

A G E N D A

Adult Social Care and Strategic Housing Scrutiny Committee

Date: **Friday, 3rd October, 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:

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Herefordshire 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, BA Durkin, MJ Fishley, AE Gray,
KG Grumbley, MD Lloyd-Hayes, JE Pemberton and RV Stockton

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.

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4. MINUTES

To approve and sign the Minutes of the meeting held on 24 July 2008.

Minutes from the Meeting held on 24 July 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. PRESENTATION BY THE CABINET MEMBER (SOCIAL CARE ADULT)

The Cabinet Member (Social Care Adult) will comment on the key achievements or topics for improvement in the past year in her programme area as it relates to the Committee; what matters will need to be addressed in the coming year and issues with which she may wish to involve Scrutiny in the future.

7. REVENUE BUDGET MONITORING 2008/09

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To provide an up date on the projected outturn for financial year 2008/09 for Adult Social Care and Strategic Housing.

8. ADULT SERVICES AND STRATEGIC HOUSING PERFORMANCE MONITORING

7 - 14

To report on the national performance indicators position and other performance management information for the Strategic Housing Divisions within the Adult Social Care and Regeneration Directorates.

9. UPDATE ON THE IMPLEMENTATION OF THE REVISED FAIRER CHARGING POLICY

15 - 20

To receive an updated report on the implementation of the revised fairer charging Policy.

10. UPDATE ON THE IMPLEMENTATION OF A NEW INTEGRATED SOCIAL CARE RECORD SYSTEM

21 - 24

To receive a progress report on the integrated Social Care Record System.

11. WORK PROGRAMME

To consider the Committee's work programme.

PUBLIC INFORMATION

HEREFORDSHIRE COUNCIL'S SCRUTINY COMMITTEES

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

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

The principal roles of Scrutiny Committees are to

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

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

PUBLIC INFORMATION

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

Remits of Herefordshire Council's Scrutiny Committees

Adult Social Care and Strategic Housing

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

Children's Services

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

Community Services Scrutiny Committee

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

Health

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

Environment

*Environmental Issues
Highways and Transportation*

Strategic Monitoring Committee

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

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COUNTY OF HEREFORDSHIRE DISTRICT COUNCIL

BROCKINGTON, 35 HAFOD ROAD, HEREFORD.

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MINUTES of the meeting of Adult Social Care and Strategic Housing Scrutiny Committee held at Council Chamber, Brockington on Thursday, 24 July 2008 at 2.00 p.m.

Present: Councillor PA Andrews (Chairman)
Councillor WLS Bowen (Vice Chairman)

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

In attendance: Councillors WU Attfield, LO Barnett, TM James, JG Jarvis, G Lucas,
SJ Robertson, WJ Walling and JB Williams

56. APOLOGIES FOR ABSENCE

Apologies were received From Mr R Kelly, Voluntary Sector representative.

57. NAMED SUBSTITUTES

There were no named substitutes.

58. DECLARATIONS OF INTEREST

There were no declarations of interest.

59. MINUTES

The Minutes of the Meeting held on the 7 April were noted.

RESOLVED: That the minutes of the meeting held on 7th April, 2008 be confirmed as a correct record and signed by the Chairman subject to noting that Councillors Gray, Grumbley and Fishley were present at the meeting.

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

Mr David Mason and Mr Brian Blunt, representing the Canal Road Day Centre User Group, expressed concern regarding issues that had been raised in several letters sent to the Council regarding the use of the Day Centre facilities by the Herefordshire Carer's Hub. The matter was dealt with under Item 13.

61. PRESENTATION BY THE CABINET MEMBER (ENVIRONMENT AND STRATEGIC HOUSING)

The Cabinet Member for Environment and Strategic Housing presented his report.

The Cabinet Member took the Committee through his report, and highlighted the following areas in particular:

- That the service had two key targets against which performance was monitored. The first of these was the provision of affordable homes, and against a target of 220 affordable homes (built or acquired) only 141 had been achieved during the year. This was largely as a result of the delay in receiving planning application

approval; a result of the poor quality of some of the applications, which meant that Planning Committees had turned them down. The Chairs of the Housing Associations had been urged by the Head of Planning and Transportation to ensure that all applications were correctly finished before submission. The majority of affordable homes provided were through grant funding.

- The second key target was against the Best Value Performance Indicator (BVPI) 64: Number of empty properties brought back into use as a result of direct action of the local authority. Against the target of 110, 112 properties were brought back into use during 2007/08. This was an increased target from 45 in 2006/7 as a result of the reintroduction of the rent/deposit scheme that could be used to assist homeless families into the private rented sector where properties had been empty (there were 67 properties during 2007/8).
- The Cabinet Member went on to say that there were a number of Key Achievements for the Service in 2007/08. The first of these was positive working with the Learning Disability Service in order to identify eighteen new homes in the community to support independent living with floating support. Work had also been undertaken with the Supporting People Team to ensure that funding was available for floating support services to maintain independent living for vulnerable client groups. As a result, there were no care leavers in bed & breakfast accommodation after leaving care. A member pointed out that it should be borne in mind that single parent families needed multiple room accommodation, as did live-in carers.
- The Cabinet Member reported that a more focussed approach for Registered Social Landlords (RSL) partners to increase the delivery of affordable housing across the County had involved the Parishes in identifying four sites for development. A member remarked that planning applications were increasingly seen with numbers of units under the level that required social housing provision in their first phase. These developments then rolled out a subsequent phase that took them over the level, but avoided the requirement for social housing by phasing the development. It was noted that RSLs were competing in the North of the County for affordable houses in developments, so it was important that a dialogue should be entered into with them. The Housing Corporation were seeking efficiency savings across build programmes and this has had a direct impact on the rural schemes. Grant rates were required in the region of £50k per rented unit where previously RSLs were seeking levels of £70k.
- The Director of Regeneration said that there was a significant number of homeless in Herefordshire, and the Service was now seeing professional people coming forward with problems. There were a number of people in temporary accommodation, but the Council had resisted putting up vulnerable cases in such lodgings.
- The Cabinet Member reported that the West Housing Market Area Assessment, as well as the assessment of the needs of Gypsies and Travellers, had been completed.
- The Cabinet Member went on to say that there were a number of key challenges for 2008/11 that faced the Council. The National Indicator for new homes built or acquired had stretched targets to reach a total of 350 homes in 2010/11, up from 200 in 2008/09. This would have to be delivered at a time when current financial market had seen many national house builders withdraw from delivering key strategic sites which would affect the delivery at local level. Whilst the target for 2008/9 was considered achievable, future years would be challenging.
- In reply to a question from a Member, the Director of Regeneration said that there were no plans at this stage for a homelessness hostel in the City.

Government guidance was that temporary accommodation should be disposed of in favour of sufficient permanent provision.

