

Contact Officer: Richard Dunne

KIRKLEES COUNCIL

HEALTH AND ADULT SOCIAL CARE SCRUTINY PANEL

Tuesday 13th March 2018

Present: Councillor Elizabeth Smaje (Chair)
Councillor Richard Eastwood
Councillor Fazila Loonat
Councillor Sheikh Ullah

Co-optees David Rigby
Peter Bradshaw

Apologies: Councillor Richard Smith
Councillor Habiban Zaman

1 Minutes of previous meeting

That the minutes of the meeting held on 13 February 2018 be approved as a correct record.

2 Interests

Co-Optee David Rigby declared an interest in item 4 (Podiatry Services in Kirklees) on the grounds of being a member of Locala.

Councillor Richard Eastwood declared an interest in item 4 (Podiatry Services in Kirklees) on the grounds that he was a friend of one of the Locala attendees.

3 Admission of the public

That all items be considered in public session.

4 Podiatry Services in Kirklees

The Panel welcomed Jane Close, Paul Cotton, Amina Hans-Adam and Helen Jones from Locala and Lisa Butland Age UK Calderdale and Kirklees to the meeting.

Ms Hans-Adam outlined the proposals and recommendations from the podiatry consultation and explained that the recommendations had been based on the feedback from the consultation and the further analysis that had been undertaken on locations and travel.

Ms Hans-Adam informed the Panel that following the recommendation to apply the existing eligibility criteria to all patients Locala would ensure that patients who did not meet the criteria would be signposted to other providers.

Ms Hans-Adam presented the impact of the recommendations on patients that included the impact that resulted from the proposed changes to locations and criteria.

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Ms Hans-Adam outlined the impact of the recommendations on the Podiatry Service that included a reduced travel time for Podiatrists leading to more time for patient care and increased capacity for patients who had the greatest need for the service.

A question and answer session followed and covered a number of issues that included:

- An explanation of the plans to implement the Age UK Foot Care Service in Kirklees.
- An overview of the service that would be provided by Age UK.
- Locala's plans to help cover some of the start-up costs for the Age UK service.
- An overview of the performance framework that would be used to measure the standards of care being provided by the podiatry service.
- An explanation of the eligibility criteria and the evidence base for patient outcomes.
- The approach that would be taken to dealing with GP referrals.
- Confirmation that mobility of an individual would not be taken into account when assessing eligibility criteria.
- A comment that it would have been helpful for scrutiny to have been provided with a more detailed picture of the profile of those patients that would no longer be eligible to receive the service.
- Confirmation that people who were housebound and met the criteria would still receive the service.
- Clarification that the Age UK service would initially only be provided from the clinics.
- A concern that alternative transport options for patients had included a price indicator for taxi fares based only on estimates from Uber.
- A question from the Panel on whether an assessment had been done on where patients attending clinics at Honley and Newsome were coming from and how the patients would be dispersed to other clinics.
- A concern that patients currently attending the Princess Royal clinic that can be accessed via a direct bus service every 20 minutes would be required to attend Mill Hill surgery with a journey that would involve two bus changes.
- Clarification that the transport options had been based on the journey time from clinic to clinic and did not take account of where the patient lived.
- An explanation of the clinical definition of a grossly thickened nail that would meet the eligibility criteria.
- A concern that conversations with social care and other agencies had not already taken place to discuss the impact of the proposed changes on the whole system.

Cllr Smaje summarised the concerns and recommendations of the Panel that included a request that consideration be given to including the mobility levels of individuals as part of the eligibility criteria and a concern that individuals who were housebound and did not meet the eligibility criteria would no longer receive the service

The Panel outlined a number of other recommendations that included: that the proposed services to be provided by Age UK Foot Care was in place before any of

the current Locala service locations were removed; and that a further review of the transport options was carried out to ensure that they were robust and accurate and all alternative options have been fully explored

