

Tuesday, 14 May 2024

**ADULT SOCIAL CARE AND HEALTH OVERVIEW AND SCRUTINY  
SUB-BOARD**

A meeting of **Adult Social Care and Health Overview and Scrutiny Sub-Board**  
will be held on

**Thursday, 23 May 2024**

commencing at **2.00 pm**

The meeting will be held in the Banking Hall, Castle Circus entrance on the left  
corner of the Town Hall, Castle Circus, Torquay, TQ1 3DR

**Members of the Committee**

Councillor Tolchard

Councillor Twelves

Councillor Fellows

Councillor Fox

Liberal Democrat Vacancy

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**A Healthy, Happy and Prosperous Torbay**

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# ADULT SOCIAL CARE AND HEALTH OVERVIEW AND SCRUTINY SUB-BOARD AGENDA

1. **Apologies**
2. **Minutes** (Pages 4 - 10)  
To confirm as a correct record the minutes of the meeting of the Adult Social Care and Health Overview and Scrutiny Sub-Board held on 11 April 2024.
3. **Declarations of Interest**
  - a) To receive declarations of non pecuniary interests in respect of items on this agenda  
  
**For reference:** Having declared their non pecuniary interest members may remain in the meeting and speak and, vote on the matter in question. A completed disclosure of interests form should be returned to the Clerk before the conclusion of the meeting.
  - b) To receive declarations of disclosable pecuniary interests in respect of items on this agenda  
  
**For reference:** Where a Member has a disclosable pecuniary interest he/she must leave the meeting during consideration of the item. However, the Member may remain in the meeting to make representations, answer questions or give evidence if the public have a right to do so, but having done so the Member must then immediately leave the meeting, may not vote and must not improperly seek to influence the outcome of the matter. A completed disclosure of interests form should be returned to the Clerk before the conclusion of the meeting.  
  
**(Please Note:** If Members and Officers wish to seek advice on any potential interests they may have, they should contact Governance Support or Legal Services prior to the meeting.)
4. **Urgent Items**  
To consider any other items that the Chairman decides are urgent.
5. **Adult Social Care Improvement Board Co-production Update** (Pages 11 - 18)  
To receive a verbal presentation and update on the co-production work of the Adult Social Care Improvement Board.  
  
(Note: presented by Lee Baxter, Divisional Director Adult Social Care, Torbay Council and Carly Wyman, Co-production Officer, Living Options Devon).
6. **Adult Social Care and Health Overview and Scrutiny Sub-Board Action Tracker** (Pages 19 - 23)  
To receive an update on the implementation of the actions of the Sub-Board and consider any further actions required (as set out in the submitted action tracker).



## Minutes of the Adult Social Care and Health Overview and Scrutiny Sub-Board

11 April 2024

-: Present :-

Councillor Johns (Vice-Chair)

Councillors Twelves, Fellows and Long

(Also in attendance: Councillors Tranter, Steve Darling and David Thomas)

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### 32. Apologies

An apology for absence was received from Councillor Tolchard and it was reported that, in accordance with the wishes of the Liberal Democrat Group, the membership of the Sub-Board had been amended to include Councillor Long in place of the Chairman, Councillor Joyce. In the absence of the Chairman, the Vice-Chairwoman, Councillor Johns Chaired the meeting.

### 33. Minutes

Subject to the recommendation 4 being reworded as set out below, the minutes of the meeting of the Sub-Board held on 14 March 2024 were confirmed as a correct record and signed by the Chairwoman:

#### Recommendation 4:

4. ~~to request that the Director of Adult and Community Services ensures there is a link to information from the Alzheimer's Society regarding HIV associated neurocognitive disorder (HAND) on the Council's webpage – [HIV-associated neurocognitive disorder \(HAND\) | Alzheimer's Society \(alzheimers.org.uk\)](#)~~
4. to request that the Director of Adult and Community Services ensures there is a link to information from the Alzheimer's Society on the Council's webpage.

### 34. NHS Delivery - Building a Brighter Future Programme Update

The Director of Capital Developments, New Hospital Programme Director, Torbay and South Devon NHS Foundation Trust provided Members with an update and presentation on the delivery of the capital programme and re-design of Torbay Hospital.

It was recognised that Torbay Hospital was the third oldest hospital in the country and over 80% of the core hospital estate was in either bad or poor condition, including main inpatient wards, emergency department and outpatient department. Therefore, the backlog maintenance remained significant and also impacted on delivery of patient care and affected staff morale, recruitment and retention.

