

**Decision Maker:** CARE SERVICES POLICY DEVELOPMENT AND SCRUTINY COMMITTEE

**Date:** Tuesday 4<sup>th</sup> July 2017

**Decision Type:** Non-Urgent                    Non-Executive                    Non-Key

**Title:** MATTERS ARISING AND WORK PROGRAMME

**Contact Officer:** Kerry Nicholls, Democratic Services Officer  
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**Chief Officer:** Director of Corporate Services

**Ward:** N/A

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1. Reason for report

- 1.1 The Care Services PDS Committee is asked to review its work programme for 2017/18, the programme of visits to day centres and residential homes and matters arising from previous meetings.
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2. RECOMMENDATION

- 2.1 The Committee is requested to consider the Care Services PDS Committee work programme for 2017/18, the schedule of Council Members' visits, and matters arising from previous meetings, and indicate any changes required;

## Impact on Vulnerable Adults and Children

1. Summary of Impact: Not Applicable
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## Corporate Policy

1. Policy Status: Existing Policy: As part of the Excellent Council workstream within Building a Better Bromley, Policy, Development and Scrutiny Committees should plan and prioritise their workloads to achieve the most effective outcomes.
  2. BBB Priority: Children and Young People Excellent Council Supporting Independence
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## Financial

1. Cost of proposal: No Cost
  2. Ongoing costs: Not Applicable
  3. Budget head/performance centre: Democratic Services
  4. Total current budget for this head: £343,810
  5. Source of funding: 2017/18 revenue budget
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## Personnel

1. Number of staff (current and additional): 8 posts (7.27 fte)
  2. If from existing staff resources, number of staff hours: Maintaining the Committee's work programme takes less than an hour per meeting
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## Legal

1. Legal Requirement: None
  2. Call-in: Not Applicable: This report does not involve an executive decision
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## Procurement

1. Summary of Procurement Implications: None.
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## Customer Impact

1. Estimated number of users/beneficiaries (current and projected): This report is intended primarily for the benefit of members of this Committee to use in controlling their work.
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## Ward Councillor Views

1. Have Ward Councillors been asked for comments? Not Applicable
2. Summary of Ward Councillors comments: Not Applicable

### **3. COMMENTARY**

- 3.1 The Care Services PDS Committee's matters arising table updates Members on "live" recommendations from previous meetings and is attached at **Appendix 1**.
- 3.2 The Care Services PDS Committee Work Programme 2016/17 outlines the programme of work for the Committee including areas identified at the beginning of the year, new reports and those referred from other committees, the Portfolio Holder for Care Services or the Council's Executive. The Committee is asked at each meeting to consider its Work Programme and ensure that priority issues are being addressed; that there is an appropriate balance between the Committee's key roles of holding the Executive to account, policy development and review, and external scrutiny of local services, including health services; and that the programme is realistic in terms of Member time and Officer support capacity, and the Work Programme is attached at **Appendix 2**.
- 3.3 The schedule of Council Members' visits has been updated and information on recent and forthcoming visits is provided in the table in **Appendix 3**.
- 3.4 Amended terms of reference for Policy, Development and Scrutiny committees were approved at the meeting of Annual Council on 10<sup>th</sup> May 2017 and are provided for Members' information at **Appendix 4**.

<b>Non-Applicable Sections:</b>	Impact on Vulnerable Adults and Children, and Policy, Financial, Legal, Personnel and Procurement Implications
Background Documents: (Access via Contact Officer)	Previous work programme reports

