

AGENDA

Adult Social Care and Strategic Housing Scrutiny Committee

Date: **Friday 2 October 2009**

Time: **9.30 am**

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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AGENDA

	Pages
<p>1. APOLOGIES FOR ABSENCE To receive apologies for absence.</p>	
<p>2. NAMED SUBSTITUTES To receive details of any Member nominated to attend the meeting in place of a Member of the Committee</p>	
<p>3. DECLARATIONS OF INTEREST To receive any declarations of interest by Members in respect of items on the Agenda.</p>	
<p>4. MINUTES To approve and sign the Minutes of the meeting held on 29 June 2009.</p>	1 - 6
<p>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.</p>	
<p>6. PRESENTATION BY THE CABINET MEMBER (SOCIAL CARE ADULTS) The Cabinet Member (Social Care Adults) 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.</p>	
<p>7. UPDATE ON THE DELIVERY OF MAJOR ADAPTATIONS USING DISABLED FACILITIES GRANTS To receive an updated report on the delivery of Major Adaptations using the Disabled Facilities Grant.</p>	7 - 12
<p>8. REVENUE BUDGET MONITORING 2008/09 To advise members of the financial position for the Adult Social Care budget within the Joint Commissioning Directorate, and the Strategic Housing budget within the Regeneration Directorate for the period to 31st July 2009. The report provides the variations against budget and a projected outturn for the year</p>	13 - 18
<p>9. ADULT SERVICES AND STRATEGIC HOUSING PERFORMANCE To report on the national performance indicators position and other performance management information for the Adult Social Care and Strategic Housing Divisions within the Joint Commissioning and Regeneration Directorates.</p>	19 - 44
<p>10. UPDATE ON THE PROVIDER SERVICES REVIEW To receive a report on the progress of the Provider Services Review.</p>	
<p>11. COMMITTEE WORK PROGRAMME To consider the Work Programme.</p>	45 - 48

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

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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.

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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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HEREFORDSHIRE COUNCIL

BROCKINGTON, 35 HAFOD ROAD, HEREFORD.

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HEREFORDSHIRE COUNCIL

MINUTES of the meeting of Adult Social Care and Strategic Housing Scrutiny Committee held at The Council Chamber, Brockington, 35 Hafod Road, Hereford on Monday 27 July 2009 at 9.30 am

Present: Councillor PA Andrews (Chairman)
Councillor AE Gray (Vice Chairman)

Councillors: ME Cooper, MJ Fishley, KG Grumbley, GA Powell and RV Stockton

Co-opted Members Mr B Seamons (LINK)

In attendance: Councillors LO Barnett (Cabinet Member, Social Care Adults), WLS Bowen, PJ Edwards, T M James and Councillor JG Jarvis (Cabinet Member, Environment and Strategic Housing),

120. APOLOGIES FOR ABSENCE

Apologies were received from Councillors H Davies, BA Durkin, MD Lloyd-Hayes, and JE Pemberton.

121. NAMED SUBSTITUTES

Councillor JD Woodward substituted for Councillor MD Lloyd-Hayes and Councillor PM Morgan for Councillor JE Pemberton.

122. DECLARATIONS OF INTEREST

Name	Item	Interest
Councillor AE Gray	11 – update on the contract for learning disability services with Midland Heart	Personal - as a provider of care for people with Learning Difficulties.
Councillor ME Cooper	11 – update on the contract for learning disability services with Midland Heart	Personal – as a Trustee of Elgar Housing Ltd

123. MINUTES

RESOLVED: That the minutes of the meeting held on 22 June 2009 be confirmed as a correct record and signed by the Chairman.

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

There were no suggestions for future scrutiny.

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

The Cabinet Member (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 target for bringing 110 empty properties back into use during the year had been met.
- That the Council's local mortgage rescue scheme had been heralded by central government as a great success, and was recognised as the inspiration or the development of a national scheme.
- A new affordable housing guide for parish councils had been launched in September 2008 and, as a result, planners were being more receptive to the needs of local people.
- A local housing market assessment had been undertaken that had included the housing needs of Gypsies and Travellers, which had been assessed as part of the Sub Regional Housing Market Area Partnerships at West Housing Market Area Partnership level. Partnership working had been established in order to assess the needs across the west housing market area.
- The completion of Equality Impact Assessments had led to service developments such as video guides on Home Point for the hard of hearing and foreign language nationals.

RESOLVED: That the report be noted.

126. AN INTRODUCTION TO THE HOMES AND COMMUNITIES AGENCY

The Committee received a presentation on the Homes and Communities Agency from Rob Kilby, Investments Manager, West Midlands. The key points from his presentation were:

- That the Homes and Communities Agency (HCA) was the national housing and regeneration agency for England, with an annual investment budget of more than £5bn.
- That the Agency was formed in conjunction with the Tenants Services Authority (TSA), the new regulator for affordable housing. Also launched on 1 December 2008, the TSA took over the regulatory powers of the Housing Corporation.
- That a Memorandum of Understanding between the HCA and the TSA out how the two organisations would work together on areas of common interest. The HCA and TSA had identified building sustainable communities as being top of their joint agendas.
- By engaging local authorities in a 'single conversation' on all aspects of housing and regeneration, the HCA aims to connect local ambition with national targets. The Single Conversation was the HCA's most important business process – it was the way in which delivery at the local level was secured in support of national objectives.

The HCA's priorities for the West Midlands were to:

- Align housing and regeneration resources to support growth, place-making and housing renewal, and to deliver the government's targets for affordable homes.
- Form partnerships and joint ventures to help unlock investment in areas including economic development, transport, education and health, and to create sustainable communities that meet the needs of local people.
- The National Affordable Housing Programme (NAHP) sought to increase the supply of affordable homes in England. From 2008-11, the HCA would invest £8.4bn in affordable housing through the NAHP. Lead Partners would deliver

155,000 new homes and each year, a proportion of the homes built would be made available for low cost home ownership and social rent.

In the ensuing discussion, the following points were made:

- That the Agency was guided by the Local Authority as to whether bids for funding met the local housing needs in rural locations, as well as urban ones.
- That the County needed to be more ambitious in making bids for funding, and respond to opportunities as they arose. Housing Association partners were needed who were prepared to build houses and utilise funds.

RESOLVED: That the presentation be noted.

127. AFFORDABLE HOUSING – DELIVERY PROGRAMME 2009/2011

The Committee noted a report on the delivery programme for affordable housing from 2009/2011. The Housing Needs and Development Manager reported that there was a shortage of affordable housing in Herefordshire. As at the 1st July 2009 there were 4,863 households on the Home Point waiting list for housing and the Council had been experiencing high levels of demand for homelessness and housing advice services due to associated housing stress.

The Housing Needs and Development Team (HNDDT) were responsible for increasing the supply of affordable housing through a wide range of activities. Located within Strategic Housing Services, the team work alongside the Homelessness and Housing Advice Team, Private Sector Housing and Home point to ensure that the housing needs of vulnerable groups were met. Some of the solutions offered by Strategic Housing ranged from grants to improve properties from small repairs through to adaptations which can help someone remain living independently in their own home. In many instances, therefore, Strategic Housing interventions can resolve housing needs without requiring a person to move home. However, there was an overriding need for more affordable housing within the County.

The priority to deliver affordable housing was reflected within the County's Sustainable Community Strategy, the Council's Corporate Plan and there was an agreed Local Area Agreement (LAA) target to deliver more affordable homes focussed on National Indicator 155 (Number of additional affordable homes acquired and built). The Council had agreed LAA targets under National Indicator 155 with the Government Office for the West Midlands (GOWM): 200 homes for 2008/9, 220 for 2009/10 and 275 for 2010/11. During 2008/9, 208 affordable homes were built or acquired, of which Registered Social Landlords (RSLs) provided 53% with 47% provided by Private Developers and Low Cost Home Ownership options.

In order to deliver against the agreed LAA Target of 220 houses for 2009/10, a number of approaches were being taken. These included contributions from property developers, in the form of completed units through the planning system. Contributions from Registered Social Landlords (RSLs) who provided for 100% affordable housing with grant input primarily from the Homes and Communities Agency and the RSL's own capital reserves. Bringing Empty properties back into use also contributed to meeting the needs of local people, although this could include open market housing in order to ensure that the housing stock was increased, and to address a range of housing needs.

In the ensuing discussion, the following points were made:

- A Member said that his constituents were desperate for more and improved social housing, and it was important that the public should be informed of the work that was being undertaken.

- That whilst the Council had a small Housing Team, it did recognise the scale of the problems that it faced over the next three years, and was working to address these needs.
- That a survey of land banks in the County had been undertaken, and the results were being analysed. Builders holding significant land banks were not building houses at the moment. The Council was in discussion with land bank holders in order to encourage the building of affordable housing on new developments.

RESOLVED:

That:

- a) **The report be noted.**
- and;**
- b) **That a report on the various schemes that the Council ran to alleviate homelessness should be presented to the meeting on 14 December 2009.**

128. SAFEGUARDING BOARD, ADULT SOCIAL CARE - IMPROVMENT PROGRAMME

The Committee received a presentation on the work of the Safeguarding Board from the Interim Head of Safeguarding. She reported that there was an unacceptable level of variation in the thresholds for reporting, the use of safeguarding thresholds, and the proportion of referrals not investigated. Greater continuity was required in all these areas. The recent inspection by CSCI (the Commission for Social Care Inspection) had thrown up further issues that would have to be addressed before the next inspection in April 2010.

In reply to a question from a Member, she said that in order to have a robust safeguarding system, a number of systematic and robust measures would need to be in place. An engagement with Commissioners as to how Safeguarding was undertaken, as well as good relationships with all involved in Housing and Safety in the County were examples of these. All of the findings from councils that performed well in this area had been captured as part of the safeguarding programme.

