

PEOPLE SCRUTINY COMMITTEE

THURSDAY 7 MARCH 2019

10.30 am COUNCIL CHAMBER - COUNTY HALL, LEWES

MEMBERSHIP - Councillor Angharad Davies (Chair)
Councillors Charles Clark, Michael Ensor, Kathryn Field, Roy Galley,
Tom Liddiard, Laurie Loe, Jim Sheppard, John Ungar (Vice Chair),
Trevor Webb and Francis Whetstone

Mr Trevor Cristin, Diocese of Chichester Representative
Mr Simon Parr, Roman Catholic Diocese Representative
Mrs Nicola Boulter, Parent Governor Representative
Mr Matthew Jones, Parent Governor Representative

AGENDA

- 1 Minutes of the previous meeting (*Pages 3 - 10*)
- 2 Apologies for absence
- 3 Disclosures of interests
Disclosures by all members present of personal interests in matters on the agenda, the nature of any interest and whether the member regards the interest as prejudicial under the terms of the Code of Conduct.
- 4 Urgent items
Notification of items which the Chair considers to be urgent and proposes to take at the appropriate part of the agenda. Any members who wish to raise urgent items are asked, wherever possible, to notify the Chair before the start of the meeting. In so doing, they must state the special circumstances which they consider justify the matter being considered urgent.
- 5 Briefing on Prevention (*Pages 11 - 14*)
Report by the Director of Adult Social Care and Health.
- 6 Update on commissioned community provision (mental health)) community mental health services East Sussex Better Together (ESBT) MH Transformational Care (*Pages 15 - 20*)
Report by the Director of Adult Social Care and Health.
- 7 Scrutiny Review - Changing Care Market: Information and Signposting (*Pages 21 - 42*)
Report by the Chair of the Review Board.
- 8 Reconciling Policy, Performance and Resources (RPPR) 2019/20 (*Pages 43 - 46*)
Report by the Chief Executive.
- 9 People Scrutiny Committee Work programme (*Pages 47 - 64*)
Report by the Assistant Chief Executive.

- 10 Standing Advisory Council for Religious Education (SACRE) Annual Report - to follow.
Report by the Chair of SACRE.
- 11 Any other items previously notified under agenda item 4

PHILIP BAKER
Assistant Chief Executive
County Hall, St Anne's Crescent
LEWES BN7 1UE

27 February 2019

Contact: Stuart McKeown, Senior Democratic Services Adviser
Telephone: 01273 481583
Email: stuart.mckeown@eastsussex.gov.uk

PEOPLE SCRUTINY COMMITTEE

MINUTES of a meeting of the People Scrutiny Committee held at Council Chamber - County Hall, Lewes on 27 November 2018.

PRESENT: Councillors Angharad Davies (Chair), Michael Ensor, Roy Galley, Tom Liddiard, Laurie Loe, Jim Sheppard, John Ungar (Vice Chair), Trevor Webb, Francis Whetstone and Mr Matthew Jones

Mr Matthew Jones, Parent Governor Representative
Mrs Ruth Cumming, Assistant Director (Teaching and Learning), Diocese of Chichester.

LEAD MEMBERS: Councillor Bob Standley, Lead Member for Education and Inclusion, Special Educational Needs and Disability.
Councillor Sylvia Tidy, Lead Member for Children and Families.
Councillor Carl Maynard, Lead Member for Adult Social Care and Health.

ALSO PRESENT Councillor Keith Glazier, Leader of the Council
Councillor David Elkin, Deputy Leader of the Council
Becky Shaw, Chief Executive
Stuart Gallimore, Director of Children's Services
Keith Hinkley, Director of Adult Social Care
Lou Carter, Assistant Director (Performance and Planning)
Fiona Wright, Assistant Director (Education & ISEND)
Jessica Stubbings, Senior Manager, Partnerships and Governance
Vicky Smith, Integrated Care Manager System Strategic Manager
Kirstie Battrick, Staff Officer.

17 MINUTES OF THE PREVIOUS MEETING HELD ON MONDAY 1 OCTOBER 2018

17.1 RESOLVED to agree the minutes of the previous meeting as a correct record.

18 APOLOGIES FOR ABSENCE

18.1 Apologies for absence were received from Councillors Charles Clark and Kathryn Field and Simon Parr, Catholic Diocese Representative and Nicola Boulter, Parent Governor Representative

19 URGENT ITEMS

19.1 There were none.

20 RECONCILING POLICY, PERFORMANCE AND RESOURCES (RPPR) 2019/20

20.1 The Chief Executive and the Leader of the Council introduced the report and provided an overview of the current context within which the RPPR process has been undertaken. This included reference to the purpose of the Core Offer, the Medium Term Financial Plan and the proposed savings (as set out in the report considered by Cabinet on 13 November 2018).

Reference was also made to a number of continuing areas of uncertainty and the impact this is having on budget planning. The Leader also highlighted the significant work undertaken to raise awareness at the national level regarding the particular funding pressures facing East Sussex County Council.

20.2 The key points discussed by the Committee are summarized below:

Core Offer - Customer Service (Appendix 1 to Appendix A)

20.3 The Committee noted the commentary under the Customer Service section in the Core Offer which states that 'we will expect people to use the online resources available and will provide automated responses wherever possible, so people may not always get an individualised reply to enquires'. Members accepted that a move to providing resources online is overall a desirable development that will benefit the majority of service users. However, the Committee asked how the needs of individuals who might struggle to access online resources will be addressed. In response the Committee were assured that all Departments accept the need to ensure that appropriate mitigations are in place to meet the needs of individuals who are not able to access services online.

Standards and Learning Effectiveness Service (SLES) proposed savings (Appendix 3 to Appendix A)

20.4 In response to a question regarding the savings proposals for SLES, the Director of Children's Services informed the Committee that the savings plan 'captures' the continued direction of travel for the Department – as millions of pounds have already been removed from its budget. The Department is therefore trying to ensure its services are effectively organised in the context of the ongoing budget reductions. This includes, for example, seeing what can be done to share resources and responsibilities and planning the implementation of savings so that services and schools are given as much time as possible to adapt to reduced levels of support.

Core Offer descriptions

20.5 The Committee asked for clarification regarding the descriptions in Appendix A relating to partnerships and school improvement support as set out in Appendix 1 (pages 21 and 22 of the agenda) and Appendix 3 (page 31 of the agenda). In response the Department confirmed that whilst the descriptions use 'light touch' language, the wording in both appendices is intended to convey the same meanings with regard to the impact of the proposed savings. The Department confirmed further clarification would be provided to Members at the RPPR Board meeting.

Savings Gap

20.6 The Committee noted that despite the savings set out in the Core Offer, the report identified a further £10.8m deficit for 2019/20. As a result the Committee asked for more detail regarding how the Council believes it will achieve this additional saving and what has been done to assess the impact of these savings and the associated risks. In response, the Chief Executive informed the Committee that the report provides 'high level' detail which aims to help the reader easily identify key issues; that further detail is available on the Council's website; and that additional commentary would become available, but that the timing of this was dependent on a range of factors such as the detail contained within the Local Government Finance Settlement.

Refuges

20.7 The Committee asked for clarification as to what the Council's response would be if its bid to the Ministry of Housing, Communities and Local Government (for funding for domestic abuse services) was not successful. In response, the Director of Adult Social Care confirmed that the

Department had already planned for this scenario and that if the bid did not succeed, the service would be reduced to the levels set out in its report to Cabinet (26 June 2018). The Committee also asked for clarification as to what proportion of women who access East Sussex refuges were from within the county. In response, the Director undertook to supply the requested data separately to relevant Members.

Homeless

20.8 The Committee discussed its concerns regarding the proposed reduction in ASC funding in this area and its impact on the number of beds available for homeless people. In response, the Director of Adult Social Care informed the Committee that the Department are working to ensure it makes the best use of its resources in this area and that significant commitments have already been made to help support people in this group. Furthermore, the Committee were informed that the provider of this service has submitted a bid for additional external funding which, if successful, would allow the organisation to sustain the existing services in East Sussex.

Assessment and Care Management Staff

20.9 The Committee discussed the impact of the loss of experienced staff within the Assessment and Care Management service and what mitigations had been put in place by the Department. In response, the Committee were informed that the Department went through a process that sought to balance the levels of skills and experience within the service. The process followed by the Department was also informed by its decision to seek to protect frontline social workers and the most skilled practitioners. The Department has sought to be clear about the impact of these savings and the associated potential risks.

HIV Support Service

20.10 The Committee discussed signposting relating to HIV support services as some members of the public had provided feedback regarding the visibility of this support. In response the Director commented that he believed the pathways and signposting are clear. However, he welcomed the feedback and undertook to discuss the matter in more detail with the relevant Member.

20.11 RESOLVED to:

- 1) note the Core Offer proposals, MTFP and savings plans for 2019/20 to 2021/22 and the additional information provided in Appendix B to the report; and
- 2) agree that the People Scrutiny RPPR Board will be comprised of all People Scrutiny Committee members who wish to attend.

21 SCRUTINY REVIEW OF SCHOOLS COPING WITH CHANGE - REPORT OF THE REVIEW BOARD

21.1 The Children's Services Scrutiny Committee agreed on 27 November 2017 to appoint a 'Schools Coping with Change – the Way Forward' Scrutiny Review Board. Subsequent to this and following the Council's review of its scrutiny arrangements, the People Scrutiny Committee reaffirmed its commitment to the review at its meeting on 25 June 2018. The Board consisted of Councillors Roy Galley, Kathryn Field, Laurie Loe, Francis Whetstone and Matthew Jones, Parent Governor Representative. Councillor Galley was elected as the Chair of the Review Board. Following earlier changes to the membership of the Committee, Councillors Stephen Shing and Alan Shuttleworth and Nicola Boulter also contributed to the work of the Review.

21.2 Councillor Galley introduced the report by discussing the context of the review and highlighting some of the Board's key findings. This included reference to the Board's finding that in a school-led system, it will be increasingly difficult for schools to 'stand-alone'. As a result, the Board concluded it was now a matter of urgency that relevant schools start taking forward plans to form partnerships that will help ensure their sustainability. The report also put forward suggestions as to how the Local Authority could develop its pre-existing policies regarding formal partnership arrangements. On behalf of his fellow board members, Councillor Galley also thanked the range of professionals who assisted the Board with the review process. This included senior members of staff and governors from local schools and academies, representatives of the Diocese of Chichester and the Regional Schools Commissioner. The Board also thanked relevant officers from the Children's Services Department for their support and advice throughout the review process.

21.3 Matthew Jones, Parent Governor Representative, also commented that having an undertaken a cross-referencing process, he was satisfied that all of the recommendations were fully supported by the detailed evidence considered by the Board. Mr Jones also commented that the Board had a very clear understanding the level of change within the system. The Board's recommendations were therefore aimed at helping schools adapt to an evolving educational environment where there will much less support available from the Local Authority.

21.4 The Director of Children's Services welcomed the report's reflection of the complex and challenging environment which all schools and the Children's Services Department have been responding to in recent years. Whilst welcoming this aspect of the report, the Director also discussed the challenges the Department would face implementing some of the recommendations. This includes the Department's view that recent evidence indicates that formal federation partnerships may not deliver savings on a scale that would help protect schools at risk. The Director also asked the Committee for its views regarding the effective size for a federation. The Lead Member for Education and Inclusion, Special Educational Needs and Disability, also questioned aspects of the recommendations in that they appeared to him to revert to a now outdated view of the role of the local authority. The Lead Member also commented that a number of the recommendations appeared to be proposing similar actions.

21.5 In response, Councillor Galley informed the Committee that the Board were keen to ensure that its recommendations were grounded in the reality of the current difficult financial environment. The Board believe the evidence presented to them indicated that some schools had not fully appreciated the scale of the challenges before them. As a result, the Board agreed there was scope to further develop the work already being undertaken by the Department to encourage a more proactive, realistic response from schools. The Board also heard evidence from a number of sources which supported its recommendations regarding the promotion of formal partnerships as a possible solution to the challenges facing schools.

21.6 The Committee then discussed the Board's report and recommendations. A summary of the discussion points is set out below:

- **Letter to the Secretary of State.** Some Members of the Committee questioned the effectiveness of making representations to the Secretary of State and asked that if a letter was despatched, it should ensure the wording accurately reflects the current legal responsibilities of the Local Authority. Other comments included support for a letter to be produced and despatched given the consensus view regarding the ongoing uncertainty within the school system.
- **Core Offer.** A number of members expressed support for the Department's views regarding the feasibility of implementing some of the recommendations (given the impact of the proposed savings set out in the Core Offer). In particular some Member questioned whether Cabinet would support a number of the recommendations given the proposed savings plans and their potential impact on support for school improvement and the development of formal school partnerships. In response, Councillor Galley

commented that it is his view that the recommendations were developed with the Core Offer in mind and the potential future severe reduction of school improvement support services; that the recommendations propose relatively small adjustments to the Department's current policies and that such adjustments were based on evidence from school leaders themselves.

21.7 Given the differing views expressed by Members of the Committee, the Chair proposed Members vote on whether the report should be referred to Cabinet for its consideration in the format before the Committee or whether the report should instead be referred back to the Board so that the issues outlined above could be clarified in a revised report. The Committee voted by a majority of 7 votes to 3 for the report to be referred to Cabinet and Full Council in its current format. However, given the views of both the Department and some Members, Councillor Galley undertook to provide further clarity about the context of the recommendations and the Board's views on the limited nature of the activities it is suggesting the Department take forward.

21.8 RESOLVED:

1) to agree the report of the Review Board and to submit the report to Cabinet on 22 January 2018 for comment and to Full Council for approval on 5 February 2018.

2) that further clarification regarding the scope of the Board's recommendations is provided.

22 PEOPLE SCRUTINY COMMITTEE WORK PROGRAMME

22.1 The Committee discussed its Work Programme which is comprised of a number of ongoing scrutiny reviews, reference groups and planned reports.

