

A G E N D A

Adult Social Care and Strategic Housing Scrutiny Committee

Date: **Monday, 7th April, 2008**

Time: **10.00 a.m.**

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

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

For any further information please contact:

*Tim Brown, Members' Services, Tel 01432
260239*

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**County of Herefordshire
District Council**

AGENDA

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

To: Councillor PA Andrews (Chairman)
Councillor WLS Bowen (Vice-Chairman)

Councillors ME Cooper, H Davies, MJ Fishley, AE Gray, KG Grumbley,
MD Lloyd-Hayes, JE Pemberton, RV Stockton and JK Swinburne

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

Pages

1. APOLOGIES FOR ABSENCE

To receive apologies for absence.

2. NAMED SUBSTITUTES

To receive details of any Member nominated to attend the meeting in place of a Member of the Committee

3. DECLARATIONS OF INTEREST

To receive any declarations of interest by Members in respect of items on the Agenda.

GUIDANCE ON DECLARING PERSONAL AND PREJUDICIAL INTERESTS AT MEETINGS

The Council's Members' Code of Conduct requires Councillors to declare against an Agenda item(s) the nature of an interest and whether the interest is personal or prejudicial. Councillors have to decide first whether or not they have a personal interest in the matter under discussion. They will then have to decide whether that personal interest is also prejudicial.

A personal interest is an interest that affects the Councillor more than most other people in the area. People in the area include those who live, work or have property in the area of the Council. Councillors will also have a personal interest if their partner, relative or a close friend, or an organisation that they or the member works for, is affected more than other people in the area. If they do have a personal interest, they must declare it but can stay and take part and vote in the meeting.

Whether an interest is prejudicial is a matter of judgement for each Councillor. What Councillors have to do is ask themselves whether a member of the public – if he or she knew all the facts – would think that the Councillor's interest was so important that their decision would be affected by it. If a Councillor has a prejudicial interest then they must declare what that interest is and leave the meeting room.

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|-----|---|---------|
| 4. | MINUTES (TO FOLLOW) | |
| | To approve and sign the Minutes of the meeting held on 19 March 2008. | |
| 5. | SUGGESTIONS FROM MEMBERS OF THE PUBLIC ON ISSUES FOR FUTURE SCRUTINY | |
| | To consider suggestions from members of the public on issues the Committee could scrutinise in the future. | |
| 6. | REVENUE BUDGET 2007/08 (TO FOLLOW) | |
| | To provide an update on the projected outturn as of the end of February for the financial year 2007/08 for Adult Social Care and Strategic Housing. | |
| 7. | ADULT SERVICES AND STRATEGIC HOUSING PERFORMANCE MONITORING | 1 - 10 |
| | 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. | |
| 8. | SERVICE PLAN (TO FOLLOW) | |
| | To consider the Adult Social Care Service Plan. | |
| 9. | LEARNING DISABILITIES SERVICE IMPROVEMENT SERVICE PLAN - PROGRESS REPORT | 11 - 18 |
| | To update the Committee on the Council's response to the Commission for Social Care (CSCI) report on the Learning Disability Service. | |
| 10. | WORK PROGRAMME | 19 - 24 |
| | To consider the Committee's work programme. | |

PUBLIC INFORMATION

HEREFORDSHIRE COUNCIL'S SCRUTINY COMMITTEES

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

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

The principal roles of Scrutiny Committees are to

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

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

PUBLIC INFORMATION

Public Involvement at Scrutiny Committee Meetings

You can contact Councillors and Officers at any time about Scrutiny Committee matters and issues which you would like the Scrutiny Committees to investigate.

