

AGENDA

Adult Social Care and Strategic Housing Scrutiny Committee

Date: **Monday 24 January 2011**

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

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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 13 December 2010.	1 - 8
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.	SAFEGUARDING BOARD, ADULT SOCIAL CARE - IMPROVEMENT PROGRAMME To receive an updated report for the Committee on Adult Safeguarding within Herefordshire.	9 - 16
7.	BUDGET MONITORING To advise the Committee of the financial position for the Adult Social Care budget within the Joint Commissioning Directorate, and the Strategic Housing budget within the Sustainable Communities Directorate for the period to 30 November 2010. The report provides the variations against budget and a projected outturn for the year.	17 - 34
8.	ADULT SOCIAL CARE PERFORMANCE MONITORING 2010/11 To provide an updated report on progress in achieving national performance indicator targets and other local performance indicators in Adult Social Care within the Integrated Commissioning Directorate and to update the Committee on proposed changes to the national performance and outcome framework.	35 - 48
9.	STRATEGIC HOUSING SERVICE PERFORMANCE MONITORING 2010/11 To provide an updated report on the progress towards the achievement of national performance indicator targets and other local performance indicators for Homes and Communities (formerly Strategic Housing Services) within the Sustainable Communities Directorate and to consider the subsequent plans to improve performance in 2010/11.	49 - 54
10.	COMMITTEE WORK PROGRAMME To consider the Committee's Work Programme.	55 - 58

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

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

PUBLIC INFORMATION

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1. Identifying Areas for Scrutiny

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

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

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

Remits of Herefordshire Council's Scrutiny Committees

Adult Social Care and Strategic Housing

Statutory functions for adult social services including:

Learning Disabilities

Strategic Housing

Supporting People

Public Health

Children's Services

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

Community Services Scrutiny Committee

Libraries

Cultural Services including heritage and tourism

Leisure Services

Parks and Countryside

Community Safety

Economic Development

Youth Services

Health

Planning, provision and operation of health services affecting the area

Health Improvement

Services provided by the NHS

Environment

Environmental Issues

Highways and Transportation

Overview and Scrutiny Committee

Corporate Strategy and Finance

Resources

Corporate and Customer Services

Human Resources

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HEREFORDSHIRE COUNCIL

BROCKINGTON, 35 HAFOD ROAD, HEREFORD.

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HEREFORDSHIRE COUNCIL

MINUTES of the meeting of Adult Social Care and Strategic Housing Scrutiny Committee held at The Council Chamber, Brockington, 35 Hafod Road, Hereford on Monday 13 December 2010 at 9.30 am

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

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

In attendance: Councillors PJ Edwards, TM James and Mr R Kelly (Voluntary Sector Representative)

35. APOLOGIES FOR ABSENCE

Apologies were received from Councillor ME Cooper.

36. NAMED SUBSTITUTES

There were no named substitutes.

37. DECLARATIONS OF INTEREST

Councillor AE Gray declared a personal interest as a provider of provisions for people with learning disabilities.

38. MINUTES

RESOLVED: That the minutes of the meeting held on 24th September 2010 be confirmed as a correct record and signed by the Chairman.

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

There were no suggestions from members of the public.

40. REVENUE BUDGET MONITORING REPORT 2010/11

The Committee received a report on the financial position for Adult Social Care and Strategic Housing revenue budgets for the period to 30th September 2010.

The Principal Accountant reported that the forecast outturn for September was predicting a £3.81m overspend for Adult Social Care, which was as a result of a number of factors. There had been an increase in domiciliary care packages approved for older people, as well as an increase in both residential and nursing care packages. There had been a marked increase in domiciliary care hours for those with Learning Disabilities, which amounted to a 25% increase on the previous year. In Mental Health there was also an increase in domiciliary care, and as some intensive care packages with an expensive provider. These would be reviewed on a regular basis.

The Interim Director of Adult Social Care reported that a number of initiatives were being undertaken as part of the £2m recovery plan; £1m had been achieved to date. Projects had been reviewed and would be expected to improve standards and be financially benefit to the Local Authority and the user before they were approved. Reablement was an important

aspect of the overall scheme, and the increase in integrated budgets would target reablement care, which could be delivered from the localities. It was critical, however, that the resource was managed carefully.

She went on to say that Safeguarding was a significant issue, and it was important that this was in place so that the Service could work with individuals with individualised budgets. There were a large number of providers in the market place, and it was important that they should be integrated into the Safeguarding framework.

The Electronic Monitoring System (EMS) had been put on hold until there was sufficient data available for the Interim Director to have confidence in the level of savings that were to be had.

In the ensuing discussion, the following points were made:

- That there would be a more effective Panel process in order to ensure that processes and procedures for charging were
- That the Council did want to encourage the uptake of Personal Budgets, and the Government had set a target that all people in social care should be on a Personal Budget by 1 April 2013. That the Council had set its Fair Access to Care Services (FACS) criteria at Critical and Substantial, and it was important that the resource system should be consistent with eligibility.
- That it should be clear as to who people are who were coming through to Adult Social Care from Children's Services, and what the nature of their needs were and the costs of their care packages.
- That the overall position of the budget for people with learning disabilities was being considered, in order to ensure that sustainable measures were being put in place to support the needs of the users.
- That it would be ensured that the resources for reablement were being utilised to their fullest extent, as therapeutic care helped to maximise the independence of patients.
- More care would be taken in the future regarding what services would be commissioned, and from which organisations. Savings of £300k were required from the Shaw Healthcare contract, for example. The market had not yet been stimulated in order to get providers to work in a different way and ensure savings could be made.
- The Interim Director of Adult Social Care replied to a question and said that it was important that the number of personalised budgets should be increased, as every user would need to be on one by April 2013. There was a significant cost with learning disability packages, and these would need to be reviewed. It was important that Children's Services should make the Service aware of the number and nature of clients coming from that Service on a regular basis, and what the care packages would cost.
- The Cabinet Member (Older People and Social Care, Adults) stated that the relationship between Adult Social Care and Children's Services had been exhaustively discussed, but it was unclear as to whether any notice had been taken of these discussions by Children's Services. Transitions from Children's Services were a major issue, and she felt particularly aggrieved about the situation that had arisen.

RESOLVED:

THAT:

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

- (b) the delivery of the recovery plan to mitigate the level of overspend would take place.

41. HEREFORDSHIRE 2010 JOINT STRATEGIC NEEDS ASSESSMENT (JSNA)

The Committee noted the Herefordshire 2010 Joint Strategic Needs Assessment (JSNA).

RESOLVED:

THAT:

- (a) the Committee recognises the usefulness of the JSNA web-site and the summary document for the local health and social care economy, as a practical resource whose research based findings will inform future strategy, detailed planning and commissioning of services and budgets across Herefordshire;
- (b) Notes the Key Points and Recommendations from the 2010 JSNA;
- (c) Encourages the use of the findings of the JSNA across the local health and social care economy, to inform future plans, strategy development, budget decisions and commissioning of services; and;
- (d) The Committee requested a timetable, together with costings, for the introduction of the recommendations and clarification of what services would be provided in a different format in order to acknowledge both increasing public expectations and financial stringency.

42. AUDIT COMMISSION INSPECTION REPORT

The Committee noted a report on the outcome of the Audit Commission Inspection of Strategic Housing Services.

The Assistant Director, Homes & Communities reported that the Inspection report had assessed that the Inspection Report had assessed that Herefordshire Council's Strategic Housing Service was Fair with Promising Prospects for Improvement. There were few Authorities that had received this level of assessment, and the Commission had made a series of recommendations that were designed to assist the Council to address any weaknesses identified in the report. The actions that had been suggested as part of the report would be included as part of the normal business planning process.

In the ensuing discussion, the following points were made:

- A Member said that this was a good review, and supported the decision to utilise it in order to help improve the existing services.
- The Assistant Director, Homes and Communities said that he was aware of local Members concerns regarding damp problems in Housing Association pre-cast reinforced concrete (PRC) housing stock. Many of the properties had outlived their intended lifespan, and he would take concerns back to the organisations within the Herefordshire Partnership in order to understand their strategies to deal with the matter.
- That costs for enforcement notices that were served against landlords would now be charged to the landlord, and not absorbed by the Council.
- That support mechanisms to sustain tenancies and lessen the impact on neighbourhoods were important where tenants had complex needs. Policies and

services around the allocation and letting of property needed to support community sustainability.

- In reply to a question, the Assistant Director went on to say that there was no longer a waiting list for aids and adaptations in the home, but that there was an issue regarding the referral times from the Occupational Therapists, which made it difficult to efficiently plan work programmes and budgets. An officer lead review was underway in order to look at ways of improving links with the Occupational Therapy Team. The Interim Director of Adult Social Services added that there was a significant level of Occupational Therapy capacity in the County, and the service would benefit from the review.
- In reply to a further question, the Assistant Director said that Herefordshire Housing would be invited to a future meeting in order to discuss what their plans for PRC properties were.

RESOLVED:

THAT:

- (a) **the Audit Commission Inspection Report on Strategic Housing Services be noted; and;**
- (b) **Key recommendations emerging from the Inspection should be incorporated into relevant Service Business Plan Action Plans.**

43. REVIEW OF THE EXECUTIVE'S RESPONSE TO THE SCRUTINY REVIEW OF HOME CARE SERVICES

The Committee noted an updated report and timetable for the Scrutiny Review of Home Care in Herefordshire.

The Cabinet Member (Older People and Social Care, Adults) reported that she was disappointed both that the report had not been dealt with within the allotted timescale, and that it had gone to Cabinet in September, when she had been at the Conservative Party Conference. It would be brought to the Cabinet meeting in January 2011.

RESOLVED: That the update and timetable for receipt of the of the Executive's response to the Review should be noted.

44. ADULT SOCIAL CARE PERFORMANCE MONITORING 2010/11

The Committee noted the updated report on progress in achieving national performance indicator targets and other local performance indicators in Adult Social Care within the Integrated Commissioning Directorate.

The Interim Director of Adult Social Services reported that Herefordshire continued to perform "well" according to the annual Assessment of Performance by the Quality Care Commission (CQC). Whilst the CQC concluded that the capacity to improve in Herefordshire was uncertain, a robust plan was being developed that would respond to the technical proposals in the assessment and would ensure that an outcomes based framework was in place. A consultation exercise would be undertaken on these plans, and it should be clear how the Council would be assessed in 2011/12 by March 2011. It had been expected that CQC would come to Cabinet in January, but in light of the changes that were in hand, nationally from CQC, this was no longer possible.

The Interim Director went on to say that whilst there had been a slight increase in the performance of NI 130 (The number of clients receiving self directed support) to 5.9%, there was an expectation by central government that 30% of clients should be receiving a personalised budget by 2013. A radical reconsideration as to how the initiative was

implemented was required, and the resource allocation was being reconsidered. Work to address the shortfall had included increasing the emphasis on offering personal budgets for new service users, which was expected to increase the number of personal budgets by around 25 per month; an increment of 150 by March 2011. This was supported by a short-term central review team which would focus on existing case reviews for 3 months from January 2011. It was estimated that this would deliver an additional 350-400 users with personal budgets by March 2011. She believed that more progress had been made in the previous month in this area than had been achieved for some time.

The Interim Director went on to report that outturns continued to exceed targets for NI136 (The number of people supported to live independently through social care) and the Council was performing both above target and better than national comparator councils

She went on to say that a detailed look at care governance would be undertaken as part of the adult safeguarding agenda. There was concern over the level of safeguarding referrals, and the matter would be reviewed.

In the ensuing discussion, the following points were made:

- That it was unlikely that any clients who felt they were not capable of managing their own affairs and were unwilling to take up personalised budgets would not lose support, as it had always been assumed that personalised budgets would not be appropriate for all clients. There were a number of incentives that could be built into the system however and, in the final instance, the Local Authority would be able to administer a budget on behalf of a client. This is known as a “managed account”. The aim was to reduce dependency and promote as much independence as possible.
- In reply to a question from a Member, the Interim Director said that safeguarding referrals should be acted on as quickly as possible, and that the screening process that would be introduced in January would greatly reduce waiting times.
- It was unclear as to why NI 131 (rate of delayed transfers of care per 100k of population) had been so high in August, but work was in hand to bring transfer times down. The recent cold weather had not helped the situation.

RESOLVED

THAT:

- (a) **progress in managing performance towards achieving targets be noted; and;**
- (b) **areas of concern should continue to be addressed.**

45. STRATEGIC HOUSING SERVICE PERFORMANCE MONITORING 2009/10

The Committee received an updated report on the progress towards the achievement of national performance indicator targets and other local performance indicators for the Homes and Communities Services within the Sustainable Communities Directorate.

