

# Health and Adult Social Care and Communities Overview and Scrutiny Committee

## Agenda

---

**Date:** Thursday, 6th April, 2017  
**Time:** 10.00 am  
**Venue:** Committee Suite 1,2 & 3, Westfields, Middlewich Road,  
Sandbach CW11 1HZ

---

The agenda is divided into 2 parts. Part 1 is taken in the presence of the public and press. Part 2 items will be considered in the absence of the public and press for the reasons indicated on the agenda and at the foot of each report.

### **PART 1 – MATTERS TO BE CONSIDERED WITH THE PUBLIC AND PRESS PRESENT**

1. **Apologies for Absence**

2. **Minutes of Previous meeting** (Pages 5 - 12)

To approve the minutes of the following meetings of the Committee:

18 January 2017  
9 March 2017

3. **Declarations of Interest**

To provide an opportunity for Members and Officers to declare any disclosable pecuniary and non-pecuniary interests in any item on the agenda.

4. **Declaration of Party Whip**

To provide an opportunity for Members to declare the existence of a party whip in relation to any item on the Agenda

---

For requests for further information

**Contact:** Helen Davies

**Tel:** 01270 686468

**E-Mail:** [helen.davies@cheshireeast.gov.uk](mailto:helen.davies@cheshireeast.gov.uk) with any apologies

5. **Public Speaking Time/Open Session**

A total period of 15 minutes is allocated for members of the public to make a statement(s) on any matter that falls within the remit of the Committee.

Individual members of the public may speak for up to 5 minutes, but the Chairman will decide how the period of time allocated for public speaking will be apportioned, where there are a number of speakers.

Note: in order for officers to undertake and background research, it would be helpful if members of the public notified the Scrutiny Officer listed at the foot of the Agenda at least one working day before the meeting with brief details of the matter to be covered.

6. **Potential Relocation of Outpatient Clinics from Handforth**

To consider an update on the potential relocation of Outpatient Clinics from Handforth by East Cheshire NHS Trust.

7. **Review of Healthwatch** (Pages 13 - 22)

To receive an update on progress made to commission a new Healthwatch Service for Cheshire, Healthwatch Cheshire.

8. **South Cheshire Mental Health Gateway**

To receive an update on the Mental Health Gateway by South Cheshire & Vale Royal Clinical Commissioning Group.

9. **Carer Breaks and the Joint Strategy for Carers Delivery Plan** (Pages 23 - 58)

To receive a progress report that outlines how the Council's Adult Social Care and Children's and Families, NHS South Cheshire and NHS Eastern Cheshire Clinical Commissioning Groups are continuing delivery against the five key priorities set within the delivery plan.

10. **Work Programme** (Pages 59 - 66)

To review the current Work Programme

11. **Forward Plan** (Pages 67 - 74)

To note the current forward plan, identify any new items, and to determine whether any further examination of new issues is appropriate.

**CHESHIRE EAST COUNCIL**

Minutes of a meeting of the **Health and Adult Social Care and Communities Overview and Scrutiny Committee**  
held on Wednesday, 18th January, 2017 at The Capesthorne Room - Town Hall, Macclesfield SK10 1EA

**PRESENT**

Councillor J Saunders (Chairman)  
Councillor B Dooley (Vice-Chairman)

Councillors Rhoda Bailey, E Brooks, S Edgar, L Jeuda, G Merry, A Moran, S Pochin, B Burkhill, A Harewood and B Roberts

Substitutes:  
Councillors A Harewood, B Roberts, B Birkhill

**58 APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors S Brookfield, J Rhodes, C Chapman and M Warren.

**59 DECLARATIONS OF INTEREST**

There were no declarations of interest.

**60 DECLARATION OF PARTY WHIP**

There were no declarations of the existence of a party whip

**61 PUBLIC SPEAKING TIME/OPEN SESSION**

There were no members of the public present who wished to speak.

**62 CHAIRMAN'S OPENING STATEMENT**

The Chairman welcomed the Committee and guests to the review day and explained that the session would be a fact finding exercise for the Committee to gather information relating to each organisations involvement in Delayed Transfer of Care (DToC) of patients in Cheshire East. Each organisation was invited in turn to make a short presentation to the Committee

**63 REVIEW OF DELAYED TRANSFER OF CARE IN CHESHIRE EAST****NHS Eastern Cheshire Clinical Commissioning Group (CCG)**

The Committee received a short presentation from Neil Evans the CCG Turnaround Director, Karen Burton the Clinical Project Manager for Urgent & Emergency Care and Jo Williams the Service Delivery Manager.

### **NHS South Cheshire CCG & NHS Vale Royal CCG**

Jamaila Tausif, Associate Director of Commissioning and Tracy Parker-Priest, Director of Transformation attended the meeting.

### **East Cheshire NHS Trust**

Steven Redfern, Deputy Director of Operations, Debbie Burgess- Operational Manager, Jacqui Williams- Associate Director of Service Transformation and Katrina Oliver- Assistant Team Manager attended the meeting and gave a presentation that outlined the local pressures and challenges on Macclesfield District General Hospital.

### **Mid Cheshire Hospitals NHS Foundation Trust (MCHFT)**

The Committee received a short presentation that focussed on acute care from Julie Weir, Divisional General Manager (Division of Diagnostics and Clinical Support Services) and Sarah Vaneeathen, Integrated Discharge Team Matron- DToC Reporting.

### **Cheshire and Wirral Partnership (CWP)**

The Committee received a short presentation from Roisin Reynolds, Interim General Manager and Kate Chapman, Modern Matron relating to DToC patient numbers across Cheshire and Wirral.

### **Mid Cheshire Hospitals NHS Foundation Trust (MCHFT)**

The Committee engaged in a short discussion, on DToC within community services at MCHFT with Julie Weir, Divisional General Manager (Division of Diagnostics and Clinical Support Services) and Sarah Vaneeathen, Integrated Discharge Team Matron- DToC Reporting.

### **NHS Eastern Cheshire CCG**

The Committee discussed community services in Eastern Cheshire with Neil Evans the CCG Turnaround Director, Karen Burton the Clinical Project Manager for Urgent & Emergency Care and Jo Williams the Service Delivery Manager.

### **Cheshire East Council Health and Adult Social Care**

The Committee received a short presentation from Peter Gosling, Mark Palethorpe, Ann Riley and Lorraine Goude relating to DToC patients in a social care environment.

At this point in the proceedings the meeting was adjourned.

The meeting reconvened at 10:00 on the 22 February 2017.

The Chairman opened the meeting and established that by the end of the meeting, the Committee would have compiled a list of key recommendations that

were realistic, credible, outcome based, fiscally robust, did not breach legal regulations and had clearly defined lines of responsibility.

The Committee reviewed the salient points from the meeting on 18 January.

The Chairman thanked the partners for attending the meeting, and concluded by stating that a final report would be produced, from the deliberations of the Committee based upon the following recommendations:

### RESOLVED-

- (a) That the Council intermediate care packages be clearly identified and defined.
- (b) That the Council, CCG's and GP's collaboratively work to explore the possibility of changing the delivery model for the Cheshire East health and care economy market to become broader and to include more step-up and step-down beds.
- (c) That the Council and CCG's explore multidisciplinary working (consisting of staff from different professional backgrounds who have different areas of expertise) and that the discharge process for patients be started at the point of admission and models of discharge planning appropriate to non-elective admission patients be explored.
- (d) That patients already receiving a domiciliary care package, continue to receive that package in an Acute setting.
- (e) That the Council and the NHS work with care providers (domiciliary, residential, nursing) to explore how NHS and LA input (advice, training, support) might better facilitate 'Safe Transfer of Care' out of hospital over the weekends and Bank Holidays.
- (f) That the Council explore the possibility of Seven-Day working within the domiciliary care industry with consideration of maintaining a specific multi-disciplinary hospital discharge team at weekends and Bank Holidays at both Leighton & Macclesfield Hospitals.
- (g) That the Sitrep return data be sent to Portfolio Holders on a monthly basis and that they report back to the Committee on a quarterly basis.
- (h) That the Council and NHS England explore a clear care career pathway for school leavers, apprenticeships, return to work opportunities, and Skills for Care Training.
- (i) That the Council and NHS England investigate the potential impact of Brexit on the availability of the 'non-UK citizen' workforce.
- (j) That Tracy Parker-Priest be invited to the Committee to discuss Intermediate Care provision in the context of the bed-based Review that is expected to come to Scrutiny Committee in April 2017.
- (k) That Mid Cheshire Hospitals NHS Foundation Trust (MCHFT) be invited to report back to the Committee on the evaluation of their seven-day therapy services pilot to assess performance.
- (l) That the Council explore the potential of a 'Named Social Worker' for each Nursing Home or small group of Homes.
- (m) That the 'Trusted Assessor Model' of assessment whereby all relevant members of the multi-disciplinary team can access and input to a patient's shared medical/care records be further explored with agreed health partners.
- (n) That the Cheshire East Portfolio Holders continue to lobby MP's about changing the national funding formula in respect of CCG's.

- (o) That the BCF evaluation be presented to the Committee at a future date.
- (p) That a BCF briefing note be produced for Committee Members to include clarity regarding those activities specifically required by NHS England/Department of Health (DoH), funding mechanisms for BCF (including the administration of S256 and S75 monies) and BCF metrics required by DoH/NHS England.
- (q) That Tracy Parker-Priest and Councillor Paul Bates be invited to Overview and Scrutiny Committee to discuss CHC for patients with complex needs.

The meeting commenced at 10.00 am and concluded at 4.45 pm

Councillor J Saunders (Chairman)

## **CHESHIRE EAST COUNCIL**

Minutes of a meeting of the **Health and Adult Social Care and Communities Overview and Scrutiny Committee**  
held on Thursday, 9th March, 2017 at Committee Suite 1,2 & 3, Westfields,  
Middlewich Road, Sandbach CW11 1HZ

### **PRESENT**

Councillor J Saunders (Chairman)  
Councillor B Dooley (Vice-Chairman)

Councillors Rhoda Bailey, G Baxendale, S Brookfield, E Brooks, C Chapman, S Edgar, L Jeuda, M Warren, G Merry, A Moran, S Pochin, J Rhodes and L Smetham

### **Apologies**

Councillors (none)

#### **1 APOLOGIES FOR ABSENCE**

There were no apologies for absence.

#### **2 MINUTES OF PREVIOUS MEETING**

RESOLVED- That the minutes of the meeting held on the 2 February 2017 be approved as a correct record and signed by the Chairman.

#### **3 DECLARATIONS OF INTEREST**

There were no declarations of interest.

#### **4 DECLARATION OF PARTY WHIP**

There were no declarations of the existence of a party whip.

#### **5 PUBLIC SPEAKING TIME/OPEN SESSION**

Phil Jarrold from Crewe and Nantwich Open Minds (CNOM), attended the meeting and addressed the Committee on issues that related to Mental Health Services in East Cheshire. CNOM was a charitable group, that promoted mental health care and lobbied for funding and services to mainstream mental health. The issues were brought in connection with mental health draft redesign consultation proposals that Cheshire and Wirral Partnership (CWP) would be presenting later in the meeting, specifically the proposal to close the Millbrook Unit for Adult and Older Peoples Inpatients in Macclesfield.

Phil represented the views of both the East Cheshire Mental Health Forum, based in Macclesfield, and Open Minds, a similar forum based in the Crewe and

Nantwich area and gave the Committee an overview of the current arrangements for mental health in Cheshire.

The Chairman thanked Phil for his contribution and the groups interest in Scrutiny and the proactive approach of CNOM.

### **6 CHESHIRE & WIRRAL PARTNERSHIP- DRAFT REDESIGN CONSULTATION PROPOSAL**

Sheena Cumisky the Chief Executive of Cheshire and Wirral Partnership (CWP) introduced her colleagues Dr. Tania Stanway, Dr Anushta Sivananthan and Suzanne Edwards who presented the Draft Redesign Consultation Proposal.

