

A G E N D A

Social Care & Housing Scrutiny Committee

Date: **Monday, 13th December, 2004**

Time: **2.00 p.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 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. APOLOGIES FOR ABSENCE	
To receive apologies for absence.	
2. NAMED SUBSTITUTES	
To receive details of any Member nominated to attend the meeting in place of a Member of the Committee	
3. DECLARATIONS OF INTEREST	
To receive any declarations of interest by Members in respect of items on this Agenda.	
4. MINUTES	1 - 6
To approve and sign the Minutes of the meeting held on 4th October, 2004.	
5. ANNUAL SOCIAL SERVICES CONFERENCE 2004	7 - 8
To report the business discussed at the Annual Social Services Conference held in October 2004.	
6. SUPPORTING PEOPLE PROGRAMME UPDATE	9 - 16
To provide an update on the Supporting People Grant programme in Herefordshire.	
7. BEST VALUE REVIEW OF SERVICES FOR PEOPLE WITH A PHYSICAL DISABILITY - STAGE 3 REPORT	17 - 22
To consider the Stage 3 report of the Best Value Review of Social Care Services for people who have a physical disability.	
8. PERFORMANCE MONITORING 2004	23 - 34
To report on the available Performance Assessment Framework (PAF) indicators position (as at second quarter) and provide information about current performance management work within the Social Care and Strategic Housing Directorate.	

9.	BUDGET MONITORING 2004/05 - 6 MONTHLY REPORT	35 - 38
	To note the budget monitoring position for Social Care and Strategic Housing for the first six months of the financial year 2004/05.	
10.	IN-DEPTH INVESTIGATIONS INTO HOME CARE AND SUPPORTED HOUSING FOR PEOPLE WITH MENTAL HEALTH PROBLEMS	39 - 42
	To note the progress of the exploratory programme for in-depth investigations of home support for older people and supported housing for people with mental health problems.	

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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COUNTY OF HEREFORDSHIRE DISTRICT COUNCIL

BROCKINGTON, 35 HAFOD ROAD, HEREFORD.

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COUNTY OF HEREFORDSHIRE DISTRICT COUNCIL

MINUTES of the meeting of Social Care & Housing Scrutiny Committee held at The Council Chamber, Brockington, 35 Hafod Road, Hereford on Monday, 4th October, 2004 at 2.00 p.m.

Present: 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, J.W. Hope, R. Mills, Ms. G.A. Powell and P.G. Turpin

Voluntary Sector Representatives Ms M James and Mrs B. Millman

10. APOLOGIES FOR ABSENCE

Apologies were received from Councillors Mrs J.A. Hyde and Mrs J.E. Pemberton.

11. NAMED SUBSTITUTES

Councillor J.W. Hope substituted for Mrs J.E. Pemberton

12. DECLARATIONS OF INTEREST

Councillor P.G. Turpin declared a personal interest in respect of agenda item 6: Respite Services for People with Learning Disabilities in Herefordshire.

13. MINUTES

RESOLVED: That the Minutes of the meeting held on 17th June, 2004 be approved as a correct record and signed by the Chairman.

14. SCOPING WORK FOR IN-DEPTH INVESTIGATIONS INTO HOME CARE AND SUPPORTED HOUSING FOR PEOPLE WITH MENTAL HEALTH PROBLEMS

The Committee noted the progress of the exploratory programme for in-depth investigations of home care and supported housing for people with mental health problems and considered the scoping statements for the proposed reviews.

RESOLVED: That the scoping statements for in-depth investigations of Home Care and Supported Housing for People with Mental Health Problems Review Group as appended to the report be endorsed.

15. RESPITE SERVICES FOR PEOPLE WITH LEARNING DISABILITIES IN HEREFORDSHIRE

(Councillor P.G. Turpin declared a personal interest)

The Committee received an update on the provision of respite care services for people with a learning disability.

The report noted that in June the Committee had requested a report on respite care provision and that a review, a copy of which was appended to the report, had been

undertaken. The Head of Social Care (Adults) highlighted the review's findings including the options for future respite care and the complications caused by emergency admissions.

In the ensuing discussion the following principal points were made:

- In relation to the cancellation of planned respite care by the Service, the Head of Social Care (Adults) explained that this was attributable to a large extent to the need to accommodate emergency placements. People could then continue to occupy a bed for some considerable time. Reasons for this included lack of funding or lack of an appropriate alternative placement. The Service did contract with the independent sector for some respite care but, in addition to the cost of this care, some needs could not currently be met by local independent sector providers. She also explained that some care was cancelled by families themselves, often at short notice. There were a variety of reasons for this including illness or other family circumstances.
- In response to questions the Head of Social Care (Adults) confirmed that alternatives to respite care were considered and account taken of the cost of the different options.
- It was noted that the funding streams for supporting people to live in their own home were complicated. Some support was eligible for funding from the national Supporting People Programme other support was not. Having identified the appropriate service provision, caution then had to be exercised in identifying the appropriate funding stream.
- That whilst older carers favoured improved traditional residential respite care younger carers were more inclined to consider alternatives. However, funding for alternative options such as Direct Payments would have to be released from elsewhere within the Social Care budget. Additionally, Direct Payments could not be spent on Council provision. Whilst they could be used to purchase independent sector provision, where available, this presented the Council with a financial difficulty in that it still had to meet the fixed operating costs of its in-house residential provision whatever the level of occupancy.
- The report used Luton Social Services as an example of how respite services could be developed, noting the work and resources which had been required to achieve change. It was noted that it had proved difficult to obtain comparative information but Luton had been given as an example because of the large amount of work it had done which was recognised as best practice.

RESOLVED:

- THAT (a) options for future respite be explored further;**
- (b) reasons for emergency admissions be explored further;**
- (c) a new strategy for short breaks be considered and referred to the Cabinet Member (Social Care and Strategic Housing), based on this review and subject to considerations in (a) and (b) above;**
- and**
- (d) feedback on the Review recommendations in the report be brought to the Committee in the New Year following discussions between**

the Director of Social Care and Strategic Housing and the
Chairman of the Committee.

**16. INTRODUCING BUILDING HEALTHY RELATIONSHIPS - A NEW POLICY FOR
YOUNG PEOPLE IN HEREFORDSHIRE'S CARE**

The Committee was informed of the recent launch of *Building Healthy Relationships*, Herefordshire's new Sex and Relationships Policy for young people in public care and invited to support the policy and work plan.

The Head of Social Care (Children) presented the report, a copy of which had been circulated separately to Members of the Committee, and confirmed it had been prepared by a multi-agency Group and there had been full collaboration with the Education Directorate.

RESOLVED: That the policy *Building Healthy Sexual Relationships*, and the plan of work in hand to ensure its implementation, be noted and supported.

17. BEST VALUE REVIEWS UPDATE

The Committee was informed of progress with the Best Value Reviews currently being undertaken by the Directorate.

RESOLVED: That the report be noted.

18. INSPECTION OF HEREFORDSHIRE FOSTERING SERVICE

The Committee was informed of the outcome of an inspection of the Herefordshire Council's Fostering Service by the Commission for Social Care Inspection and the key features for action in response to the inspection report.

The report set out the background to the inspection, summarised the outcome and the action being taken in response to the findings.

The Head of Social Care (Children) reported that the final report had not yet been formally published. However, the report in the agenda papers did accurately reflect its findings.

The Children's Services Manager highlighted that the Inspection had been positive and concluded that Herefordshire Fostering Service was effectively managed and staffed by well-qualified and experienced social workers.

The Director of Social Care and Strategic Housing noted that this was the first Regulatory Inspection the Commission had undertaken of the Fostering Service in Herefordshire. The focus of inspections of this type was on whether a service was fit for purpose. The inspection had found that the Fostering Service was fit for purpose.

In discussion it was noted that compared with its comparator group of authorities the Council provided a high number of foster care households and was one of the best performing services in the Country.

