

# A G E N D A

## Adult Social Care and Strategic Housing Scrutiny Committee

Date: **Friday, 23rd March, 2007**

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Time: **10.00 a.m.**

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

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

*For any further information please contact:*

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**County of Herefordshire  
District Council**



# AGENDA

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

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

Councillors K.G. Grumbley, J.W. Hope MBE, J.G. Jarvis, R. Mills,  
Ms. G.A. Powell, R. Preece, D.C. Taylor, Mrs E.A. Taylor and P.G. Turpin

	Pages
<b>1. APOLOGIES FOR ABSENCE</b>	
To receive apologies for absence.	
<b>2. NAMED SUBSTITUTES</b>	
To receive details of any Member nominated to attend the meeting in place of a Member of the Committee	
<b>3. DECLARATIONS OF INTEREST</b>	
To receive any declarations of interest by Members in respect of items on this Agenda.	
<b>4. MINUTES</b>	1 - 6
To approve and sign the Minutes of the meeting held on 1st December, 2006.	
<b>5. SUGGESTIONS FROM MEMBERS OF THE PUBLIC ON ISSUES FOR FUTURE SCRUTINY</b>	
To consider suggestions from members of the public on issues the Committee could scrutinise in the future.	
<b>6. BUDGET REPORT 2006/2007</b>	7 - 14
To report the revenue budget's financial position for Adult Social Care and Strategic Housing as at the end of January 2007 and to provide projections to end of the financial year.	
<b>7. ADULT SOCIAL CARE AND STRATEGIC HOUSING PERFORMANCE MONITORING</b>	15 - 22
To report on the performance indicators position and performance management initiatives for the Adult Social Care and Strategic Housing Divisions with in the Adult and Community Services Directorate.	
<b>8. HOMELESSNESS CONSULTATION EVENT - 1ST DECEMBER 2006</b>	23 - 28
To report on the outcomes from the Adult Social Care and Strategic Housing Scrutiny Committee's homelessness consultation event in December 2006 and to consider and agree the recommendations.	

<b>9. GROWING OLDER IN HEREFORDSHIRE</b>	29 - 30
To receive a presentation on the findings and aims of the Herefordshire Partnership's Strategy 'Growing Older in Herefordshire'.	
<b>10. JOINT SCRUTINY REVIEW: TRANSITION FROM LEAVING CARE TO ADULT LIFE</b>	31 - 34
To inform the Adult Social Care and Strategic Housing and Children's Services Scrutiny Committees of the progress of the Joint Scrutiny Review on the Transition from Leaving Care to Adult Life and to make recommendations as to the way forward.	
<b>11. SUMMARY OF ACTION IN RESPONSE TO SCRUTINY COMMITTEE RECOMMENDATIONS</b>	35 - 46
To note progress against recommendations made by the Committee.	
<b>12. WORK PROGRAMME</b>	47 - 50
To consider the Committee's work programme.	

## **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**

### **Public Involvement at Scrutiny Committee Meetings**

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

#### **1. Identifying Areas for Scrutiny**

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

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

#### **2. Questions from Members of the Public for Consideration at Scrutiny Committee Meetings and Participation at Meetings**

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

Generally, members of the public will also be able to contribute to the discussion at the meeting. This will be at the Chairman's discretion.

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

## **Remits of Herefordshire Council's Scrutiny Committees**

### **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 Courtyard Centre for the Arts, Edgar Street, Hereford on Friday, 1st December, 2006 at 10.00 a.m.**

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

Councillors: K.G. Grumbley, J.W. Hope MBE, Ms. G.A. Powell,  
Mrs E.A. Taylor and J.P. Thomas.

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

**In attendance:** Councillors Mrs. E.M. Bew and R.M. Wilson

**31. APOLOGIES FOR ABSENCE**

Apologies were received from Councillors J.G. Jarvis, R. Mills, R. Preece and P.G. Turpin.

**32. NAMED SUBSTITUTES**

Councillor J.P. Thomas substituted for Councillor R. Preece.

**33. DECLARATIONS OF INTEREST**

There were no declarations of interest.

**34. MINUTES**

**RESOLVED:** That the Minutes of the meeting held on 2nd October, 2006 be confirmed as a correct record and signed by the Chairman.

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

There were no suggestions from members of the Public.

**36. BUDGET 2006/07**

The Committee considered the position on the revenue budget for Adult Social Care and Strategic Housing as at the end of October 2006 and projections to the end of the financial year.

The Interim Finance Manager presented the report updating some of the figures in the report. The projected outturn as at the end of October for Adult Social Care was an overspend of £1.437m against a budget of £31.1m. This compared with a projected outturn in the Integrated Performance Report as at the end of September, as reported to Cabinet on 16 November of £2.743m.

The Director of Adult and Community Services commented that the financial position was significantly better than it had been but there was still a major challenge to face. The recent work on analysis of future social care needs for older people had highlighted the demographic pressures facing the Council.

In response to a question the Head of Strategic Housing Services explained action being taken in respect of homelessness.

**RESOLVED: That the projected 2006/07 financial outturn for Adult Social Care and Strategic Housing be noted.**

**37. ADULT SOCIAL CARE AND STRATEGIC HOUSING PERFORMANCE MONITORING**

The Committee considered the performance indicators position and performance management initiatives for the Adult Social Care and Strategic Housing Divisions within the Adult and Community Services Directorate.

It was reported that the Commission for Social Care Inspection had given the Council's adult services a one star rating judging that the Council was serving some adults well and that the capacity to improve services was uncertain. Work on the Adult Social Care Improvement Plan was progressing and it was hoped that this would lead to an improved judgment in 2007.

- Best Value Performance Indicator 183b (the average length of stay of Families with Children in hostel accommodation) was discussed. The Head of Strategic Housing Services noted that the figure for the second quarter was high but related to one family. He assured the Committee that officers did seek to encourage people to apply for accommodation but on occasions it was difficult to house some families.
- It was acknowledged that the way in which the Council's one star rating had been reported on the local radio station had not been helpful and ignored the work which had been carried out to improve on the previous rating.
- It was requested that an update be provided on how the In Control pilot project under which individuals with a learning disability were provided with indicative individual budgets was going.

**RESOLVED:**

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

**and**

**(b) areas of concern continue to be monitored.**

**38. SCRUTINY REVIEW OF LEARNING DISABILITY SERVICES - CABINET'S RESPONSE**

The Committee considered Cabinet's response to the recommendations made to it in the Scrutiny Review of services for people with a learning disability.

It was noted that the majority of the recommendations had been accepted. An action

plan was appended to the report.

A question had been received from a Member of the Public relating to recommendation h: that models of provision should be developed which maximise funding streams, and the comment in the report that moving away from registered residential to more independent living would promote access to other funding streams. The correspondent had asked, "in the enthusiasm to move away from registered residential provision to more independent living is there not a danger that the care package for some individuals in the Community may in fact cost more than if they were in residential care. For example an individual could receive up to 5 visits a day and this might cost more than if they were in a residential set up?"

The reply to the question was as follows:

*"National and local consultation has shown that older and disabled people want to have services that enable them to live as independently as possible in their own homes. The development and provision of services that support people to remain independent within their local community is a key priority for the Council.*

*All services users have a Community Care Assessment to determine their needs, and a care package drawn up to meet these needs. There are some cases where the assessment process identifies needs which are capable of being met by two or more alternative packages, for example an intensive home care package or a residential placement and the cost of the home care package is greater than the residential placement. In such cases the Council will take account of the service users and family's wishes, whether the care package would preserve the person's independence in their own home and the relative cost of alternative care packages. The Local Authority will seek to secure the most cost effective package of care services that meet the individual care needs, taking account of the users and carers own preferences."*

**RESOLVED: That Cabinet's response to the findings of the review of the services for people with a learning disability be noted and an update provided to the Committee in March.**

**39.    FUTURE SOCIAL CARE NEEDS FOR OLDER PEOPLE AND ADULTS WITH  
LEARNING DISABILITIES IN HEREFORDSHIRE**

The Committee considered the findings and recommendations of the review of future social care needs of older people and people with learning disabilities and the services needed to meet them.

The context for undertaking the review had been that Herefordshire's adult social care services had been facing increasing financial pressures, against a background of continuously increasing user demand. Substantial additional investment and improvements had been made but the Council's performance continued to lag behind high-performing comparable local authorities.

