

CENTRAL BEDFORDSHIRE COUNCIL

At a meeting of the **SOCIAL CARE, HEALTH & HOUSING OVERVIEW & SCRUTINY COMMITTEE** held in Council Chamber, Priory House, Monks Walk, Shefford on Monday, 23 January 2017.

PRESENT

Cllr P Hollick (Chairman)
Cllr P Downing (Vice-Chairman)

Cllrs Mrs A Barker
P A Duckett
Mrs S A Goodchild

Cllrs Mrs D B Gurney
G Perham

Apologies for Absence: Cllrs N B Costin
B Walker

Members in Attendance: Cllrs E Ghent Deputy Executive Member for
Adult Social Care
C C Gomm
Cllr Mrs C Hegley Executive Member for Social
Care and Housing
J G Jamieson Leader of the Council and
Chairman of the Executive
M R Jones Deputy Leader and Executive
Member for Health

Officers in Attendance: Mrs P Everitt Scrutiny Policy Adviser
Mr D Galvin Head of Financial Performance
Mr T Keaveney Assistant Director Housing Services
Mr S Mitchelmore Assistant Director, Adult Social Care
Mr N Murley Assistant Director Resources
Mr R Norris Team Leader Housing Finance
Mrs C Shohet Assistant Director of Public Health
Mr G Singh Business Manager Housing Services
Mr D Simpson Interim Chairman Central
Bedfordshire Healthwatch

SCHH/16/65 Minutes

RESOLVED that the minutes of the meeting of the Social Care Health and Housing Overview and Scrutiny Committee held on 28 November 2016 be confirmed and signed as a correct record.

SCHH/16/66 Members' Interests

None.

SCHH/16/67 Chairman's Announcements and Communications

The Chairman updated the Committee on various matters that included:-

- The BCCG's proposal to close the Chiltern Hills GP Surgery in Dunstable. The Committee had sought reassurances that additional support would be provided to high risk and vulnerable patients on their transition to alternative GP surgeries in Dunstable and the continuity of their care.
- The Integration of Health and Social Care in Central Bedfordshire Enquiry Team had met representatives of the NHS Trusts, Bedfordshire CCG, Local Medical Committee and Bedfordshire University.
- A Joint Health OSC had met and learnt that some of the findings from the Bedfordshire Healthcare Review would be used in the development of the Sustainability and Transformation Plan (STP).

SCHH/16/68 Petitions

None.

SCHH/16/69 Questions, Statements or Deputations

A Member of the public raised her concerns regarding the proposed room hire fees to residents for events at Priory View. Concerns were also raised about the cost of guest rooms hire

The Executive Member for Social Care and Housing agreed to look at the charges and especially the market rates costs proposed.

SCHH/16/70 Call-In

None.

SCHH/16/71 Requested Items

None.

SCHH/16/72 Executive Member Update

The Executive Member for Social Care and Housing advised the Committee of activities that were not included on the agenda, these included:-

- The Homes and Community Agency awarded £5.6m to the Council towards future Independent Living schemes.
- In recognition for reaching the finals of the Pinder's Health Care Design Awards for Priory View, the Council would receive a £500 cheque to donate to a chosen charity and the Dunstable Citizens Advice Bureau had been nominated to receive the cheque.
- A Member briefing on the Care Market was planned for February 2017.

The Executive Member for Health announced the Cambridgeshire Community Services and Terence Higgins Trust, known as iCash, had been appointed to provide services for Contraception and Sexual Health in Bedfordshire.

Members were also advised that HIV was on the increase in Central Bedfordshire and this growing trend would be closely monitored.

SCHH/16/73 Customer Feedback – Complaints, Compliments Annual Report 2015-2016

The Assistant Director Resources introduced the statutory Complaints, Compliments Annual Report that outlined the complaints and compliments received by the Directorate. Members were reassured that each complaint was investigated and, where appropriate, staff training sessions held to learn from service failure.

Customer feedback would continue to be sought and age profile details circulated to the Committee. Members were reassured that changes in staffing arrangements in Dunstable had resulted in an improved service to customers in the south of Central Bedfordshire.

RECOMMENDED

The Committee:-

- 1. Recognises the improvement in services, but looks to training and updating especially where there is poor customer service.**
- 2. Welcomes compliments.**
- 3. Suggest raising awareness so compliments or complaints can be made more easily.**
- 4. That age profile details are circulated.**

SCHH/16/74 The Day Offer for Older People and Adults with Disabilities

The Head of Managing the Needs of Older People (MANOP) introduced a report that outlined the responses received to date on the Day Offer for Older People and Adults with Disabilities consultation and meetings with the public. Three key themes had emerged from the consultation:-

- A need for those of working age to be able to access employment opportunities.
- A need to specifically acknowledge the needs of older people with dementia.
- That the wording of the offer should avoid the use of words and phrases that the general public may not immediately understand.

The need for change to the current day care offer had been recognised and officers would continue to engage with customers and their family carers along the journey. Relatives had stressed the importance of the day care centre service in providing them with respite and also allowing carers to meet together and get support.