The Committee was shown a presentation by Dr. Stanway that outlined challenges to the NHS. These included increased demand, improved outcomes, rural area travel time, staff recruitment and retention and inpatient accommodation. CWP had experienced a 27% increase on services from the previous year with a 10% year-on-year increase.

CWP currently delivered services from five key sites:

- Springview Hospital, Wirral;
- Bowmere Hospital, Chester;
- Delamere Community Resource Centre;
- Soss Moss, Nether Alderley;
- Millbrook Unit, Macclesfield; and
- Lime Walk House and Jocelyn Soly Community Resource Centre

CWP treated 5000 patients in Cheshire East and 98% were treated within the community.

The Committee was shown three options that CWP proposed to take to formal consultation.

- to keep inpatient care at the Millbrook Unit by reducing mental health services in South and East Cheshire;
- to provide specialist inpatient care from Bowmere Hospital in Chester and Springview Hospital in Wirral, alongside increased community mental health services based nearer to people's homes in South and East Cheshire; and
- to provide specialist inpatient care for Older People at Limewalk House in Macclesfield and specialist inpatient care for adults at Bowmere Hospital in Chester, alongside increased crisis and community mental health services based nearer to people's homes in South and East Cheshire.

Dr. Stanway outlined the of the strengths and weaknesses of each option.



Suzanne summarised the immediate next steps, these included 12 weeks consultation, a programme of public events across east Cheshire, engagement events with interested groups and communications and promotional campaigns. Following the public consultation, CWP anticipated presenting a report, prior to any changes, to:

- the CWP Trust Board and Council of Governors;
- Governing Bodies of NHS Eastern Cheshire CCG;
- NHS Vale Royal CCG and South Cheshire CCG's;
- NHS England; and
- Cheshire East Health and Adult Social Care OSC.

In response to the presentation the Committee questioned the key speakers about the content within the Draft Redesign Consultation Proposal.

There was some discussion about options available in response to the utilisation of Limewalk House. It was suggested that a tour of the building would be advantageous.

The Committee expressed concerns about the additional pressures that could be passed onto the emergency services if patients had to be transported over a longer distance.

### RESOLVED

- (a) That the presentation be noted and CWP be thanked for their attendance and contributions.
- (b) That a visit be arranged to Limewalk House for the Committee to establish the location and feasibility of the venue as a part of the consultation process.
- (c) That the following Members be appointed to a working group:  
Councillor Jos Saunders  
Councillor Mick Warren  
Councillor Sarah Pochin  
Councillor Laura Jeuda  
Councillor Gordon Baxendale  
to develop the next steps of the consultation proposal in partnership with CWP and South Cheshire CCG, and Cheshire East Adults and Social Care Officers, taking into account the opinions of Committee members.

## 7 CHESHIRE & WIRRAL PARTNERSHIP- QUALITY ACCOUNTS

Dr. Anushta Sivananthan presented the CWP Quality Accounts to the Committee.

The Care Quality Commission (CQC) rated CWP as 'Good' in 2005 and 'Outstanding for Care'. Following a re-inspection in October 2016 CQC rated CWP as 'Good'.

RESOLVED- That the Quality Accounts be received and noted.

## 8 **WORK PROGRAMME**

The Committee reviewed its work programme.

RESOLVED –

That subject to the following changes, the report be received:

- Mental Health Reablement be put on hold awaiting the Better Care Fund (BCF) paper.
- ESAR to be brought to the Committee in October
- NWAS to be brought to the Committee in June
- Private Enforcement to be included as part of the Community Safety day in April
- Low Risk Domestic Violence be brought to the Committee in September

## 9 **FORWARD PLAN**

The Committee reviewed the forward plan.

RESOLVED – that the forward plan be received and noted.

The meeting commenced at 10.00 am and concluded at 12.50 pm

Councillor J Saunders (Chairman)

## Cheshire East Council

### Health and Adult Social Care & Communities Overview and Scrutiny Committee

---

**Date of Meeting:** 6<sup>th</sup> April 2017

**Report of:** Mark Palethorpe, Strategic Director of Adult Social Care and Health

**Subject/Title:** Healthwatch Cheshire

**Portfolio Holder:** Cllr Janet Clowes, Portfolio Holder for Adult Social Care and Integration  
Cllr Paul Bates, Portfolio Holder for Communities and Health

---

#### 1. Report Summary

- 1.1. This report provides an update on progress made to commission a new Healthwatch Service for Cheshire, Healthwatch Cheshire.

#### 2. Recommendation

- 2.1. That Scrutiny note that the re-commissioning of Healthwatch Cheshire has now concluded led by Cheshire West Council in positive partnership with Cheshire East Council through a robust procurement process, following the decision by Cabinet in July 2016.
- 2.2. That Scrutiny notes the benefits of commissioning a new Healthwatch for Cheshire.
- 2.3. That Scrutiny note that the contract award was made and the new contract commences dated 1<sup>st</sup> April 2017, for a period of 3 years with a 2 year extension.
- 2.4. That Scrutiny are informed regarding how the contract will be monitored.

### **3. Other Options Considered**

- 3.1. Not applicable. The decision to collaborate working with Cheshire West Council and Chester East Council in the development of a new Pan-Cheshire Offer, was made by Informal Cabinet in July 2016.

### **4. Reasons for Recommendation**

- 4.1. Healthwatch Cheshire will:

- ✓ Provide people with information, advice and support about local health and social care services.
- ✓ Will better safeguard people most at risk, by gathering the views and experiences of local people on the way services are delivered and have the power to enter and view adult health and social care services to get a feel for how they are delivering.
- ✓ Influence the way services are designed and delivered based on evidence from those who use services, working in a more co-productive way, including working with Independent Advocates.
- ✓ Influence how services are set up and commissioned by having a seat on the local Health and Wellbeing Board.
- ✓ Pass information and recommendations to other local Healthwatch, Healthwatch England and the Care Quality Commission.
- ✓ Exercise the Enter and View powers in health and adult social care services by working collaboratively with Cheshire West and Cheshire East Councils, a wide range of care service providers and Care Quality Commission.
- ✓ Engage NHS/GP patients in giving feedback on and helping to improve services based on people's experience of health. An important source of local intelligence on access to and quality of health services will be the patient participation groups (PPGs) and patient reference groups (PRGs) run by many practices.

### 4.2 Retendering the service via a Pan-Cheshire collaboration will deliver a number of additional benefits such as:

- ✓ Healthwatch Cheshire will have 'significant statutory powers to ensure the voice of people/ local communities accessing NHS/Social Care services are strengthened by those who commission, deliver and regulate health and care services. We see Healthwatch Cheshire having a greater influence at a Pan-Cheshire level of quality of services with a real people influence over how services are developed looking forward, enabling people to have a real platform to make a difference in quality based on peoples experiences.
- ✓ The delivery of the Healthwatch Cheshire contract will be standardised over the Pan – Cheshire wide footprint. This will reduce inconsistencies for people accessing services and will enable system failings to be reported to Cheshire West and Cheshire East Council on a regular bases by directly involving people.
- ✓ Healthwatch Cheshire - will work collaboratively across social care and health footprints whilst retaining local expertise supporting both Sustainability Transformation Plans (STP).
- ✓ Healthwatch Cheshire will hold local government, agencies and the NHS to account, to ensure they fulfil their obligations.
- ✓ Healthwatch Cheshire includes within the outcomes based service specification the Councils statutory obligations to deliver a Independent Complaints Advocacy Service (ICAS), ensuring that people most vulnerable can have access to a Independent Complaints Advocacy, ensuring peoples rights to challenge when not satisfied with services can be represented.
- ✓ Healthwatch Cheshire will ensure the views of Carers are understood and that they also influence quality of services from their direct experience, given the important role they have in caring for the cared for and regarding their own assessed needs, when assessing services.
- ✓ Healthwatch Cheshire will proactively report on a quarterly bases against the statutory requirements detailed in both contract and outcomes based service specification to Cheshire West and Cheshire East joint commissioning group, who will make key recommendations regarding under underperformance and in the overall review of contract.

## **5. Background/Chronology**

- 5.1. The Health and Social Care Act 2012, sets out the requirement for local Council is commission a local Healthwatch with 'significant statutory powers, to ensure the voice of the people (Paitent/ Adults/Children in receipt of social care) accessing services is strengthened and heard by those who commission, deliver and regulate health and care'. The Act requires the Council to make contractual arrangements with a body corporate which is 'a social enterprise' to be known as the Local Healthwatch (Ref- National Health Service NHS Healthwatch – Statutory Guidance).
- 5.2. The contract for Healthwatch Cheshire has been awarded to Healthwatch Cheshire following the retendering process. The new contract commenced on 1<sup>st</sup> April 2017, for a period of 3 years with 2 years extension. Staff of Healthwatch services were protected by TUPE.
- 5.3. A mobilisation meeting was held dated 26<sup>th</sup> January 2017 with representatives from Cheshire East and Cheshire West Councils and wider relevant partners, so to ensure a robust transition took place over the contract mobilisation period.
- 5.4. Cheshire West Council and Cheshire East Council will jointly assume responsibility for the contract and quality management and monitoring of the new Healthwatch Cheshire service.
- 5.5. The structure of Healthwatch Cheshire is attached (See Appendix 1 – Healthwatch Cheshire Structure).
- 5.6. The Healthwatch Cheshire contract is for an initial period of 3 years from 1<sup>st</sup> April 2017/2020 with the option to extend for a further 2 years, 2022.
- 5.7. The total value of the contract for both Councils involved for the first 3 years is £1,005,970m, Cheshire East Council contribution is £503,477.
- 5.8. The value of the Independent Complaints Advocacy Service is retained at the current level £29,000 which is included in the £503,477. The funding was reduced as part of the renegotiation of the extension of the current contract by £38,000 presenting improved value for money and saving.

## **6. Wards Affected and Local Ward Members**

- 6.1. All wards

## **7. Implications of Recommendation**

### **7.1. Policy Implications**

Healthwatch Cheshire service specification underpins Cheshire East - Putting People first, Live Well, for Longer Outcome Five, Carers Strategy and Connecting Communities Strategy.

**7.2. Legal Implications**

Healthwatch and ICAS are statutory services underpinned by the Health and Social Care Act 2012.

**7.3. Financial Implications**

There are no financial implications and contract value operates within the intended budget.

**7.4. Equality Implications**

Healthwatch Cheshire will have 'significant statutory powers to ensure the voice of the people accessing services is strengthened and heard by those who commission, deliver and regulate health and care, as detailed in the Healthwatch England Statutory Guidance.

Healthwatch Cheshire will be inclusive and reflect the diversity of the communities it serves as well as reaching communities that might otherwise be under-represented.

Healthwatch Cheshire will work with a range of care provider organisations including third sector and commissioners to ensure new innovative ways are put in place to reach out to people most at risk including people who lack capacity.

**7.5. Rural Community Implications**

Healthwatch Cheshire will have 'significant statutory powers to ensure the voice of the people as the "consumer" is strengthened and heard by those who commission, deliver and regulate health and care', as detailed in Healthwatch England Statutory Guidance.

Healthwatch Cheshire will be inclusive and reflect the diverse needs of local communities, in ensuring, working with Cheshire West and Cheshire East Council that a clear plan to tackle social isolation and promote Connecting Communities with people most in need.

**7.6. Human Resources Implications**

None for local authority employees.

The contract will ensure that local volunteers are valued and continue to be supported.

**7.7. Public Health Implications**

A successful Healthwatch Cheshire service provides a clear mechanism for understanding the quality of care provided across Cheshire West and Cheshire East, including understanding the transient needs of people accessing NHS services.

Healthwatch Cheshire will also provide people with information, advice and support about local health and social care services including One You - Cheshire East.

