

A G E N D A

Social Care & Housing Scrutiny

Date: **Tuesday, 17th June, 2003**

Time: **10.30 a.m.**

Place: **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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**County of Herefordshire
District Council**

AGENDA

for the Meeting of the Social Care & Housing Scrutiny

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
Public Information	
1. APOLOGIES FOR ABSENCE	
To receive apologies for absence.	
2. CHAIRMAN AND VICE-CHAIRMAN	
To note that Councillor Mrs M.D. Lloyd-Hayes was appointed Chairman of the Committee and Councillor Mrs P.A. Andrews was appointed Vice-Chairman of the Committee at the Annual Meeting of Council on 23rd May, 2003.	
3. NAMED SUBSTITUTES	
To receive details of any Member nominated to attend the meeting in place of a Member of the Committee	
4. DECLARATIONS OF INTEREST	
To receive any declarations of interest by Members in respect of items on this Agenda.	
5. MINUTES	1 - 8
To approve and sign the Minutes of the meeting held on 13th March, 2003.	
6. SCRUTINY ROLE AND TECHNIQUES	
To receive a presentation on the role of scrutiny and the techniques that Scrutiny Committees can use in their work.	
7. UPDATE ON PERFORMANCE AND CHALLENGES FACING SOCIAL CARE AND HOUSING	9 - 14
To receive briefing reports on the following matters:	
a) Extra Care Housing (p.9)	
b) Budget and Performance Indicators (p.11)	
c) A Serious Case Review (To Follow)	
d) Patient and Public Involvement in Health and Overview and Scrutiny of Health p.13)	
A Serious Case Review (report issued to follow)	

8. PAYMENT OF INVOICES WITHIN 30 DAYS	15 - 18
To consider the performance against this performance indicator during the financial year 2002/03.	
9. BEST VALUE REVIEWS	19 - 20
To report on progress with Best Value Reviews and review the composition of Review Teams.	
10. WORK PROGRAMME	21 - 24
To consider the Committee's work programme.	

PUBLIC INFORMATION

HEREFORDSHIRE COUNCIL'S SCRUTINY COMMITTEES

The Council has established Scrutiny Committees for Education, Environment, 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

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

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- Attend all Council, Cabinet, Committee and Sub-Committee meetings unless the business to be transacted would disclose 'confidential' or 'exempt' information.
- Inspect agenda and public reports at least three clear days before the date of the meeting.
- 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.
- Access to a public Register stating the names, addresses and wards of all Councillors with details of the membership of the Cabinet, of all Committees and Sub-Committees.
- Have a reasonable number of copies of agenda and reports (relating to items to be considered in public) made available to the public attending meetings of the Council, Committees and Sub-Committees.
- Have access to a list specifying those powers on which the Council have delegated decision making to their officers identifying the officers concerned by title.
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If you have any questions about this Agenda, how the Council works or would like more information or wish to exercise your rights to access the information described above, you may do so either by telephoning Mr Paul James on 01432 260460 or by visiting in person during office hours (8.45 a.m. - 5.00 p.m. Monday - Thursday and 8.45 a.m. - 4.45 p.m. Friday) at the Council Offices, Brockington, 35 Hafod Road, Hereford.

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 and Housing Scrutiny Committee held at Brockington, 35 Hafod Road, Hereford on Thursday, 13th March 2003 at 10.30 am

Present: Councillor Mrs. L.O. Barnett (Chairman)
Councillor Mrs. J.P. French (Vice-Chairman)

Councillors: Mrs. P.A. Andrews, Mrs. W.U. Attfield, Mrs. J.A. Carter,
M.R. Cunningham, D.J. Fleet, Mrs. E.M. Saunders, D.C. Taylor.

In attendance: Councillors Mrs E.M. Bew Cabinet Member (Social Care) and D.W. Rule Cabinet Member (Education)

58. APOLOGIES FOR ABSENCE

There were no apologies for absence received.

59. NAMED SUBSTITUTES

There were no substitutions made.

60. DECLARATIONS OF INTEREST

There were no declarations of interest made.

61. MINUTES

RESOLVED: That the Minutes of the meeting held on 31st January, 2003 be approved as a correct record and signed by the Chairman.

62. SOCIAL CARE AND STRATEGIC HOUSING PERFORMANCE INDICATORS 2002/03 – ANALYSIS OF THIRD QUARTER

The Committee received a report of the third quarter's performance indicators for Social Care and Strategic Housing.

The Finance and Information Service Manager presented the report. He advised the Committee that if social services maintained its two star status it would be continue to have additional financial flexibility allowing it to carry forward underspends on central government grant allocations. It was possible this could total £2 million but given social care's effective maximisation of grant allocations the actual figure would be lower'.

He noted that the report had been prepared on an exception basis and that some indicators collected annually or based on Department of Health questionnaires could not be included in the report.

He highlighted the following points on the detail of the indicators:

- That whilst child protection reregistrations during the year had fallen from the highest performance category into the lowest, underlying performance remained

good. He explained the reason for the drop in performance noting this indicated how, when dealing with small numbers of people, relatively small fluctuations could significantly affect the performance statistics.