**MATTERS ARISING FROM PREVIOUS MEETINGS**

PDS Minute number/title	Committee Request	Update	Completion Date
Minute 46a 15 <sup>th</sup> November 2016 <b>Care Services Portfolio Budget Monitoring 2016/17</b>	The Committee requested that information around whether the lower cost of permanent staff included recruitment costs, and whether the costs of long term sickness were taken into account where agency staff were used to 'backfill' the positions of permanent staff be provided to Members.	The lower cost of permanent staff did not include recruitment costs which were budgeted for separately. In terms of long term sickness, this was taken into account when agency staff were used to backfill positions. Agency staff were not always used to backfill in these instances as this was a business decision taken by the ECHS Department on a case-by-case basis. Costs of agency staff varied widely and depended on the nature of the work and the availability of the type of worker. However in the case of social workers, the costs of an agency worker were 20-30% per annum more expensive than employing a permanent staff member.	Completed.
Minute 47a 15 <sup>th</sup> November 2016 <b>Domiciliary Care Quality Monitoring Report</b>	<p>The Committee requested a letter be sent to the Bromley Safeguarding Adults Board and the Bromley Clinical Commissioning Group referring the safeguarding issue of care workers recording and supplying medicines, and suggesting that pharmacists be commissioned to produce pre-populated medication administration charts, and that progress be reported back to the Committee.</p> <p>The Chairman requested that further information be provided regarding the complaints received by the Local Authority in relation to domiciliary care services during 2016/17, such as whether the complaints were upheld, as well as details of the annual user satisfaction survey and any available user experience information.</p>	<p>A letter had been received from the Bromley Clinical Commissioning Group and following a further letter sent by the Local Authority, a response was awaited.</p> <p>The complaints information had been provided. The annual user satisfaction survey would be undertaken in early 2017, and the analysis of this information would be available in Spring 2017.</p>	In progress.  This information is provided at <b>Appendix 5</b> .

**MATTERS ARISING FROM PREVIOUS MEETINGS FOR REFERRAL TO EDUCATION,  
CHILDREN AND FAMILIES SELECT COMMITTEE**

PDS Minute number/title	Committee Request	Update	Completion Date
Minute 81 25 <sup>th</sup> Feb 2015 <b>Assurance Arrangements for Children's Services</b>	The Committee requested that issues identified with the Bromley Safeguarding Children Board around a lack of representation from some agencies, or representation not at a sufficiently senior level be addressed, and that the assurance test be repeated and reported biennially at the joint meeting with Education Select Committee.	The biennial joint meeting with Education Select Committee would be arranged for June 2017.	Matter referred to the Education, Children and Families Portfolio
Minute 34a 13 <sup>th</sup> October 2016 <b>Care Services Portfolio Plan Priorities June 2016 – May 2017</b>	<p>The Committee requested that legal advice be provided on whether the minutes of the CS Improvement Governance Board could be shared with Members.</p> <p>A joint meeting of the Care Services, Education and Public Protection and Safety PDS Committees be held to consider new legislation relating to children.</p>	<p>This issue was currently being considered and a diagram of reporting lines was under development. The Chairman of Care Services PDS Committee was a member of the Board.</p> <p>A meeting date would be arranged when the legislation had been published.</p>	Matter referred to the Education, Children and Families Portfolio  Matter referred to the Education, Children and Families Portfolio
Minute 45 15 <sup>th</sup> November 2016 <b>Living in Care Council Presentation</b>	The Chairman requested that a list of Corporate Parent training dates and Member attendance be reported to all future meetings of Care Services PDS Committee.	Details of Corporate Parent training dates and Member attendance had been reported to all meetings of Care Services PDS Committee following this request.	Matter referred to the Education, Children and Families Portfolio
Minute 65b 10 <sup>th</sup> January 2017 <b>Young Carers</b>	The Chairman requested that the online resource being developed to assist teachers to identify young carers be provided to Committee Members for their comments prior to launch.	This information would be provided to Members when available.	Matter referred to the Education, Children and Families Portfolio

## CARE SERVICES PDS COMMITTEE WORK PROGRAMME

Table 1. Draft Schedule of Reports for 2017/18

Meeting Date	Title
All Meetings (Standing Items)	<u>UPDATE FROM DEPUTY CHIEF EXECUTIVE/EXEC DIRECTOR</u> Report from Deputy Chief Executive/Executive Director  <u>PORTFOLIO HOLDER DECISIONS</u> Capital Programme Monitoring Budget Monitoring  <u>INFORMATION ITEMS</u> Contract Activity Report
5 <sup>th</sup> September 2017	<u>EXECUTIVE DECISIONS</u> Public Health Programmes Update Public Health Commissioning Intentions 2018/19 Service Level Agreement with Bromley General Practices  <u>PDS ITEMS</u> Overview of Respite (Orpington Beds) Adult Social Care Financial Contributions Housing/Homelessness Strategy Housing Supply Homelessness Reduction Act Annual ECHS Complaints Report Work of Bromley Adult Safeguarding Board Annual ECHS Debt Report Empty Property Funding
14 <sup>th</sup> November 2017	<u>PDS ITEMS</u> Overview of Adult Social Care Services CQC Inspection of Reablement Service – Progress Update Overview of LD Service Service improvement and Peer Review Performance Overview of Portfolio Clinical Governance Process and Issues Programmes Jointly Commissioned/Provided by PHE/NHSE Joint Strategic Needs Assessment (JSNA) In-depth Needs Assessments: Mental Health Welfare Reform Development & Implementation of New IT System
9 <sup>th</sup> January 2018	<u>PDS ITEMS</u> Overview of Domiciliary Care Services Proposed Changes to the Non-Residential Charging Policy Public Health Commissioning Intentions In-depth Needs Assessments: Diabetes Housing Association & Tenancy Strategy Early Intervention and Prevention
14 <sup>th</sup> March 2018	<u>PDS ITEMS</u> Chairman's Annual Report Residential and Nursing Care Issues Housing Related Support/Supported Accommodation Travellers Sites

