

# AGENDA

## Adult Social Care and Strategic Housing Scrutiny Committee

Date: **Monday 21 March 2011**

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Time: **9.30 am**

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

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

For any further information please contact:

**David Penrose, Democratic Services Officer**

Tel: 01432 383690

Email: [dpenrose@herefordshire.gov.uk](mailto:dpenrose@herefordshire.gov.uk)

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

## Membership

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

<b>Non Voting</b>	<b>Mr R Kelly</b>	(Voluntary Sector)
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## **GUIDANCE ON DECLARING PERSONAL AND PREJUDICIAL INTERESTS AT MEETINGS**

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

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

Whether an interest is prejudicial is a matter of judgement for each Councillor. What Councillors have to do is ask themselves whether a member of the public – if he or she knew all the facts – would think that the Councillor's interest was so important that their decision would be affected by it. If a Councillor has a prejudicial interest then they must declare what that interest is. A Councillor who has declared a prejudicial interest at a meeting may nevertheless be able to address that meeting, but only in circumstances where an ordinary member of the public would be also allowed to speak. In such circumstances, the Councillor concerned will have the same opportunity to address the meeting and on the same terms. However, a Councillor exercising their ability to speak in these circumstances must leave the meeting immediately after they have spoken.

## AGENDA

		Pages
1.	<b>APOLOGIES FOR ABSENCE</b> To receive apologies for absence.	
2.	<b>NAMED SUBSTITUTES</b> To receive details of any Member nominated to attend the meeting in place of a Member of the Committee	
3.	<b>DECLARATIONS OF INTEREST</b> To receive any declarations of interest by Members in respect of items on the Agenda.	
4.	<b>MINUTES</b> To approve and sign the Minutes of the meeting held on 24 January 2011.	1 - 6
5.	<b>SUGGESTIONS FROM MEMBERS OF THE PUBLIC ON ISSUES FOR FUTURE SCRUTINY</b> To consider suggestions from members of the public on issues the Committee could scrutinise in the future.	
6.	<b>REVENUE BUDGET MONITORING REPORT 2010/11</b> To advise the Committee of the financial position for the Adult Social Care and Strategic Housing revenue budgets for the period to 31 <sup>st</sup> January 2011. The report lists the variations against budget at this stage in the year and a projected outturn for the year.	7 - 24
7.	<b>HEREFORDSHIRE HOUSING LTD: HOUSING STOCK AND SERVICES REPORT</b> To receive a report from Herefordshire Housing Ltd on plans for housing stock and services for those in sheltered housing.	25 - 28
8.	<b>ADULT SOCIAL CARE PERFORMANCE MONITORING 2010/11</b> 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.	29 - 42
9.	<b>EXECUTIVE RESPONSE TO THE SCRUTINY REVIEW OF HOME CARE IN HEREFORDSHIRE</b> To consider the Executive's response to the Scrutiny Review of Home Care in Herefordshire.	43 - 52
10.	<b>ACTION PLAN MONITORING: THE SCRUTINY REVIEW OF SUPPORT TO CARERS IN HEREFORDSHIRE</b> To inform the Committee of progress in implementing the Action Plan arising from the Scrutiny Review of Support to Carers in Herefordshire.	53 - 62
11.	<b>COMMITTEE WORK PROGRAMME</b> To consider the Committee's Work Programme.	63 - 66



## **PUBLIC INFORMATION**

### **HEREFORDSHIRE COUNCIL'S SCRUTINY COMMITTEES**

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

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

The principal roles of Scrutiny Committees are to

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

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

#### **1. Identifying Areas for Scrutiny**

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

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

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

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

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

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

## **Remits of Herefordshire Council's Scrutiny Committees**

### **Adult Social Care and Strategic Housing**

*Statutory functions for adult social services and Strategic Housing.*

### **Children's Services**

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

### **Community Services Scrutiny Committee**

*Cultural Services, Community Safety (including Crime and Disorder), Economic Development and Youth Services.*

### **Health**

*Scrutiny of the planning, provision and operation of health services affecting the area.*

### **Environment**

*Environmental Issues  
Highways and Transportation*

### **Overview and Scrutiny Committee**

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

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- Inspect minutes of the Council and all Committees and Sub-Committees and written statements of decisions taken by the Cabinet or individual Cabinet Members for up to six years following a meeting.
- Inspect background papers used in the preparation of public reports for a period of up to four years from the date of the meeting. (A list of the background papers to a report is given at the end of each report). A background paper is a document on which the officer has relied in writing the report and which otherwise is not available to the public.
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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 24 January 2011 at 9.30 am**

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

**Councillors:** PL Bettington, ME Cooper, H Davies, BA Durkin, KS Guthrie,  
MD Lloyd-Hayes, JE Pemberton and RV Stockton

**In attendance:** Councillors PJ Edwards, TM James and JG Jarvis

**48. APOLOGIES FOR ABSENCE**

Apologies were received from Councillors MJ Fishley and GA Powell.

**49. NAMED SUBSTITUTES**

Councillor PL Bettington substituted for Councillor MJ Fishley.

**50. DECLARATIONS OF INTEREST**

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

**51. MINUTES**

**RESOLVED:** That the minutes of the meeting held on 13th December, 2010 be confirmed as a correct record and signed by the Chairman.

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

There were no suggestions from members of the public.

**53. SAFEGUARDING BOARD, ADULT SOCIAL CARE - IMPROVEMENT PROGRAMME**

The Committee received a report on the latest position on adult safeguarding within Herefordshire.

The Head of Safeguarding reported that the Department of Health had published a report entitled A Vision for Adult Social Care Capable Communities and active Citizens which set out the overarching principals for adult social care and provided a context for future reforms. The document reinforced the commitment to the local community being part of the safeguarding framework, and the importance of the personalisation agenda whereby people make informed choices regarding the care they received. However, 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

The Safeguarding Adult Board provided the multi agency strategic leadership for safeguarding adults. Whilst it had not been in existence for as long as the Safeguarding Children Board, their work increasingly dovetailed in order to ensure that robust safeguarding processes were in place across the County. The Board would be chaired by the Interim Director of Adult Social Services and would have representatives from the agencies involved in the safeguarding of adults, ranging from the Police to the Third Sector. The joint working

between the Boards would ensure that there were improved linkages between Adult Social Care and Children's Services.

The Head of Safeguarding went on to say that a Quality Concerns Process was being developed whereby early intervention could take place to support care homes when quality issues were identified in order to lessen the risk of safeguarding issues. In addition, a MARAC (Multi Agency Risk Assessment Conference) had been set up. This was a meeting where information was shared between different agencies on the highest risk cases of domestic abuse including: police, criminal justice, health, child protection, adult social care, housing, Independent Domestic Violence Advisers and other specialists from the statutory and voluntary sectors. Herefordshire MARAC reviewed approximately 50 cases per quarter and had recently received a quality assurance visit from CAADA (Co-ordinated Action Against Domestic Abuse).

In the ensuing discussion, the following points were made:

- In reply to a question from a Member, the Interim director of Adult Social Services said that it may not be appropriate that the Safeguarding Board should include elected Members, as it was primarily an operational Board that would be considering procedural matters and confidential cases. The Board would be accountable to Members through this Committee and the NHS Herefordshire PCT Board, in line with the practice of the Children's Safeguarding Board. She undertook to review the Membership of the Board in the light of comments made. She added that the Council's responsibilities under Section 75 of the National Health Service Act 2006 would also be reviewed.
- In reply to a further question, the Head of Safeguarding said that in order to ensure that the agencies involved were working together, there were regular monthly meetings between all the parties concerned at which frank discussions were held.
- In reply to a question from a Member as to whether the work of the Safeguarding Board could be undertaken within existing budgets, the Interim Director of Adult Social Services said that all efforts would be made to ensure that sufficient levels of safeguarding were in place with funds available.

**RESOLVED:**

**That:**

- a) the committee noted progress on adult safeguarding in Herefordshire;**
- b) Consideration should be given to the inclusion of an Elected Member on the Adult Safeguarding Board; and;**
- c) Safeguarding should be adequately and appropriately funded.**

**54. BUDGET MONITORING**

The Committee noted a report on the financial position for the Adult Social Care and Strategic Housing revenue budgets for the period to 30<sup>th</sup> November 2010.

The Principal Accountant reported that the current forecast outturn for November 2010 had predicted an overspend of £3.81m for Adult Social Care, while Strategic Housing would come in on budget. A detailed Recovery Plan was appended, which outlined the targeted savings of within Adult Social Care of £2m.

The Principal Accountant went on to say that following saving that had already been made, there was a balance of £876k to be achieved by the end of the year. She outlined the areas where the budget was under pressure and remarked that one of the main areas was that of the projection for residential, nursing, and domiciliary care, which

amounted to a total of £248k. As fewer personal budgets had been approved than had been budgeted for, there had been a saving of £139k. As a result of reassessments of clients, the Shaw contract for residential care had decreased and the anticipated increase in client contributions was £70k for the year.

The Principal Accountant said that the Interim Director was now attending monthly budget clinics and was actively involved in cost improvement plans that were outlined in the report before the Committee.

The Interim Director of Adult Social Services said that there was a need to look more strategically at the services that were being delivered, and how they could be more efficiently managed. A complete rethink of service provision was required in order to ensure that services were affordable to those on individualised budgets. There was also a need to give consideration as to how the people who were self funding could be supported to help them remain living independently.

In the ensuing discussion, the following points were made:

- That the Council would be in a position to shoulder some of the basic administrative work for those on individual budgets.
- In reply to a question from a Member about the number of long term carers over the age of eighty in the County, the Interim Director said that there were a number of adults with a learning disability between 40-55 years of age who were being cared for in the County whose needs had not yet been addressed in order to allow them to live more independently. Discussions were in hand with providers to offer shared tenancies to these people, as a large number of them still lived with their families. The carers concerned after would still be in a position to shape and plan the care, but would be able to retire from undertaking care on a daily basis.
- In reply to a question regarding the Shaw Healthcare contract, the Interim Director said that this was a long term contract. The Council is working actively with the company to diversify to address the needs that the Service had.
- In reply to a Member, she went on to say that Supporting People funding would no longer be a separate Area Based Grant. Work has been underway with providers since November 2010 to undertake impact assessments in the light of budget reductions. The schemes currently support over 4,000 people. The work has been undertaken to review current support. Some schemes will be decommissioned, some will be recommissioned more effectively and others will continue with improved outcome measures.
- In reply to a question, the Principal Accountant said that the data before the Committee had been produced using the existing CEDAR system. The information produced by the system had been improved, and there was greater engagement with the services and budget managers which would help with forecasting. Work was underway with the Aggresso system in order to produce even more accurate and timely reports. New cost centres were being set up and the manner in which forecasting was undertaken was being reviewed. Data cleaning of Framworki was being undertaken in order to ensure that payments in Framworki were the same as those under the present system. The new system would be in place by 1 April.

**RESOLVED:**

**THAT:**

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

## **55. ADULT SOCIAL CARE PERFORMANCE MONITORING 2010/11**

The Committee received 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.

The Interim Director of Adult Social Services reported that there were changes taking place in the way that the Service would be performance managed in the future as part of the Government's Vision for Social Care consultation. There would be no more Annual Performance Assessments of Councils, and the last one had been published on the 25<sup>th</sup> November 2010. The consultation document set out the need to ensure the best outcomes for those needing social care, their families, carers and the wider local community. There were a number of key themes within the paper, which included the provision of a single Quality and Outcomes Data Set (QODS) to replace existing reporting requirements. Appendix 2 outlined an example of what might be required under the new system.

The Interim Director went on to say that the national milestone target for NI 130 (Social Care clients receiving self directed support) was 30%, and that Herefordshire was behind other areas in delivery against this target. Work was being undertaken in this area, and it was intended that all eligible clients should be offered a personal budget by March 2011.

She went on to say that NI 142 (the number of vulnerable people supported to maintain independent living) was below target, but that there would be changes to the service which would improve the situation.

The Interim Director said that the number of safeguarding referrals continued to increase, but that this was a positive outcome from increasing awareness and increased publicity. There was a question as to how this should be effectively managed. The introduction of a new customer services officer to screen new referrals should alleviate some of the pressure.

Improvements in discharge planning have been identified for improvement and efforts were being made within the County Hospital to improve its patient Discharge Policy. Further improvement would be made as part of the next year's commissioning intentions and priorities.

### **RESOLVED**

#### **THAT:**

- (a) Progress in managing performance towards achieving targets be noted;**
- (b) Areas of concern continue to be monitored; and;**
- (c) That the Health Scrutiny Committee should be invited to give further consideration to the issue of delayed discharges from hospital.**

## **56. STRATEGIC HOUSING SERVICE PERFORMANCE MONITORING 2010/11**

The Committee noted an updated report on the achievement of national performance indicator targets and other local performance indicators for the Homes and Communities (formerly Strategic Housing Services within the Sustainable Communities Directorate and to consider the subsequent plans to improve performance in 2010/11.

The Cabinet Member (Environment and Strategic Housing) replied to a question from a Member, and said that he agreed that there was a need for additional three to four bed affordable housing within the County, and the Council would continue to work with Herefordshire Housing in order to help ensure that this happened.

**RESOLVED**

**THAT:**

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

**57. 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 11.55 am

**CHAIRMAN**





<b>MEETING:</b>	<b>ADULT SOCIAL CARE AND STRATEGIC HOUSING SCRUTINY COMMITTEE</b>
<b>DATE:</b>	<b>21<sup>ST</sup> MARCH 2011</b>
<b>TITLE OF REPORT:</b>	<b>REVENUE BUDGET MONITORING REPORT 2010/11</b>
<b>PORTFOLIO AREA:</b>	<b>ADULT SOCIAL CARE, HEALTH AND WELLBEING</b>

**CLASSIFICATION:** Open

### **Wards Affected**

County-wide

### **Purpose**

To advise the Committee of the financial position for the Adult Social Care and Strategic Housing revenue budgets for the period to 31<sup>st</sup> January 2011. 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**

- 1 To enable the Committee to carry out its function in relation to the Adult Social Care and Strategic Housing revenue budget for 2010/11.
- 2 A detailed Budget Monitoring Report to 31<sup>st</sup> January 2011 is attached at Appendix 1 for Members' consideration.
- 3 The Adult Social Care budget sits within the Integrated Commissioning Directorate whilst the Strategic Housing budget sits within the Sustainable Communities Directorate.
- 4 The forecast outturn for January is predicting a £3.81m overspend for Adult Social Care and an underspend of £50k for Strategic Housing. The summary position for Adult Social Care is set out in the table below, and provides the current view of forecast outturn which was predicted throughout the year.

<b>Annual Budget £000</b>	<b>January 11 Net Forecast (Over)/Under spend £000</b>
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Further information on the subject of this report is available from Sam Powles, Principal Accountant (Tel: 01432 260545)

Older People	13,471	(1,844)
Learning Disabilities	12,389	(319)
Mental Health	7,442	(996)
Physical Disabilities / Sensory Impairment	4,660	(934)
Commissioning Directorate	1,693	0
Section 75 Arrangements	939	(59)
Adults	665	(125)
Other Services	2,081	464
Supporting People	4,913	0
<b>Sub Total</b>	<b>48,253</b>	<b>(3,813)</b>
Supporting People Budget anticipated allocation	344	0
<b>Total</b>	<b>48,597</b>	<b>(3,813)</b>

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

### Adult Social Care

- 5 The January 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 £474k still to be delivered (see Appendix 3 for recovery plan totals).
- 6 Appendix 2 shows current year activity and projection compared with previous years activity.
- 7 The new standard rate for residential care has been implemented. The payments to providers have been backdated to the 1<sup>st</sup> 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 budget setting of which £76k has been achieved year to date.