The Interim Head of Safeguarding went on to say that the Project Plan would be finalised by the end of July 2009, and an Extraordinary meeting of the Safeguarding Board would take place in September. A series of seminars on safeguarding would be run for Members and senior management in October.

The Safeguarding Board in the County was a multiagency board, as it was important to share the same principles across all service providers in the County. and it was seeking to ensure that safeguarding informed commissioning priorities, and that there was a commonality of best practice across the Council and the PCT in order to deliver high quality safer services. At the moment processes were not person centred, and adjustments would allow better delivery of service.

RESOLVED:

That:

- a) **The presentation be noted.**
- and;**

- b) **That a progress report should be presented to the meeting to be held on 14 December 2009.**

129. IMPLEMENTATION OF FRAMEWORKI AND COMMON ASSESSMENT FRAMEWORK – PROGRESS REPORT

The Committee received a report on the progress made in the implementation of Frameworki. The Associate Director, Social Care, reported that the system had replaced the Clix system, which was no longer fit for purpose. Frameworki had gone live in November 2008. There were simple issues with the system that would be rectified, and the next performance indicator report would provide a more positive view.

There was a lack of a finance model, and it was difficult to say how much had been spent or committed. The Abacus finance package work was not entirely complete, but would be in place by next April. The savings targets for the implementation of this part of the Herefordshire Connects programme would be achieved once the Frameworki finance package was in place, as it would facilitate initiatives such as electronic monitoring for home care. At present care managers had to manually enter data into the system which had been collected remotely, this was not an efficient use of professional time.

RESOLVED:

That: a) the report be noted.

- b) **That the Cabinet Member takes forward to Cabinet the current problems with financial control with the strong suggestion that the financial package required to interface with Frameworki is obtained as a stop gap whilst the Aggressor package, part of the Connects Programme is awaited.**

and:

- c) **that fieldworkers are provided with remote access data entry devices in order to prevent duplication of effort when entering data to Frameworki.**

130. UPDATE ON THE CONTRACT FOR LEARNING DISABILITY SERVICES WITH MIDLAND HEART

The Committee received a report on the partnership agreement with Midland Heart, to provide accommodation and Support for Adults with a Learning Disability in Herefordshire. The Associate Director, (Social Care) Integrated Commissioning said that the report identified key progress against the targets set for the first year of the partnership as well as identifying improvements in quality and outcomes for individuals living within the services. The contract identified key targets for the first year of the partnership were:

- To create five new long stay beds at Ivy Close for young people leaving school and colleges.
- To develop five new flats at Southbank Close for people currently living with older family carers (age 70+)
- To improve the quality of services for people living within the services against the baseline assessments.

Progress against these targets has been good and could be evidenced by:

- Five new beds created at Ivy Close as a result of amalgamating the short-breaks (respite) at Southbank Close which had been offered to young people leaving

residential schools and colleges.

- Plans to develop the existing resource centre at Southbank Close into six flats.

The quality of the services people had received had improved in several ways:

- The refurbishment of bungalows at Southbank Close as well as new windows and refurbishment work at Ivy Close
- Work with Registered Social Landlords to improve the environment at properties in Leominster.
- Person Centred Planning (PCP) and individual support planning had been made available to people in the services. This had focussed on individuals who were in services which were remodelling and currently 21% of individuals have a PCP which had been reviewed within the last 12 months. A further 16 individuals had been supported by the Housing Facilitation team to understand the proposed changes.

It was noted that the amalgamation of short breaks in Southbank Close had not resulted in delivering enough capacity to support new demands on the service from young service users reaching adulthood. Existing service users had not had their allocation of short breaks reduced, but staff were working with service users, their families and carers to consider alternative options.

The Associate Director, (Social Care) Integrated Commissioning went on to say that Midland Heart had already begun to meet the targets set for year two of the contract, specifically:

- Plans were in hand to remodel Ivy Close as supported housing for younger people with a learning disability with links to the local colleges.
- There were plans to remodel two small group homes in Leominster
- Plan to support more individuals to develop a Person Centred Plan

These changes would mean that at the end of the second year of the contract Midland Heart would have reduced the number of registered care beds by twenty five and increased Accommodation options for people by eleven.

RESOLVED: That the report be noted.

131. PROVIDER SERVICES REVIEW – PROGRESS REPORT

The Director of Integrated Commissioning reported that there would be a PCT Board Meeting later that week, at which the Provider Services Review would be discussed. He undertook to provide an updated report to the next meeting of the Committee.

RESOLVED: That the report be noted.

132. COMMITTEE WORK PROGRAMME

The Committee noted the Work Programme.

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

The meeting ended at 12.45

CHAIRMAN

MEETING:	ADULT SOCIAL CARE AND STRATEGIC HOUSING SCRUTINY COMMITTEE
DATE:	2ND OCTOBER 2009
TITLE OF REPORT:	UPDATE ON DELIVERY OF MAJOR ADAPTATIONS USING DISABLED FACILITIES GRANTS
PORTFOLIO AREA:	STRATEGIC HOUSING

CLASSIFICATION: Open

Wards Affected

County-wide

Purpose

To note the current position relating to the significant increase in demand for this service.

Key Decision

This is not a Key Decision.

Recommendation(s)

THAT the Committee:

- (a) **Note the statutory requirement to deliver Disabled Facilities Grants across all tenures;**
- (b) **Note the current shortfall in the Disabled Facilities Grant budget to address the emerging need; and**
- (c) **Note the measures implemented to manage the waiting list and maximise the available budget.**

Key Points Summary

- Due to a number of factors there is a significant increase in the demand for major adaptations to the homes of disabled people.
- The Disabled Facilities Grant budget deficit for 2009/10 is assessed as £1,016,000.
- A bid has been submitted for additional funding to the LPSA capital bid round.
- Other measures implemented will ensure the effective use of budget, and significantly reduce the delays experienced by disabled people requiring adaptations to their homes.

Further information on the subject of this report is available from
Denise Bradley-Lloyd, Private Sector Housing Manager on (01432) 261913

Alternative Options

1. Due to the statutory requirement to deliver major adaptations through all housing tenures using Disabled Facilities Grants there are no alternative options that the local authority could impose on the disabled person.

Reasons for Recommendations

2. To provide clarity on the issues impacting on the current delivery of major adaptations and to advise of the measures being taken to manage the position as far as practicable.

Introduction and Background

- 3 This report outlines the increasing numbers of disabled applicants needing major adaptations to their homes being referred to the Council's Private Sector Housing Service, and the pressure on budget resources to keep pace with the surge in demand.
- 4 There is a statutory duty under the requirements of the Housing Grants, Construction and Regeneration Act 1996 for the Local Housing Authority to approve Disabled Facilities Grants. Relevant works include those to enable the disabled person access to and within the home, and to make the home safe. The Authority must be satisfied that the major adaptation works are necessary and appropriate to meet the needs of the disabled person, and that it is reasonable and practical to carry out the works at the property.
- 5 The delivery of major adaptations to the home of a disabled person involves two distinct stages. The first involves an assessment by an Occupational Therapist (OT) within the person's home. The assessment of need is then referred to the Private Sector Housing team to deliver the adaptation, using a Disabled Facilities Grant (DFG). The DFG is means-tested for all disabled adult applicants, but not for disabled children.
- 6 The Community Occupational Therapy Service was restructured in 2007 to form one centrally-managed team. This has enabled a consistent approach to assessment of current and future needs across the county. All major adaptation requests with a value of less than £5,000 are discussed and agreed at team leader level to ensure they are 'necessary and appropriate' in accordance with legal requirements. Larger adaptations costing more than £5,000 are discussed at monthly joint adaptations panel meetings to ensure the best outcome and use of funding.
- 7 The Disabled Facilities Grant has historically consisted of a 60% allocation from government and a 40% contribution from the local authority. For many years prior to and including 2007/8 the total budget level remained at a static position of £525,000, and was adequate to meet local demand.
- 8 Eligibility for Disabled Facilities Grants is across all tenures, except local authority-owned stock, of which there is none in Herefordshire. Historically the Housing Corporation made some low-level adaptation funding available to some individual Housing Associations (RSLs), and therefore applications from social housing tenants were low. However this funding is no longer available and all RSL landlords are now directing applications for major adaptation works for funding under the DFG programme. However they are providing funding for and undertaking minor adaptation works for their tenants without exception. Minor Adaptations are generally those with a cost threshold of £1,000. Only one of the RSLs is currently undertaking works to a value of £2,000.
- 9 A specific Housing Occupational Therapist post was provided in 2006, located within Private Sector Housing. Part of the remit of the post included the development of an Accessible

Properties Register with the aim of ensuring that adapted properties across all tenures could be re-used to maximum effect. Initial work was undertaken to look at a consistent classification of adaptations to properties particularly in the social-rented sector, and how they may be allocated through the Choice-Based Lettings system. The expertise of an occupational therapist is integral to the success of securing an appropriate level of adaptation to meet the needs of individuals.

