

Central Bedfordshire
Council
Priory House
Monks Walk
Chicksands,
Shefford SG17 5TQ

**This meeting
may be filmed.***



**Central
Bedfordshire**

please ask for Paula Everitt
direct line 0300 300 4196
date 03 December 2015

NOTICE OF MEETING

SOCIAL CARE, HEALTH & HOUSING OVERVIEW & SCRUTINY COMMITTEE

Date & Time

Monday, 14 December 2015 10.00 a.m.

Venue at

Council Chamber, Priory House, Monks Walk, Shefford

Richard Carr
Chief Executive

To: The Chairman and Members of the SOCIAL CARE, HEALTH & HOUSING OVERVIEW & SCRUTINY COMMITTEE:

Cllrs P Hollick (Chairman), P Downing (Vice-Chairman), R D Berry, N B Costin, P A Duckett, C C Gomm, Mrs S A Goodchild, Mrs D B Gurney and G Perham

[Named Substitutes:

Mrs A Barker, K Ferguson, Ms A M W Graham, B Saunders and T Stock]

All other Members of the Council - on request

**MEMBERS OF THE PRESS AND PUBLIC ARE WELCOME TO ATTEND THIS
MEETING**

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AGENDA

1. **Apologies for Absence**

Apologies for absence and notification of substitute members

2. **Minutes**

To approve as a correct record the Minutes of the meeting of the Social Care Health and Housing Overview and Scrutiny Committee held on 20 October 2015 and to note actions taken since that meeting.

3. **Members' Interests**

To receive from Members any declarations of interest and of any political whip in relation to any agenda item.

4. **Chairman's Announcements and Communications**

To receive any announcements from the Chairman and any matters of communication.

5. **Petitions**

To receive petitions from members of the public in accordance with the Public Participation Procedure as set out in Annex 2 of Part A4 of the Constitution.

6. **Questions, Statements or Deputations**

To receive any questions, statements or deputations from members of the public in accordance with the Public Participation Procedure as set out in Annex 1 of part A4 of the Constitution.

7. **Call-In**

To consider any decision of the Executive referred to this Committee for review in accordance with Procedure Rule 10.10 of Part D2.

8. **Requested Items**

To consider any items referred to the Committee at the request of a Member under Procedure Rule 3.1 of Part D2 of the Constitution.

9. **Executive Members Update**

To receive a brief verbal update from the Executive Members for:-

- Social Care and Housing and
- Health

Part A: Health Scrutiny

to consider matters relating to health of adults, children and young people and 'substantial' changes to NHS provision in Central Bedfordshire.

Reports

Item	Subject	Page Nos.
10	Bedfordshire Clinical Commissioning Group - Detailed Budget Report To consider the BCCG's detailed Financial Plan 2015/16 and QIUP information.	To Follow
11	The Mental Health Crisis Care Concordat To receive a report from the Bedfordshire Clinical Commissioning Group on the Mental Health Crisis Care Concordat – a Pan Bedfordshire Authorities approach and scrutinise the impact of the service on local residents and service users.	* 13 - 18

Part B: Social Care and Housing

To consider matters relating to adult social care and housing services and any other matters that fall within the remit of the Social Care, Health and Housing Directorate.

Reports

Item	Subject	Page Nos.
12	The Commissioning & Award of Adult Social Care Services and Associated Contracts To seek Member support on the approach to commission and award Adult Social Care services and contracts and to receive comments on the programme of planned activity.	* 19 - 24
13	Customer Relations Annual Report 2013/14 To receive the annual report regarding customer feedback in relation to the Social Care Health and Housing directorate.	To Follow
14	Q2 Budget Monitoring Report To provide comments and challenge to the Q2 Budget Monitoring Report for Social Care, Health and Housing. More information can be accessed via the link below to the full Executive report.	* 25 - 34

15 **5 Year Plan Performance Monitoring** * 35 - 38

To review and comment upon performance management arrangements pertaining to the 5-year plan and to scrutinise and provide guidance on the key performance indicators that should be applied to monitor the delivery of the five year plan.

16 **Work Programme 2015/16 and Executive Forward Plan** * 39 - 44

The report provides Members with details of the currently drafted Committee work programme and the latest Executive Forward Plan.

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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, 26 October 2015.

PRESENT

Cllr P Hollick (Chairman)
Cllr E Ghent (Vice-Chairman)

Cllrs N B Costin
P Downing
P A Duckett

Cllrs C C Gomm
Mrs S A Goodchild

Apologies for
Absence:

Cllrs Mrs D B Gurney
G Perham

Substitutes:

Cllrs B Saunders

Members in
Attendance:

Cllrs	Mrs A Barker	Chairman of Children's Services Overview and Scrutiny Committee
	R D Berry	
	Mr S Court	Parent Governor Co-optee
	Mrs A L Dodwell	Deputy Executive Member for Social Care and Housing
	C Hegley	Executive Member for Social Care and Housing
	J G Jamieson	Leader of the Council and Chairman of the Executive

Officers in Attendance:

Mrs P Everitt	– Scrutiny Policy Adviser
Mr S Mitchelmore	– Assistant Director, Adult Social Care
Mrs J Ogley	– Director of Social Care, Health and Housing
Miss H Redding	– Assistant Director School Improvement
Ms E White	– Safeguarding Vulnerable Adults Manager

Others in Attendance

Mrs A Lathwell	Head of Strategy & Corporate Planning, Bedfordshire Clinical Commissioning Group
Mr A Moore	Chief Operating Officer, Bedfordshire Clinical Commissioning Group

Public in Attendance

1

SCHH/15/31. **Minutes**

RESOLVED that the minutes of the meeting of the Social Care Health and Housing Overview and Scrutiny Committee held on 24 August 2015 be confirmed and signed by the Chairman as a correct record.

SCHH/15/32. **Members' Interests**

Cllr Duckett as a member of his family lived in sheltered housing accommodation.

SCHH/15/33. **Chairman's Announcements and Communications**

The Chairman advised of his attendance at the Older People's festival in Flitwick and at a meeting with the Chief Executive of Healthwatch. He also announced delays in relation to the Bedfordshire Health Services Review.

SCHH/15/34. **Petitions**

None.

