

# Adult Social Care and Strategic Housing Scrutiny Committee

Date: **Monday, 1st October, 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:*

*Tim Brown, Members' Services, Tel 01432  
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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 WLS Bowen, ME Cooper, H Davies, PJ Edwards, MJ Fishley,  
AE Gray, KG Grumbley, AT Oliver, JE Pemberton, RV Stockton and  
JK Swinburne

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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 22nd June, 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>PRESENTATION BY CABINET MEMBER (SOCIAL CARE ADULTS AND HEALTH)</b> To receive a presentation from the Cabinet Member (Social Care Adults and Health) on the key issues currently facing the service.	9 - 10
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| <p>To provide a progress report of the Learning Disability Service and its partners in implementing the Action Plan agreed, following the Commission for Social Care Inspection Inspection.</p>                              |         |
| <b>12. EXECUTIVE RESPONSE TO THE RECOMMENDATIONS ON HOMELESSNESS</b>   | 43 - 46 |
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| <p>To consider the Committee's Work Programme.</p>   |         |

## **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

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

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

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

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(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

**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, 22nd June, 2007 at 2.00 p.m.**

**Present:** 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 JK Swinburne

**In attendance:** None

**1. APOLOGIES FOR ABSENCE**

Apologies were received from Mr R Kelly, Voluntary Sector Representative.

**2. NAMED SUBSTITUTES**

There were no named substitutes.

**3. DECLARATIONS OF INTEREST**

Councillor A E Gray declared a personal interest in relation to agenda item 9: Commission for Social Care Inspection Report on Services for People with Learning Disabilities and the Council's Action Plan.

**4. MINUTES**

**RESOLVED:** That the Minutes of the meeting held on 23rd March, 2007 be confirmed as a correct record and signed by the Chairman.

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

There were no suggestions from members of the Public.

**6. CO-OPTED MEMBERSHIP**

The Committee reviewed its co-opted membership.

**RESOLVED:**

That (a) a formal representative of the Alliance of Voluntary Sector Organisations in Health and Social Care in Herefordshire be co-opted onto the Committee;

and

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

**7.        REVENUE BUDGET OUTTURN 2006/07 AND BUDGET 2007/08**

The Committee considered the revenue budget's final financial position for 2006/07 and projections for financial year 2007/08 for Adult Social Care and Strategic Housing.

The Interim Finance Manger presented the report. The final outturn for 2006/07 in adult social care had been an overspend of £1.05 million. An underspend on Commissioning and Improvement of £134,000 had resulted in a overall net overspend of £918,000. The Social Care contingency fund had been used to offset the overspend and no overspend was therefore carried forward into 2007/08.

The position on each of the main service areas: learning disabilities, older people, physical disabilities, mental health and commissioning and improvement was set out in the report describing budget pressures in each area.

The projected outturn for 2007/08, as at May, was an overspend of £4.38 million against a budget of £31 million. The report noted that the centrally held Social Care contingency (for both Adults and Children's Services) of £1.3 million and specific funding from invest to save monies of £2.7 million could be offset against the overspend at the end of the financial year. The impact of fairer charging policies would also reduce the projected overspend.

The final outturn for Strategic Housing in 2006/07 had been an underspend of £165,000 against a £5.76 million budget. The projected outturn for 2007/08 was an underspend of £6,000 against a budget of £2 million.

In the ensuing discussion the following principal points were made:

- Members noted the ongoing pressures with concern.
- A question was asked about the use of agency staff at Ivy Close respite care facility and action to secure a stable workforce. In reply it was stated that the service had filled all permanent vacancies and agency staff were used to cover for staff sickness. Agency staff were up to 50% more expensive and the service had undertaken a proactive advertising campaign to recruit permanent staff. In addition to any financial benefits it was important to recognise that service users also preferred to have continuity of staff.
- It was clarified that the Social Care contingency of £1.3 million was intended to be divided equally between adult social care services and children's services.
- The Head of Strategic Housing commented on the success achieved by the creation of the homelessness prevention budget. This had enabled the service to intervene at an early stage.
- The Director of Adult and Community Services reported that the budget position was very challenging. The Government was tightening public expenditure. The Council's Medium Term Financial Strategy provided for no increase in budgets for non-pay inflation for 2007/08. A large proportion of Social Care expenditure was on contracted services creating a significant pressure. The number of service users was increasing across all areas. Service needs were also becoming more complex. He reminded the Committee that the needs analysis for older people and those with a physical disability had highlighted the potential

level of increased demand. People were living longer and over the age of 85 the chances of people becoming service users increased.

The projected outturn was perhaps a worst case scenario and the service would be working hard to try to reduce expenditure, but the situation was difficult.

Separate from the social care budget the Council had allocated £2.7 million for an invest to save initiative to remodel adult social care services to make them more effective, drawing on comparisons with best practice authorities.

- Members requested a seminar on the budget for Members of the Committee. It further requested that this should also include an outline of the Council's statutory adult social care responsibilities.
- Following a short discussion about eligibility for respite care it was requested that a briefing note be circulated to Members of the Committee.
- A question was asked about the funding agreement with the PCT for mental health services and the control the Council had over the budget, noting that the projected outturn assumed the Council would fund the projected overspend on this service area. In reply it was stated that any social care services commissioned were approved by Service managers at a weekly funding panel meeting.

**RESOLVED: That a seminar on the budget be arranged for Members of the Committee.**

## **8. FAIRER CHARGING POLICY**

The Committee considered Cabinet's proposals for fairer charging for non-residential care services.

The report to Cabinet on 7th June, 2007 was appended to the report.

The Interim Change Manager presented the report. It was noted that the Council had commissioned consultants to review fairer charging as part of the adult social care improvement plan. The report set out the drivers for the review, income comparisons, the principles underpinning fairer charging and the specific recommendations made by the review.

The evidence was that the Council's charges were low compared with other authorities with income up to 50% lower than comparators. The challenge was to maintain services in the face of increasing numbers of older people requiring them. The impact of increased charges on individuals was acknowledged. He outlined the consultation process.

In the ensuing discussion the following principal points were made:

- It was important that the Council clearly explained its proposals to make clear that they were intended to be practical and viable. An assurance was given that public relations issues had been taken into account.
- It was also confirmed that work would be done to encourage people to take up benefits to which they were entitled noting that this might offset some of the impact on individuals.

- It was requested that the proposed consultation should be widened and in particular consultation events should be held in all the Market Towns.
- A question was asked about when a new charging structure would be introduced and the implications for the budget overspend. The Director of Adult and Community Services said that if the proposal proceeded it would be hoped to generate about 25% of the proposed additional income in 2007/08. He added that the Council raised one of the lowest levels of income per service user in the Country. The ability of individuals to pay charges would be carefully assessed.
- It was requested that a further report be made to the Committee in October.

**RESOLVED**

**That (a) the proposed consultation on the fairer charging policy should be widened and, in particular, consultation events should be held in all the Market Towns;**

**and**

**(b) a report on the outcome of the consultation should be made to the Committee in October 2007.**

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

*(Councillor AE Gray declared a personal interest in this item)*

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

The report to Cabinet on 21st June, had been circulated separately to Members of the Committee. This incorporated the inspection report, and an action plan in response to the inspection.

The Head of Adult Social Care (Learning Disabilities) presented the report. She reported that the inspectorate had been very critical of the service. The overall judgment was that the Council was not serving people with learning disabilities well and that there were uncertain prospects for future improvement.

The review by the Committee, the Council's own needs analysis and the inspectorate's report meant that the issues the Council faced were well known. The key now was taking action to address them.

The Council had been slow to implement the *Valuing People* policy agenda and could not demonstrate an inclusive approach. The Council itself, for example did not employ anyone with a learning disability. This did not show leadership especially when it was trying to encourage other employers to offer opportunities.

The Council had been found not to be promoting independence sufficiently. The most severe criticism was about the number of people who had not had an annual review of their needs. The Council had therefore not been sufficiently sensitive to how needs might have changed and a person's ability to live independently. The

position was improving and it was intended to have cleared the backlog by October 2007.

