

AGENDA

Adult Social Care and Strategic Housing Scrutiny Committee

Date: **Monday 26 July 2010**

Time: **9.30 am**

Place: **The Council Chamber, Brockington, 35 Hafod Road,
Hereford**

Notes: Please note the **time, date** and **venue** of the meeting.

For any further information please contact:

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Agenda for the Meeting of the Adult Social Care and Strategic Housing Scrutiny Committee

Membership

Chairman	Councillor PA Andrews
Vice-Chairman	Councillor AE Gray
	Councillor ME Cooper
	Councillor H Davies
	Councillor BA Durkin
	Councillor MJ Fishley
	Councillor KS Guthrie
	Councillor MD Lloyd-Hayes
	Councillor JE Pemberton
	Councillor GA Powell
	Councillor RV Stockton

Non Voting	Mr R Kelly	(Voluntary Sector Representative)
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AGENDA

	Pages
<p>1. APOLOGIES FOR ABSENCE</p> <p>To receive apologies for absence.</p>	
<p>2. NAMED SUBSTITUTES</p> <p>To receive details of any Member nominated to attend the meeting in place of a Member of the Committee</p>	
<p>3. DECLARATIONS OF INTEREST</p> <p>To receive any declarations of interest by Members in respect of items on the Agenda.</p>	
<p>4. MINUTES</p> <p>To approve and sign the Minutes of the meeting held on 21 June 2010.</p>	1 - 6
<p>5. SUGGESTIONS FROM MEMBERS OF THE PUBLIC ON ISSUES FOR FUTURE SCRUTINY</p> <p>To consider suggestions from members of the public on issues the Committee could scrutinise in the future.</p>	
<p>6. PRESENTATION BY THE CABINET MEMBER (ADULT SOCIAL CARE, HEALTH AND WELLBEING)</p> <p>To receive a presentation by the Cabinet Member for Adult Social Care, Health and Wellbeing reviewing past performance, identifying key issues and commenting on future plans in relation to the her portfolio.</p>	7 - 12
<p>7. BUDGET MONITORING 2010/11</p> <p>To advise the Committee of the financial position for the Adult Social Care budget within the Joint Commissioning Directorate, and the Strategic Housing budget within the Regeneration Directorate for the period to 31 May 2010. The report provides the variations against budget and a projected outturn for the year.</p>	13 - 22
<p>8. UPDATE ON THE EXECUTIVE'S RESPONSE TO THE REVIEW OF TRANSITION FROM LEAVING CARE TO ADULT LIFE</p> <p>To update the Committee on progress made since the action plan that was produced on the Review of Transition from Leaving Care to Adult life on 19 December 2008.</p>	23 - 36
<p>9. ADULT SOCIAL CARE PERFORMANCE AGAINST PUTTING PEOPLE FIRST</p> <p>To receive a report on progress against Putting People First, the Governments agenda for transforming Adult Social Care Services.</p>	37 - 40
<p>10. ADULT SOCIAL CARE PERFORMANCE MONITORING 2010/2011</p> <p>To provide an updated report on the progress towards the achievement of national performance indicator targets and other local performance indicators for Adult Social Care within the Joint Commissioning Directorate.</p>	41 - 52
<p>11. COMMITTEE WORK PROGRAMME</p> <p>To consider the Committee's Work Programme.</p>	53 - 56

PUBLIC INFORMATION

HEREFORDSHIRE COUNCIL'S SCRUTINY COMMITTEES

The Council has established Scrutiny Committees for Adult Social Care and Strategic Housing, Children's Services, Community Services, Environment, and Health. An Overview and Scrutiny Committee scrutinises corporate matters and co-ordinates the work of these Committees.

The purpose of the Committees is to ensure the accountability and transparency of the Council's decision making process.

The principal roles of Scrutiny Committees are to

- Help in developing Council policy
- Probe, investigate, test the options and ask the difficult questions before and after decisions are taken
- Look in more detail at areas of concern which may have been raised by the Cabinet itself, by other Councillors or by members of the public
- "call in" decisions - this is a statutory power which gives Scrutiny Committees the right to place a decision on hold pending further scrutiny.
- Review performance of the Council
- Conduct Best Value reviews
- Undertake external scrutiny work engaging partners and the public

Formal meetings of the Committees are held in public and information on your rights to attend meetings and access to information are set out overleaf

PUBLIC INFORMATION

Public Involvement at Scrutiny Committee Meetings

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There are also two other ways in which you can directly contribute at Herefordshire Council's Scrutiny Committee meetings.

1. Identifying Areas for Scrutiny

At the meeting the Chairman will ask the members of the public present if they have any issues which they would like the Scrutiny Committee to investigate, however, there will be no discussion of the issue at the time when the matter is raised. Councillors will research the issue and consider whether it should form part of the Committee's work programme when compared with other competing priorities.

Please note that the Committees can only scrutinise items which fall within their specific remit (see below). If a matter is raised which falls within the remit of another Scrutiny Committee then it will be noted and passed on to the relevant Chairman for their consideration.

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You can submit a question for consideration at a Scrutiny Committee meeting so long as the question you are asking is directly related to an item listed on the agenda. If you have a question you would like to ask then please submit it **no later than two working days before the meeting** to the Committee Officer. This will help to ensure that an answer can be provided at the meeting. Contact details for the Committee Officer can be found on the front page of this agenda.

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Adult Social Care and Strategic Housing

Statutory functions for adult social services and Strategic Housing.

Children's Services

Provision of services relating to the well-being of children including education, health and social care, and youth services.

Community Services Scrutiny Committee

Cultural Services, Community Safety (including Crime and Disorder), Economic Development and Youth Services.

Health

Scrutiny of the planning, provision and operation of health services affecting the area.

Environment

*Environmental Issues
Highways and Transportation*

Overview and Scrutiny Committee

*Corporate Strategy and Finance
Resources
Corporate and Customer Services
Human Resources*

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- Inspect background papers used in the preparation of public reports for a period of up to four years from the date of the meeting. (A list of the background papers to a report is given at the end of each report). A background paper is a document on which the officer has relied in writing the report and which otherwise is not available to the public.
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HEREFORDSHIRE COUNCIL

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HEREFORDSHIRE COUNCIL

MINUTES of the meeting of Adult Social Care and Strategic Housing Scrutiny Committee held at The Council Chamber, Brockington, 35 Hafod Road, Hereford on Monday 21 June 2010 at 9.30 am

Present: Councillor PA Andrews (Chairman)
Councillor AE Gray (Vice Chairman)

Councillors: H Davies, BA Durkin, PJ Edwards, MJ Fishley, KS Guthrie,
MD Lloyd-Hayes, JE Pemberton and RV Stockton

Co-opted Member Mr R Kelly (Voluntary Sector Representative)

In attendance: Councillors LO Barnett, JG Jarvis and AT Oliver

1. APOLOGIES FOR ABSENCE

Apologies were received from Councillors AE Gray, ME Cooper and GA Powell.

2. NAMED SUBSTITUTES

Councillor PJ Edwards substituted for Councillor AE Gray.

3. DECLARATIONS OF INTEREST

There were no declarations of interest.

4. MINUTES

RESOLVED: That the minutes of the meeting held on 31 March 2010 be confirmed as a correct record and signed by the Chairman.

5. SUGGESTIONS FROM MEMBERS OF THE PUBLIC ON ISSUES FOR FUTURE SCRUTINY

There were no suggestions for future scrutiny.

6. PRESENTATION BY THE CABINET MEMBER (ENVIRONMENT AND STRATEGIC HOUSING)

The Committee received a presentation from the Cabinet Member (Environment and Strategic Housing).

During his presentation, the Cabinet Member highlighted the following areas:

- That delivering affordable housing was one of the key priorities within the Sustainable Community Strategy. Herefordshire had the worst housing affordability ratio of all local authorities in the Region. The delivery targets for 2009/10 for affordable housing had been achieved, and the Service expected to achieve the target of 170 houses for the current year.
- The Audit Commission had undertaken an inspection, and said that the County had some of the highest standards of affordable housing in the Country

- That there were rules within the Unitary Development Policy (UDP) that gave preference for housing to Gypsies and Travellers. This was not necessarily the most appropriate way forward, and greater emphasis should be given to the needs of Gypsies and Travellers by providing more appropriate sites. The Travellers site in Madley had not been used for a long time, and it would be sold off, the money ring fenced to buy a new site in consultation with Traveller families.
- That the Mortgage Rescue Scheme had been recognised at national level as being best practice.

The Chairman thanked the Cabinet Member for his presentation.

In the ensuing discussion, the following points were answered by the Assistant Director, Homes and Communities:

- That encouraging more landlords to provide rental accommodation from the private sector was a long standing problem, landlords often perceived that assured short hold tenancies made it difficult to evict tenants who were not paying their rent so they took a risk averse approach when choosing tenants.
- The targets for delivery of affordable homes for the forthcoming two years would be reflected in the Local Development Framework (LDF) figures, but he expected them to be in the region of the high 200's. It was expected that delivery by 2025-26 would be around 400 a year. The initial targets reflected a challenging market, as developers were not developing sites

The Cabinet Member replied to a Member's comment, and said that he agreed that a target of 170 houses with a waiting list of over five thousand people was an insupportable situation, but it was a reflection of the reality faced by the Council. There was no available funding from the Homes and Communities Agency. It should be borne in mind that of the total number on the waiting list, only a hundred actually required urgent re-housing at this time. Attempts had been made to create empty flats above shops, but the Council had received no support from the absentee landlords who owned the commercial properties and grants were unavailable

He went on to say that the density of the build of affordable housing did need to be higher than other developments, but agreed with a Member that the provision of appropriate garden space was essential. He disagreed that the County was producing sub standard housing, and said that all houses were built to EU Standard 3, which was far higher than they were required to build. No block building was allowed on sites, and homes were built to the specific needs of the Housing Associations.

The Assistant Director, Homes and Communities concurred with comments from Members that consideration would be given to finding ways to encourage the single occupants of larger homes occupied to move into accommodation more suited to their needs, thereby freeing up properties for families.

Resolved: That the presentation be noted.

7. SAFEGUARDING BOARD, ADULT SOCIAL CARE - IMPROVEMENT PROGRAMME

The Committee received a presentation on the work of the Adult Safeguarding Board. In her presentation, the Consultant, Adult Safeguarding, highlighted the following areas:

- Increases in rate of referrals by 38% indicated the success in raising awareness of Adult Safeguarding across the County, but that there were implications for resources.
- 30% of referrals were located in a care facility and 30% of alleged abusers were provider employees. The highest rate of abuse was psychological in nature, followed by actual physical abuse.

- Progress had been made in providing an up to date safeguarding framework and a revised safeguarding process.
- The Safeguarding Partnership had been re launched, with increased partnership working. A broad range of partners had been identified from across the West Midlands, and there was close working with the PCT and in the area of medicines management.
- The IT system had been redesigned, which meant that it was easier to record data and draw conclusions from case recording.
- There was a need to develop the standing subgroups links to other strategic boards, including the Herefordshire Safeguarding Children's Board (HSCB) and Safer Herefordshire.

The Associate Director said that there had been an enormous increase in workload in this area and, as a result, an additional team had been put in place. In the ensuing discussion, the following points were made:

- That when a referral was made, there was 24 hours to decide whether it was a safeguarding issue, or whether it should be signposted to another service. The Locality Team then had seven days to put in place a Strategy Development which had four weeks to conduct an investigation. Some of these took longer, some were shorter.
- The Consultant, Adult Safeguarding said that she believed that the balance between the strategic strength of the Safeguarding Board and the number of front line teams was appropriate.
- That there had been 144 referrals in the previous year. Some referrals were subsequently found not to be safeguarding, but there was a risk management process in place to ensure that they did not have an untoward impact.
- A leaflet was available which outlined safeguarding issues and contained a phone number for residents of care homes to ring if they were experiencing problems. There were two senior practitioners always available to answer concerns.
- There was a difficulty in promoting safeguarding, as most adults didn't realise how vulnerable they were, or what abuse they were suffering. Promotion was done to professionals in the field, which was an appropriate way forward given the limited funds available to the service. There was a public information strategy that was promulgated through lunch clubs and community networks.
- Funding of £200k for the previous year had been sufficient to recruit additional staff. This was now part of the ongoing baseline budget for the Service.

Resolved: That the presentation be noted.

8. BUDGET MONITORING 2009/10

The Committee received the Budget Monitoring Report of the financial position for Adult Social Care and Strategic Housing revenue budgets for the period to 31st March 2010. In the ensuing discussion the following points were made:

The Principal Accountant reported that the outturn position showed an overspend of £2,731k. There had been a number of reasons for this:

- There were twelve more clients with complex needs within learning disabilities and an increase in clients coming into the service taking up direct payments. This meant that the learning disability outturn had the majority of overspend of £1,414k.
- There was also an increased number of older people clients, as well as existing clients who were presenting with increased homecare needs.
- The impact of severe weather had led to an increase in the number of clients being admitted to hospital which had provided social care with additional cost pressures. The overspend for older people was £1.14m.

