

BOLTON CARE AND SUPPORT STEERING COMMITTEE

MEETING, 17th AUGUST, 2016

Representing Bolton Council

Councillor Linda Thomas (Chair)

Councillor Ann Cunliffe

Councillor Hilary Fairclough

Councillor Mrs Radcliffe

Advisors

Adrian Crook, Assistant Director

Dr John Livesey, CEO Company

John Daly, Acting Director of People

Helen Gorman, Borough Solicitor (Company Secretary)

Sue Johnson, Borough Treasurer

Victoria Crossley, Transformation Programme Lead

Ian. D. Mulholland, Principal Democratic Services Officer

An apology for absence was submitted on behalf of Councillor Morris.

Councillor Mrs Thomas in the Chair

17. MINUTES OF THE LAST MEETING

The minutes of the meeting held on 20TH July, 2016 were submitted and signed as a correct record.

18. EXCLUSION OF PRESS AND PUBLIC

Resolved – That, under Section 100(A) (4) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds that it involves the likely disclosure of exempt information as specified in paragraph 3 of Part 1 of Schedule 12A to the Act; and that it be deemed that, in all the circumstances of the case, the public interest in its exemption outweighs the public interest in its disclosure.

19. MONTHLY DIRECTOR'S REPORT FOR BOLTON CARE AND SUPPORT LIMITED

The Chief Executive Officer submitted a report which updated members on the establishment, development and performance of the Bolton Care and Support Limited Company and also sought formal approval of the final mission, vision and values statements for the Company and to formally approve the change of the Company name.

The report provided an update on the steps being taken to release staff opting for VS and VER and the process for recruiting new staff into the workforce. It also provided an update on the recruitment of the Company Directors together with a provisional timeline for the recruitment of the Finance, Audit and Resources Director.

The report also summarised the final mission, vision and values which had been agreed at the previous meeting.

Members were advised that feedback had been received from staff who felt that the term 'enriched' was not simple language that they would use in everyday conversation. It was, therefore, recommended that the term 'better' was used in place of 'enriched' as this was a simpler form of wording and retained the concept of enrichment or adding value to service users lives.

With regard to the Company name, members were requested to approve a special resolution to change the name of the following companies:-

From	To
Bolton Care and Support Limited	Bolton Cares Limited
Bolton Care and Support (A) Limited	Bolton Cares (A) Limited
Bolton Care and Support (B) Limited	Bolton Cares (B) Limited

Members were also requested to approve the following, viz:-

- Make all necessary and appropriate entries in the books and registers of the Company;
- Arrange for the following to be filed at Company House:-
 - A copy of the resolution;
 - The relevant form; and
 - The relevant change of name fee.
- Arrange for the display and disclosure of the new Company name as and when necessary at the Company's office(s) and on the Company's stationery; and
- Arrange for the Company Name(s) to be changed with the CQC.

Finally, members were also asked to approve the final strapline for Bolton Care and Support Limited and to choose from the following, viz:-

- Support you can rely on;
- Helping you live your life; and
- Warm, Friendly, Caring.

Resolved – (i) That the report be noted.

(ii) That the final mission, vision and values statements for the Company be approved as set out in Section 1 of the report.

(iii) That the special resolution to change the Companies name as detailed in Section 2 of the report be approved.

(iv) That the strapline for Bolton Care and Support Limited be Warm, Friendly, Caring.

20. QUALITY AUDITS: OVERALL FINDINGS AND ACTIONS

The Chief Executive Officer submitted a report which presented a summary of the findings from the recent audit work undertaken in all Bolton and Care Support Services and summarised the actions being taken at both an individual service and Company-wide level to secure improvements.

Resolved – That the report be noted.

21. STRATEGIC DASHBOARD DEVELOPMENT: A BALANCED SCORECARD APPROACH

The Chief Executive Officer submitted a report which sought member's approval to the approach to the development of a strategic performance dashboard to be used by the Steering Committee to monitor the performance of Bolton Care and Support.

Members were advised that it was recommended that a balanced scorecard approach be adopted as the basis for monitoring the strategic performance of the Company and that this should be organised around the following perspectives, viz:-

- Finance;
- Quality and Internal Processes;
- Workforce, Learning and Development; and
- Customers.

The report outlined in detail each of the above perspectives and also how they connected with the Company's vision statements.

It was further proposed that under each of the perspectives, a small number of essential Key Performance Indicators (KPI) were identified and reported to Committee on a monthly basis and Appendix 1 to the report provided a summary of a proposed set of KPI's for the Company, grouped under each performance perspective and linked to the Mission and Strategic Vision Statements.

In line with the above, it was recommended that the Company adopt the initial set of indicators but also recognise that the indicators under each perspective of the balanced scorecard could change as the Company's strategy changed over time. It was also proposed that each KPI was presented as follows:-

- For the company as a whole;
- Broken down by service area; and
- Tracked over time so that members could monitor the changes in performance.

Furthermore, it was recommended that performance targets were set against each indicator (where possible) as a way of driving improvements in the business.

Resolved – (i) That the use of a balanced scorecard approach be approved.

(ii) That the four recommended performance perspectives as detailed in the report be approved.

(iii) That the recommended Key Performance Indicators as detailed in the report be approved.

(iv) That approval be given to production of the first Company Scorecard for the meeting of this Committee in September, 2016.

22. DEVELOPING THE COMPANY'S STRATEGIC PLAN

The Chief Executive Officer submitted a report which sought member's approval to the approach for the development of a Strategic Business Plan for Bolton Care and Support.

Members were advised that the Strategic Business Plan set out the objectives of the business and was the main tool that was used by the Management Team of the Company to deliver the Company Vision for the Steering Committee.

The report outlined in detail the proposed format of the Company's Strategic Business Plan and it was explained that this was an internal document for the Company and the Council that would be used to define and manage the development of the Company. As such, the document would be commercially confidential and it would not be a public document. It was stated though that a public facing version of the document might be

developed so that the Company could share its objectives with the workforce and the general public.

Resolved – (i) That the proposed structure for the development of the Strategic Business Plan be approved.

(ii) That a draft Strategic Business Plan be submitted to the meeting of the Steering Committee in September, 2016 and that this should include an element on risk.

23. SHARED LIVES BEFRIENDING SCHEME

The Director of People circulated a report which put forward a proposal for the transfer of the befriending contacts to the community and voluntary sector providers.

The report outlined the current position with the Befriending Scheme, together with, the work being undertaken within the voluntary sector and stated that the voluntary and community sector had developed an increasing range of befriending services that were community based to meet specific needs.

In view of the above and due to changing demands and the evolving nature of the Bolton carers scheme it was proposed that the befrienders and the service users were transferred to the appropriate scheme which specialised in the appropriate primary client group need.

Resolved – That the proposal to transfer the befriending contacts to the community and voluntary sector providers as outlined in the report be supported in the best interests of the service users.

(The meeting started at 3.30 p.m. and finished at 4.15 p.m.)