- In relation to the three adults services performance measures in the lowest performance category he acknowledged that previous reports had highlighted the need to improve performance in these areas. He commented that it was possible that grant money may help improve performance against the indicator for increasing the percentage of clients receiving intensive home care compared to clients receiving residential care throughout the year, noting that this was an Local Public Service Agreement (LPSA) target. In respect of the other two indicators he felt that inaccurate recording and measurement meant that the true level of performance was not being reflected.
- That regarding the LPSA targets, performance against the four indicators for adults services had yet to reach the required level and some targets were very challenging. However, the signs were that performance was moving in the right direction. The targets for childrens services were measured annually but the signs again were encouraging. The housing PSA target was extremely challenging and the Head of Strategic Housing was working with Herefordshire Housing on the matter. At this stage it was not possible to comment on performance against the target.

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

- That the format of the report should be modified to put performance in context, with the presentation of the statistical information in the appendix to the report made clearer and more closely linked to or combined with the commentary.
- That the continuing appearance of three particular adults services measures in the lowest "investigate urgently" category was cause for concern.

The Director of Social Care and Strategic Housing assured the Committee that work was being undertaken to try to improve performance and slow progress was being made. She expected that the Social Services Inspectorate (SSI) would comment on the position. The outcome of the Joint Review by the SSI and the Audit Commission was also likely to encourage priority to be given to these areas. However, if improvement was not achieved over time it had to be recognised that there was the prospect of intervention by the SSI.

- The County Treasurer noted that as part of the budget process for 2004/2005 service provision would be reviewed and there would be an opportunity using the performance management framework to identify whether additional resources were needed to improve performance.

RESOLVED:

That (a) the areas in Adult Services in the "investigate urgently" category be noted with continuing concern;

and

(b) suggestions as to how the situation is to be improved be welcomed, with the Chairman and Vice-Chairman to be kept informed and a report to be made to the next meeting on the issues relating to Adult Services, noting also the request for a revised format for the performance report as a whole.

63. SOCIAL SERVICES BUDGET MONITORING 2002/03 – QUARTERLY REPORT

The Committee were informed of the budget monitoring position for Social Services for the third quarter of 2002/03.

The Head of Business Services reported that there was a reduction in the overspend compared with the second quarter indicating that the measures to achieve savings were having some effect. However, as reported to the Committee in November this was at a cost to service delivery.

There was particular pressure on the Adults Services budgets. A number of people were awaiting permanent funding for nursing and residential places. Delay in the provision of this care had a potential impact on hospital waiting lists through delayed discharges. Proposed legislation would mean that, where people were waiting in hospital for social services to become available, Councils would have to reimburse the hospital for the cost of the bed the person occupied. This was still under discussion. However, the potential impact was significant. The report described negotiations with health partners which had resulted in additional funding to provide for both long term care and further intensive home care. It stated that whilst this would assist in minimising the service impact of the recovery plan it would not significantly reduce the overspend.

In the course of discussion it was noted that many practical questions remained to be addressed if the proposed legislation relating to delayed discharges was implemented. The Director of Social Care and Strategic Housing reported that discussions in the West Midlands were seeking to focus on achieving agreement that any money reimbursed to the Health Service would be retained within the primary care system and used to improve home support and home care.

RESOLVED:

- That**
- (a) concern continue to be expressed that “savings” are achieved at a cost to service delivery;**
 - (b) it be requested that officers investigate all possible alternatives;**
- and**
- (c) the financial assistance from Health Care partners be noted with pleasure.**

64. HOME POINT HEREFORDSHIRE – UPDATE REPORT

The Committee were updated on the development and operation of Home Point, the Choice-Based Lettings Pilot Project, which commenced operation on 23rd October 2002.

The agency had been set up in partnership between the Council and the County's five largest Housing Associations with the aim of providing affordable housing and greater choice using the County's first common housing register. The update report described the service, its origins, and how it worked and included performance statistics for the first four months of operation. The Interim Head of Strategic Housing Services commented on the operation of the scheme and the advantages it was considered to have brought. The conclusion was that the first four months had proved a great success. Indeed the biggest challenge had been coping with the sheer volume of work the success of the agency had produced and in particular the

number of telephone calls. Additional funding had been made available for two temporary members of staff for 11 weeks and this had already brought about improvement in the response to phone calls and processing of applications. The longer-term position needed to be reviewed. The report also described other work which had been undertaken to review and improve the service.

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

- That not all landlords within the County were party to the agreement and these would continue to operate their own letting policies. Work was continuing to encourage them to join Home Point
- That the establishment of the agency had enabled a clearer picture to be generated of the level of affordable housing available to let.
- He clarified the operation of priority card scheme devised to help emergency and accepted homeless cases and explained how the scheme had been modified to ensure that whilst homelessness needs were met all the prime properties were not being allocated to this group.
- In response to a suggestion that there was a perception that the system favoured people who were not locally based he commented that this should not be the case and if there were any specific examples he would investigate them.
- That the role of Home Point was to advertise properties. Landlords retained their own letting policies which would address the issue of trying to ensure that tenants would fit in with other residents.
- It would be possible to explore the possibility of encouraging landlords to persuade people to move into smaller accommodation as their needs changed and this became appropriate.

The following additional points were made in the course of discussion:

- That the employment of additional temporary staff had clearly been beneficial and there was concern about what might happen when these staff were withdrawn.
- That action needed to be taken to raise awareness of the respective roles of Home Point, Registered Social Landlords and the Council so that it was clear who was responsible for each aspect of service delivery.
- That a report should be made to a future meeting to enable the Committee to explore the overall strategy for the provision of housing addressing issues of affordability and size of properties including scope for extending some properties.
- That staff should be congratulated on the work undertaken to date, whilst recognising the need to keep progress under review.
- The Director of Social Care and Strategic Housing commented that Home Point was a partnership albeit led by the Council and it would be important to seek to encourage the partners to increase their contribution. She acknowledged that assistance with staffing resources might be one contribution which could be made.

