

# Fulfilled Adult Lives Scrutiny Panel

## Minutes - 18 October 2022

### Attendance

#### Members of the Fulfilled Adult Lives Scrutiny Panel

Cllr Qaiser Azeem  
Cllr Val Evans (Chair)  
Cllr Christopher Haynes  
Cllr Rashpal Kaur  
Cllr Sohail Khan  
Cllr Louise Miles  
Cllr Lynne Moran  
Cllr Anwen Muston  
Cllr Clare Simm  
Cllr Ellis Turrell

#### Employees

Emma Cleary	Programme Manager
Meena Dulai	Head of Service Adult Improvement
Lesley Johnson	Carer Support Manager
Earl Piggott-Smith	Scrutiny Officer
Becky Wilkinson	Director of Adult Social Services
Rachael Murphy	Head of Adult Services

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## Part 1 – items open to the press and public

*Item No.*      *Title*

- 1 Welcome and Introductions**  
Cllr Val Evans, Chair, welcomed everyone to the meeting and advised it was being live streamed to the press and public. A recording of the meeting would be available for viewing on the Council's website at a future date.
- 2 Meeting procedures to be followed**  
Cllr Evans explained the protocol to be followed during the meeting for asking questions.
- 3 Apologies**  
Apologies were received from the following members of the panel:  
  
Cllr Stephanie Haynes  
Cllr Jacqueline Sweetman  
Cllr Olivia Birch  
  
Cllr Ellis Turrell substitute for Cllr Haynes

4        **Declarations of Interest**

There were no declarations of interest recorded.

5        **Minutes of previous meeting (5 July 2022)**

The panel members approved the minutes of the meeting held on 5 July 2022 as being a correct record.

6        **Our Commitment to All Age Carers 2022**

The Chair invited Becky Wilkinson, Director of Adult Services, to present the report.

The Director of Adult Services gave apologies for Sandra Ashton-Jones, Head of Service, who was unable to attend the meeting to present the report.

The Director of Adult Services introduced Leslie Johnson, Manager of the Carers Support Team and Rachael Murphy, Head of Adult Services, to the panel and advised they also would be available to answer any questions.

The Director of Adult Services presented information about the definition of a 'carer', the amount carers are estimated to save the economy and details about the numbers of carers in the City. The Director of Adult Services advised the panel that the local authority has a statutory duty to assess and provide support to carers.

The Director of Adult Services advised the panel that the issue of the level of support for carers was a main discussion item at the recent ADASS Spring Conference where there was recognition of the critical contribution that unpaid carers give to the social care sector.

The Director of Adult Services commented that some people supporting a family member, or a friend would not see themselves as a carer, but their efforts support the work of social care. There is estimated to be 27,000 people in Wolverhampton who identify themselves as a carer based on Census data in 2011. The Director of Adult Services advised the panel that the latest Census figures when published is expected to show an increase in the number of carers and commented on work being done to improve the support offered to them

The Director of Adult Services commented on the priorities of the Council's commitment to All Age Carers strategy and the core values that support them. There is a linked action plan for achieving the priorities detailed in the strategy.

The Director of Adult Services commented that the strategy will be refreshed in December 2022 and will be regularly reviewed in discussions with different groups of people and feedback from the public about the issues of concern, for example, employment and financial wellbeing services, and the support for young carers to encourage them to contact the service for advice and support.

The Director of Adult Services commented on the importance of not only supporting people in Wolverhampton but also supporting Council employees, in recognition of the increasing pressures on people who may be looking after children and or relatives with additional care needs.

The Director of Adult Services highlighted the challenge in identifying young carers who may not consider that they are caring for somebody in their family and outlined work being done to identify and support them. A series of workshops is planned to talk with different groups about ideas for reaching younger carers.

A series of events hosted by Wolverhampton Cares and other organisations is also being planned to find out the views of older carers, and to promote the support available to them.