Key Considerations

- 10 The numbers of referrals for DFG funding has increased sharply since 2008. This has been due to:
 - Additional funding being invested by the PCT to the Occupational Therapy (OT) Service to address the backlog of requests for disabled people requiring an assessment. The results of this initiative have increased the number of referrals normally received by the Private Sector Housing team since May 2008 by 162, with a further 30 expected – a total of 192 additional referrals, with a value of approximately £1.018 million.
 - The majority of Registered Social Landlord (RSL) disabled tenants requiring a major adaptation are also directed to Private Sector Housing, for the adaptation to be funded under the Disabled Facilities Grant. Of 121 cases currently either being processed 48% are for RSL tenants, and for 143 cases currently held on a waiting list 66% are for RSL tenants, indicating that the latter cohort have fewer priority points.
 - There has also been a gradual upward trend in the number of new (non-waiting list) assessments being undertaken and referred for grant assistance. During the last two years this increase has been up to 20% per year, and reflects some demographic and independence trends within the community.
- 11 A bid for an increase in the allocation of government funding for the current year DFG budget was successful, and a 49% uplift was awarded. This was the maximum uplift awarded in the West Midlands, with Herefordshire and Birmingham being the successful local authorities.
- 12 The Disabled Facilities Grants budgets for 2008/9 and 2009/10 have also been supplemented from other sources to accommodate some of the additional needs as follows:
 - In 2008/9 the original budget of £525,000 was enhanced to £924,000 to address the emerging increased need. At the same time a priority-based waiting list commenced in June 2008 for those unable to access funding during that year. The budget did not meet the need for all in-year referrals and there were 69 on the waiting list at the end of the year.
 - For 2009/10 the original budget of £780,000 has been enhanced to a total of £1.3 million. However the budget requirement for those referrals received to date (including those on the waiting list), and forecast levels of referrals to the year end are expected to have a value in excess of £2.3 million. The current budget deficit is therefore approximately £1 million.
 - The DFG budgets for 2008/9 and 2009/10 have been supported by non-recurrent funding from Strategic Housing Reserves, which have now dwindled and will therefore not be available for future budget support in this area.
- 13 Applicants names are taken from the waiting list on a strict 'high priority score first' basis. Therefore some disabled people awaiting funding have already been on the priority waiting list for up to one year if they have a low priority score. If further funding is not available, there is a

risk that their applications for grant assistance may be further delayed as they accrue additional points at the rate of one per 6 months on the waiting list.

Community Impact

- 14 The provision of Disabled Facilities Grants to deliver major adaptation makes a major contribution to the Council's discharge of its responsibilities relating to vulnerable people. Ensuring timely assessment and delivery of necessary works is crucial to the Council's performance in this high priority area. For example, completion of adaptation works under the Disabled Facilities Grant program is reported for National Indicator 136, that relates to 'people supported to live independently'.

Financial Implications

- 15 The 2008/9 DFG budget comprised:

£315,000	Specified capital grant from government (60% SCG allocation)
£210,000	Housing Capital Reserves (40% Local Authority contribution)
£210,000	In-year virement from 2008/9 Capital Renewal Budget
£200,000	Additional contribution from Housing Capital Reserves
£50,000	Additional grant award form government
£49,000	Renewal grant repayments (due when grant conditions breached)
Total	£924,000

The 2009/10 DFG budget comprises:

£468,000	Government grant allocation (60%) – including a 49% uplift on 2008/9 allocation
£440,000	Local authority contribution (40%)
£161,000	Underspend (DFG grants approved but not spent in year)
£232,000	Successful capital bid
Total	£1,301,000

2009/10 Assessed total budget requirement £2,317,000

Assessed 2009/10 shortfall is £1,017,000

Assessed budget requirement for 2010/11(excluding 09/10 shortfall) is £900, 000 to £1,100,000 (at current referral levels)

Base budget for 2009/10 was £780,000 (including a local contribution of £312,000)

An unchanged government allocation for 2010/11 would require a local contribution of up to £632,000.

A further 49% uplift on the 2009/10 government allocation would require a local contribution of £464,000

Local contributions are only awarded as a result of successful bids for capital funding.

Legal Implications

- 16 The provision of Disabled Facilities Grants is statutory for the Local Housing Authority to deliver to all eligible disabled applicants under the Housing Grants, Construction and Regeneration Act 1996. Lack of sufficient funding cannot generally be used as a reason for non-provision. A provision for deferred payment into the following financial year is not practicable, as it relies on the applicant, many of whom are on a very low income, to provide their own funding, or for the contractor to remain unpaid until further funding is available within the DFG budget.

Risk Management

- 17 Risks include the non-delivery of a statutory function, failure to address a priority agenda, and unacceptable delays for vulnerable people, many with deteriorating health conditions, awaiting their grant entitlement in order to proceed with works assessed as 'necessary and appropriate' for their needs.
- 18 Measure implemented to reduce risks include:
- a. On-going negotiations are taking place with Registered Social Landlords to share risks for tenants awaiting funding for adaptations, and to maximise relocation opportunities for disabled tenants through the Choice-Based Lettings scheme
 - b. A priced tender arrangement for frequently-referred works has been commenced to ensure best use of the available budget
 - c. Liaison with the Community Occupational Therapy service ensures that the priority points system used within the waiting list is managed effectively
 - d. Renewal grant repaid under grant conditions has been directed to the DFG budget
 - e. Funding from Strategic Housing's Capital Renewal Budget, up to a maximum of £200,000, may be redirected to support the DFG budget, as undertaken for 2009/10.
 - f. A successful bid was made to the Corporate Capital Programme bid round to enhance the DFG budget in the sum of £232,000 for the financial year 2009/10.
 - g. A bid has been submitted for additional funding to the LPSA capital bid round to overcome the in-year shortfall with the support of the Stronger Communities Policy and Delivery Group.

Consultees

- 19 None

Appendices

- 20 None identified

MEETING:	ADULT SOCIAL CARE AND STRATEGIC HOUSING SCRUTINY COMMITTEE
DATE:	2 OCTOBER 2009
TITLE OF REPORT:	REVENUE BUDGET MONITORING REPORT 2009/10
PORTFOLIO AREA:	ADULT SOCIAL CARE AND STRATEGIC HOUSING

Wards Affected

County-wide

Purpose

To advise members of the committee of the financial position for Adult Social Care and Strategic Housing revenue budgets for the period to 31st July 2009. The report lists the variations against budget at this stage in the year and a projected outturn for the year.

Key Decision

This is not a key decision

Recommendations

THAT:

- (a) **the report be noted**

Reasons for Recommendations

- 1 To enable Scrutiny Committee to carry out its function in relation to the Adult Social Care and Strategic Housing revenue budget for 2009/10.

Key Considerations

2. A detailed Budget Monitoring Report to 31st July 2009 is attached at Appendix 1 for Members' consideration.
3. The Adult Social Care budget sits within the Integrated Commissioning Directorate whilst the Strategic Housing budget sits within the Regeneration Directorate.
4. The summary position is set out in the table below.

	Total Budget for 2009/10 £000	July Net over or (-) underspending £000
Adult Social Care	38,454	2,620
Supporting People	32	0
Strategic Housing	1,965	35
Total	40,451	2,655

Adult Social Care

5. The forecast outturn position is an overspend of £2.6 million. The forecast is based on existing commitments carried forward from 2008-09 plus the additional commitments identified in 2009-10 projected forward.
6. The final outturn position for 2008-09 for Adult Social Care was £713,000 overspent. This included a number of non-recurrent income adjustments. The true value of on-going commitments brought forward was approximately £930,000. Inflation on contracts at an average increase of 1.7% added approximately £700,000 across service costs for 2009-10.
7. The key area of overspend is Learning Disabilities where an overspend of £1.344 million is projected. This is mainly due to 21 new clients coming through transition from Children's Services in 2009-10.
8. The forecast for transition clients is based on the costs previously incurred by Children's Services. These new clients will be reassessed and the evidence so far is that costs have reduced following re-assessment. Future projections will be revised as further re-assessments occur.
9. Other cost increases within Learning Disabilities are due to re-assessments of existing client packages, an increase in temporary respite placements and the closure of a care home which has resulted in clients being transferred to more costly residential placements.
10. Older People is forecast to overspend by £945,000. This is due to the cost of existing commitments and an additional 11 residential placements and 2 nursing packages agreed in 2009-10.
11. Mental Health is forecast to overspend by £552,000. This is due to existing commitments and 11 additional packages agreed in 2009-10.
12. Physical Disabilities is forecast to overspend by £284,000 due to existing commitments and an additional 2 residential packages agreed in 2009-10.
13. One-off staff savings within Integrated commissioning, planned slippage in modernisation schemes and underspends in Adults and Provider Services should deliver some savings to partially offset the overspend.

- 14. There are budget risks around the re-assessment of existing clients, particularly within older people, and additional demand for new packages. Re-assessments of continuing healthcare (CHC) clients are being undertaken which, to date has resulted in one client being assessed as not meeting the criteria for NHS continuing healthcare and annual costs of £109,000 have transferred to Adult Social Care.
- 15. Budget savings arising from the implementation of the new Framework I system are due to be transferred from Adult Social Care towards the overall corporate savings target for Herefordshire Connects. Additional area based grant (ABG) of £200,000 has now been allocated by Herefordshire Partnership and budgets will be revised to reflect this.

Supporting People

- 16. Supporting People is projected to remain within budget. The carried forward underspend on previous year funding was £4.83 million. The 2009-10 grant to be received is £5.88 million.
- 17. The forecast assumes that the remaining underspend will be carried forward, however the removal of ring-fencing on the 2009-10 grant allows greater flexibility than has been available within previous years and this will be explored further.

Strategic Housing

- 18. Strategic Housing is projected to overspend by £35,000. Homelessness support through B&B accommodation is the main pressure area. Numbers have remained higher than anticipated but there are indications that a significant number can be re-housed shortly.
- 19. The position on temporary accommodation for the period under review is set out below:

Category	April	July
Families with children	2	3
Other(couples, siblings)	1	1
Single	6	10
Total	9	14

Recovery Plans

- 20. The Director of Integrated Commissioning recently chaired a budget recovery working group where a number of actions to reduce the Adult Social Care overspend were discussed and further work agreed. These included:
 - a. A review of costly Learning Disability packages where opportunities exist to transfer clients into supported living.
 - b. Review all expensive out of county placements
 - c. Review the level of voids in existing contracts to ensure maximum value is being achieved.