The Assistant Director, Homes & Communities reported that the Housing Needs and Development Team continue to work in close partnership with key housing providers across the County in order to deliver against NI 155 (Number of affordable homes delivered) Currently the indicator was below target and the situation continued to be closely monitored. As a result of the current economic situation, Registered Social Landlords and Developers were reluctant to commit to housing schemes and there was a lack of grant funding availability from the Homes and Communities Agency which

meant that some developments were being delayed into future years. The target was currently being reconsidered as it was unlikely that it would be achieved.

He went on to say that there was continued pressure on the Homelessness and Housing Advice services. This meant that NI 156 (The number of households living in temporary accommodation) continued to remain below the target of 82 households. In recent weeks numbers had dropped below 55 which reflected well on efforts at preventing homelessness.

In the ensuing discussion the following points were made:

- That the figures for the number of households living in temporary accommodation related to the number of households, and not individuals. There were five thousand households in temporary accommodation across the County.
- The Assistant Director replied to a Member's query concerning the number of two bedroom properties that were being built, and said that these were the sort of accommodation that was being applied for, and that there were a lot of young couples who were seeking accommodation in order to be able to leave home. Housing needs surveys were regularly undertaken in rural areas and developers were commissioned to provide housing that met those needs.
- That mediation services were utilised, especially between children and parents. A ruling against Southwark Council now took precedent over the Homelessness Act when dealing with 16 to 17 year olds. In households where there were multiple partners and children from more than one relationship, the Registered Social Landlord (RSL) would have their own policies in place to deal with the needs of young people. The Head of Service was able to refer those most vulnerable households to the Assistant Director in order to have their banding changed and allow the child to be moved to a safer environment.
- The Cabinet Member (Adult Social Care, Health and Wellbeing), added that she believed that the Planning Department needed a clearer understanding of the needs of vulnerable children in the County.

RESOLVED:

THAT:

- (a) **the report on Homes and Communities Services be noted;**
- (c) **areas of concern continue to be monitored; and;**
- (d) **The Committee noted with concern the lack of suitable affordable housing in the County for vulnerable children and young adults.**

46. ACTION PLAN MONITORING: THE SCRUTINY REVIEW OF THE SUPPORT TO CARERS IN HEREFORDSHIRE

The Committee noted a paper that provided a further update on the recommendations and executive action plan of the Scrutiny Committee Review of the support to Carers in Herefordshire.

RESOLVED:

THAT:

- a) **the Committee note the update and progress made on the action plan to deliver the Recommendations and Actions; and;**

- b) **The Committee appreciated the important role that Carers undertook in the County, and recommended that carers funding should be ring fenced.**

47. 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 12.30 pm

CHAIRMAN

MEETING:	ADULT SOCIAL CARE AND STRATEGIC HOUSING SCRUTINY COMMITTEE
DATE:	24TH JANUARY 2011
TITLE OF REPORT:	ADULT SAFEGUARDING IN HEREFORDSHIRE
PORTFOLIO AREA:	OLDER PEOPLE AND SOCIAL CARE, ADULTS

CLASSIFICATION: Open

Wards Affected

County-wide

Purpose

To inform the Committee on the latest position on adult safeguarding within Herefordshire.

Recommendation

THAT the committee note progress on adult safeguarding in Herefordshire.

Key Points Summary

- Herefordshire Safeguarding Adults Board is continuing to develop both its internal governance structures and role with regard to performance management of providers
- There have been some areas with a need to improve which have been supported through various means locally and action plans have been agreed with providers which will be monitored closely throughout the coming year.
- Public and Professional information with regard to safeguarding in the form of training and leaflet distribution has been undertaken with a positive response (as can be seen by the increase in referrals to Adult Social Care and an increase in the demands for safeguarding training).
- Referrals to Adult Social Care have increased over the past year which, although positive, has placed increased pressure on the Team.
- Multi agency Risk Assessment Conferences are functioning well in Herefordshire.

Alternative Options

- 1 None.

Introduction and Background

- 2 The Care Quality Commission (formerly Commission for Social Care Inspection) raised concerns with Herefordshire Council in January 2009 which highlighted failings related Safeguarding of Vulnerable Adults in Herefordshire. An action plan was agreed between the Care Quality Commission, Adult Social Care Commissioners and Adult Social Care

Providers. Work has been undertaken to address those concerns. This paper provides details of those processes which have been implemented to improve the quality of adult safeguarding work in Herefordshire.

Key Considerations

3.1 A Vision for Adult Social Care Capable Communities and active Citizens

In November 2010 the Department of Health published the above report which set out the overarching principals for adult social care and gives the context for future reforms. The document reinforces the Government's commitment to the local community being part of the safeguarding framework, playing its part in preventing, recognising and reporting neglect and abuse. The personalisation agenda whereby people make informed choices regarding the care they receive and are supported in maintaining choice and control in their lives is fundamental to people maintaining their autonomy. However, the safeguarding needs can not be lost. There will be an even greater need in future to balance safeguarding against a person's rights to make decisions about how they live their lives.

3.2 Herefordshire Safeguarding Adult Board

This Board provides the multi agency strategic leadership for safeguarding adults, it's work increasingly dovetails with the Herefordshire Safeguarding Children Board to ensure that robust safeguarding process are in place across Herefordshire which adequately safeguard people from cradle to grave.

Over the past 6 months the Board's governance has been strengthened with clear terms of reference being agreed for the Board and its sub groups giving clarity about accountability and remit. Participation in the Board has extended to include a broader range of agencies including representation from the 3rd sector.

The Board's functions include:

- Multi agency policies and processes (A sub group of the Board has been developed to further develop policies and processes with a safeguarding framework being agreed and made available for all to access via an internet site and on the Council and NHS Herefordshire intranet sites www.herefordshire.gov.uk/docs/SocialCare/SAFEGUARDING_FRAMEWORK).
- Training strategies and delivery (A sub group of the Board has been developed to further develop the safeguarding adults multi agency training strategy which is underpinned by multi agency training delivery).
- Strategic planning (A review of the commissioning of care homes and nursing homes is being undertaken with details given below)
- Developing inter agency relationships (The extension of the membership and the formation of 4 sub groups has supported the "safeguarding everybody's business" aim)
- Public and professional awareness (A leaflet "Everybody's Business Adult Safeguarding vigilant communities contribute to prevention of adult abuse" has been developed by the Herefordshire Safeguarding adults Board and 2000 have been distributed to both professionals and members of the public)
- Performance management and Quality Assurance (A sub group of the Board has been developed to scrutinise practice across agencies and a quarterly performance report is now presented to the Board)

- Member agency compliance (A multi agency yearly audit plan has been developed which will enable managers and practitioners to review and improve practice)

3.3 Developing Quality Concerns Processes

The Herefordshire Safeguarding Adults Framework, details how all safeguarding concerns within provider services must be processed. However, a Quality Concerns Process is being developed to support a process for care and nursing homes whereby early intervention can take place to support homes when quality issues are identified and, by doing so, lessen the risk of safeguarding issues arising.

3.4 Adult Social Care commissioning

Quality Schedule

NHS Herefordshire and Herefordshire Council (NHS/HC) have a duty to ensure all services commissioned by or on behalf of the organisation provide high quality care for the residents of Herefordshire. The NHS/HC Integrated Commissioning Team have therefore developed a quality schedule which is included in each adult social care/health contract whether the service is provided by a statutory provider (such as Hereford Hospitals NHS trust) or an independent provider (such as a care/nursing home).

The schedule lays down expectations of service delivery from providers and a process whereby these expectations will be monitored by Integrated Commissioning.

Reviewing Contracts/Contract Monitoring

To support the monitoring of the quality schedule the Integrated Commissioning Team conducts 3 levels of assurance visits to selected providers:

- Visits to randomly selected Providers to assure NHS Herefordshire/Herefordshire Council that the services provided meet the expectations dictated in the quality schedule
- Visits to those Providers where concerns regarding the level of care provided have been expressed by either members of the public or by staff
- Requested visits to those Providers who wish to demonstrate to NHS Herefordshire/Herefordshire Council that the services they are providing are of a high quality

The visits allow services to demonstrate quality processes and will identify areas of good practice and any areas where improvements need to be made. Should any concerns arise during the course of an assurance visit a more detailed visit is undertaken.

Following each visit a report is submitted to the relevant provider and, should there be any areas for development, an action plan is requested the progress of which is then monitored.

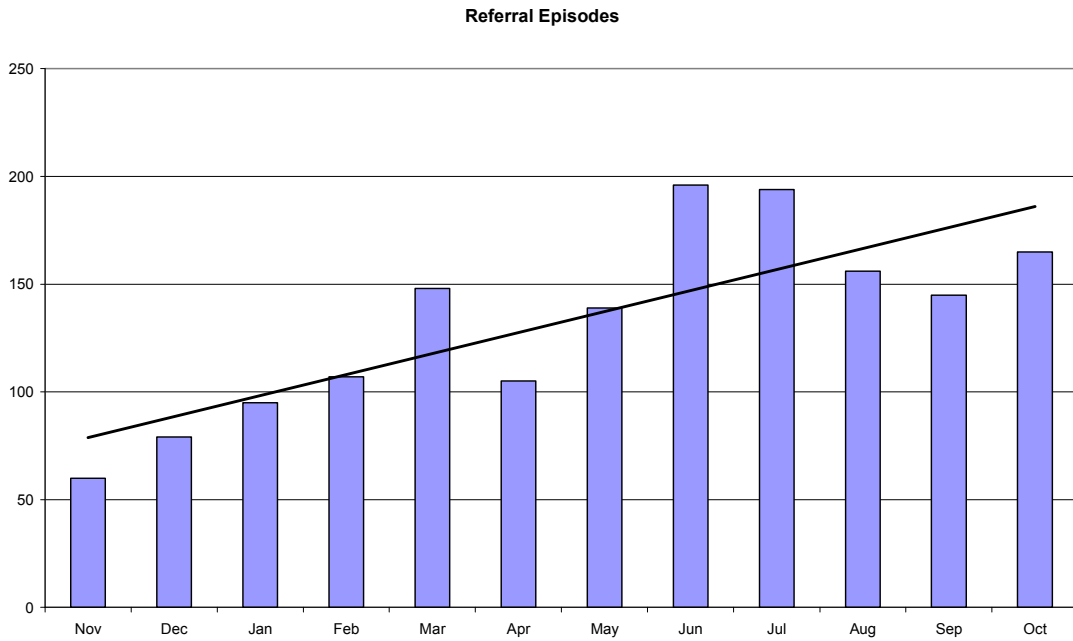
3.5 Provider's Forum.

All care homes/nursing homes are invited to a quarterly meeting with commissioning to share information and receive support regarding the processes in place for commissioning quality care. Safeguarding is now a standard item within this forum.

3.6 Performance Management

Adult Safeguarding Referrals

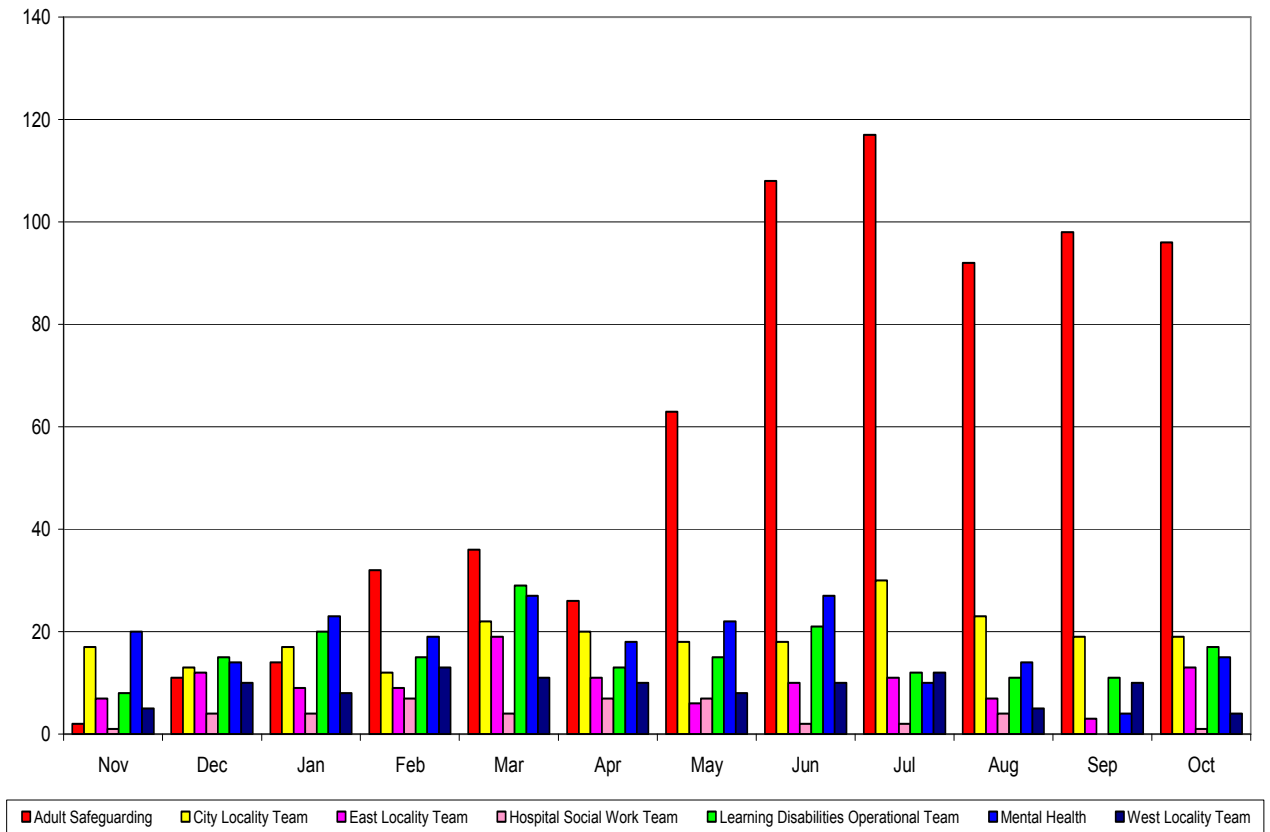
Safeguarding referrals to Adult Social Care have increased rapidly since November 2009 when 52 referrals were made until 152 referrals in October 2010. A peak of referrals took place in June/July 2010 when the rates were between 190 and 200 referrals.



