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Notice of a public meeting of: **Care & Independence Overview and Scrutiny Committee**

To: **Councillors Karin Sedgwick (Chair), Eric Broadbent (Vice-Chair), Joy Andrews, Karl Arthur, Andy Brown, Caroline Dickinson, Robert Heseltine, Nigel Knapton, Peter Lacey, Heather Moorhouse, Andy Paraskos, Jack Proud, Monika Slater, Roberta Swiers, Robert Windass and 1 vacancy**
Co-optees Mike Padgham and Jillian Quinn

Date: **Wednesday, 19th June 2024**

Time: **10.00 am**

Venue: **The Grand Meeting Room, County Hall, Northallerton, DL7 8AD**

Members of the public are entitled to attend this meeting as observers for all those items taken in open session. Please contact the Democratic Services Officer whose details are at the foot of the first page of the Agenda if you would like to find out more.

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AGENDA

- 1. Apologies for Absence**
- 2. Minutes of the Meeting held on 28 March 2024** **(Pages 3 - 8)**
- 3. Declarations of Interest**
All Members are invited to declare at this point any interests they have in items appearing on this agenda, including the nature of those interests.

4. Public Participation

Members of the public may ask questions or make statements at this meeting if they have given notice to Melanie Carr of Democratic and Scrutiny Services and supplied the text (see contact details below) by midday on Friday 14 June 2024, three working days before the day of the meeting. Each speaker should limit themselves to 3 minutes on any item. Members of the public who have given notice will be invited to speak:

- at this point in the meeting if their questions/statements relate to matters which are not otherwise on the Agenda (subject to an overall time limit of 30 minutes);
- when the relevant Agenda item is being considered if they wish to speak on a matter which is on the Agenda for this meeting.

If you are exercising your right to speak at this meeting, but do not wish to be recorded, please inform the Chairman who will instruct anyone who may be taking a recording to cease while you speak.

5. Health & Adult Social Care Performance Update (Presentation To Follow)

- a) Introduction from Councillor Michael Harrison: Portfolio Holder
- b) Presentation from Richard Webb, Corporate Director for Health and Adult Services

6. Presentation on Adult Social Care Market - Service Development & Transformation Plan (Pages 9 - 18)

7. Work Programme 2024/25 (Pages 19 - 20)

8. Any Other Items

Any other items which the Leader agrees should be considered as a matter of urgency because of special circumstances.

9. Date of Next Meeting - 26 September 2024

Members are reminded that in order to expedite business at the meeting and enable Officers to adapt their presentations to address areas causing difficulty, they are encouraged to contact Officers prior to the meeting with questions on technical issues in reports.

Contact Details:

Enquiries relating to this agenda please contact Melanie Carr, Senior Scrutiny Officer

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Barry Khan
Assistant Chief Executive
(Legal and Democratic Services)

County Hall
Northallerton

11 June 2024

North Yorkshire Council

Care and Independence and Housing Overview and Scrutiny Committee

Minutes of the meeting held on Thursday, 28th March, 2024 commencing at 10.00 am.

Councillor Karin Sedgwick in the Chair. plus Councillors Caroline Dickinson, Karl Arthur, Roberta Swiers, Nigel Knapton, Andy Brown, Robert Heseltine, Eric Broadbent, George Jabbour, Andy Paraskos, Philip Barrett, Peter Lacey and Steve Shaw-Wright (as substitute for Councillor Jack Proud).

Officers present: Christine Phillipson, Principal Democratic Services Officer, Louise Wallace, Director of Public Health, . Mike Rudd, Head of Housing Market Development Accommodation and Carly Walker, Public Health Manager, HAS, Jo Marriott, Domestic Abuse Housing Alliance Officer, and Hannah Heinemann, Head of Housing Delivery and Partnership, North Yorkshire Council.

Apologies: Councillors Heather Moorhouse and Jack Proud.

Copies of all documents considered are in the Minute Book

28 Minutes of the Meeting held on 7th December 2023

Resolved – That the minutes of the meeting held on 7th December be taken as read and confirmed by the Chair as a correct record.

It was again noted that the update from the meeting held on 2nd March 2023 on climate change training was still outstanding. This will be followed up again and an update given as soon as possible.

29 Apologies for Absence

Apologies were received from Councillor Heather Moorhouse and Councillor Jack Proud (with Councillor Steve Shaw-Wright as substitute).