SCHH/15/35. **Questions, Statements or Deputations**

None.

SCHH/15/36. **Call-In**

None.

SCHH/15/37. **Requested Items**

None.

SCHH/15/38. **Executive Members Update**

The Executive Member for Social Care and Housing advised the Committee of attendance at various meetings including the Lead Member Network in Hertfordshire; visits to Lincolnshire and Luton Councils; and a meeting with Housing officers to discuss the impact of the 1% rent reduction.

In light of the update a Member queried the pressure the Council could exert on developers to complete housing developments sooner. The Executive Member advised this was being pursued by the LGA, the lack of housing supply had added pressure to the Housing Register.

SCHH/15/39. **Bedfordshire Clinical Commissioning Group - Finance Plan 2015/16**

The Interim Chief Operating Officer at Bedfordshire Clinical Commissioning Group (BCCG) presented a report that outlined the BCCG's current financial position. The agreed forecast deficit position of £20m was on track to be delivered.

In light of the information Members queried:

- Whether the current deficit might increase. The Interim Chief Operating Officer assured Members that financial control had been tightened and information was being provided more proactively to finances. However, this assurance was not without some risk.
- When the BCCG would be expected to repay the loan from NHS England, the timing of which was unknown.
- Concern that reserves had been used and there was no strategy for the manner in which BCCG would manage peaks in acute care where there was least control. The Interim Chief Operating Officer advised this was a strategic challenge and efforts to avoid hospital admissions and focus on social and primary care redesign of charges would be prioritised. The commissioning of GPs was expected to become the role of the BCCG rather than NHS England.
- Whether other partners worked with BCCG in the same fashion as the Fire Authority to prevent incidents from occurring. BCCG confirmed they worked with partners on several joint initiatives including 'first response'.

In addition Members requested that a more detailed budget report, including information on the CCG's saving programme (Quality, Innovation, Productivity and Prevention) be submitted to the next meeting.

The Chairman requested an earlier delivery of any papers for the Scrutiny Committee given that the Chairman's briefing usually takes place some 7-10 days before the Scrutiny Committee

NOTED the CCGs healthier budget position for 15/16, whilst recognising the existing pressures.

RECOMMENDED that a more detailed budget report be submitted to the December meeting.

SCHH/15/40. **Winter Resilience Planning - Update**

The Acting Director of Strategy and System Redesign outlined the collaborative approach undertaken to plan for the winter period that took account of the lessons learnt in previous years and actions taken to reduce emergency admissions.

In light of the presentation Members queried the following:-

- The proactive action that had been taken to reduce the number of non-elective admissions to hospital in light of which the Acting Director advised that BCCG looked at trends, capacity and predictive modelling for services. An in-depth report on emergency admissions in Central Bedfordshire had been received by the Better Care Fund Board. As part of the better care fund work a 'Caring Together' pilot would commence from 1 November 2015 to identify groups of patients with multiple conditions and at high risk of hospital admission. A national winter communications campaign had also commenced. BCCG was continuing to work with local providers to

ensure residents are able to access the right care in right place at the right time, ensuring that avoidable hospital admissions are reduced

- Concerns regarding the delays in residents obtaining an appointment to receive flu jabs and whether local GPs could meet demand, which the Acting Director agreed to review.
- Whether reassurance could be provided that communication between GPs and Hospitals in respect of hospital discharge had improved and whether performance in dealing with slips, trips and falls in a period of bad weather had a big impact on hospital admissions performance. The Acting Director advised all partner agencies were in close contact during bad weather to ensure patients received the care they needed following discharge.
- The effective role undertaken by the voluntary sector and carers to ensure patients were able to return home from hospital despite the absence of support from a family member, which the Acting Director advised the BCCG would continue to promote.
- Whether the campaign to steer residents to use the pharmacy for general illnesses had achieved its goal and reduced the numbers seeking a GP appointment. The Acting Director confirmed that GPs and Pharmacists worked closely and co-commissioning would be an opportunity to improve services.
- Whether GP surgeries were able to cope with demand in light of the number of new housing developments nearing completion. The Acting Director confirmed BCCG was aware of new demand in areas and would look into specific concerns raised by Members.
- Whether BCCG could consider providing reassurance to patients on the service they can expect from their GP.
- Whether there was resilience in the system to deal with social care discharges. The Director advised the service had performed well, however, improvements were under constant discussion with partners.

RECOMMENDED that the Committee welcomes all efforts to provide an efficient service during a period of greater call on health services and looks forward to a positive report as to the effectiveness of the resilience plan 15/16 with a report back at the end of the winter.

SCHH/15/41. **IVF Service - Update**

The Acting Director of Strategy and System Redesign introduced a presentation that outlined the clinical outcomes of the designed IVF service and revised criteria. The Committee were reassured there had been no adverse feedback from users of the service.

RECOMMENDED that the Committee looks to the BCCG to continue to monitor the safety and quality of the fertility services and to monitor patient experience complaints and compliments through their operational governance processes.

SCHH/15/42. **Central Bedfordshire SEND Preparing for Adulthood Strategy (14-25)**

The Assistant Director Adult Social Care and Assistant Director School Improvement outlined the implementation of the SEND reforms and the

excellent partnership working with the Special Needs Action Panel (SNAP) who had helped in the delivery of the changes and to prepare young people for adulthood.

In light of queries it was confirmed that throughout 2016 the Council would encourage further engagement in the process with those who found it more difficult to communicate. It was also confirmed that several newly qualified social workers had been recruited by the Social Worker Academy to ensure an appropriate skills mix. The use of agency social workers was at its lowest level in some time for both adults and children's services.

RECOMMENDED:

- 1. That the Committee welcomes the measures put into place to smooth the transition for young people with SEN and disabilities into adulthood.**
- 2. That the Committee looks forward to learning that all elements of the framework across all stakeholders within CBC have been implemented and put into practice.**

Video link <https://www.youtube.com/watch?v=y29jWXkPv1g>

SCHH/15/43. Fees and Charges 2016

The Head of Financial Performance introduced the fees and charges proposed for 2015 that form part of the Medium Term Financial Plan that related to Social Care Health and Housing.

In light of the report Members queried the price differential for guest rooms per night. The Head of Finance advised that accommodation at Priory View reflected the high standard.