- The key activities for 2008/09 included the implementation of the Key Worker Policy and what this would mean for the County, the implementation of intermediate rental policy as an incentive to bring empty properties back into use, and a Rough Sleepers Count which would incorporate a hidden homeless count. As the Gypsy & Travellers Accommodation Needs Assessment had been finalised, the Council would now need to meet the needs that had been identified.
- The Edgar Street Grid Regeneration would maximise the opportunities for affordable housing across the site, and over a 1000 houses were planned for the area. It would also ensure that the urban village delivered a range of housing choices to meet the needs of Herefordshire.

The Chairman thanked the Cabinet Member for his report.

RESOLVED: That a report on current homelessness figures should be brought to the next meeting of the Committee, with an indication of how the Council's Strategy on Homelessness was dealing with the situation.

62. REVENUE BUDGET OUTTURN 2007/08 AND THE BUDGET 2008/09

The Committee noted a paper on the final outturn position for 2007-08 and the projected outturn position for 2008-09 for the Adult Social Care and Strategic Housing Services.

The Management Accounting Manager reported that the final position for the Strategic Housing Service was an overspend of £33k. The overspend had been predicted, and masked an additional overspend on the homelessness budget of £140k. This was an issue that had been increasing throughout the year, and had been offset by one-off savings which had resulted from grant funding and staff vacancies.

He went on to say that there were £4m of additional funds available from a variety of sources for the Adult Social Care budgets for the current year. This meant that there was an opportunity to refresh the budgets in order to support the service change agenda. The year end projection for the Service showed an overall projected overspend of £1.58m. It was expected that this position would be corrected, and that Adult Social Care would achieve a balanced budget for 2008-09.

The Interim Director of Adult Social Care reported that the budget had been brought into line whilst four hundred additional users had received services. Care had been provided in new and different ways, and the numbers in residential care had fallen, whilst those receiving care at home had risen. Needs analysis had been undertaken to support the development of new services. A pilot project addressing the needs of those with intermediate mental health issues would be rolled out across the County. There were ongoing discussions with the PCT concerning the implementation of recent guidance on eligibility for continuing healthcare. This linked to the revenue issue, which did not concern the transfer of funds between the Council and the PCT, but was more a question of who would ultimately have responsibility for care. In reply to a question from a Member, she went on to say that there was an assessment process that would have to be gone through in order to ensure that the users in question were suitable for continuing care, and that there had been a delay in finding available staff to carry out these assessments. No timetable to finish the process was yet in place.

In reply to a question from a Member, the Interim Director of Adult Social Care

reported that there had been a positive response to the Council's bid for funding from the Department of Health, and she fully expected that the anticipated funding of £141k outlined in item 5 would be realised.

In reply to a question from a Member, the Interim Director of Adult Social Care said that Herefordshire Connects would be the key to improving the efficiency of the staff, and would therefore assist with managing the budget.

RESOLVED: That the Committee noted and commented on the projected outturn for financial year 2008/09 for Adult Social Care and Strategic Housing.

63. ADULT SERVICES AND STRATEGIC HOUSING PERFORMANCE MONITORING

The Committee noted the report on the performance indicator position and other performance management information for the Adult Social Care and Strategic Housing Divisions within the Adult and Community Services Directorate. The following areas of consideration were highlighted by the Improvement Manager:

- That Internal Audit has carried out five audits in relation to Strategic Housing, and that the previously audited areas had shown an improvement, whilst those that had not been audited before were deemed as being satisfactory.
- That the official launch of the Quality Assurance Framework and Team Evidence Portfolios had taken place on 25th June. Thirty internal teams had been represented at the event and initial feedback was positive. Thirty six Portfolios had been allocated to teams or individual managers. The Evidence Portfolios would be considered at routine Team Performance Appraisals and would be used to inform peer review sessions at the Performance Champions Clinics throughout the year.
- The DVD project to promote Adult Social Care Services across the County was progressing well and the final version of the disc had been produced. A launch event to promote the DVD and the work that took place in Herefordshire was planned for Thursday 4th September at the Courtyard. A booklet was also being produced to accompany the DVD which would set out the range of services offered by Herefordshire Council.
- The Improvement Manager reported that end of year out-turns for the performance indicators for Adult Social Care showed that sixteen indicators had performed better than the 2006-07 position. Whilst only six indicators had achieved target, seven others had missed target by very small margins. He added that these had all been deliberately set as stretch targets.
- That there was a national set of indicators covering Adult Social Care Services, published by the Department of Health. Performance was ranked in five bands, known as 'blobs', and ranged from Band 1 – "investigate urgently" to Band 5 – "very good". The bands were highlighted in the out-turn information. In two of these, C72 and D54, the Council's service was rated as one of the top six in the Country. D40 and D55 had been praised by the Commission for Social Care Inspection (CSCI)

In the ensuing discussion, the following principle points were made:

- That the good news reflected in the results for the year should be mentioned in *Herefordshire Matters*.
- That whilst the PI D54 (equipment delivered within seven days) remained in the top banding, not all equipment delivered within the period was installed within the

time frame. The PI was targeted at delivery of the equipment. The Interim Director of Adult Social Care added that a new van and driver had been enlisted into the Equipment Services, and improvements would be made to the delivery and fitting of equipment. A self-assessment scheme would also be introduced that would allow people to assess their own needs for simple equipment. This would also help to reduce the backlog of individuals awaiting assessment by Occupational Therapists for aids over £2k in value.

- In reply to a Member's question, the Interim Director of Adult Social Care reported that initial feedback from the CSCI Annual Review had shown significant improvement in the Service. Assessment of Care Management had shown that the Service had managed a lot of change and had continued to improve performance. Front line staff now felt more enthusiastic about the Service, and also felt that they had more of a voice in its running. The role of elected Members had also been strengthened. She believed that they were no longer struggling to be a 1 star Authority, but were performing at the top of that level if not at a 2 star level.
- A Member stated that PI BV202 (the number of people sleeping rough on a single night in the Local Authority area) was an inappropriate measure to be recorded, as it did only reflect the number of people on the streets over one night.

RESOLVED:

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

and;

(b) that areas of concern should continue to be monitored.

64. STRATEGIC REVIEW OF PROVIDER SERVICES

The Committee noted a paper on the status of the Provider Review that had been commissioned by Herefordshire Council, the Herefordshire Primary Care Trust and Hereford Hospitals NHS Trust.

RESOLVED: that a report on the preferred option would be provided to the next meeting.

65. SCRUTINY REVIEW OF THE MODERNISATION OF DAY OPPORTUNITIES SERVICES PROVIDED BY HEREFORDSHIRE COUNCIL ADULT SOCIAL CARE

The Committee received the Scrutiny Review of the Modernisation of Day Opportunities Services Provided by Herefordshire Council. Councillor WLS Bowen reported that the Group had carried out a number of visits across Herefordshire, and had encountered a wide variety of provision of care, some of which was very traditional. An additional visit had been made to Presteigne, where a more innovative centre was being run. The report contained sixteen recommendations for the Executive, and a proposed Action Plan.