- The Interim Head of Strategic Housing explained the way in which applications were assessed. It was proposed that further consideration should be given to an appeals process.

RESOLVED:

- That**
- (a) those involved be congratulated but the need to keep progress under review noted;**
 - (b) a report be made to a future meeting to enable the Committee to explore the overall strategy for the provision of housing;**
 - (c) action be taken to raise awareness of the respective roles of Homepoint, Registered Social Landlords and the Council;**
- and**
- (d) the wish that a procedure be formulated to allow for appeals against the banding allocated to applicants be considered.**

65. CITY REVIEW OF DAY SERVICES FUNDED BY SOCIAL SERVICES

The Committee were updated on the City Review of Day Services funded by Social Services for adults with a learning disability.

The report explained the reasons for the review which had been undertaken and how it had been conducted. A Steering Group had examined the range of services offered across the City, identified gaps in provision and potential ways in which these could be met. A consultation exercise had been undertaken on a range of options and a Development Plan prepared for implementation. A Day Service Modernisation Plan was also being prepared for the County as a whole of which the findings of the City Review would form a large part. In accordance with the requirements of the Department of Health each service had to be assessed using a toolkit. This would help to develop a plan for each service in line with the overall Modernisation Plan.

The report also explained the background to the making of an attendance payment at Widemarsh Workshop and the legal reasons why the Council had discontinued these payments in June 2002. Paragraph 23 of the report advised that a Working Group had been established to look at ways in which people working within Day Provision (including Widemarsh Workshop) could receive expenses or be part of a profit share scheme.

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

- The consultation letter on the City Review attached as appendix 2 to the report was not in plain English. Officers should be reminded of the need for documents to be written in plain English and encouraged to develop this skill.
- The Service Manager, Learning Disability Services, confirmed that those attending Widemarsh Workshop had been properly informed of the discontinuance of an attendance payment. It was unfortunate, however, that this had been one of a number of changes being made at the same time and the position might not therefore have been as well understood as it might otherwise have been. Arrangements were being put in place for regular discussion meetings. The Director of Social Care and Strategic Housing commented that

following a recent meeting she thought that relationships and trust had been improved.

RESOLVED:

- That (a) the report be noted and it be requested that the outcome of the work of the Working Group referred to in paragraph 23 of the report be reported to the next meeting;**
- and**
- (b) officers be reminded of the need for documents to be written in plain English and encouraged to develop this skill.**

66. PROJECT PLAN FOR THE DEVELOPMENT OF HOME SUPPORT

The Committee were provided with information on progress in developing the home support service.

The report set out progress since the Committee's consideration of the subject in November, 2002 and its request for a report on the project plan. It was noted that a project plan had not yet been completed and it was proposed to circulate it to Members before the end of March, 2003.

Members emphasised the importance of making progress in this important service area.

RESOLVED:

- That (a) the progress of the Home Support Best Value Review be noted, with concern at the delay, given the impact on budgets and the delivery of services to older people;**
- (b) the Chairman and Vice-Chairman be consulted on the draft project plan;**
- and**
- (c) the final project plan be circulated to Members of the Committee at the end of March, 2003 and presented to the Committee's next meeting.**

67. BEST VALUE REVIEW – ADOPTION AND FOSTERING

The Committee were updated on the progress of the Review and the timescale for presentation of results.

RESOLVED: That the report be noted.

68. AN INITIAL BRIEFING ON THE 'VICTORIA CLIMBIE INQUIRY' (LAMING REPORT)

The Committee's attention was drawn to the recommendations of this important Inquiry with particular emphasis on the role of councillors and senior officers.

The report outlined the arrangements for Herefordshire's response to the Social Services Inspectorate (SSI) on the Laming report's recommendations. The Head of Social Care (Childrens) drew particular attention to the key recommendations about accountability and performance management aimed at Members and senior officers.

It was noted that audits were being conducted by the Home Office and the Department of Health of Health, Police and Social Services. The Council's audit had to be returned by 30th April, 2003 to the SSI. A sample of Councils would receive a follow-up inspection.

RESOLVED: That the current position regarding the Council's response to Lord Laming's inquiry be noted.

69. WORK PROGRAMME

The Committee considered a draft work programme for 2003/2004.

It was suggested that a report on respite facilities should be incorporated into the programme.

RESOLVED: That the framework of the draft work programme, as set out at Appendix 1 to the report, with the addition of a report on provision of respite care, be finalised by the Director of Social Care and Strategic Housing after consultation with the Chairman and Vice-Chairman of the Committee.

70. HEREFORDSHIRE PLAN AMBITION GROUPS

The Committee were updated on progress towards the ambition of improving the health and well-being of Herefordshire People within the Herefordshire Plan.

The report reviewed performance against the specific health and care indicators in the State of Herefordshire Report 2001/2002. It concluded that significant progress had been made towards the health and care ambitions in the plan. There was some evidence that health and well-being of Herefordshire people has improved. However in some areas improvement had been mixed and action was required to bring plans back on track. Where the picture was unclear because of doubts about the validity of the baseline information, reviews had been instituted of the collection and management of the data. It was also evident that in some areas further work was needed to make sure that the chosen indicators better measured what was in the Plan.

