

SCRUTINY BOARD (ADULT SOCIAL CARE)

WEDNESDAY, 11TH MARCH, 2009

PRESENT: Councillor J Chapman in the Chair

Councillors S Armitage, D Coupar,
P Ewens, Mrs R Feldman, C Fox,
T Hanley, A Hussain, T Murray, A Taylor
and E Taylor

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

IN ATTENDANCE : Councillor A Blackburn – Member of (Scrutiny
Board (Health))

82 Chair's Opening Remarks

The Chair welcomed everyone to the Board meeting.

The Chair announced that before the meeting started she would like clarification on a matter raised at the pre-meeting regarding the recent fire at Springfield House, Old People's Home on Springfield Avenue, Morley and the evacuation of twenty-three residents.

Dennis Holmes, Chief Commissioning Officer was invited to the table to update Board Members on this incident which took place shortly before midnight on Sunday, 8th March 2009 and asked how long it would be before the residents would be able to return to the Old People's Home (OPH) in Morley.

In response, Dennis Holmes informed the meeting that there were actually twenty residents relocated at various local authority and independent sector homes overnight. One resident was in a long stay in hospital (unrelated) but would be relocated should they be released from hospital. The fire occurred in the lift area of the home and it was anticipated the repair work would take at least six weeks.

Members asked the officer if there was any capacity in the system that allows for such incidents happening or had it been difficult for the local authority to find such places.

In response, the officer informed the meeting that at the moment there was an over capacity in the system so it was relatively easy to identify opportunities for these people to be temporarily accommodated in the system.

83 Apologies for Absence

Apologies for absence were received on behalf of Councillor S Andrew.

84 Declarations of Interest

The following interests were declared on the following items:-

- (a) Agenda Item 8 – Adult Inspection Progress Report Against Key Recommendations.
- (b) Agenda Item 9 – Independence Wellbeing and Choice Inspection Action Plan: January 2009.
- (c) Agenda Item 10 – Adult Social Care Commissioning Services: Update.
- (d) Agenda Item 11 - Dignity in Care Draft Statement.

Councillor S Armitage declared a personal interest in the above items in her capacity as a member of the Swarecliffe Good Neighbours Scheme.

Councillor C Coupar declared a personal interest in the above items in her capacity as a member of Belle Isle Elderly Winter Aid.

Councillor Chapman declared a personal interest in the above items as she has a relative who works in private industry as a homecare worker.

Councillor P Ewens declared a personal interest in the above items in her capacity as a member of Older Active People (through the Cardigan Centre Board).

Councillor E Taylor declared a personal interest in the above items as she is employed as a nurse at Leeds Community Mental Health.

Ms Joy Fisher – Co-optee declared a personal interest in the above items as a service user and as a Voluntary Organisation representative for Safeguarding.

Ms S Morgan – Co-optee declared a personal interest in the above items as a service user.

85 Minutes of the Previous Meeting

RESOLVED - That the minutes of the meeting held on 11th February 2009 be confirmed as a correct record.

86 Joint Strategic Needs Assessment (JSNA)

The Director of Adult Social Services submitted a further report on the Joint Strategic Needs Assessment (JSNA) which had been prepared for presentation to the National Health Services Leeds Board (NHS) and Leeds City Council's Executive Board.

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

- Implementing the Leeds Joint Strategic Needs Assessment Framework

- The final report on Leeds Strategic Needs Assessment submitted to Executive Board on 4th March 2009.

The Board noted that the JSNA report had also been submitted to Scrutiny Board (Health) and Scrutiny Board (Children's Services).

The Chair welcomed John England, Deputy Director Partnerships and Organisational Effectiveness – Adult Social Care to the meeting who introduced his report and reminded the Board that an earlier version of the JSNA Framework document had already been submitted to this Board as part of the consultation exercise.

Members were also informed that a similar report had been presented to the NHS Leeds Board where it received the Board's endorsement. The report which summarises the JSNA Framework which was submitted and endorsed at the Council's Executive Board meeting held on 4th March 2009, where a number of further recommendations were made about the way forward with this work.

One key point the officer made in terms of the JSNA was that this work was lead by partners, namely Leeds City Council and NHS Leeds. John England informed the meeting that he was here on behalf of the partners who had been involved in this work.