The management team had put in a number of measures to tackle the overspend delivering £1.473m of savings under a budget recovery plan. These included the one-off use of the supporting people grant of £800k. The final outturn had been offset by the Social Care contingency with the remainder of the overspend being offset by underspends in other Directorate. There is no deficit carried forward into 2010/11.

Budgets had been re-aligned in order to reflect existing commitments so that Panel are clear on the available budgets. Panel commence the year with adequate resources for predicting demand (though no contingency). This approach resulted in an overall shortfall of £3.5m for integrated commissioning that must be addressed through further efficiency measures and service re-design. Progress is being monitored on a monthly basis within the recovery plan.

The Independent Living Fund (ILF) have recently announced that they will not be accepting any new claims for 2010/11 in order to protect those receiving funding as the budget has now been fully committed. The claims currently accepted for approval total £20k. Claims will only be honoured where an offer letter has been sent.

The Associate Director, Joint Commissioning, said that the situation was far from ideal. It had been complicated by ten learning disabilities cases which had been transferred from Children's Services to Adult Social Care at a cost of £100k each per annum. This meant that the Service would have to deal with an additional spend of £1m a year for the next ten years. As a result, it would be increasingly difficult to balance the budget in 2010/11.

In reply to a question, the Associate Director went on to say that the finance package designed to dovetail to Frameworki would be in place by the Autumn. The Electronic Homecare System was already in place, but did not function without the correct finance IT system.

Resolved

That:

- a) The report be noted;**
- b) The Committee noted that, despite regular assurances that the suitable accounting mechanisms for the Frameworki package would be available, its implementation was still awaited. Given the extreme pressures on the Adult Social Care budget it is imperative that the Directorate should have this tool available so that immediate budgetary management is made possible; and;**
- c) The Committee welcomes the realignment of budgets, on the assumption that they will now be sufficient to cope with the number of clients with acute needs that the Service has to deal with.**

9. ADULT SOCIAL CARE PERFORMANCE MONITORING 2009/10

The Committee received a report on the Adult Social Care Performance Indicators. The Associate Director, Adult Social Care, said that NI130 (Social Care clients receiving Self

Directed Support) was the only indicator that was red. The indicator could not be properly addressed until the Framework finance management module was in place.

RESOLVED: That the report be noted.

10. STRATEGIC HOUSING SERVICE PERFORMANCE MONITORING 2009/10

The Committee received a report on the Strategic Housing Service Performance Monitoring. The Assistant Director, Homes & Communities, said that the Service had achieved or exceeded all of its key national indicators.

He went on to say that the number of households assisted under the homelessness provisions of the 1996 Housing Act has increased and the proportion of cases per 1000 households has risen from 4.4 to 6.23. This was as a result of the way the cases were allocated and the new approach that has been implemented within the team to meet the needs of vulnerable people. The indicator associated with this work, LPI 6 (Number of Households who considered themselves as Homeless, for whom casework resolved their situation (Homelessness Prevention) was no longer a national one.

He added that the number of people in Bed and Breakfast accommodation had been reduced from 55 families with children in 2006, to one person.

In reply to a question from a Member, he said that thirty people had accessed the rough sleeping shelter during the hard weather earlier in the year. In all cases there was some sort of resolution to the problems that had caused the individuals to be sleeping rough.

RESOLVED: That the report be noted.

11. PROGRESS REPORT ON THE ACTION PLAN FOR THE SCRUTINY REVIEW OF THE SUPPORT TO CARERS IN HEREFORDSHIRE

The Committee received a progress report against the delivery of the Recommendations and Executive Action Plan of the Scrutiny Review of the Support to Carers in Herefordshire.

The Associate Director, Joint Commissioning reported that there has been a very significant improvement in the performance of NI 135 (provision of advice and information to Carers), which had exceeded the target that had been set for 2009/10.

The Planning Manager reported that Action 4 in the Plan would be difficult to achieve as a result of the Health and Wellbeing Partnership decision to reduce Area Based Grant funding by 6%.

RESOLVED

That

- (a) the progress to deliver the Recommendations and Actions approved by Cabinet for the Review of Carers Support in Herefordshire was noted; and;**
- (b) the Committee expressed concern that the Area Based Grant funding for carers had been reduced by 6%**

12. COMMITTEE WORK PROGRAMME

The Committee noted its Work Programme.

RESOLVED: That the work programme be approved and reported to the Overview and Scrutiny Committee.

The meeting ended at 12.25 pm

CHAIRMAN

MEETING:	ADULT SOCIAL CARE & STRATEGIC HOUSING SCRUTINY COMMITTEE
DATE:	26 JULY 2010
TITLE OF REPORT:	ANNUAL REPORT BY CABINET MEMBER ADULT SOCIAL CARE, HEALTH AND WELLBEING
REPORT BY:	Councillor LO Barnett (Cabinet Member Adult Social Care, Health and Wellbeing)

CLASSIFICATION: Open

Ward

County wide.

Purpose

To receive a presentation by the Cabinet Member for Adult Social Care, Health and Wellbeing reviewing past performance, identifying key issues and commenting on future plans in relation to the her portfolio.

Recommendation

THAT: subject to any comments the Committee may wish to make the presentation be noted.

Introduction and Background

- 1 At the July meeting each year the Committee invites the Cabinet Member for Adult Social Care, Health and Wellbeing to specifically address the Committee on past performance, current key issues and outline priorities for the Service for the coming 12 months in relation to the Environment portfolio.
- 2 While discussion at the Committee meeting may range across the whole programme area the Cabinet Member will be commenting on the following key areas of:
 - Integration
Management and Performance
 - Safeguarding
 - Transforming Adult Social Care- Putting People first
 - Commissioning
 - Social Care Leadership
- 3 Supporting notes for the Cabinet Members presentation are appended at Appendix 1 for information

Appendices

- 4 Appendix A.: Homes and Communities (formerly Strategic Housing Services) Key Performance Report

Cabinet Member Report on Achievements in 2009/2010

Herefordshire Public Services partnership has a unique story to tell about how services can be successfully integrated to achieve desired outcomes for people in the County. The aims described in our priorities last year have been achieved and we are now building on sound foundations.

1. Integration

Over the last year, our Integrated Commissioning Directorate has continued to develop joint health and social care solutions, including our practice led solutions in 'Transforming Community Services'. Our jointly developed 'World Class Commissioning strategy is a key driver in our provision of new services and we are successfully delivering a highly complex 'competitive dialogue' procurement of mental health services to target, with the active support of staff, service users and carers, clinicians and partners.

Services are already well integrated in core areas such as intermediate care, and the opportunities for integration are being exploited in commissioning across the interface of Continuing Health Care, Stroke and Dementia services. The next year will see well developed plans to implement health and social care on a locality basis, driving out efficiencies by avoiding hospital admissions, maximising independence; and driving up quality outcomes for service users. Key issues will be the development of contracts and business processes to strengthen social care governance

2. Management and Performance

Herefordshire has made strides forward in the last year in terms of embedding and realising the benefits of robustly structured management processes. It has also been a year of significant challenges, with staff responding extremely well to the severe winter weather challenges and preparation for a potential flu epidemic; as well as coping with the additional workload presented by safeguarding concerns in three residential homes. Whilst this has inevitably had an impact on performance data, Herefordshire is confident that the underlying direction of travel towards further improvement is a strong one. We are confident of our robust and effective care management, whilst retaining a realistic view of our situation recognising that we still carry a legacy of performance from the past five years that suggests a dependency on residential care that does not reflect current performance.

3. Safeguarding

We are particularly proud of the improvements secured in safeguarding vulnerable adults. In the last year we have carried out a thorough review of policies and procedures and implemented a new safeguarding framework that emphasises our integrated policy approach. Our new processes have a clear focus on outcomes for people and the use of person centred risk tools and a dedicated screening officer now ensure referrals are dealt with promptly and effectively. Our training strategy and new competency framework underpin our high standard of safeguarding and we continue to deliver training for all in house staff and partners (1000 care staff trained so far). We have worked closely with Care Quality Commission to develop our practice led 'Quality Concerns Process' a regime to ensure the quality of commissioned services is monitored and the well being and safety of service users protected.

4. Transforming Adult Social Care- Putting People first

Herefordshire has continued to robustly and effectively manage the delivery of the Putting People First programme, moving forward on all 4 domains (Choice and Control, Social Capital, Universal Services and Early Intervention). We have declared at amber/green simply because (like other Local Authorities) there is delay in the delivery of a RAS, and consequent poor performance on NI 130 (measure of the number of personal budgets in place). This has been in part caused by problems in developing the ICT. Rather than allow

this to delay delivery of outcomes for people, we have continued to offer personal budgets, but recognise that this will accelerate once the tools become available.

5. Commissioning

Our commissioning relationships with providers across all sectors are strong and productive and can demonstrate achievement of value for money and business development of policy objectives. This has included the enhancement of reablement services and the move to a core and cluster model for supported living. Building on the systematic use of feedback and experiences of service users and carers; the use of intelligence on demographic pressures and our modelling capabilities, have all ensured a robust foundation to inform the shape of our services both now and in the future, we have presented Commissioning intentions to Home care, Care Home and Third sector providers and have had very positive feedback on the leadership provided.

The Health Inequalities Support Team described us as having “... ***a strong vision for integration of commissioning and service provision across Herefordshire, for example there is clear progress for vertical integration of provider services with an increased focus on ‘Place.’*** (CD ref 185/186)

Examples of core developments include

- **Homecare contract remodelling:** project included demand modelling and forecasting based on historic data; financial modelling; analysis of impact on the market place; discussion with providers’ forum.
- **Care home contract remodelling:** modelling of future demand and impact of options undertaken in 2009/10 before new fee structure set for care homes for 2010/11.
- **Comparison of outcomes of contacts, assessments and care packages:** across IPF family undertaken with commentary from relevant CQC reports to inform Personalisation Board **Risk Stratification:** local application developed of the SHA regional Combined Risk Stratification Tool
- **Dementia Strategy:** new service pattern and impact of future demography modelled to inform strategic development

Our analysis and our robust financial planning have allowed us to identify and deliver efficiencies this has included:

- 40 per cent reduction in voids, delivering a saving of £164,000
- 5 per cent reduction in supplies and services
- A reduction in STARR hourly costs from £70 to £40 pounds
- Renegotiation of Contracts includes residential care and any contracts where there is an over capacity
- Out of County Placements review is continuing in all areas. This is reviewing all high cost placements with a view to looking at bringing people back in County.

6. Leadership

The Council is seen as a strong and effective leader of social care in the County, maintaining excellent communication with third sector, advocacy and support organisations and User Led Organisations for Carers, mental health, learning disability, physical disability, and older people via the new strategic Countywide Age Concern organisation. We ensure service user and carer engagement via Link representation on the Adult Social Care and Strategic Housing Scrutiny Committee and through a standing ‘focus’ group, partnership boards, newsletters, and reference groups. The Involving People Team through our new integrated Customer Insight Unit continue to support service users and carers in actively shaping services including the on going procurement of mental health

through the Mental Health Reference Group, who have written up their experience as best practice for a national publication.

Our focus for Adult Social Care (ASC) in the coming year will continue to be centred on four areas:

Personalisation
Maximising Independence
Safeguarding of Vulnerable Adults
Improving Value for Money

Issues

1. **Quality concerns-** with the announcement from Care Quality Commission that they will no longer monitor quality via the 'star' system for Care Homes and Home Care, more responsibility for quality will rest with the council. This is in hand via 'Quality Concerns Programme' but will need investment
2. **Putting People First (PPF)-** We are confident that we have robust programme management in place to deliver the programme, but the work will remain a priority, as we recognise the imperative to build on 'social capital' and early intervention is needed if we are to achieve diversion from institutional forms of care. The ability to deliver NI 130 unfortunately is dependent on delivery of the Framework finance module

3. **ICT that is fit for purpose remains an issue of top concern**

4. **Maximising Independence:**

Reablement- we have established commissioning foundations with both the Herefordshire public services intermediate care and the independent sector that will deliver enhanced quality and increased capacity in reablement. We have prioritised delivery of reablement to all those who will be able to benefit and will be prepared to implement the Personal Care at Home Act

Supported Living - we continue to address the legacy of a past over-commitment to residential care and will work across health and social care pathways to deliver supported living opportunities

Rurality- Herefordshire faces unique challenges as the 3rd most rural Council in the UK, and is leading work in the region to consider the potential of a workforce strategy in enabling a 'new type of worker', and has a strong focus on 'total place' and working with communities, from 'first responders' supporting health systems to communities and parish councils ensuring universal services and information. This will also be demonstrated in the construction of a fair price for domiciliary care services.

Programme approach – We have the advantage of a well advanced integration of health and social care services, and will be delivering services as described in the Transition plans and World Class Commissioning strategy based on 6 programme areas across health and social care. Maximising Independence, Mental Health/Learning Disability, and 'Unscheduled care (ie avoiding admissions)' will incorporate much of the social care agenda, while Staying healthy supports the universal services, social capital and early intervention. Planned Care and Women and Childrens services will also maximise opportunities to reduce length of stay, and enhance the family focus.

