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Southend-on-Sea City Council

Executive Director (Strategy and Change):

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Dear Councillor

PEOPLE SCRUTINY COMMITTEE - TUESDAY, 27TH FEBRUARY, 2024

For ease of reference an addendum was produced for the following items to incorporate comments and changes proposed by Scrutiny which was considered at the meeting of Cabinet on 4 March 2024.

- Dementia Community Support Service
- Tele Care Charging
- Future of Family Centres

Kind regards,

Stephanie Cox

Principal Democratic Services Officer

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Meeting: Cabinet
Date: 4 March 2024
Classification: Part 1
Key Decision: Yes
Title of Report: **Addendum to Item 8 ‘Dementia Support Service – Consultation’ following pre-cabinet scrutiny**

Executive Director: Mark Harvey, Executive Director (Adults & Communities)
Report Author: Mark Harvey, Executive Director (Adults & Communities)
Executive Councillor: Councillor Daniel Nelson, Cabinet Member for Public Health & Adult Social Care.

1. Executive Summary

- 1.1 This report has been produced to set out the suggested amendments proposed by the People Scrutiny Committee held on 27 February 2024.
- 1.2 This report is an addendum to item 8 ‘Dementia Support Service – Consultation’ of the published Cabinet agenda pack of 4 March 2024 to provide further clarity following pre-cabinet scrutiny undertaken by the People Scrutiny Committee at its meeting held on 27 February 2024.

2. Recommendations

It is recommended that Cabinet:

- 2.1 Confirm the closure of the DCSS in its current format and restructure adult social care services to include a prevention and enablement service to ensure that continuous appropriate and accessible information and advice is available.
- 2.2 In response to the public consultation and views expressed, to develop four new full-time equivalent posts (dementia community navigators) and one part-time community builder as part of the new prevention and enablement service in Adult Social Care.
- 2.3 Agree to develop 4 locality-based support groups for people with dementia and their informal carers. This would make accessing a club local to them easier for residents across the city.
- 2.4 Enable additional investment to relevant carer organisations to be able to attend the proposed locality groups more regularly to support carers.

- 2.5 That the new community navigator roles, locality groups and additional support for carers be funded via the investment of £100,000 from the additional social care grant recently announced by Government.

3. Background

- 3.1 The People Scrutiny Committee at the meeting held on 27 February considered the results of the public consultation and provided comments and feedback on the presented options by way of pre-cabinet scrutiny.
- 3.3 Southend Southend-on-Sea City Council is proposing to end the Dementia Community Support Service (DCSS) by the end of March 2024. This service is currently provided by the Dementia Community Support Team (DCST), employed, and managed by Southend City Council. The team comprises 14 posts (11.95 FTE) and offers information, practical advice, and support to individuals living with dementia in Southend, Castle Point, Rochford, and Rayleigh. Members of the service also support 3 regular clubs that offer respite and social interaction to informal carers while offering activities for the residents they care for. It is proposed to end the service. The closure of the service is projected to provide an annual saving of £250,600.
- 3.2 Given the potential impact on residents a public consultation was undertaken. The consultation ran from 19 September 2023 to 2 February 2024.
- 3.3 The results of the public consultation were considered by the People Scrutiny Committee at the meeting held on 27 February 2024 where the options were discussed in detail and an amendment put forward as summarised in section 4 below.

4. Amendments – from People Scrutiny Committee held on 27 February 2024

- 3.4 The People Scrutiny Committee expressed a number of concerns but ultimately supported the recommended 'Option 1' subject to the amendment of paragraph 5.2 within the original report published as part of the People Scrutiny agenda pack on 14 February 2024, which was subsequently adjourned to 27 February 2024.
- 3.5 The amendment was to increase the proposed number of dementia care navigator posts from two to four full-time equivalent posts and the inclusion of one part-time community builder as part of the new prevention and enablement service in Adult Social Care.
- 3.6 The amendment was proposed by Councillor C Nevin, seconded by Councillor D Richardson and agreed unanimously.
- 3.7. For clarity the recommended 'Option 1' has been updated and forms the proposed recommendations to Cabinet as set out in section 2 of this addendum.

3.8 A typographical error was noted that the report incorrectly refers to Castle Point as 'Castlepoint' and that this should be updated in future.

Meeting: Cabinet
Date: 4 March 2024
Classification: Part 1
Key Decision: Yes
Title of Report: **Addendum to Item 10 ‘Telecare Charging Consultation’ following pre-cabinet scrutiny**

Executive Director: Mark Harvey, Executive Director (Adults & Communities)
Report Author: Mark Harvey, Executive Director (Adults & Communities)
Executive Councillor: Councillor Daniel Nelson, Cabinet Member for Public Health & Adult Social Care

1. Executive Summary

- 1.1 This report has been produced following comments and feedback provided by the People Scrutiny Committee held on 27 February 2024.
- 1.2 This report is an addendum to item 10 ‘Telecare Charging Consultation’ of the published Cabinet agenda pack of 4 March 2024 to provide further clarity following pre-cabinet scrutiny undertaken by the People Scrutiny Committee at its meeting held on 27 February 2024.

