

ADULT SERVICES COMMITTEE

MINUTES AND DECISION RECORD

14 September 2017

The meeting commenced at 10.00 am in the Civic Centre, Hartlepool

Present:

Councillor: Stephen Thomas (In the Chair)

Councillors: Paul Beck, Lesley Hamilton, Brenda Loynes, Mike McLaughlin and Carl Richardson

Also present:

Frank Harrison, Evelyn Leck and Sue Little

Officers: Jill Harrison, Director of Adult and Community Based Services
Paul Edmondson-Jones, Interim Director of Public Health
John Lovatt, Assistant Director - Adult Social Care
Jeanette Willis, Head of Strategic Commissioning (Adults)
Neil Harrison, Head of Service, Adult Services Angela
Armstrong, Principal Democratic Services Officer

19. Apologies for Absence

Apologies for absence were received from Gordon and Stella Johnston.

20. Declarations of Interest

Councillor Stephen Thomas declared a personal interest as an employee of Healthwatch.

21. Minutes of the meeting held on 27 July 2017

Received.

22. Matters arising from the Minutes

Minute 13 – Fire Safety in Residential Care Homes – The Head of Strategic Commissioning confirmed that a briefing paper had been circulated to all Members of the Committee. In addition it was noted that Cleveland Fire Authority had indicated that in the future, during office hour, they would not respond to fire drills and would only respond once contacted by the service provider. However, it was confirmed that a fire appliance would always respond should the alarm be sounded outside of

office hours. In response to a question from a member of the public, the Head of Strategic Commissioning confirmed that should the risk assessment of a care home require them, sprinklers would be installed. The Chair noted that the Committee would be monitoring the introduction of any new procedures by Cleveland Fire Authority.

Minute 17 – Care Quality Commission: Appreciative Review Programme – The Director of Adult and Community Based Services provided the Committee with an update on the process for the forthcoming Appreciative Review. It was noted that further information would be provided to the Committee as and when it was available. The Chair emphasised that the review was a system wide review and involved more than the local authority including service providers, North Tees and Hartlepool Foundation Trust, Hartlepool and Stockton on Tees Clinical Commissioning Group and other partners. The Director of Adult and Community Based Services reiterated that the purpose of the review was to look at how health and social care worked together to support older people, focussing on pressure points such as urgent care, ambulance services, avoiding admissions, step up/step down services and was a whole system review which the Council is co-ordinating.

23. Director of Public Health Annual Report 2016/17 (Interim Director of Public Health)

Type of decision

For Information.

Purpose of report

To present for information to Committee the final version of the Director of Public Health Annual Report for 2016/17. The final report including updated ward profiles for elected Members will be presented to full Council on 28 September 2017.

Issue(s) for consideration

The Interim Director of Public Health provided the Committee with a presentation which showed how the Annual Report for 2016/17 focussed on 'ageing well' in Hartlepool, highlighting the excellent services, good practice and partnership working taking place across the Borough in order to sustain and improve the physical and mental wellbeing of older people. The report was split into the following four key themes relating to the services and projects that improve health and wellbeing and support the population of Hartlepool to 'age well':

- Social inclusion and Improving Independence;
- Improving health and wellbeing and Practical Support Services;
- Joint Health and Wellbeing Strategy (2018-2025); and
- Community Hubs.

As in previous years, the final report will be presented to full Council and will be accompanied by a revised set of 'Ward Profiles' for Elected Members which would highlight the key public health issues in a given area and enable comparison of these statistics across each ward and help Elected Members to prioritise which issues to tackle in their local constituencies.

A discussion ensued on how up to date the statistics were that this report was based upon. The Interim Director of Public Health confirmed that some of the statistics used were 2-3 years old but that some were future projections. However, Members were reassured that should any areas show a significant change, these would be highlighted to Members. It was suggested by a Member that future reports remain in the same format as this report to enable a clear comparison of previous data going forward.

