

# Adult Social Care and Strategic Housing Scrutiny Committee

Date: **Friday, 22nd June, 2007**

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Time: **2.00 p.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 PA Andrews (Chairman)  
Councillor WLS Bowen (Vice-Chairman)

Councillors ME Cooper, H Davies, MJ Fishley, AE Gray, KG Grumbley,  
AT Oliver, JE Pemberton, RV Stockton and K Swinburne

	Pages
1. <b>APOLOGIES FOR ABSENCE</b> To receive apologies for absence.	
2. <b>NAMED SUBSTITUTES</b> To receive details of any Member nominated to attend the meeting in place of a Member of the Committee	
3. <b>DECLARATIONS OF INTEREST</b> To receive any declarations of interest by Members in respect of items on this Agenda.	
4. <b>MINUTES</b> To approve and sign the Minutes of the meeting held on 23rd March, 2007.	1 - 8
5. <b>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.	
6. <b>CO-OPTED MEMBERSHIP</b> To review the Committee's co-opted membership.	9 - 10
7. <b>REVENUE BUDGET OUTTURN 2006/07 AND BUDGET 2007/08</b> To report on the revenue budget outturn 2006/07 and the budget 2007/08.	11 - 18
8. <b>FAIRER CHARGING POLICY</b> To consider Cabinet's proposals for fairer charging for non-residential care services.	19 - 32
9. <b>COMMISSION FOR SOCIAL CARE INSPECTION REPORT ON SERVICES FOR PEOPLE WITH LEARNING DISABILITIES AND THE COUNCIL'S ACTION PLAN</b> To note the Commission for Social Care Inspection (CSCI)'s inspection report on services in Herefordshire for people with learning disabilities and consider the Council's action plan to remedy weaknesses identified in the report.	33 - 34

<b>10. ADULT SOCIAL SERVICES AND STRATEGIC HOUSING PERFORMANCE MONITORING (TO FOLLOW)</b>	35 - 42
To report on the national performance indicators position and other performance management information for the Adult Social Care and Strategic Housing Divisions within the Adult and Community Services Directorate	
<b>11. JOINT SCRUTINY REVIEW: TRANSITION FROM LEAVING CARE TO ADULT LIFE</b>	43 - 48
To consider participating in a joint scrutiny review into the Transition from Leaving Care to Adult Life and consider its appointments to the Review Group.	
<b>12. WORK PROGRAMME</b>	49 - 54
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**

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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**

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

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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 Council Chamber, Brockington, 35 Hafod Road, Hereford on Friday, 23rd March, 2007 at 10.00 a.m.**

**Present:** Councillor MD Lloyd-Hayes (Chairman)  
Councillor PA Andrews (Vice Chairman)

Councillors: KG Grumbley, JW Hope MBE, R Mills, GA Powell,  
R. Preece and Mrs E.A. Taylor

Co-Opted Member Mr R. Kelly (Voluntary Sector)

**In attendance:** Councillors W.J.S. Thomas and R.M. Wilson

**43. APOLOGIES FOR ABSENCE**

Apologies were received from Councillor J.G. Jarvis and P.G. Turpin and from Councillor Mrs L.O. Barnett (Cabinet Member Social Care Adults and Health).

**44. NAMED SUBSTITUTES**

There were no named substitutes.

**45. DECLARATIONS OF INTEREST**

There were no declarations of interest.

**46. MINUTES**

**RESOLVED:** That the Minutes of the meeting held on 1st December, 2006 be confirmed as a correct record and signed by the Chairman.

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

There were no suggestions from members of the Public.

**48. BUDGET REPORT 2006/2007**

The Committee considered the position on the revenue budget for Adult Social Care and Strategic Housing as at the end of January 2007 and projections to the end of the financial year.

The Interim Finance Manager presented the report. She informed the Committee that the latest projected outturn for the adult social care budget was an overspend of £1.2 million. This was before use was made of the Social Care contingency sum of £1.3 million for both adult social care and children's services, of which £1 million was likely to be allocated to adult social care. She noted that all local authorities across the West Midlands had overspends on learning disability services.

In relation to Strategic Housing she highlighted the significant decrease in the number of clients in bed and breakfast accommodation, which had been the Service's major budget pressure, compared with the previous financial year. The projected underspending for Strategic Housing was £100,000.

It was asked what would happen to the underspending on Strategic Housing. The Head of Strategic Housing Services replied that he was requesting that the sum be rolled forward for work on needs analysis for the Supporting People Scheme and for homelessness prevention activities.

The Director of Adult and Community Services commented that whilst the level of the projected overspend in adult social care had been substantially reduced during the year the overspend was still significant. To achieve financial balance in the future it would be necessary to change the service delivery model in line with the findings of the review of future social care needs for older people and people with learning disabilities which had been reported to the Committee in December 2006.

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

**49. 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.

The Improvement Manager presented the report. In relation to the Adult Social Care Improvement Plan he reported that four of the five workstreams had been signed off although some work remained to be done on the fifth. Work was underway to embed the outcomes into the Service Plan.

He said that whilst the data shown in the report suggested that the Service would meet only one of the 13 targets for adult social care this was because the data had not yet been reconciled. He considered that 9 of the targets would in fact be met. Those which it was unlikely would be met were: C28 (households receiving intensive home care per 1000 population aged 65 or over), C32 (Older people helped to live at home per 1000 population aged 65 or over), C51 (adults and older people receiving direct payments per 100,00 population aged 18 or over), and D56 (waiting time for services.)

He highlighted success in relation to target C62 (the number of clients receiving a specific carer's service as a percentage of clients receiving community based services), whilst noting that this did not match the upper quartile performance of authorities and D54 (percentage of equipment and adaptations delivered within seven days) where a service which had been performing poorly some 2-3 years ago was now one of the best in the Country.

In the ensuing discussion the following principal points were made:

- In response to a question it was said that performance against target C51 (adults and older people receiving direct payments per 100,000 population aged 18 or over) had improved but had not met the stretched target the Council had set itself.

- A question was asked about the allocation of houses to which adaptations had been made to meet service users' care related needs. The Head of Strategic Housing Services replied that the allocation system did now take account when re-letting properties with significant adaptations of the benefit of allocating adapted properties to those in need of such adaptations. There was still a need to improve the process for properties with more minor adaptations. A Housing Occupational Therapist employed by the Primary Care Trust was working with the Private Sector Housing Team to create a database of adaptations made to properties and to improve letting procedures.
- In relation to target C28 (households receiving intensive home care per 1000 population aged 65 or over) the Director of Adult and Community Services commented that this was an expensive service and to improve performance would have financial implications. An exercise was underway to see how other authorities assessed performance against this target.
- The Director said that none of the performance indicators had been qualified in the past year, representing an improvement on previous years.
- It was asked whether target 183a (the average length of stay for families with children in bed and breakfast accommodation) which was set at zero weeks was realistic. In reply it was stated that the target was aspirational but reflected the Government's thinking. Whilst there was always the risk of an emergency the target was achievable. There had already been considerable success in reducing the length of stay. It was now a rarity for anyone to wait longer than 6 weeks whereas there had been 40 such cases in the previous year.
- Regarding target 183b (the average length of stay for families with children in hostel accommodation) the spike in length of stay in quarter 2 was questioned. The Head of Strategic Housing Services said that the figure in quarter 2 was attributable to one family. As the numbers of people accommodated in hostels reduced this volatility would be likely to continue.
- The difficulty some families had had in transferring to larger accommodation prompted a discussion of the housing allocation policy. The Head of Strategic Housing Services explained that the focus on reducing homelessness had meant that homeless families had been given priority under the allocation system. Now that the homelessness and housing advice service was being delivered in-house again and the number of homeless people was reducing there was increasing opportunity to meet requests for transfers. However, whilst some 800 properties were advertised during a year there were some five to six thousand families on the waiting list.