Members stated that it was important to ensure that future reports contained evidence to support the statements on performance.

RESOLVED:

That (a) the contents and implications of the report be noted;

(b) the areas of concern continue to be monitored;

and

- (c) **account be taken of the need to ensure that future statements on performance are evidence based.**

In closing the meeting the Chairman thanked members of the Committee and officers for their work, which she thought had been of benefit to the Council and noted the significant challenges which lay ahead.

The meeting ended at 12. 15pm

CHAIRMAN

**7 (A). EXTRA CARE HOUSING DEVELOPMENT -
UPDATE****Report By: Head of Strategic Housing****Wards Affected**

Tupsley

Purpose

1. To provide an update on the position with regard to the development of an Extra Care Housing Scheme within Hereford.

Financial Implications

2. None within this report as it is for information purposes. However, both Capital and Revenue costs will result from the development of a scheme. The level of such costs are being established and will form part of future reporting to Members. However, the development of the scheme represents a significant financial investment with the expectation that the Council's Capital contribution will be in the region of £2.5 million.

Background

3. The development of Extra Care Housing is identified as a strategic priority within the Council's Housing Investment Strategy and is consistent with relevant housing, social care and health related strategies at a national level.
4. Following the completion of a study of care services for older people in Herefordshire, Social Care Committee on 15th June 2001 agreed that the views of the Cabinet Member (Housing) should be sought on recommendations for the development of enhanced sheltered housing and a proposed extra care scheme in Hereford. An Extraordinary Meeting of the Council on 20th July 2001 reached the same decision. A report on Extra Care Housing was presented to a joint meeting of the Social Care and Housing Programme Panels on 29th April 2002 and on 12th September 2002, Cabinet gave 'in principle' approval for the provision of Extra Care Housing for older people in Herefordshire, namely the development of an Extra Care Housing Scheme in Hereford City together with the modernisation of existing sheltered housing schemes in order to provide a countywide service.
5. A project development team comprising officers and representative of the Extra care Charitable Trust was established to take forward the development of an Extra Care Housing scheme in Hereford City with a preferred site identified upon which detailed proposals could be considered. This report seeks to update members on progress to date.

Current Position

6. The current position is as follows:
- Needs analysis has been identified as a key task to determining the level of need for the scheme both in the terms of size and likely revenue costs profiling. This work has commenced with officers working to establish the level and quality of available data from a range of sources.
 - Extra Care Charitable Trust have been selected to work in partnership with development RSL to provide the support and care in association with other agencies.
 - Expressions of interest have been invited from RSL partners operating in Herefordshire in preparation for an appropriate bidding/selection process. The Council has received an excellent response from prospective partners.
 - A project brief has been drafted in anticipation of the completion of the housing needs information. Once the scope of need has been established in detail this information will be incorporated into the project brief which will inform RSL's entering into the formal bidding process.
 - Detailed discussions will commence shortly on the commencement of market testing activities in partnership with Extra Care Charitable Trust
 - Land assembly activities underway on selected site in preparation for submission of planning application and further consultation.
7. A further report detailing progress will be brought to Members at planning submission stage

RECOMMENDATION

THAT the latest position with regard to the development of the Extra Care Housing scheme in Hereford City be noted.

BACKGROUND PAPERS

- None

<p>7 (B). SOCIAL SERVICES BUDGET MONITORING 2002/03 QUARTERLY REPORT</p> <p>Report By: Head of Business Services</p>
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Wards Affected

County-wide

Purpose

1. To inform the Committee of the budget monitoring position for Social Services for the final quarter of 2002/03.

Financial Implications

2. As detailed within the report.

Background

3. The budget approved by Council on 8th March 2002 assumed no budget reductions in the Social Care Programme area and initially provided additional resources of £850,000. Cabinet allocated further resources of £50,000 to the Social Care area from unallocated funds on 18th April 2002. This means that the Social Services budget received a total of £900,000 additional resources in 2002/03.
4. It has been agreed that quarterly budget monitoring reports be submitted to this Committee. The first quarter's budget monitoring report was presented on 19th September 2002, second quarter's report to the meeting on 25th November 2002 and the third quarter to the meeting on 13th March 2003. This report is for the final quarter of the financial year, which includes expenditure up to 31st March 2003.

Social Services Budget 2002/03

5. The final overspend carried forward from the financial year 2001/2 was £457,000. The Council's resolution to seek to reduce the permitted overspend from 2% to not more than 1% of the revenue budget would imply that the permitted overspend to be carried forward from 2002/03 would need to be reduced from £582,000 (2%) to £291,000 (1%)
6. The third quarter's budget monitoring report, presented to this Committee on 13th March 2003, indicated that the projected overspend for this financial year was £1.050million, which included the budget overspend of £457,000 brought forward from 2001/02. This was a reduction on the overspend predicted at the second quarter's report.