The Director of Adult Services reassured the panel that there is commitment to the principal of co-production with the public in the future development of the strategy.

The panel were invited to comment on the report.

The panel commented on the challenges facing people who care for others and praised their commitment and dedication.

The panel suggested that it would be helpful for a future report to include performance and future targets to make it easier to monitor and evidence that progress is being made towards achieving the priorities detailed in the strategy document.

The panel welcomed the reference to offering carers adult education learning opportunities but queried the feasibility of people being able to take up the offer due to their caring responsibilities. The panel also queried the financial support available to help carers with the cost of attending adult education lessons.

Leslie Johnson, Manager of the Carers Support Team, advised the panel that the service offers a home respite service if a carer was interested in training or further education. The service would also provide the necessary support and IT equipment to allow a carer to attend lectures either online or in person. The level of support offered is flexible to meet the needs of the carer.

The Director of Adult Services welcomed the suggestion of including performance data in future reports and agreed to include the information in the action plans.

The panel welcomed the report and supported the role of Council in supporting carers and in particular the focus on the needs of young carers who face different challenges compared to those of adult carers.

The panel queried if there were events being arranged by the carers team to identify young carers by going into schools and to provide them with support that could help build their confidence.

The Manager of the Carers Support Team outlined the range of support available to young carers and efforts are being made to identify and talk to children in schools. The Manager of the Carers Support Team commented on the importance for young carers have a good quality of life and a normal childhood experience as possible and to support them in making choices as they move to becoming a young adult carer.

The panel queried the feedback received from the focus workshop sessions about the carers strategy and suggested that it would be helpful for a future report to show any changes made in response to the comments received.

The panel also queried progress being made to engage with carers and highlighted a concern that with an estimated 4000 carers on the register, less than 2000 carers are being sent the Council's carers quarterly information newsletter. The panel suggested that more work was needed to improve the situation.

The Director of Adult Services agreed to share feedback from the workshops with the panel when available and accepted the ideas for making improvements to the content of a future report.

The Director of Adult Services accepted the need to engage more with carers already known to the service and commented on work being done with local communities and GPs to promote the support available.

The panel highlighted the importance of including performance data in the report which can provide a useful indicator of where the service is expected to be in six to 12 months' time.

The Director of Adult Services supported this idea in helping to shape the delivery and development of services for carers.

The panel thanked the presenters for the report.

Resolved:

1. The panel comments about the layout and content of the strategy to be included in a future report in 2023.
2. The Director of Adult Services to provide the panel with a summary of the feedback from the focused workshop sessions with carers and stakeholders and details of any changes made to the Our Commitment to All Age Carers strategy when available.
3. The Director of Adult Services to share a final draft of the Our Commitment to All Age Carers with the panel when available.

## 7 **Wolverhampton Winter Plan Summary 2022 -2023 DRAFT**

The Chair invited Becky Wilkinson, Director of Adult Services, to present the report.

The Director of Adult Services advised the panel that the presentation would give a summary of Winter Plan 2022-2023 planning work.

The Director of Adult Services advised that the presentation was also intended to give assurance before the next planned scrutiny meeting in January 2023 of the work being by the Council and other key partners to date to prepare for expected increase in demand during the winter months.

The Director of Adult Services added that while the focus of the plan is on the role of RWHT, the Council has a responsibility around the Winter Plan to support the work of the hospital and people needing adult social care.

The NHS winter period covers the period October 2022 to March 2023.

The Director of Adult Services advised the panel that the Winter Plan was developed through the One Wolverhampton Partnership and commented on the positive working relationships with health colleagues and praised the joint efforts made by everyone involved in drafting the plan.

The Director of Adult Services advised the panel that based on modelling work there is expected to be a deficit of 52 beds in January 2023 without any mitigation or extra bed capacity. The Director of Adult Services commented on the role of adult social care in supporting this work.

