

A G E N D A

Adult Social Care and Strategic Housing Scrutiny Committee

Date: **Friday, 17th March, 2006**

Time: **10.00 a.m.**

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

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

For any further information please contact:

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**County of Herefordshire
District Council**

AGENDA

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

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

Councillors Mrs. E.M. Bew, R.B.A. Burke, K.G. Grumbley, J.W. Hope MBE,
R. Mills, Ms. G.A. Powell, D.C. Taylor 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 To approve and sign the Minutes of the meeting held on 2nd December, 2005.	1 - 6
5. SUGGESTIONS FROM MEMBERS OF THE PUBLIC ON ISSUES FOR FUTURE SCRUTINY To consider suggestions from members of the public on issues the Committee could scrutinise in the future.	
6. BUDGET MONITORING 2005/06 To report on the current budget position in Adult Social Care and Strategic Housing.	7 - 8
7. FUTURE BUDGET POSITION To receive a presentation on the future budget position.	
8. PERFORMANCE MONITORING To report on the performance indicators position and performance management initiatives for the Adult Social Care and Strategic Housing Divisions within the Adult and Community Services Directorate.	9 - 12
9. REVIEW OF SERVICES TO PEOPLE WITH LEARNING DISABILITY To report on progress of the Scrutiny Committee's review of services for people with a learning disability.	13 - 20

10. HOMELESSNESS UPDATE	21 - 22
To provide an update on progress to date with homelessness prevention in Herefordshire since the homelessness consultation event in October 2005.	
11. WHITE PAPER - OUR HEALTH, OUR CARE, OUR SAY; A NEW DIRECTION FOR COMMUNITY SERVICES	23 - 24
To advise Members of key messages emerging from the new White Paper "Our Health, Our Care, Our Say: A new direction for Community Services".	

PUBLIC INFORMATION

HEREFORDSHIRE COUNCIL'S SCRUTINY COMMITTEES

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

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

The principal roles of Scrutiny Committees are to

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

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

PUBLIC INFORMATION

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

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

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(Please note that the Scrutiny Committees are not able to discuss questions relating to personal or confidential issues.)

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Adult Social Care and Strategic Housing

*Statutory functions for adult social services including:
Learning Disabilities
Strategic Housing
Supporting People
Public Health*

Children's Services

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

Community Services Scrutiny Committee

*Libraries
Cultural Services including heritage and tourism
Leisure Services
Parks and Countryside
Community Safety
Economic Development
Youth Services*

Health

*Planning, provision and operation of health services affecting the area
Health Improvement
Services provided by the NHS*

Environment

*Environmental Issues
Highways and Transportation*

Strategic Monitoring Committee

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

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COUNTY OF HEREFORDSHIRE DISTRICT COUNCIL

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COUNTY OF HEREFORDSHIRE DISTRICT COUNCIL

MINUTES of the meeting of Adult Social Care and Strategic Housing Scrutiny Committee held at The Town Hall, Hereford on Friday, 2nd December, 2005 at 10.00 a.m.

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

Councillors: Mrs. E.M. Bew, K.G. Grumbley, J.W. Hope MBE,
Ms. G.A. Powell, D.C. Taylor and P.G. Turpin

Mrs B Millman (Voluntary Sector representative)

In attendance: Councillors A.C.R. Chappell, T.M. James and R.M. Wilson

16. APOLOGIES FOR ABSENCE

Apologies were received from Councillors R.B.A. Burke and R.Mills.

17. NAMED SUBSTITUTES

There were no named substitutes.

18. DECLARATIONS OF INTEREST

Councillor K.G. Grumbley declared a personal interest in relation to agenda item 9: Joint Team with the Pension Service and Voluntary Sector. Councillor P.G.Turpin declared a personal interest in relation to agenda item 7: Learning Disability Services.

19. MINUTES

RESOLVED: That the minutes of the meeting held on 17th October, 2005 be confirmed as a correct record and signed by the Chairman.

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

There were no suggestions.

21. PERFORMANCE/BUDGET MONITORING 2005/2006

The Committee considered a report on current performance and received an update on the budget monitoring position.

The report noted that the performance indicators showed that a number of planned targets would not be reached.

The Director of Adult and Community Services reported that the Commission for Social Care Inspection had recently published its assessment of Adult Social Care services. The Council's assessment had changed from "serving some people well with promising prospects for improvement" to "serving some people well with uncertain prospects for improvement."

