

**ADULTS, WELLBEING & HEALTH
SCRUTINY & IMPROVEMENT COMMITTEE
TUESDAY 20TH SEPTEMBER 2022 AT 14:00
CIVIC CENTRE, RIDLEY STREET, REDCAR, YORKSHIRE, TS10 1TD**



CONTACT

Rae Puggmurr
(01642) 771741
9 September 2022

CIRCULATION

Councillors Holyoake (Chair), Pallister (Vice Chair), Cawley, Davies, Dowson, Gray, King, Sandra Smith, Thomson, Turner, Watts, Wells and Wilson.

Councillors Kay, Lanigan, Ovens and Westbury (Cabinet Members - For Information)

All Members of the Council (For Information)

Corporate Director for Adults & Communities

Director of Public Health

The Press [except for Confidential item(s)]

A G E N D A

	<u>Pages</u>
1. Apologies for Absence	
2. To confirm the Minutes of the meeting held on 27 th July 2022 and note the attendance matrix	2-8
3. Declarations of Interest	
4. Relevant Cabinet Reports	
Would Members please bring their copy of the Cabinet Workbook with them to the meeting (these papers will follow)	
5. GP Performance Data	9-21
6. Public Health Update	Verbal
7. Quarter 1 Performance	22-80
8. Adult Social Care Reforms	81-105
9. Action Update	106-107
10. Any items the Chair certifies as urgent	

26 July 2022

**ADULTS & COMMUNITIES SCRUTINY AND
IMPROVEMENT COMMITTEE**

A meeting of the Adults & Communities Scrutiny and Improvement Committee was held on 26 July 2022 at the Civic Centre

PRESENT Councillor Pallister (Vice Chair),
Councillors Cawley, Dowson, Jeffrey, Thomson,
Turner, Watts, Wells and Wilson

OFFICIALS F Anderson, G Harding, A Pearson, R Puggmurr, P
Rice.

IN ATTENDANCE Councillors Kay and Ovens
Beth Stevenson, Mandy Vernon, Briarwood (Hill
Care)

9. APOLOGIES FOR ABSENCE

Apologies for absence were submitted on behalf of Councillors, Gray, Holyoake, King, Sandra Smith and Westbury.

The committee observed a minutes silence for the passing of former Councillor Dave Walsh and the Chair invited Members to pay tributes

10. MINUTES

AGREED that the minutes of the meeting held on 14 June 2022 be confirmed and signed by the Chair as a correct record.

11. Senior structure and revised scrutiny arrangements

The Corporate Director for Adults & Communities gave a verbal update on a proposed senior restructure. Under the new structure Scrutiny & Improvement Committees would be more aligned with the current Cabinet portfolios.

As part of the ensuing discussions, the following comments were made:-

- A Member shared concerns around the addition of another senior officer. They also referred to a recent task & finish group which recommended establishing a climate change forum, and for climate change to be a priority for every existing Scrutiny & Improvement Committee. A Climate & Environment Scrutiny Committee would need to be politically proportionate which could prevent some interested Members from sitting on that committee.
- The Corporate Director for Adults & Communities confirmed that in terms of the senior structure, the Director of Growth, Enterprise & Environment role had sat vacant for two years however it is proposed to look to recruit to this role. With regards to the newly

26 July 2022

proposed Assistant Director role, this is due to the increased workload arising from the two White Papers concerning social care reform and the need to be prepared for the new CQC inspection regime of adult social care departments.

- A Member felt that resources must be allocated where they are needed most, and that the creation of five Committees rather than four will allow for time to discuss items in more depth.
- A Member agreed that to match the function to the personnel is an improvement to the current structure.
- A Member sought clarification of the recommendation from the recent task & finish group to create a climate change forum, thus allowing any interested Members to be fully informed.
- The Governance Manager confirmed this is referred to in the report, for a forum to allow Members an opportunity to engage in climate change discussions.

:-NOTED.

Corporate Plan Implementation Plan for Quarter 1 – 2022/23

The Corporate Director for Adults & Communities gave an update on progress to date of the five areas of action within the Corporate Plan Implementation Plan relevant to this Committee. Two of the actions have been fully completed in terms of carers services and the implementation of an integrated Domestic and Substance Abuse service. Three areas remain ongoing, with The Corporate Director for Adults & Communities outlining reasons for the delay.

:-NOTED

Annual Adult Safeguarding Report 2021/22

The Corporate Director for Adults & Communities shared highlights from the annual report and confirmed that the Chair of the Teeswide Safeguarding Adults Board (TSAB) will attend a future scrutiny to give an update on the work of TSAB in 2021/22.

Points to note included:-

- Although there were challenges in terms of face to face visits, both in care homes and private properties, professionals continued to follow the principles of Making Safeguarding Personal.
- 93% of people felt safer at the conclusion of a safeguarding exercise.
- Contacts and Enquires increased resulting in a significant increase in the workload of the Safeguarding Team.
- Four residential care providers were subject to the Responding to and Addressing Serious Concerns Process.
- In terms of serious adult reviews, there was one case that met the threshold in 2021/22. Work is being undertaken to identify an independent person to lead on the review.

26 July 2022

As part of the ensuing discussions, the following comments were made:-

- The Corporate Director for Adults & Communities advised that vulnerable adults fall into two main cohorts, those with a commissioned service where it is more likely for concerns to be identified, and isolated individuals, not receiving care or with an allocated social worker.
- The Corporate Director for Adults & Communities confirmed that work is ongoing to ensure partners, when visiting a property, share information on fuel poverty to allow individuals to be signposted to support.
- A Member felt that more focus could be given to equality within the report, and felt that more consideration should be given to acknowledging barriers experienced by some residents due to mobility issues
- A Member sought information on whether there is a way of ensuring care delivered through a private company is of a good standard.
- The Corporate Director for Adults & Communities confirmed that every care company must be CQC registered, meaning the company would have a set of procedures to follow in terms of qualified staff, care plans, and agreed visits. The Council's Commissioning Team would also visit the companies to make sure they adhered to practice that protected individuals.
- A Member felt that there are people in the community where the need for care and support is not identified, and questioned what communities are doing to support each other? They stressed the need for early identification and for services outside of the social care arena to be vigilant to potential vulnerabilities.
- The Corporate Director for Adults & Communities advised of 'Making Every Contact Count' an approach which was initially rolled out through Public Health and work continues to expand on the initiative. Through this, staff are trained to deliver brief interventions where appropriate and to provide information as to where residents can go for support. The roll out will also include partner agencies and voluntary and community groups.
- A Member expressed disappointment in the lack of analysis behind the data, that there is a need to understand whether and why the level of care may have reduced, and to agree actions to take forward.
- The Cabinet Member for Adults advised of the positive partnership work undertaken with TSAB which will continue in light of the impending changes to adult care.

:-NOTED.

12. RESPONDING TO AND ADDRESSING SERIOUS CONCERNS - BRIARWOOD

Mandy Vernon and Beth Stevenson were welcomed to attend to respond to concerns regarding the quality of care in Briarwood Care Home.

26 July 2022

- Apologies were offered for the current situation, the inadequate outcomes of the previous inspection were acknowledged, and the Committee were given assurance of the lessons learnt and new processes now in place.
- Nationally there is a challenge in terms of staff recruitment, resulting in the increased need for agency staff.
- There has been progress in recruiting to permanent roles within the home, including internal nursing day staff, with a view to ensuring in house staff are working on each shift. Where this is not possible then regular agency staff are requested.
- The home welcomed the work undertaken with the Local Authority and felt that it was supportive, and advice given was acted upon. The quality and training team have been working closely with both internal and agency staff.
- The home was recently re-inspected by CQC, however the final report has yet to be published.
- The need for consistent improvements to be seen was acknowledged.

As part of the ensuing discussions, the following comments were made:-

- A Member advised they had undertaken two visits to the home previously and had no concerns.
- A Member asked at what stage does a care home come to the decision to close if they cannot employ suitable qualified staff to care for residents?
- The Corporate Director for Adults & Communities advised that the overall focus is to support the provider to do its best to recover and improve. When a home enters into the serious concerns process all new admissions are frozen to allow for improvements. It is generally felt that it is in a person's best interests to stay in their care home.
- A Member asked whether there was a risk that the interest of the residents may come secondary to supporting the home to recover?
- The Corporate Director for Adults & Communities confirmed that this isn't the case but felt that generally it is in the best interests of the residents for them to remain in the home, and, where a resident has capacity, they cannot be moved against their will.
- Briarwood confirmed that managers work towards level 5 if they don't already have the qualification. Staff are encouraged to complete their level 2 and the care certificate is completed as part of staff induction.
- Briarwood acknowledged the legal requirement of completing care plans, however advised that they are hugely complex and onerous to complete.
- A Member asked whether it would be possible to establish a national carers database?
- Briarwood advised that the agreement with agencies is that they undertake all checks on a person prior to their employment.

26 July 2022

- A Member felt that as a Council we should be training care workers in house, rather than losing care home staff to agencies.
- The Corporate Director for Adults & Communities confirmed that there is a Care Academy in partnership with DWP and Redcar College, however take-up has been extremely low. A new campaign as part of a North East initiative to raise the profile of caring is to be rolled out.
- A Member felt that although there are some good quality agency workers, there is often a lack of commitment and continuity.
- Briarwood advised that an improvement in pay rates would likely improve quality, that privately funded care settings can allow for staff to be laid at a higher rate, whereas local Authority funding beds do not allow for this.
- An invitation for Members to visit the home was extended to all.

:-NOTED.

13. **ANNUAL COMPLAINTS AND COMPLIMENTS REPORT 2021/22**

The Corporate Director for Adults & Communities shared highlights of the annual report, points to note were:

- 62 complaints were received between 1st April 2021 and 31st March 2022.
- One pressure is around discharge 2 assess, resulting in people being moved into the social care arena with a lack of understanding around financial assessment times.
- Almost 2/3rds of complaints were upheld/partially upheld.
- Four were referred to the Ombudsman, two of which were upheld.
- Almost 200 compliments were received, the vast majority were from people in receipt of council provider services.
- Acknowledged the need for better engagement and consultation with residents to use data in a meaningful way.

As part of the ensuing discussions, the following comments were made:-

- A Member felt that further information was required in terms of service user feedback.
- The Corporate Director for Adults & Communities confirmed that an update will be brought to a future Committee meeting.
- A Member asked that, should a person wish to reduce their package, whether this results in a reduction in the cost?
- The Corporate Director for Adults & Communities advised that the need is assessed by a social worker and that following this, a financial assessment is undertaken on the agreed care package required.

:-NOTED.

14. **UPDATE ON DECEASED CRUSTACEANS**

26 July 2022

A Member welcomed Scrutiny oversight of the Defra response to deceased crustaceans. Since this request, a Full Council motion has been passed. Members noted the independent report circulated, as part of the ensuing discussion the following points were made:-

- A Member expressed disappointment with Defra's decision to turn down an invitation to attend the meeting and that, from a planning perspective, the Council have a responsibility to understand what has happened and the possible impact of dredging.
- Concerns were shared that dredging could commence anytime from September.
- The Corporate Director for Adults & Communities advised that the licencing agreement for dredging to take place was not taken lightly.
- A Member felt there is an opportunity to challenge the lack of information in light of no clear decision of the reason for the deaths
- A Member suggested consideration is given to a hatchery, although the need to identify the reasons for the deaths prior to progressing this was acknowledged.
- The Corporate Director for Adults & Communities agreed to seek an update on the progress of the motion passed at Full Council and to action the motion.

15. **ACTION UPDATE**

The Governance Manager presented an update on the progress made against outstanding actions from previous meetings of the Adults & Communities Scrutiny and Improvement Committee.

:- NOTED

Adult & Communities Scrutiny Committee

ATTENDANCE RECORD - 2022/23

Surname	First name	14.06.22	26.07.22	20.09.22	dd.mm.yy	dd.mm.yy	dd.mm.yy	dd.mm.yy	dd.mm.yy	dd.mm.yy	Total Meetings Attended / total possible
Holyoake	Shelagh	✓	RA								
Pallister	Lynn	✓	✓								
Cawley	Ceri	✓	✓								
Dowson	Deborah	✓	✓								
King	Karen	Apols 2	Apols								
Wilson	Margaret	Apols 1	✓								
Thomson	Phillp	✓	✓								
Gray	Tim	X	Apols								
Wells	Billy	Apols 2	✓								
Lockwood	Mike	X	n/a								
Brook	Adam	X	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Watts	Anne	✓	✓								
Turner	Andrea	✓	✓								
Smith	Sandra	n/a	Apols								
Davies	Wayne	n/a	Apols								

Substitutes

Key

✓	Attended
RA	Apologies Submitted (replacement attended)
Apols	Apologies Submitted (no replacement)
X	Did Not Attend (no apologies received)
C	Cancelled Meeting
n/a	Not a Member

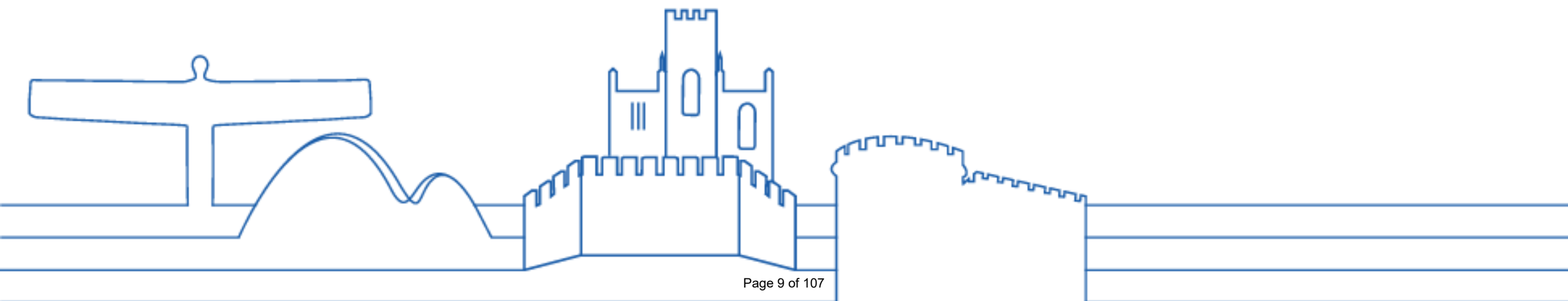
Reason for Absence (NB Full details may not be provided for reasons of confidentiality)