She then referred to the Council's action plan reporting that the recommendations had been prioritised. She drew attention to the following points in particular:

- In relation to social inclusion issues all Council departments were being asked to make a contribution.
- A wider range of services were needed for service users and carers. Although on the face of it the service was reasonably well resourced, resources were tied up in high cost residential placements. Services had not been developed as other local authorities had done. There was a clear need to change the model of service.
- Healthcare needs were not sufficiently well addressed.
- The transition of young people to adulthood needed to have a much smoother pathway, planned at a much earlier stage. There had to be provision for advocacy services at the transition stage.
- There was a need for improved quality standards and assurance.

In conclusion she said that the inspection's focus had been on outcomes and how the Council had facilitated independent living. Services needed to be reshaped with investment in extra social work staff to ensure the Council could assess and review needs. The amount of supported accommodation needed to be increased. The number of service users taking up the Direct Payments option also needed to be increased to provide more choice and flexibility.

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

- The importance of assessments of needs was noted.
- The action plan was welcomed.
- The role of the voluntary sector was discussed. It was noted that whilst the voluntary sector had a big role in delivering services the Council remained responsible.
- The Director of Adult and Community Services reported that in response to comments in the inspection about the pressure on senior management and the capacity to implement strategic change he had created a new Head of Service Post and a change manager post.

It was requested that the seminar on the budget that had been requested should be widened to include an overview of the Directorate and the Council's statutory responsibilities for adult social care.

**RESOLVED:**

**That (a) the report be noted and a further report monitoring progress against the action plan made to the Committee in October;**

**and**

- (b) **the budget seminar for Members as requested by the Committee during consideration of the budget should also include an overview of the Directorate and the Council's statutory responsibilities for adult social care.**

**10. ADULT SOCIAL SERVICES AND STRATEGIC HOUSING PERFORMANCE MONITORING**

The Committee considered 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.

The report set out performance against the various adult social care and strategic housing performance indicators. It also described the basis upon which the annual judgement and star rating from the Commission for Social Care Inspection was made.

The Director of Adult and Community Services gave an overview of performance. He reported that the Commission for Social Care Inspection (CSCI) had given the Council's adult social care service a one star rating for the 2005/06 financial year describing it as a service serving some people well with uncertain prospects for improvement. The rating for 2006/07 would be announced in November 2007. The inspection of services for people with learning disabilities would form part of that assessment and there was concern about the bearing this might have on the CSCI rating. The service was working to demonstrate through its action plans that it would deliver change and so give reassurance to the inspectorate. He did not believe that issues raised in the learning disabilities inspection regarding needs assessment were reflected across the service. It was clear, however, that significant improvement was required and this was an area the Committee may well want to scrutinise.

The performance of the strategic housing service was rated as good with the focus on reducing homelessness a particular success. The performance indicator did not yet fully reflect the success in reducing homelessness because it recorded the average length of stay rather than the numbers of homeless. The indicator was to change. It was not yet clear what would replace it. Continuing vigilance on homelessness was needed noting the shortage of affordable housing. There were also issues over responsibility for vulnerable people in private sector housing.

A briefing note was requested on housing for care leavers without a local connection.

The Improvement Manager commented on the detail of the indicators noting that there was evidence of some strong performance but also areas of difficulty.

**RESOLVED:**

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

**and**

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



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

The Committee considered participating in a joint scrutiny review into the Transition from Leaving Care to Adult Life and its appointments to the Review Group.

The report set out the reasons why the review had commenced and progress to date. It proposed the continuation of the review and invited the appointment of new Members to serve on the review.

It was suggested that after completing the work currently agreed, transition arrangements for people with learning disabilities might also be looked at.

**RESOLVED:**

- That**
- (a) the work undertaken so far be noted and the Scrutiny Review of Transition from Leaving Care to Adult Life continue and that the Adult Social Care and Strategic Housing Scrutiny Committee be the lead Committee;**
  - (b) Councillors H Davies, JE Pemberton R Stockton and Mr R Kelly be appointed to the Review Group;**
- and**
- (c) Councillor JE Pemberton be nominated to be Chairman of the Review Group subject to agreement with the Chairman of the Children's Services Scrutiny Committee.**

**12. WORK PROGRAMME**

The Committee considered its work programme.

It was noted that progress reports on fairer charging and the action plan for services to people with learning disabilities would be added to the programme following decisions taken earlier in the meeting.

The work programme identified day care and allocation of housing amongst the other issues to be progressed. It was confirmed that the intention was that these should be examined in more depth and scoping statements produced to guide the review of these areas. Initial expressions of interest in investigating these issues were sought. Councillors ME Cooper and AT Oliver expressed an interest in the work on the allocation of housing and Councillor AE Gray in the work on home care.

In relation to the proposed work on the allocation of housing the Head of Strategic Housing commented on the allocation process and aspects the Committee might wish to consider given the introduction of a new Government policy.

At the Committee's meeting in March concern had been expressed that a number of private sector properties appeared to be remaining empty for some length of time. The Head of Strategic Housing Services reported that he had looked into the matter and did not consider that there were issues to be pursued, providing statistical evidence to the Committee in support of this view.

**ADULT SOCIAL CARE AND STRATEGIC HOUSING SCRUTINY COMMITTEE    FRIDAY,  
22ND JUNE, 2007**

Issues about the maintenance of properties were then raised. It was agreed to invite Registered Social Landlords to attend the next meeting to discuss maintenance policies.

The provision of affordable housing was also raised. It was noted that a seminar on this was being arranged for all Members.

**RESOLVED:**

**That    (a)    the Work Programme as amended be approved and reported to the Strategic Monitoring Committee;**

**and**

**(b)    authority be given to the Director of Adult and Community Services following consultation with the Chairman and Vice-Chairman of the Committee to progress the development of scoping statements for work on allocation of housing and home care.**

The meeting ended at 4.12 p.m.

**CHAIRMAN**

## **PRESENTATION BY CABINET MEMBER (SOCIAL CARE ADULTS AND HEALTH)**

**Report By: Cabinet Member –(Social Care Adults and Health)**

### **Wards Affected**

County-wide

### **Purpose**

1. To receive a report from the Cabinet Member (Social Care Adults and Health) on the key issues currently facing the service.

### **Financial implications**

2. None identified.

### **Background**

3. There is a corporate requirement for Cabinet Members to make presentations to Scrutiny Committees. This report is part of that corporate process.

### **RECOMMENDATION**

**THAT the Cabinet Member's report be noted, subject to any comments the Committee wishes to make.**

### **BACKGROUND PAPERS**

- None



## **PRESENTATION BY REGISTERED SOCIAL LANDLORDS**

**Report By: Head of Strategic Housing**

### **Wards Affected**

County-wide

### **Purpose**

1. To receive a presentation from two of the Registered Social Landlords (RSLs) operating in Herefordshire.

### **Financial implications**

2. None identified.

### **Background**

3. These presentations were requested by the Committee following a discussion at their last meeting. The Committee were particularly interested in understanding issues in relation to the maintenance of RSL properties and the processes by which it was ensured that premises remained vacant for as short a time as possible.

### **RECOMMENDATION**

**THAT the presentations by the RSLs be noted, subject to any comments the Committee wishes to make.**

### **BACKGROUND PAPERS**

- None



## REVENUE BUDGET 2007/08

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

### Wards Affected

County-wide

### Purpose

1. To provide an up date on the projected outturn 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 two months of the financial year. The position presented to the 22nd June 2007 Committee showed a projected overspend of £4.38m on Adult Social Care and a projected underspend of £6k on Strategic Housing. This report covers the period to the end of August 2007 (5 months).

