

Integrated Care and Wellbeing Scrutiny Panel

12 September 2019

Commenced: 6.00pm

Terminated: 7.40pm

Present: Councillors T Smith (Chair), S Homer (Deputy Chair), Affleck, Cooper, Drennan, Jackson, Martin, Mills, Owen, Patrick, Welsh, Wild.

Apologies for absence: Councillors Alam, Boyle, Gosling,

14. MINUTES

The minutes of the meeting of the Integrated Care and Wellbeing Scrutiny Panel held on 25 July 2019 were approved as a correct record.

15. URGENT TREATMENT CENTRE

The Panel welcomed Trish Cavanagh, Chief Operating Officer, Tameside and Glossop Integrated Care NHS Foundation Trust, to provide an update on the Urgent Treatment Centre (UTC) in relation to patient journey and outcomes.

Ms Cavanagh advised members that urgent and emergency care is a national service improvement priority for the NHS, with a focus on improving A&E performance and making access to services clearer for patients. A high proportion of people attending A&E could have their needs met elsewhere within the urgent care system.

The range of alternatives to A&E can often be confusing for patients, with a need to simplify the local system around access and general awareness. The ambition by December 2019 is for patients and the public to be able to access a UTC. Each centre will provide an appointment system while maintaining a walk-in offer for patients.

The local proposal and decision was subject to a public consultation which took place in 2018. The outcome was to develop an UTC co-located with the Emergency Department at the hospital site. The new facility has received £1.3m of capital development, with a newly refurbished space to create an Urgent Care Zone, completed in December 2018. The development has also increased capacity for the Emergency Department.

The Panel heard that walk-in services based at Ashton Primary Care Centre were closed and transferred to the new facility, completed in May 2019. This has now created a dedicated space for the treatment of less serious conditions. Ms Cavanagh reported compliance with the 4 hour standard currently stands at 100% for the month-to-date, and 99.89% for the year-to-date. The performance of the UTC is linked with that of the Emergency Department for compliance purposes.

The Panel asked how patients are streamed from A&E based on their presenting condition and general awareness of services located within the community.

Ms Cavanagh advised that A&E now has an experienced nursing team in place to determine which setting will best meet the needs of a patient. It was reported that more work is needed to ensure the message to patients is consistent with regards to the facilities available within the community. Work is also ongoing to capture patient feedback from the UTC.

Resolved: That Ms Cavanagh be thanked for attending the meeting.

16. CORPORATE PLAN AND PERFORMANCE MONITORING

The Panel welcomed Sarah Dobson, Assistant Director, Policy, Performance and Communications, to provide an update on Corporate Plan priorities and the performance scorecard.

Ms Dobson presented the Corporate Plan 'Our People – Our Place – Our Plan'. Detail was provided on the eight corporate priorities positioned around the life course. A total of 56 performance measures have been identified to create a Corporate Plan Scorecard. It has remained important to ensure that each measure is outcome focused and for progress to be monitored over time to show how well the Council and CCG are delivering improvements in each area.

The Panel heard that the Corporate Plan Scorecard will now bring a range of agreed indicators together in a single location. The scorecard shows change against each indicator based on the previous reporting period and links to future targets for 2020, 2025 and 2030.

Following discussion it was agreed that the Corporate Plan Scorecard will be brought to the Scrutiny Panel for review on a quarterly basis

Resolved: That Ms Dobson be thanked for attending the meeting.

17. CO-OPERATIVE COUNCILS

The Panel welcomed Sarah Dobson, Assistant Director, Policy, Performance and Communications, to update members on the work undertaken in respect of the Council joining the Co-operative Councils Innovation Network (CCIN).

The Council has outlined its ambitions to join the Co-operative Councils Innovation Network (CCIN) in the 2019/20 municipal year. A co-operative council follows a set of principles in the way services are developed and delivered in partnership with service users and the community.

Tameside Council will become part of a growing and influential network of councils committed to a new relationship with citizens. Ms Dobson informed members that Tameside has a long standing tradition of working in partnership with the local community in a way that fits well with the expected co-operative values. Tameside Council's application for membership will be reviewed by the Executive Oversight Committee of the CCIN on 2 October 2019.

The Panel asked about the associated costs of becoming a member of the CCIN and the expected benefits that membership can bring.

Ms Dobson informed the Panel that there is currently an annual cost of £7,900 associated with joining the CCIN. Membership will drive opportunities to access ideas and thinking on putting co-operative principles into practice and provide new opportunities for Tameside to work more closely with authorities and to create a platform for shared learning.

Resolved: That Ms Dobson be thanked for attending the meeting.

18. BUDGET UPDATE

The Panel welcomed Tom Wilkinson, Assistant Director of Finance, to provide in-year financial

monitoring information and a budget update.

Mr Wilkinson informed members of the budget process, the work undertaken to project service demand, spending levels and to identify savings. It is important that income and revenue projections are as accurate as possible in order to meet legal requirement of setting a balanced budget. A number of mechanisms are in place to support this process and work is well underway to deliver plans for 2020 and beyond. STAR Chambers provides a good example of the effective challenge to deliver the savings put forward for 2019/20 and to plan for future years.

The Panel received a detailed presentation of the budget position for the period ending 30 June 2019. This included a summary of the integrated economy-wide position for the Council, CCG and ICFT. Mr Wilkinson provided further detail on areas where service demand is likely to have an impact on funding pressures, with a breakdown provided by directorate and service area.

It was reported that financial pressures exist to the extent of around £20m. Members looked more closely at the budget monitoring information for the directorates and service areas that sit within the panel's remit. Mr Wilkinson touched upon the improvement journey of Children's Services and the significant costs associated with this.

The Panel heard that funding pressures associated with Children's Services have been planned for and expected. The sustainability of placements for looked after children is currently being reviewed by the service, with increased costs associated with agency foster care and the number of children requiring more specialist placements

The Chair advised members that as part of the 2020/21 budget consultation process a separate meeting will be arranged in early 2020, providing Scrutiny Panels with the opportunity to review and comment on budget proposals for the next municipal year.

Resolved: That Mr Wilkinson be thanked for attending the meeting.

19. RESPONSE TO DOMESTIC ABUSE CONSULTATION

The Chair presented the formal response letter of the panel submitted to the national consultation on Domestic Abuse Services, on 2 August 2019.

20. CHAIR'S UPDATE

The Chair informed members that a working group meeting to review Foster Carer Recruitment and Retention took place on 9 September 2019. The next step will be to arrange an opportunity for members to meet Tameside foster carers.

It was reported that a meeting of the Children's Working Group will take place on 19 September 2019, to receive an overview presentation on Children's Mental Health and Wellbeing.

Resolved: Details and outcomes from working group meetings to be routinely reported to the Scrutiny Panel.

21. DATE OF NEXT MEETING

To note that the next meeting of the Integrated Care and Wellbeing Scrutiny Panel will take place on 7 November 2019.

22. URGENT ITEMS

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

CHAIR