

# Minutes



To: All Members of the Adult Care & Health Cabinet Panel, Chief Executive, Chief Officers, All officers named for 'actions'

From: Legal, Democratic & Statutory Services  
Ask for: Elaine Manzi  
Ext: 28062

## ADULT CARE & HEALTH CABINET PANEL

FRIDAY 17 JANUARY 2020 AT 10:00AM

### ATTENDANCE

#### MEMBERS OF THE PANEL

N Bell; E M Gordon; F Guest; K M Hastrick; D J Hewitt; F R G Hill (*Vice Chairman*); T Howard; J S Kaye; N A Quinton; R M Roberts (*Chairman*); A Stevenson; R G Tindall; W J Wyatt-Lowe

#### OTHER MEMBERS IN ATTENDANCE

D Andrews

Upon consideration of the agenda for the Adult Care & Health Cabinet Panel meeting on 17 January 2020 as circulated, copy annexed, conclusions were reached and are recorded below:

### PART I ('OPEN') BUSINESS

1.	MINUTES	ACTION
1.1	The minutes of the Cabinet Panel meeting held on 6 November 2019 were confirmed as a correct record and signed by the Chairman.	
2.	PUBLIC PETITIONS	
2.1	There were no public petitions.	

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<b>3.</b>	<b>HERTFORDSHIRE ADULT AND FAMILY LEARNING SERVICE (HAFLS) ACADEMIC YEAR 2018/2019</b>	
	<b>Officer Contact:</b> Chantal Lommel, HAFLS Head of Service	
3.1	Members received a report outlining the impact of the education provision for the Hertfordshire Adult & Family Learning Service (HAFLS) for the academic year 2018/19. Members commended the report and the work undertaken by HAFLS throughout the year.	
3.2	Further to a Member question, it was explained that officers were working closely with the Council's Special Educational Needs & Disabilities Teams (SEND), and youth teams to encourage more young people to engage with the service.	
3.3	Members were interested to learn that officers were addressing the gap in learning provision between the east and west of the county, partially attributed to Hertford Regional College withdrawing community learning from their curriculum, by arranging for HAFLS officers working with organisations such as Community Voluntary Services in Stevenage to provide alternative opportunities for learning.	
3.4	In response to a member question, it was clarified that HAFLS were working closely with the Hertfordshire Fire & Rescue Service (HFRS) to promote the increase of recruitment of Black, Asian and Minority Ethnic (BAME) to their apprenticeship scheme. It was clarified that recruitment to other roles within HFRS were managed by the Council's Human Resources Team.	
3.5	Further to discussion, Members were interested to learn that approximately 75% of learners had been reached after their courses to establish how the course they had attended had benefited them. It was also noted that 13 HAFLS volunteers were also former learners. It was agreed that for the next HAFLS update report to Panel, officers would provide more statistical detail on the learners and HAFLS partner organisations and include some anonymised case studies of the progress of learners so Members were able to receive greater insight into the success and positive impact that HAFLS had on the community. It was noted that HAFLS courses provided learners with the aspiration, tools and confidence to increase their job prospects or opportunities for promotion. It was noted that poor communication and interpersonal skills were often cited as the main reasons for employers not choosing candidates, and HAFLS courses, as well as offering academic learning, also helped learners strengthen these skills.	Chantal Lommel

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3.6	<p>In response to a Member concern regarding the decreasing number of people enrolling on accredited courses, it was explained that this was due to the fact that the Department for Education (DfE) had assessed that the previous amount allocated hours for an accredited course, (30-40), was not sufficient to enable learners to achieve a sufficient educational grounding. The DfE had therefore increased the number of hours required to 60-75, thus reducing the number of learners subscribing. Members were assured that officers worked with learners to find alternative learning provision should they not be able to commit to the longer course.</p>	
3.7	<p>Further to discussion, Members noted that the purpose of HAFLS courses was not to compete with courses offered by colleges, but to complement them, and it was primarily for this reason that vocational courses were not offered. Assurance was received that digital technology was part of the curriculum, and further to a Member suggestion, it was agreed that officers would explore offering courses in visual arts.</p>	Chantal Lommel
3.8	<p>The Panel discussed the funding of HAFLS courses and were interested to learn that officers had received £79,000 through an 'over performance' budget, which had not been achieved by some other authorities. In addition, Members were pleased to learn that the HAFLS team had successfully bid for £53,000 funding from the Greater London Authority to support learners who were travelling across the border from London to attend courses. Members noted and discussed the ongoing challenges associated with funding, particularly in relation to the accredited courses where the increase of hours per course had not been matched by an increase in funding, and the challenge of receiving annual rather than 3-year budgets, thus limiting the ability of officers to effectively plan for courses. Further to a Member concern it was confirmed that the replacement for European Social Fund (ESF) funding had been confirmed, but no details of how this would be allocated had been received. It was confirmed that ESF funding would continue until 2021.</p>	
3.9	<p>In response to a Member challenge, it was noted that further work would be considered to target potential learners with learning difficulties or neurological conditions. It was agreed that a future meeting of the Panel would receive a paper to consider the opportunities for work prospects for these and other people using HAFLS Services. Members were interested to learn that HAFLS now work with homeless charities to engage homeless people to enrol on courses.</p>	ACH officers
3.10	<p>Further to discussion regarding the number of learners with</p>	

