

PERFORMANCE SCRUTINY COMMITTEE

MINUTES of the meeting held on Tuesday, 4 February 2020 commencing at 1.00 pm and finishing at 3.45 pm

Present:

Voting Members: Councillor Liz Brighthouse OBE – in the Chair
Councillor Jenny Hannaby (Deputy Chairman)
Councillor Nick Carter
Councillor Tony Ilott
Councillor Glynis Phillips
Councillor Judy Roberts
Councillor Michael Waine
Councillor Jeannette Matelot
Councillor Richard Webber (In place of Councillor Liz Leffman)

Officers:

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

Part of meeting

Agenda Item	Officer Attending
5, 6	Stephen Chandler, Corporate Director for Adult Services; Karen Fuller, Deputy Director Adult Social Care

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.

7/20 APOLOGIES FOR ABSENCE AND TEMPORARY APPOINTMENTS (Agenda No. 1)

Apologies were received from Councillor Liz Leffmen (Councillor Richard Webber substituting) and Councillor Mike Fox-Davies (Councillor Nick Field-Johnson was scheduled to be substitute but also had to send apologies).

Councillor Jeannette Matelot was a Temporary Replacement for the vacancy created by Councillor Liam Walker's appointment to Cabinet.

8/20 DECLARATIONS OF INTEREST - GUIDANCE NOTE ON BACK PAGE OF THE AGENDA (Agenda No. 2)

There were no declarations of interest.

9/20 MINUTES
(Agenda No. 3)

The minutes of the meeting held on 9 January 2020 were approved and signed with one amendment:

Item 4/20: add a bullet point under the heading "Officers responded to issues raised by Members as follows:"

- There is funding committed to undertake a study into the feasibility of civil parking enforcement in the districts.

10/20 REVIEW OF MENTAL HEALTH SOCIAL WORK SERVICES AND CONTRACTS
(Agenda No. 5)

Stephen Chandler introduced the report on S75 Adult Mental Health Social Work. This is a partnership agreement between Oxford Health Foundation Trust and the County Council. The report also references the Council decision to take back mental health social work services for older adults. He was accompanied by Karen Fuller who is on the Joint Management Group.

Officers responded to Members' points as follows:

- Forensic social workers work with people who have come in contact with the criminal justice system who are identified as having a mental health need. Their needs tend to be highly complex.
- When the older adults service was taken back the same budget came over to the Council. There are no particular delays in relation to assessments. There were only a few people awaiting assessment last week.
- S117 aftercare cases are being reviewed and cross examined to see if they are still appropriate for aftercare. Continuing Health Care (CHC) is also being considered. It's a misconception that you can get either S117 or CHC, it's not a question of only one or the other.
- A doctor has to discharge individuals from a S117.
- Care Act assessments have to be recorded on the LAS system. This means they must be input twice but both organisations can see each other's system. This is double entry.
- The only delay between an assessment and it becoming visible on the system is the time taken to enter – usually when back in the office.
- The 'clusters' refer to eligibility. OHFT deliver support for clusters 4 to 17. Care Act eligibility is statutory for the local authority.
- The proposed budget for next year reflects increased demand for housing support in the Outcomes Based Contract. The Council wants to examine how it is met – if not residential care, then how to support alternative accommodation. Some are in a grey area but may just need some signposting to services. This will be a joint piece of work

- The reasons for eligibility or non-eligibility are not always clear in the records. The Council is working with OHFT to ensure that recording is clear.
- The Principal Social Worker is working closely with the Social Care lead in the Trust to share learning and development. There will be updated guidance from NHS England soon in relation to mental health social work.
- There are two new people in key positions with the Trust and they are clearly committed to the partnership.
- All residents in Oxfordshire are the County Council's responsibility even if they live in border areas and receive services from neighbouring counties. The Trust covers Oxfordshire and Buckinghamshire.

RESOLVED: to note the report.

Stephen Chandler introduced the report on the Mental Health Outcomes Based Contract (OBC). The Council controls the finances but is not a signatory – OBC is a contract between the CCG and OHFT. It was innovative five years ago but parts need to be reviewed. There are aspects that the Council would do differently, particularly where people fall between eligibilities – for example with autism.