Within October 55 of the 140 referrals were accepted for a safeguarding investigation. Not all referrals may need to be progressed through the safeguarding processes to be addressed, some may be better progressed through other routes such as a locality team, the MARAC (Multy Agency Risk assessment Conference) route for some domestic abuse cases or by the Care Quality concerns process for those cases which arise due to poor quality of care in a care home setting.

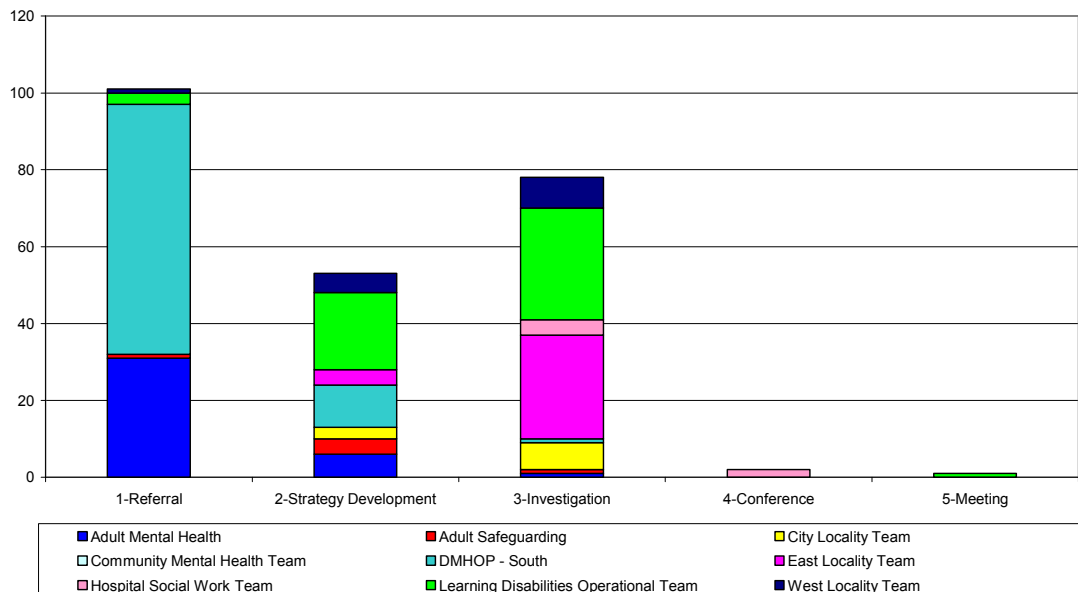
The red columns below represent the referral episodes received by the Adult Safeguarding Team. As is clear the workload of this Team is large and growing steadily. To support the Team in effectively screening the numbers of referrals received discussions have taken place regarding increasing the numbers of Customer Support Officers s within the Team. Work is being undertaken across West Mercia police, Adult Mental Health and Adult social Care to enable some adults with complex needs to have a jointly shared care plan in order that a coordinated response may be made when the individual is seen by a member of staff from either of the 3 agencies.

Team Referral Episodes



As can be seen by the table below the majority of open safeguarding cases are allocated to the Directorate of Mental Health with, on 17th October 2010, 32 open in Adult mental Health and 64 open in DMHOP (out of a total of 101 open cases). A safeguarding manager with an expertise in legislation has recently been appointed within the Adult Mental Health Directorate to support those staff in the safeguarding work that they undertake.

Open Safeguarding Cases



3.7 MARAC

A MARAC (Multi Agency Risk Assessment Conference) is a local, multi agency victim-focused meeting where information is shared on the highest risk cases of domestic abuse between different agencies including: police, criminal justice, health, child protection, adult social care, housing, IDVAs (Independent Domestic Violence Advisers) as well as other specialists from the statutory and voluntary sectors.

A safety plan for each victim is then created. Herefordshire MARAC reviews approximately 50 cases per quarter and has recently received a quality assurance visit from CAADA (Co-ordinated Action Against Domestic Abuse) which is a national charity who advocate a strong multi-agency response to domestic abuse. CAADA produced a positive report following the visit saying *“there appeared to be effective research and information sharing at the Hereford MARAC. It was clear that most agencies had researched cases and appeared willing to share information with their partners. The voice of the victim was kept central to the process by effective use of the information”*. It is envisaged that a further CAADA visit will take place soon. Victims of domestic abuse who are going through the criminal justice system in order that the perpetrator of the violence is convicted are supported by an Independent Domestic Violence advisor. Approximately 25 adults receive such support each quarter.

3.8 Adult Social Care Inspection

The Care Quality Commission (CQC) is the independent regulator of health and adult social care services in England. In August 2010 the CQC inspected adult social care in respect of safeguarding adults and increased choice and control for older people. Two inspectors and an Expert by Experience visited Herefordshire for two weeks in August and September 2010 and interviewed a selection of staff, service users, carers and partner agencies to assess how well Herefordshire was delivering certain aspects of social care. The full CQC report was published by CQC on 26th November 2010, with the outcome that Herefordshire received adequate for both safeguarding adults and increased choice and control with an uncertain as to the Council's capacity to improve.

The report stated that:

- The Council made it easy to contact someone when people had concerns about abuse towards a vulnerable person.
- Messages about community responsibility for reporting concerns were having an impact, there were good signs of people recognising and reporting poor practice.
- A programme of core safeguarding training and briefings was available to staff and volunteers in social care to improve awareness of safeguarding.
- The Council worked closely with local health partners to improve the quality of care.
- Citizens benefited from some universally available preventative services.

To improve outcomes in respect of safeguarding the report recommended that the Council and partners should:

- Urgently ensure that the awareness of risk thresholds and the implementation of investigation and protection plans are strengthened across the partnership.
- Urgently ensure sound arrangements for protecting peoples' rights through fully implementing and monitoring the provisions of the Mental Capacity Act.
- Ensure the adult safeguarding board delivers effective leadership to all partner agencies in setting out and performance managing minimum standards of practice
- Ensure that practitioners and managers in all agencies are competent for their roles in safeguarding.

- Ensure that victims of alerts have an effective voice and role in safeguarding investigations and in oversight of safeguarding arrangements.
- Increase their focus on harassment and anti-social behaviour towards all vulnerable groups and ensure that victims benefit from multi agency responsiveness

Herefordshire Council and its partners have developed an action plan to address the recommendations which is underpinned by regular audits undertaken by or on behalf of the Herefordshire Safeguarding Adult Board.

Community Impact

4 Not applicable to this report.

Financial Implications

5 Not applicable to this report.

Risk Management

6 Not applicable to this report.

Background Papers

7 None identified.

MEETING:	ADULT SOCIAL CARE AND STRATEGIC HOUSING SCRUTINY COMMITTEE
DATE:	24TH JANUARY 2011
TITLE OF REPORT:	REVENUE BUDGET MONITORING REPORT 2010/11
PORTFOLIO AREA:	ADULT SOCIAL CARE, HEALTH AND WELLBEING

CLASSIFICATION: Open

Wards Affected

County-wide

Purpose

- 1 To advise the Committee of the financial position for Adult Social Care and Strategic Housing revenue budgets for the period to 30th November 2010. The report lists the variations against budget at this stage in the year and a projected outturn for the year.

Recommendation(s)

THAT

- (a) **the report be noted;**
and;
- (b) **Ensure that the delivery of the recovery plan to mitigate the level of overspend takes place.**

Reasons for Recommendations

- 2 To enable the Committee to carry out its function in relation to the Adult Social Care and Strategic Housing revenue budget for 2010/11.
- 3 A detailed Budget Monitoring Report to 30th November 2010 is attached at Appendix 1 for Members' consideration.
- 4 The Adult Social Care budget sits within the Integrated Commissioning Directorate whilst the Strategic Housing budget sits within the Sustainable Communities Directorate.
- 5 The summary position is set out in the table below, and provides the current view of forecast outturn which was predicted throughout the year. The forecast outturn for November is predicting a £3.81m overspend for Adult Social Care whilst Strategic Housing will come in on budget.

	Annual Budget £000	November 10 Net Forecast (Over)/Under spend £000
Older People	13,469	(1,498)
Learning Disabilities	12,370	(443)
Physical Disabilities / Sensory Impairment	4,659	(926)
Mental Health	7,442	(952)
Section 75 Arrangements	936	(22)
Adults	240	(124)
Commissioning Directorate	1,620	0
Other Services	2,153	151
Supporting People	3,607	0
Sub Total	46,496	(3,814)
Supporting People Budget anticipated allocation	1,650	0
Anticipated Budget Allocation (ABG)	425	0
Total	48,571	(3,814)

Note: Other Services include Public Contact, Provider Services, Intermediate Care, Needs Analysis and Transport.

Adult Social Care

- 6 The November forecast is a net overspend of £3.81m. This is based on existing commitments projected forward in combination with a realistic forecast of the recovery measures of £876k still to be delivered (see Appendix 3 for recovery plan totals).
- 7 Appendix 2 shows current year activity and projection compared with previous years activity.
- 8 The new standard rate for residential care has now been implemented. The payments to providers have been backdated to the 1st April 2010. This resulted in a further in year cost pressure of circa £500k which was to be funded by the reduction of voids and use of contract inflation built into the budget setting.
- 9 **Changes since the last report (September).**

There have been changes to the Budget as follows:

- A virement of the £2.019m from Corporate was moved to the relevant Service Areas during November.
- The Area Based Grant of £2,415k has been received to match year to date expenditure to the end of October.
- Supporting People Programme Grant (SP) £3,607k has been received. This was transferred to each of the Service Areas as income. This was already included within the recovery plan.
- Connects savings for mileage has been transferred back to Corporate Budgets (£21k).

The new Total Net Budget is £46.5m. Additional budget allocation is anticipated to be £2,075k

There has been no change in the overall outturn position since September's projection and remains at a predicted overspend of £3.81m

Changes in the Services Areas include:

10 Older People:

- The increase in the projection for residential and nursing care is due to 17 new packages (net) approved at panel, 5 nursing and 12 in residential (**£187k**)
- Domiciliary Care packages have increased in month approved at panel, increasing the projection by (**£61k**).
- 1 vacant post within the Hospital Team we are now assuming will not be filled this financial year, creating a saving of **£17k**. **£2k** saving is relating to saving in agency staff costs.
- There have been 2 new Personal Budgets approved since September, this is below the number budgeted (7 per month) thus forecast has been adjusted to reflect this, saving **£139k**. The Direct Payments forecast has been increased by (**£9k**) due to the reassessment of 1 client and a reduction in the package.
- The Shaw contract for residential care has decreased due to reassessments that have taken place of clients and the anticipated increase in client contributions **£70k** for the year.
- Within other changes there have been savings within Hereford Homecare seconded staff have reduced by **£73k** due to less than anticipated additional hours provided.