30 Declarations of Interest

There were none.

31 Public Participation

No public questions or statements were received.

32 Annual Report of the Director of Public Health

Considered – Presentation of the Director of Public Health's Annual Report 2022-2023 from Louise Wallace, Director of Public Health, North Yorkshire Council.

This report is entitled “A Childs Life in North Yorkshire” and provides an opportunity to highlight key issues and opportunities and share recommendations for action.

The report covers

- Early years
- Primary
- Secondary
- Late adolescence and early adulthood

There then followed a discussion covering the following:

It was noted that dentistry remains an ongoing concern across the County. It was also noted that vaping was on the increase and becoming a large concern.

Obesity was a concern also and it was asked what we are doing to combat that.

There is an opportunity to communicate on some of these issues through the regular member seminars. Colleagues in HAS are already working across directorates in particular leisure and housing supporting healthy life expectancy. This ensures these areas of concern are being embedded in every directorate across the Council. Healthy ageing will be the subject of the next annual report.

It was remarked that advertising to young children aged 13-18 years was going unchecked. Understanding the facts and changing scenarios around what is being advertised is essential and Councillors being able to give a voice to these issues is so supportive.

It was noted that although there is a reported increase in SEN, the data and figures need to be provided in order to scrutinise effectively.

This was agreed.

There is an increase in obesity in children in specific areas of North Yorkshire.

Areas to support this are underway with schools signing up to participate and understand healthy food and education. Work is underway with academic partners.

In relation to school meals, it was requested that more information on this could be provided to inform opinion, i.e., the ingredients and the waste figures for example, is a healthier option actually being consumed or contributing to increasing waste ?. Detail on how the food is prepared and supported would be beneficial.

It was requested that benchmark figures be provided in order to allow useful scrutiny.

If any further details were required on any of the areas in the report, then please contact Louise, there is also always opportunity to cascade further data from the performance reports that go to Executive quarterly.

It was noted that vaping is also on the increase. Dentistry remains an issue and access to an NHS dentist's a problem.

Resolved – The Chair thanked Louise for the report and reminded members that any further detail on specific figures could be requested from Louise directly.

33 The Local Account

Considered – Report of the Director of Public Health, Louise Wallace.

Louise updated the Committee and reiterated that the purpose of this report was to introduce the draft Health and Adult Services Local Account.

The Local Account is an annual statement of HAS performance in delivering adult social care. The time period covered for this Local Account is 1st April 2022 - 31st March 2023.

This covered;

- Who we are and what we do
- What we did in 2022/23
- How did we do
- How much did we spend
- What are we doing in 2023/24

It was reiterated that this was a draft report and feedback on any missing areas would be welcomed to support the final version. This was a continuous journey for improvement not just preparation for a CQC report. This was a preparation tool in readiness for inspection, likened to holding a mirror to ourselves in order to improve.

There then followed a member discussion raising the following points;

- The situation with the recruitment and retention of care workers was raised and the difficulty in retaining staff along with the increase in care packages.
- This was a report of history and could we therefore look at 23/24 in the next 6 months in order to be more proactive.
- Could we look to change the terminology of the over 65 age group, with age as biological not chronological.
- Supporting people at home is failing and can we add to the work programme in order to maintain focus.

Resolved – The Chair thanked Louise for the report and asked the Committee to review and note the draft report.

34 Summary of the Annual Report of the Adults Safeguarding Board

Considered – The summary of the annual report of the safeguarding board.

Resolved – The committee noted the summary report.

35 Annual Report of the Older People's Champion

Considered – The annual report of the older peoples champion, Councillor Caroline Dickinson.

Councillor Dickinson briefed the committee on her annual report identifying some key areas reviewed and also priorities for the coming year.

Issues raised by members following this included;

- The low uptake of the shingles vaccine
- More feedback on pension credits would be beneficial
- Pro-actively identifying support going forward, i.e., retirement options
- Transport issues

Resolved – The Committee thanked Councillor Dickinson for the very interesting and informative report.

36 Dementia Care

Considered – An update from Mike Page, Head of Housing Market Development

Accommodation and Carly Walker, Public Health Manager, HAS.

This covered the following points;

- Dementia in North Yorkshire
- Diagnosing well in North Yorkshire
- Dementia Support & Advice Service Data
- Dementia Care in the Community
- Care Market Capacity
- Dementia Care in Residential and Nursing Settings
- Programme of Work to Upskill / Build Capacity
- Dementia Strategy
- Strategic working with the ICBs

There then followed a discussion around the following points;

It was asked why we are now diagnosing people early.