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

1. Identifying Areas for Scrutiny

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

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

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

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

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

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

Remits of Herefordshire Council's Scrutiny Committees

Adult Social Care and Strategic Housing

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

Children's Services

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

Community Services Scrutiny Committee

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

Health

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

Environment

*Environmental Issues
Highways and Transportation*

Strategic Monitoring Committee

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

The Public's Rights to Information and Attendance at Meetings

YOU HAVE A RIGHT TO: -

- Attend all Council, Cabinet, Committee and Sub-Committee meetings unless the business to be transacted would disclose 'confidential' or 'exempt' information.
- Inspect agenda and public reports at least five clear days before the date of the meeting.
- Inspect minutes of the Council and all Committees and Sub-Committees and written statements of decisions taken by the Cabinet or individual Cabinet Members for up to six years following a meeting.
- Inspect background papers used in the preparation of public reports for a period of up to four years from the date of the meeting. (A list of the background papers to a report is given at the end of each report). A background paper is a document on which the officer has relied in writing the report and which otherwise is not available to the public.
- Access to a public Register stating the names, addresses and wards of all Councillors with details of the membership of Cabinet and of all Committees and Sub-Committees.
- Have a reasonable number of copies of agenda and reports (relating to items to be considered in public) made available to the public attending meetings of the Council, Cabinet, Committees and Sub-Committees.
- Have access to a list specifying those powers on which the Council have delegated decision making to their officers identifying the officers concerned by title.
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- Access to this summary of your rights as members of the public to attend meetings of the Council, Cabinet, Committees and Sub-Committees and to inspect and copy documents.

Please Note:

Agenda and individual reports can be made available in large print. Please contact the officer named on the front cover of this agenda **in advance** of the meeting who will be pleased to deal with your request.

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If you have any questions about this agenda, how the Council works or would like more information or wish to exercise your rights to access the information described above, you may do so either by telephoning the officer named on the front cover of this agenda or by visiting in person during office hours (8.45 a.m. - 5.00 p.m. Monday - Thursday and 8.45 a.m. - 4.45 p.m. Friday) at the Council Offices, Brockington, 35 Hafod Road, Hereford.



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COUNTY OF HEREFORDSHIRE DISTRICT COUNCIL

BROCKINGTON, 35 HAFOD ROAD, HEREFORD.

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Adult Services and Strategic Housing Performance Monitoring

Report By: Improvement Manager

Wards Affected

County-wide

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 provides the Performance Indicator out-turns as at the end of February 2008, 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'.
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 Communities and Local Government.

Adult Social Care

6. The table in Appendix One includes details of the Social Care Performance Indicators. The table includes latest available comparator data with the Institute of Public Finance (IPF) family and a set of excellent performing authorities, identified by CSCI for the purpose of comparison. Overall, the performance position as at the end of February for Adult Social Care is looking reasonably healthy. There are nine performance indicators (PIs) that are on target or better and have a green status, six which are rated as amber and six highlighted as red. Fourteen PIs are performing better than the 2006-07 position.

7. Of the six indicators that are currently rated as amber, we are optimistic that at least two of them (D39 and D56) will turn green when the final out-turns are calculated.
8. Of the six indicators that are currently rated as red, one of them (C28) has an improved Direction of Travel compared with 2006-07.

Headlines

C30 and C31 – helped to live at home for people with learning disability and mental health respectively – both on target demonstrating a healthy improvement on 2006-07.

C72 – admission to permanent care (65+) – forecast to significantly exceed target and showing a positive reduction on 2006-07.

D54 – equipment delivered within seven days – on target and maintaining excellent performance, ahead of the excellent performing authorities.

C28 – Intensive home care – the current position is the actual out-turn for 2007-08. Although the status is red there was an improvement on the out-turn for 2006-07.

C29 / C32 – helped to live at home indicators for people with physical disabilities and older people – both are rated as red – a significant amount of manual reconciliation is required at the end of the year for these indicators. Current intelligence indicates that it is unlikely that these targets will be achieved

C62 – carers – currently rated as red – unlikely to reach target.

E47 / E48 – ethnicity indicators – the numbers of people here are very – work is underway to ensure all users have their ethnicity appropriately recorded.

D56 – acceptable waiting time for care packages – a manual exercise will be undertaken for this PI in line with internal audit guidance. It is anticipated that the end of year out-turn will be improved on the current position.

The final data extraction for 2007-08 will take place during the week commencing 14th April, with a view to having all PI data validated by the end of April.

Annual Judgement for 2007-08

9. The Self Assessment Survey (SAS), which is the main return of data and activity to CSCI and which contributes to the overall judgement and star rating for the authority is currently being prepared. The SAS has to be returned by 31st May.
10. The date for the Annual Review Meeting with CSCI has been set for 19th August 2008. The format for the ARM in 2007 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.
11. The Judgements and Star Ratings will be publicised at the end of November 2008.

