

**MINUTES OF A MEETING OF THE  
INDIVIDUALS OVERVIEW & SCRUTINY SUB-COMMITTEE  
Committee Room 2 - Town Hall  
16 July 2019 (7.00 - 8.30 pm)**

**Present:**

Councillors Christine Smith (Chairman), Michael White (Vice-Chair), Ciaran White, Nic Dodin, Jan Sargent, Denis O'Flynn and Linda Van den Hende

**1 MINUTES**

The minutes of the meeting held on 7 March were agreed as a correct record and signed by the Chairman.

It was **noted** that Member's previous request for information on the Gingerbread Charity had not yet been received. Officers undertook to investigate and circulate the information.

**2 CORPORATE PERFORMANCE INFORMATION - QUARTER 3**

The Sub-Committee received the quarter four performance report which provided an overview of the Council's performance against the two performance indicators selected for monitoring by the Sub-Committee:

- Percentage of service users receiving Direct Payments; and
- Rate of permanent admissions to residential and nursing care homes per 100,000 population (aged 65+).

The percentage of service users receiving Direct Payments had a green rating. This was a target of 35%, with a Q4 performance level of 36.2%. It was explained that for some residents, direct payments were unsuitable as they did not have the capacity to manage the payments. There was however a process to guide service users and a Direct Payments Team was available to offer advice.

The rate of permanent admissions to residential and nursing care homes was at a green rating and well within target. The Q4 performance target was 660 with 2018/19 performance at 601.1 where lower performance was better. The current performance was slightly higher than the previous year, however remained low.

**The individuals OSSC:**

- **Noted** the contents of the report and the actions identified to improve services.
- Members also **noted** the positive feedback to services by way of compliments received and highlighted good practice.

**3 ADULT SOCIAL CARE COMPLAINTS ANNUAL REPORT 2018-19**

The Director of Adult Services presented the Adult Social Care Complaints Annual Report to the Committee. The report detailed the complaints enquiries and compliments received during the period April 2018 to March 2019.

There was a statutory requirement to publish the report annually.

Adult Social Care complaints have decreased slightly. Ombudsman enquiries had stayed at the same level. Out of the nine received in the relevant period two were found to be maladministration injustice.

The highest number of complaints received related to external home care. These included complaints on standards of service which was linked to financial issues and disputes on charges. There had also been an increase in complaints relating to attitude and behaviour of staff.

The number of complaints upheld in 2017-18 was 13 with 16 partially upheld, 38 not being upheld and 12 being withdrawn.

Areas identified for improvement during the year were around completeness of assessments, information to providers on the treatment of direct payments used for respite and financial information still highlighted as an area for improvement. Some of these may be picked up through the new Adult Social Care system Liquid Logic when implemented.

Overall response times to complaints still needed to improve although there has been some improvement.

Compliments had increased from 49 in 2017/18 to 52 in 2018/19

Member enquiries had increased to 114 in 2018-19 from 68 in 2017-18 with 75% being responded to within timescale.

**The Individuals OSSC:**

1. **Noted** the contents of the report and the continued work in resolving and learning from complaints and the challenges faced by the service with increasing demands.

2. **Noted** the actions identified to improve services and the continued monitoring by the Service and the Complaints & Information Team to ensure these are implemented evidencing service improvements and with a view to reduce similar complaints.
3. **Noted** the positive feedback to services by way of compliments received and highlighting good practice.

#### **4 FUTURE AGENDAS**

It was **agreed** that a presentation be given at the next meeting on Safeguarding Adults with a view to establishing a topic group on the subject thereafter.

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**Chairman**