- d. Consider the flexibility within supporting people grant and carried forward underspend where opportunities exist to fund social care costs.
 - e. Review individual budgets where costs exceed previous client packages.
 - f. Review procedures for agreeing client top-up payments to reduce the current level of cost.
21. An action plan to implement, monitor and review the recovery actions is being developed and will be reported to future scrutiny committees.
22. A recovery plan for Regeneration has been agreed which should enable the Directorate to achieve a balanced budget, however Homelessness remains a volatile area where increases can occur due to external pressures. The position will continue to be monitored closely and further action will be taken if required.

Financial Implications

- 23 These are contained in the body of the report. The projected outturn is based upon results to the end of July 2009.

Legal Implications

- 24 None

Risk Management

- 25 The risks are set out in the body of the report, in terms of the potential overspend. The report notes the actions planned to address this potential overspend.

Consultees

- 26 Not applicable

Appendices

- 27 Appendix 1 – Revenue Budget Monitoring Report for 2009/10 Period to 31st July 2009.

Adult social Care and Strategic Housing Scrutiny Committee Budget Monitoring Report to 31st July 2009

	Expenditure						Income						Net Totals						
	£000's YTD		£000's Annual Budget		£000's Projected Outturn		£000's YTD		£000's Annual Budget		£000's Projected Outturn		£000's YTD		£000's Annual Budget		£000's Projected Outturn		
	Actuals	Budget	Actuals	Budget	Actuals	Budget	Actuals	Budget	Actuals	Budget	Actuals	Budget	Actuals	Budget	Actuals	Budget	Actuals	Budget	
Adult Social Care																			
Commissioning & Improvement	517	266	1,557	1,557	1,557	0	(180)	(32)	(540)	(540)	(540)	0	337	234	1,017	1,017	1,017	0	
Learning Disabilities	5,054	5,418	15,691	17,610	17,610	(1,919)	(407)	(646)	(5,424)	(5,999)	(5,999)	575	4,647	4,772	10,267	11,611	11,611	(1,344)	
Older People	6,576	7,352	19,787	20,617	20,617	(830)	(1,561)	(1,250)	(5,088)	(4,973)	(4,973)	(115)	5,015	6,102	14,699	15,644	15,644	(945)	
Mental Health	3,181	3,150	8,893	9,398	9,398	(505)	(598)	(612)	(2,513)	(2,466)	(2,466)	(47)	2,583	2,538	6,380	6,932	6,932	(552)	
Physical Disabilities / Sensory Impairment	1,390	1,666	4,170	4,661	4,661	(491)	(141)	(112)	(422)	(629)	(629)	207	1,249	1,554	3,748	4,032	4,032	(284)	
Section 75 Arrangements	818	855	2,455	2,489	2,489	(34)	(519)	(32)	(1,558)	(1,558)	(1,558)	0	299	823	897	931	931	(34)	
Prevention Services	62	0	187	187	187	0	0	0	0	0	0	0	62	0	187	187	187	0	
Service Strategy	48	16	144	144	144	0	0	0	0	0	0	0	48	16	144	144	144	0	
Transport	(4)	29	(11)	(11)	(11)	0	0	0	0	0	0	0	(4)	29	(11)	(11)	(11)	0	
Provider Services	85	54	255	201	201	54	0	0	0	0	0	0	85	54	255	201	201	54	
Adults	156	216	469	497	497	(28)	(5)	(106)	(14)	(106)	(106)	92	151	110	455	391	391	64	
Commissioning Directorate	84	335	253	103	103	150	0	0	0	0	0	0	84	335	253	103	103	150	
Modernisation	304	155	911	640	640	271	(724)	(712)	(748)	(748)	(748)	0	(420)	(557)	163	(108)	(108)	271	
Total Adult Social Care	18,271	19,512	54,761	58,093	58,093	(3,332)	(4,135)	(3,502)	(16,307)	(17,019)	(17,019)	712	14,136	16,010	38,454	41,074	41,074	(2,620)	
Supporting People																			
Programme	1,812	1,826	5,887	5,887	5,887	0	(2,002)	(2,002)	(5,887)	(5,887)	(5,887)	0	(190)	(176)	0	0	0	0	
Pilot Projects	0	643	0	0	0	0	0	(4,831)	0	0	0	0	0	(4,188)	0	0	0	0	
Admin	56	0	168	168	168	0	(45)	0	(136)	(136)	(136)	0	11	0	32	32	32	0	
Total Supporting People	1,868	2,469	6,055	6,055	6,055	0	(2,047)	(6,833)	(6,023)	(6,023)	(6,023)	0	(179)	(4,364)	32	32	32	0	
Strategic Housing																			
Homelessness	453	336	1,330	1,381	1,381	(51)	(110)	(407)	(329)	(329)	(329)	0	343	(71)	1,001	1,052	1,052	(51)	
Management & Admin	45	50	168	167	167	1	0	(1)	0	0	0	0	45	49	168	167	167	1	
Homepoint	94	58	282	282	282	0	(94)	(20)	(282)	(282)	(282)	0	0	38	0	0	0	0	
Housing Needs	125	160	375	375	375	0	(22)	(20)	(61)	(61)	(61)	0	103	140	314	314	314	0	
Private Sector Housing	364	305	1,092	1,077	1,077	15	(153)	(203)	(610)	(610)	(610)	0	211	102	482	467	467	15	
Total Housing Services	1,081	909	3,247	3,282	3,282	(35)	(379)	(651)	(1,282)	(1,282)	(1,282)	0	702	258	1,965	2,000	2,000	(35)	

MEETING:	ADULT SOCIAL CARE AND STRATEGIC HOUSING SCRUTINY COMMITTEE
DATE:	2 OCTOBER 2009
TITLE OF REPORT:	ADULT SOCIAL CARE PERFORMANCE
PORTFOLIO AREA:	ADULT SOCIAL CARE AND STRATEGIC HOUSING

Wards Affected

County-wide

Purpose

To consider progress against national performance indicators.

Key Decision

This is not a key decision

Recommendations

THAT: the Committee note progress in managing performance towards achieving targets

Reasons for Recommendations

- 1 To enable Scrutiny Committee to carry out its function in relation to the Adult Social Care and Strategic Housing performance targets for 2009/10.

Key Considerations

- 2 The report cards in appendix 1 provide a full description of progress against national indicators and some retained indicators from the previous set that are considered valuable for scrutinising performance. The cards show the trend of performance, compared against our 'family' of similar authorities and the English Average, and some narrative to describe actions managers are taking to manage improvement.
- 3 Although the corporate performance system is a useful tool, it measures performance against the annual target set by managers rather than benchmarking nationally. Hence some indicators may appear to struggle to meet a 'stretch' target, yet still be better than most other local authorities (eg C29)
- 4 The number of households receiving intensive home care is no longer a national indicator, but CQC remain interested in performance, and have made comments in their annual inspection of the council. Herefordshire has improved from a low base over the past 2 years, but further service improvement may not drive better statistics for this indicator. The

success of telecare and self directed support, and the predicted impact of better access to reablement services will reduce dependency on the delivery of high volumes of home care hours, but will meet needs and provide better value for money.

- 5 The number of Adults with learning disabilities 'helped to live at home' is also improving from a low base, and is now being driven by a programme of reviews to try to provide supported living options for those people currently in residential placements out of the county.
- 6 The number of people supported to live independently through social care (NI 136) is the key indicator for the directorates, but has not previously recorded all the activity going on, particularly with respect to the work commissioned from the 3rd sector for older people. We anticipate that Herefordshire performance will be comparable with other local authorities once the data is refined.
- 7 Self directed support is negatively impacted by previously low performance on delivering take up of direct payments, despite adequate performance in take up of individual budgets. However, scrutiny should note that recent evaluation would seem to show that although people with high dependencies/ high cost packages of care can achieve better quality of life and better value for money using individual budgets, those service users and carers with low dependencies/ lower cost packages of care achieve better quality of life but at a significantly higher cost than traditional services. Efforts will be focused on those with high dependency, but lower dependencies may present real financial challenge in the current economic downturn. The target from Department of Health to achieve 30% of service users and cares on IB may not be possible unless we review the interpretation of this indicator
- 8 Recording services for carers is currently under review, but it is anticipated that a new post focusing on carers services, the developing commissioning strategy for carers services, and the recommendations of the carers scrutiny of services will be able to drive rapid improvement.
- 9 Admission of older people to residential care is still causing difficulties in reconciling data from different systems. I cannot have confidence in this data at this time
- 10 Care management indicators eg (D40 clients receiving a review) have been impacted by the rise in referrals on adult safeguarding and the need to review current service users living in Homes rated 'poor' by CQC. During 09/10 so far, four Homes and one care agency have been identified as a 'poor', or in danger of getting that rating. Additionally, staffing pressures have negatively impacted on performance although recruitment is expected to improve the situation very soon.
- 11 Adult safeguarding measures (time from referral to strategy discussion) are improving but the implementation of new procedures will clarify expectations for staff and drive higher performance.
- 12 Overall, early indications from the CQC 2009 inspection are that they have recognised real improvements in the robustness of management, performance and programme management, and commissioning and contract strategy. Their rating will be available later in the year
- 13 A recovery plan for Regeneration has been agreed which should enable the Directorate to achieve a balanced budget, however Homelessness remains a volatile area where increases can occur due to external pressures. The position will continue to be monitored closely and further action will be taken if required

Financial Implications

- 14 The directorates continue to experience considerable difficulty in reconciling activity and finance data, so the financial implications are as yet not clear. At the point of writing, it is hoped a new solution will be available this financial year.

