may not always be the failure of the Council to deliver the service, such as where a domiciliary home carer has not turned up.

Councillor Bernadette Khan asked where the eligibility criteria for procuring the service is published. The Interim Head of Transformation explained that it can be accessed in the web pages, where there will be some information about eligibility. However, he conceded that it is not always straightforward to locate, so it will be looked at to make it easier to access. Councillor Louisa Woodley mentioned that a team from Gateway engages with people to accurately assess what their needs are. There are no hard and fast criteria. The Interim Director of Adult Social Care and 0-65, Guy van Dichele stressed that the Disability Care Act says everyone is eligible to information and advice, followed by assessment and then entitlement to services.

The Panel **RESOLVED** to note the content of the report.

A7 [The following motion is to be moved and seconded as the “camera resolution” where it is proposed to move into part B of a meeting]

The Panel **RESOLVED** under Section 100A(4) of the Local Government Act, 1972, the press and public be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in Paragraph 1 of Part 1 of Schedule 12A to the Act. As proposed by Councillor Yvette Hopley and seconded by Councillor Pat Clouder.

The remainder of the meeting included disclosure of exempt information (as defined by paragraph 3 of Schedule 12A in Part 1 of the Local Government Act 1972: ‘Information relating to the financial or business affairs of any particular person (including the authority holding that information)’. The minutes of the discussion are therefore also exempt and not available to the public. A summary of the discussion is below, as required by section 100C(2) of the Local Government Act 1972.

A8 AGENDA - PART B

The Panel **RESOLVED** that the Part B minutes of the meeting held on 9 November 2016 be signed as an accurate record of the meeting.

A9 Provider Market Concerns

The Panel considered updates from those care homes currently being monitored through the serious concern protocol and supported by the Care Support Team. A concern may be linked to a poor CQC report or due to a serious incident(s) occurring within the establishment.

The Panel **RESOLVED** to note the content of the report.

The meeting ended at 6:25pm.

REPORT TO:	ADULT SOCIAL SERVICES REVIEW PANEL 24 April 2017
AGENDA ITEM:	5
SUBJECT:	New Funding for Adult Social Care in 2017/18 – Update
BOARD SPONSOR:	Guy Van Dichele, Interim Director, Adult Social Care and All Age Disability
CORPORATE PRIORITY/POLICY CONTEXT: This report is for information only	

1. RECOMMENDATIONS

- 1.1 The Adult Social Services Review Panel (ASSRP) is asked to note the contents of the report.

2. BACKGROUND

- 2.1 The first three months of 2017 have seen a raft of announcements from central government regarding additional funding measures for social care and the wider local health economy. Some of these announcements herald genuinely new money, while others provide funding that would otherwise have been anticipated anyway. A summary of the key items is provided below.

3. THE ASC PRECEPT

- 3.1 The government recently announced that it would continue to allow local authorities to increase council tax beyond the previous 1.99% limit in order to fund social care. This “ASC Precept” introduced in 2016/17 allowed Councils to add a precept of 2% per annum for 4 years to be used to fund adult social care. The 2016 Autumn Financial Statement revised this precept and has allowed councils to increase council tax by a further 6% for the ASC precept over the next 3 years (with the maximum increase in a single year being 3%). Croydon has opted for the full 3% increase in 2017/18 which will raise an additional £4.4m.
- 3.2 This funding was just enough to offset other central government funding that had been anticipated by the Council as part of its 2017/18 settlement but was removed (including the New Homes Bonus). Overall, Croydon was slightly worse off as a result of this announcement (even with a 3% increase to council tax).

- 3.3 The additional funding identified above was used to support the growth that was allocated to Adult Social Care as part of the Council's 2017/18 budget. This totalled £4.9m and covered the following initiatives:

Growth Item	Value (£M)
2016/17 Spending Pressures	2.890
Market Management	0.100
Outcome Based Commissioning	0.366
Transitions Growth	1.000
Deprivation of Liberty Safeguards (DoLS)	0.366
0-25 SEND Growth	0.300
TOTAL	4.906

4. ADDITIONAL FUNDING FOR SOCIAL CARE

- 4.1 One of the key announcements in the Chancellor's 2017 budget was an additional £2 billion of funding for adult social care over the next three years. The allocations by authority have since been released with the following settlement for Croydon:

	2017/18 (£M)	2018/19 (£M)	2019/20 (£M)
LB Croydon	5.5	4.0	2.0

- 4.2 Due to the timing of this announcement, the additional funding has not been built into the Council's 2017/18 budget. The funding will be transferred directly to the Council by DCLG but it is required to work with its health partners to allocate to areas of need via the new Integrated Better Care Fund (ICBF) framework (as part of the process to allocate existing BCF funding).
- 4.3 The broad guidance issued by DCLG requires the funding to be used to support the following areas:
- Meeting adult social care needs
 - Reducing pressures on the NHS (including support for hospital discharge)
 - Stabilising the social care provider market
 - The Council is currently working up a range of suitable areas that represent the best way to allocate this funding.

5. ADDITIONAL HEALTH FUNDING

- 5.1 A range of measures have also been announced within Health which are likely to impact social care given the nature of the objectives.

a) Managing A&E Demand

The NHS has announced £30m nationally to strengthen support to care homes to provide access to clinical advice in order to reduce the risk of residents in care homes being admitted to hospital. It is currently unclear how much of this funding might be made available in Croydon.

b) Sustainability and Transformation Plans (STPs)

A Sustainability and Transformation Fund is available within the NHS to support the delivery of Sustainability and Transformation Plans (STPs). These plans have been developed jointly by the NHS and councils across England to deliver place-based improvements to health and social care centred on the needs of the local population.