In the ensuing discussion, the following principle points were made:

- Important aspects of care, such as foot care, baths and hot meals were all add-on costs that distorted the actual cost of attending a Day Centre and meant that this could be an expensive service for the elderly.
- Transportation provision was largely chaotic, and commercial taxis did not offer a

value for money service. Consideration might be given to scrutinising the contracts held with these companies.

- It was noted that the Madley centre was oversubscribed, and suggested that they might consider offering suggestions to other centres.
- In reply to a question from a Member, the Head of Special Projects said that there were a number of out-dated contracts that would be reviewed by the end of September. The Council had piloted five model contracts, and would combine two of these to provide a pilot model for the voluntary and private sector. The taxi driver contracts would also be reviewed.
- Further to a comment from a Member, the Head of Special Projects drew the attention of the Committee to Appendix 10 of the report that outlined average attendances at all day centres. He said that Shaw Healthcare and the voluntary sector should be encouraged to work together to address any perceived issues of underutilisation. The vision for rationalisation was to produce a service that was based less on buildings and focussed more on the community. This would enable older adults to stay at home, and younger ones to be able to get jobs. The personalisation of budgets would also empower users to choose how they utilised day care centres. It would be a change of culture for both the Council and the users. In reply to further concerns regarding the role of the voluntary sector, he went on to say that it was the Council's intention to bring the sector along with it. He added that some of the private and voluntary agencies were already ahead of this agenda in the way they worked.

RESOLVED:

- That
- (a) **the Committee agreed that the recommendations of the Review Group, set out at Section 4, pages 9 – 11, paragraphs 4.1 – 4.16, should be submitted to Cabinet;**
 - (b) **subject to the Review being approved, the Executive's response to the Review including an action plan should be reported to the first available meeting of the Committee after the Executive had approved its response;**
and;
 - (c) **a further report on progress with respect to the Review should be made after six months with consideration then being given to the need for any further reports to be made.**

**66. SCRUTINY REVIEW: TRANSITION FROM LEAVING CARE TO ADULT LIFE
(FINAL REPORT)**

The Committee received the Scrutiny Review of the Transition from Leaving Care to Adult Life. Councillor Pemberton reported that the purpose of the exercise was to review the Council's approach to transition issues for looked after children with support needs from childhood to adult life and to investigate how improvements could be made to the transition process. The Review group had comprised Councillors H Davies, G Lucas, and RV Stockton. She was very grateful for the input from Mr R Kelly who had provided a different focus for the Committee. Councillors PA Andrews and WLS Bowen had supported the Review in their roles as Chairman and Vice-Chairman of the Adult Social Care and Strategic Housing Scrutiny Committee. She believed that this purpose had been achieved, and that while it had been a worthwhile exercise, she did believe that a Review was only as good as the

changes that were made as a result of it.

The most satisfying part of the process has been the visit to Centre 18 to talk to the young people who used the facility. She added that should intended to write to those who had attended this session in order to let them know what changes the Council planned to make. A vote of thanks was recorded for the Committee Manager (Scrutiny) for his conscientious help in taking forward the Review.

In the ensuing discussion, the following principle points were made:

- A Member asked that a bullet point at item 4 of the report should be altered to read “independent living”, rather than “interdependent living”.
- In reply to a Member’s concern regarding recommendation (j) in the report, the Head of Safeguarding and Vulnerable said that Ofsted had been approached for the figures of care leavers placed in the County by other local authorities, but that they had not provided an adequate response to the Council’s requests for information.
- That the nearest Emergency Duty Team for looked after children in care was in Worcester. Consideration should be given to the provision of a team in Hereford. The Interim Director of Adult Social Care added that the contract with the Worcestershire Emergency Duty Team had been renewed this year for a period of one year whilst the Council considered the out of hours contract with the PCT. Work was underway on this, and recommendations would be brought before the Committee within the next few months.
- That, should the concept of a Virtual Head Teacher be taken up, care should be exercised in order to ensure that the pastoral and educational responsibilities of the role should be met.

RESOLVED:

- That**
- (a) the Committee agreed that the recommendations of the Review Group, set out in section 20 of the report, should be submitted to Cabinet;**
 - (b) the Executive’s response to the Review, including an action plan, should be reported to the first available meeting of the Committee after the Executive had approved its response;**
- and;**
- (c) a further report on progress with respect to the Review should be made after six months with consideration then being given to the need for any further reports to be made.**

**67. SHAW HEALTHCARE CONTRACT WITH PARTICULAR REFERENCE TO
LEADON BANK, LEDBURY**

The Committee received a report on the current position of the contract between the Council and Shaw Healthcare, with particular reference to Leadon Bank, Ledbury.

The Head of Safeguarding and Commissioning reported that at present some of the flats in Leadon Bank were not yet let, and the Council was consequently paying for services that it wasn’t using. It was also supporting people in the County who could better benefit from staying at Leadon Bank. A number of actions were already being taken to remedy the situation, and these were laid out in the report. She added that

it was anticipated that in the future there would be waiting lists for Leadon Bank.

In the ensuing discussion, the following principle points were made:

- that the contractual arrangements with Shaw Healthcare had been necessary, as the council would not have been in a position to provide the major capital investment of £6m that would have been required to provide the required homes.
- that as Turner Court would be closing, the Council had approached Elgar Housing Association about the possibility of offering places for the residents elsewhere.
- in reply to a Member's question, the Head of Safeguarding and Commissioning said that Elmhurst had been transferred to Shaw Healthcare on a four year contract, but that the building was unsuitable for long term usage as it was a listed building. The Home would be closing.

RESOLVED:

- That**
- (a) the Council should make full use of discretion in setting Housing Benefit awarded to potential tenants of Leadon Bank at levels that meet rental requirements necessary to secure ongoing viability of the project, including the subsidising of the rent of the 2-bedroomed units;**
 - (b) strenuous efforts should continue to be made to let the vacant apartments;**
 - (c) that all options should be considered to reduce the unitary charge and increase the value for money of the existing contract;**
and;
 - (d) regular progress reports should be presented to the Committee.**

**68. SCOPING STATEMENT FOR A SCRUTINY REVIEW OF SUPPORT TO CARERS
IN HEREFORDSHIRE**

The Committee considered the Scoping Statement for the Review of Support to Carers in Herefordshire.

Concerns raised by the Canal Road Day Centre User Group, represented by Mr David Mason and Mr Brian Blunt, were considered. The User Group were critical of the Council concerning what was seen as the lack of consultation by the Adult Social Care Service regarding the move of the Carer's Hub into the Day Centre. The Head of Special Projects apologised if that was the impression that the Group had received, but pointed out that he had met with the Service Users Group on the 19th July in order to go through matters of concern with them.

RESOLVED:

- That:**
- (a) the scoping statement for a Review of Support to Carers in Herefordshire appended to the report be agreed;**
 - (b) That three Members should be appointed to the Review, and Members who were interested in joining should contact the Chairman directly;**

- (c) That Councillor KG Grumbley be appointed to the Review Group;
and;
- (d) That the Cabinet Member (Social Care Adults) would visit the Canal Road Day Centre with the Interim Director of Adult Social Care and the Chairman in order to discuss the concerns of the User Group.