### **7.8. Implications for Children and Young People**

Healthwatch Cheshire service includes people at all ages, and all areas of health and social care including Children and Young People. Healthwatch Cheshire will work with children and young people in a variety of ways. This may include involving children and young people in the governance of local Healthwatch or the governance and steering of major projects; working with children and young people to identify priorities for change in the local area and asking children and young people to share experiences of using local services and their experiences of being young carers. Children and young people and their families may be provided with information and signposting services or they may talk to children and young people as part of service observations or Enter and Views.

### **7.9. Other Implications (Please Specify)**

Non noted.

## **8. Risk Management**

- 8.1. The new Pan Cheshire - Healthwatch meets the local authority's statutory duty to commission a Healthwatch provision and makes best use of resources.
- 8.2. Cheshire West and Cheshire East Council working in joint partnership will be responsible for the contract and quality monitoring of the service, working in positive partnership with wider Clinical Commissioning Groups, Health and Social Care Professionals and Community Third Sectors groups, so to ensure the best outcome is achieved supporting people accessing health and care services.

## **9. Access to Information/Bibliography**

**9.1** Outcomes Service Specification

**9.2** National Healthwatch England Guidance Tools

## **10. Contact Information**

Contact details for this report are as follows:

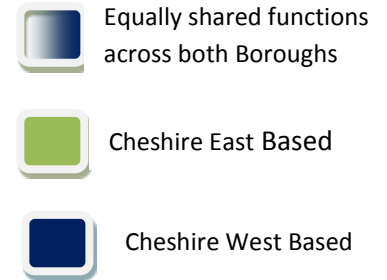
**Name:** Lynn Glendenning  
**Designation:** Commissioning Manager, Peoples Directorate  
**Tel. No.:** 01625 383749  
**Email:** [lynn.glendenning@cheshireeast.gov.uk](mailto:lynn.glendenning@cheshireeast.gov.uk)





**This page is intentionally left blank**

## Healthwatch Cheshire Organisational Chart



### Board

- 8 x Corporate Directors – adding Social Value with active, equal community reach across both Boroughs
- 1 x Lay Director and 7 x Diverse Board members with skills and experience, active and involved across both Boroughs

### CEO

1 x 37 hour

### Service Lead

1 x 18.5 hours

### Admin & Finance Manager

1 x 37 hour

### Communication & Policy Lead

1 x 37 hour

### Service Lead

1 x 18.5 hours

### Engagement & Project Officers

1 x 37 hours  
1 x 18.5 hours

### ICAS Advocate

1 x 18.5 hours

### Volunteer & Project Lead

1 x 18.5 hours

### Volunteers

30+

### Volunteer & Project Lead

1 x 18.5 hours

### Volunteers

30+

### ICAS Advocate

1 x 18.5 hours

### Engagement & Project Officers

1 x 37 hours  
1 x 18.5 hours

### Citizen Panel

- Equal representation from diverse communities across Cheshire, with experience of services

Cheshire East Residents

Cheshire West & Chester Residents

**This page is intentionally left blank**

## Cheshire East Council

### Health and Adult Social Care & Communities Overview and Scrutiny Committee

---

**Date of Meeting:** 6<sup>th</sup> April 2017

**Report of:** Mark Palethorpe, Strategic Director of Adult Social Care and Health  
Kath O'Dwyer Deputy Chief Executive and Executive Director of People

**Subject/Title:** Joint Strategy for Carers of All Ages in Cheshire East: Delivery Plan and Carer Breaks Progress Report

**Portfolio Holder:** Cllr. Janet Clowes (Adults)  
Cllr. Liz Durham (Children and Families)

---

#### 1. Report Summary

- 1.1. The Carers Strategy Progress Report provides further update from the report that was presented to Health and Adult Social Care & Communities Overview and Scrutiny December 2016 regarding the first six month progress of the Joint Strategy for Carers of All Ages in Cheshire East supporting the Delivery Plan 2016/2018 ([See Appendix 1 - Carers Strategy Deliver Plan](#)). The delivery plan outlines how Cheshire East Council Adult Social Care working with key partners - Cheshire East Council Children's and Families, NHS South Cheshire and NHS Eastern Cheshire Clinical Commissioning Groups are delivering against the five key priorities areas set out under Section 5 of this report.
- 1.2. The progress report provides information following the mid-point monitoring review in December 2016/17, of the Better Care Fund Carer Breaks Grant funded services.
- 1.3. The Carers' Strategy and Delivery Plan continues to be an important driver for change focusing on the five key priority areas of change, whilst consulting and engaging with Carers and people accessing a wide range of services across Cheshire East.

## **2. Recommendation**

- 2.1 That the Overview and Scrutiny Committee review and comment on the progress made to date against the Carers Strategy five key priorities set out within the Carers Strategy Delivery Plan.

## **3. Other Options Considered**

- 3.1. This is an update report and as such an options appraisal was not required.

## **4. Reasons for Recommendation**

- 4.1 That Overview and Scrutiny Committee remain informed of the progress made to date in the delivery of the Carers Strategy.

## **5. Background/Chronology**

- 5.1. The Carers Strategy and Delivery Plan were produced as part of the Council's statutory obligations under the Care Act 2014, the Children and Families Act 2014. Carers and our partners were involved in the co-production of the Carers Strategy and local carers very much agreed the vision and five local priorities. The Carers Strategy Delivery Plan priorities are being implemented by lead officers from Cheshire East Council, NHS South Cheshire and NHS Eastern Cheshire Clinical Commissioning Groups, taking joint responsibility for the monitoring of this important strategy.
- 5.2. The Carers' Project Manager has will continue to ensure that the Carers Strategy Delivery Plan progress reports are quarterly reported through the People's Director for Adult Social Care and Health DMT and the joint commissioning forum with South and Eastern CCGs and the Better Care Governance Group.
- 5.3. The Carers' Breaks Grants for 2016/2017 was awarded to a range of third sector and volunteer-led providers. ([See Appendix 3 - Register of Providers](#)). The Carers Strategy priorities for Carers Breaks were informed by the Carer Engagement delivery plan awards for 2016/2017, which commenced dated 1<sup>st</sup> July 2016, as final agreement of the funding available from the Better Care Fund was not confirmed until April 2016. As a consequence the Carer Breaks Grant awards for 2016/2017 is being delivered over a 9 month period and monitoring returns have been requested from providers in December 2016 and March 2017.

- 5.4. Following the formal sign off by the Health and Wellbeing Board in March 2016 of the Joint Strategy for Carers, commissioners have concentrated on five key priority areas for the first six months of delivery plan, the five priority areas being;

- 1) Improved Assessment of Carer Needs and Crisis Support
- 2) Improved Access to Information Service
- 3) Improved Respite and Carer Breaks
- 4) Realising Carer Potential /The 'Umbrella' Employers for Carers membership model
- 5) Engagement and Co-Production

(See Appendix 2 – Five Priorities Progress Report)

- 5.5 For the purpose of additional information the Cheshire East Council Carers services features in the Care Choices Directory and can be provided on request. Also that the Carers can also access Information & Advice through the IACE contract [Information and Advice Cheshire East \(IACE\)](#) and can also access a range other EIP services commissioned by the council.

## **6. Wards Affected and Local Ward Members**

- 6.1. All wards

## **7. Implications of Recommendation**

### **7.1. Policy Implications**

- 7.1.1. Policy implications, including the Council's duty to carers, have been considered and accounted for in the process that led to the development and agreement of the Carers' Strategy. There are no additional implications arising from this paper.

### **7.2. Legal Implications**

- 7.2.1. No implications.

### **7.3. Financial Implications**

- 7.3.1. Financial implications were considered in the process that led to the development and agreement of the Carers' Strategy. There are no additional implications arising from this paper.

- 7.3.2. A Better Care Fund Carer Breaks evaluation session took place dated 3<sup>rd</sup> March. The session focused on the evaluation of Better Care spend with a view to considering the outcomes to be achieved looking forward in consultation with carers, subject to the National Better Care Fund Guidance arriving.

**7.4. Equality Implications**

7.4.1. Equality implications, including the Council's duty to ensure that carers have the same opportunities as non-carers, have been considered in the process that led to the development and agreement of the Carers' Strategy. There are no additional implications arising from this paper.

**7.5. Rural Community Implications**

7.5.1. Implications for rural communities, including ensuring that rural communities have access to services, have been considered in the process that led to the development and agreement of the Carers' Strategy. There are no additional implications arising from this paper.

**7.6. Human Resources Implications**

7.6.1. Human resources implications, including the joint appointment of a Carers' Strategy Lead (hosted by Eastern Cheshire CCG on behalf of Cheshire East Council and the two CCGs), have been considered in the process that led to the development and agreement of the Carers' Strategy. There are no additional implications arising from this paper.

**7.7. Public Health Implications**

7.7.1. Public health implications, such as ensuring carers do not suffer adverse health and wellbeing impacts due to their carer roles, have been considered in the process that led to the development and agreement of the Carers' Strategy. There are no additional implications arising from this paper.

**7.8. Implications for Children and Young People**

7.8.1. Implications for children and young people, namely young carers, have been considered in the process that led to the development and agreement of the Carers' Strategy. There are no additional implications arising from this paper.

**7.9. Other Implications (Please Specify)**

7.9.1. No other implications.

**8. Risk Management**

8.1. The content of this report poses no risks to the achievement of Council outcomes.



## **9. Access to Information/Bibliography**

- 9.1. Appendix 1 - The Joint Carers' Strategy Delivery Plan.
- 9.2. Appendix 2 - Five Key Priorities Progress Update
- 9.3. Appendix 3 - Better Care Funding
- 9.4. Appendix 4 – Providers Register

## **10. Contact Information**

Contact details for this report are as follows:

**Name:** Rachel Wood  
**Designation:** Joint Commissioned Project Manager for Carers  
**Tel No:** 07901 848167  
**Email:** [rachel.wood11@nhs.net](mailto:rachel.wood11@nhs.net)

**This page is intentionally left blank**

Caring for Carers.....A Joint Strategy for Carers of All Ages in Cheshire East 2016-18

## Delivery Plan

**In the first year following its implementation Cheshire East Council are establishing a baseline against which future targets can be set. An Annual review of targets will need to take account of the anticipated need and annual financial allocations. Plans for an independent audit will be undertaken.**

1.