Current Position

7. At the end of March 2003, the projected year end position for Social Care is an overspend of £760,000, including the £457,000 brought forward from 2001/02.
8. At the meeting on 13th March, it was reported that the overspend would continue to reduce, due to the savings targets set for managers being partially realised. Whilst some of the savings have been achieved, this is at a cost to service delivery.
9. Particular pressure is on the Adults Services budgets. As at the end of May 2003, a total of 50 people were awaiting permanent funding for residential and nursing places. Some of these are in hospital and any delay in the provision of care has a potential impact on hospital waiting lists through delayed discharges.
10. Towards the end of the financial year, the Director agreed some additional funding from the Primary Care Trust to enable solutions to help with delayed discharges. An outline business case for older peoples services will be presented to Cabinet on 19th June 2003.

Summary

11. In summary, whilst the budget settlement for 2002/03 was positive, it must be viewed in the context of continuing service pressures. The Directorate has been successful in reducing the overspend as far as possible before the end of the financial year.. The pressures will inevitably impact on the budget for 2003/04. The budget plan for 2003/04 has been agreed with the County Treasurer and will be formally reviewed in September 2003.

RECOMMENDATION

THAT the budget monitoring report be noted

BACKGROUND PAPERS

- Council 8 March 2002
- Social Care and Housing Scrutiny Committee 19 September 2002, 25 November 2002, 13 March 2003

7 (D). PATIENT AND PUBLIC INVOLVEMENT IN HEALTH AND OVERVIEW AND SCRUTINY OF HEALTH

Report By: Director of Social Care and Strategic Housing

Wards Affected

County-wide

Purpose

1. To provide information on the local authority power of overview and scrutiny and the new system for patient and public involvement within the health service.

Financial Implications

2. There is no indication, despite representations, that the Government will make additional resources available to finance the exercise of the new power of health scrutiny. Consideration will need to be given to longer-term resource needs.

Overview and scrutiny of health

3. Overview and scrutiny of health is an important part of the Government's commitment to place patients and the public at the centre of health services. It is also an opportunity for democratically elected community leaders to voice the views of their constituents and require local NHS bodies to listen and respond. In this way, local authorities can assist to address health inequalities and support health improvement.
4. The power of overview and scrutiny of health services is given to county councils, unitary authorities, metropolitan councils, London borough councils and the Common Council of the City of London. In summary, the power means that the Health Scrutiny Committee may:
 - review and scrutinise any matter relating to the planning, provision and operation of health services in the area;
 - make reports and recommendations to local NHS bodies and to the local authority on any matter reviewed or scrutinised using the power;
 - require the attendance of an officer of a local NHS body to answer questions and provide explanations about the planning, provision and operation of health services in the area;
 - require a local NHS body to provide information about the planning, provision and operation of health services in the area, subject to exemptions outlined in the Health and Social Care Act 2001;
5. In return, NHS bodies must:
 - provide information requested by the committee, subject to exemptions;
 - attend before committee to answer questions, subject to exemptions;

- on request, respond to reports and recommendations within 28 days of the request of the committee;
- consult the committee on matters of substantial development or variation to services, in addition to the duty under section 11 of the Health and Social Care Act 2001 to involve and consult patients and the public.

Patient and public involvement

6. A new system of patient and public involvement has also been set up to replace Community Health Councils in England. In each trust and PCT, there will be a **Patient Advice and Liaison Service (PALS)** providing on-the-spot help and information about health services. PALS is an NHS managed service designed to deal with queries and concerns quickly and to enable change within organisations that is based on the needs and experiences of patients, carers and the public.
7. **Patients' forums** will be set up for every NHS trust and PCT. Forums will be independent of the bodies to which they relate. They will comprise patients, carers and members of voluntary organisations that represent the interests of patients or carers. They will monitor and review services, including carrying out inspections. They will make reports to the board of the NHS organisations and the intention is to have one of their number on the board as a non-executive director. They will be funded, supported and performance managed by the **Commission for Patient and Public Involvement in Health**. The Commission will also help co-ordinate patients' forums' activities.
8. In each community, PCT patients' forums will be a key resource for local citizens, helping and supporting community groups and promoting better public involvement. They will also help to integrate the work of patients' forums and PALS strategically by bringing together data from their activities regularly to share lessons and identify trends.
9. Patients' forums will work in partnership across wider health economy to guide local work programmes. An important function for the patients' forums will be to report trends and conclusions drawn from the entirety of patient experience data and reporting this to local decision-makers. In particular this will be to the Health Scrutiny Committee.
10. **Independent Complaints Advocacy Services (ICAS)** is independent support for patients and carers wishing to make a complaint against the NHS. A range of agencies will provide ICAS, with PCT patients' forums taking the lead once they are established.

RECOMMENDATION

THAT the report be noted

BACKGROUND PAPERS

- Department of Health, Overview and Scrutiny of Health guidance

7 (C). UPDATE ON A SERIOUS CASE REVIEW ACTION PLAN (SOCIAL SERVICES)**Report By: Henry Lewis, Head of Social Care (Children)****Wards Affected**

County-wide

Purpose

1. To update the Committee on the Social Services aspects of a Serious Case Review (Part 8) action plan.

Financial Implications

2. None identified.

Background

3. A Serious Case Review under Part 8 of the Department of Health's Guidelines "Working Together" is undertaken when there is a serious injury or concerns about the approaches of the agencies to working with a child.
4. The Head of Social Care (Children) in his role as Chair of the Herefordshire Area Child Protection Committee (ACPC) presented the independently chaired Serious Case Review Report to the Committee on 25th October 2003. Any new members of the Committee can be briefed by the Head of Social Care (Children) on a confidential basis.
5. An update to the Action Plan approved by Herefordshire's ACPC in October 2002 was presented to this Committee on 31st January 2003.
6. Three resolutions were made:
 1. That the Committee was regularly updated. This Report and Appendix form a response to this.
 2. A request for a Report and local implications on the Inquiry into the death of Victoria Climbié (Laming Report). A Report was made to Committee on 13th March 2003.
 3. Concern regarding future reports being public documents. This update is in the public papers.

