

AGENDA

Adult Social Care and Strategic Housing Scrutiny Committee

Date: **Wednesday 31 March 2010**

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

Membership

Chairman	Councillor PA Andrews
Vice-Chairman	Councillor AE Gray
	Councillor ME Cooper
	Councillor H Davies
	Councillor BA Durkin
	Councillor MJ Fishley
	Councillor KS Guthrie
	Councillor MD Lloyd-Hayes
	Councillor JE Pemberton
	Councillor GA Powell
	Councillor RV Stockton

Non Voting	Mr R Kelly	(Voluntary Sector Representative)
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AGENDA

		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.	
4.	MINUTES To approve and sign the Minutes of the meeting held on 25 January 2010.	1 - 6
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.	PROCUREMENT OF MENTAL HEALTH SERVICES To provide an update on the Mental Health Procurement Project being undertaken by NHS Herefordshire and Herefordshire Council.	7 - 10
7.	UPDATE ON THE EXECUTIVE'S RESPONSE TO THE REVIEW OF TRANSITION FROM LEAVING CARE TO ADULT LIFE To update the Committee on progress made since the action plan that was produced on the Review of Transition from Leaving Care to Adult life on 19 December 2008.	11 - 28
8.	REVIEW OF CABINET'S RESPONSE TO THE SCRUTINY REVIEW OF THE SUPPORT TO CARERS IN HEREFORDSHIRE To consider Cabinet's response to the recommendations made to it in the Scrutiny Review of Carers' Services in Herefordshire.	29 - 44
9.	BUDGET MONITORING 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 31 st January 2010. The report provides the variations against budget and a projected outturn for the year.	45 - 52
10.	ADULT SOCIAL CARE PERFORMANCE MONITORING 2009/10 To report on the national performance indicator positions and other performance management information for the Adult Social Care Division within the Joint Commissioning Directorate.	53 - 62
11.	COMMITTEE WORK PROGRAMME To consider the Committee's Work Programme	63 - 66

PUBLIC INFORMATION

HEREFORDSHIRE COUNCIL'S SCRUTINY COMMITTEES

The Council has established Scrutiny Committees for Adult Social Care and Strategic Housing, Children's Services, Community Services, Environment, and Health. An Overview and Scrutiny 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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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*

Overview and Scrutiny Committee

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

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- Inspect background papers used in the preparation of public reports for a period of up to four years from the date of the meeting. (A list of the background papers to a report is given at the end of each report). A background paper is a document on which the officer has relied in writing the report and which otherwise is not available to the public.
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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 25 January 2010 at 9.30 am

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

Councillors: ME Cooper, H Davies, BA Durkin, MJ Fishley, KS Guthrie,
MD Lloyd-Hayes, JE Pemberton, GA Powell and RV Stockton

In attendance: Councillors LO Barnett, WLS Bowen and PJ Edwards

164. APOLOGIES FOR ABSENCE

There were no Apologies for Absence.

165. NAMED SUBSTITUTES

There were no named substitutes.

166. DECLARATIONS OF INTEREST

There were no Declarations of Interest.

167. MINUTES

RESOLVED: That the minutes of the meeting held on 14th December 2009 be confirmed as a correct record and signed by the Chairman.

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

There were no suggestions from Members of the Public for issues for future scrutiny.

169. REVENUE BUDGET MONITORING REPORT 2009/10

The Committee received a report on the financial position for Adult Social Care and Strategic Housing revenue budgets for the period to 30 November 2009.

The Principal Accountant reported that the overspend for social care stood at £2.6m an increase from the previous month of 120k. This had largely been caused by an increasing demand on homecare within Learning Disabilities and Older People as a result of a combination of additional hours which had been approved at panel following reassessment as well as increasing client volume and needs. There were still a number of residential voids which were being brought to panel to ensure that those places were filled first.

The Principal Accountant went on to say that in order to deal with the financial pressures faced by the Community Equipment Store, a number of small items would be removed from the list of equipment provided by the Store where these could be bought locally at minimal cost. These items were, on average, under £10. The Store was in the process of producing an explanatory leaflet which would inform clients where to purchase these small items. By 1st April purchase order processing for the Store would go on-line, which would provide managers with more accurate information.

The Principal Accountant went on to say that there were a number of actions within the recovery plan which were currently being worked on. For example, out of County placements had been reviewed and as a result, Monmouthshire and North Somerset had agreed a one-off backdated payment to the Council of £125k. Social workers were working with three clients within high cost residential care with a view to moving them into supported accommodation which would have an annual financial saving of £120k. At this point in the year many of the recovery actions were not likely to have a significant impact on the outturn for 2009/10. However the full year affect is likely to contribute to a more stable position for 2010/11.

Within the Strategic Housing Service, there continued to be a reduction in the number of homeless clients placed within bed and breakfast accommodation. The number of singles has reduced by 5 due to the transfer of clients into temporary accommodation.

In the ensuing discussion, the following points were made:

- A Member pointed out that it was important that Social Workers should notify people going into homes that they were liable for residential care fees. The Associate Director of joint Commissioning added that there would be a more robust process in place in order to ensure that those who were able to pay for their care did in fact pay for it. The principle was enshrined in UK legislation under the Charging for Residential Accommodation Guide (CRAG) 2009
- In reply to a question from a Member, the Associate Director of Joint Commissioning said that the public would be provided with a leaflet which outlined where the small items that had previously been held in the Community Equipment Store could be purchased. There would be a target cost of less than £10 for each item.
- In reply to a question from a Member, the Principal Accountant said that she felt almost 100% confident that all the figures for the packages in the report were correct. The Associate Director of Joint Commissioning added that there a legacy of data was being dealt with that had to be cleaned. There were a number of staff working to ensure that all payments to Frameworki matched, and that the data was cross referenced. The Service would be in a much better position in the next financial year.

The Associate Director of Joint Commissioning went on to say that the technology that was being invested in was fit for purpose. Robust Electronic Home Care monitoring systems and Frameworki should both be in place by the next financial year, and she was looking forward to seeing the Home Care Packages linked to financial services. Other authorities had put a similar system in place, and it would sit outside the main Council system so that both Council staff and providers would be able to access it.

RESOLVED:

That;

- a) the current and forecast budget overspend be noted with concern and that the recovery plans to address the situation were supported.**

and;

- b) given the demographic profile of the County and high expectations of a quality services from both Central Government and service users, in order to prevent similar overspends in 2010/11, a substantial increase in the base budget was required.**

170. UPDATE ON HOMELESSNESS PERFORMANCE

The Committee received a report on progress towards the achievement of national performance indicator targets and other local performance indicators for the Homelessness Services.

The Head of Strategic Housing Service reported that the Service used a number of indicators to measure its performance. The principle one was NI 156 (Number of households in temporary accommodation). The target for 2009/10 and 2010/11 was 82, from a baseline of 163 that had been set in December 2004. A number of initiatives that were being put in place meant that he was confident that the Service would achieve its target by Year-end.

The Head of Strategic Housing Service went on to report that the Service also reported against (BVPI 213 Homelessness Prevention). Under this indicator, the number of households assisted under the 1996 Housing Act had increased from 536 in 2008/09 to 621 in 2009/10. The proportion of cases in which homelessness had been prevented had risen from 43% to 47%. Overall homelessness was prevented in 397 cases during 2009/10 compared to 289 in the previous calendar year.

He went on to say that the number of people presenting as homeless per quarter had increased as the year has gone on from 94 at the end of Quarter 1 to 110 at the end of Quarter 3. The number of acceptances had reduced slightly. As at 8 January 2010, Homelessness Prevention Officers were dealing with 426 active prevention cases. This represented a significant number of cases and was due in part to changes in service delivery including improving face-to-face access for customers to Housing Advice Service.

In the ensuing discussion, the following points were made:

- In reply to a question from a Member regarding the rise in homelessness as a result of the violent breakdown of relationships, the Head of Strategic Housing said that the Community Safety Partnership Team were focusing on domestic violence. Unfortunately the patterns of behaviour inherent in those involved in these cases meant that they were likely to return to an abusive relationship. There was a sanctuary scheme in Herefordshire which provided secure rooms in the houses of potential victims of domestic violence.
- A Member congratulated the Homelessness Team on their work, but pointed out that there was still a great deal of overcrowding in homeless accommodation.

RESOLVED:

That;

- (a) the report be noted;**
- and;**
- (b) areas of concern continue to be monitored.**

171. REVIEW OF HOUSING ALLOCATION

The Committee received the Housing Allocations Policy, as recommended by the Home Point Partnership Review Group. The Head of Strategic Housing Services reported that the Scrutiny Review of the Homepoint Allocations Policy had identified a number of policy suggestions for consideration, and the policy before the Committee was still in draft form.

He went on to say that the changes to the Allocations Policy were outlined in the report. Of particular importance was the change to clarify the procedure for officers to add or change bids when applicants to whom the full homelessness duty is owed were not applying regularly for properties, or for suitable properties. The aim was to ensure that applicants worked proactively to secure settled accommodation through Homepoint, and would also help reduce the average length of stay in temporary accommodation.

He went on to say that Policy wording had been added to confirm that a Discharge of Homeless Duty could be achieved through an allocation by a private landlord to a property through an Assured Shorthold Tenancy. This would ensure that applicants were aware that best use was being made of all available housing options for discharging homelessness duty. In addition, preference given to those needing adapted properties for medical need had been strengthened. The policy aimed to ensure applicants were clear that their suitability for an adapted property could override relative banding. Registered Providers were increasingly consulting with Occupational Therapist's in matching adapted property to suitable applicants, and the Review Group wished to see the appropriate letting of adapted property maximised.

In the ensuing discussion, the following points were made:

- In reply to a question from a Member, the Home Point Manager replied that the County would be obliged to house young people placed in care in Herefordshire from out of county.
- In reply to a further question, the Home Point Manager said that young people in foster care could expect to be housed from the age of eighteen, and a waiting time was built in for these individuals when they turned seventeen.
- A Member expressed her concern regarding overcrowding, and pointed out that anyone who was above the Silver Band in the current scheme would find it very difficult to successfully bid for accommodation. The Home Point Manager replied that seventeen properties were available each week, and every effort was made to accommodate people on the waiting list, but it was conceivable that many in the Silver and Bronze Bands would not be rehoused. A waiting list system would not improve the situation, as Registered Providers would not allocate people to overcrowded accommodation in order to let a household move from an existing house. There were currently 800 cases in the Silver Band, and 50 cases of overcrowding.
- In reply to a suggestion from a Member, the Head of Strategic Housing said that there were plans for three projects that would provide young people with construction skills whilst renovating empty properties. These were sheltered schemes that provided housing whilst the training was ongoing. The Team would continue to look at opportunities, and would feed ideas into the Homelessness Strategy Group.

RESOLVED: That the report be noted.

172. UPDATE ON THE REVIEW OF THE FAIRER CHARGING POLICY

The Committee received an update on the progress of the review of the Fairer Charging Policy for non-residential care services. The Associate Director of Joint Commissioning reported that a range of services were covered under the umbrella of day care, unlike in the rest of the country. It was important that it should be clear that the eligibility was for day care provided by professional staff, rather than by local clubs. She was not in favour of raising charges for community cohesion clubs in rural areas, as these organisations were an important way to maximise the independence of those who used them.

She went on to say that respite care for carers should not be charged for. The County was heavily dependant on carers, and any charges for respite would be detrimental to their work.

In the ensuing discussion the following points were made:

- A Member pointed out that as older carers lost their benefits at the age of 65, it would be inappropriate to charge carers for day care.
- In reply to a query from a Member, the Associate Director of Joint Commissioning said that charging families a fee for telecare services for older relatives had been considered, and an appropriate level of charge would be considered after further consultation, bearing in mind the extreme sensitivity which surrounded any introduction of charging.

RESOLVED: That the report be noted.

173. JOINT STRATEGIC NEEDS ASSESSMENT 2009

The Committee received a report on the key findings from the Joint Strategic Needs Assessment (JSNA), which was approved by Cabinet on 18 December. The Associate Director of Integrated Commissioning reported that the document represented an important milestone, and provided common ground upon which to commission services.

A Member pointed out that, according to the JSNA, the number of people aged over 85 and over in the County was expected to more than double by 2026 to 10,200. This sort of demographic trend would have a significant impact on future budget for Adult Social Care.

RESOLVED: That the implications of the County's ageing demographic should be recognised, and that provision should be made in future Adult Social Care budgets to address their needs.

174. COMMITTEE WORK PROGRAMME

The Committee noted its Work Programme.

RESOLVED: That the work programme be approved and reported to the Overview and Scrutiny Committee.