11 Learning Disabilities:

- Budget changes include a reduction of £25k which was uncommitted expenditure within the Area Based Grant for Learning Disabilities Development fund (LDDF).
- Increase in Domiciliary care hours approved have dropped, thus anticipating a saving of **£100k**.
- There have been 2 residential packages approved since September that were not originally included in the budget, totalling (**£40k**). 3 clients have been reassessed, 1 now being 100% CHC funded saving **£60k** and the other costing a further (**£34k**). 1 client previously thought to have ceased has paperwork updated and backdated costing a further (**£6k**).
- 2 new Personal Budget packages were agreed at panel costing (**£15k**) for the remaining part of the year. 3 clients moved from Direct Payments to Personal Budgets, net saving of **£15k** and 1 client was reassessed with a saving of **£6k**.
- Supported Accommodation forecast has been decreased due to a rate decrease of **£7k**, higher than anticipated SP Grant of **£31k** and a saving of **£5k** due to 1 client moving out of county and the reassessment of 1 client costing (**£15k**) due to decrease in client contribution.
- Day care services projection has increased due to less income anticipated on sales of goods of (**£11k**) and the continuation of costs of agency staff due to a vacant post (**£11k**).
- As part of the recovery plan for the management team **£31k** was identified as an in year saving for the Income and Grants Officer post not being filled and **£12k** for employment support. Offset by an increase in agency staff costs of (**£6k**) covering for vacant posts.
- There has been an increase of (**£7k**) in the block contracts and an increase in transport costs of (**£13k**).

12 Physical Disabilities:

- Domiciliary Care has increased by **(£3k)** due to new packages approved.
- 1 Personal Budget client has terminated saving **£24k** offset by an increase in 1 package after reassessment **(£4k)**. Direct Payments has 2 increases in packages **(£3k)** for the remains of the year offset by a surplus refunded of £4k.
- The increase in the Nursing projection is due to the transfer of one client from residential care **(£13k)**. Residential projections have decreased by **£16k** due to the transfer of a client into nursing care. Residential projections have increased by **(£22k)** due to more respite packages approved at panel.

13 Mental Health:

- Residential care has increased since September due to a net increase of 4 residential care packages thus the projection has been adjusted by **(£16k)** to account for these extra packages. Respite has also increased and is now predicted to be an extra **(£40k)** and the reassessment of a client has increased their package by **(£6k)**, offset by an increase in client contributions of **£9k**.
- Nursing care has increased due to a net increase of 2 nursing care packages thus the projection has been adjusted by **(£28k)** to account for these extra packages this also includes the assumption that the number of packages will not fall as originally predicted anticipating a **(£14k)** increase due to lost savings. Respite has increased and is now predicted to be an extra **(£32k)** offset by an increase in client contributions of **£9k**.
- There has been an increase in client contributions within Direct Payments of **£4k** after financial assessments were completed.
- Carer's breaks have also increased in month, effecting the projection by a further (£12k); the forecast assumes previous year's trends.
- Direct payments have increased by **(£1k)** due to an additional carer's direct payment

14 Section 75:

- The Community Equipment Store has capitalised **£41k** of high value equipment, reducing the overspend and the assumption of a contribution by the PCT to the £101k overspend as part of the risk sharing agreement of **£50k**

15 Other £156k decrease:

- Intermediate Care savings are due to care assistants staff vacancies of **£34k**.

16 Adults

- Increase of (£12k) due to higher costs in the Stakeholder Involvement budget, including fees **(£9k)** and agency staff **(£3k)**.
- Increase of **(£10k)** due to 'Just Checking' now expected to spend to budget on telecare equipment.

Full Year Projections for the major areas of spend within Adult Social Care

17 Older People predicted overspend for the year is (£1,498k). (including recovery action)

- The numbers of residential and nursing care packages are rising over and above the

expected demographic increase of 3% and more expensive packages put in place due to more complex needs. Last financial year resulted in an over spend of (£221k). At the start of year there were 242 packages, this rose to 255 in July, dropped to 250 in August, and is currently 268 packages. Predicted over spend (£347k). Client numbers are projected to continue with greater emphasis on personal budgets. Contracts with care home providers were changed to facilitate reablement rather than long-term care packages.

- Domiciliary care was over spent by (£1m) last financial year. The budgets assumed a 5% rise on the actual spend for last year. Year to date there is an, overspend on the budgeted figure by (£210k), thus the predicted outturn has been increased to reflect this (£452k). The Supporting People Grant transferred during October of £155k offsets some of this, overspend. Projections are based on a consistent level of spend based on last year trends with an additional 10% increase in the number of clients from 2009/10.

18 Learning Disabilities anticipated to be (£443k) over spend. (including recovery action)

- The Budget for residential and nursing care includes increases in the cost of packages where there are more complex needs. There was an overspend in 2009/10 of £1m at year end, thus this is included in the budget assumptions for 2010/11 along with the assumption that there will be 1 additional package from children's. Until August there was an, underspend anticipated due to the expectation that more clients would move into Supported Accommodation, reducing from 24 clients to 21 by the end of November. Since August there were 2 high value packages approved costing £192k for the rest of the year and 3 smaller packages totalling £46k, at November there are 22 packages. The full year projection is now predicting an overspend (£74k).
- As the Personalisation Programme is more widely known and promoted allowing greater choice and flexibility to meet care needs, there has been an increase in the number of new clients choosing to take personal budgets. In 2009/10 the number of clients taking up personal budgets increased from 36 to 53. The increase built into the assumption for 2010/11 is for a further 15%, increasing the number to 61 packages. The number of packages is currently 78, 19 above budget. 3 Direct Payment packages have been transferred to Personal Budgets and have created a saving with the Direct Payments budget. The extra packages are anticipating additional costs of (£192k), but there have also been surpluses refunded £17k year to date.
- Domiciliary Care. Packages have increased year to date. Year on year the number of hours has increased by 38% to September, therefore the yearly forecast has been adjusted to reflect this, predicted (£158k) over spend.
- The impact of the changes in criteria for ILF funding has been built into the projections. It has been assumed that no new cases will gain funding and no inflation will be applied to current packages, built into the forecast (£43k).

Supporting People

- 19 The final outturn for 2009/10 gave an, underspend of £2,672k which has been carried forward into 2010/11.

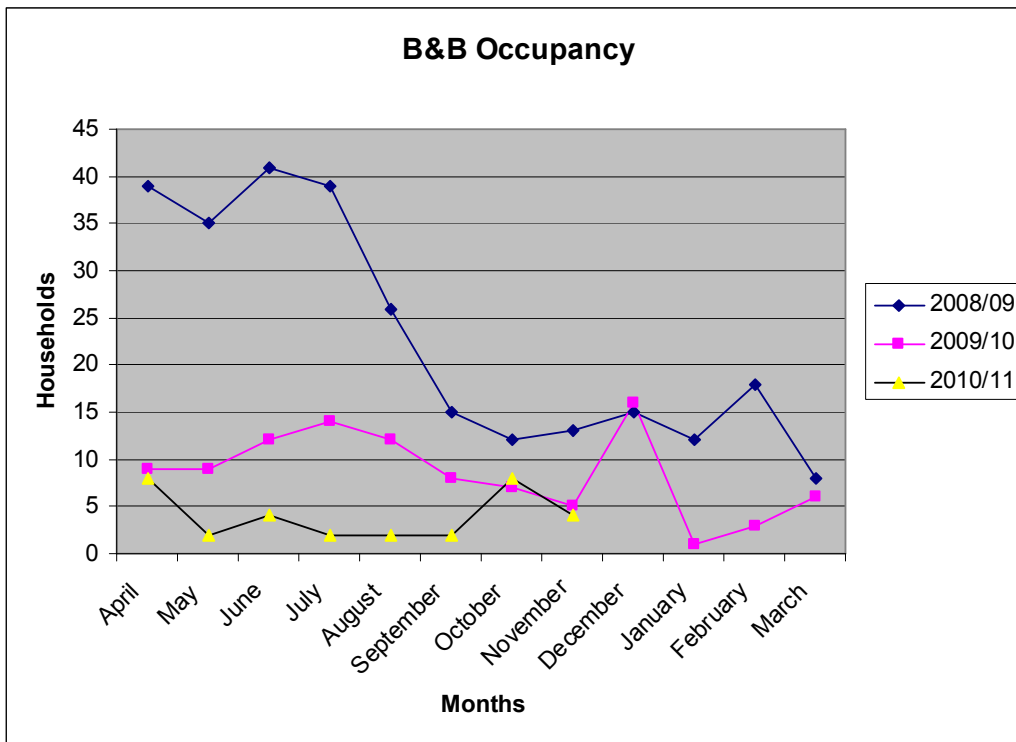
20 For 10/11 the underspend will be allocated as follows:

Pilot Projects	£542k
Social Care SLA	£500k
Additional Social Care SLA	£595k
Further Social Care SLA	£300k
Shortfall in current commitments	£735k

- In light of the uncertainty of the continuation of funding for the Supporting People Programme prior to the Comprehensive Spending Review, the Supporting People Transition Board gave six months notice on all contracts to cease on 31st March 2011. This decision was taken as a result of great financial uncertainty facing the public sector and the resources available to Herefordshire Council.
- An impact assessment was conducted in December 2010 of the entire programme. The £6.5 million investment is currently supporting 4556 people with a range of needs including ex-offenders homeless families and people with learning disabilities.
- The commissioning intentions will be finalised and the information shared with stakeholders by the end of January. Procurement of services is expected to commence by April 2011 and be phased over six months. There will be a programme of procurement and an utilisation of some of the resource short term to bring about transformation required to actualise the commissioning intentions.

Strategic Housing

- 21 The 2010/11 Budget for Strategic Housing has increased by just under £7k to £1,853k.
- 22 Strategic housing has received a one off contribution of £8k towards the cost of preparing the Older Persons Housing Plan. This involved the commissioning of consultants to undertake key research into the future housing and support needs of the growing older population across the county. Budget has reduced by £1.2k in relation to Connects savings that were achieved in 2009/10 by the introduction of the Electronic Employee Mileage Claim Forms.
- 23 Strategic Housing is projected to underspend by (£30k). This is due to vacant posts being held in the Private Sector Housing Team.
- 24 The graph below shows the occupancy of Bed and Breakfast at the end of each month in 2008/09, 2009/10 and 2010/11 to date. The highest demand for B&B so far in this financial year has been in April and October. However, as can be seen the use of B&B is still significantly lower in the first eight months of this financial year compared to the same period in either 2008/09 or 2009/10.



25 The following table illustrates that the reduction in total B&B numbers which started in the last half of 2008/09 was sustained through 2009/10 and into 2010/11. As at the end of November 1 family with children and 3 single people were in receipt of bed and breakfast.

Category	April	May	June	July	Aug	Sept	Oct	Nov
Families with children	1	1	1	0	0	1	0	1
Other(couples, siblings)	0	0	0	0	0	0	0	0
Single	7	1	3	2	2	1	8	3
Total	8	2	4	2	2	2	8	4

26 The Cold Weather shelter that was set up in 2009/10 in St Peter’s Church Hall has again been used in the recent cold spell. In the last week of November there were 3 clients using this facility.

27. **Integrated Commissioning cost Improvement Plan for 2010/11:**

A recovery plan of £2.008m was developed by the Acting Director of Adult Social Services to support the delivery of the current overspend of £3.81m. Detailed Recovery Plan is included in Appendix 3 which includes a target of £2.008m.

28. Recovery Plan Actions already achieved, totals £1,132k and are included within projections include:

- Supporting People Grant (SLA) £895k
- Capitalisation of Community Equipment £51k
- Surpluses regained from deferred payments £125k
- Day care services within Learning Disabilities £61k

29. This leaves a remaining balance of £876k to be achieved. An update on the projects are as follows:

- Schemes 1-3 .The review team are currently being recruited. The target still remains at **£129k**.
- Scheme 4. Future capitalisation of community equipment is underway to achieve a further **£61k**.
- Scheme 6. Savings from reablement of **£50k**.
- Scheme 8. Further work in reviewing the Shaw contract with an expected saving of **£76k** for 2010/11.
- Scheme 9. Additional **£50k** one off Supporting People Grant income from underperformance of contracts.
- Scheme 12. The PCT are due to transfer **£33k** in respect of employment support to offset a current contract.
- Scheme 16. Further recovery of direct payment surplus' is expected to achieve a further **£28k**.
- Additional Scheme. Review of discretionary top-ups within residential care with a potential saving of circa **£200k** per annum.
- Leaving a remaining **£249k** to be identified. Potential savings are due to be achieved via EMS (Electronic Monitoring System) and a hold on all non-essential spend.