The Board was informed that the programme was still at an early stage of development at the business planning and master planning concept design stage, but that the need for a new hospital was as great as ever.

Hospital 2.0 provided a ground-breaking standardised approach to designing and building hospitals and would make the process faster, more sustainable and more cost-effective, reducing the time from planning and design through to completion, commissioning and opening new buildings to patients. The designs included digital solutions and optimised hospital layouts. All schemes in the New Hospital Programme would proceed through the development phases up to full business case prior to 2030. Torbay Hospital was in Cohort 4.

Following feedback, some changes to the site enabling business case were being made to allow better alignment with the Hospital 2.0 programme. Although the standardised approach had resulted in a slowing down of delivery of the programme, it was anticipated that site clearance would commence later in 2024. This would cover three areas:

- site clearance (two phases);
- high voltage resilience and infrastructure; and
- car parking.

In terms of current preparations, the Board was informed that the Masterplan had been reviewed and that the cost of the build, staffing and running the building would be analysed in the business case. The outline business case and full business case would be required before the build could commence.

The Board asked a number of questions in relation to construction access to the site and engagement with local residents; whether a multi-storey car park was being considered to provide parking; when the build would commence and when the new hospital build would be completed; whether plans for the new diagnostic centre in Market Street were behind schedule; what work was being done to make improvements following the outcome of the Care Quality Commission (CQC) report; whether the current building was affected by Reinforced Autoclaved Aerated Concrete (RAAC); whether any of the current hospital building would remain; the cost of scaffolding around the tower and consultation around patient access and services.

In response, Members were reassured that there would be a wider public consultation once early development stages were completed. Transport planners would work with Torbay and South Devon NHS Foundation Trust to develop egress and access strategies and construction site access would be addressed within that. Additional parking options were being explored in the interim together with longer term options for the Hospital, for example, a park and ride facility off site and multi-storey car park

on site. A site enabling communications strategy was being developed but would not be released until the changes to the site enabling case were approved.

Given the existing timetable, it was anticipated that a significant start to the build would not commence before 2027. In terms of improvements following the CQC recommendations, Members were informed that delivery was affected by the amount of funding available, with challenges around that and competing priorities – it was recognised that health and safety had to be a high priority.

It was confirmed that although RAAC did not affect the current buildings, there were other issues with regards to the concrete construction within the existing estate and in particular the 1967 Tower block and podium. Over 80 structural defects had been identified and corrosion was accelerating due to airborne salt because of its location on the Coast. Scaffolding and crash decks had been installed to reduce the risk of falling masonry. Further investigation works were taking place before remedial works could be designed and delivered. The money spent on the tower to date had been funded at a local level. The case has been made that Torbay Hospital should be treated as a priority, alongside RAAC affected hospitals, given these issues.

Members were informed that fifty percent of the current estate buildings would remain alongside the new build, but it was hoped that the remaining estate could be brought up to a better standard. In terms of the new build delivery of a first phase would likely be parking solutions and the planned care centre, with a second phase of a new emergency department and ward blocks. However a definite timeline was not yet available.

Members acknowledged that since the opening of the new Endoscopy Unit, the waiting list had reduced by 87% and that the opening of the new Theatres had reduced the time people had to wait for surgery and the time that people were in hospital following surgery.

Other Members in attendance asked questions in respect of whether any of the existing hospital buildings were listed; how many hospitals were completed at Cohort 3; whether modular builds had a lesser life span than a regular build and that once the build was complete whether any of the existing facilities based at the hospital would be lost. Other Members commented upon the positive support and engagement with new staff at the Hospital, which was complemented in the CQC report and asked what mitigations were in place to counterbalance the issues with the current hospital estate and the pace of delivery for the hospital programme and whether it was usual for hospitals to have to spend a significant amount of money on maintenance of buildings. It was also suggested that a positive approach would be to ask for confirmation as to when the next tranche of funding would be available.

In response, the Board was informed that the Chapel was currently the only building that was listed and that the standardised approach had not been built yet in terms of Cohort 3 and 4. Modular units were not designed to have the same life span as more traditional buildings but were a bridge towards new facilities. The Board was reassured that core clinical functions would remain based at the Hospital. It was hoped that additional funding could be secured and that funding opportunities were constantly being explored, although more capital and revenue would be welcome. In

terms of comparison to other Trusts, the monies spent on current building maintenance meant that there was less money to spend on schemes that support improving patient services. It was essential to ensure that every project could be delivered with best value for money, putting patient and staff needs at the forefront. There was a lot of work that could be done around changing the way things were done, for example, reviewing management of pathways had a positive impact on reducing waiting lists. Select committees had been investigating the pace of the programme and were aware of the condition and asset challenges across the estate.