We will continue to maintain excellent engagement with service users carers, potential service users and self funders.

MEETING:	ADULT SOCIAL CARE AND STRATEGIC HOUSING SCRUTINY COMMITTEE
DATE:	26 JULY 2010
TITLE OF REPORT:	REVENUE BUDGET MONITORING REPORT 2010/11
PORTFOLIO AREA:	ADULT SOCIAL CARE, HEALTH AND WELLBEING

CLASSIFICATION: Open

Wards Affected

County-wide

Purpose

- 1 To advise members of the committee of the financial position for Adult Social Care and Strategic Housing revenue budgets for the period to 31st May 2010. The report lists the variations against budget at this stage in the year and a projected outturn for the year.

Recommendation(s)

THAT

- (a) the report be noted;
and;
- (b) areas of concern continue to be monitored.

Reasons for Recommendations

- 2 To enable the Committee to carry out its function in relation to the Adult Social Care and Strategic Housing revenue budget for 2010/11.
- 3 A detailed Budget Monitoring Report to 31st May 2010 is attached at Appendix 1 for Members' consideration.
- 4 The Adult Social Care budget sits within the Integrated Commissioning Directorate whilst the Strategic Housing budget sits within the Sustainable Communities Directorate.
- 5 The summary position is set out in the table below, and provides the current view of forecast outturn which was predicted throughout the year. The forecast outturn for May is predicting a £1.5m overspend for Adult Social Care and Strategic Housing to come in on budget.

	Annual Budget £000	May 10 Net Forecast (Over) or Under spend £000
Older People	14,820	(709)
Learning Disabilities	11,562	(540)
Physical Disabilities / Sensory Impairment	3,896	(256)
Mental Health	7,402	0
Commisioning Directorate	1,620	0
Section 75 Arrangements	936	0
Adults	(2,215)	0
Other Services	274	0
Total Adult Social Care	38,295	(1,505)
Strategic Housing	1,809	0
Total	40,104	(1,505)

Note: Other Services include Public Contact, Provider Services, Needs Analysis and Transport.

Adult Social Care

6 The Budget for 2010/11 was put together based on the following assumptions:

- i) Demographics. The number of clients within Older People is based on an increase of 18% over the next 5 years as stated in the JSNA. For all other client groups the percentage rise is based on prior year trends. Learning Disabilities will rise by 8% where it is anticipated clients transferring from Children's Services will have more expensive packages. Physical Disabilities will increase by 23% .All these percentages exclude homecare, which has assumed between 5% and 10% rise based on previous year trends. As part of these assumptions any new clients built in as being offered Personal Budgets.
- ii) Inflation. There is no inflation on basic pay but 4.08% on superannuation. 2% client income. Provider contracts have been budgeted using new provider rates or contracted rate where known.
- iii) Financial Resources Model increases to the Base Budget include:
 - £279k for Learning Disability transitions from Children's Services.
 - A 4% increase in Older People with dementia £162k
- iv) Savings measures
 - Reduction in the number of contract voids by 35% within older people £450k
 - Use of STARRS service to put in reablement and reduce the need for long-term homecare £159k
 - 30% saving on packages transferring from Transitions £84k following re-modelling of care packages from Children's Services.
 - Reduction of 5% in supplies and services non-pay budgets (excluding. Equipment, voluntary organisations and supporting people) £74k
 - Disinvestment in Meals on Wheels £60k

- v) Area Based Grant will be cut by 6% which has an impact of a £194k reduction in grant income for 2010/11. Due to the decrease in grant funding by Central Government the partnership are reviewing all uncommitted grant expenditure; Mental Health Capacity £52k, ASC Workforce £100k, LDDF £24k and £330k Supporting People underspend. Which may, be re-allocated to other areas.

7 The Net Budget is set out in Appendix 1.

8 2009/10 was the first full year of the implementation of Personal Budgets. Clients have been encouraged to take Personal Budgets where appropriate and there has been a 134% increase in take up in 2009/10. This trend is likely to continue into 2010/11 and there is an overall target of 30% of clients to receive a Personal Budget by November 2010.

9 A key area of overspend is Learning Disabilities (anticipated to be £709k).

- The full year anticipated over spend relates to increased costs in:
 - a) The uses of expensive packages for clients with more complex needs. This was a problem last financial and these packages will continue. It is assumed an 8% increase in the number of clients supported in the 2010/11 budget.
 - b) An increase in the number of new clients choosing to take personal budgets. In 2009/10 the number of clients taking up personal budget increased from 36 to 53. Increased awareness of Putting People First programme will allow greater choice and flexibility of care delivered to meet assessed need. The increase built into the assumption for 2010/11 is to increase by a further 15% to 61 packages.
- Service managers are currently reviewing the suitability of care provision and where possible the implications of transfer to a more independent lifestyle. This may involve, the de-registration, of registered care homes or the transfer of clients into supported accommodation. . Also the suitability of transferring clients placed 'Out of County' is being reviewed. Although, it is a long process involving families, clients and the relevant local authority where benefits are not often realised for a period of time.
- The Independent living Fund have recently announced the withdrawal to accept any new applications for funding in order to protect existing claims and also there will be no inflation increases. Grant payments will remain at the 2009/10 rates. The impact of loss of new claim income would be £43k for the year depending on the start date for ILF.
- There will be an increase in spend due to the transition of clients from children's services which if transferred at current cost level will have an impact of £279k in 2010/11. There is a further pressure due to the reduction of Learning and Skills Council funding for those clients going into further education.

10 Older People overspend is (£540k).

- The numbers of residential and nursing care packages are rising and more expensive packages put in place due to more complex needs. It is anticipated that due to demographics the number of older people requiring care will rise and 3% increase in the number of packages 2010/11 budget.
- Domiciliary care was over spent by £1,023k last financial year. The number of hours and packages is expected to continue to rise and built into the 2010/11 budget is an increase of 10%.

- The number of residential voids as a percentage of contracted places dropped during 2009/10 to 10% at the end of March 2010. At the end of May 2010 the level of voids had not changed. Based on an average cost of £530 per week, the annual value of unused residential voids would be £577k. Actions to tackle this are dependent on renegotiation of the Shaw contract, now underway
- Day care voids have reduced to 37% of the total number of places at the end of March 2010. Based on an average of 30% voids for the year, the annual value of unused day care voids is £400k. Actions to tackle this are dependent on renegotiation of the Shaw contract, now underway
- A target for the level of voids is set at 5%. Part of the recovery plan includes a reduction in voids of 40% for 6 months of the year.

Supporting People

- 11 The final outturn for 2009/10 gave an, underspend of £2,672k which has been carried forward into 2010/11.
- 12 For 10/11 the underspend will be allocated as follows:
- | | |
|----------------------------------|---------|
| Pilot Projects | £627k |
| Social Care SLA | £500k |
| Supported Lodgings (SHYPP) | £95k |
| Shortfall in current commitments | £1,120k |
- This leaves an, underspend of £330k which has been used to cover the cut in the ABG.
- 13 The Grant is now part of the Area Based Grant and is assumed in the Budget to be top-sliced by 6% (£336k) leaving £5,257k.
- 14 The Team are reviewing principles for setting eligibility criteria for Supporting People services.

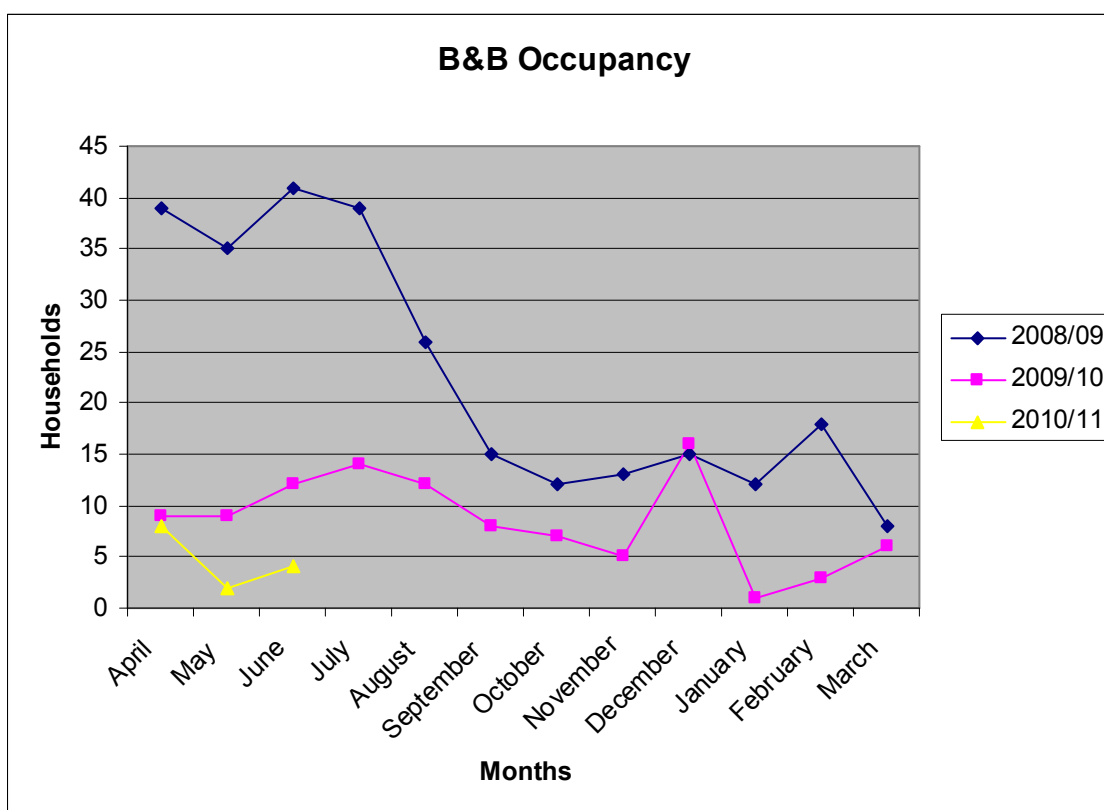
Strategic Housing

- 15 The 2010/11 Budget for Strategic Housing is £1,809k.
- 16 The Medium Term Financial Strategy approved by Council sets the broad framework for service revenue budgets for 2010/11 and onwards. Inflation was added to direct employee pension costs and income target for client and customer receipts were increased by 2%.
- 17 The strategy also made assumptions in relation to council tax increases and levels of formula grant funding over the next three years, the impact of these assumptions translated into specific savings targets for Directorates.
- 18 The current budget savings are identified in the table below :

Budget Description	Savings
Homelessness	-64,080
Housing Needs Development Team	-11,100
Head of Strategic Housing	-15,000
Private Sector Housing	-34,820
Total	-125,000

5. An additional budget of £20k has been received to finance the increased contribution to West Housing Market Partnership – this links into the work being done with Shropshire County Council.

6. There has also been a £10k reduction in budget for Connects in respect of the Homelessness Module of Abritas that has been purchased. It is envisaged that efficiency savings will be made from having this system which is theoretically paperless.
7. Following the general election the new coalition government has strongly indicated the scale of future reductions in public sector funding and the savings targets are certain to increase following the upcoming budget announcement. The strategy for managing this is currently being considered by the Joint Management Team.
8. Strategic Housing is projected to spend to budget.
9. The graph below shows the occupancy of Bed and breakfast at the end of each month in 2008/09, 2009/10 and 2010/11 to date. As can be seen the use of B&B is significantly lower at the beginning of this financial year compared to both previous financial years..



The following table illustrates that the reduction in total B&B numbers which started in the last half of 2008/09 was sustained through 2009/10 and into the beginning of this financial year. As at the end of June 1 Family and 3 single people were in receipt of B&B.

Category	April	May	June
Families with children	1	1	1
Other(couples, siblings)	0	0	0
Single	7	1	3
Total	8	2	4

Adult Social Care Recovery Plans

Recovery Plans for 2010/11:

Objective	Progress to Date	Lead	Deadline Date	Potential Saving £k
Review of voids in existing contracts to ensure maximum value is being achieved.	There is currently a review of the Shaw contract. It is assumed that if voids are reduced by 40% for 6 months following the review the saving will be £129k.	Wayne Welsby	Oct 2010	129
Review of voids in existing contracts to ensure maximum value is being achieved.	The contracting team are to review the services contained in all block contracts (excluding Shaw) to ensure that the services contained are still required by clients. A new post for brokerage support is to be advertised which will help with specialism for Learning Disabilities	Martin Smith	Oct 2010	30
Review of daycare services .	Renegotiation of contracts after review of service which is due in September 2010. Daycare voids reduction assumed to be 40% for 6 months would be a saving of £18k	Sharon Pugh / Lydia Bailey	Sept 2010	18
Surpluses on Direct Payments	The exchequer team is looking at ways of ensuring that direct payment surpluses are collected in a timely manner, with the possibility of moving to monthly payments instead of quarterly. In the first 2 months of 2010/11, surpluses recovered amounting to £17k. Based on this potential for the year could be £100k.	Darren Birch	Sept 2010	100
The implementation of electronic monitoring	This is in order to ensure that more verification and payment of actual hours delivered during 2010/11 for homecare. Other authorities have realised a saving of 5% on home care. Following this implementation with full working from January 2011, this could be a saving of £120k this financial year.	Paul Griffiths	Jan 2011	120
Use of STARRS service to put in reablement and reduce the need for long-term homecare.	Savings figure is based on the reduction of unit cost within the STARRS service (from £70ph to £45ph) and therefore reducing the need for Spot purchase homecare. £159k	TBC	Nov 2010	159
			Total	556

Further measures identified for present and future financial stability include:

- Supported Living - A review of costly Learning Disability packages where opportunities exist to transfer clients into supported living.
- Review all expensive out of county placements - Service Managers are currently working on agreeing clients that may meet the criteria and review high cost packages that may benefit

from other care options.