1	Personal Commitment
2	Work Commitment
3	Illness/Medical
4	Conflicting Council Commitment
5	Other

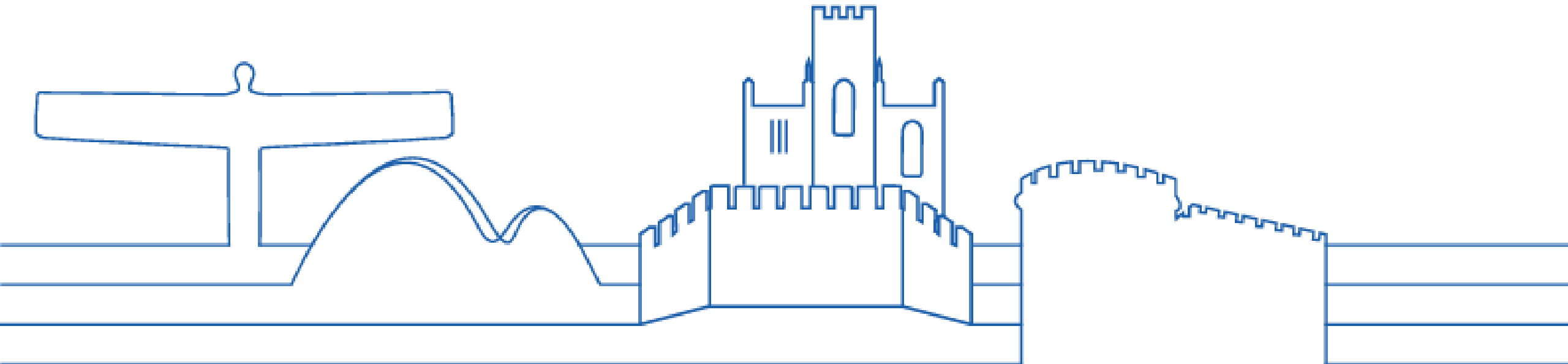
Primary Care Access

Karen Hawkins – Integrated Care Board (ICB) Director – Primary & Community Care

Emma Joyeux – Commissioning Lead Primary Care



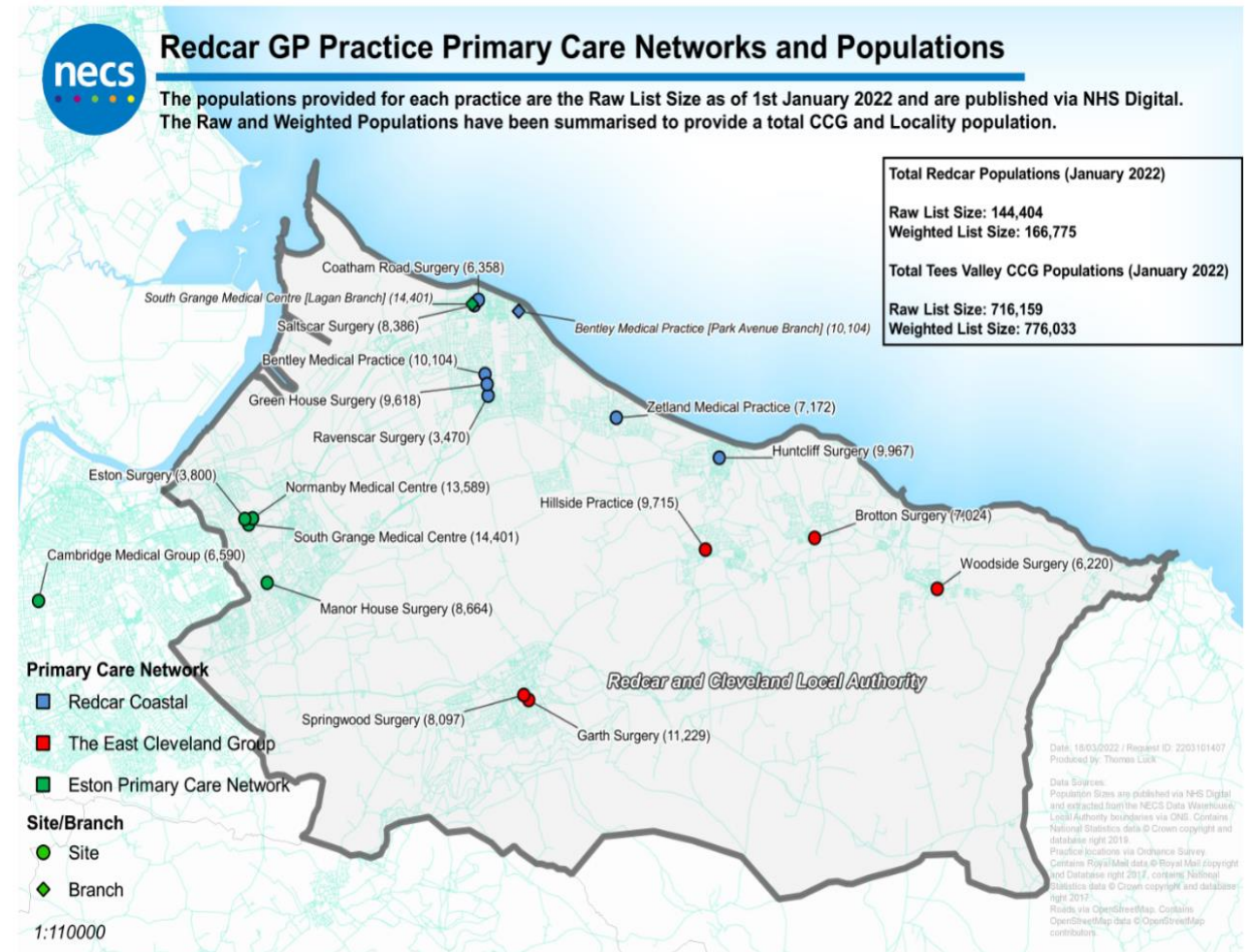
Overview of primary care in Tees Valley



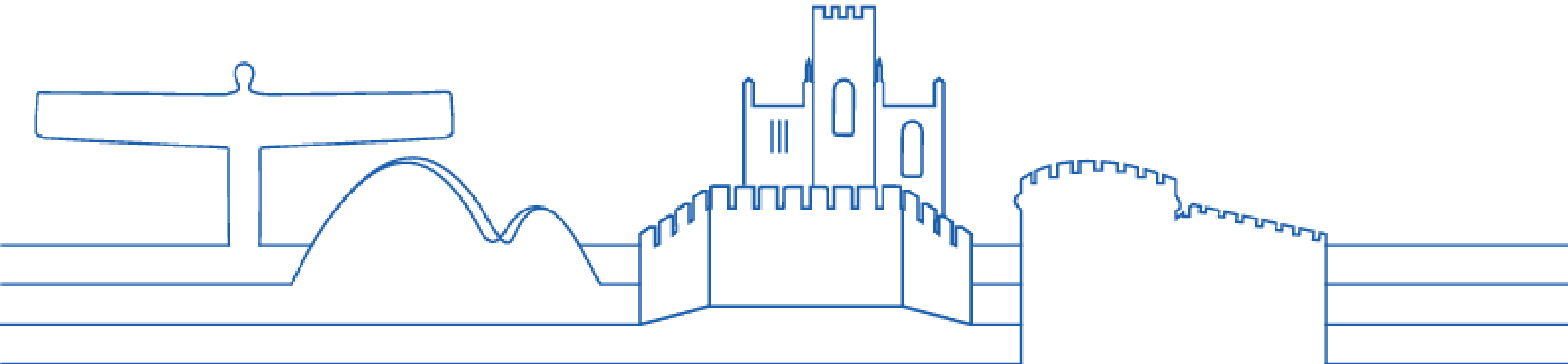
Configuration

- 5 Local Authority areas
- 80 Practices
- 14 Primary Care Networks [PCNs]
- Tees Valley patient population 716,159

Locality	Number of practices	Smallest list size	Largest list size	Average list size	Number of PCNs
Hartlepool	11	3,697	18,662	8,831	3
Stockton	21	2,333	21,949	9,717	4
Darlington	11	4,746	15,327	10,084	1
Middlesbrough	21	715	19,925	7,982	3
Redcar	16	3,470	14,401	8,494	3

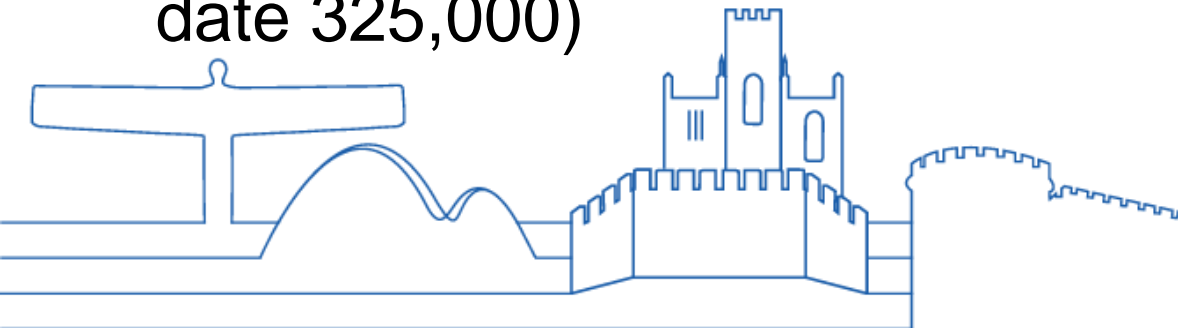


Access Challenges



NHS Digital published data for Tees Valley

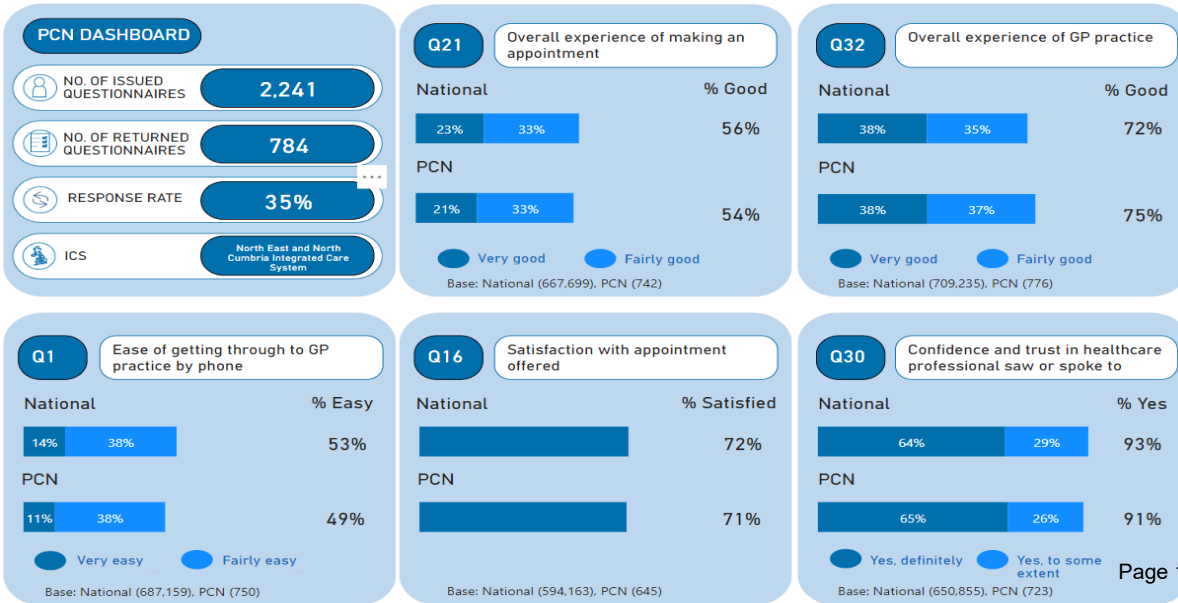
- The number of primary care appointments in July 2022 was 325,827. This is the equivalent of 45% of the Tees Valley population.
- On average at least 78% of attended appointments were face to face; at the start of the pandemic this was 55-60%
- Approximately 5% of appointments are recorded as Did Not Attend; at the start of the pandemic this was 3%
- Total number of appointments in July is about the average since March 2019 (19/20 326,000; 20/21 311,000; 21/22 341,000; 22/23 to date 325,000)



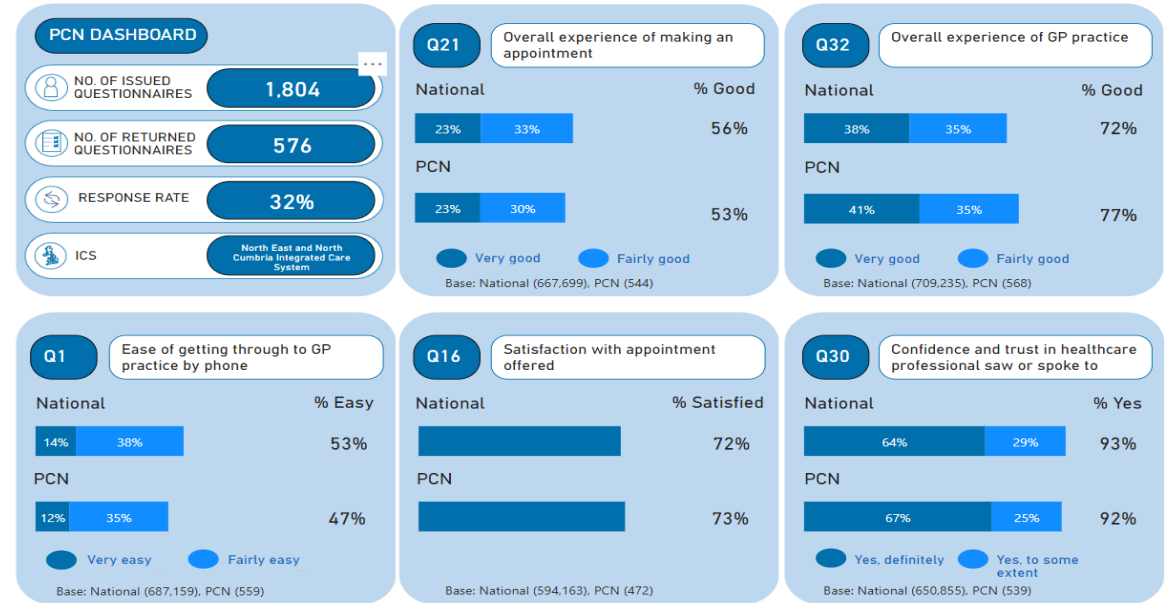
GP Patient Survey 2022

- Overall experience of making an appointment in Redcar is on average, slightly lower than National average
- Average satisfaction with appointment offered is however over 70%

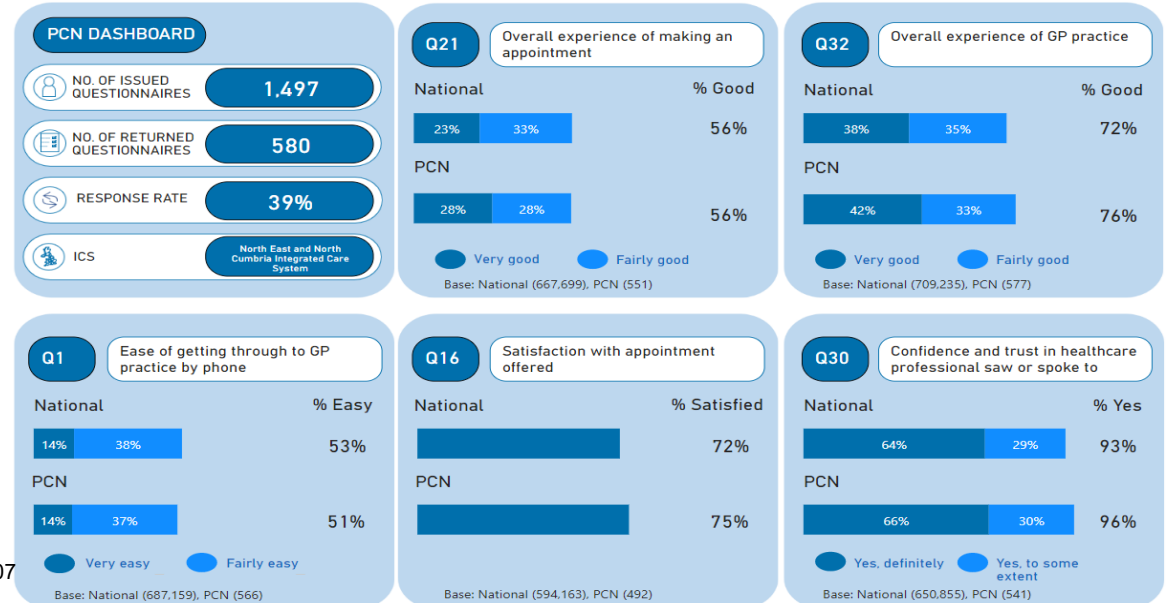
Summary page (2022) REDCAR COASTAL PCN



Summary page (2022) ESTON PCN



Summary page (2022) EAST CLEVELAND PCN



Causes of access challenges

- Covid ways of working – total triage
- Staff sickness and isolations
- Back log of care - long term condition management
- Continued high-level demand for same-day access

Classification: Official

Publications approval reference: C1175
3 March 2021, Version 4.1

Guidance and standard operating procedures

General practice in the
context of coronavirus
(COVID-19)

Version 4.1

This guidance is correct at the time of publishing, but may be updated to reflect changes in advice in the context of COVID-19. Any changes since v4.0 (24 December 2020) are **highlighted in yellow**.

Please use the hyperlinks to confirm the information you are disseminating to the public is accurate. The document is intended to be used as a PDF and not printed: weblinks are hyperlinked and full addresses not given.