He added that the Government was consulting on a code of guidance on choice based lettings which was likely to be helpful in resolving some complications created by the existing legislation and guidance. It was likely that the Council would need to review its allocation policy in the light of the code and Members would be involved in that process.

- In reply to a question about Best Value Performance Indicator 22 (the number of people sleeping rough) the Head of Strategic Housing Services explained that the count was conducted on a particular day in accordance with Government guidance. The Service Plan for 2007/08 recognised the need to do further work on this matter and to conduct a count using the new guidance which had been issued. It was acknowledged that there were also numbers of people who were

not sleeping rough but were still in effect homeless. It was, however, very difficult to assess the numbers with any degree of accuracy.

- A Member expressed concern that a number of private sector properties appeared to be remaining empty for some length of time. The Head of Strategic Housing Services replied that out of the 12,000 properties in question some would be likely to be empty at any one time for example to allow repairs to be carried out or statutory checks to be conducted. The performance of Registered Social Landlords (RSLs) in relation to properties remaining empty was measured by the Housing Corporation and the Audit Commission against a national performance indicator so it was not in their interests for properties to remain unoccupied. However, it was important that the RSLs and the Council as the Strategic Housing Authority worked proactively to deal with such matters and he proposed to raise the issue at the RSL Forum.

Members proposed that a report should be presented to the Committee's next meeting setting out the position and the comments of the RSL Forum and a decision then taken as to whether there were any issues the RSLs needed to be invited to attend the Committee to discuss.

**RESOLVED: That a report should be presented to the Committee's next meeting setting out the position on empty private sector properties and the comments of the RSL Forum and a decision then taken as to whether there were any issues the RSLs needed to be invited to attend the Committee to discuss.**

#### **50. HOMELESSNESS CONSULTATION EVENT - 1ST DECEMBER 2006**

The Committee considered a report on the outcomes from the Committee's homelessness consultation event held in December 2006 and recommendations arising from it.

This followed on from an initial homelessness event held in October 2005. The event included representatives from relevant agencies across the County. It 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.

The Change Manager- Homelessness observed that the event had been successful, building on the first event and generating a number of ideas.

One of the issues highlighted at the event had been the importance of educating children about the realities of homelessness. This was reflected in recommendation (e) in the report: that agencies should continue to work closely with schools to successfully prevent youth homelessness.

The Committee was informed of a project developed by the Council and the Supporting Herefordshire Young People Project involving a presentation on homelessness aimed at year 10 pupils. To date three sessions had been delivered to pupils at Wyebridge College, Hereford. It was reported that it was intended to roll the project out to all schools over the next four years. The estimated cost of delivering the presentation to all schools was £35-38k per year.

Members commented on the importance of debt management being included in the programme and the possible role of Ward Members. They also discussed the scope for involving Registered Social Landlords, Charities and Banks in supporting the

Scheme.

The Head of Strategic Housing Services agreed to circulate details of the presentation to Members of the Committee and feedback from the pupils and to confirm the extent of focus on debt management.

It was proposed that the youth homelessness prevention programme was so important that it should be rolled out to all secondary schools in 2007/08 rather than over a four year period as proposed and that recommendation (e) should be strengthened accordingly.

**RESOLVED: That the Cabinet Member (Social Care Adults and Health) be recommended:**

- (a) to note the level of ongoing debt-related homelessness in Herefordshire, and that the Council should consider ways of proactively tackling this issue;**
  - (b) that knowledge of options in the housing market should be increased, amongst the public, and amongst the agencies working with customers threatened with homelessness;**
  - (c) that agencies should 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) that 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) that agencies should continue to work closely with schools to successfully prevent youth homelessness with the youth homelessness prevention programme being rolled out to all secondary schools in 2007/08 and further work is undertaken to develop further potential in the private sector housing market;**
  - (f) that the Council continues to develop preventative and reconciliatory protocols in relation to homelessness in partnership with other agencies;**
- and**
- (g) that 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.**

## **51. GROWING OLDER IN HEREFORDSHIRE**

The Committee received a presentation on the findings and aims of the Herefordshire Partnership’s Strategy ‘Growing Older in Herefordshire’.

The Directorate Services Manager outlined the reasons for developing the Strategy and the process that had been followed. The vision and five key aims were also

explained.

The draft Strategy had been enclosed separately for Members of the Committee.

It was noted that there would be an eight week consultation period closing on 16th May, 2007. It was intended to publish the initial Strategy later in the year with action plans then being agreed by partners.

**RESOLVED: That the draft Growing Older in Herefordshire Strategy be noted.**

**52. JOINT SCRUTINY REVIEW: TRANSITION FROM LEAVING CARE TO ADULT LIFE**

The Committee was informed of progress on the Joint Scrutiny Review on the Transition from Leaving Care to Adult Life and the proposed way forward.

The report noted that the Review Group had concluded that it was not possible to complete the Review in time to report in March 2007 as originally intended. It outlined a number of key themes which had been identified at the first meeting of the Review Group for further exploration and the proposed way forward.

It was noted that those care leavers with more profound and multiple disabilities were not to be included in the Review because there were more specialist transition processes already in place.

**RESOLVED:**

- 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 the Adult Social Care and Strategic Housing and Children's Services Scrutiny Committees;**
  - (b) the Review remain a Joint Review between the two Scrutiny Committees under the wider leadership of Adult Social Care and Strategic Housing Scrutiny Committee;**
- and**
- (c) following the establishment of the Adult Social Care and Strategic Housing and Children's Services Scrutiny Committees for 2007/08, a new Review Group be established comprising membership from both Scrutiny Committees.**

**53. SUMMARY OF ACTION IN RESPONSE TO SCRUTINY COMMITTEE RECOMMENDATIONS**

The Committee considered a report on progress against recommendations made by the Committee.

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

**54. WORK PROGRAMME**

The Committee considered its work programme.



**ADULT SOCIAL CARE AND STRATEGIC HOUSING SCRUTINY COMMITTEE    FRIDAY,  
23RD MARCH, 2007**

The following items were added to the programme: the Directorate Service Plan, operation of Registered Social Landlords (in relation to empty properties) and the response to the recommendations made following the second consultation event on homelessness.

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

The meeting ended at 11.45 a.m.

**CHAIRMAN**



## CO-OPTED MEMBERSHIP

Report By: Head of Legal and Democratic Services

### Wards Affected

County-wide

### Purpose

1. To review the Committee's co-opted membership.

### Financial Implications

2. There may be some financial implications arising from claims for travel, subsistence and dependent carer's allowances.

