

# A G E N D A

## Social Care & Housing Scrutiny Committee

Date: **Thursday, 8th April, 2004**

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Time: **10.30 a.m.**

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Place: **Brockington, 35 Hafod Road,  
Hereford**

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

*For any further information please contact:*

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**County of Herefordshire  
District Council**



# AGENDA

## for the Meeting of the Social Care & Housing Scrutiny Committee

To: Councillor Mrs. M.D. Lloyd-Hayes (Chairman)  
Councillor Mrs. P.A. Andrews (Vice-Chairman)

Councillors Mrs. E.M. Bew, Mrs. A.E. Gray, K.G. Grumbley, Mrs. J.A. Hyde,  
R. Mills, Mrs. J.E. Pemberton, Ms. G.A. Powell and P.G. Turpin

	Pages
1. <b>APOLOGIES FOR ABSENCE</b> To receive apologies for absence.	
2. <b>NAMED SUBSTITUTES</b> To receive details of any Member nominated to attend the meeting in place of a Member of the Committee	
3. <b>DECLARATIONS OF INTEREST</b> To receive any declarations of interest by Members in respect of items on this Agenda.	
4. <b>MINUTES</b> To approve and sign the Minutes of the meeting held on 27th January, 2004.	1 - 6
5. <b>SUPPORTING PEOPLE PROGRAMME</b> To note amended development priorities for the Supporting People programme and associated issues.	7 - 16
6. <b>BEST VALUE REVIEW OF HEREFORDSHIRE ADOPTION AND FOSTERING SERVICES - UPDATE</b> To note progress on the consultation process and development of the Action Plan for the Best value Review.	17 - 28
7. <b>BEST VALUE REVIEW OF PHYSICAL DISABILITY SERVICES - STAGE 1 REPORT</b> To outline progress to date on the Best Value Review of Social Care Services for people who have a physical disability.	29 - 30
8. <b>BUDGET/PERFORMANCE MONITORING 2003/04 - 10 MONTHLY REPORT</b> To report on the budget monitoring and performance indicators position for Social Care and Strategic Housing for the first ten months of the financial year 2003/04.	31 - 38

**9. WORK PROGRAMME**

To consider issues for inclusion in the Work Programme.

## **PUBLIC INFORMATION**

### **HEREFORDSHIRE COUNCIL'S SCRUTINY COMMITTEES**

The Council has established Scrutiny Committees for Education, Environment, Health, Social Care and Housing and Social and Economic Development. A Strategic Monitoring Committee scrutinises Policy and Finance 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

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- Inspect minutes of the Council and all Committees and Sub-Committees and written statements of decisions taken by the Cabinet or individual Cabinet Members for up to six years following a meeting.
- 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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# **COUNTY OF HEREFORDSHIRE DISTRICT COUNCIL**

**BROCKINGTON, 35 HAFOD ROAD, HEREFORD.**

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COUNTY OF HEREFORDSHIRE DISTRICT COUNCIL

**MINUTES of the meeting of the Social Care & Housing Scrutiny Committee held at Brockington, 35 Hafod Road, Hereford on Tuesday, 27th January, 2004 at 10.30 a.m.**

**Present:** Councillor Mrs. M.D. Lloyd-Hayes (Chairman)  
 Councillor Mrs. P.A. Andrews (Vice Chairman)

Councillors: Mrs. A.E. Gray, K.G. Grumbley, Mrs. J.A. Hyde, R. Mills, Mrs. J.E. Pemberton, Ms. G.A. Powell and P.G. Turpin

**Voluntary Sector Representatives** Mrs B. Millman

**In attendance:** Councillors Mrs. L.O. Barnett, P.E. Harling and W.J.S. Thomas.

**40. APOLOGIES FOR ABSENCE**

Apologies were received from Councillor Mrs E.M. Bew.

**41. NAMED SUBSTITUTES**

There were no named substitutes.

**42. DECLARATIONS OF INTEREST**

Councillor Mrs A.E. Gray declared a personal interest in relation to agenda item 5 as a service provider in relation to people with learning disabilities.

**43. MINUTES**

**RESOLVED:** That the Minutes of the meeting held on 24th November, 2003 be approved as a correct record and signed by the Chairman.

**44. AUDIT COMMISSION INSPECTION OF SUPPORTING PEOPLE PROGRAMME IN HEREFORDSHIRE**

Further to the report to the Committee in November 2003 the Committee was informed of the outcome of the inspection by the Audit Commission of the Supporting People Programme in Herefordshire and the improvement plan.

The inspection report was appended to the report. The Council had been assessed as a 'good' two star service that had uncertain prospects for improvement.

The Head of Strategic Housing drew attention to the improvement plan attached to the report at Appendix B.

In the course of discussion the following principal points were made:

- It had been noted that the inspection team had found that the Council had identified too many priorities for the Supporting People Programme and it was suggested that the priorities selected following a review should be clearly set out

and related to available funding and its allocation. The Head of Strategic Housing confirmed that a report on the revised priorities could be prepared.

- In relation to paragraph 39 of the report which stated that there were no specific services for people from minority ethnic groups the Director of Social Care and Strategic Housing reported that research was being undertaken to assess the level of support which was required.
- Paragraph 37 of the report stated that there were currently 4,805 units of supported housing or housing support in Herefordshire provided by 44 organisations. It was suggested that this was a large number of organisations to deal with and monitor. The Head of Strategic Housing commented that there were a large range of client groups involved and no one organisation could serve all their needs. He did not consider the number involved excessive in relation to the number of units being provided but recognised the advantages in seeking to rationalise arrangements if possible.
- Attention was drawn to the weaknesses in performance management referred to in the report. The Head of Strategic Housing noted that this was an issue which was being addressed across the Council as a whole with the development of the performance management framework. He noted that the inspection report had stated that the Council had focussed on getting the Supporting People programme in place and this was evidence of its ability to focus on what mattered. However, performance management was taking place and work was underway on devising local performance indicators.
- The need for the action plan to be free of jargon was noted and the benefit of including glossaries in documentation was noted.

In response to further questions the Head of Strategic Housing commented as follows:

- The development of Supporting People would enable the continued revenue funding of the Supported Housing for Young Persons Project (SHYPP) delivered by St John Kemble Housing Association once Single Regeneration Budget funding ended in April 2004. All Supporting People funded housing related support services would be subject to review, however, Supporting People grant represented an important funding stream for such projects. These arrangements would be monitored and reviewed to ensure value for money.
- He noted a suggestion regarding paragraph 54 of the report that from a voluntary sector perspective in terms of securing Supporting People funding guidelines would be helpful on what elements of a service were housing related support and what constituted personal care for staff involved in the direct provision of services. He added that the distinction was a national issue and the Government had issued questionnaires to establish whether authorities had been making inappropriate use of the funds in the Supporting People Programme. He believed that the Council had been cautious and robust in its approach. The Office of the Deputy Prime Minister's guidance set out what counted as personal care and what could be funded from the Supporting People programme.

#### **RESOLVED:**

**That (a) the findings of the Audit Commission Inspection of the Supporting People Programme be noted;**

- (b) a list of proposed services as originally prioritised, the current priorities and an indication of the cost of the revised priorities and the budget be reported to the Committee;

and

- (c) a report on user feedback be made to the Committee.

**45. PROGRESS REPORT ON THE JOINT REVIEW ACTION PLAN - JULY 2003 AND THE DIRECTORATE SERVICE PLAN 2003-04**

The Committee received a progress report on performance against the action plan produced following the joint review of the service by the Audit Commission and the Social Services Inspectorate and the Directorate's service plan.

In response to a question about the transfer of the Council's residential homes and the provision of care for the residents in the home at Leadon Bank, Ledbury the Director of Social Care and Strategic Housing explained the arrangements which were being made. She said that it had been thought that the concerns of staff and residents had been addressed but if there were any outstanding issues she requested that these be brought to her attention.