30. Further measures identified for present and future financial stability include:

- Supported Living - A review of costly Learning Disability packages where opportunities exist to transfer clients into supported living and contract for shared hours.
- Review all expensive out of county placements - Service Managers are currently working on agreeing clients that may meet the criteria and review high cost packages that may benefit from other care options. Mental Health has produced a detailed report of all Out of County placements. There maybe some clients that could benefit but it is unlikely to produce any savings this financial year.
- Review Personal budgets where costs exceed previous client packages.
- Review financial assessment process for residential and homecare charging in order to reduce the time taken and improve debt collection. This will maximise the charging period and reduce the level of bad debts.
- Review in-house services - Plans to improve efficiency and value for money for all Council provided services.
- 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. This is likely to achieve cost savings in 2010/11.
- Extensive use of telecare as a first response to reduce the dependency on personal care. The Telecare Steering Group has completed a report which is due to be reviewed by the Interim Director of Adult Social Services.
- New ways of working. Telecare and self assessment.

31. Further Pressures

- Contractual issues with a residential home may lead to a further pressure as a result of potentially having to move some clients. This is estimated to be circa £15k. This is based on the 10 clients extra costs incurred at the standard contract rate plus the penalty risk of paying the home 1 month's notice.
- Legal challenge for Tenancy Agreements. There is currently a case proceeding through the courts challenging the capacity of understanding of a learning disability client to complete a tenancy agreement. The outcome could set a precedent and the financial impact will mean the inability to claim housing benefit. This will result in the transfer of the client back into registered care.
- Reduction in Supporting People Services. Following contract review there has been a reduction in contracted hours for support such as the `shopping service` which has led to an increase in homecare hours put forward to panel.
- There are currently 17 long term carers over the age of 80 supporting Learning Disability clients and potentially would be unable to care for the clients putting pressure on the Learning Disability budget. Potential pressure of (£78k) for future years
- There are greater than anticipated increases in demand from dementia clients. There is a present lack of treatment and care for individuals affected and lack of support for their carers. The Joint Commissioning Plan "Living well with dementia in Herefordshire" is due to be finalised by the end of December 2010 and will be the catalyst for change in the way people with dementia are viewed and cared for.

Financial Implications

32. These are contained in the body of the report.

Legal Implications

33. None

Risk Management

34. 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

35. Not applicable

Appendices

Appendix 1 - Revenue Budget Monitoring Report for 2010/11 Period to 30th November 2010

Appendix 2 – Activity data relating to Adult Social Care

Appendix 3 – Integrated Commissioning Cost improvement Plan 2010/11

Budget Monitoring to November 2010	Expenditure				Income				Net Totals		
	Annual Budget £000's	Projected Outturn £000's	Variance (over) / under £000's	Annual Budget £000's	Projected Outturn £000's	Variance (over) / under £000's	Annual Budget £000's	Year End Forecast £000's	Variance (over) / under £000's		
Adult Services											
Older People	18,201	19,984	(1,783)	(4,733)	(5,017)	284	13,469	14,967	(1,498)		
Learning Disabilities	17,713	18,591	(878)	(5,343)	(5,778)	436	12,370	12,813	(443)		
Mental Health	8,882	10,102	(1,220)	(1,441)	(1,708)	267	7,442	8,394	(952)		
Physical Disabilities / Sensory Impairment	5,157	6,133	(976)	(498)	(549)	51	4,659	5,584	(926)		
Commissioning Directorate	2,060	2,060	0	(440)	(440)	0	1,620	1,620	0		
Section 75 Arrangements	2,520	2,456	65	(1,584)	(1,497)	(86)	936	958	(22)		
Hereford Intermediate Care	1,004	899	106	(2)	(2)	(0)	1,002	897	105		
Provider Services	1,032	1,035	(4)	(886)	(886)	(0)	1,032	1,034	(3)		
Needs Analysis	886	886	0	(886)	(886)	(0)	0	0	(0)		
Public Contact	131	82	48	0	0	0	131	82	48		
Transport	(11)	(11)	0	0	0	0	(11)	(11)	0		
Adults	(2,073)	(1,942)	(130)	2,312	2,306	6	240	364	(124)		
Total Adult Social Care	55,503	60,275	(4,772)	(12,614)	(13,572)	959	42,889	46,702	(3,814)		
Supporting People											
Programme	0	0	0	0	0	0	0	0	0		
Pilot Projects	5,257	5,257	0	(1,650)	(1,650)	0	3,607	3,607	0		
Total Supporting People	5,257	5,257	0	(1,650)	(1,650)	0	3,607	3,607	0		
Total Budget for Adult Social Care (as per finance system)	60,760	65,532	(4,772)	(14,264)	(15,222)	959	46,496	50,310	(3,814)		
Anticipated Budget Allocation (ABG)	425	425	0	0	0	0	425	425	0		
Anticipated Budget Allocation (Supporting People)	1,650	1,650	0	0	0	0	1,650	1,650	0		
Total Budget	62,835	67,607	(4,772)	(14,264)	(15,222)	959	48,571	52,385	(3,814)		
Strategic Housing											
Homelessness	1,364	1,334	30	(439)	(429)	(10)	925	905	20		
Management & Administration	140	178	(38)	0	(4)	4	140	174	(34)		
Homepoint	249	249	0	(249)	(249)	0	0	0	0		
Housing Needs	375	395	(20)	(66)	(66)	20	309	309	0		
Private Sector Housing	1,053	987	66	(573)	(551)	(22)	480	436	44		
Total Strategic Housing	3,181	3,143	38	(1,327)	(1,319)	(8)	1,854	1,824	30		
Total Adult Social Care and Strategic Housing Committee	63,941	68,675	(4,734)	(15,591)	(16,541)	951	48,350	52,134	(3,784)		

		2010 / 2011		TOTAL	ACVHIEVED	REMAINING
		Non - RECURRENT £	RECURRENT £			
SCHEME 1	Legacy Homecare Packages - Central review team linked to the safeguarding team. Input from Service Managers		32,500	32,500		32,500
SCHEME 2	Legacy Residential packages - Review of out of county learning disability packages plus older people residential.		65,000	65,000		65,000
SCHEME 3	Legacy Residential packages - Review of section Section 117 5% to be completed in order to charge for care..		31,525	31,525		31,525
SCHEME 4	Capitalisation of Community Equipment - Transfer high cost equipment against social care transformation capital pot	112,145		112,145	51,070	61,075
SCHEME 5	Home Care Packages - Implementing increase in cost effective home based support as an alternative to residential care			0		0
SCHEME 6	Impact of reablement on hospital discharge - Target to increase reablement to achieve 60% of all clients coming through the service to no longer require long term support.	50,000		50,000		50,000
SCHEME 7	Telecare - Utilise above review team; add as a panel requirement, champion in each team, not in addition to care packages but instead.			0		0
SCHEME 8	Shaw Contract (eliminating voids) - Maximise contract –incl redesign services for older people to include other client groups e.g. LD & Dementia. Maximise voids. Plus additional income in 11/12 through charging		76,133	76,133		76,133
SCHEME 9	Supporting People Actuals - Capacity to deliver services. Cuts to funding CLG.	945,000		945,000	895,000	50,000
SCHEME 10	Norfolk House - Decommission.service			0		0
SCHEME 11	Recharge for Continuing Health Care work - Recharge to raise funds- agreed to remove			0		0
SCHEME 12	Day Care (Learning Disabilities) - Agree service model based on current demographics Review with a view to close and check all attendees eligible.	94,000		94,000	61,000	33,000
SCHEME 13	Day Care (Age concern) - Consider decommissioning of age concern day care contracts. Facilitate them to run service themselves.			0		0
SCHEME 14	Charging (Day Care, Transport and Referral process) - Remove subsidy from day centres, transport & tighten referral process.			0		0
SCHEME 15	Rose Gardens contract - Review contract due to high initial charge to residents going to provider. (re specification of contract) - agreed to remove			0		0
SCHEME 16	Direct payments - Pay more frequently to service user. Users with excess funds at the end of the year.	153,400		153,400	125,380	28,020
SCHEME 17	EMS - Finance module required for FWi.			0		0
SCHEME 18	Midland Heart - Robust management structure. Review what they are providing.			0		0
SCHEME 19	Market Development - Set up system in allow bidding process with suppliers which increases the available services. Preferred suppliers to be set up. Possible website bidding process.			0		
SCHEME 20	Charging - maximising charging by reviewing processes and procedures			0		
SCHEME 21	To be identified	248,617		248,617		248,617
SCHEME 22	Review discretionary top-ups for those residential care homes packages signed up to standard rate	200,000		200,000		200,000
TOTAL SAVINGS TO BE MADE ALL SCHEME'S		1,803,162	205,158	2,008,320	1,132,450	875,870

Activity Data Budget vs Actual

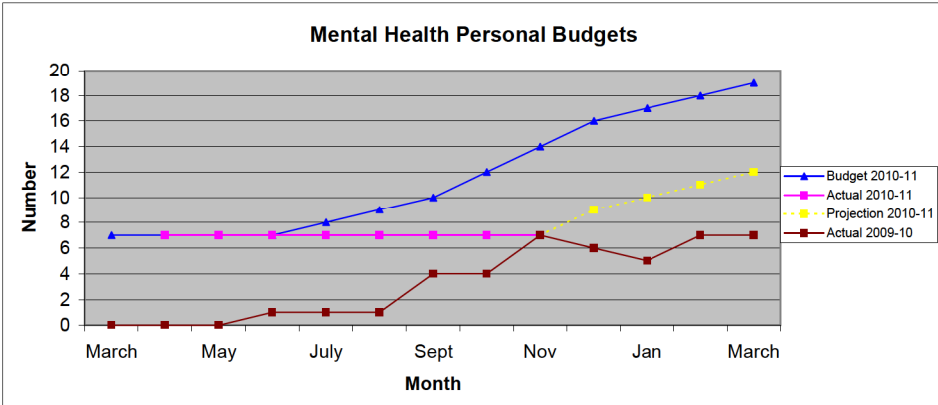
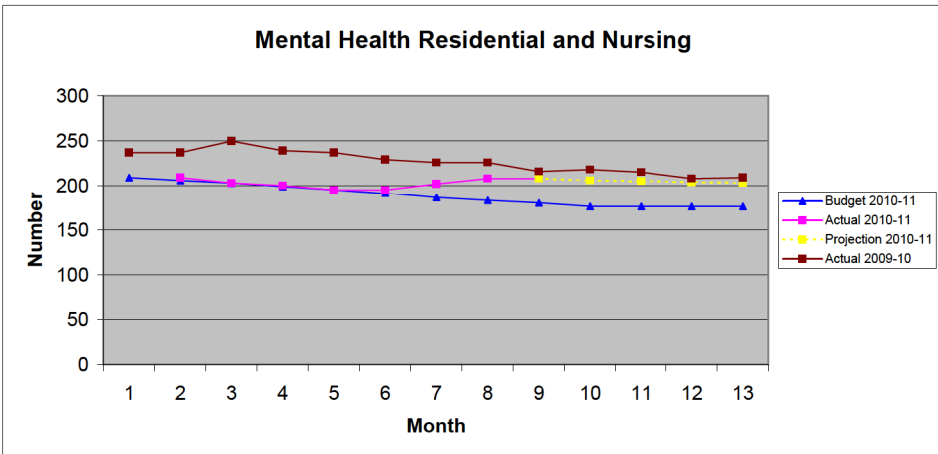
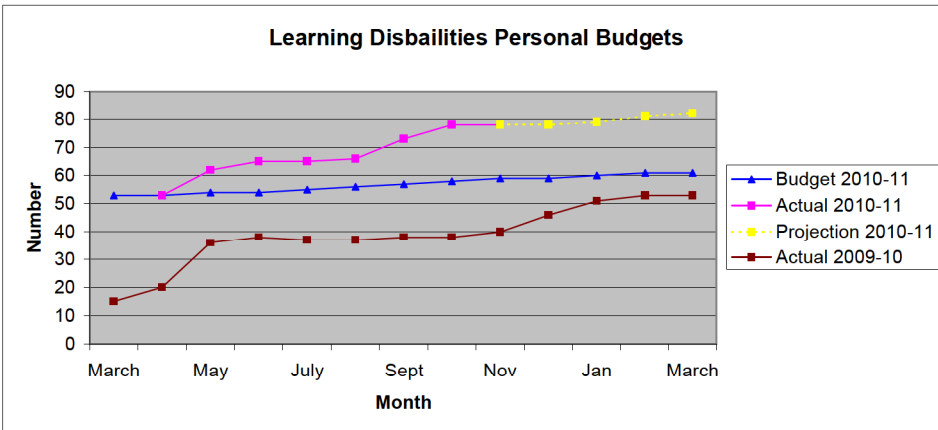
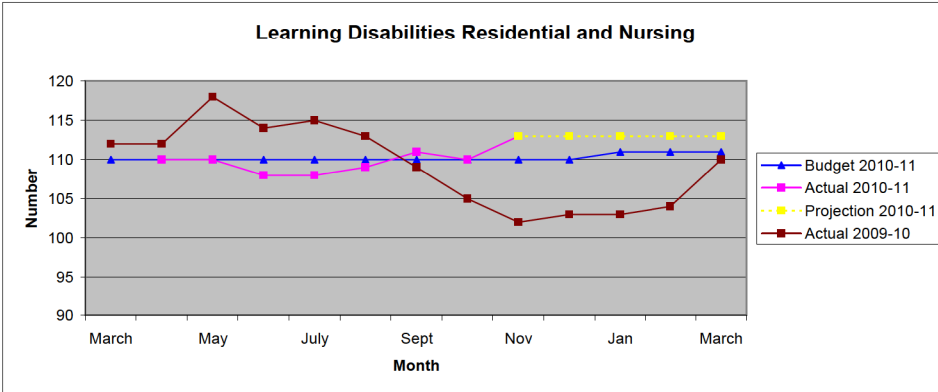
Appendix 2