### Background

3. Scrutiny Committees have a statutory power to co-opt people who are not Members of the Council to participate in their work. Co-option implies regular attendance at meetings as a matter of course and is only one means of engaging partners and stakeholders. The Council's Standing Orders also provide for the Scrutiny Committees to invite public participation in their meetings and work and receive information, evidence and presentations from internal experts and other witnesses, as the nature of its enquiries require.
4. This Committee reviewed its approach to co-option in June 2006. The Committee agreed that the Committee should strengthen its formal links with the Alliance of Voluntary Sector Organisations in Health and Social Care in Herefordshire (the Alliance).
5. The Alliance indicated that it would like to nominate someone from its Board of Directors who would attend meetings of this Committee with a remit to speak on behalf of the Alliance as a whole, with a proviso that the Board could nominate a substitute to attend if the nominated person is for some reason unavailable.
6. In accordance with the Council's constitution any Members co-opted onto this Committee have the right to speak but not to vote.
7. The Committee agreed that a formal representative of the Alliance as a whole be co-opted and that participation in the Committee's work otherwise be invited as the nature of its enquiries required. The Alliance subsequently nominated a representative to serve on the Committee.
8. No term of office was specified at that time. It seems timely, however, following the elections, for the Committee to confirm the approach to co-option it wishes to adopt.
9. It is also proposed as a general approach to co-option now and in the future, that where a representative body is invited to make a nomination to this Committee the term of office should be at the relevant organisation's discretion. However, to ensure

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

a consistent approach the relevant organisation should be asked as a minimum to confirm their nomination after the four-yearly elections to this Council.

## **RECOMMENDATION**

**THAT (a) the Committee confirms that it wishes to co-opt a formal representative of the Alliance as a whole;**

**and**

**(b) the term of office of the nominee should be at the relevant organisation's discretion, subject to the nomination being reconfirmed after the four-yearly elections to this Council.**

## **BACKGROUND PAPERS**

- None

## **REVENUE BUDGET OUTTURN 2006/2007 & BUDGET 2007/08**

**Report By: Interim Finance Manager Adult & Community  
Services**

### **Wards Affected**

County-wide

### **Purpose**

1. To report on the revenue budget's final financial position for 2006/07 and provide projections for financial year 2007/08 for Adult Social Care and Strategic Housing.

### **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 ten months of the financial year. The position presented to the 23<sup>rd</sup> March 2007 Committee showed a projected overspend of £1.315m on Adult Social Care and a projected underspend of £100k on Strategic Housing.
4. The projected outturn for 2007/08 is the first report to Scrutiny Committee on the current financial year.
5. 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**

6. The final outturn for 2006/07 in Adult Social Care is an overspend of £1.05m against a budget of £33.9m. The figure was reduced by the underspend within Commissioning and Improvement of £134k. The overall net overspend was £918k. The projected outturn for Adult Social Care in the latest Scrutiny Committee Report was £1.315m.

7. Details of the service area final and projected outturn under or overspends are as follows and includes the information supplied to Scrutiny Committee on 23<sup>rd</sup> March: -

	<b>Final Outturn Over / (Under) £'000</b>	<b>January 2007 Over / (Under) £000</b>
Learning Disabilities	1,071	1,267
Older People	(811)	(879)
Physical Disabilities	341	329
Mental Health	481	552
Service Strategy	40	63

It should be noted that the £918K final outturn overspend is before any use is made of the Social Care contingency, which is for Adults and Children's services. The contingency was applied and as a result there is no carry forward of the overspend into financial year 2007/08.

Appendix 1 summarises the position.

8. The projected outturn as at the end of May for Adult Social Care is an overspend of £4.38m against a budget of £31m. However there is a centrally held contingency set aside for Social Care (both Adults and Children's) of £1.3 million and specific funding from invest to save monies of £2.7 million some of which can be offset against the overspend position at the end of the financial year. The impact of fairer charging policy changes will also reduce the projection and will be included when the position is known.
9. Details of the projected overspend is listed below: -

	<b>May 2007 Over / (Under) £000</b>
Learning Disabilities	2,314
Older People	119
Physical Disabilities	622
Mental Health	965
Service Strategy	100

Appendix 2 summarises the position.

Further work is being undertaken on the projected outturn for 2007/08. Best estimates have been included in the current report. Work is underway to cost the known commitments.

### **Learning Disabilities**

10. The final outturn for 2006/07 in this area is an overspend of £1.071m. The overspend is funded by the Council. As a result of the suspension of the risk sharing agreement, the PCT will fund their proportion of the overspend which is £46k.
11. Since the last Scrutiny report the outturn has reduced due to applying the carer's grant monies (£115k) against Ivy Close respite beds. In previous reports it was anticipated that the grant would be carried forward into the next financial year, this has not occurred and as a result the projected outturn as at January has decreased.
12. The projected overspend in the current financial year (2007/08) is £2.3m against an annual budget of £7.9m. The risk sharing agreement has yet to be ratified.
13. The main areas of overspend for both financial years are Community Care Residential, Nursing care and Agency Placements.

### **Older People**

14. The final outturn for 06/07 was an underspend of £811k for Older People service area.
15. During the previous financial year community care residential and nursing placements were a key pressure within this area. Since October there has been an increase of 15 residential placements.
16. In the current financial year the projected overspend of £119k against the annual budget of £12.807m.
17. The key budget pressures for 2007/08 are community care placements and homecare.

### **Physical Disabilities**

18. Within Physical Disabilities service group the final outturn for 2006/07 was an overspend of £341k. The projected outturn figure in January was £329k overspend.
19. The main budget pressure within this service group is community care and homecare packages. Since April 2006 to the end of March 2007 the number of community care packages has increased from 27.5 to 31.5.

20. In the current financial year the projected overspend is £622k against the annual budget of £2.87m.
21. As previously reported the key budget pressures remain.

### **Mental Health**

22. This service group is provided within a Section 31 agreement. The PCT is the lead partner for this agreement.
23. The 2006/07 final outturn for the Adult Social Care budget within the Section 31 agreement is an overspend of £481k, this overspend has been funded by the Council.
24. The community care placements budget heading remains the key budget pressure within this client group. From April 2006 there has been an increase of 27 care packages, the total at the end of the year was 277.
25. The overspend on community care placements is listed below: -
  - Residential - £392k;
  - Nursing - £183K.
26. In 2007/08 the projected overspend is £965k against the annual budget of £4.46m. The risk sharing agreement has yet to be confirmed. The projected outturn assumes the Council will fund this.
27. As previously discussed the key pressures within the budget are community care placements.

### **Commissioning & Improvement**

28. The final underspend in this service division for 2006/07 was £134k that has been offset against the Adult Social Care overspend.
29. Since January the underspend figure has increased by £127k, the main reason is utilising a capital grant. ICT expenditure that compiled with the capital grant was transferred from the revenue base budget to the capital programme.
30. The underspend within contracts and commissioning has resulted due to a number of vacant posts.
31. The projected outturn for 2007/08 is an overspend of £33k against an annual budget of £1.24m.
32. The overspend sits within the performance and information service area. The anticipated costs for the current year ICT Service Level Agreement is higher than the budget set aside.



33. Additional costs are being incurred, without budget provision; to quality check the improvement board work.

## **Strategic Housing**

34. The 2006/07 final outturn underspend for Strategic Housing is £165k against a £5.76m budget.
35. Since the last report the final position saw a £65k increase when compared to the January projection.
36. The major budget pressure within Strategic Housing has been the demand and use of temporary accommodation to support the homelessness service.
37. Within the other sections of Strategic Housing some one-off savings have resulted due to vacant posts for part of the year. This is a non-recurrent underspend against the annual budget.
38. The projected outturn for 2007/08 is £6k underspend against the annual budget of £2m.
39. The small underspend is due to a number of vacancies that have been filled within the first quarter of 2007/08, hence a small underspend has been generated.
40. Within the Homelessness service area there has been an increase in the number of people accepted as homeless and accommodated in temporary bed and breakfast accommodation. The reason for the increase is notice to quit being served and domestic abuse.