### Changes since the last report (November).

- 8 There have been changes to the Budget as follows (accounted for within previous reports):

	Budget Changes £k
Property budget allocation from corporate	26
Area Based Grant allocation	425
Supporting People allocation	1,306
<b>Total</b>	<b>1,757</b>

- Budget from corporate has been allocated to match current year to date spend on property maintenance.
- The Area Based Grant of £425k has been received to match expenditure between October and January.
- Supporting People allocation (SP) £1,306k has been received.

The new Total Net Budget is £48.3m. Additional budget allocation is anticipated of £344k for Supporting People programmes.

### Changes in the Services Areas Forecast include:

**9 Older People:**

<b>Older People</b>	<b>Changes November to January £k</b>
Residential / Nursing	44
Domiciliary Care	(90)
Personal Budgets / Direct Payments	127
Other	(31)
<b>Total</b>	<b>50</b>

- The decrease in the projection for residential and nursing care is partly due to the reduction of 20 packages, 12 nursing and 8 in residential saving **£94k**, offset by 1 package approved at panel costing **(£23k)** for the year, and an increased in respite of **(£27k)**.
- Domiciliary Care packages have increased over the past 2 months, increasing the projection by **(£90k)**.
- There has been a reduction of 2 Personal Budgets since November. The numbers are below budget and thus creating a saving of **£114k**. Surpluses on Direct Payments received total **£13k** in the past 2 months.
- Within 'Other', there are transport projections that have increased by **(£20k)**, the number of Carer's breaks approved have increased, increasing the projection by **(£19k)**, but offset by savings in Hereford Homecare seconded staff **£8k** due to less than anticipated additional hours provided.

**10. Learning Disabilities:**

<b>Learning Disabilities</b>	<b>Changes November to January £k</b>
Residential / Nursing	81
Domiciliary Care	61
Personal Budgets / Direct Payments	(46)
Daycare Centres	30
Other	(24)
Budget allocation from corporate	19
<b>Total</b>	<b>121</b>

- During January, it was agreed that 1 residential client was eligible for CHC funding and the bill was raised for **£71k** backdated to October 2010. There was a saving of **£15k** due to 1 client being admitted to hospital and 1 new client was approved costing **(£5k)** for the remainder of the year
- There has been a drop in Domiciliary Care hours approved, thus anticipating a saving of **£61k**
- 2 new Personal Budget packages were agreed at panel costing **(£46k)** for the remaining part of the year.
- Day care services projection has decreased. Within the recovery plan was included **£15k** expenditure on the Ryefield's Day Centre kitchen. This has now been removed from the revenue projections, improving the position. Vacant posts are not expected

to be filled in this year saving **£11k**. Anticipated income has increased after review and is expected to be **£4k** more than last month.

- 'Other' includes agency staff costs of **(£11k)** covering for vacant posts. There has been an increase of **(£3k)** in the block contracts due to less than anticipated income and an increase in transport costs of **(£10k)**.
- 'Budget changes' include corporate allocation for property maintenance **£19k**.

#### 11. Mental Health:

<b>Mental Health</b>	<b>Changes November to January £k</b>
Domiciliary Care	64
Residential Care	(13)
Nursing Care	(87)
Personal Budgets	4
Carer's breaks	(16)
<b>Total</b>	<b>(48)</b>

- Domiciliary Care payments and hours have reduced, decreasing the projected forecast by **£64k**.
- Residential Care projection has increased due to an increase in respite packages approved **(£65k)**, There has been a reduction in the number of clients by 6 (net) saving **£38k**. 1 client has been reassessed and their client contribution increased and backdated, anticipated to be **£14k** extra income this year.
- Nursing care has increased due to a net increase of 2 nursing care packages thus the projection has been adjusted by **(£31k)** Respite has increased and is now predicted to be an over spend of **(£51k)**. 1 clients' package has been reassessed costing a further **(£5k)** this year
- Personal Budget forecast has decreased by **£4k**. After discussions with the Service Manager the assumptions have been changed and 1 new client removed. There still remains projection for 2 new clients in the remainder of this financial year.
- Carer's breaks have also increased in the past 2 months, effecting the projection by a further **(£16k)**, the forecast assumes the packages continue for the remainder of the year.

#### 12. Physical Disabilities:

<b>Physical Disabilities</b>	<b>Changes November to January £k</b>
Domiciliary Care	31
Personal Budgets/ Direct Payments	14
Carer's breaks	(8)
Residential Care	(41)
Other	10
<b>Total</b>	<b>6</b>

- Domiciliary Care has improved by **£31k** as the invoice payments had reduced in January
- There has been a Personal Budget surplus refunded of **£3k** and one new package

has been approved costing (£19k) for the remainder of the year. Following discussions with the Service Manager, it was agreed to reduce the assumptions for the rest of the year from 6 more packages to 3, reducing the forecast by £19k. Direct Payments has received a surplus refund of £7k and 1 package has ceased, saving £4k.

- The Carer's breaks projection has increased by (£8k) following package approvals at panel.
- Residential Care projection has increased due to respite packages approved (£3k) and 1 new client approved and backdated to September costing (£38k).
- Included in 'Other' above is a reduction in the Teams projection due to delay in employing agency staff cover £12k saving and 1 additional Supported Accommodation package costing (£2k).

### 13. Other' forecast decreases totalling £312k

- Intermediate Care saving due to care assistants vacancies of £26k.
- Anticipated slippage within the Transformation Grant totals £250k.
- Within Provider Services, the safeguarding team has transferred staff after the reorganisation saving £12k and welfare rights had a recharge from ABLE to cover 2 agency staff posts. £24k.

### 14. Recovery Plan

Recovery Plan Actions achieved during December and January include:

- Shaw contract voids. Reduction in residential care voids over the year £76k.
- Surpluses regained from deferred payments £77k.
- In year underspend on Transformation Grant £250k.

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

#### 15. Older People predicted overspend for the year is (£1,844k). (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 268 packages but has now fallen to 248. Predicted over spend (£304k). Client numbers are projected to continue with greater emphasis on personal budgets.
- Domiciliary care was over spent by (£1m) last financial year. The budgets assumed a 5% rise on the actual spend for last year. It is assumed there will be an additional overspend of (£386k). 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.

#### 16. **Supporting People**

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

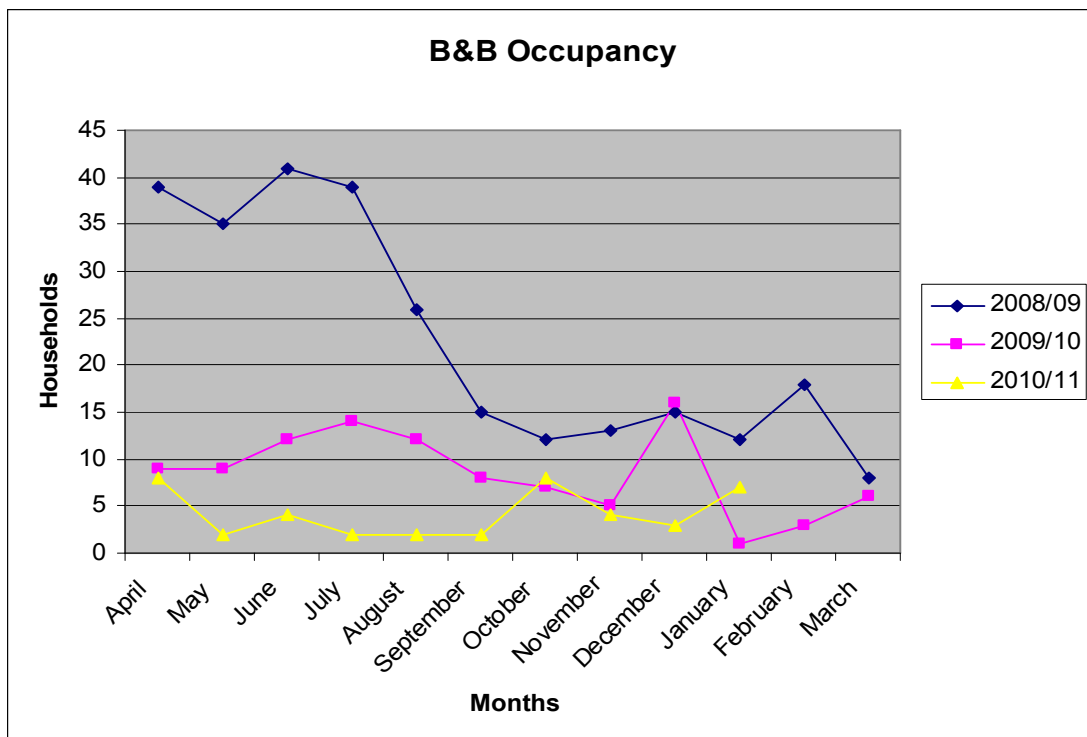
For 2010/11 the underspend will be allocated as follows:

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

- The Supporting People Grant allocation for 2011/12 was approved at Council on 4<sup>th</sup> February within the overall budget setting process. The impact is a substantial reduction in funding and as a result the largest proportion of savings will be made by further efficiencies in the way we work. Commissioning intentions and procurement timetable will be in place by the end of February 2011. Completion of the procurement for new services is due to be finalised in September 2011.

### 17. Strategic Housing

- The 2010/11 Budget for Strategic Housing remains the same as period 9, December 2010, at £1,853k.
- Strategic Housing is projected to underspend by £50k. This is due to vacant posts being held on Private Sector Housing and receipt of income from Supporting People in respect of work completed by the Handyperson Team.
- 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.

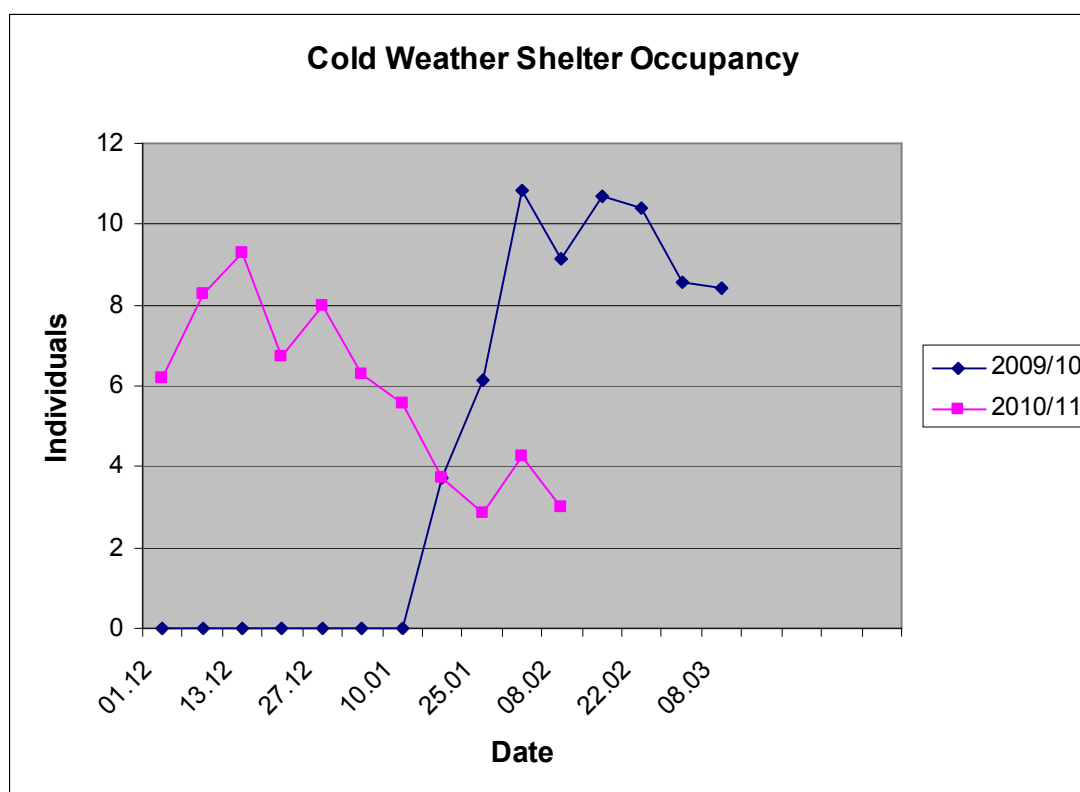


- The following table illustrates that the reduction in total B&B numbers which started in the latter half of 2008/09 was sustained through 2009/10 and into 2010/11. However, there has been a recent rise in the number in B&B in February 2011 and an increase in demand for Homelessness services.

Category	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan
Families with children	1	1	1	0	0	1	0	1	1	2
Other(couples, siblings)	0	0	0	0	0	0	0	0	0	0
Single	7	1	3	2	2	1	8	3	2	4
<b>Total</b>	<b>8</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>8</b>	<b>4</b>	<b>3</b>	<b>6</b>

22. The Winter Shelter that was set up in St Peter's Church Hall in 2009/10 continues to be used in this financial year. The cost to provide this service is covered by a range of funders including the council which provides a grant by way of a one off payment. No further financial liabilities are incurred. However, in the event of significant ongoing cold weather a request for grant support could be forthcoming and would be considered on its merits, having regard to available funding. A payment of £20k was paid by Herefordshire Council in 2010/11.

23. The graph below shows the average use in 2010/11 compared to 2009/10.



24. Herefordshire Home Point is the agency which manages Herefordshire's Housing Waiting List and advertises available affordable homes on behalf of Herefordshire Council and the majority of the county's Housing Associations.

Home Point is projected to spend to budget in 2010/11.

The following table breaks down the current Homepoint - waiting list by priority

Classification	QTR1 2010/11	Qtr2 2010/11	Qtr3 2010/11	Jan 2010/11	Feb 2010/11
Priority Status	111	105	108	112	112
Gold Applicants	807	837	799	821	822
Silver Applicants	2,206	2,143	2,071	2,091	2,042
Bronze Applicants	1,928	1,898	1,861	1,883	1,853
<b>Total</b>	<b>5,052</b>	<b>4,983</b>	<b>4,839</b>	<b>4,907</b>	<b>4,829</b>

(Please note includes February figures)

The following table breaks down the current Homepoint - waiting list by bedroom requirement :

Bedroom Requirement	QTR1 2010/11	Qtr2 2010/11	Qtr3 2010/11	Jan 2010/11	Feb 2010/11
1 Bedroom	2,732	2,719	2,663	2,702	2,674
2 Bedrooms	1,436	1,412	1,364	1,381	1,358
3+ Bedrooms	884	852	812	824	797
<b>Total</b>	<b>5,052</b>	<b>4,983</b>	<b>4,839</b>	<b>4,907</b>	<b>4,829</b>

(Please note includes February figures)

## 25 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. The detailed Recovery Plan is included in Appendix 3

26. Recovery Plan Actions already achieved, totalling £1,534k are included within projections and include:

- Supporting People Grant (SLA) **£895k.**
- Capitalisation of Community Equipment **£51k.**
- Shaw contract voids. Reduction in residential care voids over the year **£76k.**
- Surpluses regained from deferred payments **£201k.**
- Day care services within Learning Disabilities **£61k.**
- In year underspend on Transformation Grant **£250k.**

This leaves a remaining balance of £474k to be achieved. Updates on the remaining projects are as follows:

- Schemes 1-3 .The review team are currently being recruited. The target still remains at **£130k.**



- Scheme 4. Future capitalisation of community equipment is underway to achieve a further **£61k**.
- Scheme 6. Savings from reablement of **£50k**.
- 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. Spend has been confirmed and a bill will be raised in February.
- Additional Scheme 22. Review of discretionary top-ups within residential care with a potential saving of circa **£100k** in 2010/11.
- Leaving a remaining **£50k** to be identified. Potential savings are due to be achieved via EMS (Electronic Monitoring System) and a hold on all non-essential spend.

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

- 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.
- 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.

28 Further Pressures

- 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” was due to be finalised by the end of December 2010 will be the catalyst for change in the way people with dementia are viewed and cared for. We are awaiting an update on the outcome.