2. Recommendations

It is recommended that Cabinet:

- 2.1 Notes the outcome of the public consultation on the proposed changes to the Authority’s recommendation for the introduction of a contributory charge; and
- 2.2 Agrees to implement the recommended changes to the charging arrangements for the Telecare Monitoring Service.
- 2.3 Following the cabinet meeting the results of the consultation will be published on the website and those affected by the charge will be notified by letter.

3. Background

- 3.1 The People Scrutiny Committee at the meeting held on 27 February considered the results of the public consultation and provided comments and feedback by way of pre-cabinet scrutiny.

4. Amendments – from People Scrutiny Committee held on 27 February 2024

4.1 The People Scrutiny Committee expressed a need for greater clarity on the weekly cost for the full service and requested that this be clarified at the meeting of Cabinet.

4.2 Following on from the comments and concerns raised, Councillor T Cowdrey proposed a recommendation which was seconded by Councillor M O'Connor and subsequently unanimously agreed.

4.3 People Scrutiny Committee recommended that Cabinet:

In relation to 5.3 of the original report:

1. Clarify and outline the range of services available, including the minimum and maximum charges that could be applied to both existing and new users.
2. Clarify the assistance assessment criteria for financial assistance for existing users and new users of the service.

4.4 For ease of reference 5.3 of the original report is summarised below:

'Consultation responses have indicated that the majority of existing customers feel they would continue to use this service if charges are imposed. However, we are aware that there are some customers who have affordability concerns. A financial assessment will be offered, and they will only contribute to the cost of their care in line with what they are assessed as being able to afford.'

4.5 In response to the feedback provided by People Scrutiny Committee, this information has been clarified in sections 5 and 6 below for consideration by Cabinet.

5. Clarify and outline the range of services available, including the minimum and maximum charges that could be applied to both existing and new users.

5.1 The services available under this scheme are split in to two options.

5.1.1 Option one Standard Package £15.39 a month

- UK based phone response team 24 hours a day 365 days a year.
- Medical information stored centrally for emergency use.
- Alarm unit, Pendant and wrist strap.

5.1.2 Option two Falls Package £21.99 a month

- As above.
- Additional fall detecting pendant that can alert and trigger central call support.

5.2 For new users of the system there is a one of £39.99 set up fee.

6. Clarify the assistance assessment criteria for financial assistance for existing users and new users of the service.

6.1 For all existing telecare users where additional care act funded services are in place, we will apply the national approach to charging and include the cost of telecare in this. This approach considers income and capital to determine affordability and charging level.

6.2 For those not in receipt of care act funded care and not in need of it we will discuss directly with the individual where they feel they cannot meet the cost of the charging. A risk assessment and discussion about affordability will inform a decision as to the risk to the person should they cease using the service.

6.3 Where appropriate a financial assessment will be undertaken in line with national care act charging processes.

6.4 The Director of Adult Social Care can where appropriate, waive the charge where there is clear evidence of risk to the person and no alternate mitigation available.

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Meeting: Cabinet
Date: 4 March 2024
Classification: Part 1
Key Decision: Yes
Title of Report: **Addendum to Item 9 ‘Future of Family Centres – Outcome of Consultation and Recommendations’ following pre-cabinet Scrutiny**

Executive Director: Michael Marks, Executive Director for Children and Public Health
Report Author: Krishna Ramkhelawon, Director of Public Health
Executive Councillor: Councillor D Nelson, Cabinet Member of Public Health & Adult Social Care
Councillor H Boyd, Cabinet Member for Children’s Services, Education and Learning

1. Executive Summary

- 1.1. This report has been produced to set out the amendments proposed by the People Scrutiny Committee held on 27 February 2024.
- 1.2. This report is an addendum to item 9 ‘Future of Family Centres – Outcome of Consultation and Recommendations’ of the published Cabinet agenda pack of 4 March 2024 to provide further clarity following pre-cabinet scrutiny undertaken by the People Scrutiny Committee held on 27 February 2024.

2. Recommendations

It is recommended that Cabinet:

- 2.1 Note the outcome of the public consultation which also engaged with delivery partners and local agencies, attached as Appendix 1.
- 2.2 Approve the proposed new Family Centre model described (a sample of what activities could be offered for each of the eight sites is presented in appendix Z6 of the main report attached as Appendix 1) in this report in sub-sections 3.11 to 3.17 and with more details in Appendix 1.
- 2.3 Note that if Cabinet approves recommendation 2.2 and the proposed new Family Centre offer, it will deliver an efficiency of £350,000 against the Family Centre budget.

3. Background

3.1 The People Scrutiny Committee at the meeting held on 27 February considered the results of the public consultation and provided comments and feedback on the presented options by way of pre-cabinet scrutiny.

4. Amendments – from People Scrutiny Committee held on 27 February 2024

3.2 The People Scrutiny Committee discussed the outcome of the consultation and proposals and raised a number of questions specifically regarding timetabling of activities and locations of family centres.

3.3 Following the discussion the People Scrutiny Committee agreed with the original recommendations set out in the report subject to the following amendments:

- To reference that the timetable presented is a *sample* of what activities could be offered for each of the sites.
- Noted an error in the report when referencing paragraphs 3.12 to 3.19; these should have read paragraphs 3.11 to 3.17, updated recommendations below. (in relation to 2.3)

As a result, the proposed recommendations to Cabinet have been updated and set out in section 2 for clarity.