### Assessment of Carer Needs and Crisis Support

Improved uptake and quality of carer assessments and support plans. The assessments are accessible to carers and reinforce the collaborative approach to assessing carer needs and planning for the future. Understanding of Carer Needs and how these will be met achieved through:

	Actions	What will we measure...	Who is responsible	CEC	ECCCG	SCCCG
1.1	Work with Primary care (GP surgeries) to increase number of carers being recognised and added to the Carers register	Increased number of carers on GP registers and carer outcomes captured.  <b>Target: Every practice should have a Carers champion</b>	CCG commissioners of primary care. Practice Engagement Managers Children's Services Commissioned Services	RW	Practice Engagement Managers	Practice Engagement Managers
1.2	Identify the support offered to carers by GPs.					
1.3	Develop Carer Champion role in GP Surgeries					
1.4	Carer awareness training to be given to community based professionals.	Increased number of carers identified on GP registers and carer outcomes captured. Increase number of services being accessed by carers.	CCG commissioners of primary care.	RW	Sarah Sewell	Amanda Best
1.5	Development of self-assessment tool	Number of carers accessing the tool	CEC Strategic Commissioning Managers	Sarah Smith/Sandra M/Nicola Philips	N/A	N/A
1.6	Work with discharge teams to implement Discharge planning to	Evidence of carer support required and plan agreed prior to discharge from hospital or	Acute Care Providers	Lesley Hall	N/A	N/A

	include carers assessment for support and local offer information pack on discharge.	community service.  Number of carers with local offer information pack on discharge.	Community care providers Principal Manager CEC	LACS (for distribution)		
1.7	Continuously collate identified carer needs through assessments and surveys to inform future commissioning needs of carer's services.	Carer feedback.	JCPM ( Joint Commissioned Project Manager) Strategic Commissioning Managers Children's Services Commissioned Services Director of Children's Social Care / Head of Service – Preventative Services CEC	Adrian Heath (Mental Health/LD) Lesley Hall Sandra M Nicola Philips Louise Egan (performance and TLAP) Dave Caudwell (analyst)	N/A	N/A
1.8	Training to be made available for all staff providing assessments	Number of assessors receiving training  Carer satisfaction feedback.  Ace card feedback	Principal Manager CEC/ Principal Social Worker CEC Children's Services Commissioned Services Director of Children's Social Care /Head of Service – Preventative Services CEC	Sheila Woods	N/A	N/A
1.9	Feedback card to be created and given to carer following assessment.	Number of cards completed following assessment.	JCPM, Service Manager CEC, Director of Children's Social Care / Head of Service – Preventative Services CEC	Susan Heap (for community equipment feedback)  Sue Jones (OT) Damian (feedback from providers)	N/A	N/A

1.10	Help prevent potential safeguarding incidents by Including risk assessments within: <ul style="list-style-type: none"> <li>Carer assessments</li> <li>Health checks</li> </ul>	Spot check case audits to check risks identified are dealt with appropriately Carer feedback on whether risks identified/understood and managed effectively and report they feel safe following intervention.	Health and Social care safeguarding leads	Annette Lomas Sandra Murphy	Safeguarding (Moiray Ratapana)	Judi Thorley
1.11	Evaluate through the pilot STAIRRS Project carers presenting needs in crisis.	Number of carers supported through the STAIRRS project.	Service Manager, Adult Social Care CEC	Susan Heap	Jacki Wilkes	N/A
1.12	Ensure carer assessment identifies advocacy needs and the resource pack includes information on advocacy services.	To be developed with advocacy services and social care assessment.  Number of carers who have been offered and accessed advocacy service (Demand vs Capacity).	Principal Manager CEC  Director of Children's Social Care /Head of Service – Preventative Services CEC	Damian Lally (service returns on requests for advocates) Sandra M/Nicola Philips/Lesley Hall/Adrian	N/A	N/A
1.13	Ensure carers are aware of the Ace Card.	Work with peaks and plains to understand what information is captured on registration and following crisis.	JCPM CEC Commissioning Lead CCG Commissioners of Primary care	Nicola Detheridge  Diane Hutter	N/A	N/A
1.14	Ensure assessment includes information on ACE Card.	Number of new carers who are registered for an ACE card.	Principal Manager CEC	April 16	N/A	N/A
2.0	<p align="center"><b>Information Service</b></p> <p>Timely accurate and good quality information and advice is available for someone new to caring and information which assists “Hidden Carers” to recognise that they are undertaking a caring role achieved through:</p>					
	Actions	What will we measure...	Who is responsible	Start by	Complete by	
2.1	Create a range of information for both Adult and Young Carers using different	Monitoring website hits. Carer feedback via survey and engagement	Corporate Commissioning Manager CEC	Nicola Detheridge		

	media: Resource pack developed age/context specific Evidence of multimedia information services Signposting to information on benefit entitlement	events	Director of Children's Social Care/Head of Service – Preventative Services CEC			
2.2	Carers are provided with support plans and information on long term/end of life care support if appropriate.	Support plans in place (if required) to manage long term care. Number of people who make an advanced decision.	Principal Manager CEC End of Life Partnership (South Cheshire CCG).	Guy K (living well dying well)	Tracey Wright	
2.3	Increase the numbers of carers who have been signposted to benefits advice.	Total number of carers signposted Numbers of carers maximising their income. Carer feedback.	Business manager CEC Service manager Client finance CEC	Liz Hopper/Alison McCudden	N/A	N/A
<b>3.0</b>	<b>Respite and Carer Breaks</b> Flexible, personalised short breaks provision, leading to better outcomes for carers and the people they care for through:					
	Actions	What will we measure...	Who is responsible	CEC	ECCCG	SCCCG
3.1	Increase the number of carers who access a break/respite from their caring role.	Number of Adult/Young and Parent carers who need a break/respite(Inc. Relaxation vouchers) identified via: <ul style="list-style-type: none"> <li>Adult social care and children's services</li> <li>3<sup>rd</sup> sector organisations: numbers for carer breaks to help measure demand (initial number vs number taking up the service)</li> <li>Number of carers accessing the carer breaks/carers relaxation vouchers/service - Adult/Young carers and 3<sup>rd</sup> sector providers</li> </ul>	Principal Manager CEC Children's Services Commissioned Service – Young Carers	RW	N/A	N/A
3.2	Capture information on capacity and demand.		JCPM CEC Performance team	Louise Egan	N/A	N/A
3.3	A wide ranging menu of choices published in the local offer.		(JCPM)	Include Care choices directory	N/A	N/A
3.4	Establish processes (for example feedback/reviews) to evaluate the quality of respite services currently commissioned and re-commission		Commissioning Manager Contracts & Quality Assurance CEC	Kate Philips (Quality Assurance)	Cath Jarvis	Jo Vitta

	/decommission services. (To occur annually – April 16 and April 17)	<ul style="list-style-type: none"> <li>Carer feedback on quality of break/service</li> <li>Personal Health Budgets</li> </ul> <p><b>Target: an increase of 10% in the number of carer's assessments completed.</b></p>		Sandra M (PDPs and challenge sessions)		
<b>4.0</b>	<p align="center"><b><u>Realising Carer Potential</u></b></p> <p>Improved access to education, employment and Health and Wellbeing outcomes for Children and Adults in caring role in Cheshire East through:</p>					
	Actions	What will we measure...	Who is responsible	CEC	ECCCG	SCCCG
4.1	Ensure our own organisations are carer friendly.	Carry out survey with staff (CEC and CCGs) to find hidden carers/their perceived needs / whether their needs are being met/whether they have accessed carer services or a carers assessment and quality of life.	Cheshire East Council Commissioning Manager JCPM Commissioning Support Unit Survey team.	Sheila Woods / HR / Ruth O'Brien	JW / MC	Jo Vitta
4.2	Work with the Cheshire East Council Business Development Team to ensure new businesses in Cheshire East are 'Carer Friendly' (pilot).	Pilot scheme measures to be developed through scheme	JCPM CEC Carers Commissioning Lead	Rob Walker	N/A	N/A
4.3	Research the demand and opportunities for carers to share skills and undertake voluntary work.	Increased numbers of carers who have been supported to retrain, gain confidence and retain or enter employment.	JCPM CEC Carers Commissioning lead Director of Children's Social Care/Head of Service – Preventative Services CEC CEC	Louise Egan Damian Lally Jill Greenwood (Digital Champion training)	N/A	N/A
4.4	Ensure carers have the opportunity to access education, training and employment in Cheshire East.  To link the Carers strategy with the proposed Cheshire East Council Skills and Growth company and the services	Capturing the demand for volunteer work and the opportunities available to meet this demand.  Improved educational outcomes and those entering post school full time education seen in improved NEET Statistics (not in education, employment or training).	JCPM CEC Carers Commissioning Lead Director of Children's Social Care/ Head of Service – Preventative Services CEC			N/A

	they will deliver supporting access to education, training and employment in Cheshire East.					
4.5	Develop carer outcomes (capturing what outcomes carers want to achieve).	Outcome measure to be developed/ongoing.	Principal Manager Director of Children's Social Care/ Head of Service – Preventative Services CEC	Sheila Wood	Jane Stairmand	Jo Vitta
4.6	Promote training to carers on how to be a carer.	Quarterly monitoring reports	Principal Manager	RW (Bill Swan)	N/A	N/A
4.7	Ensure carers are supported by Community Occupational therapy staff and at discharge from hospital with the use of equipment, interventions such as, tube feeding.	Sample a group of carers who are supported through the district nursing service/Speech and Language Therapist.	Occupational Therapy Team manager  Speech and Language Therapists/ District Nurses.	Sue Jones	Gill Pickford Head of Therapies for MDGH and MCHFT	
<b>5.0</b>	<b>Engagement and Co-Production</b> Carers will be further involved in the planning, shaping and delivery of services and support with increasing evidence of personalisation through:					
	<b>Actions</b>	<b>Success Measures</b>	<b>Who is responsible</b>	<b>CEC</b>	<b>ECCCG</b>	<b>SCCCG</b>
5.1	Work with carers to help develop the role and purpose of carer champions across health and social care.	Measure to be developed once the role is agreed.	Principal Manager CEC Head of Service – Preventative Services CEC	RW	N/A	N/A
5.2	Provide education and training on co-production.	Number of staff attending training. Number of carers attending training. Carer feedback (feedback card to include question on whether included in decision making about support and care plans for carer and cared for).	Workforce Development Manager CEC	Sheila Wood	JW	Jo Vitta
5.3	Hold engagement events with carers.	Numbers of carers attending the events. Number of events held. Carer's feedback. Using the events sessions to find out whether carers feel they are valued and involved in service development and delivery.	Workforce Development Manager CEC JCPM Communications and Engagement Teams CCG Director of Children's Social	Katie (engagement Team) RW LACs (Jill Greenwood)	Nicola Detheridge	



			Care/Head of Service – Preventative Services CEC	Louise Egan (TLAP)		
5.4	Ask a young and adult carer to join a panel of people (adult and young person in an advisory role) that allocate funds to third sector organisations who provide carer break services.	All carers feedback	JCPM MST Programme Manager	RW	N/A	N/A
5.5	Develop: <ul style="list-style-type: none"> <li>local carers surveys</li> <li>feedback cards (pilot scheme)</li> <li>Develop a communication plan to engage with schools, colleges and key partners which promotes a better appreciation for the support that young carers may need to be able to get to school on time.</li> </ul>	Data measure and evaluation of the results of the survey/feedback cards.  The number of schools and colleges who have been contacted and have made reasonable adjustments for young carers.	JCPM	RW Nicola Detheridge	N/A	N/A
5.6	Promote the Expert Patient Programme amongst carers.	Increased numbers of carers aware of programme <ul style="list-style-type: none"> <li>Engagement events</li> <li>Survey</li> <li>Review number of carers involved</li> </ul> <b>Target: Deliver a minimum of 7 engagement events annually</b>	JCPM Existing groups and channels – Patient Participation Group and Expert Patients via CCG Communications and Engagement Team	RW Nicola Detheridge Karen Porter (safeguarding in schools) Lucy Heath Katie	N/A	N/A





**This page is intentionally left blank**

## Appendix 2 – Carers Strategy Priorities Progress Report

1. The below detail sets out the progress made to date regarding the Carers Strategy Delivery Plan and the agreed five priority areas.