## **Financial Implications**

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

## **Legal Implications**

30. None

## **Risk Management**

31. 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**

32. Not applicable

## **Appendices**

Appendix 1 - Revenue Budget Monitoring Report for 2010/11 Period to 31<sup>st</sup> January 2011

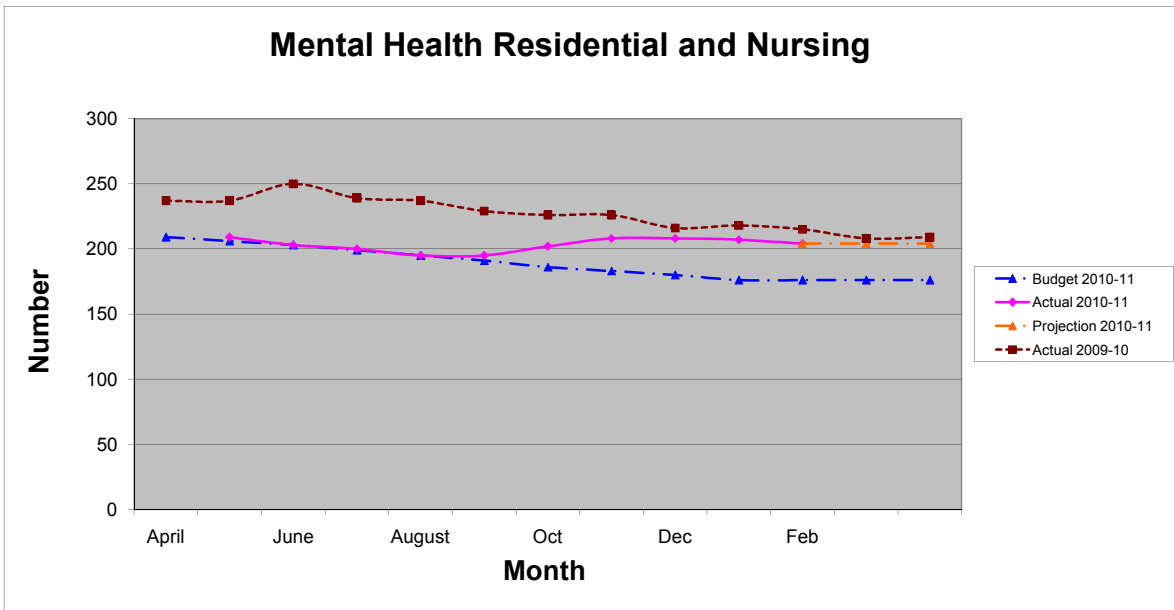
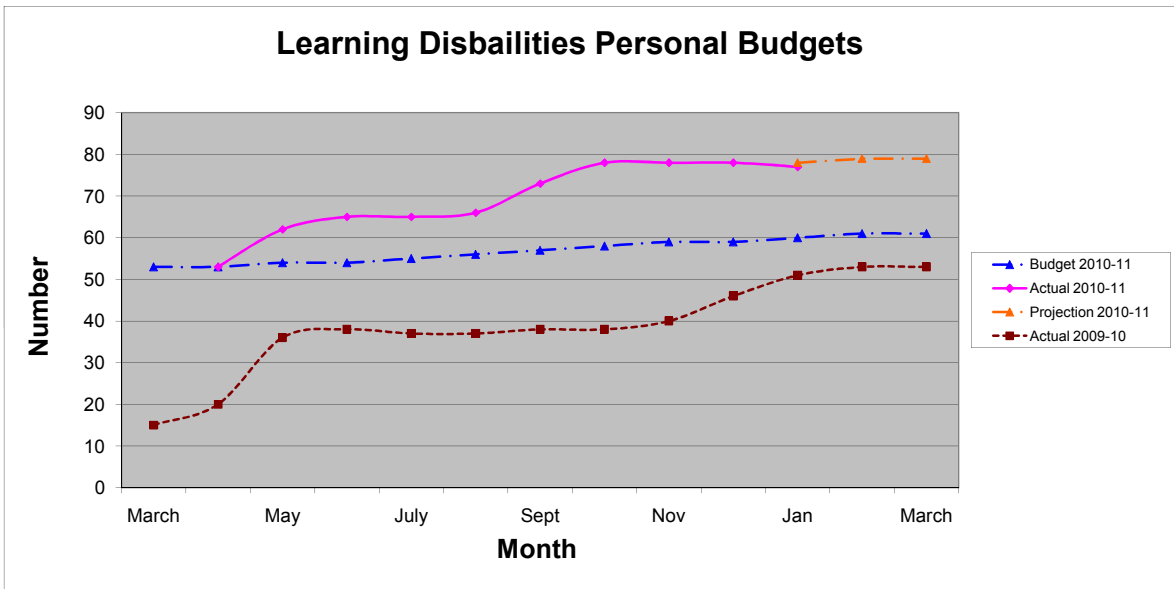
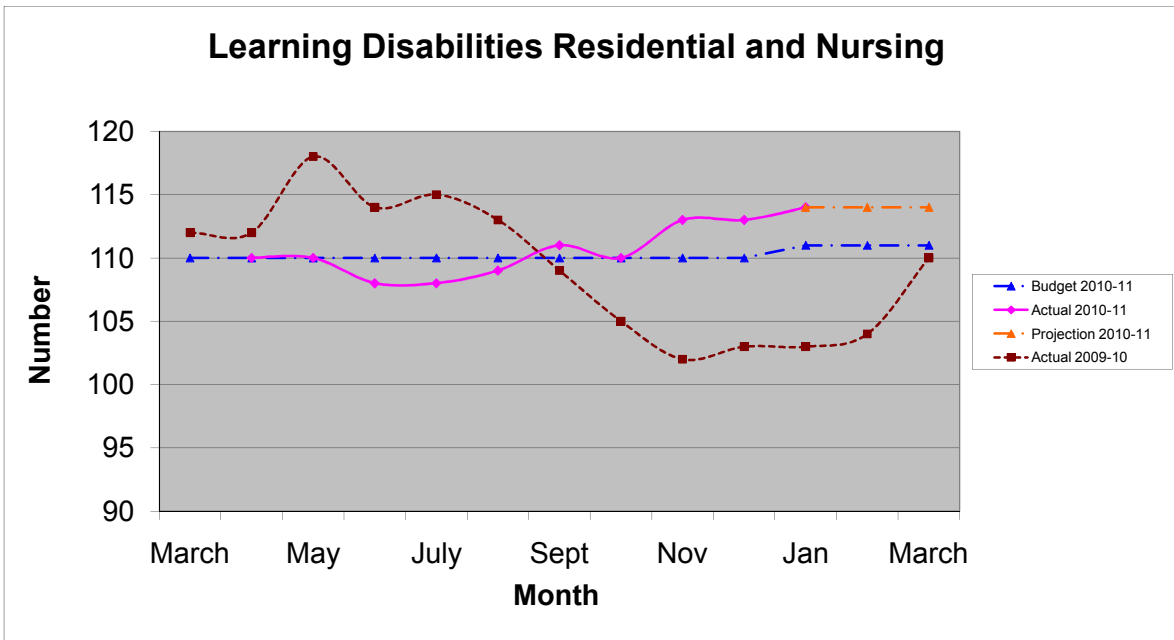
Appendix 2 – Activity data relating to Adult Social Care

Appendix 3 – Integrated Commissioning Cost improvement Plan 2010/11

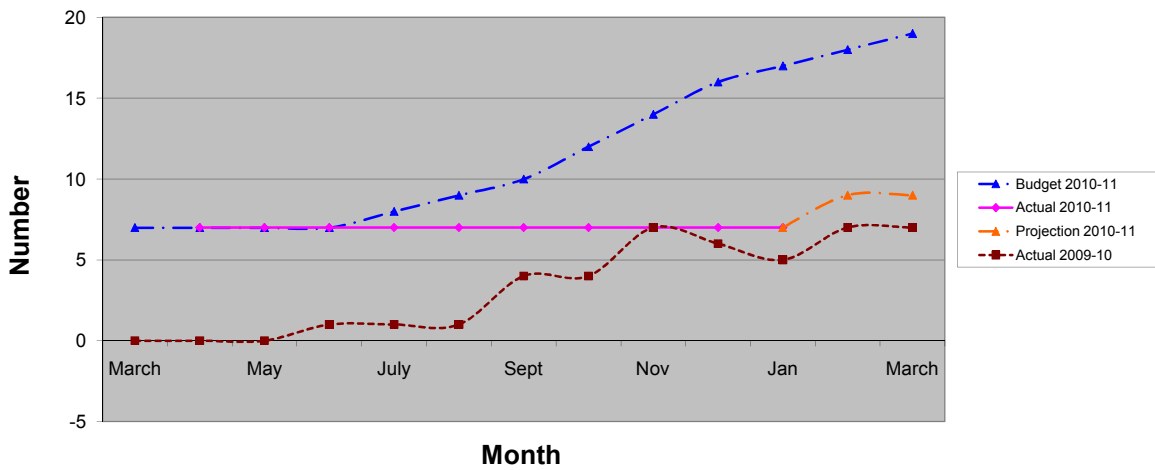
Appendix 1

Budget Monitoring to January 2011	Expenditure			Income			Net Totals		
	Annual Budget	Projected Outturn	Variance (over) / under	Annual Budget	Projected Outturn	Variance (over) / under	Annual Budget	Year End Forecast	Variance (over) / under
	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's
<b>Adult Services</b>									
Older People	18,204	20,441	(2,237)	(4,733)	(5,126)	393	13,471	15,315	(1,844)
Learning Disabilities	17,719	18,860	(1,141)	(5,330)	(6,152)	822	12,389	12,708	(319)
Mental Health	8,883	10,223	(1,340)	(1,441)	(1,785)	344	7,442	8,438	(996)
Physical Disabilities / Sensory Impairment	5,158	6,127	(969)	(498)	(533)	35	4,660	5,594	(934)
Commissioning Directorate	2,133	2,092	41	(440)	(399)	(41)	1,693	1,693	0
Section 75 Arrangements	2,523	2,556	(33)	(1,584)	(1,558)	(26)	939	998	(59)
Hereford Intermediate Care	1,003	869	134	(2)	0	(2)	1,001	869	132
Provider Services	960	954	6	0	(27)	27	960	927	33
Needs Analysis	886	636	250	(886)	(886)	0	0	(250)	250
Public Contact	131	82	49	0	0	0	131	82	49
Transport	(11)	(11)	0	0	0	0	(11)	(11)	0
Adults	(2,240)	899	(3,139)	2,905	(109)	3,014	665	790	(125)
<b>Total Adult Social Care</b>	<b>55,349</b>	<b>63,728</b>	<b>(8,379)</b>	<b>(12,009)</b>	<b>(16,575)</b>	<b>4,566</b>	<b>43,340</b>	<b>47,153</b>	<b>(3,813)</b>
<b>Supporting People</b>									
Programme	5,257	5,257	0	(344)	(344)	0	4,913	4,913	0
Pilot Projects	2,672	2,672	0	(2,672)	(2,672)	0	0	0	0
<b>Total Supporting People</b>	<b>7,929</b>	<b>7,929</b>	<b>0</b>	<b>(3,016)</b>	<b>(3,016)</b>	<b>0</b>	<b>4,913</b>	<b>4,913</b>	<b>0</b>
<b>Total Budget for Adult Social Care (as per finance system)</b>	<b>63,278</b>	<b>71,657</b>	<b>(8,379)</b>	<b>(15,025)</b>	<b>(19,591)</b>	<b>4,566</b>	<b>48,253</b>	<b>52,066</b>	<b>(3,813)</b>
Anticipated Budget Allocation (Supporting People)	344	344	0	0	0	0	344	344	0
<b>Total Budget</b>	<b>63,622</b>	<b>72,001</b>	<b>(8,379)</b>	<b>(15,025)</b>	<b>(19,591)</b>	<b>4,566</b>	<b>48,597</b>	<b>52,410</b>	<b>(3,813)</b>
<b>Strategic Housing</b>									
Homelessness	1,378	1,398	(20)	(453)	(479)	26	925	919	6
Management & Administration	140	177	(37)	0	(4)	4	140	173	(33)
Homepoint	249	249	0	(249)	(249)	0	0	0	0
Housing Needs	375	395	(20)	(66)	(86)	20	309	309	0
Private Sector Housing	1,053	972	81	(574)	(570)	(4)	479	402	77
<b>Total Strategic Housing</b>	<b>3,195</b>	<b>3,191</b>	<b>4</b>	<b>(1,342)</b>	<b>(1,388)</b>	<b>46</b>	<b>1,853</b>	<b>1,803</b>	<b>50</b>