Current Scrutiny Reviews

22.2 In relation to the 'Changing Care Market' review, Councillor Ensor provided an update on the Board's activities. This included discussing the Board's initial evidence gathering regarding public expectations, community resilience and issues relating to workforce planning. The Director of Adult Social Care informed the Committee that the Department agrees that these areas do have the potential to produce effective scrutiny recommendations. However, the Director also informed the Committee of his concerns about the capacity of the Department to support a scrutiny review which looked in detail at these significant areas simultaneously. Having discussed this point, the Committee concluded that it would take steps to ensure these concerns are taken into account when considering scrutiny activity that requires substantial departmental support.

22.3 In terms of the Schools Coping with Change review, and subject to some further clarifications regarding the scope of the recommendations (as set out in Minute 22), the Committee agreed to approve that the Board's report is submitted to Cabinet for its consideration on 22 January 2019 and Full Council on 5 February 2019.

Initial Scoping Reviews

22.4 In relation to the 'Unaccompanied Asylum Seeking Children' Initial Scoping Board, the Committee agreed that there is sufficient merit in a review of the areas identified by the Board. The Committee therefore RESOLVED to:

- (1) Appoint Councillors Field, Webb and Whetstone to conduct a review of the Unaccompanied Asylum Seeking Children; and

(2) Appoint Councillor Field to act as Chair of the Review Board.

Suggested Topics

22.5 The Committee reviewed the list of suggested topics on its Work Programme and RESOLVED to:

- (1) remove the 'CQC Area Review' suggested topic. The Committee noted that the Changing Care Market review is considering key aspects of this subject area.
- (2) Elective Home Education. The Committee agreed to keep this item as a potential scrutiny topic as the Government has not yet responded to the outcome of its consultation with Local Authorities.
- (3) Isolation/Loneliness. The Committee were informed that a briefing on the impact of the Government's recently published national strategy document is being prepared for Members.

Reference Groups

22.6 Councillor Ungar provided the Committee with an update on the matters discussed at the last meeting of the East Sussex Better Together Strategic Commissioning Board.

Future Committee Agenda Items

22.7 The Committee noted the items listed for its future committee meetings.

23 UPDATE REPORT ON THE IMPLEMENTATION OF LOCALITY WORKING

23.1 Following a request made at its previous meeting, the Committee considered an update report on progress with the implementation of locality working. The report was introduced by the Integrated Care System Strategic Development Manager who highlighted a number of key issues to the Committee, including:

- that the service has undergone a complex process which has sought to identify the best approach to achieving financial recovery and future system sustainability.
- that following independent reviews, the critical operational focus for locality working for 2018/19 and 2019/20 will be to better enable:
 - Performance management of patient flows
 - Oversight of care coordination and proactive case management
 - The contribution to be made at a local level to achieving system wide financial stability.
- A review of the Locality Networks was undertaken in August 2018 to see if they were meeting their intended aim and inform how the networks could be improved. There was unanimous feedback that the network meetings were considered successful and were valued as an opportunity to network, share ideas and learning about what is happening in the local area, and build relationships, partnerships and collaborative working.
- That work is now being undertaken to revise and reset the Department's ESBT plans for delivering further integration. This reset exercise will set out the programmes of work that will deliver measurable change over the next 6-18 months.

23.2 The Committee welcomed the report. A summary of the key discussion points is set out below:

- In response to a question raised by the Committee, it was clarified that the Locality Link Worker (LLW) team don't work directly with clients. Instead the LLW team work as a bridge between Locality Planning and Deliver Groups (LPDG) and the wider Locality Networks (which bring together local people, organisations and communities to share relevant knowledge, insight and experience).
- In response to a query about the type of work undertaken by locality teams, the Committee were provided with the example of the practical steps being taken to engage local GPs in a dialogue which aims to improve signposting to appropriate services and community based support.

23.3 RESOLVED – the Committee agreed to note:

- (1) the progress made to date and the need to prioritise the health and care workforce on implementing key measurable improvements to integrated community services to support financial recovery, in partnership with General Practice and the Voluntary Community Sector (VCS); and
- (2) the intention to review locality working arrangements in 6 months to collectively agree what will add further value in managing patient flow, care coordination and proactive case management, and the contribution of localities to achieving system wide financial sustainability.

The meeting ended at 4.35pm.

Councillor Angharad Davies
Chair

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Report to: People Scrutiny Committee
Date of meeting: 7 March 2019
By: Director of Adult Social Care and Health
Title: Briefing on Prevention
Purpose: To discuss issues related to prevention

RECOMMENDATION:

The Scrutiny Committee is recommended to discuss the issues raised in the briefing.

1. Background

1.1 Prevention can be broadly understood in the following ways:

- Services and support that enhance an individual's or communities' health and well-being and therefore reduces the likelihood of them becoming unwell or needing help from others. This can include initiatives to address obesity, social isolation or promote exercise and healthy living.
- Targeted services and support that reduces the need for statutory support. This can include housing related support, community wellbeing hubs or initiatives to support parents.

1.2 The NHS has recently published its long term plan and this places a strong emphasis on prevention and tackling health inequalities. A summary of the plan is attached at Appendix 1. This sets out a commitment to invest in primary and community care as a means to improve health and wellbeing and achieve the best use of resources. There is an expectation that this approach, underpinned by the agreed investment, will reduce demand for acute care.

1.3 Key environmental factors such as educational attainment, employment and housing also impact significantly on health and wellbeing with levels of deprivation affecting demand for health and social care support.

1.4 In the context of integrated working with the NHS investment in healthy living, proactive primary and community care and crisis response will also prevent or reduce demand for more costly hospital services. Similarly re-ablement services will help prevent or reduce an individual's likelihood of becoming unwell again or needing ongoing support from statutory agencies.

2. Key issues

2.1 Financial challenges for local government mean that resources are becoming increasingly focused on meeting immediate eligible need and targeted prevention, as set out in the Core Offer.

2.2 The Public Health Grant continues to be ring-fenced and work is underway through Reconciling Policy Performance Resources to ensure the County Council's investments are achieving the best possible health and wellbeing outcomes for East Sussex residents and delivers the Core Offer.

2.3 Investments in prevention can take a long time to take effect, for example, reducing obesity in children will have an impact over a twenty year plus timeframe.

2.4 Providing evidence and therefore justifying investment in preventative services is not simple due to the timeframes involved and the difficulty in attributing improvements health and wellbeing to specific initiatives. There is evidence, for example, that social isolation can impact on mental health and well-being but this does not necessarily equate to investment in these areas directly reducing demand for statutory services.

3. Conclusion and reasons for recommendations

3.1 The committee is invited to discuss the issues raised.

KEITH HINKLEY

Director of Adult Social Care and Health

The NHS Long Term Plan – a summary

Find out more: www.longtermplan.nhs.uk | **Join the conversation:** [#NHSLongTermPlan](https://twitter.com/NHSLongTermPlan)

Health and care leaders have come together to develop a Long Term Plan to make the NHS fit for the future, and to get the most value for patients out of every pound of taxpayers' investment.

Our plan has been drawn up by those who know the NHS best, including frontline health and care staff, patient groups and other experts. And they have benefited from hearing a wide range of views, whether through the 200 events that have taken place, and or the 2,500 submissions we received from individuals and groups representing the opinions and interests of 3.5 million people.

This summary sets out the key things you can expect to see and hear about over the next few months and years, as local NHS organisations work with their partners to turn the ambitions in the plan into improvements in services in every part of England.

What the NHS Long Term Plan will deliver for patients

These are just some of the ways that we want to improve care for patients over the next ten years:

Making sure everyone gets the best start in life

- reducing stillbirths and mother and child deaths during birth by 50%
- ensuring most women can benefit from continuity of carer through and beyond their pregnancy, targeted towards those who will benefit most
- providing extra support for expectant mothers at risk of premature birth
- expanding support for perinatal mental health conditions
- taking further action on childhood obesity
- increasing funding for children and young people's mental health
- bringing down waiting times for autism assessments
- providing the right care for children with a learning disability
- delivering the best treatments available for children with cancer, including CAR-T and proton beam therapy.

Delivering world-class care for major health problems

- preventing 150,000 heart attacks, strokes and dementia cases
- providing education and exercise programmes to tens of thousands more patients with heart problems, preventing up to 14,000 premature deaths
- saving 55,000 more lives a year by diagnosing more cancers early
- investing in spotting and treating lung conditions early to prevent 80,000 stays in hospital
- spending at least £2.3bn more a year on mental health care
- helping 380,000 more people get therapy for depression and anxiety by 2023/24
- delivering community-based physical and mental care for 370,000 people with severe mental illness a year by 2023/24.

Supporting people to age well

- increasing funding for primary and community care by at least £4.5bn
- bringing together different professionals to coordinate care better
- helping more people to live independently at home for longer
- developing more rapid community response teams to prevent unnecessary hospital spells, and speed up discharges home.
- upgrading NHS staff support to people living in care homes.
- improving the recognition of carers and support they receive
- making further progress on care for people with dementia
- giving more people more say about the care they receive and where they receive it, particularly towards the end of their lives.

How we will deliver the ambitions of the NHS Long Term Plan

To ensure that the NHS can achieve the ambitious improvements we want to see for patients over the next ten years, the NHS Long Term Plan also sets out how we think we can overcome the challenges that the NHS faces, such as staff shortages and growing demand for services, by:

1. **Doing things differently:** we will give people more control over their own health and the care they receive, encourage more collaboration between GPs, their teams and community services, as 'primary care networks', to increase the services they can provide jointly, and increase the focus on NHS organisations working with their local partners, as 'Integrated Care Systems', to plan and deliver services which meet the needs of their communities.
2. **Preventing illness and tackling health inequalities:** the NHS will increase its contribution to tackling some of the most significant causes of ill health, including new action to help people stop smoking, overcome drinking problems and avoid Type 2 diabetes, with a particular focus on the communities and groups of people most affected by these problems.
3. **Backing our workforce:** we will continue to increase the NHS workforce, training and recruiting more professionals – including thousands more clinical placements for undergraduate nurses, hundreds more medical school places, and more routes into the NHS such as apprenticeships. We will also make the NHS a better place to work, so more staff stay in the NHS and feel able to make better use of their skills and experience for patients.
4. **Making better use of data and digital technology:** we will provide more convenient access to services and health information for patients, with the new NHS App as a digital 'front door', better access to digital tools and patient records for staff, and improvements to the planning and delivery of services based on the analysis of patient and population data.
5. **Getting the most out of taxpayers' investment in the NHS:** we will continue working with doctors and other health professionals to identify ways to reduce duplication in how clinical services are delivered, make better use of the NHS' combined buying power to get commonly-used products for cheaper, and reduce spend on administration.

What happens next

Sustainability and Transformation Partnerships (STPs) and Integrated Care Systems (ICSs), which are groups of local NHS organisations working together with each other, local councils and other partners, now need to develop and implement their own strategies for the next five years.

These strategies will set out how they intend to take the ambitions that the NHS Long Term Plan details, and work together to turn them into local action to improve services and the health and wellbeing of the communities they serve – building on the work they have already been doing.

This means that over the next few months, whether you are NHS staff, a patient or a member of the public, you will have the opportunity to help shape what the NHS Long Term Plan means for your area, and how the services you use or work in need to change and improve.



To help with this, we will work with local Healthwatch groups to support NHS teams in ensuring that the views of patients and the public are heard, and Age UK will be leading work with other charities to provide extra opportunities to hear from people with specific needs or concerns.

Find out more

More information is available at www.longtermplan.nhs.uk, and your local NHS teams will soon be sharing details of what it may mean in your area and how you can help shape their plans.

Report to: People Scrutiny Committee

Date of meeting: 7 March 2019

By: Director of Adult Social Care and Health

Title: Update of commissioned community provision (mental health) community mental health services East Sussex Better Together (ESBT) MH Transformational Care

Purpose: To provide an overview and update to the Scrutiny Committee of progress on implementation for commissioned community provision, Mental Health in East Sussex

RECOMMENDATION:

The Committee is recommended to note the successful delivery, continued progress and further development of commissioned mental health community support.

1 Background

1.1 This paper updates progress on the range of mental health community support services that have been commissioned as part of the delivery of East Sussex Better Together (ESBT) and East Sussex Mental Health Strategic Transformational Care.

1.2. These services are commissioned by the East Sussex Integrated Joint Mental Health Commissioning Team on behalf of Adult Social Care and East Sussex Clinical Commissioning Groups.

1.3. The services were commissioned and procured in two phases. Phase 1, with services starting 1 October 2017. Phase 2, with services starting from 1 April 2018.

2 Supporting information

2.1. These strategic developments were designed in compliance to national (Five Year Forward View, Care Act 2014) and local priorities East Sussex Better Together, and Connecting for You (C4Y) which are transformation programmes developed in partnership with the District and Borough Councils of East Sussex. They are also designed to support the Sussex and East Surrey Sustainability and Transformation Partnership (STP).

2.2. Adhering to overarching priorities the intention of the support is to enhance opportunities for people to access support at an earlier stage of their illness. This will reduce crisis, develop self-management and build resilience.

2.3. The strategic drivers at STP level; easy access to support and a quick response from service providers reducing crisis and impact on other parts of Health and social care system. At LA level The Care Act (2014) and local Core Offer recommends that the local statutory offer should include outcomes linked to prevention, reduction, health, educational, employment and social opportunities.

2.4. All of the service provision was co-designed and developed with people with lived experience. Service user representation was also part of the commissioning panel during procurement and part of the ongoing monitoring and reviewing process.

2.5. The services reduce the financial impact and burden on crisis and secondary care services and improve the outcomes of individuals by supporting people at an earlier stage of their mental health condition.