It was reported that the initial data pack was now on the Leeds Initiative website. There is an intention to develop a data depository that would bring together relevant data from a number of different sources. This data would build up over time. NHS Leeds are also backing the idea of a single point where data about needs could be held with the supporting analysis. The authority are now building on data with partners such as Job Centre Plus. The Officer informed the meeting that there were other priorities around improving the needs assessment information for people with mental health needs.

The Board was also informed that within the next twelve months analysis for communities on a local level would be developed. This was piloted in the Beeston area.

The main areas of clarification and discussion were:-

Clarification was sought on how to overcome the difficulties of partnership working.

In response, the Officer informed that meeting that the JSNA work enabled a strategic view of the overall needs of the city which are agreed with NHS Leeds which is more beneficial than working independently. Secondly establishing shared systems, shared information and intelligence. Partnership working will continue to be strengthened and developed over the next phase.

The officer was asked how agencies work together to support individuals in communities. In response the Board was advised that there has been a focus

on improving working relationships and better integration of services at a local level.

The Chair requested that a report on the JSNA findings on the pilot scheme carried out in the Beeston area be circulated to Board Members.

- Clarification was sought on whether the area piloted had some
- Super Output Areas (SOA) within it and the impact the JSNA would have on residents.

In response, the board was advised that that work focused on a cluster of SOA's which fall within or overlap the area. The Environment and Neighbourhoods Department are undertaking work to develop a Neighbourhood Vitality Index which profiles most of the areas within the city for worklessness numbers of claimants, crime levels, health and health inequalities.

- Clarification was sought on the work and data collected with Job Centre Plus.

Job Centre Plus will release data to the local authority about worklessness within the city. The local authority has three pilot projects around the city that are designed to tackle particular pockets of worklessness, to identify the underlying causes.

Members considered that a future outcome to tackle obesity, alcohol, drug taking and smoking should be a higher priority. Particularly as alcohol and drug abuse has an impact on crime in the city.

Members were advised that tackling alcohol abuse is a priority. Gathering of evidence relating to the impact that alcohol misuse will ensure targeted resources. Services at the moment are not aware of the true extent of the problem.

- The Board asked if meaningful partnerships with communities of interest are going to be formulated as there are many diverse communities to be consulted.

In response, the officer informed the meeting page 44 in the main report highlights communities of interest that emerged,

- Clarification was sought regarding who was responsibility for each priority. Clarification was also sought on who was going to be the lead Director from which agency.

In response, the officer informed the meeting that there is a statutory accountability for the Director of Children's Services and Director of Adult Social Services with regard to the JSNA. The recommendation in the Executive Board report extends that duty to other Directors in terms of the

applicability of JSNA to services that fall within other Directors remit such as Environment and Neighbourhoods.

Members thanked John England for his attendance.

RESOLVED –

- (a) That the contents of the report and appendices in relation to the Joint Strategic Needs Assessment Framework be noted.
- (b) To note that further periodic reports on the Joint Strategic Needs Assessment Framework are to be submitted to a future meeting of this Board.
- (c) That a copy of the report on the Beeston Ward Pilot Scheme be circulated to all the Members of this Board via the Principal Scrutiny Adviser.

Note (1): During consideration of the above item Councillor Murray left the Meeting.

Note (2): The Chair invited Councillor A Blackburn to the table as a Member of Scrutiny Board (Health) interested in joint working with the Board on next item.

87 Adult Inspection Progress Report Against Key Recommendations

The Chief Officer, Social Care Commissioning submitted a further report to update Members of progress against specific actions in the Adult Inspection Action Plan which were specific recommendations agreed by this Board's Proposals Working Group.

The Board resolved to undertake two areas of specific safeguarding inquiries, the first being Strengthening Strategic Partnerships (Minute 76 of the last meeting refers) and the second one being the implementation of quality assurance processes (Recommendations 2, 6 and 11 as outlined in the submitted report). The report sets out the approaches being taken in relation to addressing those three recommendations in the time that has elapsed since the conclusion of the inspection.

Dennis Holmes, Chief Officer, Social Care Commissioning gave a brief outline of his report and responded to Members' questions and comments.