The Commission had not yet issued a revised star rating for the Council pending the outcome of the Joint Area Review of Services the Council provided for Children and Young People and the Council's Comprehensive Performance Assessment.

He added that budgetary pressures were worsening and making it challenging to meet performance targets.

Areas where performance was not in line with planned targets were set out in an appendix to the report.

The Performance Improvement Manager commented on the position on targets for adult social care. The Head of Strategic Housing Services commented on the position on targets for strategic housing.

The Finance Manager commented on the budget, reporting that there was a risk that the predicted overspend for Social Care for the year might rise from £780,000 to £905,000 and explaining the pressures contributing to this position, as set out in the report. A risk assessment was being undertaken and Service managers were seeking to manage the situation.

The predicted overspend for Strategic Housing for the year was £815,000 but again, for the reasons set out in the report, there was a risk that this might increase, possibly to £925,000.

Work was continuing to assess demand for services as part of the preparation of the 2006/07 budget.

In the ensuing discussion the following principal points were made:

- A question was asked about indicator E50 (the percentage of assessments of adults and older people leading to a service and target D55 (the acceptable waiting time for assessments). It was suggested that the number of assessments which did not result in a service being provided implied an inefficient use of resources and it was asked whether there were any screening measures in place to minimise the number of such assessments.

The Head of Social Care (Adults) replied that the Social Services Inspectorate had said that the Council was undertaking too many assessments and in doing so raising false expectations. Customer Services Officers were now expected to screen out those who were clearly ineligible to receive services. It was, however, an important area to keep under review. She added that further checks needed to be made with other authorities to ensure that the Council was using the same baselines in assessing performance against target D55.

- It was suggested that it was not credible that the indicator for the number of people sleeping rough showed no people to be doing so. The Head of Strategic Housing replied that the audit had been conducted correctly in accordance with statutory Government guidance which required a count to be taken on one night. He acknowledged that the outcome, whilst on the face of it positive, needed to be treated with caution.
- It was proposed more should be done to draw on local knowledge, in assessing homelessness noting that each of the Market Towns had a Homelessness Group and that Ward Members had access to a number of local networks.

- The Cabinet Member (Social Care, Adults and Health) commented on the budgetary pressures and reaffirmed the efforts being made both to manage the current position and to address the position for the future.

RESOLVED:

That (a) the report on performance and the budget be noted;

(b) areas of concern continue to be monitored;

and

(c) consideration be given to the scope for drawing on local knowledge to inform the assessment of and approach to homelessness.

22. LEARNING DISABILITY SERVICES

(Councillor P.G. Turpin declared a personal interest in this item)

The Committee considered issues relating to the future delivery of the service and the need for change.

The Head of Social Care (Adults) circulated two papers, one describing the developing approach to the provision of services for those with a learning disability, the other containing key facts about learning disability services in Herefordshire.

She highlighted the themes of the “Valuing People” White Paper of 2001, the report “Improving the Life Chances of Disabled People 2005 and the “Independence, Wellbeing and Choice” Green Paper of 2005 which underpinned the drive for inclusion. She explained the significant changes in approach which had taken place moving from providing hospital care, to providing care in care homes, to the current aim of enabling people to take their rightful place in society and lead more fulfilled and valued lives.

She noted that the “Independence, Wellbeing and Choice” Green paper represented a transformation, aiming to give people more choice, higher quality support and more control over their lives. This had significant implications for way in which local authorities planned services.

Local authorities as a whole faced unprecedented financial pressures, driven by demographic changes, increased demand for services and rising expectations, costs of services rising faster than inflation and threats to existing funding because of changes in investment plans by Government departments and the pattern of NHS expenditure. Whilst local authorities could make efficiencies in planning, commissioning and procurement these would not be sufficient to offset the cost pressures.

She commented on the measures proposed by the Association of Directors of Social Services to address these issues as set out its report to the Government: “Pressures on Learning Disabilities Services October 2005.

In reviewing the planning of services locally in response to this agenda for change she suggested that Members might focus on three project areas:

- Improving assessment and care management, looking at Person-centred

planning and resource allocation

- Planning accommodation and care, reviewing the model of service;
- Increased day opportunities, reviewing current provision.

The Committee discussed the potential benefits of change and the scope for innovation, whilst noting the implications for existing service delivery patterns.

