

SCRUTINY BOARD (ADULT SOCIAL CARE)

WEDNESDAY, 7TH JANUARY, 2009

PRESENT: Councillor J Chapman in the Chair

Councillors D Coupar, P Ewens,
Mrs R Feldman, T Hanley, A Hussain,
T Murray and A Taylor

CO-OPTees Joy Fisher – Alliance Service Users and Carers
Sally Morgan – Equality Issues

60 Chair's Opening Remarks

The Chair wished everyone a good morning and thanked them for attending today's Scrutiny Board (Adult Social Care) meeting.

61 Declarations of Interest

The following interests were declared on Agenda Item 10 – Progress of the Joint Adult Social Care and NHS Leeds Review of Leeds Neighbourhood Network Schemes (Appendix 1 & 2 - List of Neighbourhood Network Schemes) and Agenda Item 11 – Scrutiny Inquiry: Adaptations – Update Report:-

Councillor J Chapman declared a personal interest in Agenda Item 11 item as she has a relative who works in private industry as a homecare worker, and also in her capacity as a Director of West North West ALMO (Minutes 68 refers).

Councillor D Coupar declared a personal interest in both the above items in her capacity as a member of Belle Isle Elderly Winter Aid and as a Director of Belle Isle Tenants Management Organisation (BITMO), (Minutes 67 & 68 refers).

Councillor P Ewens declared a personal interest in Agenda Item 10 due to her involvement with the Cardigan Centre – Old Active People (Minute 67 refers).

Councillor C Fox declared a personal interest in Agenda Item 11 in his capacity as a Panel Member on West North West Homes (Minute 68 refers)

Councillor T Hanley declared a personal interest in Agenda Item 10 in his capacity as member of Bramley Elderly Action (Minute 67 refers).

Councillor T Murray declared a personal interest in Agenda Item 10 in his capacity as a Panel Member on Outer South East Aire Valley Homes (Minute 67 refers).

Councillor A Taylor declared a personal interest in Agenda Item 10 in his capacity as a member of Action for Gipton Elderly (AGE), (Minute 67 refers).

Ms Joy Fisher – Co-optee declared a personal interest in the Agenda Item 7 – Personalisation and Agenda Item 11 as a service user (Minutes 64 & 68 refers).

Ms Sally Morgan – Co-optee declared a personal interest in the Agenda Item 7 – Personalisation and Agenda Item 11 as a service user (Minutes 64 & 68 refers).

62 Apologies for Absence

Apologies for absence were received on behalf of Councillor S Andrew, Councillor S Armitage and Councillor E Taylor. Sandie Keene, Director of Adult Social Services also gave her apologies due to attendance at a meeting with the Minister for Health.

63 Minutes and Matters Arising - 10th December 2008

Minute 56 (Resolution (c) - Annual Performance Assessment (Star Rating) For Adult Social Services 2007/2008

Councillor Ewens queried whether the proposed Action Plans for the department were realistic. In response, the Chair reminded the Board that a copy of the Action Plans had been distributed at the last meeting. The Board were also reminded that regular routine reports on progress against the action plans were already scheduled to be routinely reported to the Proposals Working Group.

The Chair reported that she had issued a letter to Linda Christon, Commission for Social Care Inspection (CSCI) expressing the Boards disappointment at her non attendance.

Minute 57 – (Resolution (d)) – Independence and Choice Inspection of Adult Social Services 2008

Sally Morgan – Co-optee queried whether Board Members had received a copy of The Leeds Safeguarding Adults Partnership Annual Report 2007/8 (blue booklet) yet. In response, the Chair informed her that the booklet had been distributed to Board -Members via the email system. It was suggested that Joy Fisher and Sally Morgan be provided with a hard copy of the document.

The Chair also reported that she had issued a letter to Tim Willis, Commission for Social Care Inspection (CSCI) expressing the Boards disappointment at her non attendance.

RESOLVED – That the minutes of the meeting held on 10th December 2008 be confirmed as a correct record.

64 Personalisation

Following the Executive Board meeting held on the 8th of October 2008 where it was resolved that Scrutiny Board (Adult Social Care) be requested to monitor progress of the personalisation agenda, the Head of Scrutiny and Member Development submitted a report and appendices to consider the scope of its consideration of the personalization agenda, taking account of the recommendations presented on behalf of the Proposals Working Group (PWG) held on 12th December 2008.

Subject to the agreement of this Scrutiny Board, the Working Group agreed to focus on the following areas:

- The common assessment framework
- Resource allocation system
- Progress of the early implementer project

The Board was reminded that routine reports on progress against action points contained in the Independence Wellbeing and Choice action plan were already scheduled to be routinely reported to the Proposals Working Group.