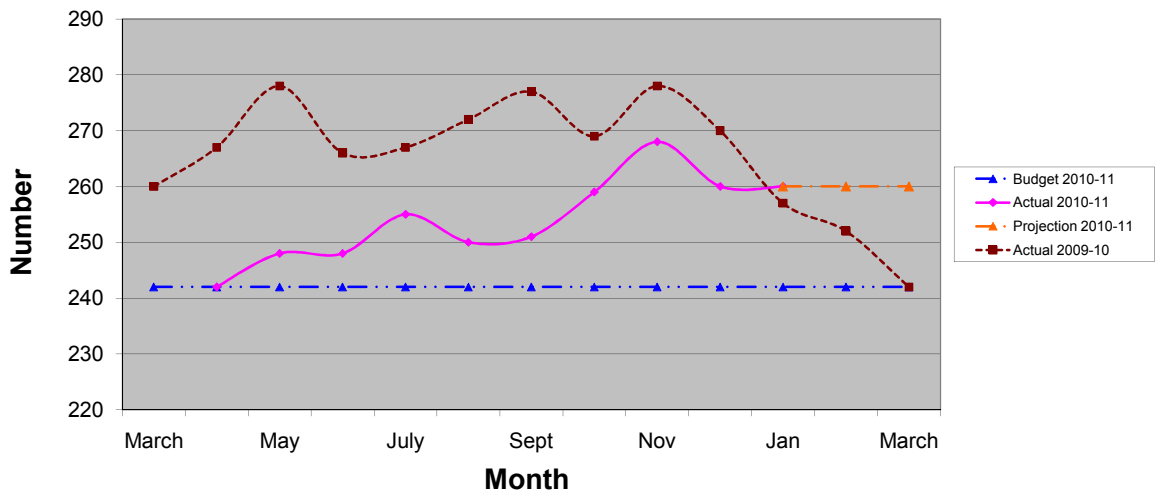




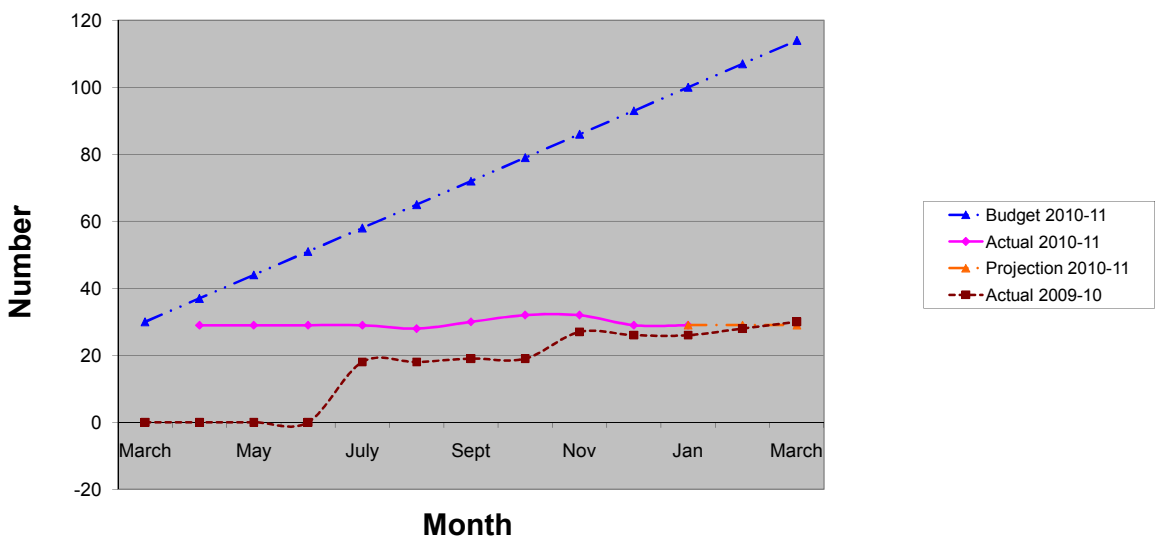
### Mental Health Personal Budgets

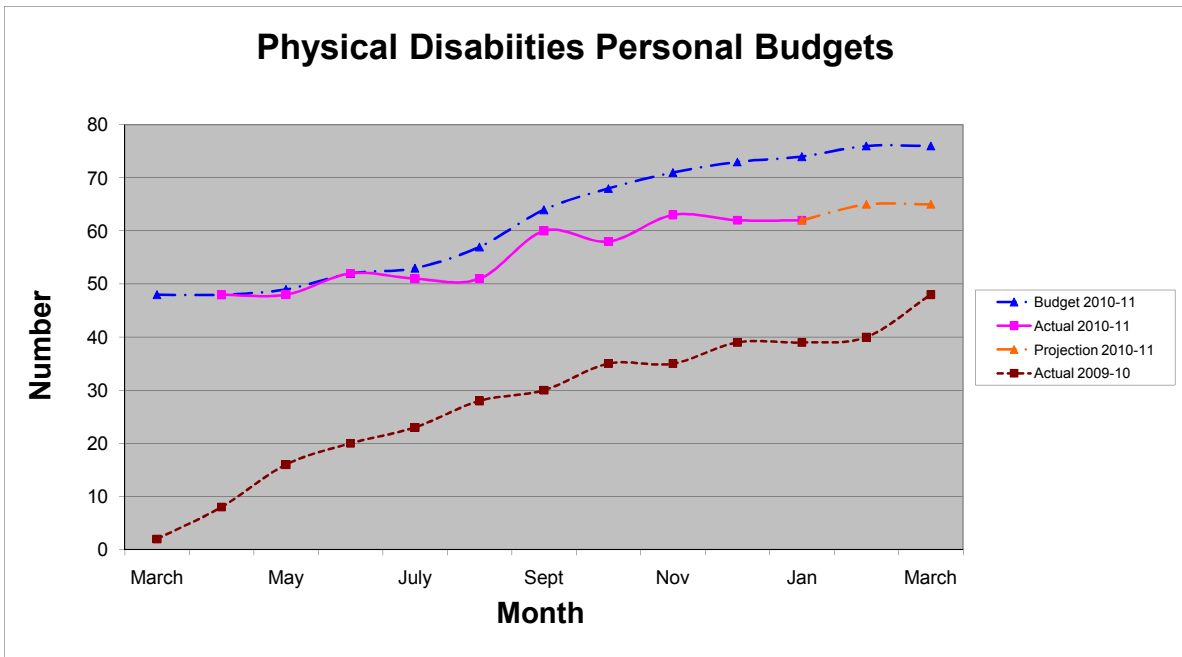
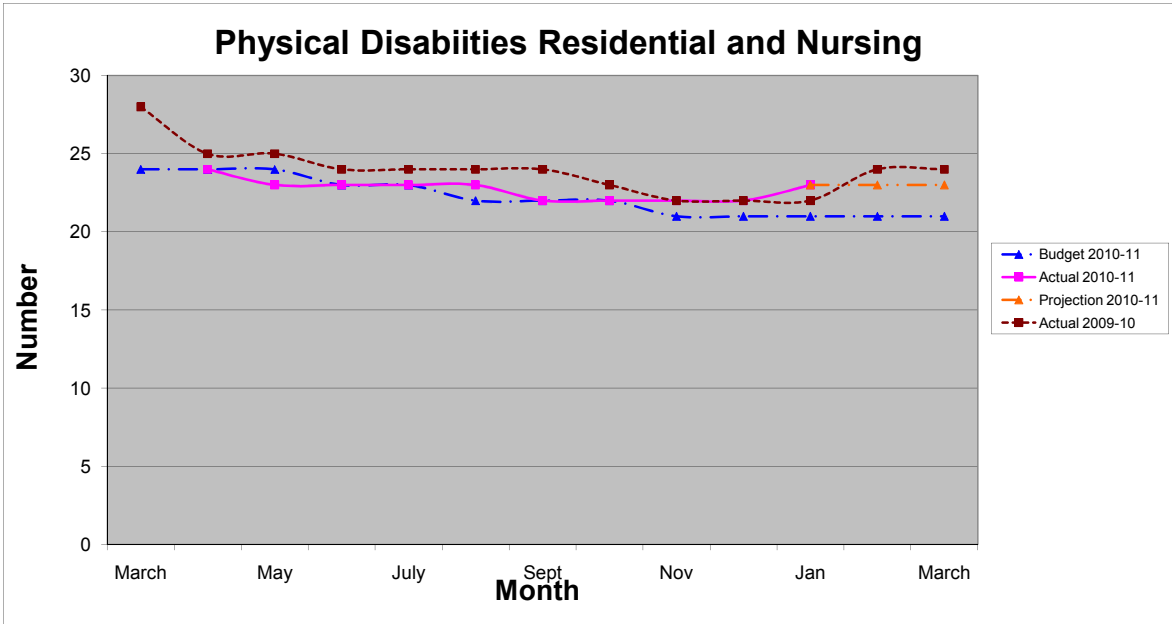


### Older People Residential and Nursing



### Older People Personal Budgets









		2010 / 2011		TOTAL	ACHIEVED	REMAINING
		Non - RECURRENT £	RECURRENT £			
<b>SCHEME 1</b>	<b>Legacy Homecare Packages</b> - Central review team linked to the safeguarding team. Input from Service Managers		32,500	32,500		32,500
<b>SCHEME 2</b>	<b>Legacy Residential packages</b> - Review of out of county learning disability packages plus older people residential.		65,000	65,000		65,000
<b>SCHEME 3</b>	<b>Legacy Residential packages</b> - Review of section Section 117 5% to be completed in order to charge for care..		31,525	31,525		31,525
<b>SCHEME 4</b>	<b>Capitalisation of Community Equipment</b> - Transfer high cost equipment against social care transformation capital pot	112,145		112,145	51,070	61,075
<b>SCHEME 5</b>	<b>Home Care Packages</b> - Implementing increase in cost effective home based support as an alternative to residential care			0		0
<b>SCHEME 6</b>	<b>Impact of reablement on hospital discharge</b> - 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
<b>SCHEME 7</b>	<b>Telecare</b> - Utilise above review team; add as a panel requirement, champion in each team, not in addition to care packages but instead.			0		0
<b>SCHEME 8</b>	<b>Shaw Contract (eliminating voids)</b> - 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	0
<b>SCHEME 9</b>	<b>Supporting People Actuals</b> - Capacity to deliver services. Cuts to funding CLG.	945,000		945,000	895,000	50,000
<b>SCHEME 10</b>	<b>Norfolk House</b> - Decommission.service			0		0
<b>SCHEME 11</b>	<b>Recharge for Continuing Health Care work</b> - Recharge to raise funds- agreed to remove			0		0
<b>SCHEME 12</b>	<b>Day Care (Learning Disabilities)</b> - 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
<b>SCHEME 13</b>	<b>Day Care (Age concern)</b> - Consider decommissioning of age concern day care contracts. Facilitate them to run service themselves.			0		0
<b>SCHEME 14</b>	<b>Charging (Day Care, Transport and Referral process)</b> - Remove subsidy from day centres, transport & tighten referral process.			0		0
<b>SCHEME 15</b>	<b>Rose Gardens contract</b> - Review contract due to high initial charge to residents going to provider. (re specification of contract) - agreed to remove			0		0
<b>SCHEME 16</b>	<b>Direct payments</b> - Pay more frequently to service user. Users with excess funds at the end of the year.	201,419		201,419	201,419	0
<b>SCHEME 17</b>	<b>EMS</b> - Finance module required for FWi.			0		0
<b>SCHEME 18</b>	<b>Midland Heart</b> - Robust management structure. Review what they are providing.			0		0
<b>SCHEME 19</b>	<b>Market Development</b> - 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		
<b>SCHEME 20</b>	<b>Charging</b> - maximising charging by reviewing processes and procedures			0		
<b>SCHEME 21</b>	<b>To be identified</b>	300,278		300,278	250,000	50,278
<b>SCHEME 22</b>	<b>Review discretionary top-ups</b> for those residential care homes packages signed up to standard rate	100,000		100,000		100,000
<b>TOTAL SAVINGS TO BE MADE ALL SCHEME'S</b>		<b>1,802,842</b>	<b>205,158</b>	<b>2,008,000</b>	<b>1,534,622</b>	<b>473,378</b>



<b>MEETING:</b>	<b>ADULT SOCIAL CARE &amp; STRATEGIC HOUSING SCRUTINY COMMITTEE</b>
<b>DATE:</b>	<b>21<sup>ST</sup> MARCH 2011</b>
<b>TITLE OF REPORT:</b>	<b>HEREFORDSHIRE HOUSING LTD: HOUSING STOCK AND SERVICES REPORT</b>
<b>PORTFOLIO AREA:</b>	<b>ENVIRONMENT AND STRATEGIC HOUSING</b>

**CLASSIFICATION:** Open

### **Wards Affected**

County-wide.

### **Purpose**

To receive a report from Herefordshire Housing Ltd on plans for housing stock and services for those in sheltered housing.

### **Recommendation(s)**

**THAT the Committee note the report.**

### **Reasons for Recommendations**

- 1 To enable Committee to note the improvement work of the Housing Association and address a number of issues raised by Members.

### **Introduction and Background**

- 2 Whilst it was anticipated that the Director of Customer Services of Herefordshire Housing would be present to address the Committee, she is unable to attend due to circumstances beyond her control. Following a conversation with the Chairman, it was agreed that a briefing paper should be submitted to the Committee, and is attached at Appendix 1

### **Appendices**

- 3 Appendix 1 – Herefordshire Housing Report.

### **Background Papers**

None identified.

## Herefordshire Housing Ltd: Housing Stock and Services Report

### 1 Continuing Investment in Existing Stock

Since transfer in November 2002 HHL has invested heavily in its housing stock, with over 67 million pounds spend improving properties, with the main improvement expenditure having been to meet the Decent Homes Standard (DHS).

The DHS is a minimum standard set by the Government that all social landlords have to meet by December 2010 and ensures that all properties are safe to live in, they are wind and weather tight, warm and have modern facilities. To ensure that we focused on the standard we set up a decent homes improvement programme which was split into three distinct programmes of work:

#### Internal improvements

- Improving kitchens, bathroom and upgrading electrical systems.
- Installing new boilers and upgrading heating systems
- Undertaking cavity and loft insulation schemes

#### External improvements

- Fitting new doors and windows
- Re-roofing properties

#### Health and Safety

- Undertaking structural improvements where identified
- Removing Health and Safety failures, such as relaying paved areas, etc.

In undertaking all of this work as of the end of December 2010 HHL had met the DHS.

### 2 The Future

Over the next 5 years we will continue with the main improvement elements, such as, internal improvements, roofing, etc., and project works, for instance the maisonette refurbishment, which will be complete by early 2011. However, within the five year programme and contained within our long term financial forecasts there are a number of large scale projects:

1. External insulation to two types of non-traditional properties, REEMA bungalows and BISF houses.
2. External wall insulation and external works to the Wimpey No Fines blocks of flats at Ross Road Hereford .
3. Improvements to the external bathroom/bedroom "Pods" on the College and Hinton estates.

The biggest single improvement to be undertaken within the next 10 years will be the protection of concrete elements and improvements in energy efficiency of the Cornish units. This work will include an external wall insulation package that will both protect the concrete from deterioration and increase the energy efficiency rating of the properties. In addition new double glazed windows will be installed and additional draught proofing

carried out as required. The total cost of this work is estimated to be in excess of £8.5 million.

### **3 The Oval**

The Oval Regeneration Project aims to work in partnership with residents and other stakeholders to develop deliverable proposals which would ultimately transform The Oval neighbourhood, both physically and in terms of the life chances of the residents of the area.

The project has been through an option development and appraisal process which included: the development of an overall concept and strategic approach for the renewal of the estate; the identification of land parcels/subprojects for option appraisal; convening an option development workshop; scoping of the potential physical interventions (refurbishment, new build, environmental) ; assessing relocation/decanting needs; producing option costs and appraisals; valuation of development proposals; option benefits/dis-benefits appraisal; option impact assessment; project budget reality check; exhibition and presentation of options at a community day.

Having carried out a headline appraisal of the individual development areas a financial model has been developed to facilitate the option appraisals assessment which is now necessary to bring the project to a deliverable position in the current economic climate. The model developed takes cost, value, and accommodation inputs and allows option testing of the key variables. To enable decisions to be made about the make up of the preferred development solution, a baseline model has been established to confirm the current scheme position. This baseline includes all the preferred options. A number of options to improve this have then been tested to help guide and shape the delivery strategy.

The testing undertaken thus far and the subsequent analysis are by no means exhaustive. Rather, HHL are using the outputs as a guide, allowing colleagues, tenants and other community stakeholders to understand better the relationship and interplay between different cost and value drivers. HHL in partnership with the local authority and local community is now embarking on the next stage of this project, the aim of which is to refine the proposals to a stage where they can be brought to market as an attractive proposal for developers and so that the costs, balance sheet and risk implications for the association can be clearly identified and informed judgments made by both the organisation and the community.

### **4 Damp v Condensation**

HHL is aware that there are particular property types where tenants experience problems caused by damp or condensation. In some instances it has been established that when properties were originally built, damp-proof coursing was sometimes incorrectly installed or not installed at all. Since the transfer of stock, HHL has instigated improvement work to remedy these problems as soon as we have become aware of problems.

In other instances, where tenants believe they are suffering from damp because of the existence of mould growth, it has been established that a combination of lifestyle (such as unvented tumble dryers and restricted airflow around stored items) and poor thermal values create significant condensation problems. In such cases where there is a question mark over the cause of mould problem we will arrange for an independent damp specialist to attend to give a diagnosis of the problem. In addition we will take whatever supportive remedial action we can to the tenant including: advice on lifestyles; stripping, treating and sealing affected areas, checking effectiveness of extractor fans and heating systems etc.

## **5 Services for Older and Disabled People**

Through consultation with our residents, Herefordshire Disability group and the Local Authority we established an Aids and Adaptation Policy that meets the needs of residents and their families and ensures that annual costs for undertaking adaptations are contained within our long term financial forecasts. Our policy states:

- Works up to £500 will be undertaken by Herefordshire Housing without the need for an Occupational Therapists report
- Works between £501 and £2000 will be undertaken by Herefordshire Housing with the support of an Occupational Therapists report
- Works over £2000 will be undertaken either by Herefordshire Housing if the work is part of an internal improvement programme, such as the installation of a new kitchen or the request will be passed to the Local Authority to undertake the works as part of a Disabled Facilities Grant application.

In partnership with the local authority HHL delivers a housing support service to vulnerable older people across the county to enable them to continue to live independently in their own home. During periods of adverse weather conditions our Housing Support Advisors will continue to visit clients where it is safe for them to be able to do so. To assist older people living in schemes formerly referred to as sheltered housing during these times, our in-house Grounds Maintenance Team visit to clear snow from pathways and access routes and will also grit these areas.

<b>MEETING:</b>	<b>ADULT SOCIAL CARE AND STRATEGIC HOUSING SCRUTINY COMMITTEE</b>
<b>DATE:</b>	<b>21<sup>ST</sup> MARCH 2011</b>
<b>TITLE OF REPORT:</b>	<b>ADULT SOCIAL CARE PERFORMANCE MONITORING 2010/2011</b>
<b>PORTFOLIO AREA:</b>	<b>OLDER PEOPLE AND SOCIAL CARE, ADULTS</b>

**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.

### **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 2010/11.
- 2 The report cards in appendix 1 provide a full description of progress against key national indicators. The cards show the trend of 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 10 months of the 2010/11 performance year are contained in the report together with NI132 and NI133, which are reported on as key local indicators.

