

**At an Extraordinary Meeting of the SCRUTINY COMMITTEE held in the CIVIC CENTRE on TUESDAY, 16<sup>TH</sup> APRIL, 2013 at 5.30 p.m.**

**Present:-**

Councillor Tate in the Chair

Councillors Bonallie, Howe, T. Martin, and N. Wright.

**Also Present:-**

Councillor G. Miller Portfolio Holder for Health, Housing and Adult Services – Item 3

**Apologies for Absence**

Apologies for absence were submitted to the meeting on behalf of Councillors Errington, Francis and Shattock.

**Declarations of Interest (including Whipping Declarations)**

There were no interests declared.

**Scrutiny Policy Reviews 2012/13: Response from Cabinet – 13 March 2013**

The Chief Executive submitted a report (copy circulated) to provide feedback from the Cabinet meeting held on 13 March 2013, regarding one of six of the first round of scrutiny policy reviews undertaken by scrutiny in 2012/13.

(For copy report – see original minutes).

Councillor G. Miller had been invited to attend for this item of business to provide feedback following Cabinet's consideration of the Policy Review; 'Accessing Mental Health Services in Sunderland' undertaken by the Health, Housing and Adult Services Scrutiny Panel and decisions in relation to, the Scrutiny Panel's recommendations.

Councillor G. Miller congratulated the Scrutiny Panel in its choice of review commenting that this was a key area of policy review and proceeded to provide a comprehensive feedback account of the work undertaken on the policy review on Accessing Mental Health Services in Sunderland and progress on delivering the recommendations of the review through the actions identified and set out in the appendix to the report.

Mr Graham King, Head of Strategic Commissioning commented that Officers were confident that a number of the recommendations could be completed quickly and ahead of schedule.

Mr Neil Revely, Executive Director of Health, Housing and Adult Services added that Officers had worked hard to ensure that the policy review had complemented the work which had already been done on this area and it was anticipated that this work would continue and the recommendations would be implemented to take the service forward.

Members welcomed the review and particular the actions to raise awareness of the signs associated with mental illness and the services available to help people with mental health problems.

In response to the Chairman, Mr King reported that there had been one or two issues in the last couple of weeks with regards to the call response times of the Customer Service Centre (CSC). This was not unusual when a service migrated. The situation had now calmed down as extra staff resources had been engaged and those staff dealing with these kinds of issues had been more embedded. He advised that the new access to service model was based on Customer Service Network (CSN) triage and that the customer received a better service when he/she did get through.

Mr Revely advised that call response times were monitored by the Head of Customer Service and Development, Ms Liz St Louis on a daily basis and that the new telephone numbers to call to access the different Council service areas had been publicised.

The Chairman asked that the new CSC telephone numbers be publicised again and redistributed to Councillors so that Members could access them readily and they were aware of which number to call for the various service enquiries.

Once Councillor Miller had presented his feedback and answered questions he left the meeting.

The Chairman having thanked the Cabinet Portfolio Holder for his attendance; it was:-

1. RESOLVED that:-

- (i) the proposed actions detailed within the Action Plan appended to the report at appendix 1 and the information brought out during the discussion be noted; the CSN numbers to be publicised again and redistributed to Councillors as detailed above; and
- (ii) the action plan be referred to the Health, Housing and Adult Services Scrutiny Panel for further consideration.

## Quality Account

The Deputy Director Performance and Assurance, Northumberland, Tyne and Wear NHS Foundation Trust submitted a report (copy circulated) inviting the Scrutiny Committee to comment on the Trust's Quality Account.

(For copy report – see original minutes).

Ms Jennifer Illingworth, Deputy Director Performance and Assurance provided the Committee with a comprehensive presentation briefing the Committee on the aims of Quality Accounts, the Northumberland and Tyne and Wear (NTW) Quality Goals for 2009-2015, the process of developing this year's Quality Account, the new Quality Priorities for 2013/14 and how to comment on NTW Quality Accounts.

Ms Illingworth clarified that the number of incidents reported for 2012/13 under the impact of 'Catastrophic, Death' included in the draft report should in fact read '93' and not '511'.

Members were then given the opportunity of asking questions.

The Chairman asked for the figures in relation to the number of incidents reported by impact for 2012/13 to be broken down in terms of locality and the information provided to Members detailing how many were residents of Sunderland.

Members referred to the policy review undertaken by the Health and Wellbeing Scrutiny Committee into malnutrition and dehydration in hospitals.

Ms Illingworth stated that she was not aware personally that this was an issue in any of the hospitals included in the Trust however she would make some enquiries and report back the findings to Members of the Scrutiny Committee.

Councillor N. Wright stated that when the Scrutiny Committee had reviewed the CAMHS provision that one of the main issues identified was 'Did Not Attends' and she asked Ms Illingworth to inform the Scrutiny Committee how quickly improvements would be made in this respect.

Ms Illingworth advised that the Trust was looking at a variety of ways to try and improve the 'Did Not Attends' levels. Measures included text messaging patients to remind them of their appointments, having appointments in different venues which were more convenient for the patient etc. She added that after all of this if a patient did not attend, contact was made with the GP and the GP would look to try a different form of engagement.

Ms Illingworth stated that a quarterly update on how these measures were impacting on the figures would be available at the end of September and she would be happy to return before the Committee then and brief Members on the detail if they would like this.