3. Update Phase 1 - Community Network of Mental Health Support

3.1 The Community Network consists of 4 elements:

- Wellbeing/drop-in Centres
- Peer Support
- Specialist Personality Disorder Service
- Crisis Café/Safe Space

3.2 Wellbeing/Drop-in Centres - are based at venues in key populated areas across East Sussex. These “Community Hubs” are now well established and incorporate additional services that support wider local priorities (ESBT and C4Y). They support public health functions such as improving health, physical health within GP surgeries for people with severe mental illness (SMI). Services have built extensive partnerships with other support agencies ensuring people have access to a range of support relevant to their needs, including (not exhaustively) benefits/welfare advice, housing, employment.

3.3 There are seven Wellbeing Centres across East Sussex. Wellbeing Centres are expected to work with approximately 3000 people across the county. Significant improvements /links with GP surgeries and community mental health services have been developed.

3.4 Wellbeing reports available for quarter 3 confirm:

	RAG
<ul style="list-style-type: none"> • 844 clients having accessed the services in the Q3 period • 534 Group sessions having been delivered in the period, attended by 332 clients totalling 2638 attendances. • 372 Drop In sessions held, attended by 323 clients totalling 2776 attendances. • The centres are exceeding their yearly target for numbers of people seen. 	Green

3.5 Peer Support – Peer support has now been embedded in Wellbeing Centres and threaded through all aspects of community support. The provision delivers specifically trained paid and voluntary peer workers. They deliver 1:1 Peer Support, Drop-in Groups, and advice and guidance around peer support to other providers. Peer support was designed to work with approximately 300 people across the county per year.

3.6 Peer Support reports available for quarter 3 confirm:

					RAG
	Target	Q1	Q2	Q3	Green
Number of referrals for 1:1 peer support	100	21	27	32	
Number of individuals receiving 1:1 support	100	36	38	46	
Number of People engaged in peer support					
activities	300		290	339	

3.7 Personality Disorder Service - Operates from the Wellbeing Centres in Hastings and Eastbourne and Lewes addressing the needs of a small number of people with a diagnosis of Personality Disorder, who are currently placing a disproportionately high demand on health and social care. The service is delivered by a dedicated peripatetic team consisting of third sector (Southdown) and Sussex Partnership NHS Foundation Trust (SPFT) clinical staff who will provide treatment and support services for people with complex needs (Personality Disorder). The service is designed to work with a targeted cohort of 75 people, however it is expected that the consistency and skill levels this will create in Wellbeing Centres will increase the levels of people with personality disorder accessing their generic support.

3.8 Personality Disorder service reports available for quarter 3 confirm:

	RAG
<ul style="list-style-type: none"> • 60 current active members • 150 community group activities having been delivered in Q3 • 75 clinical groups having been delivered in Q3 • 32 SUN (Service user network) groups having been delivered • 4 staff training sessions delivered 	Amber

3.9 Building full membership has proved more complex than originally thought resulting in a slower sign-up and under capacity. However the service confirms that they perceive that full membership will be reached by the end of quarter 4 March 2019.

3.10 Crisis Cafes/Staying well - The service is provided by third sector providers Southdown and SPFT, making available extended out of hours provision for clinical and nonclinical support at required key times (currently 7 days a week). It provides a safe space for individuals in central Hastings. The service aims to reduce mental health hospital admissions by providing an alternative solution for patients and an opportunity to self-manage their condition or de-escalate their current position.

3.11 The service is in addition to other mental health crisis and has developed working links with emergency services, such as the Crisis Resolution and Home Treatment Teams (CRHT) and A&E.

3.12 Staying Well service reports available for quarter 3 confirm:

	RAG
<ul style="list-style-type: none"> • 210 referrals being received at the service in Q3 • 224 successful support interventions carried out in Q3 (target rate for quarter = 450) • 77 separate individuals being supported in that time • 40 occasions when support from service was reported to have avoided an admission to A & E 	Amber

3.13 The staying well service is underutilised compared to the intended projected capacity and delivery. Although current activity has grown in each quarter, further work is being done with CRHT services and strategic development across STP areas to build awareness with clinical teams that should increase referrals and reduce impact in A&E and crisis services.

3.14 Overall phase 1 service investment = £1,521,000

Phase 2 – Mental Health Support (commenced April 1st 2018)

4.1. There are four key areas of service provision commissioned in phase 2.

- Employment support (IPS)
- Community Connector Service (Social Prescribing)
- Service user engagement and involvement (SUEI)
- Support for hard to engage vulnerable people

4.2. Employment support – East Sussex uses an evidence based employment model called Individual Placement and Support (IPS). This intervention supports people with severe mental health difficulties into employment. It involves intensive, individual support, a rapid job search followed by placement in paid employment, and time-unlimited in-work support for both the employee and the employer. This provision also ensures people retain their employment if they become unwell and at risk of losing their jobs due to their mental health. This service targets a beneficiary level of 500 people per year.

4.3 IPS Employment Service reports available for quarter 3 confirm:

Service investment = £272,500						RAG
Q3 referral - 155	Target (Annual)	Q1	Q2	Q3	<i>Year to date actual</i>	Green
Paid Outcomes	109	31	35	38	104	
Retention Outcomes	25	12	8	3	23	
Education Outcomes (Accredited)	18	12	7	5	24	

4.4 Employment Service delivers well above its projected targets. It has also been given additional FYFV funds to increase capacity of the service and also delivering a Department for Work and Pensions (DWP) pilot in Improving Access to Psychological Therapies (IAPT) services so that people get employment support in the primary care setting.

4.5. Community Connector Service (Social Prescribing) - A Social Prescribing/Life Support intervention is consistent with an integrated care and support model – namely, to improve access to services and sources of support that improve health outcomes and quality of life for people, avoiding mental ill-health, improving physical health and the impact on frontline statutory services. This provision provides support workers located close to or within targeted GP practices. This service will work with a target beneficiary level of 1500 people.

4.6 Community Connector reports available for quarter 3 confirm:

Service investment = £373,500		RAG
<ul style="list-style-type: none"> • 277 referrals received this quarter • 262 support sessions were delivered, provider confirms that annual targets will be reached in Q4 due to expansion of Physical Health Checks • Additional funding to support Physical Health Checks for people with 	Green	

<p>SMI in primary care settings</p> <ul style="list-style-type: none"> • Additional funding to facilitate GP room rentals in Hastings • Additional post (Funded by Public Health for 2 years) within Community Connectors to develop a wider network of Social Prescribing across East Sussex. 	
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4.7 Service user engagement and involvement - Support people with mental health problems, their families and carers, being engaged to represent client and carers' views on service delivery and design. They influence and lead commissioning decisions, support the development of good quality, performance and outcomes of services and the effectiveness of care pathways. This service works with a target beneficiary level of 90 people.

Service investment = £61,000	RAG
<ul style="list-style-type: none"> • Number of Strategic Volunteers Q3- (23) • Number of carers involved Q3- (11) • Number PIP reps attending MHAG local MH action group Q3 – (4) • Number of Strategic Rep meetings, with attendance figures Q3 – (23) • Number of external engagement/representation sessions Q3 – (13) 	Green

4.8 Hard to Engage Vulnerable People (Hastings St Leonards) – This service provides drop-in support for rough sleepers, homelessness and the street community. This includes targeted support for people with comorbid complex needs alongside partnerships with statutory services in order to meet their needs. The current service levels of support are in the region of 550-600 service users over the year. The Hub facilitates and hosts a range of other services and provision such as community nursing, podiatry or Peer Support, housing and welfare support and advice.

4.9 This service (Seaview) won a National Award GSK Impact for its work with vulnerable people – “Seaview Project works in a deprived area in England, with high rates of rough sleeping. Almost half the people it supports have a diagnosed mental health problem and many also have issues with addictions”. “This charity does hugely valuable work in supporting its local community. We were impressed by how it has a big reach despite being relatively small. It shows an organisation making the best use of its resources and making a real difference to people’s lives.”

Service investment = £117,500	RAG
<ul style="list-style-type: none"> • Number of beneficiaries Q3 - (227) • Serve the needs of up to 100 people each day • Number carers supported Q3 – (18) • Number of hot meals served for vulnerable people Q3 – (1257) 	Green

5. **Associated expenditure/investment**

- 5.1 Phase 1 (Includes investment by HWL&H)
- Wellbeing Centres £996,000
 - Peer Support £85,000
 - Crisis Café £200,000

- Personality Disorder Service £240,000

Total = £1,521,000

5.2 Phase 2 expenditure (excludes investment from HWL&H)

- IPS Employment Support £272,500
- Community Connector (social prescribing) £373,500
- Service User Engagement and Involvement £61,000
- Hard to Engage Vulnerable People Service £118,000

Total = £825,000

6. Conclusion and reasons for recommendations.

6.1 The developments updated in the reports are delivering their objectives well. Although much has changed in the organisational and partnership landscape of Health and Social care they remain consistent with broad strategic priorities (NHS 10 year plan Five Year Forward View, Care Act 2014). The programmes of work have been developed to deliver early support, resilience and self-management that will reduce burden and impact on other parts of the system. This strategy still supports integrated work and development across the county.

6.2 The Committee is therefore recommended to note the progress and consistency with strategic plans for commissioned community provision for Mental Health in East Sussex.

KEITH HINKLEY

Director of Adult Social Care and Health.

Contact Officer: Kenny Mackay, Strategic Commissioning Manager

Tel. No. 01273 463946

Email: Kenny.mackay@eastsussex.gov.uk

Local Members – All

APPENDICES - None

BACKGROUND DOCUMENTS – None

Report to: People Scrutiny Committee

Date: 7 March 2019

By: Chair of the Review Board

Title: Scrutiny Review - Changing Care Market: Information and Signposting

Purpose: To present the outcomes of the Scrutiny Review and make recommendations

RECOMMENDATION:

The Committee is recommended to consider and endorse the report of the Review Board, and make recommendations to Cabinet for comment and County Council for approval.

1. Background

1.1 In June 2018 the People Scrutiny Committee established a Scoping Board to look into the range of challenges facing the local care market. Some of these were highlighted in the 2018 Care Quality Commission Local Area Review of East Sussex; others are well known locally and nationally and are linked to increased demand for services and resources which are declining in relative terms.

1.2 The Scoping Board held two meetings with a range of officers from Adult Social Care: firstly, in August 2018, to examine the current state of the market and the key challenges; and secondly, in September 2018, to focus on how the challenges are being addressed. The Scoping Board identified four key areas for further scrutiny:

- Public understanding and expectations of social care.
- Social care workforce challenges.
- Developing care markets – to be informed by a markets review due to be complete by mid-2019.
- Increasing community resilience, in particular addressing loneliness.

1.3 This Review addresses the first of these areas - public awareness, understanding and expectations - and is expected to be the first in a series of reviews by the People Scrutiny Committee which will look at the above challenges identified by the Scoping Board.

2. Supporting information

2.1 The Scrutiny Review Board is comprised of Councillors Angharad Davies, Michael Ensor, Roy Galley, John Ungar and Jim Sheppard. Councillor Ensor was appointed as the Chair of the Review Board.

2.2 The attached report (appendix 1) contains the findings and recommendations of the Review Board. Copies of evidence papers listed in the report and other supporting documentation are available on request from the contact officer.

3. Conclusion and reasons for recommendations

3.1 The Committee is recommended to consider and endorse the Review Board's report for submission to Cabinet and County Council on 23 April and 14 May respectively.

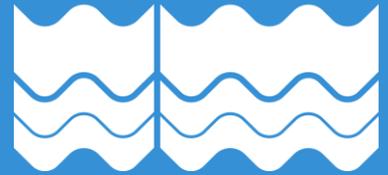
Councillor Michael Ensor
Chair of the Review Board

Contact Officer: Claire Lee Tel: 01273 335517
Email: claire.lee@eastsussex.gov.uk

BACKGROUND DOCUMENTS

None

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Scrutiny Review of the Changing Care Market: Information and Signposting

Report by the Review Board:

Councillor Michael Ensor (Chair)

Councillor Angharad Davies

Councillor Roy Galley

Councillor Jim Sheppard

Councillor John Ungar

March 2019

People Scrutiny Committee – 7 March 2019

Cabinet – 23 April 2019

Full Council – 14 May 2019

The report of the Scrutiny Review of The Changing Care Market: Information and Signposting

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Recommendations

Recommendation	Page
1 Adult Social Care (ASC) should undertake additional engagement, ideally in partnership with an independent organisation, to gain a better insight into how well-informed people in East Sussex feel about social care support and funding arrangements. The engagement should include people who are not existing ASC clients and the findings should be used to inform ongoing ASC communications and information provision.	9
2 The Council's response to the anticipated Adult Social Care Green Paper should highlight the need for a national awareness campaign to improve the public's understanding of social care services and funding. In particular, how modern social care services work and how people can help themselves to stay independent and plan ahead for their future social care needs.	10
3 ASC should publish information on standard local authority rates paid for care in East Sussex to help individuals and families make informed choices about care.	11
4 ASC should review the information on sources of financial advice provided online and in factsheets and consider whether signposting to accredited independent financial advisors could be improved.	11
5 ASC should ensure that the new digital content, particularly the availability of enhanced online self-assessment tools, is promoted to key groups who can support wider communication, for example voluntary and community sector organisations and county councillors.	13
6 Within the digital project particular attention should be given to the interface between the ESCC and NHS websites to ensure this is clear and seamless for users and minimises the risk of confusion.	13
7 ASC should check that leaflets are circulated to all community run libraries, as well as ESCC libraries.	13
8 ASC should engage with GP Practice Locality Groups and Patient Participation Group networks to promote the new digital offer, particularly self-assessment tools, and to refresh knowledge of Health and Social Care Connect. GPs should be encouraged to share this information with their practice staff.	14
9 Opportunities to align ESCIS and 1Space within available resources should be fully explored, for example co-locating links to the databases on the ESCC website. Opportunities to improve the way the directories are updated should also be explored.	15
10 All councillors should encourage local groups and organisations to ensure their entries on ESCIS are kept up to date. Councillors should also make use of the online reporting facility to flag out of date information relating to local organisations within their division.	15
11 The People Scrutiny Committee should further examine the role of social prescribing and how it is developing in East Sussex within the planned scrutiny review of community resilience and loneliness.	17
12 The ASC departmental guide for councillors should be updated to include links to useful information sources and to reflect the new digital offer. A briefing session for councillors should also be arranged to accompany the updated guide.	17

Introduction

1. Members of the People Scrutiny Committee are aware of a range of challenges facing the local care market. Some of these were highlighted in the 2018 Care Quality Commission Local Area Review of East Sussex; others are well known locally and nationally and are linked to increased demand for services and resources which are declining in relative terms. The Committee established a Scoping Board to explore these challenges, with the aim of identifying specific areas which would benefit from additional scrutiny. The Scoping Board found that the Adult Social Care department (ASC) has a range of initiatives in place to manage the immediate and short-term issues, particularly in terms of engagement with providers and the NHS to support the market and deliver appropriate and more integrated care. Work is also underway to address longer term challenges and this was the focus for scrutiny.