Strategic Housing

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

Overall the latest PI position for Strategic Housing is good and shows that five indicators are rated as having a green status, two amber and two red. Six indicators are performing better than the end of year position for 2006-07.

New National Indicator Set (NIS)

From the 1st April the performance indicators across all local authorities and local authority partnerships will be changed to a set of 198 national indicators, in line with the Government's new performance framework as set out in the white paper, Stronger and Prosperous Communities.

The 198 indicators represent the measures that the Government believes should be the national priorities for local government. A list of the indicators in relation to Strategic Housing, Adult Social Care and Health are included as Appendix Three.

User Involvement

13. The Public Contact Team is responsible for administering user involvement and consultation activity / surveys for both Strategic Housing and Social Care. In December the Committee did request a more detailed report on the findings of the satisfaction survey of people receiving home care services. This will be prepared as part of the next performance report.
14. The most recent user involvement activities include: a Meals on Wheels satisfaction survey, a consultation event about modernisation of day opportunities, focus group engagement about customer service standards and the Home Point satisfaction survey. Outcomes are summarised below.

Meals on Wheels

- ◇ 93.8% were very satisfied or satisfied with the meals service they receive;
- ◇ 99.2% were satisfied with the staff and volunteers who delivered their meals – they felt treated with dignity and respect;
- ◇ 57.4% felt that their meals service had improved their Quality of Life;
- ◇ 74.1% commented that the service very much contributed to them remaining independent in their own homes.

Modernisation of Day Opportunities

An event involving 51 participants made up of service providers and professionals was held to consider alternative options for day care. Further consultation events involving users and carers are planned during April, with a view to rolling out new models of support early into the new financial year.

Customer Care Standards

Two small groups of users and carers met to discuss a draft set of Customer Service Standards, which set out clear expectations in relation to Adult Social Care services. The feedback has resulted in a simplified set of standards, which will be piloted in April.

The Public Contact Team and the Involving People Team within the Primary Care Trust are working in an increasingly joined-up way to better engage users and carers to consult about developments and receive feedback about services. The two teams

have a joint workplan for 2008-09 and are developing a shared User Involvement Strategy.

15. Forthoming user involvement activity includes, the Integrated Community Equipment Stores (ICES) satisfaction survey, consultation on local photo bank pictures for Learning Disability services, day opportunity consultation events, eight community events to consult upon the new User Involvement Strategy and involvement of three users in developing a promotional information DVD about health and adult social care.

Quality Assurance Framework

16. In order to demonstrate the delivery of health and social care services to a high standard, a Quality Assurance Framework (QAF) is being developed, with the involvement of the Primary Care Trust and the Voluntary Sector Alliance.
17. The QAF is a three-tiered model, which will provide evidence of best practice against defined standards in line with the CSCI outcomes framework. The model will demonstrate that the organisations responsible for health and social care are 'fit for purpose', that services are delivering to high standards and that assessment and care management is effective in sign posting users to appropriate services.
18. The three sets of QAF standards are currently in draft form and being consulted upon, along with a Vision for Quality Services in Herefordshire.