69. WORK PROGRAMME

The Committee considered the Work Programme.

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

The meeting ended at 5.00 p.m.

CHAIRMAN

REVENUE BUDGET MONITORING 2008/09

Report By: Management Accounting Manager

Wards Affected

County-wide

Purpose

To provide an update on the projected outturn as of the end of August 2008-09 for Adult Social Care and Strategic Housing.

Financial Implications

These are contained in the report.

Background

The Adult Social Care and Strategic Housing Scrutiny Committee receive regular budget monitoring reports, the most recent covering the period to July 2008.

Latest projected position 2008-09

	2008-09 Budget	Projected outturn August 2008 Over or (-) Under	Projected Outturn July 2008 Over or (-) Under
	£m	£m	£m
Adult Social Care	38.534	0.331	1.579
Supporting People	0	0	0
Strategic Housing	1.902	0.312	0.697
Total	40.436	0.643	2.276

Adult Social Care

1. The forecast outturn position on Adult Social Care has improved significantly. Detailed variances are set out in Appendix I. The main reason for the change is that projections now assume the PCT will meet the costs of individuals meeting the Continuing Health Care criteria, which amount to £942k. However a number of actions will be required to achieve this outcome and these are outlined paragraph 4 below.
2. As part of the requirement to stay within cash limited allocations a number of savings have been identified within Learning Disabilities and a potential contribution of £158k from Supporting People has also been included in the projection. Package costs within Older People have reduced although there have been increases within Mental Health and

Physical Disabilities. In addition staff vacancy savings have been identified within Commissioning and Improvement.

3. The overall impact of these changes is a reduction in the forecast overspend of £1.248m to £331k.
4. In October 2007 new national guidance for continuing health care was published. The interim Director of Adult Social Care considered that there were a number of individuals with complex learning disability needs who have historically been funded by social care who were likely to be eligible for continuing health care funding in line with the new guidance. The PCT agreed with the Council to jointly commission an independent initial review of 60 individuals to identify those who were considered likely to be eligible. This reduced the number to 20 individuals who will now be fully assessed and if eligible will be entitled to full funding from the PCT. The full year impact will be approximately £942k of costs met by the PCT if all 20 are eligible for continuing health care. There has been some delay in identifying an individual who can carry out these assessments but this is now in place and it is hoped that the assessments will be completed within the next few weeks.
5. Over the past year, adult social care have been working more closely with Supporting People staff to consider ways in which supporting people funding could be appropriately used to provide support for individuals which might also reduce some of the need for some social care funding. Some of this relates to funding new pilot services and some to part funding existing care packages. It is anticipated that this will reduce adult social care spend by £158k, and this is included in the projections.
6. The Interim Director of Adult Social Care is currently reviewing the social care budget to identify areas where it would be possible to reduce expenditure if the two issues above are not resolved. This includes using the evident trend of reducing residential placements, reviewing modernisation projects across the whole county and slowly implementing as well as cutting back on interim and project management support. Any option is likely to have an impact on progressing the improvement agenda.
7. For 2008/09 there have been a number of additions to the Adult Social Care budget including Invest to Save and an element of the social care contingency. Additional income through Fairer Charging and new grant allocations have also been factored into the directorate's budget. The overall budget setting process for Adult and Community Services saw the budgets for provider contracts increased by £0.8m to meet inflation and in effect was an efficiency saving not required by the directorate to balance its budget.
8. There is currently £1.184m of budget allocated to new modernisation schemes and initiatives. As schemes develop the costs and budgets will be allocated to the appropriate services. Schemes will be closely monitored to ensure timescales for implementation are met and that anticipated savings and cost mitigation are achieved. At this point savings of £37k are anticipated due to slippage in schemes.
9. Supporting People grant funding has reduced in 2008-09 in respect of both the main programme grant and administration grant. The carried forward underspend is £5.7m. This funding is ring-fenced to Supporting People so cannot be used to fund expenditure on mainstream services unless these are deemed appropriate under the Supporting People guidance. The Supporting People Commissioning body regularly meets to review the situation.

Strategic Housing

10. The forecast outturn for Housing has improved significantly since July, with the overspend reducing from £697k to £312k. The number people in bed and breakfast accommodation has reduced considerably over the last 2 months as shown below.

Category	May	June	August
Families	16	18	11
Other	1	6	1
Single	18	17	15
Total	35	41	27

11. The projected cost of bed & Breakfast (B&B) accommodation has been calculated on a number of scenarios. Taking a prudent view based on current levels of occupancy and assuming that the same percentage fluctuations occur in the remainder of this year (as happened last year) produces an overspend of £312k.
12. An officer task and finish group chaired by the Director of Regeneration has met and implementation of the agreed approaches for tackling the increasing cost of bed & breakfast accommodation has started. The homelessness team has reduced the numbers placed in B&B to 11 families, 15 singles and one other by the end of August. There are four families which the team are aware of which may need to be placed in temporary accommodation in the near future.
13. Applicants presenting themselves as homeless are often placed in B&B pending assessment. Assessment interviews are now taking place within three days of applications being received and a decision about eligibility is made within a week of the interview. The homelessness team are taking a more robust line with applicants who fail to attend appointments for assessment. Any applicants who miss more than two appointments will now lose their entitlement to temporary accommodation. A group of officers headed by the Homelessness Manager meets each week to consider the more challenging applications. The Head of Service attends on an ad hoc basis to support and agree approaches taken, particularly in complex cases.
14. Applicants unhappy with the outcome of their assessment for homelessness can appeal. Reviews of homelessness applications are still slower than desired. None of the applicants awaiting appeal are currently in B&B although this situation can vary.
15. Work is progressing on formulating a charging policy for those placed in temporary accommodation. Currently the only income received is via Housing Benefit. It is proposed that charges will be based on rents charged by registered social landlords for those in employment. Many clients will be able to claim housing benefit.
16. For this report it has been assumed that the trend of expenditure for the Prevention Fund for the remainder of the year will match that experienced last year. The resultant projection is expenditure of £162k compared with £200k budget.
17. The loss of the re-purchase/reinstatement grant (£108k) has placed pressure on the

Management & Admin heading, however vacancy management along with savings anticipated on other headings are earmarked to recover the position.

Possible Measures for Further Recovery on Homelessness

18. The Bed & Breakfast realistic forecast used in arriving at the prediction of £312k overspend was based on number of occupants rising in line with last year's trend. The Homelessness Manager is however confident that numbers will stabilise at nine occupants (three families, one other and five singles) for the remainder of the year. If this scenario holds this will reduce the overspend by a further £120k.
19. The number of clients presenting themselves as homeless has increased and this has caused a problem with the availability of local bed and breakfast.
20. Action is being taken to ensure that all housing benefit is being claimed for those within bed and breakfast, and to ensure that all bed and breakfast clients have priority status and are actively bidding on properties. The position will continue to be closely monitored.
21. The homelessness situation presents the Council with a significant challenge and the available resources are currently not adequate to manage the scale of the problem.

