



Shropshire Council
Legal and Democratic Services
Shirehall
Abbey Foregate
Shrewsbury
SY2 6ND

Date: 7th November 2023

Committee: People Overview and Scrutiny Committee

Date: Wednesday, 15 November 2023

Time: 10.00 am

Venue: Shrewsbury/Oswestry Room, Shirehall, Abbey Foregate, Shrewsbury, Shropshire, SY2 6ND

You are requested to attend the above meeting. The Agenda is attached

There will be some access to the meeting room for members of the press and public, but this will be limited. If you wish to attend the meeting please email democracy@shropshire.gov.uk to check that a seat will be available for you.

Please click [here](#) to view the livestream of the meeting on the date and time stated on the agenda

The recording of the event will also be made available shortly after the meeting on the Shropshire Council Youtube Channel [Here](#)

Tim Collard
Assistant Director - Legal and Governance

Members of People Overview and Scrutiny Committee

Peggy Mullock (Chairman)	Ruth Houghton
Claire Wild (Vice Chairman)	Duncan Kerr
Roy Aldcroft	Hilary Luff
Jeff Anderson	Kevin Pardy
Peter Broomhall	Vivienne Parry
Nat Green	

Co-opted Members (Voting):

Carol Morgan	Diocese of Shrewsbury (RC)
Sian Lines	Diocese of Hereford

Your Committee Officer is:

Shelley Davies Committee Officer

Tel: 01743 257718

Email: shelley.davies@shropshire.gov.uk

AGENDA

1 Apologies for Absence

2 Disclosable Interests

Members are reminded that they must declare their disclosable pecuniary interests and other registrable or non-registrable interests in any matter being considered at the meeting as set out in Appendix B of the Members' Code of Conduct and consider if they should leave the room prior to the item being considered. Further advice can be sought from the Monitoring Officer in advance of the meeting.

3 Minutes (Pages 1 - 4)

To confirm the minutes of the meeting held on 12th July 2023.

4 Public Questions

To receive any questions from members of the public of which notice has been given. The deadline for this meeting is 5.00 pm, Thursday 9th November 2023.

5 Member Question Time

To receive any question of which Members of the Council have given notice. Deadline for notification for this meeting is 5.00pm, Thursday 9th November 2023.

6 Children and Young People Mental Health Partnership

To review progress in delivering the work of the children and young people's mental health partnership. (Report to Follow).

Contact:

Vicki Jones, Head of Transformation and Commissioning Children and Young People Learning Disabilities and Autism - vicki.jones18@nhs.net

Liam Laughton, Children, Young People and Families Services Manager - liam.laughton@mpft.nhs.uk

7 Financial Monitoring Report Quarter 2

To scrutinise financial performance at quarter 2 and identify issues that may require further investigation by the overview and scrutiny committee. (Report to Follow).

Contact: Ben Jay, Assistant Director - Finance and Technology

8 Performance Monitoring Report Quarter 2

To scrutinise performance at quarter 2 and identify issues that may require further investigation by an overview and scrutiny committee. (Report to Follow).

Contact: Tanya Miles - Executive Director for People

9 Prevention Strategy - maximising independence and demand management Task and Finish Group (Pages 5 - 8)

To confirm how this topic should be progressed. (Report attached).

10 Work Programme (Pages 9 - 16)

To consider the future work programme of the Committee. (Report attached).

11 Date of next meeting

To note that the next meeting of the People Overview and Scrutiny Committee will be held at 10am on Wednesday 24th January 2024.

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Committee and Date

People Overview and Scrutiny
Committee

15 November 2023

PEOPLE OVERVIEW AND SCRUTINY COMMITTEE

Minutes of the meeting held on 12 July 2023

In the Shrewsbury/Oswestry Room, Shirehall, Abbey Foregate, Shrewsbury,
Shropshire, SY2 6ND

Responsible Officer: Ashley Kendrick Democratic Services Officer

Email: ashley.kendrick@shropshire.gov.uk Tel: 01743 250893

Present

Councillors Roy Aldcroft, Joyce Barrow, Peter Broomhall, Nat Green, Ruth Houghton,
Duncan Kerr, Hilary Luff, Peggy Mullock, Kevin Pardy and Claire Wild

4 Apologies for Absence

Apologies had been received from Councillor Dan Morris (substituted by Councillor Joyce Barrow) and Sian Lines, Diocesan Board of Education.