The meeting ended at 12.35 pm

CHAIRMAN

MEETING:	ADULT SOCIAL CARE AND STRATEGIC HOUSING SCRUTINY COMMITTEE
DATE:	31ST MARCH 2010
TITLE OF REPORT:	MENTAL HEALTH PROCUREMENT PROJECT
Report By	PROJECT MANAGER

CLASSIFICATION: Open

Wards Affected

County-wide

Purpose

To provide an update on the Mental Health Procurement Project being undertaken by NHS Herefordshire and Herefordshire Council.

Recommendation

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

Introduction and Background

1. The current Herefordshire Mental Health Services are provided by Provider Arm of NHS Herefordshire supported by Herefordshire County Council. Whilst the services provided are satisfactory, the advantages of economies of scale offered by large specialist mental health providers are unavailable. Additionally there are issues of capacity when required to implement national initiatives and governance.

NHS Herefordshire has taken the view that these services would be best provided by a specialist mental health provider who would provide services and take on the staff under a TUPE transfer.

NHS Herefordshire requires its mental health services to reflect its rural environment and must remain as a local service. A franchise or federation model whereby Herefordshire Mental Health is an operating division of a specialist mental health provider is seen as particularly attractive.

In line with the national policy 'Transforming Community Services' ethos, NHS Herefordshire is keen to develop a contractual relationship with their providers, consider what would best meet the future needs of patients and local communities, and develop change mechanisms to support the transformation of services to patients.

Key Objectives

2. The key objectives of the project are:
 - To provide patients with greater access to Mental Health Services;
 - To improve the quality of Mental Health care available to patients;
 - To deliver affordable and Value for Money (VfM) Mental Health services; and
 - To deliver on national initiatives and clinical governance.

Key Issues

3. Herefordshire PCT requires the Provider to address the following key issues throughout the life of the Contract:
 - Access – The services procured must be provided in locations and facilities that meet local patient access preferences.
 - Capacity – The aim of the Procurement is to provide sufficient Mental Health Service capacity and to meet national targets and local commissioning KPIs
 - Quality – Patient-centred services delivered in a safe and effective manner and delivered through a learning environment that includes the training of doctors and other healthcare professionals.
 - Value for Money and Affordable – The Herefordshire Mental Health Service procured through the Procurement must be affordable and provide VfM.
 - Integration – Providers will be expected to integrate with, and positively contribute to, the wider local healthcare community and current integration agenda inc. the acute medical sector, local health and social care community.
 - Technology – The provider is expected to have the ability to integrate technology/systems to support continued partnership working with Hereford Hospitals Trust, Herefordshire Local Authority, Herefordshire PCT and Herefordshire GPs.
 - Governance – the provider is expected to manage and maintain clinical and non clinical governance procedures and systems, adhering to national guidance and supporting local mechanisms.

Mental Health Procurement Project – Board Members

Sue Doheny	Director of Quality and Clinical Leadership
Wendy Fabbro	Associate Director of Integrated Commissioning
Richard Carroll	Managing Directory of Provider Services
John O’Grady	Medical Director – Provider Services
Diane Jones	PCT Non Executive Director
Nigel Seller	PCT Non Executive Director

Progress and Timeline

5. The Mental Health Procurement Project has completed the initial stages of the procurement process resulting in four clear bidders moving into the next phase.

Documentation is being developed and gathered which will support the bidders in their development of a proposal to take on the service. The documentation will be released to the bidders late in January 2010, with an initial draft proposal scheduled for late February 2010.

These initial proposals will be assessed by an Evaluation Team. The Evaluation Team is made up from Herefordshire Commissioners, Providers and Clinical staff from within the service. This team will meet with the bidders to consider their findings and make recommendations.

The bidders will be given equal opportunity to visit the service and meet staff to discuss current practice and procedures. They will also be given the opportunity to discuss corporate issues with HR, IT, Finance etc. This process will run throughout March into April 2010 with a second draft proposal to be assessed by the Evaluation Team.

The final proposal submission date for this Procurement Project is planned for the beginning of May with recommendations going to the PCT Board on 27th May.

Background Papers

None Identified

Meeting:	ADULT SOCIAL CARE AND STRATEGIC HOUSING SCRUTINY COMMITTEE
Date:	31st MARCH 2010
TITLE OF REPORT:	UPDATE ON THE EXECUTIVE'S RESPONSE TO THE REVIEW OF TRANSITION FROM LEAVING CARE TO ADULT LIFE
Report By	SOCIAL CARE, HEALTH & WELLBEING AND CHILDREN'S SERVICES

CLASSIFICATION: Open

Wards Affected

County-wide

Purpose

To update the Committee on progress made since the action plan that was produced on the Review of Transition from Leaving Care to Adult life on 19 December 2008.

Key Decision

This is not a key decision

Recommendations

THAT the Committee:

- (a) notes the report; and
- (b) considers requesting the reconsideration of the decision not to finance a health worker to strengthen the team that work directly with Care Leavers to aid their transition into adult life and sign post them to services.

Reasons for Recommendations

- 1 To enable the Committee to carry out its function in relation to the Adult Care Services and transition from Leaving Care to Adult Life.

Introduction and Background

- 2 A report was produced and presented to the Committee on 19 December 2008. An action plan was appended as Appendix 2 in the original report.

The attached action plan has been reproduced with an additional column that shows the current position and proposed actions. This is Appendix 1 in this report

The same numbering has been used as was in the original report to allow comparisons to be made.

Key Points Summary

- In the period between the producing of the previous report in 2008 and this update being written, there has been virtually a complete change of senior managers for both Safeguarding and Vulnerable Children and for Adult Care Services.
- This change of staff has made it hard to find out what actions have been taken as suggested in the action plan (Updated copy Appendix 1).
- Some actions appear not to have been shared with the appropriated Council Officers and they were surprised and concerned that they were not aware of what had been expected of them.
- Some of the issues identified have been addressed, some the issues have changed or moved on and the remainder have yet to be addressed.
- The restructuring of the Safeguarding and Vulnerable Children's Division of the Children and Young People's Directorate will hopefully enable the workers in the newly formed Looked After Children's Team (Named CHYP Team by the young people in the Children In Care Council) to focus better on the needs of Looked After Children and Care Leavers, particularly as they will not have the conflicting demands of having to manage Child Protection cases as well.
- The transition from Leaving Care to Adult life remains an issue for some care leavers, particularly those with mild to moderate mental health needs and those with mild learning disabilities as they do not meet the eligibility criteria with its necessarily high thresholds to access Adult Care Services.
- The reformed transition strategy group presents an opportunity for those involved to meet to discuss issues and identify solutions. This is due to meet in May 2010.
- The unsuccessful bid for a dedicated health worker to work with care leavers was a missed opportunity to be able to address some of these issues and to be able to sign post these young people to other services.

Alternative Options

- 3 This report is a monitoring report for the committee to scrutinise and comment upon.

Changes since the review was written

Legal Framework

- 4 The Children and Young persons Act (2008) is being phased in. Some of the guidance to some of the bullet points below are out for consultation.

The principal provisions of the 2008 Act are:

- Local authorities will be empowered to enter into arrangements with other bodies in the discharge of its care functions, but may not delegate such functions to other local authorities
- The securing of sufficient and appropriate accommodation for children in local authority care
- An amendment to the duties of local authorities to enable them to appoint Independent Reviewing Officers, such Officers to be independent of the local authority
- Local authorities will be obliged to visit young people in its care
- There will be a designated member of staff at maintained schools whose specific responsibility it will be to promote the educational achievement of children in care who attend that school

- The local authority will have a duty to provide assistance to young persons who are in care or who have recently left care to pursue education and training
- The local authority's power to make cash payments to children in need and their families is extended i.e. this power can be exercised by an authority in circumstances which are not exceptional. (s.24)
- Individuals who are responsible for caring for disabled children can be assisted by being given breaks from their care duties (s.25)
- The Chief Inspector of Education Children's Services and Skills will have enforcement powers in relation to a person who is failing to comply with a requirement relating to a child's home etc.
- The rights of relatives who are entitled to apply for a residence order or a special guardianship order without leave of the court is now extended to include those with whom the child has lived for a continuous period of one year
- A pilot scheme will be established to monitor how local authorities enter into arrangements with other bodies in respect of their care functions: the scheme will commence on the day that s.1(1) of the 2008 Act comes into force and will end on the day that s.4 comes into force, or at the end of the five year period following the Act coming into force, whichever is the earlier

Management of staff

- 5 In the Children and Young People's Directorate management there has been many changes in senior managers particularly within the Safeguarding and Vulnerable Children's division where all the senior managers have been in post for less than 9 months. Similarly Adult Care Services has seen significant changes of senior managers.

Staff Structure

- 6 As a result of this significant change of Senior Managers, a service review of Safeguarding and Vulnerable Children Division is at a formal consultation stage. The review proposes the setting up of a team dedicated to Looked after Children (LAC) and Careleavers. This team will have both Social Workers and Aftercare Workers all in one team. This aim is to build a Looked After service around this team aiming to co-locate this team with the LAC Nurse, CAMHS workers and the education support workers for LAC. This will produce better outcomes for LAC and Careleavers, with smoother transitions from care to leaving care and we hope better preparation for moving to independence.

Current Position in Herefordshire

- 7 Currently the Herefordshire Aftercare team is working with 110 young people. Outcomes for Looked After Children and Young People remain generally positive, but the gap remains when compared with other children and young people in the county.

Accommodation

- 8 The judgement made in Southwark, finding that homeless 16 and 17 year olds should be treated as Looked After if provided with accommodation, has a profound effect on Aftercare services in Herefordshire as they become entitled to these services if Looked After for more than 12 weeks. They then are entitled to advice and support until aged 21 years. Having to find suitable accommodation for these 40 young people who were previously dealt with by Housing and placed in Bed and Breakfast has put pressure on the accommodation available to Care leavers.

Corporate Parent Role

- 9 The Corporate Parenting Strategy for Herefordshire has been rewritten and is in the process of being publicised throughout the Council and NHS. The Strategy defines the role of Corporate Parenting, sets up a Corporate parenting Panel for Herefordshire and contains a three year plan.
- 10 The Strategy also defines the purpose and role of the Children in Care Council, which was re-launched in December 2009, following the successful celebration evening “Shine in 09” held early in December 2009. This group now meets monthly and so far has looked at Herefordshire’s pledge to Children and young people and proposed a name for the Looked After Children’s (LAC) Team and the workers in it.

Possible role for a Virtual Head Teacher

- 11 The Education Liaison Support Service for Looked After Children (LAC) has recently been reviewed and this review is out for informal consultation.
- 12 Amongst the proposals is the creation of a Virtual head of School for LAC, with the role of challenging other Head Teachers to produce good education outcomes for LAC in their school.

Information Technology

- 13 The implementation of a new software package (Frameworkki) took place in November 2008. Following the Laming Report on Baby P, a social work task force was set up. Amongst its recommendations was significant changes to the Integrated Children’s System (ICS) as social workers were struggling with the various IT solutions used to record their work. This has included major changes to the forms used. Herefordshire is about to implement the first of two batches of forms.

The software company has focused on producing a product than can use these revised forms and so an IT solution that can link with the Health System has not yet been produced.

- 14 However, the Lead Nurse for Children in Care and the Designated Doctor are being given access to Frameworkki and information about Looked after Children so they have up to date information about who is Looked After.

Health Issues

- 16 There was a proposal to employ a dedicated health worker for Care leavers. An application for funding was made but turned down. This remains a key issue for transition to adult life as many care leavers have health issues, particularly relating to low to medium mental health which does not meet the eligibility criteria for Adult Mental Health services.

In response to the Statutory Guidance for Promoting the Health and Wellbeing of Looked After Children, Health needs to expand their service to encompass Transitions rather than having a dedicated worker.

- 17 The reasons for this are partly child focussed; the child would have the same team supporting their health from when they come into care until they leave. But it is also service led in that the Lead Nurse for Children in Care would be able to provide supervision and guidance for a Band 5 nurse and the skills of both the Lead Nurse for Children in Care and the Band 5 nurse would be utilised for Looked After Children and those who are in the Transition to adulthood. If there was a dedicated unqualified worker there may be implications in terms of accountability for their practice.

- 18 The Statutory Guidance (2009) makes a compelling case for the need for a high level of input for those leaving care which could not be achieved by an unqualified nurse. On top of this, part of the load for completing the health reviews could be shared, which is quite a time

consuming role as many of the out of County reviews are done in addition. The aim is to engage in public health activity with Looked After Children and Care Leavers as well as one-to-one work.