**RESOLVED: That the progress in relation to the action plan produced following the joint review of the service by the Audit Commission and the Social Services Inspectorate and the Directorate's service plan be noted.**

**46. OLDER PEOPLE'S BUSINESS CASE**

The Committee was asked to consider and comment upon the scope of the challenge to provide services for older people in Herefordshire focusing on the needs, improvement and service development required.

The report stated that the intention was to present a business case setting out the work needed to move the Social Services Inspectorate's Assessment of performance in the delivery of adults services from, "uncertain" capacity for improvement to "promising" capacity for improvement.

The detailed business case was appended to the report together with a national discussion document: "All our Tomorrows".

The Director of Social Care and Strategic Housing commented that the business case sought to assess what the gap in service provision was, how to manage that gap and the investment required. She invited comments on the proposals in the Plan.

In the ensuing discussion the following principal points were made:

- The Head of Adults' Services advised that, although the payment of a carer's allowance was a welfare benefit and outside the Council's control she had not identified a trend that suggested that the cessation of its payment at retirement age led to people ceasing to act as carers and looking to Social Services to pick up the responsibility. However, the need to carry out more assessments of carers was recognised and that process would identify any trends of that kind.
- It was suggested that the business case should set out more clearly what the current starting point was, where the information it presented was derived from

and how the conclusions contained within it had been reached. It was also asked whether the business case looked far enough ahead.

In reply the Director commented that the need for additional staffing resources was considered self-evident but it was accepted that more information could have been presented on the baseline position. The life of the business plan was consistent with the medium term financial strategy.

Specific comments were made on the pages of the agenda papers as follows:

- Pages 95-96: Whilst accepting that the performance indicators were presented in the form required by the Government and acknowledging their complexities, it was suggested that the presentation of the information did not make clear the scale of the task faced. For example, including actual numbers of people in the County receiving or requiring particular services as well as a percentage figure, would help.
- Page 104: that in proposing additional staff the business case should show the current staffing levels and where possible an indication of workload.

**RESOLVED:**

- That (a) **officers be congratulated on their hard work;**
- (b) **it be noted that changing the focus of existing resources would contribute 34% in 2004/2005 to the proposed improvement and development of older peoples services;**
- and
- (c) **the provision of additional resources in 2004/2005 to develop services for older people be supported.**

**47. BUDGET/PERFORMANCE MONITORING 2003/04 - 8 MONTHLY REPORT**

The Committee received a report on the budget and performance indicators for the first eight months of the financial year.

The Director of Social Care and Strategic Housing reported that the aim was to balance the budget but there were a number of risk areas. Considerable efforts had been made to manage the budget more effectively. However, it had to be noted that there had also been some adverse effect on services and some areas where it had been identified that development was necessary had not been pursued.

**RESOLVED: That the budget monitoring report and the performance monitoring report for the first eight months of the financial year be noted and the Director of Social Care and Housing and staff complimented on their performance.**

**48. EXTRA CARE HOUSING DEVELOPMENT**

The Committee received an update on the position with regard to the development of an extra care housing scheme in Hereford and was invited to support a county-wide review of sheltered housing.

The report outlined progress towards the development of an extra care

housing scheme in Hereford. It was noted that the scheme might have an impact on the existing sheltered housing provision elsewhere in the County. It was intended to commission an external independent consultant to review provision.

It was suggested that it would be helpful if the Committee could visit an existing scheme.

**RESOLVED: That the latest position with regard to the provision of extra care housing provision in Hereford City be noted and the commissioning of the review of existing sheltered housing provision as outlined be supported.**

#### **49. HOME SUPPORT STAFF - RECRUITMENT AND WORKFORCE ISSUES**

The Committee received a report on workforce issues relating to home support staff.

The report set out the main reasons for recruitment difficulties, the reasons employees had given for leaving the service and changes which it was thought would encourage potential employees to join the service.

It was noted that new staff had to be willing to meet training requirements and obtain qualifications and this was proving to be one of the recruitment difficulties. Those who had left the service had done so for a variety of valid reasons and there was no single issue to be addressed.

**RESOLVED: That the recruitment and workforce issues in relation to home support be noted.**

#### **50. WORK PROGRAMME**

The Committee was invited to consider three task groups to cover the service areas of Older People, Children and Mental Health.

It was noted that a day had been set aside for the groups to identify areas upon which they would wish to focus and that the outcome would be reported to the Committee's next meeting.

**RESOLVED: That Task Groups be established as follows:**

- **Services for Older People (Councillors Mrs P.A. Andrews, Mrs A.E. Gray, R. Mills, Ms G.A. Powell,)**
- **Childrens Services (Councillors Mrs E.M. Bew, Mrs J.A. Hyde, P.G. Turpin)**
- **Mental Health (Councillors K.G. Grumbley, Mrs M.D. Lloyd-Hayes, Mrs J.E. Pemberton).**

The meeting ended at 12.45 p.m.

**CHAIRMAN**



## SUPPORTING PEOPLE PROGRAMME

Report By: Head of Strategic Housing

### Wards Affected

County-wide

### Purpose

1. To inform Members of the amended development priorities for the Supporting People programme following the Audit Commission's inspection in October 2003 and the steps necessary to meet these priorities.
2. To inform Members of the financial risks associated with the Supporting People programme following the ODPM's adoption of the Robson Rhodes Independent Review in March 2004.
3. To inform Members about the processes that the Supporting People Team have put in place to give feedback to service users and service providers.

### Financial Implications

4. Following the ODPM's adoption of the Robson Rhodes Independent Review in March 2004, there is a considerable financial risk for any Council that is unable to accelerate the pace of the Supporting People programme and unlock legacy funding.
5. The basis for this risk is that Government has stated that the national Supporting People programme is over-funded by approximately £400 million, due mainly to Local Authorities using the grant to fund non-eligible care services. However, the Independent Review has identified that this has only happened in a small number of Local Authorities – of which Herefordshire is not one.
6. Regardless of this, Office of the Deputy Prime Minister has stated that there will be a considerable 'adjustment' in the level of Supporting People Grant that all Local Authorities can expect in 2005/06. This is over and above the fact that they have already imposed an across the board cut of 2.5% plus no inflation uplift in this financial year (which equates to a loss of £562,000 in Herefordshire).
7. The SR04 return sent out to all Local Authorities in January indicated that the grant could be reduced by up to 15%, which equates to a local loss of £1.13 million against a grant allocation of £7.5 million. Subsequent indications are that the actual reduction will be less than this – the Herefordshire Supporting People Team believes that the likely bottom line for the level of grant locally will be approximately £6.9 million.

### Report

8. The Audit Commission carried out an inspection of Herefordshire Council's administration and implementation of the Supporting People programme. The inspection took place in October 2003. As part of the resulting inspection report, as reported to this Committee in January, 2004, the Audit Commission recommended

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Further information on the subject of this report is available from Adam Russell, Housing Strategy Manager on 01432 383071 or [arussell@herefordshire.gov.uk](mailto:arussell@herefordshire.gov.uk)

that the Council revise and prioritise what the Inspectors considered was an over ambitious and difficult to measure set of aims.