Croydon is part of the South West London STP which also includes partner organisations, across health and local government, in Sutton, Richmond, Merton, Kingston and Wandsworth. Discussions are underway with NHS Croydon CCG to understand how this regional funding might be accessed to support local objectives.

6. ON-GOING BUDGET CHALLENGES

- 6.1 Decisions about how to use the funding above are being managed within the context of on-going pressure on the Adult Social Care budget. Some of the key items identified in 2017/18 are outlined below:
- Delivery of £3.1m of in-year savings and efficiencies via the transformation programme
 - On-going demography pressures resulting in an increase in numbers of clients and acuity of need (estimated to be worth £2m)
 - Transfer of clients from the Surrey and Borders Partnership Mental Health Trust to LB Croydon provision (worth approximately £1.3m)
 - Additional under-lying pressures in the 2016/17 outturn driven by one-off income that will not reoccur into the new financial year (including Ordinary Residence cases settled in the Council's favour)
 - Challenges around the provision of mental health services following recent decisions by the CCG to cut a series of existing services

CONTACT OFFICER: Luke Chiverton, Head of Finance

BACKGROUND DOCUMENTS: None

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REPORT TO:	ADULT SOCIAL SERVICES REVIEW PANEL 26 April 2017
AGENDA ITEM:	6
SUBJECT:	Adult Social Care and All-age Disability Care Information Update
BOARD SPONSOR:	Guy Van Dichele, Interim Director, Adult Social Care and All-age Disability
CORPORATE PRIORITY/POLICY CONTEXT: This report is for information only	

1. RECOMMENDATIONS

- 1.1 The Adult Social Services Review Panel (ASSRP) is asked to note the contents of the report.

2. EXECUTIVE SUMMARY

- 2.1 This report provides a general update on work undertaken in Adult Social Care and All-age Disability.

3. DETAIL

Introduction

- 3.1. The Adult Social care and All-age Disability service area has been in place for nine months, with a new senior management team in place since November 2016. Below is a summary of the main areas of progress since then and the last report to the ASSRP.

Service planning

- 3.2 Service planning has been undertaken since the last progress report to this Panel which identified the following areas of priority: embedding Transforming Adult Social Care (TRASC) programme into business as usual, Outcome Based Commissioning for over 65s, robust safeguarding and quality assurance practice and procedures in place, develop a Local Offer, asset based practice maximising an individual's independence, and Service Users, Carers and stakeholders feel listened to, included and valued.
- 3.3 These priorities feed into divisional service plans and also down to an individual level in appraisal objectives.

Co-production 'A walk in my shoes'

- 3.4 The Council commissioned an independent organisation, the Public Office, to undertake a co-production exercise with voluntary sector providers, carers and service users regarding Learning Disability services and their aspirations for future services and their lives. This reported back to the Council at the beginning of March, which the Council then considered and organised two further co-production sessions with carers and community groups to feed back the messages it had heard from the 'a walk in our shoes' film and the areas that would be its focus moving forward.
- 3.5 In these sessions the Council acknowledged areas that the report identified where it could improve and the two sessions collectively agreed areas where the Council would co-produce developments in the future with the participants who came forward at these sessions. These included co-production groups to review Learning Disability Day services and the introduction of support planning and brokerage through the My Support Broker project. Further future work jointly identified was in relation to support to elderly carers.

My Support Broker - Support Planning and Brokerage pilot

- 3.6 My Support Broker (MSB) is a support planning and support brokerage methodology and consultancy commissioned by the Transforming Adult Social Care (TRASC) as part of 'a life not a care plan'.
- 3.7 We are now launching a pilot introduction of dedicated specialist support brokers who will use MSB's outcomes methodology to work with individual service users so that they make decisions about how they will meet their care and support outcomes.
- 3.8 Ten new support brokers have been recruited and will commence brokerage training in May 2017, they will then replace locum staff in other areas. The project formally commenced at the beginning of April and will run for 6 months when its impact will be reviewed. We anticipate that the new method of support planning will significantly improve service user experience and maximise their ability to be as independent as possible.

Better Care Fund

- 3.9 NHS England has published its framework guidance for the 2017-19 Better Care Fund (BCF), which sets out changes to BCF national conditions, outlines how additional Adult Social Care funding announced in the Spring budget will be paid to Councils and a process for 'graduating' out of BCF national conditions. The Council and the Clinical Commissioning Group (CCG) are considering the new guidance and are awaiting 2017-19 BCF plan guidance from NHS England, which is due in April 2017.

Transforming Adult Social Care (TRASC)

- 3.10 Standard Operating Procedures (SOPs) incorporating policies, procedures and pathways have been produced and implemented and are fully Care Act

compliant. The SOPs are a guide for our staff to promote consistency and quality of practice.

- 3.11 Changes are underway on how the Council provides its Information/Advice service to improve accessibility, coverage of information with a plan to increase e market capabilities.
- 3.12 Development of interim client Resource Allocation System (RAS) has been completed and Phase One launched, to support transparency and equity in assessment and budget allocation. It will also lead to greater equity between the amount received by service users regardless of how they choose to commission their services eg either via the Council or via a Direct Payment.
- 3.13 The carers Resource Allocation System (RAS) we previously reported on was launched in early February 2017. This RAS equitably disseminates financial support to carers in Croydon and was co-designed with carers and carer's groups, who are undertaking the carer's assessments.
- 3.14 With the beginning of the new financial year the Council will be reviewing the TRASC programme, looking at its achievements to date and what additional tasks still need to be completed.

CONTACT OFFICER: James Burgess, Head of Disability Commissioning and Brokerage

BACKGROUND DOCUMENTS: None

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