

Lancashire County Council

Cabinet Committee on Performance Improvement

Minutes of the Meeting held on Wednesday, 8th June, 2016 at 9.00 am in Former County Mess - The John of Gaunt Room, County Hall, Preston

Present:

County Councillors

D Borrow
T Martin

M Brindle

1. Apologies for Absence

Apologies were received from County Councillor Driver, County Councillor Mein and County Councillor Winlow.

2. Disclosure of Pecuniary and Non-Pecuniary Interests

None.

3. Minutes of the Meeting held on 12 April 2016

Resolved: - That the minutes of the meeting held on 12th April 2016 be confirmed and signed by the Chair.

4. Towards Excellence in Adult Social Care (TEASC) – Risk Awareness

Tony Pounder, Director of Adult Services attended and presented a report on Towards Excellence in Adult Social Care (TEASC) – Risk Awareness.

It was reported that to help frame a systematic and comprehensive understanding of the risks facing adult social care, a framework has been developed under the auspices of the Local Government Association (LGA) and Association of Directors of Adult Social Services (ADASS) which Directors of Adult Social Services (DASS) have been encouraged to use.

The 'Risk Awareness Tool' was completed in November 2015 by the Lancashire DASS, based on data available at the time. An interactive process was followed to identify the top five risks as:

- finance/budget savings;
- market sustainability/quality;
- transforming care for people with learning disabilities or autism;
- performance/system development;
- waiting times for assessment and reviews.

The full Risk Awareness Tool was set out at Appendix 'A'.

It was noted that the top five risks had been determined following peer challenge and discussions at Management Team. The Committee received further detail regarding the five risks, together with a brief account of the mitigating plans in place.

It was agreed that bite size briefings on Adult Social Care and the Quality Care Commission would be provided for members.

Resolved: That the Cabinet Committee on Performance Improvement:

- i. Noted the contents of the completed Risk Awareness Tool for Adult Social Care set out at Appendix 'A';
- ii. Endorsed the assessment of Lancashire DASS regarding the top five risks facing adult social care in Lancashire;
- iii. Endorsed the high level plans to mitigate those risks; and
- iv. Agreed that the Committee should receive an annual report containing an updated Risk Awareness Report for Adult Social Care.

5. Risk & Opportunity Register

Ian Young, Director of Governance, Finance and Public Services and Paul Bond, Head of Legal and Democratic Services attended and presented a report regarding the Risk and Opportunity Register.

It was explained that the corporate approach to reporting on risk and opportunity had been previously agreed and involved Risk and Opportunity reports being provided to Management Team on a quarterly basis. The reports would then come to the Cabinet Committee on Performance Improvement and then to the Audit and Governance Committee.

It was noted that the first report was the first quarterly updated refresh of the Risk and Opportunity Register. The Register for quarter 1 was set out at Appendix 'A' to the report.

The key highlights in the Register were noted and included:

- Allowing for mitigating actions, 16 issues remained on the register as the residual risk score remained 12 or above.
- The wording of Issue CR15 regarding waste had been amended and additional mitigating actions included.
- 3 new entries had been added to the Register relating to issues regarding National Troubled Families Unit, children and young people with special educational needs and/or disabilities and proposed museum closures.
- 11 entries had been removed from the Register because the mitigating actions have reduced the residual risk score to below 12. These would continue to be monitored at a service level.

Resolved: That the report now presented be noted.

6. Customer Access Performance Report

Sarah Jenkins, Head of Service, Customer Access Service attended and presented a report on the operation and performance of the Customer Access Service (CAS).

It was noted that within the programme for Performance, Transformation and Improvement the CAS is actively involved with delivering requirements to support:

- adult and children's social care
- de-commissioning of 0800 and 0845 telephone numbers
- transfer of the County Council's frontline Pension service to the new joint venture with London Pension Group.
- Blue Badge Service
- automated surveys
- compliments and complaints

It was reported that all the CAS contractual SLA targets for 2015/16 were met or exceeded.

The CAS is engaging with future improvements as part of the Core Systems Transformation Programme:

- Highways Asset Management System
- Property Asset Management Systems
- Social care – Liquid Logic update version 7
- Social care – work with Newton

It was agreed to include a narrative around the measurement of the quality of calls and the percentage of those calls resolved at the first point of contact, in future reports.

Resolved: That the report now presented be noted.

7. Urgent Business

None.

8. Date of Next Meeting

It was noted that the next meeting of the Committee would be held on Monday 25th July 2016 at 2.00 pm in Cabinet Room B – the Diamond Jubilee Room, County Hall, Preston.

I Young

Director of Governance, Finance
and Public Services

County Hall
Preston