Appended to the report were copies of the following documents for the information/comment of the meeting:-

- Appendix 1 - Executive Board Report – 8th October 2008 – Putting People First – Vision and Commitment to the Transformation of Adult Social Care.
- Appendix 2 – Proposals Working Minutes of the meeting held on 12th December 2008.

The Chair welcomed the following attendees/witnesses to the meeting who outlined the report and responded to Members' questions and comments:

Dennis Holmes, Chief Officer, Commissioning
Jemima Sparks, Programme Manager

The main areas of clarification and discussion were:

- Clarification on whether any of the service users had any regrets transferring to the direct payment system.

In response, the officer informed the meeting that this information was not immediately available but could be provided at a later date. He estimated that 685 service users were now on the direct payment system in the city, subject to annual review.

It was also pointed out that service users have the right to choose and that the department was prepared to re-look at any individual support

system and reassess the needs of dissatisfied service users currently on the direct payment system.

- Clarification of the membership of the Members' Forum.

In response, the Board was reminded that the Elected Members engagement will be aided by a cross party Members Work Group chaired by Bill Rollinson, an independent Social care expert and supported by the Director of Adult Social Services. The Board was informed that two Members from each political group had been nominated by their Party Whips to sit on this forum, which had not been established for very long. A full list of the forum membership will be provided to the Board.

- What stage is the department at with the work on the Early Implementer Project to test out methodology developing.

In response, the Officer informed the meeting that the Early Implementer project will be the first opportunity to transfer current service users to the Self Directed Support (SDS) model, testing the new processes and procedures developed by the project team. The four Social Workers appointed to undertake this project had only started on Monday so the department is at the very early stage of the project. The Board requested additional background information about the project followed by regular quarterly project update reports.

- What type of Service User will be looked at in the representational group of 50 or is it just older people.

In response, the officer informed the meeting that they are looking across the board at all adult service user groups, although it is recognized that some people have more than one need. The department has already started with those service users who have learning difficulties.

The Chair thanked Officers for their attendance.

RESOLVED –

- (a) That the report and appendices be noted.
- (b) That any outstanding issues referred to above be dealt with by those Officers now identified within the minutes and reported back to Board Members.
- (c) To agree that the Proposals Working Group focus on the areas outlined above.
- (d) That quarterly update reports be submitted to the Board on the Early Implementer Project, including information regarding age and the geographical area the 50 cohorts live in.
- (e) That the first quarterly report be submitted within the next three months to either the April 2008 Board meeting or an additional meeting at the beginning of May, date to be confirmed.

65 Leeds Strategic Plan Performance Report for Quarter 2 2008/09 - Performance Management

Further to Minute 32, 15th October 2008, the Head of Policy, Planning and Improvement submitted a report setting out the new approach to performance reporting and accountability as a result of the introduction of the introduction of the Leeds Strategic and Council Business Plans 2008/2011 and changes to the national performance reporting regime. The report also presented the Quarter 2 performance results for Adult Social Care in this new format.

Appended to the report were copies of the following documents for the information/comment of the meeting:-

- Appendix 1 – Action Tracker Summary
- Appendix 2 - Scrutiny Action Trackers
- Appendix 3 – Quarter 2 - Adult Social Care Performance Indicators
- Accountability Reporting Guidance

The Chair welcomed the following attendees/witnesses to the meeting who outlined the report and responded to Members' questions and comments:

- Dennis Holmes – Chief Commissioning Officer.
- Marilyn Summers – Senior Performance Manager
- Stuart Cameron-Strickland – Head of Performance (Adult Social Care)

On behalf of the Board, the Chair requested that the Appendices relating to the Performance Indicators be made a little more user friendly, for example, to use much larger print. The Board then asked for clarification on the traffic light system used, which details current departmental performance against each indicator.

Marilyn Summers explained to the Board that the current reporting format was launched last year and is still in development. The current format was consistent across all Scrutiny Boards. The report brought before the board reflected performance as at 30th of September 2008. The action tracker sets out the key risks and improvements.

In summary, the main areas of concern were:

- The thresholds for the RAG rating. Who decided how a priority should be rated, and why data quality for some targets was rated as red.

In response, the Officer informed the meeting that the annual target determines the monthly target so that progress can be monitored. Data quality information showing as red reflected those targets where the information required cannot be reported as the information is provided by an external partner and is therefore not readily available. Where statistical information for a target cannot be obtained until the year end these are rated as amber. The department was concerned about how this data was

to be tracked and informed the meeting that more work was to be carried out corporately to resolve this issue.

Members suggested that the indicators should incorporate an arrow system (up or down), inside an amber rated indicator to specify if performance is improving or declining.

- Whether the indicators will turn red if the department do not meet their targets.

