



SCRUTINY BOARD (ADULT SOCIAL CARE)

Meeting to be held in Civic Hall, Leeds on
Wednesday, 11th November, 2009 at 10.00 am

(A pre-meeting will take place for ALL Members of the Board at 9.30 a.m.)

MEMBERSHIP

Councillors

J Chapman (Chair) - Weetwood;
P Ewens - Hyde Park and Woodhouse;
Mrs R Feldman - Alwoodley;
C Fox - Adel and Wharfedale;
A Gabriel - Beeston and Holbeck;
T Hanley - Bramley and Stanningley;
J McKenna - Armley;
V Morgan - Killingbeck and Seacroft;
F Robinson - Calverley and Farsley;
A Taylor - Gipton and Harehills;
E Taylor - Chapel Allerton;

CO-OPTEEES

Ms Joy Fisher – Alliance Service Users and Carers
Sally Morgan – Equality Issues

Please note: Certain or all items on this agenda may be recorded on tape

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A G E N D A

Item No	Ward/Equal Opportunities	Item Not Open		Page No
1			<p>APPEALS AGAINST REFUSAL OF INSPECTION OF DOCUMENTS</p> <p>To consider any appeals in accordance with Procedure Rule 25* of the Access to Information Procedure Rules (in the event of an Appeal the press and public will be excluded.)</p> <p>(* In accordance with Procedure Rule 25, notice of an appeal must be received in writing by the Chief Democratic Services Officer at least 24 hours before the meeting.)</p>	
2			<p>EXEMPT INFORMATION - POSSIBLE EXCLUSION OF THE PRESS AND PUBLIC</p> <p>1 To highlight reports or appendices which officers have identified as containing exempt information, and where officers consider that the public interest in maintaining the exemption outweighs the public interest in disclosing the information, for the reasons outlined in the report.</p> <p>2 To consider whether or not to accept the officers recommendation in respect of the above information.</p> <p>3 If so, to formally pass the following resolution:-</p> <p>RESOLVED – That the press and public be excluded from the meeting during consideration of the following parts of the agenda designated as containing exempt information on the grounds that it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the press and public were present there would be disclosure to them of exempt information, as follows:-</p> <p>No exempt items or information have been identified on the agenda</p>	

Item No	Ward/Equal Opportunities	Item Not Open		Page No
3			<p>LATE ITEMS</p> <p>To identify items which have been admitted to the agenda by the Chair for consideration.</p> <p>(The special circumstances shall be specified in the minutes.)</p>	
4			<p>DECLARATIONS OF INTEREST</p> <p>To declare any personal / prejudicial interests for the purpose of Section 81 (3) of the Local Government Act 2000 and paragraphs 8 to 12 of the Members Code of Conduct.</p>	
5			<p>APOLOGIES FOR ABSENCE</p> <p>To receive any apologies for absence.</p>	
6			<p>MINUTES OF THE PREVIOUS MEETING</p> <p>To confirm as a correct record the minutes of the meeting held on 7th October 2009.</p>	1 - 8
7			<p>INCOME REVIEW - IMPLEMENTATION UPDATE</p> <p>To consider a report of the Director of Social Services updating the Board on the impact of price increases on service users.</p>	9 - 40
8			<p>PERFORMANCE OF HOMECARE SERVICE PROVIDERS (INDEPENDENT AND INDIRECTLY PROVIDED)</p> <p>To consider a report of the Chief Officer Commissioning updating the Board on performance in relation to homecare provision across the city, including independent sector providers.</p>	41 - 56

Item No	Ward/Equal Opportunities	Item Not Open		Page No
9			<p>UPDATE ON WORK IN LEEDS ON DIGNITY IN CARE</p> <p>To consider a report of the Director of Social Services updating the Board on the current work and developments across the city highlighting how dignity in care is being delivered, what improvements are being made and the challenges ahead.</p>	57 - 62
10			<p>SCRUTINY BOARD (ADULT SOCIAL CARE) - WORK PROGRAMME</p> <p>To consider a report of the Head of Scrutiny and Member Development on the Board's work programme.</p>	63 - 90
11			<p>DATE AND TIME OF NEXT MEETING</p> <p>Wednesday 16th December 2009 at 10.00am (Pre-meeting for Board Members at 9.30am)</p>	

Agenda Item 6

SCRUTINY BOARD (ADULT SOCIAL CARE)

WEDNESDAY, 7TH OCTOBER, 2009

PRESENT: Councillor J Chapman in the Chair

Councillors C Fox, A Gabriel, T Hanley,
J McKenna and V Morgan

CO-OPTEEES: Joy Fisher – Alliance Service Users and Carers

42 Chair's Opening Remarks

The Chair welcomed everyone to the Scrutiny Board (Adult Social Care) meeting.

43 Late Items

In accordance with her powers under Section 100B(4)(b) of the Local Government Act 1972, the Chair admitted on to the agenda the following late items of business:-

- (a) Day Care Services Update (Minute 48 refers).
- (b) Independence Wellbeing and Choice Inspection Action Plan: August 2009 – minutes of the Proposals Working Group meeting held on 29th September 2009.

The items were late due to the fact that (a) above – the consultation process did not finish until the 30th September 2009 and the consultation with Area Committees was also still ongoing and, (b) above – the Working Group meeting was held on 29th September 2009, the day of agenda despatch.

44 Declarations of Interest

There were no declarations of interest reported at this stage.

(Refer to minute 49 below where declarations of interest were declared).

45 Apologies for Absence

Apologies for absence were received on behalf of Councillors Ewens, Mrs R Feldman, F Robinson and Co-optee Sally Morgan – Equality Issues.

46 Minutes - 9th September 2009

RESOLVED – That the minutes of the meeting held on 9th September 2009, be confirmed as a correct record.

47 Matters Arising from the Minutes

Minute 34 – Matters Arising Update:

- (i) Minute 21 – Leeds Strategic Plan Performance Report for Quarter 4 2008/9

The format currently being trialled on the financial breakdown was brought to the Proposals Working Group meeting held on 29th September 2009.

(ii) Minute 23 – Independence Wellbeing and Choice Inspection Action Plan: May 2009

The Chair reported that the Independence Wellbeing and Choice Action Plan was brought to the Proposals Working Group on 29th September 2009. The Chair suggested that as the working group have been monitoring the plan for a number of months and are happy with progress that the Director of Adult Social Services submit these reports to the Chair on a monthly basis. Should the Chair notice any information which needed to be brought to the Board's attention, it would be brought to the next appropriate Board meeting.

RESOLVED - That the Independence Wellbeing and Choice Action Plan reports be submitted to the Chair on a monthly basis and to the Scrutiny Board on a quarterly basis as outlined above.

(iii) Minute 29 – Older People's Day Services for People with Learning Disabilities

The following information was requested and was circulated to the Board in advance of this meeting.

- Broken down by different sectors/groups, the number of people who had been refused day care, in which centres and on what grounds.
- The number of people who had started going to day centres in the past 12 months, by day centre.
- For each day centre a breakdown of where people were travelling from to attend.

With regard to the statistical representations of the 'Average day care attendance', a redefined way of representing the information.

(b) Minute 38 –Major Adaptations for Disabled Adults – Formal Response. Recommendation 9.

Members agreed that in line with Executive Board agreement at its meeting held on the 26th August 2009, that the following more robust response be adopted to recommendation 9 which the Director for Adult Social Services had also agreed:

Recommendation 9

That the Director for Development investigates and reports on the viability of adopting a model to be implemented, which reflects the spirit of the London Supplementary Planning Guidance for mandatory development to Lifetime Homes Standards, but suits the diversity and specific requirements of the City of Leeds, reporting findings to the Executive Board before 31 December 2009.

Response - We are currently nearing completion of a draft SPD on Sustainable Design and Construction which it is intended to publish for

consultation in the Autumn. For housing, this looks at the introduction of the Code for Sustainable Homes (CHS) which at various levels embraces the Lifetime Homes Standard. Lifetime home standards are mandatory at CSH level 6. From 2010 they will be mandatory at CSH level 4 and in 2013 at CSH level 3. Once approved we will be encouraging housebuilders to follow the guidance but it will not be mandatory. SPD's have to be supplementary to a policy in an approved development plan document as was the case in London where their SPD clearly elaborated on a policy in the approved Plan for London. We will be dealing with the policy position through the LDF Core Strategy. It is currently proposed that the Core Strategy includes a policy requiring new major residential development to meet the requirements of CSH. However, the Core Strategy is only at a relatively early stage of development, although we hope to be in a position to undertake further public consultation in the Autumn. The Core Strategy will eventually will be subject to public examination by an independent inspector, testing the appropriateness and justification for the policies that the Council is seeking to introduce, including in this case issues of viability.

Note: Councillor A Gabriel joined the meeting at approximately 10.10 a.m. and Councillor C Fox joined the meeting at 10.15 a.m. during discussions on the above item.

48 Late Item - Day Care Services Update

The Deputy Director Adult Social Care – Strategic Commissioning submitted a report providing the board with an update on the consultation exercise undertaken with regard to Day Care Services in Leeds.

The report follows on from the special meeting held on 20th August 2009 and presents a summary of the consultation undertaken by officers between August and the end of September 2009 regarding the proposals set out in the report provided to Executive Board in 22nd July 2009 entitled 'From Day Centres to Day Services: Responding to the needs and preferences of older people'.

The report also provided an overall assessment of the views expressed in the consultation process within three main headings:

- Dealing with comments relating to the overall direction of the strategy.
- Dealing with fears and concerns regarding the future intentions of the Council in relation to its day centres.
- Dealing with those views expressed in relation to the seven specific centres directly referred to in the July report.

It was also reported that a full complete summary of the consultation would be presented to Executive Board on the 4th November 2009.

The following Officers were in attendance and responded to Members' questions and comments:

- Sandie Keene – Director Adult Social Services
- Dennis Homes – Deputy Director Strategic Commissioning
- Lynda Bowen - Chief Officer - Support and Enablement
- Ann Hill – Head of Finance – Financial Management, Adult Social Care

In brief, reference was made to the following issues:

- The Director for Adult Social Services explained the main drivers for change as defined in Government legislation and the 2007/8 CSCI report.
- That the timescales would not enable this Scrutiny Board to thoroughly look into this matter before it went to Executive Board.
(In response, the Chair Adult Social Services reminded the Board that this matter was also discussed at the special meeting held on 20th August 2009 during the consultation period).
- That the department's consultation process with Area Committees had been hurried.
(In response, the Director of Adult Social Services specified that any individual directly affected had been consulted. That consultation had been comprehensive but admitted that there had been flaws within the consultation process with Area Committees and that lessons had been learned by the Department. This exercise had been the first time the department had carried out a consultation on such a large scale).
- Clarification of the costs the department would incur, per individual per day at a Day Care Centre.
(In response, the Director of Adult Social Services stipulated that the service could be managed more cost effectively by consolidating day services, using buildings more efficiently, thereby reducing the current average cost per person. The department could also use this funding for other modernisation initiatives such as enabling people to stay in their homes for longer rather than being put into residential care).
- Concern was expressed that should the Day Care Centre in Holbeck be closed, the area would be void of facilities.
(In response, the Director of Adult Social Services informed the meeting that the outcome of the consultation would be considered and all factors including alternative provision would be looked into).
- What potential effect would future legislation as referred to in the government's green paper, shaping the future of care together have on the provision of Day Centres?
(In response, the Director of Adult Social Services informed the meeting that day care was just a very small element of the overall scope of the green paper).
- Whether people could use their individual budgets to buy into services such as day care service/Council residential care.
(In response, the Director of Adult Social Care informed the meeting that this issue requires legal clarification).

The Chair thanked officers for their attendance.

RESOLVED –

- (a) That the contents of the update report be noted.
- (b) That the Director of Adult Social Services keep the Board fully informed of any changes as a result of the ongoing consultation process and any changes made by the Executive Board at its meeting to be held on 4th November 2009.

49 Commissioning in Adult Social Care

Pursuant to Minute 89, 11th March 2009, the Deputy Director, Strategic Commissioning submitted a report providing an update on progress made with the review of the Neighbourhood Network Services and the inspection made in 2008 by the Commission for Social Care Inspection of Adult Social Care services, with specific reference to older people and safeguarding.

Appended to the report was the Procurement Timetable – V14 on Neighbourhood Networks commissioning for the information/comment of the meeting.

The following officers were in attendance and responded to Members' queries and comments:-

- Dennis Holmes – Deputy Director, Strategic Commissioning.
- Tim O'Shea – Head of Commissioning – Adults.

Joy Fisher – Alliance Services Users and Carers/ Chair of LINK asked at what stage were the department at with the review on advocacy. In response, the Deputy Director, Strategic Commissioning informed the meeting that the department were still in the early stages of the review.

The Chair thanked officers for their attendance.

RESOLVED – That the contents of the report and its appendices be noted.

Note:

- (a) Councillor J McKenna declared a personal interest in his capacity as a part-time employee of one of the networks concerned but not stated in the report as it was a general policy and, therefore, he abstained from any discussion or vote thereon.
- (b) Joy Fisher – Alliance Services Users and Carers declared a personal interest in her capacity as a member of one of the networks concerned but not stated in the report as it was a general policy.

50 Independence Wellbeing and Choice - Action Plan Update

The Head of Scrutiny and Member Development submitted a report providing an overview of the progress made by Adult Social Services against the Independence Wellbeing and Choice action plan.

Members were reminded that on 10th of December 2008, the Adult Social Care Scrutiny Board recommended that the Proposals Working Group (ASC) meet on a monthly basis to monitor overall progress of Adult Social Services

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

performance against the objectives set out in the Independence Wellbeing and Choice action plan, and report directly to the Scrutiny Board. The Independence Wellbeing and Choice summary and progress report were brought before the Proposals Working Group held on the 29th September 2009.

The Working Group were presented with a report for the month of August 2009 and considered all targets falling within the action plan which meet the following criteria:

- (a) Completed Tasks in this reporting period.
- (b) Overdue Tasks in this reporting period.
- (c) Tasks due for completion by the next reporting period
- (d) Tasks commencing in the next reporting period.

