

Integrated Care and Wellbeing Scrutiny Panel

16 March 2017

Commenced: 6.00pm

Terminated: 7.10pm

Present: Councillors Peet (Chair), Carley (Deputy Chair), Affleck, Bailey, Bowden, Buglass, Cooper, P Fitzpatrick, Fowler, Kinsey, Patrick, Ryan, T Smith, Sweeton, R Welsh, Wild, Wills.

Apologies for absence: Councillors Middleton, Whitehead

The Chair opened the meeting and received apologies.

32. MINUTES

The minutes of the meeting of the Integrated Care and Wellbeing Scrutiny Panel held on 26 January 2017 were approved as a correct record.

33. EXECUTIVE RESPONSE TO THE REVIEW OF CARERS IN TAMESIDE

The Panel welcomed Councillor Brenda Warrington, Executive Member (Adult Social Care and Wellbeing); and Sandra Whitehead, Assistant Executive Director, Adult Services, to receive the Executive Response to the review of Carers in Tameside.

Cllr Warrington reported that all recommendations had been accepted and provided the panel with a detailed response to each recommendation as set out in the Executive Response Template.

The Panel heard that the service is supportive of findings from the report, with sessions and consultations with carers undertaken to not only refresh the Carers Strategy, but to ensure health and wellbeing data is collected and used effectively to inform commissioning activity. Further contact and engagement with Public Health will help strengthen what support is accessible and available.

Ms Whitehead informed members of the importance to promote the involvement of carers in the Integrated Neighbourhood development sessions to ensure carers' voices and experiences are heard and acknowledged. A need to improve links with mental health services has also been identified in order to enhance the offer.

The report identified a need to further monitor the impact that social isolation and loneliness has on carers and the impact of current interventions and support mechanisms. It was reported that as part of the Integrated Neighbourhood developments with the Single Commissioning Team Carers Lead a plan will be developed with particular focus on GP referrals.

The panel asked about future arrangements for the location of the Carers Centre at Hyde Town Hall, the awareness that residents have of its location and potential privacy issues that were identified following a recent visit by members.

Ms Whitehead informed the panel that all concerns have been taken on board. It was reported that the Carers Centre will be returning to Ashton town centre once the new building is completed, however in the interim a further conversation will be had with Estates to review alternative accommodation based on service requirements.

It was further mentioned that any issues with privacy or confidentiality will be reviewed as a matter of urgency to rectify any issues. Plans are also afoot with regards to raising further awareness of the centres location at Hyde Town Hall.

RESOLVED: That Cllr Warrington and Sandra Whitehead be thanked for attending the meeting.

34. CHILDREN'S SERVICES UPDATE

The Panel welcomed Stephanie Butterworth, Executive Director, People, to provide an update on feedback from the Ofsted follow-up visit and ongoing improvement plans.

It was reported that since the last update Scrutiny members received in January 2017, Children's Services has had the first monitoring re-visit from Ofsted. It is understood that future review visits will take place quarterly, with focus on specific areas for each visit.

The Panel heard that feedback meetings with Ofsted have been extremely useful and allowed the service to gain a level of confidence and reassurance in the way that actions have been taken following the initial assessment, the way by which plans and investment have been targeted to areas with the most need and the aim to deliver an outcomes focused improvement plan.

Attention has been placed on the required improvements to the front door to children's services 'The Hub'. This includes a range of issues to ensure experienced staff are able to triage and deal with cases and the way partner organisations view the Hub and the way contact is made.

Members were made aware that significant attention has been placed on removing the backlogs and delays to referrals and intervention. Working practices have tightened to ensure a 24 hour response which is monitored on a daily basis by senior management.

With some key changes already made, both management and staff are aware that this is the early stages with the need for future commitment to improve. Specific areas for development include the review of caseloads for social workers, which also involve workforce planning and recruitment. Tameside wants to recruit and retain the best possible staff across Children's Service, with ongoing development able to meet staff needs, as well as the service.

Wider pieces of work are also required in order to ensure there is greater understanding around the threshold for services and the way in which partners such as schools are supported to ensure vulnerable children can have their needs met by the right professionals in the right settings, with improved assessments.

Investing in our staff is so important and allowing them to play a significant role in the way services are not only improved but the way standards are raised going forward. Understanding what 'Good' looks like in Tameside will allow managers, social workers and support staff to set a clearer direction to how certain parts of the service need to look going forward. A commitment has been made to support staff with improvements made to the recording of supervisions.

The Chair asked about the role that Scrutiny can play in supporting the improvements, with a view to plan future updates around the Scrutiny Panels calendar of meetings for 2017/18.

RESOLVED:

(1) That a Children's Services Update item be added to the agenda for future meetings, with the meeting in June 2017 picking up on key elements of Tameside Children Services Improvement Plan.

(2) That Ms Butterworth be thanked for attending the meeting.

35. UPDATE ON CURRENT REVIEW

The Chair updated Panel members on the progress of the review of Admission Avoidance, advising that the working group had met with Tameside Hospital and the future involvement of Tameside and Glossop Clinical Commissioning Group with regards to primary care.

RESOLVED: That dates of future working group meetings be circulated to members by email and as an electronic calendar invitation.

36. URGENT ITEMS

The Chair reported that there were no urgent items for consideration at this meeting.

CHAIR