- Review Personal budgets where costs exceed previous client packages.
- Charges on property - The exchequer team is looking at ways of ensuring that the charges on property are attributed effectively and efficiently. The team are implementing processes for the automatic default to legal charge on property on admission to residential care. This will assist, in the reimbursement of cost of packages to be more effectively and promptly reclaimed.
- Charging Policy review - Paper will be presented to Cabinet for changes to the charging policy including whether some services could become chargeable.
- Review in-house services - Plans to improve efficiency and value for money for all Council provided services.
- The new standard rate for residential care is being rolled out to providers and due to become effective on 1st April 2010. Contracts are currently working with providers where they are providing information on an open book basis in order to establish a new standard rate.
- Training on the fair funding calculator is underway with care managers and social workers. This will assist them in having more accurate cost information on what type of package cost should be appropriate for a specific clients need. This is likely to achieve cost savings in 2010/11.
- Extensive use of telecare as a first response to reduce the dependency on personal care.

Further Pressures

- Safeguarding. There has been an increase in the number of safeguarding referrals over the past 12 months as there has been greater awareness of the team. This has lead to an estimated increase in activity of 50% and has impacted on the workload for social workers and safeguarding team. The team has been set up but currently no budget is allocated. £230k is the cost of the current Safeguarding Team for the 2010/11 financial year.
- The Area Based Grant has been top sliced by 6% thus reducing the Mental Health Capacity Act Grant, Mental Health Grant, Preserved Rights and Carers Grant for next year. The Acting Director of Adult Social Services is putting in a bid to gain the shortfall in funding, in order that it minimises the impact on service provision.
- Recent changes to the ILF criteria will reduce the number of clients that can claim this funding. No more applications will be approved and inflationary increase to current awards will also not be applied. Potentially this could impact by £43k dependant upon when it applies from.

An action plan to implement, monitor and review the recovery actions is in place and is regularly reviewed by senior management and financial services.

The Director is currently working on the identification of where further savings will be made within the service. This will be reflected in future reports.

Financial Implications

30. These are contained in the body of the report.

Legal Implications

31. None

Risk Management

32. The risks are set out in the body of the report in terms of the potential over spend. The report notes the actions planned to address this potential overspend.

Consultees

33. Not applicable

Appendices

Appendix 1 - Revenue Budget Monitoring Report for 2010/11 Period to 31st May 2010

<u>Budget Monitoring to May 2010</u>	Net Totals		
	Annual Budget	Year End Actuals	Variance over / (under)
	£000's	£000's	£000's
<u>Adult Services</u>			
Older People	14,820	15,529	(709)
Learning Disabilities	11,562	12,102	(540)
Mental Health	7,402	7,402	0
Physical Disabilities / Sensory Impairment	3,896	4,152	(256)
Commissioning Directorate	1,620	1,620	0
Section 75 Arrangements	936	936	0
Provider Services	106	106	0
Modernisation	73	73	0
Public Contact	106	106	0
Transport	(11)	(11)	0
Adults	(2,215)	(2,215)	0
Total Adult Social Care	38,295	39,800	(1,505)
<u>Supporting People</u>			
Programme	0	0	0
Pilot Projects	0	0	0
Total Supporting People	0	0	0
<u>Strategic Housing</u>			
	1,809	1,809	0
Total Strategic Housing	1,809	1,809	0

MEETING:	ADULT SOCIAL CARE AND STRATEGIC HOUSING SCRUTINY COMMITTEE
DATE:	26 JULY 2010
TITLE OF REPORT:	UPDATE ON THE EXECUTIVE'S RESPONSE TO THE REVIEW OF TRANSITION FROM LEAVING CARE TO ADULT LIFE
PORTFOLIO AREA:	ADULT SOCIAL CARE, HEALTH AND WELLBEING

CLASSIFICATION: Open

Wards Affected

County-wide

Purpose

- 1 To update the Committee on the progress made since the report and action plan were produced in 2008.

Recommendation(s)

THAT

- (a) the report be noted;
and;
- (b) areas of concern continue to be monitored.

Reasons for Recommendations

- 2 To enable the Committee to carry out its function in relation to the Adult Care Services and transition from Leaving Care to Adult Life.

Background

- 3 A report was produced and presented to scrutiny committee in 2008. An action plan was produced labelled Appendix 2 in the original report.

This action plan has been updated with an additional column that shows the current position and proposed actions. This is Appendix 1 in this report

The same numbering has been used as was in the original report to allow comparisons to be made

Key Points Summary

- In the period between the producing of the previous report in 2008 and this update being written, there has been virtually a complete change of senior managers for both Safeguarding and Vulnerable Children and for Adult Care Services. In Children's Services an extended leadership team has been formed to develop a "one" service approach.
- Since the original action plan was developed, there has been additional government guidance on improving outcomes for Looked After Children and Care Leavers, adding to the role of Independent Reviewing Officers and aiming to improve the health and wellbeing of this vulnerable group.
- The issues identified in the original action plan have all been addressed and for some the outcomes have changed as the work has progressed (Revised Action Plan attached Appendix 1).
- The re-launch of the Children In Care Council has provided a valuable means of capturing the views of children and young people, and together with the 6 weekly consultation event, enables senior managers to use these to inform service development aimed at improving outcomes for them.
- The restructuring of the Safeguarding and Vulnerable Children's Division of the Children and Young People's Directorate will enable the workers in the newly formed Looked After Children's Team (Named CHYP Team by the young people in the Children In Care Council) to focus better on the needs of Looked After Children and Care Leavers, as they will not have the conflicting demands of having to manage Child Protection cases as well. This has proven to be the case in beacon authorities.
- The transition from Leaving Care to Adult life remains an issue for some care leavers, particularly those with mild to moderate mental health needs and those with mild learning disabilities as they do not meet the eligibility criteria with its necessarily high thresholds to access Adult Care Services.
- The reformed transition strategy group presents an opportunity for those involved to meet to discuss issues and identify solutions. This commenced meeting regularly from May 2010.
- Following the unsuccessful bid for a dedicated health worker to work with care leavers the Lead Nurse for Looked After Children is making a new bid for an additional post to be able to address some of these issues and to be able to sign post these young people to other services.

Changes since the review was written

LEGAL FRAMEWORK

- 4 The Children and Young persons Act (2008) is being phased in. Some of the guidance to some of the bullet points below are out for consultation.
- 5 The principal provisions of the 2008 Act are:
 - Local authorities will be empowered to enter into arrangements with other bodies in the discharge of its care functions, but may not delegate such functions to other local authorities
 - The securing of sufficient and appropriate accommodation for children in local authority care

- An amendment to the duties of local authorities to enable them to appoint Independent Reviewing Officers, such Officers to be independent of the local authority
- Local authorities will be obliged to visit young people in its care
- There will be a designated member of staff at maintained schools whose specific responsibility it will be to promote the educational achievement of children in care who attend that school
- The local authority will have a duty to provide assistance to young persons who are in care or who have recently left care to pursue education and training
- The local authority's power to make cash payments to children in need and their families is extended i.e. this power can be exercised by an authority in circumstances which are not exceptional. (s.24)
- Individuals who are responsible for caring for disabled children can be assisted by being given breaks from their care duties (s.25)
- The Chief Inspector of Education Children's Services and Skills will have enforcement powers in relation to a person who is failing to comply with a requirement relating to a child's home etc.
- The rights of relatives who are entitled to apply for a residence order or a special guardianship order without leave of the court is now extended to include those with whom the child has lived for a continuous period of one year
- A pilot scheme will be established to monitor how local authorities enter into arrangements with other bodies in respect of their care functions: the scheme will commence on the day that s.1(1) of the 2008 Act comes into force and will end on the day that s.4 comes into force, or at the end of the five year period following the Act coming into force, whichever is the earlier

Management of Staff

- 6 In the Children and Young People's Directorate management there has been many changes in senior managers particularly within the Safeguarding and Vulnerable Children's division where all the senior managers have been in post for less than 9 months. Similarly Adult Care Services has seen significant changes of senior managers.

Staff Structure

- 7 As a result of this significant change of Senior Managers, a service review of Safeguarding and Vulnerable Children Division was produced and put to staff for consultation. There was generally a positive response from both staff and other partners. The review was started being implemented in July 2010. The review proposes the setting up of a team dedicated to Looked after Children and Care leavers. This team will have both Social Workers and Aftercare Workers all in one team. This aim is to build a Looked After service around this team aiming to co-locate this team with the Designated LAC Nurse, CAMHS workers and the education support workers for LAC. This will produce better outcomes for LAC and Careleavers, with smoother transitions from care to leaving care and, where implemented in other authorities, better preparation for moving to independence.

Current Position in Herefordshire

- 8 Currently the Herefordshire Aftercare team is working with 110 young people.
Outcomes for Looked After Children and Young People remain generally positive, but the gap

remains when their outcomes are compared with other children and young people in the county.

Accommodation

- 9 The judgement made in Southwark, finding that homeless 16 and 17 year olds should be treated as Looked After if provided with accommodation, has a profound effect on Aftercare services in Herefordshire as they become entitled to these services if Looked After for more than 12 weeks. They then are entitled to advice and support until aged 21 years. Having to find suitable accommodation for these 40 young people who were previously dealt with by Housing and placed in Bed and Breakfast has put pressure on the accommodation available to Care leavers. A funded agreement has been reached with SHYPP to recruit and support an additional 8 supported lodgings to meet the needs of this group.

Corporate Parent Role

- 10 The Corporate Parenting Strategy for Herefordshire has been rewritten and is in the process of being publicised throughout the Council and NHS. This defines the role of Corporate Parenting, sets up a Corporate Parenting Panel for Herefordshire and contains a three year plan. The inaugural meeting of this panel took place in April 2010 and is due to meet again in August 2010.
- 11 It also defines the purpose and role of the Children in Care Council, which was re-launched in December 2009, following the successful celebration evening "Shine in 09" held early in December 2009. This group now meets monthly and so far has looked at Herefordshire's pledge to Children and young people and proposed a name for the Looked After Children's Team and the workers in it.

Possible Role for a Virtual Head Teacher

- 12 The Education Liaison Support Service (ELSS) for LAC has recently been reviewed and this review was produced for informal consultation. A decision was subsequently made to incorporate this review into the overarching review of the Children & Young People's Directorate. This is now at the formal consultation stage.
- 13 Amongst the proposals in the creation of a Virtual head of School for LAC, with the role of challenging other Head Teachers to produce good education outcomes for LAC in their school. This role may be undertaken by an Educational Psychologist as this has proven to be effective in other authorities.

Information Technology

- 14 The implementation of a new software package (Frameworki) took place in November 2008. Following the Laming Report about Baby P, a Social Work Task Force was set up. Amongst its recommendations was significant changes to the Integrated Children's System (ICS) as social workers were struggling with the various IT solutions used to record their work. This has included major changes to the forms used.
- 15 By the time this report is presented to scrutiny committee, Herefordshire will have implemented the first of two batches of new simplified ICS forms. This happened on the weekend of 12th June.
- 16 The software company has focused on producing a product than can use these revised forms and so an IT solution that can link with the Health System has not yet been produced.
- 17 However, the Lead Nurse for Children in Care and the Designated Doctor have been given access to Frameworki and information about Looked after Children so they have up to date information about who is Looked After and LAC medicals and health assessments can be completed on time.

Health Issues

- 18 There was a proposal to employ a dedicated health worker for Care leavers. An application for funding was made but this was turned down. This remains a key issue for transition to adult life as many care leavers have health issues, particularly relating to low to medium mental health which does not meet the eligibility criteria for Adult Mental Health services.
- 19 In response to the Statutory Guidance for Promoting the Health and Wellbeing of LAC, Health needs to expand their service to encompass Transitions rather than having a dedicated worker.
- 20 The reasons for this are partly child focussed; the child would have the same team supporting their health from when they come into care until they leave. But it is also service led in that the Lead Nurse for Children in Care would be able to provide supervision and guidance for a Band 5 nurse and their could be utilised for Looked After Children and those who are in the Transition to adulthood. If there was a dedicated unqualified worker there may be implications in terms of accountability for their practice.
- 21 In the Statutory Guidance (2009) it makes a compelling case for the need for a high level of input for those leaving care which could not be achieved by an unqualified nurse. On top of this, part role as many of the out of county reviews are done on top of that. The aim to engage in public health activity with Looked After Children and Care Leavers as well as one-to-one work.