RECOMMENDATION

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

BACKGROUND PAPERS

- None Identified

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

7 APRIL 2008

Ref.	Definition	Measured in	Adult Social Care										DoT	Status	Forecast
			History						Plan						
			IPF 05-06	Exc't 05-06	Hfds 05-06	IPF 06-07	Exc't 06-07	Hfds 06-07	IPF 07-08	Exc't 07-08	Hfds 07-08				
A80	Drug misusers sustained in treatment	%				100.8	104.3	93.0			85				
B11	Intensive homecare as a percentage of intensive home and residential care.	%	24.0	31.5	15.0	26.0	34.0	18.0			22	↑	A	19.6	
B12	Cost of intensive social care for adults and older people.	£	497	509	508	531	540	533			<£500	↑	A	<533	
B17	Unit cost of home care for adults and older people.	£	16.0	13.5	16.2	15.9	13.9	17.0			£15	↑	G	15	
C28	Intensive home care	Number	10.0	20.9	5.8	10.4	21.8	6.7			8.1	↑	R	7.5	
C29	Adults with physical disabilities helped to live at home.	Number	4.0	5.2	4.8	4.8	5.9	6.0			6	↓	R	<6	
C30	Adults with learning disabilities helped to live at home	Number	3.0	3.3	2.5	3.1	3.5	2.8			3	↑	G	3	
C31	Adults with mental health problems helped to live at home.	Number	4.0	6.0	3.7	4.4	6.1	4.1			4.4	↑	G	4.4	
C32	Older people helped to live at home.	Number	87.0	110.0	83.0	91.0	106.0	81.1			83	↓	R	<83	
C51	Direct payments	Number	76.0	96.3	79.0	92.0	112.0	88.3			100	↑	A	<100	
C62	Services for carers.	%	7.0	9.8	10.2	9.2	10.5	10.2			12	↓	R	9	
C72	Older people aged 65 or over admitted on a permanent basis in the year to residential or nursing care.	Number	85.0	95.0	60.0	83.0	85.0	73.4			70	↑	G	50	

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

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

7 APRIL 2008

Ref.	Definition	Measured in	Adult Social Care										DoT	Status	Forecast
			History						Plan						
			IPF 06	Exc't 05-06	Hfds 05-06	IPF 06-07	Exc't 06-07	Hfds 06-07	IPF 07-08	Exc't 07-08	Hfds 07-08				
C73	Adults aged 18-64 admitted on a permanent basis in the year to residential or nursing care.	Number	2.0	2.5	2.5	1.7	2.0	2.0			1.5	↑	G	1.5	
D37	Availability of single rooms.	%	95.0	98.0	88.0	96.0	98.0	90.1			90	↓	G	90	
D39	Percentage of people receiving a statement of their needs and how they will be met.	%	93.0	97.0	91.0	96.0	98.0	95.0			100	↑	A	<100	
D40	Clients receiving a review.	%	68.0	74.0	75.0	72.0	78.0	76.3			78	↑	G	78	
D41	Delayed transfer of care (interface).	Number				19.0	14.0	31.0			<20				
D54	Percentage of items of equipment and adaptations delivered within 7 working days.	%	86.0	89.0	94.0	89.0	93.0	96.2			96	↑	G	96.6	
D55	Acceptable waiting times for assessments.	%	79.0	86.0	70.0	85.0	87.0	83.6			90	↑	G	90	
D56	Acceptable waiting times for care packages.	%	86.0	89.0	79.0	90.0	91.0	76.0			85	↓	A	76	
D75	Practice Learning.	Number				17.9	17.1	19.4			15				
E47	Ethnicity of older people receiving assessment.	Ratio				1.2	1.0	1.2			1	↓	R	<1	
E48	Ethnicity of older people receiving services following an assessment.	Ratio				1.1	0.9	1.3			1	↓	R	1	
E82	Assessments of adults and older people leading to provision of service.	%			84.0	77.0	69.0	82.2			77	↑	A	80	

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

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 demolition as a result of LA action	Number	32	54	52	100	↑	G	>100
BV183a	Av. Length of stay (weeks) for FWC in B&B accommodation	Number	2.6	10.65	15	0	↑	A	5
BV183b	Av. Length of stay (weeks) for FWC in hostel accommodation	Number	3.8	29.3	20	0	↓	R	27
BV202	No. of people sleeping rough on a single night in 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	-29%
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%	↑	A	>1.50%
HCS 14	Homeless acceptances	Number	#	416	148	160	↓	R	>162
DCLG 2010	Halve the numbers of households in temporary accommodation by 2010	Number	#	173	135	129	↑	G	<129
KEY:	WHMA (West Housing Market Area) consists of: Herefordshire, Shrewsbury & Atcham, Bridgnorth, Oswestry, North Shropshire and South Shropshire. Latest available data is 05/06								

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

Appendix Three – New National Indicator Set Performance Indicators for Strategic Housing, Health and Adult Social Care

