

## **REPORT OF THE DEPUTY LEADER OF THE COUNCIL**

### **KEY ISSUES AND ACTIVITIES**

#### **Purpose of the Report**

1. The report seeks to update Members on various issues relating to my portfolio.

#### **Health & Wellbeing Board**

##### **Visits to secondary care providers**

2. Together with the Leader of the Council and the Director of Adult Social Care and Health I have continued to promote links with secondary care providers, visiting the Nottinghamshire Healthcare Trust at Duncan Macmillan House, Mapperley, on the 30<sup>th</sup> January and the Doncaster and Bassetlaw NHS Trust at Doncaster Royal Infirmary on the 8<sup>th</sup> March. The latter meeting was particularly positive with regard to the promotion of best practice in relation to the interaction of NHS and social care provision in Bassetlaw.

##### **Meeting Cycle**

3. Since its inception the shadow Health & Wellbeing Board has been meeting at two-monthly intervals. It is intended that this pattern should continue, but that other Board events should be held in the intervening months. In this connection a successful Board Workshop was held on the 15<sup>th</sup> February. In addition the first meeting of the Health & Wellbeing Board stakeholder network took place at County Hall on the 14<sup>th</sup> March, attended by nine members of the Board and some 40 representatives of a wide range of organisations.

##### **March Board Meeting**

4. At the meeting held on the 7<sup>th</sup> March the three Clinical Commissioning Groups for the south of the County (Nottingham West, Nottingham North and East and Principia (Rushcliffe) made presentations on their strategic and commissioning intentions. Subsequently the Director of Adult Social Care and Health summarised the key issues as follows:
  - The need to use the Joint Strategic Needs Assessment and the Health and Wellbeing Strategy to explain why particular topics are a commissioning priority for CCGs.

- Being as clear as possible as to how outcomes will be achieved and what they mean in practice, including shifts in funding to address the priorities. The Board will need to actively engage in decisions about priorities due to the current economic climate and demographic changes.
- Identifying where a particular outcome will be achieved in collaboration with others and how, as the Board has a responsibility to promote integrated commissioning plans.
- The importance of explaining how health and local government will achieve value for money – as it will cover a budget of over £2 billion of public money.

### **Localism Agenda**

5. The development of the County Council's localism policy continues and in this connection I have held meetings since the end of January with the Town Councils of Southwell and Stapleford and have met with Parish Councils or their representatives at Misterton, Ravenshead, Lowdham, Sutton Bonington, Clipstone, Bleasby, Farndon, Selston, Burton Joyce and Trowell.
6. In addition I attended with officers when the Deputy Director of Decentralisation at the Department of Communities and Local Government visited Harworth and Bircotes Town Council on the 20<sup>th</sup> February and I had a further meeting with the Executive of the Nottinghamshire Association of Local Councils (NALC) at Southwell on the 21<sup>st</sup> February.
7. A proposal for a Nottinghamshire Lengthsman Scheme is at an advanced stage of preparation, with a view to a small number of pilot projects being undertaken during 2012/2013.
8. It is also proposed that two seminars should be held in April for town and parish councils to discuss Localism in Nottinghamshire, one in the north of the County at Harworth and Bircotes on the 17<sup>th</sup> April and the other in the south of the County at Ruddington on the 19<sup>th</sup> April.

### **Grant Aid**

9. The County Council budget for 2012/2013 approved on the 23<sup>rd</sup> February included provision of £2.14m for grant aid and the 130 successful applicants (from 179 applications) have subsequently been notified of their allocation. The increase of £50,000 over the grant aid budget for 2011/2012 does afford some limited scope to give further consideration to unsuccessful bids and any recommendations to this effect will be referred to the all-party Grant Aid Member Reference Group in April.

## **Blue Car Badges**

10. The new mobility assessment process continues to progress, reducing fraud and resulting in a more holistic approach to the overall care of individuals with ongoing mobility issues and a reduction in the need for future re-assessments (saving ongoing costs).
11. Training is now planned for Customer Service Staff to work with occupational therapists to carry out desk top assessments for Blue Car Badge applications. This will involve asking a series of questions over the telephone which may therefore negate the need for the applicant to attend a clinic. This will save time and money for the Authority and improve customer service for the applicants.

## **Business Support Centre (BSC).**

12. The Customer Service Centre is continuing to support the payroll team with frontline payslip or payroll enquiries. This releases the capacity of trained payroll staff to resolve more complex enquiries and work on the next phases of implementation of the new system.
13. Work is ongoing to transfer pension enquiries to the Customer Service Centre from April onwards to support the “go live” of the pensioners’ payroll on the new business management system. This will mean taking frontline pension queries from current and former NCC staff and partner organisations and those organisations for whom we act as the administering body for the Local Government Pension scheme in Nottinghamshire.
14. Work is also underway to identify what support the Customer Service Centre can offer the Income and Credit Control team in terms of frontline enquiry handling from suppliers and the organisation to improve the efficiency of debt recovery processes.
15. The Customer Service Centre team are also working with staff in the Accounts Payable team with a view to taking on front line enquiry handling and releasing capacity within the team.

## **Family Information Services**

16. The above service transferred to the Customer Service Centre at the end of January 2012 for generic or basic enquiries relating to child care and child minding. A second phase to this project will be scheduled shortly to enable the Customer Service Staff to deal with more complex enquiries.

## **Services for Schools**

17. Basic enquiries and information provision relating to County Council sold services to schools are now being managed and handled by Customer Service Centre staff.

18. Phase II of this project is for a small ring-fenced resource to take a more proactive approach to service provision to schools (i.e. promotion of services the schools have not yet purchased, information gathering around who the school currently purchase from, etc.). Training and planning for this is now underway.

### **Call Routing**

19. Call routing software was installed recently which has delivered the ability to route calls to advisors with particular skills. This is now bedding in and is enabling the management team to prioritise calls more effectively, fully understand the calls being managed (their duration and complexity), identify training and development needs and target training only to the specific skills required.
20. Additional telephone lines were installed at the beginning of March 2012 (over the weekend) to support the system. This installation went very well and had no impact on service levels.

### **Customer Management System Upgrade**

21. This project is now underway with the new system going live at the end of April. This new system will provide additional functionality which will help to progress plans for increased customer self-service and improved management of the channels through which customers access our services. Training on the new system is currently being conducted.

### **Multi Agency Safeguarding Hub (MASH)**

22. This project involves the establishment of a multi-disciplinary team with input from Police, Health, Children's and Adults' Social Care, and Probation, involving the Customer Service Centre as the initial point of contact for safeguarding issues. A number of work streams have been identified and work is progressing to fully map and understand the current volumes and processes for dealing with contacts with a view to shaping the new service and team and the supporting processes and infrastructure.

### **MOPS**

23. From next month, the County Council will be taking highways services back under its wing from, Broxtowe, Ashfield and Mansfield. This will provide a more coherent, joined-up service for the entire county. The Customer Service Centre will be managing calls which will relate to several areas including:
  - reporting of road issues (potholes, lighting, etc.)
  - applications for skip permits
  - applications for scaffolding, hoarding and advertising board licences
  - applications for pavement cafe licences.

24. The Customer Service team are also reviewing the support they can supply to Highways in relation to the new process to receive a licence for undertaking work on dropped kerbs.

**COUNCILLOR MARTIN SUTHERS  
DEPUTY LEADER OF THE COUNTY COUNCIL**