The main focus of the working group was on item (b) above. The draft minutes of the Proposals Working Group meeting were tabled as a late item.

Dennis Holmes, Deputy Director Strategic Commissioning was in attendance for this item.

RESOLVED –

- (a) That the contents of the report, its appendices and the draft minutes of the Proposals Working Group meeting held on 29th September 2009 be received and noted .
- (b) That the Independence Wellbeing and Choice Action Plan reports continue to be submitted to the Chair on a monthly basis and reported quarterly to this Board where necessary.

51 Personalisation Inquiry Update

The Head of Scrutiny and Member Development submitted a report providing an update on the progress and work undertaken so far by the Personalisation Working Group.

Members were reminded that at Executive Board meeting held on 8 October 2008, the Board received an update on the work undertaken in Leeds to prepare for the personalisation agenda, since the publication of the concordat “Putting People First” in December 2007. One of the outcomes from that meeting was that Scrutiny Board (Adult Social Care) be requested to monitor progress of the personalisation agenda. Progress had been monitored by the Personalisation Working Group since March 2009.

Appended to the report was a copy of the following documents for information/comment of the meeting:

- Appendix 1 – Report of the Head of Scrutiny and Member Development dated 29th July 2009 – Personalisation – Update to Terms of Reference and Appointment of co-opted member to the Personalisation Working Group.
- Minutes of the Personalisation Working Group meetings held on

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

16th March 2009, 20th April 2009, 30th July 2009 and 14th August 2009.

The following officers were in attendance and responded to Members' queries and comments:

- Dennis Holmes – Deputy Director Strategic Commissioning
- John Lennon – Chief Officer Access and Inclusion

In brief, the main issues raised were:

- Had any arrangements been made to hold further Member Seminars?
(In response, the Chief Officer Access and Inclusion informed the meeting that a Members Forum had been arranged for 12th November 2009).
- Members requested that the Board be given the opportunity to look into 'charges'. It was felt that should these charges be increased it would have a significant impact on individual budgets.
(In response the board was advised that the Income Review was scheduled to be brought before the board for scrutiny at the November 2009 meeting.)

The Chair assured the meeting that this issue would be incorporated into the Board's Work Programme.

The Chair thanked officers for their attendance.

RESOLVED – That the contents of the report, terms of reference and the minutes of the Personalisation Working Group, be received.

52 Work Programme

The Head of Scrutiny and Member Development submitted a report providing Members with a copy of the Board's current Work Programme and the Forward Plan of Key Decisions for the period for the period 1st October 2009 to 31st January 2010.

RESOLVED –

- (a) That the contents of the report and appendices be noted.
- (b) That the Board's Principal Scrutiny Adviser be requested to update the work programme to incorporate those updates requested at today's meeting.

53 Date and Time of Next Meeting

Wednesday, 11th November 2009 at 10.00 a.m. (Pre-meeting at 9.30 a.m.)

(The meeting concluded at approximately 11.50 a.m.).

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Originator:	Ann Hill
Tel:	24 78555

Report of the Director of Adult Social Services

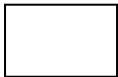
Scrutiny Board (Adult Social Care)

Date: 11th November 2009

Subject: INCOME REVIEW – IMPLEMENTATION UPDATE

Electoral Wards Affected:

All



Ward Members consulted
(referred to in report)

Specific Implications For:

Equality and Diversity

Community Cohesion

Narrowing the Gap

Executive Summary

Further to the previous report to Scrutiny Board on 8th April 2009, this report sets out the impact on customers of implementing the revised contributions policy for non-residential Adult Social Care services approved by Executive Board on 13th February 2009.

The revised service user contributions policy has been implemented without significant adverse reactions from customers. Only a very small number of service users have chosen to cease receiving services or reduce the service they receive as a result of the changes to their contributions and in all cases the directorate is satisfied that their safety and wellbeing has not been compromised by their decision.

A higher proportion of customers are receiving a free service than was estimated and the increases in payments are also lower than projected. Both of these factors have led to the overall additional income achieved being slightly lower than anticipated.

1.0 Purpose Of This Report

1.1 Further to the previous report to Scrutiny Board on 8th April 2009, this report sets out the impact on customers of implementing the revised contributions policy for non-residential Adult Social Care services approved by Executive Board on 13th February 2009.

2.0 Background Information

2.1 During the summer and autumn of 2008 an extensive consultation process was undertaken on customer contributions towards the cost of non-residential Adult Social Care services. Scrutiny Board received a report on the outcomes of the consultation process on 24th November 2008, prior to the revised contributions policy being approved by Executive Board on 13th February 2009.

2.2 On 8th April 2009 Scrutiny Board received a report on the review of the 2008 consultation process. This included lessons learned and actions to improve future consultation and involvement. It was agreed at that meeting that a further impact report would be submitted to Scrutiny Board during 2009/10. This report was intended to outline the impact on customers when the changes agreed by Executive Board were implemented.

2.3 In April 2009 the new contributions policy for non-residential adult social care services was introduced. The main changes were:

- An increase in the contribution for each service to just below the average for other authorities (or to the average for meals)
- An increase in the disposable income percentage from 50% to 90%
- An increase in the maximum weekly contribution from £88 to £140
- Capital taken into account, but in a way that is more generous than most authorities

A £20 per week maximum increase for the first year in the assessed contribution was approved for existing customers. The revised policy applied for meals and respite care and for new customers from 1st April. For existing customers the effective date for financially assessed services was 1st June to enable financial reassessments to be completed.

2.4 Following Executive Board approval for the revised contributions policy in February 2009, letters were sent to all customers explaining the changes and the process for financial reassessments. A leaflet was also sent outlining the new contributions policy and this is now being given to all new customers. A freephone helpline was provided, staffed by the team undertaking the financial reassessments.

2.5 The information sent to customers is attached to this report as follows:

- | | |
|------------|---|
| Appendix 1 | Letter to recipients of meals and respite care |
| Appendix 2 | Letter to recipients of all other services (i.e. those that are financially assessed) |
| Appendix 3 | Leaflet explaining the new contributions policy |

Some fairly minor changes have been made to the leaflet during the year to aid clarity and respond to customer feedback. The latest version of the leaflet is attached at Appendix 3.

3.0 Implementation - Initial Outcomes

- 3.1 Adult Social Care has so far received 18 letters regarding the income review. This is very significantly less than when the policy was last changed in 2003. Most of the letters were queries rather than complaints and the breakdown is as follows:
- 5 informing us a person has died
 - 1 change of address
 - 3 felt the increases were too high
 - 2 regarding the consultation exercise
 - 4 regarding the way capital is treated
 - 1 regarding ignored amounts
 - 1 asking for details on meals transport
 - 1 asking if a person awarded continuing health care has to pay for meals at a day centre
- 3.2 An analysis of the financial assessment team's telephone recording sheets for the first 5 days following the receipt of the leaflet (after which time the calls reduced considerably) revealed 113 calls were been received. Of these, 72 were unrelated to changes to customer contributions and an analysis of the remaining 41 is as follows:
- 12 informing us the service had ceased or the customer was deceased
 - 1 concerned about the cost of their service
 - 1 wanted capital rules explaining
 - 1 complaint that the booklet/letter was incorrectly addressed
 - 13 wanted the changes clarified
 - 1 meals contribution query
 - 1 person called to say they wanted to pay for their service at the standard contribution rather than have a financial assessment
 - 2 wanted an explanation as to how the contribution is worked out
 - 3 wanted to know how the changes would affect their contribution
 - 1 person wanted the information provided in a different format
 - 2 queries about the contribution for respite
 - 1 person confirming their contribution
 - 1 person supplying details of their change in circumstances
 - 1 person enquiring how much a meal is without a pudding.
- 3.3 The feedback from the visiting officers undertaking the reassessments indicates that the explanatory letter and leaflet helped in making customers aware of the changes in general terms before the reassessment visit took place. It was also evident that the £20 per week cap on the maximum increase in the first year for existing customers helped to reduce customers' anxieties.
- 3.4 A review of the financial assessment is available to all customers. Some customers were unhappy with the outcome of their financial reassessment and ten people asked to have it reviewed. The outcome of these reviews was that six people had their assessed contribution reduced. The changes mainly related to additional disability-related costs being identified and these reduce the amount of a customer's income available to contribute towards the cost of their care.

4.0 Financial Impact on Customers

- 4.1 There was some slippage in completing the financial reassessments due to a delay in getting the explanatory letter and leaflet distributed. Most of those customers likely to be affected by the changes had their reassessments completed by 1st July, with some supported living schemes being done in August and September.

- 4.2 Appendix 4 sets out the impact on customers for financially assessed services compared with those projected when the revised contributions policy was approved in February. The first table shows the amounts customers are paying and the second table shows the increases per week compared with the previous policy. Overall there are 98 less customers than when the figures were compiled for the Executive Board report, but within this net figure will be a substantial number of new customers and those leaving services, mainly due to death or admission to residential care. New customers since 1st April are not subject to the £20 per week maximum increase, hence Appendix 4 shows some customers with an increase in payment of more than £20 compared with the previous policy.
- 4.3 There are 991 more customers receiving a free service than was anticipated as fewer people than estimated who previously received free services have sufficient capital to make some payment under the new policy. Some of this will be due to the capital thresholds effective from April 2009 being increased by the Department of Health after the Executive Board report was approved.
- 4.4 There are fewer people than estimated in each of the increased payment bands in the second table of Appendix 4, except for the £20 to £29.99 weekly increase category. There are 422 more people in this category than originally estimated, a substantial number of whom are capped at the £20 per week maximum increase for 2009/10. The remainder will include new customers not affected by the £20 per week cap who would not have been included in the original cohort for financial modeling.
- 4.5 The Electronic Social Care Record (ESCR) system had been amended to enable reasons for people ceasing service to be recorded. A protocol has also been established to ensure that follow-up actions are taken where ceasing services may affect a customer's safety and wellbeing.
- 4.6 These revised procedures were not fully operational from 1st April, so manual systems have been put in place to identify anyone ceasing service due to the change in the service user contributions policy. Only two customers have been identified within home care and day care services who chose to cease receiving services or reduce the service they receive as a result of the changes to their contributions, although given the need to collect data manually this may not be wholly accurate. In the community meals service 23 people have stopped their service. This is not an unusually high level of reduction and the increased contribution has not been identified as the reason in all these cases. The reasons for ceasing the meals service include moving into residential care or moving away to live nearer to close relatives. The directorate is satisfied that the safety and wellbeing of these customers has not been compromised by their decision to cease or reduce their service.

5.0 Implications For Council Policy And Governance

- 5.1 This report sets out the impact of the revised service user contributions policy approved by Executive Board on 13th February 2009.

6.0 Legal And Resource Implications

- 6.1 There are no legal implications.
- 6.2 The impact on customers of the revised contributions policy outlined in section 4 will impact of the projected additional income. The additional income in a full-year is

now projected to be £1.9m compared with an estimated £2m when the revised policy was approved. It was acknowledged in the Executive Board report in February that the projections were best estimates based on the data available, which did not include details of customers' capital.

7.0 Conclusions

- 7.1 The revised service user contributions policy for non-residential adult social care services has been implemented without significant adverse reactions from customers. Only a very small number of service users have chosen to cease receiving services or reduce the service they receive as a result of the changes to their contributions and in all cases the directorate is satisfied that their safety and wellbeing has not been compromised by their decision.
- 7.2 A higher proportion of customers are receiving a free service than was estimated and the increases in payments are also lower than projected. Both of these factors have led to the overall additional income achieved being slightly lower than anticipated.

8.0 Recommendations

- 8.1 Scrutiny Board is recommended to note the contents of this report.

Background Documents referred to in this report

1. Scrutiny Board (Adult Social Care) Report 24th November 2008 : Income for Community Care Services – Consultation
2. Executive Board Report 13th February 2009 – Income Review for Community Care Services
3. Scrutiny Board (Adult Social Care) Report 8th April 2009 : Income Review – Review of Consultation

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APPENDIX 1

Finance – Adult Social Care
Merrion House
110 Merrion Centre
Leeds
LS2 8QB

Freephone: 0800 7838516
Textphone 0113 3950328
Fax: 0113 247 8620
Email: income.review@leeds.gov.uk

Date: March 2009

Dear Customer,

Changes in payment for meals and respite services

This letter is being sent to customers who use the Council's meals service, respite service, or both, to explain changes in payments that will apply from 6th April.

You may remember that in September and October 2008 we wrote to you, asking for your views on how the Council could increase its income in order to expand and improve some of our services.

We received many helpful replies and the feedback was used to draw up proposals that were approved by the Council last month.

As a result, the amount you will be asked to pay for all meals and respite services provided through Adult Social Care will change.

The increased income the Council will get from these and other changes will mean that we can expand our improved hot meals service across the city (it is only available in parts of north and east Leeds at present). We will be able to invest more in our services to protect our most vulnerable older or disabled people from neglect or abuse. Lastly, we will be able to give more help to carers and improve the way we plan and monitor your services.

I hope you will agree that these are very necessary improvements, but they are

ones that the Council could not afford without the changes in payments I am describing in this letter.

Changes in payment for meals

From the 6th April 2009, the new payments will be:

£3.00 for a main meal and a dessert
£1.90 for a second meal for tea-time

Changes in payment for respite service

We are changing the payments for people aged 60 and over so that payments for all adults are calculated in the same way.

The payment for respite care is based on the amount of income support or pension credit that a person would be entitled to, taking age into account. The Government estimates how much people living in residential care need to cover personal expenses. This amount is then deducted from the person's income support or pension credit, to work out how much the service user has to pay.

The payments from 6th April 2009 will be:

60 and over	£102.90 per week
25-59 with disability premium	£69.90 per week
25-59 no disability premium	£42.40 per week
Under 25 with disability premium	£56.55 per week
Under 25 no disability premium	£29.05 per week

These payments apply to respite care in a residential or nursing home and for the Family Placement service.

If you receive other Adult Social Care services not covered in this letter, we will write to you soon to tell you about changes to the payments for them, but these will not come into effect until 1st June 2009.