The Committee agreed that reviewing the delivery of learning disability services should form part of its work programme focusing on the three areas of assessment and care management, accommodation and care, and day opportunities. The work would be scoped and progress reported to the next meeting.

23. HOMELESSNESS CONSULTATION EVENT - OUTCOME

The Committee considered the outcome of a homeless consultation event it had commissioned, involving representatives from relevant agencies across the County, held in October 2005.

The Head of Strategic Housing reported that the three main causes of homelessness in Herefordshire were parental eviction, domestic violence and the loss of assured short hold tenancies. He commented on the points which had arisen during discussion of these issues at the consultation event and the recommendations, as set out in the report, containing proposals for taking matters forward.

It was noted that work was underway to bring the Homelessness and Housing Advice Service, currently carried out by Herefordshire Housing back in-house. The Committee was informed that the ODPM handbook proposed a more robust approach to homelessness. As an in-house service the Council would be better placed to ensure this approach was adopted. However, it had to be recognised that this could lead to more high profile homelessness cases and appeals.

It was proposed that the Councillors K.G. Grumbley, and Ms G. Powell and Reverend Towner should be invited to serve on the Homelessness and Housing Advice Steering Group it was proposed to form.

RESOLVED:

That the Cabinet Member (Social Care Adults and Health) be advised that:

- (a) the establishment of a Homelessness & Housing Advice Steering Group comprising officers and key stakeholders would assist in the monitoring and development of prevention-focussed Homelessness & Housing Advice Services in Herefordshire and it is recommended that Councillors K.G. Grumbley, and Ms G. Powell and Reverend Towner should be invited to serve on it;**
- (b) the Committee should be kept informed of progress on developments in homelessness prevention services and the work of the Homelessness & Housing Advice Steering Group after services are transferred back in-house**
- (c) the Council should continue to develop a preventative and reconciliatory approach to homelessness in partnership with other agencies;**
- (d) agencies should be encouraged to continue to work together to share**

- information and develop an 'early warning' approach to homelessness;
- (e) mediation and sanctuary options should be considered with young people and victims of domestic violence whenever appropriate;
- (f) agencies should be encouraged to work closely with schools to prevent youth homelessness;
- and
- (g) further work should be undertaken to develop further potential in the private sector housing market.

24. JOINT TEAM WITH THE PENSION SERVICE AND VOLUNTARY SECTOR

(Councillor K.G. Grumbley declared a personal interest in this item.)

The Committee considered progress in the development of a Joint Team with the Pension Service and Voluntary Sector to provide an integrated service for older people.

Some concerns had been expressed about this development at the Committee's meeting in October. The report set out the background to the development, the benefits it was considered joint teams could deliver and progress to date. Further information on the background to the development was contained in the report made to Cabinet in July, which was appended to the report.

It was asked whether sufficient consideration had been given to the potential role of the voluntary sector and whether it could carry out the work rather than the Joint Team, what the costs of the proposal were, which age group the Joint Team would provide services to, how the Joint Team would operate and whether it represented value for money.

The Head of Social Care (Adults) replied that the development was consistent with the principles established following the Council's review of Council support to the Community and Voluntary Sector. There was a statutory role which the Council had to fulfil in terms of provision of benefits and a separate role for the voluntary sector in providing advice. Whilst the intention was to move to a single management structure and budget for the Joint Team this was not in place at the moment. Council staff could, however, be accommodated at no cost in the Department of Work and Pension's (DWP) offices. The DWP provided services to those under 65 years old whereas Council officers provided services for all ages. It was possible therefore that there might be an additional role for the Voluntary Sector for those over 65 years old.

RESOLVED: That the report be noted.

The meeting ended at 12.05 p.m.

CHAIRMAN

BUDGET MONITORING 2005/2006

Report By: Finance Manager

Wards Affected

County-wide.

