



# **Rutland County Council**

Catmose Oakham Rutland LE15 6HP.

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Minutes of the **MEETING of the PEOPLE (ADULTS & HEALTH) SCRUTINY PANEL**  
held in the Council Chamber, Catmose, Oakham, Rutland, LE15 6HP on Thursday,  
22nd September, 2016 at 7.00 pm

**PRESENT:** Mr G Conde Mr N Begy  
Miss R Burkitt Mr W Cross  
Mr R Gale Mr A Mann  
Mrs L Stephenson Miss G Waller  
Mr A Walters

**ABSENT:** Mr C Parsons

**OFFICERS PRESENT:** Mr Mark Andrews Deputy Director for People  
Ms K Bull Help at Home (Service Provider)  
Ms S Newton Commissioning Officer  
Mrs S Ramsay Corporate Support Officer

**IN ATTENDANCE:** Mr R Clifton Portfolio Holder for Health & Adult  
Social Care

## **293 RECORD OF MEETING**

The minutes of the meeting of the People (Adults & Health) Scrutiny Panel held on the 14<sup>th</sup> July 2016, copies of which had been previously circulated, were confirmed and signed by the Chair.

## **294 DECLARATIONS OF INTEREST**

No Declarations of Interest were received.

## **295 PETITIONS, DEPUTATIONS AND QUESTIONS**

No petitions, deputations or questions were received from members of the public.

## **296 QUESTIONS WITH NOTICE FROM MEMBERS**

No questions were received from members.

## **297 NOTICES OF MOTION FROM MEMBERS**

No questions were received from members.

**298 CONSIDERATION OF ANY MATTER REFERRED TO THE PANEL FOR A DECISIONS IN RELATION TO CALL IN OF A DECISION**

No matter was referred to the Panel for a decision in relation to call-in of a decision in accordance with Procedure Rule 206.

**299 LOCAL SAFEGUARDING CHILDREN'S BOARD AND SAFEGUARDING ADULTS BOARD: ANNUAL REPORTS**

Report No. 165/2016 from the Independent Chair of the LSCBSB was received.

Miss Waller asked if reports that were for information only could be emailed to all members rather than being included on an Agenda. The Portfolio Holder, Mr Clifton agreed that this could be done.

Miss Waller also queried if a substitute could attend the Safeguarding Adults Panel when Mr Clifton was not available to do so. Mr Clifton agreed to look into this issue, Mr Conde advised that due to the depth of knowledge required and the need for Disclosure Barring Service (DBS) checks for any attendees that it may be the case that the substitute, if allowed, would need to come from Cabinet as DBS checks have been carried out for each of the Cabinet members.

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Mr Begy joined the meeting

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**300 HOME (DOMICILIARY) CARE: PROVIDER AND SERVICE USER PROSPECTIVE**

Before the Portfolio Holder, Mr Clifton, introduced the report Mr Conde advised the Panel that although members were advised that service users would be present it had not, in fact, been practicable to include them due to the timing of the meeting and their care needs. Officers were working to see if it would be possible for members to visit service users in their own environment.

Report No. 182/2016 was received from the Director for People. Mr Clifton introduced Ms Newton who then gave a short presentation before members were invited to ask questions on the topic. Members were introduced to Ms Bull who was one of the Council's current care providers, a total of three providers were invited to attend but unfortunately two had to withdraw at the last minute.

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Mr Walters joined the meeting during discussion of this item.

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During discussion the following points were noted:

- a) Members commented that the comments from service users and providers contained in the presentation were all favourable and indicated that what was required was a "warts and all" representation of comments and not just the good ones. Mr Clifton advised that the feedback received was generally positive and assured members that negative feedback was not being suppressed. Miss Waller advised that she had knowledge of a service user who

- had expressed dissatisfaction with the service received, in order to learn and improve the service provision both positive and negative feedback was vital.
- b) Recruitment and retention of staff for care provision was challenging and staff turnover was high, not just in the local area but nationwide. This was due to many issues, travel time between cases, especially in more rural areas, could add several hours to a person's working day and this time was not paid by many agencies thereby acting as a deterrent to potential new staff and for the retention of existing staff. Ms Bull advised that there was a perception that care working was an easy way to earn money when, in fact it requires a high standard of training and long hours, this in turn lead to staff turnover being high.
  - c) Ms Newton explained to members that those entering caring would need to have GCSE qualifications, a minimum level 2 NVQ raising to level 5 with promotion / progression, incentives were generally offered when the next level was achieved.
  - d) Members asked about the possibility of supporting a recruitment drive across the county, to include neighbouring counties where possible. Ms Bull advised that this would be welcomed by her Care Agency, especially if there was a way to target specific areas such as local military bases, they had tried this in their own right but could not gain access to the bases or leaflet the properties on base. Ms Newton noted that two of the councils providers had previously approached local post-16 colleges as part of a recruitment drive, they found that due to the hours worked, both evenings and weekends, students were reluctant to engage in this career path. Mr Clifton advised that he would investigate approaching military bases to see if a recruitment event for this service area was feasible.
  - e) Mr Gale and Miss Waller raised the question of speaking to the persons employed in Domiciliary Care, they felt that an important part of the service may be being missed by looking at users and providers and not what the carers felt was necessary to be happy in their work. Ms Newton replied that a provider forum had been arranged for October. Carers were invited to attend the scrutiny meeting but as in the case of service users, their work commitments meant that they were unable to. Mr Conde asked if the council would be represented at the forum, Ms Newton confirmed that she would be attending to explain the re-commissioning of the service and to obtain dates for future meetings. Mr Conde asked if the responses gained from this could be brought to the panel at the December meeting. Ms Newton advised that she had designed a form to gain feedback from carers and, if approved by management her intent was to distribute this following the October forum.