Yours sincerely,



Sandie Keene
Director of Adult Social Services



NOTES

If you no longer receive services and have received this letter in error, please accept our apologies.

There is more information available on the the feedback from the consultation and how this was taken into account by the Council's Executive Board when the changes were approved. The documents available are:

- The Report of the Income Review Service User and Carer Reference Group on the consultation outcomes
- A report on the comments received from people and organisations that took part in the consultation
- A report on the results from the questionnaire that a number of people completed
- An explanation of how the outcomes of the consultation have been taken into account by Executive Board
- The report to Executive Board on the changes to service user contributions

These documents can be found on Leeds City Council's consultation portal "Talking Point" at www.leeds.gov.uk or by telephoning the Freephone helpline (0800 7838516). If you need them in other languages or formats you can contact Janet Somers on 0113 2477443.



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APPENDIX 2

Finance – Adult Social Care
Merrion House
110 Merrion Centre
Leeds
LS2 8QB

Freephone: 0800 7838516
Textphone: 0113 3950328
Fax: 0113 2478620
Email: income.review@leeds.gov.uk

Date: March 2009

Dear Customer,

Changes to Payments for Social Care Services

This letter is to tell you about changes we are making to the amounts people contribute towards the cost of their services. Please accept our apologies if you no longer receive services and have received this letter in error.

Included with this letter is a leaflet called ‘Payments towards Non Residential Social Care Services’. It explains how we charge you for your services and how we work out how much you pay. We do this through a financial assessment so that we can make sure that no-one is asked to pay more than they can afford.

Why are these changes being made?

In September and October 2008 we asked all our customers for their views on some options for changes to what people

pay towards their services. We needed to increase our income so that we can expand and improve some of our services. This would also make payments in Leeds more like those in most other places across the country.

We received many helpful replies and the feedback was used to draw up proposals that were approved by the Council's Executive Board last month.

This letter is to tell you what the Executive Board decided. If you would like copies of the Executive Board report and the feedback from the consultation, details of who to contact are included at the end of this letter.

The increased income the Council will get from the changes will mean that we can expand our improved hot meals service across the city (it is only available in parts of north and east Leeds at present). We will be able to invest more in our services to protect our most vulnerable older or disabled people from neglect or abuse. Lastly, we will be able to give more help to carers and improve the way we plan and monitor your services.

I hope you will agree that these are very necessary improvements, but they are ones that the Council could not afford without the changes in payments that I am describing in this letter.

What changes are being made?

The changes are summarised below and a full explanation is included in the enclosed leaflet:

1. Contributions for each service have increased (see page 3 of the leaflet for the new amounts), but they are still only the same or slightly less than the average across the country.

2. A new contribution has been introduced for the Telecare mobile response service (see page 3 of the leaflet).
3. The most anyone will pay for their services (except for meals and respite care) has increased from £88 to £140 per week, but very few people will have to pay this much. The Council has put a limit of £20 per week on the increased amount that anyone will pay as a result of these changes in the first year.
4. Disposable income means the money people have left each week after we have looked at what they have to pay out so that no-one is asked to pay more than they can afford. If people have any money left over this can be contributed towards services. At the moment in Leeds we only take half this towards services, but this will increase to 90%. Pages 5 to 10 of the leaflet explain this in more detail and give some examples.
5. Savings and investments will be taken into account when we work out your contribution. The value of your home and any savings below £14,000 are ignored. Page 7 of the leaflet explains how savings and investments are taken into account, and the way we will do this is more generous than most authorities.

When will these changes take place?

Executive Board decided that the new contributions for meals and respite care would be effective from the start of the Council's financial year on 1st April 2009. As we normally increase the amounts starting on a Monday, they will increase on 6th April 2009.

For all other services your financial circumstances will be re-assessed before any changes are made. To give us time to

do the reassessments the effective date for these changes will be 1st June 2009.

The Council has put a limit on the increased amount that anyone can pay over the next 2 years through changes in the financial assessment:

- From June 2009 to March 2010 the maximum increase in the assessed contribution will be limited to £20 per week (increases for meals and respite care are on top of this £20 as everyone pays the same for these services)
- From April 2010 the increase in the assessed contribution will be limited to £25 on top of the previous year's amount.

Where can I get more information and help to understand the changes?

Please contact the Freephone helpline (0800 7838516):

- If you would like a copy of the information we have sent you in another format
- If you have any questions about this letter or about the assessment of your contribution

What do I do if I am not happy with my new payments?

If you are not happy with the assessment of your contribution you can ask that it is looked at again (see page 13 of the leaflet).

I am worried about how this might affect me

You will not be asked to pay more than you can reasonably afford. Apart from meals and respite care, you will not be asked to pay more until you have had a financial

reassessment. The person who does this reassessment will look at your individual circumstances with you.

We hope that our explanations mean that you are not worried by this letter, but if you have any concerns please contact the Freephone helpline (0800 7838516).

Yours sincerely

A handwritten signature in cursive script that reads "Sandie Keene".

Sandie Keene
Director of Adult Social Services

Information available following the consultation process

There is more information available on the the feedback from the consultation and how this was taken into account by the Council's Executive Board when the changes were approved.

The documents available are:

- The Report of the Income Review Service User and Carer Reference Group on the consultation outcomes
- A report on the comments received from people and organisations that took part in the consultation
- A report on the results from the questionnaire that over 1,000 people completed
- An explanation of how the outcomes of the consultation have been taken into account by Executive Board
- The report to Executive Board on the changes to service user contributions

These documents can be found on Leeds City Council's consultation portal "Talking Point" at www.leeds.gov.uk or by telephoning the Freephone helpline (0800 7838516). If you need them in other languages or formats you can contact Janet Somers on 0113 2477443.

Payments towards Non Residential Social Care Services

**This leaflet gives you information about the
Fairer Charging Policy and how it affects you.**

**April 2009
To
March 2010**

Charging for Services

This leaflet explains the way we charge for non residential services and aims to answer any questions you may have.

A Care Manager has looked at how Adult Social Care can help and support you.

As a result you may get at least one of the following services provided or arranged by Adult Social Care:

- Home Care
- Day Services
- Transport to services
- Direct Payment
- Telecare Mobile Response Service
- Supported Living

Adult Social Care asks people to contribute, where they can afford to, towards the cost of their services. This is to help to provide and develop services to a high standard.

The figures in this leaflet apply from April 2009 to March 2010. We will tell you about any changes to these figures from April 2010 that affect you.

Charging for Services

The standard payments for services are:

Home Care and Supported Living	£9.20 per hour
Day Services	£3.10 per day
Transport to services	£1.30 per day
Telecare Mobile Response Service	£5 per week

No matter how much service you receive you will not have to pay more than £140 per week. Please remember that your **actual contribution** will be worked out depending on the money you have coming in and allowances for some of your expenses. Pages 5 to 8 tell you how your contribution will be worked out.

If you receive Direct Payments your contribution will be deducted directly from the amount you receive.

When you have had your financial assessment, if you feel that you cannot afford your assessed contribution you can appeal against it, and it will be looked at again to make sure that your circumstances have been taken into account properly.

Respite Care and meals are not financially assessed services and are charged at:

Respite Care:

Age 60 and over	£102.90 per week
Age 25-59 (with disability premium)	£ 69.90 per week
Age 25-59 (no disability premium)	£ 42.40 per week
Age Under 25 (with disability premium)	£ 56.55 per week
Age Under 25 (no disability premium)	£ 29.05 per week

Meal Charges:

Main Meal	£3.00 per meal
Second Meal (for tea time)	£1.90 per meal

What will happen now?

When Adult Social Care has agreed that you are going to receive some services they will ask Leeds Benefits Service to come out and see you to carry out a financial assessment to see what your contribution will be, if any.

A visiting officer will come to see you at home to do the financial assessment, and they will need to see proof of all your income, savings and investments and any relevant expenses they can allow for (see page 5, 7 and 11)

The visiting officer will also do a full benefit check for you and make sure that you are receiving all the benefits you are entitled to, and if there are any other services you may be able to get, such as Health Through Warmth advice.

If the visitor believes that you may be entitled to extra benefits they can help you to complete the applications forms with you if you would like them to.

Any extra benefits you receive may affect your contribution to services but the visitor will explain this to you when you apply for additional benefits. They will show you how much your service will cost if the extra benefits are awarded to you.

Leeds Benefits Service will send you a letter to tell you when they will be coming out to see you at home. If the appointment we give you is not convenient you can contact them by telephone **0113 247 8626** to re-arrange it.

If there is anyone, like a relative or friend who usually supports you, or helps you to deal with your financial affairs, you can ask them to attend the appointment with you, or Leeds Benefits Service can make alternative arrangements to see them with your permission.

Please note that Leeds Benefits Service will make every effort to meet with you at your convenience. However, if we arrange to come out to see you and you are not available on three separate occasions, without good reason, we will be obliged to charge at the standard rate for services (see page 3).

How is your contribution worked out?

Leeds Benefits Service will look at all the money you are receiving and any savings or investments you have.

If you have savings or investments worth £46,000 or over (the value of your home is ignored) or if you choose not to disclose your financial information, you will be charged at the standard rate for services as detailed on page 3.

The Government tells us that we have to ignore some of your income to allow for general costs of living such as food, clothing, fuel, telephone etc. The amount we ignore depends on your personal circumstances but is set at 125% of the basic level of Income Support or Pension Credit for you. If your income is less than this ignored amount you will not pay for your services (see page 8)

Leeds Benefits Service will look at all your income and any savings and investments over £14,000 to work out your contribution. The visiting officer will need to check this information.

To do this the visiting officer will need to see:

- Recent benefit award letters from the Department for Work & Pensions or up-to-date bank statements showing details of these payments
- Letters from works pensions or annuity providers or bank statements showing these payments
- Recent bank or building society statements or pass books
- Details of any shares, national savings products or other property held (excluding the home that you live in)
- Any other income and investments.

How is your contribution worked out?

Income included in the assessment:

- State Retirement Pension
- Occupational Pension
- Guarantee Credit (Pension Credit)
- Attendance Allowance
- Disability Living Allowance Care Component
- War Disability Pension (first £10 per week disregarded)
- War Widows Pension (first £10 per week disregarded)

Income that we ignore:

- Earnings
- Working Tax Credit
- Savings Credit (Pension Credit)
- Disability Living Allowance Mobility Component
- War Widows Supplementary Pension
- Money received from Independent Living 2006 fund
- The higher rate of Attendance Allowance/Disability Living Allowance where no night services are being received (only the middle rate of Disability Living Allowance / lower rate of Attendance Allowance will be taken into account).

Leeds Benefits Service will also be able to take into account some of the money you pay out:

- Rent or Mortgage (less any Housing Benefit or any other eligible housing support)
- Council Tax (less any Council Tax Benefit)
- Water Rates
- Disability Related Expenses (see page 11)

We will also need to check these expenses so proof of these will be required.

How is your contribution worked out?

Savings & Investments

If you have savings and investments of £14,000 or less they will be ignored completely.

If you have savings of above £14,000 the visiting officer will need to work out a weekly amount on top of your other income to include in your assessment.

- For every £500 you have between £14,000 and £23,000, £1 will be considered as extra weekly income.
- For every £250 you have between £23,000 and £46,000, £1 will be considered as extra weekly income.

If you have savings and investments over £46,000 you will have to pay the standard contribution towards services (see page 3).

If you have a partner, they don't have to provide us with any information but if they do it may help to reduce the contribution for your service and help us to work out if you qualify for any additional benefits.

Assessed Weekly Contribution

The difference in the amount of money you are receiving and the amount of money we can disregard is called "**disposable income**". When we have worked out the amount of disposable income you have we will use 90% of this to work out your contribution. This amount is called your **Assessed Weekly Contribution**.

You can never pay more than your assessed weekly contribution for your service. If the weekly cost of your service is less than your assessed weekly contribution you will pay the lower amount. No matter how high your level of service or how high your income or how much you have in savings and investments you can never be asked to pay more than £140 a week.

Pages 9 and 10 of this leaflet give you examples of how your contributions are worked out.

How is your contribution worked out?

Ignored Amounts

Anyone with income below these levels will not be charged for their services, except for meals and respite care:

	£ per week
Single person aged 60 or over	£162.50
Single person aged 60 or over with a carers premium	£199.38
Couple one or both aged 60 or over	£248.06
Couple one or both aged 60 or over with a carers premium	£284.94
Couple one or both aged 60 or over with 2 carers premiums	£321.81
Single person aged 25 to 59	£ 80.38
Single person aged 18 to 24	£ 63.69
Single person aged 25 to 59 with a disability premium (due to long term sick) or DLA (not high rate care)	£114.75
Single person aged 25 to 59 with DLA high rate care	£131.50
Single person aged 18 to 24 with a disability premium (due to long term sick) or DLA (not high rate care)	£ 98.06
Single person aged 18 to 24 with high rate care	£114.81
Single person aged 25 to 59 with a carers premium	£117.25
Single person aged 18 to 24 with a carers premium	£100.56
Couple aged 18 to 59 with a disability premium (due to long term sick) or DLA (not high rate care)	£175.13
Couple aged 18 to 59 with DLA high rate care	£199.25
Couple aged 18 to 59 with a carers premium	£163.06

How is your contribution worked out?

Examples if you're over 60:

Here are some examples of an assessment of contribution:

Example A

Money coming in	£ per week
State Pension	£ 97.50
Pension Credit	<u>£ 32.50</u>
Total	£130.00

Income is less than the £162.50 amount ignored so the service is **free**.

Example B

Money coming in	£ per week
State Pension	£ 97.50
Private Pension	£ 27.20
Attendance Allowance	£ 47.10
Pension Credit	<u>£ 58.15</u>
Total	£229.95

Money going out & income ignored

Income Ignored	£162.50
Water Rates	£ 6.00
Excess fuel allowance	£ 5.00
Stair lift maintenance	£ 3.00
Laundry allowance	<u>£ 3.05</u>
Total	£179.55

Remaining disposable income is £50.40 (£229.95 less £179.55)

Maximum weekly contribution is £45.36 per week (90% of £50.40)

Example C

Money coming in	£ per week
State Pension	£ 97.50
Private Pension	£ 51.35
Attendance Allowance	£ 47.10
Savings £23,000 (tariff income)	<u>£18.00</u>
Total	£213.95

Money going out is the same as **example B £179.55**

Remaining disposable income is £34.40 (£213.95 less £179.55)

Maximum weekly contribution is £30.96 per week (90% of £34.40)

How is your contribution worked out?