The main areas of clarification and discussion were:-

- Clarification on how much it is costing the Council for the work being undertaken by the independent expert in Adult Social Care.

In response, the officer informed the meeting that he did not have this information to hand but would supply this information to Board Members.

The Chair asked that that information be sent to the Principal Scrutiny Adviser who would circulate it to Board Members.

- Clarification that confirmation in writing had been received from all the major partnership agencies as to who would be their representative on the Safeguarding Adult Partnership Board.

The Chair informed the meeting that this question had also been asked at the recent Proposals Working Group meeting where it was confirmed that the Chief Commissioning Officer had received all responses now from the partnership agencies. This was again confirmed to the Board by the Chief Commissioning Officer

- Clarification was sought on what had been effective as a marketing strategy.

During the first three quarters of the 2008/2009 financial year the department had received 941 adult safeguarding referrals and were projecting that in the full year 1340 safeguarding referrals would be received. That compares with 645 received in the whole of the previous year and that represents a 108% increase in the number of referrals that had been made. Using the number of referrals that have come into Adult Social Care as a proxy for the success of marketing and raising awareness of safeguarding issues the department thinks they have been successful in that regard.

- Clarification was sought on whether there were a full representation at the Adult Safeguarding Board meeting on the 18th February 2009 of all the chief partners.

In response, the officer informed the meeting that there were in fact two apologies as there was no representation by the nominated individuals or their deputies from the Leeds Teaching Hospitals Trust and from the Leeds Partnership Foundation Trust Mental Health Trust. The Chief Commissioning Officer and the Director of Adult Social Services are meeting with all the Chief Executives of the statutory partners on the 23rd March 2009 where they will be reinforcing once again the importance of those organisations actually attending. It was reported that the Director of Adult Social Services had already liaised personally with the Chief Executive of the Leeds Foundation Trust and sought assurances about representation at the next Board meeting to be held on the 15th April 2009. The Annual Report of the Adult Safeguarding Board will publish a record of organisational attendance.

The Chair highlighted the Proposals Working Groups disapproval that two very important partners were missing from that very first meeting. The Chair would be writing formally to the Chair of the Adult Safeguarding Board regarding this matter.

The Board was concerned that the department's enthusiasm to track quality could hinder front level workers from actually doing their one to one casework.

In response, the officer informed the meeting that it was their intention to make sure that workers on the front line do their face to face work. Part of the department's desire to put in place quality assurance mechanisms that would mean that the manager is quality checking.

The Department is providing ten additional senior practitioners to reinforce front line practice to provide the capacity of front line workers to actually engage with individuals and their families where appropriate.

- Confirmation was sought on progress with the training of front line staff.

In response, the officer assured the meeting that there had been a significant amount of training within the last three months since the conclusion of the inspection for a large number of staff. The Officer informed the meeting that he would report to the Board details of the training provided.

- The Chair indicated that she would need to be reassured that this was working and asked for an example of the checklist to be brought back to the Board.

In response, the officer indicated that the checklist that she was referring to was the supervision checklist that was used by managers with front line workers and would make sure that it was made available to this Scrutiny Board.

- The Chair also stated that the Board should have feedback from the March CSCI review at the April meeting to reassure the Board that the department were on target with regard to the Action Plan.
- Members also asked that arrangements could be put in place for Dr Margaret Flynn to attend the next Scrutiny Board to respond to Members' questions and comments.

The Chair thanked Officers for their attendance.

RESOLVED –

- (a) That the contents of the report in relation to specific recommendations 2, 6 & 11 drawn from the Adult Independence, Wellbeing and Choice Action Plan, be noted.
- (b) That the continuing overview of the Corporate Governance and Audit Committee in the overview of governance and risk managements arrangements within Adult Social Care, be noted.
- (c) That any outstanding issues referred to above be dealt with by the officer now identified within the minutes.

88 Independence Wellbeing and Choice Inspection Action Plan: January 2009

The Head of Scrutiny and Member Development submitted a report and appendices to update Board Members with information relating to the

performance of Adult Social Services against the action plan formulated from the findings of the Independence Wellbeing and Choice review undertaken by the Commission for Social Care Inspection (CSCI).

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

- Draft minutes of the Proposals Working Group meeting held on 25th February 2009.
- Independence Wellbeing and Choice Inspection Action Plan: Summary Report January 2009.