Thresholds for Children's and Adult Services

- 22 There remain difficulties about transition from being cared for by Children's Services to services provided by Adult Care Services.
- 23 Adult Social Care is involved in Transitions Work at a strategic level and is well represented at the multi agency operational group. It is at this operational group that information about young people with needs resulting from physical disability, learning disability and mental health is shared and the planning process for the individuals monitored. Should a young person, following assessment, not be eligible for council funded Adult Social Care the operational group would still be able to draw on the knowledge of Adult Social Care for identifying other sources of information and potential support.
- 24 A new Multi-agency Transitions Steering Group has been meeting since May to look at transitions for all young people including care leavers and to produce a strategy to ensure these occur as smoothly as possible. Both Children's Services and Adult Care are represented in this group. There is also a Transitions Board and an operational transitions group that deals with individuals and issues arising around transition. All these groups have the remit to ensure joined up care for young people in transitions and to sign post them to the relevant services to meet their needs.
- 25 In 2003 the Department of Health (DoH) provided councils with a framework for determining eligibility for adult social care so that there was a more consistent approach across England. (Fair Access to Care Services - FACS) In Herefordshire eligibility for adult social care is currently for those people with critical and substantial needs only and this is in keeping with most councils. However in 2009 the DoH consulted on FACS and new guidance was produced in February 2010 with an anticipated greater emphasis on prevention and targeted intervention. Our local processes will be revisited in the light of the new guidance

Personal Education Plans

- 26 These are currently being completed by the ELSS. They produced 98.1% of PEPs on time in

2010/11.

- 27 Once the new Looked After Children's team is established the dedicated Social Workers will be expected to have a greater contribution to produce and have ownership of these plans. Recent guidance has stress that Social workers have the lead role in this process.

Out of County Placements in Herefordshire

- 28 Measuring how many LAC from other Authorities are placed in Herefordshire continues to be a problem. Children temporarily placed in Herefordshire is a key priority for Herefordshire Safeguarding Children Board for 2010/11 and is being led by the Stay Safe Outcomes Group.
- 29 Children's Services are now working to holding this information in one place so that numbers can be monitored and these vulnerable children safeguarded.
- 30 One of the proposals put forward in the ELSS review is for this team to track these children in Education. Children placed in Herefordshire suddenly appearing at Herefordshire schools often causes a problem due to their significant educational need.
- 31 Herefordshire continues to work with the private providers within the county, with whom we have a good working relationship. We are encouraging them to advise us when children come to and leave their establishments or provisions.

Service Gaps – Mental Health and Learning Disabilities

- 32 As mention above Care Leavers in transition still have difficulties in being sign posted to services to meet their needs arising from either low to moderate mental health issues or mild learning disability. The provision of a health worker to work with these and sign post them on to other services when they move into adult life would address this need.

Issues Raised In Work by Young People

Statutory Review Meetings

- 33 Herefordshire Voices project has trained 11 Looked After Children (LAC) so they can chair, if they wish, their LAC Review. This project is known as U-Chair and several Young people have gone on to Chair their own review. Those that attended the course but not chosen to chair their review have all said that they better understand the purpose of the review and have been more willing to participate.
- 34 Further training for U-Chair took place this spring / summer. Further training will be offered to other LAC.

Changes of Foster Placement

- 35 A significant number of children and young people have to change their placement. This process needs to be managed. We now have a Children's Placement Panel with representation from Health and those who provide education, which meets weekly if necessary. Placement moves are part of its remit. The aim is to ensure that the child or young person is appropriately placed and that their education and health needs are met
- 36 **Use of bin bags:** A specific policy is in place to prohibit the used of bin bags to transport belongings. Workers seem well informed about this policy. At the recent round of quarterly contract monitoring meetings this policy was raised with every provider. Some already had policies in place and all agreed to advise and support their carers to make sure that black bags and carrier bags were not used when children and young people change placement.

One breach of this policy was identified and the provider said they would investigate why this had happened as this was against their own policies.

Changes of Social Worker

- 37 With the setting up of dedicated team for LAC many children will have to change their social worker. This process will need to be well managed with formal introductions and hand over visits.
- 38 Other authorities have found that the turn over of social workers and the need for children and young people to change workers decreases significantly once the children and young people are dealt with by a team structured in this way.

Moving into our own flat

- 39 One of the focuses of the new LAC team will be to improve children and young people independence skills prior to them moving to independence. Some young people are choosing to remain with their foster carer when they reach 18 as do other young people in society. We encourage this and convert the placement to supported lodgings.
- 40 We also have included in the Corporate Parenting Strategy the concept that young people have the right to change their mind.

Moving to Aftercare

- 41 The new Lac team will have both social workers and Aftercare workers in one team with the aim that transition from one worker to the other will be gradual and seamless, and for a period of time the young person will have two workers. This proposal has been well received by both social work staff and children and young people.

LOOKED AFTER CHILDREN

- 42 When consulted those children and young people who attend the Children in Care Council were very clear that they do not want to be called 'Looked After' or 'in care'. This is reflected in their choice of name for the LAC team of Children and Young People's Team (CHYP). They want the social workers in the team to be CHYP Social Workers, and the support workers to be CHYP Support Workers.

WORK OPPORTUNITIES FOR LAC AND CARELEAVERS

- 43 The government are currently launching a project called Care2Work aimed at creating work opportunities for those who we are corporate parents. The Children in Care Council is currently looking at what help they think they need to help them successfully move into the world of work.

Community Impact

- 44 The work of the Children and Young People's Directorate and Adult Care Services have wide ranging community impacts, benefiting young people and adults across Herefordshire.

Financial Implications

- 45 Other than the funding of a health worker for care leavers, all the other actions and services can be met within existing budgets.

Legal Implications

- 46 The use of budgets including grants must comply with the legal requirements associated with each funding stream and the conditions of specific grants.

Risk Management

- 47 The risks are set out in the body of the report, in terms of the potential unmet needs that some care leavers have as they do not meet the eligibility criteria for Adult Care Services

Consultees

- 48 The Children In Care Council has been consulted about some of the issues raised in this report. They have recently discussed access to Higher Education and have requested more information about the funding available to them if they access these services.

Appendices

- 49 Appendix 1 is attached and referred to in the body of the report.

Action Plan: Joint Scrutiny Review on Transition from Leaving Care to Adult Life

Up dated June 2010

Recommendation	Action(s) to Address	Lead Officer	Timescale	Success Measure(s)	Current Position
31 1. That the Council's specific responsibility for care leavers should be borne in mind in seeking to address the issue of affordable housing in the County	Review the Home Point Allocation Policy and ensure it continues to incorporate the Move on Protocol for care leavers	Housing Needs and Development Manager	April 2010	Allocation Policy reviewed and published	Allocations Policy has been reviewed and re-drafted.
				100% of care leavers referred rehoused through Home Point	All care leavers requiring accommodation successfully housed via move-on protocol following aftercare referral
	Review the accommodation needs of care leavers		June 2010	There is sufficient accommodation for Care Leavers to move to	The Youth Homelessness Strategy 2009 – 2012 acknowledges the needs of young people leaving care and the level of demand for accommodation.
					Funding obtained for SHYPP to provide 8 additional supported lodgings and support for 16 & 17 yr olds becoming LA via homeless route
	Review provision of support to ensure care leavers can access services to enable them to maintain their tenancy		March 2009	Review completed	Review completed
				100% of care leavers have access to floating support services	Advice being given to all Care leaver of this entitlement as part of their Pathway Plan and upon allocation of accommodation.

Recommendation	Action(s) to Address	Lead Officer	Timescale	Success Measure(s)	Current Position
2. The proposal to establish a Children in Care Council be welcomed and implemented	Establish Children in Care Council	Service Manager (Safeguarding and Looked After Children)	October 2008	Membership identified and Meeting structure established	Membership identified and meeting structure established via corporate parenting strategy. Meetings held monthly since November 2009
				Steering Group established to provide support	Children in Care Interest Group now meeting monthly

Recommendation	Action(s) to Address	Lead Officer	Timescale	Success Measure(s)	Current Position
					Corporate Parenting Panel set up and inaugural meeting held April 2010. Quarterly meetings scheduled throughout 2010/11
				CYP see their wishes acted upon /taken into account in service delivery changes appropriately	Issues raised by Children In Care Council discussed at Corporate Parenting Panel held in April 2010. Now a regular agenda item Actions from this take into account their wishes Heads Of Service meet 6 weekly with Children and Young People at Centre 18 to seek their views and use this to inform service development
3. That the provision in the Children and Young Person's Bill for a Virtual Head Teacher for looked after children has merit and should be investigated with a view to implementation in the County	Conduct review of Education Liaison and Support Service (ELSS)	Assistant Director Inclusion and Improvement	October 2010	Report presented to DLT and Cabinet Member for CYP	ELSS moved to Improvement & Inclusion June 2010 Review of ELSS part of wider review of Children & Young People's Directorate. Formal consultation due to be completed and review finalised by October 2010. Review includes Role of Virtual Head
				Decision taken re: Virtual Headteacher and any other service changes required	Review due to be completed by October 2010
4. That mechanisms should be put in place to measure the effectiveness of the social care information technology solution in addressing the concerns about compatibility that have been identified	Implement Frameworki electronic workflow system as part of Integrated Social Care Solution (ISCS) Project Phase 1	Service Manager (Safeguarding and LAC)	November 2008	ICS successfully implemented	ICS Phase 1 implemented
			December 2010	Revised ICS forms fully implemented so ICS is easy and quicker to use and produces user friendly documents	Batch 1 forms installed on live system 14 th June 2010. Now in regular use Batch 2 Released for testing September 2010
	Access to Frameworki given to LAC Health workers		June 2010	LAC Health workers are able to access information and print from Frameworki and be able to input health assessments.	Corporate ICT have now solved issues of linking Council and PCT networks and access was available by end of June 2010

Recommendation	Action(s) to Address	Lead Officer	Timescale	Success Measure(s)	Current Position
5. That the need for dedicated health worker resource in care settings for care leavers should be recognised and appropriate provision made	Develop Transition Health Advisor post for care leavers and vulnerable young people	Commissioner for Children and Young People's Services Primary Care Trust	January 2009	Additional post in place providing support to Care Leavers	This post was not created. Instead the activity was incorporated into the LAC nurse functions and by the LAC nurse in the new CAMHS LAC team. There remains a need for this service. Proposal is for a Band 5 nurse to work along side the existing Lead Nurse for Children in Care. LAC nurse progressing this proposal which she plans to present to the next Corporate Parenting Panel in August for their endorsement
	Include funding in 2009/10 Local Development Plan (LDP)	Commissioner for Children and Young People's Services Primary Care Trust	April 2009 (subject to LDP approval)	Funding approved	Funding not approved at that time
				Post established	Funding was not secured at that time
6. That a specific piece of work be commissioned, drawing on best practice, on thresholds for eligibility for adult services (with particular reference to care leavers with additional needs, whether physical disability, learning disability or mental health) to ensure that the needs of young people are being met	Review access to information and advice	Head Of Special Needs (Adult Care)	June 2010	Vulnerable young people not eligible for service receive timely and appropriate signposting	New multiagency transition group set up to look at transitions for vulnerable young people in transition which includes Care Leavers This has met and is due to produce a transition signposting document by September 2010.
	Undertake review of thresholds in context of national review of eligibility criteria	Head of Transformation (Adult Care)	June 2010	Vulnerable young people eligible for service receive timely and appropriate support for their needs	In Herefordshire eligibility for adult social care is currently for those people with critical and substantial needs only and this is in keeping with most councils. However in 2009 the DH consulted on FACS and new guidance is expected in February 2010 with an anticipated greater emphasis on prevention and targeted intervention. Our local processes will be revisited in the light of the new guidance