The Director of Adult Services commented on specific areas of work in the Winter Plan, to either mitigate against the risks or create extra hospital bed capacity for example, reducing ambulance delays and admission avoidance, and gave details about the current funding available and where extra funding is needed to deliver the project.

The Director of Adult Services commented on the funding generally for the Winter Plan and advised that a decision is expected from the Government about the social care winter discharge monies and Wolverhampton's share of this allocation. The fund will be in addition to the £1 million budget for urgent and emergency care and funds from the community infrastructure budget to support the delivery of the Winter Plan.

The Director of Adult Services commented that the RWHT are already experiencing levels of pressures on bed capacity in the last 10 days that would normally be expected in the peak of winter demand. The Council is looking at how it can help support efforts to reduce the pressure on the hospital.

The Director of Adult Services reassured the panel that the Winter Plan will be assessed by NHS England to check that Wolverhampton has everything in place as much possible to mitigate against the challenges detailed in the presentation. The Director of Adult Services wanted to formally note her thanks to health colleagues who have responded positively when asked to contribute to the adult social care budget to help deliver the Winter Plan.

The panel were invited to comment on the report.

The Chair thanked the presenter for the report.

The panel queried the potential funding stream gaps detailed in the report and if the budget was sufficient to deliver the schemes. The panel highlighted the £150,000 funding required for Development and Implementation of a Primary Care Paediatric Respiratory Hub as an example. The panel also queried if there was enough time to get the schemes operational before the end of the winter period.

The Director of Adult Services agreed to contact colleagues in health to get a definite answer on that specific question on the scheme and report back to the panel. The Director of Adult Services added that NHS England will also be asking for similar reassurances about Wolverhampton's winter planning arrangements.

The panel discussed the importance of sustainable and adequate funding to ease the pressure on the health and adult social care sector. The Director of Adult Services acknowledged issues about secure funding is a key risk to delivery of the schemes and highlighted the impact of short-term grant funding on the ability to plan the delivery services.

The panel welcomed the report and were reassured that Wolverhampton has a very comprehensive winter plan in place to respond to the issues outlined in the presentation.

The panel suggested a progress report on the implementation of the Winter Plan actions be presented to a meeting of the panel in January 2023.

The panel thanked the presenter for the report and the good progress made in drafting the Winter Plan.

Resolved:

1. The panel agreed to note the progress in the development of the draft Wolverhampton Winter Plan Summary 2022- 2023.
2. The Director of Director of Adult Services to provide an update on the implementation and progress in addressing funding gaps detailed in the plan to a meeting of the Panel in January 2023.

## 8 **Transforming Adult Services Programme (TASP) Annual Report 2021-22**

The Chair invited Meena Dulai, Head of Adult Improvement, to present the report.

The Head of Adult Improvement outlined the background to the development of the Transforming Adult Services Programme annual report. The report includes details about the key achievements, progress against outcomes and the priorities for the service in 2023 – 2024,

The Head of Adult Improvement invited Emma Cleary, Programme Manager, to give the detailed presentation to the panel.

The Programme Manager outlined the background to the development of the Transforming Adult Services Programme (TASP) which started in 2016. The Programme Manager advised the panel that the intention is to bring further updates on progress of the transformation programme annually. The TASP was refreshed following a review in 2021 where opportunities to help streamline and transform services for the better was identified.

The Programme Manager outlined the vision and aims of the programme during Phase 2 of the redesign programme and the key successes to date. The programme is aligned to the Our City: Our Plan The Care Act 2014 and the Wolverhampton City Strategy 2011-2026

The Programme Manager commented on progress against the programme outcomes in the TASP Annual Report 2021-2022 and the priorities for 2022- 2023.

The panel were invited to comment on the report and presentation.

The panel wanted to formally record their thanks and congratulations on the progress made to deliver the outcomes for the transformation programme. The panel asked that a future report detail be provided of the different projects in each of the Council ward areas.