Resolved (unanimously):

That the Adult Social Care and Health Overview and Scrutiny Sub-Board notes the update provided by Torbay and South Devon NHS Foundation Trust in relation to the delivery of the capital programme and re-design of the hospital and recommends that:

1. Torbay and South Devon NHS Foundation Trust be requested to provide further updates on progress of the delivery of the capital programme and re-design of the hospital to include regular provision of a dashboard document to enable interim progress to be tracked;
2. Torbay and South Devon NHS Foundation Trust be requested to provide an update as to progress in delivery of the new diagnostic centre in Market Street, Torquay together with opening dates; and
3. the Cabinet Member for Adult and Community Services, Public Health and Inequalities be requested to write to the Health and Social Care Minister for confirmation as to when the next tranche of funding will be released; making the case for increased revenue and capital funding for the Hospital in future; highlighting the structural issues with the current Hospital estate buildings and the subsequent maintenance cost and highlighting the results of the recent Care Quality Commission (CQC) report and the challenges identified.

### **35. Local Government Association Contract Management Review**

The Interim Associate Director of Operations, Torbay and South Devon NHS Foundation Trust provided Members with an outline of the submitted report and an update on contract management improvements in Adult Social Care and Paris (case management recording IT system) replacement procurement.

Members were informed that initial Local Government Association (LGA) recommendations and action plans for Adult Social Care management improvement were complete and there were ongoing efforts to integrate revised processes into daily operations. Embedding market and contract management practices would take some time given the Team's recent formation and limited prior contract management activities. Collaboration with procurement colleagues at both the Torbay and South Devon NHS Foundation Trust and the Council was ongoing with clarification of roles and responsibilities in the commissioning process. The Strategic Team at Torbay Council and the Tactical Team at the Trust were working closely on the overall

development and management of the social care market. Next steps to progress included:

- further improvements in individual market segments with clear deliverables in 2024/25;
- to review the operational effectiveness of the Team;
- utilisation of the new contract management toolkit;
- further work around contract management for care homes;
- ensuring value and risk prioritisation;
- working closely with the Council to improve integrated working around business case approval processes related to commissioning and contracting processes; and
- emphasis on co-production of the new Care Home Specification through the Care Home Engagement Project.

Members asked questions around what did improved contract management mean for residents and why a majority of care homes who had complaints from LGBT residents retained a good CQC rating?

In response, Members were informed that residents would benefit from improved contract management in terms of management of cost which was really important as a provider and particularly for those self-funding. Quality would also be monitored alongside safety and good contract management would ensure a pro-active approach to improvements and to meet the communities' expectation of appropriate management. In terms of the LGBT question raised, the Director of Adult and Community Services explained that the Council's Diversity and Inclusion Lead Officer was working with Torbay and South Devon NHS Foundation Trust with focus groups of people to better understand how they felt about their care. The question around CQC rating and LGBT complaints could be included within that piece of work.

It was recognised that care home engagement was a vital piece of work as well as hearing from families, advocates and residents of care homes. This had allowed Torbay and South Devon NHS Foundation Trust to recognise that the care home specification needed re-writing to co-exist with the contract and it was currently being co-produced with both Strategic and Tactical Teams linking to community research.

Members also received an update on the Paris IT system replacement and were informed that an external delivery partner had been procured to support the options appraisal for the Adult Social Care IT system. It was necessary to future proof the IT system and the current system had been identified as having inefficiencies and carried operational risks. Requirements for the future system would include supporting customer ownership over social care plans, enabling mobile working, facilitating strengths-based conversations with clients, providing data and reporting for informed decision making, flexibility to amend reports according to regulatory changes, ensuring interoperability with wider systems and to align with digital strategy and cloud-first principles.

Following a series of engagement workshops an Options Appraisal was prepared with input gathered from over forty stakeholders and demonstrations from three market-leading suppliers. Results were presented to the Joint Steering Group for review and



the option to replace both the Adult Social Care Management System and the Finance Module was agreed. Next steps would include establishing the cost of implementation and maintenance, establishing a program to review systems and to define standard operating procedures and completion of the business case to progress for submission through Torbay Council's decision making governance process.