Recommendation	Action(s) to Address	Lead Officer	Timescale	Success Measure(s)	Current Position
7. That the Education Liaison and Support Service should look at the preparation of Personal Education Plans, review their format and introduce more robust monitoring mechanisms to ensure complete compliance	Ensure monitoring of compliance in relation to Personal Education Plan (PEP) becomes a core function of ELSS Effectively focus on transition issues during PEP from 14+	Service Manager (Safeguarding and Looked After Children)	April 2010	Improved compliance in number of looked after children with a PEP	98.1% of PEPs completed on time at end of year (2009/2010). 2 actuals were delayed Performance monitored quarterly
				Improved review rate of PEPs to ensure these are up to date Increased focus on 14+. PEPs being timely and including links with adults services	PEP's are reviewed every 6 months for all age groups. Target is for 100% to be reviewed in time for year end 2009/2010 98.1% achieved
8. That the opportunity should be taken in appropriate forums to highlight the importance of authorities placing children in other areas notifying the area where placements are being made	All managers attending regional meetings or meetings with independent providers use the opportunity to raise this issue	Head of Safeguarding (CYPD)	May 2010	Information regarding Children and Young People placed in Herefordshire is collated and stored to ensure safeguarding	Children temporarily placed in Herefordshire is a key priority for Herefordshire Safeguarding Children Board for 2010/11 and is being led by the Stay Safe Outcomes Group. Performance and Review co-ordinate information about all children placed in Herefordshire.
9. That every provider has name and contact details of the housing team and access routes to relevant Council Services	All independent providers in Herefordshire are made aware of how to access housing routes	Service Manager (safeguarding & LAC)	June 2010	All independent providers know how to refer young care leavers for accommodation in Herefordshire	Issue raised at quarterly contract monitoring meetings that occurred in May and June 2010 that were held with local providers. Follow up letter to be sent to all providers by 31/07/2010
10. That a single budget for miscellaneous expenditure on young people be created with clear line management arrangements	Review additional expenditure processes as part of overall review of Fostering Allowances	Service Manager (Safeguarding and Looked After Children)	April 2009	Review of Fostering Allowances presented to Departmental Leadership Team (DLT) for consideration	New Fostering Allowances that are competency based now implemented with Levels 1, 2 & 3 clearly defined.
				Carers more able to cope with children who exhibit difficult behaviour	Some foster carers are now on level 2 having completed training and a portfolio demonstrating competence.
11. That the format and effectiveness of statutory review meetings is revisited	Conduct audit of attendance at Looked After Children Reviews	Service Manager (Safeguarding and Looked After Children)	March 2009	Young people have a say in who attends their LAC review and how it is managed	U-Chair introduced so that Young People can chair their own LAC reviews and have a better understanding of the process

Recommendation	Action(s) to Address	Lead Officer	Timescale	Success Measure(s)	Current Position
and a review over three months of attendance at Case Reviews to see what the attendance levels actually were and whether these could or should be scaled down would be helpful					
				Actions taken in response to the child or young person's wishes and they have a meaningful input into their reviews	Future plans include Independent Reviewing Officers seeing the child or young person prior to their review and through this visit identifying who they would like to attend. To be implemented by September 2010
				Feedback provided by looked after children and young people to inform practice	Regular 6 weekly meetings between Heads of Service and young people for consultation and feedback being held at Centre 18 since 9 th June 2010
12. That the Children and Young People's Directorate gives further consideration to arrangements for the change of foster placement to see if policies and practices can be improved	Review change of placement policy and procedures as part of overall review of children's services procedures manual	Service Manager (Safeguarding and LAC)	August 2010	Policy and procedures available on intranet	Policies and procedures currently being updated and will be published on intranet by August 2010
				Children matched and placed or moved appropriately	Multidisciplinary Placement Panel set up and meeting weekly since March 2010 to manage placements and placement moves to ensure children place appropriately
				Policy and procedures publicised to staff, carers and young people	See above
15. That an explicit policy statement prohibiting the use of bin bags to transport belongings when moving placements is prepared within 3 months and publicised to ensure adherence	Reemphasise policy and procedures linked to transporting of belongings in line with commitment previously made by Herefordshire Council on www.thisisnotasuitcase.org.uk	Service Manager (Safeguarding and LAC)	August 2010	Policy and procedures available on intranet by August 2010	Herefordshire signed up to the "This is not a suitcase initiative" stating we will not use black bin bags to transport Children and Young People's belongings. New policy produced to ensure this is not happening by August 2010
				Policy and procedures publicised to staff, carers and young people Cases where this occurs are reported and investigated to prevent re-occurrence.	Policy discussed at Corporate Parenting Panel in April 2010 and with all agency providers at quarterly contract monitoring meetings held in May and June 2010

Recommendation	Action(s) to Address	Lead Officer	Timescale	Success Measure(s)	Current Position
16. That the Children and Young People's Directorate gives further consideration to arrangements for the change of social worker to see if policies and practices can be improved	Review change of Social Worker policy and procedures as part of overall review of children's services procedures manual	Heads Of Service (Safeguarding & Vulnerable Children)	August 2010	Policy and procedures available on intranet	Policies to be updated by August 2010
				Setting up of integrated LAC Team with dedicated LAC social workers and Aftercare Workers	Team to be set up by September 2010
17. That existing policy documents should be revisited and revised to make clear that the opportunity to return to a formal care setting did exist if that was what the young person wanted and efforts should be made to enhance the flexibility of the system	Promote legislation and existing Council policy to Aftercare Workers, Independent Reviewing Officers and care leavers	Head of Service (Fieldwork)	October 2008	Staff and Foster Carers are aware of policy of not using Black Bags	Policy included in revised staff handbook due for completion August 2010 Memo sent to all staff by 31 st July 2010
				Care Leavers are able to exercise this right.	Standard letter sent to care leavers when they leave care before they reach age of 18
18. That the Children and Young People's Directorate gives further consideration to arrangements for the move to aftercare to see if policies and practices can be improved to make the transition more seamless	Setting up of an integrated LAC Team that has one manager managing both LAC Social Workers and Aftercare Workers. Transition will be within same team	Head of Service (Fieldwork)	July 2010	Aftercare Worker allocated to all care leavers by 16 th birthday. Social Worker produces a Pathway assisted by an After Care worker.	Team to be created by September 2010
19. That where evidence of discrimination is presented to the Council, the Council uses what powers it can to tackle it	All three Directorates take responsibility for ensuring that this issue is addressed through equality action plans	Head of Safeguarding and Assessment	March 2009	Actions evident in Directorate equality action plans and any appropriate action taken in individual cases	No individual cases have been identified. To continue to be in updated equality action plans produced annually.

MEETING:	ADULT SOCIAL CARE AND STRATEGIC HOUSING SCRUTINY COMMITTEE
DATE:	26 JULY 2010
TITLE OF REPORT:	ADULT SOCIAL CARE PERFORMANCE AGAINST PUTTING PEOPLE FIRST
PORTFOLIO AREA:	ADULT SOCIAL CARE, HEALTH AND WELLBEING

CLASSIFICATION: Open

Wards Affected

County-wide

Purpose

- 1 To receive a report on progress against Putting People First, the Governments agenda for transforming Adult Social Care Services.

Recommendation(s)

THAT: progress in managing performance towards achieving targets be noted

Reasons for Recommendations

- 2 To enable the Committee to carry out its function in relation to Putting People First – A Vision to transform Adult Social Care.

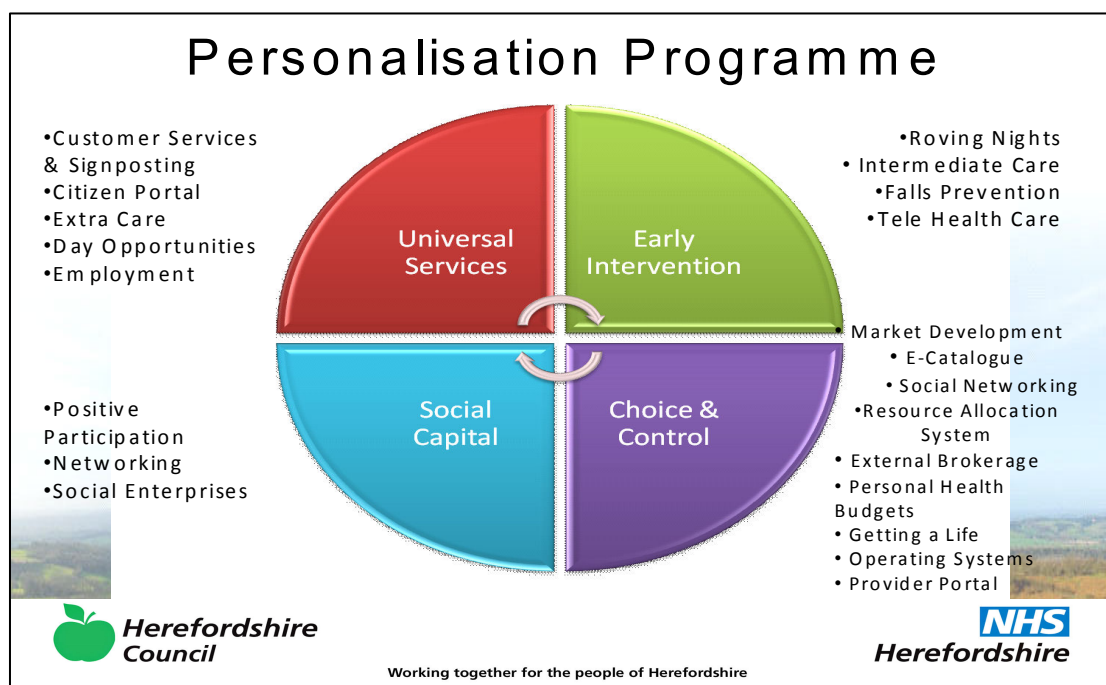
Background

- 3 The Governments intention and vision to transform Adult Social Care was set out in the Department of Health's Green Paper, "Independence, Wellbeing and Choice". This document argues for change recognising that sometimes the design and delivery of services can lead to users of services having less control, creating dependence rather than independence. 'Putting People First: a shared vision and commitment to the transformation of Adult Social Care' (2007) sets the direction for adult social care over the next 10 years and more. Putting People First confirms that reform can only be delivered through partnerships across central and local government. It signals a sector-wide agreement on the direction of travel and the commitment to deliver significant change by April 2011. At its heart is a pledge to ensure that all public bodies work together towards a society that enables individuals to have maximum choice and control over their lives and values the contribution that all citizens can make, whether they need support from others now or in the future. Government expectation is that by October 2010 all new service users and carers with assessed need for ongoing support are offered a personal budget. Additionally that by April 2011 that at least 30% of eligible service users and carers have a personal budget.

4 The Government in recognition of this major change programme has provided ring fenced funding specifically to help councils to make these changes; through the 3 year Transforming Adult Social Care Reform Grant. The outcomes of this transformation are not limited only to public services targeted at those eligible for state funding but also stating that future social care should also encompass self-funders, those who might need services in the future and those with lower level and preventative social care needs as well as families and carers. In addition, support should be shaped around individuals, enabling them to help themselves and each other. Putting People First makes it clear that personalisation will only flourish where investment is made in all aspects of support for individuals and their carers expecting that Transformation will focus on:

- Universal services – the general support available to everyone within their community including transport, leisure, education, employment, health, housing, community safety and information and advice.
- Early intervention and prevention – helping people live at home independently, preventing them from needing social care support for as long as possible and potentially creating future cost efficiencies.
- Choice and control – giving people a clear understanding of how much is to be spent on their care and support and allowing them to choose how they would like this funding to be used to suit their needs and preferences.
- Social capital – fostering strong and supportive communities that value the contribution that each of their citizens can make.

5 In Herefordshire our approach is being delivered through the Herefordshire Personalisation Programme.



6 In September 2009 the Association of Directors of Adult Social Services and the Local Government Association with the Department of Health agreed a set of milestones focusing on five areas of priority to help councils be clear about what good progress implementing "Putting People First" looks like and to prioritise their use of the final year of the reform grant. These priorities are:

Milestone 1 - effective partnerships with people using services, carers and other local citizens;

Milestone 2 - ensuring everyone has self-directed support and a personal budget;

Milestone 3 – Prevention and cost effective services with a whole systems approach to prevention, intervention & cost effective services

Milestone 4 - ensuring universal access to information and advice

Milestone 5 - commissioning a range of services to ensure people have choice; and delivering services in a cost-effective and efficient manner to use the available resources well.

- 7 At present we are reporting achievement at amber/green, largely because we have not been able to deliver the changes in IT and operating systems to support industrial scale adoption of personal budgets. A robust project is managing progress and we anticipate achieving target by April 2011. Significant achievements include piloting external agencies delivering care brokerage for the region, working with young people with complex needs reaching adulthood to assist them into employment, an 'e' catalogue of services for all including self funders to have easy access to information , and developments in telecare and telehealthcare.
- 8 The most recent self assessment report for the period Quarter 1 (April – June 10) is attached for information, progress against the milestones is reviewed by the Herefordshire Personalisation Programme.
- 9 The Department of Health (DoH) had set a stretch target of 30% of services users receiving individualised budgets by 2011 for NI130 (Social Care clients receiving Self Directed Support).

Concern has however been expressed by a number of authorities around this target and that to achieve 30% of service users and carers on IBs may not be possible unless we review the interpretation of this indicator. The previous government had shifted its focus towards personal indicative budgets and away from, what was previously our strategy, of offering individualised budgets. The new coalition government has stated its commitment to extending the greater roll-out of personal budgets to give people and their carers more control and purchasing power and a revised target of 35% has been muted.