## **RECOMMENDATION**

**THAT the Committee notes and comments on the final outturn for financial year 2006/07 and projected outturn for financial year 2007/08 for Adult Social Care and Strategic Housing.**

## **BACKGROUND PAPERS**

- None identified



## Appendix 2

### Projected Outturn - Financial Year 2007/08

	2007/2008 Budget	YTD Actuals @ May 2007	YTD Budget @ May 2007	YEAR END PROJECTION As of End May	YEAR END VARIANCE Over (+) Under (-)
Strategic Housing	2,027,563	(4,458,303)	295,659	2,021,756	(5,807)
Commissioning & Improvement	1,244,580	3,318	210,576	1,277,992	33,412
Adults	1,338,060	768,749	223,010	1,353,967	15,907
Learning Disabilities	7,913,350	1,869,930	1,318,892	10,227,621	2,314,271
Older People	12,806,990	2,224,424	2,134,498	12,925,608	118,618
Physical Disabilities / Sensory Impairment	2,865,890	710,919	477,648	3,487,863	621,973
Mental Health	4,460,480	603,791	743,412	5,425,293	964,813
Prevention Services	163,110	26,646	27,185	168,010	4,900
Section 31 Arrangements	974,610	80,951	162,435	991,262	16,652
Joint Finance	(220)	0	(37)	0	220
Service Strategy	476,400	41,174	79,400	576,400	100,000
Total Adult Social Care	30,998,670	6,326,584	5,166,444	35,156,025	4,157,355
Community Services	9,961,440	1,726,818	2,171,621	9,961,440	0
Director	281,381	45,060	46,897	270,358	(11,023)
<b>Total Adult &amp; Community Services</b>	<b>44,513,634</b>	<b>3,643,477</b>	<b>7,891,197</b>	<b>48,687,571</b>	<b>4,173,937</b>



## **FAIRER CHARGING POLICY**

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

### **Wards Affected**

County-wide

### **Purpose**

1. To consider Cabinet's proposals for fairer charging for non-residential care services.

### **Background**

2. Cabinet received a report on 7th June, 2007 recommending changes to the Fairer Charging Policy and more specifically to service charges and financial assessments of service users. A copy of the report is appended.
3. Cabinet agreed the recommendations as printed in the report with the exception of the following amendment to recommendation (f) in the report to read: "day care charges be set at £7.30 rather than £14.00 and that a review of day care service provision takes place recognising the changing preventative agenda and other local authority good practice."

### **RECOMMENDATION**

**THAT the Committee considers the recommendations in the Cabinet report.**

### **BACKGROUND PAPERS**

- Report on Fairer Charging to Cabinet on 7th June 2007.



# FAIRER CHARGING REPORT

## PROGRAMME AREA RESPONSIBILITY: SOCIAL CARE ADULTS AND HEALTH

CABINET

7TH JUNE, 2007

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### Wards Affected

County Wide

### Purpose

To recommend to Cabinet a number of changes to be made under the Fairer Charging regulations governing non-residential services in Adult Social Care.

### Key Decision

This is a Key Decision because it is likely to be significant in terms of its effect on communities living or working in Herefordshire in an area comprising one or more wards. It was included in the Forward Plan.

### Recommendation

**That Members agree the recommendations as set out in Appendix 1 to this report. These are highlighted as follows:**

- a) **The revised and updated Fairer Charging Policy and Appendices are approved including the specific changes set out in the Appendix;**
- b) **Changes are made to the maximum weekly charge so the current absolute ceiling charge is replaced by one defined as the 'full cost of the service';**
- c) **Tariff income is included in the financial assessment from savings and capital between £13,000 and £21,500;**
- d) **100% of occupational/private pensions are included in the financial assessment;**
- e) **A flat rate for meals and transport is continued to be charged;**
- f) **Increase charges for homecare and day care services to reflect the actual cost of providing the service;**
- g) **Direct payments charges to be set using the same principles as day care and homecare;**
- h) **Services for carers remain free of charges; and**
- i) **Members are also asked to approve an eight-week consultation period which will take place with all stakeholders, including service users.**

## Reasons

Members are required to approve significant changes in the charging for non-residential care services as set out in Appendix 1.

## Considerations

### Background

#### 1. The Review of Fairer Charging

1.1 In September 2006 the Council commissioned OLM Consultants to carry out a review of Fairer Charging to support the delivery of the overall Improvement Proposal following the CSCI inspection. It was one of five work-streams part funded by the Department of Health. The objective was to:

- Develop and draft a new charging policy in respect to charging for non-residential services which provides equity in charging and seeks to maximise the income available.

More specifically the review would:

- Benchmark Herefordshire's income and charging position in relation to other authorities in a sample group;
- Develop and draft a charging structure which more accurately reflects the costs of providing those services.

1.2 This report highlights specific recommendations made by the review in regard to the charging structure. In addition the review recommended procedural improvements which have been taken on board by the Directorate and will improve the overall level of service user contributions across all social care services in the future.

#### 2. The Drivers for the Fairer Charging Review

2.1 There are were three main drivers for the Fairer Charging Review:

- The Needs Analysis report approved by Cabinet in December 2006 highlighted the increasing demand on social care services into the long term, most notably a 50% increase in older people by the year 2020.
- The recent White Paper, *Our Health, Our Care, Our Say* emphasises the importance of the individual being given greater choice and control over the way their needs are met with the assumption being that the implementation of this policy direction will be cost neutral.
- Herefordshire's Adult Social Care Services has been assessed as only serving some people well with uncertain prospects for improvement. It is constrained by a number of factors therefore in improving overall services and a review of charging was necessary to ensure maximisation of available financial resources.

2.2 Adult Social Care is, and will continue to, overcome these challenges within its overall Improvement Plan. It is very clear however that significant financial capacity will need to be made and sustained into the long term to ensure the books are balanced. Efficiencies will be sought at every opportunity and these will materialise



through Herefordshire Connects and moving towards a modernised pattern of services. Income has to be a key contributor to this capacity creating agenda however, and the Council will need to ensure that service user contributions reflect the cost of services.

### 3. Income Comparisons

3.1 Herefordshire's net income collected from clients has declined by over a third in the past three years without a corresponding fall in the number of clients or service activity levels.

Service	INCOME GENERATED (£)		
	2003/04	2004/05	2005/06
Home Care	699,000	540,000	494,000
Day Care	202,000	128,000	89,000

3.2 There are a number of reasons for this, the main one being the increase in the applicable income threshold set by the DWP, which is outstripping the increase in care costs.

3.3 CIPFA Benchmarking shows Herefordshire to have one of the lowest income received per service user figures of all their members. In comparison with other similar authorities, a larger proportion of Herefordshire's service users make no contribution or pay only a small proportion of the full charge. The Needs Analysis report in 2006 highlighted the fact that overall Herefordshire's net income per service user was 50% lower than the average of the three high performing comparator authorities, namely Shropshire, Somerset and East Riding. There was strong evidence therefore for a review to be commissioned looking at charges levied for services where the Council has jurisdiction together with the overall charging policy.

### 4. The Principles underpinning Fairer Charging

4.1 Unlike residential charging, which is governed by a statutory framework, local authorities have a discretionary power to charge for non-residential services. Consequently authorities can choose whether to levy client charges for non-residential services or not. Prior to the issue of Government guidance in 2001 there were a variety of client charges and income practices.