Legal Implications

- 15 None

Consultees

- 16 Not applicable

Appendices

- 17 Appendix 1 – report cards

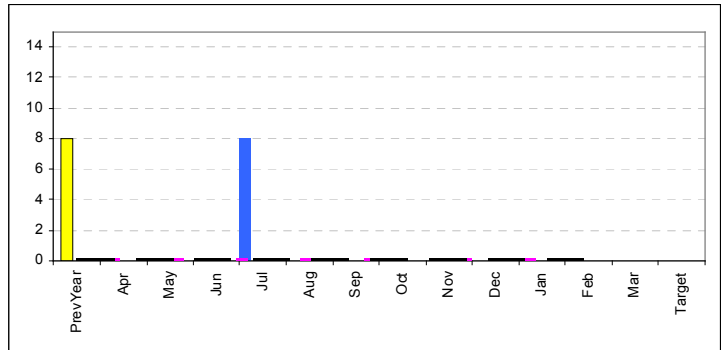
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C28

Title:- Intensive home care

Definition:- Households receiving intensive home care per 1,000 population aged 65 or over.

Manager:- Sara Keetley



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
This years performance:-				8.02									
Last year performance:-	7.5	7.5	7.5	7.5	7.5	8.02	8.02	8.02	8.02	8.02	8.02	8.02	
Forecast performance:-													
Comparator Family:-													
England:-													
Households:-													
Last year:-	271	271	271	271	271	291	291	291	291	291	291		
Direction:-	↑		↑	↑									
Outturn 07/08:-	8.02												
Target 08/09:-													

For 2008-2009 there were 291 households measured as having intensive home care during the survey week.

This represents an increase of 21% over the past two years.

At the same time the uptake of Direct Payments (C51) has lead to a potential loss of some 123 clients who are estimated as having the equivalent payments to that of intensive home care provision.

During the same two year period Telecare Service has gone from zero clients to 550.

It is estimated 25 of the Telecare Service clients would have had intensive home care packages because the number of client contact hours and visits has fallen below the required trigger level of 5 or more visits and more that 10 hours of contact.

Taking both these factors into account the total number of households likely to be included as receiving intensive home care is 439 moving performance from the reported 8.02 to 12.09.

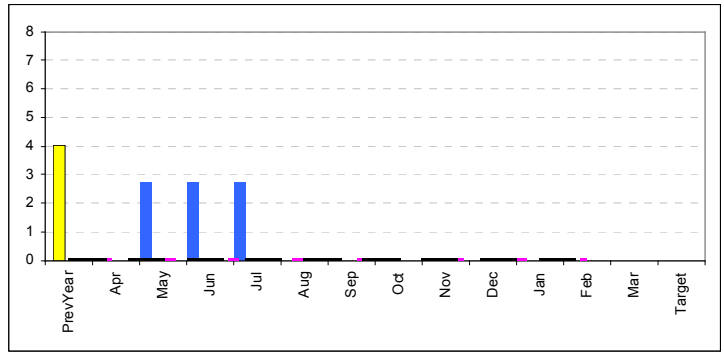
For future reporting of this indicator planned service as at the 31st March will become the measure planned rather than actual delivered services for a survey week in September.

C29 Included in NI 136

Title:- Adults with physical disabilities helped to live at home.

Definition:- Adults with physical disabilities helped to live at home per 1,000 population aged 18-64.

Manager:- Sara Keetley



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
This years performance:-		2.74	2.74	2.74									
Last year performance:-	3.24	3.37	3.44	3.37	3.48	3.51	3.52	3.52	3.52	2.89	2.85	4.03	
Forecast performance:-													
Comparator Family:-													
England:-													
Clients:-		289	289										
Last year:-	340	353	360	353	365	368	369	369	369	303	300	425	
Direction:-			↓	↓									
Outturn 07/08:-	4.03												
Target 08/09:-													

We believe this apparent drop is because the number of service users being counted is very small, so a minor change can seem to have a disproportionate effect.

Indicators C29, C30, C31 and C32 are reported as single indicator

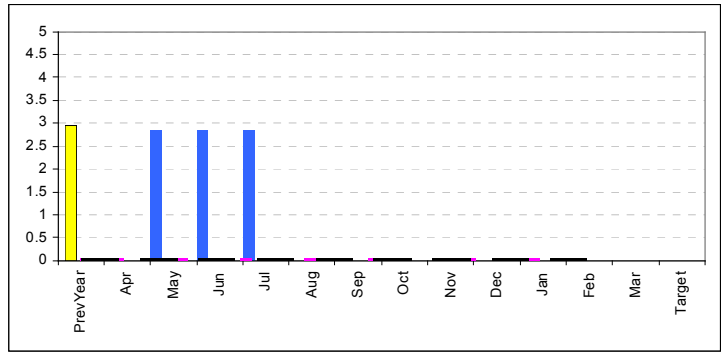
NI136 People supported to live independently through social services (all ages)

C30 Included in NI 136

Title:- Adults with learning disabilities helped to live at home

Definition:- Adults with learning disabilities helped to live at home per 1,000 population aged 18-64.

Manager:- Billy McAlinden



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
This years performance:-		2.84	2.84	2.84									
Last year performance:-	2.89	2.9	2.92	2.93	2.9	2.91	2.89	2.9	2.9	2.9	2.96	2.94	
Forecast performance:-													
Comparator Family:-													
England:-													
Clients:-		299	289										
Last year:-	303	304	306	307	304	305	303	303	303	304	312	310	
Direction:-			↓	↓									
Outturn 07/08:-	2.94												
Target 08/09:-													

Indicators C29, C30, C31 and C32 are reported as single indicator

NI136 People supported to live independently through social services (all ages)

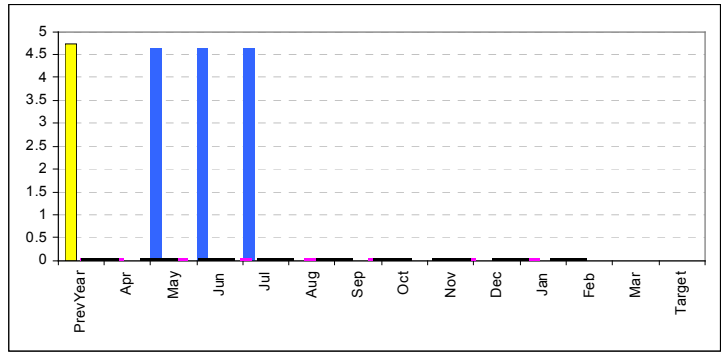
Herefordshire is still more dependent on residential care than other local authorities, but the implementation of the Midland Heart contract has already had a beneficial effect and the strategy for LD will continue to provide more supported living opportunities by finding local solutions close to home instead of institutional and often out of county placements.

C31 Included in NI 136

Title:- Adults with mental health problems helped to live at home.

Definition:- Adults with mental health problems helped to live at home per 1,000 population aged 18-64.

Manager:- Sara Keetley



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
This years performance:-		4.65	4.65	4.65									
Last year performance:-	4.17	4.2	4.22	4.2	4.25	4.4	4.77	4.4	4.4	4.75	4.72	4.73	
Forecast performance:-													
Comparator Family:-													
England:-													
Clients:-		490	490										
Last year:-	437	440	442	440	445	461	500	500	500	498	498	499	
Direction:-			↓	↓									
Outturn 07/08:-	4.73												
Target 08/09:-													

Although this indicator is being stretched to reach its target, performance is already better than most other local authorities

Indicators C29, C30, C31 and C32 are reported as single indicator

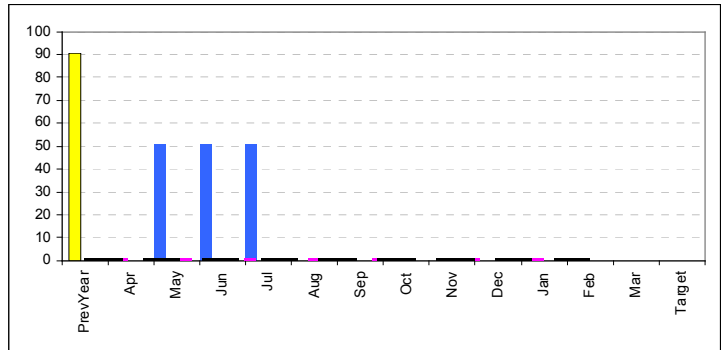
NI136 People supported to live independently through social services (all ages)

C32 Included in NI 136

Title:- Older people helped to live at home.

Definition:- Older people helped to live at home per 1,000 population aged 65 or over.

Manager:- Sara Keetley



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
This years performance:-		51.1	51.1	51.1									
Last year performance:-	56.5	59.67	59.4	58.48	58.8	57.82	59.67	59.7	59.7	53.8	50.46	90.7	
Forecast performance:-													
Comparator Family:-													
England:-													
Clients:-		1884	1884										
Last year:-	2049	2166	2155	2123	2133	2099	2166	2166	2166	1953	1862	3347	
Direction:-			↓	↓									
Outturn 07/08:-	90.7												
Target 08/09:-													

Indicators C29, C30, C31 and C32 are reported as single indicator
NI136 People supported to live independently through social services (all ages)

The main services currently included within this indicator are:-

- Domiciliary care • Day opportunities • Maintained Equipment • Telecare • Meals • Short term residential/nursing care • Transport
- Rehabilitation/ Intermediate care • Direct Payments • Professional support • Individualised budgets

Supporting People Clients who have the Careline alarm system are a potential addition to this client base.

There are 630 clients in receipt of this service of which 365 are already clients of Social Care.