In order to understand the demographic pressures facing the County and the way the pressures might translate into service needs to vulnerable adults the Council, jointly with the Primary Care Trust (PCT) had agreed to commission a detailed needs analysis looking at the demographic pressures and how these might translate into service needs. This work had been independently validated and benchmarked with high-performing authorities elsewhere in the country and was regarded as representing best practice. The costings in the report were also considered robust.

The report and appendices set out the analysis undertaken and summarised the conclusions both in terms of the demography and the way in which that demography would translate into increased service needs and budget pressures.

The reports also set out a strategy for the future based on a significant shift to a more preventative model of services, which would require a much greater contribution from the voluntary sector.

It was stated that this new model of service would require some additional investment but not as much as would the current model of service. It would also enable the Council to improve significantly the quality of services available to the residents of Herefordshire.

The Corporate Policy and Research Manager gave a presentation highlighting key aspects of the report. This summarised the assessment of the needs of older people and people with learning disabilities, how the Authority's performance and approach compared with comparator authorities and the proposed way ahead.

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

- The issue of housing needs and provision of affordable housing was discussed. It was noted that it was hoped that the new Unitary Development Plan would help deliver more affordable houses.
- The report noted the importance of the voluntary sector contribution to the proposed better services, particularly so as to enable people to continue to live independent lives in their own communities. The Committee was informed that from the Voluntary Sector's perspective the report was impressive. The Herefordshire Alliance of Voluntary Sector Organisations was undertaking a considerable amount of work to improve service delivery capability and accredit suppliers. Nevertheless a huge task was faced.
- Attention was drawn by Members to the references in the report to the fundamental importance of good ICT systems including systems for data collection and analysis. It was proposed that the importance of developing appropriate, effective and compatible systems with the Council's partner organisations should be emphasised to Cabinet.
- A question was asked about changes to the thresholds governing eligibility for care. In reply it was stated good practice focused on preventative action and utilising alternatives to professional health and social care where these were appropriate. Making this change in the approach to service delivery could make it possible to avoid raising the thresholds for professional care, although thresholds would need to remain.
- The proposal to generate more income from users and its implications was discussed. It was noted that whilst the issues were undoubtedly complex, there were higher performing authorities who were equally committed to avoiding creating a bigger poverty trap and had at least as high levels of income deprivation. (The highest charger of the comparator authorities, East Riding, had a higher level of income deprivation than Herefordshire.) It was further noted that those who were income deprived would not pay charges.
- Whilst raising charges was a difficult decision to take, in the financial climate councils faced it appeared to be one of the few ways of increasing the resources

available, so ensuring that an appropriate level and quality of services could be provided to all who would need them.

- The question of respite provision for family carers was raised in particular, referring as an example to the planned closure of Windsor Place, Leominster. In reply it was stated that the intention to reduce the number of properties the Council held had been agreed by Cabinet. A commitment had been given that Windsor Place, Leominster would not be closed until alternative provision was in place. There were a number of possible models of care.

The importance of keeping people including Ward Members clearly informed of the Council's proposals was emphasised.

- It was proposed that given the importance and complexity of the issues and the careful consideration these would require that steps be taken to ensure that every Councillor was made aware of the issues and kept informed. The Director of Adult and Community Services stated his intention to brief Members and to hold a seminar with the voluntary sector, a range of other users, stakeholders and staff.

**RESOLVED:**

- THAT**
- (a) the recommendations of the review of future social care needs of older people and people with learning disabilities and the services needed to meet them be endorsed for consideration by Cabinet;**
  - (b) the Committee's concern about the current ICT systems for data collection and analysis and the importance of developing appropriate, effective and compatible ICT systems, including with the Primary Care Trust as part of the development of the proposed Public Service Trust, should be emphasised to Cabinet;**
- and**
- (c) recognising the importance and complexity of the issues and that these will require careful consideration Cabinet be advised that every Councillor needs to be made aware of these issues and kept informed.**

**40. LOCAL AUTHORITY RESPONSIBILITY FOR PROVISION OF CARE IN REGISTERED SETTINGS**

The Committee was informed of the Local Authority's responsibilities in relation to the provision of care in registered care home settings and the associated financial commitments.

The report noted the requirement on Local Authorities to provide care homes and the desire of most older and disabled people to have services provided which enabled them to live as independently as possible in their own homes. Local authorities were expected to seek a financial contribution from individuals towards the costs of the care. The processes for assessing that contribution for care at home and care in a registered care home were set out in appendices to the report.

It was noted that whereas charges for care in a care home were prescribed by Government the Council had more discretion in setting charges for care at home. Recommendations on this point were being made in the Adult Social Care Improvement Plan and arising from the review of future social care needs, the subject of a separate report to the meeting.

The Committee noted also the requirements governing the contribution of the Primary Care Trust in relation to the provision of nursing care in a care home and the importance of a co-ordinated and consistent approach to care assessment with the Council.

**RESOLVED: That the report be noted.**

**41.    ACCESSING MINOR ADAPTATIONS**

The Committee was informed of arrangements for the provision of minor adaptations to homes within Herefordshire.

It was reported that processes were examined to seek to generate efficiencies. Attention was drawn in particular to the increase in the scope for self-referral to the Occupational Therapy service whereas traditionally this had been through a GP and the success this had had in enabling simple needs to be met more quickly and allowing more Occupational Therapy staff time then to be focused on more complex assessments.

The preventative benefits of the [you@home](#) repairs service providing assistance to vulnerable people in their homes by carrying out essential or urgent works up to the value of £1,000 was also highlighted.

**RESOLVED: That the arrangements for accessing minor adaptations in Herefordshire be noted.**

**42.    ADULT SOCIAL CARE AND STRATEGIC HOUSING SCRUTINY COMMITTEE  
WORK PROGRAMME**

The Committee considered its work programme.

The intention to include a report summarising recommendations made by the Committee and corresponding outcomes was noted.

**RESOLVED: That the work programme as amended be approved and reported to the Strategic Monitoring Committee.**

The meeting ended at 12.25 p.m.

**CHAIRMAN**



## **BUDGET REPORT 2006/2007**

### **Report By: Interim Finance Manager Adult Social Care & Strategic Housing**

#### **Wards Affected**

County-wide

#### **Purpose**

1. To report on the revenue budget's financial position for Adult Social Care and Strategic Housing as at the end of January 2007 and to provide projections to the end of the financial year.

#### **Financial Implications**

2. These are contained in the report.

#### **Background**

3. The Adult Social Care and Strategic Housing Scrutiny Committee receives regular budget monitoring reports with the last one covering the first seven months of the financial year. The position presented to the 1<sup>st</sup> December 2007 Committee showed a projected overspend of £1.33m on Adult Social Care and a projected underspend of £45k on Strategic Housing.
4. As indicated in the previous reports the major budget pressure within Adult Social Care is residential and nursing care placements. This remains a consistent pressure across all service user groups.

#### **Adult Social Care**

##### **(i) Summary**

5. The projected outturn as at the end of January for Adult Social Care is an overspend of £1.315m against a budget of £31.1m. The projected outturn in the latest Integrated Performance Report was £1.424m.

6. Details of the service area projected outturn under or overspends are as follows and includes the information supplied to Scrutiny Committee on 1<sup>st</sup> December:-

	<b>January 2007 £ Over / (Under)</b>	<b>October 2006 £ Over / (Under)</b>
Learning Disabilities	1,266,637	1,217,574
Older People	(878,773)	(522,273)
Physical Disabilities	329,084	319,777
Mental Health	552,043	389,250
Service Strategy	62,991	53,055
Preventative Management	578	(3,597)
Section 31 Agreements	(25,169)	(40,416)
Joint Finance	210	210
Adults	7,435	22,671
<b>Total</b>	<b>1,315,036</b>	<b>1,436,251</b>

It should be noted that the £1.315m projected is before any use is made of the £1.3m Social Care contingency, which is for Adults and Children's services.

Appendix 1 summaries the position.

7. The projected outturn has remained static since the last report to Scrutiny Committee.

### **Learning Disabilities**

8. The projected outturn for this area is a £1.267m overspend. This is for the risk sharing agreement for this Section 31 arrangement which has been suspended for 2006/07. The Council and PCT will fund their respective proportion of the projected overspend.
9. The main areas of overspend are Community Care Residential, Nursing care and Agency Placements.