4.2 To encourage a consistent approach to the calculation of charges for non-residential services, the Government issued guidance in 2001 with the aim of helping local authorities ensure that their charging policies are fair and reasonable. This guidance is known as the Fairer Charging Guidance ("Fairer Charging Policies for Home Care and other non-residential Social Services Practice Guidance"). The Fairer Charging Policy came into force in April 2003 (backdated to October 2002) and has not been reviewed since this date.

The main principles of the policy are:

- That a reasonable and equitable approach to charging is taken and that no group is unfairly discriminated against;
- Individuals are left with sufficient money, after taking client charges into account, to meet their day-to-day spending needs;

- The costs of disability are recognised;
  - The charges for services are reasonable and do not exceed the cost of providing those services;
  - Charges are means-tested with the service user receiving a financial assessment. The financial assessment process looks at a service user's income, benefits, savings and expenditure;
- 4.3 From an income maximisation view, this last point is important because it means the financial assessment will determine the most that a service user can be charged for all the non-residential services they receive. This could be all, some or none of the calculated charge for services. Therefore increasing home care charges by, say, 10% will not lead to a 10% increase in income as many clients will already be paying the maximum amount that they have been assessed to pay.

Thus there are two key elements when structuring a charging policy for non residential services:

- Determining the unit charge for the service- per hour/session etc, and
  - The financial assessment process.
- 4.4 The re-drafted Fairer Charging policy therefore seeks to address these issues and is available in the Member's Room and on the Intranet.

## 5. Recommendations made in the Review

- 5.1 Appendix 1 contains in detail the recommendations made in the review which Cabinet are being asked to approve. The full year effect of these recommendations will be an additional £435,000 in income which will be required by Adult Social Care in moving towards the modernised pattern of service as set out in the Needs Analysis report. There will be strong potential to raise income further through improved assessment procedures and these include the transfer of residential financial assessments from social workers to dedicated finance staff.
- 5.2 It is recommended that the changes proposed are implemented from the 1<sup>st</sup> January 2008. Appendix 1 sets out the reasons for each change to the current Fairer Charging arrangements together with the approximate number of service users who will be affected.
- 5.3 The recommendations seek to follow principles set out in the revised policy. They will result in increased income to the Council but some, such as the equitable treatment of Direct Payment recipients will have the effect of reducing income. The last recommendation to maintain free services to carers is clearly in line with the policy to support the invaluable service provided by carers. The changes in charging will be supported by the work of the Welfare Rights Team who are making significant progress in increasing the take up of benefits, not least Council Tax Benefit, Attendance Allowance and Pension Credits. It is also worth noting that there are a significant number of nil charge payers who will not pay for home care or day care attendance. They will still have to pay a flat rate charge for meals and transport which will only be increased by the annual inflation factor as is normal practice.

## **Alternative Options**

Given the immediate requirement to move towards a modernised pattern of social care services no options are being proposed to those set out in Appendix 1.

## **Risk Management**

By not addressing the issue of Fairer Charging the Council will be severely hindered in creating the capacity to move towards a pattern of service where it is serving most people well.

## **Consultees**

The recommendations in this report will be subject to an eight week period of consultation.

## **Background Papers**

The revised Fairer Charging Policy

OLM Consulting report on Fairer Charging (a full copy of which is available in the Members room)



## Appendix 1

<b>Recommendation 1</b>	The revised and updated Fairer Charging Policy and Appendices be approved. These are available in the Member's Room and on the Intranet.
Reason	The existing policy has not been updated since its inception and does not reflect current guidance
	<p>The redrafted policy provides background to the Fairer Charging regulations and gives clear procedures and guidance that is readily understandable and relatively free of jargon. The three main changes are as follows:</p> <p><u>Day centre attendance charges should be levied when the day centre arranges a trip out</u></p> <p>Currently a service user will not be charged day centre attendance if they go out of the centre on activities including trips. Despite the fact that a trip out will produce some savings in terms of heat and light at the day centre, there is still a cost attached to the accompanying staff time. It is therefore proposed that service users should be charged for their day centre attendance when out of the centre on activities or trips. This is justifiable given that the charge remains a "low token contribution" to the actual cost of running the day care scheme.</p>
Outcome/Impact	<p><u>Where service users require two carers at once they should be charged for the time of both carers</u></p> <p>The existing policy states that if a service user requires two carers to provide their care, they will be charged for only one carer. The reasoning for this is that the requirement for two carers is beyond a service user's control. However, if a service user's high level of need requires them to receive only one carer, but for 24 hours a day, they would be charged for every hour that they receive. It is therefore proposed that the policy be amended to charge for two carers where a service user has been assessed as requiring two carers.</p> <p><u>Charges for major adaptations</u></p> <p>The Authority is able to charge for major adaptations (over £1,500) but the current policy makes no mention of this. It is proposed that the policy be amended to allow us to charge for major adaptations.</p>
Estimated additional income per year	There will be increased income from the first recommendation which is difficult to estimate but is not deemed to be significant.

## Appendix 1

<b>Recommendation 2</b>	Changes to the maximum weekly charge so the current absolute ceiling charge is replaced by one defined as the 'full cost of the service', calculated as the applicable unit charge in force at the time multiplied by the amount of service delivered.
Reason	Currently there is a maximum weekly charge of £272. This means that self-funders having over £21,500 may not be charged the full cost of the services that they receive. In practice this has meant that self funders have been asked to arrange services for themselves, meaning that we can not include these service users against our 'Helped to Live at Home' performance indicators.
Outcome/Impact	Improved performance against PAF indicator C32 which is a key measure of overall Social Care performance on independent living.
Estimated additional income per year	There are currently 124 services users that are assessed as full charge payers. Only 5 of these receive a level of service that results in paying the full cost of the service. £40,000
<b>Recommendation 3</b>	The inclusion of tariff income in the financial assessment from savings and capital between £13,000 and £21,500.
Reason	Herefordshire Council currently disregards all savings/capital below £21,500 in the financial assessment. Local authorities are able to include income generated from a client's savings/capital at a rate of £1 for every £250 (or part thereof) of savings held over £13,000. This is called 'tariff income'.
Outcome/Impact	There are currently 82 service users (6%) that have capital between £13,000 and £21,500 and would be affected by this change (subject to reassessment).
Estimated additional income per year	£66,000
<b>Recommendation 4</b>	Include 100% of occupational/private pensions in the financial assessment
Reason	Herefordshire currently disregards 55% of any private/occupational pension from the financial assessment. It includes 100% of any state retirement pension. As the financial assessment is designed to ensure that service users retain basic income support levels plus 25% it is deemed unnecessary to apply this additional disregard and Herefordshire has missed the opportunity to maximise income here in the past.