9. This recommendation has now been implemented and the table below sets out the revised aims, the actions necessary to meet them and a prioritisation (High, Medium or Low) according to the statutory necessity or strategic desirability of the aim. The priority of the development has been set in accordance with the Council's agreed strategic aims, as assessed by the Herefordshire Supporting People Partnership's Core Strategy Group.
10. The development programme is completely dependent on the robust management of the local Supporting People programme in order to make revenue funding available. The Government has stated that it has no intention to invest additional funding in the Supporting People programme prior to the next Comprehensive Spending Review in 2006. The implication for Local Authorities is that, in order to meet planned and necessary development targets, poorly performing or less strategically relevant services must be decommissioned more quickly than planned. In addition, all remaining supported housing services must be rigorously reviewed in the pursuit of cost effectiveness and value for money.
11. The Supporting People Team has applied all of its experience and expertise to the availability of revenue funding within the current Supporting People programme and in doing so, has divided the agreed review programme into three 'virtual' phases. On this basis, the following can be achieved by implementing the full extent of the review programme:
12. Phase-One: There is up to £1.5 million of legacy funding that can possibly be unlocked in Phase One of the review programme. This is sourced primarily from the decommissioning of services or the robust downward adjustment of contract values following scheme reviews considered by the Commissioning Body. A significant amount of this funding has already been unlocked since April 2003.
13. Phase-Two: There is up to £0.5 million of legacy funding that can possibly be unlocked in Phase Two of the review programme. This would be achieved if the Commissioning Body were to impose a cap of £20 on hourly rates for housing related support (which would still offer a premium of 40% over the rate paid by the Council for 'care'). This applies to a minority of providers, some of whom have hourly rates that exceed £30.
14. Phase-Three: Reviewing the manner in which sheltered housing is delivered to older people in Herefordshire could possibly unlock further legacy funding. This will include the development of Extra Care housing – the Strategic Housing Service is currently preparing a brief in order to commission a review of all sheltered housing in Herefordshire.
15. Following extensive consultation with Supporting People Teams across the Country, it is clear that Herefordshire has exactly the robust and comprehensive approach to monitoring and review necessary to deliver these results.
16. Finally, the Supporting People Team has implemented procedures for feeding-back review outcomes and associated learning to both service users and service providers.



17. As part of each scheme review, service users are consulted on their views of the current service and asked how it could improve. The nature of this consultation varies according to the ability of the client group to express their views.:
18. For example, the Team has contracted the Herefordshire User Group to carry out both 1:1 and group consultation with the users of the housing related services that Mind and Advance provider for people with serious and enduring mental illness
19. It has also contracted a skilled facilitator to carry out consultation with the users of the supported living services that Aspire and Mencap provide for people with learning disabilities
20. This consultation includes giving feedback to all service users at the end of the review.
21. Further to this, all service providers have an opportunity to comment on and amend the review report prior to it being submitted to the Commissioning Body. All providers also receive a detailed improvement plan and timetable for implementation prior to the next scheme review. This process is fully mapped and is shown on the attached document.

**Revised Priorities for 2003/04 Supporting People Programme**

**High:** Programme areas supporting urgent strategic aims

**Medium:** Programme areas supporting intermediate strategic aims

**Low:** Programme areas supporting desirable strategic aims

Note: The Actions do not specify the capital cost of combined capital revenue schemes. These have already been identified in the agreed capital development programme for 2004 - 2008

No	Client Group	Strategic Aim	Action & Revenue Cost	Priority
1.	Homeless Families	To enable the Council and its partners to meet their statutory obligations to prevent homelessness and work towards an LPSA target to reduce the incidence of repeat homelessness to less than 1% per year	To commission Shelter to develop a Homeless to Home service in Herefordshire, providing support for up to 60 homeless households from homeless determination to settled accommodation. £320,000 by Year Three  To commission Home Point to provide a Support Worker to assist vulnerable homeless people to access the choice-based lettings scheme and be rehoused in appropriate accommodation	HIGH

Further information on the subject of this report is available from Adam Russell, Housing Strategy Manager on 01432 383071 or [arussell@herefordshire.gov.uk](mailto:arussell@herefordshire.gov.uk)

2.	Single Homeless	To enable the Council and its partners to meet their statutory obligations to prevent homelessness and an LPSA target reduce the incidence of repeat homelessness to less than 1% per year	To commission Stonham Housing Association to remodel the hostel at Wooldridge Court to offer 21 units of intensively managed 'fit for purpose' temporary supported housing. £230,000 in Year One (from existing contract).  To commission intensively managed 'fit for purpose' temporary supported housing for single homeless people in North Herefordshire, in partnership with a support provider and a local RSL. £150,000 in Year One	HIGH
3.	Drug Misusers	To enable the Council and its partners, via the Community Safety Partnership, to meet their statutory duties and stated aims as set out by the National Treatment Agency and the Home Office	To commission a housing related support provider to compliment the partnership approach to through-care and after-care adopted via the planned Criminal Justice Intervention Programme. £120,000 in Year One.	HIGH
4.	Offenders	To enable the Council and its partners, via the Community Safety Partnership, to meet their statutory duties and stated aims as set out by the Home Office.	To commission a housing related support provider to compliment the partnership approach to through-care and after-care for offenders adopted via the planned Criminal Justice Intervention Programme. £0 – combined with drug misuse scheme.	HIGH
5.	Domestic Violence	To enable the Council and its partners, via the Community Safety Partnership and Domestic Violence Forum, to meet their statutory duties and stated aims as set out by the Home Office	To commission 6 units of move-on accommodation for women and their children escaping domestic violence, in partnership with Herefordshire Women's Aid and West Mercia housing Group. £47,000 in Year One.  To re-provide the Women's Refuge on a new site, in a 'fit for purpose' building. £265,000 in Year One (from existing contract)	HIGH
6.	Young People leaving Care	To enable the Council to meet its obligation to provide after-care and support to vulnerable young people leaving the looked-after system from the age of 16 up to the age of 25.	To commission 6 units per year of 1-bedroom accommodation in low-density developments for young people leaving care. The support for these young people will be provided via an extension to the existing contract with SHYP. £62,400 in Year One.	HIGH
7.	Learning Disability	To enable the Council and the PCT to meet their commitments in respect of the Valuing People white paper and the	To commission 5 units of supported accommodation for people with learning disabilities moving-on from living with older carers (70+). £41,600 in Year One.	HIGH

Further information on the subject of this report is available from Adam Russell, Housing Strategy Manager on 01432 383071 or [arussell@herefordshire.gov.uk](mailto:arussell@herefordshire.gov.uk)

		recommendations of the Joint Review	<p>carers (70+). £41,600 in Year One.</p> <p>To commission a cluster of up to 12 units of sheltered accommodation for people with disabilities. £0 as revenue will be met from existing support contracts</p> <p>To commission up to 4 units of supported accommodation in Ledbury for people currently being supported in non-secure tenancies in the private rented sector. £0 as revenue will be met from existing support contracts</p> <p>To commission 5 units of shared ownership housing for people with learning disabilities via Advance Housing's SOLD scheme. £0 as revenue will be met from existing support contracts</p>	
8.	Older People	To enable the Council and the PCT to meet the Government's target to enable older people to remain independent in their own homes for longer	<p>To commission 100 units of very sheltered housing to be delivered via an Extra Care model in Hereford city in partnership with the Extra Care Charitable Trust and Festival Housing Group.</p> <p>To commission 50 units of very sheltered housing to be delivered via an Extra Care model in Hereford city in partnership with the Shaw Healthcare and Festival Housing Group.</p>	HIGH
9.	Alcohol Misusers	To Enable the Council and its partners to meet their long-term commitment to reduce the social, criminal, health and economic impact of alcohol misuse.	<p>To commission a 6 to 8 unit supported transitional housing scheme / dry house for people recovering from problematic alcohol misuse. £80,000 in Year One.</p> <p>To increase the capacity of the existing contract for floating support to alcohol misusers in general housing stock from 6 to 10 clients per worker (40%). £0 as revenue will be met from existing support contracts</p>	MEDIUM
10.	Mental Health (1)	To enable the Council and the PCT to provide effective housing for people with serious and enduring mental illness	To commission 5 units of shared ownership housing for people with serious and enduring mental illness via Advance Housing's Own Home scheme. £0 as revenue will be met from existing support contracts	MEDIUM
	Teenage	To enable the Council and its	To increase the capacity of the existing Teenage	

Further information on the subject of this report is available from Adam Russell, Housing Strategy Manager on 01432 383071 or [arussell@herefordshire.gov.uk](mailto:arussell@herefordshire.gov.uk)