RESOLVED: That the content of the Inspection Report and associated Action Plan in response to statutory requirements and good practice recommendations be noted and staff congratulated on their

success.

19. THE FUTURE SHAPE OF ADOPTION AND FOSTERING SERVICES IN HEREFORDSHIRE

The Committee received an update on the Action Plan resulting from the Best Value Review of Adoption and Fostering Services in Herefordshire.

The report noted that following the Inspection of the Herefordshire Fostering Service and the Annual Report of the Adoption Service it had been possible to consider the future shape of both Services. Issues relating to future development were set out and the scope for working with other agencies to commission services collaboratively was outlined.

RESOLVED: That the contents of the report be noted and the overall approach of enhancing the quality of existing directly provided services, whilst considering opportunities for collaborative commissioning to ensure a flexible and creative approach to meeting the needs of looked after children, be endorsed.

20. PERFORMANCE/BUDGET MONITORING 2004 - FIRST QUARTER REPORT 2004/05

The Committee received a report on budget monitoring and the available Performance Assessment Framework (PAF) indicators position and additional information about current performance management issues and initiatives within the Social Care and Housing Directorate.

Particular attention was focused on the social care revenue budget. It was noted that the projection was an overspend of £700,000 with an underlying trend for an over-commitment of £1 million which was neither acceptable nor sustainable. The situation was considered particularly serious because it was the first time that difficulties had become apparent after the first quarter of the financial year. The pressures were a result of increasing demand for services and the increasing cost of providing services. The high cost of residential placements was one of several areas of concern.

The Director of Social Care and Strategic Housing advised that a further detailed examination of the budget was to be undertaken. In the meantime management action was already being taken. The next monitoring report should show whether this was being effective. She reminded the Committee that the action would necessarily have an adverse impact on service delivery and this too would need to be reported.

In response to a question the Director of Social Care and Strategic Housing acknowledged the challenge of providing the option of Direct Payments and reiterated the financial constraints facing the Council in offering that option. Work was being carried out on costs and if there was more demand by users for this option the Council would have to consider how it could provide it. However, at the moment requests were limited.

It was noted that whilst the strategic housing budget was projected to break-even, after incorporating the 2003/2004 underspend, there was a potential risk that additional expenditure may be incurred on homelessness.

RESOLVED:

THAT (a) the report on performance and budget monitoring be noted with concern being registered about the position on the Social Care revenue budget and a more detailed monitoring report submitted to the next meeting;

and

(b) areas of concern continue to be monitored.

The meeting ended at 3.40 p.m.

CHAIRMAN

ANNUAL SOCIAL SERVICES CONFERENCE 2004**Report By: Head of Social Care (Children)****Wards Affected**

County wide

Purpose

1. To report the business discussed at the Annual Social Services Conference held in Newcastle, 20th – 22nd October 2004.

Financial Implications

None

Background

2. The Social Services conference this year was under the theme, "Communities that Care, Services that deliver". This is the major conference of the social care calendar. Its participants are Directors of Social Care, Councillors from many local authorities and representatives from the wide-ranging groups in the voluntary and independent sectors. It is jointly run by the Association of Directors of Social Services (ADSS) and the Local Government Association (LGA). The October meeting marks the end and beginning of the term of office of President of the ADSS (a current serving Director of Social Services) and is the opportunity for discussing and debating a whole series of issues, which form the backdrop of the social care environment.
3. The attendees from Herefordshire were Councillors Mrs M.D. Lloyd-Hayes, Mrs J.A. Hyde; the Director of Social Care and Strategic Housing, Sue Fiennes and the Head of Social Care (Children), Henry Lewis. The Council's presence was further felt by being one of the authorities that had a five minute film on work going on in Herefordshire, "Independence Matters". This Committee saw an early version at its last meeting. The film was shown throughout the conference before main sessions and will be shown to this Committee at the meeting.
4. Policy and practice have a central role in the shape and content of the conference. Government ministers regularly address conference (this year Rt Hon Charles Clarke, Secretary of State for Education and Skills and Rt Hon John Reid, Secretary of State for Health) as well as spokespersons from across the political spectrum. Dominant themes are often evident in the conferences. This year the profile of the changes in children's services was high as well as discussion of the implications of this for the shape and delivery of social care on the local authority. This was demonstrated in speeches from the Ministers.

5. The Conference format is divided into whole conference plenary sessions and a series of policy sessions, which attempt to cover a spectrum of social care topics. The Herefordshire delegation tried to cover as many areas as possible which included diverse topics such as Safeguarding children; arrangements for leaving hospital; approaches to commissioning services; the new arrangements for performance management and inspection; issues concerning the training of the workforce; mental health; privately fostered children as well as looking at the implications for social care with the changes envisaged as a result of the children act.
6. Throughout the three days of the Conference there is a large “market place” opportunity for social care providers to show what they are doing in providing services across the whole range of needs. These range from nationally known organisations such as NSPCC and MENCAP to smaller organisations who may be providing specialist functions. It is an opportunity to learn more, make contacts and follow up at a later date.
7. The conference is also an opportunity for policy comments to be made by Government. This year was the first time that one session was shared with another conference, the Chief Education Officers. Mr Clarke addressed both social care and education leaders on the new role expected from local authorities in leading the changes in children services in the next few years. This was a significant session as from next year many authorities (as Herefordshire) will have combined the functions of education and children’s social services in to the role of Director of Children’s Services. The Secretary of State emphasised the challenges of a local and central government partnership if there was to be effective leadership in bringing about the changes for children as envisaged in the green paper Every Child Matters.
8. Whilst the children agenda was a dominant theme in Newcastle, the Head of Social Care (Children) will try to reflect some of the other themes that the conference considered in a presentation to the Committee.

RECOMMENDATION

THAT the report be noted.

BACKGROUND PAPERS

- None

SUPPORTING PEOPLE PROGRAMME UPDATE

Report By: Head of Strategic Housing Services

Wards Affected

County-wide

Purpose

1. To provide an update on the Supporting People Grant programme in Herefordshire

Financial Implications

2. Specific risks exist in relation to the following issues associated with the Supporting People programme:
3. ODPM efficiency savings targets – the budget announcement in respect of the 2005/06 Supporting People Programme nationally is imminent. For 2004/2005 the ODPM imposed a top-sliced 2.5% efficiency saving and allowed no inflationary uplift. For 2005/2006 it is likely that further savings will be imposed and officers anticipate such savings could be in the region of 5% - 7.5% with no inflationary uplift. This would have the effect of imposing a reduction, in real terms, of 10% nationally. Due to the robust approach taken to implementation of Supporting People programme and review process in Herefordshire, we would hope to avoid the implementation of across-the-board cuts to SP funded services within the County as a result of these savings. However, we also await ODPM guidance on the approach to rolling-forward savings achieved through the local review programme which we have planned to invest in delivering priority services identified within the Supporting People Shadow Strategy.
4. National SP Grant Allocation Formula – A new approach to calculating Supporting People Grant Allocations to administering authorities has been subject to consultation recently. The new process is due to be implemented in 06/07. For Herefordshire, the outcome of this is unclear at present, but there is a risk that shire/rural counties could be disadvantaged by a formula used for grant allocation.

Background

5. The Supporting People Programme was launched on April 1st 2003 with the aim of establishing a joined-up policy and funding framework for the purpose of funding housing-related support for vulnerable people. The Supporting People Programme unified a number of national funding streams that previously provided housing-related support provision.

