

## PERFORMANCE SCRUTINY COMMITTEE

**MINUTES** of the meeting held on Thursday, 14 March 2019 commencing at 10.00 am and finishing at 11.55 am

### **Present:**

**Voting Members:** Councillor Liz Brighthouse OBE – in the Chair  
Councillor Jenny Hannaby (Deputy Chairman)  
Councillor Nick Carter  
Councillor Mike Fox-Davies  
Councillor Tony Ilott  
Councillor Liz Leffman  
Councillor Glynis Phillips  
Councillor Judy Roberts  
Councillor Michael Waine  
Councillor Liam Walker  
Councillor Jeannette Matelot (In place of Councillor Charles Mathew)

**By Invitation:** From Healthwatch: Rosalind Pearce – Executive Director and Veronica Barry – Community Involvement Officer, Projects  
From Age UK Oxfordshire: Penny Thewlis – Chief Executive and Ruth Swift – Head of Community Development

### **Officers:**

Whole of meeting Lauren Rushen, Policy Officer; Colm Ó Caomhánaigh, Committee Officer

Part of meeting

<b>Agenda Item</b>	<b>Officer Attending</b>
5	Ben Threadgold, Policy and Performance Service Manager; Steven Jones, Corporate Performance and Risk Manager
5, 6, 7	Kate Terroni, Director for Adult Services
6, 7	Karen Fuller, Deputy Director for Adult Services
6	Louise Acraman, Area Service Manager
5, 7, 8	Benedict Leigh, Deputy Director, Commissioning
8	Andrew Colling, Head of Quality and Contracts

*The Scrutiny Committee considered the matters, reports and recommendations contained or referred to in the agenda for the meeting and agreed as set out below. Copies of the agenda and reports are attached to the signed Minutes.*

## **9/19 APOLOGIES FOR ABSENCE AND TEMPORARY APPOINTMENTS**

(Agenda No. 1)

An apology was submitted by Councillor Charles Mathew (Councillor Jeannette Matelot substituting).

## **10/19 DECLARATIONS OF INTEREST - GUIDANCE NOTE ON BACK PAGE OF THE AGENDA**

(Agenda No. 2)

There were no declarations of interest.

## **11/19 MINUTES**

(Agenda No. 3)

The minutes of the meeting held on 10 January 2019 were approved and signed as a correct record.

Councillor Jenny Hannaby gave an update on the Highways Deep Dive (Item 5/19). She stated that the recommendations had been well received and she was hopefully of positive developments when officers report back to the Committee on this issue.

## **12/19 BUSINESS MANAGEMENT AND MONITORING REPORT - QUARTER 3 2018-19**

(Agenda No. 5)

Ben Threadgold introduced the report and highlighted the improvements in the ratings for children's social care assessments, children the subject of protection plans and older people supported to live in the community. However, performance had declined for household recycling and levels of educational attainment.

Members asked for more information on the following issues:

- Where are road fatalities occurring and were there any that could have been avoided by County Council actions?
- Problems with road defects have rolled over since last year's severe winter. Will they continue to roll over into next year?
- A breakdown of recycling figures by district/city council area to be included in the recycling deep-dive report.
- Information on temporary school exclusions as well as students on part-time timetables to be provided as part of the Education Scrutiny Committee's discussions on school exclusions.
- Better indicators are need under the issue of air quality.
- Should the maximisation of "our" assets be broadened to include all public assets including police, NHS etc.

Officers responded to questions on adult services as follows:

- While the situation with Delayed Transfer of Care is rated green, there are still delays in reablement.

- Officers are working with providers to make more efficient use of their services, in particular to reduce travel time by transferring clients where appropriate.
- Self-funders are finding it harder to obtain services and costs are high.
- The council assists those in need to access financial advice.

The Committee noted that reports will be monthly in the next financial year and agreed that these should be emailed to Members.

The performance measures will be reviewed at the next meeting of this Committee.

**RESOLVED: to note the report and consider any matters for future attention by the Committee.**

### **13/19 HEALTHWATCH REPORT OF DAYTIME SUPPORT SERVICES IN OXFORDSHIRE** (Agenda No. 6)

Kate Terroni introduced a presentation from Rosalind Pearce and Veronica Barry summarising the findings of the Healthwatch review of the changes to daytime support services.