In response to Councillor N. Wright, Ms Illingworth stated that the main concerns the Trust was currently experiencing was the challenge it faced due to the reduction in the amount of money it had to provide a better service and keep people safe. Work

was being undertaken to upskill the Community Teams to try to keep people out of hospital unless they really needed to be there.

Ms Illingworth advised, in response to a question regarding the number of deaths resulting from people who had been through the system but had not been cured of their addictions and had been sleeping rough, that she would make some enquiries as to whether this level of detail was available and if so provide it to Members for their information.

Ms Illingworth repeated her offer to return later in the year to provide the Committee with further information or provide a report.

Full discussion having taken place, the Chairman thanked Ms Illingworth for her attendance and commented that he looked forward to the updates she had agreed to provide. It was therefore:-

2. RESOLVED that:-

- (i) the Quality Account and supporting presentation be received and noted; and
- (ii) the comments made as detailed above, inform a formal response to be submitted on behalf of the Scrutiny function by the Chair and Vice Chair of the Scrutiny Committee.

## **Local Account for Sunderland**

The Executive Director of Health, Housing and Adult Services and the Head of Strategy, Policy and Performance submitted a joint report (copy circulated) providing the Scrutiny Committee with the final version of the first Adult Social Care Local Account for Sunderland, which had been developed in consultation with the Adults Partnership Board.

(For copy report – see original minutes).

Mr Graham King, Head of Strategic Commissioning briefed the Committee on the report and advised that since the discontinuation of the Care Quality Commission's Annual Performance Assessment for Adult Social Care and its inspections of adult social care departments, the Towards Excellence in Adult Social Care Board had been leading on the rollout of a national programme of sector led improvement within adult social care and one of the requirements was that each local authority would produce an annual self assessment setting out progress against priorities for quality and outcomes. Mr King added that there was no requirement to submit the Adult Social Care Local Account for Sunderland to the Scrutiny Committee, however the comments from the Committee would be welcome and would provide a challenge. In addition the Department would be putting itself forward for a peer review in order to test out its plans which in all likelihood would take place in July.

Councillor N. Wright commented that the report was very positive and enquired how the Department would ensure effective service delivery continued given the significant and ongoing budget reductions. She also asked what the big challenges the city faced in terms of adult social care other than budget reductions and what plans were in place to address them.

Mr King stated that the Department was not immune from the current financial climate as it received a big part of the Council budget. The Directorate was looking to find significant efficiencies around new service models. Extra Care for example, was not only good for the individual but it was cheaper. In this way service developments could result in efficiencies. It was a complex issue but the Directorate was doing everything it could to contribute to the savings the Council was having to make. The current economic climate provided a huge challenge but despite everything the Council was still providing social care under all four 'Fair Access to Care' bands and was the only Local Authority which was doing so in the country.

In response to Members' enquiries, Mr King advised that the Telecare service was to be a much more targeted service. This was a discretionary service area and it was unusual for customers not to be charged for it. It was too soon since the initial letters had gone out to customers to know how much income the service would generate. Mr King added that this was a service customers could pay for through their Personal Budget if they were buying other services. The Directorate would be in a position to report back on take up of the service in the next couple of months.

Full consideration having been given to the report, it was:-

3. RESOLVED that:-

- (i) the first Local Account for Sunderland be noted,
- (ii) a report be submitted to the Scrutiny Committee at the appropriate time to inform of the take up for the Telecare service; and
- (iii) a report be submitted to the Scrutiny Committee on the outcome of the proposed Peer Review.

### Monitoring the Delivery of Agreed Scrutiny Recommendations

The Chief Executive submitted a report (copy circulated) providing the Scrutiny Committee with progress in relation to the implementation of agreed scrutiny recommendations from six policy reviews conducted by the relevant scrutiny committees during 2010/11 and 2011/12 respectively as follows:-

<b>Scrutiny Committee</b>	<b>Policy Review</b>
Community and Safer City	Alcohol, Violence and the Night time Economy (2010/11)
Prosperity and Economic Development	University City (2011/12)
Sustainable Communities	Building a Sustainable and Lasting Legacy in Sport and Physical Activity (2011/12)
Community and Safer City	Community Cohesion (2011/12)
Management Scrutiny Committee	At What Cost: The Effects of High-cost Credit and Illegal Loan Sharks on Local Communities (2011/12)
Children, Young People and Learning	As soon as Possible: Early Intervention and Locality Services

(For copy report – see original minutes).

4. RESOLVED that the progress towards completion of the actions detailed within the Action Plans as set out in Appendices A-F of the report be noted.

### **Annual report 2012/2013**

The Chief Executive submitted a report (copy circulated) providing the Scrutiny Committee with the opportunity to consider the draft Overview and Scrutiny Annual Report for the Municipal Year 2012/13.

(For copy report – see original minutes).

Ms Helen Lancaster, Scrutiny Coordinator having confirmed that the Vice Chairman's name and photograph would be included in the Overview and Scrutiny Annual Report for the Municipal Year 2012/13, it was:-

5. RESOLVED that the report be endorsed for submission to the first meeting of the Council in the Municipal Year 2013/14 and for subsequent circulation to key stakeholders.

(Signed) R.D. TATE,  
Chairman.