This was due to a number of factors including the fact that public awareness has hugely increased, people are not as scared to come forward and GP culture has improved.

It was noted that the refresh strategy would be added to the work plan to come back to Committee in the summer.

It was questioned if dementia awareness training for taxi drivers had been considered as this had been successful elsewhere.

This had not been considered at present but links with the community in general had been established.

There did remain a covid shadow that prevented people from coming forward.

A Dying Matters awareness week would be in May.

Waiting times for a diagnosis were raised as it was suggested this could be up to 2 years. This should be monitored carefully, as we need more data on this for information.

It was asked how dementia manifested itself.

This was generally by becoming more forgetful. If this was the case help and advice should be sought immediately.

Discussion arose around how will we cope with the subsequent increased cost in this area, how we could raise awareness and what support was available as well as identifying the practical impacts and also if regional variations exist.

Removing the stigma around dementia was key. Typical practical impacts were loss of dignity, issues with driving, insurance and the more general difficulty in accepting the situation and circumstances and subsequent support. Regional variations were evident, but it was important that the message is that we live with dementia ongoing not suffer from it.

Resolved – The Chair thanked Mike and Carly for the update and suggested they return to the committee with a further update later in the year.

37 Domestic Abuse Policy

Considered – A presentation from Jo Marriott, Domestic Abuse Housing Alliance Officer, and Hannah Heinemann, Head of Housing Delivery and Partnership on the domestic abuse policy.

Jo presented the aims and scope of the new policy, these included;

- To comply with new legislation - Social Housing (Regulation) Act 2023
- Adopting best practice following Domestic Abuse Act 2021
- Ensuring all residents/tenants experiencing domestic abuse receive an effective, consistent, and supportive housing response
- Enabling people affected by domestic abuse to access specialist support and reduce further harm
- Providing guidance for all staff in the Housing Service
- Applies to residents within the North Yorkshire area, North Yorkshire Council tenants and leaseholders, and North Yorkshire Council members
- Staff members affected by domestic abuse are not covered by this policy
- Background on the policy development

There then followed a discussion and members raised the following;

It was noted that this was an incredibly positive policy and members were pleased to see it. Members asked if vulnerable groups had been identified. This would be checked and noted with the aim of reducing barriers in coming forward.

It was asked if this would be delivered to all forward-facing staff. Domestic abuse training is available for other areas and whilst this training is housing specific it has been offered to customer service staff.

It was suggested this could also be offered to benefits staff in the longer term.

It was noted that working with other partners would be beneficial, for example, police, schools, teachers etc.

It was confirmed that there is a local partnership board under community safety, but perhaps there was a gap in the education sector. This feedback was welcomed and would be taken back and included.

Resolved – The Committee agreed unanimously to recommend to Council.

38 Work Programme

The work programme was discussed, and the following items were suggested as additions to the programme.

- Dementia refresh strategy
- KPI's on Staffing
- An update to the Committee from Mike Padgham
- Direct Payments
- Healthy Life Expectancy
- Home Care Market Development to Deliver Strategic Objectives
- Joint Scrutiny Work on the Dementia Strategy

It was noted that the Chair would be away for the mid cycle briefing on 2nd May and the Vice Chair agreed to take this meeting.

39 Any Other Items

The Chair noted that she would be unavailable to Chair the next Committee meeting on 19th June. The Vice Chair agreed that he would Chair this meeting.

40 Date of Next Meeting

The next meeting is on 19th June 2024.

The meeting concluded at 12.25 pm.

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Adult Social Care Market - Service Development & Transformation Plan

June 2024

Market Transformation Vision

In developing our vision described in HAS 2025 we have considered what outstanding adult social care and public health services might look like which is underpinned by both policy and the experience of the people who work for us, with us and those we provide and commission our services on behalf. We will strive to ensure:

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- A focus on people and their outcomes
- The person remaining as independent as possible and living in their own home for as long as possible – home first
- Focus on prevention and alternative provision for complex needs and switching away from residential homes and nursing beds
- Frontline colleagues excelling at strengths-based practice, being empowered to be creative
- Organisation interfaces working seamlessly together and not being visible to people we support