### *Personalisation*

- 4 January performance around the NI130 indicator (Social Care clients receiving direct support), shows an increase in the figures to 6.77, slightly up on December but still somewhat short of the target figure of 31. Figures nationally remain around 13.8.
- 5 The impact of training visits undertaken by service managers last autumn to all operational teams to promote and explain all aspects of self directed care, is now being seen in the number of cases coming to the funding panel; the time lag being due to the process for implementing a personalised budget. Work with Impower to develop the customer journey alongside the implementation of a new Resource Allocation System and new assessment is on track and the new central review team has been established to monitor and provide independent reviews of care packages to promote self directed support. A project to review and transform the funding panel to ensure alignment with the personalisation programme is underway and a new panel process should be in place by April 2011.
- 6 A paper from the personalisation project manager outlining the progress on personalisation is included with this performance report. (Appendix 2)

### *Maximising Independence*

- 7 The outturn for January for NI136, (the number of people supported to live independently through social care) fell slightly from December's figure showing a drop from 3778 in December to 3756 in January, however the latest information for February shows this outturn to have recovered back up to 3768 and remains above the target figure of 3600.
- 8 The fall in figures is in part due to the re-prioritisation of staff resources in the extreme weather conditions and increased hospital pressures over the extended Christmas period. Issues over the availability of agency carers in some parts of the County during the spell of bad weather also effected figures for January; however these issues have now been resolved.
- 9 Performance in January continued to stay at the 85% mark again for NI132 (Timeliness of Social Care Assessments). There was a slight drop from December's figures reflecting the re-prioritisation of staff during the extreme weather conditions over Christmas. This need for re-prioritisation occurred at the same time as a significant rise in safeguarding cases and although extra agency staff were recruited to cover this period, it was not enough to prevent an impact on this indicator.
- 10 At 91.61%, January saw a slight percentage decrease from the December position in the outturn for NI133, (timeliness of social care packages following assessment); figures remain above target and the fall is likely to be due to the reasons already outlined above.
- 11 At 23.21% performance has again improved around NI135 (Carers receiving a needs assessment or review/advice) and still exceeds our LAA target. This has been due in part to additional funding for a lead professional for carers. The carer's officer has continued to monitor and promote carers assessments across all provider services and has recently been concentrating on services being offered to those caring for hospital dischargees, an area that the Care Quality Commission identified as requiring further attention in their inspection report in November 2010
- 12 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. The result of 97.39% shows a slight fall compared to the previous quarter (98.2%), but is less than half



a percent below target (97.75%), this is mainly due to a slightly higher than normal number of clients from more transient groups of service users choosing to end their service or losing contact for unspecified reasons

### *Safeguarding*

- 13 There were 167 safeguarding referrals in January slightly down from December's 198. The sustained increase in referrals over the year reflects the work carried out in Herefordshire over the last 12 months to raise awareness; however, concern remains over the agreed levels of need for informing appropriate reporting by referring agencies and professionals. This issue was highlighted again in August's Care Quality Commission's inspection of Adult Safeguarding in Herefordshire, where the need for better understanding of reporting thresholds, across the partnership was made a recommendation. Work will be undertaken over the next 2 months to look at the thresholds for reporting and clarification around alerts and referrals.
- 14 This year the Abuse of Vulnerable Adults return will be compulsory and the deadline for submission has now been extended nationally to 16<sup>th</sup> June 2011.
- 15 Work is now being undertaken to ensure reporting in Frameworki is fully functional in relation to producing the AVA data set. A beta version is currently being worked on outside the live system for implementation in time to produce the return and work to ensure the correct mapping of fields in the database is currently being undertaken.

### Efficiency

- 16 Figures for NI131 show an improvement in the rates of delayed transfers of care, from 11.4 in November to 5.71 in December. To meet demand for hospital beds during December there was an increase in activity to expedite hospital discharges. Additional staffing resources were put in place to meet this demand and daily conference calls and contact within multi-disciplinary teams has helped achieve the improved figures

## **Financial Implications**

- 17 The Adult Social Care cost improvement plan continues to be implemented and is being monitored by the associated task and finish group. All projects are currently on track.

## **Legal Implications**

None

## **Consultees**

Not applicable

## **Appendices**

Appendix 1: Progress against indicators

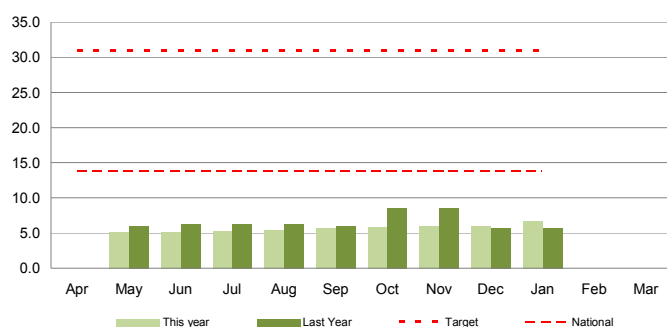
Appendix 2: Personalisation Paper

## **Background Papers**

14. Personalisation Paper – Mark Watson

## Appendix 1

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

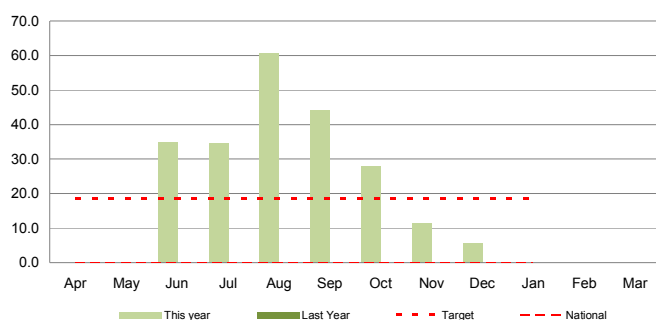


**Definition:-**

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.

	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	6.06	6.77		
Last Year		6.1	6.32	6.38	6.32	6.12	8.56	8.56	5.82	5.83		
Target	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		
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)

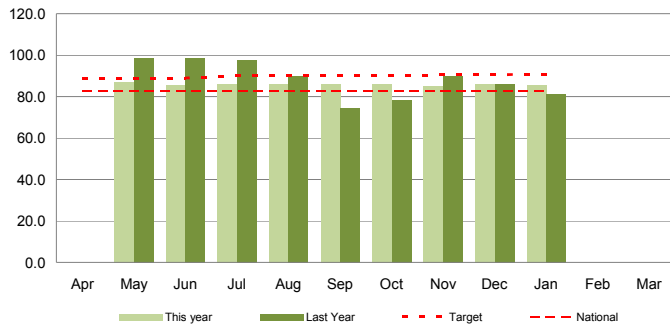


**Definition:-**

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	11.4	5.71			
Last Year	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		
National												
Number of Clients		2397	2674	2752	2857	2868	2905					

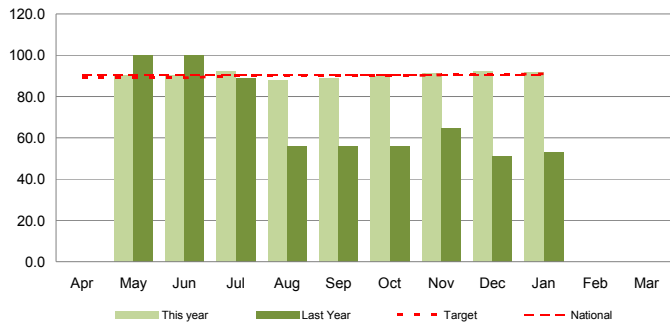
**NI132 Timeliness of social care assessments (all adults)**



**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	86.18	85.77		
Last Year		98.9	98.9	98	90	74.8	78.6	89.9	86	81.3		
Target	89	89	89	90	90	90	90	90.5	90.5	91		
National	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					

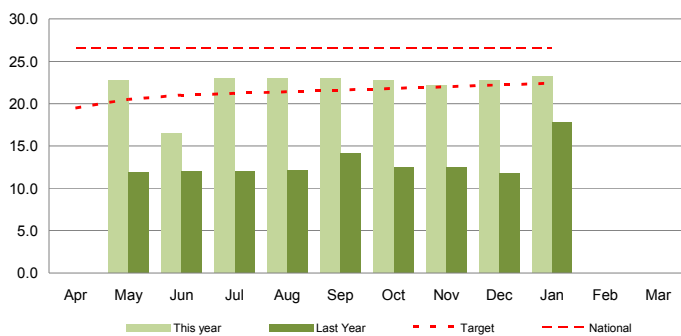
**NI133 Timeliness of social care packages following an assessment**



**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	92.18	91.61		
Last Year		100	100	89	56.1	56.11	56.11	64.4	51	53		
Target	89	89	89	90	90	90	90	90.5	90.5	91		
National	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**

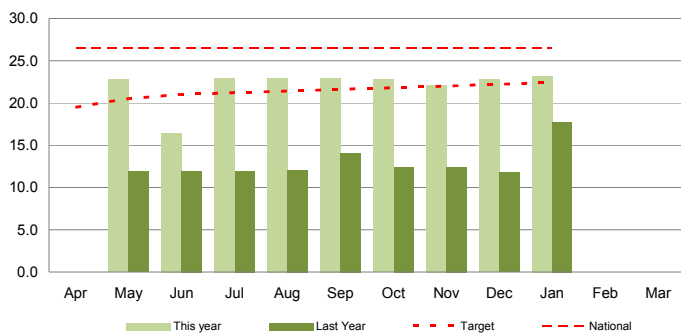


**Definition:-**

This number of 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		22.8	16.5	23	23	23	22.8	22.13	22.79	23.21		
Last Year		11.9	12	12	12.1	14.1	12.5	12.5	11.8	17.8		
Target	19.5	20.5	21	21.2	21.4	21.6	21.8	22	22.2	22.4		
National	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					

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

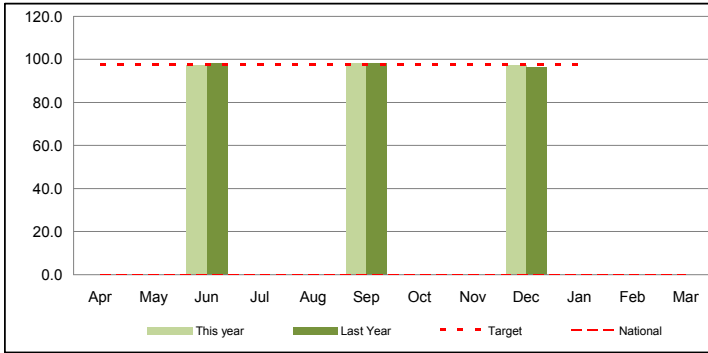


**Definition:-**

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		3721	3746	3756	3774	3759	3792	3757	3778	3756		
Last Year		2102	2543	2500	2598	2624	2586	2825	2986	3082		
Target	2500	2600	2800	2900	2900	3100	3100	3250	3400	3600		
National	3208.2	3208.2	3208.2	3208.2	3208.2	3208.2	3208.2	3208.2	3208.2	3208.2		
Number of Clients												

**NI142 Number of vulnerable people who are supported to maintain independent living**



**Definition:-**

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

Independent living is defined as someone living in their home or in long stay accommodation. A care home (both residential and nursing care), a hospice, long stay hospital or prison are not defined as independent living.

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
This year			97.57			98.24			97.39			
Last Year			98.34			98.02			96.47			
Target	97.75	97.75	97.75	97.75	97.75	97.75	97.75	97.75	97.75	97.75		
National												
Number of Clients												



# Personalisation of adult social care in Herefordshire: my life, my choices

## 1 Context

The personalised approach to the delivery of adult social care started with the 'Our Health, Our Care, Our Say: a New Direction for Community Services' Health White Paper in January 2006. This resulted in the 'Putting People First' (PPF) DH concordat of December 2007 and the associated implementation programme 'Transforming Adult Social Care' from 2008 to March 2011. These programmes identified funding and milestone commitments for all bodies responsible for adult social care:

- User & Carer Engagement - Ensure that users and carers are at the heart of the local changes
- Information and Advice - Universal access to information and advice (including self-funders) – national and local solutions
- Prevention / Early Intervention - With PCTs to deliver 3% efficiencies
- Personal Budgets - all new users from October 2010, 30% and mainstream activity by March 2011
- Commissioning for change - Working alongside service users and providers

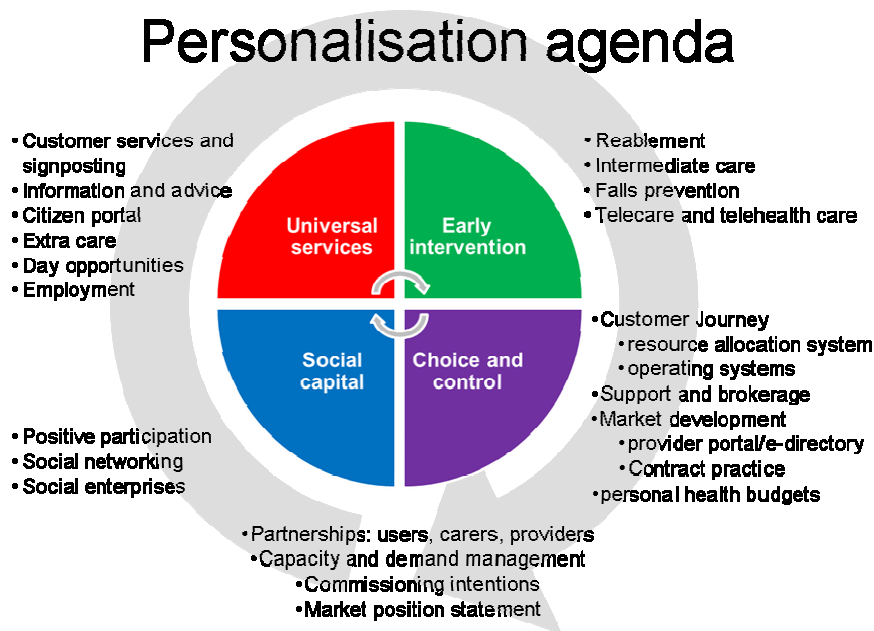
In November 2010, the 'A Vision for Adult Social Care' policy document acknowledged the progress and restated commitment to personalisation for all service users by March 2013. This has been included into the next 'phase' of PPF entitled 'Think Local Act Personal' agreed and adopted in January 2011 by the DH, ADASS and twenty-four leading national organisations, including umbrella bodies that represent a large number of providers from the private, independent, voluntary and community sectors.

## 2 Putting People First in Herefordshire

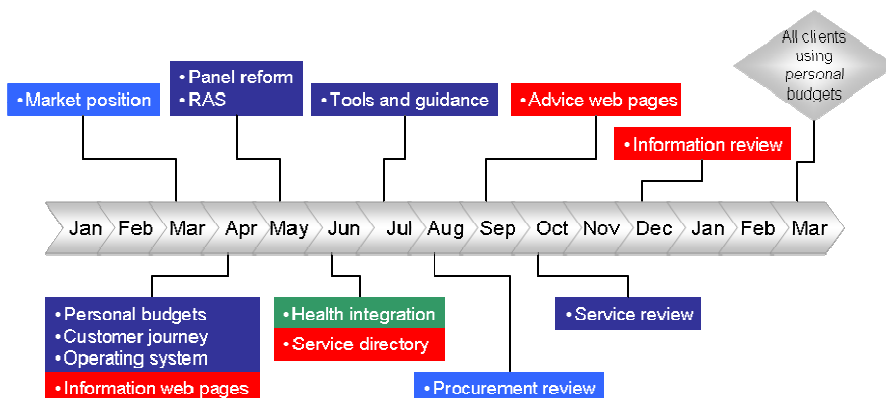
The PPF programme in Herefordshire has not progressed consistently. In October 2010 it was clear that a number of the PPF milestones were unlikely to be met without unplanned use of resources and that any tactical attempts to do so could lead to longer term operational issues, e.g. just over 6% of social care users had a personal budget at that time.