Examples if you're under 60:

Here are some examples of an assessment of contribution:

Example A:

Money coming in	£per week
Income Support	£ 91.80
DLA care	<u>£ 18.65</u>
Total	£110.45

Income is less than the £114.75 amount ignored so the service is **free**.

Example B:

Money coming in	£ per week
Income Support	£144.65
DLA care	<u>£ 47.10</u>
Total	£191.75

Money going out & income ignored

Income Ignored	£114.75
Water Rates	£ 6.00
Excess fuel allowance	£ 5.00
Wheelchair maintenance	£ 3.00
Specialist diet	<u>£ 10.00</u>
Total	£138.75

Remaining disposable income is £53.00 (£191.75 less £138.75)

Assessed weekly contribution is £47.70 per week (90% of £53.00)

Example C:

Money coming in	£ per week
Incapacity Benefit	£ 89.80
DLA care	£ 47.10
Savings £20000 (tariff income)	<u>£ 12.00</u>
Total	£148.90

Money going out is the same as **example B £138.75**

Remaining Disposable income is £10.15 (£148.90 less £138.75)

Assessed weekly contribution is £9.14 per week (90% of £10.15)

How is your contribution worked out?

Disability Related Expenses

When working out your contribution, Leeds Benefits Service will take into account any disability benefits, as these are paid to people with identified health needs to help them to pay for the extra help or care they may need. Some benefits are ignored (see page 6)

We will consider any Disability Related Expenses that you may have, which may reduce the amount you have to contribute towards your services. Disability Related Expenses are items that you pay for that you have only had to purchase because of your disability/frailty. For example, if you have a privately arranged gardener because you are no longer able to maintain your own garden.

Below is a list of some examples of the things we can consider as Disability Related Expenses if your disability or frailty makes them a necessity. This should help you to decide if you have any:

Household Expenses such as:

- Cleaner
- Excess fuel costs
- Specialist diet costs
- Security
- Telephone line required for care alarm
- Wear & tear due to equipment use

Travel/transport such as:

- Specialist holidays/trips
- Motoring expenses
- Public transport
- Respite care
- Shopping
- Taxis

Personal Care &

Other Expenses such as:

- Bathing
- Clothing
- Bed linen
- Hairdresser
- Contributions to Independent Living Fund

Equipment such as:

- Adaptations
- Bath/Shower
- Bed
- Hearing Aid
- Stair lift
- Walking aid/Wheelchair

Medical Expenses such as:

- Chiropodist
- Consultant fees
- Incontinence pads
- Medicines
- Treatments

These are just some examples of Disability Related Expenses and this list is not exhaustive. You should tell the visiting officer about anything you pay for which you think may be a Disability Related Expense and he/she will consider it. If you would like anything to be considered as a Disability Related Expense please be prepared to provide the visiting officer with receipts or proof of purchase.

How is your contribution worked out?

There is no contribution required from people:

- Whose services have been arranged and are provided under section 117 of the Mental Health Act 1983
- Who have had their needs assessed by a multidisciplinary team and the Continuing Care team and have met the national eligibility criteria for continuing healthcare provision. You will have been sent a letter from the Health Service to confirm this if you are one of those people. Please be aware that your eligibility for continuing healthcare can change and be rescinded at a later date if your circumstances change. People who do qualify for Continuing healthcare are not required to make a contribution towards the cost of their services (except for meals charges which are payable) as the services are paid for by the PCT.
Please note: being eligible for continuing health care does not exempt you from contributing towards the cost of meals.
- Who have Creutzfeldt Jacobs Disease (CJD)

How do I pay for my services?

If you have a contribution to make you will usually be sent an invoice every four weeks, although this may vary depending on the service. Invoices for small weekly contributions may be sent at longer intervals.

Payment methods will be explained on the back of the invoice.

Contact Details

If you need any further information Leeds Benefits Service contact details are below. If you have been assessed to contribute towards your services and you do not agree with it you can ask for it to be looked at again and the manager of the group will do this for you:

**Advice & Benefits Liaison Team
Leeds Benefits Service
Room 14 Hough Top Court
Hough Top
Bramley
Leeds
LS13 4QP**

Telephone 0113 247 8626

Fax 0113 247 78620

Email: lbs.visitors@leeds.gov.uk

If you are still not happy with the contribution after the review then you can appeal against the decision by writing to:

Ann Hill
Head of Finance
Adult Social Care
Merrion House
110 Merrion Centre
Leeds
LS2 8QB

Other Useful Numbers:

Adult Social Care Contact Centre 0113 222 4401

Housing & Council Tax Benefit

Contact centre 0113 222 4404

If you would like this information in a different language or larger print please contact us on 0113 247 8626.

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APPENDIX 4

SERVICE USER PAYMENTS AND INCREASES

	Number of Service Users Per Weekly Charge Range								
	Free Service	Less Than £5	£5 to £9.99	£10 to £19.99	£20 to £29.99	£30 to £49.99	£50 to £99.99	Over £100	
Initial Projections	1,590 30.2%	1,226 23.3%	510 9.7%	857 16.3%	360 6.8%	507 9.6%	183 3.5%	30 0.6%	5,263
Implementation Impact	2,581 50.0%	377 7.3%	354 6.9%	422 8.2%	437 8.5%	660 12.8%	312 6.0%	22 0.4%	5,165
Variance	991 19.8%	-849 -16.0%	-156 -2.8%	-435 -8.1%	77 1.6%	153 3.1%	129 2.6%	-8 -0.1%	-98

	Number of Service Users Paying Increased Charges								
	No Change	Less Than £5	£5 to £9.99	£10 to £19.99	£20 to £29.99	£30 to £49.99	£50 to £99.99	Over £100	
Initial Projections	1,590 30.2%	1,956 37.2%	841 16.0%	749 14.2%	70 1.3%	32 0.6%	19 0.4%	6 0.1%	5,263
Implementation Impact	2,581 50.0%	1,124 21.8%	378 7.3%	549 10.6%	492 9.5%	24 0.5%	15 0.3%	2 0.0%	5,165
Variance	991 19.8%	-832 -15.4%	-463 -8.7%	-200 -3.6%	422 8.2%	-8 -0.1%	-4 -0.1%	-4 -0.1%	-98

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Originator: M Phillott

Tel: 2243442

Report of the Chief Officer Commissioning

Scrutiny Board - Adult Social Care

Date: 11 November 2009

Subject: Performance of Homecare Service Providers (Independent and Indirectly provided)

Electoral Wards Affected:

Ward Members consulted
(referred to in report)

Specific Implications For:

Equality and Diversity

Community Cohesion

Narrowing the Gap

Executive Summary.

This report updates members of the Adult Social Care Scrutiny Board with regard to the overall performance of home care providers in the City (both directly provided and independent sector). Allied to the assessment of their performance, information is offered in relation to the assessed quality of the service they provide.

In practical terms the performance monitoring meetings referred to in previous reports continues between Council officers and providers and in addition further development has strengthened processes to monitor service quality more closely involving service recipients in the monitoring of home care provision.

As reflected in this report, the overall position charts the continuing stable development of provision within the system. Measurable improvements in service delivery have been achieved alongside more efficient operations.

Appendix 1 attached to this report contains details in relation to the contract performance monitoring of the independent sector providers in the fourth quarter of 2008/09 and the first quarter of 2009/10. The report also contains information in relation to the Council's own directly provided home care service for the same period.

1.0 Purpose of Report

1.1 This report updates members of the Adult Social Care Scrutiny Board with regard to the overall performance of home care providers in the City (both directly provided and independent sector). Allied to the assessment of their performance, information is offered in relation to the assessed quality of the service they provide.

2.0 Background Information

2.1 In October 2006, the Director of Adult Social Services presented a report which informed the Scrutiny Board of the background to the commissioning process which had been followed in relation to the provision of independent sector homecare services in Leeds. A series of update reports have followed

2.2 The last update on the performance of independent sector and directly provided service was received by the Board on the 30th March 2009, that report contained data relating to the penultimate quarter of the 2008/09 performance year, this monitoring report therefore includes information for the fourth quarter of the financial year ending March 2009 and the 1st quarter of the financial year 2009 -2010(Appendix 1).The presentation of data follows the same template as that given in the March report and shows comparison for the two quarters

3.0 Main Issues.

3.1 During the first quarter of 2008,a serious performance issue occurred with one independent sector provider (Jays Homecare). As outlined in the March report the (former) Commission for Social Care Inspection rated their service as 'poor'. All service providers under this contract have been consistently informed that it is the Council's objective to ensure that all providers receive at least a 'good' rating for their service. Following the announcement of the inspection result, The Jays organization remained at the poor rating in January 2009 and the decision was then taken not to extend their contract. Since March 2009 no other significant performance issues have arisen. All main contracted providers having achieved assessments of 'Good' or better.

3.1 During the last report Members were advised of the steps which had been taken to replace the Jays agency which had failed to achieve an independent assessed rating (by the Care Quality Commission) of 'Adequate' or better.

3.2 Members were advised that a tendering process had been conducted to replace this contract and following this process the decision was taken to award the contract to the Allied organisation to provide services in East via the delegated decision Director of Adult Social Care on 26 March 2009. Jays Home Care Services whose contract with LCC ceased as of April 20th 2009. During the period of transfer services to care recipients were not disrupted.

3.3 The current cost and volume contracts have now come to the end of their initial 3 year period. All the contracts (with the exception of Jays)originally entered in to, have

been extended for a further year (to 31st March 2010) through the delegated decision of the Director of Adult Social Services taken on 19th February 2009.

3.4 Contract Monitoring meetings are held every quarter with all the independent sector providers. The last two contract monitoring meetings were held during April 09 for the fourth Quarter of the financial year 2008 - 2009 and July 2009 for the first quarter of the financial year 2009-2010.

3.5 An improved template for collecting information on which to monitoring the performance of the homecare contracts has now been introduced to ensure greater accuracy in recording hours of care provided, and an improved account of the independent sector's performance in completing annual reviews of the care plans for the people they serve and supervision records of their staff performance against those care plan objectives.

3.6 The monitoring aims to recognize good practice and to establish areas for improvement. Since the last report, monitoring has focused on a "zero tolerance" to missed calls. Missed calls are now monitored through a weekly spread sheet completed by all providers, to support this, unannounced visits to the provider's local offices are carried out by Contract officers, to target areas of identified weakness or poor performance, targets are then agreed with providers to initiate further improvement.

3.7 The numbers of complaints that have been made against each organisation, in the two periods, are included in the independent sector provider information attached as Appendix 1 These are complaints that have been formally recorded within the Complaints Section in ASC.

3.8 Training forms a significant element of improving user experience of care, to this end, representatives at a senior level from all independent providers attended a Safeguarding Briefing organized by Adult Social Care, all providers' have received a copy of the Leeds Safeguarding Adults Partnership Policy and Procedure documents, and guidance on completing the forms to notify ASC of any incidents or suspected incidents where safeguarding issues may need further enquiry or action. To ensure that all providers maintain their "good rating " the Care Quality Commission (CQC) has an expectation that staff delivering personal care services are trained and skilled to a high competency level and have attended all mandatory training including a full and comprehensive Induction, Health and Safety, Care Planning ,Diversity Medication, Food Hygiene and Moving and Handling.

3.9 The Government is changing the way that qualifications are organized and structured in all sectors including social care. The current National Qualifications Framework which includes NVQs will be replaced by the Qualifications and Credit Framework (QCF) . The QCF will present units and qualifications in a simpler way and it will lead to qualifications that are flexible and meet the skills and knowledge needs of the workforce. The current targets for numbers of staff to be NVQ qualified have ceased pending the introduction of these new arrangements.

3.8 Working in partnership with NHS Leeds ,a training programme on the provision of medication is planned for all providers under contract throughout September and October. All providers with care workers working in the West and North West of Leeds will be the first to attend the training. The programme will be rolled out to all areas of Leeds in the next year.

3.9 Finally, Adult Social Care's complaints officers will be providing the "Complaints made easy" training day for all front line staff working for the independent providers in the Autumn 2009.

3.10 Members have previously been provided with information setting out the desire and intent to increase and improve services user representation in the overall monitoring process. While there has been some success in this regard, a review of current user involvement is underway with the aim of achieving an increased representation of users from BME communities, those with sensory impairments; and to ensure that all geographic areas of Leeds are represented on the Forum. Service Users have contributed to the improvement of both independent sector policies and procedures as well as making recommendations for improving documentation used in the Quality Standard Assessment.

3.11 A companion report on the agenda of the Board today deals with the ways in which the monitoring processes described previously are now being aligned much more closely with the Dignity in Care Agenda.

3.12 In terms of anticipated developments, in 2010/11 Adult Social Care Officers will be working towards procuring community home care services through a Framework Arrangement. This framework arrangement offers ASC many more opportunities to respond to the increasing influence of the 'personalisation' of social care services by increasing the number of available service providers and at the same time developing a changing market for the provision of community home care services. It is believed that these arrangements provide the most effective means of stimulating innovation whilst continuing to emphasise value for money.

3.13 We recognize the importance of ensuring that our common interests with NHS Leeds colleagues are recognized and addressed, to that end, a timetable of meetings has been set up with representation from the Council's Procurement unit ASC Commissioning, ASC Contracts and NHS Leeds to jointly commission domiciliary home care services in 2010/11.

4.0 Governance and Policy Implications

4.1 There are no implications for Council Policy or governance.

5.0 Legal & Resource Implications

5.1 Our whole commissioning approach to home care services is to maximise efficiency and value while ensuring good quality care is provided to those people who need it irrespective of the provider of that care service. To that end, this report summarises the processes which are in place, and those which are planned, to ensure that the progress made in recent years in both efficiency and quality improvement is sustained in future arrangements.

