

EXECUTIVE MEMBER REPORT TO COUNCIL 30 March 2016

ADULT SOCIAL CARE

“New Conversation” Training

1. Adult Social Care is about to embark on an ambitious training programme aimed at updating its assessment processes and improving our approach to personalising work with service users. The training programme will be provided for all of our Social Workers, Occupational Therapists and assessment staff and will take a “strengths based” approach aimed at supporting service users to develop creative support packages in line with the Care Act 2014.
2. The training represents an important element of the cultural change work going on within the service area and will challenge staff members to move towards a mode of practice based more explicitly on outcomes agreed with service users rather than an assessment of the things a person cannot do as sometimes remains the case now. In practice this will mean improved partnership with service users and their carers, a reducing reliance on formally commissioned services and, it is anticipated, a strengthened partnership with the voluntary sector. The training commences in the last week of February and continues into April. This will become a mandatory training component for our assessment staff.

Better Care Fund (BCF) – Single Point of Access (SPA)

3. Work continues across the five BCF partner agencies to develop our SPA for health and social care services. The SPA will allow the partners to work together more effectively in co-ordinating services around effective hospital discharge, admission avoidance to both acute hospital and care homes, access to statutory social care and the SPA will provide a structured system to ensure that an appropriate focus is consistently maintained on the prevention and re-ablement work that we require to transform adult social care. The activities that will be supported from the SPA have been identified and a demand mapping exercise has been undertaken across all partner agencies to understand the volume of work involved.
4. Workforce planning will be informed by this and, in turn, a suitable venue finally identified. Work has been ongoing with the Estates Departments of the partner agencies to develop a shortlist of possible accommodation that can support the necessary IT and telephony with scope for future expansion. The SPA will be operational from June of this year.

Better Health Programme: Not in Hospital Workstream

5. Staff from the service area have been participating in the “Not in Hospital” workstream of NHS England’s Better Health Programme. The overall Better Health Programme is a national initiative which aims to :
 - Improve results for patients
 - Ensure care is of the same high standard wherever, and whenever it is provided
 - Ensure services have the resources to be sustainable for the next 10-15 years
 - Ensure we can provide services across 7 days a week where necessary
 - Make services easier for patients to understand and use
 - Improve life expectancy and quality of life for everyone
6. As part of this work which has its largest focus on hospital services, the Not in Hospital Workstream will seek to support the improvement of clinical quality and to facilitate a move of currently hospital based services into community provision. The work of this workstream is in its early stages but will develop in significance as it progresses. The work will largely consist of the development of a set of commissioning standards for health and some social care provision to be applied across the area. One of the tensions will inevitably be the need to deliver a consistent approach to services across the NHS England specified planning footprint of Durham, Darlington and Tees Valley while still maintaining the ability to accommodate specific local needs and conditions.

ADULT HEALTH

Successful Prosecutions for the Sale of Illicit Tobacco

7. Taking effective action against the sale of illicit tobacco is not only an important regulatory priority, it is also a top public health priority in terms of reducing smoking related ill health. Illicit tobacco costs on average about £3 per packet, compared to the legitimate price of at least £7.00 a packet, making it more affordable to smoke. It is important that the flow of illicit tobacco into Middlesbrough’s communities is stopped and there have recently been two successful prosecutions:
8. On 19 January 2016, Salmon Rassoul formerly trading as Salmon Butchers, Parliament Road, Middlesbrough was found guilty by Teesside Magistrates of possessing illegal and counterfeit tobacco for supply in his shop following a raid by Trading Standards staff in May last year.
9. A Council Food Safety Officer, who was visiting the premises to promote Food Safety Week’s “Don’t Wash Chicken” message, witnessed the sale of the illicit tobacco and immediately informed his Trading Standards colleagues. They arrived at the premises and seized the illicit tobacco. Mr Rassoul claimed he was not selling the illicit tobacco, despite it being placed behind the counter and directly under the till, and a sale being witnessed by a Council Officer. In addition, Mr Salman had been found guilty just a few days prior to this seizure for the same offences relating to the sale illicit tobacco in September 2014.

10. Teesside Magistrates ruled that Mr Salman's evidence was confusing and not credible. He received a total penalty of £2,045, made up of £900 fine, £1,115 costs plus £30 victim surcharge.
11. On 9 February 2016, Sheila Coleman and Stewart Honeyman were sentenced by Teesside Magistrates after pleading guilty to possessing illegal and counterfeit tobacco for supply at a private house in Pallister Park, Middlesbrough.
12. Trading Standards staff had seized 720 cigarettes and 2.5kg of hand rolling tobacco when they raided the property in June last year following an intelligence led operation. They received penalties of 12 and 18 month conditional discharges, total costs including victim surcharge of £468, and forfeiture of the goods.

Revocation of Premises Licence

13. A general dealer, Middis Market of 199 Borough Road, Middlesbrough, had their alcohol licence revoked, following a review application by Cleveland Police. A licensing hearing was held with evidence heard from the Police, Trading Standards, Public Health, and a Ward Councillor.
14. The Licensing Committee heard evidence about lack of effective management, responsibility and accountability for the sale of alcohol within the business. There were inadequate procedures to prevent underage sales of alcohol and a sale of alcohol to 15 year old had taken place. Conditions on their licence had also been breached. There were also ongoing concerns about anti- social behaviour incidents, including reports of youths drinking within the vicinity of the premises.

Successful Prosecution for Fraudulent Builder

15. Trading Standards Officers had received several complaints about Paul McCutcheon, trading as Look 'n' Glass Home Improvements, going back as far as 2011. The complaints related to taking substantial deposits for proposed work which he failed to carry out. Officers initially tried to work with Mr McCutcheon and specifically advised him that he should not use consumer's money for anything other than their contract jobs.
16. However, Mr McCutcheon did not resolve the existing complaints, he left his customers owing them money for building work he had not carried out. Middlesbrough Trading Standards commenced injunctive action which allows them to obtain court orders against businesses that do not comply with their legal obligations to consumers.
17. However, when a further two complaints were received from consumers, who had again paid Mr McCutcheon in excess of £4,000 for building work he failed to carry out, it became clear that Mr McCutcheon's dishonest trading practices amounted to fraud.
18. At Teesside Magistrates Court, Mr McCutcheon pleaded guilty to six counts of fraud. He was sentenced to 21 weeks in prison, suspended for 12 months and ordered to pay £4,752.12 to his victims.

Councillor Julia Rostron
Executive Member for Adult Health & Social Care