

PERFORMANCE SCRUTINY COMMITTEE

MINUTES of the meeting held on Thursday, 26 June 2014 commencing at 10.00 am and finishing at 1.06 pm

Present:

Voting Members: Councillor Liz Brighthouse OBE – in the Chair

Councillor Neil Fawcett (Deputy Chairman)

Councillor Lynda Atkins

Councillor John Christie

Councillor Sam Coates

Councillor Yvonne Constance

Councillor Janet Godden

Councillor Mark Gray

Councillor Simon Hoare

Councillor Charles Mathew

Councillor Lawrie Stratford

Officers:

Whole of meeting Eira Hale; Sue Whitehead (Chief Executive's Office)

Part of meeting

Agenda Item

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Officer Attending

Maggie Scott, Head of Policy; John Jackson, Director for Social & Community Services; Jim Leivers, Director for Children's Services; Frances Craven, Deputy Director, Education & Early Intervention

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.

17/14 ELECTION OF CHAIRMAN FOR THE 2014/15 MUNICIPAL YEAR

(Agenda No. 2)

It was proposed by Councillor Hoare, seconded and

RESOLVED: that Councillor Liz Brighthouse be appointed as Chairman for the 2015/16 Municipal Year until the first meeting in 2015/16.

18/14 ELECTION OF DEPUTY CHAIRMAN FOR 2014/15 MUNICIPAL YEAR

(Agenda No. 3)

It was proposed by Councillor Stratford, seconded and

RESOLVED: that Councillor Neil Fawcett be appointed as Deputy Chairman for the 2015/16 Municipal Year until the first meeting in 2015/16.

19/14 MINUTES
(Agenda No. 5)

The Minutes of the meeting held on 13 March 2014 were approved and signed.

The Committee was advised that the minutes of the meeting held on 5 June 2014 would be submitted to the next meeting.

20/14 BUSINESS MANAGEMENT MONITORING REPORT FOR THE FOURTH QUARTER 2013/14
(Agenda No. 7)

Maggie Scott introduced the contents of the report and in response to questions confirmed that there were new performance indicators for 2014/15 that responded to feedback being smarter and more targeted than previously. She undertook to circulate a copy of the new indicators to Committee Members. She confirmed that with officers attending from Adult Services and Children, Education and Families the focus of the discussion would be on these areas, none the less members could raise questions on other areas.

Adult Social Care

John Jackson, Director for Social & Community Services and Seona Douglas, Deputy Director Adult Social Care, attended to answer questions on the performance information.

John Jackson commented that there was a danger of focussing solely on the negatives and stressed that overall performance was relatively good. In particular the latest user survey was extremely positive.

During discussion the following points were made:

- (1) Members generally welcomed the positive report.
- (2) Responding to questions about the development of the community involvement network John Jackson advised that it was early days but that he was excited by its potential.
- (3) John Jackson agreed to circulate the survey questions to Members. He confirmed that the satisfaction level of users with waiting and assessment times was addressed. He added that he personally saw all complaints and that there were very few each year.
- (4) Responding to a question about response levels to the survey John Jackson agreed to send Members figures on the numbers of surveys sent and returned.

- (5) There was lengthy discussion on the reablement service. John Jackson explained the national context to the service in reducing the need for ongoing care and detailed the performance of the service in Oxfordshire. Although doing reasonably well in some aspects the flow of users through the system, particularly of those in hospital was a concern. The pick up times were an issue particularly from community health where the provider was the same for both services. With regard to referrals they were exploring other ways that people could be identified such as by GPs.

During discussion Members referred to the experiences of their residents where there was a perceived gap from being discharged to obtaining services. Seona Douglas outlined the actions taken to improve matters. During discussion of the possible duplication with the hospital discharge team John Jackson emphasised the need for partners to work together. He referred to the proposed move to outcome based contracts with a report going to Cabinet in July.

The use of GPs to increase referrals was seen as sensible and there was discussion about how this could be achieved in such a way as to avoid a spike in referrals.

- (6) John Jackson explained the intention behind their approach to care homes which was to see the level of people in care homes as the lower the better and to allow people to live independently for as long as possible. The development of extra care housing was key to this approach and an indicator was included in next years monitoring. During discussion Members expressed concern that people who needed supported living would be unable to access it. John Jackson stressed that the current target was for people in registered care homes and did not include people in extra care housing or retirement homes. There had to be a range of provision and he would continue to work closely with district colleagues to encourage the provision of housing suitable for older people.

