

# MONMOUTHSHIRE COUNTY COUNCIL

## Minutes of the meeting of Adults Select Committee held at Council Chamber, County Hall, The Rhadyr, Usk, NP15 1GA on Tuesday, 13th October, 2015 at 10.00 am

**PRESENT:** County Councillors: R. Chapman, M. Hickman, P. Jones, A. Wintle,  
D Hill and D Husdon

### **OFFICERS IN ATTENDANCE:**

Julie Boothroyd	Head of Adult Services
Hazel Ilett	Scrutiny Manager
Nicola Perry	Democratic Services Officer
Shelley Welton	Lead Commissioner Transformation
Mark Howcroft	Head of Operations
Annette Evans	Customer Relations Manager
Ceri York	Group Manager Service Development and Commissioning

### **APOLOGIES:**

Councillors R. Edwards and P. Murphy

#### **1. Declarations of interest**

There were no declarations of interests made by Members.

#### **2. To confirm the minutes of the meeting held on 1st September 2015**

The Committee resolved to confirm and sign the minutes of the meeting of Adults Select Committee held on 1<sup>st</sup> September.

#### **3. Turning The World Upside Down - Early autumn review of the project and the next stages**

##### **Context:**

We received a presentation from the Lead Commissioner – Transformation and the Group Manager for Service Development and Commissioning in order to update the Adults Select Committee on the process of transformational change of at home support.

##### **Key Issues:**

The Position Statement and Way Forward Document outlined the scale of the challenge to turn the world of at home support upside down, the efforts made to date, as well as the plan to make this a reality.

Officers were seeking the support of Adults Select Committee to:

- Change the conversation about the way at home support is offered through the independent sector;

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- Build relationships with like-minded providers and start to experiment about providing at home support in a very different way under very different commissioning conditions and thereby really start Turning the World Upside Down.

#### **Member scrutiny:**

Members commended the Officers on an excellent presentation.

A question was raised regarding how Officers saw the integration of Health and Social Care. We heard that the presentation had recently been presented to the wider workforce, and staff had been challenged to consider how we would see our in-house provision integrate with the rest of the market. The model pushed officers to consider how we could achieve a better integrated service. It was recognised that the market was largely broken and the model would see the integration of providers.

A Member requested further information on the 21 providers who had shown interest in the model. We heard that not all of the interested providers were local and it was not expected that all would come together. It was expected there would be more than enough providers to work with. Positive conversations had been held with people and organisations who understood the model.

A Member questioned should the model be implemented would the current five main supporters be replaced by many smaller supporters. In response we heard that Officers were unable to predict what would happen but were aware that a one size fits all approach was not appropriate. It was explained that a metaphor of a patchwork quilt was used to describe the future arrangement.

The Cabinet Member for Social Care, Safeguarding and Health commended Officers on the transformational work and looked forward to see the future progress.

A Member raised a concern surrounding the financial problems providers were experiencing at the current time. The Lead Commissioner for Transformation explained that was the reason behind trying to change relationships. There was understanding from both sides regarding constraints and both sides would work together to find a mutually satisfactory arrangement, creating a good relationship based on trust. The Head of Adult Services noted cost of care was a huge issue but it was not thought that the new model would cost more.

#### **Recommendations:**

The report recommended that Adults Select Committee endorsed the approach to Turning the World Upside Down and review progress and the approach at regular intervals.

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#### **Committee's Conclusion:**

Chair's Summary:

In conclusion the Chairman noted:

- The Committee encouraged Turning the World Upside Down to move forward.
- Members had discussed reflection and would want to follow up with scrutiny based contribution.
- Officers were asked to consider if Members could sample some of the techniques used, to get an idea of the new way of working. It was noted that the techniques may be beneficial to all Members.

#### **4. DRAFT BUDGET PROPOSALS 2016/17 FOR CONSULTATION**

##### **Context:**

The Assistant Head of Finance presented the report in order to provide detailed draft proposals on the budget savings required to meet the gap between available resources and need to spend in 2016/2017, for consultation purposes.

##### **Member Scrutiny:**

The Chairman thanked the Assistant Head of Finance for the report, and acknowledged that the other Select groups would also have the opportunity to scrutinise their areas of the report.