6. Herefordshire's Shadow Supporting People Strategy, effective from 1st April 2003, set out how the programme would be used to support local needs and priorities.
7. The Supporting People Programme is administered by the Council through a working partnership between the Council's Social Care and Strategic Housing Directorate, the West Mercia Probation Service and Herefordshire Primary Care Trust. Nominated representatives from these partner organisations form the Supporting People Commissioning Body, the body which makes decisions surrounding the allocation of Supporting People funding. The Commissioning Body is now supported in its decision making by non-voting shadow representatives comprising non-executive board members from the PCT and Probation together with the Cabinet Member (Social Care and Strategic Housing) and the Chairman of this Committee, as discussed by this Committee in April 2004.
8. Herefordshire was allocated Supporting People grant for 2003/2004 totalling £7.5 million reflecting the success of the Supporting People local implementation programme in identifying and meeting unmet need for housing-related support services in the County. This funding provides a wide range of supported housing services to vulnerable/disabled people including people who experience mental health problems, people with a learning disability, women fleeing domestic violence and the homeless. In total there are 20 different client groups identified as eligible under national guidelines.
9. Scrutiny Committee received a report on 27th January 2004 informing Committee of the outcome of the Audit Commission inspection of the Supporting People Programme in Herefordshire. The inspection report determined that the Supporting People Programme in Herefordshire was providing a 'good' two star service with 'uncertain prospects' for improvement to an excellent rating at that time. A further report was considered by Committee on 8th April 2004 which set out a series of consolidated priorities for services to be developed under the Supporting People programme.
10. This report seeks to further update Members on progress within the Supporting People Programme in Herefordshire including noting specific challenges identified as requiring consideration.

Considerations

11. The Supporting People Grant allocation for 2004/2005 was £7.3 million following the imposition of the ODPM's efficiency savings, representing a reduction in the region of £200k on the budget for 03/04. Although a reduction in real terms, the Council was able to absorb savings within existing budgets having followed a robust approach to programme implementation. At that stage, prudence determined that no inflationary uplift would be applied to existing contracts within Herefordshire.
12. The programme funds housing-related support services to 2477 people through 38 providers. There are currently 98 Supporting People contracts in existence associated with the provision of the range of services and client groups funded by the grant in Herefordshire.

13. An analysis of current provision, by primary client group, is shown in Appendix A:-

Monitoring and Review

14. The ODPM requires that Supporting People Teams undertake a review of all Supporting People Funded services by 31st March 2006. The monitoring and review programme is the process by which schemes are evaluated against considerations surrounding strategic relevance, quality and cost effectiveness. Reports arising from the review process make recommendations for consideration by the Commissioning Body.
15. The review timetable was formulated in line with ODPM guidance which instructed SP teams to identify 'at risk schemes' for early review. The Supporting People Review team have initiated 42 reviews to date of which 35 have been considered by the Commissioning Body.
16. The table set out in Appendix B provides a summary of Commissioning Body decisions made up to September 2004.
17. The review timetable was devised to comply with the ODPM's deadline date of 31st March 2006 for completion of all reviews. Current staffing pressures within the Supporting People Team have required a reconfiguration of the review timetable and measures are being considered with a view to ensuring completion of the review within the mandatory timescale. This has included the making of a bid to the ODPM for additional short-term funding to resource additional review team members.
18. The team has undertaken a re-configuration of the timetable in consultation with providers, an exercise which is also designed to enable the completion of a review of process and the completion of the 5 year Supporting People Strategy, due for submission to the ODPM in March 2005.

Supporting People Strategy

19. It is a mandatory requirement that a 5-year Supporting People Strategy is delivered to the ODPM by 31st March 2005.
20. The Shadow Supporting People Strategy provided a solid base from which the Supporting People Programme in Herefordshire has been developed and delivered to date. In light of staffing pressures, consultancy support has been sought to assist the Supporting People Team and ensure completion within the timescale.

Learning from Reviews

21. The Audit Commission inspection of the Supporting People Programme in Herefordshire commented that, '*a robust, consistent service review process has been developed and is in operation, with a clear role for service users.*' This reflected Herefordshire's commitment to ensuring the development and delivery of high quality, cost-effective, Housing-related support services within the County.
22. The monitoring and review process has therefore presented challenges to some providers and stakeholders, not least by virtue of the fact that, in accordance with

ODPM guidelines, early reviews were directed towards services deemed to be high cost and high risk.

23. The review process has also provided opportunities for learning which complement feedback received through dialogue with providers through e.g. the Supporting People Provider Forum. Such opportunities should therefore lead to improved engagement with and understanding of the Supporting People Programme objectives, improved engagement with the review process itself and improved outcomes for the overall programme.

Learning about Stakeholder Engagement

24. The Supporting People monitoring and review process includes service user and stakeholder consultation at key stages to feed the overall assessment. Stakeholder consultation enables the review team to ascertain important information regarding how relevant the service is in meeting the operational and strategic priorities of those who refer to the service/provider.
25. In some cases, it has not always been evident that stakeholders have been engaging with the review process to an extent that could give confidence that Commissioning Body decisions were fully owned throughout stakeholder organisations. As a result, on occasion, decisions relating to the de-commissioning or re-modelling of services, informed by stakeholder views, have had challenging implications for the management of change and relationships.
26. As result of this, the Supporting People Team are giving consideration to how the review process can help ensure that stakeholders and providers commit to engagement and ownership at each stage of the review process.

Supporting People Services provided 'In-House'

27. As administering Authority for Supporting People, the Council is fully committed to ensuring that in-house Supporting People funded services are treated the same as all other providers under the review programme.
28. There are currently 3 services provided in-house which are funded through the provision of Supporting People Grant.

Home Care – providing floating support services to vulnerable and/or disabled adults, principally delivered to older people.

Adult Placement/Supported Lodgings – providing accommodation-based support services to a range of vulnerable and disabled people

Traveller Liaison – Floating support services to travellers on designated sites

29. The review of Adult Placement/Supported Lodgings has been completed and is due for consideration at a forthcoming Commissioning Body. The review of the Traveller Liaison Service is due for initiation during the summer of 2005.
30. The review of Home Care was considered by the Commissioning Body on 21st September 2004. The review recommendation, supported by the Commissioning Body, was to de-commission the existing service and commission an alternative

housing-related support service for older people to complement the Council's reablement strategy.

31. In the course of undertaking service user consultation as part of the review, concerns were noted in relation to the level at which the Home Care service was undertaking tasks which were ineligible for Supporting People grant. The review recommended that an audit should be undertaken of the service and that any Supporting People grant, used to fund non-eligible tasks, should be re-paid in full.
32. In accordance with the recommendations, the Director of Social Care and Strategic Housing has requested Audit Services to undertake an audit of the Home Care housing-related support service in relation to the report recommendations and provide guidance. Furthermore, expert opinion has been sought from a leading Supporting People consultant to determine the position on repayment of grant. The Consultant has given preliminary advice that the transitional contract arrangements for Supporting People Grant preclude providers from liability to repay during the transitional period by virtue of the protection afforded to individual transitional housing benefit claimants until the date of first Supporting People Service Review. This would, therefore, preclude Home Care from repaying Supporting People grant awarded under transitional arrangements.
33. In the meantime, Adult Services have put in place measures to enable the commencement of an evaluation of service provision and an exploration of options, in consultation with the Supporting People Team, around securing an alternative support service to complement the Council's reablement strategy.