### **Older People**

10. The projected underspend of £879k in the Older People service area is the result of:-
  - a. Reduction in expenditure due to Waverley House refurbishment;
  - b. With regards to the Shaw Healthcare residential contract additional income received above the annual budget target;
  - c. Vacancies within the social work teams which has generated a non-recurrent underspend;
  - d. Allocating some staff costs to the carer's grant funding so that the grant is fully utilised;
  - e. The rental charge for the promoting independence unit has reduced from a full year to 8 months.
  
11. Community care residential and nursing placements still remain a key pressure within this area. Since October there has been an increase of 15 residential placements.

### **Physical Disabilities**

12. Similar pressures affect the Physical Disabilities service user group where a £329k overspend is projected.
  
13. The main budget pressure within this service group is residential and homecare packages. Since July the number of community care packages has decreased from 31 to 29.

### **Mental Health**

14. This service group is provided in a Section 31 agreement. The PCT is the lead partner for this agreement. The Adult Services overspend is £552k.
  
15. The community care placements budget heading remains the key budget pressure within this client group. Since October there are an additional 14 placements to fund. A detailed breakdown in community care placements is identified in appendix 2.
  
16. The overspend on community care placements is listed below:-
  - Residential - £460k;
  - Nursing - £207K;

## **Strategic Housing**

17. The projected underspend for Strategic Housing is £100k against a £2.1m budget.
18. Since the last report a £55k increase in the projected outturn underspend has occurred. All sections within Strategic Housing have a reduction in the projected outturn.
19. The major budget pressure within Strategic Housing has been the demand and use of temporary accommodation to support the homeless service.
20. As pictorially illustrated in appendix 3 the number of clients within bed and breakfast accommodation has significantly decreased since April 2006.
21. Within the other sections of Strategic Housing some one-off savings have resulted due to vacant posts. This is a non-recurrent underspend against the annual budget.

## **RECOMMENDATION**

**THAT the Committee notes and comments on the projected 2006/07 financial outturn for Adult Social Care and Strategic Housing.**

## **BACKGROUND PAPERS**

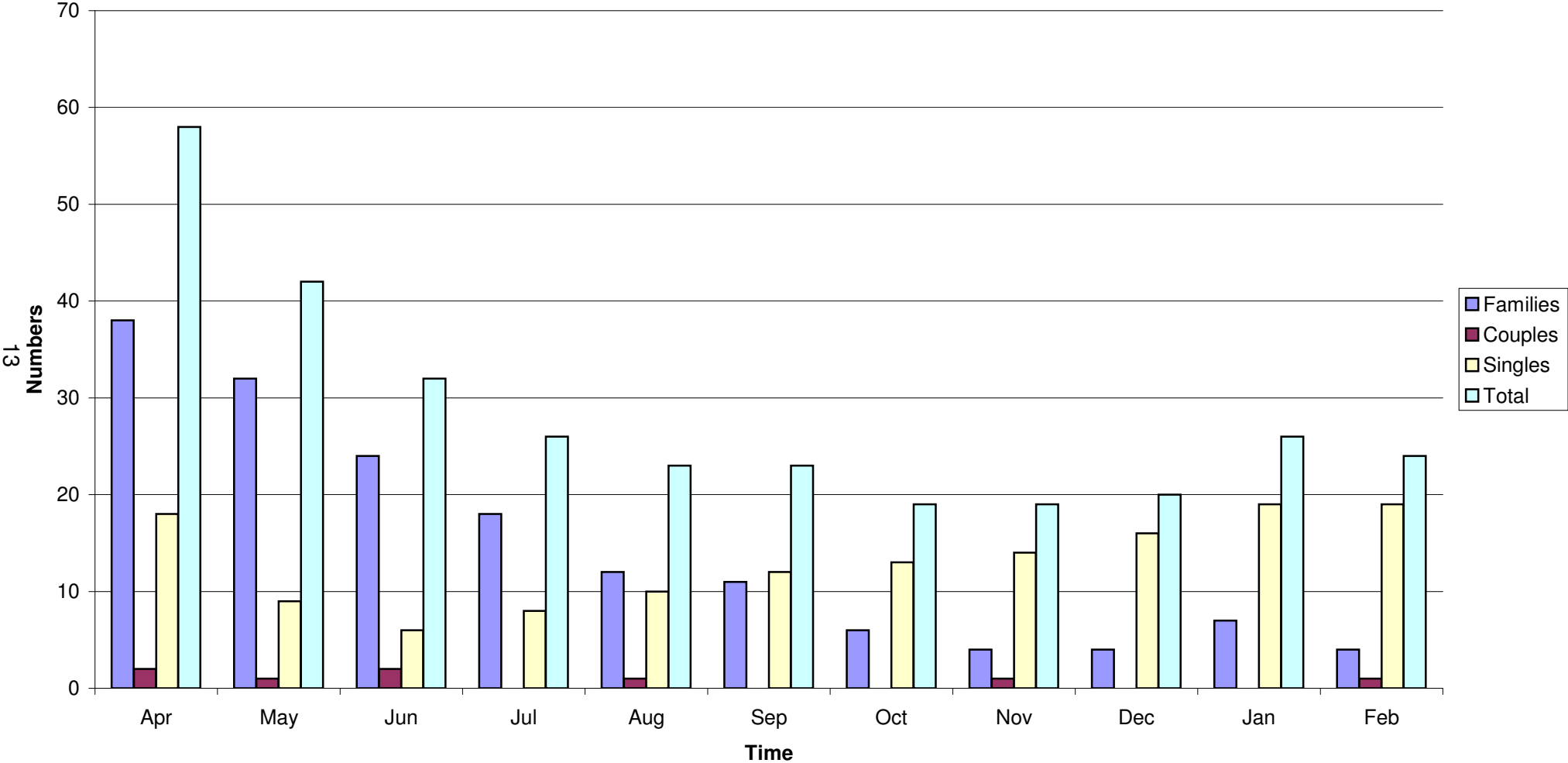
- **None identified**

	<b>2006/2007 Budget</b>	<b>YTD Actuals @ January 2007</b>	<b>YTD Budget @ January 2007</b>	<b>YEAR END PROJECTION As of End January</b>	<b>YEAR END PROJECTION As of End December</b>	<b>YEAR END VARIANCE Over (+) Under (-)</b>
Strategic Housing	2,083,832	(2,863,750)	1,107,049	1,983,621	2,015,170	(100,211)
Commissioning & Improvement	1,561,088	708,283	1,294,837	1,553,332	1,412,917	(7,756)
Adults	1,311,219	(2,001,468)	1,091,894	1,318,654	1,318,001	7,435
Learning Disabilities	7,938,196	11,018,691	6,623,808	9,204,833	9,200,373	1,266,637
Older People	12,940,794	10,396,035	10,803,941	12,062,021	12,040,225	(878,773)
Physical Disabilities / Sensory Impairment	2,819,104	2,794,607	2,355,491	3,148,188	3,131,999	329,084
Mental Health	4,488,615	3,964,785	3,816,814	5,040,658	4,987,250	552,043
Prevention Services	159,389	123,911	132,300	159,967	159,842	578
Section 31 Arrangements	974,249	571,434	808,531	949,080	938,444	(25,169)
Joint Finance	(210)	(576)	(175)	0	0	210
Service Strategy	470,386	425,097	388,588	533,377	517,657	62,991
Total Adult Social Care	<u>31,101,742</u>	<u>27,292,516</u>	<u>26,021,191</u>	<u>32,416,778</u>	<u>32,293,791</u>	<u>1,315,036</u>
<b>Grand Total</b>	<b><u>34,746,662</u></b>	<b><u>25,137,049</u></b>	<b><u>28,423,076</u></b>	<b><u>35,953,731</u></b>	<b><u>35,721,878</u></b>	<b><u>1,207,069</u></b>