11.	Parents	partners to meet the Governments expectation in respect of providing supported accommodation for vulnerable teenage parents including 100% of those aged between 16 and 18.	Parent Support Service operated by SHYP by 100%. Increased cost of £30,000 in Year One.	MEDIUM
12.	Older People with Dementia	To enable the Council and its partners to meet the housing and prevention aspirations of the National Service Framework for Older People with mental illness.	To commission a provider to deliver a pilot housing related support scheme for people identified as having early signs of dementia or Alzheimer's Disease. Up to £150,000 in Year One.	MEDIUM
13.	Generic	To enable the Council to demonstrate a commitment to challenging stereotypes of people with disabilities or limited life opportunities	To commission a Build and Train scheme to enable people with learning disabilities, mental illness etc to gain a skill and/or qualification whilst building their own homes and either earning a secure tenancy or ownership stake. £30,000 for duration of scheme.	MEDIUM
14.	Travellers	To enable the Council and its partners to develop a strategy for meeting the needs of Travellers in Herefordshire	To commission research into the needs of all Traveller communities in Herefordshire, who constitute 5% (8,500) of the local population.  This will need to attract corporate funding in order to be a holistic research project.	LOW
15.	Physical Disability	To enable the Council and its partners to extend the housing opportunities and choice available to people with physical disabilities in Herefordshire	To commission a small pilot scheme to identify how Direct Payments can be extended into the Supporting People Programme. £100,000 in Year One to be redirected from existing contracts.	LOW
16.	Young Offenders	To enable the Council and its partners, via the Youth Offending Team and the National Offender Management Service, to meet their statutory duties and stated aims as set out by the Home Office.	To commission a pilot Supported Lodging scheme in Herefordshire (3 units) for young offenders. To be managed in partnership with the Youth Offending Team and a support provider.	LOW
17.	Mental Health (2)	To enable the Council and the PCT to provide effective housing for people with serious and enduring mental illness	To work with the Carr Gomm Society to commission a 'fit for purpose' alternative to their existing supported accommodation for people with serious and enduring mental illness.	LOW

Further information on the subject of this report is available from Adam Russell, Housing Strategy Manager on 01432 383071 or [arussell@herefordshire.gov.uk](mailto:arussell@herefordshire.gov.uk)

## RECOMMENDATION

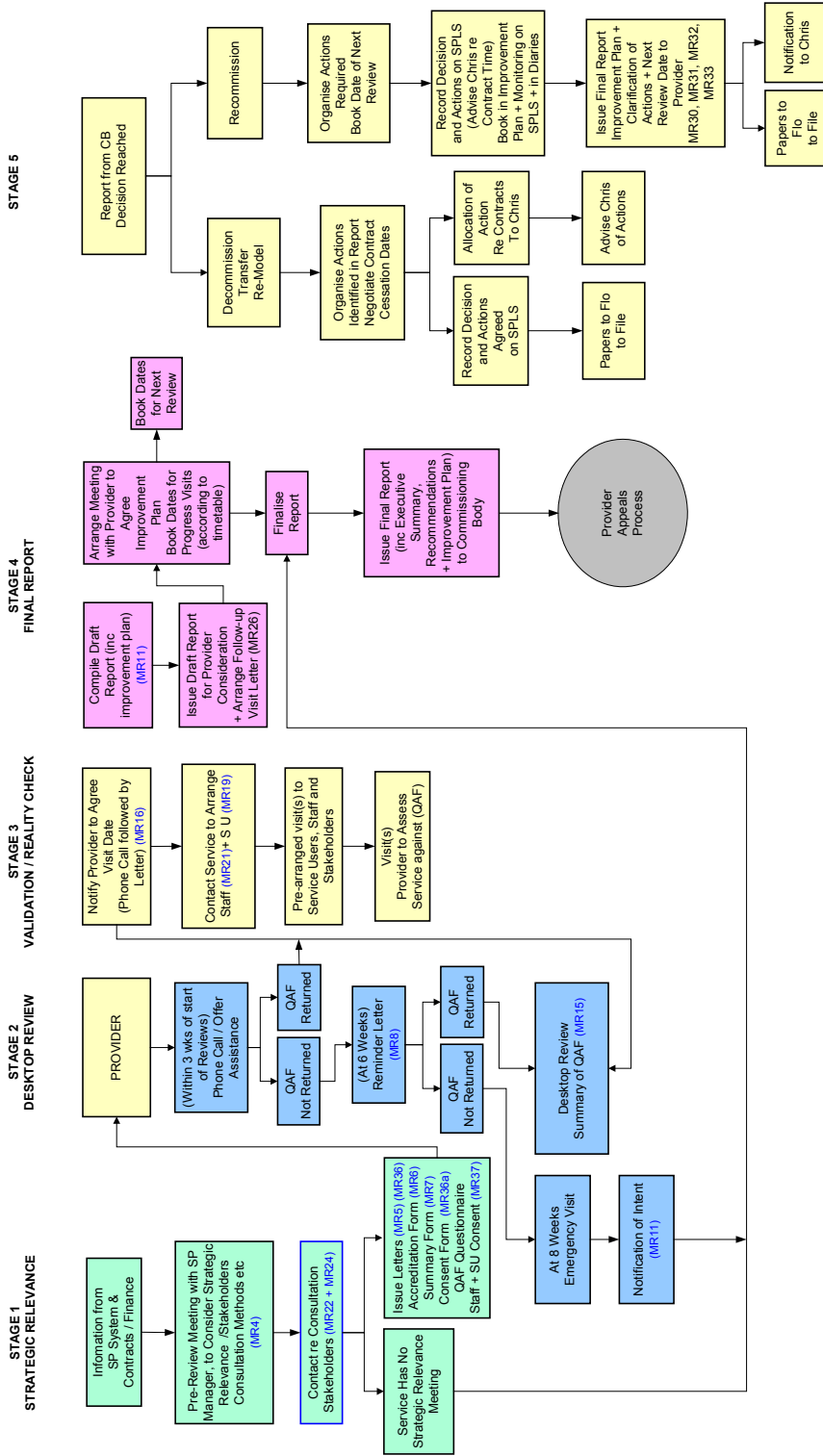
- THAT (a) the amended priorities for the development of Supporting People Grant funded housing related support services, as set out in this report be noted;
- and
- (b) regular reports noting progress towards the Commissioning Body's delivery of the prioritised schemes be made to the Committee.

## BACKGROUND PAPERS

- None



# Monitor and Review







## **BEST VALUE REVIEW OF HEREFORDSHIRE ADOPTION AND FOSTERING SERVICES - UPDATE**

**Report By: Director of Social Care and Strategic Housing**

### **Wards Affected**

County-wide

### **Purpose**

1. To note progress on the consultation process and development of the Action Plan for the Best Value Review.

### **Background**

2. The Stage One report and consultation plan were reported to this Scrutiny Committee in September 2003. In October 2003 the Council was informed that its Fostering Service would be inspected by the National Care Standards Commission (NCSC) in March 2004. The inspection measures the service against the requirements of Regulations and National Standards. Part of the preparation for the Inspection involves issuing questionnaires to all social workers of children placed by Herefordshire Fostering Service, all children and all foster carers. Following the Inspection, an Action Plan is required to address issues identified by the inspectors.
3. Preparing for the Inspection has demanded considerable extra work by staff. There is a need to avoid duplication of effort, and ensure best use can be made of information gleaned from the Inspection and its associated consultation process. As a result, the timescale for the Best Value Review of Adoption and Fostering has been brought into line with the requirement to produce an action plan in response to the Inspection of the Fostering Service. Initial verbal feedback from NCSC will be forthcoming at the end March, with a written report expected in April. This will then be used to complete the Action Plan for discussion with the Best Value Review team. A new Foster Carers' Handbook has been issued and a Statement of Purpose for the Herefordshire Fostering Service, a copy of which is appended, was agreed by Cabinet on 18th December 2003.
4. The Annual Report of the Herefordshire Adoption Service, considered by this Scrutiny Committee in November 2003, indicated the upsurge in demand for adoptive placements for children, coupled with the increasing level of need of these children, new requirements to provide adoption support services and difficulties recruiting experienced social work staff. Adoption matters will also feature strongly in the Best Value Review Action Plan.