Work is in hand to include the additional 265 clients

Other sources used for this indicator at the end of each year, which are not recorded on the Client Index system, (CLIX – Framework) and which are added manually to the figures are:-

- Village Warden scheme • Able (within 6 weeks of year end) • Private Sector Housing (major adaptations) • Talking Books • Maintained equipment • Home from Hospital • Promoting Independence • Minor adaptations (262 clients)

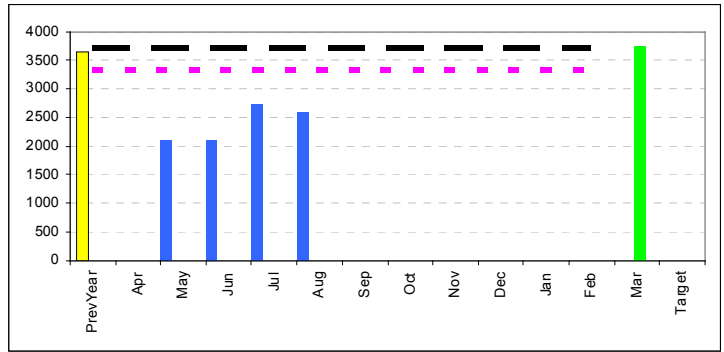
To ensure this additional information can be gathered throughout the year a project is to be set up to assess ways of real time recording of the services.

NI136 LAA Indicator

Title:- People supported to live independantly through social services (all adults)

Definition:- This indicator will measure the number of adults all ages per 100,000 population that are assisted directly through social services assessed/care planned, funded support to live independently, plus those supported through organisations that receive social services grant funded services.

Manager:- Sara Keetley



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
This years performance:-		2102	2102	2724	2598								3736
Last year performance:-													
Forecast performance:-													
Comparator Family:-		3715											
England:-		3330											
Clients:-		2962	2962	3843									
Last year:-													
Direction:-			↓	↓									
Outturn 07/08:-		3635											
Target 08/09:-		3736											

This is the key indicator for the directorates and is supported by a programme of activity to ensure all vulnerable adults are assisted to reach their maximum level of independence

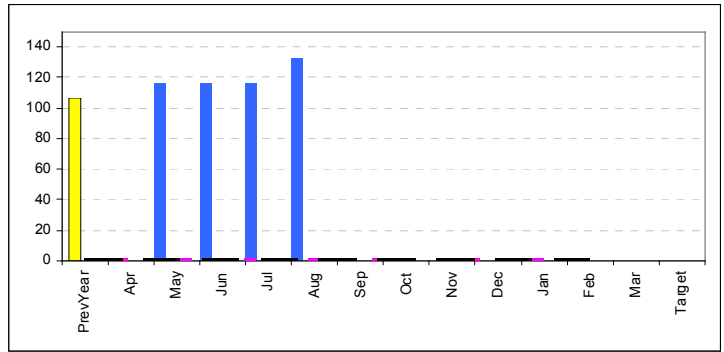
- This indicator replaces:-
- C29 Adults with physical disabilities helped to live at home.
 - C30 Adults with learning disabilities helped to live at home
 - C31 Adults with mental health problems helped to live at home.
 - C32 Older people helped to live at home.

C51 Included in NI130

Title:- Direct payments

Definition:- Adults and older people receiving direct payments at 31 March per 100,000 population aged 18 or over (age standardised). This is a weighted average of four indicators which are calculated separately. The weight for each indicator is the percentage of the population of England aged 18 and over that falls into the relevant age group (this achieves the age standardisation).

Manager:- Sara Keetley



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
This years performance:-		116	116	116	133								
Last year performance:-	95.04	96.02	96.03	95.52	96.82	101	103.1	103.8	103.3	101.9	105.6	106.3	
Forecast performance:-													
Comparator Family:-													
England:-													
Clients:-		165	165										
Last year:-	136	137	137	136	138	144	147	148	147	145	152	151	
Direction:-			↑	↑									
Outturn 07/08:-	106												
Target 08/09:-													

This indicator is counted as per definition for 2008/09 i.e. those clients on the books to receive direct payment on the last day of the financial year.

C51 does not include Direct Payments for carers.

NI130 (Social Care Clients receiving self directed support) will replace it but for 08/09 includes only the following:-

All people over the age of 18, including carers, who have received a direct payment or individual budget at any time in the year.

Data for this indicator is provided directly from Finance as a consequence of Panel.

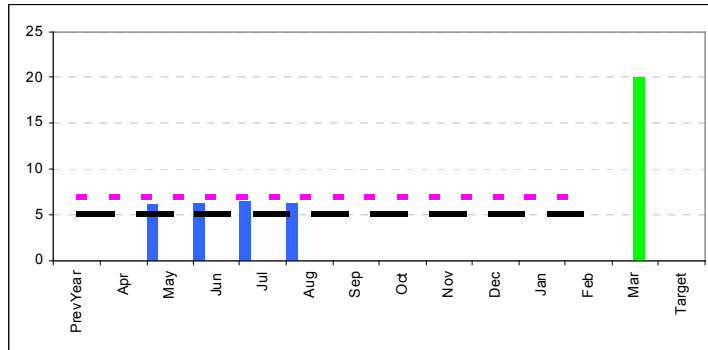
From 2009/10 onwards indicator NI130 will measure all clients receiving self directed support.

NI130 LAA Indicator

Title:- Social care clients receiving Self Directed Support (Direct payments and Individualised Budgets)

Definition:- Number of adults, older people and carers receiving self directed support in the year to 31st March as a percentage of clients receiving community based services and carer's specific services aged 18 or over.

Manager:- Wendy Fabbro



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
This years performance:-		6.1	6.32	6.38	6.32								20
Last year performance:-													
Forecast performance:-													
Comparator Family:-	5.2												
England:-	7												
Percentage		227	244	256									
Last year:-													
Direction:-			↓	↓									
Outturn 07/08:-	131												
Target 08/09:-	20												

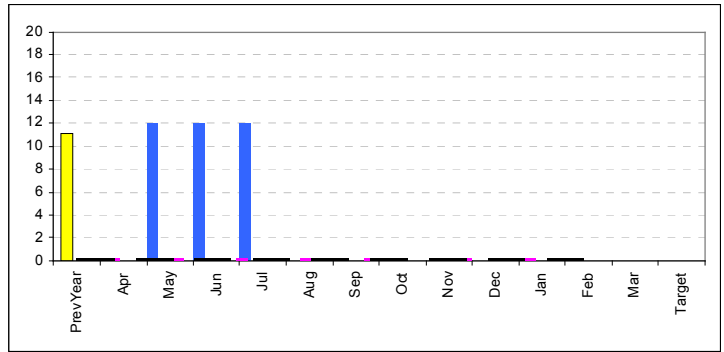
The indicator forms part of the Local Area Agreement and as such has stretching target set for 2009/10 and 2010/11 requiring us to provide self directed support service to at least 30% of our clients (1600 clients)

C62 Included in NI 135

Title:- Services for carers.

Definition:- The number of carers receiving a 'carers break' or a specific carers' service as a percentage of clients receiving community based services.

Manager:-



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
This years performance:-		12	12	12									
Last year performance:-	11.5	11.3	12.74	12.51	12.44	11.97	13.09				9.88	11.13	
Forecast performance:-													
Comparator Family:-													
England:-													
Clients:-		398	398										
Last year:-	370	402	470	478	509	516	620				502	596	
Direction:-			↑	↑									
Outturn 07/08:-	11.1												
Target 08/09:-													

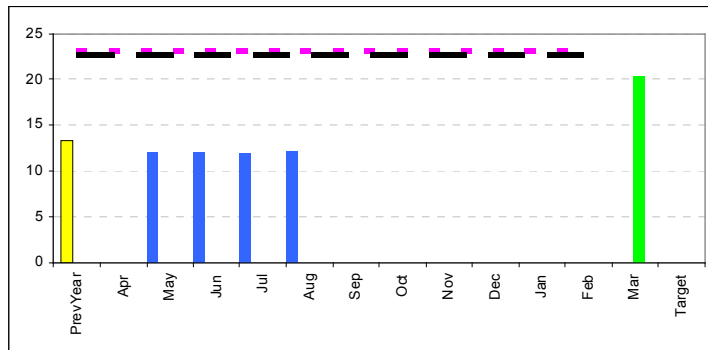
Redesign of the Commissioning Strategy will ensure that next year an improvement across the board for services users and in particular outcomes for carers.

NI135 LAA Indicator

Title:- Carers receiving a needs assessment or review and specific carer's service or advice at

Definition:- The number of carers whose needs were assessed or reviewed by the council in a year who received a specific carer's service, or advice and information in the same year as a percentage of people receiving a community based service in the year.

Manager:- Sara Keetley



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
This years performance:-		12	12	11.9	12.1								20.4
Last year performance:-													
Forecast performance:-													
Comparator Family:-	22.6												
England:-	23												
Clients:-		398	398	426									
Last year:-													
Direction:-			↓	↓									
Outturn 07/08:-	13.3												
Target 08/09:-	20.4												

This is a new indicator and has caused some difficulties in terms of recording activities accurately and comprehensively. The Carers commissioning strategy and the reviewed Herefordshire Carers support contract (supported by the Scrutiny review of carers services) will drive further improvements

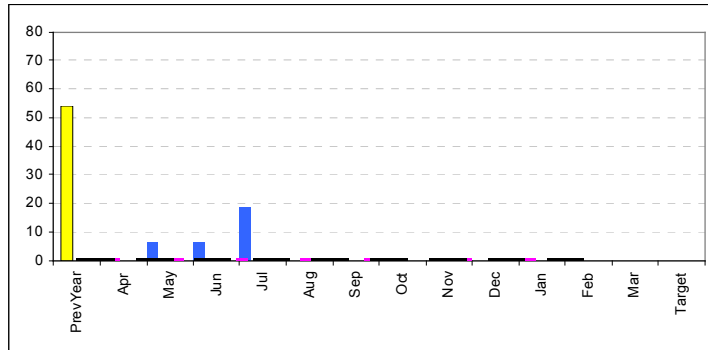
□

C72

Title:- Older people aged 65 or over admitted on a permanent basis in the year to residential or nursing care.