Thresholds for Children's and Adult Services

- 19 There remain difficulties about transition from being cared for by Children's Services to services provided by Adult Care Services.

Of three recent cases, two experienced or are still experiencing difficulty accessing services from Adult Care. Those who are on the Autistic Spectrum have particular difficulty.

- 20 Adult Social Care is involved in Transitions Work at a strategic level and is well represented at the multi agency operational group. It is at this operational group that information about young people with needs resulting from physical and learning disability as well as mental health issues, is shared and the planning process for the individuals monitored. Should a young person, following assessment, not be eligible for council funded adult social care the operational group would still be able to draw on the knowledge of adult social care for identifying other sources of information and potential support.

- 21 In 2003 the Department of Health (DoH) provided councils with a framework for determining eligibility for adult social care so that there was a more consistent approach across England. (Fair Access to Care Services - FACS) In Herefordshire, eligibility for adult social care is currently for those people with critical and substantial needs only and this is in keeping with most councils. However in 2009, the DoH consulted on FACS and new guidance is expected in February 2010 with an anticipated greater emphasis on prevention and targeted intervention. Our local processes will be revisited in the light of the new guidance

Personal Education Plans

- 21 These are currently being completed by the ELSS with some cases having little ownership by social workers.

- 22 Once the new Looked After Children's team is established the dedicated Social Workers will be expected to have a greater contribution to and ownership of these plans.

Out of County Placements in Herefordshire

- 23 Measuring how many Looked After Children (LAC) from other Authorities are placed in Herefordshire continues to be a problem. Children's Services are now working to hold this information in one place so that numbers can be monitored.

- 24 One of the proposals for the new ELSS is to track these children in Education. Children placed in Herefordshire suddenly appearing at Herefordshire schools often causes a problem due to their significant educational need.

Herefordshire continues to work with the private providers within the County with whom we have a good working relationship. We are encouraging them to advise us when children come to and leave their establishments or provisions.

Service Gaps – Mental Health and Learning Disabilities

- 25 As mentioned above, Care Leavers in transition still have difficulties in being signposted to services to meet their needs arising from either low to moderate mental health issues or mild learning disability. The provision of a health worker to work with these and sign post them on to other services when they move into adult life would address this need.

Individual Budgets

- 26 The extending of the age for compulsory education to 18 and the availability from April 2010 will enable young people to have individual budgets. Children and young people can access a personal education allowance in addition to their fund.

Issues Raised in Work by Young People

Statutory Review Meetings

- 27 Herefordshire Voices project has trained 11 Looked After Children so they can chair, if they wish, their LAC Review. This project is known as U-Chair and several Young people have gone on to Chair their own review. Those that have not have all said that they better understand the purpose of the review and have been more willing to participate.

More training for U-Chair will take place this Spring/Summer. A total of 40 children will be invited to participate.

Changes of Foster Placement

- 28 A significant number of children and young people have to change their placement. This process needs to be managed. We now have a Children's Placement Panel that meets weekly if necessary, and placement moves is part of its remit.

- 29 *Use of bin bags:* A specific policy is in place to prohibit the use of bin bags to transport belongings. Worker seem well informed about this policy

Changes of Social Worker

- 30 With the setting up of a dedicated team for Looked After Children (LAC) many children will have to change their social worker. This process will need to be well managed with formal introductions and hand over visits.

- 31 Other authorities have found that the turn over of social workers and the need for children and young people to change workers decreases significantly once the children and young people are dealt with by a team structured in this way.

Moving into our own flat

- 32 One of the focuses of the new LAC team will be to improve children and young people independence skills prior to them moving to independence. Some young people are choosing to remain with their foster carer when they reach 18 as do other young people in society. We encourage this and convert the placement to supported lodgings.

We also have included in the Corporate parenting Strategy the concept that young people have the right to change their mind.

Moving to Aftercare

- 33 The new Lac team will have both social workers and Aftercare workers in one team with the aim that transition from one worker to the other will be gradual and seamless, and for a period of time the young person will have two workers.

Looked After Children

- 34 When consulted these children and young people who attend the Children in care Council were very clear that they do not want to be called 'Looked After' or 'in care'. This is reflected in their choice of name for the LAC team of Children and Young People's Team (CHYP). They want the social workers in the team to be CHYP Social Workers, and the support workers to be CHYP Support Workers.

Work Opportunities for LAC and Careleavers

- 35 The government are currently launching a project called Care2Work aimed at creating work opportunities for those who we are corporate parents. This Easter the Children in Care Council will look at what help they think they need to help them successfully move into the world of work.

Community Impact

- 36 The work of the Children and Young People's Directorate and Adult Care Services have wide ranging community impacts, benefiting young people and adults across Herefordshire.

Financial Implications

- 37 Other than the funding of a health worker for care leavers, all the other actions and services can be met within existing budgets.

Legal Implications

- 38 The use of budgets including grants must comply with the legal requirements associated with each funding stream and the conditions of specific grants.

Risk Management

- 39 The risks are set out in the body of the report, in terms of the potential unmet needs that some care leavers have as they do not meet the eligibility criteria for Adult Care Services

Consultees

- 40 The Children In Care Council has been consulted about some of the issues raised in this report. They have recently discussed access to Higher Education and have requested more information about the funding available to them if they access these services.

Appendices

Appendix 1 is attached and referred to in the body of the report.

Action Plan: Joint Scrutiny Review on Transition from Leaving Care to Adult Life

Chairman of the Review Group: Councillor J E Pemberton
 Lead Support Officer: Head of Safeguarding and Assessment

Recommendation	Action(s) to Address	Lead Officer	Timescale	Success Measure(s)	
1. That the Council's specific responsibility for care leavers should be borne in mind in seeking to address the issue of affordable housing in the County	Review the Home Point Allocation Policy and ensure it continues to incorporate the Move on Protocol for care leavers	Housing Needs and Development Manager	February 2009	Allocation Policy reviewed and published	Allocations Policy has been reviewed and re-drafted. Due to be considered by Cabinet and Home Point by end April 10.
				100% of care leavers referred rehoused through Home Point	During 2009/10 no care leavers have been accommodated via Home Point as a result of having to make a homeless application. All care leavers requiring accommodation successfully housed via move-on protocol following aftercare referral. 24 came with priority. Housed 53 since 2005 policy. 25 found alternative. 2 ended up going down homeless route. November 2007/March 2009.
	Review the accommodation needs of care leavers		March 2009	Needs Assessment Undertaken	The action to review will be included in the Youth Homelessness Strategy Action Plan currently being prepared
	Review provision of support to ensure care leavers can access services to enable them to maintain their tenancy		March 2009	Review completed	
				100% of care leavers have access to floating support services	This would be discussed with the care leaver as part of their Pathway Plan and upon allocation of accommodation. It is paramount that a care leaver is facilitated to maintain their tenancy

Recommendation	Action(s) to Address	Lead Officer	Timescale	Success Measure(s)	
2. The proposal to establish a Children in Care Council be welcomed and implemented	Establish Children in Care Council	Service Manager (Safeguarding and Looked After Children)	October 2008	Membership identified and Meeting structure established	Membership identified and meeting structure established via corporate parenting strategy. Meeting held monthly since November 2010
				Steering Group established to provide support	Children in Care interest group and Corporate Parenting Panel also set up via Corporate Parenting Strategy. These support the Children in Care Council.
				CYP see their wishes acted upon /taken into account in service delivery changes appropriately	Links to strategic decision making identified in corporate parenting strategy.
3. That the provision in the Children and Young Person's Bill for a Virtual Head Teacher for looked after children has merit and should be investigated with a view to implementation in the County	Conduct review of Education Liaison and Support Service (ELSS)	Service Manager (Safeguarding and Looked After Children)	January 2009	Report presented to DMT and Cabinet Member for CYP	New review of Education Liaison Support Service out for informal consultation. Includes proposal for virtual head teacher.
				Decision taken re: Virtual Headteacher and any other service changes required	These decisions will be made by the end of April 2010

Recommendation	Action(s) to Address	Lead Officer	Timescale	Success Measure(s)	
<p>4. That mechanisms should be put in place to measure the effectiveness of the social care information technology solution in addressing the concerns about compatibility that have been identified</p>	<p>Implement Frameworki electronic workflow system as part of Integrated Social Care Solution (ISCS) Project Phase 1</p>	<p>Service Manager (Referral and Assessment)</p>	<p>November 2008</p>	<p>ISCS Phase 1 implemented on schedule</p>	<p>ICS Phase 1 implemented. Now about to implement batch one of revised ICS exemplars in March 2010.</p>
	<p>Corelogic to develop Frameworki software to increase integration with NHS IT systems</p>		<p>March 2009</p>	<p>Work completed by Corelogic on schedule</p>	<p>This has yet to be developed by Corelogic</p>
	<p>Explore viability of greater integration between Frameworki and PCT IT system in Herefordshire</p>		<p>August 2009</p>	<p>Viability study completed and proposals for action produced</p>	<p>Viability study yet to be completed</p>
<p>5. That the need for dedicated health worker resource in care settings for care leavers should be recognised and appropriate provision made</p>	<p>Develop Transition Health Advisor post for care leavers and vulnerable young people</p>	<p>Commissioner for Children and Young People's Services Primary Care Trust</p>	<p>January 2009</p>	<p>Job Description drawn up</p>	<p>This post was not created. Instead the activity was incorporated into the LAC nurse functions and by the LAC nurse in the new CAMHS LAC team. There remains a need for this service. Proposal is for a Band 5 nurse to work along side the existing Lead Nurse for Children in Care.</p>
	<p>Include funding in 2009/10 Local Development Plan (LDP)</p>	<p>Commissioner for Children and Young People's Services Primary Care Trust</p>	<p>April 2009 (subject to LDP approval)</p>	<p>Funding approved</p>	
				<p>Post established</p>	<p>Funding was not secured</p>

Recommendation	Action(s) to Address	Lead Officer	Timescale	Success Measure(s)	
6. That a specific piece of work be commissioned, drawing on best practice, on thresholds for eligibility for adult services (with particular reference to care leavers with additional needs, whether physical disability, learning disability or mental health) to ensure that the needs of young people are being met	Review access to information and advice	Signposting Coordinator	October 2008	Vulnerable young people not eligible for service receive timely and appropriate signposting	Adult social care is involved in Transitions Work at a strategic level and is well represented at the multi agency operational group. It is at this operational group that information about young people with needs resulting from physical disability, learning disability and mental health is shared and the planning process for the individuals monitored. Should a young person, following assessment, not be eligible for council funded adult social care the operational group would still be able to draw on the knowledge of adult social care for identifying other sources of information and potential support
	Undertake review of thresholds in context of national review of eligibility criteria	Head of Transformation	December 2008 (subject to publication of national review)	Vulnerable young people eligible for service receive timely and appropriate support for their needs	In Herefordshire eligibility for adult social care is currently for those people with critical and substantial needs only and this is in keeping with most councils. However in 2009 the DH consulted on FACS and new guidance is expected in February 2010 with an anticipated greater emphasis on prevention and targeted intervention. Our local processes will be revisited in the light of the new guidance

Recommendation	Action(s) to Address	Lead Officer	Timescale	Success Measure(s)	
7. That the Education Liaison and Support Service should look at the preparation of Personal Education Plans, review their format and introduce more robust monitoring mechanisms to ensure complete compliance	<p>Ensure monitoring of compliance in relation to Personal Education Plan (PEP) becomes a core function of ELSS</p> <p>Effectively focus on transition issues during PEP from 14+</p>	Service Manager (Safeguarding and Looked After Children)	October 2008	Improved compliance in number of looked after children with a PEP	97% of PEPs completed on time at end of quarter 3 (2009/2010). Target of 100% for year end.
				<p>Improved review rate of PEPs to ensure these are up to date</p> <p>Increased focus on 14+.</p> <p>PEPs being timely and including links with adults services</p>	<p>PEP's are reviewed every 6 months for all age groups.</p> <p>Target is for 100% to be reviewed in time for year end 2009/2010</p>