Key Market Objectives 2024-25

- **Market Shaping** Proactively manage and shape the North Yorkshire care market to ensure it remains sustainable in terms of cost, quality, workforce and capacity
- **Home & Community First:** Co-produce and commission innovative service models that enable people to remain living in their own home and be part of their community for as long as possible
- **Intermediate Care:** Co-produce an intermediate care model that meets local needs, supports hospital admission avoidance and enhances discharge pathways now and in the future
- **Dementia Care:** Build skills and capacity in the independent and VCSE care sector to meet the needs of people in moderate and advanced stages of dementia
- **Specialist & Complex Care (Working Age):** Develop the North Yorkshire care market to ensure people with learning disabilities, autism and/or mental health needs have the support they need to live the life they want in the place they call home
- **Provider Services:** Lead the transformation of in-house Care Provider Services, focussing on delivering specialist/complex and time critical care that responds to locality need

Enabling Objectives

- **Co-Production:** Engage with people who deliver care and people with lived experience to ensure their voices are at the heart of our market shaping activity
- **Actionable Insight:** Collate and analyse data to provide actionable insight into the supply, demand and outcomes of commissioned services
- **Systems & Processes:** Identify and pursue opportunities to improve systems, processes, practice and partnerships to enable effective market shaping and commissioning
- **Cost & VFM:** Ensure commissioned services deliver good value for money

Key facts

Workforce:

- Invested c£300k in Care Sector Improvement Programme and Make Care Matter
- Dedicated HR business partner works alongside the Quality Team to support providers with workforce advice and guidance
- The Legacy Mentoring Scheme is currently supporting 20 registered managers across North Yorkshire

Quality:

Overall, the quality of care is good across social care services in North Yorkshire with local performance ranking higher than both regional and national averages