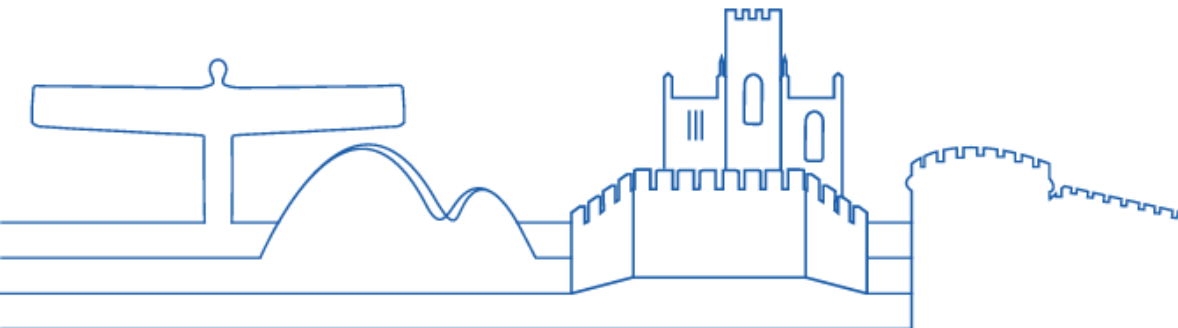
The latest version of this guidance is available [here](#).

To provide feedback about this SOP [please complete this email template](#).

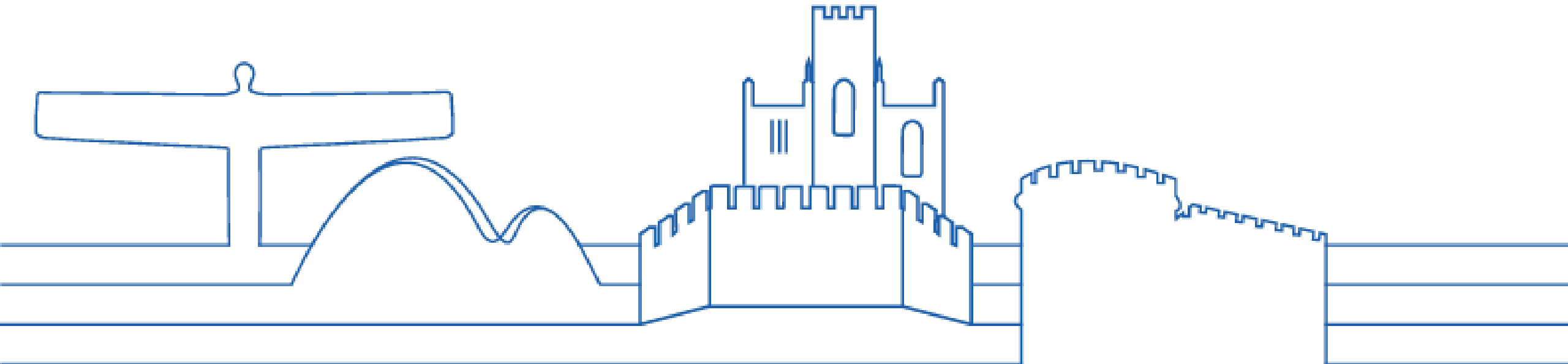
Operational queries should be directed to your commissioner.

Impact of access challenges

- Increased call waiting times
- Patient frustrations leading to increased complaints
- Increased abuse to practice staff
- Difficulties in recruiting practice staff



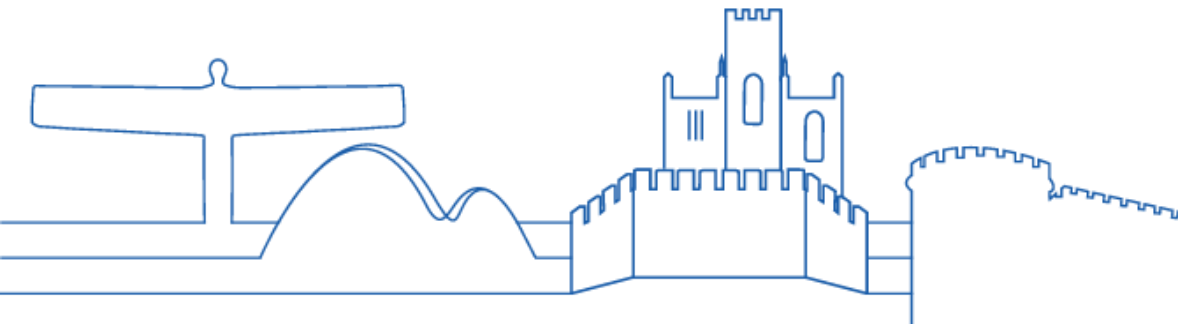
Access Improvements



Increased workforce

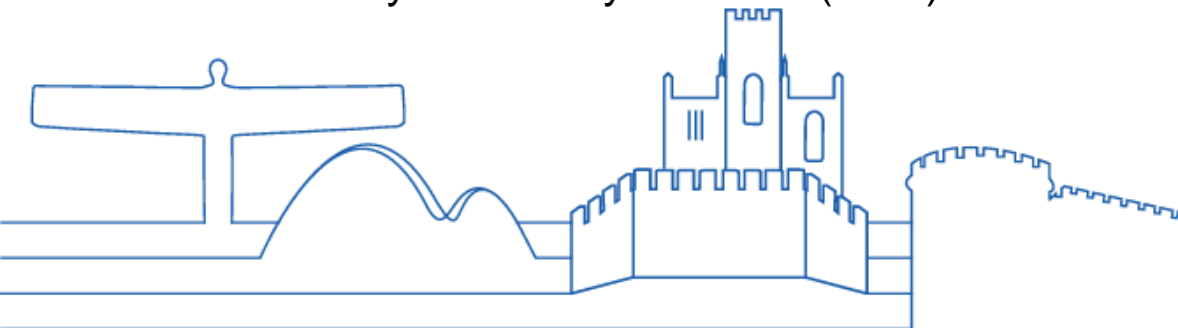
- Since June 2020 to June 2022:
 - 4.20 WTE more GPs
 - 0.54 WTE more nurses
 - 7.31 WTE more direct patient care roles
 - 34.44 more Additional Roles (PCN)
 - Overall net clinical impact across Redcar is an additional 53.10 WTE

	GPs (all qualified GPs excluding in training & locums WTE	Nurses WTE	Direct Patient Care roles (not ARRS funded) WTE	Other – admin and non-clinical WTE	GP Registrar WTE
East Cleveland PCN	29.10	15.35	7.14	58.82	8.54
Redcar Coastal PCN	32.60	23.68	16.67	84.38	9.81
Eston PCN	17.00	20.89	12.45	74.00	1.71
REDCAR	78.69	59.92	36.26	217.20	20.06



Support to date

- Covid costs reimbursement (staff backfill etc)
- Additional income (Supporting General Practice Fund) to allow practices to meet priority areas
- Income protection nationally (e.g. Quality and Outcome Framework, Minor surgery Directed Enhanced Service)
- Income protection locally (e.g. Local Improvement Scheme)
- Winter access fund
- Winter security fund
- Promoted care navigation training and participation on the NHS England Time for Care accelerate programme
- Temporary or formal list closure requests (as per contract)
- Community Pharmacy Scheme (CPS)



Further support

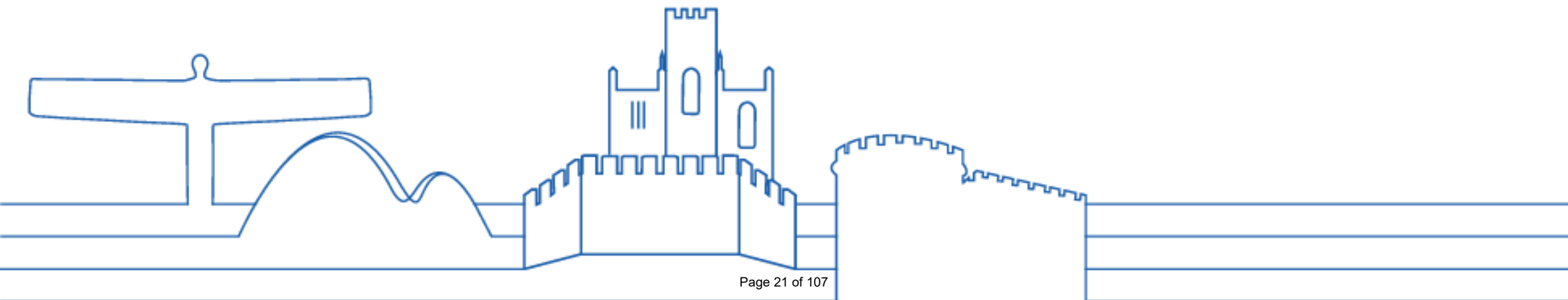
- Exploring opportunities to facilitate upgrades to practice telephony systems
- Improving communications to patients and Patient Participation Groups about general practice
- Changes to enhanced access due to commence 1st Oct:

Patients registered at GP Practice	Opening times and location of Enhanced Access provision		
Bentley Medical practice Ravenscar Surgery Coatham Surgery Huntcliff Surgery The Greenhouse Surgery The Saltscar Surgery Zetland Medical Practice	Monday to Friday	18:30 - 20:00	Bentley
	Saturday	09:00 - 17:00	Bentley
Brotton Surgery The Garth Surgery Woodside Surgery Hillside Practice Springwood Surgery	Monday, Wednesday and Friday	18:30 - 20:00	Brotton
	Tuesday and Thursday	18:30 - 20:00	The Garth
	Saturday	09:00 - 17:00	The Garth
Normanby Medical Centre South Grange Medical Centre Cambridge Medical Group Eston Surgery The Manor House Surgery	Monday	18:30 - 20:00	Normanby and South Grange
	Tuesday	18:30 - 20:00	Cambridge, Manor House, Normanby and South Grange
	Wednesday	18:30 - 20:00	Normanby and Eston
	Thursday	18:30 - 20:00	Eston, Normanby and South Grange
	Friday	18:30 - 20:00	Normanby and South Grange
	Saturday	09:00 - 11:45	Manor House
		09:00 - 17:00	Normanby and South Grange



**North East and
North Cumbria**

Thank you



People at the Heart of Adult Care



Adult Care Quarter 1 Performance Report 2022/23

Presentation to Adults, Wellbeing & Health Scrutiny and
Improvement Committee

Adult Care Performance Framework

Monitoring our performance
to improve social care
outcomes

Director's Introduction



Staffing vacancies and absences, combined with the start of seasonal leave is having a significant affect across the department. Teams are supporting each other through effective cross team rota arrangements.

By the Autumn the resource position will be much improved; a number of experienced appointments have been made bringing re-balance to managerial structures and strengthen practitioner and officer levels.

In Quarter 1 the Adults we support have been celebrating the Jubilee and we will take a look at some of the activities that have taken place in our services.

Priority 2: Meeting Residents Needs

Build a new supported living care community at Kirkleatham for older people and people with disabilities.

Groundworks have started on site and the access road to the development is now complete. Completion timescales are yet to be determined as the project group focuses on resolving some design queries.

Build a new supported living care community at Hummersea in Loftus for people with disabilities and older people.

Phase one is complete with supported housing bungalows, apartments and houses scheduled for handover to Beyond Housing just after the quarter end. Further phases are awaiting the installation of an electric substation prior to agreement of further handover dates.

Launch a new All Age Carer Strategy and commissioned carer services to provide support to all informal carers, including young carers.

This action has now been completed; new contacts are progressing well and we have celebrated Carers Week during the quarter.

Keeping people supported and safe

Contact, Referral & Assessment all teams

- Overall activity is down 3% on the previous quarter, and slightly down when compared to the same quarter last year (1%).
- However carer assessments are up 22%; increases potentially attributed to raising the profile during Carers Week.

Safeguarding & Deprivation of Liberty Safeguards

- Again overall activity is down on the previous quarter (3%), and up when compared to the same quarter last year (9%).

	2022/23		2021/22	
	Q1		Q4	Q1
Contacts	2999	↓	3016	2859 ↑
Referrals	1205	↓	1284	1249 ↓
Carers Assessment	134	↑	110	153 ↓
SW Assessment	1036	↓	1110	1104 ↓
OT Assessment	276	↓	311	358 ↓
MHA Assessment	62	↓	72	48 ↑

Data Source:
Casebook extract

	Q1 Totals		2021/22	
	2022/23		Q4	Q1
Safeguarding Concerns	488	↓	522	439 ↑
S42 Enquiries	167	↓	205	121 ↑
Conversation Rate %	34.2%	↓	39.3%	27.6% ↑
DoLS Applications	442	↑	400	447 ↓

Data Source:
Casebook extract

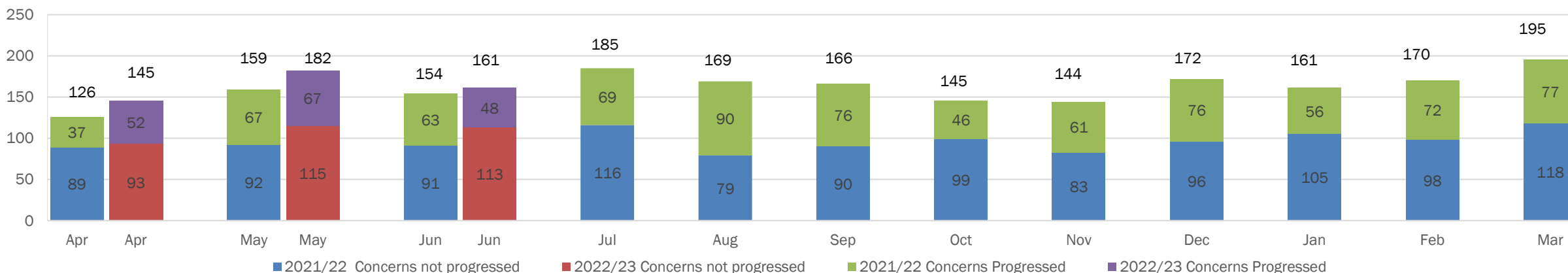
- The slight reduction in activity is aligned to natural fluctuations in contacts and case numbers.

MD DASHBOARD ENTRY			
Measure	Q1 YTD Performance	2022/23 Target	Annual Benchmark
Number of carers receiving respite or carer specific services/support during the period (LTS003) (YTD)	444	700	None
Number of Safeguarding S42 Enquiries (YTD)	167	651	564

Safeguarding

- Prior to the pandemic, there had been a year on year increase in the number of safeguarding concerns reported to us.
- Covid 19 outbreak appears to be the main reason behind decreases in safeguarding concerns during 2020-21 & 2021-22 with tighter guidance on face to face visits including family and friends not being regularly able to visit each other. Where lockdown rules were in force, the number of safeguarding concerns reported fell significantly, where lockdown rules were relaxed slightly, the number of safeguarding concerns increased again.
- Some carers and users of adult social care initially cancelled their care at home, day care and respite care due to concerns regarding the risks to them and their families from Covid 19. This meant that several people with care and support needs and their carers were isolated even further. During this time visits to care homes, hospitals and people's own homes were also more infrequent than due to the risks associated with the virus and some adults in the community who may be more susceptible to illness. This meant a lower number of adult safeguarding concerns/referrals were made. Social work and other staff risk assessed every visit before they went out, despite this safeguarding never stopped and visits were still undertaken where appropriate.
- During the pandemic, the responsibility to safeguard adults at risk has remained a high priority, with staff in adult social care and commissioning completing risk assessments prior to any 'face to face' contact. Staff have had appropriate IPC training, access to the most up to date public health guidance and relevant PPE. Where staff haven't been able to visit, other methods such as video calls, checks with other professionals such as infection control staff who have been into the care setting have been used to assess risk and provide assurances about the safety of residents.