A number of concerns were expressed in relation to alcohol dependency within the town and the Interim Director of Public Health highlighted that the Hartlepool and Stockton on Tees Clinical Commissioning Group area was in the bottom 5 for liver disease and other issues resulting from alcohol abuse. It was highlighted that the alcohol and drug misuse service was now provided in-house and was being reshaped to explore a more commissioned based approach of preventative measures with a close and improved working relationship being developed cross Children's and Adults' services.

A Member commented that the percentage of people providing over 50 hours unpaid care was high compared to the national average. The Director of Adult and Community Based Services indicated that a report would be submitted to a future meeting of the Committee outlining the range of support available to carers which included services commissioned through Hartlepool Carers, Direct Payments and access to short breaks. It was recognised that supporting unpaid carers was a national issue and that a lot of carers did not always recognise that they were carers and also did not seek help.

Clarification was sought on the focus of three community hubs now provided across the town. The Interim Director of Public Health confirmed that the community hubs were located at West View Community and Resource Centre, the Central Library and Owton Manor Community Centre which had been identified as the areas of greatest need across the town. The aim of the hubs was to provide outreach services and that the creation of further satellite hubs was being explored for other areas in the town to reach across the whole population. In addition to this, all Council employees were working with residents to 'make every contact count' including through children's centres and via health visitors. A Member questioned whether hospital professionals such as Accident and Emergency staff had been involved in the 'make every count' initiative. The Interim Director of Public Health confirmed that work was ongoing to involve Urgent Care and Accident and Emergency staff as well as the Police and Street Triage in relation to mental health. Work was ongoing to

develop a network across all health and social care to ensure the right information was given to the right person at the most appropriate time.

It was noted that excess winter deaths in the town was at 23% when nationally it was 10.6%. The Interim Director of Public Health indicated that the key contributors to winter deaths were fuel poverty and flu. It was recognised that whilst residents can be encouraged to be immunised against flu, significant poverty and deprivation in Hartlepool made it difficult to deal with the issues associated with fuel poverty. The Director of Adult and Community Based Services highlighted that there were a number of initiatives in place in relation to fuel poverty and work was ongoing with the Cleveland Fire Authority on a stay safe and well campaign to support people who were experiencing fuel poverty. In addition to this there was support available from a number of other organisations in relation to fuel poverty, including the provision of grants for boiler replacements.

The Chair thanked the Interim Director of Public Health for a very informative presentation and for answering questions and the public for their contributions to the discussions. It was noted that there were some depressing statistics in relation to life expectancy but there were a number of positive including the strengths within the local communities. It was disappointing to note the lack of progress in relation to healthy life expectancy and the Chair emphasised the need for the Annual Public Health report to be considered alongside other service areas as well as closer links between Public Health and the Adult Services Committee at both Officer and Elected Member level. It was suggested that regular feedback on the ongoing progress as well as the submission of the annual report would be advantageous to the Committee.

It was highlighted that poverty plays a key part with some groups of the community becoming more disadvantaged which was resulting in increasing challenges for Hartlepool.

A Member suggested that 13 Housing Group be involved in progressing the Annual Report for Public Health to identify what additional support they can provide their tenants and to avoid any duplication of service provision.

Decision

- (1) That the Director of Public Health Annual Report 2016/17 be noted and acknowledged that it would be submitted to the wider Committees and full Council.
- (2) That regular feedback be provided to the Committee throughout the year on the progress of the Director of Public Health's Annual Report.
- (3) That 13 Housing Group be involved in progressing the Director of Public Health Annual Report to identify what additional support they can provide their tenants and to avoid any duplication of service provision.

24. Savings Programme 2018-19 and 2019-20 (*Director of Adult and Community Based Services*)

Type of decision

Budget and Policy Framework.

Purpose of report

To enable Members to consider proposals to achieve further savings in 2018-19 and 2019-20.

Issue(s) for consideration

The Director of Adult and Community Based Services presented the report which included the proposals for delivery of savings in the Adult Services Division as part of the 2018/19 budget process, the risks associated with the proposals and the considerations which had been taken into account in developing them.