**SCHEDULE OF COUNCIL MEMBERS' VISITS  
SUMMER TERM 2017**

The Schedule of Council Members' Visits for the Autumn Term 2017 is currently under development and will be provided to Members shortly.

**EXTRACT FROM THE CONSTITUTION OF THE  
LONDON BOROUGH OF BROMLEY**

**Policy Development and Scrutiny Committees  
Terms of Reference**

**As approved by Council on 10<sup>th</sup> May 2017**

**CARE SERVICES**

To fulfil the role of Policy Development and Scrutiny as it relates to care services for adults including:

1. The development of the Council's plans within the policy framework that makes up this portfolio and exploring whether such plans are being achieved effectively.
2. Reviewing working with partner organisations and groups such as health agencies, the Housing Corporation and housing associations. This would include monitoring the effectiveness of partnership working as well as inviting partners/groups to attend meetings as appropriate.
3. Receiving reports and making recommendations on performance monitoring of services falling within the remit of this portfolio which would include:
  - (a) all care services for adults and older people, adults with physical disabilities, adults with mental health problems, learning difficulties, HIV/AIDS, or with drugs or alcohol related health problems and carers;
  - (b) the improvement of private sector housing, grants and loans to owner-occupiers, tenants landlords, and/or developers, homelessness, rehousing and special needs/supported housing;
  - (c) benefits and welfare rights services;
  - (d) public health;
  - (e) scrutinising local health agencies under powers contained in the Health and Social Care Act 2001;
  - (f) housing.

**RESULTS FROM THE 2015-16  
ADULT SOCIAL CARE USER SURVEY  
Domiciliary Care Providers Only**

This briefing provides the results from the NHS Digital's *Adult Social Care User Survey 2015-16* administered by Bromley Council, which was conducted between January and March 2016. **The results include the responses from service users who had a Council funded and arranged care package with domiciliary care providers only.**

The results are the responses to the following question:

*"Overall, how satisfied or dissatisfied are you with the care and support services you receive?"*

*By 'care and support services' we mean any equipment or care provided by staff who are paid to help you. The staff could be from Bromley Council, an agency, a care home or bought by you using money from Bromley Council through a Direct Payment."*

## **RESULTS**

- In total, the survey was sent to **1,691 adults** who had a Council funded and arranged care and support package from the Local Authority. This included those:
  - In the community and receiving domiciliary care, extra care housing, CareLink, etc.
  - In residential and nursing care
- **309 responses** were received from people who received care and support from domiciliary care providers\*
- Of these:
  - **22%** (68) stated that they were **extremely satisfied**
  - **31%** (95) stated that they were **very satisfied**
  - **33%** (101) stated that they were **quite satisfied**
  - **8%** (26) stated that they were **neither satisfied nor dissatisfied**
  - **5%** (15) stated that they were **quite dissatisfied**
  - **1%** (2) stated that they were **very dissatisfied**
  - **1%** (2) stated that they were **extremely dissatisfied**

\* It should be noted that many service users received care and support from more than one provider, including domiciliary care providers, extra care housing, CareLink, etc. Where more than one domiciliary care provider was involved, the same response was allocated to each provider.

## **CONCLUSION**

Overall, **86% (264)** of people who responded were **satisfied** with the care and support services that they receive. A small number were dissatisfied, **7% (19)**.

**This is a positive indication that the significant majority of service users are satisfied with the care and support services that they receive.**