RECOMMENDATION

- THAT a) the forecast outturn for 2008/09 agreed with the Directors based on service and financial performance outlined in this report is noted.**
- b) the continuing efforts of the Directors to ensure service targets are met within the approved budget are endorsed.**
- and**
- c) an improved forecast of outturn for the 2008/09 financial year be reflected in the next financial monitoring report.**

BACKGROUND PAPERS

- Appendix I attached

Adult Social Care and Strategic Housing Scrutiny Committee Budget Monitoring to August 2008

	2008/2009 Budget	YTD Actuals @ August 2008	YTD Budget @ August 2008	Variance to date Over / (under)	YEAR END PROJECTION @ March 2009	YEAR END VARIANCE Over / (Under)
Adult Services						
Commissioning & Improvement	1,279,350	473,919	527,859	(53,940)	1,155,776	(123,574)
Adults	416,730	325,430	143,328	182,102	421,221	4,491
Adult Placement Scheme	0	2,483	0	2,483	2,483	2,483
Learning Disabilities	9,943,411	6,277,167	5,183,186	1,093,981	10,220,009	276,598
Mental Health	6,242,925	1,726,861	4,180,534	(2,453,673)	6,456,235	213,310
Older People	14,411,071	6,469,540	6,029,109	440,431	14,346,980	(64,091)
Physical Disabilities / Sensory Impairment	3,673,160	1,636,814	1,517,989	118,825	3,783,949	110,789
Prevention Services	182,060	73,707	74,749	(1,042)	177,850	(4,210)
Section 75 Arrangements	903,557	392,352	245,290	147,063	906,557	3,000
Service Strategy	313,672	(166,936)	(135,405)	(31,531)	263,179	(50,493)
Transport	(16,080)	30,016	(15,573)	45,589	(16,080)	0
Modernisation	1,184,600	446,563	496,033	(49,470)	1,147,716	(36,884)
Total Adult Social Care	38,534,456	17,687,916	18,247,099	(559,182)	38,865,875	331,419
Strategic Housing						
Homelessness	1,006,160	346,798	419,233	(72,435)	1,318,000	311,840
Housing Needs	311,570	106,681	129,821	(23,140)	279,000	(32,570)
Homepoint	4000	(82,011)	1,646	(83,657)	0	(4,000)
Management & Administration	78,891	72,282	32,871	39,411	128,000	49,109
Private Sector Housing	501,780	206,748	253,108	(46,360)	489,000	(12,780)
Total Strategic Housing	1,902,401	650,498	836,679	(186,181)	2,214,000	311,599
Supporting People						
Programme	0	(5,021,377)	0	(5,021,377)	0	0
Admin	155,520	72,982	30,683	42,299	155,520	0
Total Supporting People	155,520	(4,948,395)	30,683	(4,979,078)	155,520	0

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 31st August 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” – the bands are known as ‘blobs’ and are highlighted in the out-turn information.

Adult Social Care

The table in Appendix One includes details of the Social Care Performance Indicators. At the end of Appendix One are the Adult Social Care National Indicator Set (NIS) PIs – these now have provisional targets set against them. The other NIS PIs relevant to the health and social care agenda are listed in Appendix Three – mechanisms to monitor and report these are currently being developed.

Overall, the performance position as at the end of August for Adult Social Care is looking healthy. Of the 17 indicators with latest position data, there are 10 PIs that are on target or better and have a green status, three which are rated as amber and four highlighted as red. Thirteen PIs are performing better than the 2007-08 position.

Headlines

C31, (People with MH helped to live at home), C62 (Carers), C72 (Older People admitted to permanent residential care), C73 (Younger adults admitted to permanent residential care) and D40 (reviews) are all looking very healthy with the prospect of exceeding the targets set.

D55 (Assessments) and D56 (Waiting time for care packages) are both a little behind the desired target at this stage in the year.

E47 and E48 – the two ethnicity PIs are showing that no one from a BME background has been assessed in year to date.

The Team Performance Appraisals scheduled for October will provide an opportunity to support teams to understand and improve the current position.

Annual Judgement

5. The Annual Review Meeting (ARM) took place on 21st July. The format was based on a series of focus group discussions with staff, members and other stakeholders. A draft copy of the PAN (Performance Assessment Notebook) has been received from CSCI. The final version will be due in the next few weeks.
6. The provisional Judgements will be given on 20th October. The final Judgements and Star Ratings will be publicised on the CSCI web-site on 27th November, 2007

Strategic Housing

10. Strategic Housing Performance is monitored against the new National Indicators (NI's) that have been introduced from April 2008 and current Best Value Performance Indicators (BVPI's), and regular reports to the Government of the West Midlands and the Department for Local Government and Communities.

The new National Indicators are being monitored along side some existing Best Value Performance Indicators (BVPI's) for benchmarking purposes and to establish an appropriate baseline from which to compare performance.

The details of the Strategic Housing Indicators is shown in Appendix Two

Housing Strategy Statistical Appendix

The Housing Strategy Statistical Appendix was submitted to the Department for Local Government and Communities in accordance with their specified timetable.

Audit

Internal audit have completed an audit in relation to Strategic Housing's BVPI 213 in respect of the number of households who considered themselves homeless for whom casework had resolved their situation (Homeless Prevention)

Audit Services have verified the outturn for 2007/2008 and found that the overall monitoring and control of capturing BVPI data is **good**.

Strategic Housing Update

The Homelessness and Housing Advice Team have drafted a Registered Social Landlord (RSL) Homelessness Prevention protocol and is seeking agreement from the RSL's to drive homelessness prevention forward and therefore assist with the reduction in the number of people in temporary accommodation.

NI 156 – The credit crunch has seen a considerable upturn in demand for services from the council's Homelessness and Housing Advice team. Demand for temporary accommodation has risen against a backdrop of a reduction in the availability of resources, as required by the Government target of reducing temporary accommodation by % by 2010. This has created a challenge locally, and regionally, as the dynamics have led to a bottleneck in availability of resources to meet rising demand, and a slow down in the affordable housing market more broadly. This explains the changes in outturn on temporary occupancy when compared to previous improved performance, including prevention itself. The Council is again on target to achieve this National Indicator and the 132 (as at end of June) has fallen to 113 (as at 4th Sept).

NI 155 – Quarter 1 is usually below target due to the nature of development. On going monitoring is being undertaken due to the current financial market, but it is on course to meet the target by the end of the year.

BVPI 64 – Quarter 1 was below target but figures on completed rent deposits are still to be provided, this should lead to an increase in the outturn. Ongoing monitoring is being undertaken and it is on course to meet the target by the end of the year.