#### **AGREED:**

1. That the Panel **NOTED** the content of the Report.
2. That Mr Clifton would explore the possibility of involving the military bases in a recruitment drive.

#### **301 POVERTY IN RUTLAND REVIEW**

The Chairman, Mr Conde, gave an overview of the review and advised members that a precis had been produced following the workshop held for members for this review. He advised that, given the timetable for the review, another meeting would be required for this and suggested that this be before the next scheduled meeting in December.

He stated that whilst there would be no whip on attendance any member who could attend would be appreciated.

He advised that a member of the Corporate Support Team would be in touch with members to arrange a date for the meeting.

### **302 QUARTER 1 FINANCIAL MANAGEMENT REPORT**

Report No. 133/2016 from the Director for Resources was received.

The Chairman, Mr Conde advised that this was the last panel to receive the report and invited urgent questions from members. No questions were forthcoming at this time.

#### **AGREED:**

1. That the Panel **NOTED** the Report.

### **303 QUARTER 1 PERFORMANCE MANAGEMENT REPORT**

Report No. 150/2016 from the Chief Executive was received.

The Chairman, Mr Conde advised that this was the last panel to receive the report and invited urgent questions from members. No questions were forthcoming at this time.

#### **AGREED:**

1. That the Panel **NOTED** the content of the Report.

### **304 SCRUTINY PROGRAMME 2016/17 & REVIEW OF FORWARD PLAN**

The panel reviewed the Forward Plan and noted the forthcoming reports.

During discussion the following points were noted:

- a) Miss Waller advised that the generic link to the Care Quality Commission (CQC) website was not sufficient to access Rutland specific reports as the sites search engine would pick up all reports containing the word Rutland and this could mean a street name in another county. Miss Waller clarified that her request for this link should be to each specific report newly published regarding Rutland County Council. The Deputy Director for People agreed to arrange this for members.
- b) Mrs Stephenson asked the Chairman why the Adult Scrutiny Panel were being asked to look at the Rutland Schools Admission Arrangements, members were advised that all panels were required to review this. Miss Waller asked for clarification from the legislation as to why this was the case. Mr Andrews agreed to check this and if not required the item would be removed from the Scrutiny Forward Plan.
- c) Miss Waller asked the Chairman if the Panel were considering the formulation of a Task and Finish Group as other Panels were doing, if this could be done she proposed that the topic should be the future of Rutland Memorial Hospital as she was aware that fellow Councillors held this establishment in high esteem and members should ensure that the facility was maintained. Mr Conde

advised that any members wishing to do this would be welcome although it may not be possible to incorporate as business as usual due to the demands of other topics for the panel. He advised that the group could be established and reports submitted to the Panel as updates.

**AGREED:**

1. That the link to the CQC reports provided to members would take them directly to those reports directly relating to Rutland County Council.

Mr Conde advised the panel that a joint Leicester, Leicestershire and Rutland Scrutiny Panel was being formed and that two members were required from Rutland. He advised that he was attending the first meeting of the panel on Thursday 29<sup>th</sup> September and that the main item on the Agenda was Children's Heart services at Glenfield Hospital in Leicester. He asked for a second member to join him on the Joint panel. Mr Cross asked if this could be any member of the Council. Mrs Stephenson advised as this was a joint panel the members for Rutland would need to be on the Adult Scrutiny Panel. Miss Waller offered to attend if she was available and would let Mr Conde know.

**305 ANY OTHER URGENT BUSINESS**

There was no urgent business.

**306 DATE AND PREVIEW OF NEXT MEETING**

Thursday 1<sup>st</sup> December 2016 at 7pm

**AGREED:**

Agenda items for the next meeting should include:

1. Rutland Schools Admission Arrangements
2. Healthwatch: Annual Reports
3. BUDGET: Q2 Performance and Monitoring

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**The Chairman declared the meeting closed at 8.56 pm.**

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