### Summary

4. The updated position is as follows:

	<b>2007/8 Budget £m</b>	<b>Projected overspend August 2007 £m</b>	<b>Projected overspend May 2007 £m</b>
Adult Social Care	31.00	4.61	4.38
Commissioning and Improvement	1.24	(0.10)	0.03
Strategic Housing	2.03	0.01	0.00
<b>Total</b>	<b>34.27</b>	<b>4.52</b>	<b>4.41</b>
Less needs analysis funding		0.50	
<b>Projected overspend</b>		<b>4.02</b>	<b>4.41</b>

Further information on the subject of this report is available from  
Mary Young, Interim Finance Manager, Adult & Community Services on 01432 260545

5. After the application of the £0.5m from Invest to Save the projected is £4.02m.
6. A detailed breakdown of the projected overspend as at August 2007 is presented at Appendix A, which shows that before the application of £0.5m of Invest to Save monies it totals £4.6m. Learning disabilities contributes £2.5m, mental health, £1.4m and physical and sensory disabilities £0.75m. The major budget areas of pressure across all service groups within Adult Social Care are residential and nursing care placements and domiciliary care costs.
7. The movement in residential care placements year to date are as follows:

<b>Client Group</b>		<b>April</b>	<b>August</b>	<b>Change</b>
Learning Disabilities				
	Agency placements	18	18	0
	Residential	74	90	+16
	Nursing	7	9	+2
Mental Health				
	Residential	145	160	+15
	Nursing	111	110	-1
Physical Disabilities				
	Residential	17	20	+3
	Nursing	10	12	+2

8. The net increase of 37 nursing and residential packages indicates key areas of pressure. In line with the agreed budget strategy for 2007/08 the Directorate has absorbed the impact of inflationary increases in non-pay areas such as contracts.
9. As part of the 2007/08 budget settlement for the Directorate 'Invest to Save' monies of £2.7m have been ring-fenced to address the issues highlighted in the Older People's Needs Analysis. As this funding will be underspent at year-end, it has been agreed that £500k can be used to fund specific short-term packages, pending redesign of service provision. It must be stressed that once these packages have ceased, the funding will not be used for further residential care but will revert to its original purpose of supporting the operational change agenda.
10. As part of the budget strategy contained in the Medium Term Financial Management Strategy a centrally held contingency has been set aside for Social Care (both Adults and Children's) of £1.3m. The allocation of the contingency is a matter for decision at



the end of the year and any contribution from this source cannot be included in the current projections.

### **Remedial Action**

11. Considerable efforts are being made to bring expenditure back in line with budget. An Adult and Community Services Transformation Programme Board is leading a range of projects designed to change the way in which services are provided. This will see a move away from residential care towards more cost effective community based solutions. These projects include the implementation of the fairer charging strategy, which is expected to generate around £600k in a full year. There will be some impact of the new charges in 2007/08.
12. Further policies to increase income include a reassessment of all mental health clients who do not contribute to their care because they fall within Section 117 provisions.
13. A review of Supporting People funding has been agreed in principle to identify cases, where services focused towards maintaining a client's tenancy can be legitimately paid from that source.
14. A review of all existing clients is being carried out to ensure firstly, that all cases that should be funded from PCT continuing care monies have been identified and assessed by the PCT and secondly, that the appropriate level of care is being provided.
15. A more stringent assessment process has been introduced to ensure that all alternative avenues have been explored before a residential placement is agreed. A 'roving' night time service is being introduced with the object of assisting people to remain in their homes as long as possible.
16. A review of high cost packages is to be undertaken to identify any potential savings. In order to support this monitoring of existing contracts is to be strengthened.
17. A report assessing the financial impact of these measures will be brought to the next meeting. Further work is being undertaken on the projected outturn for 2007/8, which is currently based on best estimates. An important aspect of the proposed new social care system, due for implementation in 2008, is the ability to carry out financial modeling which will enhance financial forecasts.

### **Commissioning & Improvement**

18. The major factors in the projected underspend are cost savings following restructuring the decision to carry out data cleansing in house rather than externally (£44k).

### **Strategic Housing**

19. The major budget pressure within Strategic Housing has been the demand and use of temporary accommodation to support the homelessness service. There is an acute shortage of properties to let across Herefordshire.
20. Additional costs have been offset by delaying recruitment to a strategy post and by redirecting grant funding.

21. The projected outturn for 2007/08 is £19k overspend spend against the annual budget of £2m.

## **RECOMMENDATION**

**THAT the Committee;**

- (a) notes and comments on the projected outturn for financial year 2007/08 for Adult Social Care and Strategic Housing; and**
- (b) comments on the measures outlined to reduce the overspend; and**
- (c) agrees that a detailed report on the financial recovery is brought to the next meeting.**

### **Background Papers**

- None

	2007/2008 Budget	YTD Actuals @ August 2007	YTD Budget @ August 2007	YEAR END PROJECTION @ August	YEAR END VARIANCE Over / (Under)
Strategic Housing	2,027,563	-4,348,282	872,985	2,046,536	18,973
Commissioning & Improvement	1,251,580	-47,182	129,275	1,147,877	-103,703
Adults	237,410	-801,106	98,921	250,317	12,907
Learning Disabilities	8,425,681	6,453,939	3,508,227	10,926,784	2,501,103
Mental Health	4,701,033	1,564,125	1,958,764	6,103,791	1,402,758
Older People	13,084,860	5,111,064	5,452,025	13,114,374	29,514
Physical Disabilities / Sensory Impairment	2,961,886	1,734,760	1,234,119	3,713,152	751,266
Prevention Services	176,780	70,139	73,658	179,110	2,330
Section 75 Arrangements	1,059,318	343,925	383,281	955,456	-103,862
Service Strategy	333,122	95,476	138,649	351,490	18,368
Total Adult Social Care	30,980,090	14,572,322	12,847,644	35,594,474	4,614,384
Community Services	10,234,711	4,120,493	4,396,605	10,274,711	40,000
<b>Total Adult &amp; Community Services</b>	44,493,944	14,297,350	18,246,509	49,063,598	4,569,654



## ADULT SOCIAL CARE FAIRER CHARGING

Report By: Director of Adult and Community Services

### Wards Affected

County-wide

### Purpose

1. To inform the Committee of the outcomes of the recent public consultation on the Fairer Charging for non-residential Social Services recommendations made by Cabinet in June 2007. The report also recommends revisions to the recommendations made in June following the consultation.

### Financial implications

2. The proposals in this report will generate significant additional income for the Council as set out in Appendix A.

### Background

3. Cabinet approved a number of changes to the Council's Fairer Charging Policy on June 7th 2007, as reported to this Committee on 22nd June. These are set out in Appendix A to this report. The one change to the proposals put to Cabinet was the reduction in the proposed rate for day care services to £7.30 per hour.
4. The recommendations from this report have been the subject of extensive public consultation during the summer. This has included:
  - A telephone hotline;
  - Formal meetings and drop in sessions in the market towns and Hereford;
  - A meeting for service providers in Hereford;
  - E-mail and letter correspondence.
5. The main messages arising from the consultation are summarised as follows:
  - By far the most significant concerns were in regard to the increase in day centre fees from £2.90 to £7.30;
  - A concern was raised that by increasing charges people will move further away from community care services and this will accelerate a decline in health and hence residential nursing care.
6. Other concerns were raised in regard to:
  - Charging people for two care assistants instead of just one, where two were required;

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Further information on the subject of this report is available from  
Andrew Tanner, Interim Change Manager on 01432 260396

- The impact of including 100% of occupational pensions in the financial assessment on people's income and in particular the perceived inequity of this when people have been prudent in making such pension provision;
  - The value for money received from some care service providers;
  - There was an understanding that this was largely a national problem in regard to the funding and not because Herefordshire were not committed to social care services.
7. All the concerns raised by the consultees have been heard and responded to verbally in the meetings or by letter and e-mail. The most significant have been around the provision of day care and Cabinet will need to decide how they wish to respond to these. There are a number of factors which are pertinent in coming to a decision on this issue:
- The current provision of day care is largely traditional and buildings-based and does not meet the needs of either the Council or many service users. Whilst appreciating that it provides a valuable social function to many people, new, low level services are being developed in the community which provide a more flexible approach to day opportunities for older people as part of the wider Prevention agenda;
  - Current day centre provision can be very expensive in terms of costs per day for each service user. This is largely due to some day centres having low attendance whilst retaining fixed contractual costs;
  - The decision cannot be made purely for financial reasons. Some service users will stop attending day centres because of the increase in the charge to £7.30. This becomes a concern to Social Care where the service was provided as part of a formal care package and alternative provision is not made available in a relatively short time scale.
8. Given the level of concern during the consultation on day centre fees, an alternative option is proposed to reduce further the increase in the day centre fee to £4 per session (from the current £2.90 charge). This will then be reviewed in March 2009 in light of the proposals for a new pattern of day opportunities for older people. The Adult Social Care and Strategic Housing Scrutiny Committee is commencing a review of day care provision, which could confirm further changes.
9. In regard to the remaining changes to Fairer Charging contained in the June Cabinet report it is recommended that these remain, whilst at the same time recognising that they will have a financial impact on a minority of service users. This analysis was not available in June, however officers have been able to estimate this impact as below.