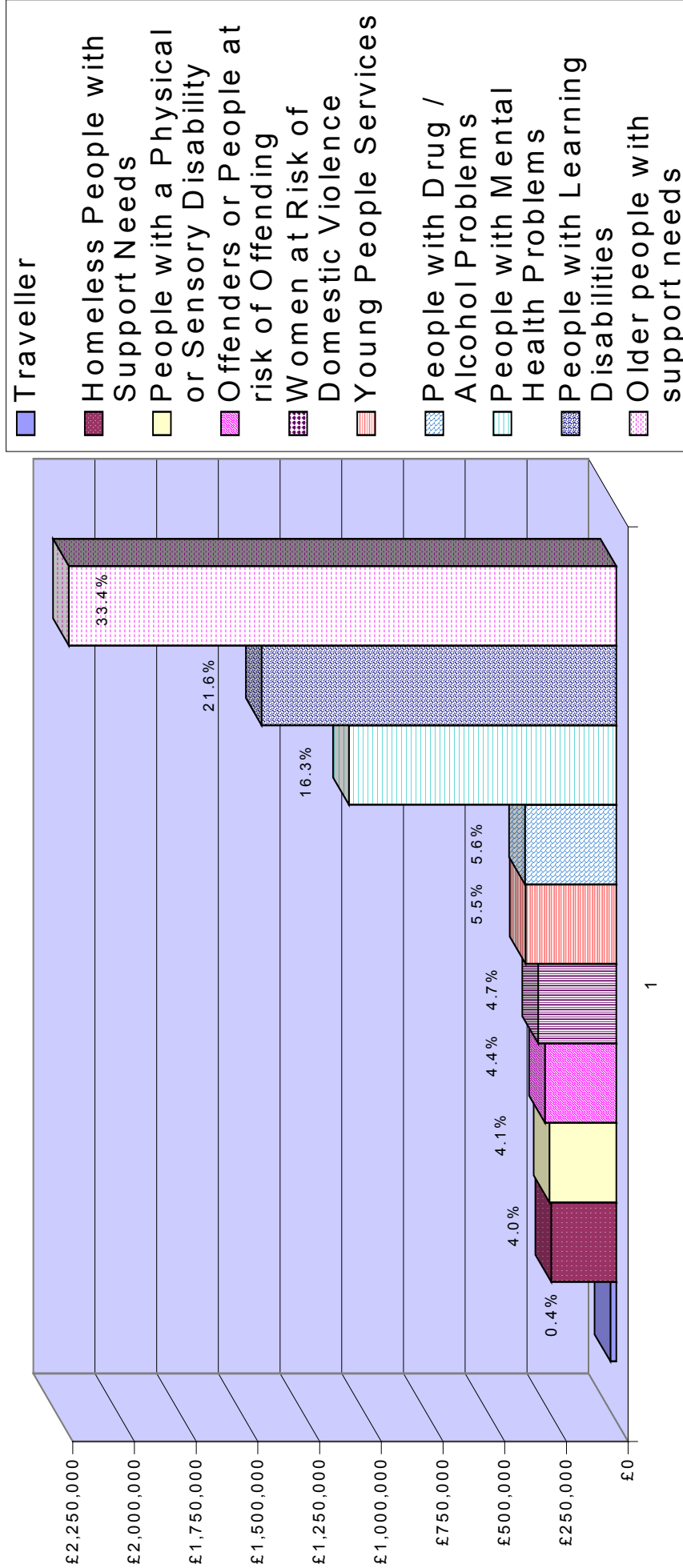
RECOMMENDATION

- THAT (a) the latest position in relation to the Supporting People Programme be noted;**
- (b) the governance arrangements surrounding the Commissioning Body be noted;**
- and**
- (c) learning from the monitoring and review process is developed and further considered within the Mental Health Scrutiny Scoping exercise.**

BACKGROUND PAPERS

- None

Appendix A
Projected Spend per Client Group 2004/2005



(The key corresponds from the top down with the order of columns in the chart reading from left to right – ie Traveller = 0.4%, Older people with support needs = 33.4%)

*Client groups have amalgamated within the table, therefore, the total for older people will include e.g. all sheltered housing services and floating support services

Further information on the subject of this report is available from Richard Gabb,
Head of Strategic Housing Services on 01432 261902

MONITORING AND REVIEW OF SUPPORTING PEOPLE SERVICES

**SUMMARY OF COMMISSIONING BODY DECISIONS
UP TO SEPTEMBER 2004**

RECOMMISSION	REMODEL	TRANSFER	DECOMMISSION
Services recommissioned with revised Contract and Improvement Plan to fully achieve Level C of the Quality Assessment Framework (8)	Services retained by Provider (3)	Voluntary transfer of services at Providers request (16) Transfer of services by incorporation into Providers current Contract (2)	Services with no strategic relevance (4) Services to be re-provided by competitive tender (2)
8	3	18	6

Further information on the subject of this report is available from Richard Gabb,
Head of Strategic Housing Services on 01432 261902

BEST VALUE REVIEW OF SERVICES FOR PEOPLE WITH A PHYSICAL DISABILITY - STAGE 3 REPORT

Report By: Head of Social Care (Adults)

Wards Affected

County-wide

Purpose

1. To consider the Stage 3 report of the Best Value Review of Social Care Services for people who have a physical disability.

Financial Implications

2. The main improvements will be managed within existing resources, reflecting a Best Value model.
3. There is a longer-term recommendation for a Disabled Living Centre, which would be a complex partnership enterprise and requires a further feasibility study.

Background

4. The Best Value Review commenced in December 2003.
5. A Review Team representing a wide range of stakeholders, who have met on a regular basis, has conducted this Review. This included two Councillors: Ms G.A. Powell and W.J.S. Thomas. The highly valued contribution of service users and carers has been a significant factor in this process. The Team has benefited from the co chairing by an external consultant, and Barbara Millman, Chair of Hereford Centre of Independent Living, who is herself a service user.
6. The Review examined services for people with physical disabilities provided directly or indirectly by Social Care. Although not a crosscutting Review inevitably the Review Team recognised the overlap with other services such as Health and Housing.
7. The following themes taken from "Independence Matters", a national review of good practice, were used to inform the investigation process;
 - Systems and processes
 - Independence at home
 - Identity and belonging
 - Active citizenship
8. The Review followed the requirements of Best Value in undertaking full consultation of stakeholders and in comparing services in Herefordshire with other authorities.

Further information on the subject of this report is available from
Carole Protherough – Best Value Review Project Manager on 01432 260546

9. Separate reports on Consultation, Benchmarking and the Stakeholder Event detailing the outcome of these investigations are available.

Option Appraisal

10. Following preliminary work, the Review Team undertook an option appraisal for potential service redesign in the following service areas: -
 - Assessment and Care Management
 - Day Opportunities
 - Adaptations and Equipment
 - Complaints and Advocacy
 - Short Term Breaks
 - Transport
11. A number of additional recommendations on a wide range of other issues were also considered

RECOMMENDATIONS FOLLOWING OPTION APPRAISAL

- Establish multidisciplinary team for physical disabilities in partnership with the health service.
 - Establish a multi-agency Physical Disabilities Partnership Board.
 - Progress service development and supervision of specialist staff through the appointment of a Team Manager (physical and sensory disability)
 - Develop a strategy for day opportunities including Canal Road Day Centre.
 - Review the procedures for access to major adaptations to property via the Disable Facilities Grant process.
 - Extend Direct Payments to include the equipment service.
 - Development of peer advocacy.
 - Ensure carer's needs are included routinely in assessment practice.
 - Resources for short term breaks to be identified by the Carers Partnership officer.
 - Recommendations relating to Transport be taken into account by the cross cutting Transport Review.
12. The detailed review report is enclosed separately for Members of the Committee and is available to the public on request. Additional recommendations as set out in Section 5 of the detailed review report are reflected in Appendix A to this report.

RECOMMENDATION

THAT the recommendations of the Stage 3 Report of the Best Value Review of Physical Disability Services as set out in paragraph 9 and Appendix A of this report be approved in principle and recommended to the Strategic Monitoring Committee.

BACKGROUND PAPERS

- Best Value Review (Physical Disability 18-64) Stage 1 Report to Social Care and Housing Scrutiny Committee April 2004.
- Review update – report to Social Care and Housing Scrutiny Committee - October 2004.

OTHER RECOMMENDATIONS

The research and consultation undertaken by the Review team had highlighted a wide range of issues where improvements could be made and also some examples of good practice. Consequently in addition to the aspects of service, which were considered for redesign in the Options Appraisal process there are a number of recommendations endorsed by the Team. These are listed below. The recommendations are categorised using the headings of "Independence Matters", consistent with the theme throughout the Best Value Review.