Residential & Nursing

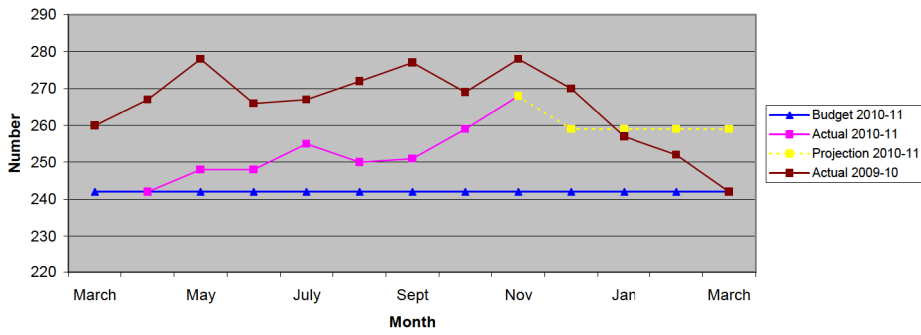
	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Learning Disabilities													
Budget total	110	110	110	110	110	110	110	110	110	110	111	111	111
Actual		110	110	108	108	109	111						
Projection								111	111	111	111	111	111
Difference		0	0	(2)	(2)	(1)	1	1	1	1	0	0	0
Previous Year	112	112	118	114	115	113	109	105	102	103	103	104	110
Mental Health													
Budget total	209	206	203	199	195	191	186	183	180	176	176	176	176
Actual		209	203	200	195	195	202						
Projection								193	190	186	182	180	180
Difference		3	0	1	0	4	16	10	10	10	6	4	4
Previous Year	237	237	250	239	237	229	226	226	216	218	215	208	209
Older People													
Budget total	242	242	242	242	242	242	242	242	242	242	242	242	242
Actual		242	248	248	255	250	254						
Projection								254	254	254	254	254	254
Difference		0	6	6	13	8	12	12	12	12	12	12	12
Previous Year	260	267	278	266	267	272	277	269	278	270	257	252	242
Physical Disabilities													
Budget total	24	24	24	23	23	22	22	22	22	22	22	22	22
Actual		24	23	23	23	23	22						
Projection								22	22	22	21	21	21
Difference		0	(1)	0	0	1	0	0	0	0	(1)	(1)	(1)
Previous Year	28	0	25	24	24	24	24	23	22	22	22	24	24

Personal Budgets

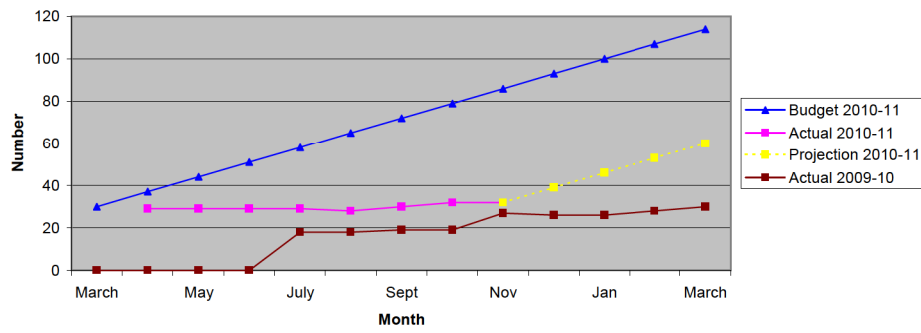
	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Learning Disabilities													
Budget total	53	53	54	54	55	56	57	58	59	59	60	61	61
Actual		53	62	65	65	66	73						
Projection								74	75	75	76	77	77
Difference		0	8	11	10	10	16	16	16	16	16	16	16
Previous Year	15	20	36	38	37	37	38	38	40	46	51	53	53
Mental Health													
Budget total	7	7	7	7	8	9	10	12	14	16	17	18	19
actual		7	7	7	7	7	7						
Projection								9	10	11	12	13	14
Difference		0	0	0	(1)	(2)	(3)	(3)	(4)	(5)	(5)	(5)	(5)
Previous Year	0	0	0	1	1	1	4	4	7	6	5	7	7
Older People													
Budget total	30	37	44	51	58	65	72	79	86	93	100	107	114
Actual		29	29	29	29	28	30						
Projection								30	30	30	30	30	30
Difference		(8)	(15)	(22)	(29)	(37)	(42)	(49)	(56)	(63)	(70)	(77)	(84)
Previous Year	0	0	0	0	18	18	19	19	27	26	26	28	30
Physical Disabilities													
Budget total	48	48	49	52	53	57	64	68	71	73	74	76	76
Actual		48	48	52	51	51	60						
Projection								64	67	70	72	76	78
Difference		0	(1)	0	(2)	(6)	(4)	(4)	(4)	(3)	(2)	0	2
Previous Year	2	8	16	20	23	28	30	35	35	39	39	40	48



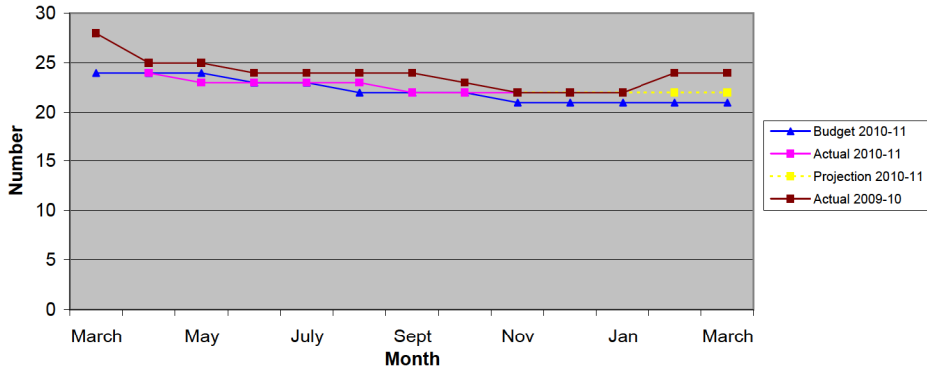
Older People Residential and Nursing



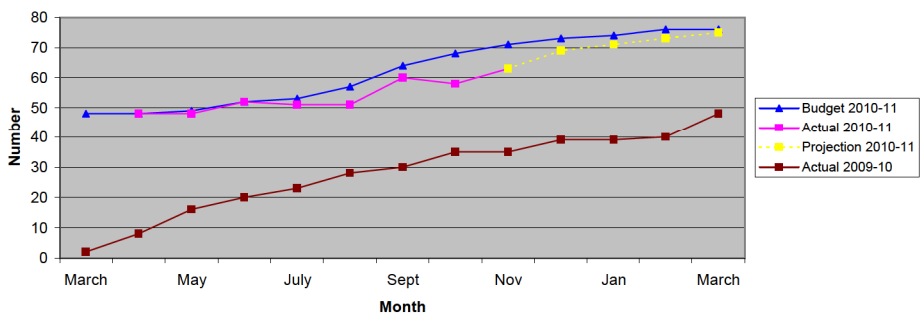
Older People Personal Budgets



Physical Disabilities Residential and Nursing



Physical Disabilities Personal Budgets



MEETING:	ADULT SOCIAL CARE AND STRATEGIC HOUSING SCRUTINY COMMITTEE
DATE:	24TH JANUARY 2010
TITLE OF REPORT:	ADULT SOCIAL CARE PERFORMANCE MONITORING 2010/2011
PORTFOLIO AREA:	OLDER PEOPLE AND SOCIAL CARE, ADULTS

CLASSIFICATION: Open

Wards Affected

County-wide

Purpose

To provide an updated report on progress in achieving national performance indicator targets and other local performance indicators in Adult Social Care within the Integrated Commissioning Directorate and to update the Committee on proposed changes to the national performance and outcome framework

Recommendations

THAT:

- (a) **Progress in managing performance towards achieving targets be noted and;**
- (b) **Areas of concern continue to be monitored**

Reasons for Recommendations

- 1 To enable the Committee to carry out its function in relation to the Adult Social Care and Strategic Housing Performance targets for 2009/2010 and 2010/11.
- 2 The report cards in appendix 1 provide a full description of progress against key national indicators. The cards show the trend in performance compared against our 'family' of similar authorities, the English average and narrative describing the actions managers are taking to ensure improvement.
- 3 Key indicator outturns for the first 7 months of the 2010/11 performance year are contained in the report together with NI132 and NI133, which although removed from the National Indicator set are still reported on as key local indicators. The last performance report was December, so the performance report has been updated where new information is available.

4 Accompanying the Government's Vision for Social Care consultation document is a consultation on the proposals for a new outcomes framework for Social Care entitled, 'Transparency in Actions: a framework for adult social care'. This document contains proposals for the future direction of performance management in adult social care and is part of a formal consultation ending 9 February 2011. There is a heavy emphasis on co-production within the document.

5 The document sets out the need to ensure the best outcomes are achieved for those needing social care, their families, carers and the wider local community. Government wants to consult on how this is to be done. Key themes within the paper include:

- A single Quality and Outcomes Data Set (QODS) will be developed to replace existing reporting requirements. The NHS Information Centre will lead this work with the sector using a "zero based review" approach. There will be a transition period with more significant changes being introduced from 2012/13.
- "There should be no role for national performance management." The data reported centrally should be a subset of what councils need locally to manage their business. However, councils will want to benchmark and the public will want to hold councils to account. The QODS will provide a set of validated and comparable data on social care.
- There will also be an agreed set of outcome-focused measures – though "these will not be priorities". They will be published centrally on an annual basis. Four new domains have been identified, which read across to the NHS outcome measure domains. These domains are:
 - Domain 1 - Promoting personalisation and enhancing quality of life for people with care and support needs
 - Domain 2 - Preventing deterioration, delaying dependency and supporting recovery
 - Domain 3 – Ensuring a positive experience of care and support
 - Domain 4 – Protecting from avoidable harm and caring in a safe environment

These will be developed over time, but an initial set for 2011/12 have been identified for discussion. [See Appendix two]

- The Annual Performance process led by CQC will be replaced with a sector-led system of peer review and challenge. This will be co-produced to ensure it meets everybody's requirements.
- A new "excellence" rating will be introduced for social care providers. Groups other than CQC may have a role in this accreditation.
- Councils are encouraged to consider whether more direct financial incentives for providers might support a focus on quality and outcomes. [cf PbR and CQUINs in NHS].

The response to the consultation document will be published in March 2011. Some elements of the framework including the first outcome -focused measures will come into effect from April 2011; other elements will come into effect between late 2011 and March 2013. Locally we are reviewing the proposed outcome measures and developing our Performance Framework, to ensure we take on board these measures and integrate them with any locally defined indicators.

- 6 There will be no more Annual Performance Assessments of Councils. The last one was published on 25th November 2010. The first local accounts on quality and outcomes will take over and come into effect in relation to the 2011/12 year. CQC currently still retains the right to undertake a service inspection where they believe there are serious issues of underperformance, or risks to vulnerable clients but the emphasis going forward will be on sector led improvement
- 7 In late December 2010 the Department of Health published the NHS Outcomes Framework, which is also intended to link with the proposed Adult Social Care Outcomes framework, the Operating Framework for 2011-12 and a consultation paper on the framework for adults. The NHS Outcomes framework is divided into 5 key domain areas as follows;
 - Domain 1 - Preventing people from dying prematurely
 - Domain 2 - Enhancing quality of life for people with long-term conditions
 - Domain 3 – Helping people to recover from episodes of ill health or following injury
 - Domain 4 – Ensuring that people have a positive experience of care
 - Domain 5 - Treating and caring for people in a safe environment and protecting them from avoidable harm

Personalisation

- 8 The national personalisation milestone target for NI130 is 30%; i.e. 30% of eligible people will be directing all or part of their own care. At the end of November 2010, NI130 for Herefordshire was 6.1%. It is recognised that Herefordshire is behind other areas in delivering against this indicator and work is being undertaken to rectify this. Actions have been identified and agreed to increase the take up of personal budgets; this includes:
 - Emphasise offering personal budgets for new cases. This is expected to increase the number of personal budgets by around 25 per month; an increment of 150 by March 2011.
 - The creation of a short-term central review team who will focus on existing case reviews for 3 months starting in January 2011. This is currently estimated to deliver an additional 350-400 users with personal budgets by March 2011.
 - Migration of existing client groups with single providers to a personal budget and individual service funds
 - Migration of existing client groups with low-level needs to personal budgets

The intention for Adult Social Care in Herefordshire is to offer all eligible clients the opportunity to have a personal budget by March 2011. This will also require work to

make it easier to pay and manage direct payments and to work with all stakeholders to ensure the effects are appropriate and understood.