PI	Definition	Division	Lead	Data Supplied By	Frequency
NI12	HMO license applications - immigration	SH	*	LA	Quarterly
NI119	Self-reported measure of peoples overall health and well being	ASC	*	Place Survey	Biennial
NI120	All-age all cause mortality rate	ASC	*	ONS	Annually
NI121	Mortality rate from all circulatory diseases at ages under 75	ASC	*	ONS	Annually
NI122	Mortality from all cancers at ages under 75	ASC	*	ONS	Annually
NI123	16+ current smoking rate prevalence	ASC	*	PCT	Quarterly
NI124	People with a long-term condition supported to be independent and in control of their condition	ASC	*	PCT Survey	Annually
NI125	Achieving independence for older people through rehabilitation/ intermediate care	ASC	*	LA	Annually
NI126	Early access to women for maternity services	ASC	*	PCT	Quarterly
NI127	Self reported experience of social care users	ASC	*	LA Survey	Annually
NI128	User reported measure of respect and dignity in their treatment	ASC	*	Not Introduced until 2009-10	
NI129	End of life care – access to appropriate care enabling people to be able to choose to die at home	ASC	*	ONS	Annually
NI130	Social Care clients receiving Self Directed Support (Direct Payments and Individual Budgets)	ASC	*	LA	Annually

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

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

7 APRIL 2008

PI	Definition	Division	Lead	Data Supplied By	Frequency
	and Individual Budgets)				
NI131	Delayed transfers of care from hospitals	ASC	*	PCT	Annually
NI132	Timeliness of social care assessment	ASC	*	LA	Annually
NI133	Timeliness of social care packages	ASC	*	LA	Annually
NI134	The number of emergency bed days per head of weighted population	ASC	*	PCT	Annually
NI135	Carers receiving needs assessment or review and a specific carer's service, or advice and information	ASC	*	LA	Annually
NI136	People supported to live independently through social services (all ages)	ASC	*	LA	Annually
NI137	Healthy life expectancy at age 65	ASC	*	Place Survey	Biennial
NI138	Satisfaction of people over 65 with both home and neighbourhood	ASC	*	Place Survey	Biennial
NI139	The extent to which older people receive the support they need to live independently at home	ASC	*	Place Survey	Biennial
NI141	Number of vulnerable people achieving independent living	SH	*	LA	Quarterly
NI142	Number of vulnerable people who are supported to maintain independent living	SH	*	LA	Quarterly
NI143	Offenders under probation supervision living in settled and suitable accommodation at the end of their order or licence	ASC	*	La (National Offender management Service)	Annually
NI144	Offenders under probation supervision in employment at the end of their order or licence	ASC	*	LA(National Offender Management Servide)	Annually
NI145	Adults with learning disabilities in settled accommodation	ASC/SH	*	LA	Annually

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

**ADULT SOCIAL CARE AND STRATEGIC HOUSING
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7 APRIL 2008

PI	Definition	Division	Lead	Data Supplied By	Frequency
NI146	Adults with learning disabilities in employment	ASC	*	LA	Annually
NI147	Care leavers in suitable accommodation	SH		LA	Annually
NI149	Adults in contact with secondary mental health services in settled accommodation	ASC	*	Mental Health Trust	Annually
NI150	Adults in contact with secondary mental health services in employment	ASC	*	Mental Health Trust	Annually
NI155	Number of affordable homes delivered (gross)	SH	*	LA	Annually
NI156	Number of house holds living in temporary accommodation	SH	*	LA	Quarterly
NI173	People falling out of work and onto incapacity benefits	ASC	*	DWP	Annually
NI187	Tackling fuel poverty – people receiving income based benefits living in homes with a low energy efficiency rating	SH	*	LA	Annually

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

LEARNING DISABILITY ACTION PLAN - FINAL REPORT

Report By: Head of Learning Disabilities

Wards Affected

Countywide

Purpose

1. To provide a final report on the implementation of the action plan which followed the Commission for Social Care Inspection (CSCI) in January 2007.