Following queries from Members the Executive Member agreed to circulate further details on self funder brokerage administration fees; laundry charges; and transport to day centres and VAT charges. The Director also agreed to review the yearly charge for garages.

NOTED the generally modest increase in charges in line with inflation.

SCHH/15/44. Safeguarding Adults Board Annual Report 2014-15

The Head Safeguarding and Quality Improvement introduced the Bedford Borough and Central Bedfordshire Safeguarding Adult Board annual report and outlined key pieces of work the included new statutory duties of the Care Act.

In light of the information and clarification, Members of the Committee queried:

- Whether work to eradicate further cases of modern day slavery, similar to the incident at a Gypsy and Traveller site in Leighton Buzzard was in hand. The Director advised that a meeting of the Chairs of the Safeguarding Adults Board, Local Safeguarding Children's Board, Community Safety Partnership Board and the Health and Wellbeing Board did meet to discuss practices such as modern slavery and child sexual exploitation where each Board has a responsibility.

- Whether checks and safeguards were in place to protect the vulnerable living in one room within large buildings. The Director acknowledged the pressures on housing system, however, was not aware of this practice in Central Bedfordshire.
- The assurances that could be provided to ensure that safeguarding incidents would not occur. The Director reassured the Committee that although there was no cast iron guarantee the new legislation made it a responsibility of several partners and the Council would remain vigilant.
- How we can ensure that incidents of hate crimes affecting the disabled were appropriately reported. The Head of Safeguarding advised this was a priority for the service, which would be working in partnership with the voluntary sector to raise awareness and visit special schools. The Executive Member would arrange a briefing session for Members to target this area and raise awareness

RECOMMENDED that the Committee looks to Board Members to meet their declared strategic aims for 2015/16, to take account of the learning identified in the annual report with particular reference to 2.5.4., the actions to be taken and to build upon last years declared successes.

SCHH/15/45. **Q1 2015/16 Performance Report**

The Committee received the Q1 performance for the month of April – June 2015. Members were reminded of the continued historic red indicators that related to extra care homes and personal budgets.

NOTED the good work and understand where targets had not been reached.

SCHH/15/46. **Work Programme 2015/16 and Executive Forward Plan**

The Committee considered the current work programme.

RECOMMENDED that subject to the addition of those items noted in the Minutes, that the work programme be approved.

(Note: The meeting commenced at 10.00 a.m. and concluded at 1.30 p.m.)

Chairman.....

Date

Central Bedfordshire Council

**SOCIAL CARE HEALTH AND HOUSING OVERVIEW AND SCRUTINY
COMMITTEE**

08 December 2015

The Mental health Crisis Care Concordat

Advising Officer: Michelle Bradley Assistant Director of Mental Health and Wellbeing, Bedfordshire CCG (michelle.bradley@bedfordshireccg.nhs.uk)

Purpose of this report is to provide Members with details of the Mental Health Crisis Care Concordat and receive an update on the current areas of focus.

RECOMMENDATIONS

The Committee is asked to:

1. Scrutinise the impact of the Mental Health Crisis Care Concordat update on local residents and current service users and challenge the service delivery where appropriate.

Council Priorities

This report supports the following council priority

- promote health and well being and protect the vulnerable

Corporate Implications

The Mental Health Crisis Care Concordat update has been produced by the BCCG and any corporate implications to the Council are detailed in the report.

Conclusion and next Steps

Members are requested to consider and comment on the information delivered by the BCCG.

Appendices

Appendix A – Mental Health Crisis Care Concordat Report.

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Appendix A

Introduction

The Mental Health Crisis Care Concordat, Improving Outcomes for people experiencing Mental Health Crisis was published in February 2014. Since then, Bedfordshire and Luton have identified its key partners, developed a shared and agreed statement for a commitment to local action which was then signed by senior representatives and developed a comprehensive action plan.

The Crisis Care Concordat outlines what needs to happen when people are in mental health crisis and need help. It sets out expectations for local performance in policy development, investment and financial decisions, in anticipating and preventing mental health crises where possible and in making sure effective emergency response systems operate locally, when a crisis does occur.

The plan for Bedfordshire and Luton is overseen by the Senior Officers Group and an operational group with representation from each of the signatory organisations is now being developed to progress the actions identified.

Progress to date

On 16th November 2015, a workshop to review progress one year on took place and was well represented by partners who had signed the declaration. The workshop had speakers from NHS England, National Mental Health Crisis Concordat Team, The Home Office Health and Policing Team, a service user, ELFT and the Police and Crime Commissioner for Bedfordshire.

To Develop a Street Triage model

Street Triage services work proactively to support people in a crisis, accessing the most appropriate pathway, which in the pilots undertaken, has seen a reduction in A & E attendance rates. The Street Triage outline business case has already been submitted to the Senior Management Group and the full business case is due at the Senior Officers Group in December 2015.

To work with all local provider organisations to ensure that all commissioned services adhere to approved staffing, bed occupancy and caseload levels in line with national guidance.

Due to the increased demand for out of area beds in Bedfordshire in 2015, developing a sustainable local bed model was one of our priorities for the first year of the ELFT contract. A business case has been developed and is with NHSE for a decision on funding.

ELFT have commenced a review of all community mental health teams. This will include how they contribute to the enhancement of the crisis support pathway and ensuring they operate to best practice regarding safe caseload levels

To review the governance structure in place and all joint policies, procedures and protocols to build effective partnerships across all organisations involved in crisis care including the voluntary sector

A paper proposing the governance arrangements across Bedfordshire and Luton has been presented to the Senior Officers Group, an operational group with representation from all partners who signed the declaration for Bedfordshire is now being developed.

To ensure outcome based commissioning is in place

This has been achieved, the ELFT Contract commenced in April 2015 and has been commissioned on outcomes that were developed through comprehensive engagement with service users, carers and wider stakeholders.

Develop robust feedback mechanisms from partners and stakeholders

A stakeholder event for partners was held in November 2015 and the operational group is now being established, which will ensure regular and effective engagement

Clear reporting and monitoring of quality of care of people in crisis

Access to comprehensive information from ELFT has been difficult in the first year of the contract due to the legacy system for care records. ELFT are currently rolling out an electronic records system, RIO and this will be in place in all services by March 2016.