RESOLVED –

1. That attendees be thanked for attending the meeting.
2. That the Panel's Supporting Officer be authorised to liaise with attendees to address the agreed actions that included:
 - A concern that Locala does not appear to be certain of the profile of patients currently attending central locations proposed for closure and the impact the proposals may have on the travel arrangements for those patients with mobility issues. The Panel therefore recommends that consideration is given to including the mobility levels of individuals as part of the eligibility criteria.
 - A recommendation that the proposed services to be provided by Age UK Foot Care is in place before any of the current Locala service locations are removed.
 - A concern that individuals who are housebound and do not meet the eligibility criteria will no longer receive the service. The Panel believe this results in an effective removal of service. A further concern is that Locala do not appear to have undertaken any discussions on what alternative provision can be provided to those individuals that will be impacted by these changes.
 - A recommendation that a further review of the transport options is carried out to ensure that they are robust and accurate and all alternative options have been fully explored.
 - Clarification on how the benefits in the projected increase in the appointments outweigh the impact for those patients that will no longer be eligible to receive the service.

5 Adults Care Offer Consultation

The Panel welcomed Richard Parry, Amanda Evans and Lee Thompson from Kirklees Council and Mark Yeadon Public Perspectives Ltd to the meeting.

Ms Evans informed the Panel that the paper outlined the Council's intention to proceed to consultation on the Adults Care Offer which was part of the shift in developing a new approach to assessing people's care needs.

Ms Evans outlined the purpose of the consultation and explained that the report to scrutiny described the methodology on how Adult Services would engage with service users, future service users and other stakeholders that included providers and health colleagues.

Mr Yeadon explained that Public Perspectives Ltd had been commissioned by the Council to provide independence to the consultation process, expertise and support.

Mr Yeadon informed the Panel that the consultation was focused on identifying the level of support for the proposals and the impact on service users and potential future users of the service.

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Mr Yeadon outlined in detail the methodology for the consultation that included finding different ways for people to engage ; a targeted telephone survey; conducting a series of meetings with focus groups; and consultation with a variety of stakeholders that included staff.

Mr Yeadon explained that the questionnaire issued to the Panel was in draft form and would be finalised following the discussion with scrutiny. Mr Yeadon stated that an independent report that detailed the findings of the consultation would be produced to help inform the decision making.

In response to a question from the Panel that sought clarification that the telephone survey would include representation from all areas of Kirklees Mr Yeadon explained quotas would be set to ensure that the survey was demographically representative of the target groups and would be spread across Kirklees.

In response to a Panel question on whether the consultation material would be translated into other languages Ms Evans stated that the material would state that translated copies would be available on request.

A question and answer session ensued that covered a number of issues that included:

- A comment from the Panel that it would have been helpful to have seen a copy of the easy read version of the questionnaire.
- A concern that the language used in the questionnaire was complex and needed to be more simplistic in order to ensure that the service could engage with service users.
- The benefit of using social media as a way of engaging with more people.
- A concern that the language used in the consultation material didn't fully explain the purpose of the consultation.
- An explanation of the consultations objectives.
- The aim of Adult Services to develop and introduce a direct payment policy that would help to provide a more flexible approach to achieving peoples preferred outcomes.
- An explanation of the resource allocation system and how it could be refined.
- A comment from the Panel on the complexity of the language in the questionnaire and the need to ensure that it is clear who is affected by the proposed changes and who should be completing the questionnaire.
- The work being done by Adult Services to develop greater consistency in the assessments.
- The plan to establish a policy framework on how direct payments could be used.
- A comment from the Panel that question 1 in the questionnaire did not explicitly indicate the potential consequences of the changes.

The Panel agreed to focus on the questionnaire and collectively went through the document to provide feedback on the style and content of the document. A number of comments were made that included:

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- A suggestion that at the start of the document it should be made very clear that the consultation covered two elements the strength based approach and developing a policy for Direct Payments.
- Including in the document clarification of the costs of the 0800 telephone number.
- A request to take account of Easter when considering the time period of the consultation.
- A further comment on the complexity of the language and a request to make it much clearer through the use of plain language.
- A suggestion to make clear what changes to the Resource Allocation System are being proposed.
- A query regarding which areas of Direct Payments were being considered.
- A suggestion that it would help to include a section in the document that provided users of direct payments an opportunity to reflect their experiences of the current system.
- The need to ensure that the additional information referenced in the document was readily accessible and not just available online.
- Clarification on how the data would be analysed.
- A query on the approach that would be taken to identifying individuals that would be invited to participate in the focus group sessions.
- A request that the Panel be provided with details of the locations of the focus groups and the community partners that would be involved.