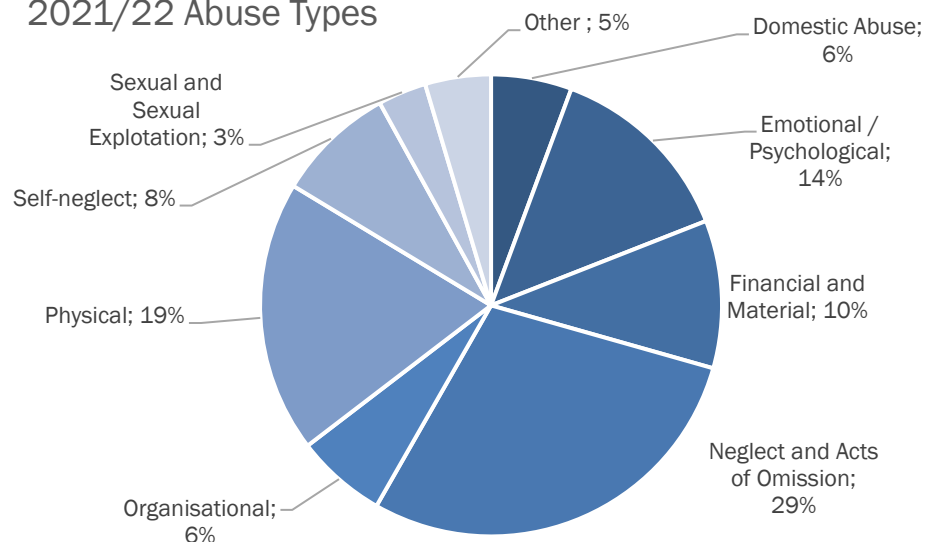
Section 42 Enquiries 2021/22 and 2022/23



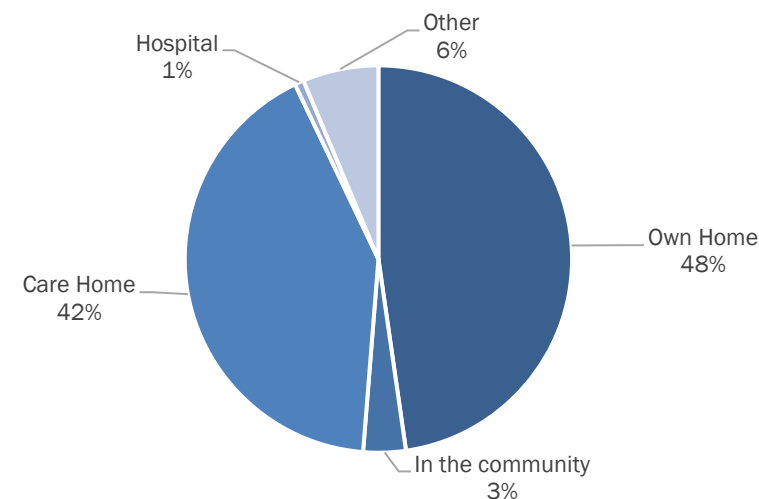
Safeguarding – Types of Abuse

- Last year neglect and acts of omission accounted for nearly a third of safeguarding concerns that were progressed.
- A fifth of cases could be attributed to physical harm, which can include medication errors and resident on resident concerns.
- 2022/23 Q1 data indicates a trend; 23% neglect and acts of omission and 24% physical harm.

2021/22 Abuse Types



2021/22 Abuse by location



Safeguarding – Abuse by Location

- Residential care settings and the person's own home are the most prominent locations of abuse reported. In care homes there are a higher concentration of people with higher needs and all staff within or who visit this setting have a duty to report.
- Fluctuations in safeguarding activity are directly correlated to provider concerns and the RASC process. Where a provider is in RASC every concern is progressed to full enquiry, which is not always necessary in a provider setting where serious concerns about care quality are not present.

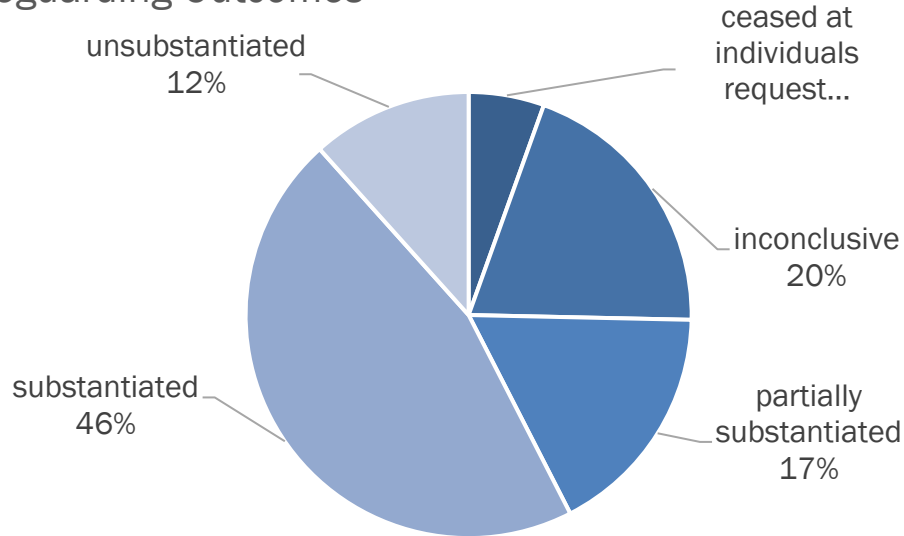
Keeping people supported and safe

Spotlight on Safeguarding

Reducing the risk in Q1 2022-23

- 85% of cases had risk identified and action was taken to remove or reduce that risk.
- 58% of adults where the safeguarding episode was concluded in Q1 did not have capacity to make decisions.

Safeguarding Outcomes



Making Safeguarding Personal
MSP focuses on outcomes for the Adult and ensures practice is person centred

73%
of Adults or their representative expressed their wishes and outcome they desired

18%
of Adults or their representative were asked but did not express any specific outcome

9%
of Adults or their representative did not respond. We need to improve recording outcomes (reflective of pressures).

Of those Adults or their representative who did express a desired outcome 68% were fully achieved, 24% partially achieved and 8% were not achieved



Spotlight on Safeguarding



Safeguarding Assurance Audits

- Themed safeguarding audits have strengthened to ensure we can evidence good practice and improve where we need to.
- Audits undertaken in Q1 have focused on abuse type psychological and discrimination.

Psychological themed audit outcomes

- **Good practiced evidenced:**
 - Followed process and within timescales
 - Good decision making
 - Identified need for advocate and actioned appropriately
- **Areas of improvement:**
 - Greater detail needed in records to demonstrate holistic thinking
 - Advocacy could have been considered sooner although this was positive
- **Agreed actions:**
 - Team reflection session
 - Reminder on recording practices
 - MCA good practice to be shared.

Discriminatory themed audit outcomes

- **Good practiced evidenced:**
 - Good examples of person centred practice
 - Good level of evidence showing person consulted throughout
 - Good decision making and rationale
- **Areas of improvement:**
 - No concerns
- **Agreed actions:**
 - Manager to share positive feedback and for team reflections

Keeping people supported and safe

Supporting Adults with Mental Health Needs

Adult and Older Persons Mental Health Team Activity	2022/23	2021/22
	Q1	Q4
Referrals	60 ↓	79
Needs Assessment	117 ↓	168
MHA Assessment	62 ↓	72



Skelton Pilot Hub

- Estates work starts in September for completion January 2023. Site visit for partners aiming to co-locate or work into the hub to be arranged.
- Community Hub Manager to be explored to coordinate the day-to-day service delivery across partners and promote the wellbeing of the hub to ensure this meets the needs of the local community.

Community Transformation

- We are working in partnership with TEWV, Public Health and VCS organisations to map the provision across all services to understand the offer for mental health and wellbeing support across the system.
- Mental Health Practitioners are being recruited to GP surgeries to enable access to the right support at the right time.
- £152,000 system funding available to address gaps in the mental health system and to collaborate rather than work in silos and ensure individuals do not need to repeat their stories or experience.
- Partnership event on the 10th October to explore how VCS partners can deliver this funding on behalf of the transformation.
- Daisy Chain charity that supports autistic and neurodiverse population and Harbour charity that support victims of Domestic Abuse to start conversations around ensuring the hub can support and represent differing needs and populations.
- The Council and Redcar and Cleveland MIND have jointly developed Service user and carer voice which will continue to grow this voice and work alongside the South Tees Lived Experience Network. Belinda Brooks from TEWV is also supporting this work.
- Proposed next working group meeting in early September.

Keeping people supported and safe

Supporting Adults with a Learning Disability

- At the end of June 2022 Adult care were supporting 464 Adults aged 18 to 64 years with Learning Disabilities.
- 84.9% of these Adults were living in settled accommodation
- 4.5% were in paid employment (21 Adults)
- A further 58 Adults were supported by our Employment Development Officer during Quarter 1. This ‘Employment Link’ work supports adults with a learning disability to engage with volunteering and employment readiness opportunities, as well as paid employment.



Spotlight on Employment Link



Learning Disability Team Activity	2022/23	2021/22
	Q1	Q4
Contacts	38 ↑	1
Referrals	19 ↓	31
Needs Assessment	128 ↓	144

‘Terry’ is in his 60’s and lives with his mother; he has found the last couple of years difficult and isolating because of the pandemic. Terry and his mother met up with our employment development officer to look at what opportunities are available now.

We helped Terry to secure a volunteering post at a local charity which runs a soup and roll lunch once a week. He helps to clear tables and do the washing up. Terry has been able to meet new friends at a luncheon club that he attends on another day of the week.



'Kieran' has a background volunteering in retail and animal care and whilst Kieran was happy to return to either of these his true passion was technology.

We helped Kieran to think about forging a career doing something he loves and not simply settling for what he has done before. We found an opportunity in RCBC IT Department. Kieran attended a meeting with the team and then started volunteering each week. He is building his knowledge and enjoying doing something he loves.

'Kay' is a young adult with learning difficulties who wants a career as a nursery nurse. We set about looking to help Kay secure some experience working with children. We found a specialist community venue offering sensory classes for children with learning difficulties. Kay was supported to visit and helped set up the room for a group of children.

Kay helps the children when they arrives, played with them, encouraging them to interact with the sensory environment. Kay has continued to volunteer at the centre and hopes to maintain this even when she returns to college in September.

'Mollie' was facing a disciplinary for not attending work. We worked with Mollie and the manager of her supported living scheme understand why Mollie wasn't attending work. It came to light that Mollie had been the subject of discrimination due to her learning difficulties and this had made her feel unwelcome and unable to return to work. We attended the disciplinary and supported Mollie to return to work and to maintain her employment and independence.



Keeping people supported and safe

Practice Quality

Observations

Practice observations demonstrated a thorough understanding of social work practice and a high level of professionalism

Case File Audits

20 cases were audited; 70% met the good and outstanding standard with clear evidence of exemplary practice



Areas for improvement

- ensuring appropriate information leaflets are provided
- evidence the rationale for decision making in case records
- Provide better evidence of our engagement and communication activity through our case management system

Our quality audit framework provides us with assurance that vulnerable adults living in the borough are provided with good consistent standards of service.

Themed Safeguarding Audits

have recommenced in the later months of quarter 1 and will be reported on in quarter 2

Practice Workshops

have enabled practitioners to explore practice issues, share good practice and reflect on our activity. Q1 workshops have concentrated on County Lines and Responding to and Addressing Serious Concerns.

Promoting Independence

Housing Adaptations

- A total of 976 housing adaptations have been completed in Q1.
- 36 DFGs have been approved & 55 major adaptations have been completed
- Start dates longer due to contractor shortage/demand New contactors added to existing procurement list.
- 89 handyman jobs completed & 832 minor adaptations completed
- Older people remaining at home after reablement is down due to increased frailty and complexity of condition.



MD DASHBOARD ENTRY			
Measure	Q1 YTD Performance	2022/23 Target	Annual Benchmark
Number of Adults supported to remain in their own home by adapting properties (YTD)	976	3000	None
Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement (ASCOF 2B1) (YTD)	71%	80%	NE 83.5% England 82.0% (2019/20)

Activity & Wellbeing Therapeutic Services

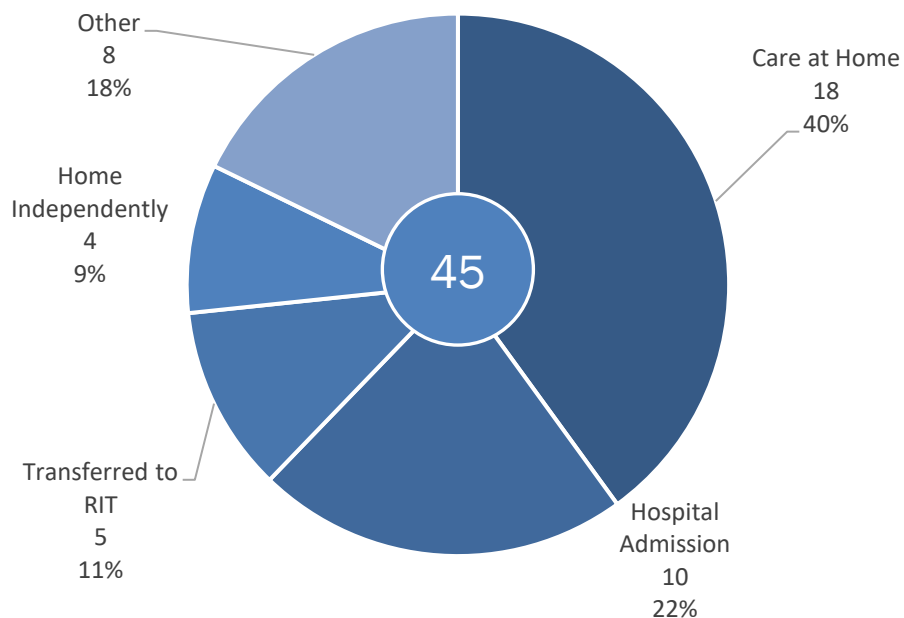
- Good news for Adults attending Redcar Satellite - access to hydrotherapy at Redcar Primary Care Hospital is back up and running. Social care staff have received pool evacuation training to support their role.
- Ceiling track hoist installed at Guisborough Central making a difference to people with mobility and postural needs.

Promoting Independence

Rapid Response

- 139 referrals were received in Q1 for Rapid.
- 49 admitted in Q1.
- 45 Adults have been discharged from Rapid Response during Q1; compared to 58 the previous quarter.
- Accepted referrals started the service the same day.
- On average Adults received the service for 14 days.

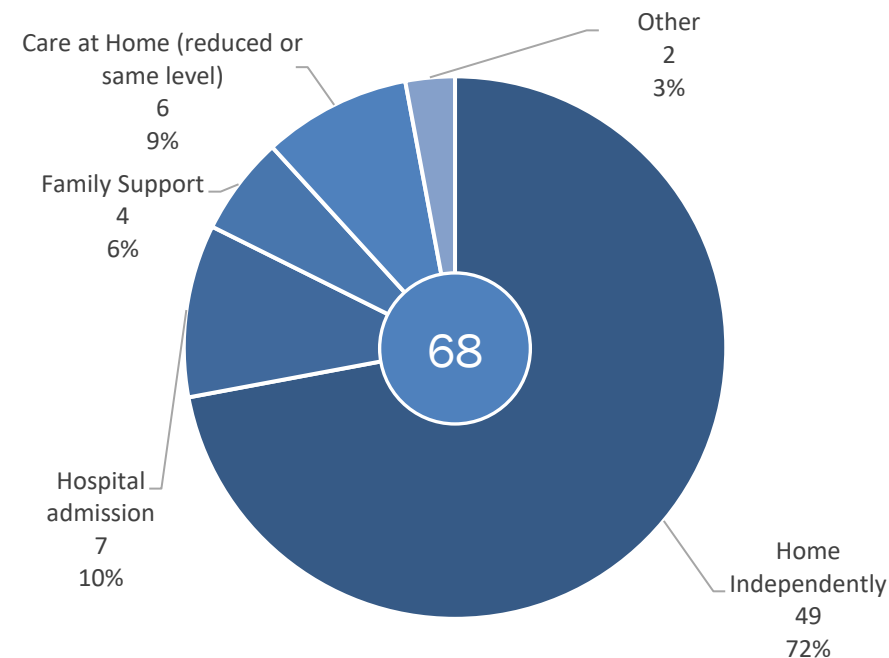
Rapid Response Outcomes for Q1



Reablement at Home

- 103 referrals were received in Q1 for RIT.
- 74 admitted in Q1.
- 68 Adults have received reablement services at home during Q1; compared to 67 the previous quarter.
- The time between referral and start of service was 5.7 days on average
- On average Adults received the service for 27 days.