To enhance psychiatric liaison services within local acute hospitals.

There is currently no commissioned service for the population of Central Bedfordshire at either Luton and Dunstable or Bedford Hospital, however ELFT have been providing a service at risk. A business case has been developed and will be considered in 16/17. BCCG has received an allocation of £173k which will part fund a limited service from December 2015 to March 2016.

Review and transform Mental Health Criminal Justice Service in line with national model

The review of the local Criminal Justice Team to transform into the model for Court Liaison and Diversion Teams as specified by NHS England has commenced. The timescale for the new model is April 2016.

Improve Integration of Mental Health into Urgent Care

Local Luton and Beds System Resilience Groups are taking forward Mental Health Integration in Urgent Care including the opportunities for inclusion in the re-procurement of NHS 111 jointly across Bedfordshire.

Re-modelling of the AMPH service to match capacity with demand using the ADASS toolkit.

The AMPH service provides qualified practitioners to respond to people in a crisis to make a formal assessment under the Mental Health Act. A review of the current AMPH service has been completed and a number of proposals have been shared with Central Bedfordshire for consideration. A decision on the preferred option is expected in December 2015.

Zero tolerance of people to be held in custody and develop and publish approved places of safety

There has been significant progress in this area locally and the reductions in use are now averaging 0.2 admissions per month of people held in police custody.

To work with all local providers and organisation across the community to develop and implement mental health training. Including police, probation and ambulance staff.

Bedfordshire Police have been implementing Mental Health training across their police force over 2 years. To build upon this, EEAST, ELFT and Beds Police have developed and piloted bespoke Mental Health Crisis Partnership training. The pilot was very well attended and received very positive feedback. There are also plans for the Mental Health Liaison Service to provide Mental Health training in the L&D Hospital.

Develop a multi -agency approach to substance misuse and dual diagnosis.

Public Health have completed their procurement and the new Adult Integrated Drug and Alcohol services contract, Path to Recovery (P2R)/ELFT, commenced in September 2015. Work on the development of clear and robust pathways is being undertaken by P2R, in collaboration with ELFT, to ensure that key partners and stakeholders are aware of the services available to achieve successful outcomes for people with a diagnosable mental health condition and at risk of harm/experiencing harm from drugs/and or alcohol.

To review the current processes and restraint procedure in place across the whole system and implement the “Positive and Proactive Care” guidance.

National standards and guidance has been reviewed across all inpatient units and recommendations based on the Positive and Proactive Care document on the best model of delivering physical restraint to patients when displaying extreme challenging behaviour and training are being implemented. Physical restraint by health professionals is always a method of last resort and this guidance promotes the use of various diversion techniques which should be used, to stop a situation escalating to the point that the patient becomes violent.

Guidance.

National standards and guidance has been reviewed across all inpatient units and recommendations and training being implemented.

To Review Local and National Safeguarding Arrangements.

The Crisis Care Concordat was discussed at the CBC Safeguarding Operational Group and regular reports on progress will now be provided at that meeting.

Central Bedfordshire Council

**SOCIAL CARE, HEALTH AND HOUSING OVERVIEW AND SCRUTINY
COMMITTEE - 14 December 2015**

**THE COMMISSIONING OF ADULT SOCIAL CARE SERVICES AND
ASSOCIATED CONTRACTS**

Advising Officers: Julie Ogley, Director of Social Care, Health and Housing (julie.ogley@centralbedfordshire.gov.uk) and Jane Moakes, Head of Commissioning (jane.moakes@centralbedfordshire.gov.uk)

Purpose of this report

1. To consider the commissioning activity in respect of the Voluntary and Community Sector and Housing Support Services contracts that support vulnerable adults, older people and those with long term health conditions.

RECOMMENDATIONS

The Committee is asked to note the commissioning and procurement of the Voluntary and Community Sector and Housing Support Services in line with the timetable set out, and to make any comments.

Background

Voluntary and Community Sector and Housing Support Services

1. The Council through the Social Care and Housing Directorate is responsible for the commissioning and management of a range of contracts with the Voluntary and Community and Housing Support sectors that provide a range of preventative services whose contract periods are coming to an end and so need to be commissioned during 2016.
2. The current services consist of twelve Voluntary and Community Sector contracts where the total annual contract value is £1.8m (with partner contributions of £0.746m from Bedfordshire Clinical Commissioning Group; £0.389m from Bedfordshire Borough Council and £0.02m from Luton Borough Council for a number of contracts), and six Housing related Support Services for Vulnerable Adults where the annual value is £0.742m.

3. All services involved are preventative and non statutory with the exception of the statutory advocacy services in the Advocacy contract. None of the services are a substitute for Social Care or Health services as they fall below the eligibility threshold. However, they provide support to vulnerable adults and their carers that help them to continue to live as independently as possible in their own homes and support individual wellbeing, enshrined within the Care Act 2014. The services commissioned also meet the new duty under the Care Act to ensure residents have universal access to information and signposting.
4. The overall aim, in line with the Council's Prevention Strategy 'Never too Early, Never too Late' is to commission targeted preventative services that support and enable vulnerable adults to be independent, prevent or delay the deterioration of wellbeing due to ageing illness or disability and delay the need for more costly and intensive services; for housing support services to prevent vulnerable adults at risk of homelessness becoming homeless and enabling individuals to maintain a tenancy and live independently.
5. The opportunity is being taken in commissioning new services to develop outcome based specifications, co produced with stakeholders where possible, drawing on outcome based frameworks, such as, the Adult Social Care Outcomes Toolkit and the Think Local Act Personal framework and latest guidance to provide services that are responsive to customer need and aspirations, as well as deliver the high level outcomes in the Council's developing 5 year plan of *Protecting the Vulnerable; Improving Wellbeing and Creating Stronger Communities*. **Appendix 1** shows the model developed for future for service delivery.
6. A number of the contracts historically have been jointly commissioned with key partners and include services for the following groups: Carers, people living with dementia, people requiring advocacy support and people with support needs arising from autism.