(Ref. 3)

5.1. Systems and Processes

- 1) The current production and distribution of information on services for people with physical disabilities should be reviewed and a system for keeping this information and distribution updated should be in place. In addition the contracts with organisations currently providing and disseminating information should be reviewed
- 2) FACS (Fair Access to Care Services) Eligibility Criteria indicators should be more closely defined to relate specifically to the needs of younger disabled people and cross link with the prevention strategy.

It is noted that the Action Plan for services for people who have a disability with parenting responsibility includes the recommendation that FACS guidance should be revised to include reference to disabled parents and their needs. The Review Team considers that the local descriptors for service used under FACS should be reviewed to ensure the needs of younger disabled people for independence and social inclusion are taken fully into account;

- 3) A specific in house training module on disability and sensory awareness should be developed, preferably linked to other training programmes and open to other agencies. This should be prepared in partnership with service users and carers, with appropriate recognition should be involved in its delivery. This should be part of the remit of the Adult Training and Workforce post.

This training should be at two levels: -

- a) Basic disability equality training based on the social model of disability should be part of the training of all staff who come into contact with the public.
 - b) Further training which also provides detailed practical information on services and understanding of specific impairments and long-term conditions for staff who have responsibility for assessment and provision of service.
- 4) In order to implement the recommendation on social work structure, short-term breaks, and the reablement agenda and to ensure the active partnership and

participation of disabled people, it is imperative that Health and Social Care consider the establishment of a Partnership board for disability services. This is in accordance with the action points for high quality services in Independence Matters; -

- Raise the profile of disabled people in the council's commissioning strategies and business planning;
- Develop good partnership arrangements with health and other agencies to provide efficient and effective services for disabled people based on Best Value principles.

5) The Review Team recognise that the Involving People Team, jointly funded by Social Care and the Primary Care Trust to develop user involvement, are proposing the development of an independent service user group is supported. In this context and taking into account the proposal for a Partnership Board the Review Team recommend that a forum of people with physical and sensory impairments is established, which would have a clear role in being consulted regarding the reshaping of services and would also link in with the independent service users group

5.2. Identity and Belonging

- Working with diversity in the social care context should be incorporated in the training module outlined in 5.1.3;
- The Best Value review team notes that a recent Action Plan for Good Practice recommendations for Herefordshire based on "It shouldn't be Down to Luck" Report has been produced outlining proposed improvements in the service for disabled people with parenting responsibilities. The Review Team recommends that service users should be involved in proposals for service development and in advising on taking this Action Plan forward. Development of this service should acknowledge that children are children first rather than "young carers". It should note that lack of access to the same opportunities and choices as other children causes stress in families and leads to social exclusion;
- A mapping exercise on the needs of disabled people from ethnic minority GROUPS should be undertaken;
- Key people in contact with ethnic minority groups should be identified and informed on services for disabled people;
- Head Injury Services are an example of good practice. However, in common with other services for disabled people, there is a serious lack of specialised neuro-physiotherapy, speech therapy, appropriate housing and respite care;
- The results of the current Transitions project for children's to adult services be pursued.
- Direct Payments should be expanded for 16-18 year-olds.

5.3. Active Citizenship

- 1) A multi-disciplinary interest group on work opportunities for physically disabled people should be convened, linked in to Welfare to Work, to ensure that a wider range of choices are available to physically disabled people;
- 2) Information on employment opportunities should be included in the proposed training module;
- 3) The implementation of the Disability Discrimination Scheme should include increasing opportunities for recruitment of disabled people to local authority posts.

5.4. Independence at Home

- 1) Contracts for long-term provision of home support should reflect the need for appropriate disability equality training and understanding of the social model of disability. This should also include sensory awareness.
- 2) There should be clear provision for the involvement of service users in monitoring contracts for care at home.
- 3) Direct payments and the Direct Payments Support Service are examples of good practice. Direct Payments should continue to be expanded. This expansion should include equipment, short breaks and carer's support and day opportunities where appropriate.
- 4) The interface of direct payments and Supporting People needs to be clarified. Direct Payments guidance from the Government stipulates that direct payments should be used to provide a flexible holistic service maximising choice for service users. Where service users are eligible for a service from Social Care the division of provision of services between social care provision of personal care and Supporting People provision of support causes difficulties as Supporting People has not been payable as a direct payment. However the usefulness of Supporting People, where direct payments are not an issue, in providing support for independent living is acknowledged. This issue has been recognised as a barrier to extension and effective use of direct payments by the Local Implementation Group for Direct Payments who are seeking to address it;
- 5) All care packages of over £150 per week for younger adults should be audited to ensure the Independent Living Fund is accessed where possible and the service user is in agreement;
- 6) A strategy for Housing for people with disabilities should be developed by a working group, which includes representatives from Social Care, Strategic Housing and disabled people. This should consider appropriate developments in partnership with Supporting People.
- 7) A database of adapted accommodation and housing needs should be completed.
- 8) In the course of the Review concerns were expressed regarding the present system of allocating housing accommodation. The revised allocations policy provides for

Further information on the subject of this report is available from

Carole Protherough – Best Value Review Project Manager on 01432 260546

people with a disability to have Gold Band status. The Review Team recommends that the priority system be examined to consider the needs of younger disabled people for independence.

- 9) A Housing Strategy would raise awareness of the extreme housing shortage and how it impacts at a very practical level on the ability to access housing. This is further compounded by the lack of suitably adapted property. The stock of adapted property needs to be linked with appropriate potential disabled tenants.
- 10) Housing information needs to be provided in accessible formats.

PERFORMANCE MONITORING 2004

Report By: Performance Improvement Manager

Wards Affected

County-wide

Purpose

1. To report on the available Performance Assessment Framework (PAF) indicators position (as at second quarter) and provide information about current performance management work within the Social Care and Strategic Housing Directorate.
2. In addition this report includes a summary analysis about the Commission for Social Care Inspection's (CSCI) star ratings.

Financial Implications

3. There are no direct implications, however, top performing authorities will be rewarded by the relaxation of government grant conditions.

Background

4. The Performance Management Framework of the Council requires reporting to Scrutiny Committee at 4, 6, 8, 10 and 12 months. This report covers the position for the second quarter of 2004/05 compared with the first quarter and the 2003/04 out-turn. This is the provisional position as some information, measured in conjunction with health colleagues, is to be confirmed.
5. As outlined in previous reports to this Committee, the Department of Health (DH) publishes statistical information on the performance of all Social Services Departments. There is a national set of 50 indicators covering the two service groups, Adult Services and Children's Services. The DH ranks performance in five bands ranging from Band 1 - 'investigate urgently' to Band 5 - 'very good'.
6. 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.

Social Care

7. Overall performance is being maintained at a steady state across the Directorate, although there are one or two areas in which we are potentially vulnerable. Indications at the end of quarter two suggest that two adults indicators are in the "investigate urgently" band. These are: 'Older People Helped to Live at Home' (C32) and 'Acceptable Waiting Time for Assessments' (D55). Actions are in place to remedy these areas, including information recording.
8. Nine of the indicators appear in the top two bands. The detail of the performance is given in the attached Appendices.

Further information on the subject of this report is available from
Andrew Hasler, Performance Improvement Manager on 01432 260655 or Sue Alexander, Head of Business
Services on 01432 260069

9. The Annual Performance Report by the CSCI, along with information provided in the Delivery and Improvement Statement, last years PAF indicators and findings from recent Inspections were all used to produce the CSCI's Star Ratings, which were announced in November. Herefordshire has been rated as a One Star authority, which whilst a disappointing result has helped to identify our key areas for improvement. A summary analysis of the Star Rating outcome is appended.
10. In a recently produced 'ranking report' produced by Cordis Bright, Herefordshire was ranked as 92 / 150 against PAF requirements. For Children's Services the Council was ranked as 40th and for Adult Services 114th.