Maximising Independence

- 9 Outturns continue to exceed targets for NI136, (the number of people supported to live independently through social care). November's figure of 3757 demonstrates that we are performing both above target and better than our national comparator councils.
- 10 Performance continues to stay around the 85/86% mark for NI132, below target but on a par nationally, work will begin shortly on improving the operational performance reports to allow improved management information for locality team managers. This will allow managers to target areas for improvement going forward.
- 11 At 91%, November has seen a slight percentage increase in outturn for NI133, (timeliness of social care packages following assessment); this is above our target for the month. Performance in comparison to this time last year is significantly better
- 12 At 22.3% performance remains good around NI135 (Carers receiving a needs assessment or review/advice) and still exceeds our LAA target. A review of the carer's action plan was undertaken in December 2010 and a project to ensure carers are supported effectively is being developed.
- 13 Our figures for NI142 (number of vulnerable people supported to maintain independent living) are currently locally generated estimates, while we await confirmation of the official outturn from the Department of Local Government and Communities. Despite a slight dip in Quarter 1 (97.6% actual against 97.8% target), we are again ahead of target in Quarter 2 (98.2% against 97.8%). Results for Quarter 3 will be available at the end of January 2011.

Safeguarding

- 14 The numbers of safeguarding referrals continues to climb and capacity issues across teams remain a concern

There were 641 referrals in the 3 months up to and including December 2010, with the month of November seeing a peak of 220. This figure is likely to be exceeded by that for January, which shows 130 referrals have already been received in the first 2 weeks of the new year. The introduction of a new customer service officer in the safeguarding team from January 2011, to screen new referrals, should alleviate some of this pressure.

Efficiency

- 15 Performance in October shows a significant improvement from that in August and September, particularly for the number of community patients whose transfer was delayed. The number of acute patients whose transfer was delayed rose from 8 in September to 21 in October, but there was a decline in Community delays from 54 to 18. NI131 measured as 'rate per 100,000' has seen an improvement from 44.26 to 27.22, our target is just over 18.

The reasons being reported for transfer delays relate to issues across the health and social care system and therefore system wide solutions are required, many of which have been put in place, which has lead to some improvements, including:

- Daily monitoring of delays across providers
- Development of a system wide bed management process
- Review of assessment processes to avoid repetition of patient assessments.
- Review of panels that determine a person's eligibility for care and exploring the possibility of joint panels.

Financial Implications

An Integrated Commissioning Cost Improvement Plan is now in place with clear milestones for the coming year. Progress is being monitored through regular budget clinics and is reported on through the Milestones Dashboard.

Legal Implications

None

Consultees

Not applicable

Appendices

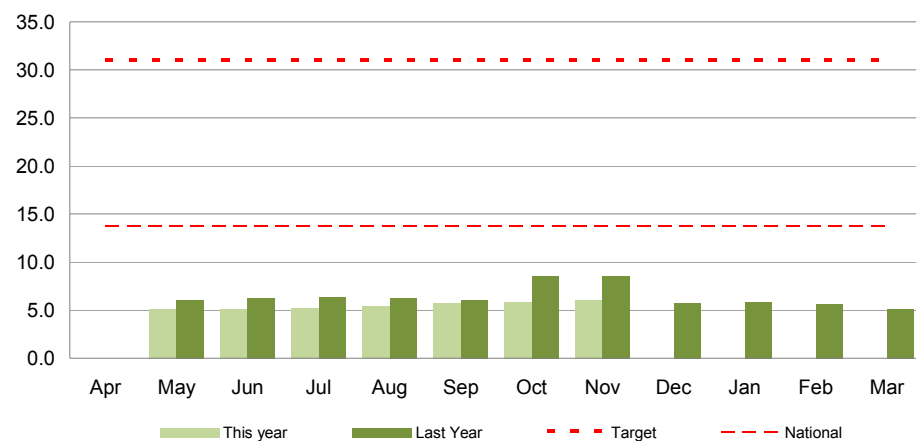
Appendix 1: Progress against indicators

Appendix 2: Vision for Adult Social Care – proposed outcomes

Background Papers

18. None identified

NI130 (VSC17) Social care clients receiving Self Directed Support (Direct payments and Individualised Budgets)

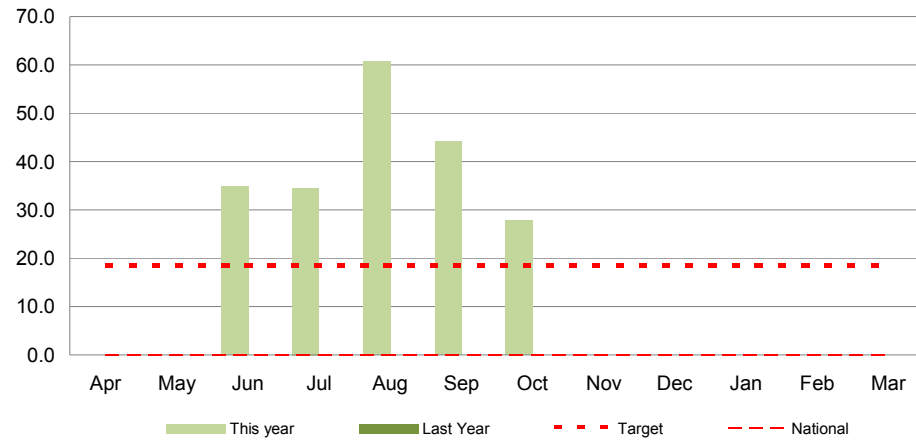


Definition:-
 Number of adults, older people and carers receiving self directed support in the year to 31st March as a percentage of clients receiving community based services and carer's specific services aged 18 or over.

40

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
This year		5.14	5.18	5.29	5.44	5.74	5.87	6.1				
Last Year		6.1	6.32	6.38	6.32	6.12	8.56	8.56	5.82	5.83	5.71	5.18
Target	31	31	31	31	31	31	31	31	31	31	31	31
National	13.8	13.8	13.8	13.8	13.8	13.8	13.8	13.8	13.8	13.8	13.8	13.8
Number of Clients		360	337	357	370	390	402					

VSC10.1/ NI131 Rate of delayed transfers of care per 100,000 population (aged 18 and over)

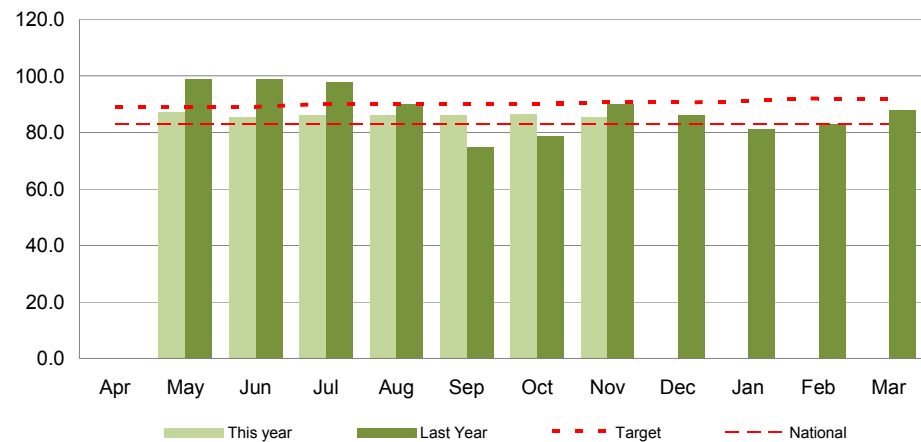


Definition:-

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

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
This year	n/a	n/a	34.95	34.62	60.71	44.26	27.84					
Last Year	n/a	n/a		n/a	n/a		n/a	n/a		n/a	n/a	
Target	18.6	18.6	18.6	18.6	18.6	18.6	18.6	18.6	18.6	18.6	18.6	18.6
National												
Number of Clients		2397	2674	2752	2857	2868	2905					

NI132 Timeliness of social care assessments (all adults)

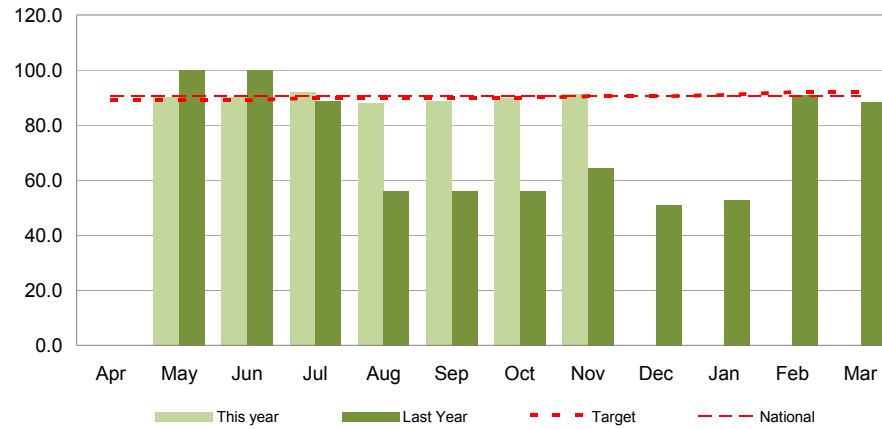


Definition:-

Acceptable waiting times for delivery of care packages following assessment: For new clients the percentage for whom the time from completion of assessment to provision of all services in the care package is less than or equal to 4 weeks.

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
This year		87.01	85.5	86	86	86	86.38	85.35				
Last Year		98.9	98.9	98	90	74.8	78.6	89.9	86	81.3	83	87.7
Target	89	89	89	90	90	90	90	90.5	90.5	91	92	92
National	82.8	82.8	82.8	82.8	82.8	82.8	82.8	82.8	82.8	82.8	82.8	82.8
Number of Clients		644	693	712	731	706	709					

NI133 Timeliness of social care packages following an assessment

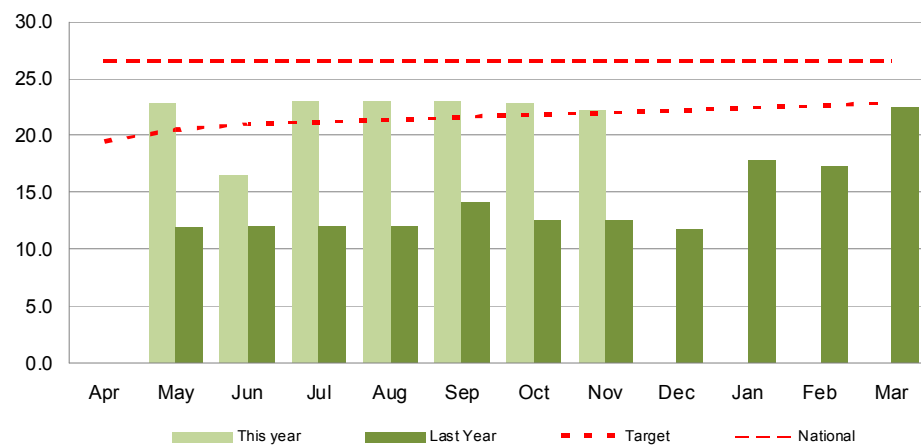


Definition:-

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.