2. It was apparent to the Scoping Board that the care market will need to change significantly in the coming years to adapt to increasing demand, changing public expectations and the reduced resources available for statutory services. These challenges are particularly acute in East Sussex given the county's demographics. The level of anticipated future demand due to an ageing population requires a forward looking, innovative approach to how care is provided and a partnership with individuals and communities to increase resilience. As East Sussex has a high level of self-funders this needs to include engaging with the wider public about planning for the future care needs of individuals and the wider population and how people and communities can 'help themselves'.

3. The Scoping Board identified four key areas for scrutiny:

- Public understanding and expectations of social care
- Social care workforce challenges
- Developing care markets – to be informed by a markets review due to be complete by mid-2019
- Increasing community resilience, in particular addressing loneliness.

4. This Review addresses the first of these areas, public awareness, understanding and expectations, and is expected to be the first in a series of reviews by the People Scrutiny Committee which will look at the above challenges identified by the Scoping Board.

5. The Review Board recognised that many public perception issues related to social care are national ones which are difficult to address at an East Sussex level. The Board therefore focused on three key questions which specifically relate to the Council's responsibilities with regard to information and advice about services and whether any enhancements can be made to the way in which these duties are currently met:

- **Is the Council doing enough to signpost people to resources which will help them arrange and manage their own care?**
- **Could the Council do any more to inform people about how we support them, including the arrangements for funding their care?**
- **What is the Council's role, in the context of limited resources, in managing expectations regarding the provision of care?**

6. This report presents a summary of the Board's findings in relation to these questions and its recommendations. The Board focused on developing recommendations which are realistically achievable within the Council's sphere of influence and available resources. It should also be noted that the Board's enquiries focused on social care for older people, as this is the biggest and the fastest growing area of demand for Adult Social Care.

Background

Adult Social Care responsibilities

7. Under the Care Act 2014, Councils with responsibility for adult social care have a range of general duties including a duty to provide comprehensive information and advice about care and support services in their local area. This is to help people understand how care and support services work locally, the care and funding options available, and how to access services. The other general duties in the Care Act include: promoting individual wellbeing; preventing needs for care and support; promoting integration of care and support with health services; and promoting diversity and quality in provision of services (market shaping).

8. Local authorities also have a responsibility to assess an adult's needs for care and support, or a carer's needs for support, where they appear to have such needs. There is a national minimum threshold for eligibility. If someone is assessed as having eligible care needs, the local authority will work with them to consider what types of support might be provided to meet their needs. Some types of care and support are provided free such as short term respite services or equipment and minor adaptations to the home. Other types of care and support are subject to a charge; however, people are only asked to pay what they can afford. Sometimes the person will pay the full cost (self-funding) and sometimes the cost will be shared between the person and their local authority.

9. To decide what a person can afford to pay, a local authority will carry out a financial assessment. The local authority will consider the person's income and any assets they own, like a house or other investments. The local authority will then calculate how much the person can afford to pay towards their care and support costs. People in receipt of ASC-funded care and support receive support to organise that care, either through the Council arranging the care with a provider or through the provision of a direct payment which enables the client to arrange and pay for their own care. People who fund their own care and support usually arrange their own care independently of the Council, but may make use of information, advice and signposting services provided or commissioned by ASC. The Council can help people to arrange their care in some circumstances.

10. Homeowners moving into residential care can consider entering into a 'deferred payment agreement' with the local authority. This is an arrangement whereby the person agrees, with the local authority to pay some of their fees at a later date. This means they should not be forced to sell their home during their lifetime, to pay for their care. The person usually repays the local authority from the sale of their property or it is repaid from their estate.

11. Although the Council has statutory responsibilities the Board considers that individuals have an important role in taking responsibility for their own choices and planning for their potential future care needs.

12. In many cases, this will include making arrangements to fund the cost of care themselves as a relatively small proportion of people will receive care which is fully funded by the local authority. Indications are that East Sussex has a relatively high proportion of self-funders. For example, self-funding fees have been estimated to make up 76% of care costs in the residential care market in East Sussex.

Information, advice and signposting

13. The box below provides further detail on the Council's responsibilities specifically in relation to information and advice.

How does the Care Act improve information and advice?

Local authorities need to provide comprehensive information and advice about care and support services in their local area. This is to help people to understand how care and support services work locally, the care and funding options available, and how people can access care and support services.

The Act clearly sets out that they must provide information on:

- what types of care and support are available – e.g. specialised dementia care, befriending services, reablement, personal assistance, residential care etc
- the range of care and support services available to local people, i.e. what local providers offer certain types of services
- what process local people need to use to get care and support that is available
- where local people can find independent financial advice about care and support and help them to access it
- how people can raise concerns about the safety or wellbeing of someone who has care and support needs

All information and advice must be provided in formats that help people to understand, regardless of their needs. This may include a range of different types of information and include working with partners to provide information on different services together.

Source: Gov.uk Care Act Factsheet 1

14. There are a range of ways in which the Council meets the duty to provide universally available information and advice about social care services. These are set out in the ASC Information and Advice Strategy and include:

- **Health and Social Care Connect** – the single point of telephone contact for residents and professionals about social care services. The service provides information, signposting and advice over the phone and can be accessed direct by the public and professionals and take referrals from other services (see box below).
- Online information via the **ESCC website**. This includes:
 - the directory of care and support services **East Sussex 1Space** (run by ASC): Services listed on East Sussex 1Space have a care and support element directed at adults. Many services are accredited by Support with Confidence or other regulatory bodies, such as the Care Quality Commission or an organisation recognised by the Professional Standards Authority for Health and Social Care. Other services are listed on a case-by-case basis where they are determined to have met the required standards by the directory administrators.
 - the **ESCIS directory** (East Sussex Community Information Service – managed by the Library and Information Service) which provides listings for a wider range of community groups, organisations, information and events.
 - **online self-assessment tools**: these give users an indication as to whether they would be eligible for social care support, and signposts them to other sources of help.

- A range of **leaflets and factsheets** available in a variety of public places, downloadable from the website and provided direct to individuals.
- Via **front line staff** – a key role of front line staff involved in undertaking assessments or managing ongoing care is to provide information and signposting to appropriate services and support. Proactive awareness raising about local care, support and community services is also undertaken by staff including Locality Link Workers.
- **Services that the Council commissions** are asked to provide information and advice on behalf of ASC. For example, services commissioned from voluntary sector organisations such as Care for the Carers, Age UK East Sussex or Healthwatch East Sussex.



Health and Social Care Connect (HSCC) offers both the public and professionals a single point of access for adult health and social care enquiries, assessments, services and referrals. It offers a single phone number (0345 60 80 191) open from 8am to 8 pm, 7 days a week, including bank holidays.

This means adults in need of care and support, and their carers, receive faster access to the services they need at home or closer to home – this could be information and advice, social care support or a community health service.

HSCC was set up by bringing together three separate services (health referrals, social care assessments and a public adult social care helpline) into a single team able to deal with any health or social care enquiry from any source.

15. The Review Board considered how well these methods are meeting the Care Act duties in relation to information and advice and whether and how they can be enhanced.

Review Board findings

Public understanding of social care

The national picture

16. A range of national research has provided an insight into the level of public understanding of social care services. This consistently indicates a substantial lack of understanding about social care for older people, particularly in terms of how the system works and how care is funded.

17. The King's Fund report 'A fork in the road: Next steps for social care funding reform' (2018) states that the public has little understanding of how social care operates and even less on how it is funded. A report on research by the Health Foundation, published in May 2018, found that public understanding of social care is limited and there is a lack of clarity around the current offer. Those who have experience of using social care services, either for themselves or through friends and relatives, have more knowledge, but overall social care services are not well understood. People are also not clear about how to access social care and how services are managed.

18. Findings from the British Social Attitudes Survey 2017 suggests that there is no clear understanding of how social care is currently funded, with 34% believing that the government pays for care, whilst 12% believe the individual pays. 51% gave answers which reflect their belief that costs are shared between the government and the individual. Furthermore, people often struggle to distinguish between social care and the health services provided by the NHS. 63% of the people surveyed believed that the NHS provides social care for older people, whilst 47% believed that social care services are free at the point of need. Many people also assumed their GP is the entry point to the system.

19. In terms of information the statistics are more positive. A 2015 Department of Health survey found that three quarters (73%) of people aged 50 and over are confident that they would know where to find information about local care and support services if they needed to. However, this means a quarter are not confident and this figure is higher amongst some groups.

20. This widespread lack of understanding may be partly due to the relative complexity of the current funding arrangements, particularly compared to health services, and the fact that social care does not have the same national profile and brand as the NHS. These are not issues which can be addressed locally, but the Board recognised the significant impact of these factors on the Council's ability to communicate with the general public locally. The Board felt that a national awareness campaign should be organised to increase public awareness.

The local picture

21. There is no evidence to suggest that the level of public understanding in East Sussex is any greater than the national picture. The Board heard from Healthwatch East Sussex, Age UK East Sussex and Care for the Carers that their experience reflects the national statistics, with individuals expressing confusion about the health and social care system and in some cases believing that social care is free to all at the point of need in a similar way to the NHS. The Board heard from an independent financial advisor who specialises in advising people about care costs that, in his experience, people's understanding of social care costs and funding arrangements is very sketchy and there is no grasp of the detail.

22. Some additional insights did however emerge from the Board's research:

- The public's lack of familiarity with terms used by professionals such as 'social care' and 'carer'.

- The possibility of some fear amongst older people about contacting 'social services' due to concern about being 'put in a home' and losing their independence.
- Apparently very traditional views of social care services, largely restricted to traditional home care or care homes, both of which have negative associations for some people. There appears to be less awareness of newer forms of care such as personal assistants or supported housing and that there is now a broader spectrum of care and support options available.
- People have very limited understanding of the social care system until they, a family member or friend needs support. They then use a range of sources to find information and can find it difficult to navigate the information available.
- People tend not to plan ahead resulting in action often being taken in a 'crisis' situation.
- People often talk about a range of issues in their lives rather than identifying a specific social care need – this can emerge from an initial, more general conversation.
- A significant lack of awareness and understanding of specific aspects of social care funding such as how property assets are taken into account and the deferred payment option.

23. The Board recognised that this Review provided insights into local public awareness which could potentially inform future information and communications produced by ASC but that further research would be necessary to corroborate and deepen the evidence base. The Board also recognised that any significant shift in public perceptions and awareness would require national action.

Recommendation 1

Adult Social Care should undertake additional engagement, ideally in partnership with an independent organisation, to gain a better insight into how well-informed people in East Sussex feel about social care support and funding arrangements. The engagement should include people who are not existing ASC clients and the findings should be used to inform ongoing ASC communications and information provision.

Planning ahead

24. The 2015 Department for Health survey explored the perceptions and attitudes of people aged 50 and over in England towards health, ageing and care and support. The survey asked specifically about financial preparations. Around half (53%) of people aged 50 and over say they are preparing financially to pay for the care and support services they might need when they are older. However, a third (31%) say they have not made any preparations at all and 15% have made hardly any preparations. 52% of people aged 50 to 64 years and 46% of those aged 65 to 74 say they have made little or no preparation, compared with 35% of those who are 75 or older.

25. The Board explored with witnesses whether it would be possible to influence people to plan ahead for their potential future needs in old age, either financially or practically. ASC officers and voluntary sector representatives indicated a general unwillingness amongst the public to think about care needs until forced to do so, as well as a lack of understanding of the need to do this and how to go about it.

26. There are practical difficulties for individuals and families in planning ahead financially without knowing the type, length and therefore the likely cost of care that might be needed which can vary considerably. This uncertainty about cost, coupled with the high likelihood of needing some form of care, is reflected in the lack of available insurance or payment plan type products available on the market.

27. Witnesses indicated that it may be more realistic to expect people to plan when care needs begin to become apparent rather than attempting to engage the general public. Healthwatch indicated that people and families are likely to be more receptive to information and advice about planning for support and care costs when initial low-level needs emerge. This would potentially be a point at which ASC could be more proactive with information about planning ahead, for example if someone has experienced a first fall, or a period of reablement. Age UK East Sussex also suggested that the ideal approach would be proactive communication ahead of a point of crisis and ahead of the assessment stage. The additional engagement recommended above may be able to explore this approach further and inform what might be achievable within available resources.

28. Even when planning for care provision at a relatively late stage, for example on entering residential care, the Board heard that provision of good information can help individuals and families make more informed choices. For example, information on the standard fees the Council pays for residential care can help families know how likely it is that their choice of home will continue to be affordable if care becomes ASC funded in the future (if assets reduce to below the threshold for funding).

29. Access to accredited specialist financial advice can help people maximise the ability of their assets to fund their care for the full length of time it is needed. This has benefits for the individuals and families in providing greater choice and certainty and also reduces the likelihood of ASC funded care being needed. ASC offers the opportunity for independent financial advisors qualified to advise on care costs (such as those registered with the Society of Later Life Advisors) to become accredited with Support with Confidence. This makes them accessible via East Sussex 1Space, but take-up is limited. ASC also provides a range of sources of financial information and advice within factsheets and online. An alternative approach in West Sussex provides signposting to a number of accredited financial advisors through the Council's Carewise scheme. Given the potential benefits to individuals, families and the Council from better financial planning the Board recommends exploring whether the information already available in East Sussex could be built upon.