5 Disclosable Interests

Councillor Ruth Houghton declared an interest as a trustee of a care provider for adults with learning difficulties.

6 Minutes

RESOLVED:

That the minutes of the meeting held on 29th March 2023 and 11th May 2023 be confirmed as an accurate record and be signed by the Chairman.

7 Public Questions

There were no public questions.

8 Members' Questions

There were no members' questions.

9 Market Management

Laura Tyler, Assistant Director Joint Commissioning gave a presentation to inform members of focus areas for managing the care market in line with The Care Act 2014.

Members were advised of the current challenges including increasing costs, ageing and rural nature of Shropshire, workforce and retention challenges, demand from the hospital,

increase in complexity of clients, increasing number of contacts to social care, and an increase in need for mental health support.

The importance of ensuring that the market was inclusive and that services support those who want to access them was expressed, whilst trying to keep as many people in their homes as possible.

Members noted the following:

- Children's placements – Shropshire Council were keeping a close eye on performance and quality.
- Learning disabilities and autism – there was an increase in allocation of numbers, with a high number being supported at home which was something to be proud of. There is further work to be completed to support these individuals, especially those with more complex behaviours. A request has been made for updated data based on the recent census which will feed into the market position statement.
- Domiciliary care current position - Since March there has been a notable increase in market performance resulting in much improved figures for sourcing care packages. We are currently sourcing approx. 90% of all required POC compared to an average of 62% last year; since giving a 12% increase on the hourly rates. A focus will be put on the south west of the county due to rurality.
- Care homes for people over 65 – there are challenges within the market due to costs and workforce pressure. Internal work is taking place on quality. Focus needs to be on ensuring the right capacity in the right place to support our ageing demographic.
- Benchmarking rates – Shropshire is now paying the highest rate for domiciliary care across the West Midlands which is something to be proud of. Carers are paid well, and we are supporting our market.
- Quality – It is really important that we are managing market and seeing good quality services. We need to do comparative work amongst the most similar statistic groups.
- Ongoing pressures – the number of clients using individual service funds, short term residential and short term nursing were stabilising following a period of increased demand. A piece of work was being carried out to determine how many turn into long term placements. Work was also taking place to look at Shropshire Council rates and how it links into work around the fair cost of care.
- Going forward there would be a focus on prevention and demand management, setting a clear market position statement, a review of supported living due to high costs, quality assurance, CQC assurance, joint commissioning for community equipment provision and workforce.

Members were in agreement that the committee should set up a task and finish group which would concentrate on the prevention strategy and demand management alongside health colleagues. They noted that a briefing session would be set up to allow members to understand the assistive technology available to inform conversations around the prevention strategy.

Members were advised that the slides of the presentation would be circulated after the meeting.

RECOMMENDED:

To set up a Task and Finish Group to look at the prevention strategy and demand management.

10 Adoption of Draft Work Programme

Members noted that briefings would be drawn up through work programming sessions. The work programme, which would be more outcome focussed, would stay as a live document and will evolve throughout the year.

A meeting would be held in September/October to see what the committee has achieved and how perceptions of scrutiny have changed.

RESOLVED:

To confirm the work programme for the coming 12-24 months and commission first investigation by the committee.

11 Date of Next Meeting

Members noted that the next meeting of the People Overview and Scrutiny Meeting will be taking place on at 10am on Wednesday 15th November 2023.

Signed (Chairman)

Date:

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Terms of Reference Prevention Strategy – maximising independence and demand management Task and Finish Group

Context

Members of the People Overview and Scrutiny Committee are conscious that the demand for Social Care is rising each year as people are living longer and there are more people living with complex and long-term conditions. This task and finish group has been commissioned to understand the current position of prevention and demand management within the Shropshire health and care system and then to use this context to examine what an effective falls pathway looks like by sharing existing best practice, benchmarking with other similar places, and setting out what this could look like for Shropshire.

Objectives

- To understand the definition of prevention in the context of social care and how this relates to the wider prevention continuum
- To understand the current position of prevention and demand management within the Shropshire health and care system
- To explore the opportunities for development of the role of prevention and demand management to establish what an effective falls pathway looks like by sharing existing best practice, benchmarking with other similar places, setting out what this means and could be for Shropshire
- To establish the levels of need and demand now and in the future for different aspects of falls services from preventative activity through to interventions after someone has fallen
- To identify whether the data is currently available to be able to demonstrate and measure the impact of prevention and demand management in a fall's pathway
- To make evidence-based recommendations that will promote and embed a focus on prevention, independence, and reduction of demand in the local health and care system in relation to falls

Strategic Links

This piece of work links to the following Council strategic objectives:

- **Shropshire Plan- Healthy People**
 - Single system view to tackle inequalities, get in early yourself, supported by us or by our partners
 - “We will work with partners to develop, commission and deliver the right services and support that meet the needs of children, young people, adults and families in the right place, at the right time.”

