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## **Overview and Scrutiny Panel (Social Well-Being)**

**Report of the meeting held on 1st September 2015.**

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### **Matters for Information**

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#### **11. INTEGRATED PERFORMANCE MONITORING REPORT (QUARTER 1)**

In conjunction with the Panels for Economic and Environmental Well-Being, the Panel has received an update on progress against the Key Activities and Corporate Indicators listed in the Council's Corporate Plan for 2015/16 for the period 1 April to 30 June 2015. The report now also incorporates progress reporting for current projects being undertaken at the Council.

The Corporate Team Manager has explained that the new format of the report is in response to previous feedback to make the information clearer and simpler to understand.

The Panel has queried the targets that have been set for Disabled Facilities Grants. The Corporate Team Manager has confirmed that this information will be provided to the Panel in due course.

#### **12. CAMBRIDGESHIRE AND PETERBOROUGH CLINICAL COMMISSIONING GROUP PERFORMANCE REPORT**

The Panel has received a report on performance of the Cambridgeshire and Peterborough Clinical Commissioning Group (CCG). Mr I Weller and Mr J Kerrin, presented the performance data to the Panel.

The Panel has been informed that:

- A&E performance targets are national; these were not reached for April/May 2015 but were on target for June;
- the Breast Pathway service was overloaded in June 2015 so extra plans to deal with capacity are now in place and July saw exceptional performance in this area;
- the waiting times from diagnosis to treatment are being looked at regionally. Responses can be up to six weeks and there is now an action plan for the Trust and the company who provides results to look at this; and
- same sex accommodation and finding the capacity within the Intensive Care Unit at Hinchingbrooke Hospital was difficult.

Plans have been put in place to reduce the risk of this happening again.

Members of the Panel have been informed that the current 62 day wait for cancer patients to receive results is being monitored and has improved. The CCG understand that timely treatments are essential, and are looking at these times being improved by October 2015 rather than 2016 which is the current national target.

With regards to the Care Quality Commission (CQC) Report from 2014, Members have been assured that the CCG are confident that the follow-up report (which was completed in January) has given the Trust the footing for real improvement which will be developed further in time for the upcoming CQC visit. It is expected that the outcomes from this visit (21 October 2015) will be positive.

It has been confirmed to Members that there are several schemes that will be implemented to deal with capacity issues during the winter months; performance over this time is expected to drop but it will be monitored daily. In order to increase capacity, the CCG is also working with nursing homes to achieve greater resources for care that does not require hospital treatment. Morning discharges are also being recommended to assist further with the amount of beds that are available as they provide a steady flow of discharges throughout the day rather than all at once in the evening.

Members have been informed that the issues with e-referral are technical and were due to the system not being prepared sufficiently for the new data. The CCG are entirely dependent on the external systems to collate information which in itself creates further delay. The indications are that e-referral should be on track for November 2015, but as it's a national system, December may be a more realistic target.

The Chairman of the Panel has requested performance data on the CCG itself, including internal metric data and GP waiting times; it has been confirmed by Mr Weller that this will be possible and the CCG will aim to share this with the Panel in 6 months' time.

### **13. ONE LEISURE SIX MONTH UPDATE REPORT**

The Head of Leisure and Health and Councillor Robin Howe, Executive Councillor for Commercial Activities, have presented the One Leisure Six Month Update Report to the Panel. It has been explained that the One Leisure Group is currently undergoing a transformation, which includes changes to management. A large part of this change comes from devolving responsibility to the local centres (e.g. marketing) with an overarching Strategy. This places the power for change with those best-placed to make those changes.

The Head of Leisure and Health has apprised the Panel with the report, highlighting the following:

- The service is currently creating an average surplus of £25k per month;
- accountability sits within each of the sites;
- there has been a 9% increase in attendance;
- marketing and promotion is now concentrating on new clients, without relying on what has always been done in the past;
- phase II of the management restructure is now active. The current consultation stage will end in mid-September;
- £140k savings are visualised (not achievable in this financial year);
- there has been a significant review of One Leisure in Sawtry, including data searches and customer consultations to consider the issues and deficit at this site;
- opening times at Sawtry have been revised to align more closely with the changing behaviour of visitors; and
- membership packages are being altered to make them more affordable and competitive.

Members have been informed that there is an ambition to have a simple management structure, which will be able to make quick decisions. Once stable, One Leisure may consider focus groups with input from Members but are currently concentrating on getting One Leisure into a functional commercial state. The Strategic Plan for the next 5 years will be looked at in September 2015 and further consultations may be considered.

A customer satisfaction survey is sent out to 1000 residents per month to ask for feedback on One Leisure. Improvement plans largely come from this invaluable information. One Leisure has also introduced a new “Communicate” programme, communicating directly with clients directly to ensure if they require further support, amongst other things which in turns involves in decision making.

The relationship between membership prices and income has been discussed by the Panel, who have been advised that modelling and forensic work is informing the review of membership options. It has been confirmed that marketing will also include local villages.

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### **Other Matters of Interest**

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#### **14. NOTICE OF KEY EXECUTIVE DECISIONS**

The Panel has been acquainted with the contents of the Notice of Key Executive Decisions which had been prepared by the Executive Leader.

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

The Panel has reviewed its programme of studies.

**16. WORKPLAN STUDIES**

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

**17. SCRUTINY**

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

S J Criswell  
Chairman