## Appendix 2

	Learning Disabilities			Mental Health			Older People			Physical Disabilities		
	Nursing	Residential	Total	Nursing	Residential	Total	Nursing	Residential	Total	Nursing	Residential	Total
April	5	92.5	97.5	99	151	250	127	167	294	8	19.5	27.5
May	5	99	104	98	156	254	134	175	309	9	18.5	27.5
June	5	99	104	102	151	253	134	171	305	9	18.5	27.5
July	5	100	105	102	155	257	136	167	303	11	18.5	29.5
August	5	100	105	101.5	158	259.5	130	167	297	11	18.5	29.5
September	5	101.5	106.5	103.5	153	256.5	133.5	160	293.5	13	19.5	32.5
October	6	103	109	106.5	157	263.5	143.5	162	305.5	12	18.5	30.5
November	6	103	109	108.5	162	270.5	139.5	169	308.5	12	18.5	30.5
December	7	101.5	108.5	111	163	274	142.5	168	310.5	9	19.5	28.5
January	7	100.5	107.5	110	168	278	148	172	320	9	19.5	28.5

Numbers in Bed & Breakfast Accommodation







## ADULT SOCIAL CARE & STRATEGIC HOUSING PERFORMANCE MONITORING

Report By: 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 end of year position, along with a selection of latest available data.
4. As outlined in previous reports to this Committee, the Department of Health (DH) publishes statistical information on the performance of all Adult Social Care Departments. There is a national set of 27 indicators covering Adult Social Care Services. The DH ranks performance in five bands ranging from Band 1 – “investigate urgently” to Band 5 – “very good”. Current performance on Key indicators is set out in Appendix 1.
5. Strategic Housing performance is monitored by Best Value indicators and regularly reports to the Government Office of the West Midlands and the Department for Local Government and Communities. Current performance against key indicators is set out in Appendix 2.

### Adult Social Care Improvement Plan

6. The Adult Social Care Division have been working hard to progress the five work-streams within the Department of Health sponsored Improvement Plan, which are Performance Data, Market Management, Workforce Development, Fairer Charing and Fair Access to Care (FACS).
7. All five work-streams have now reported and the consultants and work-streams leads are finalising the respective Implementation Plans, which will be rolled out during 2007-08.
8. The Improvement Plan Board is meeting on 21<sup>st</sup> March, 2007 and will sign-off the Implementation Plans, which will mark the end of the first phase of this work. The

Board will also consider resource bids to enable additional capacity to implement the required activities – the Department of Health have offered to match-fund additional resources.

### **Service planning 2007/08**

9. In accordance with the Council's service planning process and timetable, Adult and Community services have been working to develop the Directorate and Divisional Plans for 2007-08 in line with the Community Strategy and the Corporate Priorities.
10. The priorities for the Directorate for the forthcoming period are as follows. The items in bold print are those which are directly relevant to this Scrutiny Committee.

ASC 1 Improving Business Opportunities in Herefordshire. (ECS)

ASC 2 Improving Learning Opportunities in Herefordshire. (ECS)

ASC 3 Improving Employment Opportunities in Herefordshire. (ECS)

ASC 4 Developing more Inclusive Communities. (ECS)

**ASC 5 To Achieve a more Balanced Housing Market. (SH)**

**ASC 6 To Address levels of Homelessness. (SH)**

ASC 7 Creating a Safer Place to Live, Work and Visit. (ECS)

ASC 8 Enhancing the well-being and Community Cohesion through Engagement in Cultural Activities. (ECS)

**ASC 9 To Improve Housing Conditions across all Tenures. (SH)**

ASC 10 To enable children and young people to lead fulfilling lives. (ECS)

**ASC 11 To Ensure Vulnerable People's Housing Needs are met. (SH)**

**ASC 12 Modernising Learning Disability Services. (ASC)**

**ASC 13 Modernising Older People and Physical Disability Services. (ASC)**

**ASC 14 Promoting Choice and Independence. (ASC)**

**ASC 15 Leadership and Transformation**

**ASC 16 Commissioning and use of Resources**

### **Adult Social Care Outcomes Framework**

11. The Commission for Social Care Inspection (CSCI) are about to launch the new Outcomes Framework against which we will be judged from 2007-08 onwards. This represents a shift from simply considering performance indicator out-turns to looking at what really impacts upon service users lives and makes a difference. The new framework focuses upon:

OUTCOME 1 Improving Health and Emotional Wellbeing

OUTCOME 2 Improved Quality of Life

OUTCOME 3 Making a Positive Contribution

OUTCOME 4 Increased Choice and Control

OUTCOME 5 Freedom from Discrimination or Harassment

OUTCOME 6 Economic Well-being

OUTCOME 7 Maintaining Personal Dignity and Respect

OUTCOME 8 Leadership

OUTCOME 9 Commissioning and the use of Resources.

12. As part of the implementation of the Outcomes Framework a new self-assessment return has been introduced to replace the Delivery and Improvement Statement (the DIS). Preparations to complete the SAS (Self-Assessment Survey) are underway in

readiness for submission by 31<sup>st</sup> May 2007. The information submitted in this return will be used to inform the judgement and star rating for Adult Social Care.

13. We have a new CSCI Business Relationship Manager, Pat Bailey, who replaces Lynette Ranson who finished in December.
14. Learning Disabilities Inspection - A CSCI Inspection of our LD Services took place earlier over a two week period in January / February, which involved meeting with service users, interviewing staff and reviewing documentation and files. The final report will be presented to the Council in June.

## **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	Out-turn 05.06	Target 06.07	Q1	Q2	Q3	Will we meet target?	Status at Q3
C28	53		Households receiving intensive home care per 1000 population aged 65 or over	5.7	7.5	6.7			NO	☹
C29			Adults with physical disabilities helped to live at home per 1000 population aged 18-64.	4.8	5.0	2.91	2.88	2.9	YES	☹
C30			Adults with learning disabilities helped to live at home per 1000 population aged 18-64.	2.5	2.8	2.21	2.15	2.57	YES	☹
C31			Adults with mental health problems helped to live at home per 1000 population aged 18-64.	3.7	4	3.38	3.23	3.50	YES	☹
C32			Older people helped to live at home per 1000 population aged 65 or over.	83.0	85	48.02	46.66	48.13	NO	☹
C51	154		Adults and older people receiving direct payments per 100 000 population aged 18 or over.	80.0	100	66.29	73.47	76.04	NO	☹
C62			The number of carers receiving a specific carers' service as a percentage of clients receiving community based services.	10%	10%	11.28	9.7	9.88	YES	☹
AO/D37			Availability of single rooms	88%	88%	88.43	81.46	83.90	YES	☹

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Further information on the subject of this report is available from Andrew Hasler, Improvement Manager on 01432 260655

**ADULT SOCIAL CARE AND STRATEGIC HOUSING  
SCRUTINY COMMITTEE**

**23<sup>RD</sup> MARCH 2007**

PAF	BVPI	Local Indicator	Definition	Out-turn 05.06	Target 06.07	Q1	Q2	Q3	Will we meet target?	Status at Q3
AO/D39			Percentage of people receiving a statement of their needs and how they will be met.	91%	98%	90.44	85.87	81.85	YES	☹
AO/D40			Client receiving a review	75%	75%	44.81	53.19	49.19	YES	☹
D54		56	Percentage of equipment and adaptations delivered within seven days	94%	94%	97.40	95.89	96.08	YES	☺
D55	195		Acceptable waiting time for assessments (new older clients).	70	85	79.74	80.92	78.25	YES	☹
D56	196		Waiting time for Services	79	83	89.66	80.21	77.27	NO	☹

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Further information on the subject of this report is available from Andrew Hasler, Improvement Manager  
on 01432 260655

**Adult Social Care - update**

- The Welfare Rights Team has now been co-located to St Nicholas House, to deliver Welfare Rights information and advice on the uptake of Attendance Allowance.
- The Project to develop the use of assistive technology to support older people to remain in their own homes, is now fully operational and 78 referrals have been received to date.
- Invest to save bid has been successful, the Prevention Strategy and Commissioning Plan will now be incorporated into the Improvement Plan.
- Flexible staff contracts negotiated and will be introduced in March 2007, which will increase flexibility and capacity within STARRS Service.
- The 'In Control Pilot' is developing well with the following areas being the focus of activity:
  - Development -with Finance- of the Resource Allocation Framework
  - Development of detailed policy and procedures for Care Managers to enable the consistent application of 'In Control'
  - Establishment of a Service Level Agreement with HCIL to pilot Support Brokerage alongside the In Control work to complement our service design and planning work.
  - Training to all Care Managers to familiarise them with both the 'In Control' model and the policy and procedures to enable them to offer it to people with learning disabilities as a viable option
  - Allocation of indicative budgets to 6 people (all now in the implementation phase so will imminently become confirmed individual budgets)