30. The Board heard significant evidence about the importance of encouraging individuals to plan for future care needs as early as possible. Witnesses indicated that there is currently a lack of incentive to encourage people to plan. The Board agreed that this is an issue but that there are benefits which could be highlighted to people, such as increased choice of residential care setting or how care is provided. The Board also accepts the practical difficulties of influencing people's willingness or ability to plan to any great extent locally.

31. A significant shift in attitudes would need to take place at national level, potentially linked with changes to social care policy, to make a significant impact on people's willingness and ability to plan ahead. In light of this, the Board believes that national policy across the political spectrum should reflect and support measures to encourage better planning for old age. The Board hopes the forthcoming Green Paper will address these issues.

Recommendation 2

The Council's response to the anticipated Adult Social Care Green Paper should highlight the need for a national awareness campaign to improve the public's understanding of social care services and funding. In particular, how modern social care services work and how people can help themselves to stay independent and plan ahead for their future social care needs.

Recommendation 3

ASC should publish information on standard local authority rates paid for care in East Sussex to help individuals and families make informed choices about care.

Recommendation 4

ASC should review the information on sources of financial advice provided online and in factsheets and consider whether signposting to accredited independent financial advisors could be improved.

Information provision**Quality of information provision**

32. Twice a year the department undertakes surveys of ASC clients and carers known to the service which include a question about how easily people are able to find the information they need. Responses from the most recent mailing (212 client responses) show that 50% of clients can 'always' find the information they need, 47% can 'sometimes' find it, and 2% can 'never' find it (this excludes people who haven't needed any information, chose 'not applicable' or didn't answer the question). The carer rating for finding information for the person they care for has stayed fairly consistent, also at around the 50% mark for 'always' being able to find information (102 carer responses). However, the rating for finding information for them as a carer is more mixed, with 44% saying they could always find the information they need (101 carer responses).

33. Nationally comparable data is available from the ASC annual survey of people in receipt of long term support services (that are funded or managed by the local authority following a full assessment of need), which is undertaken by all local authorities. The most recent results indicate that 78.6% of respondents stated they found it easy to find information about services. Although performance showed a slight decrease in 2017/18, and the Council's target of >79.4% was not met, performance is still high compared to other authorities, situated in the upper quartile of performance at the 22nd highest (best) performance out of 150 authorities.

34. The ASC Comments, Compliments and Complaints Annual Report 2017/18 identified that the third highest category of complaints related to 'information provision'. Further analysis reveals that this type of complaint most frequently relates to information about funding and charges. The number of complaints falling into this category totalled 41 of 420 and represents a very small number in comparison to the many thousands of contacts ASC has with clients and the public each year. The report also notes that many compliments are received in relation to information and advice each year.

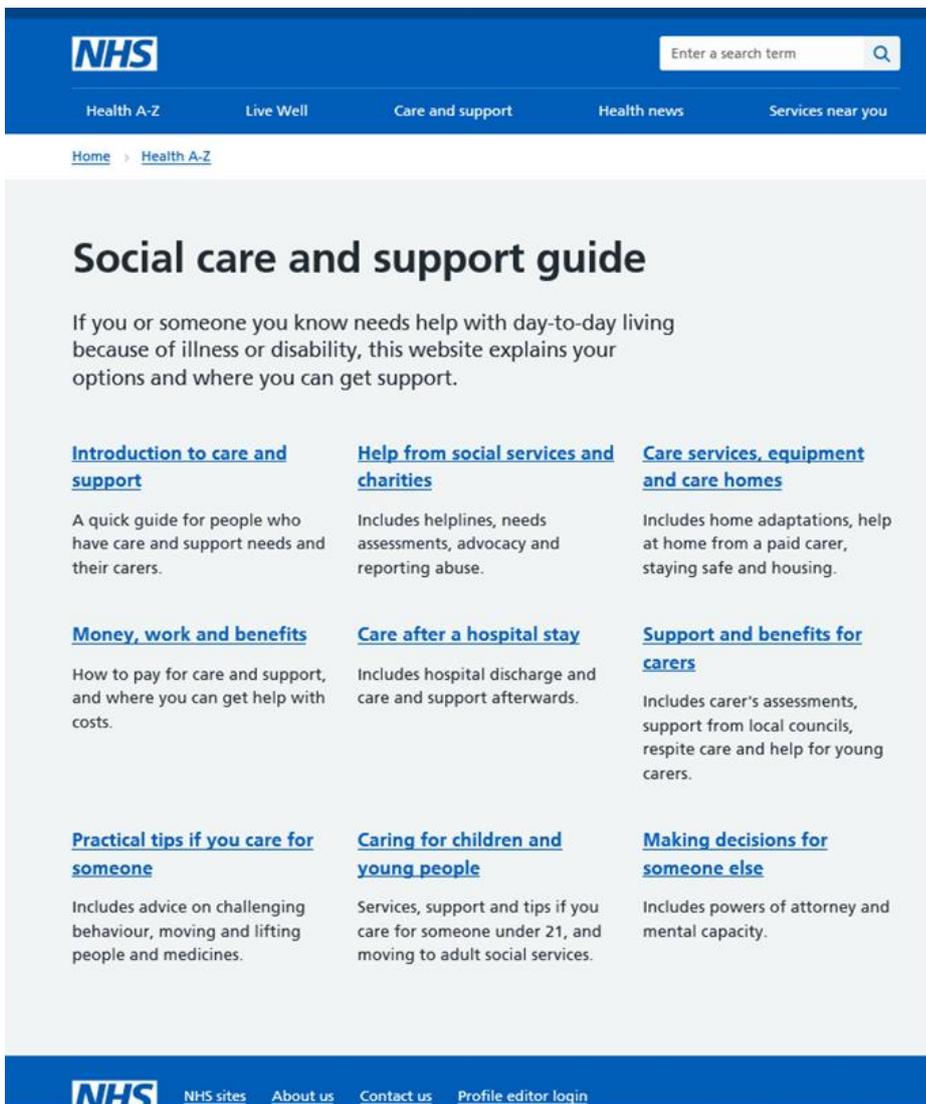
35. These indicators of satisfaction with ASC information provision suggest a relatively high degree of satisfaction, but also that there is room for improvement. The feedback mechanisms are largely limited to people already in contact with ASC services – as recommended above it would be helpful to have greater insight into the information needs of those with less direct experience of services.

Online information

36. The 'Adult Social Care and Health' section of the ESCC website is a significant information resource and makes a substantial contribution to meeting the authority's information and advice duties. It is also a very efficient way to provide information in comparison to the more resource intensive telephone and face to face methods. The website has been designed in line with the GOV.UK principles to make it as simple, readable and accessible as possible. The information has been tested with Google Translate and can be translated from English into the 12 next most commonly spoken languages within East Sussex. Work is currently in progress to produce a British Sign Language video to put on the website.

37. A digital project is underway to review and redesign the ASC section of the website, further developing the online offer available for clients and carers. As well as improving navigation, the redesign will support a move towards a 'self-serve' approach to helping the public. For example, it will enable individuals to complete an initial financial and needs self-assessment form online in their own time. This will give them a more tailored understanding of what care they may receive and the amount they may be required to contribute towards the costs of care. In turn, this will support them in making a decision as to next steps and whether they want to contact ASC for an assessment or look at options to meet their needs themselves. If they do wish to proceed to contact ASC they can choose to submit the online information already completed. The financial self-assessment tool is expected to be available from April 2019.

38. The digital project is also looking to provide clearer information on charges and financial criteria; make information directories (such as Support with Confidence and 1Space) more prominent; and to rationalise the information available, including by linking to national social care information provided by NHS Choices rather than creating duplicate local versions. The NHS website has been redeveloped in order to ensure it is compliant with the Care Act 2014. It contains a wide range of information relating to social care and support and the intention is that the ESCC website does not duplicate this information, instead linking to it and vice versa.



A screenshot of the NHS online social care and support guide

39. The improvements to the ESCC website will include synchronisation of the information available so that clients and carers can more easily access the information and advice they need. However, the Board identified some remaining areas of fragmentation, for example Disabled Facilities Grants are managed by district and borough councils rather than ESCC and this can lead to some inconsistency in the information provided in different parts of the county on the various council websites. The Board also had some concerns that using NHS branded pages could exacerbate the confusion (apparent from national and local evidence) between NHS and ASC services and how these are funded.

40. Overall the Board welcomed the digital transformation work and recognised that ASC is taking a proactive and best practice approach in this area.

Recommendation 5

ASC should ensure that the new digital content, particularly the availability of enhanced online self-assessment tools, is promoted to key groups who can support wider communication, for example voluntary and community sector organisations and county councillors.

Recommendation 6

Within the digital project particular attention should be given to the interface between the ESCC and NHS websites to ensure this is clear and seamless for users and minimises the risk of confusion.

Leaflets and factsheets

41. It is recognised that online information does not suit everyone and the Board welcomed the ongoing commitment from ASC to the provision of hard copy and telephone information and advice for those who need or prefer it. ASC produces a range of information leaflets which are available in libraries, pharmacies and GP surgeries and also distributed countywide once a year in the spring. These cover topics such as 'A guide to Adult Social Care', 'What you need to pay' and 'Do you look after someone?'. The department also produces a series of factsheets: in-depth documents which provide more detailed information on specific areas such as financial assessments, direct payments, mental capacity and advocacy and safeguarding. These are given out at an appropriate time, when people need them, and are publicly available on relevant webpages and upon request.

42. Printed leaflets are provided to people in contact with ASC who do not have access to or are unable to use electronic devices. These are available in larger print versions and can be produced in braille, audio and translated formats on request.

43. The ASC produced leaflets are available alongside a wide range of information leaflets available from other organisations which contain information relevant to social care services and support. Care for the Carers indicated that before making contact with ASC or other support organisations people may have accumulated a 'wheelbarrow of leaflets' (or their online equivalent) and that it can be hard for people to navigate through the substantial amount of information available. This highlights the importance of the signposting work discussed below.

Recommendation 7

ASC should check that leaflets are circulated to all community run libraries, as well as ESCC libraries.

Face to face/telephone information

44. ASC is aware that some residents do not have access to the internet or simply prefer to speak to someone direct. This was confirmed by Age UK East Sussex who indicated that personal contact (face to face or phone) remains the preferred method for many older people. As a result the single contact number for community health and social care services in East Sussex, Health and Social Care Connect (HSCC), features prominently in ASC information. The HSCC telephone number is at the top of the 'contact Adult Social Care' webpage, along with the phone line's opening hours, and above the 'applying for support' link. The HSCC number is also included on all the ASC leaflets and factsheets. The Board supports the efforts to make HSCC as prominent as possible.

45. HSCC is the entry point for anyone seeking advice or support in relation to adult social care. The HSCC access team gathers initial information from those making contact to understand their needs or the needs of the clients/carers they are referring. At this stage the individual may be signposted to services available within the community or given advice and guidance. If the information provided meets their needs they will then exit the ASC pathway. This can help to prevent further support needs or delay the need for a formal care package.

46. Feedback from voluntary sector organisations indicated that awareness of HSCC may not be widespread amongst the older population in East Sussex. People may instead make initial contact with a voluntary organisation known to them. This may also be because many people don't view their situation as a 'social care' need – they may be concerned about social isolation or a range of interlinked health, housing and social care issues. These organisations can then direct people to HSCC (and other agencies) if appropriate.

47. A large proportion of contacts with HSCC are via third party referrals from health professionals such as GPs and community nurses. The Board heard evidence from voluntary sector groups that the GP is often the first point of contact for people seeking support with care related needs. This emphasises the important role of health services in providing information and signposting in relation to care and support services. However, although ASC information is available in GP surgeries, it is impossible to know whether consistent information about social care is being provided by health colleagues. The standardised and Care Act compliant information now available on the NHS website may go some way to addressing this.

48. Raising awareness about costs and charging is key. The Board heard that information provided by staff about financial contributions towards care is continuing to develop. Conversations between professionals and people needing support are becoming even more open, which is enabling ASC to better manage expectations around the costs of care. For example, HSCC inform clients and carers early on in the conversation that they are likely to be expected to contribute towards their care costs, but that this is subject to an individual financial assessment. A standard letter is provided by ASC staff to summarise information about care costs which has been discussed verbally with people whilst in hospital. This enables it to be read by the person, their family or carer at a later date, recognising that information may be hard to take in at a stressful time. The new online financial assessment tool will give an idea of indicative costs – as well as being used independently by clients and carers it can also potentially be used by third parties or by ASC staff at to give an indication of charges before someone 'commits' to going down the assessment route.

Recommendation 8

ASC should engage with GP Practice Locality Groups and Patient Participation Group networks to promote the new digital offer, particularly self-assessment tools, and to refresh knowledge of Health and Social Care Connect. GPs should be encouraged to share this information with their practice staff.

Signposting to services

Directories

49. There are two local directories which hold information about different services available within East Sussex which may be able to meet care and support needs: East Sussex Community Information Service (ESCIS) and East Sussex 1Space. ESCIS provides links to community information, groups and events such as lunch clubs and football clubs and is managed by the Library and Information Service in the Communities, Economy and Transport department. East Sussex 1Space is a directory managed by ASC specifically for services which can meet local social care and support needs of adults, including providers approved through the Support with Confidence scheme. These directories are key resources both for the public (those in need of support, families and carers) and professionals looking to signpost people to available local community and support services.

50. ASC officers commented on the challenges of keeping the directories of services up to date. The Locality Link Workers based within ASC have carried out a large piece of work to update directories but ongoing maintenance remains difficult within available resources. Given the limited resource available from the Library and Information Service, community and voluntary sector organisations have a key role in maintaining the information available regarding their organisations available on ESCIS. There is an email update facility within the directory which organisations or individuals can use to flag outdated information to the administrators. There is more proactive management of the 1Space entries as the listings are reviewed annually and, where relevant and possible, accreditations are checked.