6.0 Conclusion

6.1 This report and the detail covered in its Appendix demonstrate progress in improving the overall quality and performance of home care providers in the City, the market is stable and ready for growth which will be stimulated by the advent of much greater numbers of people exercising individual choice and control over their care circumstances.

6.2 It is also recognized that Adult Social Care and its commissioning partners continue to have a crucial role to play in ensuring that the whole system continues to be well monitored, regulated and assured irrespective of who purchases the care supplied. To that end, the arrangements described in this report continue to need to be developed and refined as the care market is stimulated and grows.

7.0 Recommendation.

7.1 Members are asked to note the content of this report and its Appendix.

Documents referred to in this report

- Domiciliary Care – National Minimum Standards
- ASC Quality Standards Assessment
- Leeds Multy - Agency Policy On Assistance With Medication in a Domiciliary Setting
- Service User Involvement – 10 step programme for Impendent Community Home Care Providers
- Dignity in Care – establishing a Service User' Consultative Group ASC Commissioning Board Report
- Delegated Decision Report March 26th 2009 – Allied Health Care Group
- Delegated Decision Report February 19th 2009 – Extensions to Home Care Contracts
- Leeds Safeguarding Adults Partnership Policy and Procedures 2009

Appendix 1. January to March 2009 and April to June 2009

Homecare Providers Performance

1/ Name of Provider: Anchor Homecare Services

This company covers the North West, West and the South local authority areas of Leeds City Council.

Category	January to March 0'9 Quarter 4	April to June '09 Quarter 1	Remarks			
Hours provided	31,227	35,100	Anchor continue to maintain a steady increase on the provision of hours to meet the ever increasing demand			
CSCI Inspection Report	Two Star Good	Two Star Good	Last Inspection report on 13/03/2008 rated as 'Good'			
Number of Complaints	1	0	All complaints have been resolved			
Number of Compliments	10	8	compliments received telephone, thank you cards and in correspondence			
Local Authority Areas	East Leeds	North East	West Leeds	North West	South Leeds	Comments
Number of Service Users supported as at 31/03/009	0	0	67	72	193	
Number of Service Users supported as at 30/06/09	0	0	85	80	214	
Number of Community Support Assistants as at 31/03/09	0	0	16	26	60	
Number of Community Support Assistants as at 30/06/09	0	0	14	24	64	A successful recruitment drive in the South increase Anchor's capacity to provide service in the south
Total Number of Community Support Assistance employed as at 30.6.09	Number of staff completed NVQ 2		Percentage against staff group (50%NMS)		Anchor 's new training programme has enable them to exceed the 50%vtarget . Three Supervisors are now qualified NVQ assessors.	
102	72		70 %			

2/ Care UK Homecare Services

This company covers the North West and West Leeds local authority areas.

Category		January to March '09 Quarter 4		April to June '09 Quarter 1		Comments
Hours provided		11,700		12,192.		There has been an improvement in the number of hours provided in this quarter
CSCI Inspection Report		Two Star Good		Two star Good		Care UK had a recent announced inspection. No results to date .
Number of Complaints		5		2		All complaints have been resolved from both quarters
Number of Compliments		3		5		Correspondence and telephone calls
Local Authority Areas	East Leeds	North East	West Leeds	North West	South Leeds	Comments
Number of Service Users supported as at 31/03/09	0	0	69	112	0	
Number of Service Users supported as at 30/06/09	0	0	73	119	0	An increase of 11 users on the previous quarter
Number of Community Support Assistants as at 31/03/09	0	0	20	21	0	
Number of Community Support Assistants as at 30/06/09	0	0	28	26	0	Staff recruitment and retention has improved on this quarter
Total Number of Community Support Assistance employed as at 30.6..09	Number of staff completed NVQ 2		Percentage against staff group (50% NMS)		Comments	
54	3		27%		Care UK has 26 Community Support Workers undertaking the NVQ2 qualification which will bring this into line with the 50% requirement.	

3/ Claimar Homecare

This company operates in the East, North East, North West and South of Leeds local authority areas.

Category		January to March '09 Quarter 4	April to June '09 Quarter 1	Comments		
Hours provided		21,884.33	24,642	Claimar have restructured at a Senior level to improve monitoring Safeguarding Adults , improve uptake on the ISA and to increase their business opportunities.		
CQC Inspection Report		Two star Good	Two star Good	Inspected on 15.6.2009		
Number of Complaints		3	1	All complaints have been resolved – missed medication safeguarding incident.		
Number of Compliments		6	3	2 telephone calls 1 verbal compliment passed to care worker		
Local Authority Areas	East Leeds	North East	West Leeds	North West	South Leeds	Comments
Number of Service Users supported as at 31/03/09	130	52	0	10	40	
Number of Service Users supported as at 30/06/09	157	29	0	40	13	An increase of 45 users on the previous quarter
Number of Community Support Assistants as at 31/03//09	45	10	0	10	21	
Number of Community Support Assistants as at 30/06/09	49	11	0	11	13	Two staff disciplined and an their contracts were terminated
Total Number of Community Support Assistance employed as at 30.6.09	Number of staff completed NVQ 2		Percentage against staff group (50%NMS)		Comments	
84	35		42%		33 Community Support Workers are undertaking the NVQ2 qualification, which will bring Claimar into compliance of the 50 % target	

4/ Goldsborough Homecare

This company operates in North East, West and South of Leeds local authority areas.

Category	January to March '09 Quarter 4	April to June '09 Quarter1	Comments			
Hours provided	25,049	27,079	Goldsborough are currently providing 21,879 hours over their cost hours			
CSCI Inspection Report	Two star Good	Two Star Good	Last Inspection dated March 2008. Standard ' <u>Good</u> '			
Number of Complaints	3	1	1 complaint is yet to be resolved satisfactorily due to the service users hospitalization; all other complaints have been resolved			
Number of Compliments	1	15	Letters , cares and phone calls			
Local Authority Areas/ Details	East Leeds	North East	West Leeds	North West	South Leeds	Comments
Number of Service Users supported as at 31/03/09	11	52	21	3	110	
Number of Service Users supported as at 30/6/09	20	47	19	3	113	Goldsborough have increased their service users group by 5 new users.
Number of care workers as at 31/03/09	9	20	9	4	43	
Number of care workers as at 30/06/09	10	22	10	4	45	Overall addition of 6 Community Support Assistants employed
Total Number of Community Support Assistance employed as at 30.6.09 91	Number of staff completed NVQ 2 23	Percentage against staff group (50%NMS) 25%	Comments Currently 12 Community Support workers are undertaking the NVQ2 training and 11 have registered, however until all assistance have completed the NVQ2 programme Goldsborough currently fall short of the 50% requirement;			

5/ Jays Homecare Services

This company operates in the East and North East of Leeds local authority areas.

Category	January to March '09 Quarter 4	Contract ceased April 2009	Comments			
Hours provided	7,449		All referrals to Jays ceased as at 22.9.08 until further notice			
CSCI Inspection Report	0 Star		Last Inspection February 2008 Standard ' <u>Poor</u> '			
Number of Complaints	1		Resolved			
Compliments	0					
Local Authority Areas/ Details	East Leeds	North East	West Leeds	North West	South Leeds	Comments
Number of Service Users supported as at 31/03/09	68	10	0	0	0	
Contract Ceased						
Number of Community Support Assistants as at 31/03/09	22	0	0	0	0	
Contract Ceased						
Total Number of Community Support Assistance employed as at 31.3.09	Number of staff completed NVQ 2		Percentage against staff group (50%NMS)		Comments	
22	0		0		Currently 3 community support workers are undertaking the NVQ2 training.	

6/ Springfield Homecare

This company operates in North East, East, North West and South Leeds local authority areas.

Category	January to March '09 Quarter 4	April to June '09 Quarter 1	Remarks			
Hours provided	31347	31,716	Springfield is currently providing 29,116 hours over the cost hours.			
CSCI Inspection Report (rating)	Two Star Good	Two Star Good	Last Inspection was April 2008. 'Good'			
Number of Complaints	3	2	All resolved			
Number of Compliments	5	3	cards and verbal comments.			
Local Authority Areas/ Details	East Leeds	North East	West Leeds	North West	South Leeds	Variation
Number of Service Users supported as at 31/3.09	192	129	0	54	91	
Number of Service Users supported as at 30/06/09	183	124	0	51	101	A number of high packaged cancelled due demise of the service users'
Number of Community Support Assistants as at 31/03/09	89	34	0	14	15	
Number of Community Support Assistants as at 30/06/09	99	35	0	12	18	Springfield have been very successful recruiting through the internet
Total Number of Community Support Assistance employed as at 30 6.09	Number of staff completed NVQ 2		Percentage against staff group (50% NMS)		Comments	
164	34		21%		Springfield are striving to reach the 50% target, they have a good training programme in place and will ensure all community support workers achieve the NVQ2 qualification.	

7/ Allied Health Care Group

This company operates in North East, East, North West, West and South Leeds local authority areas.

Category	Not under contract prior to April '09	April to June '09 Quarter 1				Remarks	
Hours provided		8,808				Contract commence in April 2009	
CSCI Inspection Report (rating)		Two Star				Last inspection 6 .11 .2008	
Number of Complaints		3				All resolved	
Number of Compliments		1				Verbal to care worker .	
Local Authority Areas/ Details	East Leeds	North East	West Leeds	North West	South Leeds	Variation	
Contract commenced in April 2009							
Number of Service Users supported as at 30/6/09	76	35	12	19	45		
Number of Community Support Assistants as at 30/06/00	40	22	14	19	28		
Total Number of Community Support Assistance employed as at 30.6.09	Number of staff completed NVQ 2		Percentage against group (50% staff NMS)		Fully compliant .		
123	110		89%				

8/ LCC – Community Support Services (CSS)

This is for the Local Authority directly provided Community Support Services. The service has undergone a management restructure from April-September 2009. To assist comparability of figures, activity has been shown on a weekly basis.

Following the management restructure from April- September 2009, the statistics are no longer collected in the 5 wedges.

The service operates to an East /West split with 3 Managers in both East and West Leeds.

Category	Details	Jan 09 to March 09 Quarter 4 weekly activity	April 09 to June 09 Not available	Remarks
Hours provided	<ul style="list-style-type: none"> ➤ CSS hours City-Wide ➤ Extra Care Services (North West, East & West) hours ➤ Mental Health Reablement (previously POPP) ➤ Mental Health Long Term 	<p>24,574 hrs</p> <p>1,773 hrs</p> <p>638 hrs</p> <p>190 hrs</p>	<p>September 09 figures as below following restructure</p>	<p>To establish the new mental health services city wide, less new work has been taken by the directly provided service</p> <p>Phased recruitment into these two services</p>
CSCI Inspection Report (rating)	<p>CSS East</p> <p>CSS North East</p> <p>CSS North West & West</p> <p>CSS South</p>	<p>Two Stars Good</p> <p>Two Stars Good</p> <p>Two Stars Good</p> <p>Two Stars Good</p>	<p>Improved rating by CSCI</p>	<p>Awaiting confirmation from Care Quality Commission that service will be inspected as east and west in future</p>

Directly Provided Community Support for week ending 25th September 2009

Local Authority Areas/ Details	East Leeds	West Leeds	Total	Remarks
Community				

Support Services Hours	14,215	10,041	24256	
Extra Care Service	685	1,125	1810	
Mental Health (previously POPPS) Reablement	0	1,219	1219	This service is citywide but managed in the West
Mental Health Long Term	0	952	952	This service is citywide but managed in the West
Total Hours	14,900	13,337	28,237	
No. of Supervisory staff	17	17	34	

Following the management restructure from April- September 2009, the statistics are no longer collected in the 5 wedges.
The service operates to an East /West split with 3 Managers in both East and West Leeds.

Complaints by Service Area Jan 09 – March 09

Service Area Home Care	Number	%
East	1	9.1%
North East	4	36.4%
North West	4	36.4%
West	2	18.2%
Total	11	100.0%

Complaints by Service Area April 09 – June 09

Service Area Home Care	Number	%
East	4	28.6%
North East	4	28.6%
North West	1	7.1%
South	5	35.7%
Total	14	100.0%

Appendix 2

Service User Involvement Standard for QSA

1. Evidence in communication with service users

- Evidence of surveys – analyse feed back - improvement programme
- One – one visits , telephone surveys
 - Results in a letter ,new sheet
 - staff news letter , memo

2. Evidence of continuity in services - staff rotas, care notes, time sheets

3. Handbook – plain language, strap lines offering translation, font size, Braille

4. Entry into service – evidence of discussion with Service users and or family members on taking up the service, copies of information provided, example of a signed agreement with service users

5. Evidence of Customer Care training, sensory impairment awareness training

6. Evidence of Diversity Training

7. Complaints policy and procedure

8. Complaints Log

9 Evidence of a complaint investigate and resolved satisfactorily for the service user, evidence of an changes made as result of the complaint

10 Evidence that complaints are use as tool for discussion at staff meetings, for learning opportunities and service improvement.

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Originator: Mick Ward

Tel: 0113 2474567

Report of the Director of Adult Social Services

Scrutiny Board (Adult Social Care)

Date: 11 November 2009

Subject: Update on Work in Leeds on Dignity in Care

Electoral Wards Affected:

Ward Members consulted
(referred to in report)

Specific Implications For:

Equality and Diversity

Community Cohesion

Narrowing the Gap

Executive Summary

The previous update to Scrutiny Board was in January 2009, since then we have focussed on embedding dignity into day to day practice.

This includes returning to the original 10 points of the Dignity Challenge and ensuring these drive the work and are implicit across workstreams.

This work on dignity in care has been across health and social care agencies in Leeds, supported by the Disabled People's and Older People's Strategic Partnership Team – a joint team across the NHS and Leeds City Council.

The report reflects this approach. There is much shared learning and a co-operative approach to implementing dignity in care, although this is broken down into work by the different organisations.