### Priority 1) Assessment of Carer Needs and Crisis Support

- During Carers' Week 2017 both CCGs will seek ways to continue to raise awareness of carers and to encourage them to register with their GPs using variety of media platforms to attract a large number of people for example via websites and "Health Matters" articles.
- Contact has been made with all GP surgeries across Eastern Cheshire and South Cheshire asking for all surgeries to complete a small questionnaire on how practices support carers. In Eastern Cheshire, out of 22 surgeries asked, 18 responses were received. In South Cheshire out of 18 surgeries asked, 16 responses were received. The results of the questionnaire have helped to identify gaps where there is no carers' champion in place at surgeries. The results have also informed how each surgery proactively promotes the registration of carers and has highlighted examples of best practice. Further engagement work will now take place in the next 6 months with carers to understand what would encourage them to register and what support they would like to see from their GP carer champion and surgeries. Engagement work will then take place with the carers' champions to embed standardised processes and ensure best practice is shared across each GP surgery.
- A "go to" carers leaflet will be produced for GPs to use and hand out when they have identified a carer. The leaflet will contain key numbers/ contacts to help sign post carers to support services.
- Currently the carer's project manager is looking at the possible delivery following a suggestion made by the Carers Reference Group to create a league table for read codes. This may help increase numbers of carers being identified. However the data needs to be quantifiable.
- Development of self-assessment tool - A digital "front door" for social services is currently being created called Live Well. This will be an online area for information and advice. Completion is due in April. Here carers will be able to access a carer assessment module. Reporting mechanisms will be in place to measure how many people have visited carer's pages and completed on line assessment.
- *Discharge planning to include carer's assessment for support and local offer information pack on discharge* A recent meeting with Jeanette Sarkar (Head of Nursing and Quality at East Cheshire NHS Trust). ECNHST has developed a 'dementia care bundle' which aims to enhance patient and carer experience by providing valuable information which allows staff to deliver patient centred care. The dementia care bundle includes 'This Is Me' passport where staff encourage completion with the assistance of their main carer who can provide valuable insight for staff about the person they are caring for e.g. preferences,

dislikes etc. It also includes a carer survey in order to gather carer's viewpoints to further improve dementia care within the acute setting. A section within the dementia care bundle specifically focuses on carers in that it provides signposting to services in the community, information about open visiting passes and the ability to be involved in their loved ones care if they would prefer is explored. The Dementia Care Bundle has been piloted on Wards 5 and 9 during the month of October 2016. Evaluation is currently in place with the aim to implement the dementia care bundle across all adult in patient acute wards during the month of November 2016. Feedback from the pilot has been requested.

- *Continuously collate identified carer needs through assessments and surveys to inform future commissioning needs of carer's services* - At the April and during Carers week events- we will collate carer feedback on what services they would like to see and in what area to inform future commissioning of carers services. Feedback of carer respite to be collated received from the new brokerage team. A revised carer's feedback questionnaire is being developed for respite service. National Carers Survey results are due in April 2017. Initial discussions have taken place regarding the development of a local carer's survey, to be conducted after the national carer's survey has been published. The Business Intelligence team have also created an assessment survey that will be piloted from September 2016 within the Wilmslow and Macclesfield teams. This survey will be for people who use the services and have had an assessment. This will help capture information on outcomes and help to inform the future development of carer's services.
- RIPFA training for SMART teams – This is currently on hold and will be rescheduled in year. (Planning is currently taking place with the purpose for carrying out training workshops during SMART team meetings, to share the RIPFA (Research in Practice for Adults) Training Tool, working around carers assessments. A carer and their care worker will be involved in leading the sessions to share their experiences of the carer's assessment process and outcomes).
- Currently piloting a carer's feedback survey with Congleton and Wilmslow. Currently return rates are low and further analysis is being undertaken to identify the causation of a poor return rate.
- Wider investigation is taking place into a new mobile application which has been launched by Carers UK called "Jointly". The new mobile application is a tool to help families manage care for loved ones. Engagement with range of carers groups will take place to identify if carers would find the app useful and to pilot this across Cheshire East. Feedback will be captured on how this assisted them in their caring role. The feedback from carers will inform how stakeholders can raise the benefits of the app to carers.
- Safeguarding carers - A review of the safeguarding process and policy in relation to carers will commence in April.

- A Frailty service has been established at East Cheshire NHS Trust in order to identify frail elderly people by integrating other services such as therapy, social care and acute visiting service. Funding has been agreed for 17/18 and focus will be on continuing to integrate existing services, sharing skills (spreading frailty message) and training. The service will also have a strong focus on carers. The Project Manager will be involved in clinical team meetings and communication plans to ensure carers are included in all aspects of the service and planning.

### Priority 2 - Information Service

- Strong links continue to be made with other organisations and carers to continually update on services available through the carers offer. Cheshire East Council, South Cheshire CCG and Eastern Cheshire CCG websites have been updated to reflect the most up to date information for carers.
- It was hoped that early 2017 the Carers Project Manager and the young carer featured in the strategy co-producing poster/information leaflet to hand out at a pilot school. The leaflet will be aimed at speaking to young people and highlighting the help and support available for young carers. However, due to the young carers commitments this has not been possible therefore contact has been made with the Children's Society to engage with a group of additional young carers in order to progress this piece of work and contact local schools across Cheshire to see which ones are willing to work with us and then pilot the idea with one school in Eastern Cheshire and one in South Cheshire.
- *Carers are provided with support plans and information on long term/end of life care support if appropriate* - work is taking place by the dementia end of life practice development team including dementia training and end of life training.
- Following a recommendation at the December 2016 Health and Social Care Overview and Scrutiny committee to provide information to carers through the Council Tax booklet which will be delivered to residents across the borough, a section of the *Caring in Cheshire* has been used provide information to carers.

### Priority 3- Respite and Carer Breaks:

- This year we have used the information we received from carers about what was important to them and what was reflected in the Joint Carers' Strategy delivery plan to inform 'The Carers' Breaks Fund Grant Awards' bidding criteria for 2016/17. A full list of the services that were awarded funding, through the Better Care Fund, can be seen in Appendix 3. Funding was made available to support the delivery of services that enable and facilitate a range of carer breaks, where one or more of the following key objectives must be met:
  - ✓ **Realising and Releasing Potential**  
Enabling those with caring responsibilities to fulfil their potential by removing barriers to opportunity and promoting access to learning.
  - ✓ **Supporting Carers to Stay Healthy**  
Supporting carers to remain mentally and physically well by offering services that provide positive outcomes to an individual's health and wellbeing.
  - ✓ **Life Outside of Caring**  
Support to carers which enables them to have a family and community life, alleviating the impact of the caring role.
- The Carers Project manager is working with the Head of Carers Services, Local Solutions in Liverpool to understand a successful project "MyTime" with the hope it can be replicated in Cheshire East. The project enables carers to spend a night away in a local hotel and use their spa facilities if available and gives carers an opportunity to relax and have a break from their caring role.

### Priority 3 - Realising Carer Potential:

- *Ensure our own organisations are carer friendly* - Dementia Friends training taking place at Eastern Cheshire CCG in March. All policies being looked into for working carers. The project mentioned below (Supporting working carers) will feed into this workstream.
- Through the North West Carer Leads Network expressions of interest were requested to take part in a two year pilot Supporting Working Carers Project organised and funded by TLAP, ADASS Y&H and ADASS NW.
- The aims of the project are to;
  - ✓ Raise the profile of working carers in the regions, the difficulties they encounter and the impact this has on them, their families, employers and the economy.
  - ✓ Develop evidenced based approaches to supporting working carers which will enable them to remain in employment and continue with their caring role.



- ✓ Promote the positive outcomes which can be achieved through the provision of appropriate support to working carers and the business cases for businesses to support their working carers.
- ✓ Provide solutions which will assist in culture change and promote positive attitudes towards working carers by employers, including the health and social care sectors.
- Cheshire East Council as the lead authority for carers in have been successful in selection to take part in the pilot and this will enable this initiative to further enhance the collaboration of Cheshire East Council, NHS Eastern Cheshire and South Cheshire CCG's in reviewing each organisations policies and procedures that support working carers staff group.
- Cheshire East Council currently has a range of policies which give flexibility within how working carers can balance the demands of caring and employment:
  - ✓ Retirement and severance policy
  - ✓ Carers page on internal Cheshire east Council website
  - ✓ Right to Apply to work Flexibly Policy
  - ✓ Flexi time policy
  - ✓ Leave and Time Off policy
  - ✓ Flexible and \Mobile working policy
  - ✓ Work Life balance policy
  - ✓ Supervision policy
- The Council has previously commissioned as one of carers services support for carers to enter the workplace which has received very positive outcomes for carers who have accessed the service. This will also be used as part of the pilot to demonstrate good practice

### Priority 4 - The 'Umbrella' Employers for Carers membership model

- In addition to the Supporting Working carers Project the Council has also been successful in an expression of interest to be part of the Carers UK and Employment for Carers 'Umbrella Organisation' model. This works as follows:
- The 'umbrella' member organisation (i.e. the local authority or chamber, trade association) acts as a co-ordinating body by **extending its EfC membership** to its own member SMEs (organisations with less than 250 employees).
- **Free access** to EfC membership and resources is then provided for all SMEs in the locality.
- This model therefore benefits both the 'umbrella' organisation and local businesses. It is essentially a **block membership arrangement**

- SMEs benefit from ‘umbrella’ membership in the following ways:
  - ✓ accessing **member resources** on the EfC website, including relevant legal information, practical case studies and template leaflets/workplace surveys;
  - ✓ invitations to EfC **member events**; **connecting with other employers** and benefitting from peer support;
  - ✓ being part of an **employer network** within the locality which could also host local employer networking sessions.
- Meetings are planned with the Executive Director –Place to scope how contact can be made with the business community within the borough to progress this workstream
- Carers Week 2017 theme is Supporting Working Carers and officers are currently scoping how this will be promoted across the borough in an event format. The Event will be planned and a steering group will be organised with members representing health and social care and third sector organisations. The provisional date set for the event is 15<sup>th</sup> June 2017.
- Barclays Bank, Radbroke Hall, Knutsford have been approached by CEC to once again work in partnership to support and facilitate their annual “Barclays Working Carers Forum”. The aim of the forum was to enable employees based at Radbroke Hall who also care for a relative or friend, young carer or parent carer, to talk to care providers, find out what help is available and understand the changes for carers following the implementation of the Care Act 2014 or talk informally to other carers. Last year this proved to be an exciting opportunity to work with Barclays who have a strong commitment to customers and staff who have caring responsibilities. Officers from Adult commissioning and Operational Adult Social care have been working with Barclays staff on an ongoing basis and will be supporting the development of the forum in 2017. Further work is being undertaken by CEC Local Area Co-ordinators in developing additional links following the event with Barclay’s staff to facilitate targeted support to staff and also to carry out possible volunteer work. The delivery plan seeks to encourage all local employers to be carer friendly. The learning from last year’s event and the partnership workshop will be used for planning this year’s forum and in future with other employers.

## Priority 5 - Engagement and Co-Production

- There is a new working group led by Cheshire and Wirral Partnership (CWP) supporting the ongoing implementation of 'The Triangle of Care' principles across the Trust. The 'Triangle of Care' is an alliance between service user, staff member and carer that promotes safety, supports recovery and sustains well-being. The Group shares current best practice in all CWP localities. More recently all localities within CWP came together with the aim of starting a process to create a Person Centred Framework. The outcome goal was to come away with the first set of principles for the Person Centred Framework for wider consultation. There are six key elements suggested as good practice examples required in 'The Triangle of Care' to achieve better collaboration and partnership with carers and the service user and carer's journey through a typical acute episode. The learning from this working group will provide valuable information to support the principles being standardised across other services as the strategy develops.
- Engagement Events – Throughout the months of February and March 2017, engagement events have taken place every Tuesday at the Independent Living Centre, Wilmslow. The purpose of these events is to showcase services, support and information as well as promote the health, wellbeing, independence and self-help opportunities for the residents of Cheshire East. The events are also open to staff and families and carers.
- April 25<sup>th</sup> 2017 will see another engagement event at Crewe Lifestyle Centre which will bring all carer services in a market place. This event has been funded by Crewe Town Council with support from Care4CE, Eastern Cheshire CCG, South Cheshire CCG and Cheshire East Council Local Area Co-Ordinators.

**This page is intentionally left blank**

**Better Care Fund: Carer Breaks Summary Report**  
**Report on first period - Carer Breaks Grants – 2016/2017**

Carer Breaks Grants were funded through the Better Care Fund for 2016/17.

This year, organisations could apply for up to a maximum £37,500 per application.

A total of 16 grants were awarded with a total spend of £366,452.39 for the period.

Organisations could apply to deliver a range of carer breaks and activities to meet the needs of young carers, parent carers and carers of adults living in Cheshire East. There was no restriction on the age of the carer.

The grant award period is 1<sup>st</sup> July 2016 to 31<sup>st</sup> March 2017.

All Carer Breaks Grants are monitored twice during the grant period; at the mid-point and at the end of the project which in all cases is 31<sup>st</sup> March 2017.