The panel asked for more details of the financial context of the programme in future reports referencing the budget savings figure of £50,000 in the presentation to Outcome 3: Increased use of technology to deliver care services.

The Director of Adult advised the panel that an update on progress of the redesign of adult social care has been sent separately to members which gives information about specific projects.

The Director of Adult Services commented on increased demand on adult social care service and advised the panel that £9 million growth in the budget had been secured this financial year to respond to this issue. The Director of Adult Services reassured the panel that the reason for introducing the transformation programme is not to save money and the aim is to redirect funds through the redesign of services to better match changes in demand across the City.

The panel queried the progress made in achieving the priorities detailed in the Wolverhampton City Strategy 2011 -2026 and the Our City: Our Plan Strategy and asked for an assessment on where the authority is against those strategies, the success measures used to assess progress and specifically the gap between where the service is now and where it needs to be to achieve them.

The Director of Adult Service responded that the indicators for the service are detailed in Our City: Our Plan strategy and highlighted that an important measure of performance used is the proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services. The Director of Adult Services commented that Wolverhampton is improving against this measure but needs to improve performance at the regional level.

The Director of Adult Services agreed to include details of the performance of the Council against this and other indicators in the next annual report to the panel. The information will also be included in the quarterly update reports of performance against the indicators in the Our City: Our Plan priorities to the panel.

The Director of Adult Services agreed to respond directly to the panel member query about an assessment of the gap between where the service is now and where it needs to be to achieve the stated priorities

The panel queried if comparative stats would be provided to show progress against the performance measures outlined in the report and that the indicators be SMART. The panel also queried how the existence of the Families Front Door project is being promoted to the public

The Head of Adult Improvement added that measures do need to be SMART and added that these indicators also need to be informed by user experiences of the service.

The Head of Adult Improvement commented that the people involved in the development of the Families Front Door project will be considering any issues raised. The project aims to ensure that people get in contact with the right person or team that they need to talk to get the support needed as quickly as possible.

The panel queried if there was early evidence about the impact of the TASP on addressing issues arising from the Wolverhampton Cares initiative, which highlighted the issue of workforce and recruitment as factors in the challenge when delivering adult social care services. The panel queried the extent to which the service is encouraging more people to consider working in the sector.

The Director of Adult Services accepted that workforce and retention of adult social care workers is an issue but highlighted the need to think about the language used such as describing the sector as a 'broken service' with low pay and exhausted staff will not encourage people to consider a career in the sector.

The Director of Adult Services commented on the importance of acknowledging these issues but also promoting positive messages about the value of the service.

The Director of Adult Services highlighted the importance of getting the right people into the service and focusing on training and developing the workforce while accepting the challenge in doing this at a time when other employers are also wanting to recruit and offering them something different to consider working in Wolverhampton.

The Director of Adult Services commented on other planned changes to better understand the needs of local people to support the priorities outlined in the presentation.

The panel suggested an updated report on progress could be presented to a future meeting.

The Director of Adult Services supported this proposal and had noted the issues raised by the panel which will help inform future reports.

Resolved:

1. The panel welcomed the report and agreed to receive an update from the Director of Adult Services on progress of the TASP Annual report actions to future meetings as appropriate.
2. The Director of Adult Services agreed to note the comments of the panel and to provide specific information requested.

9

### **Fulfilled Adult Lives Scrutiny Panel - draft work programme 2022- 2023**

The Chair invited Earl Piggott-Smith, Scrutiny Officer, to present the report. The Scrutiny Officer advised the panel of future agenda items on the panel work programme.

The panel were invited to comment on the draft work programme.

The panel suggested that the Chair of Health Scrutiny be contacted to suggest that the report Our Commitment to All Age Carers 2022 be added to the work programme

The panel thanked the presenter for the report.



Resolved:

1. The panel agreed to note the report.
2. The Chair of Health Scrutiny Panel to be contacted to consider adding the report Our Commitment to All Age Carers 2022 to work programme for discussion.