These, with the exception of Autism support have been commissioned with the Bedfordshire Clinical Commissioning Group and Bedford Borough Council. Central Bedfordshire Council Children's Services also makes a financial contribution to the Carer's in Bedfordshire contract for services for children; Luton Borough Council is a partner with the Autism Bedfordshire contract.

7. Commissioning colleagues, working with partners will continue to jointly commission the services mentioned above, as the economies of scale and rationale for jointly commissioning continues to be relevant. It is intended to continue to ensure that the service specification and performance reflects the financial contribution and identified priorities of each partner as well as demand.

8. The original timeline for the Voluntary and Community Sector and Housing Support services commissioning activity for new contracts to be in place from 1 April 2016 presented a challenge; given the number of contracts, scale and scope of services involved and our ambition to stimulate provider collaboration and outcome focused delivery. This has required considerable research, the forecasting of future demand, engagement with key stakeholders, review of evidence and the options arising from this in the light of current and future need. As a result, a number of extensions to contracts have been sought with associated Waivers from the Council's Procurement Rules to enable the necessary work to be undertaken effectively and achieve the desired outcomes.
9. The approach to this commissioning activity for Voluntary and Community Sector services will be based on a number of lots that will encourage greater collaboration between future providers, these are:
 - Lot 1 - Carers Services
 - Lot 2 - Dementia Services
 - Lot 3 - Advocacy Services
 - Lot 4 - Older people and Adults with a disability or health condition
 - Lot 5 - Community Resilience

Housing Support Services for Vulnerable Adults will be commissioned on a similar basis with lots based around specific client groups again with a focus on outcomes and a requirement for greater collaboration.

10. The procurement activity milestones for the majority of services are set out below:

• Contract documentation completed	31/01/16
• OJEU notice and open tender issue	29/02/16
• Tender submission	05/05/16
• End of evaluation/intention to award	15/07/16
• Formal award and mobilisation	01/08/16
• Contract start	01/10/16

Arrangements for Advocacy services and Village Care/Good Neighbour schemes will follow a timeline that completes for 1 April 2017.

11. The Committee will note that the Executive on 1st December 2015 agreed the process for award of these contracts following procurement and that the decision to award the contracts is delegated to the Director of Social Care, Health and Housing in consultation with the Executive Member for Social Care and Housing and the Executive Member for Corporate Resources.

Council Priorities

12. The commissioning of Voluntary and Community Sector and Housing Support Services contracts supports the Council priority of promoting health and wellbeing and protecting the vulnerable by providing support to vulnerable adults and their carers to help them to continue to live as independently as possible in their own homes and maintain their individual wellbeing.

Corporate Implications

Procurement

13. The procurement exercise for the Voluntary and Community Sector and Housing Support Services is in accordance with the Council's Procurement Rules. Procurement and Legal advice has been provided in respect of the extensions to contracts and associated Waivers and the rationale for these deemed appropriate for the services concerned, given the circumstances, opportunities and ambition set out above.

Financial Implications

14. Based on current spend, the total value over a 3 year period is £7.8m and expenditure for these services is included in the base budget and has been factored in to the Medium Term Financial Plan.