**Table 1**

10. The changes on occupational pensions and tariff income will have a combined impact on 262 service users as follows:

12 people > £100 per week
32 people > £50 per week and < £100 per week
43 people > £30 per week and < £50 per week
36 people > £20 per week and < £30 per week
139 people < £20 per week

11. The reasons set out in the June report are still valid and the Council needs to adopt a revised and equitable Fairer Charging structure in order to sustain care services in to the future.
12. Failure to implement the recommendations from the 9 June Cabinet report will seriously jeopardise the ability of Adult Social Care to sustain and improve vital care services to vulnerable people in Herefordshire. Demographic growth in older people in particular is placing significant pressure on social care budgets and an equitable charging system for non-residential services is an absolute requirement to address this challenge.
13. The major risk to the Council in implementing this structure is the financial impact this may have on some individual service users. Alternative service provision is being actively developed in lower level community based services which will not only prove to be more cost effective, but will also ensure that individual needs are more closely met.

### **Recommendations to Cabinet**

14. Appendix A contains the initial proposals approved at Cabinet in June this year for public consultation. It is recommended that these are now finally approved with the option to reduce the proposed charge for day care from £7.30 to £4 per session. This will be reviewed in June 2009. These recommendations will be considered by Cabinet at its meeting on 11th October, 2007

### **RECOMMENDATION**

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

### **BACKGROUND PAPERS**

- Cabinet Report on Fairer Charging June 9th 2007





## Appendix A

<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 A

<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 A

	<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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\*Applicable amount is defined as the amount of money that we must leave a person with to live on after costs of disability have been taken into account. It amounts to the basic relevant income support amount plus 25%.

## Appendix A

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 (changed to £7.30 at Cabinet) 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 A

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	7.30	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 A

	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. ~

## ADULT 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.

### Financial Implications

2. No direct implications.

### Background

3. The Performance Improvement Framework of the Council requires reporting to Scrutiny Committee at 4, 6, 8, 10 and 12 months. This report covers the Performance Indicator out-turns as at 31<sup>st</sup> August 2007, target figures for 2007-08, along with information about Forecast, Direction of Travel and Status, which are defined as:

Forecast – the anticipated out-turn at year end based on current information and intelligence,

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.

4. The Department of Health (DH) publishes statistical information on the performance of all Adult Social Care Departments. There is a national set of 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.

### Adult Social Care

6. The table in Appendix One includes details of the Adult Social Care Performance Indicators.

7. Overall, the performance position as at the end of August for Adult Social Care is looking very healthy. There are 20 PIs that are on target or better and have a green status, four which are rated as amber and only one highlighted as red. Nineteen PIs are performing better than the 2006-07 position.

### **Annual Judgement**

8. At the last Scrutiny Committee meeting the process by which Social Care is judged by CSCI was described. An important part of the process is the Annual Review Meeting (ARM), which took place on 3<sup>rd</sup> September, 2007.
9. The format for the ARM included sessions about: partnerships; assessment and care management; commissioning; and leadership / management. There was also a lunch time session for a small number of users and carers.
10. A summary report will be made available to the Council for comment during October. The Judgements and Star Ratings are publicised on 29<sup>th</sup> November, 2007.

### **Strategic Housing**

11. The detail of the housing indicators is shown in Appendix Two.
12. Overall the latest PI position for Strategic Housing is good and shows that six indicators are rated as having a green status, one amber and two red. Six indicators are performing better than the end of year position for 2006-07.

### **User Involvement**

13. The Public Contact Team is responsible for administering user involvement and consultation activity / surveys for both Strategic Housing and Social Care.
14. The most recent user involvement activity was a satisfaction survey of people that received Telecare Services (preventative technology). The highlight findings from this survey are:
- 97.2% were very satisfied or satisfied with the information they received about telecare;
  - 97.3% were very satisfied or satisfied with the installation procedure;
  - 95.8% Strongly agreed or agreed that telecare has helped them feel in control of their life;
  - 97.3% Strongly agreed or agreed that telecare has reduced their worries about personal safety;
  - 97.2% Strongly agreed or Agreed that telecare has reduced worries about personal independence.
15. Forthoming user involvement activity includes, a Meal on Wheels Survey, a Homelessness Forum to engage service users and discuss the prevention agenda and a Home Care / Direct Payments satisfaction survey in October.



## **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

Ref.	Definition	Measured in	Adult Social Care					DoT	Status	Forecast
			History			Plan				
			IPF 05-06	Exc't 05-06	Hfds 05-06	Hfds 06-07	Hfds 07-08			
A80	Drug misusers sustained in treatment DOT = Higher	%	n/a	n/a	n/a	93.0	n/a		n/a	n/a
B11	Intensive homecare as a percentage of intensive home and residential care. DOT = Higher	%	24.0	31.5	15.0	18.0	22.0	↑	G	22
B12	Cost of intensive social care for adults and older people. DOT = Lower Cost	£	497	509	508	533	<500	↑	A	<533
B17	Unit cost of home care for adults and older people. DOT = Lower Cost	£	16.0	13.5	16.2	17.0	15.0	↑	G	15
C28	Intensive home care DOT = Higher	Number	10.0	20.9	5.8	6.7	8.1	↑	R	>6.7
C29	Adults with physical disabilities helped to live at home. DOT = Higher	Number	4.0	5.2	4.8	6.0	6.0	↓	G	6
C30	Adults with learning disabilities helped to live at home DOT = Higher	Number	3.0	3.3	2.5	2.8	3.0	↑	G	3
C31	Adults with mental health problems helped to live at home. DOT = Higher	Number	4.0	6.0	3.7	4.1	4.4	↑	G	4.4
C32	Older people helped to live at home. DOT = Higher	Number	87.0	110.0	83.0	81.1	83.0	↑	G	83
C51	Direct payments DOT = Higher	Number	76.0	96.3	79.0	88.3	100.0	↑	G	100
C62	Services for carers. DOT = Higher	%	7.0	9.8	10.2	10.2	12.0	↑	A	>10.5
C72	Older people aged 65 or over admitted on a permanent basis in the year to residential or nursing care. DOT = Lower	Number	85.0	95.0	60.0	73.4	70.0	↑	G	<70

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Ref.	Definition	Measured in	Adult Social Care History				Plan	DoT	Status	Forecast
			IPF 05-06	Exc't 05-06	Hfds 05-06	Hfds 06-07	Hfds 07-08			
C73	Adults aged 18-64 admitted on a permanent basis in the year to residential or nursing care. DOT = Lower	Number	2.0	2.5	2.5	2.0	1.5	↑	G	1.5
D37	Availability of single rooms. DOT = Higher	%	95.0	98.0	88.0	90.1	90.0	↓	G	90
D39	Percentage of people receiving a statement of their needs and how they will be met. DOT = Higher	%	93.0	97.0	91.0	95.0	100.0	↑	G	100
D40	Clients receiving a review. DOT = Higher	%	68.0	74.0	75.0	76.3	78.0	↑	G	>78
D41	Delayed transfer of care (interface).	Number	n/a	n/a	17.0	31.0	<20	↑	G	<20
D54	Percentage of items of equipment and adaptations delivered within 7 working days. DOT = Higher	%	86.0	89.0	94.0	96.2	96.0	↓	G	96
D55	Acceptable waiting times for assessments. DOT = Higher	%	79.0	86.0	70.0	83.6	90.0	↑	G	90
D55 Part1	Acceptable waiting times for assessments. - Part 1 DOT = Higher	%	84.5	n/a	64.7	74.5	90.0	↑	G	90
D55 Part2	Acceptable waiting times for assessments.- Part 2 DOT = Higher	%	74.2	n/a	75.5	85.9	90.0	↑	G	90
D56	Acceptable waiting times for care packages. DOT = Higher	%	86.0	89.0	79.0	76.0	85.0	↑	A	<85
D75	Practice Learning.	Number	15.9	n/a	12.8	19.4	15.0	↓	G	>15
E47	Ethnicity of older people receiving assessment.	Ratio	1.0	0.9	0.6	1.2	1.0	↓	G	1
E48	Ethnicity of older people receiving services following an assessment.	Ratio	n/a	1.0	1.1	1.3	1.0	↓	G	1
E82	Assessments of adults and older people leading to provision of service.	%	75	62	84	82.2	77.0	↑	A	77

