

## **BIRMINGHAM CITY COUNCIL**

### **HEALTH AND SOCIAL CARE O&S COMMITTEE**

**1000 hours on 20<sup>th</sup> February 2018, Committee Rooms 3 & 4 – Actions**

---

**Present:**

Councillor John Cotton (Chair)

Councillors Deirdre Alden, Sue Anderson, Mick Brown, Jayne Francis, Andrew Hardie, Kath Hartley, Karen McCarthy and Robert Pocock.

**Also Present:**

Natalie Allen, Programmes Director, Birmingham Voluntary Service Council (BVSC)

Max Vaughan, Head of Service, Universal and Prevention, Commissioning Centre of Excellence

Clare Reardon, Intelligence Manager – Commissioning

Natalie Slayman-Broom, Umbrella Business Manager – Sexual Health Services

Dr Keith Radcliffe, Clinical Service Lead, Umbrella

Rosemary Gardiner, Director of Operations, Division C Management, UHB

Matt Lopez, Sexual Health Services Manager, Birmingham LGBT

Fran Zain, Commissioning Manager, Citizen Voice Team

Debbie Donohoe, Customer Care Relations Officer

Louise Collett, Service Director Commissioning, Adult Social Care & Health

Rose Kiely, Overview & Scrutiny Manager, Scrutiny Office

Gail Sadler, Research & Policy Officer, Scrutiny Office

---

#### **1. NOTICE OF RECORDING**

The Chairman advised that this meeting would be webcast for live or subsequent broadcast via the Council's Internet site (which could be accessed at "[www.birminghamnewsroom.com](http://www.birminghamnewsroom.com)") and members of the press/public may record and take photographs.

The whole of the meeting would be filmed except where there were confidential or exempt items.

## **2. APOLOGIES**

Councillor Simon Jevon.

## **3. ACTION NOTES/ISSUES ARISING**

Referring to item 8 – Health & Social Care O&S Work Programme – the Chair informed members that a report on the New Street Station Air Quality Data Analysis would be presented to the 20<sup>th</sup> March meeting.

The action notes of the meeting held on 23<sup>rd</sup> January 2018 were noted.

## **4. DECLARATIONS OF INTEREST**

Members were reminded that they must declare all relevant pecuniary interests and non-pecuniary interests relating to any items of business to be discussed at the meeting. If a pecuniary interest is declared a Member must not speak to take part in that agenda item. Any declarations will be recorded in the action notes of the meeting.

At this point in the proceedings the Chair indicated his intention to re-order the agenda items and take item 12 – Any Other Business – at the beginning of the meeting.

## **5. BIRMINGHAM CHANGING FUTURES TOGETHER**

Natalie Allen (Programmes Director, BVSC) gave a presentation setting out the background to the Birmingham Changing Futures Together Programme and the new approaches being used to improve services for people with multiple complex needs i.e. a combination of substance misuse, mental health, offending and homelessness.

### **RESOLVED:**

Members' requested the following further information:-

- Demographic profile:-
  - The number of asylum seekers/refugees presenting to your service and partners?
  - After the 30-40 year old males, what is the second group presenting?
- Provide list of partners on the Governance Board.
- Economic Impact Analysis:-
  - Further information on the total return and social return on investment.
- Councillor Pocock suggested that an item for next year's work programme might be to get all the multi-agency commissioners who relate to this service together to look at what they could do to re-think their approach to commissioning.

## **6. UMBRELLA SEXUAL HEALTH SERVICES – YEAR 2 PROGRESS**

Max Vaughan (Head of Service, Universal & Prevention, Commissioning); Clare Reardon (Intelligence Manager – Commissioning); Natalie Slayman-Broom (Umbrella Business Manager – Sexual Health Services); Dr Keith Radcliffe (Clinical Service Lead, Umbrella); Rosemary Gardiner (Director of Operations, Division C Management, UHB) and Matt Lopez (Sexual Health Services Manager, Birmingham LGBT) attended to highlight key activity during Year 2 of the current 5 year contract including commentary on achievements and areas for further development.

### **RESOLVED:**

The mid-point (year 3) evaluation of the new approaches to service delivery work being undertaken should be included in the next progress report.

## **7. CITIZEN VOICE TEAM – COMMENTS, COMPLIMENTS AND COMPLAINTS ANNUAL REPORT 1<sup>ST</sup> APRIL 2016 – 31<sup>ST</sup> MARCH 2017**

Fran Zain (Commissioning Manager, Citizen Voice Team) and Debbie Donohoe (Customer Care Relations Officer) set out the Council's statutory obligation to operate a complaints procedure and presented analysis of compliments/comments and highlighted key statistical data from complaints received during the reporting period.

### **RESOLVED:**

- Provide a table with a breakdown of the 479 pieces of complaint information/requests for services managed referred to in paragraph 5.1.5.
- The committee would like sight of the more regular reporting of complaints including trends, recurring themes and issues which has been requested by the Interim Director of Adult Social Care.

## **8. INFORMATION ON THE CITIZEN VOICE TEAM AND STATUTORY COMPLAINTS FUNCTION**

Fran Zain (Commissioning Manager, Citizen Voice Team) and Debbie Donohoe (Customer Care Relations Officer) provided further information which was requested at the HOSC meeting held on 19<sup>th</sup> December 2017 following the presentation of the Local Performance Report 2016/17.

### **RESOLVED:**

The report was noted.

## **9. ADULT SOCIAL CARE PERFORMANCE SCORECARD – MONTH 8**

Louise Collett (Service Director Commissioning, Adult Social Care & Health) introduced the report and highlighted the issues where performance indicators were flagged as red.

**RESOLVED:**

Concern was raised about performance indicators 16 and 17 and the delay in data reporting from the provider. The Service Director agreed to find out what the issues were and report back to the next meeting.

**10. HEALTH & SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE WORK  
PROGRAMME 2016-17**

Councillor Pocock commented that the committee were still awaiting a response to his request for further information following on from the Adult Social Care Service User report which was presented to HOSC on 21<sup>st</sup> November. At that meeting, the Head of Service – Intelligence, Strategy & Prioritisation, agreed to reproduce data used in the report on a local geographical basis e.g. by constituency.

**RESOLVED:**

- Scrutiny Officers would follow-up the request for information.
- The work programme was noted.

**11. REQUEST(S) FOR CALL IN/COUNCILLOR CALL FOR ACTION/PETITIONS**

None

**12. OTHER URGENT BUSINESS**

The Chair referred to an email he had received a short time before the start of the meeting from the Chair of the Save Fairway Day Centre Campaign Group requesting a discussion of the issues around the potential closure of the day centre at the meeting. The Chair explained that given the timing of the request the committee would not be in a position to have a detailed discussion. Therefore, he suggested that, in the light of representations received from campaigners who were in attendance at the meeting, he would request a report is brought to the next committee meeting in March.

Councillor Deirdre Alden sought reassurance that taking the item at the next meeting would not be too late. The Chair explained that, as far as he was aware, there was still an on-going consultation on the issue.

**13. AUTHORITY TO CHAIRMAN AND OFFICERS**

**RESOLVED:-**

That in an urgent situation between meetings the Chair, jointly with the relevant Chief Officer, has authority to act on behalf of the Committee.

---

The meeting ended at 1156 hours.