RESOLVED –

1. That attendees be thanked for attending the meeting.
2. That Panel is provided with :
 - i. Another draft of the questionnaire that reflects the comments and suggestions made by the Panel.
 - ii. Details of the communication methods that will be used.
 - iii. Details of the focus group proposals.
 - iv. Details of the approach that will be used to promote the consultation through the use of flyers and posters.
 - v. The approach to dealing with services users that don't have online access.
 - vi. The proposed schedule for member's briefings.

6 Kirklees Safeguarding Adults Board 2016/17 Annual Report.

The Panel welcomed Saf Bhuta Kirklees Council and Mike Evans Independent Chair, Kirklees Safeguarding Adults Board to the meeting.

Mr Evans presented the 2016/17 Annual Report and stated that they had identified three areas that they would be focusing on during 2018/19.

Mr Evans informed the Panel that the first area of focus related to the use of data and explained the process that was followed when looking at data. Mr Evans explained that there was a clear directive that analysis of the data in Kirklees was carried out by an operational manager.

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Mr Evans stated that another key area of focus was to make safeguarding personal and explained that it was getting traction in Kirklees in terms of practice although there was more work to be done in recording examples of good practice.

Mr Evans informed the Panel that a key area of work was to make the Board more outward facing and explained that he was pleased that the Board had played a major part in driving the collaboration with other strategic partnerships.

Mr Evans explained that the Kirklees Board was tight in numbers and that an infrastructure had been established to provide the engine room to do the work that supported the Board.

Mr Evans informed the Panel of the role of the Delivery Group and explained that it had the responsibility of developing the Board's Work Programme and producing clear remits for any work undertaken by sub groups of the Board.

Mr Evans highlighted the attendance records of the Board Members and was pleased that many had recorded 100% attendance.

Mr Evans stated that in future annual reports the Boards key achievements would be followed by an overview of what would happen next and how this would be done.

Mr Evans informed the Panel that in times of austerity it was important that the Board recognised the challenges in delivering services and encouraged smart thinking on how ambitions could be delivered.

Mr Evans stated that recent data showed that the numbers of enquiries this year had increased and explained that the vast majority of the enquiries were legitimate.

A question and answer session followed that covered a number of issues that included:

- The differences in the way that Local Authorities and the NHS record and capture data.
- The conversation that the Board was having with the NHS to ensure that details of serious incidents that were judged to be a safe guarding incident were shared with the Board.
- An explanation for the reasons behind the rise in the numbers of Deprivation of Liberty requests that were being granted.
- An overview of how the Adult Safeguarding Board was collaborating with the Childrens Safeguarding Board that included the work that was being done on Child Sexual Exploitation.
- The process that was followed in a serious case review and the importance of capturing the learning from the review.
- Details of the network events that were driven by the learning from serious case reviews.

In response to a question on how data was collected Mr Bhuta stated that the ethos was about the safe and effective flow of people throughout the pathway.

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Mr Bhuta explained that the data was linked to the work that was done day to day by the safeguarding operational team which included a set of safeguarding consultants.

Mr Bhuta informed the Panel that the service had moved into new ways of working and the social work teams now took responsibility for the whole safeguarding pathway.

In response to a question on councillor attendance at a safeguarding training event Mr Evans stated that it had been very well attended and elected members had been engaged in the issues discussed.

RESOLVED –

- 1) That attendees be thanked for attending the meeting.
- 2) That the 2016/17 Kirklees Safeguarding Adults Board Annual Report be received and noted.

7 Work Programme 2017/18

RESOLVED -

That progress on the work programme for 2017/18 be noted.

8 Date of the Next Meeting

RESOLVED -

That the date of the next meeting be confirmed as 10 April 2018.