This report provides a summary of the performance of the Carer Breaks Grants based on submitted monitoring information from the first period (December 2016).

### Carer Breaks – Grant Awards 1<sup>st</sup> July 2016 to 31<sup>st</sup> March 2017

Awarded Grant	Amount	Description of Carer Breaks	Performance against outputs – mid point	Action Required	Further Information and Contact Details
<b>Cheshire and Warrington Carers Trust</b>  ❖ Carers Wellbeing Fund Crewe/Nantwich	£37,300.00	The Carers Wellbeing Fund - carers can apply for funds (a max of £350) to spend on individually tailored breaks from caring.  This follows a referral following a carers assessment with SMART teams or through children's support services (for parent carers).	<b>Full Target – 432 Awards</b>  225 awards made at the mid-year point.  This represents 52% of target met.	None required.  To manage demand for the service, referrals to the scheme were ceased on 31/12/16 to allow time to process all cases before 31/3/17.	Cheshire and Warrington Carers Trust 146 London Road, Northwich, Cheshire, CW9 5HH  Tel: 0800 085 0307
❖ Carers Wellbeing Fund Congleton/Sandbach	£37,300.00				
❖ Carers Wellbeing Fund Macclesfield	£37,300.00				
❖ Carers Wellbeing Fund Wilmslow, Poynton and Knutsford	£37,300.00				
<b>Wishing Well</b>  ❖ Young Carers	£26,105.00	Wishing Well Young Carers project will provide a service for young carers in the Crewe and Nantwich areas. Young Carers will	<b>Full Target: max 45 young carers per week</b>  29 young carers benefitted at mid-year point	None required	The Wishing Well Project Jubilee House St Paul's Street Crewe CW1 2QA <b>01270 256919 /01270</b>

		be able to attend organised sessions each week, outings and activity weekends			<b>253551</b>
<b>Audlem &amp; District Community Action</b>  ❖ Audlem Carers Support Group	£8,927.00	Audlem & District Community Action offer twice monthly Audlem Carers Support Groups, carers training courses and day break/ activities	<b>Full Target: 55 carers accessing activities</b>  41 carers accessing the range of carers services.  There have been 8 new carers to the carers group.	None required	Lynn Morear, ADCA's Assistant Coordinator on 07595 919727
<b>Wishing Well</b>  ❖ Older People Mental Health	£33,000.00	The project supports carers through a range of services. These include access to transport for carers (and the person they care for), volunteer visiting scheme to give freedom to carers while their loved ones are supported, carers and cared for attending events together and access to Wishing Well Lifelong Learning programme.	<b>Full Target: 150 carers accessing activities</b>  72 carers have benefitted from the service	None required	The Wishing Well Project Jubilee House St Paul's Street Crewe CW1 2QA <b>01270 256919 /01270 253551</b>
<b>Deafness Support Network</b>  ❖ Specialist support for carers of	£5,000.00	Support to carers of individuals who are either deaf or have a degree of hearing loss (D/deaf). A series of 6	<b>Full Target: 6 carers workshops, 60 - 120 carers attending in total</b>	Take up at the first carers workshop was very low. A further 5 workshops are	Deafness Support Network 144 London Rd, Northwich CW9 5HH Tel : 01606 47831

people who are Deaf		carers workshops providing specialist support for carers and signposting them to the appropriate services.	One workshop and one carer benefitted to date	planned in the New Year. We have requested that DSN widen the target audience to include people with dual sensory loss.	<a href="http://www.dsnonline.co.uk/">http://www.dsnonline.co.uk /</a>
<b>Cheshire and Warrington Carers Trust</b> ❖ Carers Advocacy	£19,950.00	A Carers Advocacy Pilot Service. Carers will be supported through a self-advocacy programme. They can also access a specialist worker giving one to one support where required..	<b>Full Target: 30 referrals over 9 months through the self advocacy programme. Specialist worker - 50 carers supported.</b>  14 carers referred to self advocacy and 29 carers supported	This is a pilot project. Referrals are now increasing as awareness of the service increases among frontline staff.	Cheshire and Warrington Carers Trust 146 London Road, Northwich, Cheshire, CW9 5HH  Tel: 0800 085 0307
<b>Cheshire and Warrington Carers Trust</b> ❖ When caring comes to an end	£12,400.00	The pilot service will support carers who have been bereaved and their caring role has ended	<b>Full Target: A minimum of 70 carers will be supported</b>  13 carers supported	This is a pilot project. Referrals are now increasing as awareness of the service increases among frontline staff.	Cheshire and Warrington Carers Trust 146 London Road, Northwich, Cheshire, CW9 5HH  Tel: 0800 085 0307
<b>Cheshire Buddies</b> ❖ Young Carers	£6,210.49	The Cheshire Buddies-Young Carers 'sibling group' aims to provide help and support to children and young people with a brother or sister with a disability living in Cheshire East	<b>Full Targets: 12 full day sessions for 10-12 young carers per session. Support over 35 individuals. 12 half day sessions over a 9 month period.</b>	Targets exceeded at end of first monitoring period.	Stephanie Lawley: 07873423389 or email slawley@btinternet.com  Louise Bailey: 07938163103 or email



			They have delivered 8 full day sessions with 50 attending overall. 10 half day sessions and 46 attending overall. Targets exceeded at end of 1st period monitoring.		cheshirebuddies@outlook.com
<b>Neuromuscular Centre</b>  ❖ Carer Convention	£5,750.00	To hold a Carer Convention. This family carer event will be held at Jodrell Bank Macclesfield in on 18 <sup>th</sup> March 2017. It will target families including parent and young carers of people with muscular dystrophy (md).	<b>Target: to hold a Carer Convention for anticipated attendee numbers of between 60-100.</b>  Organisation of the Convention has taken place in the first period.	Although no carers have benefitted directly in the first period, the planning for the Carer Convention is well underway. This will take place on 18th March 2017.	The Neuromuscular Centre Woodford Lane West Winsford Cheshire CW7 4EH  Tel: 01606 860 911
<b>East Cheshire Hospice</b>  ❖ Dementia Carers Support Programme	£31,515.90	The Dementia Carers Support Programme at East Cheshire Hospice provides bespoke support to carers of people living with dementia in Cheshire East.  Activities take place in the Hospice Sunflower Centre in Macclesfield The programme delivers a range of activities	<b>Full Targets: 36 carers to attending the Dementia Carers Support Course, 30 carers to be supported by the off-site befriending project, 22 carers referred for complementary therapies, 5 carers receiving counselling, 8 monthly dementia friendly lunches</b>  24 carers have attended	None required	Telephone Main Reception on  01625 610364  General Enquiries Email: admin@echospice.org.uk

			the dementia carers support course, 24 referred for complementary therapies, 5 dementia lunches, 16 have had counselling		
<b>Cheshire Buddies</b> ❖ Parent Carers	£28,944.00	The project will support parents and carers of a child or young person with a disability living in Cheshire East through the provision of 14 group sessions per month. These include: further educational and lifestyle courses e.g. first aid, food hygiene, hospitality, IT skills, interview skills, basic first aid training, using specialist equipment, moving and handling.	<b>Full Target: 150 individuals through 126 sessions over a 9 month period.</b>  173 carers supported and 70 group sessions held at end of 1st period.	Targets exceeded at the end of 1st period monitoring.	Stephanie Lawley: 07873423389 or email slawley@btinternet.com  Louise Bailey: 07938163103 or email cheshirebuddies@outlook.com
<b>Making Space</b> ❖ Mental Health Carers	£37,500.00	Carer group breaks and individually arranged breaks for carers of people with a mental health condition. The service will provide a programme of social activities/breaks which carers can access in order to take a break	<b>Full Target: Support a minimum of 320 carers</b> • Provide an average of 2 breaks per carer • The average cost of a carer break = £75.00  121 carers have benefitted from a break.	Numbers of carers accessing the breaks were lower than expected. We suggested that Making Space link in with local area coordinators and actively promote the service in the	Jane Reeves Cheshire Team Leader Making Space  01606 606694/ 07843 268001

		from their caring role.		New Year.	
<b>Ruby's Fund</b>  ❖ Parent Carers Yoga sessions	£1,950.00	Ruby's Fund will offer 30 weekly yoga sessions for a group of 15 parent carers during term time, with the aim of increasing physical activity, improving depression and stress levels, aches and pains and offer a social opportunity	<b>Full Target: 30 weekly yoga sessions for a group of 15 parent carers.</b>  12 sessions and 10 carers attending, average attendance 5 carers per session	Numbers of sessions are a little below target but 10 carers have accessed them against a target of 15.	Meridian House, Roe Street, Congleton, Cheshire, CW12 1PG  Tel: 01260 277666

### Case Study Examples:

#### Cheshire Buddies

#### Young Carers 'sibling group' - Case study 1

MC is 9 year old she lives with her mother and younger brother. MS's brother is autistic with severe learning difficulties, he is doubly incontinent, limited communication and he frequently displays challenging behaviour and requires two support Personal Assistants at school to look after him.

MC has missed out massively on being able to go out as a normal family and this has restricted her from doing simple things that children take for granted like going to the park, swimming and walking

Her mother was concerned that the focus had always been on her youngest child and she felt guilty about this as it was not possible to give MC equal attention, the mother reported that MC had become withdrawn in herself and at times angry with her. The parent felt she had become more aware of other families and realised that her family was different

### **What the Buddies did:**

Initially Cheshire Buddies provided a club for her brother which actually gave MC the chance to have some quality time with her parent

Cheshire Buddies also invited MC along to the sibling group so that she had the opportunity to share experiences and talk to other children but also to try new things and to be active rather than having to stay at home and never going to places

MC was able to make new friends and try new activities, such as bike riding, swimming at water world , visiting the park and going on day trips to the beach and Blackpool illuminations

### **Positive Outcome:**

MC has made lots of friends that she is able to talk to and understand

Parent has said it has done MC a world of good – Knowing MC is having fun in a safe environment has meant that she too feels much better and less guilty

MC has gained new experiences for the very first time.

MC has memorised the activity dates and is on count down for the next trip

She has grown in confidence and self-esteem

### **Sibling comments**

*“I have been in all weekend because we can’t go out as my brother screams and shouts . I love my brother but sometimes I get really fed up. Today I am happy! I am going to the beach with Buddies! “*

*“Awesome, it’s a complete break, I can just be me”*

### **Cheshire and Warrington Carers Trust**

### **Carers Wellbeing Fund – Case Study**

#### **Reason for referral**

Peter (56 ) came to the drop in at an office local to himself. He cares for his wife who has COPD, obstructive sleep apnoea and arthritis. He also has mobility issues and uses a walking stick

Peter wanted some information about caring and the support available to him. We talked to him about having a carers assessment and he agreed to us ringing to request one for him. We rang the Smart Team and several weeks later the CA came through stating a referral to the Wellbeing Fund.

### Support given

Carers star completed, and action plan devised with actions for worker and Peter.

Request the Wellbeing Fund for a break away and meals out.

Referral to Rally Round to assist Peter with moving house.

Referral to a carer support worker to complete a benefits check and application for a blue badge.

Support with Pip assessment.

Details of local support groups and added to the mailing list.

### Outcome

Together we reviewed the carers star. Peter had maintained or improved his scores in all areas, the greatest improvements being time for yourself, the caring role and managing at home.

A referral was made to the OT and they have been approved for a stair lift and wet room.

Peter now regularly attends the drop in for a coffee and chat. He has attended a couple of the carer groups and was attending the male carers, unfortunately this group has now ceased due to funding.

Peter attended the hospice garden party with his wife and other fundraising events.

He rated the wellbeing fund 5/5 and found the whole process really useful. He has been able to enjoy a break away and was pleased with the outcomes of the referrals.

He found the action plan useful to look at what had changed, and completed his action of registering with his GP as a carer.