Recommendation	Action(s) to Address	Lead Officer	Timescale	Success Measure(s)	
8. That the opportunity should be taken in appropriate forums to highlight the importance of authorities placing children in other areas notifying the area where placements are being made	All managers attending regional meetings or meetings with independent providers use the opportunity to raise this issue	Head of Safeguarding and Assessment	October 2008 and ongoing	Issue raised as appropriate	This remains an ongoing issue. Working with all of CYPD to gather this information from a number of different sources. Comprehensive list to be in place by Mid April 2010.
9. That every provider has name and contact details of the housing team and access routes to relevant Council Services	Formal letter to be sent to all independent providers in Herefordshire	Head of Safeguarding and Assessment	December 2008 (subject to response from Ofsted re: 10)	Names and addresses obtained	Uncertain if this happened. This will be checked at the next quarterly reviews that occur in April and May 2010 we have with local providers.
10. That the strongest representations be made to Ofsted that the Council must be made aware of independent care providers registered with it and kept regularly updated to enable the Council to discharge its responsibilities effectively	Formal letter to be sent to Ofsted by Cabinet Member, Children's Services	Head of Safeguarding and Assessment	October 2008	Letter sent	I have been advised a letter was sent
				Formal response received	And that a formal response was received. We currently work with most local providers and are maintaining contact with them about children and young people placed in Herefordshire by other local Authorities

Recommendation	Action(s) to Address	Lead Officer	Timescale	Success Measure(s)	
11. That Health Services consider how they can develop a system to flag up looked after children in care and care leavers and ensure an effective link to the Council's looked after system	Explore viability of installing alert on computerised Patient Administration System (PAS)	Designated Nurse Safeguarding (Primary Care Trust)	December 2008	Alert recorded on PAS system	The LAC Health Nurse and Designated doctor are being given access to Frameworki and Frameworki reporting so they will have up to date information on Looked after Children . They are receiving training so they can enter Health information straight onto Frameworki
				Staff made aware of alert	See above
	Explore possibility of establishing links with Corelogic Frameworki once system introduced		March 2009	Discussion taken place between Council and PCT ICT staff to establish viability	This does not appear to have happened but see 11.1
12. That a single budget for miscellaneous expenditure on young people be created with clear line management arrangements	Review additional expenditure processes as part of overall review of Fostering Allowances	Service Manager (Safeguarding and Looked After Children)	April 2009	Review of Fostering Allowances presented to Departmental Leadership Team (DLT) for consideration	New Fostering Allowances that are competency based now implemented.
				Proposals implemented	See above
13. That the format and effectiveness of statutory review meetings is revisited and a review over three months of attendance at Case Reviews to see what the attendance levels actually were and whether these could or should be scaled	Conduct audit of attendance at Looked After Children Reviews	Service Manager (Safeguarding and Looked After Children)	March 2009	Report produced	U-Chair introduced so that YP can chair their own LAC reviews and have a better understanding of the process
				Actions taken in response	Future plans include Independent Reviewing Officers seeing the child or young person prior to their review and through this visit identifying who they would

Recommendation	Action(s) to Address	Lead Officer	Timescale	Success Measure(s)	
down would be helpful					like to attend.
				Feedback provided to looked after children and young people	See 2 boxes above
14. That the Children and Young People's Directorate gives further consideration to arrangements for the change of foster placement to see if policies and practices can be improved	Review change of placement policy and procedures as part of overall review of children's services procedures manual	Acting Service Manager (Fieldwork)	December 2008	Policy and procedures available on intranet	Policies and procedures currently being updated.
				Policy and procedures publicised to staff, carers and young people	See above
15. That an explicit policy statement prohibiting the use of bin bags to transport belongings when moving placements is prepared within 3 months and publicised to ensure adherence	Reemphasise policy and procedures linked to transporting of belongings in line with commitment previously made by Herefordshire Council on www.thisisnotasuitcase.org.uk	Acting Service Manager (Fieldwork)	December 2008	Policy and procedures available on intranet	Herefordshire signed up to the "This is not a suitcase initiative" stating we will not use black bin bags to transport Children and Young People's belongings. New policy produced to ensure this is not happening
				Policy and procedures publicised to staff, carers and young people	Policy to be on Intranet and publicised
16. That the Children and Young People's Directorate gives further consideration to	Review change of Social Worker policy and procedures as part of overall review of children's services procedures	Acting Service Manager (Fieldwork)	December 2008	Policy and procedures available on intranet	The current review of Safeguarding and Vulnerable Children includes the setting up of a Looked After

Recommendation	Action(s) to Address	Lead Officer	Timescale	Success Measure(s)	
arrangements for the change of social worker to see if policies and practices can be improved	manual			Policy and procedures publicised to staff, carers and young people	Children Team including Social Workers and Aftercare workers. Once this is in place there should be less changes of services. A policy will be written about case transfer protocol
27 17. That existing policy documents should be revisited and revised to make clear that the opportunity to return to a formal care setting did exist if that was what the young person wanted and efforts should be made to enhance the flexibility of the system	Promote legislation and existing Council policy to Aftercare Workers, Independent Reviewing Officers and care leavers	Acting Service Manager (Fieldwork)	October 2008	Formal memorandum issued to relevant staff	Policy written
				Appropriate communication with care leavers	Standard letter sent to care leavers when they leave care before they reach age of 18
18. That the Children and Young People's Directorate gives further consideration to arrangements for the move to aftercare to see if policies and practices can be improved to make the transition more seamless	Introduce fortnightly handover meetings to ensure appropriate arrangements made for all looked after children approaching transition	Acting Service Manager (Fieldwork)	October 2008	Aftercare Worker allocated to all care leavers by 16 th birthday	The current review of Safeguarding and Vulnerable Children includes the setting up of a Looked After Children Team including Social Workers and Aftercare workers. Once this is in place there should be less changes of services.
19. That where evidence of discrimination is presented to the Council, the Council uses what powers it can to tackle it	All three Directorates take responsibility for ensuring that this issue is addressed through equality action plans	Head of Safeguarding and Assessment	March 2009	Actions evident in Directorate equality action plans and any appropriate action taken in individual cases	No individual cases have been identified. To continue to be in updated equality action plans.

MEETING:	ADULT SOCIAL CARE AND STRATEGIC HOUSING SCRUTINY COMMITTEE
DATE:	31ST MARCH 2010
TITLE OF REPORT:	EXECUTIVE RESPONSE AND ACTION PLAN FOLLOWING THE SCRUTINY REVIEW OF THE SUPPORT TO CARERS IN HEREFORDSHIRE
PORTFOLIO AREA:	OLDER PEOPLE & ADULT SOCIAL CARE

CLASSIFICATION: Open

Wards Affected

County-wide.

Purpose

To consider Cabinet's response to the recommendations made to it in the Scrutiny Review of Carers' Services in Herefordshire.

Key Decision

This is not a Key Decision.

Recommendation

- THAT (a) Cabinet's response to the findings of the Scrutiny Review of Carers' Services in Herefordshire be noted, subject to any comments the Committee wish to make; and**
- (b) A further report on progress against the action plan be made after six months with consideration then being given to the need for any further report being made.**

Key Points Summary

- The Cabinet Member's response to each recommendation is set out in Appendix 1.
- The recommendations are agreed or agreed in principle, with the exception of two which are outlined in the action plan response.

Alternative Options

- 1 That scrutiny does not accept the response from the Herefordshire Council executive.

Further information on the subject of this report is available from Wendy Fabbro,
Associate Director, Integrated Commissioning. Tel: 01432 344344

Reasons for Recommendations

- 2 To complete the process of the Carers Review outlining which recommendations have been accepted.

Introduction and Background

- 3 On 24 July 2008, the Adult Social Care and Strategic Housing Scrutiny Committee established a group to review support for Carers' in Herefordshire. The Review Group worked against a background of the Government agenda for 'Putting People First' through personalisation, individualised budgets and self-directed care and 'Carers at the heart of 21st century families and communities: a caring system on your side, a life of your own', published in 2008
- 4 The Committee considered the final report of the review of support for carers in Herefordshire on 30 October 2009 and approved its recommendations.
- 5 At its meeting on 18 March 2010, Cabinet agreed the recommendations as set out in the report to it
- 6 In accordance with the scrutiny process the Committee needs to consider Cabinet's response and assess whether a further report on progress against the action plan is required.

Key Considerations

- 7 Carers provide a vital role that underpins the whole of the health and social care economy.
- 8 The number of carers is predicted to increase over the next 16-17 years, due to the projected increase in the number of people aged over 65, increase in the number of people with learning disabilities reaching adulthood or suffering dementia and the numbers of people with health and care needs that will be supported in their own homes.
- 9 The numbers of carers providing 1-19 hours of care per week is expected to remain fairly constant, with relatively small changes, first upwards until 2021 and then downwards to 2026. However, the number of carers providing between 20-49 hours per week and those providing more than 50 hours is predicted to increase steadily over the period of the projections.
- 10 Government funding to statutory bodies (previously provided as a ring fenced Carers grant, now subsumed in the ABG) is expected to be constrained over the foreseeable future, which will require commissioners to ensure investment in carers services is seen as a significant element of delivering increasingly better value for money.
- 11 It is envisaged that personal budgets will be an important area of development for Commissioners throughout 2010.

Community Impact

- 18 Carers play a major role in providing support and care for some of the most frail and vulnerable people in our community.
- 19 It is acknowledged that without their support, many people's independence would be threatened and this would lead to increased pressure on many statutory and voluntary services throughout the county.

- 20 Conversely, supporting carers through effective services ensures that their own health and well being needs are addressed and as citizens in their own right, this is an important consideration for commissioners of statutory services.

Financial Implications

- 21 All costs must be met from within agreed budgets if the response to the recommendations is accepted.

Legal Implications

- 9 Not applicable to this report.

Risk Management

- 10 The challenging financial future faced by public services is likely to place increased pressure on funding for carers services and support during a period of an expected increase in both the number of carers and the amount of care they provide. The opportunity will be taken during the development of the forthcoming Carers Commissioning Strategy to explore with carers innovative ways to meet their needs in a context of tightening finances.

Appendices

- 12 Appendix 1 Action Plan in response to the Recommendations arising from Scrutiny review.

Background Papers

- None identified

Action Plan in Response to the Scrutiny Group Review of Carers Services

March 2010

Key To Abbreviations: ABG – Area Based Grant; ASC Adult - Social Care; CAF – Common Assessment Framework; DMT – Directorate Management Team; HCS – Herefordshire Carers Support; I-C - Integrated Commissioning; LMC – Local Medical Committee; PCSG - Primary Care Steering Group; RAS - Resource Allocation System

Recommendation No. 1	The Review Group recommends that representation should be made to the Minister of State for Pensions and local MPs expressing concern concerning the financial loss suffered by carers once they have reached pensionable age, and that this anomaly should be corrected.			
Executive's Response	This recommendation is noted, however is not accepted as action to be carried out by officers. Given recent policy announcements on the future of funding care and the likelihood of further changes and announcements it is proposed that the Council waits for policies to become clear and settled.			
Action	Owner	By When	Target/Success Criteria	Progress
Recommendation No. 2	The Review Group strongly recommends that the Area Based Grant for Carers' Services Budget is fully protected and that Cabinet emphasises to all Area Based Grant recipients to consider and include the needs of carers when planning services provided through these Grants			
Executive's Response	Whilst recognising the need to ensure services for carers continue to be delivered effectively, available funding must be directed to meet the agreed priorities of the Partnership. However it is agreed that all Area Based Grant (ABG) recipients should be asked to take account of the needs of carers in planning and delivering services supported by ABG.			
Action	Owner	By When	Target/Success Criteria	Progress
The Associate Director of Integrated Commissioning will present to Herefordshire Partnership's Health and Wellbeing Policy & Delivery Group a paper setting out areas of concern and options to protect services for carers.	Associate Director Integrated Commissioning	End May 2010	Service provision is maintained	
Recommendation No. 3	Given that the future demographic trend is for an ageing population in the County, consideration must be given to augmenting future Carers' Services Budgets			
Executive's Response	This recommendation is accepted in principle but it must be recognised that in the challenging financial climate ahead available resources must be directed to meet priority needs.			
Action	Owner	By When	Target/Success Criteria	Progress
In their 2010/11 business plan, Integrated Commissioning will set out the impacts of demographic changes on budgets and make proposals to ensure carers continue to receive appropriate support.	Associate Director of Integrated Commissioning	End March 2010	Appropriate services for Carers are maintained in future years.	

Recommendation No. 4	That the accommodation for HCS should be kept under review in order to consider the availability of more accessible offices with adequate parking facilities.			
Executive's Response	Accepted in principle.			
Action	Owner	By When	Target/Success Criteria	Progress
HCS will be advised of this recommendation. The Associate Director of Integrated Commissioning keeps under review the current contract with HCS, which is due to complete on 31 March 2011. In the process of recommissioning carers support for 2011/2 and thereafter, Integrated Commissioning will ensure that the agreed contract will sustain appropriate support for Carers.	Head of Planning, Integrated Commissioning	March 2011	Agreement reached with commissioned service provider of service specification for carers support.	