Strategic Housing

11. The detail of the housing indicators is shown in the attached appendix, including a commentary for each. It is to be noted that whilst certain indicators may appear not to be on target, it is anticipated that further progress will be seen later in the year.

Other Performance Developments

Rocket Science

12. By January 2005 all key managers will have attended the corporate performance management workshop entitled 'Rocket Science'.

Health Check

13. As reported last month, the Directorate has begun a new monthly monitoring system based on the Balanced Scorecard. This considers a number of key areas across the Directorate, with the intention of giving 'an overall impression of the Directorate's capacity to deliver its objectives.' The new approach is being introduced incrementally and targets will be set against the indicators in the New Year.

Service Planning

14. The Council is about to begin its season of Service Planning in line with the Corporate Plan. Service Planning represents a significant part of the performance management framework and as such provides an opportunity to align operational practice with identified needs and performance indicator requirements. In order to ensure that Service Plans enable effective performance management, the Information Section are facilitating planning sessions with Operational Managers, to continue enhancing the performance culture across the Directorate. The feedback from the Council wide audit of service plans suggests the standard of this Directorate is high.

PAF 'Book'

15. The Information Section is currently in the process of developing a PAF 'Book'. This will include the definitions of all the indicators, along with details of permissible data, the protocols and procedures for data collection and named operational and support officers with responsibility for the indicators. The Book will provide clarity and a better understanding of PAF requirements for all Social Care managers.

RECOMMENDATION

- THAT (a) the report on Herefordshire Social Care and Strategic Housing performance be noted;**
- and**
- (b) areas of concern continue to be monitored.**

BACKGROUND PAPERS

- None

Summary Analysis of Star Ratings

Introduction

1. This report has been produced to provide a context for the Star Rating regime, an explanation of the judgement process and to identify some of the areas in which the service is potentially vulnerable.
2. Star Ratings were first introduced in May 2002 as a response to the Government's intentions to drive up standards and hold Councils with Social Services Responsibilities (CSSRs) to account. The ratings summarise the CSCI's independent judgements of performance, on a scale of zero to three stars. Supporting this, separate judgements for services for children and services for adults are also given.

The Process

3. CSCI judgements are made against nationally applied standards and criteria for performance assessment, covering both current performance and capacity for improvement. The strengths of the year's performance and area for future development are summarised separately for children's and adult's services. Summaries of the evidence of capacity for improvement are also agreed. Both are linked to the standards and criteria that will form the basis of the rating judgements. The judgements for Children's and Adult's services are weighted equally.
4. Performance ratings are a product of a wider performance assessment process bringing CSCI and the Council into continuous contact throughout the year. Assessments include evidence from inspections and joint reviews, monitoring, performance indicators and other admissible evidence, to form an overall picture of performance over time on both qualitative and quantitative aspects of performance.
5. Judgements are not arrived at by numerical summation or formal weighting. The essence of the approach is that it includes an element of judgement. The Business Relationships Manager (Lynette Ranson) will have evaluated the performance of the Council, considering the Service's improvement plans and recent performance, using all the evidence available, including the Delivery and Improvement Statement (DIS).
6. Current performance is judged under the heading of 'Serving People well' against four categories; Yes, Most, Some and No. Capacity to Improve Services is also judged against four categories; Excellent, Promising, Uncertain and Poor. Current performance (Serving People Well) is weighted more heavily than Capacity to Improve, although where improvement can be demonstrated as excellent, this can tip the balance.

Star Rating Performance

The Star rating for 2003-04 is:

Herefordshire	Adults		Children		Star Rating
	Serving Adults well	Capacity to improve Adults services	Serving Children well	Capacity to improve Children's services	
2004	Some	Promising	Some	Promising	One

Brief Analysis

- Following the Annual Review Meeting, CSCI forward a letter to the Council, which highlights performance strengths, areas for development and priorities for improvement for the coming year.

Key Issues

- A number of issues were highlighted in the Performance Review Report as areas for improvement. These included:

Children's Services

- High numbers of Looked After Children compared with other Councils.
- Fewer adoptions
- High cost of out-of-county residential placements
- Too few foster carers
- Statutory reviews of Looked After Children not within time-scale.
- Looked After Children not achieving sufficient educational attainments
- High school attendance absences by Looked After Children
- Concern over long-term stability
- Need for improvements in transitions arrangements for Children with disabilities.
- High level of re-registrations on the Child Protection register.
- Need to improve referral, assessment and care planning arrangements.
- Need for a multi-agency Commissioning strategy.

Adults

- Low out-turn for Intensive home care compared with national target.
- Too few older people helped to live at home.
- Unit cost of home care is in the highest 3%.
- High cost of residential placements.
- High number of people with learning disabilities in residential care.
- Need for a clear Commissioning Strategy. Timeliness of installation of community equipment.

Further information on the subject of this report is available from
 Andrew Hasler, Performance Improvement Manager on 01432 260655 or Sue Alexander, Head of Business
 Services on 01432 260069

- Reviews of services are low against comparators.
- Need to improve provision of assessment to carers.

Cross-cutting

- Funding
- Recruiting and retaining appropriate staff.

Summary

9. CSCI will agree with the Council strategies for improvement. This is the Council's opportunity to look to enhance its capacity to improve figures for next November.
10. In order to ensure improvements on the children's performance, the Service has examined the relevant indicators and has a plan to secure as much improvement as possible.
11. Although it is disappointing to have lost a star in this round of ratings, the Service has much to be proud of and is clear how to make improvements. This is demonstrated in the improvement in the adult services. The objective is to return to a "most" and "excellent" position in children's services next year.

SERVICE AREA: CHILDREN AND FAMILIES (CF)										
PAF Area	P A F	B V P I A	L P S A	Indicator	2003/2004 Performance	Band 2003/04	2004/2005 Performance 1st Quarter	Band 2004/05	2004/2005 Performance 2nd Quarter	Band 2004/05
A. National Priorities and Strategic Objectives	A1	49		Stability of placements of children looked after	8.7	5	9.7	5	9.8	5
	A2	50		Educational qualifications of children looked after [joint working]	52.2	4	Annual PI		Annual PI	
	A3			Re-registrations on the Child Protection Register	21.4	2	16	4	9	4
	A4	161	✓	Employment, education & training for care leavers [joint working]	68.8	5	Annual PI		Annual PI	
B. Cost and Efficiency	B7			Children looked after in foster placements or placed for adoption	93.3	4	91.7	4	90	5
	B8	51		Cost of services for children looked after *	454	4				
	B9			Unit cost of children's residential care *	2794	2				
	B10			Unit cost of foster care *	251	3				
C. Effectiveness of Service Delivery and Outcomes	C18			Final warnings/reprimands and convictions of children looked after	2.1	3	Annual PI		Annual PI	
	C19			Health of children looked after	86.5	5	Annual PI		Annual PI	
	C20	162		Reviews of child protection cases	100	5	Annual PI		Annual PI	1
	C21			Duration on the child protection register	7.6	4	8.1	4	9.2	4
	C22			Young children looked after in foster placements or placed for adoption	100	5	98.5	4	92.6	3
	C23	163	✓	Adoptions of children looked after	4.8	2	8.9	5	9.9	5
D. Quality of Services for Users and Carers	C24		✓	Children looked after absent from school [joint working]	12	3	Annual PI		Annual PI	
	D35			Long term stability of children looked after						
	E44			Relative spend on family support	48.1	2	50.6	3	50	3
E. Fair Access	E45			Ethnicity of children in need **	39	4			31.7	3
					2.71	2				

* Indicator is collected annually

** Indicator only collected when there is a CIN Census

☹ Band 1/2

☺ Band 3

☺ Band 4/5

SERVICE AREA: ADULTS AND OLDER PEOPLES (AO)