Financial Implications

2. None

Background

3. The Commission for Social Care Inspection concluded in January 2007 that "people with learning disability in Herefordshire were not being served well and that the Councils capacity for improvement was uncertain"
4. The full report and action plan was presented to this Committee in June 2007 with updated reports in October and December.
5. Appendix 1 shows progress against each of the CSCI recommendations.
6. The main criticisms of the service were that; a large number of individuals had not had their needs reviewed for some time; the Council had been slow to implement Valuing People Strategy; there was no overarching strategy setting out strategic priorities; service users were not sufficiently included in developing services; too many people were living in residential care and there was insufficient range of services available.
7. The action plan addressed these and other issues. All service users have had their needs reviewed; The Valuing People Partnership Board has developed an overarching strategic plan informed by consultation with service users; Partnership Officers (including an expert by experience) have been appointed to improve service user engagement; an accommodation and support strategy has been developed with a preferred partner organisation identified; a successful pilot project provided 25 individuals with personalised budgets with which they have purchased a wide range of support.
8. A Needs Analysis report presented to Cabinet in December 2006 resulted in investment of £600k per annum for three years from 2007/8 to improve and modernise the service. This investment, together with the action plan is providing significantly improved outcomes for service users - with more individuals living more independent lives and having more say as to how funds allocated to them are spent to achieve their stated ambitions.

9. Following the completion of the action plan the learning disability service development has been incorporated into the overall adult social care improvement programme and service plan.

RECOMMENDATION

THAT progress against the action plan is noted and that the developments within the learning disability service are in future reported as part of the overall adult social care improvement plan.

BACKGROUND PAPERS

- Future Needs of adults with learning disability; Cabinet Dec 2006
- CSCI inspection report on service for people with learning disability and the councils action plan: Adult Social Care and Strategic Housing Committee June 2007
- Learning disability action plan; Adult Social Care and Strategic Housing Committee October 2007
- "Better Lives" - Personalised service fro people with learning disabilities in Herefordshire Dec 2007

Herefordshire Learning Disability Inspection Action Plan final report

1. Assessment, care management and safeguarding.

CSCI Recommendation/Objective:

- ❖ 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.
- ❖ The Council, with its partner agencies, should ensure that adult protection arrangements are more effectively managed at both strategic and operational levels.
- ❖ The Council should ensure a co-ordinated, strategic approach to support the development and delivery of person-centred plans to people with learning disabilities.
- ❖ 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.
- ❖ 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.

Progress:

All service users have a review of their support and care needs within a twelve month period. Routine management information reports provide managers with information to plan upcoming reviews. A quality audit system is in place to ensure continuous improvement.

The learning disabilities community team structure, capacity and staff roles have been reviewed. Processes and procedures confirmed to provide self directed support and individual budgets as mainstream response. Self assessment process in place, RAS (resources allocation scheme) confirmed and local centre for independent living offering independent brokerage. PCP integral to the process – completed either to support the self assessment or to assist the support brokerage process.

An initial contact team will provide a timely response to referrals and emergencies including adult protection response. Additional staff appointed to provide sufficient capacity to provide a named worker for all service users. Full implementation April 08.

Adult Protection Committee's role, membership and function reviewed and renamed Adult Safeguarding Board to reflect new Terms of Reference and strategic role. The Director of Adult and Community services will chair the committee and the Executive. Sub groups, training and development; audit and policies) will deliver the committee's annual business plan.

Training in safeguarding mandatory for all staff. Recruitment of dedicated training officer will extend the scope of safeguarding training and awareness.

Team manager supported by dedicated administrator. Monthly reporting on safeguarding cases shows significant improvement on actions on individual safeguarding plans.

Multi-agency protocol to support the successful transition of young people into adult services agreed and being piloted. VPPB to be engaged in reviewing the outcome of pilot.

All young people are offered self directed support as first service response.

Lead social worker role recruited to co-ordinate the transition of all young people. Multi-agency tracking system in place.

2. Plans and commissioning.

CSCI Recommendation/Objective:

- ❖ **The Council, with its PCT partner, should continue to improve the economy, efficiency and effectiveness of learning disability services.**
- ❖ **The Council should ensure that commissioning and contracting processes are used to improve the quality of services commissioned.**
- ❖ **The Council, with its partners, should develop a strategy to access resources from outside the adult social care budget.**
- ❖ **The Council should ensure that people with learning disabilities maximise their independence and choice through a broader range of services.**
- ❖ **The Council should develop a comprehensive quality assurance strategy to underpin all aspects of learning disability services.**
- ❖ **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.**
- ❖ **The Council, with its PCT partner, should implement robust business planning arrangements for learning disability services.**

Progress;

An overarching strategic plan has been agreed by stakeholders which sets out the priorities for the coming year, specific actions, accountabilities and success criteria. The plan has been informed by the Herefordshire partnership and Corporate Council and PCT priorities. The VPPB will monitor the implementation of the plan.