The proposed contribution from the Adult Services Division for 2018/19 was £150K plus additional savings of £58k from Salary Abatement and income generation across Children's and Adult Services. Details of how the savings would be achieved were provided within the report. Members were referred to the risk implications, financial considerations and staffing considerations, as set out in the report.

A member of the public asked if the hydrotherapy pool located at the Centre for Independent Living would be available for hire. The Head of Service confirmed that this was being explored in relation to health and safety requirements and a cost/benefit analysis.

The Chair was pleased to reiterate that there were no proposed staffing cuts and that front line workforce within adult services would be protected.

In response to a question from a Member, the Director of Adult and Community Based Services confirmed that any financial implications of the potential public sector pay cap would need to be considered corporately by the Finance and Policy Committee.

Decision

That the proposed savings noted in the report were agreed and the above be utilised to formulate a response to be presented to the Finance and Policy Committee on 20 November 2017.

25. Adult Safeguarding Performance Report (*Director of Adults and Community Based Services*)

Type of decision

For information.

Purpose of report

To present to Committee the adult safeguarding performance information for 2016/17 and to provide an overview of the safeguarding activity during this period linked to the requirements of the Teeswide Safeguarding Adults Board (TSAB) of which Hartlepool Borough Council (HBC) is a core member. The report also provided information regarding activity linked to Deprivation of Liberty Safeguards (DoLS) for the same period, as this activity is inextricably linked to adult safeguarding.

Issue(s) for consideration

The performance report for 2016/17 was attached as Appendix 1 and provided an overview of safeguarding activity including categories and location of abuse and outcomes of safeguarding investigations, as well as a summary of DoLS activity. Included within this information was a comparison with the previous reporting year and a brief summary of local perspectives and operational views on development in 2016/17. Further detail on the performance for 2016/17 was included within the report.

A summary of the developments during 2016/17 was outlined in the report and highlighted that due to the duplication of resources across the area, especially for the police, fire service and NHS partners, a decision was taken to discontinue the Local Executive Groups (LEGs) from July 2016. However, a range of TSAB sub-groups will continue to operate collaboratively across the Tees area. In addition to this, a regular meeting of the four Local Authority Assistant Directors with the TSAB Independent Chair had also been established to ensure that local issues continue to be reflected in the work of the TSAB.

A Member sought clarification on reasons for the increase in abuse and neglect referred to in the report and how this was being tackled. The Assistant Director – Adult Social Care indicated that this was directly linked to the promotion and increased awareness of adult safeguarding. In addition, there were new categories included within adult safeguarding such as domestic violence, sexual exploitation as well as alcohol abuse which was now included within self neglect.

The Assistant Director - Adult Social Care provided clarification on a number of areas raised by a Member including the provision of support to ethnic and minority groups; people in care who live outside Hartlepool, how social work staff were supported and front line staff retained.

The Chair reiterated the Committee's previous concerns in relation to the

financial pressures which had stemmed from recent legislative changes in relation to Deprivation of Liberty Safeguards (DoLS). It was suggested that a letter be forwarded to Hartlepool's MP on behalf of the Committee expressing concerns that this level of financial pressure was not sustainable. In addition, it was requested that other neighbouring local authorities be informed of this action as they may also wish to engage with their own local MPs to further lobby Parliament on this issue. The Chair emphasised that the Committee did support everything coming forward in relation to ensuring safeguarding DoLS was as effective as possible for the people accessing this service, adding that the financial pressures that comes with this needed addressing.

Decision

- (1) The report was noted including the 2016/17 performance; the ongoing financial pressure in relation to the Deprivation of Liberty Safeguards and the developments in adult safeguarding over the past twelve months.
- (2) It was noted that the Teeswide Safeguarding Adults Board (TSAB) Annual Report 2016/17 and Strategic Business Plan 2017/18 will be presented to the Committee in December 2017 by the TSAB Independent Chair.
- (3) That on behalf of the Committee, the Chair write to Hartlepool's MP Mike Hill expressing the Committee's concerns at the financial pressures arising from the legislation changes in relation to safeguarding DoLS.