User Involvement

11. The Public Contact Team is responsible for administering user involvement and consultation activity / surveys for both Strategic Housing and Social Care.
12. The most recent user involvement activity was a satisfaction survey of people that use residential or nursing care provision. This was undertaken by the Contracts and Commissioning Team. The highlight findings from this survey are:
 - 131 responses received
 - 72.5% said they were extremely or very satisfied with the standard of care
 - 81.7% said they feel safe
 - 67.2% said that they are extremely or very satisfied with the meals that they are provided with.
13. Forthoming user involvement is the home care and direct payments user satisfaction surveys.

Since the last Scrutiny Committee, the sixteen user involvement sessions have been delivered across the County – more than 100 people attended the events, which will help to inform a joint (Council and PCT) Involvement Strategy. The findings from the events will be published during October, with the first draft of the Strategy available by the end of the year.

There have been three new complaints in Adult Social Care since the last Scrutiny Committee – a total of 16 since April and two within Strategic Housing – a total of five since April. A detailed complaints report is produced on a regular basis, which provides an up-to-date position and risk rating. A copy of the report can be made available upon request.

Putting People first – DVD Launch

14. The Putting People first DVD was successfully launched on 4th September at the Courtyard Theatre. 'I think Social Care is wonderful' was the closing remark made by

one of the users involved in the film at the launch event. The DVD has been produced to showcase, promote and raise the profile of a range of person-centred services available to people in Herefordshire.

Almost 150 people, including staff, service users and carers, providers and partner organisations gathered at The Courtyard Theatre for the first public screening of the DVD. The event was combined with an Awards and Recognition ceremony celebrating some of the excellent work that takes place in Herefordshire.

A number of staff awards were presented for the significant contribution made in enabling a positive difference to the lives of people in Herefordshire. The winners were (individual awards) Sue Winney, Fiona Stubbs, Andrew Morris, Jane Rowlands and Margo Baynham, (team awards) the Early Intervention Team – Adult Mental Health, the Mental Health Intermediate Care service and the East Locality Team.

The staff awards were presented by Cabinet Member Olwyn Barnett and Eleanor Brazil, Interim Director of Adult Social Care. Chris Bull, Chief Executive of the Council and PCT attended the event and thanked all Health and Social Care teams for their continued and sustained contribution to delivering good quality essential services.

A series of Health and Social Care information events and roadshows are currently being planned around the County, at which the DVD will be shown. The DVD will also be available to view on the Council's website www.Herefordshire.gov.uk and copies are also available to borrow.

Quality Assurance Framework (QAF)

The QAF and Evidence Portfolios are now implemented internally, with plans in place to look at extending the QAF to the independent sector. Herefordshire has recently been recognised by authorities in Wales as a trail blazer in relation to Quality Assurance. The QAF models developed in Herefordshire have been shared as an example of good practice and colleagues have been invited to discuss implementation.

Miscellaneous

As a means of celebrating UK Older People's Day on 1st October, a series of eight coffee morning and afternoons were held across the County – these informal sessions were an opportunity share information and sign-post people to information about health and social care services.

A staff information and awareness event is planned for 2nd December, entitled 'Our Health, Our Care, Our Services'. This event is intended as a forerunner to a range of public information events that will be programmed from February / March to ensure people in Herefordshire know what health and social care services are available and how to access them.

RECOMMENDATION

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

BACKGROUND PAPERS

- None Identified

Appendix One

Adult Social Care													
Ref.			2006-2007			2007/08				2008/09			
	Definition	Measured in	IPF	Excellent	Hereford	Target	Actual	Status	DoT	Target	Forecast	Status	DoT
A80	Drug misusers sustained in treatment	%	100.8	104.3	93.0								
B11	Intensive homecare as a percentage of intensive home and residential care.	%	26.0	34.0	18.0	22.0	19.8	R	↑	22			
B12	Cost of intensive social care for adults and older people.	£	531	540	533	<500	528	R	↑	500			
B17	Unit cost of home care for adults and older people.	£	15.9	13.9	17.0	15.0	16.8	R	↑	15.5			
C28	Intensive home care	Number	10.4	21.8	6.7	8.1	7.5	R	↑	9			
C29	Adults with physical disabilities helped to live at home.	Number	4.8	5.9	6.0	6.0	4.8	R	↓	5	5	G	↑
C30	Adults with learning disabilities helped to live at home	Number	3.1	3.5	2.8	3.0	2.9	R	↑	3	3	G	↑
C31	Adults with mental health problems helped to live at home.	Number	4.4	6.1	4.1	4.4	4.3	R	↑	4.4	>4.4	G	↑
C32	Older people helped to live at home.	Number	91.0	106.0	81.1	83.0	81.3	R	↑	83	83	G	↑
C51	Direct payments	Number	92.0	112.0	88.3	100.0	97.6	R	↑	115	<115	A	↑
C62	Services for carers.	%	9.2	10.5	10.2	12.0	11.5	R	↑	12	12.5	G	↑
C72	Older people aged 65 or over admitted on a permanent basis in the year to residential or nursing care.	Number	83.0	85.0	73.4	70.0	53.2	G	↑	55	<53.2	G	↑

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

Appendix Two

Ref	PI Definition	Measured in	Latest WHMA	Hfds out-turn 05-06	Hfds out-turn 06-07	2007-08				2008-09				
						Target	Hfds Actual	Status	DoT	Target	Hfds Forecast	Q1 Outturn	Current Status	Current DoT
NI 155	Number of Affordable Homes Delivered	Number								200	200	44	G	↑
NI 156	Number of Households in Temporary Accommodation	Number								109	109	132	G	↑
BV64	Private sector dwellings returned to occupation or demolition as a result of LA action	Number	32	54	52	100	115	G	↑	110	110	7	G	↑
BV202	No. of people sleeping rough on a single night in the LA area	Number	4.6	<3	<3	<3	<3	G	=	<3	<3	<3	G	=
BV203	% change in FWC placed in temporary accommodation compared with the average for previous year	Percentage	-24%	+26%	-19.50%	-15%	-25.96	G	↑	-10%	-10%	0.125%	G	↑
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	3.95	G	↑	4	4	0.8	G	↑
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%	1.45	G	↑	1%	1%	0.0126%	G	↑
HCS 14	Homeless acceptances	Number	#	416	148	160	207	R	↓	160	160	79	R	↓
DCLG 2010	Halve the numbers of households in temporary accommodation by 2010	Number	#	173	135	129	133	G	↑	109	109	132	G	↑