### **Matters for Consideration**

5. Consultation with children in foster care about the service provided for them was a key feature of the Best Value Review and our target of direct consultation with 10% of our looked after children has been achieved. A consultation and involvement day held at the Courtyard Theatre on 18 February was attended by 18 young people in

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Further information on the subject of this report is available from Jon Dudley, Children's Services Manager  
on (01432) 260327

foster care. A rich variety of material was produced as a result. Some of the young attendees were interviewed on BBC Radio Hereford and Worcester during the event, which coincided with the BBC "Taking Care" season.

6. The Best Value Review team will be meeting in April to consider the results of consultation and Inspection. An Action Plan will be compiled thereafter, within the timescale prescribed by the NCSC.

## **RECOMMENDATION**

**THAT the contents of the update report be noted.**

## **BACKGROUND PAPERS**

- Statement of Purpose for the Herefordshire Fostering Service.



# **Herefordshire Council Fostering Service** **Statement of Purpose**

## **1. Introduction**

This statement has been produced in accordance with the Fostering Services Regulations 2002 (3(1)) and is referred to as the "Statement of Purpose".

The National Minimum Standards and regulations form the basis of the framework under the Care Standards Act 2000 for the regulation of fostering services.

The statement outlines the aims and objectives of the Fostering Service and the services and facilities provided by the Fostering Service.

## **2. Aims and Objectives**

### **Aims**

- The Herefordshire Fostering Service aims to provide a comprehensive, high quality family placement service to children Looked After by Herefordshire Council and to deliver the service within national and local standards of management and good practice.
- It aims to provide good quality placement choice within a best value framework.
- The overarching aim is to achieve best possible outcomes for children and young people who are Looked After by Herefordshire Council.

### **Objectives**

- To ensure that children are securely attached to carers capable of providing safe and effective care for the duration of their childhood.
- To ensure children are protected from emotional, physical and sexual abuse and neglect.
- To ensure children receive the education, health and social care they need to maximise their potential.
- To ensure that the services provided are flexible, responsive and supportive of carers.

### **3. Principles and Standards of Care**

The Fostering Service seeks to ensure that its policies, procedures and practice comply with the following;

- Children Act 1989
- National Minimum Standards 2002 (Section 23(1) of the Care Standards Act 2000).
- Fostering Services Regulations 2002.
- U.K. National Standards for Foster Care (Fostering Network 1999).
- Code of Practice on the recruitment, training, management and support of foster carers (Fostering Network 1999).

#### **The Fostering Service:**

- Seeks to provide a choice of placement for all Looked After Children wherever possible.
- Seeks to provide or commission placements with foster carers for all Looked After children who require placements in a family setting.
- Respects the ethnic origin, cultural background, religion and language of children and foster carers.
- Seeks to work in partnership with all those involved in the care of Looked After children, including, children, their families, foster carers and Social Workers.
- Recognises that children with disabilities may have additional special needs for placement.
- Respects foster carers as partners in the provision of a professional service.
- Seeks to ensure that the Fostering Service and the Herefordshire Aftercare Team work in partnership to maximise life chances for young people leaving care.
- To seek the views and opinions of young people and carers when planning and reviewing services.
- Seeks to provide continuity through a placement service, which works in partnership with Herefordshire's Adoption Service.

- Seeks to recruit, train and assess carers to the highest standard in order to meet the needs of local children for local placements.

## **4. Organisational Structure**

### **Location**

The Children's Resource Team, which comprises Adoption and Fostering, is located at Moor House, Widemarsh Common, Hereford in premises shared with Herefordshire's Adult Mental Health Team.

### **Management Structure**

The Fostering Service Agency Decision Maker is the Head of Social Care (Children). The Children's Service Manager (Resources) is responsible for the overall management of the Fostering, Adoption, Family Support and Aftercare service.

The Fostering Team Manager is the Registered Manager of the Herefordshire Fostering Service.

The Children's Resource Team, incorporating the Fostering and Adoption Services employs the following staff.

- **2 Full Time (F.T) Team Managers:**
  - 1 Fostering Team Manager.
  - 1 Adoption Team Manager.
- **7.5 'Full Time equivalent' (f.t.e.) Family Placement Social Workers.** (These equate to supervising social workers).
- **1 full time "Homefinder" Family Placement Social Worker.** (A Homefinder is responsible for finding permanent placements for children).
- **1 full time "Shared Care" Social Worker** (Based within the Children With Disabilities Team).
- **0.5 f.t.e Child Psychologist.**
- **0.5 f.t.e. Play Therapist.**
- **1 full time Panel and Team administrator.**
- **2.75 full time Administration staff.**
- **Qualified Agency Family Placement Social Workers** (variable hours) are employed from time to time to compensate for staff vacancies.

Family Placement Social Workers in the Children's Resource team carry both fostering and adoption caseloads depending on expertise and the requirements of the service. This allows us to offer a more flexible service in response to changing demands and to provide continuity of support for carers preparing children for adoption. Currently the proportion of

worker time dedicated to the Fostering Service (including a full time duty service) is 6 Full Time workers.

The Managers and all Family Placement Social Workers are professionally qualified Social Workers with a diploma in social work or equivalent. Managers and Family Placement Social Workers have a range of experience in childcare settings and are experienced in the placement of children with foster carers and support to foster carers. The Fostering Manager, Children's Services Manager and Agency Decision Maker have relevant management qualifications.

## **5. Services and Facilities Provided**

The Fostering Service provides a range of foster care to children and young people who are Looked After by Herefordshire Council. The service offers the following types of placements:

- **Emergency Contract Care;**  
Contract foster family providing emergency and short-term support for children and young people of 10 years and over.
- **Short term foster Care;**  
Carers offering short term and emergency placements for children pending long term arrangements for permanency or reunification.
- **Kinship Care;**  
Care by friends or family members who are approved as foster carers.
- **Teenage Placement Scheme;**  
Fee paid foster carers for teenagers.
- **Middle Years Scheme;**  
Fee paid foster carers for children aged 7 to 12, at the time of placement, requiring permanency.
- **Long Term Foster Care;**  
Foster care for children requiring permanency, who are under 7 at the time of placement.
- **Shared Care;**  
Foster carers offering short break care for children with disabilities – up to 120 days per year.
- **Respite Care;**  
Foster carers offering regular respite to children Looked After.  
Foster carers offering respite to Children In Need.

### **Other Services Provided**

- **Family finding**  
This service is responsible for finding in house or externally purchased Fostering and Adoption placements for all referred children in Herefordshire.
- **The Fostering Panel**

Hereford operates its own Fostering Panel for the approval, review, registration and deregistration of carers.

- **The Fostering Duty Service**

A Duty Family Placement Social Worker is available throughout office hours. Outside office hours, foster carers can access the Hereford and Worcester Emergency Duty Team.

- **Education**

All children looked after by Herefordshire Council are encouraged to access educational opportunities and develop to their maximum potential. The Education Liaison Support Service provides advice, guidance and additional curriculum support to all foster carers and children. All children in foster care have access to a home computer and relevant educational software. Foster carers have a special link to the Herefordshire Library Service and initiatives such as "Caring with Books".

- **Health**

The physical health needs of children are monitored by the Medical Advisor to the Fostering Service. Each child placed is registered with a General Practitioner.

- **Psychological, Psychiatric and Therapeutic Support**

A Psychologist provides advice to foster carers and social work staff on all aspects of behaviour, attachment and mental well-being. A "fast track" referral system to the Herefordshire Children and Adolescent Mental Health Service is available for children in the care of the Herefordshire Fostering Service.

A Play Therapist is available to children placed with foster carers, preparing both the child and the carer to facilitate the child's move on to permanency foster care or adoption.

## **6. Number of foster carers and children placed.**

The Fostering Service has, at any one time, in the region of 240 Foster carers living in 125 households. The numbers of carers and households varies on a monthly basis due to new registrations and de-registrations of foster carers.

On any one day Herefordshire Council will be looking after approximately 200 children. Of these 90% will be placed with families, the vast majority of whom are Herefordshire based foster carers. Herefordshire does not have a residential care facility and the very small number of children requiring residential care are placed with independent providers.

Additionally, 15 children and young people with disabilities receive regular short-term breaks with carers approved under the Shared Care Scheme.