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IPF Group = Darlington, Stockport, S. Glos, Warrington, Calderdale, York, N. Lincs, IoW, Solihull, Bath & NE Somerset, Poole, Rutland, W. Berks, N. Somerset, E. Riding of Yorks  
Excellent (3 Star) Group, as defined by CSCI = Derbyshire, Somerset, Knowsley, Southwark, Telford and Wrekin, Tower Hamlets

Blob Ratings:



Further information on the subject of this report is available from

Andrew Hasler, Improvement Manager on (01432) 260655

As from July 2007 Status and DOT will be based on Forecast Data

Appendix Two

Scrutiny Report - Adult and Community Services - Housing									
Ref.	PI Definition	Measured in	Latest WHMA	Hfds 05-06	Hfds 06-07	Hfds 07-08	DOT	Status	Forecast
BV64	Private sector dwellings returned to occupation or demolished as a result of LA action	Number	32	54	52	100	↑	A	>52
BV183a	Av. length of stay (weeks) for FWC in B&B accommodation	Number	2.6	10.65	15	0	↓	R	18
BV183b	Av. length of stay (weeks) for FWC in hostel accommodation	Number	3.8	29.3	20	0	↓	R	39
BV202	No. of people sleeping rough on a single night within the LA area	Number	4.6	<3	<3	<3	=	G	<3
BV203	% change in FWC placed in temporary accommodation compared with the average for previous year	Percentage	-24%	+26%	-19.50%	-15%	↑	G	-20%
BV213	No. of households who considered themselves homeless, for whom casework resolved their situation	Number (per thousand households)	0.4	0.93	3.12	4.00	↑	G	4.00
BV214	% of households accepted as homeless who have been previously accepted by the same LA within the last 2 years	Percentage	2.72%	2.88%	4.05%	1.50%	↑	G	1.50%
HCS 14	Homeless acceptances	Number	#	416	148	160	↑	G	124
DCLG 2010	Halve the numbers of households in temporary accommodation by 2010	Number	#	173	135	129	↑	G	<107
<b>KEY:</b>	WHMA (West Housing Market Area) consists of: Herefordshire, Shrewsbury & Atcham, Bridgnorth, Oswestry, North Shropshire and South Shropshire. Latest available data is 05/06.								

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## LEARNING DISABILITY ACTION PLAN

Report By: Head of Adult Social Care – Learning Disabilities

### Wards Affected

County-wide

### Purpose

1. To provide a progress report of the Learning Disability Service and its partners in implementing the Action Plan agreed, following the Commission for Social Care Inspection (CSCI) Inspection.

*(Copies of the CSCI Inspection Report and Herefordshire Council's Action Plan in response to the report were presented to Scrutiny Committee on 22<sup>nd</sup> June, 2007. For reference, a copy of each report will be placed in the Members' room. Individual copies can be provided on request.)*

### Financial Implications

2. None

### Background

3. The Commission for Social Care Inspection inspected Herefordshire Council's services for people with a learning disability in January 2007. The purpose of the inspection was to evaluate social services implementation of the national and local objectives relating to the social care needs of people with learning disabilities, and the quality of the outcomes for service users and cares. The inspection team was particularly concerned to see how the Council was responding to the *Valuing People* policy agenda.
4. The overall judgment of the service was that **“people were not being served well and that the Council's capacity for improvement was uncertain.”**

### Summary of the key findings of the Inspection

5. The inspectors found that there had been insufficient focus on services for people with learning disability in Herefordshire. There had been inadequate work across all departments of the Council to increase the social inclusion of people with learning disability; for example, there was no-one on the Council's workforce with a learning disability.
6. A large number of service users had not had their needs reviewed for some time and therefore the Council could not be assured that their needs were being appropriately met.
7. The Council had been slow to implement the *Valuing People Strategy* and the Valuing People Partnership Board (VPPB) was not operating as an effective driver of service improvement. However, the production of a Needs Analysis and a Scrutiny

review were key levers in raising the profile of this service user group. There was a need for an overarching strategy and an integrated model of service and delivery plan, which should be widely understood.

8. The Council was only just starting to move away from a traditional pattern of service provision with too much of its finances being spent on residential care, and there was insufficient range or choice of services.
9. There was much to do to improve organisational capacity, both at a strategic and at operational level, with a more strategic approach to workforce planning
10. The range of user-friendly information should be improved and a systematic quality assurance framework put in place.
11. The health care needs of people with learning disability were not adequately addressed.
12. The huge programme of change and improvement required was within a context of mounting budgetary pressures and the need to make efficiency savings and would need to be closely risk managed.

### **Considerations**

13. Following the publication of the Inspection report in June, 2007, The Council was required to provide an action plan, addressing the recommendations made.
14. This action plan was endorsed as fit for purpose by both the Lead Service Inspector and the local Business Relationship Manager.
15. The Action Plan represents the key priorities for the joint Primary Care Trust and Herefordshire Council service.
16. The plan groups and prioritises the Council's and the PCT's actions in 5 sections, as follows:
  - Assessment, care management and safeguarding;
  - Plans and commissioning;
  - Empowering people with learning disabilities and their carers;
  - Tackling inequalities and increasing opportunities;
  - Workforce.
17. CSCI are monitoring the progress against this action plan very closely and visited on 20th August, 2007 to check on the early milestones and target dates. Attached as Appendix 1 is a summary of the report produced for that meeting. This shows the considerable early progress and achievements against the Action Plan. For each of the five sections the Inspector's recommendations are set out in bold followed by the progress that has been made to date which is set out in the bullet points.

### **RECOMMENDATION**

**THAT progress against the Action Plan be noted, subject to any comments the Committee wishes to make.**

### **BACKGROUND PAPERS**

- None

## LEARNING DISABILITY ACTION PLAN PROGRESS REPORT

### ASSESSMENT, CARE MANAGEMENT AND SAFEGUARDING

**The Council should address the huge backlog of annual reviews to ensure that service users have their needs appropriately met**

**The Council should strengthen the Assessment and Care Management service with regard to improving management oversight, processes, practice and recording**

- All cases requiring an annual review will complete by December, 2007. An independent social work team have been recruited to ensure this deadline is met.
- Management information improved – monthly lists to teams of forthcoming reviews for allocation.
- The capacity of the Community Team has been analysed and a business case approved to increase the team by an additional 4 qualified Care Managers, an additional Senior Practitioner post and reviewing officers.
- An exemplar, integrated file has been compiled, including risk assessment and consistent quality of recording. An assessment quality audit tool has been identified and is in use by the management team.

**The Council, with its partner agencies, should ensure that adult protection arrangements are more effectively managed at both strategic and operational levels**

- Review of Adult Protection Committee role, membership and effectiveness; on schedule for September, 2007.
- Training in adult protection confirmed as mandatory for all Social Care staff.
- Weekly update of Adult Protection working cases provided to managers by the Adult Protection Coordinator. Complete compliance with this standard has been achieved, following additional dedicated adult protection administrative capacity in the Community Learning Disability Team
- A training programme is available for staff and providers regarding Adult Protection; this programme is delivered by the Adult Protection Co-ordinator and ensures that all participants are able to identify abuse and to trigger the procedures.
- Work has been completed to develop an enhanced training programme for Care Managers, in recognition of the additional skills they require. Delivery of this programme will be the responsibility of the new Training Officer, scheduled to be in post by end of October 07.
- Adult protection administrator in post.

## APPENDIX 1

- Following the resignation of the current Adult Protection Co-ordinator, post holder recruitment for a replacement is well advanced.

**The Council should ensure a co-ordinated, strategic approach to support the development and delivery of person-centred plans to people with learning disabilities.**

- As part of the In Control (self directed care and individual budgets) programme formal mechanisms put in place to ensure close working with the Community Team; the priority groups of people for person-centred planning (which mirrors the Community team priorities) have been re-stated and circulated to all key stakeholders. Priority groups are those in transition from Children's Services, those living with older carers, those moving on from residential care and anyone experiencing a major life change.

**The Council should ensure that young people with learning disabilities reliably and consistently experience a seamless transition between Children's and Adult Services and that all relevant agencies are fully engaged in the process.**

- Business case agreed for additional social worker to lead on transitions into the Learning Disability service; scheduled to be in post end of November 07.