Responding to a request from a member for a report on extra care housing the Chairman referred to the pathway session that had been held on older people. There was a need to look at that again. She also suggested that a seminar was need on the implications of the care Bill.

Children, Education & Families

Jim Leivers, Director for Children's Services, and Frances Craven, Deputy Director Education & Early Intervention, attended to answer questions on the performance information.

The Chairman indicated that she wished to look at repeat plans and young people not in education employment or training (NEETs).

Frances Craven advised that with regard to NEETs the figure for those where the final destination was not known had fallen from 40% to 6.9% and was still improving. The reduction was due to the work arising from a very focussed strategy which she

would circulate to Members. The key areas included robust tracking, involvement of schools, securing education and training opportunities and links with employers backed up by effective management and the use of the early intervention hubs. There was more work to be done particularly with vulnerable groups. If members wished it she could provide a workshop for focussed discussion on the strategy.

Jim Leivers referred to the level of children on repeat plans that was running at 20% rather than the target figure of 15%. For those youngsters it meant that work to resolve their issues had been unsuccessful or not completed. However cases were increasingly complex and Ofsted had not been unhappy about the level of repeat plans. A member referred to paragraph 13 of the report that noted that a review of repeat plans suggested that a common reason for a repeat plan was a new episode of domestic violence caused by a new partner. There followed a discussion about the level of information that could be shared with a parent about the previous behaviour of a new partner, particularly where there was no criminal record. Jim Leivers added that use was made of the extended family, such as grandparents where appropriate. Councillor Brighthouse commented that the role of courts in the process was not always understood and that an information on how the Family Courts works with input from Children's Services, Legal Services, the Police and even if practicable a judge would be useful.

A Member referred to the work of the thriving families programme and queried what correlation and links there were between the work done and the targets achieved as she felt that there was insufficient proof of its effectiveness. Jim Leivers replied that it had been successful and agreed to provide the information requested.

Responding to a request for information on looked after children broken down to more local areas Maggie Scott advised that this information would be provided to Locality meetings as part of an annual discussion. Jim Leivers indicated that it was possible to provide some individual information by Division and he would circulate what was practicable.

21/14 CHILDREN'S NEEDS ANALYSIS

(Agenda No. 8)

John Courouble presented the contents of the Children's Needs Analysis which followed on from the Joint Strategic Needs Assessment and focussed on Children & Young People. In future years they would focus on other areas such as older people. During the presentation he showed how the information could be accessed through the web site and agreed to send all councillors a link.

During discussion of the findings Members welcomed the Analysis, commenting that it was an excellent piece of work that would be of practical use to them. The Chairman commented that it was important that it be used as a living document.

22/14 FORWARD PLAN

(Agenda No. 9)

The Chairman referred to the number of matters raised during the meeting and it was agreed that she consider with Eira Hale how best to take them forward.

23/14 EXEMPT ITEM
(Agenda No. 10)

..... **RESOLVED:** that the public be excluded for the duration of item 11 in the Agenda since it is likely that if they were present during those items there would be disclosure of exempt information as defined in Part I of Schedule 12A to the Local Government Act 1972 (as amended) and specified in relation to that item in the Agenda and since it is considered that, in all the circumstances of each case, the public interest in exemption outweighs the public interest in disclosing the information.

PUBLIC SUMMARY OF PROCEEDINGS HELD IN PRIVATE

24/14 ADULT SOCIAL CARE: CONTRACT MANAGEMENT
(Agenda No. 11)

The information contained in the report (PSC11) is exempt in that it falls within the following prescribed category:

3 – information relating to the financial or business affairs of any particular person (including the authority holding that information)

It is considered that in this case the public interest in maintaining the exemption outweighs the public interest in disclosing the information, in that such disclosure may prejudice the commercial position of the parties involved and would prejudice the position of the authority in its future relationships with the persons involved to the detriment of the provision of services to the public. Any disclosure may also raise anxiety with service users who received those services and/or their families and carers.

Over 15,000 adults in Oxfordshire receive support services that are funded by the Council in some way. These services are provided by over 300 external suppliers. The county council has a strong commitment to work with its suppliers to ensure that good quality services are available for people who need support.

Through the presentation of two case studies the Committee considered how the Council worked with providers to ensure that they meet the required levels of performance and quality of care.

..... in the Chair

Date of signing

2014