Impact expected/Added value

- To make evidence-based recommendations which will help to support the Shropshire health and care systems approach to prevention and demand management of falls. Leading to improved health outcomes for Shropshire residents and reduced demands on the health and care system which occur as a result of person falling.
- A resolution to the issues identified regarding people falling in the Health Watch report Calling for an Ambulance in an Emergency P51

Metrics

- Number of people participating in preventative falls programmes/activities
- Demographics of those accessing the falls prevention services
- Number of ambulance call outs to assist with falls
- Number of ED attendances relating to falls
- Number of hospital beds occupied by people who have fallen
- Number of people requiring additional care due to a fall
- Number of people requiring rehabilitation support due to a fall

Information required

- Briefing on prevention in the context of social care and how this relates to the wider prevention continuum
- Information and data on the current position of prevention and demand management within the Shropshire health and care system
- Evidence of service users' experiences who have engaged with falls prevention services
- Evidence of service users' experiences who have fallen
- Understanding of the system response/s and offer/s to falls and falls prevention and sharing of best practice
- Examples of good practice of prevention and demand management developments relating to falls from other areas of the country
- Trend and demographic information to establish the levels of need and demand now and in the future for different aspects of falls services from preventative activity through to interventions after someone has fallen

Methods to be used

- Officer briefings
- Desk top research
- Evidence from witnesses
- Engagement with system partners
- Engagement with local organisations with knowledge and an interest in prevention and demand management relating to falls e.g., Elevate, Energise
- Benchmarking with other similar county unitary and county councils and health systems to identify examples of best practice from their experience

Timescales

Suggested approach:

- Task and Finish Group reporting back to the committee on the 11/01/2024

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Work Programme

People Overview and Scrutiny Committee:

Topic	Shropshire Council Priority(ies) and Strategic Objective(s)	Objectives for the topic (what it will involve)	Expected Impact/added value (what will it achieve)	How will the expected impact/added value be identified/measured?	Committee meeting date(s)	Information/evidence required	Witnesses (in person/written)
<p>Performance Focus</p>	<p>Shropshire Plan-Healthy People</p> <p>Shropshire Plan-Healthy Organisation</p>	<p>To provide an understanding of CYP and ASC performance.</p> <p>To highlight strong performance and practice so that it can be celebrated and shared.</p> <p>To identify any areas where there is room to improve.</p> <p>To learn from others.</p>	<p>Develop a set of performance reports that will allow the committee to provide robust, supportive scrutiny.</p> <p>Early identification of areas where the input of overview and scrutiny would be beneficial.</p> <p>Committee work programme resources will be supporting the most urgent/meaningful topics.</p> <p>Members can demonstrate a strong understanding of the services they support.</p>	<p>Examples of new work topics, Member briefings and success sharing being identified from this agenda item.</p>	<p>Standing agenda item</p>	<p>Bi-annual CYP performance data.</p> <p>Bi-Annual ASC performance data</p> <p>Annual Education data</p>	<ul style="list-style-type: none"> • Tanya Miles • Natalie McFall • Laura Tyler • David Shaw • Sonya Miller • Relevant Portfolio Holders

Work Programme

People Overview and Scrutiny Committee:

<p>Prevention Strategy – maximising independence and demand management</p>	<p>Shropshire Plan-Healthy People</p>	<p>To understand the definition of prevention in the context of social care and how this relates to the wider prevention continuum</p> <p>To understand the role of prevention and demand management within the Shropshire health and care system</p> <p>To understand what an effective falls pathway looks like by benchmarking with other similar places and set out what this means and should be for Shropshire</p> <p>To establish the levels of need and demand now and in the future for</p>	<p>An increase in the percentage of eligible people receiving benefit.</p> <p>An increase in the percentage of care plans which include an appropriate assistive technology.</p> <p>A decrease in the percentage of people requiring UEC due to falls.</p> <p>A resolution to the issues identified regarding people falling in the Health Watch report Calling for an Ambulance in an Emergency P51</p>	<p>Measured through user feedback and data.</p>		<p>Briefing on assistive technology</p> <p>Briefing on falls plan Best practice examples</p> <p>Desk top research</p> <p>Evidence from witnesses</p>	<ul style="list-style-type: none"> • Laura Tyler • Elevate • Energise Mel France • Venessa Whatley • Alison • Gemma Smith ICB Commissioner • Fire and Rescue Service • Relevant Portfolio Holders • ShropCom • VCS • Health Watch • Social prescribing PH • Primary Care • WMAS • Fire Service
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Work Programme