Definition:- Older people aged 65 or over admitted on a permanent basis in the year to residential or nursing care.

Manager:- Denise Hawkins



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
This years performance:-		6.5	6.5	18.7									
Last year performance:-	2.48	8.54	9.64	12.4	16.5	20.39	28.1	35	40	41.32	41.19	53.93	
Forecast performance:-													
Comparator Family:-													
England:-													
Clients:-		24	24	69									
Last year:-	9	31	35	45	60	74	102	102	102	150	152	199	
Direction:-			↑	↑									
Outturn 07/08:-	53.9												
Target 08/09:-													

The council has struggled to provide accurate commitment accounting information that can match activity and expenditure (currently recorded on 4 separate systems) At the point of writing we believe a solution may have been found

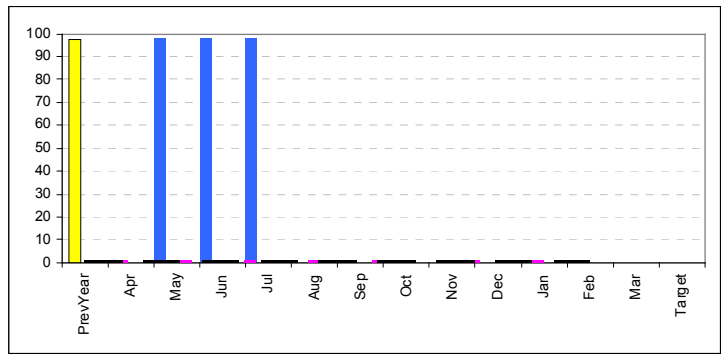
Essential that progress within the Herefordshire Connects project delivers integrated financial aspects of client services.

D39

Title:- Percentage of people receiving a statement of their needs and how they will be met.

Definition:- The percentage of adults and older people receiving a statement of their needs and how they will be met.

Manager:- Denise Hawkins



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
This years performance:-		98.2	98.2	98									
Last year performance:-	96.7	96.9	96.2	96.67	96.3	96.25	94.9	95	95	91.14	89.69	97.19	
Forecast performance:-													
Comparator Family:-													
England:-													
Clients:-		4048	4048										
Last year:-	3690	4031	3901	4260	4498	4700	5021	5021	5021	5615	5331	6062	
Direction:-			↑	↑									
Outturn 07/08:-	97.2												
Target 08/09:-													

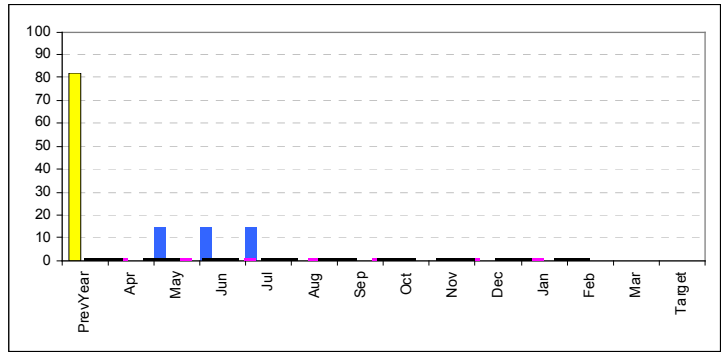
This is good performance, and is maintained by robust management

D40

Title:- Clients receiving a review.

Definition:- Adult and older clients receiving a review as a percentage of those receiving a service.

Manager:- Denise Hawkins



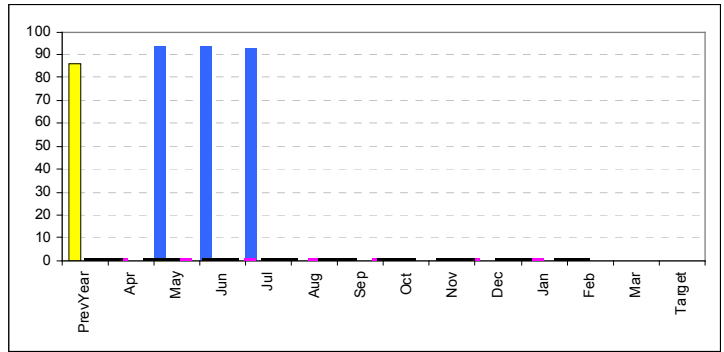
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
This years performance:-		14.8	14.8	14.8									
Last year performance:-	10.81	20.32	27.54	34	41.1	45.7	55.71	60	65	69.31	55.55	81.67	
Forecast performance:-													
Comparator Family:-													
England:-													
Clients:-		608	608										
Last year:-	440	898	1256	1597	2042	2376	3137	3137	3137	4315	3339	5094	
Direction:-			↓	↓									
Outturn 07/08:-	81.7												
Target 08/09:-													

D55 Included in NI 132

Title:- Acceptable waiting times for assessments.

Definition:- For new older clients, the average of (i) the percentage where the time from first contact to contact with the client is less than or equal to 48 hours(that is, 2 calendar days), and (ii) the percentage where the time from first contact to completion of assessment is less than or equal to four weeks (that is, 28 calendar days).

Manager:- Denise Hawkins



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
This years performance:-		93.4	93.4	93									
Last year performance:-	87.43	86.95	86.93	89.19	88.7	88.03	88.93	89	89	63.52	86.25	85.98	
Forecast performance:-													
Comparator Family:-													
England:-													
Ratio of clients:-		88.26	88.26										
Last year:-	88.82	86.5	85.54	88.28	87.6	87.3	88.21	88.21	88.21	59.61	84.18	86.38	
Direction:-			↑	↑									
Outturn 07/08:-	86												
Target 08/09:-													

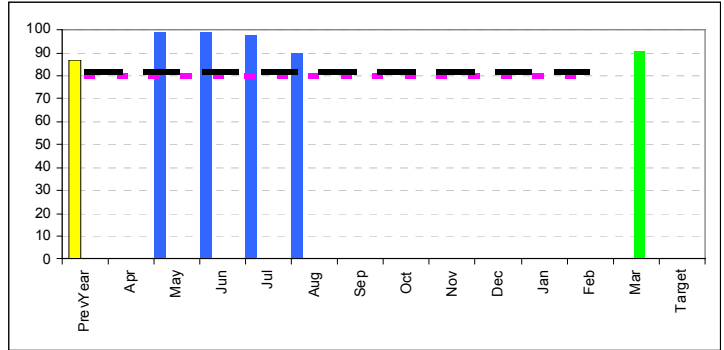
Although this performance is good, pressure on staff is growing, and this achievement will be hard to maintain

NI132

Title:- Timeliness of social care assessments (all adults)

Definition:- Acceptable waiting times for assessments: For new clients (aged 18+), the percentage from where the time from first contact to completion of assessment is less than or equal to four weeks

Manager:- Denise Hawkins



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
This years performance:-		98.9	98.9	98	90								91
Last year performance:-													
Forecast performance:-													
Comparator Family:-	81.8												
England:-	80												
Clients:-		272	272										
Last year:-													
Direction:-			↑	↑									
Outturn 07/08:-	86.8												
Target 08/09:-	91												

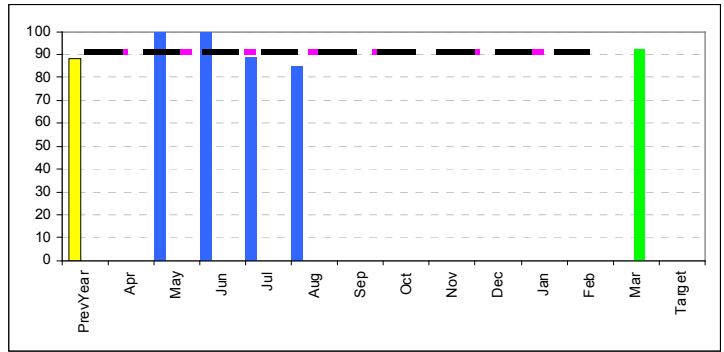
We are confident that we will achieve the target

NI133

Title:- Timeliness of social care packages following an assessment

Definition:- Acceptable waiting times for delivery of care packages following assessment: For new clients (For 2008/09: Adults aged 65+, from 2009/10 Adults all ages 18+) the percentage for whom the time from completion of assessment to provision of all services in the care package is less than or equal to 4 weeks.

Manager:- Denise Hawkins



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
This years performance:-		100	100	89	85								92
Last year performance:-													
Forecast performance:-													
Comparator Family:-		91											
England:-		91											
Clients:-		36	36										
Last year:-													
Direction:-			↑	↑									
Outturn 07/08:-		88.2											
Target 08/09:-		92											

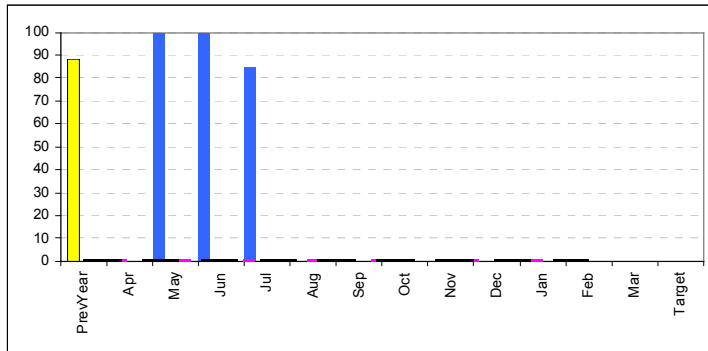
This indicator is impacted by transitions cases that 'stretch' the period from assessment to delivery of services for young adults. A new panel for allocating resources 'streamlined' processes and will prevent unnecessary delays, although delays can be caused by service users wanting time to make their choices of service to meet their needs

D56

Title:- Acceptable waiting times for care packages.

