

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** 12 January 2017

## **NOTICE OF MEETING**

### **SOCIAL CARE, HEALTH & HOUSING OVERVIEW & SCRUTINY COMMITTEE**

Date & Time

**Monday, 23 January 2017 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), Mrs A Barker, N B Costin, P A Duckett, Mrs S A Goodchild, Mrs D B Gurney, G Perham and B Walker

[Named Substitutes:

R D Berry, Mrs C F Chapman MBE, J Chatterley, Ms A M W Graham and M A G Versallion]

All other Members of the Council - on request

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

**\*This meeting may be filmed by the Council for live and/or subsequent broadcast online at**

**<http://www.centralbedfordshire.gov.uk/modgov/ieListMeetings.aspx?Committeeld=576>.**

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**Phones and other equipment may also be used to film, audio record, tweet or blog from this meeting by an individual Council member or a member of the public. No part of the meeting room is exempt from public filming unless the meeting resolves to go into exempt session. The use of images or recordings arising from this is not under the Council's control.**

# 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 28 November 2016 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 Member Update**

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

- Social Care and Housing and
- Health

## Part A: External & NHS matters

To review and scrutinise any matters relating to the planning, provision and operation of health services in Central Bedfordshire commissioned by the NHS or external organisations (such as the Clinical Commissioning Group).

**On this occasion no items have been identified for this area.**

## Part B: Public Health, Social Care & Housing matters

To review and scrutinise any matters that fall within the remit of the Council's Social Care, Health and Housing or Public Health Directorates.

### Reports

Item	Subject	Page Nos.
10	<b>Customer Feedback – Complaints, Compliments Annual Report</b>	* 13 - 42
	<p>This report provides an overview of the key issue in complaint handling and the effectiveness of the complaints procedure for Adults Social Care for the period 1 April 2014 to 31 March 2015.</p>	
11	<b>The Day Offer for Older People and Adults with Disabilities</b>	* 43 - 68
	<p>To consider the outcome of the consultation on the future Day Offer, to comment on the key themes and issues set out in the report and provide recommendations to Executive for consideration.</p>	
12	<b>Draft Budget, Medium Term Financial Plan 2017/18 - 20/21</b>	* Link
	<p>To consider the relevant aspects of the draft Budget and updated Medium Term Financial Plan (MTFP) pertaining to remit of this Committee only. Information relating to those aspects of the budget outside of the Committee's remit will be considered by the other relevant Overview and Scrutiny Committees. Members are requested to review the report and provide their comments, observations and recommendations in respect of the Executive's proposals with particular reference to those aspects within the remit of the Committee, to the meeting of the Executive.</p>	

<http://centralbeds.moderngov.co.uk/ieListDocuments.aspx?CId=577&MId=5232&Ver=4>.

To reduce printing papers copies of the Executive report on the draft Budget and updated MTFP the reports are available online at the following address:-  
Hard copies of these papers will only be provided on request in advance of the meeting.

Executive papers can also be accessed by using the mod.gov app on devices.

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**Draft Capital Programme 2017/18 -2020/21**

\* Link

To consider the relevant aspects of the draft Capital Programme pertaining to remit of this Committee only. Information relating to those aspects of the budget outside of the Committee's remit will be considered by the other relevant Overview and Scrutiny Committees. Members are requested to review the report and provide their comments, observations and recommendations in respect of the Executive's proposals with particular reference to those aspects within the remit of the Committee, to the meeting of the Executive.

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

\* Link

To consider the relevant aspects of the draft Budget for the Housing Revenue Account (Landlord Business Plan) pertaining to remit of this Committee only. Information relating to those aspects of the budget outside of the Committee's remit will be considered by the other relevant Overview and Scrutiny Committees. Members are requested to review the report and provide their comments, observations and recommendations in respect of the Executive's proposals with particular reference to those aspects within the remit of the Committee, to the meeting of the Executive.

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15      **Social Care Health & Housing Fees and Charges 2017/18**      \*      69 - 90

To receive the directorate's relevant fees and charges information, noting the Executive proposals and influencing where appropriate changes to fees and charges prior to Council.

16      **Work Programme 2016/17 and Executive Forward Plan**      \*      91 - 96

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