People Overview and Scrutiny Committee:

		<p>different aspects of falls services from preventative activity to interventions after someone has fallen</p> <p>To make evidence-based recommendations that will promote and embed a focus on prevention, independence, and reduction of demand in the local health and care system</p>					
<p>All age approach to digital technology – maximising independence</p>	<p>Shropshire Plan-Healthy People</p>	<p>To understand how demand can be safely managed using technological support.</p> <p>To understand what digital technology is available and how it can be used for people to safely remain in their own homes.</p>	<p>An increase in the percentage of care plans which include an appropriate assistive technology.</p> <p>Increased user satisfaction and independence.</p>	<p>Measured through user feedback and data.</p>		<p>Briefing on assistive technology</p> <p>Briefing on current occupational therapy offer</p>	<ul style="list-style-type: none"> Stephanie Kelly Team Manager, Housing Services Charlotte Hall Project Development and Brokerage Manager Paula Sweeney, Team Manager Disabled Children's Team

Work Programme

People Overview and Scrutiny Committee:

		<p>To understand what peoples' potential is if they have the technological support as soon as possible.</p> <p>To understand what the offer is currently and what it could look like in the future.</p> <p>To understand if all 'touch points' are being maximised to ensure that people are receiving the benefits they are entitled to, enabling them to afford to use digital technology.</p>	<p>Increased percentage of users accessing services at a prevention rather than acute level and remaining in this bracket for longer period of time.</p>				<ul style="list-style-type: none"> Michelle Williams Service Manager ASC Parent and Carer Council Place, transport Relevant Portfolio Holders
Market Management	Shropshire Plan-Healthy People	<p>To understand what managing the market in Shropshire social care involves.</p> <p>To identify opportunities from Market Management to inform the committees investigations.</p>	<p>An increased understanding of what managing the market in Shropshire social care involves.</p> <p>Identification of areas where overview and scrutiny can add value to this area.</p>	Examples of new work topics, Member briefings and success sharing being identified.	12/7/23	Briefing on what managing the market in Shropshire social care involves.	<ul style="list-style-type: none"> Laura Tyler Shropshire Council Insight Team Relevant Portfolio Holders

Work Programme

People Overview and Scrutiny Committee:

<p>Integration Programme</p>	<p>Shropshire Plan-Healthy People</p>	<p>To understand what the programme involves and its objectives.</p> <p>To understand how the learning from each pilot has been used to inform the role out of the programme to date.</p> <p>To understand how ongoing learning and continuous improvement will take place.</p> <p>To understand the benefits of the programme for the public the Council and its partners.</p>	<p>An increased understanding of what the programme involves and its objectives.</p> <p>To make evidenced based recommendations.</p>	<p>Examples of new work topics, Member briefings and success sharing being identified.</p>	<p>2024</p>	<p>Briefing on what the programme involves and its objectives</p>	<ul style="list-style-type: none"> • Mel France • Relevant Portfolio Holders • Paula Mawson AD Integration and Healthy People • Sonya Miller AD Children’s Social Care and Safeguarding • Siobhan Hughes Service Manager Quality, Performance and Assurance • Karen Pountney Team Manager Supp/Dev Placement • ShropCom
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Member Briefings

- What is meant by adult social care?
- Priorities and Data (What is available and how it can be used?)
- Draft improvement plan Adult Social Care
- How ready is the ICS for CQC inspection?

Work Programme

People Overview and Scrutiny Committee:

- Administering of Blue Badges
- School Transport
- School place sufficiency
- Attendance
- Reducing suspensions and exclusion
- Relationships, Sex and Health Education (RSHE)
- Music service/hub
- Virtual school and its impact
- Young carers cost, impact, respite
- Carers
 - Is an effective offer being delivered to carers?
 - How does the wider partnership identify carers?
 - Support for young carers/family carers

Work Programme

People Overview and Scrutiny Committee:

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