Reablement Outcomes for Q1

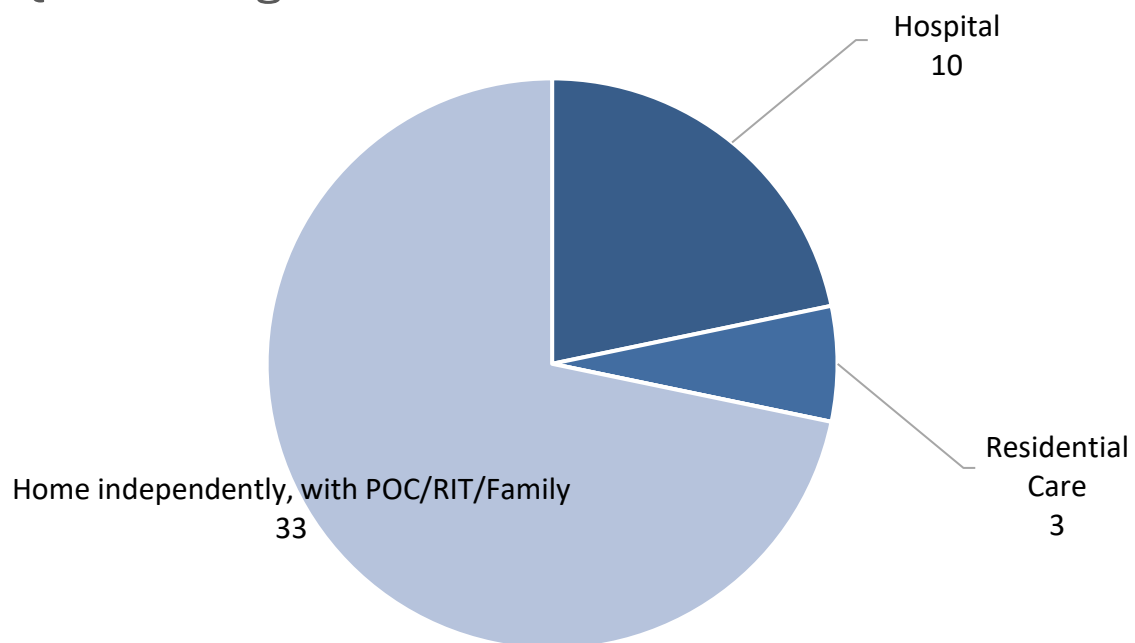


Promoting Independence

Meadowgate Intermediate Care Centre

- Meadowgate occupancy is high with increased demand from the hospital and community settings.
- 46 Adults were discharged in Q1; we continue to see a proportion of adults return to hospital along with those who need permanent residential care due to high level complex health and care needs.
- The Therapies Team continue to provide a supportive learning environment for Occupational Therapy and Physiotherapy students on placement from the University of Teesside.

Q1 Discharge Outcomes



Promoting Independence



Jervaulx Road Care Home

- The summer house has been converted into a mini gym and bar area for residents. This is Richard trying out some of the equipment!
- Internal decoration work has been completed and improvements made to the outside patio area too.



- The service has recently supported two emergency respite admissions.
- One permanent room has remained vacant for some time so we are now using this to increase our respite care offer to increase short break opportunities and provide additional support to unpaid carers.

Right Support at the Right Time

Commissioned Care and Support

- Significant challenges with recruitment and retention continue.
- Another peak in Covid-19 transmission impacting on the commissioned workforce.
- 10 outbreaks in the quarter; 3 ongoing.

Care Quality in Q1

86 quality assessment contacts to assess care quality and implement actions plans. Focus on residential and nursing care.

2 care homes remain subject to RASC proceedings; multiagency support continues to ensure sustained improvements.

We need to improve availability of timely accurate data for Residential and nursing capacity as we are seeing an increase in out of area placements (7 in Q1 2021/22 compared to 19 made for Q1 2022/23).

Fair Cost of Care exercise along with market sustainability planning underway. We nearly have returns from a sufficient proportion of the market to start analysis.

We have appointed Commercial Gov to support providers. Engagement sessions have been undertaken and providers are registered with Care Cubed who will provide the tool to conduct a consistent assessment of the fair cost of care.

Dementia Advisory Service commissioned; service delivery to commence Q2.
Care Home Connection Team established during the quarter to provide support around data security and protection toolkit and NHS mail queries.

MD DASHBOARD ENTRY

Measure	Q1 YTD Performance	2022/23 Target	Annual Benchmark
Number of Beds Funded by RCBC, including Respite, Short stay and Permanent (end of month value)	700	695	None

Right Support at the Right Time

Spotlight on Care at Home

- Over the last couple of years we have seen the increasing struggles faced by our commissioned care at home providers particularly in relation to recruitment and retention. We are working closely with the sector to promote recruitment opportunities but pay and conditions remain an issue.
- Working jointly with RCBC Communications team and Anglo American and other partners we have established a localised recruitment campaign; “Proud to Care” which is aligned to the national care recruitment drives. The campaign focuses on care careers in Redcar and Cleveland and promotes current stories from carers in the borough.
- The current Fair Cost of Care exercise will help us to establish a equitable level of funding moving forward but there are no short or medium term resolutions to this national problem.



Proud to Care
Be part of something special

“I started as a Care Assistant and worked my way up to Supervisor and would say to anyone thinking of a career in Care to give it a try.”

“It is good to make a difference in someone’s life and support them to stay at home for as long as they can.”

Linda Teasdale (pictured above right), Supervisor for Caremark who provide care in people’s homes in East Cleveland.

To search for a job in care near you please visit
www.indeed.co.uk or www.adultsocialcare.co.uk/job-search.aspx

this is Redcar & Cleveland

Right Support at the Right Time

Spotlight on Care at Home

- We have experienced increasing challenges in securing individual packages of care for Adults in our Borough. Lets take a look at what this actually means for some of the residents in our borough.

At the end of Q1 1305 Adults were receiving care at home; a total of 17,582 care and support hours were being delivered across the Borough.

As at 30th June 29 Adults were waiting for a package of care to be arranged at home

These 29 Adults needed a total of 348 care hours per week

14% of this cohort of Adults needed 2:1 care

90% of this cohort of Adults live in East Cleveland where we struggle to secure timely care packages

66% already had a care and support service in place such as CC&S, RAPID, RIT, Capacity Response or Short Stay

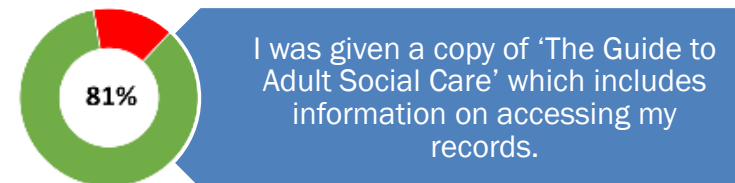
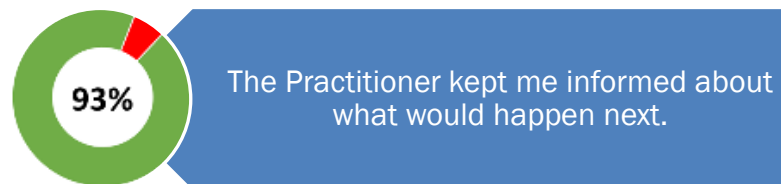
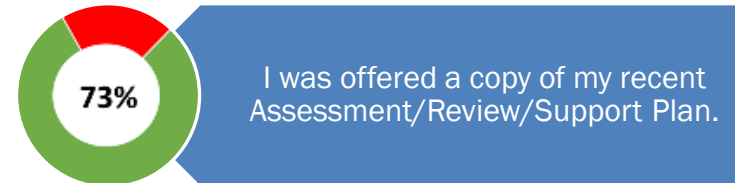
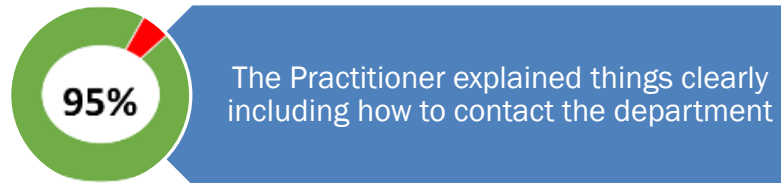
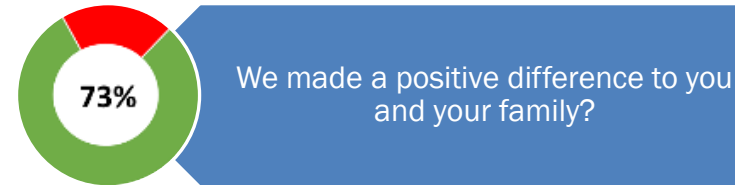
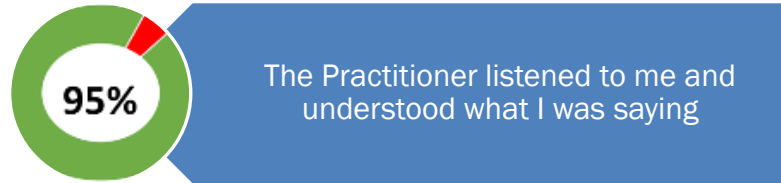
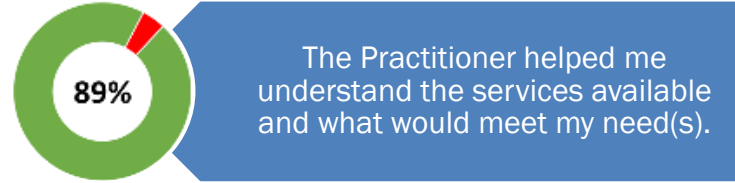
The remaining Adults had informal care arrangements were in place through family, friends and neighbours

All cases were risk assessed by practitioners, overseen by team managers and regular contact was made with the Adult

Voice of the Adult

Satisfaction Surveys

190 surveys were sent out in Quarter 1; 59 were returned – that equates to 31%



Complaints, Concerns & Compliments

- Complaints activity remains consistent with previous quarters. During Q1 we received 16 complaints compared to 14 the previous quarter. Key themes were:
 - ❖ Poor communication around D2A funding, CHC and financial assessment processes.
 - ❖ Keeping Adults and their families informed of progress, making referrals to other services promptly and accurate case recording.
 - ❖ Staff conduct and attitude.
- Of the 16 complaints, 2 withdrawn, 4 not upheld, 7 partially upheld, 1 upheld and 2 were resolved informally.
- One complaint was referred to the Local Government Ombudsman.
- 21 concerns informally resolved
- 54 compliments were received.

Supporting unpaid carers

South Tees Carers Forum continues to meet quarterly and monitor progress across South Tees for carer support against the South Tees Carers Strategy.

The South Tees All Age Carers Support Services has reported a positive first quarter. A provider group has been established which will ensure the sharing of good practice between Carers Together Foundation, Junction Foundation, Middlesbrough & Stockton Mind and R&C Mind.

We celebrated Carers Week in June:



Unpaid Carers Week

A variety of activities and events were held across the Borough from drop in sessions, coffee mornings, sing alongs, musical train journeys to days out. The week was successful in raising awareness and promoting support.



Integration and Joining Up Care



Hospital Discharges

- Continued hospital pressures through Q1 which we have managed by allocating work to all service areas to ensure people are discharged in a timely way.
- We received 539 referrals and following triage supported 273 discharges during Q1.
- 266 referrals were not accepted for reasons including the adult not being medically fit, needing further treatment in a community hospital, already having CHC funding, or a duplicate referral being received.
- The average time from referral to discharge reduced from 9 days to 7 days. Some of the contribution to the delays has been due to not being able to source packages of care or source a care home due to restrictions on admissions due to covid outbreaks
- The average wait from referral to assessment was 2 days. This is influenced by the time of day the referral was received as even if received late afternoon this would still count as day one.

TEWV re-organisational change:

- New management structure is now in place and operational teams to be changed into two new teams.
- Old teams were access, affective disorders, and psychosis teams. These will now become Community Hub team and Treatment and Intervention Team
- Go live date internally for team changes is 1st January 2023 as there is a huge amount of work to be undertaken in the background.
- Further updates will be given as the work progresses.



Teeswide Safeguarding Adults Board Activity

- Board met twice in Q1, the Strategic Plan for 2022/23 was approved taking into account the feedback received and formatted in accordance with TSAB's branding guidelines.
- A Progress Monitoring Framework will be developed to monitor progress. A copy of the Framework was shared with the Board for feedback.
- Creating Safer Cultures campaign was held week commencing 20th June. The aim was to raise general awareness of safeguarding, particularly focusing on the general public, service users, carers and harder to reach groups. The campaign was also to raise awareness of organisational abuse as according to TSAB's annual consultation survey this is the least known form of abuse across professionals and the general public. A special edition newsletter was developed for the campaign which pulled together useful resources linked to 'creating safer cultures' and what a good organisation looks like. An analysis report will be pulled together and can be shared at the next TSAB meeting.
- The training plan is on track for the current year, with the hybrid combination of face to face and virtual sessions working well. In response to Safeguarding Adult Reviews (SAR) and feedback from other events a number of additional courses have been added to the plan which has resulted in an overspend. The Statutory Partners have agreed to increase the Training & Development Budget to £40,000, with the intention of reviewing this once training requirements in relation to Liberty Protection Safeguards are known.
- There are 2 ongoing Safeguarding Adults Reviews being undertaken by the Board. The learning will be shared with all partners and we will take on board any relevant recommendations for practice.

Risks, Issues & Solutions

What Are We Worried About?	What Are We Doing About It?
<p>Some adults not receiving the care they need at home in a timely way due to significant capacity problems in the domiciliary care market, leading to additional pressures on family members, delays to hospital discharges and several adults not receiving care in the optimal setting.</p>	<p>Contracted with 8 off-framework providers to increase capacity; although some waiting lists remain. Launched a new social media campaign in partnership with providers to attract Professional Care Assistants into the sector. Working with the DWP, Redcar & Cleveland College and Anglo American to develop new ways to promote the care sector as a career opportunity of choice in our borough.</p>
<p>Quality of care delivered to adults being impacted by the COVID-19 pandemic and the shortage of care professionals in the sector.</p>	<p>A new targeted care quality approach to support providers who may be most at risk of struggling. Running 4 cohorts of the Well-Led programme for free to all registered managers in the borough. Set aside a fund for providers to request specialist equipment to help them provide better quality care.</p>
<p>Adults being cared further away from their own community due to limited care home availability in R&C. More frequent when adult is being discharged from hospital and no longer has right to reside and the No Choice policy is applied.</p>	<p>We need to improve availability of timely accurate data for residential and nursing capacity as we are seeing an increase in out of area placements.</p>

What Are We Worried About?	What Are We Doing About It?
<p>Lack of capacity for adults with reablement potential to receive therapy led reablement support due to staffing shortages in RIT</p>	<p>NE Jobs, HR & comms reviewing adverts, using NHS platforms, Social Media & Indeed to expand reach. Exploring shift patterns & fuel cards to recruit and retain staff.</p>
<p>Delays for people waiting a major home adaptation due to availability of labour and materials. Escalating costs often go beyond the DFG grant limit of £30k.</p>	<p>We are considering each individual's person's needs and how they can be supported in the interim, and utilising our discretionary powers to ensure people's needs are met.</p>
<p>Risk of increase in waiting list for adults in need of an Occupational Therapy assessment due to increased demand for support.</p>	<p>Additional staff to support with prioritising most urgent need. Review of referrals received to deem appropriateness, we are in line with other Councils. Met with Director of Therapies in STHFT to explore Occupational Therapy responsibilities for D2A being undertaken by NHS therapists</p>

What Are We Worried About?	What Are We Doing About It?
<p>Potential increased waiting times for adults to receive a Social Work assessment due to staff vacancies, limited recruitment market and level of experienced practitioners available to fulfil our statutory duties and give a timely service.</p>	<p>We are prioritising those adults who have the most urgent need and keeping in contact with those where there may be a short delay. We continue to fund training for internal staff. Rolling recruitment programme in place for social workers, employed several agency staff and temporary social care officers. Ensuring we have good staff support, and positive employment experience to maximise retention. Good recent appointments made to start in September and October.</p>
<p>Increased financial pressures as a result of the cost of care exercise to be completed by September 2022.</p>	<p>Employing additional staff to undertake the cost of care exercises, produce the Market Sustainability Statement, and other requirements. Working with finance colleagues to plan for future budgetary impacts.</p>
<p>Occurrence of a serious safeguarding concern or failure to ensure that a high quality of care for vulnerable adults in our provider services settings could result harm or death. High turnover of residents in some settings increases risk.</p>	<p>Quality audit programme, regular review and staff training, supervision, robust management oversight in place, observations of competency in practice, robust escalation and HR processes in place. Partnership practice reduces risk.</p>



Questions



Adult Care

"A sustainable adult social care system which prioritises supporting people to maximise their independence, remain safely in their home and be part of their local community for as long as practical."