## **7. Complaints**

Herefordshire Council has a complaints procedure, which is communicated to all service users and to foster carers, Looked After children and their families.



In the past twelve months Herefordshire Child Protection Procedures were invoked on five occasions with regard to foster carers. The outcome of this was that one foster family was deregistered, one allegation was withdrawn and three were unfounded. No complaints were received against foster carers which invoked the Complaints procedure.

## **8. Recruitment, Pre-Approval Training and Support of Prospective Foster Carers.**

The Fostering Service provides a range of services to local people who enquire about becoming foster carers.

The following is a summary of the recruitment, assessment and approval process:

- Publicity and promotion of foster care to attract new foster carers is continuous throughout the year and is detailed in a recruitment strategy.
- Prospective carers are provided with information about foster care within 48 hours of making the request.
- Prospective carers, who wish to have further information, will be visited by a Family Placement Social Worker, within 2 weeks. In order to provide continuity, this allocated worker will continue to work with the prospective applicant.
- Applicants are enrolled in pre-approval training, which occurs prior to or concurrently with the Form F assessment, whichever provides the timeliest service. This training opportunity is being extended to Kinship carers.
- Full statutory checks and references are undertaken on all applicants and CRB checks on any other adult in the household over the age of 16 years.
- All applicants complete a full medical questionnaire (British Agencies for Adoption and Fostering (BAAF) form AH1), which is made available to the agency medical advisor for comment.
- Assessments are undertaken by a qualified social worker in accordance with fostering service regulations and are completed using BAAF form F.
- A portfolio illustrating fostering competencies is completed as part of the assessment.
- All applicants are invited to attend one of two panels, either the Adoption and Permanency Panel, or the Fostering Panel, which makes recommendation to the Agency Decision Maker on the terms of their approval.

## **9. Post Approval Training**

- On approval, foster carers are offered targeted training opportunities, related to their own development needs, e.g. “Men In Foster Care”, “Working with Children who have been Sexually Abused”.
- Herefordshire offers NVQ level 3 to all foster carers. This programme is being delivered in partnership with the Herefordshire College of Technology 10 foster carers enrolled in 2003 following a pilot group in which one carer successfully obtained the award.
- Currently, additionally, all carers are encouraged to complete First Aid training and multi-disciplinary child protection training. All foster carer training will be extended to Kinship carers as part of our on-going review of our services to them.

### **Support**

- All foster carers are supervised by a Family Placement Social Worker.
- All foster carers have access to support groups. There are currently two support groups in operation. A social group, run by carers meets monthly. A daytime group is facilitated by Family Placement Social Workers. A further development is planned to extend group support to Kinship carers who currently have access to telephone support links to other carers.
- A Duty Family Placement Social Worker is available throughout office hours. This is the first point of contact for all enquiries for fostering, adoption and requirements for placements outside office hours, foster carers can access the Herefordshire and Worcestershire Emergency Duty Team.
- The Emergency Duty Team links with a locally based NCH family support service, which provides additional support to carers out of hours, if required.
- Foster carers have access to Herefordshire Education Liaison Support Service for advice and support to ensure children’s educational opportunities are maximised.
- Foster carers have access to a child psychologist, based in the Children’s Resource Team for on-going therapeutic support or one-off consultation, as required.
- A leisure pass gives foster carers and their families, full free access to Herefordshire’s leisure facilities.
- Foster carers who require respite on a planned basis can access respite services from other foster carers.
- A “buddying” system is facilitated by Family Placement Social Workers between experienced carers and newly approved carers.

- “Caring With Books”, an initiative in partnership with the library service, provides all foster carers with easy access to borrowing books, story sacks, videos and tapes with a “no blame, no fine “ agreement.
- Financial support is provided to carers needing to hire multi-purpose vehicles for special outings and holidays.
- Six monthly, a Foster Carer Forum is convened to celebrate the work of Herefordshire foster carers in partnership with elected members, officers and fellow professionals. The forum also provides a multi-disciplinary training event and a social opportunity for carers.

### **Reviews of Foster Carers**

All carers are reviewed annually and their continued registration is considered by the Fostering Panel, which makes recommendation to the agency decision maker as to the terms of their continued registration. Bi-annually, foster care reviews are held at the foster home.

### **10. Approval and Review of Statement of Purpose**

This Statement of Purpose was formally approved by the Cabinet Members of Herefordshire Council on 18 December 2003. It will be reviewed and updated annually. Copies will be distributed to the following;

- National Care Standards Commission.
- The Herefordshire Council Website.
- Foster Carers.
- A children’s version will be produced for dissemination to all children using the service.

Herefordshire Fostering Service  
 Children’s Resource Team  
 Moor House  
 Widemarsh Common  
 Hereford  
 HR4 9NA

[www.herefordshire.gov.uk](http://www.herefordshire.gov.uk)

Date: December 2003



## **BEST VALUE REVIEW OF PHYSICAL DISABILITY SERVICES - STAGE I REPORT**

**Report By: Director of Social Care and Strategic Housing**

### **Wards Affected**

Countywide

### **Purpose**

1. To outline progress to date on the Best Value Review of Social Care Services for people who have a physical disability.

### **Financial Implications**

2. None identified at present.

### **Background**

3. The Best Value Review of physical disability services for people aged 18-64 commenced in December 2003, and has progressed to Stage 2. Stage 3 is scheduled for completion by end June 2004. The detail of how the Review is being undertaken is set out in the First Stage Report, enclosed separately for Members of the Committee and available to the public on request.
4. In summary the work to date has included all of the requirements of the stage one part of the review, namely, the compilation of a detailed service profile, the scoping exercise, consultation plan and an initial action plan.
5. A standard project management approach has been applied to ensure that milestones are met and that risk of any slippage in the work of the project is identified at an early stage so that appropriate remedial action is taken to minimise delays.
6. The work is coordinated by a project team, which is a representative group of all those who have an interest in services for people who have a physical disability. Membership of the team is balanced to ensure that service users are well represented and are therefore empowered to play a key role within the Best Value Review process. The project team is co-chaired by Barbara Millman, who is a service users who chairs Herefordshire Centre of Independent Living, and Caroline Byrt, an independent consultant.
7. A draft Stage I Report has already been discussed with the Chairman and Vice-Chairman of this Committee.
8. Since the completion of the first stage report significant progress has been made in implementing the consultation plan:
  - The Government's annual Service User Experience Survey, which this year related to the target group in question, was sent out in January, along

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Further information on the subject of this report is available from Sue Fiennes, Director of Social Care and Strategic Housing on 01432 260039

with additional questions formulated by the review team. It was distributed to approximately 300 existing service users. 163 returns were received. Additional comments were invited, and respondents were invited to indicate whether they wished to be involved in further consultation.

- Eight focus groups of service users of specific services have been held to facilitate qualitative discussions regarding current service provision.
- A questionnaire for staff in the local authority, health services and voluntary sector has been compiled and circulated.
- The outcome of the above consultation will be analysed to provide baseline information about satisfaction levels and identified areas for improvement.
- By the end of March, a benchmarking questionnaire will be compiled and circulated to the fifteen local authorities most similar to Herefordshire as defined by the Department of Health. The aim of the benchmarking exercise is to gather comparative data and to apply this in relation to Herefordshire's existing services in respect to strategic direction, cost of providing the service and the range of provision. This will be complemented by consideration of examples of innovative or good practice elsewhere.
- A stakeholder event is planned for April 29th to which all stakeholder groups will be invited to send representatives to consider the evidence from stage one and commence discussion regarding future options for change and development
- The work of the Best Value Review Team is on schedule. The formation of subgroups to address specific areas of activity will ensure a robust process is applied throughout all stages of the review and that team members have opportunities for active involvement.

## RECOMMENDATION

**THAT progress to date be noted subject to any comments which the Committee wishes to make.**

## BACKGROUND PAPERS

- First stage report

## **BUDGET /PERFORMANCE MONITORING 2003/04 – 10 MONTHLY REPORT**

**Report By: Head of Business Services**

### **Wards Affected**

County-wide

### **Purpose**

1. To report on the budget monitoring and performance indicators position for Social Care and Strategic Housing for the first ten months of the financial year 2003/04.