Carers' comments:

*"We have spent a lot of time at Alder Hey recently and so having something for myself has been such a treat. I can't thank you enough" Female (50)*

*"Thank you for the kind award. This will certainly help me to get through the current dark days with my husband's mental illness." Female (61)*

**This page is intentionally left blank**

Organisation	Client Group	Service	Contact details
<b>CARERS SERVICES</b>			
Alzheimers Society	Carers of people with dementia across Cheshire East	Provides expert information and one-to-one support from a dementia support worker to anyone who cares for someone with any type of dementia. Signposting, monthly dementia cafes offering mutual support.	Page 12 of Care Choices Directory – carer can contact provider direct 01625 503302 (north) 01270 219489 (south) Web: <a href="http://www.alzheimers.org.uk/cheshire">www.alzheimers.org.uk/cheshire</a>
Cheshire & Warrington Carers Trust	Carers who are 18+ across Cheshire East	Carers Reablement (ReLive) Service provides one-to-one support to carers who are struggling to cope with their caring role, or are finding that it is getting more demanding. Referrals to the service must be made following a Carers Assessment. The Carers Trust can work for up to six weeks with the carer looking at ways they can take a break and help them to plan for the future including counselling and legal advice.	Page 11 of Care Choices Directory – referrals to this service be made following a carers assessment with the CEC Freephone helpline: 0800 0850307 Web: <a href="http://www.carersorg/Cheshire">www.carersorg/Cheshire</a>
Cheshire & Warrington Carers Trust	Carers who are 18+ across Cheshire East	Carer Breaks – Provides regular opportunities for carers to meet up at monthly group meetings running across Cheshire East or to take up a relaxation session, relaxation voucher and a group overnight break.	Page 11 of Care Choices Directory – carer can contact provider direct Freephone helpline: 0800 0850307 Web: <a href="http://www.carersorg/Cheshire">www.carersorg/Cheshire</a>
Cheshire & Warrington Carers Trust	Carers who are 18+ across Cheshire East	Carers Training – training is offered to carers including a Caring with Confidence course to help with the caring role. It also offers one-off practical skills training sessions and personal development sessions e.g. moving and handling, first aid, relaxation techniques. There is also a training opportunities fund that carers can apply to for support to pay for this.	Page 12 of Care Choices Directory – carer can contact provider direct Freephone helpline: 0800 0850307 Web: <a href="http://www.carersorg/Cheshire">www.carersorg/Cheshire</a>

Carerstrust4all	Carers who are 18+ across Cheshire East	Carers Early Help and Intervention “In Time” Service provides carers who are new to caring, or who have not had any support as a carer before, the opportunity to discuss how caring is affecting them including signposting to other services.	Page 12 of Care Choices Directory – carer can contact provider direct 01260 292850 Email: <a href="mailto:cheshireeast@carerstrust4all.org.uk">cheshireeast@carerstrust4all.org.uk</a> Web: <a href="http://www.carerstrust4all.org.uk">www.carerstrust4all.org.uk</a>
Career Connect	Carers who are 18+ across Cheshire East	Dedicated Careers Adviser offering one-to-one support to carers on employment, training and volunteering opportunities including confidence building, developing skills. Also, supporting working carers to stay in their job and seeking more flexibility to combine work with caring.	Nicola Holyoak Carers Careers Adviser 07791 333241 <a href="mailto:nicola.holyoak@careerconnect.org.uk">nicola.holyoak@careerconnect.org.uk</a>
Making Space	Carers who are 18+ across Cheshire East who care for people with a mental health condition	Production of support plans for carers of people with a mental health condition following the completion of a carers assessment by Cheshire East Council. Advice and support to implement the support plan, signposting, accessing carers breaks, education, training and volunteering,	Jane Reeves Cheshire Team Leader Making Space 01606 606694/ 07843 268001
Neuromuscular Centre	Carers 18+ of people across Cheshire East with neuromuscular conditions	Provide regular breaks for those caring for people with muscular dystrophy. There are opportunities to share experiences with others, develop new skills by participating in activities and enjoy the benefits of complementary therapy. Also, home adaptation advice, outreach support, support managing personal budgets, bereavement support.	Page 11 of Care Choices Directory – carer can contact provider direct 01606 860911 Web: <a href="http://www.nmcentre.com">www.nmcentre.com</a>
Peaks and Plains Housing Trust	Carers living in Cheshire East	Provides a Carer’s Alert Card for Emergencies (ACE card) and agrees an emergency plan with the carer	Page 12 of Care Choices Directory – carer can contact provider direct 0845 872 7657



## CHESHIRE EAST COUNCIL

### REPORT TO: Health and Adult Social Care Overview and Scrutiny Committee

---

**Date of Meeting:** 6 April 2017  
**Report of:** Director of Legal Services  
**Subject/Title:** Work Programme update

---

#### **1.0 Report Summary**

- 1.1 To review items in the 2016/17 Work Programme, to consider the efficacy of existing items listed in the schedule attached, together with any other items suggested by Committee Members.

#### **2.0 Recommendations**

- 2.1 That the work programme be reviewed and updated following actions from the meeting and other amendments.

#### **3.0 Reasons for Recommendations**

- 3.1 It is good practice to agree and review the Work Programme to enable effective management of the Committee's business.

#### **4.0 Wards Affected**

- 4.1 All

#### **5.0 Local Ward Members**

- 5.1 Not applicable.

#### **6.0 Background and Options**

- 6.1 In reviewing the work programme, Members must pay close attention to the Corporate Priorities and Forward Plan.
- 6.2 Following this meeting the document will be updated so that all the appropriate targets will be included within the schedule.
- 6.3 In reviewing the work programme, Members must have regard to the general criteria which should be applied to all potential items, including Task and Finish reviews, when considering whether any Scrutiny activity is appropriate. Matters should be assessed against the following criteria:

- Does the issue fall within a corporate priority

- Is the issue of key interest to the public
- Does the matter relate to a poor or declining performing service for which there is no obvious explanation
- Is there a pattern of budgetary overspends
- Is it a matter raised by external audit management letters and or audit reports?
- Is there a high level of dissatisfaction with the service

6.4 If during the assessment process any of the following emerge, then the topic should be rejected:

- The topic is already being addressed elsewhere
- The matter is subjudice
- Scrutiny cannot add value or is unlikely to be able to conclude an investigation within the specified timescale

### **7.0 Access to Information**

The background papers relating to this report can be inspected by contacting the report writer:

Name: Helen Davies  
Designation: Scrutiny Officer  
Tel No: 01270 686468  
Email: [helen.davies@cheshireeast.gov.uk](mailto:helen.davies@cheshireeast.gov.uk)

# Combined Health and Adult Social Care + Communities Overview and Scrutiny Committee

## – updated March 2016

### Health and Adult Social Care

#### Future Meetings

Formal meeting	Formal Meeting	Formal Meeting	Formal Meeting	Formal Meeting	Formal Meeting	Formal Meeting
Date: <b>6 April 2017</b> Time: 10:00am Venue: Committee Suites, Westfields	Date: <b>25 April 2017</b> Time: TBA (Half Day) Venue: Council Chamber, Macclesfield Town Hall	Date: <b>11 May 2017</b> Time: 10:00am Venue: Committee Suites, Westfields	Date: <b>15 June 2017</b> Time: 10:00am Venue: Committee Suites, Westfields	Date: <b>6 July 2017</b> Time: 10:00am Venue: Committee Suites, Westfields	Date: <b>14 Sept 2017</b> Time: 10:00am Venue: Committee Suites, Westfields	Date: <b>12 Oct 2017</b> Time: 10:00am Venue: Committee Suites, Westfields

#### Essential items

<u>Item</u>	<u>Description/purpose of report/comments</u>	<u>Outcome</u>	<u>Lead Officer/organisation/Portfolio Holder</u>	<u>Suggested by</u>	<u>Current position</u>	<u>Key Dates/Deadlines</u>
Delayed Discharges from Hospital	To undertake a spotlight review of the effect of delayed discharges in Cheshire East.	People live well and for longer	Director of Adult Social Care	Chairman's 1:1	Report pending	ASAP
Review of Healthwatch	Healthwatch working in partnership with Cheshire West and Chester Council.	People live well and for longer	Director of Adult Social Care	The Committee	Possibility of Healthwatch taking up a scrutiny role.	6 April 2017
Mental Health Reablement	To establish the future delivery of mental health reablement services	People live well and for longer	Council, SCCCG and ECCCG	Committee	Update from Commissioners + Linda Couchman	On hold until the Better Care Fund paper is completed.
South Cheshire Mental Health Gateway	To provide Committee's view on proposals relating to a new Mental Health Service	People live well and for longer	South Cheshire CCG	South Cheshire CCG	Presentation considered on 6 July. South CCG	6 April 2017

## Combined Health and Adult Social Care + Communities Overview and Scrutiny Committee – updated March 2016

					agreed to come back to Committee March/April 2017	
Carer Breaks	To monitor progress in connection with Carer Breaks in April 2017	People live well and for longer	Mark Palethorpe	The Committee	Topic came out of the H&ASC & Communities O&S Committee December 2016	6 April 2017
Joint Strategy for Carers Delivery Plan	An update to be provided on the Delivery Plan in April 2017					6 April 2017
Bed Based Review	No definitive report yet, the Terms of Reference underwent significant change as a result of DTOC work.	People live well and for longer	Mark Palethorpe	Portfolio Holder	Mark Palethorpe refresh the Terms of Reference	TBA
Cheshire and Wirral Partnership NHS Trust	Draft Redesign Consultation Proposal	People live well and for longer	CWP/ECCCG/SC&VRCCG	CWP Working Group	Awaiting update on original proposal by CWP/ECCCG/SC&VRCCG	11 May 2017
South Cheshire & Vale Royal CCG	Connecting Care Recovery Plan (Update)	People live well and for longer	Tracy Parker-Priest	SC&VRCCG	Tracy Parker-Priest to update the Committee	11 May 2017
South Cheshire & Vale Royal CCG	GP 5yr Forward View Strategy	People live well and for longer	Tracy Parker-Priest	SC&VRCCG	Tracy Parker-Priest to update the Committee	11 May 2017

Page 60

### Monitoring Items

<u>Item</u>	<u>Description/purpose of report/comments</u>	<u>Outcome</u>	<u>Lead Officer/organisation/Portfolio Holder</u>	<u>Suggested by</u>	<u>Current position</u>	<u>Key Dates/Deadlines</u>

## Combined Health and Adult Social Care + Communities Overview and Scrutiny Committee – updated March 2016

Local Safeguarding Adults Board	(Peer Review expected in May 2017, potential to become one board with Cheshire West and Chester Council.) The Committee wishes to receive a presentation from the Board at an informal meeting as part of it's scrutiny role to monitor the adult safeguarding	People live well and for longer	Business Manager LSAB	Committee	Robert Templeton invited to present Annual report	14 September 2017
ESAR	To monitor the performance of the Charitable Trust set up to run the Council's leisure facilities	People live well and for longer	Corporate Commissioning Manager: Leisure	Committee	Most recent item received in sept 2015	12 <sup>th</sup> October 2017
Mid Cheshire NHS Trust Quality Accounts	To consider the Quality Accounts of Local NHS Trust	People live well and for longer	NHS Trusts	Committee		11 May 2017 Whole Day
Cheshire and Wirral Partnership Quality Accounts	To consider the Quality Accounts of Local NHS Trust	People live well and for longer	NHS Trusts	Committee		11 May 2017 Whole Day
East Cheshire NHS Trust Quality Accounts	To consider the Quality Accounts of Local NHS Trust	People live well and for longer	NHS Trusts	Committee		11 May 2017 Whole Day
North West Ambulance Services (NWAS)	Monitor progress made in respect of the recommendations made by this committee in the 2016 spotlight review.	People live well and for longer		Committee		15 <sup>th</sup> June 2017
South Cheshire & Vale Royal CCG Position Statement	To consider the position statement.	People live well and for longer	Tracy Parker-Priest	Quarterly CCG Liaison Meeting		11 May 2017