Members asked what the time line was for implementation of the new IT system and was the delay due to having to align systems?

In response, Members were informed that the replacement IT system would align with and enable transformational activities and allow for efficient management of current and new cases, ensuring public value for money, statutory compliance and provide an outcome-focussed approach.

It was anticipated that implementation of the replacement for the Paris IT system would be around 18 months. It would be necessary to de-couple systems as part of risk management and to ensure that the appropriate procurement processes were followed and it was recognised that this represented a significant piece of work.

Resolved (unanimously):

That the Adult Social Care and Health Overview and Scrutiny Sub-Board notes the update provided by Torbay and South Devon NHS Foundation Trust in relation to the contract management improvements in Adult Social Care and the case management recording IT system replacement procurement and recommends that:

1. The Director of Adult and Community Services be requested to provide further updates regarding contract management improvements in Adult Social Care; and
2. The Director of Adult and Community Services be requested to provide further updates on progress with the Case Management Recording IT system replacement procurement.

### **36. Adult Social Care and Health Overview and Scrutiny Sub-Board Work Programme 2024 - 2025**

Members were informed that the Adult Social Care and Health Overview and Scrutiny Sub-Board Work Programme for the municipal year 2024/25 had been devised with input from Overview and Scrutiny Members. The work programme was designed to help shape how the Overview and Scrutiny meetings would operate and the work programme would remain fluid to accommodate topics that may require scrutinising throughout the year.

Resolved (unanimously):

1. that the Initial Adult Health and Social Care Work Programme for 2024/2025 as presented be approved; and

2. that the work programme will be kept under regular review by the Overview and Scrutiny Co-ordinator and the Chairman of the Adult Social Care and Health Overview and Scrutiny Sub-Board and the Scrutiny Officer with consultation being carried out with other Scrutiny Members via the monthly informal Overview and Scrutiny Briefings.

**37. Adult Social Care and Health Overview and Scrutiny Sub-Board Action Tracker**

The Sub-Board noted the submitted action tracker. The Senior Democratic, Overview and Scrutiny Officer provided the following updates:

- Update on Minute 18 (meeting 23 November 2023) – the Director of Adult and Community Services reported that information on dental hygiene was provided to care providers by Adult Social Care and the Integrated Care Organisation on a regular basis. The Director of Public Health reported that Public Health continued to work with partners to address this from a public health perspective. Therefore, this recommendation was captured within existing work streams and the Sub-Board was asked to note this recommendation as completed.
- Update on Minute 18 (meeting 23 November 2023) – the Director of Adult and Community Services reported that care homes work with primary care to ensure that all residents access screening services. The Director of Public Health reported that Public Health continued to work with partners to address this from a public health perspective. Therefore, this recommendation was captured within existing work streams and the Sub-Board was asked to note this recommendation as completed.

Members were also informed that an annual review on improvements in dental access and planned oral health improvement initiatives featured on the work programme for 2024/25.

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Chairwoman

# Adult Social Care Improvement Board – Co-production update

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Presentation by

Lee Baxter – Divisional Director Adult Social Care, Torbay Council.

Carly Wyman – Co-Production Officer Living Options Devon

Agenda Item 5

# Why is this important?

- We want to design services that truly align with the views of our population
- We want to be able to engage with our community partners in a way that respects them as equal voices in the future planning of service delivery.
- To truly understand our population at a grass roots level. Hearing and feeling the needs across a diverse population.
- Supports the requirements of CQC and the Local Authority to adhere to TLAP Principles... Think Local, act personal. This ensures that our citizens' voices are central to the work that we do.



Co-production makes a **meaningful difference** to people's lives

'Nothing about us without us'

Co-production is not about giving up power, but **sharing power** and as a result becoming **more powerful as a collective**

Co-production is embedded as part of the **'day job'** and not a 'nice to have' or an afterthought. It requires the **right culture, environment, buy in and resource** to get it right and be meaningful

Commissioners or public bodies are not 'fixers' of problems but **facilitators** who work with people to find solutions

Co-production supports **sustainability** – by enabling people to shape and be responsible for local services better outcomes can be achieved, and public resources can be safeguarded

Co-production may result in the testing of new approaches and innovative thinking, and we must be **open and willing to listen and try**

A **'role change'** is needed – local people are no longer to be seen as 'users', 'patients' or 'clients' but **equal partners**. A change in attitudes, priorities and training may be required

Co-production is **everyone's business** and must be embedded at all levels of a system or organisation. It cannot operate in isolation if genuine outcomes are to be met

# What is Co-production.

- Feedback → Consultation → Engagement → Co-Design → Co-Production

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# This is everyone's responsibility

- The whole system to be challenging on 'how people have been involved in the co-design of services, (not just consulted on).
- Elected members
- Officers
- Co-production allows teams and partners to work alongside our citizens in a way that services can develop in a more receptive way to make a difference within our communities, in-line with what people are telling us.