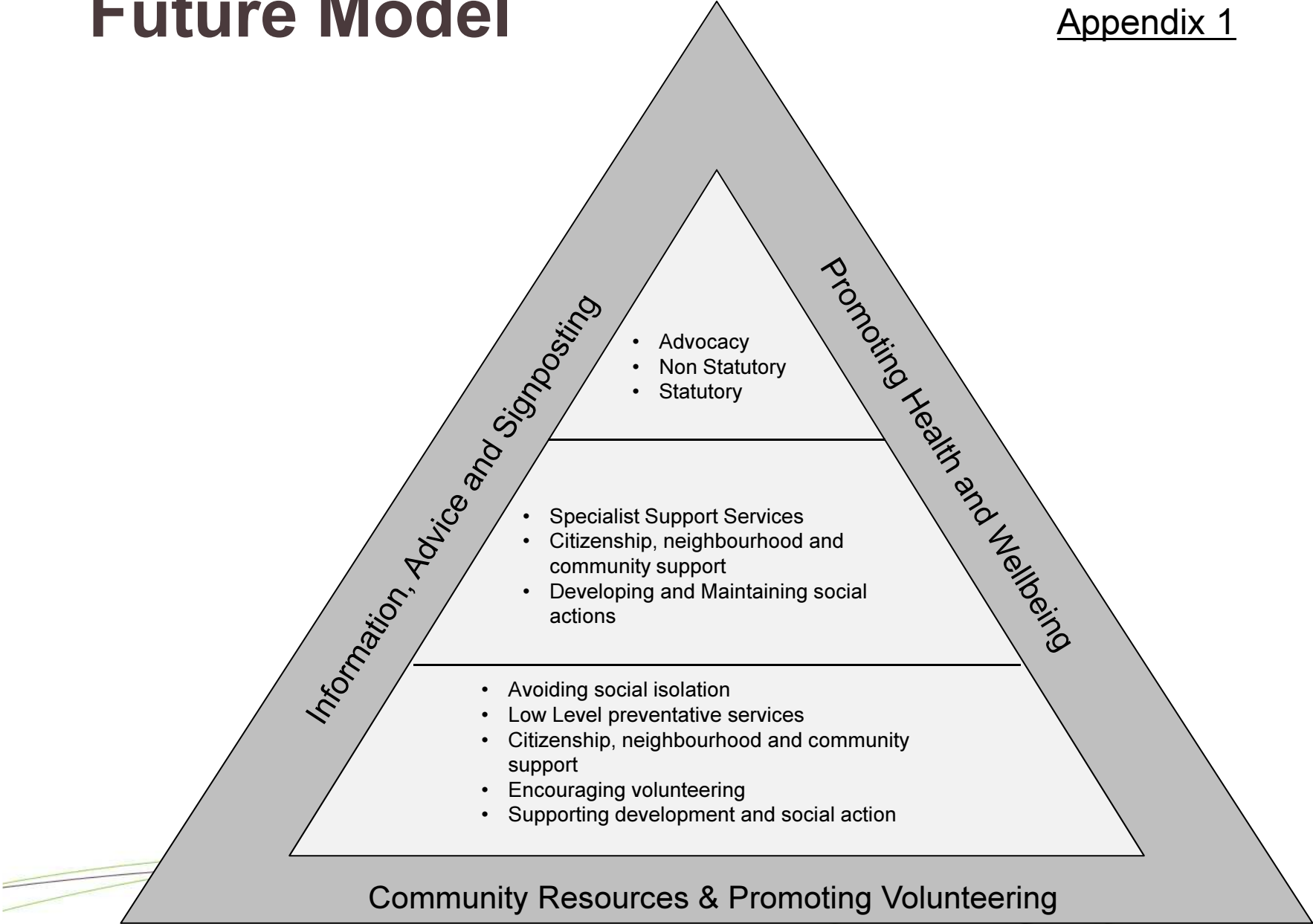
Equalities Implications

15. Central Bedfordshire Council has a statutory duty to promote equality of opportunity, eliminate unlawful discrimination, harassment and victimisation and foster good relations in respect of nine protected characteristics; age disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. The procurement processes for the Care contract has ensured that due regard has been given to the requirements of equality legislation.
16. Equalities issues and implications will be fully considered and incorporated into specifications as part of the commissioning activity for Voluntary and Community Sector and Housing Support services acknowledging that the focus of these services is to support vulnerable people. Equality Impact Assessments will be undertaken as necessary.

Next Steps

17. To continue the commissioning activity to award new contracts for Voluntary and Community Sector and Housing Support Services to completion and award of new contracts.

Future Model



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**Social Care Health and
Housing Overview and Scrutiny
Committee
Monday 14th December 2015**

**Budget Monitoring
2015/16 Quarter 2**

SCHH General Fund Revenue Quarter 2 2015/16

The forecast outturn for 2015/16 is £64.8m after use of reserves – an over spend of £0.958m (1%).

Key Variances and Indicators

Over spends on:

- 65+ placements and packages - £3.1m (demographic and complexity) partially offset by additional customer income from charges - £1.2m
- Learning Disability placements and packages - £0.845m (Mid Life Transitions/Carer Breakdown, Ordinary Residence, Client Treatment Review, Pathway to my Place)
- Housing Solutions £0.269M pressure on temporary accommodation

Offset by under spends on:

- Dementia premium - £0.175m (uptake below target)
- Vacancy savings across the directorate £0.4m
- Risks and Opportunities - NHS dowry income £0.1m risk & Continued Health Funding re: Financial situation at the CCG

SCHH Quarter 2 Net Revenue Forecast 2015/16

Social Care Health and Housing General Fund Revenue Outturn 2015/16						
Service Area	Approved Budget	Forecast Outturn	Outturn Variance	Use of Earmarked reserves	Outturn Variance after use of earmarked reserves.	Outturn as % of Budget
Director	197	466	269	-238	31	16%
Housing Solutions	1,198	1,476	278	-269	9	1%
Older People and Physical Disabilities	36,021	39,519	3,498	-1,241	2,257	6%
Learning Disabilities and Mental Health	24,033	24,282	249	0	249	1%
Commissioning	10,367	10,454	87	0	87	8%
Resources	-7,926	-9,555	-1,629	-48	-1,677	21%
TOTAL	63,890	66,642	2,752	-1,796	956	1%

General Fund Revenue SCHH

Residential and nursing placement approvals for 12 months to September 2015/16 for Older People

Admitted From	Quarter 1 2015/16	Quarter 2 2015/16	TOTAL	%
Hospital	45	57	102	63
Own Home	7	6	13	8
Rehabilitation	3	3	6	4
Respite	20	19	39	24
Other	1	1	2	1
TOTAL	76	86	162	100

- The number of approvals for quarters 1 and 2 of 2015/16 at 162 is higher than the equivalent to the period in 2014/15 - 143. There were 113 deaths during quarters 1 and 2 of 2015/16 (108 during the equivalent period of 2014/15).
- The ongoing residential placement efficiency is particularly challenging but was achieved for 2014/15. The no. of residential placements stood at 501 at the end of September 2015 (529 at the end of September 2014) with 216 residential block beds being used and 285 spot contract beds.

SCHH Capital 2015/16 Quarter 2 Forecast

Outturn gross spend = £3.65M (Budget = £7.77M) – £4.12M under spend offset by underachievement of gross income by £3.27M resulting in a net under spend of £0.85M

Housing General Fund

- Disabled Facility Grants – outturn gross forecast of £2.4M (under spend of £0.35M); additional external income of £0.31M from increased client contributions – forecast net under spend £0.66M. 196 adaptations completed to date (169 to Q2 2014/15).
- Empty Homes – Budget of £0.3M, outturn forecast in line with budget
- Renewals Assistance – forecast net spend of £0.2M (over spend £0.1M) – extra demand from Warm Homes Healthy People campaign. 20 adaptations (28 to Q2 2014/15)
- G&T sites – outturn forecast of £0.29M (under spend of £0.292M) as a result of slippage of 11 plot Potton extension

Adult Social Care

- Campus Closure – Steppingstones scheme in Dunstable opened in Jan 2015, Beech Close, Dunstable re-provision subject to release of £0.7m capital receipts by NHS
- ICT projects – gross expenditure budget £0.3m – zero spend – Care Act implementation will determine use/likely spend in 2015/16
- Review of Accommodation/Day Support gross expenditure budget £2.0m – will support the Transformation programme although £0.08m spend prioritised for capital work at the Older People Care Homes

Landlord Services Capital Quarter 2 2015/16

- Capital expenditure forecast net spend of £18.329M – an under spend of £2.625M against a budget of £20.954M
- Variance relates to delay in procurement of Croft Green development (following procurement advice recommending a two stage tender process)
- £8.134M forecast spend at Priory View – on budget and funded by Independent Living Development Reserve. Due to complete early 2016.
- 15 RtB sales in Q2 (28 total for 2014/15) – forecast full year yield of £1.5M of retained capital receipts

Landlord Services Business Plan/HRA Revenue

- Forecast revenue surplus of £6.194M - £0.315M lower than budget – due to a reduction in income of £0.7M (delayed opening of Priory View and reduced recharges to General Fund), and increased corporate recharges of £0.3M, offset by reduced maintenance costs (£0.586M) and reduced debt interest costs (£0.1M)
- Year end reserves forecast to be £15.8M, a reduction of £4.75M - £10.95M drawn down for Priory View and other projects (e.g. Creasey Park) offset by £6.2M contribution
- Tenant debt of £0.955M – current tenants £0.491M (1.61% of total rent debit of £30.437m). £0.007M of arrears written off to September 2015. 56% of income received via Housing Benefit payments.