## Appendix 1

	<p>Herefordshire is very unusual in applying this disregard at all and it is recommended therefore that 100% of a private/occupational pension is included in the financial assessment in line with most other authorities.</p> <p>Based on current numbers, 306 service users (33%) will be affected by this change. An example below is:</p>																																													
<p>Outcome/Impact</p>	<p>Example: Mr A. N. Other is a gentleman over 60 living alone. He receives income from a variety of sources including an occupational pension of £61.54 per week (current average occupational pension figure). The table below demonstrates the outcome of his assessment firstly with a 55% pension disregard (as per the current policy) and secondly taking 100% of the pension into account.</p> <table border="1" data-bbox="549 663 1246 1597"> <thead> <tr> <th></th> <th>Current Policy (55% pension disregard) £ per week</th> <th>Proposed Policy (no pension disregard) £ per week</th> </tr> </thead> <tbody> <tr> <td><b>Income</b></td> <td></td> <td></td> </tr> <tr> <td>Occupational pension</td> <td>27.69</td> <td>61.54</td> </tr> <tr> <td>State Retirement Pension</td> <td>133.50</td> <td>133.50</td> </tr> <tr> <td>Attendance Allowance</td> <td>41.65</td> <td>41.65</td> </tr> <tr> <td>Total Income</td> <td>202.84</td> <td>236.69</td> </tr> <tr> <td><b>Less Outgoings</b></td> <td></td> <td></td> </tr> <tr> <td>Contents Insurance</td> <td>1.00</td> <td>1.00</td> </tr> <tr> <td>Council Tax</td> <td>5.57</td> <td>5.57</td> </tr> <tr> <td>Heating Costs</td> <td>1.75</td> <td>1.75</td> </tr> <tr> <td>Rent</td> <td><u>68.95</u></td> <td><u>68.95</u></td> </tr> <tr> <td>Total Outgoings</td> <td>77.27</td> <td>77.27</td> </tr> <tr> <td><b>Total income taken into account</b></td> <td>125.67</td> <td>159.42</td> </tr> <tr> <td>Less Applicable Amount</td> <td><u>(142.56)</u></td> <td><u>(142.56)</u></td> </tr> <tr> <td>Assessed Charge</td> <td>0.00</td> <td>16.86</td> </tr> </tbody> </table>		Current Policy (55% pension disregard) £ per week	Proposed Policy (no pension disregard) £ per week	<b>Income</b>			Occupational pension	27.69	61.54	State Retirement Pension	133.50	133.50	Attendance Allowance	41.65	41.65	Total Income	202.84	236.69	<b>Less Outgoings</b>			Contents Insurance	1.00	1.00	Council Tax	5.57	5.57	Heating Costs	1.75	1.75	Rent	<u>68.95</u>	<u>68.95</u>	Total Outgoings	77.27	77.27	<b>Total income taken into account</b>	125.67	159.42	Less Applicable Amount	<u>(142.56)</u>	<u>(142.56)</u>	Assessed Charge	0.00	16.86
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## Appendix 1

Estimated additional income per year	£269,000
<b>Recommendation 5</b>	Continue to charge a flat rate for meals and transport
Reason	The Fairer Charging Guidance ("Fairer Charging Policies for Home Care and Other Non-Residential Social Services Practice Guidance") pre-supposes that with the exception of meal charges, all non-residential services will be included in the financial assessment. Currently flat rate charges are applied to both meals and transport. As the majority of transport users receive other social care services and are likely to be receiving packages of care in excess of their assessed contribution, moving the transport charge into the assessment is likely to result in a loss of income for the authority. As long as the charge remains a "low token contribution" then the application of a flat rate charge can be justified. This policy will be reviewed annually.
Outcome/Impact	No change
Estimated additional income per year	~
<b>Recommendation 6</b>	Increase charges to reflect the actual cost of the providing the service
Reasons	<p>The average cost of an hour of commissioned homecare is £13.60. As Herefordshire's unit charge for an hour of homecare is £11.20, this means that even full charge payers are receiving a £2.40 per hour subsidy. It is therefore proposed that the unit charge for homecare be brought in line with the average unit cost of commissioned homecare.</p> <p>The unit cost of a day care session is £29.00, considerably higher than the current unit charge for the service of £2.90. It is therefore proposed that day care increases be staged in at £14.00 with further increases to be considered in later years.</p> <p>It is proposed that transport charges remain unchanged and that the two different meal charges be brought in line at £2.50. These are flat rate charges and the guidance anticipates such charges will be kept low.</p> <p>Charges will be increased again in April 2008 in line with inflation.</p>



## Appendix 1

The table below outlines the current and proposed charges:

Client Charges	Unit of Service	Current Charge 2007-08	Proposed Charge from Jan 2008	Increase	
		£	£	£	%
Home Care	Per hour	11.20	13.60	2.40	21.4
Day Care	Per day/session	2.90	14.00	11.10	383.0
Transport	Per journey	1.25	No change		
Meals	Per meal	2.40	2.50	0.10	4.2
Meals on Wheels	Per meal	2.50	No change		

The table below shows the proposed charges against the comparative charges of other authorities.

Client charges 07/08	Herefordshire £	Gloucestershire £	West Berkshire £	Average Benchmarking Club* £
Home Care	13.60	13.46	17.30	10.53
Day Care	14.00	15.54	3.40	7.29
Transport	1.25	n/a	1.00	0.86
Meals	2.50	2.30	3.40	2.68
Meals on wheels	2.50	2.20	3.40	2.62

\* CIPFA /IPF Financial Assessments Benchmarking Club all members average 06/07 plus 2.5% inflation

Information has been received on at least 8 other LA's who have day centre charges higher than £14 per hour and

## Appendix 1

	these include Cardiff, East Riding, Northants, Torfaen, and Bucks. 5 of these authorities have daily charges of £26 or over.
Outcome/Impact	129 service users will be affected by this change, the majority (69), will be charged between £10 and £15 extra per week.
Estimated additional income per year	£65,000
<b>Recommendation 7</b>	Direct payments charges to be set using the same principles as day care and homecare
Reasons	Direct Payments clients are charged the same unit charge for home care as other service users (£11.20 per hour), despite the fact that the amount of money they receive with which to purchase services is only £9.31 per hour. It is possible therefore that someone could be asked to contribute more in client contributions than they receive in services. The Council will plan therefore to set the unit charge equal to the cost of the service, ie: £9.31 per hour.
Outcome/Impact	The estimated loss of income per year is £5,000, although this potential loss will probably be offset by an improved assessment and reassessment process capturing more service users, as many currently have not been financially assessed.
Estimated additional income per year	(£5,000)
<b>Recommendation 8</b>	Services for carers remain free of charges
Reasons	Services to carers provided under the Carers and Disabled Children Act are chargeable according to the Government Guidance. Herefordshire Council currently provides them for free, in line with many other councils, recognising the value that carers provide in preventing vulnerable people from going into residential care. The Needs Analysis report highlighted the vital role carers played and the need for additional investment, rather than disinvestment, in them.
Outcome/Impact	The spring Delivery and Improvement Statement 2006 identified that the Council planned to provide services to 237 service users in 2006-07 at a cost of £467,000, i.e. an average cost per service per carer of £38 per week.
Estimated additional income per year	This recommendation emphasises the important role carers continue to play in the provision of social care in the county. ~

## **COMMISSION FOR SOCIAL CARE INSPECTION REPORT ON SERVICES FOR PEOPLE WITH LEARNING DISABILITIES AND THE COUNCIL'S ACTION PLAN**

**Report By: Adult Social Care Improvement Leader**

### **Wards Affected**

County-wide

### **Purpose**

1. To note the Commission for Social Care Inspection (CSCI)'s inspection report on services in Herefordshire for people with learning disabilities and consider the Council's action plan to remedy weaknesses identified in the report.

### **Background**

2. The report to Cabinet on 21st June, 2007, is enclosed separately for members of the Committee and is available to the public on request. Cabinet's decision will be reported at the meeting.

### **RECOMMENDATION**

**THAT the report be noted, subject to any comments the Committee wishes to make.**

### **BACKGROUND PAPERS**

- None identified



## ADULT SOCIAL SERVICES AND STRATEGIC HOUSING PERFORMANCE MONITORING

Report By: Improvement Manager

### Wards Affected

Countywide

### Purpose

1. To report on the national performance indicators position and other performance management information for the Adult Social Care and Strategic Housing Divisions within the Adult and Community Services Directorate. This report provides additional background information about the process by which Social Care is judged and rated.