**The Council should update the manual of policies and procedures, including the development of written protocols covering interfaces with Children's Services and within Adult Social Care services**

- Agreement has been secured to a secondment to lead on a review of the manual. Post holder expected to be in place October 2007.

## **PLANS AND COMMISSIONING**

**The Council, with its PCT partner, should continue to improve the economy, efficiency and effectiveness of learning disability services**

- Evaluation of In Control pilot completed – Valuing People Partnership Board endorsed mainstreaming this model, following a consultation event.
- Tender for partner organisation to lead on Accommodation and Support development, to identify partner by end September, 2007.
- Process and systems for day opportunities mapped; gaps and improvements identified

**The Council should ensure that commissioning and contracting processes are used to improve the quality of services commissioned**

- Market Management Executive Group established and work plan agreed.



## **APPENDIX 1**

- Additional capacity for contract monitoring agreed – recruitment process begun. Contract Review Steering Group established and the risk analysis of contracts to determine relative priorities completed.

**The Council, with its partners, should develop a strategy to access resources from outside the adult social care budget.**

- Funding has been agreed to recruit to a specialist post to support the Local Authority and its partners to access external funding.
- Social Firms Development Manager: interviews for this post have been held but it was not possible to appoint. Appointment of a consultant to take this work forward has commenced.

**The Council should ensure that people with learning disabilities maximise their independence and choice through a broader range of services**

**The Council, with its PCT partner, should implement robust business planning arrangements for learning disability services.**

- A strategic vision and single service plan with full staff and stakeholder involvement, including users and carers, on target for November.

**The Council should develop a comprehensive quality assurance strategy to underpin all aspects of learning disability services.**

- Work completed on a quality assurance policy. This will be extended to incorporate the expectations of services by people with learning disabilities and their family carers and completed by the end of September, 2007.

**The Council should ensure the management capacity to implement, in a timely manner, the actions required in the five work-streams of the Improvement Plan for Adult Social Care Services, in order to improve service delivery.**

- Change Manager in post. Single overall improvement plan for adult social care integrated with the plan for *Herefordshire Connects*, to be approved by the Adult and Community Services Transformation Board on 22 August, 2007.

## **EMPOWERING PEOPLE WITH LEARNING DISABILITIES AND THEIR CARERS**

**The Council and its partners should ensure that the Valuing People Partnership Board and its sub – groups operate effectively and inclusively to support the delivery of key outcomes for service users and carers.**

- Review of Valuing People Partnership Board role finalised – the Board will focus on identified “Big Issues” – meetings will be in the form of consultation events.

## APPENDIX 1

- Agreement to appoint Valuing People Partnership Board Support Officers (one of whom should be an “expert by experience”), to enhance engagement of service users and families.
- Agreement with People’s Union on engagement of users with the Valuing People Partnership Board

**The Council should ensure that service users and carers are fully involved in strategic service planning, development and evaluation, to promote their active involvement in the modernisation agenda.**

**The Council should work with carers to develop a better range of and access to services, to support them in their caring role.**

**The Council should ensure that comprehensive, accessible information is available to people with learning disabilities about the nature, range and types of services provided and how to access them**

- Draft service specification completed to reflect the work currently undertaken to support people with learning disabilities to participate in the Partnership Board and related activities.
- VPPB and carers agreed a “Commitment to Carers”, identifying standards that carers can expect from services.
- Agreed range and format of accessible information with People’s Union readers’ group established; detailed implementation plan being developed in conjunction with users and providers; to be completed by the end of November 07.

**The Council should routinely seek feedback from people with learning disability and their carers about the quality of services and act on this information.**

- British Institute of Learning Disability engaged to develop quality strategy and action plan to secure routinely effective feedback from people with learning disability and carers.

**The Council should continue to promote self-directed support by increasing the take-up of Direct Payments and individualised budgets**

- In Control endorsed by VPPB as preferred model to be offered to more people
- Piloting of new operating model for assessment and care management under the *Herefordshire Connects* programme on track for completion by October 07.

## APPENDIX 1

**The Council should ensure that the Fair Access to Care Services eligibility criteria are clear to people with learning disabilities and their carers**

- The Fair Access to Care Services criteria has been reviewed with the People's Union and they are currently commenting further upon this for us.

**The Council should ensure the independent advocacy services are accessible on an individual basis**

- Further work to commence from October to discuss with users the development of a new service, which will enable Herefordshire to offer individual advocacy from April '08.

### **TACKLING INEQUALITIES AND INCREASING OPPORTUNITIES**

**The Council should ensure that equality and diversity issues are embedded at both strategic and individual levels in learning disability services**

**The Council should develop a programme of equality impact assessment for learning disability services and implement the changes necessary to address any adverse impact identified.**

- Learning disabilities prioritised for equality impact assessments; awareness sessions held with senior managers. CMB approval to Learning Disability as designated cross-cutting objective in the performance improvement cycle and Corporate Plan.

**The Council should ensure that all its departments are responsive to the needs of people with learning disabilities and promote their inclusion**

- Communication plan agreed to promote positive images of people with learning disability

**The Council, with its PCT partner, should tackle the health inequalities experienced by people with learning disabilities and ensure that their health care needs are met.**

- Primary Care Trust has appointed lead officer for developing the Learning Disability health agenda. We have also developed a joint protocol between the Mental Health and Learning Disability service for those with dual diagnosis. Protocol currently with Clinicians for their consideration and support.
- 77% of people with learning disabilities registered with a GP have now been Read coded; the remaining 23% will be completed by the end of September.

## APPENDIX 1

**The Council should lead by example by actively promoting the recruitment and retention of people with learning disabilities in both its own workforce and the wider community.**

- Cabinet agreement that the Council will actively promote the recruitment and retention of people with Learning Disability to its own workforce and the wider community. Herefordshire Council made the first appointment in August. HR post to be created to support employment of people with disability within the Council and partners – appointment scheduled for December 07.
- Funding for the Social and Micro Enterprise projects agreed. An appointment has been made to the Micro Enterprise post. Now considering appointing a consultant to lead on Social Enterprise development.
- “Big Employment Event” held in May, which people with learning disabilities found useful in supporting them to consider employment as an option available to them.

### **A WORKFORCE TO DELIVER SUCCESS**

**The Council, with the PCT, should ensure that it has a workforce that is of sufficient size, skill-mix and competency in learning disability services**

- Learning and Development Plan for social care staff in place and first quarterly monitoring report produced.
- Multi-agency learning disability workforce development group established, governance arrangements established and key stakeholders engaged.

### **Background Papers**

Herefordshire Council's Action Plan – June 2007.  
CSCI Inspection Report – June 2007.  
CSCI Recommendations

## EXECUTIVE RESPONSE TO THE RECOMMENDATIONS ON HOMELESSNESS

Report By: Head of Strategic Housing

### Wards Affected

County-wide

### Purpose

1. To report on the response of the Cabinet Member (Social Care Adults and Health) to the Recommendations on Homelessness made by the Adult Social Care and Strategic Housing Scrutiny Committee.

### Financial Implications

2. None identified

### Background

3. Following a first event hosted by Adult Social Care and Scrutiny Committee in October 2005, the then Chairman of the Committee requested a second homelessness consultation event be held in December 2006. This event was to include representatives from relevant agencies across the County and was designed to build on the work that had taken place following the event in October 2005.
4. 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. A series of recommendations were agreed by Social Care and Strategic Housing Scrutiny Committee on 23rd March 2007. These recommendations have been reproduced below and have been considered by the Cabinet Member for Social Care Adults and Health. The Cabinet Member's response to each has been set out within this report together with an update of progress to date.
  - (a) **Recommendation** - the Committee notes the level of ongoing debt-related homelessness in Herefordshire, and that the Council considers ways of proactively tackling this issue

**Update** - Since March 2007, Strategic Housing and the Homelessness & Prevention team have proactively been tackling the issue of on-going debt-related homelessness in Herefordshire. The following details the work that has taken place: -

- The development and sign-up of a new RSL Homelessness Prevention protocol. The objective of this protocol is to reduce evictions in the County from rent arrears along with developing procedures and forming a forum group of housing and prevention officers to offer additional support to tenants in debt.