	P A F	B V P I	L P S A	Indicator	2003/2004 Performance	Band 2003/04		2004/2005 Performance 1st Quarter	Band 2004/05	2004/2005 Performance 2nd Quarter	Band 2004/05
B. Cost and Efficiency	B11		✓	Intensive home care as a percentage of intensive home and residential care	14.7	2	☹	13.8	2	15.0	2
	B12	52		Cost of intensive social care for adults and older people	434	2	☹	440	2	487	2
	B13			Unit cost of residential and nursing care for older people	354	3	☹	399	4	327	2
	B14			Unit cost of residential and nursing care for adults with learning disabilities	543	4	☺	447	3	685	3
	B15			Unit cost of residential and nursing care for adults with mental illness	452	2	☹	627	2	563	2
	B16			Unit cost of residential and nursing care for adults with physical disabilities	633	2	☹	575	3	710	2
	B17			Unit cost of home care for adults and older people	17.8	2	☹			19.6	2
C. Effectiveness of Service Delivery and Outcomes	C26			Admissions of supported residents aged 65 or over to residential/nursing care	69.9	4	☺			58.9	4
	C27			Admissions of supported residents aged 18-64 to residential/nursing care	2	4	☺			2	5
	C28	53	✓	Intensive home care	5.5	2	☹	6.3	2	6	2
	C29			Adults with physical disabilities helped to live at home	4.2	4	☺	2.3	2	2.2	2
	C30			Adults with learning disabilities helped to live at home	2.2	3	☹	2.1	3	2	3
	C31			Adults with mental health problems helped to live at home	1.7	3	☹	1.2	2	1.1	2
	C32	54	✓	Older people helped to live at home	84	3	☹	61	2	51	1
	C51			Direct payments	51	3	☹	51	3	52	3
	D37			Availability of single rooms	81	2	☹	79	1	80	2
	D39	58		% of people receiving a statement of their needs and how they will be met	85	2	☹	75	1	86	2
D. Quality of Services for Users and Carers	D40	55		Clients receiving a review	50	2	☹	47	2	48	2
	D54	56		Percentage of items of equipment and adaptations delivered within 7 working days *	63	3	☹			59	2
	D55	195		Acceptable waiting time for assessments **	70	3	☹	63.0	3	48	1
	D56	196		Acceptable waiting time for care packages **	76	4	☺			72	4
	E47			Ethnicity of older people receiving assessment	0.92	***		0.7	2	0.7	2
	E48			Ethnicity of older people receiving services following an assessment	1.06	***		0.8	3	0.7	3
	E50			Assessments of adults and older people leading to provision of service	43	***		47.3	3	53	4
E61			Assessments of older people	55.4	3	☹	49.3	3	41	3	

* New Indicator for 2004-05

** Indicator replaced from 2002-03 onwards

*** Not banded



Band 1/2

Band 3

Band 4/5

HOUSING PERFORMANCE INDICATORS

BVPI	Out-turn 2001/2002	Out-turn 2002/2003	Out-turn 2003/2004	Target 2004/2005	Actual Performance				Explanation of target	Commentary on progress towards target
					Q1	Q2	Q3	Q4		
BV62: The proportion of unfit private sector dwellings made fit or demolished as a direct result of action by the LA	1.27% <hr/> Out-turn 2000/2001 0.83%	1.62%	2.52%	3.0%	2.50%	2.55%			The target is intended to drive up performance improvement with the aim of achieving top quartile status over a three-year period. Denominator = 3650 unfit properties, defined by the House Condition Survey 2000	This indicator measures average performance since the last Stock Condition Survey in 2001, as required in the Audit Commission guidance. Staff shortages continue to impact upon completion of grant applications.
BV64: The number of private sector dwellings that are returned to occupation or demolished as a result of action by the LA		64	42	40	2	10			This target reflects our excellent performance in the previous two years. We aim to maintain our position in the top quartile of all English authorities.	Staff time has been concentrated on reviewing the Private Sector Lease Scheme which has had a direct impact on initial delivery. In the longer term, this work should support improvement in this indicator. Progress should also be evident in later quarterly results.
BV183 a: The average length of stay of households that include dependent children/pregnant women in bed and breakfast accommodation		8 weeks	5 weeks	0	4	3			The Council has an LPSA 1 target which requires that no households are placed in B&B accommodation during 04/05, hence the zero target. The ODPM also discourage use of this type of temporary accommodation through the Homelessness (Suitability of Accommodation) Order 2004.	The LPSA 1 target has not been met due to increasing numbers of applicants and a lack of alternative temporary accommodation. However, there have been no families with children in B&B for longer than the 6 week period allowed by the legislation. On-going homelessness demand means the use of B&B is unavoidable but the Council is developing additional temporary housing solutions. The trend is showing improvement.

HOUSING PERFORMANCE INDICATORS

Best Value Performance Indicators	Out-turn 2001/2002	Out-turn 2002/2003	Out-turn 2003/2004	Target 2004/2005	ACTUAL PERFORMANCE				Commentary on progress towards target
					Q1	Q2	Q3	Q4	
BV183 b: The average length of stay of households that include dependent children in hostel accommodation		14 weeks	13 weeks	12 weeks	10	17			Herefordshire is an area of high housing demand. The lack of settled accommodation and lengthy waiting times for homeless families means that 12 weeks a challenging target for this indicator.
					Progress towards target = 14 weeks				☹️
BV 202: The number of people sleeping rough on a single night within the LA area				Less than 3	Annual Count Count = 0				Government target is to reduce rough sleeping as close to zero as possible, and to maintain a reduction of two-thirds the figure recorded in 1998. Our estimate at that time was less than 10 people sleeping rough.
					Annual Count Count = 0				☺️
BV 203: The % change in the average number of families with dependent children or a pregnant woman placed in temporary accommodation compared with the average from the previous year.			(+ 12.4%)	0%	+1.6 %	+ 6.3 %			It is hoped performance will improve when the new Allocation Policy is implemented. This will allow Agency Staff to support and encourage quicker move-on from temporary accommodation. Furthermore, expansion of support services should impact on reducing repeat homelessness. However, the housing shortage makes occupation of temporary accommodation inevitable.
					Progress towards target = + 3.9%				☹️
					Annual Count Count = 0				☺️

BUDGET MONITORING 2004/05 – 6 MONTHLY REPORT

Report By: Head of Business Services

Wards Affected

County-wide

Purpose

1. To note the budget monitoring position for Social Care and Strategic Housing for the first six months of the financial year 2004/05.

Financial Implications

2. As detailed within the report.

Background

3. Following the Council's Performance Management Framework, budget monitoring reports should be made at 4, 6, 8, 10 and 12 months to relevant Scrutiny Committees. This is the second budget monitoring report for the financial year 2004/05.
4. At the last meeting of this Committee on 4th October 2004, a report was presented on available Performance Assessment Framework (PAF) indicators position, additional information about current performance management issues and initiatives within the Social Care and Strategic Housing Directorate.
5. Particular attention was focused on the social care revenue budget. It was noted that the projection was an overspend of £700,000 with an underlying trend for an over-commitment of £1 million. The Committee was advised of further management action being undertaken which included a detailed examination of the budget.
6. The Committee noted the position with concern and resolved that a more detailed monitoring report by submitted to the next meeting. This report focuses on the six-monthly position.

Social Services Budget 2004/05

7. The budget for the financial year 2004/05 was set by Council on 5th March 2004. Additional resources of £1million were allocated to the Social Care programme area.

8. In summary, after allowing for inflation the total budget available for Social care (excluding central recharges) in 2004/05 is as follows:

	£000
Base budget (after inflation)	34,805
Additional resources	<u>1,000</u>
Total budget Social Care	35,805

9. The above figures include the carry forward overspend from 2003/04 of £245,000.

10. At the end of the second quarter, the projected year end position for Social Care is an overspend of £740,000. (including the carry forward overspend of £245,000) The underlying trend, if no action were taken, would be for an overcommitment of over £1million, which is neither acceptable or sustainable. This latest budget projection does not show improvement on the August position. The application of rigorous management action, based on a comprehensive risk assessment were included in this projected position. The projection also includes certain assumptions about spending plans over the last four months of the financial year, which carry a potential risk of not being achieved. The overcommitment is therefore being held but not improved.