Members welcomed the review and raised the following issues and questions:

- The changes were implemented in a short period and came at the same time as cuts to transport which compounded problems for service users.
- It has been difficult for self-funders to find places.
- It would have been useful to see the consultation questionnaire.
- What lessons were learned for future change processes?
- Did the Council lose any staff?
- Regarding co-location of older people and people with learning disabilities, there were problems with the balance of numbers, some had problems with the noise level and lack of understanding.
- Councillors should be consulted in the community mapping process.
- Some anxiety was caused for users by receiving different messages from different staff.
- The Health and Wellbeing Centres in Bicester were the most successful but the mapping process showed that there was a dearth of alternatives.
- Localities need a more meaningful place in the process.
- There is a need to support rural day centres.
- Why is there a separate panel for children's services?

Council officers responded as follows:

- Perhaps the changes were implemented too quickly but on the other hand taking longer would have prolonged the stress and the pace of change needed to be swift to meet the Medium Term Financial Plan.
- There was a two-month gap for self-funders but the Council did not lose sight of anyone in this period.
- The lessons learned were that a) the consultation discussion was too broad and b) you can't do enough communication.
- Staff were redeployed. Four in Bicester left to form their own organisation.

- The issues are different for children. The people's panel includes carers who are encouraged to give their feedback.

Healthwatch representatives made the following points:

- The full report will be on the Healthwatch website next week.
- Problems with co-location were mainly in the larger centres and there was feedback that activities could be more stimulating.
- While the Council did not lose touch with people, one or two lost touch with the Council.
- Some centres are run by the elderly themselves but it has to be questionable how sustainable that is.

Penny Thewlis and Ruth Swift, representing Age UK Oxfordshire added the following points:

- Grants for volunteer services – which had been doing a fantastic job – were also being cut while these changes were being implemented.
- Day centres are not the only option. The innovation grants are very important to help scale up new ideas.

The Chairman and other Members thanked Healthwatch for the report which was very helpful in scrutinising the changes to daytime support services.

#### **14/19 UPDATES FOLLOWING IMPLEMENTATION OF THE REVISED ADULT SOCIAL CARE CONTRIBUTIONS POLICY**

(Agenda No. 7)

Benedict Leigh summarised the report and, along with Karen Fuller, responded to Members' issues as follows:

- The type of waiver referred to in paragraph 21 can be authorised by an officer, for example in a mental health case where there is a duty of care. Only a small number of waivers are authorised - in single figures.
- The same employer responsibilities apply even where a friend or neighbour is employed.
- Support is offered to all to avoid financial abuse and there is a safeguarding process.
- Police have the authority to access accounts where allegations have been made.
- Officers work closely with the benefits team and debt recovery.
- If there are safeguarding issues, then the safeguarding team would be involved and it would be up to them to inform police.

**RESOLVED: to note the report.**

#### **15/19 ADULT SOCIAL CARE CONTRACT AND QUALITY MANAGEMENT**

(Agenda No. 8)

Benedict Leigh gave a presentation on contract management and, along with Andrew Colling, addressed Members' concerns as follows:

- If weaknesses are identified with a provider, a member of staff is allocated that contract to manage.
- If it is a safeguarding issue then there is a coordinated approach with the Clinical Commissioning Group.
- An action plan and timescale are agreed with the provider – usually over three months.
- The policy is not aimed at driving down the cost of home care but helps providers to be more efficient by reducing travel times.
- Having dealt with adult social care, officers are now looking at the mental health element.
- Contracts are outcome-based – the providers themselves decide the activity.
- Oxford Health has a normal staff turnover rate – this information can be obtained for other providers.

A review will be completed by August. It was agreed to bring that to Scrutiny in November.

**RESOLVED: to note the report.**

**16/19 TRANSFORMATION SUB-COMMITTEE REPORT**  
(Agenda No. 9)

**RESOLVED: to note the report.**

**17/19 COMMITTEE WORK PROGRAMME**  
(Agenda No. 10)

The following was agreed:

- To add the Annual Scrutiny Report to the agenda for the May meeting.
- That the report on Recycling at the May meeting should include data on recycling rates in the district/city areas including historic data to show changes.

..... in the Chair

Date of signing ..... 20