- The development of a 'fast tracking' relationship between Housing Benefit and Prevention Officers to reduce debt through rent arrears and problematic claims.
- The increased provision of intensive support offered through Shelter officers. This ensures a lengthy amount of support for clients with challenging issues including debt.
- Exploring the potential to use the CLG one-off payment to develop an intensive debt management service with Citizens Advice Bureau in Herefordshire.

**Cabinet Member Response** – That this recommendation is accepted and that the proactive work by the Homelessness Team outlined above should continue.

- (b) **Recommendation** - knowledge of options in the housing market could be increased, amongst the public, and amongst the agencies working with customers threatened with homelessness.

**Update** - Options and Prevention officers aim to increase the knowledge of housing options amongst the public and the agencies working with homeless clients. The following details some of the work that has taken place since March 2007: -

- The regular attendance of prevention officers at agency team meetings to increase awareness and understanding of options available to clients along with presentations to these staff.
- A 'Homelessness Training day' organised in July 07. Agency staff in the County were invited. The aim of the day was to discuss legislation, options available to their clients and a realistic picture of Homelessness in the County.
- A 'Mental Health Training day' was organised in July 07. Mental health staff in the County were invited. The aim of the day was to discuss legislation, options available to their clients and a realistic picture of Homelessness within the County.
- Prevention Officers deliver an 'advice sheet' to clients during every visit. This is personalised to the client and details the housing options available to them within the housing market.

**Cabinet Member Response** – That this recommendation is accepted and continues to be addressed and developed

- (c) **Recommendation** – 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

**Update** - Agencies have continued to work together to share information and further develop an 'early warning' approach to homelessness. The following details some of the work that has taken place: -

- The development of a new RSL Homelessness Prevention protocol to formalise the procedures in existence of early warning notices of oncoming evictions to the Homeless Prevention team. This work is expected to continue.

- The continued and improved working relationships with agencies such as SHYPP and Connexions to develop early warnings of young people becoming homeless.

**Cabinet Member Response** – That this recommendation is accepted and that further exploration of the potential role and funding of the Village Warden Scheme is considered.

- (d) **Recommendation** – 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

**Update** - The Sanctuary Scheme and Mediation Schemes continue to be available in the County. The Sanctuary Scheme has increasing referrals. Good relationships with the Police, Fire Service, Women's Aid and the You @ Home agency have been developed with the Homelessness team. All agencies are working together to promote the service along with reducing homelessness amongst domestic abuse cases.

**Cabinet Member Response** – That this recommendation is accepted

- (e) **Recommendation** -That agencies should work closely with schools to 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.

**Update** – The schools project has been extremely successful in its first year and SHYPP has aspirations to expand the project to target an increased volume of delivery to schools for 2007/08 and beyond. However, the financial implications of creating capacity to roll-out the scheme to all schools during 2007/08 would be considerable by comparison to currently supported costs. There is limited scope for increasing funding to this project following consultations with RSL's. However, the scheme continues and additional options will be explored with SHYPP and Children's Services to attract funding.

**Cabinet Member Response** – That this recommendation is accepted in principle and that officers will continue to work with SHYPP, Children's Services and other partners to try and identify alternative additional funding options that would enable an expansion of the project to cover all schools.

- (f) **Recommendation** – the Council continues to develop preventative and reconciliatory protocols in relation to homelessness in partnership with other agencies

**Update** - The Council continues to develop preventative and reconciliatory protocols in relation to homelessness in line with the Homelessness Strategy 2003. Since March 2007, the following are being developed or finalised: -

- The development of the Hospital Discharge protocol including Mental Health has begun and is in the mid stages of development.
- The Prison Leavers protocol is expected to be completed by March 08.
- RSL Homelessness Prevention protocol

- The development of a joint Housing and Social Services protocol for homeless 16 and 17 year olds is in the first stages of progression. Lead officers have been nominated.

**Cabinet Member Response** – That this recommendation is accepted and that work continues to develop and roll-out approaches to improve joint working with other agencies

- (g) **Recommendation** – 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

**Update** – work has been progressing in this area as follows.

- The increased provision of support services in the County through the Shelter service, particularly working with families with these types of issues.
- The 'Move on Project' and the secondment of an officer to work with families and their moving out of temporary accommodation to long term supported accommodation.
- The role of the Homelessness Prevention Protocol will enable an early warning system to identify potential homelessness as early as possible enabling prevention activities to commence.

**Cabinet Member Response** – That this recommendation is accepted.

## **RECOMMENDATION**

**THAT the response to the recommendations set out in this report be endorsed, subject to any comments the Committee wishes to make.**

## **BACKGROUND PAPERS**

- None Identified



## SCRUTINY REVIEW: THE MODERNISATION OF DAY OPPORTUNITIES FOR OLDER PEOPLE

**Report By: Head of Adult Social Care – Older People and  
Physical Disabilities**

### Wards Affected

County-wide

### Purpose

1. To consider a scoping statement for a proposed review of the modernisation of day opportunities for older people.

### Financial Implications

2. None at present.

### Background

3. At its meeting on 22nd June 2007 the Committee agreed that its work programme include a review of day care services.
4. This review has been proposed following the Council's work on reviewing its Fairer Charging Policy. When the Committee considered these proposals at its last meeting there was a view that as well as the need to review the Charging Policy in respect of day care services it was equally important to review the services themselves to understand whether or not they were meeting people's needs.
5. The Scoping Statement is attached at Appendix 1 for consideration.
6. If the Committee decide to approve the scoping statement and Terms of Reference for the Review it is suggested that the Committee appoint four Members to complete the Review plus any co-opted members as it see fit.

### RECOMMENDATION

**THAT (a) the Scoping Statement for a review of day care as appended to the report be agreed subject to any amendments the Committee would like to make;**

**(b) the Committee consider the membership of the Review Group;**

**and;**

**(c) the Committee appoint a Chairman of the Review Group.**

### BACKGROUND PAPERS

- None Identified



## Appendix 1

<b>REVIEW:</b>	The Modernisation of Day Opportunities for Older People	
<b>Committee:</b>	Adult Social Care and Strategic Housing Scrutiny Committee	<b>Chair:</b> Councillor PA Andrews
<b>Lead support officer:</b>	Sue Dale, Prevention Services Manager	

### SCOPING

#### Terms of Reference

This review covers Day Opportunities Services for older people commissioned by Herefordshire Council and provided under a Service Level Agreement. The review will cover the following:

- To review the current use of day centre resources, and measure capacity against projected future need, as identified in the needs analysis carried out by the Council's Corporate Policy and Research Team in August 2006.
- To review the current range and quality of services and activities available, in line with guidance set out in the Green Paper, "Independence Well-being and Choice".
- To review the current range and quality of services and activities provided by comparator local authorities and identify models of best practice.
- To consider the implications of Direct Payments, Individualised Budgets and self directed care
- To review the findings from consultation activity/engagement with stakeholders and service users.
- Following the review, to make recommendations to Cabinet about policy development.

### Desired outcomes

To make recommendations to Cabinet on remodelling Day Opportunities Services, to move away from traditional building based 'service driven' provision to a 'needs led' community-focused service and to clarify the extent of the role of social care in delivering this model. In particular: -

- A remodelled Day Opportunities Service that would help address one of the major initiatives set out in the Adult and Community Services Divisional Plan 2007 – 2010, to move towards a preventative model of service provision.
- A new service model that would provide an opportunity to improve the Council's performance management targets and raise performance above its current one-star rating.
- A new service model that would provide a structure for early intervention, preventative services, and rehabilitation to reduce the number of crisis referrals to health and social care services.
- A new service model that would act as a signposting mechanism to other services.
- A new service model that would help alleviate the perceived increase in care need related to the above average increase in the older person population.
- A new service model that would help reduce levels of isolation by providing services in rural locations.
- A new service model that could be integrated with Learning Disability and Physical Disability day opportunities services.

### Key questions

- What are the current resources allocated to day opportunities services for older people and is current service delivery cost-effective?
- What is the current range and quality of services and activities available, and does this provide value for money?
- What are the perceived future demands for service, in terms of quantity, quality, innovation and flexibility?
- What services do the older people of Herefordshire want, both now and for the future?
- What model(s) of service would meet identified current and future need?
- What outcomes will be wanted from future commissioning intentions?