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Appendix Three

- NI 119 Self-reported measure of people's overall health and wellbeing
- NI 120 All-age all cause mortality rate
- NI 121 Mortality rate from all circulatory diseases at ages under 75
- NI 122 Mortality from all cancers at ages under
- NI 123 16+ current smoking rate prevalence
- NI 124 People with a long-term condition supported to be independent and in control of their condition
- NI 125 Achieving independence for older people through rehabilitation/intermediate care
- NI 126 Early access for women to maternity services
- NI 127 Self reported experience of social care users
- NI 128 User reported measure of respect and dignity in their treatment
- NI 129 End of life care - access to appropriate care enabling people to choose to die at home
- NI 130 Social Care clients receiving Self Directed Support (Direct Payments and Individual Budgets)
- NI 131 Delayed transfers of care from hospitals
- NI 132 Timeliness of social care assessment
- NI 133 Timeliness of social care packages
- NI 134 The number of emergency bed days per head of weighted population
- NI 135 Carers receiving needs assessment or review and a specific carer's service, or advice and information
- NI 136 People supported to live independently through social services (all ages)
- NI 137 Healthy life expectancy at age 65
- NI 138 Satisfaction of people over 65 with both home and neighbourhood
- NI 139 The extent to which older people receive the support they need to live independently at home
- NI 140 Fair treatment by local services
- NI 141 Number of vulnerable people achieving independent living
- NI 142 Number of vulnerable people who are supported to maintain independent living
- NI 143 Offenders under probation supervision living in settled and suitable accommodation at the end of their order or licence
- NI 144 Offenders under probation supervision in employment at the end of their order or licence
- NI 145 Adults with learning disabilities in settled accommodation
- NI 146 Adults with learning disabilities in employment
- NI 147 Care leavers in suitable accommodation
- NI 148 Care leavers in employment, education or training
- NI 149 Adults in contact with secondary mental health services in settled accommodation
- NI 150 Adults in contact with secondary mental health services in employment

UPDATE ON THE IMPLEMENTATION OF THE REVISED FAIRER CHARGING POLICY

**Report By: Joint Team Manager (Welfare & Financial
Assessments)**

Wards Affected

County-wide

Purpose

To provide the committee with an update on the Implementation of the revised Fairer Charging Policy, and the effects of its introduction.

Financial implications

Based on the charges raised for non-residential care packages covering the period ending 29th June 2008, there has been an increase in income of £4,700 per week. So additional income for the year 2008/9 is likely to be £244,400. This is £3,000 per week below the forecasts provided to cabinet in October 2007. Some analysis has been undertaken to establish the cause of this and is detailed within this report.

Background

To ensure that the council adopts a revised and equitable fairer charging structure in order to sustain care services in to the future, Cabinet approved a number of changes to the Council's Fairer Charging Policy for non-residential Social Services in October 2007. The full year effect of these changes was an estimated additional income of £404,000 for the authority. This was made up as follows:-

- £40k from removing the maximum weekly charge of £272.00 per week
- £66k from the inclusion of tariff income from savings and capital.
- £269k by including 100% of occupational/private pensions in the financial assessment.
- £34k from increased charges for day and home care to reflect actual cost of service
- - £5k reduction in income from changes to direct payment charges using the same principles as day and home care

Actual Income projections for the year 2008/9

Having undertaken some analysis of current client charges following the re-assessment of all service users affected by the changes in the policy, the above figures have been revised as follows:-

- 5, 322 from removing the maximum weekly charge of £272.00 per week. Currently only 2 service users have packages where their contribution is above the previous maximum

charge, and these generate in total an additional income of £102.35 per week. (**£34,678 shortfall**)

- £84,118 from the inclusion of tariff income from savings and capital. Based on current assessments there are 39 service users who were getting a service before the 14th April 2008 that are paying more as a result of applying a tariff income on savings over the current disregard of £13,500. Around the same number of service users with capital above £13,500 have not seen an increase in their charge due to their income and expenditure remaining either lower or the same as their allowances. (**£18,118 increase**).
- £144,528 by including 100% of occupational/private pensions in the financial assessment. Initially increased income projections from the removal of the 55% disregard of occupational pensions was based on £8,600 additional occupational pension income being generated per week from 328 service users, and it was assumed that 40% of these service users would be on low cost packages, therefore £5.16k (£8.6k x 60%) per week would be generated from this measure resulting in an additional income of £269,000 per year. There are currently 361 service users receiving an occupational pension, however some of these people also have savings over £13,500 and have already been included in the additional income figures above. 54% of service users with an occupational pension have either seen their contribution remain the same or reduce following re-assessment under the new policy. The additional income currently being generated each week from those that have seen an increase in assessed charge is £2,779.38 per week, some £2,381 per week short of original estimates (**£124,472 shortfall**)
- In addition to the above, £10,482 extra income has also been generated. This has resulted in part from an increase in charges, however some of the proposed income has been offset by allowances for pensioners increasing by a higher percentage than pension levels in the annual uprating of allowances and benefits in April 2008. The standard minimum guarantee rate was increased by AEI 4.2%, but pensions and other income related benefits increased by 3.9% RPI

Impact for Service Users

During the implementation of the new policy the area that caused most concern amongst service users was the increase in the rate for day care from £2.90 to £4.00 per week, despite this increase being significantly lower than original proposals. So far there does not appear to have been a significant reduction in the overall numbers of people attending day centres. Some analysis was undertaken comparing the overall number of day centre attendances in June 2007, March 2008, and June 2008. The findings showed an additional 89 attendees in March 2008 (1,126) compared with June 2007 (1,037), however this had reduced by 7 to 1,119 by June 2008.

Analysis of the number of hours of home care provided since the implementation of the policy show similar findings. In June 2007 34,383 hours were provided, this had reduced to 32,269 by March 2008, but had increased to 33,776 by June 2008.

Notification letters, charging statements, and leaflets for service users explaining how financial assessments have been worked out, have all been reviewed to make them easier to read and understand. There has been some positive feedback on these, however we have been asked by some service users representatives to review the appointment letters issued to service users as they still come across as being very formal. These will be looked at shortly.

It was anticipated that there would be a considerable increase in the number of people appealing against their increased contribution when the new policy came into effect, however this has not been the case. So far only 13 appeals have been received and 7 of

these have been upheld. The majority of these appeals have been made on the grounds of financial hardship.

Policy updates applied from April 2008

The allowances for disability related expenditure used in the financial assessment have been reviewed in line with guideline amounts, and the appendices to the policy have been amended to reflect these updates. These include an increase in the heating allowances for the west midlands region, which have been uplifted by the RPI Fuel Index at November 2007, plus an additional 7%.

The policy appendices have also been amended to take account of other changes effective from April 2008, these include an increase in the Capital limits (set by CRAG regulations) used to calculate tariff income and determine when someone becomes a full charge payer, and changes to the minimum contribution required from a local authority for all new applications received by the Independent Living Fund.

The policy has also been updated for the annual increase in charges in line with the cost of providing the service. OLM consultants identified the unit cost of an hour of homecare and a session of day care from the PSSEX1 return as part of their brief. The charges for 2008/09 have been increased by 2.5%, this being the average percentage increase awarded to external care providers during the last twelve months. Charges effective from 14th April 2008 are as follows:-

- Day Care £ 4.10 per session
- Home care £ 13.90 per hour
- Meals £2.60 per meal
- Transport £1.30 per journey

The updated version of the policy has been made available to service users on the councils website.

Further proposed changes to the Policy

Since the Fairer Charging Policy has been implemented and become a working document, some areas have been identified where a change in approach is required and these are detailed below.