**Appendix Two – Strategic Housing**

PAF	BVPI	Local Indicator	Definition	Out-turn 05.06	Target 06.07	Q1	Q2	Q3	Q4	Status
	64		Number of private sector dwellings returned to occupation	54	50	9	16	114		☺
	183a		Average length of stay for FWC in B&B	10.65 weeks	0 weeks	18	15.5	14		☹
	183b		Average length of stay for FWC in hostel accommodation	29.3 weeks	12 weeks	12	72	1		☹
	202		Number of people sleeping rough	Less than three	NA	NA	NA	NA	NA	☺
	203		% change in FWC in temporary accommodation compared to previous year	+26%	0%	-10.65%	-16.4%	-24%		☺
	213		Number of homeless households where casework resolved situation (measured per 1000 households)	0.93 (300 hseholds)	4 per 1000	48	-	213		☹
	214		% households accepted as homeless who have been previously accepted within last 2 years	+2.88%	2%	3.4	5.0	3.2		☹

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## **Strategic Housing**

Rural Housing Enabler - currently working in partnership with RSL partners and Community First to appoint RHE during April. This post will compliment the existing work of the Enabling & Housing Needs Team by focusing on remoter rural areas for delivery affordable housing.

Partnership Working - currently engaged and influencing key strategic documents to support the delivery of affordable housing. In particular, the Regional Spatial Strategy, West Midlands Investment Strategy, West Housing Market Investment Strategy, both a Local and a sub regional Housing Market Assessment and the Assessment of the accommodation needs of Gypsies and Travellers and also the Edgar Street Grid Regeneration.

Extra Care scheme in Hereford, to provide 96 apartments for older people is progressing and scheduled to complete during summer 2008.

Target of 161 additional affordable housing to be provided during 2006/7 has been exceeded

Strategic Housing's first delivery of housing to Excellent Eco Homes standards (High energy efficiency home) at Barton Yard Hereford has been completed by the contractors and is due to handed over to the housing association during the next couple of weeks. All 22 units have either been sold or allocated to those registered with Homepoint.

The Empty Property Strategy has been reviewed and is shortly to be issued for consultation prior to publishing during spring 2007. To reinforce the approach to bring long term empty properties back into use, the Cabinet Member for Social Care Adults and Health has supported the undertaking to complete one Empty Dwelling Management Order which is an additional tool supported within the strategy. Work has commenced on an identified property in Hereford City and its effectiveness will be monitored, reviewed and evaluated as to its success.



**HOMELESSNESS CONSULTATION EVENT 1ST  
DECEMBER 2006****Report By: Change Manager - Homelessness****Wards Affected**

County-wide

**Purpose**

1. To report on the outcomes from the Adult Social Care & Strategic Housing Scrutiny Committee's homelessness consultation event in December 2006 and to consider and agree the recommendations.

**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 had risen steadily since 2002, accompanied by a significant rise in spending on temporary accommodation. Since the service transferred back in-house to Herefordshire Council, the number of homelessness presentations and acceptances has fallen significantly, and these are now at lower levels than in 2002. The number of people living in temporary accommodation has also reduced, as has the financial expenditure associated with these temporary placements. The primary reason for the reduction of homelessness in the County has been the introduction of a homelessness prevention approach, together with the homelessness prevention fund, a proposal agreed by Cabinet in July 2005.
4. The Chairman of the Adult Social Care and Strategic Housing Scrutiny Committee requested a second homelessness consultation event be held in December 2006, as a follow on from the initial homelessness event held in October 2005. This event was to include representatives from relevant agencies across the County.
5. The event focussed on lessons learned in the last year in terms of tackling the main causes of homelessness in Herefordshire and explored opportunities for closer working arrangements in the future. Summary notes from the consultation event are attached at Appendix A, and have informed the recommendations at the end of this report.

## **Recommendations**

**THAT:**

- (a) the Committee notes the level of ongoing debt-related homelessness in Herefordshire, and that the Council considers ways of proactively tackling this issue;**
- (b) knowledge of options in the housing market should be increased, amongst the public, and amongst the agencies working with customers threatened with homelessness;**
- (c) agencies continue to work together to share information and further develop an 'early warning' approach to homelessness, building on good practice established during the last year;**
- (d) mediation and sanctuary options have made an impact in reducing homelessness in Herefordshire and should continue to be considered with young people and victims of domestic violence whenever appropriate;**
- (e) agencies continue to work closely with schools to successfully prevent youth homelessness and further work is undertaken to develop further potential in the private sector housing market;**
- (f) the Council continues to develop preventative and reconciliatory protocols in relation to homelessness in partnership with other agencies;**
- (g) the Council explores new ways of preventing homelessness for families who have experienced this in the past, and considers the support required to ensure these families do not become homeless in the future; and**
- (h) the recommendations set out with this report should be submitted to the Cabinet Member for Social Care Adults and Health for consideration.**

### **BACKGROUND PAPERS**

- None identified

Notes from Homelessness Consultation Event 1st December, 2006

1. Debt Prevention Course
  - Home restart course inc:
  - Tenancy sustainment
  - Debt
  - With multi-agency approach
  - Parenting
  - Etc .../asb issues
  - Possibly funded by multi agency  
  - Incentive of tenancy
  - People on scheme to 'Teach'

Pilot – early warning system

  - a. Newton farm
  - b. To finance – CAB advice, RSL, H Benefit advice  
  - Identify partnership protocols and working – at all levels and champion from each agency

Consultation “ownership by Individuals”

2. Early Intervention
  - Looking at specific details from HP – ie: pregnancy
  - Data protection
  - Identify agencies that can provide early warning
  - Evidence agencies about Homelessness
  - Census data – ID – H/Benefits to put in mechanisms
  - Schools 'Respect Agenda' parenting for teenagers
  - JD, Substance misuse issues
3. Resources
  - Instant access to prevention fund
  - SP funding for pre-engagement work
  - Schools education funding
  - Identity funding possibilities
  - ID appropriate accommodation, resources eg: foyer
4. Debt – HB – Homeless Team to enquire with interventions eg: suspend claims
  - Intensive Debt and Budgeting advice – base level
  - More Welfare Officers DWP
  - In prevention team
  - In RSLs
  - Front line advice – easy accessible to welfare and promote DHP topups
5. Homepoint

### 6. & 7 NTQs and Local PS

- Early warning signals from PSL – “Investigate – can we make an attachment to earnings – to re??? Debt – RSLs
- Build up relationships
- Invite PSL/Agencies to Homeless conferences/ and training sessions and Interhome events

### 8. HB / and Rent Levels

- AW
- Front line team – CSOs – to have good HB training and homeless training
- DHP – marketing
- Build relationships with Rent Officers
- Rent Officers to visit properties

### Affordable Housing

- RSLs to be more pro-active
- Working partnership with E Grid
- ID – more exception sites
- More staff for enabling team
- Is S/O affordable and research

### Debt

Link to other areas of advice

Financial capability

### Advice

County poorly serviced in terms of info and advice

Link to wider advice strategy

Personal housing plans

Preventative advice

Budget/housing clinics

Credible and relevant advice and accessible – what are access points

Basic knowledge of housing options

Different ways of delivering advice

Target most vulnerable

Info zone – Wyebridge (Haywood)

Locating housing for challenging/socially excluded

Look at causes of problems and what support needed and actions required

Rent arrears – back to debt

One to one work with families and sustainability of some

Community conferences to solve problems (Rochdale example)

Recognising that housing is not the only issue

Induction course at the beginning of tenancies

Conditional acceptance of “intentional homelessness”

Look at benefits that are not necessarily monetary

Building upon prevention as a viable alternative

Ensuring right resources available

Current capacity issues within other organisations – inc vol sector

Current capacity issues within homeless prevention team knowing where those resources are and working together

How much is social housing and homelessness/BS/RSLs all have a part to play  
Better definition of roles and responsibilities amongst organisations and provides =  
better efficiency

Planning service falling short on 35% affordable housing – what proportions socially  
rented?