Definition:- For new older clients, the percentage for whom the time from completion of assessment to provision of all services in the care package is less than or equal to 4 weeks.

Manager:- Denise Hawkins



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
This years performance:-		100	100	85									
Last year performance:-	77.14	89.36	93.33	80.9	83.2	84	82.25	83	83	83	81.43	88.16	
Forecast performance:-													
Comparator Family:-													
England:-													
Clients:-		31	31										
Last year:-	27	42	70	212	302	346	533	533	533	533	693	767	
Direction:-			↓	↓									
Outturn 07/08:-	88.2												
Target 08/09:-													

This indicator has been affected by staffing problems and is expected to improve

Adult Safeguarding

The measurement of this indicator has been reviewed in the light of partnership arrangements.

In future the measurement will be from the date of referral until the strategy development which should be within 7 working days.

The change in measurement will take place following implementation of changes to the main computer system for social care (Frameworkki).

The anticipated implementation date of the software amendment and the changes to measurement is expected to be 1st November 2009.

The current measurement is from referral until strategy discussion and performance is currently measured at 36%.

Ref.	Definition	Measured in	2007/08			2008/09			2009/10		
			Target	Actual	DoT	Target	Actual	DoT	Target	Current Position	DoT
A80	Drug misusers sustained in treatment	%		74		Awaiting results from DH annual report					
B11	Intensive homecare as a percentage of intensive home and residential care.	%	22.0	19.8	↑	22	22.1	↑	Not available until 2nd quarter of 09/10		
B12	Cost of intensive social care for adults and older people.	£	<500	528	↑	500	550.97	↓			
B17	Unit cost of home care for adults and older people.	£	15.0	16.8	↑	15.5	16.38	↓			
C28	Intensive home care	Number	8.1	7.5	↑	9	8.02	↑		8.02	↑
C29	Adults with physical disabilities helped to live at home.	Number	6.0	4.8	↓	5	4.03	↓		2.74	↓
C30	Adults with learning disabilities helped to live at home	Number	3.0	2.9	↑	3	2.94	↑		2.84	↓
C31	Adults with mental health problems helped to live at home.	Number	4.4	4.3	↑	4.4	4.73	↑		4.65	↓
C32	Older people helped to live at home.	Number	83.0	81.3	↑	83	90.70	↑		51.06	↓
C51	Direct payments	Number	100.0	97.6	↑	115	106.34	↑		116	↑
C62	Services for carers.	%	12.0	11.5	↑	12	11.13	↓		11.98	↑
C72	Older people aged 65 or over admitted on a permanent basis in the year to residential or nursing care.	Number	70.0	53.2	↑	55	53.93	↓		18.7	↑
C73	Adults aged 18-64 admitted on a permanent basis in the year to residential or nursing care.	Number	1.5	1.5	↑	1.5	0.66	↑		0.38	↑
D37	Availability of single rooms.	%	90.0	95.6	↑	96	99.03	↑		91.8	↓
D39	Percentage of people receiving a statement of their needs and how they will be met.	%	100.0	96.1	↓	100	97.19	↑		98	↑
D40	Clients receiving a review.	%	78.0	78.1	↑	80	81.67	↑		14.75	↓
D41	Delayed transfer of care (interface).	Number	<20	Awaiting results from DH							
D54	Percentage of items of equipment and adaptations delivered within 7 working days.	%	96.0	96.4	↑	97	95.57	↓		92.01	↓
D55	Acceptable waiting times for assessments.	%	90.0	89.6	↑	92	85.98	↓		93	↑
D56	Acceptable waiting times for care packages.	%	85.0	84.7	↑	90	88.16	↑		85	↓
D75	Practice Learning.	Number	15.0	26.0	↑		37	↑	Calculated at end of year		
E47	Ethnicity of older people receiving assessment.	Ratio	1.0	0.7	↓	1	1.1	↑	Calculation under going review		
E48	Ethnicity of older people receiving services following an assessment.	Ratio	1.0	1.0	↓	1	1.0	↓			

Ref.	Definition	Measured in	2007/08			2008/09			2009/10		
			Target	Actual	DoT	Target	Actual	DoT	Target	Current Position	DoT
NI119	Self-reported measure of people's overall health and wellbeing						76		Annual survey in autumn		
NI120	All-age all cause mortality rate	Rate per 100,000 population				637	549.81		625		
NI121	Mortality rate from all circulatory diseases at ages under 75	Rate per 100,000 population				58	63.84		53		
NI122	Mortality from all cancers at ages under 75	Rate per 100,000 population				96	104.83		95		
NI123	16+ current smoking rate prevalence	Rate per 100,000 population				808	355		815		
NI124	People with a long-term condition supported to be independent and in control of their condition	Percentage	Survey to be completed								
NI125	Achieving independence for older people through rehabilitation/intermediate care	Percentage					71.8		75		
NI126	Early access for women to maternity services	Percentage				80	80		96	87.45	↑
NI127	Self reported experience of social care users		Survey to be completed								
NI128	User reported measure of respect and dignity in their treatment								83	Survey to be completed	
NI129	End of life care - access to appropriate care enabling people to choose to die at home	Percentage	Survey to be completed								
NI130	Social care clients receiving Self Directed Support (Direct payments and Individualised Budgets)	Rate per 100,000				107	130.77		20	6.38	↓
NI131	Delayed transfers of care from hospitals	Rate per 100,000				30			27	51	↓
NI132	Timeliness of social care assessments (all adults)	Percentage				92	86.78		91	98	↑
NI133	Timeliness of social care packages following an assessment	Percentage				91	88.16		92	89	↑
NI134	The number of emergency bed days per head of weighted population	Number					5440				
NI135	Carers receiving a needs assessment or review and specific carer's service or advice and information	Percentage				17.9	13.31		20.4	11.88	↓
NI136	People supported to live independantly through social services (all adults)	Rate per 100,000				3687	3635		3736	2724.3	↓
NI137	Healthy life expectancy at age 65		Survey to be completed								
NI138	Satisfaction of people over 65 with both home and neighbourhood						89	Survey to be completed			
NI139	The extent to which older people receive the support they need to live independently at home						33	Survey to be completed			
NI141	Number of vulnerable people achieving independent living	Number					98.19	Awaiting results from central government			
NI142	Number of vulnerable people who are supported to maintain independent living	Number				99.24	90.48		97.75		

New indicators from 08/09 onwards



MEETING:	ADULT SOCIAL CARE AND STRATEGIC HOUSING SCRUTINY COMMITTEE
DATE:	2 OCTOBER 2009
TITLE OF REPORT:	COMMITTEE WORK PROGRAMME
REPORT BY:	DEMOCRATIC SERVICES OFFICER

CLASSIFICATION: Open

Wards Affected

County-wide.

Purpose

To consider the Committee's 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.

Introduction and Background

1. Members were informed in July that the Strategic Monitoring Committee had met informally to consider the findings of the external healthcheck of the scrutiny function, undertaken by the Leadership Centre, some of which related to the content of annual work programmes. As part of this process, all Members of the Scrutiny Committees and the Executive were invited to attend a facilitated scrutiny event on the 8th September. The focus of which was on developing the external focus of the Scrutiny Work programmes whilst taking account of public sector challenges and corporate priorities. After a discussion of two questions: What are the issues that matter to the people of Herefordshire? and What are the issues that we (O&S) should be looking at?, a list of topics was produced. A prioritisation exercise was then undertaken which produced the following top five priorities: Housing Related issues, Youth, Communication, Safeguarding and Transport. Further discussion took place at an informal Strategic Monitoring Committee meeting on the 21st September in order to refine the focus of work on these topics.
2. Proposals will be brought forward to Members for consideration, and Work Programmes of all the Scrutiny Committees will need to be reconsidered in the light of these discussions. The Committee should have the opportunity to consider a revised work programme at its next meeting
3. Pending the outcome of the above work, a report on the Committee's current work programme will be made to each scheduled meeting of this Scrutiny Committee. A copy of the work programme is attached as an appendix.

Further information on the subject of this report is available from David Penrose, Democratic Services Officer on (01432) 383690

4. The programme may be modified by the Chairman following consultation with the Vice-Chairman and the Directors in response to changing circumstances.
5. Should any urgent, prominent or high profile issue arise, the Chairman may consider calling an additional meeting to consider that issue.
6. A number of other possible issues for consideration have been logged and depending on the Committee's further instructions may be added to the programme as it is further developed. The issues are listed at the foot of the programme.
7. Should Members become aware of any issues they consider may be added to the scrutiny programme they should contact the Democratic Services Officer to log the issue so that it may be taken into consideration when planning future agendas or when revising the work programme.

Background Papers

- None identified.

Adult Social Care and Housing Scrutiny Committee Work Programme 2009/10
Work Programme Presented for Consideration on 2 October 2009

14 December 2009	
Items	<ul style="list-style-type: none"> • Budget • Performance Monitoring • Joint Commissioning – progress report • Safeguarding Board, Adult Social Care – Improvement Programme • Strategic Housing Service Homelessness Alleviation Schemes • Review of Cabinet's Response to the Joint Scrutiny Review Of The Transition From Leaving Care To Adult Life
Scrutiny Reviews	Scoping Statement – Transfer from hospital to Home
25 January 2010	
Items	<ul style="list-style-type: none"> • Budget • Performance Monitoring • Review of Cabinet's Response to the Scrutiny Review of the Support to Carers in Herefordshire.
Scrutiny Reviews	
31 March 2010	
Items	<ul style="list-style-type: none"> • Budget • Performance Monitoring • Joint Commissioning – progress report • Review of Cabinet's Response to the Carers' Review
Scrutiny Reviews	
Other issues	
<ul style="list-style-type: none"> • Home Care Services 	

Further additions to the work programme will be made as required