The modernisation programme, to bring a wider range of services, is managed through a single service plan underpinning the wider strategic plan. This service plan will use a balanced scorecard approach to monitor its implementation and is integral to the overall adult social care service plan.

Following consultation with service users and carers, the VPPB endorsed In Control (self directed support) as the preferred initial service response.

A partner organisation has been identified to support adults with learning disabilities to live more independently. Cabinet will be asked to agree the final contract arrangements in February 2008 following an all members seminar. The partnership will support a move from registered care for at least thirty people in the first year and develop a range of support services.

The modernisation of day opportunities will reduce reliance on traditional building based services and increase in community settings. Targets have been set for supporting people into paid employment, self employment and community activities.

New partnership framework has been agreed with PCT to manage the pooled budgets, including learning disabilities. The agreement commits the partners to joint service objectives and agreement of the resources needed to deliver them.

A "Shaping the Market" group has been formed to improve planning with the independent sector. Providers are responding positively to the Councils commissioning intentions. Additional contract monitoring capacity has been created but recruitment difficulties are hampering progress.

A new charging policy has been agreed.

Micro-enterprise development will support 10 individuals to develop their own employment through micro enterprise. (30 people by 2011)

The adult improvement across social care is being managed by a single improvement programme of which ICT is a part. The appointment of an interim Head of Adult Services and Change Manager has strengthened management capacity.

The British Institute for Learning Disabilities (BILD) is engaged with Herefordshire on a quality network to inform developments. Service users are part of the review team and an action plan will be integrated into the service plan.

A single Quality Assurance framework is being developed for adult social care.

3. Empowering people with learning disabilities and their carers

CSCI recommendation/objective:

- ❖ **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.**
- ❖ **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 routinely seek feedback from people with learning disability and their carers about the quality of services, and act on this information.**
- ❖ **The Council should continue to promote self-directed support by increasing the take-up of Direct Payments and individualised budgets.**
- ❖ **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.**
- ❖ **The Council should ensure that the Fair Access to Care Services eligibility criteria are clear to people with learning disabilities and their carers.**
- ❖ **The Council should ensure the independent advocacy services are accessible on an individual basis.**

Progress:

The review of the VPPB is complete. The Board will have a more strategic role; concentrating on the “big issues”, judge progress on the strategic plan and engage widely. A partnership officer and an assistant (who will be an expert by experience) have been appointed, to support the Boards engagement with stakeholders.

The Board will host quarterly consultation events on the “big issues”. The first in Dec 07, entitled “Better Lives, heard the experiences of those involved in the In Control pilot, – the speakers include Rob Greg (VP national lead), In Control national lead, local service users and carers.

The Councils “commitment to carers” has been agreed with the local carer’s network. The commitment describes the expectations of the relationship. Similar commitments to service users and providers are being developed. Additional resources have been provided to the network for facilitation support to enable carers to fully engage with planning services.

A “Promise to service users” has been agreed with the local self advocacy group and will be widely promoted by the VPPB.

The eligibility criteria for the service have been reviewed and no longer rely on functional IQ as a basis for meeting needs. A series of easy read information leaflets have been published following proof reading by the self advocacy group.

Everyone experiencing a life changing situation will have access to an advocate.

4. Tackling inequalities and increasing opportunities

CSCI Recommendation/Objective:

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

Progress:

The VPPB partnership officer, supported by an expert by experience, will be based in the Councils Diversity team to improve links with the wider Councils work on social inclusion.

A group of people with a learning disability have supported the services Equality Impact assessment this year - their views will influence the resulting action plan.

The Council's Human Resources department have nominated an officer to lead on increasing the opportunities for employment of people with disabilities. Activities include creating a register of people with learning disabilities who want paid employment, easy read recruitment documentation, support to complete application forms and with interview skills.