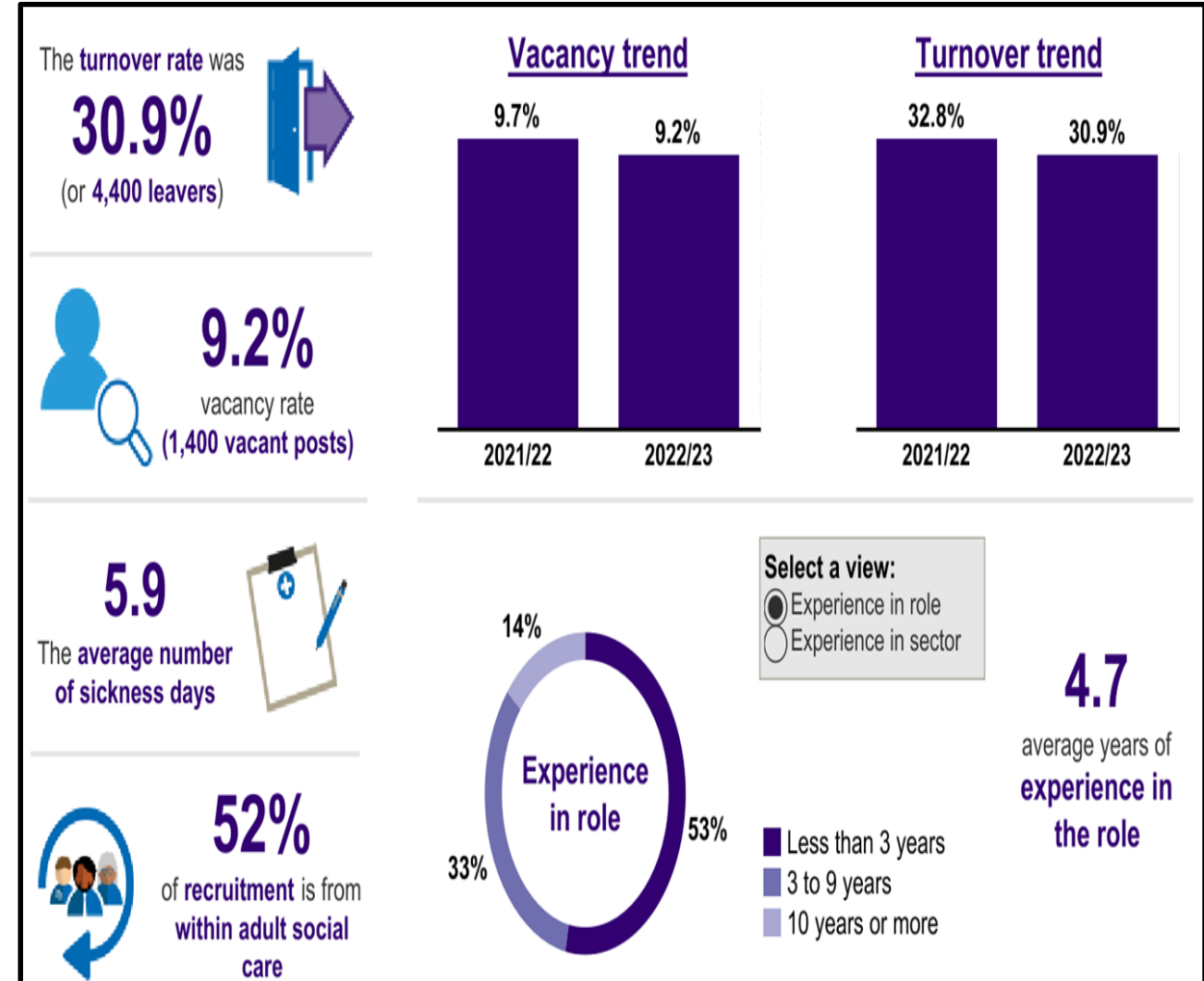
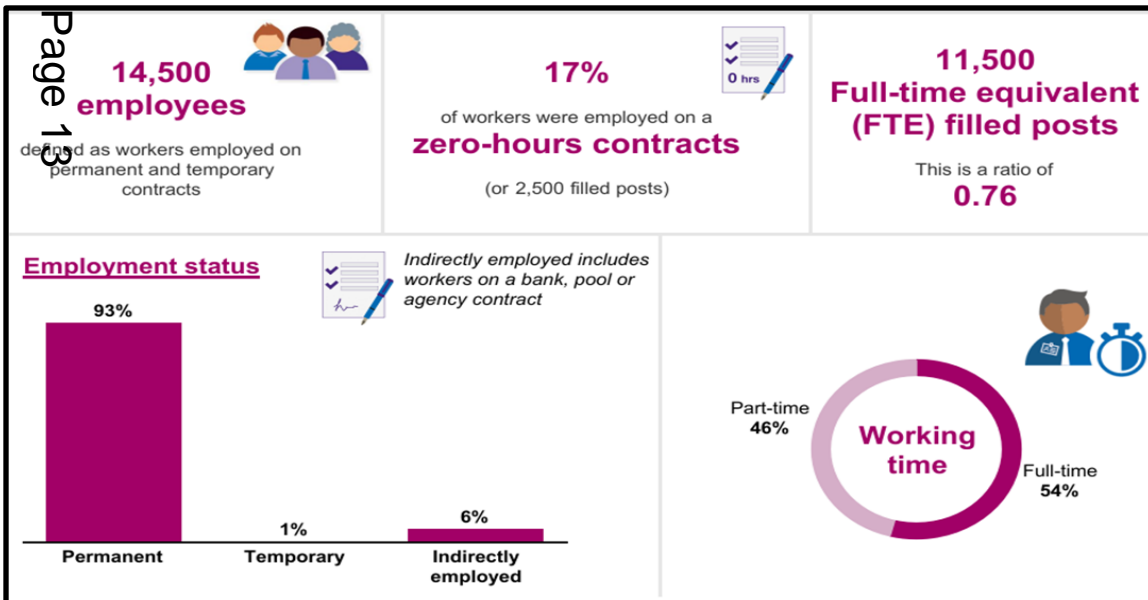
As of March 2024, 84% of care home provision and 91% of community-based care providers were rated as 'good' or better by the Care Quality Commission

- Investment into an integrated quality team with ICB, the team completed 70 quality visits in 2023/24

Market sustainability:

- There has been a notable reduction in number of providers approaching the council because of concerns about the financial sustainability of their organisation
- We are still seeing some provider failure, in the main relating to the home care sector

Skills for Care WDS – Yorkshire & Humber & N Yorks Region



Market Shaping

Key deliverables include:

- Review and update the Market Position Statement
- Development of a core data set for measuring and monitoring supply, demand and outcomes of all service types

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Review current arrangements to ensure that the Advocacy offer for the people of North Yorkshire has available capacity to meet current demand

- Develop clear policy, process and practice guidance in relation to Top Ups for both staff and care providers
- Review Sustainability Policy, processes and associated governance to ensure a robust process that supports the right areas of the care market