Our current performance has remained around 5%, largely because growth in NI 136 as the 'denominator' has masked significant growth. This compares favourably with other West Midlands authorities, but is still a way short of the 30% target and to some extent reflects the low base from which we started, compared to many other authorities. We now have robust plans now in place to improve this indicator and the implementation of our new RAS system in autumn 2010, will see a further significant improvement in performance. We are confident our Personalisation Programme will be delivering our programme objectives by November 2010 and NI130 has also been made a key corporate priority ensuring engagement at all levels in achieving this target.

- 10 Achieving the targets for personal budgets requires more than simply reaching the required numbers. The goal is a significant increase in real choice and control. In January 2010, the Local Government Consortium published an advice note on personal budgets for council commissioned services. This note stated: "Councils are encouraged to provide personal budgets within the spirit of personalisation by enabling people to take the greatest possible degree of choice and control over their care and support. Councils are therefore exhorted to avoid 'schemes' to bolster personal budget numbers at the expense of the wider Putting People First agenda. This includes simply converting existing users' services to a monetary figure and sending correspondence to say that this amount is now their personal budget. Without changing processes and culture, establishing support services, developing markets and altering commissioning arrangements, it is highly unlikely that real choice and control and better outcomes will result."

Financial Implications

- 11 The directorate continues to experience considerable difficulty in reconciling activity and finance data, so the financial implications are still as yet not clear. The implementation of the FACE RAS which generates an indicative budget once an assessment of eligible needs has been carried out is being piloted during July and outcomes will be compared with outcomes using the current mechanisms to deliver an indicative budget.

Legal Implications

- 12 None

Consultees

- 13 Not applicable

Background Papers

- 14 None identified

MEETING:	ADULT SOCIAL CARE AND STRATEGIC HOUSING SCRUTINY COMMITTEE
DATE:	26 JULY 2010
TITLE OF REPORT:	ADULT SOCIAL CARE PERFORMANCE MONITORING 2010/2011
PORTFOLIO AREA:	ADULT SOCIAL CARE, HEALTH AND WELLBEING

CLASSIFICATION: Open

Wards Affected

County-wide

Purpose

- 1 To provide an updated report on the progress towards the achievement of national performance indicator targets and other local performance indicators for Adult Social Care within the Joint Commissioning Directorate.

Recommendation(s)

THAT

- (a) the report be noted;
and;
- (b) areas of concern continue to be monitored.

Reasons for Recommendations

- 2 To enable the Committee to carry out its function in relation to the Adult Social Care and Strategic Housing performance targets for 2009/2010 and 2010/11.

Background

- 3 The report cards in appendix 1 provide a full description of progress against national indicators. The cards show the trend of performance, compared against our 'family' of similar authorities, the English average, and some narrative to describe actions that managers are taking to manage improvement.
- 4 Although the corporate performance system is a useful tool, it measures performance against the annual target set by managers rather than benchmarking nationally. Hence some indicators may appear to struggle to meet a 'stretch' target, yet still be better than most other local authorities. It is now not clear whether 'stretch' targets will be maintained as the reward grant associated with this concept has been withdrawn.

- 5 The information contained in this report provides these first initial outturns for our key indicators for the first 4-8 weeks of 2010/11 performance year. NI132 and NI133 are being removed from the National Indicator set, however we will still reporting against these indicators as key local indicators.
- 6 The Local Authority submitted its annual self-assessment to the Care Quality Commission (CQC) in May 2010 and we are predicting ourselves to be a 'performing well' authority.

Personalisation

- 7 Social Care Transformation (Putting People First) programme is now in the third (and last) year. Progress against the milestones required for each of the four domains (Social Capital, Early Intervention, Universal Services and Choice and Control/ Personal budgets) is reported to Department of Health quarterly in 2010/2011. At present we are reporting achievement at amber/green, largely because we have not been able to deliver the changes in IT and operating systems to support industrial scale adoption of personal budgets. A robust project is managing progress and we anticipate achieving target by April 2011. Significant achievements include piloting external agencies delivering care brokerage for the region, working with young people with complex needs reaching adulthood to assist them into employment, an 'e' catalogue of services for all including self funders to have easy access to information, and developments in telecare and telehealthcare. A more detailed report is being provided in this meeting on progress to date against this programme.
- 8 The Department of Health had set a stretch target of 30% of services users receiving individualised budgets by 2011 (NI130, Social Care clients receiving Self Directed Support).

However, a number of authorities have expressed concern about NI130 and require a review of the interpretation of this indicator in order to reach the ambitious 30% target. The previous government had shifted its focus towards personal indicative budgets and away from, what was previously our strategy, of offering individualised budgets. The new coalition government has stated its commitment to extending the greater roll-out of personal budgets to give people and their carers more control and purchasing power and a revised target of 35% has been muted.

Our current performance has remained around 5% for NI 130, largely because growth in NI 136 as the 'denominator' has masked significant growth in NI130. Having said this performance compares favourably with other West Midlands authorities, but is still a way short of the 30% target and to some extent reflects the low base from which we started. We now have robust plans in place to improve this indicator and the implementation of our new RAS system in autumn 2010, will see a further significant improvement in performance. We are confident our 'Personalisation Programme' will deliver our programme objectives by November 2010 and NI130 has also been made a key corporate priority ensuring engagement at all levels in achieving this target.

Maximising Independence

- 9 The number of people supported to live independently through Social Care (NI 136) is a key indicator for the Council but to date has not previously recorded all the activity going on, particularly with respect to the work commissioned from the 3rd sector for older people. We were only 30 short of our target in 2009/2010, this year we are adopting a more consistent approach to recording this data, and we are on course to meet this target.
- 10 Performance continues to be in the mid eighties for NI 132 (timeliness of social care assessments), though there has been a slight dip in performance in the last month. This is being followed up with locality manages via the improved management information they now receive to ascertain whether there are reasons for this slight decline in performance. The general trend however over the last few months has been an upward one and this has in part

been due to increasing data quality and better provision of information to operational managers. This was despite the severe winter weather pressures and the volume of safeguarding work in residential care, which is still having an impact on performance, and remains above the national average.

- 11 There has been an improvement over the last few months in NI133 (timeliness of social care packages following assessment). Latest performance is now above 90 % (against a target of 92 %). NI133 performance has been impacted by transitions cases that have stretched the period from assessment to delivery of services for young adults. It is also recognised that delays may sometimes occur due to service users wishing to take further time to consider their choice of service to meet their needs. However a new panel for allocating resources and the streamlining of processes is seemingly having a positive impact on performance.
- 12 NI 135 (Carers receiving a needs assessment or review/advice) saw significant improvements in 2009/10. This is largely the result of improvement plans and work undertaken in 2009/2010 and the 42% increase in the number of carers receiving assessments in the year, reflects our continued commitment to the important role carers play in Herefordshire. The carers commissioning strategy and the recent review of the Herefordshire Carers Support contract will continue to drive further improvements. Figures for May 2010 show this improvement in performance continues.
- 13 NI142 (Number of vulnerable people supported to maintain independent living) figures for Quarter 4 show we continue to perform well and have exceeded the target for the year with an outturn based on initial calculations of 98%.

The previous regime for this indicator nationally is coming to an end and a new set up is being developed and implemented. We are now entering into a period of change and the development of new projects. A business plan is currently being developed to make recommendations on the supporting people programme and four pilots are currently being delivered that will cease between March and July 2010. A supporting people commissioning plan is also being undertaken to guide future commissioning of supporting people services.
- 14 We are also actively monitoring data regarding Telecare installations (Appendix 2). This is also supported by activity data surrounding calls, referrals and monitoring activity. There are currently 877 people who have telecare installed in their premises maximising their independence by giving them confidence that help is available should they require it.

Safeguarding

- 15 Safeguarding referrals have increased steadily but dramatically from 40 in August 2009 to 195 in June 2010 (see Appendix 3). This increase is thought to be partly attributable to awareness raising by teams and a confidence that referrals will be acted upon and assessed. This increase has naturally put a strain on teams to assess the referrals and take action as required, with there currently being 162 open (at various stages) Safeguarding cases across all teams. Levels of Safeguarding referrals are continuing to be monitored and distributed to team managers on a weekly basis.

Efficiency

- 16 Performance for NI131 (delayed transfer of care, across the whole Health and Social Care system) has seen an improvement since the beginning of the year; however it is still falling short of our target. In 2009/10 there were improvements in quarters 2 and 3, however due to the winter pressures there was a decline in performance in quarter 4. This has been recognised as a priority area by the Health and Social Care Commissioning Programme Board, and an in-depth review is now being undertaken to establish why some remedial actions implemented in Quarter 2 of 2009/10 have not led to significant improvements. No reimbursement charges have been made to the local authority. A more detailed update on

performance against this indicator has also been requested by the Overview and Scrutiny Committee and Health Scrutiny Committee.

Financial Implications

The directorates continue to experience considerable difficulty in reconciling activity and finance data, so the financial implications are still as yet not clear. A budget recovery plan is in place and it is hoped a new solution will be available this financial year.

Legal Implications

None

Consultees

Not applicable

Appendices

- 17 Appendix 1: Progress against indicators
- 18 Appendix 2: Telecare Data
- 19 Appendix 3: Safeguarding referral data

Background Papers

- 20 None identified

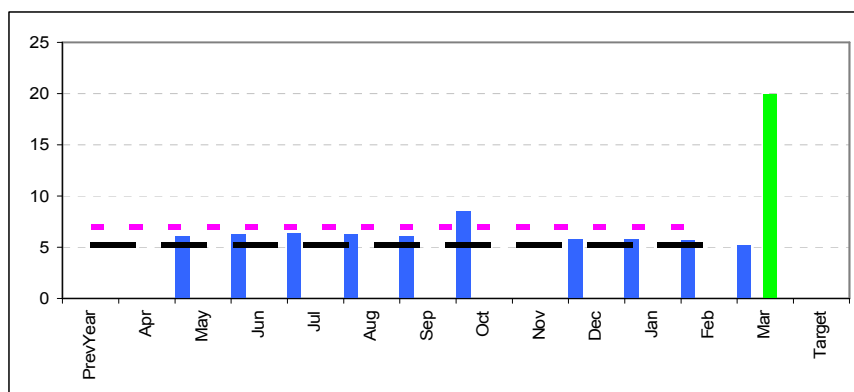
Appendix 1 – Progress against indicators

NI130 LAA Indicator

Title:- Social care clients receiving Self Directed Support (Direct payments and Individualised Budgets)

Definition:- Number of adults, older people and carers receiving self directed support in the year to 31st March as a percentage of clients receiving community based services and carer's specific services aged 18 or over.

Manager:- Sara Keetly



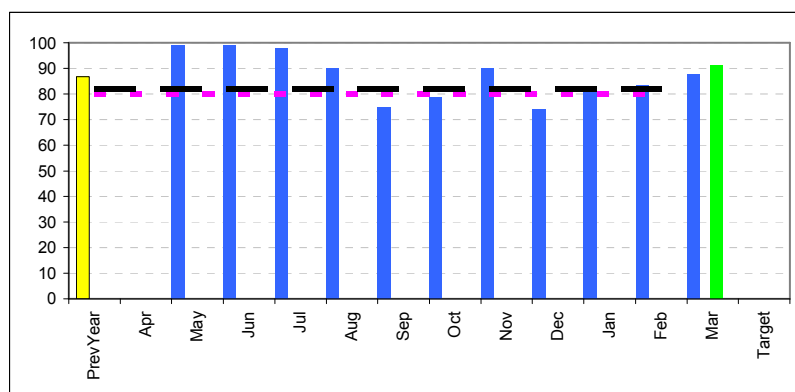
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
This years performance:-		6.1	6.32	6.38	6.32	6.12	8.56		5.82	5.83	5.71	5.18	20
Last year performance:-	100.5	102.6	104	105.3	107.3	112.8	117	119.1	120.6	120.6	124.1	130.8	
Forecast performance:-													
Comparator Family:-	5.2												
England:-	7												
Clients		227	244	256	256	291	296		314	336	341	354	
Last year:-	144	147	149	151	154	162	168	171	173	173	180	189	
Direction:-													
Outturn 08/09:-	131												
Target 09/10:-	20												

NI132

Title:- Timeliness of social care assessments (all adults)

Definition:- Acceptable waiting times for assessments: For new clients (aged 18+), the percentage from where the time from first contact to completion of assessment is less than or equal to four weeks

Manager:- Denise Hawkins



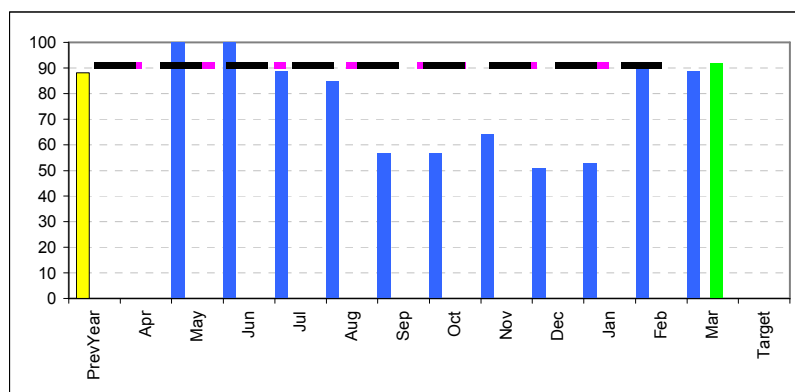
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
This years performance:-		98.9	98.9	98	90	74.8	78.6	89.9	74.2	80.8	83.4	87.7	91
Last year performance:-				84.23	90.55	90.01	90.47	90.47	90.47	90.47	88.57	86.78	
Forecast performance:-													
Comparator Family:-	81.8												
England:-	80												
Clients:-		272	272			632	511	1339	1778	2017	2049	2642	
Last year:-				700	987	1217	1575	1575	1575	1575	1674	2264	
Direction:-													
Outturn 08/09:-	86.8												
Target 09/10:-	91												

NI133

Title:- Timeliness of social care packages following an assessment

Definition:- Acceptable waiting times for delivery of care packages following assessment: For new clients (For 2008/09: Adults aged 65+, from 2009/10 Adults all ages 18+) the percentage for whom the time from completion of assessment to provision of all services in the care package is less than or equal to 4 weeks.