All people with learning disabilities are registered with GPs which will enable identification of those requiring routine health screening. GPs have been supported to offer improved health screening for people with learning disabilities. The PCT's LDP has identified two key priorities for action; infrastructure to support increased numbers of health action plans and interventions for people with challenging behaviour.

All external council contracts are being reviewed to ensure opportunities are created for employment of people with disabilities.

A travel trainer will support people with disabilities to maximise use of the free bus passes for people with disabilities.

5. A workforce to deliver.

CSCI Recommendation/Objective:

- ❖ **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**

Progress:

A learning and development plan for social care staff including targeted plan for each team manager to achieve learning and qualifications targets is in place.

A multi-agency learning disabilities workforce development group has established the key priorities each with action plans.

A programme of staff development events, "Actions into Excellence" are being lead by the Change manager – focusing on outcomes for individuals managing risks, and implications of "personalisation".

A comprehensive staff development programme to support the modernisation process has been shared with CSIP and the regional VPPB who are supporting its implementation.

Stephanie Canham Head of Learning Disabilities

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 A report on the Committee's current work programme is 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

	Potentially to be scheduled
Scrutiny Reviews	<p>Transition from leaving care to adult life (final report)</p> <ul style="list-style-type: none"> • The modernisation of day opportunities for older people (final report)
June 2008	
Items	<ul style="list-style-type: none"> • Presentation by Cabinet Member(s) • Update from Chief Executive of Herefordshire Housing Ltd • Budget • Performance Monitoring • Service plans • Executive's Response to review of transition from leaving care to adult life • Adult Social Care Fairer Funding – update • Contract Monitoring Arrangements – Executive's Report • Progress Reports arising from future needs of 18-64 year-olds in Herefordshire with mental health problems and physical disabilities. • Workforce Improvements to implement recommendations arising from future needs of 18-64 year-olds in Herefordshire with mental health problems and physical disabilities
Scrutiny Reviews	
September 2008	
	<ul style="list-style-type: none"> • Monitoring of progress in integrating ICT systems (See 19 March Recommendations) •
December 2008	
	<ul style="list-style-type: none"> • Implementation of Social care ICT solution – progress report (see 19 March resolution) • Joint Commissioning – progress report (see 19 March resolution)
Other issues	
	<ul style="list-style-type: none"> • Home Care Services • Progress report on implementing recommendations arising from future needs of 18-64 year-olds in Herefordshire with mental health problems and physical disabilities as a whole.

Further additions to the work programme will be made as required

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

Date	Issue and decision	Resultant action or outcome
23 March 2007	Homelessness Consultation Event Recommendations made to Cabinet Member	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.	Held 28 November 2007
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
1 October 2007	Fairer Charging Policy Recommended to Cabinet that proposed increase in day care fees be held in abeyance pending completion of review by the Committee.	Cabinet implemented increase.

Date	Issue and decision	Resultant action or outcome
10 December 2007	Learning Disability Services – Tender for Accommodation and Support Partner	Seminar held 14 February 2008
19 March 2008	<p>Seminar on the proposals for all Members Requested</p> <p>18-64 yr olds future needs and services – mental health and physical disabilities (Summarised recommendations)</p> <p>The Committee believes that the recommendations to improve both Mental Health and Physical Disabilities are sound, although it remains concerned that the some of the conclusions are based on data that is far from robust. Herefordshire Council and the Primary Care Trust (PCT) need to ensure that, as a matter of urgency, better systems of data collection and analysis are in place, so that future improvement plans are more securely evidence-based.</p> <p>That joint commissioning and provision between the Council and the PCT should be strengthened (including, for example, in respect of occupational therapy), with absolute clarity about financial matters.</p> <p>The Committee is uncertain whether the total resources proposed will be adequate to deliver the recommended improved services. This consideration should be taken into account in setting budgets for future years;</p> <p>The Committee notes the high dependence on the support of the voluntary sector in the achievement of these improvement plans, and suggests that in order to achieve this the voluntary sector must have the confidence that adequate and secure funding is in place.</p> <p>Outside funding sources should be sought as a matter of priority, and internal funding should be made available to support this function;</p>	Report due to Cabinet in April