In response, the Officer informed the meeting that the indicators would turn red if targets are not met.

The Chair informed the meeting that the Board will be keeping a close eye on the indicators in the hope that they do not turn red.

- Referring to HW-3b – Increase the number of vulnerable people to live in their homes, specifically to the wording relating to the transformation of day care services. Members expressed concern that the 'systematic closure of day care centres was due to commence in January 2009 and further information was requested. Dennis Homes advised the board that a briefing note would be prepared and circulated for information to ensure members are fully aware of the current situation.
- Referring to LSP-HW2b, had the independent sector co-operated and participated in training.

In response the Board was advised that participation had been very good with 92% of the training delivered. The training programme is mandatory as part of an induction programme along with awareness and safeguarding training.

- Carers needs are not taken into account

The Board was advised that the full set of circumstances are taken into account during the assessment process and flexibility is encompassed. . Leeds provides a significant amount of respite care to assist carers.

The Chair thanked Officers for their attendance.

RESOLVED -

- (a) That the contents of the report and appendices be noted.
- (b) That any outstanding issues referred to above be dealt with by those Officers now identified within the minutes and Board Members briefed.

66 Update on Work in Leeds on the Dignity in Care Campaign

The Head of Strategic Partnership and Development (Old People and Disabled People) and Leeds PCT submitted a joint report providing an update on the Dignity in Care Campaign in Leeds.

The Chair welcomed the following attendees/witnesses to the meeting who outlined the report and responded to Members' questions and comments:

- Dennis Holmes – Chief Commissioning Officer.
- Mick Ward – Head of Strategic Partnerships and Development

The Board offered their congratulation at the levels achieved so far by Leeds City Council on the Dignity in Care Campaign, but specified that the momentum should be maintained in the delivery.

It was explained to the Board that it was important to obtain feedback. Mature organisations are a valuable information source as trends over considerable time scales can be recognised. In addition therefore needs to be various elements of audits to ensure all sectors are covered, not just hospitals and care homes.

The Chair thanked Officers for their attendance.

RESOLVED - That the update and progress report be received and noted.

Note: Councillor A Hussain left the meeting during consideration of the above item.

67 Progress of the Joint Adult Social Care and NHS Leeds Review of Leeds Neighbourhood Network Schemes

The Chief Commissioning Officer submitted a report to inform the Board of the progress of the joint Adult Social Care and NHS Leeds Review of Leeds Neighbourhood Network Schemes (NNS) to date and of ongoing and future tasks.

The report provided Members of the Scrutiny Board with a detailed account of activity carried out by the joint Adult Social Care and National Health Service (NHS) Leeds project team, established earlier this year to conduct a review of the 38 geographically based Neighbourhood Network Schemes, which provide support to older people across the City of Leeds.

The Scrutiny Board were also informed that the current Service Level Agreements between the Neighbourhood Network Schemes (NNS) and both Adult Social Care and the Primary Care Trust (PCT) were due to run out on 31st March 2009 but have now been extended for a further year.

Appended to the report were copies of the following documents for the information/comment of the meeting:-

- Appendix 1 – List of Neighbourhood Network Schemes included in the 2008/2010 Review
- Appendix 2 – Size of Neighbourhood Network Schemes by Total Funding

The Chair welcomed the following attendees/witnesses to the meeting who outlined the report and responded to Members' questions and comments:

- Dennis Holmes – Chief Commissioning Officer.
- Tim O'Shea – Head of Commissioning (Adults)
- Susan Gamblen – Voluntary Organisations Development
- Mick Ward - Head of Strategic Partnerships and Development

Board Members thanked Officers for producing such a helpful and informative report.

In brief, the main areas of concern were:

- Members noted that the consultation meetings and wondered what steps had been taken or proposed to be taken to discuss the review with individual Ward Members as it might be helpful to the overall transition if Members understood what was going on with the review, especially in their own particular Wards. It was felt that all Members of Council should be kept up to date with the review of the Leeds Neighbourhood Network Scheme.

In response, the Officer informed the meeting that arrangements will be made for regular newsletters, together with a copy of today's report and appendices to be circulated all Members of Council in order to keep them up to date on the review. Members will also receive a covering letter explaining why Members should read this information.

Members noted that a further report is scheduled in the work programme and will be submitted to this Scrutiny Board on the 11th of March 2009.

- Members suggested that the new tendering process for NNS funding should be started within the next six months in order to establish what services are to be provided from March 2010.

In response, the Officer informed the meeting that Adult Social Care and the Procurement Unit are still in the process of putting a tendering process together, and that a procurement timetable will be included in the forthcoming report to the Scrutiny Board.

The Chair thanked Officers for their attendance.