Need for socially rented housing

### Planning Policy

- Lower the threshold for affordable housing or move to 0 threshold. If one house they contribute to develop elsewhere (affordable house). Move to 50% affordable requirements on sites of 2 or more houses?
- Change exception policy to allow landowners a small amount of market in exchange for affordable homes eg: 2 market to 4 affordable
- Are we making best use of housing stock in social rented sector
- 2<sup>nd</sup> home council tax @ 90% - extra income should go to affordable housing capital pot
- locating re-housing for “blocked” households
- Family support (intensive) in “pepper potted” properties
- Identify levels of support (case by case) which will give RSLs confidence to re-house. S People funded? And family support workers
- Prevention and deterrent group (Police, education) (part of CSDAP)  
Homelessness prevention team should be part of this.
- Young people/children can often be cause of AS Behaviour
- Use S.106 funding to support costs/support for 1 year for problem family (South Gloucestershire)
- Comprehensive support package to encourage RSLs to drop restrictive policies/lettings policies
- Protocols should aim to set criteria which would bypass policies

### Benefits

- Speed up assessments to RSL tenants and especially challenging households
- Is housing benefits adequately staffed? And computer systems adequate?

### Communication

- Needs to be increased communication between homeless teams and voluntary sector
- Get together to show what each is trying to do and how each can assist the other
- Link person is a good idea for each to access
- Build on the success in the aftercare arena where prevention/housing and aftercare has worked

### Building upon prevention

- Maximising services and resources to help reduce chances of homelessness occurring in RSL tenancies
- DVD for schools ref: homelessness or youth theatre group

- Rolling out work with schools so children are educated about realities of homelessness
- Parenting skills
- Develop role of housing related support – early intervention – Shelter

### Tackling Debt Driven Homelessness

- Talk about financial management and budgeting with schools ie: skills for life (Could SHYPP help?)
- Family support (also around parenting) can help reduce debt and risks around anti-social behaviour and potential homelessness

## **GROWING OLDER IN HEREFORDSHIRE**

**Report By: Director of Adult and Community Services**

### **Wards Affected**

County-wide

### **Purpose**

1. To receive a presentation on the findings and aims of the Herefordshire Partnership's Strategy 'Growing Older in Herefordshire'.

### **Financial Implications**

2. None identified.

### **Background**

3. The need to establish an overarching strategic approach towards older people in Herefordshire was recognised in 2005 and confirmed in the Council's Comprehensive Performance Assessment of that year.
4. In November 2005, the Herefordshire Partnership Board formally recommended that an Older People's Strategy for Herefordshire be developed and that the Council should take the lead in the strategy development process. This approach was endorsed by Cabinet and a small project team was established.
5. In order to inform the strategy production process, local and national documents, such as strategies and policies were analysed. In addition, three events were held to gather information and seek the views of local stakeholders.
6. The consultation document and appendices attached set out the work undertaken and detail five key aims. The draft document, enclosed separately for Members of the Committee and available to the public on request, is scheduled to be launched by 21<sup>st</sup> March, 2007 for an 8-week period of consultation. Responses will then be analysed and a finalised document will be adopted by the Partner organisations over the Summer.
7. Following on from this, the next stage in implementing this strategy is for the Herefordshire Partnership to identify lead organisations to develop detailed action plans for each of the aims.

### **RECOMMENDATION**

**THAT the draft of the Growing Older in Herefordshire Strategy be noted subject to any comments the Committee wishes to make.**

### **BACKGROUND PAPERS**

None identified





## JOINT SCRUTINY REVIEW: TRANSITION FROM LEAVING CARE TO ADULT LIFE

Report By: Councillor Mrs J.E. Pemberton, Chair of Review  
Group

### Wards Affected

County-wide

### Purpose

1. To inform the Adult Social Care and Strategic Housing and Children's Services Scrutiny Committees of the progress of the Joint Scrutiny Review on the Transition from Leaving Care to Adult Life and to make recommendations as to the way forward.

### Progress to Date

2. Following agreement by the respective Scrutiny Committees that the Review be undertaken, initial discussion took place and a range of relevant background documents were assembled.

3. Membership of the Review Group was identified as follows:

Councillor Mrs PA Andrews  
Councillor J.W. Hope M.B.E  
Councillor J.G Jarvis  
Councillor G Lucas  
Councillor Mrs J.E. Pemberton (Chair)  
Mr R Kelly  
Mrs D Strutt

4. The following terms of reference for the Review were agreed:
  - To review the Council's approach to transition issues for looked after children with support needs from childhood to adult life.
  - To investigate how improvements can be made to the transition process.
  - Following the review to advise the appropriate Cabinet Member(s) of the best policy to put in place to implement the improvements identified.

5. Alongside this, the desired outcomes for the Review were identified as follows:
- For Members of the Review to have considered the various elements involved in the transition process and how these interrelate with those services performed by the Council's partners.
  - To have considered possible areas of improvement to the transition process and make recommendations on improvement for consideration by the appropriate Cabinet Member(s) and the Council's partner organisations.
  - For any future service to be capable of implementation in collaboration with partner organisations.
6. The first meeting of the Review Group took place on 26 February 2007, confirming the terms of reference and desired outcomes. Following discussion, it was agreed that the issues involved were complex and worthy of detailed consideration. Consequently a decision was taken that it was not possible to complete this piece of work to a satisfactory standard in sufficient time to report back to Adult Social Care and Strategic Housing and Children's Services Scrutiny Committees in March 2007 as originally anticipated.
7. On the basis of the discussions, a number of key themes were identified for further exploration by the Review Group. These were as follows:
- The role of corporate parent continues beyond the age of 18 up to and including the age of 24 for care leavers in continuing education
  - The role of the corporate parent, and therefore the scope of the Review, should cover the role of a wider group of agencies eg CAMHS, Probation, Prison Service etc
  - The primary focus of the Review should be looked after children and care leavers who are the responsibility of Herefordshire but the review should also address looked after children and care leavers in Herefordshire from other Local Authorities
  - Whilst the review will cover those care leavers who have continuing needs such as learning disabilities and mental health problems, those with more profound and multiple disabilities will not be included within the scope of the Review
  - The Review Group should take a particular interest in the issue of appropriate accommodation for 16 to 18 year olds, including supported lodgings, 'halfway house' options etc
  - The Review should be informed by learning from other projects and schemes regionally and nationally eg sexual health, teenage pregnancy etc
  - The Review should scrutinise Pathway Plans and how successful these are in identifying and meeting the needs of care leavers

- Whilst the Review should focus on issues relating to the looked after system and arrangements for leaving care, recommendations for further work outside this scope will be made should this issue arise in the course of this work
- In order to find creative and innovative solutions, it will be necessary for the Review Group to 'think outside the box'

## **Financial Implications**

No specific financial implications have been identified at this stage.

## **RECOMMENDATION**

- THAT**
- (a) the Joint Scrutiny Review on the Transition from Leaving Care to Adult Life be taken forward in the 2007/08 work programme for Adult Social Care and Strategic Housing and Children's Services Scrutiny Committees;**
  - (b) this Review remains a Joint Review between the two Scrutiny Committees under the wider leadership of Adult Social Care and Strategic Housing Scrutiny Committee;**
  - (c) following the establishment of Adult Social Care and Strategic Housing and Children's Services Scrutiny Committees for 2007/08, a new Review Group is established comprising membership from both Scrutiny Committees.**

## **BACKGROUND PAPERS**

Care Leavers Scoping Statement  
Transition from Leaving Care to Adult Life  
DfES Statistics November 2006  
Leaving Care National Protocol Final Revision  
Life After Care Article  
Wrong Turn Article



## SUMMARY OF ACTION IN RESPONSE TO SCRUTINY COMMITTEE RECOMMENDATIONS

**Report By: Head of Legal and Democratic Services**

### Purpose

1. To note progress against recommendations made by the Committee.

### Background

2. One of the key challenges set for the scrutiny process is to produce outcomes which make a difference and add value to the Council's work. Scrutiny is also an ongoing process and it is important that progress in response to recommendations made by the Scrutiny Committees is monitored.
3. The major recommendations made by the Scrutiny Committees have on the whole been generated by Scrutiny Reviews. The Council's scrutiny process has always recognised the need for progress against these recommendations to be monitored.
4. The process was recently strengthened by formalising it with the following recommendations made as part of each review.
  - the Executive's response to the Review including an action plan reported to the first available meeting of the Committee after the Executive has approved its response.
  - a further report on progress in response to the Review then be made after six months with consideration then being given to the need for any further reports to be made.
5. However, monitoring of progress against other recommendations has not been formalised in the same way. In preparing for the current round of meetings some Chairmen requested a round up of all the recommendations made in addition to those made as part of scrutiny reviews. It seemed logical to apply this request to all of the Scrutiny Committees.
6. A list is attached which attempts to give effect to this request. The list does not include all the issues considered by the Committee. Nor does it include requests made by the Committee for reports which are covered as part of the compilation of the work programme. Rather the report seeks to summarise instances where the Committee has requested that specific action be taken and the response to that request.
7. This is the first time such a report has been produced. Subject to the views of the Committee on this approach it would be proposed that in future a report will appear on each quarterly meeting as an appendix to the Work Programme.