Purpose

1. To report on the current budget position in Adult Social Care and Strategic Housing.

Financial Implications

2. As contained in the report.

Budget 2005/06

Social Care

3. The projected outturn for Adult Social Care is an overspend of £1,581,000 in year. Cabinet has approved the write off the carry forward overspend of 2004/05 of £714,000. Subject to agreement by Council, the current financial year overspend will be funded by corporate reserves. Details of the service area overspends are as follows:
 - Learning Disabilities - £987,000 overspend;
 - Mental Health - £350,000 overspend, £70,000 funded by Council;
 - Older People/Physical Disabilities - £634,000 overspend;
 - Other - £109,000 underspend.
4. The overspend may increase to £1.75 million if all identified risks materialise, but this is the worst case scenario.
5. There are Section 31 agreements for Mental Health and Learning Disabilities, and reciprocal risk sharing agreements are in place with the Primary Care Trust (PCT).
6. The total overspend for mental health is £350,000, but the PCT will fund the Council's overspend up to £280,000. The Council must fund £70,000, which is the amount greater than the risk sharing agreement.
7. With regards to the learning disabilities agreement any PCT overspend up to the agreed limit of £280,000 is funded by the Council. The current overspend on the PCT element is £84,000.

Strategic Housing

8. The projected outturn for Strategic Housing reported to Cabinet on 23rd February, 2006 indicated an overspend of £747,000. Since this report the projected overspend has reduced to £652,000. The main factor for overspending (£646,000) is the cost of temporary accommodation for homelessness. The total number of people in temporary accommodation is as follows:
 - End of October – 95;
 - End of November – 98;
 - End of December – 88;
 - End of January – 82;
 - Average – 90.75.
9. The projections reflect the decrease in the number of people presenting themselves as homeless. If the number of people increases to the previous highest level the overspend could rise to £662,000.
10. Two homelessness prevention officers have been in post since January. In this month the officers have prevented 15 cases going into temporary bed and breakfast accommodation.

RECOMMENDATION

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

BACKGROUND PAPERS

- None identified

PERFORMANCE MONITORING

Report By: Performance Improvement Manager

Wards Affected

County-wide

Purpose

1. To report on the performance indicators position and performance management initiatives for the Adult Social Care and Strategic Housing Divisions within the Adult and Community Services Directorate.

Financial Implications

2. No direct implications.

Background

3. 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 as at the end of December, 2005, with some updated information.
4. As outlined in previous reports to this Committee, the Department of Health (DH) publishes statistical information on the performance of all Social Care 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".
5. 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

6. Of the 27 Adult Social Care indicators used to assess the performance of the Directorate only one is currently in Band 1, although it is anticipated that this figure will improve by year end. The detail of performance for our 10 priority areas is given in Appendix One.
7. In order to improve the overall performance position for the end of year, a number of initiatives have been put in place. These include regular Team Performance Appraisals, whereby each operational Team is provided with details of their contribution towards the Council's PI Targets, with a view to planning incremental improvements. From April this year, each operational Team will have a Team Target for each of the priority Performance Indicators, which will be monitored through the appraisal meetings.

8. Performance Indicator Champions have also been identified for each of the priority Performance Indicators. Each Champion is responsible for developing an operational Action Plan to improve the overall performance for their respective indicator and will take the lead in promoting activities that drive relevant performance improvements. A role profile has been produced to ensure consistent practice across all areas.
9. The Performance Champions will meet periodically to discuss progress and share learning, with a view to cascading information down to front-line staff. To ensure commitment to the setting of targets for the forthcoming year, the Champions will be wholly engaged in agreeing realistic targets based on capacity and available resources. It is anticipated that targets will be agreed in April in preparation for the Delivery and Improvement Statement submission in May.
10. The Delivery and Improvement Statement (DIS) is the primary means of data collection by CSCI and includes details of our strategies to improve Social Care services to and for the people of Herefordshire. The DIS is our opportunity to inform CSCI about our intentions for the forthcoming year.
11. Each Council with Social Services Responsibility has an Annual Review Meeting (ARM) with the Commission for Social Care Inspection. These meetings take place in the summer months and are the pre-cursor to the judgement and star rating process. The date for Herefordshire's ARM has already been set as 29th August.

Strategic Housing

12. The detail of the housing indicators is shown in Appendix Two.
13. A new Performance Improvement Officer working specifically with Strategic Housing Performance data has recently been appointed and will take up post on 1st May, 2006.

RECOMMENDATION

THAT (a) the report on Adult Social Care and Strategic Housing performance be noted;

and

(b) areas of concern continue to be monitored.