11. The considerable pressures this financial year have emerged from rising demand and costs across both children and vulnerable adults, as follows:

- Childrens services – are experiencing higher costs and demands in residential placements. Over the past year, the number of children looked after by the authority in this type of accommodation has risen by 11. These placements can cost up to £4,500 per week per child.
- Learning Disability services (integrated with the Primary Care Trust-Council lead) – have lost Supporting People grant and have more complex user needs to meet.
- Mental Health services (integrated with the Primary Care Trust) are experiencing increased demand, particularly on the residential budgets.
- Older Peoples Services have experienced an exceptional increase in the number of people who have previously funded their own care and

Further information on the subject of this report is available from Sue Alexander, Head of Business Services on 01432 260069 or Anne Silley , Finance Manager, on 01432 260545

are looking for assistance from the Council.. This has resulted in delays in Community Hospitals.

12. The Directorate held a budget “clinic” on 12th October 2004 to examine each service area in more detail. There was consideration of longer term financial strategies, and short term measures necessary to reduce the projected overspend in the current financial year. Every service has been given a “savings plan” to achieve by the end of the financial year. This has led to additional actions being taken, which include:
- Further analysis of those children in residential placements, with specific targets to return some to local provision.
 - Making a risk assessment of those service users in need of care and funding only those in emergency or critical need
 - Reviewing care services provided to existing service users, and making adjustments to the level of care provided wherever possible, consistent with the Council’s eligibility criteria
 - Reviewing those service users receiving transport
 - Maximising occupancy levels against block contracts
 - Reducing the choice for service users in accessing day care
 - No use of agency staff to cover absence, which has led to cancellation of day care
 - Reviewing service users potential entitlement to free nursing care (funded by health)
13. There will be a further budget clinic on 15th December where the results of those actions will be considered. Some areas are struggling to meet their savings targets, given the main costs are in independent sector placements. Further discussions are also taking place with colleagues across the Council and partner organisations about how the financial burden can be shared.

Strategic Housing Budget 2004/05

14. The 2004/05 budget for Strategic Housing is £1,260,000. In addition, an underspend of £60,000 has been carried forward from 2003/04, making the total budget £1,320,000.
15. At the last meeting, it was noted that whilst the Strategic Housing budget was projected to break-even, there was a potential risk that additional expenditure may be incurred on homelessness. Following further analysis based on the first 5 months of the financial year, we have confirmed that spending is highly likely to exceed budget provision.

Further information on the subject of this report is available from Sue Alexander, Head of Business Services on 01432 260069 or Anne Silley , Finance Manager, on 01432 260545

16. Strategic Housing managers are currently reviewing how this impacts on the remainder of the budget, but are taking measures to ensure that the budget is managed to “break-even”, including the underspend brought forward from 2003/04.

Summary

17. The directorate’s aim to completely eradicate the “debt” brought forward on the Social Care budget has not proved possible. The current projected overspend equates to 2.1% of the Social Care budget, slightly more than the 2% limit permitted by Financial Standing Orders. However, the projection makes assumptions about the achievement of targets, which is a risk. Savings targets are being reviewed with managers on a regular basis. Any achievement of savings is at a cost to service delivery.
18. The picture being managed at present is very concerning and the challenges will remain for the remainder of this financial year and 2005/06.

RECOMMENDATION

THAT the budget monitoring report for the first 6 months of the financial year 2004/05 be noted.

BACKGROUND PAPERS

- None

IN-DEPTH INVESTIGATIONS INTO HOME CARE AND SUPPORTED HOUSING FOR PEOPLE WITH MENTAL HEALTH PROBLEMS

Report By: Head of Social Care (Adults)

Wards Affected

County-wide

Purpose

1. To note the progress of the exploratory programme for in-depth investigations of home support for older people and supported housing for people with mental health problems.

Financial Implications

2. None identified at present.

Progress

3. Home Support for Older People
 - Members have had the opportunity of shadowing assessment staff and STARRS staff to gain insight into the assessment and re-ablement services.
 - The group has met three times to hear presentations by officers on the following topics:
 - How current funds are spent.
 - Government targets, eligibility for social care services and charging policies.
 - The National Service Framework for Older People.
 - The changes in home care, following the Best Value Review and the human resource challenges.
 - Support for informal carers.
 - Challenges for delivering services in a rural area.
 - Future plans for balance of services.

4. Housing and Support for People who Experience Mental Health Problems

- A further scoping day at Castle Green outlined four proposals to address issues around housing support for people with mental health problems. The desired outcomes were:
 - Understanding pathways into housing.
 - Best practice models.
 - Issues faced by mental health services.
- Four events were arranged, the detail of which is contained in Appendix 1:
 - Visit to the Stonebow unit to hear the point of view of Mark Hemming and his Mental Health colleagues, 4th November, 2004.
 - Exploring the User Perspective, 17th December, 2004.
 - Exploring the Provider Perspective, 17th December, 2004.
 - Developing supported housing and housing related support services, 3rd December, 2004.

RECOMMENDATION

THAT the progress of the investigations be noted.

BACKGROUND PAPERS

- Social Care and Housing Committee report – 4th October, 2004.

SCRUTINY SCOPING

Housing and Support

for People who Experience Mental Health Problems

Terms of Reference

To review accommodation, housing and housing-related support needs of people who experience severe and enduring mental health problems.

To establish current provision for this group and any gaps or blockages that exist.

Engagement/ Investigation Proposals

Proposal 1

Visit to Stonebow including Presentation and Discussion

Visit of Stonebow Unit, Hereford, followed by presentation and discussion with Mark Hemming (Service Manager – Mental Health) and Rob Cunningham (Operational Manager – Mental Health).

- What do Mental Health Services provide?
- Who are services provided to?
- What gaps, if any, exist?
- What are the service pressures relating to accommodation and social housing?
- Exploration of pathway from intervention to recovery or supported independence
- Alternatives to hospital admission

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Discussion to follow presentation.

Venue: Thursday 4 November 2004, 2.00 p.m. at Stonebow Unit

Proposal 2

Exploring the User Perspective

Facilitated and Chaired by Euan McPherson (Patient Advisory and Liaison Service (PALS))
Focus group event to explore the user perspective on Mental Health and Housing involving assistance from Herefordshire User Group (Phillip Pankhurst to be link).

Questions and responses about:-

- Services and experiences of accessing e.g. social housing or supported housing
- Housing Needs / housing preferences of service users
- How a Mental Health Housing Plan could assess and address user perspectives

Results could be fed into Mental Health Housing Plan development – needs assessment.

Venue: Friday 17 December 2004, 10.00 a.m. in Room 1 Garrick House

Proposal 3

Exploring the Provider Perspective

Presentation by Andrew Strong (General Manager MIND) on Supported Housing Schemes and Community Support Services.

Venue: Friday 17 December 2004, 11.30 a.m. in Room 1 Garrick House

Proposal 4

Developing supported housing and housing related support services

Presentation by Ian Gardner (Supporting People Team). Supporting People Programme contribution to the provision of Supported Housing Schemes and Housing Related Support Services for people who experience mental health problems.

Presentation by Denise Shuker (Director, St John Kemble (Hereford) Housing Association). The landlords role and perspective in developing and managing supported accommodation – illustrating development of e.g. Etnam Street (6 units of high quality transitional supported housing) followed by:-

Presentation by Jane Thomas (Enabling Manager). Herefordshire Council's Enabling Team's role in developing Capital schemes

Presentation by Richard Gabb (Head of Strategic Housing), Jamie Burns (Homepoint Manager). The role of Strategic Housing and Homepoint.

Venue: Friday 3 December 2.00 – 5.00 p.m. Room 1 Garrick House