The proposed creation of an 'integrated care organisation' and other organisational changes within the local authority also meant that such small-scale activities were not likely to succeed.

In November 2010, the DASS, the Head of Service and the programme managers for Maximising Independence and PPF agreed on moving from incremental delivery of personalisation to a whole system change in line with the new DH 'Vision' policy. Personalisation would be the default adult social care process in Herefordshire from 01 April 2011 and so all eligible users would have a personal budget within 12 months.



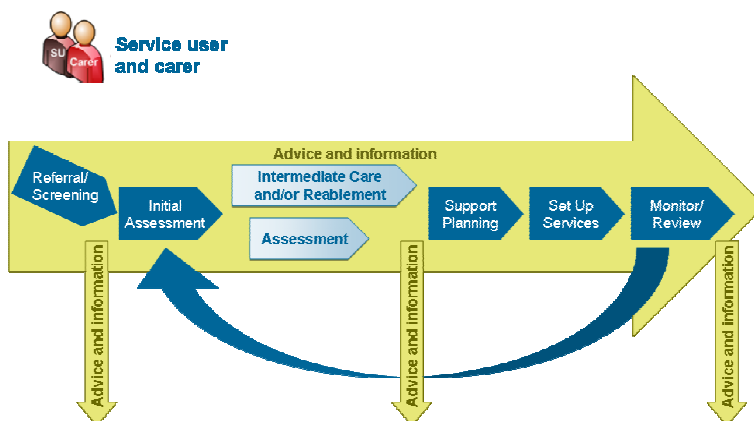
# Timeline 2011-12



The existing PPF programme was changed to 'Personalisation': projects were refocused, stopped or created to address programme gaps particularly in the detailed processes of service user engagement and assessment, and subsequent support and provision of care. A single agreed process was identified and developed with the additional requirement that it could incorporate personalisation of other services (e.g. health, children) in the future.

## 3 Customer Journey

The Customer Journey is a deliberately straightforward process that any user can follow. It is therefore entirely suitable for any citizen, or their advocate, requiring care and irrespective of eligibility and/or funding criteria. As the process is simple and clear, it is anticipated that this will become the way that care is sourced and provided throughout.



### 3.1 Main stages

Referral and screening

The first contact of any citizen wanting to find out about or access care.

Initial assessment

An outcome-based assessment that focuses on what the citizen wants to achieve and not a 'need-package' relationship.

Intermediate care/ Reablement

A focused 'care intervention' to address immediate needs, encourage independence and remove or reduce the need for longer-term care dependency. The success of this intervention will be assessed and, if required, initiate support planning for longer-term care.

Support planning

An essential element of personalisation where the citizen will identify the services that meet their desired outcomes and will help them to live independently in their own home. This will be a key driver of service quality and innovation in the market.

Set up services

Matching and sourcing providers to satisfy the outcomes in the support plan.

Monitor/review

An audit process to ensure that outcomes and any funding are appropriate for the citizen, the provider and the Council.

There are various processes that will be triggered at any point of the Customer Journey:

- Safeguarding Adults: an allegation should raise a Safeguarding Alert.
- Emergency/urgency: should trigger the emergency/urgency process.



## Appendix 2

- Appeals process: can be triggered by the client
- Reassessment of Needs: When a change in client's needs happens, a Reassessment will be undertaken.
- Carer Assessment: the Carer process will be triggered when a carer is identified.

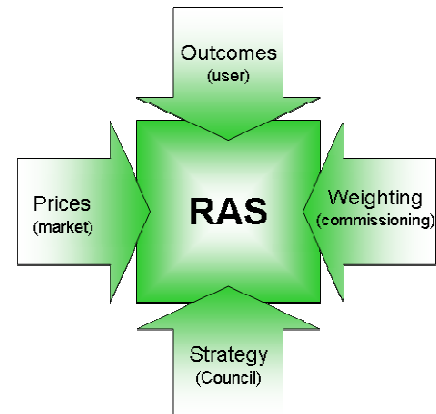
Advice and Information is provided throughout the entire Customer Journey as an integral part to all roles (see below). Advice and information is always provided when signposting the client.

### 3.2 Resource allocation, panel and eligibility

A bottleneck is the matching of outcomes and possible funding to the services available in the market. The objective method that Herefordshire will use is known as a 'resource allocation system' (RAS) that combines user outcomes in a calculation combining market prices, weightings from commissioning and other strategic direction that the Council wishes to influence.

Simply put, the RAS will almost instantly convert an appropriate assessment into an indicative budget that the citizen can start to use in developing their support plan.

The assessment panel is currently required to set both indicative budgets and also agree final care packages. When the RAS is sufficiently mature, the panel will be able to delegate decisions where the costed support plan is within defined tolerances of the indicative budget (plus/minus percentage and capped total amount).



Eligibility criteria in Herefordshire for Council funded adult social care are currently 'substantial' or 'critical'. These, together with funding criteria, will be assessed at the same time as outcomes. In full operation, citizens should often understand their situation in one visit and can plan accordingly.

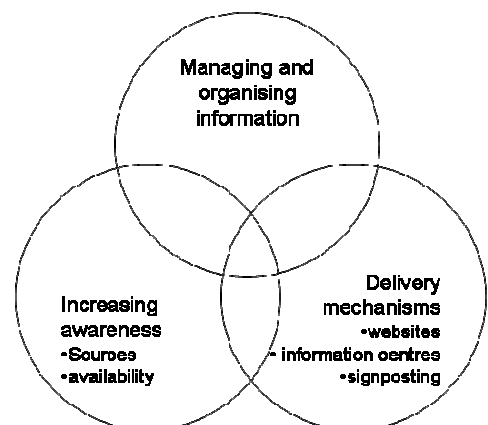
## 4 Information and Advice

Information and Advice is critical to everyone involved in care. The need for both was highlighted throughout the customer journey, but more general availability is important for citizens' awareness – and hence prevention - and self-help.

Herefordshire Public Services are developing a new set of web pages that will be set out to make it easier for different audiences to find their most effective route through the information: users, carers, providers and care workers.

The web pages are intended to be a comprehensive and open resource on all Hereford Public Services care processes, tools and guidance so that the access to care is open and equitable at all times.

There will also be provision for a provider catalogue that is intended to be the primary resource for anyone looking for care provision in the County. It is intended that parts of this will be maintained by the providers themselves and that active discussions from all sectors will grow to develop ratings and innovative ideas.



## 5 Market Development

The Customer Journey and its component parts is a vital demonstration of Hereford Public Services intentions and will directly influence the commissioning intentions of Integrated Health and Social Care Commissioning as well as the market in which all providers operate.

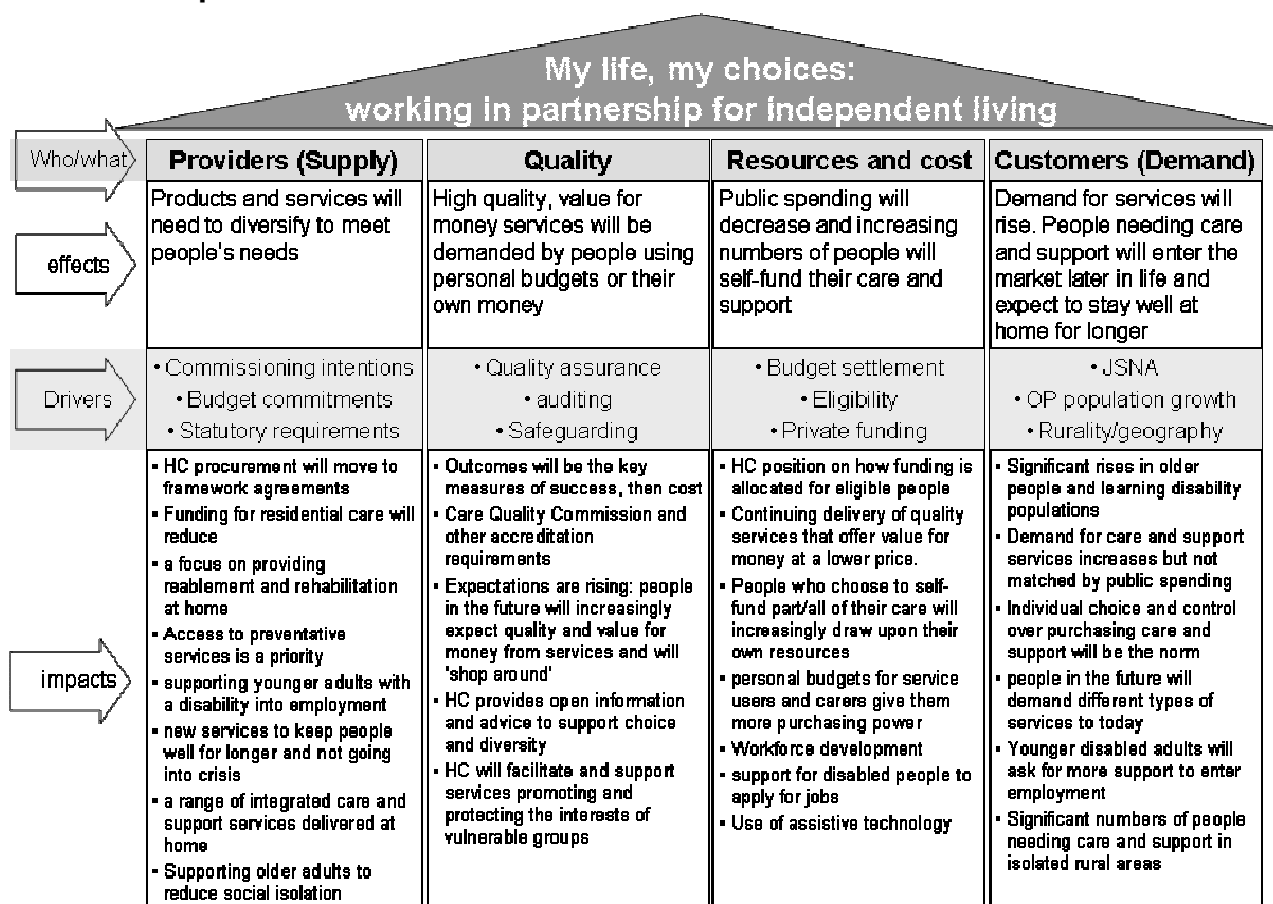
It is also understood that - with decreasing health & social care funding and increased care needs across many sectors of the population – the current economics and structure of the market will not be fit for the future. This will provide challenges for some providers and opportunities for others.

## Appendix 2

Hereford Public Services will enter into frank and open dialogue with the market to discuss the ways that we can work together to ensure that users always have support and care available whilst the shape of the market changes to reflect new demands on quality and price.

It will publish and maintain a market position statement that will be a living document in open consultation with all stakeholders reflecting the state and trajectory of the care market in Herefordshire.

### 5.1 Market position statement: draft for discussion



<b>MEETING:</b>	<b>ADULT SOCIAL CARE AND STRATEGIC HOUSING SCRUTINY COMMITTEE</b>
<b>DATE:</b>	<b>21<sup>ST</sup> MARCH 2011</b>
<b>TITLE OF REPORT:</b>	<b>EXECUTIVE RESPONSE TO THE SCRUTINY REVIEW OF HOME CARE IN HEREFORDSHIRE</b>
<b>PORTFOLIO AREA:</b>	<b>ADULT SOCIAL CARE, HEALTH AND WELLBEING</b>

**CLASSIFICATION:** Open

### **Purpose**

To consider the Executive's response to the Scrutiny Review of Home Care in Herefordshire.

### **Recommendations**

**THAT:**

- (a) **the report is agreed; and**
- (b) **the action plan is monitored by the Committee for the next 12 months.**

### **Key Points Summary**

- 1 A number of recommendations were made as a result of the Home Care Scrutiny Review carried out in 2010. These recommendations together with the Executive response and action plan were forwarded to Cabinet for consideration on the 20 January 2011.
- 2 All the recommendations are agreed or agreed in principle.

### **Reasons for Recommendations**

- 3 The recommendations and action plan have been agreed by Cabinet and account for the Government's plans for the future development of social care services.

### **Introduction and Background**

- 4 Following the Adult Social Care & Strategic Housing Scrutiny Committee's acceptance of the findings of the review on Home Care in Herefordshire on 24<sup>th</sup> September, the report and recommendations were forwarded to the Cabinet Member for Adult Social Care, Health and Wellbeing for approval.

### **Key Considerations**

- The Executive response to the recommendations of the Scrutiny review takes into account the Government's plans for Adult Social Care; 'A Vision for Adult Social Care: Capable Communities and Active Citizen's' which sets the context for the future development of social care services.

Further information on the subject of this report is available from  
Sharon Pugh, Service Redesign Officer. Tel: 01432 344344 x 3939

- The Action Plan takes account of all on-going and planned developments aimed at achieving this vision, in particular Personalisation; as a result some of the recommendations will only remain valid whilst the transition to new forms of care and support are being developed. It is anticipated that by September 2011 work will have been completed to produce clear, cost effective and sustainable proposals for care and support

## **Community Impact**

- 6 Performance against this action plan will affect the provision for Home Care services in Herefordshire

## **Legal Implications**

- 8 Not applicable at this stage.

## **Risk Management**

- 9 Not applicable at this stage.

## **Consultees**

- 10 None

## **Appendices**

- 11 None.

## **Background Papers**

- None identified.

## Scrutiny Review of Home Care Services in Herefordshire 2010

## Appendix (B)

### Draft Executive Response to Recommendations – January 2011

Recommendation No. 1	The Review Group recommends that the Care Brokerage Team within the Integrated Commissioning Directorate is fully resourced as a matter of urgency.			
Action	Owner	By when	Target/Success criteria	Progress
Executive's Response The Internal Care Brokerage Team's current remit is to arrange home care packages with Council contracted service providers. In light of the Government policy directive to introduce more movement towards a mixed market, the council will be working with service users and providers across all client groups in 2011 to widen and develop brokerage and the range of services they access. The Putting People First target of 100% of ASC clients to be in receipt of a Personal Budget by 2013 requires that both the support planning and brokerage function are clearly defined and developed in line with this increased take-up to ensure that adequate, appropriate support is easily accessible and available.				
Work with specialists in the field to accelerate progress towards meeting the Putting People First targets.	PPF Programme Lead	31/12/10	Agreed action plan to achieve PPF milestone targets.	External agency appointed 29/12/10
Develop and define brokerage options to underpin self-directed support based on good practice models in other LAs and adapted for Herefordshire.	PPF Programme Lead	14/02/11	Support planning and brokerage roles clearly defined.	
Develop high level brokerage specification.	PPF Programme Lead	01/03/11	Clearly defined outcomes, standards and expectations in relation to brokerage role.	
Develop implementation plan for extended brokerage service.	PPF Programme Lead	01/03/11	Clearly defined actions and timescales to achieve full implementation.	