### **Financial Implications**

2. As detailed within the report.

### **Background**

3. Following the Council's Performance Management Framework, there should currently be reporting to the Scrutiny Committee on performance at 4, 6, 8, 10 and 12 months. This report considers both the budget monitoring and performance indicator position.

### **Budget 2003/04**

#### **Social Care**

4. The budget for the financial year 2003/04 was set by Council on 7th March 2003. The total net budget available for Social Care in 2003/04 is £33,262,950. In addition, there are Government grants totalling £6.6million. The budget continues to be monitored on a monthly basis, through reports to budget managers, the directorate management team, the Cabinet member and Chair and Vice Chair of this Committee.
5. At the last meeting of this Committee on 27th January 2004, the reported projected year end position for Social Care was £308,000 overspent. This figure *included* the £582,000 overspend which had been carried forward from 2002/03.
6. The position at the end of January 2004 shows a continued improvement on the impact of the brought forward overspend from 2002/03. At the end of January 2004, the projected year end position for Social Care indicates an overspend of £220,000, showing some further reduction in the "debt" which was carried forward from 2002/03.

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Further information on the subject of this report is available from  
Sue Alexander, Head of Business Services, on 01432 260069 or David Mitchell, Information Systems Manager  
on 01432 260742

7. The directorate aim to balance the budget overall has been a considerable challenge. In previous reports to Committee, key risk areas have been highlighted. These risks included the childrens agency placement budget, which is particularly volatile and difficult to predict. Since the last meeting of the Committee, 6 new placements have been agreed, the most expensive costing £4,100 per week for an individual child.

### **Strategic Housing**

8. The 2003/04 budget for Strategic Housing is £1,247,000. In addition an underspend of £191,000 was carried forward from 2002/03. There continues to be potential financial risks which will affect the year end position. At the end of January 2004, the projected year end position is largely unchanged from the last report. The Strategic Housing budget is expected to be on target.

### **General**

9. The directorate management team has reviewed the budget with key managers and further action has been taken where possible to manage the overspend down further. As we approach the end of the financial year, the directorate will be making every possible effort to achieve the aim of balancing the budget. If balancing the budget does not prove possible, the directorate will be aiming to carry forward no more than 1% of the Social Care budget as an overspend.

### **Performance Monitoring 2003/04**

10. As explained in previous reports to the Committee, the Department of Health (DOH) publishes statistical information on the performance of all Social Services departments. There is a national set of 49 performance indicators covering Adults and Childrens services. The DOH ranks performance in bands ranging from Band 5 – “very good” to Band 1 “investigate urgently”
11. Strategic Housing performance is monitored by Best Value indicators and regularly reported to the Government Office of the West Midlands and the Office of the Deputy Prime Minister.
12. The directorate continues to monitor performance throughout the year. However, direct comparison with previous year’s performance is difficult as the DOH continues to introduce new performance measures and refine existing indicators. In addition, the assessment of likely banding can only be carried out assuming the previous year’s banding value applies.



13. The information is collected on a quarterly basis, so the information contained in the appendices is our assessment at the end of the third quarter. The information presented in the appendices show the numbers and percentages as presented in the performance framework prescribed by Government.
14. Behind each indicator are the calculations/numbers that form the results. At the last meeting of the Committee, members asked for additional information which would assist the scrutiny of the indicators, including the numerator and denominators used. An example is given below for illustration purposes.
15. A particular focus this year has been on improving adult indicators relating to "Helped to live at home". One such indicator, which is also a Best Value indicator and LPSA target is shown below:.

#### **Indicator C32 – Older people helped to live at Home**

The indicator is calculated is by the following:

Numerator – older people aged 65 or over helped to live at home

Denominator – Population aged 65 or over

On this indicator, we currently help 2,935 people to live at home, out of the population of 33,599. The performance recorded is  $2,935/33,599 = 87$ . We have improved on this performance this year. However, we need to be sensitive to the fact that any changes in the older people's population may affect our indicator.

16. Information staff meet with operational managers to analyse what increases in numbers are necessary to ensure a more positive assessment. This is made more difficult as definitions change, and the banding levels also change year by year.
17. Work is currently taking place to assess the final end of year outcome for all the indicators. Specific targets have been agreed with the Social Services Inspectorate for all the indicators and the directorate will need to demonstrate that these targets have been achieved.

#### **Strategic Housing**

18. The detail of the housing indicators is shown in the attached appendix, including a commentary. The third quarter's assessment of performance indicates that performance has exceeded targets in two of the four Best Value performance indicator areas.
19. The main area of risk relates to BV183B but is reflective of the extreme shortage of affordable accommodation.

## Summary

20. The directorate will be finalising the end of year position over the coming weeks, where an assessment on both the budget and performance will be necessary. A further report on the 2003/04 end of year outcome will be made to the next Committee.

## RECOMMENDATION

**THAT the budget monitoring and performance monitoring report for the first 10 months of the financial year be noted.**

## BACKGROUND PAPERS

- None

SERVICE AREA: ADULTS AND OLDER PEOPLES (AO)										
	P A F	B V P I	L P S A	Indicator	2002/03 Performance	Band 2002/03	Performance	April- December 2003/04 Performance	Band	Performance
A. National Priorities and Strategic Objectives	A5			Emergency admissions [interface]	11.2	5	☺			
	A6			Emergency psychiatric re-admissions [interface]	12.6	2	☹			
B. Cost and Efficiency	B11		✓	Intensive home care as a percentage of intensive home and residential care	13	2	☹	16	2	☹
	B12	52		Cost of intensive social care for adults and older people *	435	2	☹	337	4	☺
	B13			Unit cost of residential and nursing care for older people *	347	3	☹	312	2	☹
	B14			Unit cost of residential and nursing care for adults with learning disabilities *	490	4	☺	410	2	☹
	B15			Unit cost of residential and nursing care for adults with mental illness *	389	3	☹	519	2	☹
	B16			Unit cost of residential and nursing care for adults with physical disabilities *	755	2	☹	656	2	☹
	B17			Unit cost of home care for adults and older people	18.5	2	☹	8.3	3	☹
C. Effectiveness of Service Delivery and Outcomes	C26			Admissions of supported residents aged 65 or over to residential/nursing care	68	4	☺	81	4	☺
	C27			Admissions of supported residents aged 18-64 to residential/nursing care	2.1	4	☺	2.0	5	☺
	C28	53	✓	Intensive home care	4.0	2	☹	5.5	2	☹
	C29			Adults with physical disabilities helped to live at home	3.4	3	☹	4.0	2	☹
	C30			Adults with learning disabilities helped to live at home	2.5	4	☺	2.2	3	☹
	C31			Adults with mental health problems helped to live at home	1.5	3	☹	1.6	3	☹
	C32	54	✓	Older people helped to live at home	78	2	☹	87	3	☹
	C33		✓	Avoidable harm for older people (falls and hypothermia)	23	3	☹			
	C51			Direct payments	35	3	☹	40	3	☹

SERVICE AREA: ADULTS AND OLDER PEOPLES (AO)										
	P A F	B V P I	L P S A	Indicator	2002/03 Performance	Band 2002/03	Performance	April- December 2003/04 Performance	Band	Performance
D. Quality of Services for Users and Carers	D37			Availability of single rooms	86	3	☺	87	3	☺
	D38	56		% equipment and adaptations costing less than £1000 delivered within 3 weeks	95	4	☺	36	1	☺
	D39	58		% of people receiving a statement of their needs and how they will be met	73	1	☺	76	1	☺
	D40	55		Clients receiving a review	30	2	☺	32	2	☺
	D41			Delayed transfers of care [interface] **	60	3	☺			
	D42			Carer assessments	6	2	☺	7	2	☺
	D43			Waiting time for care packages	3	5	☺	3	5	☺
	D52	182		Users who were very or extremely satisfied with social services ***	68	5	☺	34		
	D53	190		Users that asked for changes to social services who were satisfied with those changes ****	72	5	☺	65		
	E47			Ethnicity of older people receiving assessment ****	-	2	☺	0.60	2	☺
E48			Ethnicity of older people receiving services following an assessment *****	-	2	☺	1.00	4	☺	
E49			Assessments of older people	67	2	☺	104	5	☺	
E50			Assessments of adults and older people leading to provision of service	71	4	☺	70	5	☺	