### Possible Future/ desirable items

- Mental Health Services

# Combined Health and Adult Social Care + Communities Overview and Scrutiny Committee – updated March 2016

## Communities

### Essential items

<u>Item</u>	<u>Description/purpose of report/comments</u>	<u>Outcome</u>	<u>Lead Officer/organisation/Portfolio Holder</u>	<u>Suggested by</u>	<u>Current position</u>	<u>Key Dates/Deadlines</u>
Community Safety Partnership Plan and Performance + Private Enforcement	To scrutinise the SCEP performance against it priorities.  To review the success of the procurement of a private company	Our local communities are strong and supportive	Head of Communities Portfolio Holder for Communities and Health.	Head of Communities  Portfolio Holder		April 2017 Half day
Low Risk Domestic Violence	To scrutinise the success	People live well and for longer	Head of Communities Portfolio Holder for Communities and Health. Judith Gibson.	Committee		14 <sup>th</sup> September 2017
Participatory Budgeting	Review of process	Our local communities are strong and supportive	Principal Manager – Partnerships & Communities.	Chair of Scrutiny Committee.		6 <sup>th</sup> July 2017

## Combined Health and Adult Social Care + Communities Overview and Scrutiny Committee – updated March 2016

Community Cohesion Strategy	To scrutinise the Strategy, and add value ahead of Cabinet review.	People live well and for longer			Going to Cabinet in November 2017.	12 <sup>th</sup> October 2017
Fly-tipping-Neighbourhood Cohesion	To scrutinise the recommendations of the Task & Finish Group.	Our local communities are strong and supportive	Principal Manager – Partnerships & Communities. Task & Finish Group.	Chair of Scrutiny Committee.		15 <sup>th</sup> June 2017

**Items for 2016/2017** – Committee to be involved at an early stage

Preventing Extremism Strategy  
Scams and Mass marketing  
Air quality

A future meeting to be held at The Lighthouse in Crewe.  
The Committee to have a tour of Limewalk House (CWP).  
Forward Plan- CE 16/17-21 Commissioning a Community, Voluntary Faith Infrastructure Service.

**This page is intentionally left blank**





## **FORWARD PLAN FOR THE PERIOD ENDING 30<sup>TH</sup> JUNE 2017**

This Plan sets out the key decisions which the Executive expects to take over the period indicated above. The Plan is rolled forward every month. A key decision is defined in the Council's Constitution as:

"an executive decision which is likely –

- (a) to result in the local authority incurring expenditure which is, or the making of savings which are, significant having regard to the local authority's budget for the service or function to which the decision relates; or
- (b) to be significant in terms of its effects on communities living or working in an area comprising one or more wards or electoral divisions in the area of the local authority.

*For the purpose of the above, savings or expenditure are "significant" if they are equal to or greater than £1M."*

Reports relevant to key decisions, and any listed background documents, may be viewed at any of the Council's Offices/Information Centres 5 days before the decision is to be made. Copies of, or extracts from, these documents may be obtained on the payment of a reasonable fee from the following address:

Democratic Services Team  
Cheshire East Council  
c/o Westfields, Middlewich Road, Sandbach Cheshire CW11 1HZ  
Telephone: 01270 686472

However, it is not possible to make available for viewing or to supply copies of reports or documents the publication of which is restricted due to confidentiality of the information contained.

A record of each key decision is published within 6 days of it having been made. This is open for public inspection on the Council's Website, at Council Information Centres and at Council Offices.

This Forward Plan also provides notice that the Cabinet, or a Portfolio Holder, may decide to take a decision in private, that is, with the public and press excluded from the meeting. In accordance with the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012, 28 clear days' notice must be given of any decision to be taken in private by the Cabinet or a Portfolio Holder, with provision for the public to make representations as to why the decision should be taken in public. In such cases, Members of the Council and the public may make representations in writing to the Democratic Services Team Manager using the contact details below. A further notice of intention to hold the meeting in private must then be published 5 clear days before the

meeting, setting out any representations received about why the meeting should be held in public, together with a response from the Leader and the Cabinet.

The list of decisions in this Forward Plan indicates whether a decision is to be taken in private, with the reason category for the decision being taken in private being drawn from the list overleaf:

1. Information relating to an individual
2. Information which is likely to reveal the identity of an individual
3. Information relating to the financial or business affairs of any particular person (including to authority holding that information)
4. Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under the authority
5. Information in respect of which a claim to legal and professional privilege could be maintained in legal proceedings
6. Information which reveals that the authority proposes (a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or (b) to make an order or direction under any enactment
7. Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime

If you would like to make representations about any decision to be conducted in private at a meeting, please email:

Paul Mountford, Democratic Services Officer [paul.mountford@cheshireeast.gov.uk](mailto:paul.mountford@cheshireeast.gov.uk)

Such representations must be received at least 10 clear working days before the date of the Cabinet or Portfolio Holder meeting concerned.

Where it has not been possible to meet the 28 clear day rule for publication of notice of a key decision or intention to meet in private, the relevant notices will be published as soon as possible in accordance with the requirements of the Constitution.

The law and the Council's Constitution provide for urgent key decisions to be made. Any decision made in this way will be published in the same way.

Forward Plan

Key Decision and Private Non-Key Decision	Decisions to be Taken	Decision Maker	Expected Date of Decision	Proposed Consultation	How to make representation to the decision made	Private/ Confidential and paragraph number
CE 16/17-32 Extension of the Waste and Environmental Services Contract with Ansa Environmental Services	To amend the Council's contract with Ansa Environmental Services in accordance with the authority delegated to the Portfolio Holder for Regeneration by the Cabinet on 9 <sup>th</sup> February 2016.	Cabinet Member for Regeneration	March 2017		Ralph Kemp	
CE 16/17-35 Transfer of Former Manchester Metropolitan University (MMU) Campus in Alsager with Associated Sporting Facilities	To approve Cheshire East Council accepting the freehold transfer of the former MMU campus in Alsager and complete a modification contract and a back-to-back lease of the property to Everybody Sport and Recreation Ltd (ESAR) on terms to be agreed.	Cabinet	14 Mar 2017		Frank Jordan, Executive Director: Place	N/A

<b>Key Decision</b>	<b>Decisions to be Taken</b>	<b>Decision Maker</b>	<b>Expected Date of Decision</b>	<b>Proposed Consultation</b>	<b>How to make representation to the decision made</b>	<b>Private/ Confidential and paragraph number</b>
CE 16/17-36 Strategic Partnership for Children and Young People's Emotional Health and Wellbeing	To grant authority to the relevant Portfolio Holders to invest resources to allow the implementation of projects to facilitate the emotional health and wellbeing programme. In particular, to enter into a memorandum of understanding with East Cheshire CCG and South Cheshire CCG for the delivery of the Emotionally Health Schools jointly funded project.	Cabinet	14 Mar 2017		Kath O'Dwyer, Deputy Chief Executive and Executive Director: People	N/A
CE 14/15-42 Cheshire East Indoor Facility Strategy	To adopt the Indoor Facility Strategy in support of the Council's Local Plan.	Cabinet	11 Apr 2017		Mark Wheelton	No
CE 16/17-21 Commissioning a Voluntary, Community and Faith Infrastructure Service	To approve the commissioning of a Voluntary, Community and Faith Infrastructure Service from April 2017 and authorise the officers to take all necessary actions to implement the proposal.	Cabinet	11 Apr 2017		Stephanie Cordon, Head of Communities	Exempt by virtue of para 5
CE 16/17-33 Playing Pitch Strategy	To approve the Playing Pitch Strategy and authorise officers to implement the relevant action plans.	Cabinet	11 Apr 2017		Ralph Kemp	N/A

<b>Key Decision</b>	<b>Decisions to be Taken</b>	<b>Decision Maker</b>	<b>Expected Date of Decision</b>	<b>Proposed Consultation</b>	<b>How to make representation to the decision made</b>	<b>Private/ Confidential and paragraph number</b>
CE 16/17-37 Devolution to the Sub-Region	To authorise officers to commence public consultation on draft proposals relating to devolution to the sub-region.	Cabinet	11 Apr 2017		Frank Jordan, Executive Director: Place	N/A
CE 16/17-38 Sydney Road Replacement Bridge	To authorise officers to: 1. negotiate and enter into an agreement with Scottish Power to undertake the design and delivery for the diversion of the power cable; 2. negotiate and enter into an agreement with statutory undertakers to divert their services to enable construction of the replacement bridge; and 3. negotiate and enter into an agreement with Network Rail Infrastructure Projects to undertake accommodation works.	Cabinet	11 Apr 2017		Frank Jordan, Executive Director: Place	N/A

<b>Key Decision</b>	<b>Decisions to be Taken</b>	<b>Decision Maker</b>	<b>Expected Date of Decision</b>	<b>Proposed Consultation</b>	<b>How to make representation to the decision made</b>	<b>Private/ Confidential and paragraph number</b>
CE 16/17-39 Crewe Green Roundabout Improvements: Increase to Scheme Funding	To authorise the Executive Director Place, in consultation with the Portfolio Holder for Highways and Infrastructure, to complete the assembly of the necessary third party funding contributions for expenditure on the scheme and authorise the forward funding provision of the scheme. To approve a revised scheme estimate, authorise a capital budget increase to scheme funding provision, and authorise forward funding and approve a spend profile.	Cabinet	11 Apr 2017		Frank Jordan, Executive Director: Place	N/A
CE 16/17-40 Highway Service Contract Procurement	To approve the procurement strategy for the next Highway Service Contract, and to authorise the Executive Director Place, in consultation with the Portfolio Holder for Highways and Infrastructure, to tender the contract.	Cabinet	11 Apr 2017		Frank Jordan, Executive Director: Place	N/A

<b>Key Decision</b>	<b>Decisions to be Taken</b>	<b>Decision Maker</b>	<b>Expected Date of Decision</b>	<b>Proposed Consultation</b>	<b>How to make representation to the decision made</b>	<b>Private/ Confidential and paragraph number</b>
CE 15/16-8 Poynton Relief Road - Compulsory Purchase of Land	The Poynton Relief Road forms an important part of the Council's strategy of enabling job creation, delivering housing growth and addressing long standing traffic congestion and environmental issues in the town, as well as delivering an important part of the wider SEMMMS Strategy. The Cabinet has previously approved the procurement process for the Poynton Relief Road scheme. This report will seek authority for the compulsory purchase of land.	Cabinet	9 May 2017		Paul Griffiths	No
CE 16/17-25 Food Waste Collection Organic Waste Treatment Solution	To authorise officers to take all necessary actions to implement the proposal to bring to final tender the procurement for the treatment of food waste.	Cabinet	9 May 2017		Ralph Kemp	No

<b>Key Decision</b>	<b>Decisions to be Taken</b>	<b>Decision Maker</b>	<b>Expected Date of Decision</b>	<b>Proposed Consultation</b>	<b>How to make representation to the decision made</b>	<b>Private/ Confidential and paragraph number</b>
CE 16/17-34 Royal Arcade Redevelopment, Crewe - Reward of Contract to Development Partner	To approve that the Council enter into a development agreement with a named development partner selected following a recent procurement process, and to agree to fund those elements of the scheme as previously identified.	Cabinet	9 May 2017		Jez Goodman	N/A
CE 16/17-41 Procurement of Housing Repairs and Adaptations	To procure domestic repairs and adaptations for the benefit of supporting vulnerable residents to live independently in their own homes, and authorise officers to take all necessary actions to implement the proposal.	Cabinet	9 May 2017		Karen Whitehead	N/A
CE 16/17-11 Crewe HS2 Masterplan	To approve the HS2 masterplan for Crewe, and to authorise the Executive Director Place to enter into a public consultation on the masterplan in 2017.	Cabinet	11 Jul 2017		Andrew Ross	No