Public Health Highlights

- The service is led by the Director of Public Health (DPH) who is supported by a Central Bedfordshire Council (CBC) public health team and a core public health team working across both Unitary Authorities leading on health protection and population healthcare.
- The CBC public health team is responsible for commissioning the Drugs and Alcohol services and the Healthy Child Programme (5-19 and 0-5 from 1/10/15) on behalf of both CBC and Bedford Borough Council (BBC).
- The Bedford Borough Team commission Sexual Health across both Unitary Authorities and the Core Team commission Excess Weight services and Health Checks.

Overall

- The full year forecast position for 2015/16 as at the end of the second quarter is a balanced budget, following a proposed transfer to earmarked reserves of £46k (ringfenced). This will bring the total of the reserve to £1,542k.

Public Health Highlights

Service financials

- **Drugs & Alcohol** – a forecast saving of £163k on the Drugs and Alcohol service due to the retender of the contract which has resulted in budget savings, with £97k relating to CBC. The recommissioned service commences in September with an annual value of £3.6m across BBC and CBC.
- **5 – 19 Healthy Child Programme (HCP)** – the SEPT contract is currently on budget. The annual value of the SEPT contract is £1.2m. The HCP 0-5 service will transfer to the council on 1st October 2015, its value is £3.2m in 2015/16 across BBC and CBC.
- **Sexual Health** – a forecast saving of £103k (CBC share) due to reduced activity in the Bedford Hospital GUM contract. The annual value of the various contracts total £3.6m, for both CBC and BBC.
- **Payroll** – the saving forecast for the whole service on vacant posts/maternity leave is £100k underspend.
- **Adults & Older People - Emergency Planning Shared Service** – a forecast saving of £11k.
- There are committed proposals to spend part of the Public Health earmarked reserve, these total £265k in 2015/16 and £201k in 2016/17. Any other proposed use of reserves which are uncommitted are currently on hold.

Public Health Highlights

- The £97k D&A saving, £103k Sexual Health saving, £11k saving on Emergency Planning, combined with the £100k payroll savings offset by the £265k additional spend proposals total the £46k underspend forecast overall.

Overheads

- CBC corporate budget includes £639k contribution to overheads from Public Health.
- The contribution of the Public Health grant to other directorates was £582k in 2014/15. This has increased to £991k in 2015/16.
- As part of wider government action on deficit reduction, the Department of Health (DH) has been asked to deliver savings of £200m in the current financial year through reductions to the Public Health Grant. On 4th November 2015 the Department of Health published its response to the consultation. The response confirms the Government's initial proposal to reduce each local authority's overall public health allocation for 2015-16 by 6.2%. Therefore this will result in a clawback of £746k from Central Bedfordshire's 2015/16 Public Health Grant. After taking this and the value of the committed proposals for 2015/16 and 2016/17 into account, this will leave £595k remaining in the Public Health earmarked reserve.

Public Health Financials

Month: September 2015	Year to date				Year					
Director	Budget	Actual	Use of Reserves	Variance	Approved Budget	Forecast Outturn	Forecast Variance	Proposed transfer to reserves	Proposed use of Earmarked reserves	Forecast Variance after use of earmarked reserves.
	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000
Director of Public Health (incl contribution to corporate overheads)	315	313	0	-3	630	630	0	0	0	0
Assistant Director Public Health (incl contributions to other Directorates, Doolittle Mill, payroll for management team and costs of Shared team led by BBC)	916	978	0	62	1,832	1,926	94	0	-94	0
Children, Young People and Health Inequalities	2,695	1,774	0	-921	5,390	5,413	23	0	-23	0
Older People and Adults	640	618	0	-22	1,280	1,234	-46	46	0	0
Drugs and Alcohol	1,462	1,505	0	43	2,924	2,807	-117	117	0	0
Less Government Grant	-6,026	-5,075	0	951	-12,052	-12,052	0	0	0	0
Total	2	113	0	111	4	-42	-46	163	-117	0

Central Bedfordshire Council

**SOCIAL CARE HEALTH AND HOUSING OVERVIEW & SCRUTINY
COMMITTEE**

14 December 2015

Central Bedfordshire's Five Year Plan 2015-20

Advising Officers:

Richard Carr, Chief Executive

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Deb Broadbent Clarke, Director of Improvement and Corporate Services

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Georgina Stanton, Chief Communication Officer

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Purpose of this report

1. To introduce the proposed approach to delivery and performance management of the Five Year Plan..

RECOMMENDATIONS

The Committee is asked to:

1. Consider and provide feedback on the proposed approach to the delivery and performance management of the Five Year Plan.

Issues

Corporate Planning within Central Bedfordshire

1. Following the election of a new Administration in May 2015, a new Five Year Plan has been developed.
2. The plan, which was agreed at Full Council in November, spells out the Council's strategic priorities over the coming period. Collectively, these priorities are designed to ensure Central Bedfordshire remains a great place to live and work.
3. The priorities, which were refined following consultation with Overview and Scrutiny Committees and other stakeholders, are:
 - Enhancing Central Bedfordshire
 - Improving education and skills

- Delivering great services for residents
 - Protecting the vulnerable and promoting wellbeing
 - Being an efficient and responsive Council
 - Creating stronger communities
4. Taken together, these priorities are designed to ensure Central Bedfordshire remains a great place to live and work.

Delivering the Plan

5. Whilst the priorities have been reviewed and refreshed, it is proposed that the Council's conventional approach to rigorous performance monitoring and reporting is maintained, with quarterly reports to Executive under the three categories of People, Place and Making it Happen.
6. However, in light of the refreshed priorities specific programmes of activity and measures of performance are under consideration.
7. At the December Committee, the Leader of the Council, James Jamieson will share the proposed approach to:
- Defining the key performance indicators and milestones against which the overall performance of the Council and delivery of the Five Year Plan will be evaluated.
 - Examining the range of driver indicators, which will collectively influence the achievement of the key performance indicators.
 - Exploring the programmes of activity which will enable the Council to feel confident about its ability to perform effectively and meet if not exceed the targets it has set itself.
8. Each of the Overview and Scrutiny Committees will be invited to give their feedback on the overarching approach to programme and performance management and the key performance indicators that are particularly relevant to their area of focus, i.e. Children's Services, Corporate Resources, Sustainable Communities and Social Care, Health and Housing.