The Head of Adults Services explained that with regards to the £1.4 million Medium Term Financial Plan mandate signs were good from the Adults Services perspective. One area of the savings was Mardy Park Resource Centre, another being practice change. There were concerns surrounding the issue of the living wage.

A Member questioned if Monmouthshire County Council could set up its own agency in terms of the expected negative impacts surrounding the living wage. In response the Head of Adult Services explained that some other authorities were bringing more of the market share back into their organisation, and there were thoughts of how MCC could extend into that also.

The Assistant Head of Finance provided clarification regarding the living wage. We heard that the living wage was set higher than that set by the Central Government. MCC currently pay £7.65. Central Government aspirations were to move from £7.20 to £9.00 over a period of 4 years. The calculation centred round directly paid staff, and not supporting agencies.

Members expressed concerns that providers may be coming into the market and could overlap smaller organisations. The Head of Adult Services explained that there were not many big providers and the focus centred on building relationships with external partners.

##### **Recommendations:**

The report recommended that Adults Select Committee scrutinise the budget saving proposals for 2016/2017 released for consultation purposes and provide their response by 30<sup>th</sup> November 2015.

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at Council Chamber, County Hall, The Rhadyr, Usk, NP15 1GA on Tuesday, 13th  
October, 2015 at 10.00 am

### **Committee's Conclusion:**

Chair's Summary:

The Adults Select Committee considered the budget proposals for 2016/17 and recognised the potential for the thinking behind the "Turning the World Upside Down" project to potentially mitigate some of the future financial impact.

Members recognised that work continues within the framework that had previously been scrutinised and recognised that there were no major changes envisaged to the current direction of travel.

The Committee resolved to accept and note the report.

### **5. Social Services Annual Complaints Report - Scrutiny of social service related complaints**

#### **Context:**

We received a report from the Customer Relations manager to provide Adults Select Committee with information on the number and types of complaints, comments and compliments received and dealt with from 1 April 2014 until 31 March 2015.

#### **Key Issues:**

All Local Authority Social Services are required to follow the new Social Services Complaints Procedure (Wales) Regulations 2014 and The Representations Procedure (Wales) Regulations 2014.

Guidance is also issued under Section 7 of the Local Authority Social Services Act 1970. This means that local authorities must comply with it.

The report outlined that there had been 24 complaints, 71 comments and 95 compliments, several examples of each were provided.

#### **Members Scrutiny:**

The Chairman noted that adjustments had been made to the report to reflect suggestions at previous discussions.

It was recognised that many of the complaints and comments were centred round communication issues.

Where complaints were made regarding the administration of medication, this would be followed up with disciplinary action.

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Complaints and comments were distinguished depending on how the service user wished to pursue the issue. Where people passed comment, investigations would still be carried out.

In terms of comparison with neighbouring local authorities, Monmouthshire had a low number of complaints. The Customer Relations Manager explained that regular meetings were held with an All Wales Complaints Group, and a report submitted to Welsh Government quarterly.

In terms of other areas of the Council, Children's Services received comments regarding the same issues. Whole Authority complaints mainly referred to communication issues.

#### **Recommendations:**

Members were recommended to note the contents of the report.

#### **Committee's Conclusion:**

Chair's Summary:

The Chairman expressed the thanks of the Committee for the report.

The Committee recognised that MCC fared well in comparison to neighbouring authorities, but it was acknowledged that there was a recurring issue surrounding communication.

The Committee recommended initial and ongoing training in terms of communication.

Overall the Committee were content and resolved to accept the report.

#### **6. Adults Select Work Programme**

We noted the Adults Select Committee Work Programme. In doing so we noted that the meeting scheduled for 20<sup>th</sup> October 2015 had been cancelled.

A Member of the public had requested a meeting to discuss Adult Learning. Members felt, in light of the satisfactory Estyn outcome this was unnecessary at this time.

We noted that the next ordinary meeting would be held on Tuesday 8<sup>th</sup> December at 10.00am.

#### **7. To confirm the date and time of the next meeting as Tuesday 20th October 2015 at 2.00pm**

**The meeting ended at 12.50 pm**