### RECOMMENDATION

**THAT the report be noted subject to any comments Members wish to make.**

### BACKGROUND PAPERS

- None identified



Summary Of Action In Response To Scrutiny Committee Recommendations – June 2003- March 2007

Date	Issue and decision	Resultant action or outcome
17 June 2003	<p>Extra Care housing</p> <p><b>The latest position with regard to the development of the Extra Care Housing Scheme in Hereford City be noted and a visit arranged to see an existing scheme in Stoke on Trent.</b></p> <p><b>The Cabinet Member (Social Care and Strategic Housing) be asked to reaffirm Cabinet’s support in principle for the provision of Extra Care Housing Schemes in Herefordshire</b></p>	<p>A visit was arranged and undertaken to an Extra Care Scheme at Bushfield Court, Wolverhampton on 15<sup>th</sup> August 2003</p> <p>Cabinet re-affirmed support for Extra Care scheme at Ledbury Road, Hereford, at its meeting of September 25<sup>th</sup> 2003.</p>
29 September 2003	<p>Best Value Review of Carer Support –Stage 3 Report</p> <p><b>Recommendations approved for submission to Strategic Monitoring Committee recommending submission to Cabinet Member (Social Care and Strategic housing) but allowing for further discussion of the recommendations relating to resources.</b></p>	<p>Reported to Strategic Monitoring Committee 13 October 2003.</p> <ul style="list-style-type: none"> <li>• A Joint commissioning Strategy published February 2007.</li> <li>• Carers’ assessment officers in place in all Social Care assessment teams.</li> <li>• Contracts now compliant with Compact code.</li> </ul>
29 September 2003	<p>Scrutiny of the Herefordshire Plan</p> <p><b>That Strategic Monitoring Committee be recommended to consider the level of monitoring allocated to scrutinising the achievement of the Plan.</b></p>	<p>Report to Strategic Monitoring Committee on 13 October reiterated agreed monitoring arrangements.</p> <p>Herefordshire Plan now replaced by the Herefordshire Community Strategy. Monitoring now carried out through the Integrated Performance Report. There is an annual programme for reviewing and refreshing the Local Area Agreement so that it always looks forward three years.</p>

Date	Issue and decision	Resultant action or outcome
24th November 2003	Best Value Review – Home Support - Update  <b>Agreed that a site visit to Hillside Intermediate Care Centre be arranged</b>	Achieved
27th January 2004	Older peoples Business Case  <b>The Committee supported the provision of additional resources in 2004/05 to develop services for older people.</b>	A comprehensive needs analysis of future social care needs of Older People has been completed. Ref. Cabinet Report 14 <sup>th</sup> December, 2006.
	Extra Care Housing Development  <b>The commissioning of a review of existing sheltered housing provision by an independent consultant was supported.</b>	Sheltered Housing Review completed and will inform Older Persons Housing Plan
8 April 2004	Supporting People Programme  <b>It was requested that the Chairman of the Committee and, subject to her agreement, the Cabinet Member (Social Care and Strategic Housing) be invited to be involved in the considerations of the Supporting People Commissioning Body in a non-executive capacity in the same way as non-executive Primary Care Trust Board Members and non-executive board members of the National Offender Management Service.</b>	Chairman of the Committee and Cabinet Member (Social Care Adults and Health) now attend the Supporting People Commissioning Body in a non-executive capacity
8 April 2004	Best Value Review of Physical Disability Services – Stage 1  <b>It was requested that a briefing note be circulated on transport provision for service users.</b>	Achieved



4 October 2004	<p>Respite Services for People with a learning Disability in Herefordshire</p> <p><b>options for future respite be explored further</b></p> <p><b>reasons for emergency admissions be explored further;</b></p> <p><b>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;</b></p> <p><b>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</b></p>	<ul style="list-style-type: none"> <li>• An agreement is in place to manage interim placements which has resulted in no further cancellations of planned respite.</li> <li>• A range of options to provide respite for carers has been developed.</li> </ul> <p>Reported back on 5 April 2005. The report set out action taken to address issues which had been identified as requiring an immediate response and those issues which required a longer term solution. The Committee noted the report but with some concern and a further report be prepared by the Director of Social Care and Strategic Housing, when it was considered timely to do so following consultation with the Chairman and Vice-Chairman of the Committee.</p>
13th December 2004	<p>Supporting People Programme Update</p> <p><b>Agreed that learning from the monitoring and review process be developed and further considered within the Mental Health Scrutiny Scoping exercise and by the Committee as a whole.</b></p>	<p>Mental Health Services are in the process of completing and consulting upon a Mental Health Housing Plan</p>
13th December 2004	<p>Best Value Review of Services for People With a Physical Disability – Stage 3</p> <p><b>Agreed to recommend that the recommendations which could be implemented within existing resources should be progressed and the remaining recommendations should be the subject of further feasibility work to ensure that sufficient resources were available to implement them; and</b></p>	<p>Recommendations Forwarded to Cabinet Member by Strategic Monitoring Committee on 14th January 2005.</p> <ul style="list-style-type: none"> <li>• Team Manager in post with operational and strategic role.</li> <li>• Needs analysis commenced on future health and social care needs of people with physical disabilities.</li> <li>• Draft day opportunities strategy out for</li> </ul>

	<p>that the <b>Strategic Monitoring Committee's attention be drawn to the need for those implementing the findings of the Transport Review to ensure that account is taken of concerns identified in the review of services for people with a disability regarding the provision of social care transport.</b></p>	<p>consultation.</p> <ul style="list-style-type: none"> <li>• Housing Occupational Therapist in post – review of DFG process completed and improvements put in place.</li> <li>• Equipment service accessible through Direct Payment.</li> <li>• Staff development programme includes emphasis on carers' issues and importance of short breaks.</li> </ul>
5th April 2005	<p>Review of Home Support Services for older people and review of accommodation , housing and housing related support needs of people experiencing severe and enduring mental health problems.</p> <p><b>Agreed that the recommendations of the review of Home Support Services for Older People, , be approved for submission to the Cabinet Member (Social Care &amp; Strategic Housing).</b></p> <p><b>Agreed that the recommendations of the review of Accommodation, Housing and Housing-related Support Needs of People Experiencing Severe and Enduring Mental Health Problems be approved for submission to the Cabinet Member (Social Care &amp; Strategic Housing).</b></p>	<ul style="list-style-type: none"> <li>• Older People's Strategy – "Ageing Well" is in final draft.</li> <li>• Joint agency workforce strategy being developed.</li> <li>• Volume contracts established to support providers with business planning and workforce development</li> <li>• Eligibility for Supporting People contracts established. <ul style="list-style-type: none"> <li>• Mental Health Housing Plan under development by Mental Health Services</li> <li>• PCT funding secured to support provision of care services alongside SP funded scheme at Ferncroft</li> <li>• RSI's informed of outcomes of review as relating to vulnerability of tenants with Mental Health problems at early stages of tenancies</li> </ul> </li> </ul>
10th June 2005	<p>Green Paper: Independence Wellbeing and Choice</p> <p><b>Agreed to forward comments to the Cabinet Member (Social Care Adults and Health).</b></p>	Achieved