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	diagnosed mental health conditions, it was noted that many of the learners on courses present as having undiagnosed mental health issues such as anxiety. Members were also advised that HAFLS also work with survivors of domestic violence on a case by case basis to help them with finding learning courses.	
3.11	<p><b>CONCLUSION:</b></p> <p>The Adult Care &amp; Health Cabinet Panel</p> <ul style="list-style-type: none"> <li>supported HAFLS's remit to deliver adult education to disadvantaged groups in Hertfordshire.</li> <li>provided ongoing support to further develop collaborative work with the public and voluntary sector.</li> <li>provided ongoing support to HAFLS's objective in recognising adult education as being part of wider agendas such as social prescribing, tackling loneliness.</li> </ul>	
4.	<b>ADULT SOCIAL CARE PERFORMANCE MONITOR - QUARTER 2 (Q2), 2019/20</b>	
	<b>Officer Contact:</b> Alex Ogle, ACS Performance Manager	
4.1	Members received a report outlining the performance of Adult Social Care for the second quarter of 2019/20.	
4.2	<p>In addition to the report, Members received a presentation highlighting key areas of the report. This can be found here:</p> <p><a href="https://democracy.hertfordshire.gov.uk/ieListDocuments.aspx?CId=207&amp;MIId=1448&amp;Ver=4">https://democracy.hertfordshire.gov.uk/ieListDocuments.aspx?CId=207&amp;MIId=1448&amp;Ver=4</a></p>	
4.3	In response to a Member concern, the dual challenges associated with the increasing demographic of people outside of the county entering residential care within the county, and the increase of support required for former self funders who had now reached the financial threshold of being entitled to local authority support was acknowledged. Further to a request from Members, it was agreed that more detailed information would be shared to the Panel in respect to the numbers of service users behind the statistical information.	Chris Badger/Alex Ogle
4.4	Members also noted that by reducing the amount of people in residential care, the complexity of the needs of service users receiving homecare was increasing, therefore requiring additional skills and this was part of the reason for the proposed increase in salaries for workers providing the care.	

4.5	The Panel discussed the complexities of Direct Payments and the difficulties of sourcing personal assistants to manage the changing needs of service users. It was agreed that officers would compile a more detailed report on this to be considered by officers at a future meeting of the Panel.	Chris Badger/Alex Ogle
4.6	Members also noted the importance of encouraging service users with a disability to seek employment, but requested a clearer definition for future reports as to what was classified as 'employment' i.e. was this voluntary, paid, short term etc.	Alex Ogle
4.7	In response to a Member question, it was clarified that the Association of Directors of Adult Social Services (ADASS) organised forum, attended by several Local Authorities to provide opportunities for learning with the view to improving performance ratings. Members were also interested to learn that Hertfordshire specifically worked closely with Essex County Council, as they had a large number of cross county service users. An example of this was where officers were working closely with colleagues at Essex County Council to reduce the amount of delayed transfers of care (DTOC) from Princess Alexandra Hospital. It was noted that Hertfordshire service users equated for approximately 50% of the patients treated at the hospital.	
4.8	Members were pleased to learn about the continued work to reduce delays of transfer of care within Hertfordshire hospitals. It was agreed that a more detailed numerical information on DTOC would be circulated to Members. Confirmation was received that officers also worked closely with colleagues from the NHS to ensure that strategical agreement was reached on how to meet their differing performance measures.	Alex Ogle
4.9	Further to a Member concern, the Panel received assurance that the increase in safeguarding reporting was due to increasing awareness and not due to an increase in incidents occurring. It was noted that Hertfordshire currently ranked 10 <sup>th</sup> in its CIPFA group with 1087 per 10,000 people.	
4.10	<b>CONCLUSION:</b> The Panel noted and commented on the Quarter 2 Performance Monitor.	
<b>5</b>	<b>DEVELOPMENTS IN SUPPORT TO CARERS</b>	
	<b>Officer Contact:</b> Ted Maddex, Commissioning Manager	
5.1	Members received a report outlining the developments in support	

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	to unpaid carers.	
5.2	Members broadly welcomed the developments and acknowledged the importance of carers within the community.	
5.3	In response to a Member request, it was agreed that consideration would be made to providing all Council Members with a yearly updated briefing of details of who to contact if a member of the public contacted them for advice.	
5.4	Members noted that one the main concerns for carers centred around the financial impact of being a carer, with some carers being required to give up work to care for the service users. It was acknowledged that this would not just have an immediate impact through loss of income, but also a long-term impact due to the cessation of pension contributions, and increased risk of not being able to return to a career once the carer requirements had ceased, normally through bereavement. Members stressed the need for carers to have support for contingency planning.	Chris Badger/Ted Maddex
5.5	The Panel also expressed concern about the impact of the bereavement of a service user on a carer and noted that support should be available to help them emotionally, practically and financially through this process.	Chris Badger/Ted Maddex
5.6	It was also noted that consideration should be made to ensuring that support was available and accessible for the diverse cultures and ethnic backgrounds within the county, and carers who may live across the county borders.	Chris Badger/Ted Maddex
5.7	In response to a Member concern regarding the statistical information regarding poor customer satisfaction outlined at 4.6 of the report, it was explained that the respondents of the survey were mainly those who had been a carer of a service user for a number of years and had reached crisis point. It was noted that it normally took up to six years for people to identify as a carer, at which point any service provided was emergency, high level and expensive. It was hoped that by raising awareness and increasing support at an earlier stage, carers and service users would be able to receive better provision of care.	
	<b>CONCLUSION:</b>	
5.9	Members noted the content of the report.	
<b>6.</b>	<b>OTHER PART I BUSINESS</b>	
6.1	None reported	

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**QUENTIN BAKER  
CHIEF LEGAL OFFICER**

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