RECOMMENDED

The Committee:-

- 1. Recognises the need to bring our day offer, including our buildings, up to date.**

- 2. Welcomes the positive move towards a personalised service promoting the independence and other needs of our residents.**
- 3. Particularly welcomes the proposal to amend the day offer with reference to dementia clients.**
- 4. Recognises the need to ensure that transport needs can be met to get clients to the right place at the right time.**
- 5. Expects the Council to seize any opportunities to work with other bodies to create an integrated pathway for our clients.**
- 6. Looks to see that our clients varied needs can be met in a realistic manner.**

SCHH/16/75 Draft Budget, Medium Term Financial Plan 2017/18 - 20/21

The Head of Financial Services introduced Executive Report that highlighted the financial pressures, proposed efficiency saving and public consultation timelines in relation to the Draft Budget and Medium Term Financial Plan (MTFP). Members' attention was drawn to appendices F and G which detailed the primary statutory provisions relevant to the services provided by each directorate and the Chief Finance Officer's assessment of Council Reserves.

The Assistant Director Resources delivered a presentation that highlighted in detail the financial pressures and efficiencies proposed.

In light of the report and presentation, Members discussed the following in summary:-

- The Draft Budget assumed a Social Care Precept of 2% over three years. The Provisional Financial Settlement enabled a move to a 3%, 3%, 0% precept over the next three years and would create a reserve specifically for SCHH generated from the 1% increase to the ASC Precept. In addition, the Council would receive a one off grant of £869K that would be reflected in the final budget.
- Whether the provision for homelessness was adequate. The Assistant Director for Housing reassured the Committee that the assumptions were based on best estimates.
- Concern that the Work Choice scheme subsidised by the Government would stop. The Assistant Director Resources advised that Economic Development colleagues were involved to help find a solution in conjunction with employers.
- That the MANOP team continue in their search for development opportunities.
- That officers continue to develop IT business systems and ensure they are fit for purpose
- Support the concept of a Trading Company and noted a report be submitted to a future meeting of the Committee.

RECOMMENDED

The Committee:-

- 1. Approves the approach to the draft Budget and Medium Term Financial Plan 2017/18 – 2020/21.**

2. **Notes the areas and pressures of increased demand in what are demand led services and the work to meet the financial pressures.**
3. **Urges any preventative work to try to reduce future demands wherever possible.**
4. **Urges officers to consider any additional ways for businesses to support those under the Work Choice scheme.**
5. **Urges the creation of an integrated workforce especially in relation to health and social care to improve the efficiency of our service.**
6. **Recognises the need to ensure our business systems are fit for purpose and that essential information is capable of being shared between relevant parties with confidence.**
7. **Looks forward to receiving a report on proposals for a Local Authority Trading Company and what advantages this might bring.**
8. **Approves the draft budget as a basis for consultation.**

SCHH/16/76 Draft Capital Programme 2017/18 -2020/21

The Head of Financial Services introduced a report outlining proposals to the 4 year Capital Programme and the timeline for public consultation. The Assistant Director Resources confirmed that funds had been allocated for integrated health and social care hubs and these figures would be included in the report to Executive.

RECOMMENDED

The Committee:-

1. **Supports the Draft Capital Programme 2017/18 – 2020/21.**
2. **Notes that allocation of monies to health and social care hubs be included with work continuing in this area.**
3. **Agrees the draft capital programme as a basis for consultation.**

SCHH/16/77 Draft Budget for the Housing Revenue Account (Landlord Services) 2017/18 - 2020/21 and Business Plan

The Senior Finance Officer introduced a presentation that outlined the Draft Budget for the Housing Revenue Account (HRA), that included the Landlord Business Plan summary and Investment Plan 2017-2023. Of particular note was the decrease by 1% of rents and the consequential reduction in the capital budget.

In light of the report and presentation, Members discussed the following in summary:-

- That the proposals to enhance the existing number of scheduled housing schemes be supported.
- Noted the pressures on the Homelessness Service and that adequate provision was available through changes in the HRA.
- Concerns regarding the extension of the Right to Buy scheme to Housing Association stock and the need to mitigate the diminishing housing stock in Central Bedfordshire. The Committee also noted the self financing debt repayment proposal outlined in the Business Plan.

RECOMMENDED

The Committee:-

- 1. Welcomes the opportunity to enhance the existing housing stock identified under the Sheltered Housing Review and the success of Priory View, Dunstable and the ambition to deliver further new build schemes.**
- 2. Notes the pressures on homelessness and the demographic change and welcomes the constructive response to meet future housing needs.**
- 3. Notes the self financing debt repayment under the 30 year Business Plan period.**
- 4. Agrees the draft budget for the Housing Revenue Account (Landlord Services) 2017/18 – 2020/21 and Business Plan as the basis for consultation.**

SCHH/16/78 Social Care Health & Housing Fees and Charges 2017/18

The Head of Financial Services introduced a report that outlined the proposed Fees and Charges 2017/18 for the Directorate. Members supported the proposals, however, subject to further consideration of the planned fees for guest room hire and venue hire for residents at Priory View as stated above.

RECOMMENDED the Committee supports the need to raise certain fees and charges where set out subject to a request from a public speaker that the charges for room hire by residents at Priory View for internal events and the cost of guest accommodation be reviewed, subject to the need for the Council to recover the costs associated with providing such accommodation.

SCHH/16/79 Work Programme 2016/17 and Executive Forward Plan

AGREED the Committee work programme subject to the following amendments:-

- To reschedule the Pharmacies item.
- The addition of Care Home provision for Older People in Central Bedfordshire.

(Note: The meeting commenced at 10.00 a.m. and concluded at 1.40 p.m.)

Chairman.....

Dated.....