<b>Recommendation No. 2</b>	The Review Group recommends that the Authority's Workforce Development and Training Teams should work in close partnership with service providers to develop career pathways and progression for paid carers. Caring should be seen as a 'valued' career and one that will be in increasing demand in the future. Every effort should be made to ensure that school leavers are fully informed and encouraged to take work placements in the caring profession			
<b>Recommendation No. 3</b> Executive's Response	The Review Group recommends that the Authority's Workforce Development Team should assist with and/or co-ordinate group training to allow service providers to share the cost of training sessions and to ensure consistent standards and quality. In line with the Vision for Adult Social Care, the Council will play an important role, working with local employers across all sectors and organisations to commission the workforce of the future and lead local change. Encouraging co-production with all stake-holders including User and Carer led organisations will help organisations at all levels focus on personalisation and think about individual needs and design services that can meet those needs. It is accepted that peoples' perception of the caring profession needs to change but the responsibility for this does not lie solely with the Council.			
Action	Owner	By when	Target/Success criteria	Progress
To provide support to Service Providers through our 'A Fit for the Future Workforce' programme.	Workforce Development Lead	Ongoing	Two events to be delivered annually across the health and social care economy to improve workforce planning, development and engagement.	Two events delivered – July and October 2010
In line with the emerging Vision for adult social care and increase in individual and personal health budgets it is important to stimulate the market to enable local pooling of budgets and new providers of care such as social enterprise to emerge.	Maximising Independence Programme Lead	Ongoing	Work with existing and potential new providers to create new entities and forms of provision.	Event planned for February 2011. Invite tenders from Spring 2011 onwards.

<b>Recommendation No. 4</b>	The Review Group recommends a change in policy once an electronic monitoring system is fully implemented to only pay for hours of care actually delivered according to the banding rates agreed with the providers. Clear policy, procedure and guidelines should be produced for internal staff as well as service providers in order to ensure value for money services.			
Executive's Response	It is intended to review all current contractual policies in order to identify efficiency savings and ensure that costs are minimised and income maximised. The ability to validate invoices prior to payment together with the implementation of a more sophisticated financial system will enable more robust budgetary control. However, this approach to home care procurement does not fit well with the personalisation agenda and new vision for Adult Social Care. The new vision requires development of individuals using personal budgets to arrange their own care or to employ personal assistants, to meet individually defined outcomes. In 2011/12 EMS will need to be reviewed in the wider context of the future of care support outside hospital.			
Action	Owner	By when	Target/Success criteria	Progress
Implement AGRESSO financial system.	ICT Project Manager	Early in the new financial year	Availability of Budget Commitment reports	First month's data to be available by end of January 2011
Evaluate EMS implementation to identify overall impact.	ICT Project Manager		Projection of savings to be delivered in year for 2010/11 Payment policy agreed	
Plan and implement policy guidance.	ICT Project Manager		Robust and effective policies to follow evaluation of system going live	Guidance to be produced February 2011
Review how all care and support services are contracted in line with the new vision for Adult Social Care	Maximising Independence Lead	September 2001	New commissioning intentions and phased implementation to be agreed by September 2011 in line with role out of individual budgets	

<b>Recommendation No. 5</b>	The Review Group recommends that any further premiums awarded to recognise high standards of quality should only be awarded to drive up the standard and quality of home care services.			
Executive's Response	The intention is to make every effort to drive down unit costs therefore no further premiums will be paid over and above the standard hourly rate for home care introduced in November 2010. Market position statements will help define a preferred model of high quality, service user outcomes and associated cost benefits. It is intended that the large number of contracted external home care provider agencies will reduce as a more diverse market is introduced.			
<b>Action</b>	<b>Owner</b>	<b>By when</b>	<b>Target/Success criteria</b>	<b>Progress</b>
Develop market position statements.	Maximising Independence Programme Lead	April 2011	Improved understanding of the local market	A PID has been written to deliver an enhanced solution to home care. The project team is being assembled and the initial meeting will take place in mid Jan 11.
Define a preferred model of service delivery to be shared with providers and service users.	Maximising Independence Programme Lead	Dec 2011	Consistent quality of service delivered across all providers	
<b>Recommendation No. 6</b>	The new standard price for home care services must be applied to the proposed Rapid Response Emergency Care – there should be no supplement for emergency care (although End of life Care may be more expensive if specialist care is required).			
Executive's Response	The Rapid Response Emergency Care system commenced operation at the end of August 2010 and continues to develop. It is intended that all contracted rates will be regularly reviewed in order to ensure that proposed contract efficiencies are achieved and that costs are fair and equitable across all service provision including personal budgets.			
<b>Action</b>	<b>Owner</b>	<b>By when</b>	<b>Target/Success criteria</b>	<b>Progress</b>
Continue to evaluate new service and the benefits/impact	Unplanned Care Programme Lead	On - going	Clear understanding of benefits / outcomes of the RREC service to inform future service planning	A PID has been written to deliver an enhanced solution to home care. The project team is being assembled and the initial meeting will take place in mid Jan 11.
Review home care contracts to ensure people on individual budgets can use home care agencies that the council has contracts with.	PPF Programme Lead / Contract Manager	May 2011	Consistent cost applied across all types of service provision Reduced administration	
Develop review programme for all contracted rates across Health and Social Care	Maximising Independence Programme Lead	April 2011	Contracted rates and efficiencies clearly identified	



<b>Recommendation No. 7</b>	It is recommended that telecare and other equipment is easily accessible and readily available to the user at the earliest opportunity to maximise independence and prevent further decline and the need for more intensive support.			
<b>Recommendation No. 8</b>	The Review Group recommends that current small packages of care are reviewed to see whether or not other support can be offered as an alternative to a visit e.g. telecare / equipment service. New packages of care should follow a process of considering these alternatives as a first option (in line with the proposal for an Instant Care Service).			
Executive's Response	Assistive technology will be considered as part of the assessment and care management process for people who meet the Council's FACS criteria of critical or substantial. In line with the strategic priorities of prevention and early intervention reflected within the Government's Vision for Adult Social Care, anyone who is not eligible for support from social care will be given advice and information on how to access assistive technology.			
Action	Owner	By when	Target/Success criteria	Progress
Develop a strategic approach to Assistive Technology including telecare and tele-healthcare	Maximising Independence Programme Lead	April 2011	Targeted and increased take-up at an early stage i.e. whilst intermediate care/reablement are taking place	Working with new ICO to develop wide access to reablement and intermediate care Jan – March 2011

<b>Recommendation No. 9</b>	It is recommended that a clear overall strategy to support the move from hospital based services to community based care be implemented. This should include a robust framework explaining how funding will be allocated across the services and how necessary changes to current staffing levels across the organisations will be managed.			
Executive's Response	The recommendation is accepted. Commissioners will ensure that support when required will sustain communities and help people regain and retain independence, matching the variety of people' needs with diverse service provision.			
Action	Owner	By when	Target/Success criteria	Progress
Develop Commissioning Intentions for Maximising Independence workstream that focus on reducing, diverting and managing demand	Maximising Independence Programme Lead	April 2011	Clear systems and processes to support and outcome-based framework. Clear understanding of available resources and any required shift in resources.	

<b>Recommendation No. 10</b>				
It is recommended that reablement services should be maximised in order to enable people to regain their independence and reduce the need for long-term packages of care.				
Executive's Response	The recommendation is accepted. Service providers will be incentivised to support well being and recovery rather than increased dependency. Access to intermediate care and reablement will be seen as a first option to support people to regain skills and confidence to maintain independence in their own homes for as long as possible with reduced reliance on ongoing support from statutory Health and Social Care Services.			
Action	Owner	By when	Target/Success criteria	Progress
Joint Intermediate Care Team will incorporate health and social care teams and streamline operational processes and care pathways.	Interim Locality Manager	Operational	To increase reablement so that 60% of all clients coming through the service no longer require long-term support.	Joint Intermediate Care Team established
Partnership working with Strategic Housing to promote independence and social inclusion through Supported Housing and Extracare.	Maximising Independence Programme Lead	On-going	Reduced dependency on state funded care beds.	
Commission innovative solutions for reablement and other post discharge services for the first 30 days after a patient leaves hospital.	Maximising Independence Programme Lead	On-going	Increased service user choice. Individual's independence is maximised	

<b>Recommendation No. 11</b>				
It is recommended that appropriate checks must be in place to ensure that anyone choosing an Individual Budget is protected from all forms of abuse, and that funds are spent in a manner appropriate to the needs of the individual.				
Executive's Response	The recommendation is accepted. The aim is to ensure a well-managed and co-ordinated approach to all aspects of personalisation including personal budgets, money management and risk management.			
Action	Owner	By when	Target/Success criteria	Progress
Develop a risk enablement panel.	Personalisation Programme Lead	April 2011	Forum for consideration of cases where potential abuse has been identified.	
Financial reviews focus on outcome success and include budget management criteria	Social Care Exchequer Manager	Ongoing	Financial reviews identify any signs of inappropriate charging and use of Personal Budget	Review process in place

<b>Recommendation No. 12</b>	It is recommended that regular contract monitoring and review should be undertaken in order to ensure that high standards are being achieved and that both staff and service users are being treated according to the appropriate regulations.			
Executive's Response	The recommendation is accepted. A set of agreed service user outcomes and associated cost benefits will inform quality standards and the development of a robust monitoring system.			
Action	Owner	By when	Target/Success criteria	Progress
Develop market position statements.	Maximising Independence programme Lead	April 2011	Improved understanding of the local market	
Define a model of service delivery to be shared with providers and service users.	Maximising Independence programme Lead	Dec 2011	Consistent quality of service delivered across all providers.	
<b>Recommendation No. 13</b>	The Council should continue to co-ordinate and/or provide safeguarding training across all sectors and organisations as well as monitor attendance and compliance.			
Executive's Response	This recommendation is accepted. Safeguarding procedures will be further strengthened to identify, protect and respond to the safety of vulnerable people.			
Action	Owner	By when	Target/Success criteria	Progress
Training programme to deliver a wide range of training as agreed within the Training Strategy	Safeguarding Trainer/Learning, Training & Development- Skills for Work/ Skills Officer(Adult Safeguarding)	On-going	All planned training sessions delivered. Increased uptake of training Increased awareness of Single Access Point number Supported training in Further Education settings for tutors working with Vulnerable Adults	Training programme in place Progress will be monitored via Adult Safeguarding Board
Working in Partnership with HHT to include Safeguarding Adults Training in Core training sessions		Dec 2011	3 x 8 hour basic level sessions delivered to train in excess of 500 employees at all levels in the organisation	Sessions/venue and times booked Progress will be monitored via Adult Safeguarding Board
Review and evaluate training programme	Safeguarding Trainer/ Skills Officer (Adult Safeguarding)	April 2011	Further training needs identified and being met Continual improvement to training available/delivered	Training courses have been improved as a result of review and feedback
Monitor and review attendance figures	Safeguarding Trainer/ Skills for Work Admin team	April 2011	Identify regular non-attendees. Understand reasons for non-attendance and address as necessary. Improve attendance rate at all courses	Regular non-attendees in 09-10 identified and targeted for training this year

<b>Recommendation No. 14</b>	The number supported housing schemes for older people should be increased. Interested service providers and developers should be encouraged to work in collaboration and partnership.			
Executive's Response	Sustainable Communities and Integrated Commissioning Directorates are developing an Older People's Housing Plan. This will inform the new commissioning strategy for older people.			
Action	Owner	By when	Target/Success criteria	Progress
Commission Older Person's Housing Plan	Housing Needs & Development Manager/Supported Housing Manager	March 2011	Clear Strategic Priorities	Work commissioned and commenced
<b>Recommendation No. 15</b>	The Review Group recommends that there is a continuing focus on joint strategies which cross all directorates and organisations including Housing, Social Care, Regeneration and Health in order to plan, commission and provide for the increasing ageing population in Herefordshire.			
Executive's Response	This recommendation is accepted. The JSNA will inform all strategies to ensure a joint and consistent approach. A priority for the Maximising Independence workstream within Integrated Commissioning is to support all independent living for older people.			
Action	Owner	By when	Target/Success criteria	Progress
Develop Integrated Commissioning Strategy	Director of Resources and Delivery	January 2010	Draft Strategy circulated and being finalised	On track
Develop Older People's Commissioning Strategy	Interim DASS/Interim Project Director	March 2011	Clear strategic priorities to be defined for 2011	In hand

<b>MEETING:</b>	<b>ADULT SOCIAL CARE AND STRATEGIC HOUSING SCRUTINY COMMITTEE</b>
<b>DATE:</b>	<b>21<sup>ST</sup> MARCH 2011</b>
<b>TITLE OF REPORT:</b>	<b>ACTION PLAN UPDATE: SCRUTINY REVIEW OF THE SUPPORT TO CARERS IN HEREFORDSHIRE</b>
<b>PORTFOLIO AREA:</b>	<b>ADULT SOCIAL CARE, HEALTH &amp; WELLBEING</b>

**CLASSIFICATION:** Open

### **Purpose**

To inform the Committee of progress in implementing the Action Plan arising from the Scrutiny Review of Support to Carers in Herefordshire.

### **Recommendation(s)**

**THAT the Committee note the update and progress made on the action plan to deliver the Recommendations and Actions.**

### **Key Points Summary**

- This is a follow-up to the presentation made to Adult Social Care and Strategic Housing Scrutiny Committee on the 21<sup>st</sup> June 2010 of the Carers action plan and its progress against the recommendations as approved by Cabinet on 18 March 2010.

### **Alternative Options**

- 1 None.

### **Reasons for Recommendations**

- 2 The Action Plan demonstrated that actions are underway or have been completed. In light of the new Government policy on carers and their contribution towards the 'big society', Herefordshire Council Integrated Commissioning will be ensuring that the role of carers will form part of the vision for Health and Social Care services in 2011 as a priority area for continuous improvement. The views of carers and the role of organisations such as Herefordshire Carers Support will be paramount in ensuring that the right services are available to meet carers needs.

### **Introduction and Background**

- 3 A Scrutiny Review Group presented their report on the review of Support for carers in Herefordshire to Scrutiny Committee on the 30 October 2009 which was approved and submitted to cabinet. Cabinet approved twenty out of twenty-one actions on the 18 March 2010. A progress report was presented to Scrutiny on the 13 December 2010 and this report is a further update eight months after the action plan was implemented.

## **Key Considerations**

- 4 The new Adult Social Care white paper 'Capable Communities and Active Citizens' was published in November 2010. This places a greater emphasis on the roles of carers and suggests that carers should have more choice and control over the social care they receive. In addition, the Government has also published 'Recognised, valued and supported: Next steps for the Carers Strategy in November 2010. Both of these documents will have an impact on the agreed actions and further recommendations will be developed as a result in the forthcoming months.
- 5 The Comprehensive Spending Review announcement in October will result in the removal of the Carers Grant in 2011/12 that the Council had received, adding to the current financial pressures of the Council. The main impact will be allocating sufficient resource for the commissioned services that previously utilised the Carers Grant. Although the services are greatly valued, the resource allocation outcome is not possible to state at present until the Council receives further information on its settlement later in December and budget setting has been set.

## **Community Impact**

- 7 Performance against this action plan will affect the provision for services for carers in Herefordshire.

## **Financial Implications**

- 8 The commissioned services that are in receipt of the Carers Grant may be at risk due to the end of the funding stream and the financial pressures of the Council.

## **Legal Implications**

- 9 Not applicable at this stage.

## **Risk Management**

- 10 None identified.

## **Consultees**

- 11 None

## **Appendices**

- 12 Update on the action plan attached.

## **Background Papers**

- Scrutiny Report of the support to carers in Herefordshire (October 2009)
- Cabinet Response to the Scrutiny Review of the Support to carers in Herefordshire and Executive Action Plan (March 2010)
- Progress Report on the Action Plan for the Scrutiny Review of the support to Carers in Herefordshire (December 2010).