BACKGROUND PAPERS

- None identified

Appendix One – Adult Social Care

PAF	BVPI	Local Indicator	Definition	04-05 Out-turn	Target	Actual Quarter 1	Actual Quarter 2	Actual Latest Data	Actual Quarter 4	Status
C28	53		Households receiving intensive home care per 1000 population aged 65 or over	6.0	9.1	5.7				☹
C29			Adults with physical disabilities helped to live at home per 1000 population aged 18-64.	4.3	4.2	N/A	3.2	3.6	-	☹
C30			Adults with learning disabilities helped to live at home per 1000 population aged 18-64.	2.2	2.8	N/A	2.1	3.6	-	☺
C31			Adults with mental health problems helped to live at home per 1000 population aged 18-64.	2.8	3	N/A	3.3	3.8	-	☺
C32			Older people helped to live at home per 1000 population aged 65 or over.	65	80	N/A	52.4	59	-	☹
C51	201		Adults and older people receiving direct payments per 100 000 population aged 18 or over.	61	100	N/A	64.8	79	-	☹
C62			The number of carers receiving a specific carers' service as a percentage of clients receiving community based services.	1.8	2	N/A	1.8	3	-	☺
D54			Percentage of equipment and adaptations delivered within seven days	81	86	N/A	79	84	-	☹
D55	195		Acceptable waiting time for assessments (new older clients).	70	81	N/A	55	57.5	-	☹
E50			Percentage of assessments of adults and older people leading to a service	28	70	N/A	85	85	-	☺

Appendix Two – Strategic Housing

PAF	BVPI	Local Indicator	Definition	04-05 Out-turn	Target	Actual Q1	Actual Q2	Actual Latest Data	Actual Q4	Status
	64		Number of private sector dwellings returned to occupation	33	45	14	29	45	-	☺
	183a		Average length of stay for FWC in B&B	4	0	8.65	9.61	9.74	-	☹
	183b		Average length of stay for FWC in hostel accommodation	15	12	20	29.29	Not available	-	
	202		Number of people sleeping rough	0	0	0	0	0	0	☺
	203		% change in FWC in temporary accommodation compared to previous year	14.40%	0%	21.15%	23.76%	27.41%	-	☹
	213		Number of homeless households where casework resolved situation	N/A	No target	No data	No data	No data	-	
	214		% households accepted as homeless who have been previously accepted within last 2 years	0	2.00%	2.61%	2.23%	2.81%	-	☺

REVIEW OF SERVICES TO PEOPLE WITH LEARNING DISABILITY

Report By: Head of Adult Social Care

Wards Affected

County-wide.

Purpose

1. To report on progress of the Scrutiny Committee's review of services for people with a learning disability.

Financial Implications

2. The Council's budget for people with a learning disability is pooled with Herefordshire Primary Care Trust (HPCT) funds at a total of £10,776,145 (HC contribution £7,627,645. HPCT contribution £3,148,500). This pooled budget is under considerable pressure, having overspent by £1,644,388 in 2004/5, with a projected overspend in 2005/06 of £987,361.
3. A report compiled for the Association of Directors of Social Services on the pressures on learning disabilities services nationally concluded that demographic analysis suggests that spending pressures of this sort were to be expected.
4. The report made several recommendations – in particular more expenditure should not be directed to institutional forms of care with the focus on better outcomes for people and better value for money. To enable sustainability of a modernised service, funding from property disposal could be re-invested in the learning disability and learning difficulty service.
5. Herefordshire spends a disproportionate amount of its budget for people with learning disability on institutional forms of care – 41%.

Review Progress

6. This Committee received a presentation by the Head of Adult Social Care on 2nd December, 2005 on the demographic changes in the population of people with a learning disability, and the increase in vulnerable adults in the general population. Indications are that there will be an increased demand on the service of 12% by 2011, and 16% by 2021.
7. In line with general increasing lifespan, individuals with a learning disability are living longer and experiencing some of the disabilities that can be associated with the ageing process.

