

## **KENT COUNTY COUNCIL**

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### **ADULT SOCIAL CARE CABINET COMMITTEE**

MINUTES of a meeting of the Adult Social Care Cabinet Committee held at Council Chamber - Sessions House on Friday, 30th November, 2018.

PRESENT: Mrs P T Cole (Chairman), Ms D Marsh (Vice-Chairman), Mrs A D Allen, MBE, Mr M A C Balfour (Substitute for Mr D D Monk), Mrs C Bell, Mr R H Bird (Substitute for Mr S J G Koowaree), Ms S Hamilton, Mr P J Homewood, Mrs L Hurst, Ida Linfield, Mr R A Pascoe and Dr L Sullivan

ALSO PRESENT: Graham Gibbens

IN ATTENDANCE: Penny Southern (Corporate Director, Adult Social Care and Health), Melanie Anthony (Commissioning and Development Manager), Jo Frazer (ASCH STP Lead), Helen Gillivan (Transformation Programme Lead (DCALDMH)), Clare Maynard (Head of Commissioning Portfolio - Outcome 2 and 3), Paula Parker (Transformation Lead), Michael Thomas-Sam (Head of Strategy and Business Support) and Mark Walker (Assistant Director for Disabled Children and Young People)

#### **UNRESTRICTED ITEMS**

##### **112. Membership**

*(Item. 2)*

The Chairman announced that Dr Sullivan had replaced Mr Lewis and Mrs Hurst had replaced Miss Dawson as Members of the Committee.

##### **113. Apologies and Substitutes**

*(Item. 3)*

1. Apologies had been received from Mr Monk, Mr Koowaree and Mrs Chandler.
2. Mr Balfour attended as a substitute for Mr Monk, and Mr Bird attended as a substitute for Mr Koowaree.

##### **114. Declarations of Interest by Members in items on the agenda**

*(Item. 4)*

1. Mrs Allen declared an interest as a Co-Chairman of a Partnership Group for Adults with Learning Disabilities.
2. Dr Sullivan declared an interest as her husband was employed by the County Council in the Early Help and Prevention Team.

##### **115. Minutes of the Adult Social Care Cabinet Committee meeting held on 27 September 2018**

*(Item. 5)*

RESOLVED that the minutes of the meeting of the Adult Social Care Cabinet Committee held on 27 September 2018 are correctly recorded and that they be signed by the Chairman.

**116. Adult Social Care Cabinet Committee Meeting Dates for 2019/20 - For Information Only**  
(Item. 6)

RESOLVED that the Adult Social Care Cabinet Committee meeting dates for 2019/20 as set out below, be noted:

- 22<sup>nd</sup> January 2019
- 12<sup>th</sup> March 2019
- 17<sup>th</sup> May 2019
- 12<sup>th</sup> July 2019
- 27<sup>th</sup> September 2019
- 27<sup>th</sup> November 2019
- 16<sup>th</sup> January 2020
- 27<sup>th</sup> March 2020
- 22<sup>nd</sup> May 2020

**117. Verbal Updates by Cabinet Member and Corporate Director**  
(Item. 7)

1. Graham Gibbens (Cabinet Member for Adult Social Care and Public Health) gave a verbal update on the following issues:

**a) Sustainability and Transformation Partnership – Key Developments**

Simon Perks, former Canterbury and Coastal Clinical Commissioning Group's Accountable Officer, had been appointed as Director for System Transformation. He would be undertaking work to develop an integrated commissioning and one Kent and Medway Clinical Commissioning Group. In relation to the Winter Pressure Plan for Kent and Medway, Ivor Duffy had been appointed as the Operations Manager. The Kent and Medway care record was in the process of moving to phase 2 of the project. This would be a new umbrella database which would draw information from all resisting systems and ensure that the information was available to everyone that needed it. Two 'deep dives' would be taking place throughout November and December 2018 in relation to Local Care which would review the current plans. The CCGs had confirmed that £32 million would be spent on supporting local care and there would be more accountability on local implementation through the Senior Leadership Group which was chaired by the Leader of the Council.