Serious Case Review - Progress report

7. The full progress report is reflected as Appendix 1. Positive progress has been made and requires to be seen alongside the significant self-audit evaluation undertaken by

Further information on the subject of this report is available from Henry Lewis, Head of Social Care (Children) on (01432) 261603

Herefordshire as part of the requirement by the Department of Health as a consequence of the Lord Laming's Inquiry into the death of Victoria Climbié. This was returned on 30th April 2003, having being signed off" by the Leader of the Council and the Chief Executive.

8. A written report by the Social Services Inspectorate on our submission is due in June 2003. This will be reported to a future Committee.
9. The progress report (Appendix 1) is accurate to the end of May 2003. Tasks completed are noted and any rescheduling of timescales.
10. A full revision of the child protection procedures is now complete and will be disseminated to staff in July 2003. This delay has allowed key recommendations from The Victoria Climbié Enquiry to be incorporated into the new procedures.
11. Audit findings under recommendation 24 are largely unremarkable. Case specific deficits have been identified and addressed. A report will be made to ACPC in July 2003

RECOMMENDATION

THAT (a) the contents of the progress of the Social Services part of the Serious Case Review Action Plan be noted;

and

(b) the Director of Social Care and Strategic Housing report to a future Committee the assessment of the Council's self-audit of the Laming Report.

BACKGROUND PAPERS

- None

Serious Case Review
(M.E. Action Plan October 2002)

No	Recommendation	Objective	Actions Required	By when	By whom	Outcome
	ALL AGENCIES					
6	<i>Full family histories should be taken and regularly updated; and these are to include a family structure (including past partners and children), dates of birth and addresses</i>	To ascertain current practice of agencies represented on ACPC To identify any recommendations for change to ACPC	Complete SSD position statement Report recommendations to ACPC	June 2003 October 2003	SM SM	
	CHILD PROTECTION CONFERENCES					
7	<i>A Child Protection Conference should normally be convened at the point of a Looked After child returning home when the reasons for the accommodation are child protection issues. Any exceptions should require inter-agency agreement through a Planning and Review Officer.</i>	To improve planning process for children returned to the care of their parents	Issue interim guidance to social work teams and planning/review unit. Incorporate into fully revised Child Protection procedures Publish and disseminate procedures to SSD staff	With immediate effect March 2003 April 2003 Rescheduled July 2003	SM SM/LM SM/LM	Guidance issued September 2002 Completed February 2003
8	<i>The General Practitioners of all</i>	Clarify conference	Issue interim	With	SM	Guidance

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	family members should be invited to and receive the minutes of Child Protection Conferences.	membership	guidance to planning/review unit	immediate effect	ACPC	issued September 2002 Protocol amended
10	<p>The decision to de-register or not to register a Looked After Child should only be taken if their legal status is secure and they are not having any unsupervised contact.</p> <p>NB This recommendation amended by ACPC January 2003 to the following:</p> <p>Where a child on the register also becomes Looked After and where there are provisions for unsupervised contact, then a conference should consider carefully whether adequate safeguards are in place to enable deregistration of the child</p>	To ensure consistency of inter-agency practice with children on the Child Protection Register who are also Looked After	Amend existing protocol	October 2002	ACPC	
			Issue interim guidance to planning/review unit and social work teams	With immediate effect	SM	Guidance issued January 2003
			Amend existing protocol	June 2003	ACPC	
			Issue amended protocol	June 2003	SM/GS	
SOCIAL SERVICES						
20 (1)	Team Managers should not hold cases, other than in temporary circumstances if covering sickness (4 weeks maximum).	To assure case work accountability	Identify and manage unallocated cases	Continuing	SM /operational managers	Overseen by fortnightly Performance Improvement Group since

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			<p>Incorporate within fully revised Child Protection procedures</p> <p>Publish and disseminate procedures to SSD staff</p>	<p>March 2003</p> <p>April 2003 Rescheduled July 2003</p>	<p>SM/LM</p> <p>SM/LM</p>	<p>September 2001 Completed February 2003</p>
<p>20 (2)</p> <p><i>Team Managers should not be drawn into inappropriate casework tasks.</i></p>		<p>To assure case work accountability</p>	<p>Review roles and responsibilities of Team Managers and Assistant Team Managers</p> <p>Consult on any proposed amendments with staff group</p> <p>Amend as required existing procedures determining designated responsibilities</p>	<p>January 2003</p> <p>March 2003</p> <p>April 2003 Rescheduled July 2003</p>	<p>SM/JD/HL</p> <p>SM/JD/HL</p> <p>SM/JD/HL</p>	<p>Completed January 2003</p> <p>Commenced April 2003</p>
<p>21</p> <p><i>The Review Panel recommends adherence to the current practice of regular Service Manager and Team Manager meetings to oversee (a) unallocated cases and (b) the arrangements for seeing registered children on the caseloads of social</i></p>		<p>To improve safeguarding of case work open to but unallocated within the service</p>	<p>Maintain current arrangements for Performance Improvement Group</p> <p>Social Services to produce quarterly</p>	<p>continuing</p> <p>continuing</p>	<p>SM/ Operational managers</p> <p>SM</p>	<p>Implemented September 2001</p> <p>Implemented October 2001</p>