- **Calculation of tariff income from Capital for Couples**

Fairer Charging guidance advises local authorities that they can apply a tariff income from capital investments when working out a service users weekly income, but the treatment of income from capital must not be less favourable than the calculation applied by CRAG regulations for residential charging. This guidance goes on to advise that even though CRAG regulations do not permit joint assessments, where it is in the service users best interest a joint assessment based on a couples income can be applied to fairer charging.

The current policy uses the same capital disregards, upper limit, and tariff calculation as CRAG when calculating a financial assessment for a single service user, however when a joint financial assessment is carried out only the upper capital limit is changed to double the amount used in CRAG. When this tariff income calculation was applied to service users assessments from April, the software currently used to calculate financial assessments (abacus) automatically applied a

capital disregard of double the single rate in CRAG when calculating a joint assessment, and this is not in line with the current policy. Other authorities have been approached to find out how they calculate tariff income in a couple situation and it would appear that they also double up on the disregard amount as well as the upper limit when carrying out a joint assessment, as it could be argued that applying the single rate disregard to a couple is less favourable than CRAG regulations. However it could also be argued that as CRAG doesn't apply to joint assessments then the joint calculation as stated in the current policy could apply unless it was less favourable than a single assessment. Currently 8 service users are being jointly assessed with tariff income, however only 3 of these people have capital above the current limit.

It is proposed that due to the small number of service users affected by this and the risk of being challenged over the current calculation being less favourable than CRAG, that our approach be amended to double the capital disregard amount in CRAG for joint assessments.

- **Treatment of War Pensions**

Current policy allows for the first £10.00 of any war widow/disablement pension to be disregarded when calculating a service users weekly income. This is the same disregard that is applied to other state benefits. However fairer charging guidance states "Councils should take account of any higher disregards applied in "local schemes to war pensions for Housing and Council Tax benefit purposes".

Herefordshire Council currently disregards war pensions in full under its local scheme for Housing and Council Tax benefit. Therefore in order to treat war pensioners in Herefordshire equitably across all council administered charging schemes it is proposed that a full disregard is applied to war pensions. Currently 9 service users would be affected by these proposals.

- **Charitable Income**

Currently charitable income is treated as a weekly income if payments are received on a periodic basis and £20.00 of the weekly payment is disregarded. However Department for Work and Pensions guidance states that for the purposes of calculating weekly income for other state benefits such as Housing and Council Tax Benefit, and Income Support, "Any charitable or voluntary payment which is made or due to be made at regular intervals should be fully disregarded". Application of a partial disregard has been problematic when carrying out a financial assessment as many charitable payments are made to help top up a service users contribution towards a care package after a financial assessment is conducted, so any changes to the charges affect the charitable payment which in turn affects the assessed charge.

It is recommended that charitable payments are disregarded in full to enable people to get financial assistance with care packages without it affecting the service users contribution. Currently only 1 service user is affected.

- **Appeals Process**

The Appeal process that is covered in appendix 13 of the policy requires that if the team manager upholds a decision on appeal, the next stage of the process is to implement stage 2 of the statutory complaints procedure and that requires formal investigation by an independent body with the costs being incurred by the local authority. The policy also allows for charges to be waived where the service user is deemed to be at risk without receipt of the service and is refusing to pay or

complete the financial assessment. However, the policy does not make it clear who authorises such a waiver and the process to be followed when a waiver is applied. Whilst this doesn't necessarily have to be included in the policy written procedures do need to be issued to social work managers so that policy is applied in a consistent manner.

It is proposed that the appeals process at appendix 13 of the policy is revised to show clearly the different routes that need to be taken when a service user is not happy with the outcome of an assessment or is at risk, i.e, they can go down the appeal or complaints route. And, where the team manager upholds an appeal, stage 2 of the Council's complaints procedure should deal with the next stage of the appeal. This will be a more cost effective method of dealing with such disputes.

- **Individualised Budgets**

At present the policy provides information on what services are chargeable and informs service users that their contribution towards these charges will be based on a financial assessment (excluding meals and transport which are charged at a flat rate). It explains that charges are based on a unit charge per hour/session for the services received.

The policy needs to be updated to clarify current practise with Individualised Budgets so that service users are made aware that they will still be assessed under the current fairer charging policy to establish any contribution to be collected from an individual budget whether it is arranged by direct payment or the council purchases the services on the service users behalf.

It will also need to be made clear to the service user that their assessed contribution will be deducted from any individualised budget payment that is made regardless of whether the budget is used to purchase services that are chargeable or non chargeable.

The following changes in our approach will be beneficial for service users and are amendments to the policy agreed by the Director and the Cabinet member for Adult social care.

- Change the lower capital limit disregard for couples from £13, 500 to £27,000
- Apply a full disregard of War Disablement/Widow pensions in line with the local scheme applied for housing and council tax benefits
- Replace the current £20.00 per week income disregard for regular charitable payments to a full disregard
- Include provision for client contributions to be deducted from Individualised Budgets regardless of type of service provision
- The Appeals process is revised to remove the requirement for an independent investigation through the complaints process unless the service user is making a formal complaint.

UPDATE ON THE IMPLEMENTATION OF A NEW INTEGRATED SOCIAL CARE RECORD SYSTEM

Report By: Head of Transformation

Wards Affected

County-wide

Purpose

- 1 To receive a progress report on the new integrated social care record system.

Financial Implications

- 2 None

Background

- 3 On 21 February 2008 Cabinet resolved that of the two options for technology to replace the current client systems used within both Adult Social Care and the Children and Young People's Directorate, the Corelogic system should be utilised.
- 4 The attached report outlines the status of the project to replace the CLIX client record system with the new system from Corelogic, Frameworki.
- 5 The project is progressing well, and the new system should go live on Monday 10th November 2008.

RECOMMENDATION

THAT the report be noted subject to any comments that Members would like to make.

BACKGROUND PAPERS

- None identified.

Integrated Social Care Solution

Status report

22nd September 2008



Scheduled go-live date is Monday 10th November (7 weeks to go)

Project status

Overall status: GREEN Phase 1 on schedule to go live in November. Pressure building due to resource constraints. Phase 2 starting in late September.

Activity	Details
Software	Configuration largely complete. System testing and user acceptance testing completed with good outcomes. Residual modifications being tackled by project team and with Corelogic.
Infrastructure	Servers, desktop and networks all meet specification. Some concerns about remote access capability.
Data migration	Behind schedule but good progress now being made. Undergoing 3-phase testing in Sep/Oct.
Support	Support model requires detail and resource. Involves joint work with ICT and directorates. Super-user community being developed as essential post-live support mechanism.
Training	Look & feel course largely complete for 350 staff & managers. Workflow for 250 during October in teams. Follow-up voluntary courses of agreed topics now being planned
Communications	Progressive build-up of email, printed and intranet communications
Management	Detailed planning for cutover is underway, building up towards readiness review on 5 th November.