Recommendation No. 5	Additional campaigns should be considered by HCS in order to encourage carers' to register with them, however minor their current role in order that reasonably accurate figures for carers in Herefordshire can be obtained.			
Executive's Response	This recommendation is accepted.			
Action	Owner	By When	Target/Success Criteria	Progress
Integrated Commissioning will ensure that Hereford Carers Support Workplan for 2010/11 will include actions and events specifically designed to increase the number of registered carers. (The number of carers registered is one of the performance indicators monitored through the contracts process).	Integrated Commissioning Contracts Manager in conjunction with Director, HCS.	Apr 2010	HCS workplan completed which contains actions to increase number of registered carers. A target number of registered carers will be agreed between Commissioners and HCS.	

Recommendation No. 6	It should be ensured that any report or specific development or proposal for individualised budgets for carers is made publicly available, and that carers' groups receive copies				
Executive's Response	This recommendation is accepted.				
Action	Owner	By When	Target/Success Criteria	Progress	
The Associate Director of Integrated Commissioning has started the development of a Carers RAS, as the first step to offering personal budgets to Carers. Options will be shared with Carers by using forums, networks or other mechanisms established by Herefordshire Carers Support. Final proposals with go through full consultation with carers through the mechanisms described above.	Planning Manager	Final options/ proposals to DMT by Jan 2011	Person budgets for Carers agreed and available to Carers	Integrated Commissioning has included in its work plans for 2010/11 detailed work to begin mid by July 2010 to finalise the development of a Carers Resource Allocation System, as the first step towards offering personal budgets to Carers.	

Recommendation No. 7	There should be a designated Officer of the Council available to explain and clarify to the carer and the cared for both the possibilities and the pitfalls of personalised budgets.				
Executive's Response	This recommendation is accepted.				
Action	Owner	By When	Target/Success Criteria	Progress	
The Associate Director of Integrated Commissioning agreed in 2009 the designation of an Officer post to lead on carers issues and act as a repository of expertise on personal budgets for carers and their cared for.	Service Manager, ASC Provider Services	Feb 2010	Designated Officer in post.	Integrated Commissioning has supported the recruitment of a Carers Lead Officer, who is now in post. The Officer will play a part in developing options for personal budgets for carers and ensure that Carers Assessors and other staff are appropriately knowledgeable and skilled in the subject of personal budgets and are thus able to fully explain personal budgets to carers when they are finally agreed.	

Recommendation No. 8	A carer's policy is needed, which should be signed off at Board level in the Hospital Trust, in order to embed the needs of carers in Trust policy.			
Executive's Response	This recommendation is accepted.			
Action	Owner	By When	Target/Success Criteria	Progress
The Associate Director of Integrated Commissioning will write to the Chief Executive of Hereford Hospitals Trust relaying the approved Recommendation and inviting the Trust to respond to the Recommendation.	Associate Director, Integrated Commissioning	Following Cabinet response to Scrutiny –April 2010	Implementation of Carers policy by HHT	

Recommendation No. 9	Systems should be reviewed in order to ensure the best co-ordination between Social Services and the County Hospital so that both patients and carers are 'processed' more effectively. It is also important that carers' interests should be integrated into the patient pathway, and acted upon, from patient admission to discharge.			
Executive's Response	This recommendation is accepted in principle.			
Action	Owner	By When	Target/Success Criteria	Progress
Herefordshire Delayed Discharge Agreement and Protocols sets out the coordination processes between hospital and social care staff, which ensures both patient and carer needs are properly assessed and planned for to achieve effective transition through and discharge from hospital. Integrated Commissioning will ensure with Provider Services that the Service Manager for the hospital social care team confirms that these existing processes are reviewed and are clear and being adhered to.	Service Manager, ASC Provider Services	June 2010	Existing discharge processes reviewed and services continue to be coordinated between ward and social care staff so that patients and their carers experience effective transitions through hospital.	

Recommendation No. 10	The PCT should ensure that GP Practices have consideration for carers' needs incorporated in standard procedure, and that patients who are carers have this fact flagged up prominently in their notes and appropriate attention paid to this in their own care.			
Executive's Response	This recommendation is accepted.			
Action	Owner	By When	Target/Success Criteria	Progress
Integrated Commissioning will request that the Scrutiny Review Recommendation be presented to the LMC (through the Primary Care Steering Group - PCSG) for consideration. The LMC will be asked to comment on the feasibility of adding information on carers to patient's notes.	Head of Planning	Following Cabinet response to Scrutiny –after Mar 2010	LMC recommend to GPs to note the role of patients who are carers and provide feedback of the feasibility of adding relevant information on patient carer notes.	

Recommendation No. 11	Transport should be made more available to suit the requirements of young carers, especially in regard to carers' breaks. Where the Council holds contracts for the provision of taxi services for young carers, the contract should be monitored and enforced.			
Executive's Response	This recommendation is accepted.			
Action	Owner	By When	Target/Success Criteria	Progress
<p>Integrated Commissioning will continue to ensure that breaks for young carers take the form of support, including transport services, to access clubs and other activities.</p> <p>Many clubs and activities are based in Hereford City, and transport costs from outlying town and rural areas are high. Herefordshire Carers Support arranges and pays for these transport costs. Transport is provided on a needs basis and this ensures that no young person is disadvantaged through lack access to a local club or activity, or because a disabled parent cannot drive.</p> <p>Commissioners will continue to ensure through HCS that young carers are offered transport to allow them to have breaks at suitable venues around the County.</p>	Planning Manager	Ongoing, with feedback through contracts monitoring on HCS's ability to meet demand for transport by young carers	Young carers are able to access clubs and activities as identified in care plans.	

Recommendation No. 13	Parent carers have expressed a desire for early support at diagnosis and joined up health and social care services to avoid confusion at what is a difficult time. It is therefore recommended that families receive a 'joined up' service from PCT and Council providers, with a lead professional/key worker identified to liaise with the carers at an early stage.			
Executive's Response	This recommendation is accepted.			
Action	Owner	By When	Target/Success Criteria	Progress
Integrated Commissioning will work with the the Childrens Trust to undertake a comprehensive review of Children with a Disabilities Services (incorporating PCT/LA services).	Service Redesign Manager in conjunction with 'Be Healthy' Group (Chair)	Report by Sept 2010	1.Review completed 2.Updated Service Plan 3.Updated Childrens & Young Peoples Plan/ Commissioning Intentions	
The Director of Integrated Commissioning will ensure with Provider Services that children with disabilities have a named key worker.	Service Redesign Manager in conjunction with Acting Interim Childrens Directorate Manager	Immediate & Ongoing	All children have a named key worker/lead professional	
The Childrens Nursing Team is currently rolling out the Common Assessment Framework (CAF), which requires a named key worker/lead professional to be identified for all children/families.	Service Redesign Manager in conjunction with Acting Interim Childrens Directorate Manager	Sept 2010	All children in contact with the Childrens Community Nursing Team will be offered a 'Team around the Child' /CAF process upon entry to the service and at reviews.	

Recommendation No. 14	It was important that Care Support Plans, drawn up and agreed with the carer, are shared and carefully explained to the carer. The Support Plan should set out clearly what support has been agreed and, where possible and applicable, which Service Provider will be involved in the provision of support. On initial contact with a carer, it should be ensured that carers receive a copy of the Herefordshire Public Services leaflet on Carers Services in Herefordshire. A more flexible approach was also required of the definition of 'essential needs' in terms of what care support was provided				
Executive's Response	This recommendation is accepted.				
Action	Owner	By When	Target/Success Criteria	Progress	
The Associate Director, Integrated Commissioning will ensure with the Head of Provider Services that existing standard good practice is reconfirmed and understood throughout front line teams. This will include the provision of information and agreement and explanation of care plans with carers. Assessors will be reminded that when working with carers they will explore flexible means to meet carers' needs, which will be reflected in written care plans.	Provider Services Managers (MH, OP, LD & PD)	At Team meetings as and when held, to be completed by October 2010	Team members are clear about including all support being provided in care plans & routinely communicate this clearly with carers.	Existing standard practice is that Care Support Plans must clearly set out the support required to meet the Carers assessed needs and that these are drawn up and agreed in detail with the carer. Carers are sent information packs prior to an Assessors visit, or the Assessor will take information with them on the first visit. Where known at time of Support Plan writing, the Provider name will be included.	

Recommendation No. 15	Herefordshire Carers Support (HCS), which is a central, easily accessible and easily recognisable focus for enquiries from carers, was not widely recognised amongst the community of carers during the early stages of the Review. Therefore, measures should be put in place to continue the publicising of the services offered, and which allow carers to be simply and rapidly signposted to all sources of available support.				
Executive's Response	This recommendation is accepted.				
Action	Owner	By When	Target/Success Criteria	Progress	
Integrated Commissioning will ensure that HCS will include in their work plans actions to continue production of the Carers newsletter, and further develop carers' forums and outreach sessions and events, to publicise services and support of HCS and other relevant services. Integrated Commissioning will monitor the number of registered carers which is an indicator of the public's knowledge of HCS and the services it offers.	Planning Manager	Details in work plan by April 2010. HCS monitoring reports (quarterly)	Work plan submitted by HCS with Commissioners by April 2010 Carers have increased awareness of services provided by HCS, indicated by the number of Registered carers, as a proxy measure of awareness.		

Recommendation No. 16	More use should be made of the Info Shops, and that a member of each Info Shop should receive training in the signposting of carers to HCS.			
Executive's Response	This recommendation is accepted.			
Action	Owner	By When	Target/Success Criteria	Progress
Integrated Commissioning will ensure that HCS will liaise with Info Shops to bring awareness of HCS and its role and provide awareness training and contact information for staff as well as HCS leaflets for the public.	Planning Manager	April 2010	At least one member of staff in each Info Shops received awareness training of HCS.	<u>Already completed</u> : between 9 Nov and 4 Dec 2009, HCS conducted presentations to the following Info Shops in Herefordshire: Ross, Kington, Bromyard, Leominster and Hereford. <u>Forthcoming</u> : Commissioners will explore with HCS whether this work can be repeated in 2010/11.

Recommendation No. 17	The Council has ensured that the voice of carers is heard in policy and planning and has commissioned to provide an advocacy role in conjunction with its participation model for Carers. The effectiveness of this arrangement should be reviewed after a year of its inception in order to ensure it is working in practice.			
Executive's Response	This recommendation is accepted.			
Action	Owner	By When	Target/Success Criteria	Progress
Integrated Commissioning will work closely with HCS to ensure that it receives feedback from carers on the relevance and effectiveness of services provided and where changes are required builds actions into commissioning plans which will be presented to carers through HCS for comment. A measure of the effectiveness of these arrangements will be the production and agreed of a Carers commissioning Strategy by March 2011. On production of the Strategy, Commissioners will review the effectiveness of Carer involvement.	Planning Manager	Ongoing throughout 2010. Plan agreed by carers by March 2011. April 2011	Evidence of Carers involved in the production of, and consulted with, any commissioning plans in developed during 2010/11. Review Completed by April 2011	

Recommendation No. 18	Clear communication was essential between Social Workers, carers' assessors, carers and Service Providers, and other agencies to which the carer may be referred. Feedback should always be provided to carers and the cared for where appropriate, following any contact with external Service Providers and internal Provider Services			
Executive's Response	This recommendation is accepted.			
Action	Owner	By When	Target/Success Criteria	Progress
The Associate Director, Integrated Commissioning will ensure with the Head of Provider Services that social care staff are reminded of the need for clear and continuous communications with both carers and providers and this is understood and embedded in everyday practice. In the forthcoming revisions of the standard contract templates for provider contracts, Contracts Section will review all Quality standards including communication issues with service users and carers	Service Manager, ASC Provider Services & Carers Officer	July 2010	Evidence or confirmation by Service Manager that staff have received appropriate instruction regarding clear communication.	
	Contracts Manager	Nov 2010	Standard provider contracts will include general or specific standards covering all key aspects of service provision.	

Recommendation No. 19	There are instances where carers have refused help from Social Services because they did not understand what was involved in the assessment process. Carers Assessment should be referred to as a Carers Needs Assessment in order to prevent misunderstanding in the minds of those being assessed. The Assessment should have a primary focus on the carer, rather than the cared for. The Care Assessment Officers should ensure that they are as focused on the needs of the carers as the cared for.			
Executive's Response	This recommendation is accepted.			
Action	Owner	By When	Target/Success Criteria	Progress
The Associate Director, Integrated Commissioning will ensure with the Head of Provider Services that existing practice emphasises a focus on the needs of the carer during assessment. The opportunity will be taken to re-emphasise this with staff involved in assessment (in tandem with action 18 above).	Service Manager, ASC Provider Services & Carers Officer	July 2010	Evidence or confirmation by Service Manager that staff have received appropriate instruction regarding the focus on carers needs.	
Social Care providers will also investigate the extent of changes required to amend assessment paperwork and any requisite changes to Frameworki needed to support the move to renaming 'Carers Assessment' to 'Carers Needs Assessment'.	Service Manager, ASC Provider Services & Carers Officer	Initial review of changes required by July 2010	Paperwork and Frameworki updated by November 2011.	