Communities & Health 2022/23

Quarter 1 Performance Report

Presentation to Adults & Communities Scrutiny & Improvement Committee

Priority 1: Meeting Residents Needs

Maximise the take up of Green Homes Grants to the residents of the borough.

A total of £2,179,926 in funding was secured and all has been fully committed. Delivery of all works will be undertaken and completed by the scheme end date (Q2 2022/23).

258 measures installed across 195 homes.

Priority 2: Meeting Residents Needs

Mobilise the Integrated Domestic Abuse and Substance Misuse Service (IDAS) model, which will change how we deliver support across substance misuse, domestic abuse and homelessness.

The Integrated Domestic Abuse and Substance Misuse model was launched, as planned, in April 2022. The service providers for the model are Harbour, We Are With You and Intuitive Thinking Skills. The model was named the 'THRIVE' partnership and a partnership board has been mobilised with a draft terms of reference – membership is to be further developed. A number of subgroups have been established, with focus on lived experience, training, accommodation, drug and alcohol related death and serious incident reviews. A shared case management system has been introduced, along with a single contact number for Harbour and We Are With You. The services are working in conjunction to upskill colleagues and share knowledge. There has already been positive benefits identified where victims of domestic abuse have also accessed services within We Are With You and Intuitive Thinking Skills to support other needs.



Communities & Health Performance Framework

Data Dashboard

Managing Director's Dashboard

Measure (Monthly)	Category	2022/2023 Total to Date (Q1)	2022/2023 Annual Target (Q1 Q4)
Number of food hygiene inspections completed	Service	159	552
Proportion of target food hygiene inspections completed (%)	Service	29%	100%
Libraries - eBooks & eAudio - number borrowed	Service	3706	12000
Kirkleatham Estate (Museum, Grounds, Walled Garden) - numbers attending	Service	64674	150000
Social prescribing - number of residents accessing social prescribing support (Redcar Coastal/East Cleveland PCN)	Service	190	750
Social prescribing - number of residents reporting positive outcomes from social prescribing support	Service	201	600
Health Walk Programmes - numbers of residents attending	Service	1816	4800
Cultural activities - number of children and young people accessing	Service	1690	7000

Managing Director's Dashboard

Measure (Quarterly)	Category	2022/2023 Total to Date (Q1)	2022/2023 Annual Target (Q1 Q4)
Homelessness - The proportion of people for whom Homelessness can be prevented	Service	70%	75%
Homelessness - The proportion of people for whom Homelessness is relieved	Service	68%	70%
Domestic Abuse - number of victims supported by commissioned services	Service	143	600



Communities & Health Performance Framework

Health Protection & Healthcare Quality

Health Protection & Healthcare Quality



Ports and Borders Programme 2022-2023

- Trading Standards were advised in Q1 by OPSS (Office for Product Safety and Standards) that we had been awarded £100,000 of grant funding via their Ports and Borders Programme 2022-2023, which is a National Government Strategy, to support a few higher volume import locations across the UK. Redcar and Cleveland Trading Standards Team will carry out the programme at Teesport across 2022/23.
- The programme will involve market surveillance at Teesport of non-food consumer goods, specifically the product safety of high-risk goods, such as toys, electrical products, cosmetics, and construction products.
- The Team will be working with colleagues in Border Force, Freight Management and PD Ports in delivery of the programme. OPSS officers came to a visit in late June and were supportive of the approach we are taking and the delivery of activity to date. We are also developing work with colleagues at Hull and Immingham who are also /will be joining the Programme in the future. The three ports are also within the same Boarder Force Command area, which will allow for shared learning to expand across the three ports and multiple government agencies.

	Q1 Totals		Year End Totals		
	2022/23	2021/22	2021/22	2020/21	
Housing advice - Approaches	↑ 393	375	1,641	1,568	↑
Housing Standards – Service requests	↓ 168	191	894	862	↑
Environmental Protection – Service requests	↑ 574	554	2,094	2,003	↑
Trading Standards – Notifications & Referrals	↑ 376	327	1,332	1,113	↑
Environment Health – Service requests	↑ 403	364	1,280	1,493	↓

Health Protection & Healthcare Quality

Spotlight on Suspension of New Checks at the Port

The government decided to further delay the introduction of full checks on EU imports that were due to be introduced from 1st July 2022. This was the fourth time the checks have been delayed.

- This government has a new strategy which aims to work with industry to harness innovative technology to help UK businesses take full advantage of new trading relationships with the rest of the world. To provide smoother passenger journeys through ports, strengthen the UK's ability to target criminal activity, and help tackle illegal migration. Plans to improve efficiency at the border include the development of a Single Trade Window to create one gateway for all data from traders into government; the increased use of eGates and biometrics to speed passenger journeys through ports; and an enhanced Trusted Trader Programme to streamline the authorisation process.
- The Target Operating Model (TOM) for the new strategy is to be based on a better assessment of risk and will harness the power of data and technology.
- It has been proposed the new TOM will be published Autumn 2022 and the new controls regime will come into force at the end of 2023.
- The Port Health service had increased its staffing capacity over the last 18 months in anticipation of the introduction of the new checks. The new team was fully staffed to the level agreed by DEFRA and was ready for 01 July 2022.
- DEFRA has previously provided funding to Port Health Authorities for earlier implementation delays, River Tees Port Health Authority, has lobbied the government for further financial assistance.
- The additional Port Health staff have therefore been redeployed throughout the wider Health Protection Healthcare Quality Service area, filling outstanding vacancies and providing additional capacity where funding allows.





Communities & Health Performance Framework

Culture & Tourism

Culture & Tourism

Kirkleatham Museum

- **44,440 people** have visited the museum in Q1, which includes **15,329** visitors to the Peter Rabbit exhibition.
- We have engaged **12** primary schools and in total with **859** children.
- **600** children and families attended holiday activity programme during spring half term and for the Queen's Jubilee celebrations.
- **Making a Mark** – Over 6400 children reached across the Tees Valley through museum visits, outreach, digital, workshops and loan boxes.
- An invitation-only event took place in June for the Halo project, which turned the museum into a safe space for victims of Domestic Abuse to connect to those with similar experiences to their own, meet professional.
- We programmed a **Mini Pride** event delivered by Curious Arts. Families took part in fun, creative activities from colourful arts and crafts to an interactive story time.



Tourism

- New car park signage has been rolled out in all council carparks throughout the borough, The new signage is clean and vibrant creating a warmer welcome to our visitors of the borough.
- Lamppost banners promoting Redcar and Cleveland as a place to enjoy, live and for business have been installed in Redcar, Marske and Guisborough.
- Redcar Beach was awarded a seaside award and Saltburn beach achieved Blue Flag status for the 2022 season.
- Redcar and Saltburn have gone live on the Beach check UK app, this app will allow us manage congestion on our beaches using a traffic light system.

Culture & Tourism



Events

The Whale – a hyper real whale washed up, engaging with over 14,400 live audiences throughout the 3 days, the idea was to stimulate conversations around climate change, plastic pollution and our environmental future, This piece created a viral sensation with over 2 million hits digitally.

Tour Series – Guisborough Town centre hosted the 1st race of the Tour Series 2022, with a live audience of over 4,500 people.

Platinum Jubilee – more than 70 events and activities took place over the Jubilee weekend in Redcar and Cleveland with support via the RCBC Jubilee fund, a special cultural event was held in Zetland park, 'Platinum picnic in the park' with nearly 5,000 visitors attending throughout the day. This included a range of professional programme alongside community performances. The team also arranged for local organisation The Imaginarium Creative Studios to be part of the national pageant in London.



Culture & Tourism

Customer service and libraries data

	Q1 Totals		Year End Totals		
	2022/23	2021/22	2021/22	2020/21	
Total number of customers served (Select + Collect)	↑ 47,950	6,053	112,714	3,699	↑
Total number of books issued (Select + Collect)	↑ 24,947	17,917	88,357	15,020	↑
Total number of eAudio loaned (Borrowbox)	↑ 1,852	1,440	6,075	5,086	↑
Total number of eBooks loaned (Borrowbox)	↓ 1,854	2,029	7,125	7,357	↓
Book fund purchases, eBook & eAudio (Borrowbox)	↓ 103	212	968	285	↑
Number of customer served (Home Delivery Service)	↓ 255	338	1,277	1,189	↑
Books issued (Home Delivery Service)	↓ 2,344	2,359	10,749	9,019	↑





Spotlight on Events - The Whale



- In May a life-size, hyper-real statue of a sperm whale was found washed up on a beach in Redcar. Captain Boomer Collective created an immersive experience for residents and visitors that built over the course of 3 days and played between reality and fiction.
- It attracted an audience of more than 14,000, creating a sense of intrigue, outrage, excitement, and sadness. We achieved local and national press interest.
- The event provided an opportunity for communities and wider visitors to see and engage in a quality cultural offer that provoked and challenged discussion about climate change and in particular the impact on the sea.
- Two local artists were also commissioned - Carmen Marcus responded with poetry and stories and Lizzie Love-Joy with illustrations.
- The wider engagement project - Schools and groups visited the whale and then responded to their sighting back in the classroom with workshop delivery alongside digital resources enabling, connecting and stimulating conversations around environmental issues.
- Through programming of this piece we learned that our communities are ready to embrace the out of the ordinary. The project has acted as a catalyst to show how culture can act as a strong mechanism to deliver wider agendas, in this case climate change and the environment.





Communities & Health Performance Framework

Empowering Communities

Empowering Communities



Health Improvement Team (HIT)

Better Together Week

Better Together Week took place in Q1, with a mobile information bus attending locations across the borough to hand out information on support services and local activities, 500 people engaged through the bus, 100 business engaged & 2,000 getting involved on social media. The main aim was to promote positive mental health changes.



Pension Credit Campaign

HIT partnership project with welfare rights have currently achieved the following ;

- **1,842** households on Council Tax Support checked with a full benefit check using system information
- **419** identified as missing out based on known information
- **£89,839** raised so far from **31** closed cases with more awaiting outcomes
- Financial outcomes made up of pension credit, housing benefit and council tax support as part of full benefit check

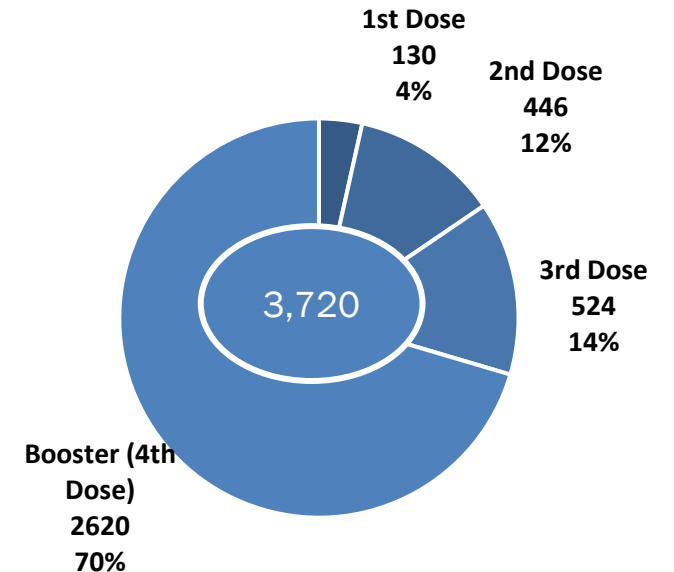


Beat the street

- **16,852** Residents got involved, **61%** of inactive adults became active, **47%** of less active children became active, **28%** of gameplay took place during typical travel periods.
- During the 6 weeks of the programme, **100%** of the **48** primary and SEN schools took part in the borough, and a further **48** teams from local community groups and workplaces.
- **8,554** residents completed a health survey following the programme, **11,058** adults and **2,666** children self reported as being inactive , of these, **61%** of adults and **47%** of children reported being active immediately after the programme.



Q1 Covid Vaccines Given



Empowering Communities

Community Development Team

East Cleveland Big Jubilee Festival

Eight villages developed and hosted 10 heritage exhibitions with a minibus tour of East Cleveland, There was history and dance workshops in 5 primary schools and a further 2 villages. Local people's memories of the original Coronation in 1953 were recorded for a history project. A dance spectacular performance was the highlight on Skinningrove Jetty.



Hanson Street Foot bridge art project

Hanson street foot bridge has been given a new look, in partnership with Network Rail, Artist Emma Garness was commissioned and worked with Zetland primary school on designing the work which has now been completed.



Before



After



Successful funding bid for Normanby wildlife garden.

With the support from one of our Community Development Officers, the Normanby Community Forum have successfully secured funding to improve the lighting at Normanby wildlife garden, prior to the improvement of lighting on an evening the garden had no lights which attractive local youths congregating on a night, leaving behind litter as well as preventing any residents using the space for peace and tranquility.



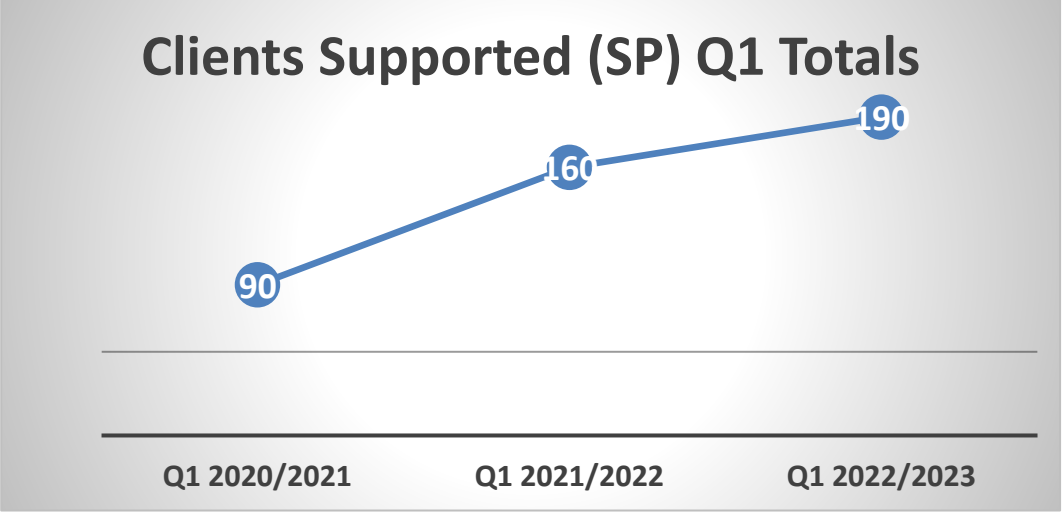
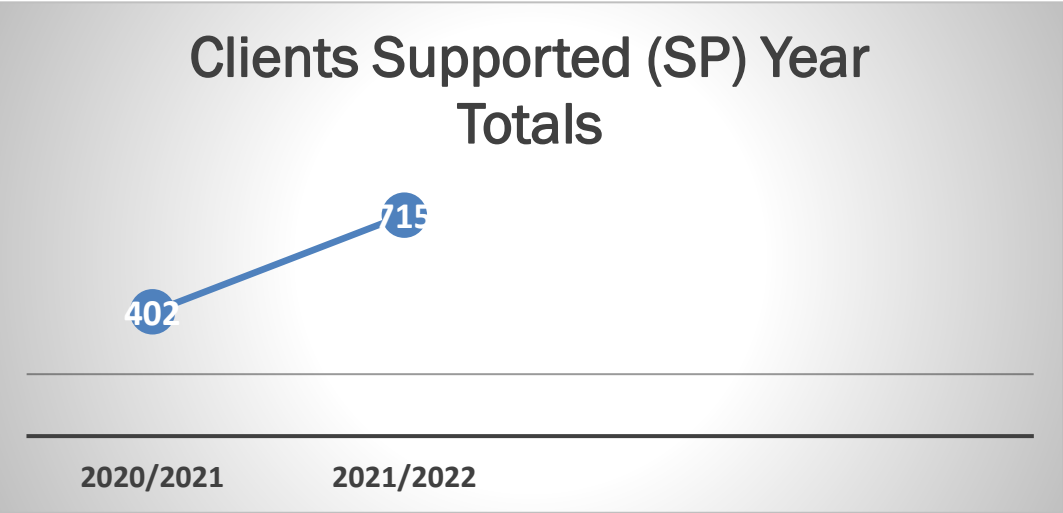
Litter Picking Cabinet in Dormanstown

A litter pick storage cabinet has been installed in Dormanstown for local community groups to use and is accessed via a code locking system.

