
Overview and Scrutiny Panel (Social Well-Being)

Report of the meeting held on 2nd September 2014

Matters for Information

14. CAMBRIDGESHIRE AND PETERBOROUGH CLINICAL COMMISSIONING GROUP: PERFORMANCE REPORT

The Panel has reviewed the performance of the Cambridgeshire and Peterborough Clinical Commissioning Group (CCG). Following a presentation by Mr I Weller and Mr K Poyntz, Members have examined the CCG's 2014/2015 Integrated Delivery Report.

Members were reminded that the Primary Care Trust had been replaced by the CCG, which is led by general practitioners. Under the CCG, there are two Local Commissioning Groups in Huntingdonshire – Hunts Care Partners and Hunts Health. These comprise general practices which have come together to commission or buy services for local residents.

Mr Weller has provided an update on the older people's programme, which is one of the priorities identified by the CCG. The procurement process now has identified three bidders to deliver an integrated older people's and adult community services contract for those aged over 65 and their submissions are to be evaluated. A decision on the preferred bidder will be announced by the end of September with a view to confirming a start date for the contract of 1st April 2015. Coronary Heart Disease and End of Life Care are the other priorities of the CCG.

The Panel has questioned the timescale between the appointment of the preferred bidder and the start date of the contract and has been advised that the start date has been delayed until April 2015 to give the appointed bidder additional time to mobilise their services and to retain the current processes in place during a critical time of year for the elderly. Useful information has been received during the bidding process, which will be used to inform the design of services for all patients and not just the elderly.

Mr Weller has drawn Members' attention to the "Health Economy", the shortfall in funding for Cambridgeshire and key work being undertaken to examine options around clinical and design initiatives to seek to reduce expenditure and establish a sustainable way forward in the future. Updates on progress of this work are to be reported to the Panel. Whilst there is no obvious solution to achieving

savings, assurances have been received that the quality of care and patient services will not be compromised.

The Panel has been guided through the Integrated Delivery Report, which identifies those areas of concern that the CCG want Local Commissioning Boards to discuss. National standards are reflected in contracts held with all key providers and the delivery reports identify areas in which providers appear to be under-performing. Having discussed the example of the number of individuals arriving at CUHFT (Addenbrookes) and the challenge that the turnaround time of four hours presents to that hospital, Members have been advised that Hinchingsbrooke Hospital had experienced similar problems but had introduced measures to ensure that it is no longer a key area of concern. Where possible, the opportunity is taken to share learning experiences.

Members have looked at the ways in which providers are held accountable should they fail to meet the wider range of annual standards. At most, serious failure could result in the imposition of a remedial action plan and significant financial penalty. Given concern that penalties might affect patient care, clarification has been received that that they are a prescribed part of a national scale, which had been established to ensure providers take the necessary action to prevent failures from re-occurring.

Having indicated that some of the text in the Delivery Report should be amended so that it more accurately represents the situation on the ground, a suggestion that the Panel should receive a presentation in the future on hospital accountability also has been accepted.

15. SHAPE YOUR PLACE: ANNUAL REPORT

The Panel has considered the performance of the Shape Your Place website in Huntingdonshire over the period 1st July 2012 to 30th June 2013. Having received clarification that the District Council makes no payment to Cambridgeshire County Council, as administrators, for use of the Shape Your Place system, it has been established that there is, therefore, no opportunity to make savings by amalgamating the West Huntingdonshire and Sawtry sites. In that context, the Panel has noted the performance achieved in the reporting period and has formed the view that the six Shape Your Place sites should be retained. Whilst acknowledging the level of use is disappointing in some areas, the Panel considers that more could be done to promote the system with Town and Parish Councils and by its inclusion on the home page of the District Council's website.

Members have mixed experience of the receipt of automated notifications when issues relating to their wards are posted. The Head of Community has undertaken to investigate the reasons for the apparent discrepancies in practise. It also has been established that whilst visits to the site have increased they could technically all be associated with the same person. The Head of Community has accepted that it would be useful to measure why users are visiting the site on a particular day by introducing a simple "tick box" survey.

In future, the report on the performance of the Shape Your Place system will be circulated to Members on an annual basis but only submitted to the Panel should any issues arise with the system that have to be addressed.

16. CORPORATE PLAN 2014-16 – PERFORMANCE MONITORING

Together with the Panels for Economic and Environmental Well-Being, the Panel has, for the first time, reviewed the performance framework which will be used to measure progress made against the key activities and performance targets identified in the Council's Corporate Plan. The Panels will receive quarterly performance reports ordered by strategic themes and it is intended that Executive Councillors will attend their meetings in future to respond to questions that might arise on services within their respective portfolios.

Whilst commending the format of the report, the Panel is of the opinion that the District Council should continue to measure the Home Improvement Agency service and monitor how the partnership with Cambridge City and South Cambridgeshire District Councils is operating. It also has been suggested that a measure relating to waste minimisation and street cleansing should be included given the importance and profile of both services to the public. The previous standard for street cleansing had been measured at significant cost so the Head of Operations will consider the use of a targeted PI directed towards key hotspots for instance. In terms of waste minimisation, RECAP undertakes performance monitoring on behalf of the District Council and provides comparative data for other authorities and this is reported on an annual basis.

The Panel has supported the intention to review the reporting process after one year's operation and to make all performance reports available on the Council's website.

17. CAMBRIDGESHIRE HEALTH COMMITTEE

The Panel has been acquainted with the deliberations that have taken place during the meeting of the Cambridgeshire Health Committee held on 10th July 2014 and with progress on the Older People's Programme. Councillor Carter, the Panel's appointed representative, has drawn particular attention to an item on smoking cessation services and to the Committee's support for the introduction of regulations for standardised packages for tobacco products.

In referring to the older people's health care and adult community services consultation, Councillor Carter has reassured Members that the contract will be evaluated on the basis of the quality of service and interview and not just cost.

Other Matters of Interest

18. OVERVIEW AND SCRUTINY PANEL (SOCIAL WELL-BEING) – PROGRESS

The Panel has reviewed its work programme at each of its meetings. Arising from discussion on a current case in the media, the Head of Community has undertaken to report to the Panel on the implications of the forthcoming Anti Social Behaviour Act 2014.

Councillor R Fuller has reported on the progress made thus far by the Working Group pursuing a study on affordable housing. He is confident that the Group will make an impact in this area. The study has the support the relevant Executive Councillor.

In relation to children and young persons and problems experienced around youth locality teams and young people presenting for assessment, the Panel has decided to pass any examples of unsatisfactory services to Councillor S M van de Kerkhove to raise at Cambridgeshire County Council. The Member will report on progress to the next meeting.

19. WORK PLAN STUDIES

The Panel has received details of studies being undertaken by the other Overview and Scrutiny Panels.

20. NOTICE OF KEY EXECUTIVE DECISIONS

The Panel has been acquainted with the contents of the Notice of Key Executive Decisions.

21. SCRUTINY

The Panel has considered the latest edition of the Decision Digest and discussed matters contained therein.

S J Criswell
Chairman