<p><b>Links to the Community Strategy</b></p> <p>The Review Group will identify how the outcome of this review contributes to the objectives contained in the Herefordshire Community Strategy, including the Council's Corporate Plan and other key plans or strategies.</p>
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<b>Timetable</b>	
<i>Activity</i>	<i>Timescale</i>
Agree approach, programme of consultation/research/provisional witnesses/dates	October 2007
Collect current available data	October 2007
Collect outstanding data	October 2007
Analysis of data	October 2007
Final confirmation of interviews of witnesses	To be agreed by review group
Carry out programme of interviews	To be agreed by review group
Agree programme of site visits	To be agreed by review group
Undertake site visits as appropriate	To be agreed by review group
Update to Scrutiny Committee	December 2007
Final analysis of data and witness evidence	December 2007
Prepare options/recommendations	December 2007
Present Final report to Scrutiny Committee	Jan 2008
Present options/recommendations to Cabinet	February 2008
Cabinet response	March 2008
Implementation of agreed recommendations	April 2008
<b>Members</b>	<b>Support Officers</b>
	Sheila Morgan Project manager – Adult Social Care Sue Dale Prevention Services Manager



## SCRUTINY REVIEW: HEREFORDSHIRE HOME POINT HOUSING ALLOCATIONS POLICY

Report By: Head of Strategic Housing

### Wards Affected

County-wide

### Purpose

1. To consider a scoping statement for a proposed Review of the Allocation of Housing in Herefordshire.

### Financial Implications

2. None at present.

### Background

3. At its meeting on 22nd June 2007 the Committee resolved to conduct a work programme to include a review of the Allocation of Housing. The Allocation of Housing in Herefordshire is undertaken by Registered Social Landlord's (RSLs), the majority of whom allocate to vacancies within their housing stock through a shortlist provided by Herefordshire Home Point under Choice-Based Lettings principles.
4. Herefordshire Home Point is a partnership comprising the Council and the 7 largest RSLs with housing stock in Herefordshire. The Home Point service does not allocate properties to applicants but prioritises applicants for housing from the waiting list into a shortlist in accordance with a choice-based lettings allocations policy, adopted and agreed by Cabinet following consultation with a range of stakeholders including the Home Point Partnership Board. The scope of the review may, therefore, seek to include consideration of the current allocations policy.
5. The Scoping Statement is attached at Appendix 1 for consideration.
6. If the Committee decide to approve the scoping statement and terms of reference for the Review it is suggested that the Committee appoint four Members to complete the Review plus any co-opted members as it see fit.

### RECOMMENDATION

**THAT (a) the Scoping Statement for a review of the Allocation of Housing as appended to the report be agreed subject to any amendments the Committee would like to make;**

**(b) the Committee consider the membership of the Review Group;**

**and;**

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

**(c) the Committee appoint a Chairman of the Review Group.**

**BACKGROUND PAPERS**

- None Identified

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



<b>REVIEW:</b>	<b>Allocation of Housing</b>	
<b>Committee:</b>	Adult Social Care and Strategic Housing Scrutiny Committee	<b>Chair:</b> Councillor PA Andrews
<b>Lead support officer:</b>	Jamie Burns, Home Point Manager	

## SCOPING

### Terms of Reference

This review covers the Allocation of Housing through the Choice-Based Lettings Allocations Policy operated by the Home Point Partnership in Herefordshire. The review will cover the following:

- Current waiting list information illustrating the demand for affordable housing in the county and levels of assessed need under the current Allocations Policy.
- Housing stock availability within the Home Point Partnership including properties advertised through the Home Point system and expressed demand for advertised housing. Composition of the Home Point Partnership membership.
- Legislative framework surrounding Housing Allocation Policies including recent consultation for the 'Allocation of Accommodation, Choice-Based Lettings, Code of Guidance for Local Housing Authorities'.
- Review of the current Home Point Herefordshire Housing Allocations Policy and supporting literature together with the Home Point application and bidding process.
- Review of customer satisfaction data and consider options for qualitative and informing consultation activity with stakeholders and service users including RSL members of the Home point Partnership.
- Following the review to make recommendations to Cabinet and the Home Point Management Board regarding Allocations Policy development.

### Desired outcomes

- Understand the level of demand and supply for affordable housing in Herefordshire as expressed through the Home Point Housing Waiting List..
- To identify opportunities for Home Point to further support the Council's Homelessness Prevention Agenda.
- To identify opportunities for further development and enhancement of the Home Point system including technological advancements to improve access and customer service.
- To ensure equitable access to the Home Point system for vulnerable applicants
- In consultation with the Home Point Partnership Board to identify improvements and make recommendations to Cabinet on Home Point Herefordshire's Housing Allocations Policy.

**Key questions**

- What are the current levels of housing demand and supply in Herefordshire as evidenced through the Home Point system?
- How does the current system operate including with regard to the banding scheme and the assessment of the relative need of applicants
- To what extent does Home Point Herefordshire meet Central Government's aims and aspirations for Choice-Based Lettings.
- How accessible is the current Home Point system to all applicants and how can Home Point Herefordshire best work in partnership to support homelessness prevention activities
- What improvements or amendments can be made to Herefordshire's Housing Allocations Policy taking into account current levels of need.
- What technological improvements can be made to improve accessibility and service provision.
- To what degree does / can the Housing Allocations Policy objectively rank housing relative housing within current legislative requirements.

**Links to the Community Strategy**

- The Review Group will identify how the outcome of this review contributes to the objectives contained in the Herefordshire Community Strategy, including the Council's Corporate Plan and other key plans or strategies.

<b>Timetable</b>	
<i>Activity</i>	<i>Timescale</i>
Agree approach, programme of consultation/research/provisional witnesses/dates	30 <sup>th</sup> November 2007 (it is expected that the CBL Code of Guidance will be published during November 2007).
Collect current available data	8 <sup>th</sup> October 2007
Collect outstanding data	31 <sup>st</sup> December 2007 (to include stakeholder qualitative feedback)
Analysis of data	31 <sup>st</sup> January 2008
Final confirmation of interviews of witnesses	7 <sup>th</sup> February 2008
Carry out programme of interviews	Week commencing 25 <sup>th</sup> February 2008
Agree programme of site visits	7 <sup>th</sup> February 2008
Undertake site visits as appropriate	Week commencing 25 <sup>th</sup> February 2008
Update to Scrutiny Committee	TBC
Final analysis of data and witness evidence	31 <sup>st</sup> March 2008
Prepare options/recommendations	Week commencing 7 <sup>th</sup> April 2008 (2 weeks)
Present Final report to Scrutiny Committee	TBC
Present options/recommendations to Cabinet	TBC
Cabinet response	TBC
Implementation of agreed recommendations	TBC
<b>Members</b>	<b>Support Officers</b>
	<p>Richard Gabb, Head of Strategic Housing</p> <p>Jamie Burns, Home Point Manager</p> <p>Louise Norman, Home Point Customer Services Advisor</p> <p>Cath Thomas, Performance &amp; Improvement Officer</p> <p>Richard Gallagher, User Involvement Assistant</p>



## 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>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>
Scrutiny Reviews	<ul style="list-style-type: none"> <li>• Transition from leaving care to adult life (final report)</li> <li>• The modernisation of day opportunities for older people (progress report)</li> </ul>
	Potentially to be scheduled
Scrutiny Reviews	<ul style="list-style-type: none"> <li>• The modernisation of day opportunities for older people (final report)</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>	
Scrutiny Reviews	<ul style="list-style-type: none"> <li>• Herefordshire Home Point Housing Allocations Policy</li> </ul>
	<ul style="list-style-type: none"> <li>• Home Care Services</li> </ul>

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





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

<b>Date</b>	<b>Issue and decision</b>	<b>Resultant action or outcome</b>
23 March 2007	Homelessness Consultation Event  <b>Recommendations made to Cabinet Member</b>	Progress report on agenda for October 2007.
22 June 2007	Budget  Seminar requested on the budget to include an overview of the Council's statutory responsibilities.	To be arranged
22 June 2007	Fairer Charging Policy  the proposed consultation on the fairer charging policy should be widened and, in particular, consultation events should be held in all the Market Towns; and  a report on the outcome of the consultation should be made to the Committee in October 2007.	Report on agenda for October 2007
22 June 2007	Commission for Social Care Inspection (CSCI)'s inspection report on services in Herefordshire for people with learning disabilities  Monitoring report requested	Report on agenda for October 2007