8. Expectations of parents of younger disabled people are for a more personalised approach – this is not consistent with the current service arrangements, which presume to offer a range of options predetermined by the authority. However, existing service users are mostly content with the current services and do not wish to see the change required.
9. To respond to this increase in demand and expectation, three linked change programmes have been established to modernise and personalise the services. For the purpose of the scrutiny review Members have grouped themselves around these projects as follows:
 - (i) **Assessment and care management (the role of the community team)**
Councillors Mrs E.M. Bew R. Mills, Ms G.A. Powell and Chris Penning (PCT non-executive Director)
 - (ii) **Accommodation and support**
Councillors Mrs P.A. Andrews, J.W. Hope M.B.E. and P.G. Turpin and
 - (iii) **Day opportunities modernisation**
Councillors R.A. Burke, K.G. Grumbley, Mrs M.D. Lloyd-Hayes and D.C.Taylor.
10. The scoping statement for the review is appended. The review process has consisted of a series of visits to services to meet staff and service users and presentations by the project leads.
11. The presentations are summarised below:

Assessment and care management

This presentation sought to:

- Highlight assessment and care management as an element of the work undertaken by the team;
- Define assessment and care management;
- Provide Elected Members with a breakdown of the team's commissioning expenditure and activity;
- Provide Elected Members with an overview of the professional groups which form the Community Learning Disability Team;
- Summarise the wider responsibilities of the Community Learning Disability Team.

Current Challenges

- The team has a significant number of vacancies of key staff groups i.e. social workers and community nurses.

- The team has a traditional approach to managing risk; staff need support in understanding risk management to promote independent living options.

What we need to do

- Address the workforce issues around recruitment, team roles and staff development.

Issues raised by Members

- A number of questions arose concerning the development of a deeper understanding of what a learning disability is.
- To what extent would early investment in Sure Start and Education impact on the need for expenditure in Adult Social Care?
- The need for close working between Education, Children's Services and Adult Social Care.
- Concern that the number of children using Barrs Court School exceeds the number of pupils it was originally constructed for.

Accommodation and support

Needs Analysis has scoped the:

- National prevalence of learning disability.
- Local supply of accommodation.
- Housing questionnaire.
- Professional feedback.
- Review of what is currently available.

Current Challenges

- Increased number of people with learning disabilities, including older people, and people with complex needs.
- Increased cost of providing care – beyond cost of living.
- Herefordshire has a high percentage of people living in registered care beds.
- A number of people placed in registered care some years ago could be supported in more independent models more cost-effectively.
- Current pattern of service through block contracts is not flexible enough to respond to changing needs.

What we need to do ?

- Need to ensure we have a range of cost effective, community based services.
- Need to ensure that people are given the right level of services to maximise independence.
- Need to ensure that people are placed in right service.

Issues

- Risk taking – how we share risk ?
- We will need to decommission some services which no longer meet needs.
- Some people will have to move as their needs change and other models of accommodation are developed.
- Need to remain true to principles of “Valuing People” of rights, independence, choice and inclusion.

Issues raised by Members

- Availability of social housing for move on from places such as Honeysuckle Close.
- Care/support workforce – how do we recruit successfully?
- What should registered care homes provide as part of service – understanding of what has to be provided?
- How can we deliver services that we can afford but which still offer ‘homely’ environment?
- Transport, cost, availability and impact on service delivery.
- Expectations of people accessing services, how we balance needs/ expectations of LD services with increasing needs of older people etc?

Day opportunities modernisation

What are we trying to achieve?

- The best models offer a variety of options and not a “one size fits all”. Services should focus upon quality outcomes for individuals.
- Services should promote ordinary lifestyle opportunities, which compare to other community members. We need to make strong working partnerships with a range of providers.
- Employment should become a realistic option for more people.

The current services – How much are we spending?

- Echo: £10,505; Houghton: Spot Purchase; Marshfields: £290,440; Ryefields: £202,307; Score: £17,711; St Owens: £451,460; Tanbrook: £73,368; Widemarsh: £211,300; Workmatch: £74,711.

Issues

- Opportunities and strengths can be found in each unique locality.
- There are some positive links with other providers and community partners, and the potential to build on this and learn from already good models within the county.
- We need to be innovative and entrepreneurial to create more integrated provision in smaller locations with an identity of their own, rather than as a “day service”.
- We need to embark on role redesign and workforce development.

Challenges

- Society as a whole must respond to the needs of people and find community solutions; this is not just the responsibility of social care departments.
- Establishing clear priorities with support for the changes that need to happen over the next 5 years.
- Getting the balance right between movement and progress, and inclusion of people.
- To enable more people with a learning disability to participate in all forms of employment, wherever possible paid work.
- Ensuring the money spent on learning disability services keeps changing with the demand. Often development needs financial investment in order to save in the long term.

