

**SUNDERLAND CARERS' MANAGEMENT BOARD
MEETING HELD ON WEDNESDAY 6th MAY 2015**

SUMMARY OF MAIN POINTS

1. Matters Arising

Matters arising included an update on ongoing discussions regarding support for residents during stays in hospital. Issues related to the billing operation by the Council to collect residents' contributions to their care were also raised.

2. Managing Directors Report

A subset of the standard CSSL Managing Director's Report was circulated, which gave the updated position on service voids, complaints / compliments, CQC visits and maintenance improvements. It was reported that the purchase of NTW homes by Auckland Homes Solutions had still not been completed.

3. Company changes

Care and Support Sunderland Limited (CSSL) had now been incorporated into Sunderland Care and Support Limited (SCSL). The Managing Director gave a presentation about the changes that were taking place, covering:

- The difficult financial situation and the workforce transformation exercise
- The new company structure with four main divisions - Supported Living (800 staff), Recovery at Home, Prevention and Equipment, Corporate Affairs and Finance
- A paper was circulated which summarised the new management structure - within Supported Living there were five management hubs - the three management levels within each hub were described, i.e. Operational Manager, Service Manager and Service Coordinator
- The current position on take up of the severance scheme was covered
- Company targets were described

The plan for implementation of the changes may be adjusted through time but the following points were emphasised:

- No services would be closed
- Essential budgets (e.g. food) to be maintained at least at current levels
- Safe staffing levels
- Customer focussed, including development of new business
- No pay reductions
- Move to mutual status eventually - never 'for profit'

4. Other agenda items - deferred till the next meeting because of time constraints

5. Next Meeting

Meeting dates for the remainder of 2015 are 9th September and 4th November.