51. The Board received evidence that there is a degree of overlap between ESCIS and 1Space and that this can cause some confusion about their respective purpose and content. Although there are differences in terms of the scope of services covered (ESCIS is much wider than care and support) and level of checking or review carried out on services listed (which is significantly greater for 1Space), the overlap is an issue recognised by the department. ASC is currently working with the Library and Information Service to look at a closer collaboration between the two directories. This would make information more readily available for communities and fit for purpose for practitioners.

52. The Board explored whether it would be feasible to combine the two directories into one, which the Board regarded as the ideal situation. Challenges to achieving this may be the availability of the level of resource required or issues relating to the different procedures for checking information on the two sites which would need to be resolved. However, it may be possible to align the resources more fully, and this is being considered through the project to redesign the ASC webpages.

53. The Board received feedback that the information about services available from the directories does not give sufficient indication of the likely capacity of the service. However, the Board recognises that including such information would be challenging, particularly in terms of ongoing maintenance, and dependent on providers regularly reporting this information. The Board also suggests that any development or changes to the directories should be undertaken with feedback from end users, in line with current practice.

Recommendation 9

Opportunities to align ESCIS and 1Space within available resources should be fully explored, for example co-locating links to the databases on the ESCC website. Opportunities to improve the way the directories are updated should also be explored.

Recommendation 10

All councillors should encourage local groups and organisations to ensure their entries on ESCIS are kept up to date. Councillors should also make use of the online reporting facility to flag out of date information relating to local organisations within their division.

Signposting by frontline staff

54. Social care staff are increasingly focusing on a strengths-based approach i.e. concentrating on what the individual can do for themselves and encouraging independence. This approach links to the signposting of services available within the community. People can be signposted to services that may meet their needs without requiring traditional care, or which can help maintain independence and delay the need for ongoing formal care.

55. In a similar vein, the Board heard from voluntary sector witnesses that there is a need for a more holistic conversation about overall needs and the full range of services available in the community rather than a narrow focus on eligible needs. Care for the Carers also highlighted the importance of frontline staff having knowledge of and access to the range of information and services available and of consistency and effective communication between health, social care and voluntary sector organisations to minimise confusion and risk. In addition to ongoing work to develop more integrated health and social care services, a number of specific initiatives have been underway to develop the approach to signposting and the resources available to frontline social care and health staff.

56. Over the past two years eight Locality Networks have been established within East Sussex which have been jointly developed by the Locality Link Workers (based within ASC and funded through Public Health) and the three Voluntary Actions (RVA, HVA and 3VA). They aim to bring together practitioners from the community and voluntary, public, and independent sectors to share information and resources, to build relationships and to provide opportunities to support and strengthen community-based services. One role of these networks has been to map and connect existing local community organisations and to make them more easily accessible to individuals through signposting services.

57. The Locality Link Worker team has been commissioned to work with frontline health and social care professionals to better access community-based support for clients. Each locality has a designated Locality Link Worker responsible for collaborating and communicating with practitioners, voluntary organisations and individuals within the community using their extensive knowledge of the community assets available within their area. In addition to sharing their knowledge of these services, the workers are able to share information between the different localities and ensure common working practices across the County, as opposed to each locality working in silos. ASC assessors have a working relationship with the Locality Link Workers and can draw on their expertise to signpost people to appropriate services available within the community. The Locality Link Worker team is currently funded to the end of the 2019/20 financial year, and work is underway to look at how their activity can become embedded in practice after this time

58. The Board explored issues around signposting to services and risk. Due to data protection requirements it would not be appropriate for personal information to be given to community organisations which had not been accredited or commissioned to provide services by ASC. Where it has become apparent through assessment that a client may benefit from further support which could be delivered through the community, and the client has capacity, they will be signposted to that specific organisation rather than referred. This means that the client takes responsibility for contacting the organisation they have been signposted to. As well as addressing risk issues this is also about facilitating a language and cultural change amongst both staff and residents in relation to self-care and personal responsibility for choices. The statutory requirement to provide a formal care package where needed remains.

59. Social prescribing is an initiative to enable GPs, nurses and other primary care professionals to signpost patients to a range of non-clinical services which complement existing medical treatments to improve health and well-being. It was described to the Board by Age UK East Sussex as a 'pathway to help people navigate what's out there'. The approach has begun to be used in specific areas of East Sussex. A social prescribing steering group has now been set up to oversee and bring together the different models being used across the whole of the county, focusing on the Care Navigator role based in GP surgeries. A group of VCS organisations are involved in this work, including Care for the Carers and Age UK East Sussex. Social prescribing recently received national impetus through the government's Loneliness Strategy which states that, *"By 2023, government will support all local health and care systems to implement social prescribing connector schemes across the whole country, supporting government's aim to have a universal national offer available in GP practices"*. This review was not able to go into this initiative in any detail and it is at a relatively early stage. The Board recognised its potential importance and recommends further consideration by scrutiny in the future.

Recommendation 11

The People Scrutiny Committee should further examine the role of social prescribing and how it is developing in East Sussex within the planned scrutiny review of community resilience and loneliness.

The role of councillors

60. Councillors have an important role as community leaders in terms of local engagement and signposting to services, both generally within local communities and on an individual level in terms of managing enquiries and casework.

61. Having considered a wide range of evidence in the course of the review the Board concluded that county councillors, in their interactions with communities and individuals, have a role to play in improving understanding of social care services. This includes how services are changing, promoting realistic expectations of the services and costs and, where appropriate, encouraging people to 'help themselves' through signposting.

62. In order to do this, councillors themselves need to understand more about the social care system. Members of the Review Board have found through this review that there is a lot to learn and that councillors require a good understanding of the information that is available to refer to. For example, an awareness of the directories of services, the role of Health and Social Care Connect and the online and printed material available. Councillors can also use their local knowledge to feed into the mapping of local services.

Recommendation 12

The ASC departmental guide for councillors should be updated to include links to useful information sources and to reflect the new digital offer. A briefing session for councillors should also be arranged to accompany the updated guide.

Conclusions

63. The Board concluded that the limited public understanding of social care services, systems and funding is a very significant issue. This has a real impact on how people plan for their old age, their expectations and how they access services. Given the county's demographic, East Sussex is ahead in terms of the ageing population nationally and is therefore at the sharp end of pressures on older people's social care services. This makes it critical that East Sussex leads the way in the information and advice we provide. Good information and advice benefits individuals, families, communities and ultimately the Council as it helps people to help themselves.

Appendix:

Scope and terms of reference of the review

The Review was established to consider and make recommendations on the following:

Managing public understanding and expectations with the key questions being:

1. Is the Council doing enough to signpost people to resources which will help them arrange their own care?
2. Could the Council do any more to inform people about how we support them, including the arrangements for funding their care?
3. What is the Council's role, in the context of limited resources, in managing expectations regarding the provision of care?

Board Membership and project support

Review Board Members: Councillors Angharad Davies, Michael Ensor (Chair), Roy Galley, John Ungar and Jim Sheppard.

The Project Manager was Claire Lee, Member Services Manager, with project support provided by Hannah Matthews, Democratic Services Officer.

Bianca Byrne, Head of Policy and Strategic Development, Adult Social Care, provided ongoing support to the Board throughout the review.

Review Board meeting dates

First scoping meeting – 21 August 2018

Second scoping meeting – 6 September 2018

First formal meeting – 2 November 2018

Informal meeting – 8 November 2018

Informal meeting – 27 November 2018

Second formal meeting – 11 December 2018

Third formal meeting – 14 January 2019

Fourth formal meeting – 30 January 2019

Fifth formal meeting – 13 February 2019

Witnesses providing evidence

The Board would like to thank all the witnesses who provided evidence in person:

ESCC Officers.

Bianca Byrne, Head of Policy and Strategic Development

Samantha Williams, Assistant Director of Strategy, Commissioning and Supply Management

Kay Holden, Interim Assistant Director Planning, Performance and Engagement

Jacqueline London-Willis, Operations Manager – Operational Development Team

Alex Callaghan, Project Manager, Adult Social Care Web Transformation Project

Rebecca Earl, Customer Access Advisor, Health and Social Care Connect

Julian Fowler, Head of Organisational Development

Janette Lyman, Community Relations Manager

Rachael Toner, Locality Link Coordinator

Terry Hume, Community Resilience Programme Manager

Healthwatch East Sussex

John Routledge, Executive Director, East Sussex Community Voice
Elizabeth Mackie, Volunteer & Community Liaison Manager
John Curry, Healthwatch Volunteer

Care for the Carers

Jennifer Twist, Chief Executive Officer

Age UK East Sussex

Steve Hare, Chief Executive

Care Advice Service (Big River Ltd)

Tom Scott, Independent Financial Advisor

Evidence papers

Item	Date considered
Social care funding and paying for care – briefing paper, ASC	2 11 2018
Locality Link Worker case studies, ASC	11 12 2018
ESCC response to the LGA green paper for adult social care and wellbeing, ESCC, 2018	14 01 2019
County Councils Network (CCN) policy proposals, CCN, 2018	14 01 2019
Adult Social Care departmental guide for councillors, ASC, 2017	14 01 2019
Adult Social Care Comments, Compliments and Complaints – Annual report 2017-2018, ASC	30 01 2019
'A fork in the road: Next steps for social care funding reform', King's Fund, 2018 (extracts)	Various
British Social Attitudes survey 2017, National Centre for Social Research (extracts)	Various
Health, Ageing and Support: survey of views of people aged 50 and over. A study for the Department of Health 2017 (extracts)	Various

Contact officer: Claire Lee (Member Services Manager) Telephone: 01273 335517
E-mail: Claire.lee@eastsussex.gov.uk

Report to: People Scrutiny Committee

Date of meeting: 7 March 2019

By: Chief Executive

Title: Reconciling Policy, Performance and Resources

Purpose: To review scrutiny's input into the Reconciling Policy, Performance and Resources process during 2018/19 for the financial year 2019/20.

RECOMMENDATIONS

The Committee is recommended to:

- 1) Review its input into the Reconciling Policy, Performance and Resources process; and
 - 2) Identify any lessons for improvement of the process in future;
-

1 Background

1.1 Reconciling Policy, Performance and Resources (RPPR - i.e. aligning the Council's budget setting process with service delivery plans) has established an effective and transparent business planning process.

1.2 Scrutiny committees actively engage in the process, firstly to allow them to bring the experience they have gained through their work to bear and, secondly, to help inform their future work programmes.

2 Reconciling Policy, Performance and Resources and scrutiny in East Sussex

2.1 In September/October 2018 each scrutiny committee considered extracts from the *State of the County* report, and current Portfolio Plans. At the November scrutiny committee meetings the committees considered the Council's proposed Core Offer, Medium Term Financial Plan and savings proposals contained in the October Cabinet report. Requests for further information or reports were made to help the scrutiny committee gain a full understanding of the context for budget and service planning.

2.2 The scrutiny committees established scrutiny boards to provide a more detailed input into the RPPR process. These met in December 2018 to consider the draft 2019/20 Portfolio Plans and the impact of proposed savings. The boards:

- considered any amendments to the Portfolio Plans and how priorities were reflected against the proposed key areas of budget spend for the coming year;
- assessed the potential impact of proposed savings on services provided to East Sussex County Council customers.
- made comments and recommendations to Cabinet on the budget proposals for 2019/20.

2.3 Appendix 1 summarises the comments made by the People Scrutiny Committee RPPR Board to Cabinet.

3. Conclusion and reasons for recommendations

3.1 The committee is recommended to review its input into the RPPR process and establish whether there are lessons for improvement for the future.

BECKY SHAW
Chief Executive

Contact Officer: Stuart McKeown

Tel. No: 01273 481583

Email: stuart.mckeown@eastsussex.gov.uk

LOCAL MEMBERS

All.

BACKGROUND DOCUMENTS

NONE

People Scrutiny Committee RPPR Board – Comments to Cabinet

1. The People Scrutiny RPPR Board discussed in detail the savings and draft Portfolio Plans for the Adult Social Care and Children’s Services Departments at its meeting on 10 December 2018. The meeting was attended by Councillors Davies (Chair), Clark, Ensor, Field, Galley, Sheppard and Webb. Set out below is a summary of the key matters on which the Board sought clarification, together with its concluding remarks in relation to each Department.

Adult Social Care

2. With regard to the savings plan, the Director clarified that the average spend on the social needs element of the Working Age Adults activity is significantly higher in East Sussex than in other local authorities in the region. Furthermore, initial findings indicate other local authorities have achieved these lower levels of demand via the deployment of more effective signposting practices. It was also clarified that there is no direct evidence that savings in this area will be shunted across to other organisations, such as voluntary groups. However, the Director confirmed that the Department will, if the saving is agreed, undertake consultation and an Equality Impact Assessment so as to ensure it understands the implications of savings for this area of activity.

3. With regard to Meals in the Community, it was clarified that the full cost of the meals is between £4 and £8 and that the withdrawal of the £4.10 subsidy will mean clients will need to meet the full cost themselves. The Director also confirmed that the saving for the Meals in the Community activity will be a part-year saving and that with regard to the Working Age Adults activity, the Department expects to make a full year saving in 2019/20.

4. With regard to the Adult Social Care and Health draft Portfolio Plan, the Director confirmed that funding for the Better Care Fund for 2019/20 is in place. However, the Director also confirmed that the additional £2.6m funding for the following year will be managed through the Better Care Fund assurance process and that this will mean the NHS will have greater control over how this funding is spent in future.

5. The Director clarified that the reductions in Income and Net Recharges listed in the Revenue Budget are the result of changes in how the Department and the NHS work together. For example, more NHS nursing staff are now seconded to the Department.