**b) Recent Events**

- (i) On 8 October 2018, a local authority 'round table' event on Integrated Care Providers had taken place which provided local authorities with the opportunity to compare experience, issues and successes in relation to integrated care

- (ii) World Mental Health Day had taken place on 10 October 2018, Mr Gibbens had visited the early discharge team at Priority House to support good mental health in and out of the workplace.
  - (iii) Mr Gibbens had attended the National Children and Adult Services Conference in November. This event was aimed at all those from local and central government, voluntary organisations and the private sector with an interest in the provision of effective services for children, young people, their families and vulnerable adults, including health, social care and education.
  - (iv) Mr Gibbens referred to a Public Health session in Southwark which he had attended. This had been led by the Director of Public Health.
  - (v) On 22 October, Mr Gibbens had attended Guru Nanak and Milan Day Centres 25<sup>th</sup> Anniversary in Gravesend. Kent County Council were working with the community to seek ways in which Dartford and Gravesend's communities could be better supported.
2. In response to a question, Mr Gibbens and Ms Frazer confirmed that the Local Care deep dives would take place on 23 November and 11 December 2018.
  3. Mr Gibbens and Ms Maynard answered questions of clarification from Members of the Committee in relation to Allied Healthcare contracts.
  4. Penny Southern (Corporate Director of Adult Social Care and Health) gave a verbal update on the following issues:
    - a) ***The Future of Adult Social Care and Health***  
A Staff Engagement Day had taken place on 23 November in Ashford to celebrate the transition into Kent's new operating model. Over 300 members of staff had attended, and the event had been very positive and uplifting.
    - b) ***Staff Survey***  
2,472 staff within Adult Social Care and Health had completed the Staff Survey. Mrs Southern said that the survey provided all of the staff within Kent County Council with the opportunity to voice their opinions. Human Resources were analysing the results of the survey which would be fed back to future Cabinet Committee meetings to ensure that success was celebrated, and challenges were addressed.
    - c) ***'Because of You' Staff Award***  
The Because of You staff award had been presented to Kent County Council's fostering placement team on 14 November 2018. The Chairman of Kent County Council, Mr Angell, had commended their outstanding work and presented each member of the team with a certificate, trophy and hamper.
    - d) ***British Association for Supported Employment Awards***  
The British Association for Supported Employment Awards, which recognised and celebrated outstanding practice in the field of supported employment in the United Kingdom had been held on the 27<sup>th</sup> November

2018. Mr Mitchell (Kent Supported Employment) had been awarded Practitioner of the Year.

**e) Social Worker of the Year Awards**

The Social Worker of the Year Awards, which recognised and celebrated the achievements of social workers, promoted social work and incentivised individuals and teams in the social work profession to achieve excellence, would take place on 30 November 2018. Kerri Davies, a Care Manager based in Brook House, had been nominated for Newly Qualified Social Worker of the Year and had been invited to attend an exclusive ceremony in London in recognition of her professionalism and hard work.

5. Mrs Southern responded to a question in relation to the awaited staff survey feedback, which was still in the process of being collated by Human Resources.
6. RESOLVED that the verbal updates be noted.

**118. Adult Social Care and Health (including the Lifespan Pathway Service) New Operating Model**  
*(Item. 8)*

*Mr Thomas-Sam (Strategic Business Adviser, Social Care), Ms Maynard (Head of Commissioning Portfolio - Outcome 2 and 3), Ms Parker (Transformation Lead), Ms Frazer (ASCH STP Lead), Mr Walker (Assistant Director for Disabled Children and Young People) and Ms Gillivan (Transformation Programme Lead (DCALDMH)) were in attendance for this item.*

1. Mr Gibbens (Cabinet Member for Adult Social Care and Public Health) referred to the Delayed Transfers of Care (DTOC) report which would be discussed at Cabinet in December 2018. He stated that since government had announced the introduction of £240 million nationally, which would be used primarily to reduce delayed transfers of care, an additional investment would be invested into adult social care to reduce pressures on the NHS and local authorities by getting patients home quicker and freeing up hospital beds across England. A discussion would take place at the Cabinet Meeting in December 2018 in relation to DTOC.
2. Mrs Southern introduced the report which set out the new Adult Social Care and Health Operating Model, including the Lifespan Pathway Service.
3. Mrs Southern, Mr Thomas-Sam, Mr Walker, Ms Parker, Ms Maynard, Ms Frazer and Ms Gillivan presented a set of slides which set out the design and implementation of the new operating models across all service divisions within the Adult Social Care directorate.

Officers then responded to comments and questions from Members, including the following:

- a) Ms Maynard confirmed that there were currently 900 individual extra care units in Kent.
- b) Ms Parker said that telecare was provided to Kent residents by Centra. She added that in relation to telecare, Agilisys were the main point of

contact for Kent's residents. However, if an individual required care and support, they would be referred to the area referral management service.