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
This year		90.3	90.4	92	88	89	90	91.37				
Last Year		100	100	89	56.1	56.11	56.11	64.4	51	53	91	88.7
Target	89	89	89	90	90	90	90	90.5	90.5	91	92	92
National	90.5	90.5	90.5	90.5	90.5	90.5	90.5	90.5	90.5	90.5	90.5	90.5
Number of Clients		360	337	357	370	390	402					

NI135 Carers receiving needs assessment or review and a specific carer's service, or advice and information



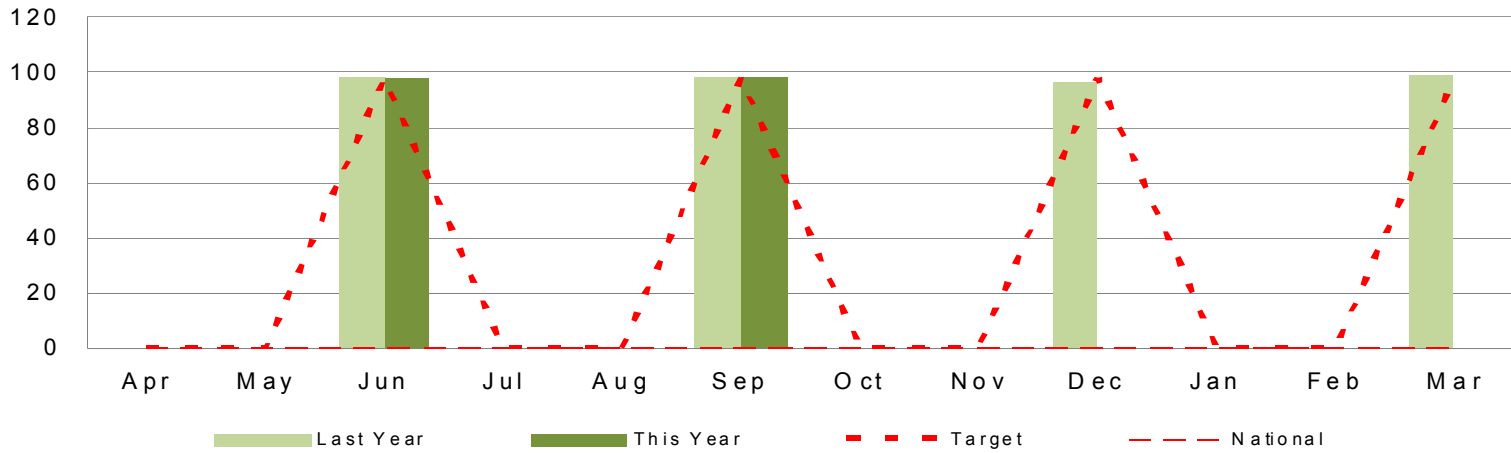
Definition:-

This 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 supported to live independently through social services (all adults)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
This year		22.8	16.5	23	23	23	22.8	22.13				
Last Year		11.9	12	12	12.1	14.1	12.5	12.5	11.8	17.8	17.3	22.43
Target	19.5	20.5	21	21.2	21.4	21.6	21.8	22	22.2	22.4	22.6	22.9
National	26.5	26.5	26.5	26.5	26.5	26.5	26.5	26.5	26.5	26.5	26.5	26.5
Number of Clients		4180	4213	4251	4251	4283	4276					

N I142

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.



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	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
This Year			97.6			98.2						
Last Year			98.3			98.0			96.5			99.3
Target			97.75			97.75			97.75			97.75
National												
Number of Clients			2,348			2,333						

Proposed Outcome Measures for 2011/12

Domain One – Promoting Personalisation and Enhancing Quality of Life

Measure 1	Social care- related quality of life
Composite indicator taken from answers to Adult Social Care Survey	
Measure 2	Proportion of people using social care who have control over their lives
Taken from answer to question(s) in Adult Social Care Survey	
Measure 3	Carer-reported quality of life
Composite indicator taken from answers in Carers Survey	
Measure 4	People with long term conditions supported to be independent and in control
Taken from answers to NHS GP Patient Survey	
Measure 5	Proportion of adults with learning disabilities in employment
Appears to be identical to previous National Indicator	
Measure 6	Proportion of adults on mental health CPA in employment
Appears to be identical to previous National Indicator	
Measure 7	Proportion of people with self-directed support
Amended version of previous National Indicator to be developed	

Domain Two – Preventing Deterioration, Delaying Dependency and Supporting Recovery

Measure 8	Percentage of hospital admissions within 28 days of discharge
Taken from NHS Hospital Episode Statistics	
Measure 9	Admissions to residential care per 1000 population
Appears to be the same as old PAF indicators combined	
Measure 10	Older people discharged to reablement etc still at home at 91 days
Appears to be the same as the previous National Indicator	
Measure 11	Emergency bed days linked to multiple acute admissions for over 75's
Taken from NHS Hospital Episode Statistics	
Measure 12	People suffering fragility fractures who recover previous mobility at 120 days
Taken from National Hip Fracture Database	
Measure 13	Delayed Transfers of Care
Not clear at this point which indicator is intended – possibly previous National Indicator	
Measure 14	Proportion of council spend on residential care
Taken from annual PSSEX1 return	

Domain Three – Ensuring a Positive Experience of Care and Support

Measure 15	Overall satisfaction with local adult social care services
Taken from answer to question in Adult Social Care Survey	
Measure 16	Proportion of carers saying they were included/consulted about the cared for
Taken from answer to Carers Survey	
Measure 17	Proportion of people saying they have difficulty in finding information..
Taken from answers to questions in Adult Social Care Survey and Carers Survey	

Domain Four – Protecting from Avoidable Harm and Caring in a Safe Environment

Measure 18	Percentage of service users who feel safe and secure
Taken from answer to question(s) in Adult Social Care Survey	
Measure 19	Acute admissions as a result of falls and falls injuries for over 65's
Taken from NHS Hospital Episode Statistics	
Measure 20	Proportion of adults on mental health CPA in settled accommodation
Appears to be identical to previous National Indicator	
Measure 21	Proportion of adults with learning disabilities in settled accommodation
Appears to be identical to previous National Indicator	
Measure 22	Percentage of all referrals to adult safeguarding that are repeat referrals
Taken from Abuse of Vulnerable Adults return	

MEETING:	ADULT SOCIAL CARE AND STRATEGIC HOUSING SCRUTINY COMMITTEE
DATE:	24TH JANUARY 2011
TITLE OF REPORT:	HOMES AND COMMUNITIES PERFORMANCE OUT- TURN TO DECEMBER 2010
PORTFOLIO AREA:	SOCIAL CARE, HEALTH & WELL BEING

CLASSIFICATION: Open

Wards Affected

County-wide

Purpose

- 1 To provide an updated report on the progress towards the achievement of national performance indicator targets and other local performance indicators for Homes and Communities (formerly Strategic Housing Services) within the Sustainable Communities Directorate and to consider the subsequent plans to improve performance in 2010/11.

Recommendation(s)

THAT

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

Key Points Summary

- 2 Measures are in place for 2010/11 to ensure that current performance is improved to ensure continuous improvement across the service.
- 3 The target in respect of the number of affordable homes may be reduced as the current outturn is unlikely to be achieved.

Reasons for Recommendations

- 4 To update Adult Social Care and Strategic Housing Scrutiny Committee Members on Homes and Communities performance and to ensure the Committee are kept apprised of the plans to improve performance within the Service.

Introduction and Background

- 5 Homes and Communities performance is monitored against the National Indicators (NI) that were introduced from April 2008 and a number of former Best Value performance indicators retained as local indicators. Regular reports are sent to the Government of the West Midlands and the Department for Communities and Local Government.
- 6 This report covers the Performance Indicator Outturns as at 30th September 2010, against target figures for 2010/11, along with information about Direction of Travel and Status, which are defined as:
 - Direction of Travel – indicates whether the current position demonstrates improvement against the previous year's out-turn
 - Status – indicates whether the current position demonstrates progress in line with the agreed target – G = Green (exceeded target by over 10%, B = Blue (on target), A = Amber (within 5% of the target) and R = Red (not on target)

Key Considerations

Homes and Communities (formerly Strategic Housing)

- 7 **NI 155** - The Housing Needs and Development Team continue to work in close partnership with key housing providers across the county and regular monitoring of the delivery plan over the 12 month period. Up to the end of the third quarter 80 affordable homes have been delivered which is below target. The situation continues to be closely monitored due to the current economic situation with Registered Social Landlords and Developers reluctant to commit to schemes and no grant funding availability from the HCA resulting in some developments being delayed into future years. The target has been reconsidered and recommendations are to be put forward to amend target to 120 affordable homes being delivered in 2010/11; which is on track to be achieved by the end of the financial year.
- 8 **NI 156** – There continues to be pressure on the Homelessness and Housing Advice services. The number of households in temporary accommodation reduced to 59 at the end of December 2010 and continues to remain below the target of 82 households in Temporary Accommodation.
- 9 Improvement in this National Indicator has been achieved through the following activities:
 - Enabling direct access by other support agencies to temporary supported housing schemes reducing numbers requiring accommodation under the Housing Act 1996.
 - A more robust approach to casework and use of prevention tools such as the Prevention Fund and Rent Deposit Scheme.
- 10 **NI 187 (LAA)** The baseline was agreed in 2008/09 and the annual survey has been completed for 2009/10 following the reporting of West Midlands energy consultant, HESTIA. The team continue to work on a number of initiatives to ensure that the target for 2010/11 can be achieved. This indicator is no longer being reported to central government, however the team are developing a new local indicator to measure the energy efficiency work that is being carried out.
- 11 **LPI 2 - Number of private sector vacant properties returned to occupation or demolished as a result of LA Actions.** The Housing Needs and Development Team have made good progress in bringing empty homes back into use. To the end of December 2010 100 homes have been brought back into use against a target of 125.

- 12 **LPI 6 - No. of Households who considered themselves as Homeless, for whom casework resolved their situation (Homelessness Prevention)** The number of households assisted under the homelessness provisions of the 1996 Housing Act has increased and the proportion of cases per 1000 households continues to remain high with an outturn of 4.3 at the end of December 2010. This is due to the way the cases are allocated and the new approach that has been implemented within the team to meet the needs of vulnerable people. This target may be increased to ensure a fair measurement of the team's success.

Community Impact

- 13 Not Applicable

Financial Implications

- 14 None identified

Legal Implications

- 15 None identified

Risk Management

- 16 None identified

Consultees

- 17 None identified

Appendices

- 18 Appendix A.: Homes and Communities Key Performance Report

Background Papers

- 19 None identified

Appendix A

Strategic Housing Reference	Indicator Reference	Definition	Measured in	Hfds Out-turn 06/07	Hfds Out-turn 07/08	Hfds Out-turn 08/09	Hfds Outturn 09/10	End of Year Status 09/10	Target 10/11	End of Quarter 3 Outturn	End of Q3 Status	DoT
SHPI 01	NI 155	Number of affordable homes delivered (gross)	Number (Cumulative)		141	208	185	B	120	80	R	↓
SHPI 02	NI 156	Number of households living in temporary accommodation	Number (Snapshot)	135	133	98	79	B	82	59	G	↑
SHPI 03	NI 187	Tackling Fuel poverty -% of people receiving income based benefits living in homes with low energy efficiency rating	Percentage			SAP <35 = 28.91% SAP >65 = 20.98%	SAP <35 = 58 (14%) SAP >65 = 160 (40%)	G	NI 187 has been discontinued for the remaining reporting period- new measure to be developed for 2011/12 if DECC do not provide data.			
	LPI 2	Number of private sector vacant properties returned to occupation or demolished as a result of LA Actions	Number (Cumulative)	52	115	153	177	G	125	100	B	↓
	LPI 6	No. of Households who considered themselves as Homeless, for whom casework resolved their situation	Number (per thousand households)	3.12	3.95	4.4	6.23	G	4	4.3	G	↑

MEETING:	ADULT SOCIAL CARE AND STRATEGIC HOUSING SCRUTINY COMMITTEE
DATE:	24 JANUARY 2011
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 2010/11 AND 2011/12
PRESENTED FOR CONSIDERATION ON 24 JANUARY 2011

21 March 2011	
Items	<ul style="list-style-type: none"> • Budget Monitoring • Performance Monitoring • Action Plan Monitoring: Scrutiny Review of the Support to Carers in Herefordshire, the Scrutiny Review of Home Care Services and the Joint Scrutiny Review Of The Transition From Leaving Care To Adult Life • Committee Work Programme
20 June 2011	
Items	<ul style="list-style-type: none"> • Budget Monitoring • Performance Monitoring • Herefordshire Housing - Improvement Programme • Committee Work Programme
25 July 2011	
Items	<ul style="list-style-type: none"> • Budget Monitoring • Performance Monitoring • Safeguarding Board, Adult Social Care • Committee Work Programme
23 September 2011	
Items	<ul style="list-style-type: none"> • Budget Monitoring • Performance Monitoring • Action Plan Monitoring: Scrutiny Review of the Support to Carers in Herefordshire, the Scrutiny Review of Home Care Services and the Joint Scrutiny Review Of The Transition From Leaving Care To Adult Life • Committee Work Programme
14 November 2011	
Items	<ul style="list-style-type: none"> • Budget Monitoring • Performance Monitoring • Safeguarding Board, Adult Social Care • Committee Work Programme
23 January 2012	
Items	<ul style="list-style-type: none"> • Budget Monitoring • Performance Monitoring • Committee Work Programme
30 March 2012	
Items	<ul style="list-style-type: none"> • Budget Monitoring • Performance Monitoring • Committee Work Programme

Further additions to the work programme will be made as required