Issues raised by Members

- How to release funds from buildings to help create new services models?
- How to develop more employment opportunities for people with learning disabilities?
- Who should be eligible for day opportunities, clarity about the criteria?
- How to balance the budget when moving from one service model to another?
- Questions over unit costs and the different staffing levels required.
- Observations of different styles of services seen on visits.
- Comments about creating a less risk adverse culture.

- The need to look at different transport options to make savings and increase independence.
12. The success of the change programme will, in no small part, be dependent on the nature of service user, carer and staff engagement. This is a significant risk to the implementation of the project.

Next Steps

13. March 16th is the final planned day of the review. Members will then meet with members of the Valuing People Partnership Board, and work with the respective project leads to review the project plans and begin to shape the review recommendations.
14. A further meeting of the review groups and project officers will be required to co-ordinate and finalise the recommendations before reporting back to this Committee, with a view to then making recommendations to the Cabinet Member (Social Care Adults and Health) for consideration in the summer.

RECOMMENDATION

THAT the progress report be noted, subject to any comments members may wish to make.

BACKGROUND PAPERS

- Pressures in Learning Disabilities services – report for Association of Directors of Social Services 2005.
- Presentation by Head of Social Care Adults to the Adult Social Care and Housing Scrutiny Committee – 2 December 2005

REVIEW:	Service for People with Learning Disability	
Committee:	Adult Social Care and Strategic Housing	Chair: Cllr Mrs M.D. Lloyd-Hayes
Lead support officer:	Head of Social Care Adults	

SCOPING

Terms of Reference

To review the three project plans – Assessment and Care management, Accommodation and Care and Day Opportunities as follows;

- To understand the pressures on the service of changing demography, spending patterns and changes in expectations.
- To review the current use of resources and the future needs
- Review the current range of services available against the principles of Valuing People
- Examine the relationship between funding, performance and policy.
- Examine partnership arrangements.
- Review the development project plans.
- Following the review to make recommendations to the Cabinet member about policy development.

Desired outcomes

To make recommendations to the Cabinet Member (Social Care Adults and Health) on;

- The service needs and service model for today and tomorrow
- The process of allocating resources.

Key questions

- What are the current resources available to the service and how are they committed?
- How is the service currently performing – what are the performance indicators?
- What services that people with a learning disability want?
- Are we being sufficiently creative in Service options?
- What are the national drivers?
- What are the future demands on the service and how are they different to today's requirements?
- Eligibility Criteria – Who does Social Care help – what is the role of other agencies health, education, Connexions?
- What support do informal carers want? What are they getting at the moment?

Timescales

- January – confirm the scrutiny brief and scope
- Feb – March – Research and Visits
- April –May- Draft Review Report
- June – Final Report

HOMELESSNESS UPDATE

Report By: Change Manager - Homelessness

Wards Affected

County-wide

Purpose

1. To provide an update on progress to date with homelessness prevention in Herefordshire since the homelessness consultation event in October 2005.

Financial Implications

2. To be considered as part of the implementation of the review recommendations and within the transfer and reshape of homelessness and housing advice services from Herefordshire Housing Ltd to Herefordshire Council.

Background

3. The number of homelessness presentations and acceptances in Herefordshire has risen steadily since 2002, accompanied by a significant rise in spending on temporary accommodation. There were 510 homelessness acceptances in 2004/05.
4. Cabinet agreed a number of new financial and preventative measures to tackle homelessness in July 2005.
5. Since the homelessness consultation event in October 2005, commissioned by this Committee, a number of changes have been implemented which have led to an improving position around homelessness prevention in Herefordshire.

Progress

6. Two full time equivalent homelessness prevention officers have dealt with over 100 homelessness cases since they took up post in January 2006. Less than 10% of these cases have gone onto become homelessness applications under the Housing Act 1996. These officers are also tackling some of the wider issues around homelessness prevention such as liaising with private landlords and setting up a programme of interventions in schools.
7. The spend to save fund has enabled 25 successful homelessness prevention payments to be made between January and March 2006. The total value of these payments is £5,000.