Referring to the minutes the Chair informed the meeting that the Doors section at Roseville came under the remit of Scrutiny Board (Environment & Neighbourhoods). It was agreed that this Board makes a formal request for an inquiry to the appropriate Scrutiny Board as it was felt that the closure of Roseville Doors may have an impact on the laundry service provided at Roseville.

Dennis Holmes, Chief Officer, Social Care Commissioning presented the report and responded to Members' questions and comments. The Board were reminded that details of these action plans had already been submitted to the Proposals Working Group.

In brief, the main points discussed were:

As indicated at the Proposals Working Group meeting the Chair expressed concerns about seeing many targets at amber status, with no indication of whether the target is on track. The Chair asked again if there was some way the department could have an arrow system to indicate that which way the indicators were moving.

In response, the officer assured the meeting that he had already passed on her comments to the appropriate officers. Better use of the risks identified column would also be undertaken.

Clarification was sought on whether the department had employed an independent Chair for the Adult Safeguarding Board.

In response, the Officer stated that he would be Chairing the Board for the foreseeable until the department had actually galvanised the process with their partners, then it is intended to recruit a highly regarded independent chairperson with sufficient experience to continue the process successfully. It was likely that the Government itself would bring forward recommendations about Safeguarding Boards with the revision of 'No Secrets'

Clarification was sought on what the Inspector may conclude about the way the local authority had established its Adult Safeguard Board and its sub groups.

In response, the officer thought the Inspector would be broadly in favour of the approach that had been taken.

Clarification was sought on the personalised services, 9.1 - 26% of customers surveyed said they were offered the option of direct payments.

In response, the officer indicated that the customer survey that the department conduct was for approximately 200 people who had been the subject of a Social Care assessment in the previous quarter. A questionnaire had been sent to people and the response was dependant on individuals remembering that they had been offered the option of a direct payment. The department were using that indicator to identify if the department were providing information to enable individuals to make a decision about a direct payment.

The Chair thanked Dennis Holmes for his attendance.

RESOLVED –

- (a) That the contents of the report and appendices, together with the draft minutes of the Proposals Working Group meeting held on 25th February 2009, be noted.
- (b) That any outstanding comments referred to above be dealt with by the Officer identified within the minutes.

Note: At the conclusion of the above item Councillor A Blackburn left the meeting.

89 Adult Social Care Commissioning Services: Update

The Chief Officer, Social Care Commissioning submitted a report on the progress made and future plans for delivering the Neighbourhood Networks review and re-tendering the exercise and describes the Adult Social Care Commissioning intentions in relation to the Independence Wellbeing and Choice Inspection of 2008.

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

- Appendix 1 – Procurement Timetable – Neighbourhoods Network Review.
- Appendix 2 – Independence Wellbeing & Choice Inspection Action Plan.

Tim O'Shea – Commissioning Services presented the report and indicated briefly that this was an update report on two areas of interest to the Board. The first being the re-commissioning process of the Neighbourhood Network Scheme and the procurement programme, the second was the commissioning issues which emerged from the Inspection and Action Plan. Both Tim O'Shea and Dennis Holmes, Chief Officer, Social Care Commissioning responded to Members' questions and comments.

In brief, the main issues raised were:

Clarification was sought on how the current economic climate would effect the commissioning of quality services.

Tim O'Shea advised that the market was variable and that one of the important areas of development in the next twelve months and beyond was to stimulate and develop the market through a number of initiatives.

The Board asked if the Neighbourhood Networks had been advised of and understood the funding formular referred to in the report.

In response, the officer informed the meeting that understanding may be varied because some of the neighbourhood networks had approached the department for information. The funding formular itself is a developing formular and therefore subject to adaptation.

Clarification was also sought on the contracts that were going to be drawn up by 2010. The board also asked what services are being commissioned.

In response, the officer informed the meeting that the department are proposing to commission services across health and social care are the core services.

Members requested that all ward members they are advised of developments in their wards so that they can provide factual advice when requested.

In response, the officer informed the meeting that department were going to appoint an Enterprise Development Officer and this officer would be working closely with the networks to help them understand the expectations of Adult Social Services.