- c) Mrs Southern referred to the implementation of the MOSAIC system. Colleagues were working hard to ensure that the challenges and risks around configuration for purchasing, client billing and payments were mitigated, to ensure minimum disruption to clients and staff.
  - d) Mr Walker provided clarification on the Agilisys contract and staff retention rates within the service.
  - e) In relation to the Lifespan Pathway Service, Mr Walker stated that disabled children that met the eligibility criteria would remain on the pathway, unless the services were no longer required.
  - f) Ms Parker said that all phone calls received by Agilisys were monitored. She added that colleagues were actively seeking ways to support people at an earlier stage, before they reached crisis point.
  - g) Mrs Southern referred to the future commissioning of the many effective adult social care and health models that were already in place across Kent. It was important that each of the models were evaluated frequently to best meet the needs of the service users.
  - h) Mrs Southern expressed her views on the importance of the work that was undertaken by the voluntary sector within Kent. She acknowledged that the voluntary sector was a vital part of the delivery of the services within adult social care and health. Ms Parker added that Kent's voluntary sector colleagues had provided a significant amount of support in relation to the DTOC report that would be discussed at Cabinet in December 2018.
  - i) Mrs Southern referred to the figures within Appendix 1 to the report and answered questions from Members.
  - j) Mrs Southern informed Members about the vast amount of internal and external training opportunities that were available to staff within adult social care and health in Kent.
  - k) Mr Thomas-Sam and Ms Frazer referred to the financial assessments and legislative changes that were undertaken by Kent County Council and answered questions from Members on the subject.
4. Mr Gibbens reassured Members of the Committee that they could contact him directly if there was an issue relating specifically to their local area.
5. RESOLVED that the report be noted.

**119. Commissioning of Integrated Domestic Abuse Services Update**  
*(Item. 9)*

*Ms Anthony (Senior Commissioner) was in attendance for this item.*

1. Ms Anthony introduced the report which set out progress and developments within the Kent Integrated Domestic Abuse Support Services, which had been commissioned in April 2017.

Ms Anthony then responded to comments and questions from Members, including the following: -

- a) Ms Anthony confirmed that Kent's Integrated Domestic Abuse Services followed the government's definition of domestic abuse, as opposed to solely focusing on domestic violence alone.
- b) Ms Anthony said that regular meetings with Kent's contractors took place to review contractual arrangements that were in place, levels of engagement and the outcomes that had been achieved.
- c) Ms Anthony clarified that the Domestic Abuse Services contract was a five-year contract with two periods of opportunity for extension.
- d) Ms Anthony referred to the vast amounts of activity that had taken place in Canterbury and East Kent in relation to networking and supporting individuals experiencing domestic abuse.
- e) Ms Anthony confirmed that refuge services were offered to the most vulnerable, high-risk individuals and the busiest time of year for the service was at Christmas.
- f) Ms Anthony said that prior to commissioning the Domestic Abuse Services contract, colleagues had engaged with communities from each of Kent's districts to assess the level of need within each area of Kent.
- g) Ms Anthony informed Members that the Domestic Abuse Support in Kent website was being redesigned to ensure that individuals from all gender groups, and of all abilities were supported and could use the website with ease.
- h) Ms Anthony referred to tackling the behaviour of perpetrators of Domestic Abuse and said that Kent County Council's Children's Services were working closely with Kent schools to deliver sessions to children concerning healthy and unhealthy relationships and how to identify the differences between the two.

2. RESOLVED that the report be noted.

## **120. Update on Kent Integrated Homelessness Support Services** (Item. 10)

*Ms Anthony (Senior Commissioner) was in attendance for this item.*

1. Ms Anthony introduced the report which updated the Committee on the outcome of the recent procurement, to recommission support services for vulnerable homeless people (decision no: 17/00074).

Ms Anthony then responded to comments and questions from Members, including the following: -

- a) Ms Anthony acknowledged that a large proportion of the rough-sleep population in Kent were ex-service personnel. She said that the recommissioned service enabled a much stronger, more coordinated response to rough sleeping which was led by the needs of the most vulnerable individuals.
- b) Ms Anthony said that loneliness and social isolation within the rough-sleep community had been considered at the time of commissioning the support services for vulnerable homeless people contract. She confirmed that having a rigorous approach towards addressing the needs of complex individuals was key.
- c) Ms Anthony referred to Appendix 1 to the report and answered questions from Members in relation to secondary contractors.
- d) Ms Anthony said that ex-prisoners required specialist intervention which was provided under a separate contract. Kent County Council had undertaken work with the Community Rehabilitation Companies and the National Probation Service in relation to the future of supported housing schemes for ex-prisoners.

2. RESOLVED that the report be noted.

**121. Adult Social Care Performance Dashboard**  
(Item. 11)

- 1. Mrs Southern introduced the report which set out progress against targets for key performance and activity indicators for September 2018 for Adult Social Care.
- 2. Mrs Southern answered questions from Members of the Committee in relation to the figures and ratings within the dashboard.
- 3. RESOLVED that the report be noted.

**122. Work Programme 2019/20**  
(Item. 12)

RESOLVED that the work programme for 2019/20 as set out in the report, be noted.