Members raised questions on the report which the officers responded to as follows:

- The three parties are discussing how to catch the people who fall between eligibilities. The number of people affected is relatively small.
- The voluntary sector is key for those who suffer from addiction-induced psychosis and those who are homeless with mental health needs.
- CCG investment in mental health has been low. This is a now priority in the long-term plan and for the Integrated Care System. Both the Council and OHFT are pushing for the CCG to prioritise mental health.
- It is a flat cash contract. The Trust has to absorb overspend and this can have unintended consequences.
- A review of the system highlighted the importance of the voluntary sector.
- There is a range of support for autism. Some have primarily learning disability and get social worker support. Those with mental health needs still get support even if not meeting cluster eligibility.
- The proposed budget includes investment in transformation of social care, providing accommodation-based support and reversing the reduction in S75 staffing.
- The decision on the two year extension is for the CCG. The report by the Centre for Mental Health recommended continuing. We were not required to be part of the decision but were included through the Joint Management Group (JMG). The contract has changed over the five years. All sides want to address the problems.
- The NHS Plan includes additional money which has to be spent on mental health.
- The re-tender process will start in about 12 months. In the short-term the JMG will oversee the transformation investment and see that change is delivered.
- The Council has applied the same system that works well for older adults to this work. The same reports can be run and audited. The funding provided by the Council for people with higher social needs is now visible.
- The next time this is scrutinised more detail on the budget can be provided and an update on transformation.

- As with any re-commissioning process, the next contract might be a different provider and it might not be an OBC – that will be part of the discussion.
- The waiting times referred to at the bottom of Agenda Page 22 were with the NHS.

The Chairman thanked the officers for the reports and their excellent work.

RESOLVED: to note the report.

11/20 DELAYED TRANSFERS OF CARE AND REABLEMENT (Agenda No. 6)

Stephen Chandler introduced the report and gave a short presentation on some of the related statistics. There are over 100 contracts for home care. Progress has been made – the number of delays per month was double the current figure – but Oxfordshire still has the third poorest record in the country. The number of “joint” delays is the worst England – that is, those attributable jointly to the NHS and Adult Social Care.

Officers responded to Members’ questions as follows:

- There can be differences in recording delays and disputes about this between the Council and hospital in some cases, but better relationships will ensure more accurate recording.
- The Home Assessment Reablement Team (HART) has become a bottleneck in the system. There is a range of support for which people need to be assessed. The Council is proposing changes to the contract to tackle this.
- The £23 per hour that the Council pays for home care goes to the care provider. There is nothing in the contract to require disclosure of the amounts paid to workers. The Council would prefer this to be transparent.
- The Council is exploring options to re-tender for home care with a standardised more transparent agreement. Providers have asked that the required activity be defined and the Council has agreed to this.
- The HART contract ends September 2020. What happens following this is currently being reviewed. The Council is recommending more hospital-based reablement with contracts linked to home care.
- In the meantime, the Urgent Care Working Group is looking at the whole system. There was significant improvement in the December and January figures despite it being winter.
- HART was reportedly only 80% staffed but more have been recruited recently. Staff there are doing their best, the challenge is with the contract.
- While there is a lot of focus on the hourly rate, the quality of care is monitored too.
- There is a window of opportunity now to improve reablement. Daily contact gives the best outcomes.
- At one point the Council and NHS were competing for care home beds. Now all go through the Council so it is simplified with agreement on who gets beds.
- It is important not to be too prescriptive. Some people do not want carers in. The Council also considers community networks and technological solutions.

- Age UK do a lot of good work – in particular in supporting people in the difficult first few days back at home.

The Committee supported the principle that there should be transparency in contracts to ensure that the Council is aware of the rates that workers are paid by providers.

Councillor Richard Webber asked if a scatter graph could be provided showing home care costs against cost of living in the various areas.

The Chairman paid tribute to care workers who are often low-paid but still go out of their way to help. She asked that workers from other EU countries be assured that they are still welcome. Stephen Chandler agreed that the work being done should be acknowledged publicly whenever possible.

12/20 COMMITTEE PROGRAMME

(Agenda No. 7)

The following was agreed:

- to move the May meeting from the 7th to the 14th to avoid clashing with the local elections.
- to leave discussion of S106 until the partnership work is done.
- the Turning Point Contract has been re-let so can come out of the work programme.
- Lauren Rushen will look at the various strands on housing and make a proposal on how to address.

..... in the Chair

Date of signing 20