Concluding Comments to Cabinet

6. Given the scale of savings previously required of Adult Social Care, the Board agreed that the savings identified for the next financial year are relatively modest. Furthermore, Members were grateful for the work undertaken by the Department and agreed that in the context of the Core Offer, the proposals are realistic. However, the Board expressed a particular concern regarding the proposed removal of the subsidy described under the Meals in the Community activity. The Board therefore asked that Cabinet are mindful of the potential impact of this proposal on the finances of the most vulnerable service users which this subsidy supports.

7. In addition, the Board asked that the wording under the Operating Principles section of the Adult Social Care and Health Portfolio Plan be amended so that the Strong Partnership item includes reference to working in partnership with voluntary organisations.

Children's Services

8. With regard to the Safeguarding Services activity listed in the savings plan, the Director informed Members that the Department had developed a proposal which represents the 'least worst option' available to it. The only other significant potential source of savings within the Safeguarding service area available to the Department relates to the number of social workers it can deploy. However, the Department is clear that reductions in this area would have a much greater negative impact on the vulnerable children and young people this activity area supports.

9. In response to a query regarding the savings plan for Early Help activities, the Board were informed that the Department's strategic review of this area is ongoing. As a result, Members would be given an opportunity to comment on a detailed Early Help savings plan early next year.

10. The Board expressed concerns about the impact of proposed savings on school attendance (under the I-SEND: Inclusion Services activity). In response, the Department agreed that attendance in East Sussex is a particular challenge. However, given the necessary reduction in funding for preventative services, the Department had reluctantly concluded that it would not be able to provide the same level of direct working with parents as before. The Department also confirmed that it retains some statutory responsibility in this area and support for this will continue (for example, with regard to instances of very poor school attendance). Members were also informed that schools retain a responsibility to promote high levels of school attendance.

11. In response to the Board's questions regarding the impact of the savings plan for the Standards and Learning Effectiveness Service (SLES) activity, the Department confirmed that its strategy in recent years had been to focus on supporting schools to support themselves. The Department believes this strategy had left schools better placed to cope with the reduced levels of support it will be able to offer in future, although the Department was clear that there was an increased risk that some schools will underperform in future.

12. The Board queried the lower than national average target relating to the proportion of pupils in all schools who will achieve the expected standards at Key Stage 2 (Performance Measures and Targets in the draft Portfolio Plan). In response, the Board were informed that this was an area of continuing challenge for the Department and schools. Whilst the Department was ambitious and there had been some improvements this year, the targets represent a realistic picture of what it believes can be achieved in the coming three year period.

Concluding Comments to Cabinet

13. The Board understood the difficult funding position facing the Children's Services Department. Within this context therefore, the Board recognised that officers and the relevant Lead Members had worked hard to deliver a realistic 'Core Offer' savings plan. However, and whilst accepting the difficult situation facing the Department, Members asked that Cabinet note the Board's regret at the impact of the proposed savings on services that support children in the county.

Report to: People Scrutiny Committee

Date of meeting: 7 March 2019

By: Assistant Chief Executive

Title: People Scrutiny Committee Work Programme

Purpose: To review and agree items for the People Scrutiny Committee's future work programme.

RECOMMENDATIONS: The Committee is recommended to:

- 1) review and agree any amendments to the work programme set out in Appendix 1, including agreeing agenda items for future Committee meetings and any changes or additions to the Committee's other scrutiny work;
 - 2) approve the proposed terms of reference for the 'Adult Social Care Workforce' scrutiny review set out in Appendix 2 and to appoint a Chair and Board Members; and
 - 3) review upcoming items on the County Council's Forward Plan (Appendix 3) to identify any issues that may require more detailed scrutiny.
-

1 Background

1.1 The work programme is an important tool in ensuring the correct focus and best use of the Committee's time in scrutinising topics that are of importance to the residents of East Sussex, and the efficient and effective working of the Council. It also provides clarity for those who may be requested to give evidence to the Committee on the issues under review, and the questions the Committee requires answers to.

1.2 All reports and activities on the work programme should have a clear objective and purpose. Reports should not be "to note" or simply to provide information to the Committee, which could be provided as briefings outside of the formal Committee meetings.

1.3 Discussion of the work programme provides the Committee with the opportunity to consider topics that it may be of value to scrutinise, and to decide whether further scoping work is required. This provides a basis for deciding the best way of scrutinising a topic, the timescale, and who from the Committee will be involved in carrying out the review work. If there are a number of potential topics for review, Members can determine the priority of the work within the resources available to the Committee.

2 Supporting information

Work programme

2.1 The Committee is asked to review and agree any amendments to the items set out in its work programme (attached at Appendix 1). This includes reviewing and agreeing the Committee's future agenda items, its list of potential future Scrutiny Reviews, the work of its Reference Groups and the subject matter for any reports for information.

2.2 When considering potential topics for inclusion in the work programme, the Committee is asked to consider a range of questions. These include:

- Is the topic relevant to the Council's Corporate Priorities?

- Is the issue of concern or of relevance to East Sussex residents?
- Can Scrutiny have an impact and add value by scrutinising this issue, service or policy?
- Is the issue one that the Committee can realistically influence?
- Are the resources needed to undertake the review available?

2.3 Any suggestions for potential Scrutiny Review topics should be discussed with the Chair, or the relevant Senior Democratic Services Adviser, in advance of the Committee meetings.

Adult social care workforce

2.4 In June 2018 the People Scrutiny Committee established a Scoping Board to look into the range of challenges facing the local care market. The Changing Care Market Scoping Board identified Adult Social Care workforce as one area which could benefit from further scrutiny. The proposed terms of reference for a Scrutiny Review into this topic are set out in Appendix 2. It is proposed that this review takes place between March and June 2019. The People Scrutiny Committee will need to appoint a Chair and Members onto this Review Board.

Forward Plan

2.5 A copy of the Council's Forward Plan of executive decisions for the period 1 February 2019 to 31 May 2019 is included at Appendix 3. The Committee is requested to review the forthcoming items on the Forward Plan to identify any issues within the remit of this Committee that may require more detailed scrutiny. The Forward Plan is revised and published on a monthly basis and Committee members should regularly review the Forward Plan.

3. Conclusion and reasons for recommendations

3.1 An important part of managing the work of the People Scrutiny Committee is to have an agreed future work programme. This involves the Committee assessing its priorities, ensuring its ongoing reviews are completed in a timely fashion and identifying new areas for scrutiny.

PHILIP BAKER
Assistant Chief Executive

Contact Officer: Stuart McKeown, Senior Democratic Services Adviser

Tel. No. 01273 481583

Email: stuart.mckeown@eastsussex.gov.uk

BACKGROUND DOCUMENTS

None

People Scrutiny Committee

Current Scrutiny Reviews		
Title of Review	Detail	Proposed Completion Date
Changing Care Market – Information and Signposting	<p>It was agreed by the Committee on 1st October to approve the recommendations of the Initial Scoping Board to appoint a Review Board and Chair as set out below:</p> <ul style="list-style-type: none"> • Cllr Ensor (Chair) • Cllr Davies • Cllr Galley • Cllr Sheppard • Cllr Ungar <p>The Committee also agreed the following proposed timeline:</p> <ul style="list-style-type: none"> • 7 March 2019 final report of the Review Board to the Committee • 23 April 2019 report to Cabinet • 14 May 2019 report to Council <p>It has now been agreed to focus this review on the line of enquiry relating to public understanding and expectations and to potentially pursue other lines of enquiry relating to workforce and community resilience as separate reviews in later phases to ensure sufficient focus on each individual area.</p>	Proposed final report to the People Scrutiny Committee 07/03/19
Unaccompanied Asylum Seeking Children	<p>The Committee agreed on 27 November 2018 to approve the recommendations of the Initial Scoping Board to appoint a Review Board and Chair as set out below:</p> <ul style="list-style-type: none"> • Cllr Field (Chair) • Cllr Webb • Cllr Whetstone <p>The Committee also agreed the following proposed timeline:</p> <ul style="list-style-type: none"> • 20 June 2019 final report of the Review Board to the Committee • 20 September 2019 report to Cabinet • 15 October 2019 report to Council <p>This timeline may need to be amended due to difficulties finding meeting dates.</p>	Next meeting: tbc

Initial Scoping Reviews		
Subject area for initial scoping	Detail	Proposed Dates
None currently underway	Initial scoping already undertaken for the Changing Care Market Review will inform a number of the potential reviews below.	
List of Suggested Potential Future Scrutiny Review Topics		
Suggested Topic	Detail	
Adult social care workforce (provisional timing: March – June 2019)	Key questions: Could the Council do more to support recruitment and retention in the independent sector? Is the Council working effectively in partnership with others (e.g. schools, colleges) with regard to future workforce needs?	
ASC Markets (provisional timing: June – Sept 2019)	Specific areas of focus to be identified following the Markets Review report to Committee in June 2019.	
Loneliness/resilience (provisional timing: Oct 2019 - Mar 2020)	Key questions to include: How can the Council incorporate addressing loneliness into its existing work, particularly the community resilience workstream?	
Elective Home Education	Issues relating to the increase in the numbers of children being home educated. Originally proposed by the Children's Services Scrutiny Committee. The Committee were informed that Local Authorities are waiting for the Government's response to the outcomes of its recently undertaken consultation on Elective Home Education. The Committee can therefore potentially revisit this subject once the Government has published its response.	

Scrutiny Reference Groups

Reference Group Title	Subject area	Meeting Dates
East Sussex Better Together/ Connecting 4 You Scrutiny Boards (Member-led Reference Group)	It was agreed to create a group of Members who will keep track of ESBT and C4You related matters. This group will monitor progress of the two programmes and will identify potential scrutiny topics. It will meet on an ad hoc basis. Membership of the group: Cllrs Ungar (lead), Davies, Webb, Ensor and Clark.	Next meeting: group to meet as required.
Strategic Commissioning Review of Early Help Scrutiny Reference Group	It was agreed by the Committee on 25 June that following Members would sit on this group: Cllr Davies, Cllr Galley, Cllr Field and Cllr Whetstone. The purpose of this reference group is to provide scrutiny input into the review of Early Help.	Next meeting: To be confirmed.
Educational Attainment and Performance Scrutiny Reference Group	Established in light of discontinuation of Education Performance Panel. It was agreed by the Committee on 25 June 2018 that the following Members would remain on this group and that it would meet once per annum (in the spring). Membership: Cllr Galley, Cllr Field and Cllr Whetstone. As agreed at the meeting of the Committee on 1 st October 2018, Matthew Jones, Parent Governor Representative was added to the Group. The Reference Group met on 7 January 2019 and were provided with a briefing the attainment data for 2018.	Next meeting: January 2020
Reconciling Policy, Performance and Resources (RPPR)	RPPR Board meeting to agree detailed comments and any recommendations on the emerging portfolio plans and savings proposals to be put to Cabinet on behalf of their parent scrutiny committees.	RPPR Board – next meeting: tbc

Reports for Information		
Subject Area	Detail	Proposed Date
National Loneliness Strategy	A briefing on the implications of the national Loneliness Strategy recently published by Government and the appointment of a Minister.	Early 2019
Training and Development		
Title of Training/Briefing	Detail	Proposed Date
Briefing on ASC Green Paper	To gain a better understanding of the potential implications of the Government's Green Paper on Adult Social Care once published.	Tbc dependent on publication of Green Paper.
Future Committee Agenda Items		Author
All meetings		
Committee Work Programme	To manage the committee's programme of work including matters relating to ongoing reviews, initial scoping reviews, future scrutiny topics, reference groups, training and development matters and reports for information.	Senior Democratic Services Adviser
20 June 2019		
East Sussex Local Safeguarding Children Board Serious Case Reviews	A report outlining the findings and outcomes of Serious Case Reviews undertaken by the LSCB during 2018/19.	Independent Chair, East Sussex Local Safeguarding Children Board
Annual Review of Safer Communities Performance, Priorities and Issues	To update the Committee on performance in relation to Safer Communities in 2018/19 and the priorities and issues for 2019/20 that will be highlighted in the Partnership Business Plan.	Kay Holden, Interim Assistant Director –

		Planning, Performance and Engagement
Adult Social Care Markets Review	To consider the outcome of work undertaken to review Adult Social Care markets and any specific areas requiring further scrutiny.	Sam Williams, Assistant Director – Strategy, Commissioning and Supply Management
19 September 2019		
Safeguarding Adults Board Annual Report	The Safeguarding Adults Board (SAB) Annual Report outlines the safeguarding activity and performance in East Sussex during the previous financial year, as well as some of the main developments in place to prevent abuse from occurring. The Strategic Plan sets out the aims and objectives of the SAB and is refreshed each year.	Independent Chair, East Sussex Safeguarding Adults Board
East Sussex Local Safeguarding Children Board	Presentation of the annual report of the Local Safeguarding Children Board.	Independent Chair, East Sussex Local Safeguarding Children Board
Reconciling Policy, Performance and Resources (RPPR) 2020/21	The Committee will start the process of examining the Departmental Portfolio Plans and budget for the 2020/21 financial year.	Becky Shaw, Chief Executive
Schools Coping with Change – The Way Forward Scrutiny Review	6 Month monitoring report on progress with the Review Board's recommendations. It is intended that a further 12 month monitoring report will be brought to the Committee at its meeting in March 2020.	Stuart Gallimore, Director of Children's Services

14 November 2019

Reconciling Policy, Performance and Resources (RPPR) 2020/21

The Committee will continue the process of examining the Departmental Portfolio Plans and budget for the 2020/21 financial year.

Becky Shaw, Chief Executive

Scrutiny Review Terms of Reference Document

Scrutiny Review	Scrutiny Review of the Changing Care Market: Adult Social Care Workforce
Responsible Committee	People Scrutiny Committee
Author	Stuart McKeown
Version	1.0
Date	26/2/19

1 Background

1.1 Members of the People Scrutiny Committee are aware of a range of challenges facing the local care market. Some of these were highlighted in the 2018 Care Quality Commission Local Area Review of East Sussex; others are well known locally and nationally and are linked to increased demand for services and resources which are declining in relative terms.