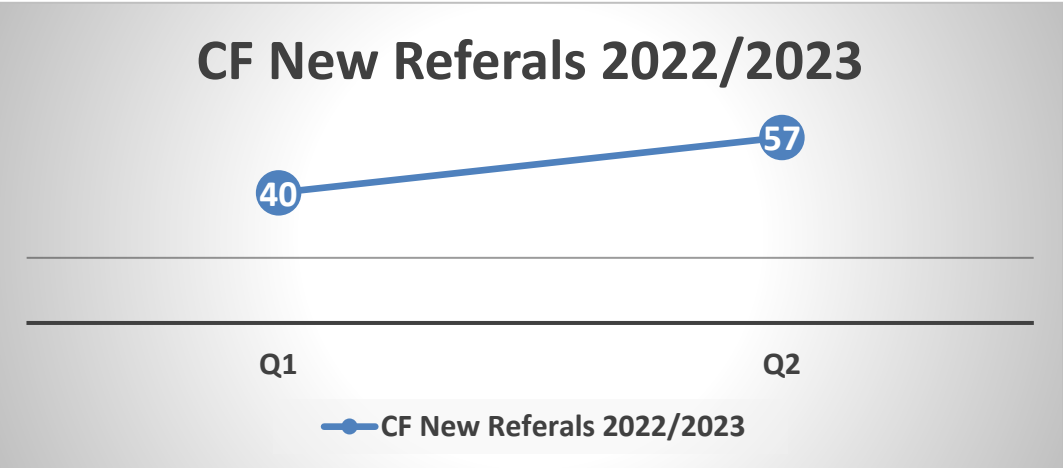


Empowering Communities

Social Prescribing (SP)



Changing Futures (CF)



Empowering Communities

THRIVE

- Successful transition of Refuge management from Foundation to Harbour including TUPE of staff.
- Changes made to the Residents handbook in consultation with the residents in the refuge e.g. to allow visitors and pets as well as removal of curfew.
- Changes to practices in the refuge e.g. beds are made up for arrival of residents, soft furnishings have been added to the units/flats and single beds replaced with double beds.
- Access to additional services such as Mental Health IDVA, outreach support.
- One contact number and referral pathway into THRIVE services (Domestic Abuse and Substance Misuse services)
- Updated Domestic Abuse service provision provided to Adults and Children’s services website, People’s Information Network ,Making Every Contact Count and the new Children and Families toolkit.



Harbour /Foundation Data	Q1 Totals		Year End Totals		
	2022/23	2021/22	2021/22	2020/21	
Number of victims supported	↓ 143	178	668	556	↑

We are with you Data	Q1 Totals		Year End Totals		
	2022/23	2021/22	2021/22	2020/21	
Number engaged with the needle exchange	↑ 1,311	1,287	5,594	3,286	↑
New Referrals	↑ 322	218	1,451	1,039	↑

Spotlight on THRIVE



An integrated case management system is now in place for We Are With You, Harbour, Intuitive Thinking Skills (ITS) and Individual Placement Scheme (IPS). This is a test and learn approach. As the needs of the partnerships change, we are responding by updating the system. This responsive way of working enables all services to be able to capture the right information.

- During Q1 Intuitive Thinking Skills received **15** referrals and a total of **7** people completed the programme, this element of Thrive works intensively with individuals who are still using substances.
- We Are With You have maintained excellent prison communication and currently rank **2nd** in the UK with a **78.5%** engagement rate for prison leavers.
- We Are With You reached Top Quartile for people leaving treatment in a planned way. This follows 3 months of an upward trajectory for people recorded as having primary opiate use.
- The We Are With You Young persons team has successfully closed **36** young people in Q1.
- THRIVE has now fully implemented the use of a new needle syringe provision called NEO database system . This system helps support a confidential service which supports staff to provide in depth harm minimisation advice.



Communities & Health Performance Framework

Public Health South Tees

Public Health South Tees

Service Data – NHS Health Checks

		Q1 22/23	Q1 Target 22/23
Individuals invited	↓	611	1828
Individuals assessed	↓	293	1097

Service Data – Sexual Health

		Q1 Totals		Year End Totals	
		2022/23	2021/22	2021/22	2020/21
Appointments undertaken	↑	1,767	1,652	5,294	6,082 ↑

Service Data – Stop Smoking Service

		Q1 Totals		Year End Totals	
		2022/23	2021/22	2021/22	2020/21
Service users engaged	↑	325	248	814	640 ↑
Number of quit dates set	↑	156	136	296	412 ↓
Number of successful quits	↓	89	95	205	290 ↓

STOP SMOKING
SOUTH TEES

Service Data – MIND & Cruse

Service Data – Leisure Centre Attendances

	Q1 Totals		Year End Totals		
	2022/23	2021/22	2021/22	2020/21	
MIND Referrals	↓ 86	95	451	306	↑
Cruse Referrals	↑ 71	67	229	170	↑

	Q1 Totals		Year End Totals		
	2022/23	2021/22	2021/22	2020/21	
Attendances	↑ 244,154	182,728	830,610	226,784	↑



Managing Undernutrition South Tees (MUST)



- This service provides nutrition and hydration training and support to 28 elderly care homes in Redcar and Cleveland.
- In Q1 all elderly care homes had an allocated Nutrition Training Coordinator who supports the care home staff with training to ensure resident's nutritional needs are met

Training data Q1 2022/2023	Q1
Nutrition and hydration awareness e-learning	86
Senior staff MUST training	15
Eat well, cook well catering course	32
Care Home Manager's meeting	2

Public Health South Tees

HEADSTART

Schools engagement

- **29** schools have entered into a partnership agreement with the HEADTSTART service.
- **24** primary schools have now recruited pupils to become Head Starters.
- **6** open Academic Resilience training sessions have been delivered.
- **4** mental health link governor awareness raising sessions have been delivered.



Mental Health Leads in Schools Network

- An exercise is ongoing to identify three representatives from each school; a senior leader, operational lead and a link governor. Schools are invited to attend half-termly network meetings to be signposted to resources and support services. Mental health drop-in sessions for school based staff have been held in Q1 which provides a safe space for staff to reach out for support and share well-being issues. Sessions included mediation and mindfulness activities.

Pupil Interventions

- A variety of group interventions have been provided to address a wide range of topics including
 - Anxiety/low mood
 - Friendships
 - Anti-bullying
 - Risk taking behaviours
 - Boys emotional well-being
- Whole school assemblies were delivered in **10** primary schools with **1,963** pupils in attendance.
- Targeted group work was delivered in **8** schools with **174** pupils attending. All primary schools were offered and provided with pupil workbooks and teacher handbooks.
- Year 6 transition sessions were delivered in **21** schools with **712** pupils attending.


Update on You've Got This – Sport England Local Delivery Pilot

You've Got This is the Sport England Local Delivery Pilot covering the South Tees, with the vision of *Active Lives as a Way of Life*. We are taking a whole system approach to create population level change for active living.

Core Programme Area	Community Focus Area <i>South Bank & Grangetown in R&C</i>	Health Professionals & Social Prescribers	Prehabilitation	Type 2 Diabetes	Slimming World
Update	<p>We are supporting a number of community organisations to include more activity alongside undertaking enhancements to the local environment through our Growing Active workstream. Working within our Community Focus Area, the local partnership of organisations is supporting the development of a Community Allotment with Grangetown Generations, creating a community shed with FROG, alley greening in South Bank, supporting community ownership of the R&C community gardens and supporting Sabat Gallery with training for their community garden work. We have also completed a piece of insight work for Beyond Housing's Church Lane North Development, Grangetown.</p>	<p>Workshops were facilitated with social prescribers and link workers to understand the patient and practitioner barriers to supporting people to be more active. A key barrier was practitioners being able to motivate patients to be more active, especially those with long term conditions. Forty link workers and social prescribers have now been trained to be Motivational Interviewing Practitioners. Moving forward we are working to embed behaviour change practices into their work through educational resources around supporting patients with long term conditions to be active. We are also developing work with the Eston PCN around supporting patients with high BMI into weight management services and understanding their barriers to accessing existing services.</p>	<p>We are currently working with senior leaders at James Cook Hospital on developing a sustainable model for Prehabilitation after YGT funding ends in March 2023. Whilst this is happening, the service is still delivering, and ongoing evaluation continues. Some of this evaluation is looking at the cost savings to the hospital in terms of bed days reduced, due to patients going through Prewell and recovering quicker. The service still feels the impact of COVID-19 and hasn't been able to go back to face-to-face delivery; however, since YGT allowed the flexibility of the hospital to provide remote and digital delivery, 250 new patients have engaged with this new way of working.</p>	<p>As primary care continues to recover from the pandemic, the T2D work is gaining momentum, and patients are now fully engaged with the programme. We are collecting some valuable insight around patients' understanding of diet and physical activity, using the intervention to provide the appropriate support they need. Already we are learning that, from a physical activity viewpoint, being able to implement physical activity into daily routine and having a social element to engage with, is more important than schedule classes or gym sessions. As well as referrals from GP surgeries, we are now supporting DESMOND patients onto the programme.</p>	<p>We have progressed the development of the physical activity volunteer champions, Magic Movers; these are starting to be embedded within all 34 Slimming World groups across South Tees. Additionally, we are developing a collaborative campaign with the Magic Movers to show relatable images of local people working towards achieving the vision of <i>active lives as a way of life</i>. We are also supporting Slimming World to maximise the impact of the Tier 2 Weight Management programme by hosting a session for Health Professionals and Social Prescribers to learn about the free 12 week programme and how Slimming World currently works following their new delivery model.</p>



Spotlight on The South Tees Wellbeing Network



The South Tees Wellbeing Network (STWN) has been set up to be the driving force of promoting wellbeing and preventing poor mental health across Redcar and Cleveland and Middlesbrough. It aims to do this by bringing together staff and volunteers who have capacity to improve people's lives and bring about the change that is needed to address the rising levels of poor mental health.

- The STWN website has now launched with over 4.4 thousand visitors in Q1.
- 436 people have signed up becoming members in Q1.
- A marketing platform Active Campaign has been commissioned and established to attract more members.
- We are utilising social media channels to promote wellbeing messages, we have a YouTube account, Instagram page and a LinkedIn account.
- Wellbeing blogs and vlogs from across a range of local providers are on the website to give local partners an opportunity to showcase their work and raise issues they feel are important.
- University of Teesside provided a free wellbeing workshops for STWN members. They also shared My Life Tool developed by Teesside university with STWN members.

SOUTH TEES WELLBEING NETWORK



Communities & Health Performance Framework

Risks, Issues & Solutions



What Are we Worried About?

1 We face challenges in recruiting and sustaining suitably qualified and experienced staff across the service area which poses a risk in discharging statutory functions.

What Are we doing about it?

We are exploring the option of providing a more robust training and development offer to retain and upskill existing staff. We may need to review current salary structures and benefits packages to ensure these are in line with the local market. Nonetheless, this is an issue that is being faced across a number of local authorities.



What Are we Worried About?

1 The robustness of the Independent Safety Advisory Group (ISAG).

What Are we doing about it?

A review has started with all policies and paperwork being reviewed, best practice research and collaboration with other Local Authority ISAG's is taking in place. We have started to use Resilience Direct to ensure all paper work for events is edited and tracked by members in the same place. Training for members has started to be delivered and more is being identified.

What Are we Worried About?

1 There is a need to adapt our service provision to address an increase in health inequalities and vulnerabilities due to the pandemic.

What Are we doing about it?

We have mobilised the Changing Futures Model based on the success of the Transformation Challenge Model, providing intensive and holistic support for those with complex needs/vulnerabilities. In addition, we mobilised our new Integrated Domestic Abuse and Substance Misuse model, THRIVE, in April. We have had a significant amount of central government investment for vulnerabilities and health and are working hard on developing our existing service offer, with regular development sessions held with stakeholders to build resilience, target interventions and address the challenges presented by increased inequalities. We utilised a significant amount of funding in supporting community initiatives and projects promoting health and wellbeing and this investment will continue throughout 2022/23.



Questions



Adult Social Care Reform Programme

Adults, Wellbeing & Health Scrutiny & Improvement Committee
20 September 2022

What's Changing? – A lot!



Publications:

Health and Care Act 2022

People at the Heart of Care – December 2021

Joining Up Care for People, Places and Populations – February 2022

Fair Cost of Care and Market Sustainability Guidance – March 2022

Plus implementation of Liberty Protection Safeguards, Mental Health Bill and Building the Right Support

Health and Care Act 2022



- Gave a legal standing to Integrated Care Systems (ICSs) Boards (ICBs) and Partnerships (ICPs)
- Introduces the Framework for the CQC Assurance Process of Integrated Care Systems and Adult Social Care Services
- Amends the previous legislation with regards to the introduction of a care cap

Health and Care Act 2022



What's an ICS, ICB and ICP?

Integrated Care System (ICS) – where our health and care organisations work together to improve the health of our communities through the following bodies:

- **Integrated Care Board (ICB)** – our new statutory NHS organisation that will take on the responsibilities of the eight CCGs and some of the functions held by NHS England. The ICB will also work at 'place level' in each of our 13 local authority areas with a range of partners.
- **Integrated Care Partnership (ICP)** – a joint committee of the ICB and the 13 local authorities responsible for developing an **integrated care strategy**. The ICP is made up of four sub-regional partnerships.
 - North Cumbria ICP
 - Central ICP
 - North ICP
 - Tees Valley ICP



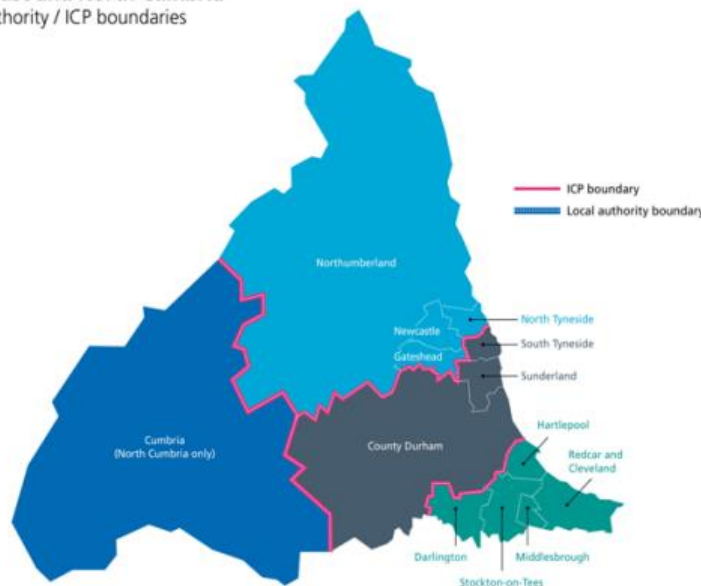
“We want our ICB to be the leading place in England for people in terms of their experience of care and their outcomes of care. We don't only want to add years to people's lives and life expectancy, we want to increase the quality of life; from birth through to living well, aging well and also dying well.”