### Financial Implications

2. No direct implications.

### Background

3. The Performance Improvement Framework of the Council requires regular reporting to the Scrutiny Committee. This report covers the end of year position and includes latest data as at the end of May 2007.
4. The Department of Health (DH) publishes statistical information on the performance of all Adult Social Care Departments. There is a national set of performance indicators covering Adult Social Care Services. The DH ranks performance in five bands ranging from Band 1 – “investigate urgently” to Band 5 – “very good” – the bands are known as ‘blobs’ and are highlighted in the out-turn information.
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.

### Social Care

6. As at the end of year 2006-07 the Adult Social Care indicators used to assess the performance of the Directorate were banded as follows:

Band 1	Band 2	Band 3	Band 4	Band 5
0	5	8	3	5

7. The table in Appendix One includes details of the Social Care Performance Indicators. This highlights the end of year out-turn information for 2006-07, target figures for 2007-08 and the current position. Included in the table are additional columns for information, which indicate Forecast, Direction of Travel and Status – these are defined as:

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

Forecast – the anticipated out-turn at year end based on current information and intelligence. (will read as target until end of second quarter – Sept 07).

Direction of Travel – indicates whether the current position demonstrates improvement against the previous year’s out-turn.

Status – indicates (using traffic lighting) whether the current position demonstrates progress in line with the agreed target – G = Green, A = Amber, R= Red.

**Annual Judgement**

8. Councils with responsibility for Adult Social Care Services receive an annual judgement and star rating from the Commission for Social Care Inspection (CSCI). The judgement is presented in two parts:

- ‘how well the Council serves the community’ and
- the Council’s ‘capacity for improvement’.

The judgements are awarded based on:

- Performance Indicator Out-turns
- Self-Assessment Survey (SAS) – an annual return detailing progress against the previous year’s activity and describing plans for the forthcoming period.
- Annual Review Meeting (ARM) – a challenge meeting between the Council and CSCI at which the Council is required to demonstrate evidence of improvement. A Record of Performance Assessment (RoPA) is produced following the ARM, which summarises improvements and areas for improvement.
- Inspections – in-depth scrutiny of a specific service area by CSCI.
- Supplementary Evidence – information provided to CSCI during the course of the year in support of services delivered.

The judgements and star ratings for performance during 2006/07 are expected in December. The star rating will be awarded based on the table below.

		<b><i>Capacity to improve</i></b>			
		Poor	Uncertain	Promising	Excellent
<b>Current delivery of outcomes</b>	Poor	-	-	-	-
	Adequate	-	*	*	**
	Good	*	**	**	***
	Excellent	**	***	***	***

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

## **Strategic Housing**

9. The detail of the housing indicators is shown in Appendix Two.

## **Complaints and User Involvement**

10. The Public Contact Team is responsible for monitoring complaints and administering user involvement consultation activity / surveys for both Strategic Housing and Social Care. This report will include feedback on both areas.

### **User involvement**

11. The most recent user involvement activity was a satisfaction survey of people that received a social care service during 2006-07, and which ended in year. The highlight findings from this survey are:
- 76.8% felt services were very good or better at meeting their needs.
  - 89.6% felt very satisfied or better with the social care staff they had contact with.
  - 67.6% felt that the services they received had improved their quality of life.
  - 66.5% felt that the services they received had improved their independence and stay in control.
  - 70.7% felt satisfied with the information received about services.
12. Forthoming user involvement activity includes, a Telecare Survey in July, a Homelessness Forum to engage service users and discuss the prevention agenda and a Home Care / Direct Payments satisfaction survey in October.

### **Complaints**

13. A set of Performance Indicators have been developed in relation to complaints activity and will be available from August 2007 – to be presented in future reports.

### **Service Planning**

14. The report to this Committee on 23 March 2007 described progress on the production of the Directorate and three Divisional service plans. The previous report also outlined the priorities these plans contained. The plans are now complete and, like the data in the rest of this report, are available for the Committee to use in the routine monitoring of performance against the targets set and to guide and inform future scrutiny work.

It would be good practice for the Committee to review progress against these plans at least twice a year and it is envisaged that the Cabinet Member and Director will be able to discuss this, as well as any emerging proposal for 2008 and beyond in the September / October cycle of meetings.

## **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



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

**22ND JUNE, 2007**

Scrutiny Report - Adult and Community Services - Adult Social Care																						
Ref.	PI Definition	Last Year			Plan			Actual Position												Forecast	DOT	Status
		IPF 06-07	Exc't 06-07	Hfds 06-07	IPF 07-08	Exc't 07-08	Hfds 07-08	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March			
<b>B11</b>	Intensive homecare as a percentage of intensive home and residential care. DOT = up	#	#	<b>18 3B</b>	#	#	<b>22 4B</b>	16.8	18											22	↓	R
<b>C28 BV53</b>	Intensive homecare DOT = up	#	#	<b>6.7 2B</b>	#	#	<b>8.1 3B</b>	N/A	N/A											8.1	N/A	N/A
<b>C29</b>	Adults with PD helped to live at home. DOT = up	#	#	<b>6 5B</b>	#	#	<b>6 5B</b>	6	6											6	↓	G
<b>C30</b>	Adults with LD helped to live at home per 1,000 population aged 18-64. DOT = up	#	#	<b>2.9 4B</b>	#	#	<b>3 5B</b>	2.78	2.7											3	↓	A
<b>C31</b>	Adults with MH problems helped to live at home. DOT = up	#	#	<b>4.1 5B</b>	#	#	<b>4.4 5B</b>	4.09	4.2											4.4	↓	A
<b>C32 BV54 LAA</b>	Older people helped to live at home. DOT = up	#	#	<b>81.1 3B</b>	#	#	<b>83 3B</b>	81.1	81											83	↓	A
<b>C51 Key</b>	Direct payments DOT = up	#	#	<b>88 3B</b>	#	#	<b>100 3B</b>	83.8	85											100	↓	R
<b>C62</b>	Service for carers. DOT = up	#	#	<b>10.2% 4B</b>	#	#	<b>12% 4B</b>	10.3	9.8											12	↓	R

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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**

**22ND JUNE, 2007**

<b>C72</b>	Older people aged 65 or over admitted on a permanent basis in the year to residential or nursing care. DOT = down	#	#	<b>73 5B</b>	#	#	<b>70 5B</b>	1.39	11											70	↑	G
<b>C73</b>	Admissions of supported residents aged 18-64 in residential/nursing care DOT = down	#	#	<b>1.9 4B</b>	#	#	<b>1.5 5B</b>	0.28	0.4											1.5	↓	R
<b>D37</b>	Availability of single rooms DOT = up	#	#	<b>90% 5B</b>	#	#	<b>90% 5B</b>	62.5	86											90	↓	R
<b>D39</b>	Care Plans DOT = up	#	#	<b>95% 3B</b>	#	#	<b>100% 5B</b>	94.5	92											100	↓	R
<b>D40</b>	Clients receiving a review. DOT = up	#	#	<b>76% 3B</b>	#	#	<b>78% 4B</b>	7.61	18											78+	↓	G
<b>D54 BV56 Key</b>	Delivery of equipment and adaptations DOT = up	#	#	<b>96.6% 5B</b>	#	#	<b>96% 5B</b>	96.4	96											96	↑	G
<b>D55 BV195 Key</b>	Acceptable waiting time for assessments. DOT = up	#	#	<b>82% 3B</b>	#	#	<b>90% 4B</b>	96.4	93											90+	↑	G
<b>D56 BV196 Key</b>	Acceptable waiting times for care packages. DOT = up	#	#	<b>76% 2B</b>	#	#	<b>76% 2B</b>	100	95											76+	↑	G
<b>E47</b>	Ethnicity of older people receiving assessment DOT = Up	#	#	<b>1.24 3B</b>	#	#	<b>1 3B</b>	0	0											1	↓	R
<b>E48</b>	Ethnicity of older people receiving services following an assessment DOT = Up	#	#	<b>1.26 2B</b>	#	#	<b>1 3B</b>	0	0											1	↓	R
<b>E82</b>	Assessments of adults and older people leading to provision of service. DOT = down	#	#	<b>82% 3B</b>	#	#	<b>77 5B</b>	79.8	80											77	↑	A
<b>KEY:</b>	# Awaiting information																					