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	<i>workers who are unavailable.</i>		report on service pressures to ACPC	continuing	SM/HL/ operational managers	As 21 above
22	<i>Team Managers should draw to the attention of Senior Managers any significant resource shortfalls which impact on the allocation of registered or statutory cases.</i>	As recommendation 21	As recommendation 21			
23	<i>Current Social Services procedures require that the Service Manager be consulted on initiating Care Proceedings and applying for a Care Order. It is recommended that the decision to withdraw proceedings should also require Service Manager approval. It is also recommended that in these circumstances a written Children's Plan should be prepared for the Court.</i>	To ensure consistency of decision making across the service	Issue interim guidance to social work teams Incorporate within fully revised Child Protection procedures Publish procedures and disseminate to SSD staff	With immediate effect March 2003 April 2003 Rescheduled July 2003	SM SM/LM SM/LM	Guidance issued September 2002 Completed February 2003
24	<i>In the light of the findings of this Review that (i) Placement with Parent regulations were not adhered to; (ii) that the Looked After Children Review was significantly late; and (iii) that the Statutory Medical examination did not take place, it is recommended that Social Services ensure that adequate systems are in place to monitor adherence to all these requirements. A current audit of these categories of children/cases is suggested in</i>	Ensure adherence to and compliance with procedures for Looked After children.	Revise, publish and disseminate Looked After procedures to SSD staff Monitor performance of Looked After reviews Undertake audit of Looked After children placed with	Summer 2002 Continuing April 2003	AS SM/Planning & Review unit SM	Completed Summer 2002 High level performance maintained since Spring 2002 Completed May 2003

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	<i>order to satisfy the Department and the ACPC that standards are being met; a historical audit of cases/children from 1999 – 2001 (i.e. the period under review) may also need to be considered.</i>		parents between 1998-2001	April 2003	SM	Report to July meeting ACPC
25	<i>Social Services' files should identify clearly who is holding case responsibility.</i>	To assure case work accountability	Provide summary report to DMT/ACPC on key audit findings Incorporate within new procedures for professional responsibility in case recording	April 2003	SM/SH/LH	Implemented May 2003
26	<i>The supervision of Team Managers should be ensured in order to monitor the quality/quantity of their work.</i>	To enable consistent and effective evaluation of workload pressures	Audit adherence to new procedures Implement revised supervision policy	April 2004 December 2002	SM/Planning & Review unit SM/JD/CC	Implemented December 2002
27	<i>Social Services are recommended to ensure that all managers and social workers know and understand legal, regulatory and procedural requirements surrounding Looked After and accommodated children.</i>	To assure best practice and compliance with regulatory framework	Review existing standards in the light of any amendments arising from 20(2) above Revise, publish and disseminate procedures Provide for at least one substantial audit of Looked After children procedures within annual business plan of planning & review unit	April 2003 Rescheduled July 2003 Summer 2002 Continuing	SM/JD/HL AS SM/planning & review unit	Completed 2002 Second audit on care planning for pre-school Looked After children scheduled Autumn 2003

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			Provide schedule of annual audit commitment to ACPC	April 2003 (and yearly thereafter)	SM/LM	Completed May 2003 via Audit and Evaluation sub-committee
			Provide annual report to ACPC on key audit findings for Looked After children	April 2004 (and yearly thereafter)	SM/LM	

KEY: -

- SM** Steve Merrell, Children's Services Manager (Operations)
- JD** Jon Dudley, Children's Services Manager (Resources)
- LM** Linda Maden, Planning and Review Manager
- GS** Gaye Sheridan, Development and Training Officer Herefordshire ACPC
- HL** Henry Lewis, Head of Social Care (Children)
- AS** Adam Scott, Team Manager
- CC** Chris Cooke, Project manager
- SH** Sophie Hughes, Project Manager

8. PAYMENT OF INVOICES WITHIN 30 DAYS

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

Wards Affected

County-wide.

Purpose

1. To consider the performance against this performance indicator during the financial year 2002/03.

Background

2. The Government has set a performance target of 100% for 2002/03 for the payment of undisputed invoices within 30 days.
3. The Strategic Monitoring Committee requested that reports go to each Scrutiny Committee on the Council's performance against the Payment of Invoices within 30 days Best Value Performance Indicator target.
4. Action has been taken, both corporately, in the Social Care and Strategic Housing Directorate and in the County Treasurer's Department, to achieve preferably the target of 100%, or if not an appreciable improvement in performance.
5. The latest data for the Council as a whole, and for Social Care and Strategic Housing in particular, does show a significant improvement compared with performance in 2001/02. The improvement is partly because of appropriate changes in the calculation method of the data. Also, managerial action being taken in the Social Care and Strategic Housing Directorate is also having its effect.
6. The attached Appendix 1 shows the latest Social Care and Strategic Housing performance information for 2002/03. The annual percentage for Social Care and Strategic Housing is 82.8% compared with 77% in 2001/02 but the Committee will note that the performance figures for last six months are much improved. Problems did occur with a number of Social Care invoices in March in relation to the transfer over to payment electronically. As these invoices are now paid electronically they will however all count as having been paid within 30 days in future.
7. All the percentages shown relate to payments to outside suppliers in accordance with the terms of the performance indicator. The data shown is, from the date of housing transfer, Strategic Housing only. Internal transfers are not included.