26. Home Care for Older People (*Director of Adults and Community Based Services*)

Type of decision

For information.

Purpose of report

To outline to Committee the requirement to initiate procedures for homecare services to older people.

Issue(s) for consideration

Currently, homecare for older people was provided primarily by two organisations (Care Line and Care Watch) that have contracts with the Council to provide over 4,700 hours of home care support per week between them. These contracts had an initial contract end date of 30 September 2016 and were extended until 31 March 2018 by the Adult Services Committee on 23 April 2016.

Ernst and Young had been commissioned to carry out a review of the options available and the outcome was reported to Adult Services Committee in March 2017. This review recommended that the Council should target investment to change the delivery of care and identified a

range of opportunities for the Council to be more active in the market. These included re-commissioning homecare in line with Ethical Care Charter standards and strengthening the Council's role in delivering reablement and intermediate care. Legal advice had confirmed that the Department cannot extend the current contracts any further while work continued to determine future service delivery models for health and social care. As such a tendering process will commence mid-September to enable the required evaluations of tenders and the transition period should the contracts be awarded to new providers.

In response to a number of queries from a Member, the Head of Strategic Commissioning confirmed that all current providers were canvassed in relation to the ethical care charter status and the contracts offered to employees. It was highlighted that the local authority had very good working relationships with its providers and worked closely in relation to the support provided to their employees, including the provision of the national living wage which was a stipulation of all Council contracts, and requirements regarding continuity of carers.

A discussion ensued on the provision of the Home Call and Telecare systems. It was noted that in the face of ongoing budgetary pressures, the Council had withdrawn its subsidy for the provision of the Home Call service by 13 Housing Group and the provider had therefore taken the decision to introduce charges for all users of this service. The Chair indicated that all Telecare users will be contacted to clarify that there is no charge to be introduced for the Telecare service. The Director of Adult and Community Based Services indicated that an update would be provided to Members at the next meeting of the Committee.

Decision

- (1) That the current position was noted along with the requirement to initiate tendering for domiciliary care services.
- (2) That the Director of Adult and Community Based Services provide an update on the provision of Home Call and Telecare services at the next meeting of the Committee.

27. Lifetime Homes Standards (*Director of Adults and Community Based Services*)

Type of decision

For information.

Purpose of report

To provide the Committee with information regarding the Lifetime Homes Standards.

Issue(s) for consideration

It was noted that the Lifetime Homes Standard was generally higher than that required by Part M of the Building Regulations (which deals with accessibility), although some elements of Part M were equal to the Lifetime Homes requirements or need relatively minor changes to comply. Some Lifetime Homes features need to be in place from the start while for other, the requirement is provision for future adaptations. In addition, access statements were now an essential part of planning applications. Subject to any necessary agreement of the planning authority, Lifetime Homes procedures would not prevent the revised standard being applied to any development retrospectively.

The Lifetime Homes Standards had associated benefits in the following areas:

- Adaptations;
- Better stock management;
- Social Services; and
- Long-term community benefits.

The Head of Service indicated that since writing the report, it had been confirmed that in Hartlepool, Endeavour Housing had four properties meeting the Lifetime Homes Standards and 13 Housing Group had two schemes with 56 properties meeting those standards.

The Chair expressed disappointment that, in view of the number of recent housing developments across the town, only 60 properties had been built to the Lifetime Homes Standards and he called for improved joined up working between the Adult Services Committee and the Planning Division to work together to increase this number through working with developers.

Decision

- (1) That the information provided was noted.
- (2) That Officers explore the potential for improved joined up working between Adult Services Committee and the Planning Division in relation to encouraging developers to increase the number of properties meeting the Lifetime Homes Standards across the town.

28. Any Other Items which the Chairman Considers are Urgent

None.

The meeting concluded at 11.55 pm

P J DEVLIN
CHIEF SOLICITOR
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