Home First

Key deliverables include:

- Develop mechanisms for systematically engaging with people with lived experience of home based support
- Implement Nidderdale and Washburn Valley Service Navigator Pilot to manage/reduce demand for commissioned services
- Review and standardise live-in and 24 hour care models to ensure cost-effective service
- Design, implement and review home based support models to support winter pressures across the County
- Work with National Capacity Tracker Team to implement a local survey for domiciliary care providers to improve intelligence and monitor risks in the home based support market

Residential / intermediate / dementia care

Key deliverables include:

- Develop and commission a care home dementia training offer
- Work with ICB to establish a consistent wrap around support offer to care homes to help them support people with dementia and/or physical frailty
- Develop a diverse range of age-appropriate short and long-term accommodation with care services for people with young onset dementia
- Develop a diverse range of age-appropriate community-based support services for people with young onset dementia
- Work with local dementia action alliances - to understand demand and gather intelligence to support people living with dementia
- Work with Health and Care organisations to develop and implement a new intermediate care model
- Review and optimise current offer for bed based intermediate care
- Develop new model of bed based intermediate care

Specialist and Complex care

Key deliverables include:

- Ensure a high quality specialist care market in North Yorkshire that delivers value for money
- Work in partnership with the ICB undertake a full needs analysis and review of current service gaps to inform future commissioning of specialist and complex care

Work with colleagues in ASC; CYP and Health to understand demand and plan/commission accommodation with care to meet needs of young people who are preparing for adulthood

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Community based support

Key deliverables include:

- Deliver a vibrant and refreshed Shared Lives Model – supporting a diverse range of people, across all localities.
- Establish a network of county wide day service providers and partners to encourage collaboration and sharing of best practice approaches - linking into ICG and Community First Yorkshire
- Promote innovation within the day offer. Reach out to new providers of supported employment day services, community anchors etc. and develop support that is embedded within the heart of communities
- Work with frontline care teams to identify clear needs for community based support and work with providers to understand the need - delivering a series of Practice Spotlight Sessions to actively promote community based support providers

NORTH YORKSHIRE COUNCIL

Care and Independence Overview and Scrutiny Committee

Work Programme 2024/25

Remit: To scrutinise the needs of vulnerable adults and older people and people whose independence needs to be supported by intervention from the public or voluntary sector.

Mid Cycle Briefings are attended by the Chair, Vice Chair and Group Spokespersons only.

NB: The work programme is under continuous review and items may be rescheduled several times during the year.

Committee Meeting - Thursday 19 June 2024 at 10am

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Subject	Description
State of the Nation Annual Update	To include information on key performance indicators, improvement priorities and an update on recruitment and retention – Richard Webb - Director of Health & Adult Services & Michael Harrison - Executive Member for Health & Adult Services
ASC Market Transformation	Presentation on Service Development & Transformation Plan – Abi Barron & Jo Waldmeyer
Work Programme	Future work planning for the 2024-25 municipal year

Mid Cycle Briefing – Thursday 25 July 2024 at 10am

Monday 26 September 2024 at 10am	
Subject	Description

Mid Cycle Briefing – Thursday 7 November 2024 at 10am

Mid Cycle Briefing – Thursday 7 November 2024 at 10am	

Monday 5 December 2024 at 10am

Subject	Description
Public Health Annual Report 2024	From Director of Public Health – Louise Wallace

Mid Cycle Briefing – Thursday 6 February 2025 at 10am

Mid Cycle Briefing – Thursday 6 February 2025 at 10am	

Monday 27 March 2025 at 10am

Subject	Description

Possible Future Items:

- Shared Lives Scheme (*This service has been re-procured so need to understand the focus for scrutiny e.g. plans to grow the offer*) - Jo Waldmeyer
- Progress update on extra care delivery (*an Autumn update would align best with officer's work planning*) - Mike Rudd
- Transforming care and current supported housing service overview – Mike Rudd
- Care and Accommodation Update (*due to work ongoing with ICB, this would be best deferred to Dec 2024*) – Mike Rudd & Jo Waldmeyer
- Overview on how the pandemic has changed demand for Care Provider services and how that influences commissioning arrangements in place to deliver personalisation and choice and meet current service and business requirements. Progress on a transformational approach to short breaks (*There is a lot of work taking place so this would be best deferred to Dec 2024*) - Rachel Bowes