Recommendation No. 20	Concern has been expressed about the apparent lack of continuity within the Children's Services Directorate, and as a result it is recommended that a named senior lead officer in Herefordshire Public Services should be in post to ensure that the needs of Young Carers are met.			
Executive's Response	This recommendation is accepted.			
Action	Owner	By When	Target/Success Criteria	Progress
The Director of the Children's and Young People's Directorate will be requested to identify a senior named lead officer to take forward the issue of continuity of support for young carers. Once identified the senior named lead officer's details will be circulated to staff, relevant bodies and partner organisations	Director of Children's Services Directorate	July 2010	Named Senior Lead Officer identified and role publicised	

Recommendation No. 21	The Group recommends that the Council work with providers to ensure that they understand the personalisation agenda and develop their services appropriately.			
Executive's Response	This recommendation is accepted.			
Action	Owner	By When	Target/Success Criteria	Progress
The Head of Planning will ensure that as work is completed for the provision of Personal Budgets for Carers, providers will be informed of processes to support Budget holders and expectations of Carers in terms of provision of new and individually tailored services.	Planning Manager	February 2011	Providers informed of timescales and changes required to deliver new services for carers.	

MEETING:	ADULT SOCIAL CARE AND STRATEGIC HOUSING SCRUTINY COMMITTEE
DATE:	31ST MARCH 2010
TITLE OF REPORT:	REVENUE BUDGET MONITORING REPORT 2009/10
PORTFOLIO AREA:	ADULT SOCIAL CARE AND STRATEGIC HOUSING

CLASSIFICATION: Open

Wards Affected

County-wide

Purpose

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 January 2010. The report provides the variations against budget and a projected outturn for the year.

Key Decision

This is not a key decision

Recommendations

THAT: 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 January 2010 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.

	Annual Budget £000	July 09 Net Forecast Over or (Under) spend £000	October 09 Net Forecast Over or (Under) spend £000	November 09 Net Forecast Over or (Under) spend £000	January 10 Net Forecast Over or (Under) spend £000
Older People	14,893	945	316	610	1,006
Learning Disabilities	11,265	1,344	1,504	1,572	1,221
Mental Health	7,118	552	133	70	70
Physical Disabilities / Sensory Impairment	3,806	284	538	543	382
Commissioning Directorate	1,655	(151)	(54)	(58)	(58)
Section 75 Arrangements	895	34	118	118	45
Other Services	386	(324)	(71)	(177)	(464)
Adults	(586)	(64)	21	(53)	19
Total Adult Social Care	39,432	2,620	2,505	2,625	2,221
Strategic Housing	1,954	35	(30)	(77)	(22)
Total	41,386	2,655	2,475	2,548	2,199

Note: Other Services include Public Contact, Provider Services, Service Strategy, Modernisation and Transport.

Adult Social Care

5. The forecast outturn position for January 2010 is an over spend of £2.2 million. The forecast includes savings of £1.1m delivered via the recovery plan. Further recovery action is being undertaken and is outlined in the report. The detailed income and expenditure variances are set out in Appendix 1.
6. The final outturn position for 2008/09 was £713k overspent. This included a number of non-recurrent income adjustments totaling £217k, the true value of the on-going commitments was approximately £930k over spent which set an immediate deficit as at 1st April on social care budgets. In addition allowing inflation on contracts of 1.7% equating to £700k, across all service costs for 2009/10 was given. Giving a baseline starting position of £1.6m over-spend.
7. The 2009/10 forecasts are based on current client packages paid to date with an assumption that the current care will continue until 31st March 2010 for all types of service with the exception of Homecare which, are based on actual payments taking into account, disputed invoices and extrapolated to a full year. Any changes in outturn are quantified against the homecare system which records the hours approved and will indicate where there are major changes in the number of clients an hours delivered. The system presently does not hold all the package information and therefore is not adequate to use in order to supply a accurate commitment reporting. This is due to resolved by the implementation of Frameworki in April 2010.
8. ABG Grant for the period April to September has been allocated from Corporate, increasing the overall budget by £1.4m. Individual grants has been allocated - Learning Disabilities Fund Grant £132k, Mental Health Capacity Act Grant £107k, Local Involvement Networks Grant £119k, Supporting People Administration Grant £119k.
9. The attached activity information table, appendix 2, shows the trend in packages for 2009/10 and indicates that there have been increases in the year but have subsequently

fallen in the last two months. A more robust panel process for younger adults and the use of the mental health intermediate care project has helped to dampen down the affect of numbers going into residential care. Service Managers are now challenging care packages in all client groups put forward to panel, and have access to void information to aid their decision making.

10. Residential care is the most expensive category of care and the attached graph in appendix 2 illustrates the trend in residential numbers for the current year for each client group. The numbers are generally falling due to the move to Personal Budgets, apart from Older People which is at a relatively consistent level this year, but higher than 2008/09.
11. 2009/10 is the first full year of the implementation of Personal Budgets. Clients have been encouraged to take Personal Budgets where appropriate. There has been some reduction in the number of Residential Care packages and Direct Payments. The graph in appendix 2 shows that the numbers of Personal Budgets have increased significantly during the year. Year to date 19 clients have transferred from Residential Care and 13 from Direct Payments. The total number of Personal Budgets has increased by more than the numbers have decreased in Residential care. This is due to 51 of new clients entering the system of which there is no budget for
12. £60k of eligible expenditure has been capitalised under the Social Care Capital Programme. The full allocation for this Financial Year is £155k. Other areas of expenditure are being investigated to identify any further appropriate expenditure, including IT equipment, GPS tracking and areas for social enterprise. The Capital Programme for 2010/11 reduces to £95k giving less money for capital expenditure and putting more pressure on revenue budgets. £254k of expenditure under the Mental Health Capital Grant has been identified and transferred, a further £86k is available. £55k of expenditure has also been capitalised for larger items of equipment purchased within the ICES budget.
13. The key area of overspend is Learning Disabilities (£1,221k). Year to date to January, there have been 3 new clients with residential care packages, 21 new personal budgets approved and 4 new clients in supported accommodation. The total number of packages has risen by 10 since the start of the year. Work is on-going to reduce the overspend by transferring clients out of residential care into supported living making use of block contracts and housing related support purchased through the supporting people programme. Savings will have a part-year effect of around £20k if achieved and the full-year effect for 2010/11 is estimated at around £120k. There will be an increase in spend due to the transition of four clients from children's services which if transferred at current cost level will have an impact of £279k in 2010/11. There is a further pressure due to the reduction of Learning and Skills Council funding for those clients going into further education.
14. Older People overspend is predicted to be (£1,006k). The full year over spend relates to increased costs in residential and nursing care year to date where there are more expensive and complex packages than budget have been put in place. Overall the total number of packages has risen by 10 to January, although this includes 24 new clients to Personal Budgets.
15. The number of residential voids at the end of January is currently 24% of the total number of places. Based on an average cost of £539 per week, and average percentage voids of 14%, the annual value of unused residential voids would be £470k. Residential voids are also masked by the change in service within Orchard House. During July, beds were kept available due to the possible transfer of clients from homes which were currently undergoing safeguarding issues. Day care voids have reduced from 54% in July to 43% of the total number of places at the end of January. Based on an average of 47% voids for the year, the annual value of unused day care voids is £679k. There is currently a review of all day care services carried out by the project team. Panel now receive a weekly update

on all voids which is produced by the Contracts Team. The broker then ensures that these placements are filled first. This process should mean the voids will be lower in 2010/11 and a target set at 5%. The contracts team are also reviewing some of the long-term contracts to ensure the services purchased within the block are still required by the service users.

16. Day care voids have reduced from 54% in July to 43% of the total number of places at the end of January. Based on an average of 47% voids for the year, the annual value of unused day care voids is £679k. There is now a more robust panel procedure for reviewing voids, and this should be lower in 2010/11 with the re-modelling of contracts.
17. There have been increases for all client groups in the number of homecare packages agreed at panel. This is due to a combination of new clients and additional support hours required to meet increasing need following review. The recent bed crisis at the County Hospital has meant that patients were discharged in order to cope with exceptional demand. There is no budget to fund these packages.
18. There have been additional pressures within the Integrated Community Equipment Store, due to the high demand for equipment and in particular specialist equipment. Items are kept for longer periods and this should improve as there are now rigorous processes in place to reclaim equipment. There has been an increase in the number of items no longer fit for purpose. The store has been working with clinicians to try to identify which items are no longer suitable for use and these are being written off. The numbers of write-offs year to date are 1,885. The number of purchases over £500 which has risen year to date to 82 compared to 39 for the whole of 2008/09 showing the increase in specialist equipment required. A paper has been discussed by the Occupational Therapists concerning not stocking, nor providing certain small inexpensive items. Although it may not have a high impact on spend, the precedent is set that the Community Equipment Store is to supply only those items that are specialist to the need. To aid this process there is a proposed leaflet that will detail what the service provides and advertising certain items that can be purchased from retailers. If the demand for equipment continues at the current level the projected year end position will be an over spend of £86.6k. A further £4k of capital funding is available and equipment will be identified under the criteria. This would leave a £82.5k overspend to be shared 50:50 with the PCT.
19. Transformation projected spend has reduced by £60k due to project delay or in-house solutions being met. There is a possible further £35k grant from the Joint Improvement Partnership awaiting approval for brokerage work carried out. Modernisation projects being implemented, such as electronic monitoring, and external brokerage will enhance the customer experience and help to deliver services in a more efficient and effective way. The projects will start to show an impact on costs in 2010/11.
20. There has been a decrease in the projected staffing spend for the Integrated Commissioning Directorate due to staff vacancies.
21. Additional budget savings are expected of around £20k in 2009/10 from the hold on all non-essential spend within adult services and any agency staff is approved by the relevant Head of Service. All other recovery action is noted in the plan below. Heads of Service have attended recovery meeting in December, January and February to ensure additional measures are in place to reduce the current overspend.

Supporting People

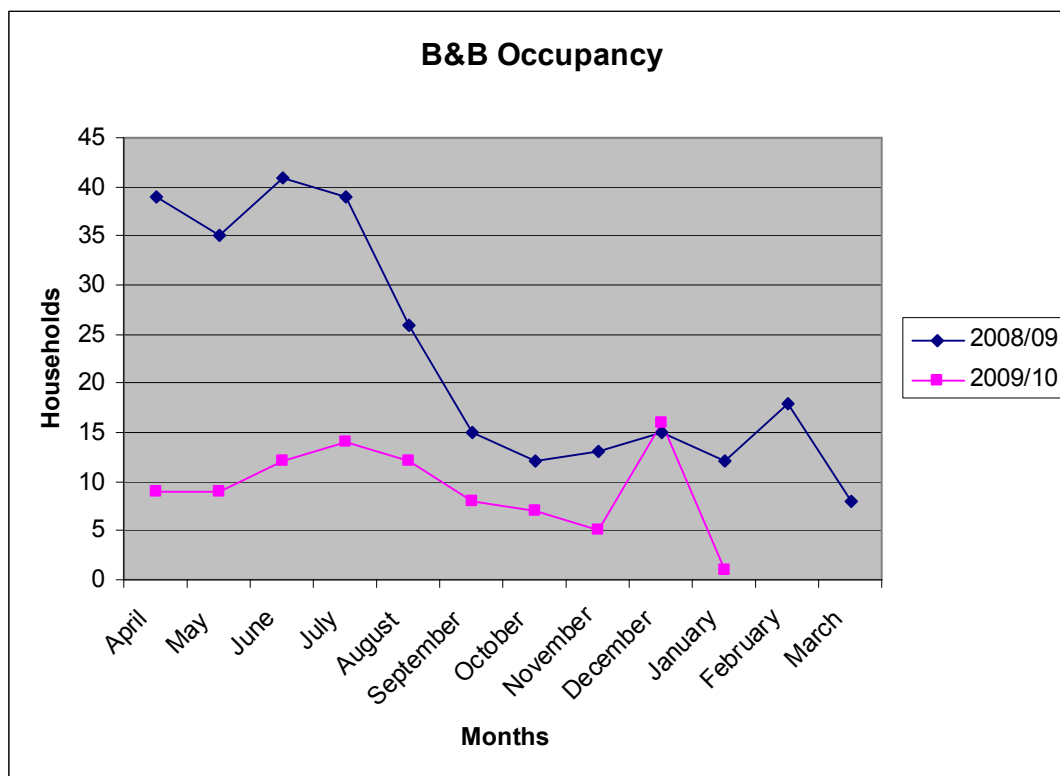
22. The 2009-10 grant is £5.88 million and fully committed. The cumulative carried forward under spend brought forward into 2009-10 was £4.83 million. A large proportion of the carry forward is committed to fund a number of pilot schemes and the shortfall between on-going costs and the annual grant. The expected carry forward under spend at year end, based on current commitments, will be £1.320m.