\* Definition changed 2000/01. Performance is based on new definition

\*\* This is a new indicator for 2002/03

\*\*\* Based on the 2002/03 PSS Elderly Home Care User Experience Survey - no previous data to compare

\*\*\*\* This value has been suppressed - indicators based on small numbers are potentially unreliable and may lead to the disclosure of information

**THIRD QUARTER**

**HOUSING PERFORMANCE INDICATORS**

Best Value Performance Indicators	Data Collection Methodology	Out-turn 2001/2002	Out-turn 2002/2003	Target 2003/2004	Actual Performance				Explanation of target	Explanation of variance and/or likely trends
					Q1	Q2	Q3	Q4		
<b>BV62:</b> The proportion of unfit private sector dwellings made fit or demolished as a direct result of action by the LA	Databases in PSH and hard copy record from Enabling	1.27%	1.62%	3.0%	0.46%	1.01%	1.48%		Under guidance literature from the ODPM, the denominator has changed to 3650 as we no longer include border-line "unfit" properties. As a result, the target % has increased.	Delays caused by the implementation of the new Housing Renewal Policy, plus difficulties in obtaining suitable contractors to achieve completion of the works.
<b>BV64:</b> The number of private sector dwellings that are returned to occupation or demolished as a result of action by the Local Authority	Databases in Enabling Team and manual record sheets	N/A	64	30	13	12	13		The empty property strategy has greater emphasis on targeting long-term empty properties back into use. More complex issues need to be resolved over a longer period of time. It is likely for the first year of implementing the strategy that few properties initially will be brought back into use.	The target has been exceeded due to several single long-term empty properties being converted into a number of self-contained units.
<b>BV183 a:</b> The average length of stay of households that include dependent children in bed and breakfast accommodation	Manual record sheets	N/A	7.8 weeks	6 weeks	5.3	4.8	5.3		The target for 2003/04 was based on a determination to improve on outturn performance from the 02/03 financial year, and based also on the preliminary results from the HomePoint agency which at the time seemed to be leading to a faster turnover of temporary accommodation.	BVPI 183b is over target partly due to lack of void properties over Christmas. However, it is also evident that some homeless families in temporary accommodation are not bidding proactively for property through Home Point. An allocation review is underway to determine how the Council can better ensure its discharge of duty.
<b>BV183 b:</b> The average length of stay of households that include dependent children in hostel accommodation	Manual record sheets	N/A	13.8 weeks	12 weeks	29	4	16.5			



## WORK PROGRAMME

**Report By: Director of Social Care and Strategic Housing**

### Wards Affected

County-wide

### Purpose

1. To consider issues for inclusion in the Work Programme.

### Background

2. In January the Committee agreed to develop its approach to its work by establishing three task groups to cover the following service areas:
  - Services for Older People (Councillors Mrs P.A. Andrews, Mrs A.E. Gray, R. Mills, Ms G.A. Powell,)
  - Childrens Services (Councillors Mrs E.M. Bew, Mrs J.A. Hyde, P.G. Turpin)
  - Mental Health (Councillors K.G. Grumbley, Mrs M.D. Lloyd-Hayes, Mrs J.E. Pemberton).
3. The task groups met informally on 9th March, receiving presentations on the three service areas, discussing the key issues involved and identifying areas for in-depth investigation.

### Issues

4. The Council's Scrutiny handbook sets out the steps to a successful investigation and the proposals set out below have been evaluated with regard to those principles. If the areas for investigation are approved by the Committee the next step as outlined in the handbook would be to project plan the investigations and produce scoping statements.

### Services For Older People

5. The Task Group has identified the provision of Home Care as an area worthy of investigation. It is a key issue for Members, the Council and the Government and provides the opportunity for the Committee to make a distinctive difference to service delivery. Such a review could include an examination of how services are currently planned, the implications for changes in working practice, the impact on users and carers, rehabilitation and direct payments.

### Childrens Services

6. The Task Group identified the importance of close working relationships between staff in Social Care, Education and Health in ensuring effective service delivery as the area it wished to pursue. However, the provisions contained in the Children's

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Further information on the subject of this report is available from Tim Brown, Committee Manager (Scrutiny)  
on 01432 260239

Services Bill have such an important bearing on this issue that it is suggested that it is not prudent to proceed with this work at this time. Opportunities for Members of this Task Group in the interim are set out below.

### **Mental Health**

7. The Task Group identified the provision of supported housing for vulnerable people and, within this context, the joint working between Social Care and Strategic Housing as the area which should be investigated. The provision of supported housing has a high level of national priority and is of interest to Members and members of the public. A mental health strategy is required as part of the general housing strategy and the investigation would span the breadth of the Committee's remit.

### **Membership of Task Groups**

8. In-depth investigations are resource intensive and time-consuming. As reported above it is suggested that the investigation identified in the area of Childrens Services is deferred for the time being. If acceptable to the Committee it is suggested that rather than identifying a second priority in that area the Committee focuses its energies on the other two areas. It is suggested that Members of the Childrens' Services Task Group, if they so wish, join in the work of one of the other Task Groups.
9. It is suggested also that as part of the scoping exercises consideration is given, in discussion with the Herefordshire Community Care Alliance and the Involving People Team, to the most effective way of involving the Voluntary Sector and others in the investigations.

### **Updating the Work Programme**

10. In September 2003 the Committee confirmed a work programme for 2003/2004 incorporating a number of items which had been identified as requiring periodic monitoring and attention and providing a basis for the Committee's work, to be added to as required. A proposed programme for 2004/2005 compiled on the same principles is appended. This will need to be amended following completion of the scoping exercises referred to above.

### **RECOMMENDATION**

- THAT (a) scoping studies be prepared for the investigations into the provision of home care and supported housing for vulnerable people and reported back to the Committee for approval;**
- (b) that the investigation into joint working in delivering Childrens services be deferred pending enactment of the Children Services Bill and receipt of relevant guidance;**
- (c) Members of the Childrens Services Task Group decide whether they wish to participate in the work of either of the other Task Groups, and the arrangements for the involvement of the voluntary sector and others be noted;**

**and**



- (d) the work programme as appended to the report be approved subject to review at the next meeting.

**BACKGROUND PAPERS**

- None



## **Social Care and Housing Scrutiny Committee – Work Programme 2004-2005**

<b>Date</b>	<b>Items</b>
June 2004	<ul style="list-style-type: none"> <li>• Budget Report Outturn</li> <li>• Performance Monitoring (&amp;LPSA) end of year outturns</li> <li>• SSI Inspection Report – Older People</li> <li>• SSI Inspection Report – Fostering (NCSC/CSCI)</li> <li>• Scoping reports for Committee Reviews</li> </ul>
Sept 2004	<ul style="list-style-type: none"> <li>• Service Plans – mid year review</li> <li>• Performance Monitoring four months (&amp;LPSA)</li> <li>• Budget 2004/5 four month report</li> <li>• Best Value Reviews – progress reports</li> </ul>
December 2004	<ul style="list-style-type: none"> <li>• Performance Monitoring six months (&amp;LPSA)</li> <li>• Budget 2003/04 six month report</li> <li>• Better Care Higher Standards (Annual Report)</li> <li>• SSI Annual Review of Performance</li> <li>• Best Value Reviews – progress reports</li> </ul>
April 2005	<ul style="list-style-type: none"> <li>• Performance Monitoring 10 months (&amp;LPSA)</li> <li>• Supporting People Strategy &amp; Improvement Plan</li> <li>• Budget 10 month report</li> <li>• Herefordshire Plan Ambition Groups</li> <li>• Best Value Reviews – progress reports</li> </ul>

**Further additions to the work programme will be made as required**