Agreeing our approach

9. Following the Overview and Scrutiny process, it is envisaged that the first report to Executive reflecting the new performance indicators will be early in 2016.

Council Priorities

11. In November 2015 the Council confirmed its priorities as outlined in this report and the proposed approach to performance management is a critical to the delivery of these.

Corporate Implications

Legal Implications

12. There are no legal implications in developing a new performance model in relation to the Five Year Plan.

Financial Implications

13. The Council's Medium Term Financial Plan will become the financial expression of what the Council aspires to achieve through the priorities and targets set out in the Five Year Plan, and specifically its ambition to become an increasingly efficient and responsive Council.

Equalities Implications

14. Public authorities have a statutory duty to promote equality of opportunity, eliminate unlawful discrimination, harassment and victimisation and foster good relations in respect of nine protected characteristics; age disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

Conclusion

15. The delivery of the Council's Five Year Plan will form the basis of our core programme of activity against which performance will be measured.
16. The Council will be held accountable by its success or failure to deliver against the plan by the public, stakeholders and staff.

Appendices

None.

Background Papers

1. The following background paper was taken into account and is available on the Council's website:

Our Five Year Plan – Central Bedfordshire Council
2015 – 2020.

<http://www.centralbedfordshire.gov.uk/council-and-democracy/local-government-in-central-bedfordshire/five-year-plan/default.aspx>

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Central Bedfordshire Council

**SOCIAL CARE HEALTH AND HOUSING OVERVIEW AND SCRUTINY
COMMITTEE**

14 December 2015

Work Programme 2015-2016 & Executive Forward Plan

Report Author: Richard Carr, Chief Executive

Advising Officer: Paula Everitt (paula.everitt@centralbedfordshire.gov.uk)

Purpose of this report

1. The report provides Members with details of the currently drafted Committee work programme and the latest Executive Forward Plan.

RECOMMENDATIONS

The Committee is asked to:

1. Consider and approve the work programme attached, subject to any further amendments it may wish to make;
2. Consider the Executive Forward Plan; and
3. Consider whether it wishes to add any further items to the work programme and/or establish any Task Forces to assist it in review specific items.

Overview and Scrutiny Work Programme

2. The attached is the currently drafted work programme for the Committee.
3. The Committee is now requested to consider the work programme attached and amend or add to it as necessary.

Overview and Scrutiny Task Forces

4. In addition to consideration of the work programme, Members may also wish to consider how each item will be reviewed, i.e. by the Committee itself (over one or a number of Committee meetings) or by establishing a Member Task Force to review an item in greater depth and report back its findings.

Executive Forward Plan

5. Listed below are those items relating specifically to this Committee's terms of reference contained in the latest version of the Executive Forward Plan to ensure Members are fully aware of the key issues Executive Members will be taking decisions upon in the coming months. The full Executive Forward Plan can be viewed on the Council's website at the link at the end of this report.

Issue	Indicative Exec Meeting date
The Future of Greenacre Older Persons Home: Outcome of Consultation and Recommendations	9 February 2016
Central Bedfordshire's Policy for Housing Assistance 2016 - 2020	9 February 2016
Tender award for the redevelopment of Croft Green, Dunstable	9 February 2016
Non Key Decisions	Indicative Exec Meeting date
Quarter 2 Performance Monitoring Report 2015/16	12 January 2016
5 Year Plan Performance Monitoring	12 January 2016
Treasury Management Strategy	9 February 2016
Budget 2016/17 and Medium Term Financial Plan	9 February 2016
Capital Programme and Housing Revenue Account 2016/17	9 February 2016
Budget 2016/17 and Medium Term Financial Plan, Capital Programme 2016/17 to 2019/20 and HRA Plan	9 February 2016
Q3 Revenue, Capital and HRA	9 February 2016
Q3 Performance	5 April 2016

Corporate Implications

6. The work programme of the Social Care Health and Housing Overview & Scrutiny Committee will contribute indirectly to all 5 Council priorities. Whilst there are no direct implications arising from this report the implications of proposals will be details in full in each report submitted to the Committee.

Conclusion and next Steps

7. Members are requested to consider and agree the attached work programme, subject to any further amendment/additions they may wish to make and highlight those items within it where they may wish to establish a Task Force to assist the Committee in its work. This will allow officers to plan accordingly but will not preclude further items being added during the course of the year if Members so wish and capacity exists.

Appendices

Appendix A – Social Care Health and Housing Overview and Scrutiny Work Programme.

Background Papers

Executive Forward Plan (can be viewed at any time on the Council's website) at the following link:-

<http://www.centralbedfordshire.gov.uk/modgov/mgListPlans.aspx?RPId=577&RD=0>

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Appendix A
Social Care, Health and Housing OSC Work Programme (2015/16)

OSC date	Report Title	Description	Purpose
25 January 2016	Draft Budget and MTFP 2016/17	To receive a report on the Draft Budget and MTFP 2016/17	Statutory
25 January 2016	Draft Budget for the Housing Revenue account (Landlord Service)	To receive a report on the Draft Budget for the Housing Revenue account (Landlord Service)	Statutory
25 January 2016	Draft Capital Programme	To receive a report on the Draft Capital Programme	Statutory
25 January 2016	Improving Care Home Provision for Older People in Central Bedfordshire	To consider the opportunity to improve care home provision and the results of the consultation process undertaken with current service users and staff.	Statutory
25 January 2016	Central Bedfordshire's Policy for Housing Assistance 2016-2020	To scrutinise the impact on residents of the Council's Policy for Housing Assistance 2016 – 2020 for providing households with financial assistance to improve the homes of the most vulnerable households.	Statutory
21 March 2016	Excess Weight Services Strategy and Contract	To consider and comment on the new strategy and contract and provide feedback on future priorities.	Good practice

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