Clarification was sought on the process of building safeguarding standards into contractual agreements.

In response the Board were advised that the compliance of contracts are regularly reviewed and mechanisms are being put into place on review. The Commissioning Team have also attended safeguarding training.

The Board requested a briefing note on recent developments at Shire View and how those developments will impact on staff and service users.

The Chair thanked Officers for their attendance.

RESOLVED -

- (a) That the contents of the report and its appendices be noted.
- (b) That any outstanding comments referred to above be dealt with by the Officer identified within the minutes.

Note: During the course of discussions on the above items both Councillor A Taylor and Councillor A Hussain left the meeting.

90 Sustainable Communities Act

The Head of Scrutiny and Member Development submitted a report on the Sustainable Communities Act and its implications for Leeds.

Dylan Griffiths, Policy Manager presented the report and responded to Members' questions and comments. Members asked the Officer to explain the route that the suggested proposals will be taken before they are submitted to the Local Government Association for consideration.

The Board was invited to suggest proposals to be submitted under the Act and in brief summary, the main areas of discussion was to adapt planning regulations to ensure the building and development of homes to 'Life-time Homes standards' which would require less adaptation for the elderly or disabled.

In addition to the above issue, the Chair invited Board Members to forward any further comments to the Policy Manager, for inclusion in a report due to be considered by the Executive Board in May 2009.

The Chair thanked Dylan Griffiths for his attendance.

RESOLVED – That the contents of the report and the comments now made be noted.

91 Dignity in Care Draft Statement

The Head of Scrutiny and Member Development submitted the final draft of the Dignity in Care Draft Statement for the Board's approval, together with the circulation and publication of the statement.

Sandra Newbould, Principal Scrutiny Adviser presented the draft statement and, together with Mick Ward, Head of Strategic Partnerships and Development responded to Members' questions and comments.

Clarification was sought on whether the Department had spent all the Capital Grant money on improvements for care homes as outlined in the schedule presented to this Board in July 2008. Members were concerned that a particular Adult Care Day Centre situated in the Middleton Park Ward had been successful in obtaining a grant to erect a conservatory but they still had not received any money to complete improvement work.

In response, the officer informed the meeting that he would investigate this matter and report back to Councillor Coupar.

The Chair requested that an update report be submitted to this Board on the Capital Grant money that had been awarded in the city and whether or not it had all been spent in the next municipal year.

The Chair thanked the Officer for his attendance.

RESOLVED –

- (a) That the draft statement on Dignity in Care be approved for circulation.
- (b) That an update report on Capital Grant money for improvements be submitted to this Board in the 2009/2010 municipal year.
- (c) That any outstanding comments referred to above be dealt with by the Officer identified within the minutes.

92 Work Programme

The Head of Scrutiny and Member Development submitted a report inviting Members to consider and approve the draft working programme for the remainder of 2008/2009.

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

- The Board's draft work programme
- An extract from the Forward Plan of Key Decisions for the period 1st March 2009 to 30th June 2009.
- Minutes of the Executive Board meeting held on 13th February 2009.

In brief, the main points discussed were:-

- That the report on Performance Management – Quarter 3 information for 2008/2009 (October – December) be submitted to the next meeting.
- That the report on Independence, Wellbeing and Choice – action plan update to consider progress against the action plan arising from the inspection report be submitted to the next meeting.
- That the report on Safeguarding – Strengthening Strategic Partnerships and Implementation of Quality Assurance Processes and Procedures be submitted to the April meeting to conclude the examination of and make recommendations on specific actions arising from the Independence, Wellbeing and Choice Inspection report.
- That the report on Income Review – Consultation and Engagement Review – reviewing the effectiveness of consultation and engagement with particular reference to the Income Review be submitted to the next Board meeting.
- That a report be submitted explaining the levels of staff training.
- That Margaret Flynn be invited to the next Board meeting.
- That the Draft Annual Report be submitted to the April pre-meeting in order that the Board can discuss its content and make further contribution to the annual scrutiny report.

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

93 Dates and Times of Future Meetings

Wednesday, 8th April 2009

Wednesday, 6th May 2009 (Additional Meeting)

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

The Chair thanked everyone for their attendance.

(The meeting concluded at 12.30 p.m.).