Samantha Allen, ICB chief executive designate

Health and Care Act 2022



North East and North Cumbria Local Authority / ICP boundaries



North Cumbria ICP
Population: 324,000
1 CCG: North Cumbria
Primary Care Networks: 8
1 FT: North Cumbria Integrated Care NHS Foundation Trust (NCIC)
1 Council Area: Cumbria County Council (with 4 District Councils) North West Ambulance Service

Durham, South Tyneside and Sunderland ICP
Population: 997,000
3 CCGs: South Tyneside, Sunderland, County Durham
Primary Care Networks: 22
2 FTs: South Tyneside & Sunderland, County Durham and Darlington
3 Council Areas: South Tyneside, Sunderland, County Durham


North of Tyne and Gateshead ICP
Population: 1.079M
3 CCGs: Northumberland, North Tyneside, Newcastle Gateshead
Primary Care Networks: 22
3 FTs: Northumbria, Newcastle, Gateshead
4 Council Areas: Northumberland, North Tyneside, Newcastle, Gateshead

Tees Valley ICP
Population: 701,000
1 CCG: Tees Valley
Primary Care Networks: 14
3 FTs: County Durham and Darlington, North Tees & Hartlepool, South Tees
5 Council Areas: Hartlepool, Stockton on Tees, Darlington, Middlesbrough, Redcar & Cleveland

CQC Assurance




- Previous inspection regime ended in 2010
- Replaced with Sector Led Improvement
- Assurance visits to restart April 2023
- Details still to be confirmed, but each LA likely to receive a rating of Inadequate, Requires Improvement, Good or Outstanding



Developing our approach to system oversight

Local Authority Assurance

A collage of six small images showing healthcare professionals and community members. The top row shows a woman holding a baby, a woman in a lab coat, and a woman in a lab coat. The bottom row shows a man and woman, a woman in a lab coat, and a woman in a lab coat.

CQC Assurance Framework



Our framework will assess providers, local authorities and integrated care systems with a consistent set of key themes, from registration through to ongoing assessment

Aligned with “I” statements, based on what people expect and need, to bring these questions to life and as a basis for gathering structured feedback

Expressed as “We” statements; the standards against which we hold providers, LAs and ICSs to account

People’s experience, feedback from staff and leaders, feedback from partners, observation, processes, outcomes

Data and information specific to the scope of assessment, delivery model or population group



CQC set very high standards and we feel that it is only right that we are assessed against them, as we continually seek to improve

CQC Assurance Framework



Funding Reforms

Care cap: There will be a cap of £86k on the amount any individual can spend on their personal care over a lifetime

Means testing: The introduction of a more generous means test will mean that anyone with assets of less than £23,250 will not pay for their care at all, and anyone with assets between £23,250 and £100,000 will receive some assistance.

Care brokerage: Implementing section 18(3) of the Care Act will mean that self-funders can request an assessment from their local authority. They will also be able to ask the local authority to source and broker their care for them.

Funding Reforms

Impact on Adult Social Care:

- The less an individual pays towards their care, the more the Council funds
- Significant changes required to our case management system
- New financial assessment process to be implemented
- Explaining the changes to the general public
- More social work resource required for the increased number of assessments

Funding Reforms

Government Estimated Cost of the Reforms in 2023/24

Funding stream	Estimated cash prices for people aged 65 or over in 2023 to 2024 (£ million)	Estimated cash prices for adults aged under 65 in 2023 to 2024 (£ million)	Total (£ million)
Extension to the means test	355	135	490
Cap on care costs	0	35	35
Implementation and additional assessments	223	24	247
Total	578	193	771

Funding Reforms





Department
of Health &
Social Care

CARE



People at the Heart of Care

Adult Social Care Reform White Paper

CP 560

Published December 2021

People at the Heart of Care

The white paper sets out the government's 10-year vision for person-centred care. It puts **personalised care at the core** of this vision, which is underpinned by three main principles:



People have choice, control, and support to live independent lives



People can access outstanding quality and tailored care and support



People find adult social care fair and accessible

People at the Heart of Care

At least £300 million to integrate housing into local health and care strategies, with a focus on increasing the range of new supported housing options available. This will provide choice of alternative housing and support options.

At least £150 million of additional funding to drive greater adoption of technology and achieve widespread digitisation across social care. Digital tools and technology can support independent living and improve the quality of care.

At least £500 million so the social care workforce have the right training and qualifications, and feel recognised and valued for their skills and commitment. We want the workforce to also have their wellbeing prioritised.

A new practical support service to make minor repairs and changes in peoples' homes to help people remain independent and safe in their home, alongside increasing the upper limit of the Disabilities Facilities Grant for home adaptations such as stairlifts, wetrooms and home technologies.

People at the Heart of Care

Up to £25 million to work with the sector to kick start a change in the services provided **to support unpaid carers**.

£30 million to help local areas innovate around the support and care they provide in new and different ways, providing more options that suit peoples' needs and individual circumstances.

A new national website to explain the upcoming changes and **at least £5 million to pilot new ways** to help people understand and access the care and support available.

More than £70 million to increase the support offer across adult social care to improve the delivery of care and support services, including assisting local authorities to better plan and develop the support and care options available.

Where did the Health and Care levy go?

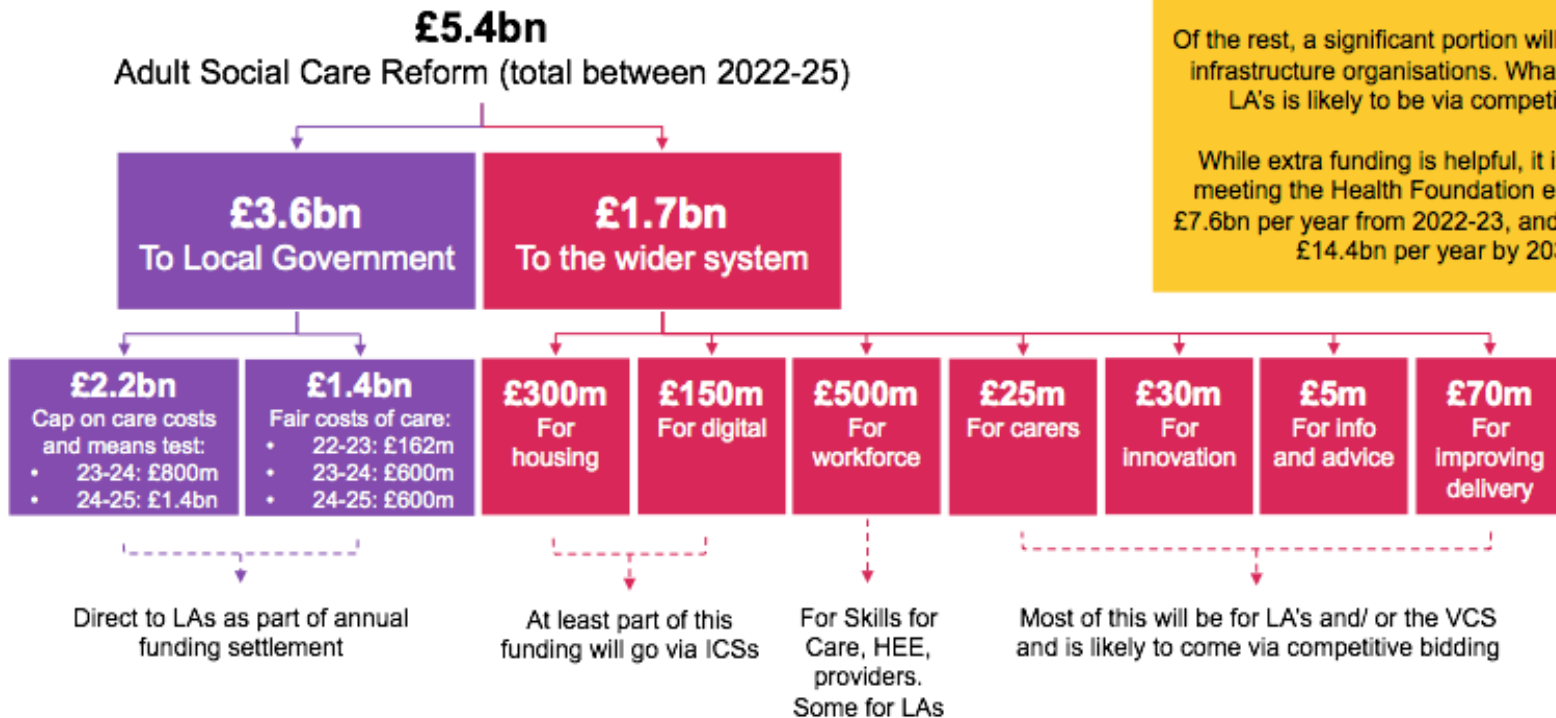


£30bn raised in total over 3 years

£5.4bn funding for reform is a total amount over 3 years. Only £3.6bn of this is guaranteed to go to LA's.

Of the rest, a significant portion will go via ICS's and infrastructure organisations. What *is* available for LA's is likely to be via competitive bidding.

While extra funding is helpful, it is some way off meeting the Health Foundation estimated gap of £7.6bn per year from 2022-23, and between £8.9b - £14.4bn per year by 2030/31.



People at the Heart of Care



Key Risks

RAG

Fantastic sentiments in the paper, but potentially unachievable ambitions, given level of funding and scale of challenges facing Adult Social Care

R



Department
of Health &
Social Care

Joining up care for people, places and populations

PUBLICATION: 09 FEBRUARY 2022

**The government's proposals for health and care
integration**

CP 573



Joining Up Care

Shared outcomes and governance at 'place' level

Shared outcomes - Central to the government's plan is the concept of an outcomes-driven approach at local level, bringing together the NHS and local government to deliver jointly on the key aims of delivering person-centred care, improving population health and reducing health disparities.

Shared accountability - Another key plank of the government's plans for a more joined-up approach is for each 'place' to have a single person accountable for the delivery of the place-level shared outcomes outlined above.

Place-level governance model - The government wants all places within an ICS to adopt a governance model which meets the characteristics set out in the White Paper.

More pooled budgets - The White Paper also envisages going 'further and faster' in terms of the NHS and local authorities pooling and aligning funding to enable delivery at place level.

Joining up Care



Key Tasks	Deadline	RAG
New Local Governance Model including, clearly identified person responsible for delivering outcomes	Spring 23	A
Integration Shared Outcomes Framework for Place, based on national guidance	April 23	A
Each ICS to have a functional and single health and adult social care record for each citizen	2024	R
Each ICS will implement a population health platform with care coordination functionality that uses joined up data to support planning, proactive population health management and precision public health	2025	A
Key Risks		RAG
Lack of system capacity / resource to drive through improvements		R
More immediate issues e.g. demand and inflation may take precedence		R

Fair Cost of Care and Market Sustainability



- Guidance Published 24 March 2022
- Government recognition that in many parts of the country, providers are being underpaid
- We are required to calculate 'A Fair Cost of Care' (FCOC) for older people's residential care and domiciliary care
- We must then move our fee rates towards paying the FCOC
- We received £486,000 grant funding in 2022/23, to administer the changes and to increase fee rates
- An increase in funding is expected in 2023/34 but the amount is unknown
- Fees rates need to ensure: There is a sustainable local care market, Providers make a reasonable profit, Best value for the taxpayer

Fair Cost of Care and Market Sustainability



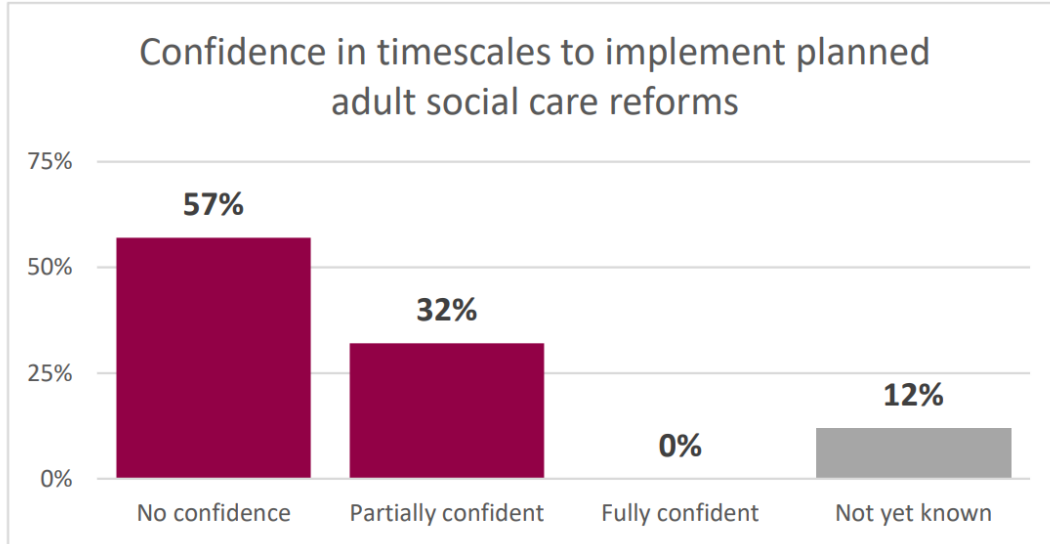
Key Risks		RAG
Providers already struggling to attract sufficient care workers to ensure sustainable care market, this is unlikely to significantly improve the situation		R
Insufficient government financial support to implement the results of the FCOC exercise, potentially leading to legal challenge		R

What are we doing about it all?

- Senior Management Capacity has been increased
- Additional staffing resources allocated to key areas (recruitment is a challenge)
- Working in partnership with NEADASS and the other TV authorities
- Internal Reform Board Established
- Regular Updates to Scrutiny

We are not alone in our concerns

ADASS Spring Survey – Implementing Reforms Report



Reform Area	Implement as proposed	Delay Implementation		
		by 1 year	by 2 years	Indefinitely
Fair cost of care	41%	40%	16%	3%
£86,000 Care Cap	9%	58%	22%	11%
18(3)- duty to arrange	8%	49%	31%	12%
Revised lower & upper capital thresholds	22%	49%	23%	7%
Establishment of ICSs	85%	11%	2%	3%
Assurance of adult social care	27%	46%	21%	6%
Assurance of ICSs	30%	47%	17%	5%
Liberty Protection Safeguards	55%	36%	8%	2%
Mental Health Act	63%	29%	8%	0%
Building the Right Support	61%	31%	7%	2%

Adult and Communities Scrutiny and Improvement Committee – Action list

Actions from 14 June 2022		
<p>RECRUITMENT AND RETENTION</p> <p>Marketing material to be shared with the Committee once prepared.</p>	VW	This will be shared once prepared.
<p>TOURISM</p> <p>Tourist update to be included in the next performance report.</p>	PR	The latest STEAM data has been circulated to all Members of the Council.

Actions from 26 July 2022		
<p>SAFEGUARDING</p> <p>Written update to be produced regarding Upsall House.</p>	PR	An update has been circulated to Members of the Committee.

<p>MAKING EVERY CONTACT COUNT</p> <p>Examples of positive outcomes to be shared with the committee</p>	<p>FA</p>	<p>Will be shared once available.</p>
<p>DECEASED CRUSTACEANS</p> <p>Action to be taken to implement the Council motion.</p>	<p>PR</p>	<p>The motion is being progressed.</p>