23. In 2010-11 the grant will be part of the Area Based Grant. The grant has now been divided into the Herefordshire Partnerships three priorities; Health and Wellbeing (£3.9m), Safer Communities £788k) and Stronger Communities (£1.7m) in order to secure funding for the future. Presently there is only funding guarantee for one year due to the annual grant announcement.

Strategic Housing

24. The budget on Strategic Housing has increased by £37.5k from £1.197m in November 2009 to £1.953m in January 2010, this reflects the allocation of grant from Department of Health to Home Improvement Agency.
25. Housing is projected to underspend by £22k, which is a reduction of underspend since reported in November 2009 of £55k. This reflects the transfer of the Mortgage Rescue grant, received in this financial year, to 2010/11 when the relevant spend will now take place.
26. The graph below shows the occupancy of Bed and breakfast at the end of each month in both 2008/09 and 2009/10 to date. As can be seen the use of B&B is significantly lower in this financial year than that of 2008/09.

Due to a period of extreme cold in December 2009 B&B figures rose to a temporary high of 17, as households without permanent or temporary accommodation were entitled to extra assistance under “Cold Weather Provision” arrangements. Figures for January 2010 then reduced considerably to one single person in B & B. The homelessness team are working with a local charity to provide a temporary cold weather shelter (for use during periods of extreme cold), which should reduce the extra cost of B&B during cold spells.



The following table illustrates that the reduction in total B&B numbers which started in the last half of 2008/09 has been sustained so far this year.

Category	April	July	August	Sept.	Oct.	Nov	Jan
Families with children	2	3	2	3	4	5	0
Other(couples, siblings)	1	1	1	1	0	0	0
Single	6	10	9	4	8	3	1
Total	9	14	12	8	12	5	1

27. There has been an expansion in the use of other temporary accommodation but this is much more cost effective as most of the cost can be recovered through housing benefit. As a result the temporary accommodation budget is forecast to be under-spent by about £8k.
28. Housing administration will overspend by £31k which is due to the agreed transfer of budget to integrated commissioning.

Recovery Plans

29. Recovery measures already identified and deemed to be realistically achievable have now been factored into the latest out-turn forecast for social care (£1,097k). Already achieved this year is £640k. Responsibility for specific recovery measures has been allocated to the relevant managers and progress is regularly monitored. Some of the measures will take more time to implement and therefore will not have a significant impact on the current year position. The plan includes the following;
- The transfer of eligible expenditure to capital grants of £181k.
 - The transfer of eligible housing related support expenditure within adult services to the Supporting People Programme Grant of £800k.
 - The movement of eligible expenditure to grants within learning disabilities of £20k.
 - Service Managers are currently working on agreeing backdated care payments for two Physical Disabilities clients where there is a dispute regarding county of residence. This would potentially have a one-off income of £125k. It is likely that £96k will occur in 2009/10, the remaining £30k will fall in 2010/11 with future annual cost savings of £62k

Further measures identified for present and future financial stability include

- The decrease in the residential voids from the transfer of clients following work completed by the emergency safeguarding team.
- The new standard rate for residential care is still in progress and due to become effective on 1st April 2010. Contracts are currently working with providers where they are providing information on an open book basis in order to establish a new standard rate. Rates from other local Authorities is also being gained to benchmark.
- The implementation of electronic monitoring in order to ensure that more verification and payment of actual hours delivered during 2010/11 for homecare
- The impact on the hold on all non-essential spend of around £20k.
- The transfer of learning disability clients into supported accommodation. Estimated at around £30k if moved by 1st January 2010 but will now be in 2010/11 with an annual saving of £120k.

- j. Review out of county placements within learning disabilities and the clients outside county with local PCT's where they now are eligible for continuing healthcare funding. Potential £92k saving in 2010/11.
 - k. Training on the fair funding calculator is underway with care managers and social workers. This will assist them in having more accurate cost information on what type of package cost should be appropriate for a specific clients need. There are currently 50 clients which have been identified where savings may be achieved by better negotiation with providers. This is likely to achieve cost savings in 2010/11.
 - l. The reclaiming of ILF (Independent Living Fund) currently £14k for current learning disability clients.
 - m. Automatic default to legal charge on property on admission to residential care. This will assist, in the reimbursement of cost of packages to be more effectively and promptly reclaimed.
30. An action plan to implement, monitor and review the recovery actions is in place and is regularly reviewed by senior management and financial services.

Financial Implications

30. These are contained in the body of the report. The projected outturn is based upon results to the end of November 2009. The consequence of the 2009/10 overspend is a likely to affect the starting financial position for 2010/11.

Legal Implications

31. None

Risk Management

32. The risks are set out in the body of the report in terms of the potential over spend. The report notes the actions planned to address this potential overspend.

Consultees

33. Not applicable

Appendices

Appendix 1 - Revenue Budget Monitoring Report for 2009/10 Period to 31st January 2010

Appendix 2 - Activity Data relating to Adult Social Care

MEETING:	ADULT SOCIAL CARE AND STRATEGIC HOUSING SCRUTINY COMMITTEE
DATE:	31ST MARCH 2010
TITLE OF REPORT:	ADULT SOCIAL CARE PERFORMANCE 2009/10
PORTFOLIO AREA:	ADULT SOCIAL CARE AND STRATEGIC HOUSING

CLASSIFICATION: Open

Wards Affected

County-wide

Purpose

1. To report on the national performance indicator positions and other performance management information for the Adult Social Care Division within the Joint Commissioning Directorate.

Recommendations

2. That: the Committee note progress in managing performance towards achieving targets

Reasons for Recommendations

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

Background

4. 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, the English average, and some narrative to describe actions that managers are taking to manage improvement.
5. 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.
6. The number of people supported to live independently through Social Care (NI 136) is a key indicator for the Council but has not previously recorded, to date, all the activity going on, particularly with respect to the work commissioned from the 3rd sector for older people. Data for this indicator is continuing to be processed and we are confident

that by the end of the year we will be close to achieving our target. We anticipate that our performance will be comparable to other authorities in this area.

7. The Department of Health (DoH) had set a stretch target of 30% of services users receiving individualised budgets by 2011 for N1130 (Social Care clients receiving Self Directed Support).

Concern has however been expressed by a number of authorities around this target that to achieve 30% of service users and carers on IB may not be possible unless we review the interpretation of this indicator. The government has also now also shifted its focus towards personal indicative budgets and away from, what was previously our strategy, individualised budgets.

Our current performance for the last few months has remained around 6%. This compares favourably with other West Midlands authorities. We have therefore recognised that we need to improve our current performance against this target, and now have a clear 'Personalisation Programme' in place with a Programme Manager, and are moving forward on several initiatives e.g.

- The Council are currently upgrading the Resource Allocation System in line with other Councils. To be completed by Q4 2009/10.
- An on-line resource directory will be launched on April 1st to support users in identifying key services and support.
- A project around external brokerage has been started supported by the Joint Improvement Partnership to increase the level of personal budgets - to report by Q4 2009/10.

8. NI132 remains around 80%. This is largely due to an increase in safeguarding work. Frontline resources have been engaged in ensuring vulnerable clients are receiving appropriate protection to ensure that they are safe. The consequence of this has been less resource available for routine Social Care activities.

We are also ensuring that we continue to record information accurately and are training staff to make certain that there is a consistent approach to data entry .This includes additional training to ensure data recording is accurate, alongside file reviews. Managers are also being asked to revisit those cases with significant delays and where underperforming action plans are put in place.

9. NI133 – timelessness of Social Care packages has seen a significant improvement over the last quarter from 53 to 91 per cent. . This has been due to a data quality exercise that has ensured all information is now properly recorded and concentrated improvement activity by locality teams.
10. NI 131 has also seen significant improvements over the last quarter although performance is still not in line with our target figure. The new review process for patient discharged pathways is now in progress across community hospitals and mental health. This has seen a significant improvement in the average number of delays per week. However, subsequent winter pressures over the last few weeks have had an impact on the performance reported.
11. There has been a significant improvement in this indicator over the last month. Some carer services have been removed and can no longer be included in the indicator

which is reflected in a lower performance for December. However, additional work has highlighted clients who have a carer but have not had advice and information recorded for their assessment / review and some of these have now been recorded. This work is being addressed during this quarter; it is highly likely that we will hit this target by the end of the year. Further work to support Carers has been ongoing including a Carers Conference held in January.

12. The Local Authority is expected to submit its annual self-assessment to the Care Quality Commission (CQC) in May. We have already submitted updates on our improvement work to date and will focus on the required improvements in our safeguarding processes in our Self Assessment.

Financial Implications

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

None

Consultees

Not applicable

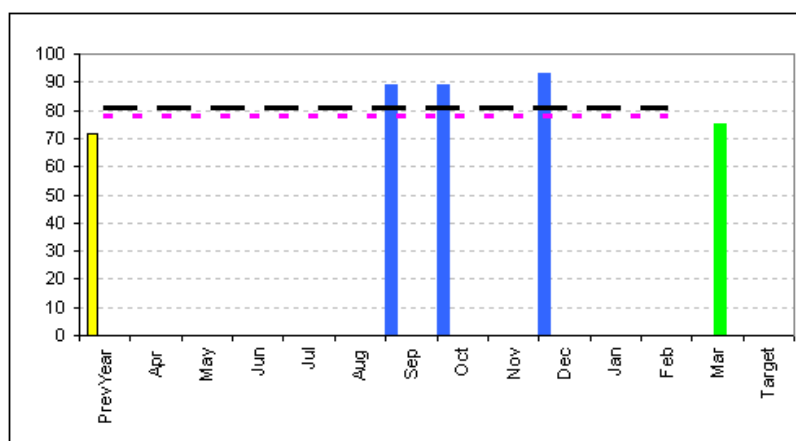
Appendices

NI125

Title:- Achieving independence for older people through rehabilitation/intermediate care

Definition:- The proportion of older people discharged from hospital to their own home or to a residential or nursing care home or extra care housing bed for rehabilitation, with a clear intention that they will move on/back to their own home (including a place in extra care housing or an adult placement scheme setting) who are at home or in extra care housing or an adult placement scheme setting three months after the date of their discharge from hospital.

Manager:- Graham Taylor



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
This years performance:-						89.1	89.1		93.1				75
Last year performance:-													
Forecast performance:-													
Comparator Family:-	81												
England:-	78.1												
Percentage													
Last year:-													
Direction:-													
Outturn 08/09:-	71.8												
Target 09/10:-	75												

Note:-

The survey period for this indicator for this financial year does not start until 30th September

Health and social care managers have developed a way to provide regular information on this crucial indicator, but the first new report is due by mid October

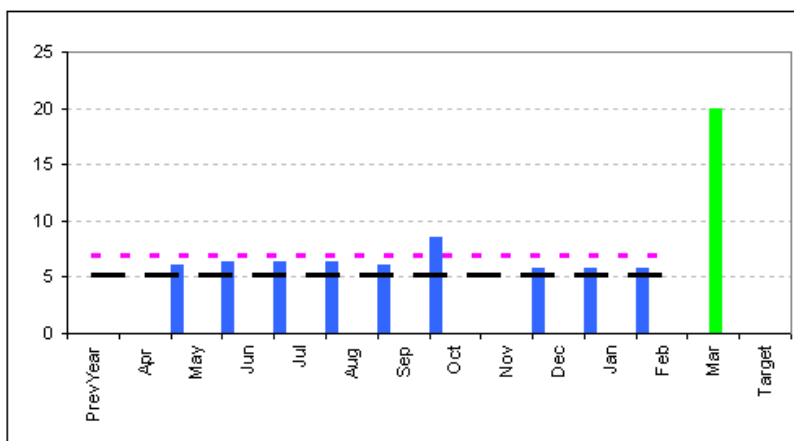
The figures presented in this report are preliminary findings and require further validation. The figures are based on those patients, discharged from acute hospital into the 3 intermediate care Hillside, Kington, Ledbury.