RESOLVED -

- (a) That the contents of the report be received and noted.
- (b) That any outstanding issues referred to above be dealt with by those Officers now identified within the minutes and reported back to Board Members.

Note: Councillors Mrs R Feldman, D Coupar and A Taylor left the meeting at the conclusion of the above item.

68 Scrutiny Inquiry: Adaptations – Update Report

The Head of Scrutiny and Member Development submitted a report and appendices providing an update on the progress of the Inquiry into Adaptations following meetings of the Adaptations Working Group.

Appended to the report were copies of the following documents for the information/comment of the meeting:-

- 1st Draft of the Terms of Reference for the Inquiry into Adaptations
- Minutes of the Adaptations Working Group meetings held on 6th October 2008, 4th November 2008 and 15th December 2008

The Chair welcomed the following attendees/witnesses to the meeting who outlined the report and responded to Members' questions and comments:

- Dennis Holmes – Chief Commissioning Officer.
- Alison Griffiths – Acting Disability Team Manager
- Helen Freeman – Chief Officer (Health & Environmental Action Service)
- Nazreen Lowson – Acting Head of Property Investment WNWHL

The Chair informed Board Members that a further Adaptations Working Group has had to be arranged for the 12th January 2009 and there is potential to hold another Working Group in February 2009.

In brief, the main issues raised were:

- Meeting the needs of families with complex needs
- The issues relating to scooters does not appear to be referred to in the Working Group minutes.
- Clarification on whether the residents take adaptations with them should they transfer/move to another property.

In response, the Officers informed the meeting that those residents in privately owned properties have to apply for grant aid for adaptations therefore they own the adaptation. Should they move to another property they would either take it to the new property or have to apply again for another grant.

With regard to public sector properties that have adaptations from previous tenants, those properties would be re-let on a priority basis taking into account the needs of resident. The resident's needs are always taken into account when applying for a transfer from adapted properties, for example, they may wish to transfer due to an increase in the size of their family, then consideration would be given to a transfer to another property or potentially extending the property to meet housing needs rather than adaptation needs.

The Chair thanked Officers for their attendance.

Draft minutes to be approved at the meeting
to be held on Wednesday, 11th February, 2009

RESOLVED -

- (a) That the report, draft terms of reference and draft adaptation working group minutes be received, agreed and noted.
- (b) That any outstanding issues referred to above be dealt with by those Officers now identified .

Note: During consideration of the above item the following Members left the Meeting at approximately 12:00 noon – Councillor Mrs R Feldman, Councillor A Taylor and Councillor D Coupar.

69 Work Programme

The Head of Scrutiny and Member Development submitted a report inviting Members to consider and approve the draft work programme for 2008/09.

Appended to the report were copies of the following documents for the information/comment of the meeting:-

- The Board's draft work programme
- An extract from the Forward Plan of Key Decisions for the period 1st January 2009 to 31st April 2009
- Minutes of the Executive Board meeting held on 3rd December 2008.

In brief, the main points discussed were:

- Personalisation - Board Members to receive a summary report on the early implemented project, plus a list of those Members on the Forum. Further quarterly project updates are required by the Board. The national pilot report is also to be provided to the Board for information.
- 1. Performance Management - a briefing note would be prepared and circulated for information on the current Day Care Centre situation.
- Dignity in Care Statement– A draft statement was provided at the pre-meeting for the Board to read and provide any comments in advance of the next Scrutiny Board Meeting. A further statement will be brought to the next meeting for approval or adaptation.
- Arrangement to be made for an additional Scrutiny Board (Adult Social Care) meeting in April/May, 2009.
- Commissioning – A further report, including procurement timetable, to be submitted for the 11th March 2009 meeting. The Chief Commissioning Officer has agreed to send any relevant information to Members relating to schemes in their Wards.
- Independent Wellbeing Choice Action Plan update – This will be brought to the Proposals Working Group on the 30th of January the outcome of which will be reported to the 11th February 2009 meeting.
- Safeguarding – Strengthening Strategic Partnerships – The first of the safeguarding elements to be considered is scheduled for the 11th of February 2009 meeting.

- Joint Working with Scrutiny Board (Health) – Inquiry into Hospital Discharges (as outlined in the CSCI Inspectors report) – The Chair requested that two Members from this Scrutiny Board attend and take part in the discussion on the Health Scrutiny Board when this item was being discussed, as invited by the Health Scrutiny Board.

RESOLVED – That subject to any changes necessary as a result of today's meeting, the work programme be approved.

70 Dates and Times of Future Meetings

Wednesday, 11th February 2009

Wednesday, 11th March 2009

Wednesday, 8th April 2009

All at 10.00 a.m. (Pre-meetings at 9.30 a.m.)

The Chair thanked everyone for their attendance.

(The meeting concluded at 12.35 p.m.)