

Overview & Scrutiny Committee

Minutes of a meeting of the **Overview & Scrutiny Committee** held at Thorpe Lodge, 1 Yarmouth Road, Thorpe St Andrew, Norwich on **Tuesday 11 September 2018** at **10.00 am** when there were present:

	Mr D G Harrison – Chairman	
Mr A D Adams	Mr G Everett	Mr V B Tapp
Mrs C H Bannock	Mr R F Grady	Mrs K A Vincent
Mr D Buck	Mr G K Nurden	Mr D C Ward
Ms S J Catchpole	Mr F O'Neill	
Mr J J Emsell	Mr S Riley	

Mr R Knowles also attended the meeting for its duration.

Also in attendance were the Deputy Chief Executive, Head of Democratic Services and Monitoring Officer, Head of Finance and Revenue Services, Interim Revenue and Benefits Manager, Benefits Team Leader and the Committee Officer (JO).

40 MINUTES

The Minutes of the meeting held on 21 August 2018 were confirmed and signed by the Chairman as a correct record.

Minute no: 39 – A Case for Change – Business Case for Changing the Governance of the Norfolk Fire and Rescue Service.

Members noted that Cabinet had also recommended a negative response to the Police and Crime Commissioner's proposal.

The meeting was advised that South Norfolk Council had not given a corporate response to the proposal, but had left it for individual Members to respond as they saw fit.

41 UNIVERSAL CREDIT

The Committee received a briefing on the impact Universal Credit in the District.

Universal Credit had been introduced for new claimants in a limited number of postcode areas in Broadland in 2016 and in a further five areas since then. A full rollout across the District for new claimants would take place on 17 October 2018. Pensioners would not be moved to Universal Credit and neither would all working age claimants at this stage.

Broadland and South Norfolk would initially each be locating an officer at Norwich Job Centre one day a week, to give advice and support to claimants. This resource might be increased if there was a high demand for it. The Council was also proposing to offer drop-in advice to private sector landlords on Universal Credit at both council offices.

A Universal Credit Action Group comprised of Benefit Officers from Broadland and South Norfolk, the Citizens Advice Bureau and the Job Centre had met last week. The Benefits Team had also received refresher training on budgeting advice and support for claimants. It was proposed to offer advice to claimants at Thorpe Lodge and by home visits if necessary. Staff had also been shadowing colleagues in Great Yarmouth and Waveney, where Universal Credit had already been rolled out, to ensure that officers were aware of any problems already identified.

Following an appropriate period to assess the full rollout of Universal Credit a report would be brought to Members.

The Vice-Chairman noted that Universal Credit could encourage people into work and that locating Council staff at Job Centres could be of significant benefit to claimants.

In response to a number of queries, Members were advised that vulnerable people could arrange for their rent to be paid directly to their landlord and that additional Housing Benefit was now paid for the transition from fortnightly to monthly Universal Credit payments. It was also confirmed that there were exceptions to the Spare Room Subsidy in cases such as disability or age.

It was emphasised that the Council did not administer Universal Credit as the Department of Work and Pensions was responsible for the amount claimants received. The Council could, however, provide support for those in financial hardship through its Discretionary Housing Payments Fund and its Council Tax Relief Scheme, as well as offering debt and budgeting advice.

The Interim Revenue and Benefits Manager informed Members that the Benefits Team were confident that they were as well prepared as they could be for the rollout of Universal Credit.

42 HEALTH SERVICES IN BROADLAND

The Deputy Chief Executive gave a presentation on the two Clinical Commissioning Groups (CCG) in the Broadland area (Norwich CCG and North Norfolk CCG), which sought to address the questions raised by the Committee and identify the issues that were affecting both CCGs.

Responding to winter was one of the main issues facing the CCGs, as colder weather inevitably put an additional strain on the capacity of Accident and Emergency Units, hospitals and GP surgeries, as well as leading to delays in hospital discharges.

Norwich CCG were proposing a New Model of Care through an Alliance Agreement that would integrate services to address these and other pressures. This would be a new way of working in partnership to bring together local GP practices, nurses, community health and mental health services, social care, hospital specialists and voluntary sector organisations and others to provide integrated out of hospital healthcare.

The model proposed 3-4 Integrated Neighbourhood Teams and would strengthen the existing partnership arrangements, such as HomeWard (which supported patients at risk of hospital admission stay in their homes) and Norwich Escalation and Avoidance Team, (a multi-agency response to urgent unplanned health needs). A stronger, collective voice for GPs had also been established with OneNorwich.

Over the next few years and beyond it was likely that there would be some structural changes to the Norfolk CCG with a single senior CCG management structure established in Norfolk. Workforce planning was a Sustainability and Transformation Partnership (STP) wide activity, which covered Norfolk as well as the Waveney District Council area.

North Norfolk CCG were doing similar work to Norwich through an Alliance of North Norfolk GP Practices, an Integrated Community Team and a Community Engagement Panel. Broadland was represented on the Panel by the Portfolio Holder for Housing and Wellbeing.

In respect of development and health provision, there was a Planning and Health Protocol and healthcare commissioners were consulted about population increases expected from new housing. The Senior Planning Officer (Spatial Planning) liaised with a number of health bodies including NHS England on this and the process of overseeing provision was carried out through the Norfolk and Waveney STP.

Broadland healthcare activities included delivering Broadly Active (across both CCGs) and membership on both CCG Local Delivery Groups, as well as the Norwich CCG Provider & Service Development Board.

The Health and Wellbeing Board's priorities for the Norfolk districts were Warm & Healthy Homes; work with multi-disciplinary teams and discharge from hospital. A report to the Board in October was likely to endorse these priorities, which were all of interest to the CCGs in alleviating winter pressures.

As collaboration between Broadland and South Norfolk developed there were likely to be further opportunities for both councils to take a greater role in healthcare commissioning and support.

The Vice-Chairman advised the meeting that integrated healthcare provision in Norfolk was to be welcomed, as it was currently too complex and inefficient.

As Members had a number of further questions it was suggested and agreed that Norfolk Healthwatch, the local consumer champion for health and social care, be asked to attend a meeting of the Committee.

43 NORFOLK HEALTH OVERVIEW AND SCRUTINY COMMITTEE UPDATE

The Committee's representative on the Norfolk Health Overview and Scrutiny Committee provided an update on the past two meetings.

The meeting on 6 September 2018 had considered the new model of care for Norwich CCG and had noted the poor attendance at consultation events.

It had been generally agreed that the new model was a good way forward, but it would involve a lot of work and it was noted that a number of social care voluntary groups could close due to a lack of volunteers, which could make delivery difficult.

The Chairman advised the meeting that the children's autism service had improved significantly in Norfolk, with diagnosis times reduced from 52 to 18 weeks. He also noted that the Ambulance Service now had a career progression structure in place, which was making recruitment of staff easier.

At the 12 July 2018 meeting Members were informed about how integrated maternity care across the Norfolk and Waveney STP was working well.

44 OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME

The following items were added to the Work Programme:

The Manager of Norwich Job Centre to be invited to a future meeting of the Committee to discuss Universal Credit.

Healthwatch to be invited to a meeting to give a presentation on health provision in Broadland. All Members would be invited to attend the meeting.

The meeting closed at 12.22 pm.