1.2 The Committee established a Scoping Board in June 2018 to explore these challenges, with the aim of identifying specific areas which would benefit from additional scrutiny. The Scoping Board found that the Adult Social Care department (ASC) has a range of initiatives in place to manage the immediate and short-term issues, particularly in terms of engagement with providers and the NHS to support the market and deliver appropriate and more integrated care. Work is also underway to address longer term challenges and it was agreed that this should be the focus for scrutiny.

1.3 It was apparent to the Scoping Board that the care market will need to change significantly in the coming years to adapt to increasing demand, changing public expectations and the reduced resources available for statutory services. These challenges are particularly acute in East Sussex given the county's demographics. The level of anticipated future demand due to an ageing population requires a forward looking, innovative approach to how care is provided and a partnership with individuals and communities to increase resilience.

1.4 The Scoping Board identified four key areas for scrutiny:

- Public understanding and expectations of social care
- Social care workforce challenges
- Developing care markets – to be informed by a markets review due to be complete by mid-2019
- Increasing community resilience, in particular addressing loneliness.

1.5 The Committee agreed to undertake a series of reviews into these areas. The first review, looking at information and signposting and how this relates to public understanding and expectations, is complete and reports to the Committee in March 2019.

1.6 This Terms of Reference relates to the second area – social care workforce challenges.

2 Scope of the Review

2.1 The review will focus on the following lines of enquiry:

- Could the Council do more to support recruitment and retention in the independent sector?
- Is the Council working effectively in partnership with others (e.g. schools, colleges) with regard to future workforce needs?

2.2 The Review will be based on the following **principles**:

- It will be forward looking and exploratory
- It will focus on what can be done locally in East Sussex (as opposed to changes requiring national action)
- It will focus on the specific role of the Council, what is within the Council's sphere of influence and what can be achieved within available resources

2.3 The Review will focus on the care market in relation to **older people** (rather than specialist learning disability or working age adult services). This is because older people's services are the biggest area of demand and the fastest growing area of demand for Adult Social Care.

3 Review methods

3.1 It is anticipated that the Review Board will consider documentary evidence, question witnesses and undertake research in order to gather evidence to inform its recommendations. The review will draw on information already gathered at the scoping stage.

3.2 The following list is not exhaustive and will change and develop as the review progresses. As part of the review the Board members will:

- Speak to a range of witnesses, for example:
 - Adult Social Care workforce planning, education and training representatives
 - Representatives of care providers – e.g. nursing, residential, EMI, homecare, personal assistant, telehealth
 - Representatives of the education sector
- Review a range of documentary evidence, for example:
 - National and regional evidence with regard to workforce needs
 - National research with regard to workforce challenges
 - Findings from local engagement with the providers

4 Review Organisation and Responsibilities

4.1 Initial Scoping Board

The initial scoping for this review was undertaken by Cllrs Davies (Chair), Ensor, Galley, Ungar and Webb.

4.2 Review Board

- The Review Board is: *to be appointed by the Committee*
- The Chair of the Review Board is: *to be appointed by the Committee*

4.3 The Review Board is responsible for:

- Making decisions regarding the scope and direction of the review;
- Monitoring and control of the overall progress of the review;
- Agreeing where Board members will undertake evidence gathering activities as required by the review;
- Considering and providing challenge to all evidence presented to it; and
- Developing and agreeing the final report, including the findings and recommendations of the review.

4.4 Scrutiny Review Support

Support for the review will be provided by the Member Services Team to:

- Manage the review process;
- Undertake research as agreed by the Board;
- Draft the final report

The Lead Officer who will support the review from the Member Services Team is Stuart McKeown, Senior Democratic Services Adviser. Their role is to manage the review, ensuring its aims and objectives are met and that the final report is delivered to the People Scrutiny Committee within the agreed timescales.

5 Scrutiny Review Completion

5.1 When the review has been completed the Lead Officer will co-ordinate the production of a final report outlining the findings and recommendations for agreement by the Review Board. Once agreed, the Review Board will present this to the People Scrutiny Committee for it to agree the recommendations.

5.2 The report will then be presented to Cabinet for comment and County Council for approval. Progress updates on how the recommendations are being implemented by the department will be presented to the People Scrutiny Committee in due course (usually six and twelve months after the review has been approved by County Council).

6 Review Timetable

Based on the initial scoping of the review, the Review Board aims to submit the final report to the People Scrutiny Committee at the meeting to be held on 20 June 2019.

An initial timetable of the meetings and activities required to complete the review is outlined below. [*The number of review board meetings is not fixed and there can be more or less depending on the nature of the review. The Review Board will agree the number and content of the meetings and review activity*].

Activity	Timescale/Date
<u>Initial Review Board Meeting</u> <ul style="list-style-type: none">• Consider lines of enquiry/terms of reference• Review evidence gathered at scoping stage• Agree further evidence gathering requirements	Late March/early April 2019
<u>Review Board Activity/Meeting</u> <ul style="list-style-type: none">• Evidence gathering	April 2019
<u>Review Board Activity/Meeting</u> <ul style="list-style-type: none">• Evidence gathering	May 2019
Draft scrutiny review report and findings and recommendations of the review	Late May 2019
<u>Final Review Board Meeting to agree Report</u> Review Board meeting to agree draft report, findings and recommendations with input from key officers.	Early June 2019
Deadline for Report Dispatch	12 June 2019
<u>Report to People Scrutiny Committee for agreement</u>	20 June 2019
Report to Cabinet	20 Sept 2019
Report to Council	15 October 2019

EAST SUSSEX COUNTY COUNCIL'S FORWARD PLAN

The Leader of the County Council is required to publish a forward plan setting out matters which the Leader believes will be the subject of a key decision by the Cabinet or individual Cabinet member in the period covered by the Plan (the subsequent four months). The Council's Constitution states that a key decision is one that involves

- (a) expenditure which is, or the making of savings which are, significant having regard to the expenditure of the County Council's budget, namely above £500,000 per annum; or
- (b) is significant in terms of its effects on communities living or working in an area comprising two or more electoral divisions.

As a matter of good practice, the Council's Forward Plan includes other items in addition to key decisions that are to be considered by the Cabinet/individual members. This additional information is provided to inform local residents of all matters to be considered, with the exception of issues which are dealt with under the urgency provisions.

For each decision included on the Plan the following information is provided:

- Page 59
- the name of the individual or body that is to make the decision and the date of the meeting
 - the title of the report and decision to be considered
 - groups that will be consulted prior to the decision being taken
 - a list of other appropriate documents
 - the name and telephone number of the contact officer for each item.

The Plan is updated and published every month on the Council's website two weeks before the start of the period to be covered.

Meetings of the Cabinet/individual members are open to the public (with the exception of discussion regarding reports which contain exempt/confidential information). Copies of agenda and reports for meetings are available on the website in advance of meetings. For further details on the time of meetings and general information about the Plan please contact Andy Cottell at County Hall, St Anne's Crescent, Lewes, BN7 1UE, or telephone 01273 481955 or send an e-mail to andy.cottell@eastsussex.gov.uk.

For further detailed information regarding specific issues to be considered by the Cabinet/individual member please contact the named contact officer for the item concerned.

EAST SUSSEX COUNTY COUNCIL
 County Hall, St Anne's Crescent, Lewes, BN7 1UE

For copies of reports or other documents please contact the officer listed on the Plan or phone 01273 335274.

FORWARD PLAN – EXECUTIVE DECISIONS (including Key Decisions) –1 February 2019 TO 31 May 2019

Additional notices in relation to Key Decisions and/or private decisions are available on the [Council's website](#).

Cabinet membership:

Councillor Keith Glazier - Lead Member for Strategic Management and Economic Development

Councillor David Elkin – Lead Member for Resources

Councillor Bill Bentley – Lead Member for Communities and Safety

Councillor Rupert Simmons – Lead Member for Economy

Councillor Nick Bennett – Lead Member for Transport and Environment

Councillor Carl Maynard – Lead Member for Adult Social Care and Health

Councillor Sylvia Tidy – Lead Member for Children and Families

Councillor Bob Standley – Lead Member for Education and Inclusion, Special Educational Needs and Disability

Date for Decision	Decision Taker	Decision/Key Issue	Decision to be taken wholly or partly in private (P) or Key Decision (KD)	Consultation	List of Documents to be submitted to decision maker	Contact Officer
11 Feb 2019	Lead Member for Transport and Environment	Experimental Traffic Regulation Order - High Street, Uckfield. To seek approval to include the extent of existing time-limited parking on the east side of the High Street south of the junction with Bell Lane in the ETRO and to trial the operation of the new time-limited arrangements.		Local Members	Report, other documents may also be submitted	Chris Tree 01273 482247
11 Feb 2019	Lead Member for Transport and	Notice of Motion - condition of pavements in Eastbourne		Local Members	Report, other documents may	Dale Poore 01273 482207

	Environment	Notice of Motion submitted by Councillor Pat Rodohan			also be submitted	
20 Feb 2019	Leader and Lead Member for Strategic Management and Economic Development	Response to Government consultation on future local government funding To agree the County Council responses to Central Government consultation			Report, other documents may also be submitted	Jane Mackney 01273 482146
26 Feb 2019	Lead Member for Education and Inclusion, Special Educational Needs and Disability	Admission arrangements for community and controlled schools in East Sussex 2020-21 To consider the final admission arrangements for 2020/21	<i>KD</i>		Report, other documents may also be submitted	Jo Miles 01273 481911
5 Mar 2019	Cabinet	Council Monitoring: Quarter 3 2018/19 To consider the Council Monitoring report for the third quarter of the financial year 2018/19 as part of the Council's Reconciling Policy, Performance and Resources (RPPR) budget monitoring process.			Report, other documents may also be submitted	Jane Mackney 01273 482146
5 Mar 2019	Cabinet	Integrated Working with the NHS in East Sussex To consider proposals on future partnership arrangements with NHS organisations and priorities for integrated care in East Sussex.	<i>KD</i>	East Sussex Healthcare Trust Eastbourne, Hailsham and Seaford CCG Hastings and Rother CCG	Report, other documents may also be submitted	Vicky Smith 01273 482036

5 Mar 2019	Lead Member for Economy	Scale Up/High Growth Pilot programme Seeking endorsement of work to support high growth companies to maximise their contribution to the economy			Report, other documents may also be submitted	Richard Dawson 01273 482305
18 Mar 2019	Lead Member for Transport and Environment	Capital Programme for Transport Improvements 2019/20 To approve the list of transport schemes and associated expenditure in 2019/20 to be included in the programme.	KD		Report, other documents may also be submitted	Andrew Keer 01273 336682
18 Mar 2019	Lead Member for Transport and Environment	Implementation of the Well Managed Highway Infrastructure Code of Practice Updates on the implementation of the New Well Managed Highway Infrastructure Code of Practice and to seek approval for proposed changes to highway policies and practices in response to the Code's 36 recommendations.			Report, other documents may also be submitted	Pippa Mabey 01273 335506
18 Mar 2019	Lead Member for Transport and Environment	Proposed Policy position on connections to highway drainage To adopt a County Council Policy position for how it will consider and determine requests for new developments to connect to and dispose of surface water to the highway drainage.	KD		Report, other documents may also be submitted	Ed Sheath 01273 481632
18 Mar 2019	Lead Member for Transport and Environment	Victoria Drive, Eastbourne pedestrian improvements		Local Members	Report, other documents may also be submitted	Tracey Vaks 01273 482123

		To consider the results of the local consultation on the proposed improvements to the pedestrian crossings along Victoria Drive, and to determine how the scheme will be taken forward				
26 Mar 2019	Lead Member for Resources	10, Harrison Hill, Seaford To recommend that the Lead Member declare the asset surplus to operational requirements and to delegate authority to dispose of the asset on the open market		Local Members		Graham Glenn 01273 336237
25 Mar 2019 Page 63	Lead Member for Education and Inclusion, Special Educational Needs and Disability	Proposed SEN facility at Grovelands Community Primary School Determination of the statutory notice in respect of a proposal to establish a Special Educational Needs facility at Grovelands Community Primary School.		Local Members	Report, other documents may also be submitted	Gary Langford 01273 481758
26 Mar 2019	Lead Member for Resources	Annual Write-off of Debts	<i>P</i>		Report, other documents may also be submitted	Janyce Danielczyk 01273 481893
26 March 2019	Lead Member for Resources	Lower Willingdon Nursery Lease 1 – To grant a 30 year lease to a nursery 2 – Delegate authority to the Chief Operating Officer to agree the terms of the new lease		Local Members	Report, other documents may also be submitted	Sophie Mantle 01273 36843

23 Apr 2019	Cabinet	External Audit Plan 2018/19 To consider the work to be carried out by the Council's External Auditors for the financial year 2018/19.	KD		Report, other documents may also be submitted	Ian Gutsell 01273 481399
23 Apr 2019	Cabinet	Internal Audit Strategy and Annual Plan 2019/20 To consider and approve an Internal Audit Strategy and Annual Plan for 2019/20			Report, other documents may also be submitted	Russell Banks 01273 481447
23 Apr 2019	Cabinet	Scrutiny Review of Road Repairs To consider the report of the Place Scrutiny Committee on the Scrutiny Review of Road Repairs			Report, other documents may also be submitted	Martin Jenks 01273 481327
20 May 2019	Lead Member for Children and Families	To provide the Lead Member for Children and Families with the findings of the strategic commissioning review of Early Help Services for 0-19 year olds, and for Lead Member to consider consulting on the draft Children's Services Early Help Strategy for a 10 week period May to July 2019.	KD		Report, other documents may also be submitted	Liz Rugg 01273 481274
20 May 2019	Lead Member for Transport and Environment	To approve proposed changes to on-street parking permit and parking tariff charges	KD		Report, other documents may also be submitted	Carl Valentine 01273 336199