The work in Leeds continues to receive national attention and we have shared examples of our successes across the country

The scale of the ambitions of the Dignity Challenge mean there is still work to do, and this must form part of continuous quality improvements, but there are clear plans in place and a continued commitment from organisations to prioritise this work

1.0 Purpose Of This Report

- 1.1 The purpose of this report is to provide a further update to the Scrutiny Board for Adult Social Care on the Dignity in Care work in Leeds.

2.0 Introduction

- 2.1 It is now 3 years since Leeds City Council's Health and Adult Social Care Scrutiny Board began an inquiry into Dignity in Care issues in the city and the Dignity in Care campaign launch, and just over a year since Leeds won the National NHS Health and Social Care award. The previous report to Scrutiny Board was in January 2009 and since then the focus of the work has been on continuing to mainstream dignity in care across organisations and workstreams. The aim of the work is to ensure that older people are treated with the highest standards of dignity when using health and social care services in Leeds. It is worth reminding ourselves of the core aims of the Dignity Challenge:

The Dignity Challenge

High quality care services that respect older people's dignity should:

1. have a zero tolerance of all forms of abuse.
2. support people with the same respect you would want for yourself or a member of your family.
3. treat each person as an individual by offering a personalised service.
4. enable people to maintain the maximum possible level of independence, choice and control.
5. listen and support people to express their needs and wants.
6. respect people's right to privacy.
7. ensure people feel able to complain without fear of retribution.
8. engage with family members and carers as care partners.
9. assist people to maintain confidence and a positive self-esteem.
10. act to alleviate people's loneliness and isolation.

We have worked to achieve this through:

- Raising the profile of Dignity in Care issues with older people and disabled people, the public and care staff
- Listening to older people, disabled people and Carers, particularly about their experiences of services
- Collating, sharing and publicising best practice
- Identifying poor practice and implementing change to improve services
- Ensuring that Dignity in Care continues to be explicitly addressed in day to day practice

3.0 Background

- 3.1 The campaign is overseen by the Leeds Older People's Champions Group, which is supported by the Disabled People's and Older People's Strategic Partnership. Work so far has included:

- Social Marketing to raise the profile of Dignity in Care. This has included a poster and postcard campaign, radio adverts, 3 short films and producing Leeds Dignity Champion Dignity Badges.

- Dignity Audit Tools within hospital settings (both Leeds Teaching Hospital Trust and Leeds Partnership Foundation Trust) and within Community Health Care settings
- Developing a care home audit tool and piloting Dignity Audits within care homes, with the audits being carried out by older people themselves
- Putting the Dignity standards within the contracts of providers of health and social care services
- Developing plans for multi/inter agency training on Dignity in Care
- Establishing a local Dignity Champions Group and E mail network
- Producing and distributing a leaflet on 'How to Complain' focussed on the right to be treated with dignity and respect
- Rolling out the campaign across Adult Groups
- Using Leeds as an example of good practice and sharing the work across the country through conferences and networks

4. Recent Developments

- 4.1 Adult Social Care (ASC) are supporting the dignity challenge in regard to personalisation and maximum independence by continuing to move towards self directed support (SDS) and increasing the numbers of people on Direct Payments (DP) and Personal Budgets. We now have 1279 on DP, including 560 older people. The SDS model is an essential element of the Putting People First agenda, which aims to increase choice and control, by offering personalised services to those customers in receipt of community based social care services.

The Care Homes Audit pilot has now been completed. This took place in 5 Local Authority and 2 Independent Sector care homes. The evaluation was very positive, with both older people, and staff within care homes, finding it useful. The project was short listed for the Yorkshire and Humberside Health and Social Care Award 2009. It has been agreed to now mainstream the work by linking the Older People's Champions with the Adult Social Care Commissioning and Contracting Team. This will mean that when staff from the team visit Care Homes, as part of the contract review process, they will be accompanied by an older person who, using the Dignity Audit Tool will focus on the dignity standards. This will have the advantage of both supporting the Dignity Champion and ensuring that their findings feed in directly to the commissioning process, thereby driving up standards.

As part of helping individuals to maintain their personal dignity and respect, Adult Social Care is expected to ensure that people who use services and their carers are safeguarded from abuse, neglect and self-harm. During 2009, Adult Social Care has implemented a programme of training for all staff to ensure the recognition of abuse, and to provide staff with the skills necessary to investigate allegations of abuse. 10 senior practitioners have been recruited to provide specialist skills, support, training and capacity to improve safeguarding practice in front-line assessment services. As the lead agency for safeguarding, Adult Social Care has appointed additional staff, jointly with partners, to boost the support for the Safeguarding Adults Partnership.

The new multi-agency policy, procedure and forms were published this summer and partner agencies are now revising and developing their internal guidance to ensure consistency with the multi-agency procedure.

A partnership between Leeds Relatives and Residents Association, Age Concern, Leeds Older People's Forum, Leeds Metropolitan University and Care Homes established a pilot 'Befriending in Care Homes' project. This aimed to contribute to the maintenance of older people's health and well being and to alleviate the social isolation felt by older people living in care homes. 26 volunteers were recruited who visited residents, matched to the volunteers, in 9 care homes. Comments from residents and volunteers have been very positive and the visits continue. Age Concern are currently looking to how the scheme can be funded to continue and expand.

Leeds Older People's Forum, supported by ASC and NHS Leeds has just published the 3rd edition of the 'Older People and Social Isolation Resource Pack'. This provides information and supporting training materials for anyone wanting to tackle the complex issues involved in addressing social isolation. It is packed full of useful advice about what support and good practice exists in Leeds. It is being distributed extensively across health and social care, including the voluntary sector.

- 4.2 Leeds Partnership Foundation Trust (LPFT) carried out a survey on dignity in care across their older people's services. Areas that service users identified as good practice were; Service users being called by their preferred name, service users modesty being maintained and personal information disclosed being kept private. Areas identified for improvement were; Improving the quality and timeliness of information provided about services, improve the information available about how to express concerns or make a complaint, ensure that service users are involved as much as possible in decisions about their care. LPFT have committed to tackling these areas in their service improvement plans. They are planning to repeat the audit later this year and every year.

LPFT have produced a Dignity Framework which is available to all staff (clinical and non-clinical staff) electronically. The Dignity re-audit for Older People Services plans are underway, leading to the development of an action plan and communication strategy regarding the findings.

An 'Essence of Good Practice' day was held on 4th September, 2009. This was attended by clinical staff and service user development workers from across LPFT. This Good Practice day gave examples of good practice in relation to dignified care as a result of implementing the 'Releasing Time To Care' programme.

- 4.3 Within Leeds Teaching Hospitals Trust (LTHT) over the last few months many environmental improvements have taken place to improve single sex segregation on mixed sex units, this had been identified as a crucial area by older people in Leeds. Improvements include new doors, clearer signage and improved washing and toilet facilities. LTHT are compliant with Department of Health guidance in this regard. They now have 28 wholly single sex wards in the Trust, an increase of 17 on April of this year, and are planning to increase this further in the near future.

New curtains have been ordered for all hospital wards, these will fit better and have a "Do not Disturb, Care in Progress" message sewn into them to be highly visible when curtains are drawn.

Dignity Audits continue to go be extensively carried out and LTHT are hoping they will become an annual event with protected time for senior nurses to carry them out every March. This is because this system worked well this year. Audit tools have even now been developed for use in the theatre departments and they are piloting them currently.

The Royal College of Nursing Dignity Campaign education material has been used to promote dignity in care to over 70 senior nurses in LTHT (March 09) they are in turn cascading the training to ward and department based staff

As in Adult Social care the connection between Dignity and Safeguarding has been made. In March a senior nurse was appointed to take training in safeguarding forward within LTHT and provide clinical support to the Nurse Consultant for Safeguarding. Since then over 700 Trust staff from a variety of backgrounds have had a basic safeguarding awareness training (level 1) and over 100 Trust staff have had a level two training which is slightly more in depth and allows them to train others at the basic level. In September LTHT held two 'patient care and safety days' with input from partners across the health and social care community with a focus on adult and children's safeguarding.

In partnership with deaf and hard of hearing and blind and partially sighted groups within the city, LTHT are currently trialing the explicit use of recognised symbols (the ear and eyes with lines struck through) to ensure all staff are immediately aware of additional needs of patients and care is delivered appropriately.

The LTHT Complaints Procedures were revised in April 2009 to reflect new National Guidance.

- 4.4 NHS Leeds Community Healthcare is developing privacy and dignity training in conjunction with Workforce Development, Equality and Diversity and Patient and Public Involvement, aiming to raise the profile of dignity during the induction of staff.

Three audit tools (released Dec 09) are available measuring standards of communication, privacy and dignity through: staff self assessment, patient feedback and observing care

The Quality Framework (QF) tool is reported by all services in Leeds Community Healthcare and has the following standard: "Service/team members demonstrate that patients, relatives and visitors are treated with privacy, dignity and respect. Essence of Care Communication, Privacy and Dignity audit performed as a minimum 3 yearly". This standard is being promoted currently through meetings with staff and the QF work stream and current compliance is on ambers and greens, with the aim to be on greens by the end of the financial year.

5 Further Challenges and Future Work

- 5.1 There is a need to reprint/replace the posters. This has been a very successful element of the campaign. We need to replace the images because sadly some of the individuals represented have died. In addition, we also wish to have new images that further represent all the communities in Leeds and show older people in different settings. The Dignity Champions Group are to do this as part of their work plan.
- 5.2 We recognise that in order to embed dignity in everyday practice we need to ensure staff are appropriately trained. This includes having dignity issues within generic

training and specifically focussed dignity training. Re-establishing a city wide group and implementing further training is a priority. Adult Social Care are in discussions with Help The Aged re the "My Home Life" Dignity in Care national programme to look at the feasibility of establishing a learning set (across health and social care) in Leeds, with some Department of Health and Joseph Rowntree Funding funding over a three year period, to raise the awareness of dignity / choice and control across the sector.

- 5.3 Unfortunately, despite the commitment of a few key individuals, the Dignity Champions Group has declined in regular attendance. We are to revitalise this group, using the actions outlined in this report as part of its workplan
- 5.4 We will continue to expand the campaign across all adult groups. An example is that LPFT are expanding the dignity work across all their adult service users and plans are underway for a Trust-Wide Dignity Audit as part of implementation of Essence of Care for 2010.

6.0 Conclusion

- 6.1 Dignity continues to be regarded by older people and other service users as a priority. It is intended that we continue to respond to this as such. The focus in 2009 has been on embedding dignity in everyday practice across health and social care organisations. We also recognised that the campaign not only raises the standards of dignity in care but that it also raises service users expectations. That is a challenge, but it is one all organisations are committed to meeting.
- 6.2 It is intended to keep Dignity in Care as a major workstream and cross cutting issue within the Disabled People's and Older People's Strategic Partnership and across health and social care organisations.

7.0 Recommendation

- 7.1 Members of the Scrutiny Board are requested to note the contents of this update and the information on future plans.

Background Documents referred to in this report

- Adult Social Care Scrutiny Board Inquiry into Dignity into Care



Originator: Sandra Newbould

Tel: 247 4792

Report of the Head of Scrutiny and Member Development

Scrutiny Board (Adult Social Care)

Date: 11th November 2009

Subject: Scrutiny Board (Adult Social Care) – Work Programme

Electoral Wards Affected:

Specific Implications For:

Equality and Diversity

Community Cohesion

Narrowing the Gap

1.0 INTRODUCTION

- 1.1 Attached at Appendix 1 is the current work programme for the Scrutiny Board (Adult Social Care) for the remainder of the current municipal year.
- 1.2 Also attached for Members consideration is an extract from the Forward Plan of Key Decisions for the period 1 November 2009 to 28th February 2010 as Appendix 2.
- 1.3 The Executive Board Minutes for the meeting held on the 14th of October 2009 are presented at Appendix 3.

2.0 WORK PROGRAMME MATTERS

- 2.1 The current work programme (Appendix 1) provides an indicative schedule of items/issues to be considered at future meetings of the Board. The work programme should be considered as a live document that will evolve over time to reflect any changing and/or emerging issues that the Board wishes to consider.
- 2.2 The work programme also provides an outline of other activity being undertaken on behalf of the Board outside of the formal meetings cycle.

3.0 RECOMMENDATIONS

- 3.1 From the content of this report, its associated appendices and discussion at the meeting, Members are asked to:
 - 3.1.1 Note the general progress reported at the meeting;
 - 3.1.2 Receive and make any changes to the attached work programme; and,
 - 3.1.3 Agree an updated work programme.

4.0 BACKGROUND PAPERS

None.