Manager:- Denise Hawkins



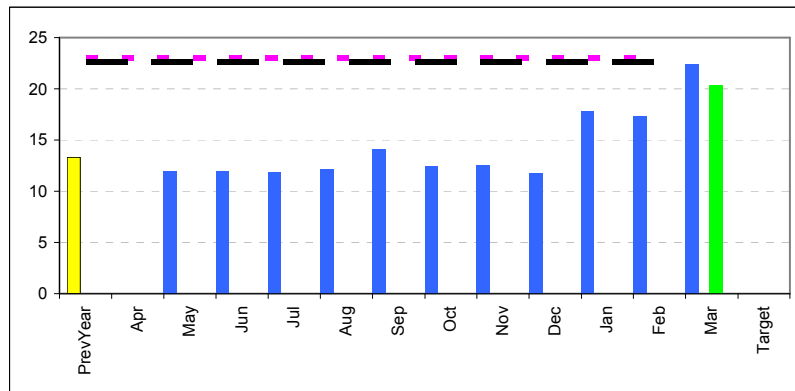
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
This years performance:-		100	100	89	85	56.8	56.8	64.4	51	53	91	88.7	92
Last year performance:-				80.92	83.2	83.98	82.25	82.25	82.5	82.25	81.43	88.16	
Forecast performance:-													
Comparator Family:-	91												
England:-	91												
Clients:-		36	36		170	172	172	250	322	350	493	668	
Last year:-				212	302	346	533	533	533	533	613	767	
Direction:-													
Outturn 08/09:-	88.2												
Target 09/10:-	92												

NI135 LAA Indicator

Title:- Carers receiving a needs assessment or review and specific carer's service or advice a

Definition:- The number of carers whose needs were assessed or reviewed by the council in a year who received a specific carer's service, or advice and information in the same year as a percentage of people receiving a community based service in the year.

Manager:- Sara Keetley



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
This years performance:-		12	12	11.9	12.1	14.1	12.5	12.5	11.8	17.8	17.3	22.4	20.4
Last year performance:-				13	12.96	12.55	14.2				11.12	13.7	
Forecast performance:-													
Comparator Family:-	22.6												
England:-	23												
Clients:-		398	398	426		616	559	580	575	899	912	1252	
Last year:-				497	530	541	673				565	734	
Direction:-													
Outturn 08/09:-	13.3												
Target 09/10:-	20.4												

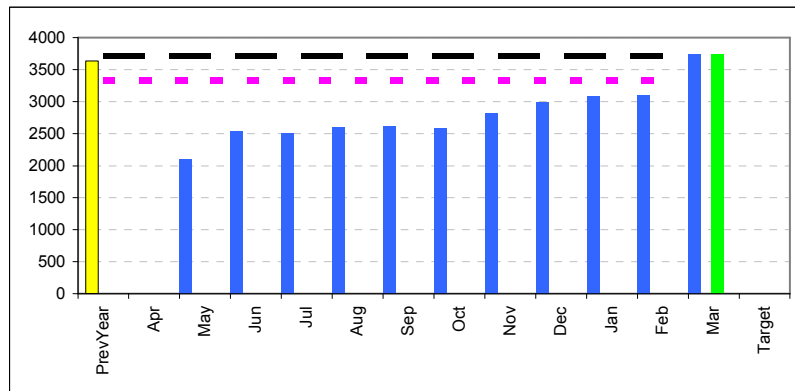
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NI136 LAA Indicator

Title:- People supported to live independantly through social services (all adults)

Definition:- This indicator will measure the number of adults all ages per 100,000 population that are assisted directly through social services assessed/care planned, funded support to live independently, plus those supported through organisations that receive social services grant funded services.

Manager:- Sara Keetley



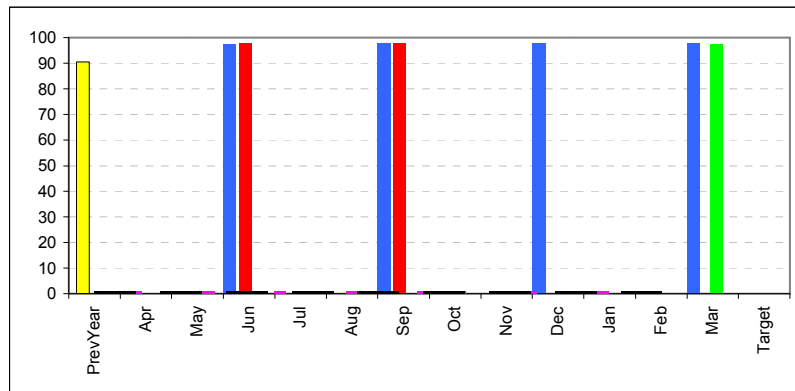
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
This years performance:-		2102	2543	2500	2598	2624	2586	2825	2986	3083	3095	3735	3736
Last year performance:-	2550	2550	2550	2550	2566	2557	2459	2459	2459	2646	2109	3635	
Forecast performance:-													
Comparator Family:-	3715												
England:-	3330												
Clients:-		2962	3587	3219	3664	3700	3684	4044	4196	4130	4147	4198	
Last year:-	3665	3665	3665	3665	3689	3675	3535	3535	3535	3804	2972	5115	
Direction:-													
Outturn 08/09:-	3635												
Target 09/10:-	3736												

NI142 LAA Indicator

Title:- Number of vulnerable people who are supported to maintain independent living

Definition:- The number of service users (i.e. people who are receiving a Supporting People Service) who have established or are maintaining independent living, as a percentage of the total number of service users who have been in receipt of Supporting People services during the period.

Manager:- Dawn Stradling



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
This years performance:-			97.7			98			98			98	97.4
Last year performance:-													
Forecast performance:-			97.8			97.8							
Comparator Family:-													
England:-													
Ratio of clients:-													
Last year:-													
Direction:-													
Outturn 08/09:-	90.5												
Target 09/10:-	97.4												

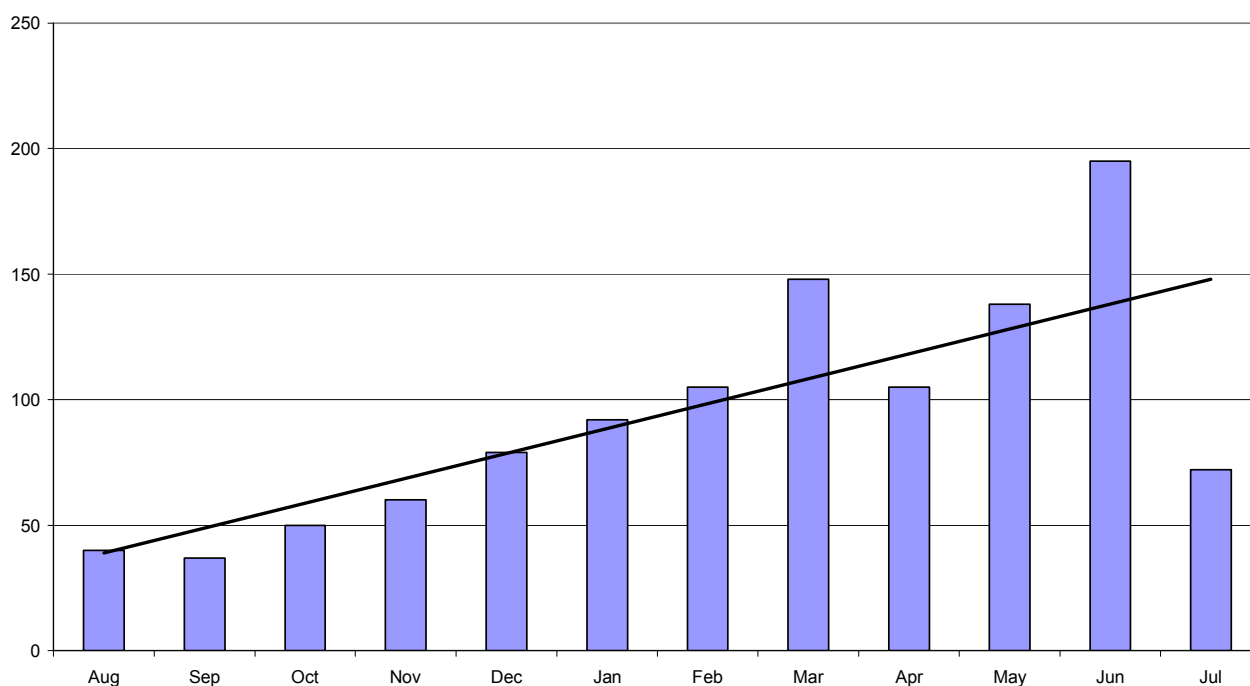
Telecare Data

Service Type	Pre 10/11	Apr-10	May-10	Jun-10	Total to date
Telecare - Linked Equipment	688	31	33	17	769
Telecare - Standalone	79	11	10	8	108
Grand Total	767	42	43	25	877

Number of telecare users as at 30th June 2010

Safeguarding referral data

Referral Episodes



Safeguarding referral episodes per month to include the incomplete data for July 2010 – as per report sent to team managers.

MEETING:	ADULT SOCIAL CARE AND STRATEGIC HOUSING SCRUTINY COMMITTEE
DATE:	26 JULY 2010
TITLE OF REPORT:	WORK PROGRAMME
REPORT BY:	Democratic Services Officer

CLASSIFICATION: Open

Wards Affected

County-wide.

Purpose

To consider the Committee's work programme.

Recommendation

THAT subject to any comment or issues raised by the Committee the Committee work programme be approved and reported to the Overview and Scrutiny Committee.

Introduction and Background

1. The Overview and Scrutiny Committee is responsible for overseeing, co-ordinating and approving the work programme of the Committee, and is required to periodically review the scrutiny committees work programmes to ensure that overview and scrutiny is effective, that there is an efficient use of scrutiny resources and that potential duplication of effort by scrutiny members is minimised.
2. The work programme, set out at Appendix 1, may be modified by the Chairman following consultation with the Vice-Chairman and the Directors in response to changing circumstances.
3. Should any urgent, prominent or high profile issue arise, the Chairman may consider calling an additional meeting to consider that issue.
4. Should Members become aware of any issues they consider may be added to the scrutiny programme they should contact the Democratic Services Officer to log the issue so that it may be taken into consideration by the Chairman when planning future agendas or when revising the work programme.

Background Papers

- None identified.

ADULT SOCIAL CARE AND STRATEGIC HOUSING SCRUTINY COMMITTEE
WORK PROGRAMME 2010/11
PRESENTED FOR CONSIDERATION ON 26 JULY 2010

25 September 2010	
Items	<ul style="list-style-type: none"> • Budget Monitoring • Performance Monitoring • Safeguarding Board, Adult Social Care – Improvement Programme • Scrutiny Review of Home Care Services • Report on a seminar on the Scrutiny Review of Housing Allocation • Procurement of Mental Health Services - update
13 December 2010	
Items	<ul style="list-style-type: none"> • Budget Monitoring • Performance Monitoring • Joint Strategic Needs Assessment • Quality Care Commission Annual Performance Assessment • Action Plan Monitoring: the Scrutiny Review of the Support to Carers in Herefordshire, Review of Housing Allocation and the Joint Scrutiny Review Of The Transition From Leaving Care To Adult Life
24 January 2011	
Items	<ul style="list-style-type: none"> • Budget Monitoring • Review of Cabinet's Response to the Scrutiny Review of Home Care Services • Safeguarding Board, Adult Social Care – Improvement Programme • Performance Monitoring
21 March 2011	
Items	<ul style="list-style-type: none"> • Budget Monitoring • Performance Monitoring • Action Plan Monitoring: the Scrutiny Review of the Support to Carers in Herefordshire, Joint Scrutiny Review Of The Transition From Leaving Care To Adult Life and the Scrutiny Review of Home Care Services, Scrutiny Review of Housing Allocation

Further additions to the work programme will be made as required