Further information on the subject of this report is available from
Derek Allen Change Manager – Homelessness on 01432 261567

8. Successful mediation services are being provided by Herefordshire Mediation, and Womens Aid have ensured sanctuary options are being explored where appropriate, in cases of domestic violence.
9. The number of new families booked into bed and breakfast accommodation has fallen steadily from 24 in November 2005 to 7 in February 2006, leading to an improved out turn position in this particular budget. The financial implications are contained in a report elsewhere on the agenda of the Committee.
10. Arrangements are now in place for the transfer back in-house of homelessness and housing advice services by the end of March 2006. Staff will be located across a number of locations in Herefordshire. The prevention team continue to work productively with colleagues at Herefordshire Housing Ltd to develop “early warning approaches” to homelessness.
11. Meeting dates and terms of reference have been established for the newly-formed homelessness and housing advice steering group. The group includes representatives from Scrutiny Committee, and officers from across the Council and other key partners.
12. Negotiations with Shelter are taking place over re-specifying the Herefordshire project ‘Homeless to home’ service to give an increased homelessness prevention focus, to include co-location with Strategic Housing staff. These new arrangements are being trialled now.
13. The historical accumulation of the number of families living in temporary accommodation remains an issue, although this is reducing slowly. A new one-year secondment will be available within the homelessness team, designed to focus on monitoring temporary accommodation usage and encouraging active bidding patterns amongst homeless service users.

RECOMMENDATION

THAT (a) the update be noted,

and

(b) the Committee is kept informed of progress on developments in homelessness prevention services and the work of the Homelessness & Housing Advice Steering Group after these services are transferred back in-house

BACKGROUND PAPERS

- None identified

WHITE PAPER – OUR HEALTH, OUR CARE, OUR SAY; A NEW DIRECTION FOR COMMUNITY SERVICES

Report By: Director of Adult and Community Services.

Wards Affected

County-wide

Purpose

1. To advise Members of key messages emerging from the new White Paper “Our Health, Our Care, Our Say: A new direction for Community Services”.

Financial Implications

2. There are no direct financial implications.

Background

3. At the end of January 2006 the Department of Health published the White Paper “Our Health, Our Care, Our Say: A new direction for Community Services”. The White Paper sets out the Government’s framework to develop a Health and Care system that will meet the needs of people in the 21st Century.
4. A full copy of the White Paper is available in the Member’s Room. It confirms the direction set out in the Green Paper “Independence, Well-being and Choice” and presents a shift towards:
 - Personal and responsive Health and Social Care services that reflect peoples needs and wishes;
 - Prevention, Public Health and Well-being;
 - Tackling inequalities;
 - More focused support for people with long term conditions;
 - More services provided out of hospitals, closer to people.
5. The White Paper sets out a new direction for the Health and Social Care system. The proposal is for a radical and sustained shift in the way in which services are delivered – to ensure that they are more personalised and that they fit into people’s busy lives. The White Paper identifies the following clear areas for change:
 - Personalised care will be driven by better access and more funding following the patient. NHS walk in centres will also be expanded;
 - Services will be brought closer to peoples homes through investment in Community Hospitals and facilities and shifting care safely away from hospitals;

- It is proposed that there will be better coordination with local Council's, improving the way information is shared between Social Services and Health Care providers;
 - It is proposed that there will be a shared outcome based performance framework with aligned performance inspection regimes. Local Area agreements should be a key mechanism for joint planning and delivery. There will also be a strengthened role for the Head of Adult Social Care.
 - Increased choice will be underpinned by a direct payment or care budget for people to pay for their own home help or residential care, and PCT's will be required to act on the findings of regular patient surveys;
 - Prevention and illness will be targeted with several measures, including the establishment of more health care teams to deliver better care across institutional boundaries. A new NHS "Life Check" service will be introduced and a fitter Britain scheme will be launched as part of the build up to the 2012 Olympics.
 - Improvements will be achieved through a number of measures including: practice based commissioning which will give GPs more responsibility for local health budgets;
 - Shifting resources into prevention, recognising the need to meet future demographic challenges which we face;
 - More care taken outside hospitals and into the home;
 - Better joining up of services at a local level, encouraging joint commissioning between PCTs and Local authorities;
 - Encouraging innovation, to provide greater patient and user choice, to ensure that services are provided to suit people's lifestyles.
 - Allowing different providers to compete for services, in particular there are a range of voluntary sector providers who could increasingly provide.
6. The White Paper sets out a clear timetable for implementing these changes the majority of which it sees as being place by 2009.

BACKGROUND PAPERS

- White Paper: "Our Health, Our Care, Our Say: a new direction for Community Services"
- Green Paper: "Independence, Well-being and Choice"