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:- Sara Keetly



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
This years performance:-		6.1	6.32	6.38	6.32	6.12	8.56		5.82	5.83	5.71		20
Last year performance:-	101	103	104	105	107	113	117	119	121	121	124	131	
Forecast performance:-													
Comparator Family:-	5.2												
England:-	7												
Clients		227	244	256	256	291	296		314	336	341		
Last year:-	144	147	149	151	154	162	168	171	173	173	180	189	
Direction:-													
Outturn 08/09:-	131												
Target 09/10:-	20												

Note:-

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)

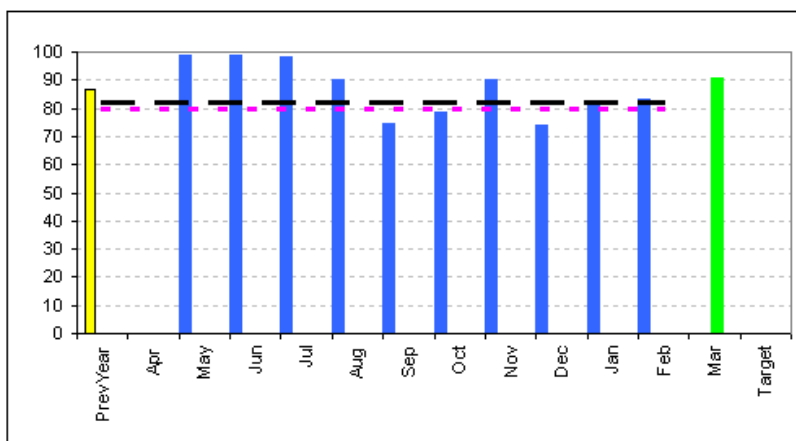
Our current performance is in line with other West Midlands authorities, our performance suffers from historical performance.

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	74.8	78.6	89.9	74.2	80.8	83.4		91	
Last year performance:-			84.2	90.6	90	90.5	90.5	90.5	90.5	88.6	86.8		
Forecast performance:-													
Comparator Family:-	81.8												
England:-	80												
Clients:-	272	272			632	511	1339	1778	2017	2049			
Last year:-			700	987	1217	1575	1575	1575	1575	1674	2264		
Direction:-													
Outturn 08/09:-	86.8												
Target 09/10:-	91												

Note:-

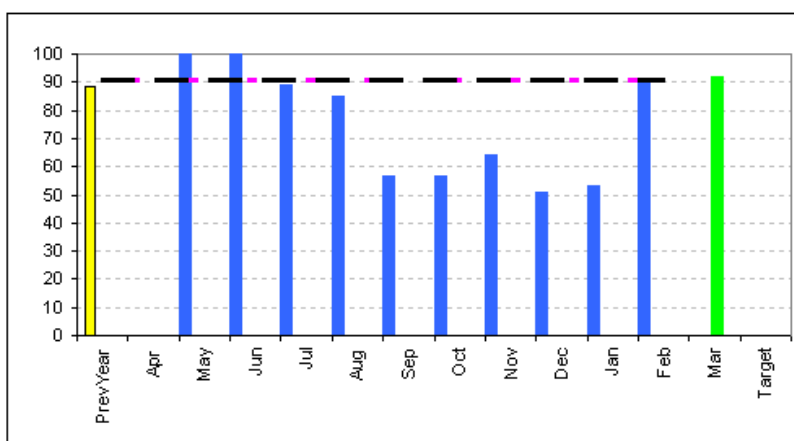
We are confident that we will achieve the target - 90% at same period last year.

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	56.8	56.8	64.4	51	53	91		92
Last year performance:-				80.9	83.2	84	82.3	82.3	82.5	82.3	81.4	88.2	
Forecast performance:-													
Comparator Family:-	91												
England:-	91												
Clients:-		36	36		170	172	172	250	322	350	493		
Last year:-				212	302	346	533	533	533	533	613	767	
Direction:-													
Outturn 08/09:-		88.2											
Target 09/10:-		92											

Note:-

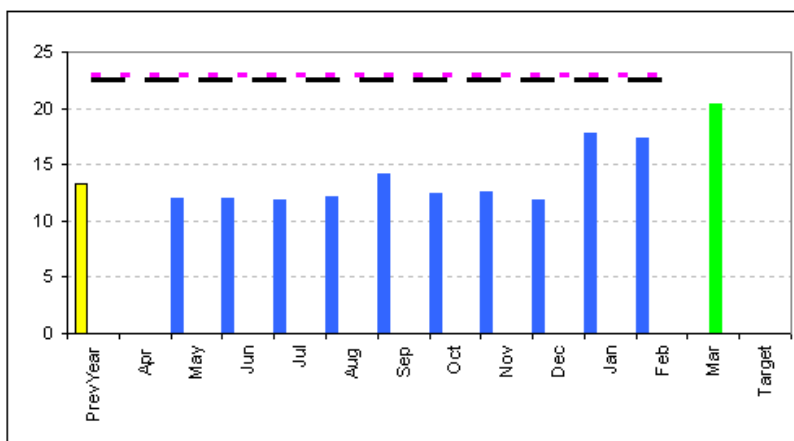
A new panel for allocating resources 'streamlined' processes and will prevent unnecessary delays, although delays can be caused by service users wanting time to make their choices of service to meet their needs.

NI135 LAA Indicator

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

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	14.1	12.5	11.8	17.8	17.3			20.4
Last year performance:-				13	13	12.6	14.2				11.1	13.7	
Forecast performance:-													
Comparator Family:-	22.6												
England:-	23												
Clients:-		398	398	426		616	559	580	575	899	912		
Last year:-				497	530	541	673				565	734	
Direction:-													
Outturn 08/09:-	13.3												
Target 09/10:-	20.4												

Note:-

This is a new indicator and has caused some difficulties in terms of recording activities accurately and comprehensively.

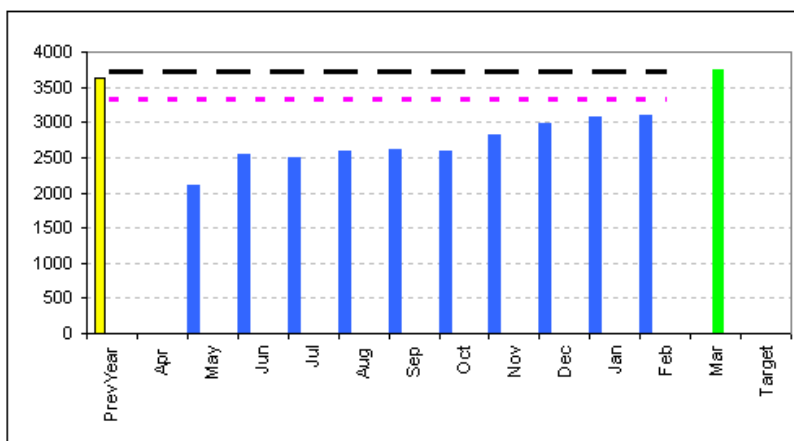
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NI136 LAA Indicator

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	2543	2500	2598	2624	2586	2825	2986	3083	3095		3736
Last year performance:-	2550	2550	2550	2550	2566	2557	2459	2459	2459	2646	2109	3635	
Forecast performance:-													
Comparator Family:-	3715												
England:-	3330												
Clients:-		2962	3587	3219	3664	3700	3684	4044	4196	4130	4147		
Last year:-	3665	3665	3665	3665	3689	3675	3535	3535	3535	3804	2972	5115	
Direction:-													
Outturn 08/09:-	3635												
Target 09/10:-	3736												

Note:-

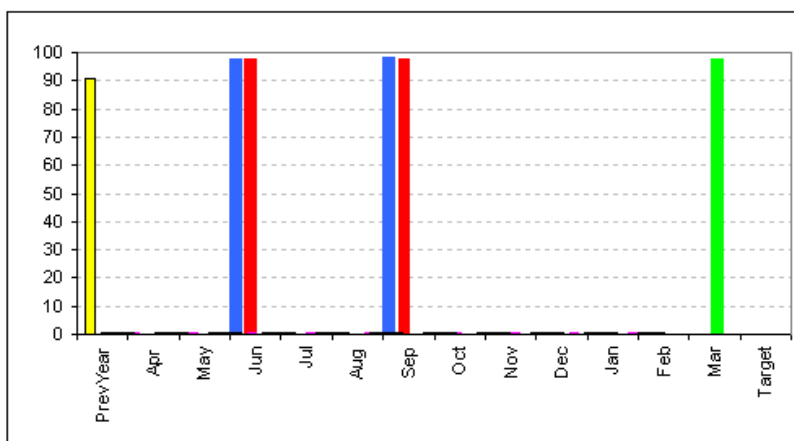
Data currently reported provides only a partial view. This is being rectified as activity from associated external agencies becomes available.

NI142 LAA Indicator

Title:- Number of vulnerable people who are supported to maintain independent living

Definition:- The number of service users (i.e. people who are receiving a Supporting People Service) who have established or are maintaining independent living, as a percentage of the total number of service users who have been in receipt of Supporting People services during the period.

Manager:- Dawn Stradling



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
This years performance:-			97.7			98							97.4
Last year performance:-													
Forecast performance:-			97.8			97.8							
Comparator Family:-													
England:-													
Ratio of clients:-													
Last year:-													
Direction:-													
Outturn 08/09:-	90.5												
Target 09/10:-	97.4												

Note:-

June and September scores based on local calculation and subject to Communities and Local Government ratification.



MEETING:	ADULT SOCIAL CARE AND STRATEGIC HOUSING SCRUTINY COMMITTEE
DATE:	31ST MARCH 2010
TITLE OF REPORT:	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 Overview and Scrutiny Committee.

Introduction and Background

1. The Overview and Scrutiny Committee is responsible for overseeing, co-ordinating and approving the work programme of the Committee, and is required to periodically review the scrutiny committees work programmes to ensure that overview and scrutiny is effective, that there is an efficient use of scrutiny resources and that potential duplication of effort by scrutiny members is minimised.
2. The work programme, set out at Appendix 1, may be modified by the Chairman following consultation with the Vice-Chairman and the Directors in response to changing circumstances.
3. Should any urgent, prominent or high profile issue arise, the Chairman may consider calling an additional meeting to consider that issue.
4. 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 by the Chairman when planning future agendas or when revising the work programme.

Background Papers

- None identified.

ADULT SOCIAL CARE AND STRATEGIC HOUSING SCRUTINY COMMITTEE
WORK PROGRAMME 2009/10
PRESENTED FOR CONSIDERATION ON 31 MARCH 2010

21 June 2010	
Items	<ul style="list-style-type: none"> • Budget Monitoring • Performance Monitoring • Presentation by the Cabinet Member (Environment and Strategic Housing) • Action Plan Monitoring: the Scrutiny Review of the Support to Carers in Herefordshire, Joint Scrutiny Review of The Transition From Leaving Care To Adult Life • Report on a seminar on the Scrutiny Review of Housing Allocation • Report on a Scrutiny event to be held on the Affordable Housing Policy linked to the Local Development Forum • Safeguarding Board, Adult Social Care – Improvement Programme
26 July 2010	
Items	<ul style="list-style-type: none"> • Budget Monitoring • Performance Monitoring • Scrutiny Review of Home Care Services • Review of Cabinet's Response to the Scrutiny Review of Housing Allocation • Presentation by the Cabinet Member (Older People & Social Care, Adults)
25 September 2010	
Items	<ul style="list-style-type: none"> • Budget Monitoring • Performance Monitoring • Safeguarding Board, Adult Social Care – Improvement Programme • Review of Cabinet's Response to the Scrutiny Review of Home Care Services • Procurement of Mental Health Services - update • Action Plan Monitoring: Scrutiny Review of Housing Allocation
13 December 2010	
Items	<ul style="list-style-type: none"> • Budget Monitoring • Performance Monitoring • Action Plan Monitoring: the Scrutiny Review of the Support to Carers in Herefordshire, Joint Scrutiny Review Of The Transition From Leaving Care To Adult Life and the Scrutiny Review of Home Care Services
24 January 2011	
Items	<ul style="list-style-type: none"> • Budget Monitoring • Safeguarding Board, Adult Social Care – Improvement Programme • Performance Monitoring

21 March 2011

Items	<ul style="list-style-type: none">• Budget Monitoring• Performance Monitoring• Action Plan Monitoring: the Scrutiny Review of the Support to Carers in Herefordshire, Joint Scrutiny Review Of The Transition From Leaving Care To Adult Life and the Scrutiny Review of Home Care Services, Scrutiny Review of Housing Allocation
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Further additions to the work programme will be made as required