**Draft Scrutiny Board (Adult Social Care)
Work Programme 2009/10**

Item	Description	Notes	Type of item
Meeting date – 17th June 2009			
Legislation and Constitutional Changes	To receive and consider a report of the Head of Scrutiny and Member Development on proposed changes to the Council's Constitution in relation to Scrutiny.		B
Co-opted Members	To receive and consider a report of the Head of Scrutiny and Member Development on Co-opted Members.		B
KPMG Audit Report	To receive and consider a report of the Head of Scrutiny and Member Development on a scrutiny review by KPMG as at May 2009.		PM/B
2009/10 Work Programme	Input to the Boards Work Programme 2009/10 - Sources of Work and Establishing the Boards Priorities and Determining the Work Programme 2009/10		B
Draft Adaptation Inquiry Report	Scrutiny Board (Adult Social Care) has now completed its inquiry on Major Adaptations for Disabled Adults . The draft report is brought before the board for consideration and where the content is agreed, its approval.		PM/D

Key:			
RFS	Request for scrutiny	MSR	Monitoring scrutiny recommendations
PM	Performance management	B	Briefings (Including potential areas for scrutiny)
RP	Review of existing policy	SC	Statutory consultation
DP	Development of new policy	CI	Call in

**Draft Scrutiny Board (Adult Social Care)
Work Programme 2009/10**

Item	Description	Notes	Type of item
VCFS Report	Executive Board resolved that the Scrutiny Board (City and Regional Partnerships) inquiry report into the role of the voluntary, community and faith sectors in Council led community engagement be referred to Scrutiny Board (Children's Services) and Scrutiny Board (Adult Social Care) for consideration.	Lead Officer – Sue Wynne	RFS
Meeting date – 29th July 2009			
Performance Management	Quarter 4 information for 2008/09 (Jan-March)	All Scrutiny Boards receive performance information on a quarterly basis	PM
Independence, Well-being and Choice – action plan update	To consider progress against the action plan arising from the inspection report	Outcome of the ASC Proposals Working Group meeting (20 July 2009) to feed into this item.	RFS/PM
Personalisation Working Group updated Terms of Reference.	To consider the revised terms of reference for the 2009/10 municipal year for the Personalisation Working Group.		PM/DP

Key:			
RFS	Request for scrutiny	MSR	Monitoring scrutiny recommendations
PM	Performance management	B	Briefings (Including potential areas for scrutiny)
RP	Review of existing policy	SC	Statutory consultation
DP	Development of new policy	CI	Call in

**Draft Scrutiny Board (Adult Social Care)
Work Programme 2009/10**

Item	Description	Notes	Type of item
LINK Annual Report	To consider the content of the LINK Annual Report and the potential impact on the 2009/10 Scrutiny Work Programme	Copies of LINK annual reports must be made available to the public and sent to the Secretary of State and the Care Quality Commission. Copies must also be sent to relevant Local Authorities, Primary Care Trusts, Strategic Health Authorities and Overview and Scrutiny Committees.	PM
Safeguarding Board – Annual Report	The board is requested to consider the Annual report and make recommendation as necessary.	The report is scheduled to be presented at the July's Executive Board.	PM
Meeting date – 20th August 2009 – Special Meeting			
Day Services	The board has requested a specific meeting to look at the future plans for Day services across the city.	Lead officer - Dennis Holmes	RP
Meeting date – 9th September 2009			
Performance Management	Quarter 1 information for 2009/10 (April-June)	All Scrutiny Boards receive performance information on a quarterly basis	PM
The Mental Capacity Act Update since implementation	To consider a further report on progress made implementing the requirements of the MCA.	Further update from May 2009 Lead Officer – Dennis Holmes.	B

Key:			
RFS	Request for scrutiny	MSR	Monitoring scrutiny recommendations
PM	Performance management	B	Briefings (Including potential areas for scrutiny)
RP	Review of existing policy	SC	Statutory consultation
DP	Development of new policy	CI	Call in

**Draft Scrutiny Board (Adult Social Care)
Work Programme 2009/10**

Item	Description	Notes	Type of item
Inquiry into Adaptations – Response from Director and Executive Board	To receive and update on the formal response to the inquiry by the Director(s) identified in the recommendations and the views of the Executive Board	This report is due to go to Executive Board in August 2009	PM
Terms of Reference - Inquiry into ‘Supporting Working Age Adults with Severe and Enduring Mental Health Problems.	To receive and approve the draft terms of reference.	The Adult Social Care Scrutiny Board expressed interest in holding a major inquiry in relation to Mental Health Services for working aged adults at its meeting on the 17 th of June 2009.	PM
Care Quality Commission – self assessment report	To receive an update on the self assessment report due to be submitted to the Care Quality Commission which will determine the annual rating for the service.	Lead Officer – Sandie Keene	PM
Meeting date – 7th October 2009			
Independence, Well-being and Choice – action plan update	To consider progress against the action plan arising from the inspection report	Outcome of the ASC Proposals Working Group meeting September 2009 to feed into this item.	RFS/PM
Personalisation Working Group Update	To consider the progress of the working group.	Outcome of the ASC Personalisation Working Group meetings up to August 2009 to feed into this item	PM/DP

Key:			
RFS	Request for scrutiny	MSR	Monitoring scrutiny recommendations
PM	Performance management	B	Briefings (Including potential areas for scrutiny)
RP	Review of existing policy	SC	Statutory consultation
DP	Development of new policy	CI	Call in

**Draft Scrutiny Board (Adult Social Care)
Work Programme 2009/10**

Item	Description	Notes	Type of item
Commissioning in Adult Social Care	To consider an update report on commissioning within Adult Social Services.	6-monthly report. – Previous March 09 Additional focus on IWC Action Plan. Procurement timetable to be included in this report. Lead Officer – Dennis Holmes/ Tim O’Shea	PM
Day Services	The board has requested an update following the meeting in August 2009 to further consider at the future plans for Day services across the city and the actions taken since the meeting.	Lead officer - Sandie Keene	RP
Meeting date – 11th November 2009			
Income Review – Impact of price increases on Service users.	To receive an update on the impact of price increases on services users.	Report requested from April 2009 Scrutiny Board Meeting	RP
Dignity in Care - delivery	To receive an update on the current work and developments across the City highlighting how dignity is being delivered, what improvements are being made and the challenges ahead.		B

Key:			
RFS	Request for scrutiny	MSR	Monitoring scrutiny recommendations
PM	Performance management	B	Briefings (Including potential areas for scrutiny)
RP	Review of existing policy	SC	Statutory consultation
DP	Development of new policy	CI	Call in

**Draft Scrutiny Board (Adult Social Care)
Work Programme 2009/10**

Item	Description	Notes	Type of item
Homecare provision	Performance report on homecare provision across the City, including independent sector providers.	Further update from May 2009 Lead Officer – Dennis Holmes	PM
Meeting date – 16th December 2009			
Adult Social Services- Annual Review Report (2008/09)	To consider the outcome of the annual rating review undertaken by the Care Quality Commission (formerly the Commission for Social Care Inspection (CSCI)) for 2008/09	Report will be scheduled for Executive Board meeting on 9 th December 2009.	PM
Inquiry into Adaptations – Performance Updates and Recommendation Tracking	To receive a performance update and consider progress made from recommendations made by ASC Board 17 th June 09	Considered by Executive Board August 2009.	PM MSR
Performance Management	Quarter 2 information for 2009/10 (July - Sept)	All Scrutiny Boards receive performance information on a quarterly basis	PM
Supporting Working Age Adults with Severe and Enduring Mental Health Problems – Working Group Update	To consider the progress of the working group.	Outcome of the ASC Mental Healthy Working Group meetings October and November 2009 to feed into this item	PM/DP

Key:			
RFS	Request for scrutiny	MSR	Monitoring scrutiny recommendations
PM	Performance management	B	Briefings (Including potential areas for scrutiny)
RP	Review of existing policy	SC	Statutory consultation
DP	Development of new policy	CI	Call in

**Draft Scrutiny Board (Adult Social Care)
Work Programme 2009/10**

Item	Description	Notes	Type of item
Meeting date – 13th January 2010			
Personalisation Working Group Update	To consider the progress of the working group.	Outcome of the ASC Personalisation Working Group meetings September - December to feed into this item	PM/DP
Transitional arrangements for Children (up to 25 years of age) with learning disabilities into Adult Social Care Services.	Following the establishment of the transitions team the board are to consider the policies, procedures and practices in place or in development to ensure a smooth transition from Child Social Care to Adult Social Care	Representative from Childrens Scrutiny Board to be requested to join the board for this item. Lead Officer – Michelle Tynan	RP/DP
Meeting date – 10th February 2010			
Safeguarding Update	To consider an update report since the implementation of performance measures to improve Adult Safeguarding.	Update since the Annual Report submitted to the Board at the July 2009 meeting. Lead Officer – Dennis Holmes	
Personalisation Statement	Board to agree a statement/report on progress so far.	Response to Executive Board	
Independence, Well-being and Choice – action plan update	To consider progress against the action plan arising from 2007/8 inspection report	Update following the October 2009 Scrutiny Board Meeting.	RFS/PM
Key:			
RFS	Request for scrutiny	MSR	Monitoring scrutiny recommendations
PM	Performance management	B	Briefings (Including potential areas for scrutiny)
RP	Review of existing policy	SC	Statutory consultation
DP	Development of new policy	CI	Call in

**Draft Scrutiny Board (Adult Social Care)
Work Programme 2009/10**

Item	Description	Notes	Type of item
Meeting date – 17th March 2010			
Commissioning in Adult Social Care	To consider an update report on commissioning within Adult Social Services.	6-monthly report. – Previous September 09. Lead Officer – Dennis Holmes/ Tim O’Shea	PM
Performance Management	Quarter 3 information for 2009/10 (April - June)	All Scrutiny Boards receive performance information on a quarterly basis	PM
Meeting date – 14th April 2010			
Personalisation Working Group Update	To consider the progress of the working group.	Outcome of the ASC Personalisation Working Group meeting to feed into this item	PM/DP

Key:			
RFS	Request for scrutiny	MSR	Monitoring scrutiny recommendations
PM	Performance management	B	Briefings (Including potential areas for scrutiny)
RP	Review of existing policy	SC	Statutory consultation
DP	Development of new policy	CI	Call in

**Draft Scrutiny Board (Adult Social Care)
Work Programme 2009/10**

Item	Description	Notes	Type of item
Annual Report	To agree the Board's contribution to the annual scrutiny report		

Key:			
RFS	Request for scrutiny	MSR	Monitoring scrutiny recommendations
PM	Performance management	B	Briefings (Including potential areas for scrutiny)
RP	Review of existing policy	SC	Statutory consultation
DP	Development of new policy	CI	Call in

**Draft Scrutiny Board (Adult Social Care)
Work Programme 2009/10**

Working Groups			
Working group	Membership	Progress update	Dates
<i>Personalisation Working Group</i>	<i>Cllr. Judith Chapman Cllr Alan Taylor Cllr James McKenna Cllr Veronica Morgan Joy Fisher (co-optee) Sally Morgan (co-optee)</i>	<i>Terms of reference agreed. All meetings scheduled.</i>	Confirmed dates 1) 11 th Nov 2:00pm – 4:00pm Committee Room 3 2) 10 th Dec 10:00am – 12:00 Committee Room 3
<i>Proposals working group</i>	<i>Cllr. Judith Chapman Cllr. Penny Ewens Cllr. Clive Fox Joy Fisher (co-optee) Sally Morgan (co-optee)</i>	<i>Meetings scheduled.</i>	December 2009 – exact date to be confirmed.
<i>Supporting Working Age Adults with Severe and Enduring Mental Health Problems</i>	<i>Cllr Judith Chapman Cllr Clive Fox Cllr James McKenna Cllr Eileen Taylor Joy Fisher (co-optee) Sally Morgan John Illingworth Sue Bentley Eddie Mack</i>	<i>Draft Terms of Reference presented to Scrutiny 9th September 2009.</i>	Confirmed Dates 1) 25 th November 10:00 – 12:00 2) 15 th December 14:00 – 16:00 3) January - tbc

Key:

RFS	Request for scrutiny	MSR	Monitoring scrutiny recommendations
PM	Performance management	B	Briefings (Including potential areas for scrutiny)
RP	Review of existing policy	SC	Statutory consultation
DP	Development of new policy	CI	Call in

**Draft Scrutiny Board (Adult Social Care)
Work Programme 2009/10**

Unscheduled / Potential Items from 2009/10		
Item	Description	Notes
Annual complaints report	To consider the annual report and any emerging issues.	Report published on 20 August 2008
Continuing Care Implementation	To consider the local impact and future activity associated with implementing the national framework for continuing NHS care.	Lead Officer – Dennis Holmes. Report presented to the Executive Board in October 2007.
Valuing People Now	To consider progress against the implications outlined in the report presented to the Executive Board in February 2008, alongside any future proposed actions.	Lead Officer – Linda Bowen Executive Board scheduled to receive an update in 4 th November 2009. Scrutiny Ongoing
No Secrets Review	To consider the outcome and implications of the No Secrets Review the outcome of which will be announced by the Government.	Lead Officer – Dennis Holmes

Key:			
RFS	Request for scrutiny	MSR	Monitoring scrutiny recommendations
PM	Performance management	B	Briefings (Including potential areas for scrutiny)
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FORWARD PLAN OF KEY DECISIONS

1 November 2009 – 28 February 2010

St Anne's alcohol residential rehabilitation To extend the existing contract from 1 April 2010 for up to 12 months to allow for a full tender exercise to be undertaken	Director of Adult Social Services	1/11/09	Pre tender consultation with service users and stakeholders	Report to the Director, contract monitoring information	Director of Adult Social Services sinead.cregan@leeds.gov.uk
Adult Social Care Home Care Contracts To extend the Adult Social Care cost/volume contracts and the independent living contracts to 31 st August 2010 to allow the directorate to procure a new type of domiciliary care contract from this date.	Director of Adult Social Services	1/11/09	Children's and Adults Commissioning Board.	None.	Director of Adult Social Services mark.phillott@leeds.gov.uk
Residential Care Strategy for Older People in Leeds Approval to consult on options for future provision of long term residential care services.	Executive Board (Portfolio:Adult Health and Social Care)	9/12/09	All stakeholders.	The report to be issued to the decision maker with the agenda for the meeting	Director of Adult Social Services dennis.holmes@leeds.gov.uk

Annual Performance Assessment for Adult Social Services To note the outcome of the Annual Performance Assessment for Adult Social Services	Executive Board (Portfolio: Adult Health and social Care)	9/12/09		The report to be issued to the decision maker with the agenda for the meeting	Director of Adult Social Services dennis.holmes@leeds.gov.uk
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EXECUTIVE BOARD

WEDNESDAY, 14TH OCTOBER, 2009

PRESENT: Councillor R Brett in the Chair

Councillors A Carter, J L Carter,
R Finnigan, S Golton, R Harker, P Harrand,
J Procter, K Wakefield and J Monaghan

Councillor R Lewis - Non-voting advisory member

88 Exclusion of the Public

RESOLVED – That the public be excluded from the meeting during consideration of the following parts of the agenda designated as exemption the grounds that it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the public were present there would be disclosure to them of exempt information so designated as follows:-

- (a) Appendix 4 to the report referred to in minute 94 under the terms of Access to Information Procedure Rule 10.4(3) and on the grounds that it is considered that it is not in the public interest to disclose this information at this point in time as it could undermine the method of disposal, should that come about, and affect the integrity of disposing of the property/site. Also it is considered that that the release of such information would or would be likely to prejudice the Council's commercial interests in relation to this or other similar transactions in that prospective purchasers of this or other similar properties would have information about the nature and level of consideration which may prove acceptable to the Council. It is considered that whilst there may be a public interest in disclosure, much of this information will be publicly available from the Land Registry following completion of any transaction and consequently the public interest in maintaining the exemption outweighs the public interest in disclosing this information at this point in time.
- (b) Appendix 1 to the report referred to in minute 106 under the terms of Access to Information Procedure Rule 10.4(3) and on the grounds that the public interest in maintaining the exemption outweighs the public interest in disclosure in that the appendix, and the Outline Business Case, include commercial information where publication could be prejudicial to the Council's interests.
- (c) The appendix to the report referred to in minute 99 under the terms of Access to Information Procedure Rule 10.4(3) and on the grounds that the public interest in disclosing the alternative funding strategy outlined in the appendix could be prejudicial to the Council's ability to finalise the

funding plans for the scheme and would therefore outweigh the public interest in disclosure of the information.