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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  
Appendix Two**

**22ND JUNE, 2007**

Scrutiny Report - Adult and Community Services - Housing																							
Ref.	PI Definition	Last Year			Plan			Actual Position												Forecast	DOT	Status	
		IPF 06-07	Exc't 06-07	Hfds 06-07	IPF 07-08	Exc't 07-08	Hfds 07-08	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March				
BV64	Number of private sector dwellings returned to occupation or demolished as a result of LA action	#	#	52	#	#	55	N/A	N/A												55	#	G
BV183a	Av. length of stay (weeks) for FWC in B&B accommodation	#	#	15	#	#	0	N/A	N/A												0	#	R
BV183b	Av. length of stay (weeks) for FWC in hostel accommodation	#	#	20	#	#	6	N/A	N/A												6	#	R
BV202	No. of people sleeping rough on a single night within the LA area	#	#	<3	#	#	<3	N/A	N/A												<3	#	G
BV203	% change in FWC placed in temporary accommodation compared with the average for	#	#	-19.50%	#	#	-15%	N/A	N/A												-15%	#	G
BV213	No. of households who considered themselves homeless, for whom casework resolved their situation	#	#	3.12	#	#	6	N/A	N/A												6	#	R
BV214	% of households accepted as homeless who have been previously accepted by the same LA within the last 2 years	#	#	4.05%	#	#	1.50%	N/A	N/A												1.50%	#	R
<b>KEY:</b>	# Awaiting information																						
	N/A Not available monthly																						

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



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

Report By: Head of Safeguarding and Assessment

### Wards Affected

County-wide

### Purpose

1. To consider participating in a joint scrutiny review into the Transition from Leaving Care to Adult Life and consider its appointments to the Review Group.

### Background

2. The issue was identified under "Every Child Matters". In its co-ordination role Strategic Monitoring Committee agreed that the Adult Social Care and Strategic Housing Committee would take the lead in undertaking a short piece of work, working with Members of this Committee, on the theme of: the exchange of information between schools and social workers, are the plans being put in place with the Council's partners working well in practice and is the Council fulfilling its Corporate Parenting role?
3. In October 2006 Children's Services Scrutiny Committee appointed Councillors G Lucas and JE Pemberton and Mrs D Strutt (Headteacher representative) to serve on the Review Group. The Adult Social Care and Strategic Housing Scrutiny Committee appointed Councillors PA Andrews, J Hope MBE, JG Jarvis and Mr R Kelly (Voluntary Sector representative). Councillor JE Pemberton was appointed to Chair the review.
4. The initial theme was developed into a Scoping Statement for the review, which was reported to and agreed by both Committees in December 2006 as part of the work programme. The Scoping Statement identified the terms of reference as: 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 and following the review to advise the appropriate Cabinet Member(s) of the best policy to put in place to implement the improvements identified.
5. Both the Committees in March 2007 received a report setting out the membership of the Review Group, its terms of reference, desired outcomes and a report of its first meeting. A copy of the report by the Chairman of the Review Group (Councillor Mrs JE Pemberton) is attached at appendix 1. The report also highlighted a number of key themes for further exploration by the Review Group, which were noted by the Committees.
6. Both the Committees decided to note the report and agreed that the joint review be taken forward into the 2007/08 work programme. It was also agreed that it remain a joint review between the two Scrutiny Committees under the wider leadership of the Adult Social Care and Strategic Housing Scrutiny Committee and that a new Review Group be

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Further information on the subject of this report is available from Shaun McLurg, Head of Safeguarding and Assessment, Children & Young People's Directorate on (01432) 261603.

established comprising membership from both Scrutiny Committees following 2007 Annual Council.

## **RECOMMENDATION**

- THAT (a) the Committee notes the work undertaken so far and agree that the Scrutiny Review of Transition from Leaving Care to Adult Life continue under the leadership of the Adult Social Care and Strategic Housing Scrutiny Committee be the lead Committee;**
- (b) the Committee consider its appointments to the Review Group;**
- and**
- (c) the Chairman of the review be appointed following agreement between the Chairman of Children's Services Scrutiny Committee and the Chairman of Adult Social Care and Strategic Housing Scrutiny Committee.**

## **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



## 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 may be modified by the Chairman following consultation with the Vice-Chairman and the Director of Adult and Community Services in response to changing circumstances.
5. Appendix 2 monitors progress against recommendations made by the Committee where action is ongoing or outstanding. The list does not include all the issues considered by the Committee, rather it summarises those instances where the Committee has requested that specific action be taken and the response to that request .
6. Should any urgent, prominent or high profile issue arise, the Chairman may consider calling an additional meeting to consider that issue.
7. 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 2007/08**

<b>October 2007</b>	
Items	<ul style="list-style-type: none"> <li>• Budget</li> <li>• Performance Monitoring</li> <li>• Executive's response to recommendations on Homelessness</li> <li>• Presentation by Cabinet Member (s)</li> </ul>
Scrutiny Reviews	<ul style="list-style-type: none"> <li>• Transition from leaving care to adult life</li> </ul>
<b>December 2007</b>	
Items	<ul style="list-style-type: none"> <li>• Budget</li> <li>• Performance Monitoring</li> <li>• Executive's Response to review of transition from leaving care to adult life</li> </ul>
<b>April 2008</b>	
Items	<ul style="list-style-type: none"> <li>• Budget</li> <li>• Performance Monitoring</li> </ul>
<b>Other issues to be Progressed</b>	
<ul style="list-style-type: none"> <li>• Day Care Services</li> <li>• Home Care Services</li> <li>• Allocation of Housing</li> </ul>	

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



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

Date	Issue and decision	Resultant action or outcome
26 July 2006 and 23 March 2007	<p>July 2006 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>
	<p>March 2007 <b>Progress Report Requested to next meeting.</b></p>	<p>Report made to June 2007 meeting on Cabinet's response to Commission for Social Care Inspection which will form basis for future monitoring of this service area.</p>

Appendix 2

<b>Date</b>	<b>Issue and decision</b>	<b>Resultant action or outcome</b>
23 March 2007	Performance Monitoring Report <b>Report Requested on empty private sector properties.</b>	Proposed to be incorporated into the work programme as part of consideration of housing allocation.
23 March 2007	Homelessness Consultation Event <b>Recommendations made to Cabinet Member</b>	Progress report scheduled for October 2007.
23 March 2007	Scrutiny Review of Transition from Leaving Care to Adult Life <b>Requested that Review Group Be reformed following May 2007 elections.</b>	Report made to June 2007 meeting.