# Our work so far.....

- Necessary incremental shift.....
- Recognising what has led us to this point (working to understand our journey towards co-production). We must see this as discovery.
- Work with LD ambassadors to develop 'The Big Plan'.
- Care home engagement work.
  - Torbay Carers
  - LD meaningful employment
  - Direct Payments
  - Reaching out engagement work



# Next Steps

- Make use of existing great groups and networks.
- Being brave enough to reach out and have open conversations with people in the community.
- Need to agree principles of a way to work with all partners across health and social care.
- Thriving communities.
- Continue with Evolution.
- Culture change.
- Look at opportunities for co-production in our transformation work.

# Discussion and questions.

- What opportunities do you see?
- How would you want to contribute?



## Adult Social Care and Health Overview and Scrutiny Sub-Board Action Tracker

Date of meeting	Minute No.	Action	Comments
11/04/24	34	Torbay and South Devon NHS Foundation Trust be requested to provide further updates on progress of the delivery of the capital programme and re-design of the hospital to include regular provision of a dashboard document to enable interim progress to be tracked.	Completed – entered on work programme for 2024/25. Dashboard awaited for circulation.
11/04/24	34	Torbay and South Devon NHS Foundation Trust be requested to provide an update as to progress in delivery of the new diagnostic centre in Market Street, Torquay together with opening dates.	Completed – update circulated to Members on 2 May 2024.
11/04/24	34	(Item: Torbay Hospital – delivery of capital programme and re-design of the hospital)  The Cabinet Member for Adult and Community Services, Public Health and Inequalities be requested to write to the Health and Social Care Minister for confirmation as to when the next tranche of funding will be released; making the case for increased revenue and capital funding for the Hospital in future; highlighting the structural issues with the current Hospital estate buildings and the subsequent maintenance cost and highlighting the results of the recent Care Quality Commission report and the challenges identified.	Update awaited.

## Adult Social Care and Health Overview and Scrutiny Sub-Board Action Tracker

11/04/24	35	The Director of Adult and Community Services be requested to provide further updates regarding contract management improvements in Adult Social Care.	Completed – entered on work programme for 2024/25.
11/04/24	35	The Director of Adult and Community Services be requested to provide further updates on progress with the Case Management Recording IT system replacement procurement.	Completed – entered on work programme for 2024/25
14/03/24	31	That the Cabinet be recommended to support the co-production of the wider Dementia Strategy with specific interest in ensuring that Torbay residents can easily access information, advice and support through a joint organisational approach.	Completed – included on Cabinet Agenda for meeting 14 May: <a href="https://www.torbay.gov.uk/DemocraticServices/documents/g24510/Public%20reports%20pack%20Tuesday%2014-May-2024%2017.30%20Cabinet.pdf?T=10">https://www.torbay.gov.uk/DemocraticServices/documents/g24510/Public reports pack Tuesday 14-May-2024 17.30 Cabinet.pdf?T=10</a>
14/03/24	31	That the Cabinet be recommended to request the Cabinet Member for Adult and Community Services, Public Health and Inequalities to write to the Secretary of State for Health and Social Care and the Chair of the Integrated Care System for Devon to highlight the need for advanced dementia care which is innovative and which can provide efficient services for Torbay, being a coastal resort with an ageing population facing an increase in significant bed shortages particularly for those living with dementia.	Completed – included on Cabinet Agenda for meeting 14 May: <a href="https://www.torbay.gov.uk/DemocraticServices/documents/g24510/Public%20reports%20pack%20Tuesday%2014-May-2024%2017.30%20Cabinet.pdf?T=10">https://www.torbay.gov.uk/DemocraticServices/documents/g24510/Public reports pack Tuesday 14-May-2024 17.30 Cabinet.pdf?T=10</a>