RECOMMENDATION

THAT the report be noted.

BACKGROUND PAPERS

- None identified.

SOCIAL CARE AND HOUSING

PAYMENT OF INVOICES WITHIN 30 DAYS

2001/02

	April %	May %	June %	July %	August %	September %	October %	November %	December %	January %	February %	March %	Total %
SOCIAL CARE	86.6	82.5	85.6	84.6	83.9	86.5	78.3	78.1	73.0	63.8	71.7	83.3	79.4
HOUSING SERVICES	67.9	50.3	49.0	69.7	65.9	59.7	64.7	66.8	67.9	63.6	78.1	68.0	65.0
Total	83.9	78.2	80.3	82.5	81.6	81.5	76.1	76.3	72.1	63.8	73.1	80.5	77.0

2002/03

SOCIAL CARE	92.0	80.2	77.7	72.5	84.1	74.1	88.1	89.8	96.1	79.6	95.1	71.4	85.3
HOUSING SERVICES	67.7	62.0	74.5	74.4	74.9	74.2	74.4	89.8	89.5	57.5	71.8	70.8	72.3
Total	89.5	76.4	77.2	72.8	86.2	74.1	86.2	89.8	95.2	77.2	93.0	71.4	82.8

9. BEST VALUE REVIEWS**Report By: Head of Business Services****Wards Affected**

County-wide

Purpose

1. To report on progress with Best Value Reviews and review the composition of Review Teams.

Financial Implications

2. None identified.

Background

3. The following Best Value Reviews are currently ongoing
4. Progress on the outstanding reviews is as follows:

Best Value Review	Position Statement	Member Representation on the Review Team as at 30 April 2003
Carers Support Services	Stage 3 report imminent	Councillors DJ Fleet and D Taylor
Private Sector Housing Service	Stage 3 report imminent	Councillors Mrs PA Andrews and Mrs P Robinson
Adoption and Fostering	Stage 1 report imminent	Councillors Mrs W.U. Attfield and J Stone
Physical Disability	To Be Started	Councillors not yet nominated

5. Following the elections it is necessary to review the composition of the Review Teams in the light of Members changed responsibilities. In the case of Reviews where a Stage 3 report is imminent there is likely to be an advantage in those Councillors who have participated in the Review to date continuing to the Review's conclusion, if they are willing to do so. In the case of Reviews which are in their early stages, there may be advantage in reviewing the composition of the Review Teams. It is suggested that the Director of Social Care and Strategic Housing be authorised to review the position in consultation with the Chairman and Vice-Chairman and make appointments to the Review Teams as necessary.

RECOMMENDATION

That the position be noted and representation on the Best Value Review Teams be reviewed by the Director of Social Care and Strategic Housing following consultation with the Chairman and Vice-Chairman of the Committee

BACKGROUND PAPERS

- None identified.

10. WORK PROGRAMME**Report By: Director of Social Care and Strategic Housing****Wards**

County -wide

Purpose

- 1 To consider the work programme for the Committee.

Background

- 2 On 13th March, 2003 the Social Care and Housing Scrutiny Committee considered a programme of work for the period to April 2004. The programme, as appended, was approved and recommended to Strategic Monitoring Committee. Strategic Monitoring Committee on 1st April, 2003 noted the programme.
- 3 The work programme incorporates a number of items which have been identified as requiring periodic monitoring and attention. It provides a basis for the Committee's work to be added to as required.
- 4 The Committee are invited to consider the proposed work programme for this Committee for the period to January 2004.

RECOMMENDATION**THAT the work programme be confirmed.****BACKGROUND PAPERS**

- None identified.

Social Care and Housing Scrutiny Committee – Draft Work Programme 2003-2004

Date	Items
June 2003	<ul style="list-style-type: none"> • Joint Review of Social Services Outcome • Budget Report Outturn • Health Scrutiny Progress Review • Performance Monitoring (&LPSA) end of year outturns • Southbank Close Residential/Respite Establishment • Ivy Close Residential/Respite Establishment • Serious Case Review Update • Response to Laming Report • Best Value Reviews – progress reports
Sept 2003	<ul style="list-style-type: none"> • Business Plan (including joint review action plan) • Performance Monitoring four months (&LPSA) • Budget 2003/4 four month report • Report on Human Resources issues, including sickness absence, accident statistics. • Herefordshire Plan Ambition Groups • Best Value Reviews – progress reports • Provision of Respite Care
November 2003	<ul style="list-style-type: none"> • Performance Monitoring six months (&LPSA) • Budget 2003/04 six month report • Better Care Higher Standards (Annual Report) • Serious Case Review Update • SSI Annual Review of Performance • Best Value Reviews – progress reports

January 2004	<ul style="list-style-type: none">• Performance Monitoring eight months (&LPSA)• Budget 2003/2004 eight month report• Business Plan (including Joint Review Action Plan)• Supporting People Strategy• Best Value Reviews – progress reports
April 2004	<ul style="list-style-type: none">• Performance Monitoring 10 months (&LPSA)• Budget 10 month report• Herefordshire Plan Ambition Groups• Best Value Reviews – progress reports

Further additions to the work programme will be made as required