10th June 2005	<p>Budget Monitoring</p> <p><b>Agreed :</b></p> <p><b>the recovery plan for learning disability services be reported to the Committee in October;</b></p> <p><b>a report on the plan to improve the position in relation to the homelessness service and budget be reported to the Committee in October;</b></p> <p><b>the Committee be advised of the revised detailed spending plans for 2005/2006 as a whole.</b></p>	Achieved
10th June 2005	<p>Best Value Review of Private Sector Housing – Stage 3 Report</p> <p><b>Agreed</b></p> <p><b>that the recommendations of the Stage 3 Report of Private Sector Housing be approved, as amended, and recommended to the Strategic Monitoring Committee</b></p> <p><b>Members be provided with clarification of their roles in both Best Value reviews and Scrutiny reviews at the outset of each review;</b></p>	<p>Approved by Strategic Monitoring Committee 1 July 2005.</p> <p>Stage 4 report presented to Committee – 2 June 2006</p>
17 October 2005	<p>Performance/Budget Monitoring 2005/06</p> <p><b>Agreed:</b></p> <p><b>in the light of the evident and unsustainable budget pressures on the adult social care and homelessness budgets in particular the Cabinet Member (Social Care, Adults and Health) be urged to make a careful reassessment of the budget with a view to</b></p>	Needs Analysis reported to the Committee on

	<p><b>establishing a realistic budget for 2006/07;</b></p> <p><b>a report be prepared illustrating the demographic pressures on services;</b></p> <p><b>clarification be provided on whether the rules governing expenditure from the Supporting People grant had had a bearing on the increased social care budget overspend.</b></p>	<p>2 June 2006.</p> <p>No bearing on reported increased social care budget</p>
2 December 2005	<p>Performance/Budget Monitoring 2005/06</p> <p><b>Consideration be given to the scope for drawing on local knowledge to inform the assessment of and approach to homelessness</b></p>	<p>Strategic Housing is represented on the Homelessness Forum comprising of voluntary and other partner agencies and the Homelessness and Housing Steering Group provides valuable feedback and advice on developing a prevention based approach to homelessness</p>
2 December 2005	<p>Homelessness Consultation Event – Outcome</p> <p><b>Agreed:</b></p> <p><b>the establishment of a Homelessness &amp; Housing Advice Steering Group comprising officers and key stakeholders would assist in the monitoring and development of prevention-focussed Homelessness &amp; 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></p> <p><b>the Committee should be kept informed of progress on developments in homelessness prevention services and the work of the Homelessness &amp; Housing Advice Steering Group after services are transferred back in-house</b></p> <p><b>the Council should continue to develop a preventative and reconciliatory approach to homelessness in partnership with other agencies;</b></p>	<p>Homelessness and Housing Advice Steering Group established with committee representation included as recommended.</p> <p>Update reports provided to Scrutiny Committee</p> <p>Continuing and relaising positive results on homelessness figures</p> <p>RSL Protocol developed and discussions underway with high street mortgage lender on early interventions</p>

	<p><b>other agencies;</b></p> <p><b>agencies should be encouraged to continue to work together to share information and develop an 'early warning' approach to homelessness;</b></p> <p><b>mediation and sanctuary options should be considered with young people and victims of domestic violence whenever appropriate;</b></p> <p><b>agencies should be encouraged to work closely with schools to prevent youth homelessness;</b></p> <p><b>and</b></p> <p><b>further work should be undertaken to develop further potential in the private sector housing market.</b></p>	<p>Sanctuary Scheme operating with assistance of CLG grant to expand</p> <p>SHYPP Schools project successfully delivering homelessness sessions in schools to support prevention</p> <p>Rent Deposit Scheme operational</p>
17th March 2006	<p>Future Budget Position</p> <p><b>the next budget monitoring report should include a more detailed analysis of the overspends highlighted in the budget monitoring report for 2005/06;</b></p> <p><b>a seminar be arranged to discuss the budget and future service delivery in more detail.</b></p>	<p>Report made on July 2006.</p> <p>To be arranged once Change Manager is in post.</p>
17 March 2006	<p>Review of Services to People with a Learning Disability</p> <p><b>Visit be arranged to Barrs Court School, Hereford, to which members of the Children's Services Committee should be invited to review transition issues.</b></p>	<p>Visit held on 9 May 2006.</p>

2 June 2006	<p>Best Value Review of the Provision of Private Sector Housing Stage 4 – Improvement Plan</p> <p><b>That the draft Improvement Plan be referred to the Cabinet Member (Social Care Adults and Health) to be finalised.</b></p>	Improvement Plan recommendations being implemented.
26 July 2006	<p>Learning Disability Service – Scrutiny Review</p> <p><b>Findings of the review of services for people with a learning disability approved for submission to the Cabinet Member (Social Care Adults and Health)</b></p>	<p>Cabinet's Action Plan and response presented to the Committee on 1 December 2006. The Committee's Recommendations were accepted.</p> <ul style="list-style-type: none"> <li>• A Joint Commissioning Plan for people with learning disability published December, 2006.</li> <li>• Modernisation plans responding to Needs Analysis in place for: <ul style="list-style-type: none"> <li>- Assessment and care management</li> <li>- Accommodation and support</li> <li>- Day Opportunities.</li> </ul> </li> <li>• In Control pilot commenced to develop individualised budgets.</li> <li>• Competitive dialogue tender exercise commenced to appoint a partner to take forward accommodation development.</li> <li>• Localised day opportunity model to be consulted on.</li> </ul>
26th July 2006	<p>Budget Report 2006/07</p> <p><b>the report on the Adult Social Care and Strategic Housing budget be noted whilst recording the Committee's concerns and emphasising the Committee's wish to keep the budget under continuing review;</b></p>	Achieved

	<p><b>a briefing paper on the rationale for the changes to the risk sharing agreements with the Primary Care Trust for Mental Health and Learning Disabilities services be circulated to Members of the Committee.</b></p>	
2nd October 2006	<p>Budget 2006/07</p> <p><b>the projected 2006/07 financial outturn for Adult Social Care and Strategic Housing be noted but with continuing concern;</b></p> <p><b>a report be made to the Committee on residential placements including an explanation of the budget available to support day activities.</b></p>	Report made 2 October 2006
2nd October 2006	<p>Scrutiny of Homelessness</p> <p><b>A further homelessness event be arranged to review issues identified in the report.</b></p>	Event held 1 December 2006. Recommendations made to Committee on 23 March 2007
1 December 2006	<p><b>Future Social Care Needs Of Older People And People With Learning Disabilities In Herefordshire</b></p> <p><b>Agreed that the recommendations of the review of future social care needs of older people and people with learning disabilities and the services needed to meet them be endorsed for consideration by Cabinet;</b></p> <p><b>the Committee's concern about the current ICT systems for data collection and analysis and the importance of developing appropriate, effective and compatible ICT systems, including with the Primary Care Trust as part of the development of the proposed public service trust, should be emphasised to Cabinet;</b></p> <p><b>recognising the importance and complexity of the issues and that</b></p>	These issues are being addressed as part of the Herefordshire Connects Programme.

	<b>these will require careful consideration, Cabinet be advised that every Councillor needs to be made aware of these issues and kept informed.</b>	
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## WORK PROGRAMME

**Report By: Head of Legal and Democratic Services**

### Wards Affected

County-wide

### Purpose

- 1 To consider the Committee's work programme.

### Financial Implications

- 2 None

### Background

- 3 In accordance with the Scrutiny Improvement Plan a report on the Committee's current work programme will be made to each of the scheduled quarterly meetings of this Scrutiny Committee. A copy of the work programme is attached at appendix 1.
- 4 The programme has been modified in response to changing circumstances.
- 5 Should any urgent, prominent or high profile issue arise, the Chairman may consider calling an additional meeting to consider that issue.
- 6 Should Members become aware of any issues they consider may be added to the scrutiny programme they should contact either the Director of Adult and Community Services or Democratic Services to log the issue so that it may be taken in to consideration when planning future agendas or when revising the work programme.

### RECOMMENDATION

**THAT subject to any comment or issues raised by the Committee the Committee work programme be approved and reported to the Strategic Monitoring Committee.**

### BACKGROUND PAPERS

- None identified.



## Adult Social Care and Housing Scrutiny Committee Work Programme 2006/07

<b>June 2007</b>	
Items	<ul style="list-style-type: none"><li>• Presentation by Cabinet Member</li><li>• Budget</li><li>• Performance Monitoring (including the Adult Social Care improvement Plan)</li><li>• Services for People with a learning Disability Action Plan Update</li><li>• Work Programme</li></ul>
Reviews	<ul style="list-style-type: none"><li>• Every Child Matters – Transition from leaving care to adult life</li></ul>
<b>Other issues to be Progressed</b>	

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