Scrutiny Review of Support for Carers in Herefordshire Action Plan – Actions Leads

Scrutiny Review of Support for Carers in Herefordshire Action Plan

<b>Action 1</b>	<b>Owner</b>	<b>Describe Activity to complete Action</b>	<b>By When</b>
Cabinet did not accept this Action			Removed.
<b>Action 2</b> The Associate Director of Integrated Commissioning will present to Herefordshire Partnership's Health and Wellbeing Policy & Delivery Group a paper setting out areas of concern and options to protect services for carers.	<b>Owner</b> (Associate Director Integrated Commissioning)  Mike Emery	<b>Describe Activity to complete Action</b> Completed 17 <sup>th</sup> May 2010	<b>By When</b> Complete.
<b>Action 3</b> In their 2010/11 business plan, Integrated Commissioning will set out the impacts of demographic changes on budgets and make proposals to ensure carers continue to receive appropriate support.	<b>Owner</b> Associate Director of Integrated Commissioning  Mike Emery	<b>Describe Activity to complete Action</b> Representations were made to the Health and Wellbeing partnership to protect the funding that originated in the Carers specific grant and was subsumed in Area Based Grant to no avail. Budgets were cut by 6% and close working with the Provider ensured that this was an efficiency savings and not affecting front-line services to carers.  Additionally, the recent 'Vision for Adult Social Care' paper published by the DoH needs to be considered in the development of future Commissioning plans and strategies .However Carers support is a priority within the Maximising Independence work stream and the Health and Social Care Commissioning Strategy and will continue to be so going forward into 2011/12.  The existing contract expires in 2011 therefore a competitive tendering process will take place to ensure service provision for carers.	<b>By When</b> Ongoing.

<b>Action 4</b>	<b>Owner</b>	<b>Describe Activity to complete Action</b>	<b>By When</b>
<p>The Associate Director of Integrated Commissioning keeps under review the current contract with HCS, which is due to complete on 31 March 2011. In the process of recommissioning carers support for 2011/2 and thereafter, Integrated Commissioning will ensure that the agreed contract will sustain appropriate support for Carers.</p>	<p>Head of Planning, Integrated Commissioning Leslie Libetta</p>	<p>Please see comment above. Adult Social Care will continue to fund Carers support. This is an area that additional resource may be invested to ensure that more carers respite is available and improvements to carers contingency planning.</p>	<p>31st December 2010</p>
<b>Action 5</b>	<b>Owner</b>	<b>Describe Activity to complete Action</b>	<b>By When</b>
<p>Integrated Commissioning will ensure that Hereford Carers Support Workplan for 2010/11 will include actions and events specifically designed to increase the number of registered carers. (The number of carers registered is one of the performance indicators monitored through the contracts process).</p>	<p>Integrated Commissioning Contracts Manager in conjunction with Director, HCS. Martin Smith/ Leslie Libetta</p>	<p>HCS are providing quarterly newsletters which provide detail information for carers, such as benefits and carer events and forums. There are 12 meetings arranged for the period up to August and the twice-weekly Extend activity held at Canal Road</p> <p>In addition to the newsletter HCS held a meeting in November for all carers forums to discuss a merge and meet six times a year. Significant issues will be dealt with in separate meetings. Large carers event took place on the 3<sup>rd</sup> December and a further large event planned on 1<sup>st</sup> April 2011.</p>	<p>31 March 2011</p>
<b>Action 6</b>	<b>Owner</b>	<b>Describe Activity to complete Action</b>	<b>By When</b>
<p>The Associate Director of Integrated Commissioning has started the development of a Carers RAS, as the first step to offering personal budgets to Carers. Options will be shared with Carers by using forums, networks or other mechanisms established by Herefordshire Carers Support. Final proposals will go through full consultation with carers through the mechanisms described above.</p>	<p>Planning Manager Leslie Libetta</p>	<p>Putting People First (PPF) programme board has approved plans to make fast progress with this target. This will be overseen by the Maximising Independence workstream.</p> <p>Carers Resource Allocation System being developed currently by the PPF programme along with other RAS provision by September 2011.</p>	<p>30 September 2011</p>
<b>Action 7</b>	<b>Owner</b>	<b>Describe Activity to complete Action</b>	<b>By When</b>
<p>The Associate Director of Integrated Commissioning agreed in 2009 the designation of an Officer post to lead on carers issues and act as a repository of expertise on personal budgets for carers and their cared for.</p>	<p>Service Manager, ASC Provider Services Denise Hawkins</p>	<p>Completed February 2010</p>	<p>Completed</p>



<b>Action 8</b>	<b>Owner</b>	<b>Describe Activity to complete Action</b>	<b>By When</b>
The Associate Director of Integrated Commissioning will write to the Chief Executive of Hereford Hospitals Trust relaying the approved Recommendation and inviting the Trust to respond to the Recommendation.	Associate Director, Integrated Commissioning Leslie Libetta	This action has not been completed but shall be by the 31 December 2010 by the new interim DASS, Jana Burton.	31 December 2010
<b>Action 9</b>	<b>Owner</b>	<b>Describe Activity to complete Action</b>	<b>By When</b>
Herefordshire Delayed Discharge Agreement and Protocols sets out the coordination processes between hospital and social care staff, which ensures both patient and carer needs are properly assessed and planned for to achieve effective transition through and discharge from hospital. Integrated Commissioning will ensure with Provider Services that the Service Manager for the hospital social care team confirms that these existing processes are reviewed and are clear and being adhered to.	Service Manager, ASC Provider Services Denise Hawkins	Hospital discharge procedures are now being reviewed under the Unscheduled care workstream.  Change Champions action plan now being taken forward and reporting back to the Unplanned care workstream.	Ongoing
<b>Action 10</b>	<b>Owner</b>	<b>Describe Activity to complete Action</b>	<b>By When</b>
Integrated Commissioning will request that the Scrutiny Review Recommendation be presented to the LMC (through the Primary Care Steering Group - PCSG) for consideration. The LMC will be asked to comment on the feasibility of adding information on carers to patient's notes.	Head of Planning Yvonne Clowsley/ Leslie Libetta	Completed	Completed
<b>Action 11</b>	<b>Owner</b>	<b>Describe Activity to complete Action</b>	<b>By When</b>
Integrated Commissioning will continue to ensure that breaks for young carers take the form of support, including transport services, to access clubs and other activities.  Commissioners will continue to ensure through HCS that young carers are offered transport to allow them to have breaks at suitable venues around the County.	Planning Manager Leslie Libetta	Approximately 20% of the Area Based Grant has been allocated through budget or cash transfer to provide support for young carers and their families. HCS had 110 young carers register with them at the end on the last monitoring period (Mar 2010)  Many clubs and activities are based in Hereford City, and transport costs from outlying town and rural areas are high. Herefordshire Carers Support arranges and pays for these transport costs. Transport is provided on a needs basis and this ensures that no young person is disadvantaged through lack access to a local club or activity, or because a disabled parent cannot drive.	31 March 2011

Action 12	Owner	Describe Activity to complete Action	By When
<p>The Associate Director of Integrated Commissioning has ensured that current contracts that cover respite care breaks are designed to provide flexibility to meet individual need, through allowing the carer time away from their caring role in the home, or alternatively to take the cared-for out to activities to allow carers to have time for themselves. These contracts run until 31 March 2012. The respecification for future contracts will begin by September 2011.</p> <p>The introduction of Personal Budgets will provide the total flexibility that will allow the individual to tailor services that best meet their needs. Action 6 will also address this recommendation</p>	<p>Head of Contracts Paul Ryan/ Martin Smith</p> <p>Planning Manager Leslie Libetta</p>	<p><b>Complete:</b> for current short breaks contracts.</p> <p>Now being implemented under the Putting people First programme</p>	<p>Completed</p> <p>30 September 2011</p>
<p><b>Action 13</b></p> <p>Integrated Commissioning will work with the Childrens Trust to undertake a comprehensive review of Children with a Disabilities Services (incorporating PCT/LA services).</p> <p>The Director of Integrated Commissioning will ensure with Provider Services that children with disabilities have a named key worker.</p> <p>The Children's Nursing Team is currently rolling out the Common Assessment Framework (CAF), which requires a named key worker/lead professional to be identified for all children/families.</p>	<p><b>Owner</b></p> <p>Service Redesign Manager in conjunction with 'Be Healthy' Group (Chair) Jade Brooks</p> <p>Service Redesign Manager in conjunction with Acting Interim Childrens Directorate Manager Jade Brooks</p> <p>Service Redesign Manager in conjunction with Acting Interim Childrens Directorate Manager Jade Brooks</p>	<p><b>Describe Activity to complete Action</b></p> <p>This review has commenced, with stakeholder and field work planned for June and July. The final report will be issued in December followed by a period of consultation on the recommendations. This will affect commissioning of services for 2011.</p> <p>Measures to achieve a named worker are planned as part of the outputs from the Service review above.</p> <p><b>Complete.</b> Childrens Nursing Team have received training and are now using the Common Assessment Framework (CAF), which will ensure children and their carers receive a holistic assessment and better services and support.</p>	<p><b>By When</b></p> <p>31 March 2011</p> <p>As above</p>

<b>Action 14</b>	<b>Owner</b>	<b>Describe Activity to complete Action</b>	<b>By When</b>
<p>The Associate Director, Integrated Commissioning will ensure with the Head of Provider Services that existing standard good practice is reconfirmed and understood throughout front line teams. This will include the provision of information and agreement and explanation of care plans with carers.</p> <p>Assessors will be reminded that when working with carers they will explore flexible means to meet carers' needs, which will be reflected in written care plans.</p>	<p>Provider Services Managers (MH, OP, LD &amp; PD)</p> <p>Sarah Bennion Sally Simmonds Lance Carver Denise Hawkins Anne Clarke</p>	<p><b>Complete:</b> A Carers Officer now works with Carers Assessors on a continuous basis, which is improving the quality of service provided. A focus on quality has been applied to the Framework information, and has directly contributed to the improvement in measure performance for the Carers performance indicator, which exceeded target for 2009-10.</p> <p>For carers of people with mental health problems each carer now has a care plan.</p>	<p>Complete</p>
<p><b>Action 15</b></p> <p>Integrated Commissioning will ensure that HCS will include in their work plans actions to continue production of the Carers newsletter, and further develop carers' forums and outreach sessions and events, to publicise services and support of HCS and other relevant services. Integrated Commissioning will monitor the number of registered carers which is an indicator of the public's knowledge of HCS and the services it offers.</p>	<p><b>Owner</b></p> <p>Planning Manager</p> <p>Leslie Libetta</p>	<p><b>Describe Activity to complete Action</b></p> <p>The number of carers has register increased from 1692 at 31 March 2009 to 2492 at the end March 2010 and to 2995 by 1 March 2011.</p> <p>The target for the performance indicator that measures support for carers NI 135 for 2009-10 has been exceeded, with an outturn of 22.43% against a target of 20.4%, following significant improvement through the year. Current position as of February 2011 was 22.0</p> <p>HCS produce the newsletter 'Keeping in Touch' quarterly with the next copy available Winter 2010.</p>	<p><b>By When</b></p> <p>Ongoing monitored by the Maximising Independence work stream</p>
<p><b>Action 16</b></p> <p>Integrated Commissioning will ensure that HCS will liaise with Info Shops to bring awareness of HSC and its role and provide awareness training and contact information for staff as well as HCS leaflets for the public.</p>	<p><b>Owner</b></p> <p>Planning Manager</p> <p>Leslie Libetta</p>	<p><b>Describe Activity to complete Action</b></p> <p><b>Complete:</b> A complete round of awareness training was achieved by the end of 2009. All Info Shops now have a range of carer leaflets and contact information.</p> <p>Leaflets re-printed and issued.</p>	<p><b>By When</b></p> <p>Complete</p>

<b>Action 17</b>	<b>Owner</b>	<b>Describe Activity to complete Action</b>	<b>By When</b>
<p>Integrated Commissioning will work closely with HCS to ensure that it receives feedback from carers on the relevance and effectiveness of services provided and where changes are required builds actions into commissioning plans which will be presented to carers through HCS for comment. A measure of the effectiveness of these arrangements will be the production and agreed of a Carers commissioning Strategy by March 2011.</p> <p>On production of the Strategy, Commissioners will review the effectiveness of Carer involvement.</p>	<p>Planning Manager Leslie Libetta</p>	<p>Information and intelligence from HCS carer forums, support group meetings and the Carers Conference held in January 2010 has been received and is being collated as key data for the Commissioning Strategy. Over 100 Carers have been involved in the children with disabilities review.</p> <p>In light of the DoH national Carers Strategy 'Recognised, Valued and Supported' a plan has been developed outlining the steps required to complete a Carers Strategy as part of the over Health and Adult Social Care Commissioning Strategy. This strategy is now in draft.</p>	<p>Ongoing</p> <p>30 March 2011</p>
<p><b>Action 18</b></p> <p>The Associate Director, Integrated Commissioning will ensure with the Head of Provider Services that social care staff are reminded of the need for clear and continuous communications with both carers and providers and this is understood and embedded in everyday practice.</p> <p>In the forthcoming revisions of the standard contract templates for provider contracts, Contracts Section will review all Quality standards including communication issues with service users and carers</p>	<p><b>Owner</b> Service Manager, ASC Provider Services &amp; Carers Officer  Sarah Bennion Sally Simmonds Lance Carver Denise Hawkins Anne Clarke  Contracts Manager Martin Smith</p>	<p><b>Describe Activity to complete Action</b> <b>Completed:</b> This is part of the work undertaken by the Carers Officer with locality teams.</p> <p><b>Completed.</b> There is now a standard Quality Schedule for all contracts, which requires systems for customer feedback and monitoring by the Contracts action.</p>	<p><b>By When</b> Complete.</p> <p>Complete.</p>
<p><b>Action 19</b></p> <p>The Associate Director, Integrated Commissioning will ensure with the Head of Provider Services that existing practice emphasises a focus on the needs of the carer during assessment. The opportunity will be taken to re-emphasise this with staff involved in assessment (in tandem with action 18 above).</p> <p>Social Care providers will also investigate the extent of changes required to amend assessment paperwork and any requisite changes to Framework needed to support the move to renaming 'Carers Assessment' to 'Carers Needs Assessment'.</p>	<p><b>Owner</b> Service Manager, ASC Provider Services &amp; Carers Officer Sarah Bennion Sally Simmonds Lance Carver Denise Hawkins Anne Clarke  As Above</p>	<p><b>Describe Activity to complete Action</b> <b>Completed:</b> All locality social care teams have received briefing from Carers Officer about both the need to conduct and to accurately record joint assessments and inform of carers right to individual assessment of their own needs if desired.</p> <p>The Carers assessment workers make frequent team visits to emphasise to staff members the importance of carers assessments</p>	<p><b>By When</b> Complete.</p> <p>Ongoing.</p>

<p><b>Action 20</b></p> <p>The Director of the Children's and Young People's Directorate will be requested to identify a senior named lead officer to take forward the issue of continuity of support for young carers. Once identified the senior named lead officer's details will be circulated to staff, relevant bodies and partner organisations</p>	<p><b>Owner</b></p> <p>(Interim) Director of Children's Services Directorate</p> <p>Jo Dickenson</p>	<p><b>Describe Activity to complete Action</b></p> <p><b>Complete:</b> The Assistant Director - Community Operations – Young Peoples Directorate is identifying the Lead &amp; this will be circulated.</p> <p><b>Complete</b> - Kathy O'Mahony, the Assistant Director - Community Operations in CYPD is the identified lead for young carers, and details have been circulated across the partnership through the Children's Trust.</p>	<p><b>By When</b></p> <p>Complete</p>
<p><b>Action 21</b></p> <p>The Head of Planning will ensure that as work is completed for the provision of Personal Budgets for Carers, providers will be informed of processes to support Budget holders and expectations of Carers in terms of provision of new and individually tailored services.</p>	<p><b>Owner</b></p> <p>Planning Manager</p> <p>Leslie Libetta</p>	<p><b>Describe Activity to complete Action</b></p> <p>This is being implemented by the Putting People First programme as part of a wider initiative for personal budget and process review. This links to Action 6.</p>	<p><b>By When</b></p> <p>30 September 2011</p>





<b>MEETING:</b>	<b>ADULT SOCIAL CARE AND STRATEGIC HOUSING SCRUTINY COMMITTEE</b>
<b>DATE:</b>	<b>21<sup>ST</sup> MARCH 2011</b>
<b>TITLE OF REPORT:</b>	<b>WORK PROGRAMME</b>
<b>REPORT BY:</b>	<b>Democratic Services Officer</b>

**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 21 MARCH 2011**

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

**Further additions to the work programme will be made as required**