## Adult Social Care and Health Overview and Scrutiny Sub-Board Action Tracker

14/03/24	31	That the Cabinet be recommended to request that the Director of Adult and Community Services scope what access to training exists across the Voluntary Sector, Carers and domiciliary care agencies and explores with Torbay and South Devon NHS Trust provision of wider access to online portal training for dementia awareness and support.	Completed – included on Cabinet Agenda for meeting 14 May: <a href="https://www.torbay.gov.uk/DemocraticServices/documents/g24510/Public%20reports%20pack%20Tuesday%2014-May-2024%2017.30%20Cabinet.pdf?T=10">https://www.torbay.gov.uk/DemocraticServices/documents/g24510/Public reports pack Tuesday 14-May-2024 17.30 Cabinet.pdf?T=10</a>
14/03/24	31	That the Cabinet be recommended to request that the Director of Adult and Community Services ensures there is a link to information from the Alzheimer’s Society on the Council’s webpage.	Completed – included on Cabinet Agenda for meeting 14 May: <a href="https://www.torbay.gov.uk/DemocraticServices/documents/g24510/Public%20reports%20pack%20Tuesday%2014-May-2024%2017.30%20Cabinet.pdf?T=10">https://www.torbay.gov.uk/DemocraticServices/documents/g24510/Public reports pack Tuesday 14-May-2024 17.30 Cabinet.pdf?T=10</a>
18/01/24	27	That the Director of Adult and Community Services be requested to ensure that the ICO reviews the approach to Finance and Benefits assessments, ensuring that people and their relatives have access to information and support.	Update awaited.
18/01/24	27	That the Director of Adult and Community Services be requested to review the joint approach with the Integrated Care Organisation (ICO) to provide care homes with information and advice.	Update awaited.
18/01/24	26	That the Director of Adult and Community Services be requested to encourage the CQC inspector to engage with the Voluntary, Community and Social Enterprise Sector.	Director of Adult and Community Services will action when inspection date is known.

## Adult Social Care and Health Overview and Scrutiny Sub-Board Action Tracker

23/11/23	18	That the ICB and Director of Public Health, and Director Adult and Community Services, Torbay Council explore and deliver joint communications to raise awareness of and promote access to dental provision, how to maintain good oral health and what to do if urgent dental care is required within Torbay.	Director of Adult and Community Services and Director of Public Health actioning and update awaited.
23/11/23	18	That the ICB and Director of Public Health and Director Adult and Community Services explore additional funding opportunities for mitigating oral health initiatives in Torbay.	Director of Adult and Community Services and Director of Public Health actioning and update awaited.
17/08/23	3	<p>Draft Strategy for Adult Social Care in Torbay</p> <p>Information concerning a website based approach for accessing care be provided to local MP's offices and other information offices within Torbay.</p>	<p>Director of Adults and Community Services and Head of Policy, Performance and Community Engagement to action.</p> <p>The timing of this needs to align with completion of the work on developing the Torbay Council website.</p> <p>Once the work has been completed on the webpages the Engagement and Communications team can share.</p> <p>Further update awaited.</p>

## Adult Social Care and Health Overview and Scrutiny Sub-Board Action Tracker

17/08/23	3	<p>Draft Strategy for Adult Social Care in Torbay</p> <p>A briefing note is circulated to all Councillors with information concerning the website based approach for accessing care.</p>	<p>Director of Adults and Community Services to action.</p> <p>The timing of this needs to align with completion of the work on developing the Torbay Council website. Expectation that the work will be completed by the end of March 2024. A lot of improvements have already been made including incorporating feedback from users and exploring ways to make the website more accessible to people.</p> <p>Further update awaited.</p>
17/08/23	3	<p>Draft Strategy for Adult Social Care in Torbay</p> <p>The Head of Policy, Performance and Community Engagement is instructed to publicise information about the approach to accessing care to inform wider communities.</p>	<p>Director of Adults and Community Services and Head of Policy, Performance and Community Engagement to action.</p> <p>Once work is completed on the webpages the Engagement and Communications Team will publicise with residents and communities.</p> <p>Further update awaited.</p>
17/08/23	4	<p>The Director of Adults and Community Services provides an exempt report on the options appraisal and when it will be implemented to a future Adult Social Care and Health Overview and Scrutiny Sub Board.</p>	<p>Added to the work programme as a future item - "Case management record replacement".</p> <p>Director of Adults and Community Services to advise when update available.</p>