89 Late Item

A late item on the subject of Yorkshire Forward funding for the Leeds Arena had been admitted to the agenda as a late item as a result of emerging information which required that the Board consider possible alternative funding arrangements in relation to the Arena development. If these matters were not considered at this meeting delays in the programme already commenced could result which would be detrimental to the scheme.

90 Declaration of Interests

Councillor A Carter declared a personal interest in the item relating to the New Generation Transport Scheme (minute 101) as a member of the Regional Transport Panel.

Councillor Wakefield declared a personal interest in the items relating to Special Educational Needs (minute 95), The National Challenge and structural change to secondary provision (minute 96) and the September 2009 school admissions round (minute 105) as a school and Leeds College governor (Councillor Wakefield declared an interest in the same terms during the discussion under minute 93).

91 Minutes

RESOLVED –

(a) That the minutes of the meetings held on 26th August and 17th September 2009 be approved.

(b) That in receiving the minutes the Board noted that the four members referred to in the minute of 17th September had met on 1st October and received a paper on matters which had been agreed within the terms indicated by the Board and that consequently those members had authorised officers to proceed to conclude the transaction.

(c) That it be also noted that the Chair had agreed that a verbal update be received in the private part of the meeting with regard to the matters referred to in (b) above. Such verbal report to be exempt in the terms previously agreed for this matter and the imminence of the conclusion of the transaction being the reason for admission of the item.

NEIGHBOURHOODS AND HOUSING

92 Reform of Council Housing Finance - Leeds City Council's response to the CLG consultation paper

The Director of Environment and Neighbourhoods submitted a report on the Council's response to the Department for Communities and Local Government's consultation paper.

RESOLVED - That proposed response to the Governments consultation paper "Reform of council housing finance" be approved in accordance with the submitted report.

93 **Bangladeshi Community Centre: Community Asset Transfer**

The Director of Environment and Neighbourhoods submitted a report on the outcome of discussions which had taken place with the Bangladeshi Management Committee over a number of months in relation to the possible transfer to the Committee of the Bangladeshi Community Centre on a 50 year Full Repair and Insurance lease at less than best consideration.

RESOLVED –

(a) That approval be given to the principle of a fifty year lease for the Bangladeshi Community Centre at peppercorn rent to the Bangladeshi Management Committee to operate the premises as community facility for the benefit of the local residents.

(b) That the Director of City Development be authorised to approve the detailed terms and conditions of the lease.

(During the discussion of this item Councillor Wakefield declared a personal interest as a school and Leeds College governor).

DEVELOPMENT AND REGENERATION

94 **The Former Royal Park Primary School**

The Director of City Development submitted a report on the current position with regard to the former Royal Park Primary School and on the preferred options for the future.

The report identified the following six possible options:

- i Traditional marketing of the refurbishment opportunity
- ii Convert to Council use
- iii Deal exclusively with one interested party or invite best and final offers
- iv Community Asset Transfer
- v Disposal by way of auction
- vi Immediate demolition of the main school buildings and the retention of the site until such time as the property market improves

Following consideration of Appendix 4 to the report designated as exempt under Access to Information Procedure Rule 10.4(3) which was considered in private at the conclusion to the meeting it was

RESOLVED –

(a) That the withdrawal of the preferred developer be noted.

(b) That the decision made at the meeting held on 22nd August 2007 be rescinded.

(c) That this Board declines the Royal Park Community Consortium's request that no action be taken for a period of six months to allow the consortium time to develop funding applications which might, subsequently, lead to the lease or transfer of the ownership of the property.

(d) That this Board notes the negotiations that have taken place with the two organisations seeking to acquire the property, at market value, and refurbish it for subsequent use, instructs that the Director of City Development invites unconditional best and final financial offers from these two organisations in accordance with the terms of the report including business plans illustrating the ability of the bidder to guarantee the long term sustainability of the building, the latter representing 30% of the marks in any assessment, notwithstanding the outcome of any assessment, the bidders be advised that the Council will be under no obligation to accept either of the offers and that the purchaser must demonstrate the financial capacity not only for the purchase but also to address the very substantial cost of the refurbishment that would be required.

(e) That the decision at (d) above shall not preclude the consideration of a bid from another party submitted in the same terms as those detailed above.

CHILDREN'S SERVICES

95 The Development of Specialist Provision and Support for Special Educational Needs in Learning Environments - A Discussion Document

The Chief Executive of Education Leeds submitted a report providing an overview of the recent activity undertaken as part of the Leeds Inclusive Learning Strategy and introducing a new discussion document and accompanying appendices aimed at progressing the strategy.

RESOLVED –

(a) That current and ongoing discussions with partners, stakeholders and parent/carers during the Autumn Term 2009 on the discussion document be noted and approved.

(b) That the developmental priorities and emerging Action Plan for 2009/10 be noted.

96 The National Challenge and Structural Change to Secondary Provision in Leeds

Further to minute 217 of the meeting held on 4th March 2009 the Chief Executive of Education Leeds submitted a report presenting options and recommendations for delivering the next phase in structuring secondary provision in Leeds, and in particular, the response to the Government's National Challenge initiative.

Members also had before them a letter from the NUT, NASUWT and ATL trade unions regarding the same matter

RESOLVED – That the proposals detailed in section 5.2 of the submitted report be adopted.

(Under the provisions of Council Procedure Rule 16.5 Councillor Wakefield required it to be recorded that he voted against this item).

CENTRAL AND CORPORATE

- 97 Joint Service Centres - Formal Approval to the Next Stages of the Joint Service Centre Project, Capital and Revenue Budget Implications**
The Deputy Chief Executive submitted a report providing an update on progress and providing budget implications associated with the delivery of the Chapeltown and Harehills Joint Service Centres.

RESOLVED –

(a) That the successful financial close on 12th June 2009, which was within the maximum affordability deficit of £396,000 approved at Executive Board of 4th March 2009, be noted.

(b) That the final affordability position at financial close, as set out in Table A of the report be approved.

(c) That the £600,000 capital receipt, received from LIFT Co (Community Ventures Leeds Ltd) for the sale of the two Joint Service Centre sites at Chapeltown and Harehills, be formally ring fenced to the JSC project and used for Stamp Duty Land Tax, temporary library bus and other ICT costs, as set out in Table B of the report.

(d) That the revenue expenditure for the provision of ICT and furniture and fittings to the new Joint Service Centres, as set out in Table B of the report be approved.

- 98 2010: A Year of Volunteering**
The Assistant Chief Executive (Planning, Policy and Improvement) submitted a report on the background to the '2010: A Year of Volunteering' initiative in Leeds and outlining progress in relation to developing a programme of activities and arrangements in this respect.

RESOLVED –

(a) That the proposal to make 2010 Leeds Year of Volunteering be endorsed.

(b) That additional activities and events that will contribute to making the year a success for the city be sponsored and endorsed.

DEVELOPMENT AND REGENERATION

99 Leeds Arena - Yorkshire Forward Funding

The Director of City Development submitted a report on the potential outcome that the Government would not agree to authorise the Yorkshire Forward funding, in whole or in part, for the above scheme and on an alternative strategy to secure progress of the scheme in the event of that outcome.

Following consideration of the appendix to the report, designated as exempt under Access to Information Procedure Rule 10.4(3) which was considered in private at the conclusion of the meeting, it was

RESOLVED –

(a) That the alternative funding strategy as outlined in the exempt appendix to the report be approved in order to ensure that the Leeds Arena scheme can progress as planned, should the government not agree to the release of the whole of the £18,000,000 Yorkshire Forward funding which had been proposed.

(b) That a Design and Cost Report for the scheme be brought back to this Board upon completion of RIBA Stage D design by the Council's design team in order that the design and cost freeze for the project can be agreed.

100 Leeds Core Cycle Network Project

The Director of City Development submitted a report providing an overview of proposals being developed to implement a strategic approach to the longer term development of cycle facilities and routes within Leeds.

RESOLVED –

(a) That the design and implementation of the proposed Leeds Core Cycle Network Project be approved, subject to financial approvals and regulation.

(b) That authority be given to incur £1,311,500 works and £135,500 supervision fees and monitoring, for the following routes that form part of the proposed Core Cycle Network Project, to be funded from the Integrated Transport Scheme 99609 within the approved Capital Programme:

- (i) Route 16 Wyke Beck Way (Roundhay Park to Easterly Rd section)
- (ii) Route 5 Cookridge - City Centre
- (iii) Route 3 Middleton – City Centre
- (iv) Route 15 Alwoodley – City Centre.

101 Submission of the Major Scheme Business Case (MSBC) for the New Generation Transport Scheme

The Director of City Development submitted a report outlining the progress made to date on the development of the New Generation Transport (NGT) proposals and detailing the key information for inclusion within the project's Major Scheme Business Case (MSBC) proposed for submission to the Department of Transport in the latter half of October 2009.

RESOLVED –

(a) That a Major Business Scheme Case for NGT be submitted in October 2009, based on the scheme options as set out in Section 2.4 of the submitted report.

(b) That the proposed approach for delivering the 10% local contribution to the scheme as set out in Section 3.4.4 of the report be approved.

(c) That the City Council share of the 'Additional Risk Layer' of the project be underwritten as set out in Section 3.4.6 of the report.

CHILDREN'S SERVICES

102 Playbuilder Initiative Update

The Director of Children's Services submitted a report on the proposed locations of the six remaining playbuilder sites as recommended by the Strategic Play Partnership and on proposals to progress to development of those six sites.

RESOLVED –

(a) That the proposed six sites as recommended by the Strategic Play Partnership be approved.

(b) That scheme expenditure for Cross Flatts, Seacroft Gardens, Horsforth HIPPO and Naburn Close Park be authorised.

(c) That authority be given to proceed with Tinshill Garth and Butcher Hill subject to agreement on long term maintenance and inspection being secured.

103 Proposal for Statutory Expansion of Primary Provision for September 2010

The Chief Executive of Education Leeds submitted a report on the proposed statutory consultation process for the expansion of primary provision.

RESOLVED –

(a) That statutory formal consultation be undertaken on the prescribed alterations to permanently expand the primary schools identified in paragraph 3.3 of the submitted report.

(b) That formal consultation be undertaken on a proposal at New Bewerley Primary School, in addition to the proposed expansion within (a) above, to add community specialist provision for up to 14 pupils with complex medical, physical needs.

(c) That a report detailing the outcome of these consultations be brought back to this Board in Spring 2010.

(d) That it be noted that proposals for further primary school expansion from 2011 onwards are being developed and will be the subject of further reports to this Board.

(Under the provisions of Council Procedure Rule 16.5 Councillor Wakefield required it to be recorded that he abstained from voting on this matter).

- 104 Proposal for Expansion of Primary Provision in the Richmond Hill Area**
The Chief Executive of Education Leeds submitted a report on proposals to undertake consultation with respect to permanently expanding Richmond Hill Primary School by one form of entry from September 2012.

RESOLVED -

(a) That formal consultation be undertaken on the proposal to permanently expand Richmond Hill Primary School by one form of entry to three forms of entry with effect from September 2012.

(b) That a report detailing the outcome of these consultations be brought back to this Board in Spring 2010.

- 105 Report on the September 2009 Admission Round for Community and Controlled Schools**

The Chief Executive of Education Leeds submitted a report providing a range of statistical information on the 2009 admission round for community and controlled schools.

RESOLVED – That the report and the statistical information therein be noted.

(Under the provisions of Council Procedure Rule 16.5, Councillor Wakefield required it to be recorded that he abstained from voting on this matter).

ADULT HEALTH AND SOCIAL CARE

- 106 Holt Park Wellbeing Centre - Outline Business Case and Affordability Position**

The Director of Adult Social Services and the Director of City Development submitted a joint report on the proposed submission of the Outline Business Case for the Holt Park Wellbeing Centre to the Department of Health for approval.

Following consideration of Appendix 1 to the report designated as exempt under Access to Information Procedure Rule 10.4(3) which was considered in private at the conclusion of the meeting it was

RESOLVED –

(a) That the report be noted and approval given for the submission of the Outline Business Case for the Holt Park Wellbeing Centre project to the Department of Health.

(b) That approval be given to the affordability implications over the life of the proposed PFI contract for the Centre, summarised in table 1 of the exempt appendix to the report, and that officers be authorised to issue the Council's affordability thresholds relating to the PFI project to the LEP and to Environments for Learning.

(c) That the governance of the Centre be under the Education PFI Project Board in accordance with paragraph 8.7 of the report.

(d) That the decision of the Director of City Development to approve the delivery of the project through the LEP, as described in paragraph 8.2 of the report, be noted and supported.

(e) That the Project Initiation Document for this project be noted

DEVELOPMENT AND REGENERATION

107 Leeds United Thorp Arch Academy

Further to minute 87 of the meeting held on 17th September 2009 the Board received a verbal update on progress of the above transaction in private at the conclusion of the meeting and

RESOLVED - That the Chair, the Executive Member (Development and Regeneration), and the Leaders of the Labour and Morley Borough Independent groups be briefed on 15th October 2009 as to the position prior to the conclusion of the transaction on the same day.

DATE OF PUBLICATION: 16th October 2009

LAST DATE FOR CALL IN: 23rd October 2009

(Scrutiny Support will notify Directors of any items called in by 12:00 noon on 26th October 2009)

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