

Scrutiny Board (Adult Social Care)

Scrutiny Board Inquiry: Personalisation

Working Group Meeting: 11th November 2009

Present **Members**

Cllr Judith Chapman – Chair (JC)
Cllr Penny Ewens
Cllr Vonnie Morgan
Joy Fisher (co-opted member)
Cllr Valerie Kendall (co-opted member) (VK)
Sally Morgan (co-opted member) (SM)

Officers

John Lennon – Chief Officer, Access and Inclusion (JL)
Jemima Sparks – Service Delivery Manager (JS)
Tony Callaghan – Commissioning Officer
Graham Sephton – Deputy Head of HR
Sandra Newbould – Principal Scrutiny Advisor (SN)

Apologies Cllr James McKenna
Cllr Alan Taylor

No.	Item	Action
1	Attendance The attendance and apologies as above were noted. The Chair welcomed everyone to the meeting.	
2	Notes of Previous Meeting The draft notes of the meeting were presented and agreed. VK clarified the statement made regarding Social Worker reluctance to discuss direct payments was a historical occurrence that had been resolved some time ago. PE questioned how the wider public will be advised of SDS and was advised that individuals will be alerted to the option on review. In addition progress has been made with publicity. The DVD (discussed in previous meetings) will be circulated at the December meeting.	
3	Questions arising from circulated additional information <ul style="list-style-type: none">Self Directed Support – The issues surrounding the Green Paper, shaping the future of care together. Concerns were raised at the rumours surrounding the abolition of attendance allowance and DLA. (Not a matter for this inquiry)Guidance Notes for Support Planning. Comment was made that the booklet is excellent and the team should be congratulated. Working group suggested that pictorial instructions may assist.	

4	<p>Performance management and reporting mechanisms and meeting the challenge of Government SDS targets.</p> <p>JL provided the working group with an explanation of current performance measures in place for monitoring SDS take up. NI130 measures the number of adults, older people and carers receiving self-directed support in the year to 31st March as a percentage of clients receiving community based services and carers receiving carer's specific services aged 18 and over. This indicator includes those who receive either a personal budget or a direct payment.</p> <p>The Department of Health have stated that local authorities should aim to have a minimum of 30% of potential users on SDS by the 31st of March 2011 to ensure a good performance rating. LCC are aiming to achieve 15% by 31st March 2010, initially and 30% by 2011.</p> <p>Para 3.11 in the report stipulates that 12% is likely to be achieved but more recent data obtained in preparation for this meeting demonstrates that the 15% target is now likely to be achieved.</p> <p>From April 2010 SDS will be rolled out and offered to all new individual requiring a serviced.</p>	
5	<p>Commissioned Services and Social Enterprise – The requirement to adapt and change.</p> <p>When introducing the paper to the working group TC explained that Personalisation will fundamentally change the councils approach to commissioning services. Moving away from block contracts to more flexible framework agreements.</p> <p>It was explained that the potential increase of relatively small contacts will be more intensive to monitor for quality and value for money compared to a lower number of large scale contacts. However small service providers can provide a more focused and localised service. The group was advised that LCC is working with providers to help them adapt their services to meet the needs of those with individual budgets.</p> <p>Individual Service Funds- This service is currently being trialled with approx 50 people. It was explained to the working group that ISF's involve an agency or company arranging care packages on behalf of those on personal budgets, including the employment of staff and organisation of services. For this service approx 10% of the funds to be utilised is charged. This service suits those who find arranging their own services a burden.</p> <p>LCC has undergone a process of costing in house provision to enable those on personal budgets to buy services.</p>	

	<p>(for clarity JL explained the difference between direct payments and individual budgets and what service planning support was available for each.)</p> <p>Questions raised: JC – On average what does 10% equate to, how much is an ISF likely to cost the service user. Are LCC prepared to take the risk of commissioning newly established companies to provide services? Are we going to conduct an operational review for efficiencies in order to try and bring the in house prices down? (Cost of transport given as an example.) VM – Will there be enough providers to supply the services required.</p> <p>In response JL stated that the figure would be provided at the next meeting. LCC is currently identifying provision of services in the city and where there are gaps will aim to support social enterprise or stimulate the market to create provision. A Social Enterprise Development Officer is now situated in procurement whose role it is to promote social enterprise. All companies will be required to undergo assessment by the CQC which should create reassurance of their viability and capabilities. The service as a whole is being modernised which requires full operational review this includes looking at the cost of services. It was acknowledged that there is a need to support small social enterprises and the procurement process should reflect this.</p>	JL
6	<p>Workforce Transformation and Development update.</p> <p>The workforce development update was presented to the working group by Graham Sephton who explained that a suite of training had been put together to meet the requirements of a range of staff. Delivery of the Leadership and Culture change training to service delivery managers and team managers has aimed to promote a change in approach. It invoked frank discussion around cases and cases and promoted communication.</p> <p>The working group were also reassured that customer service staff at West Gate and the One Stop Shops would also be offered a tailored version of SDS training so that they are prepared to respond to the wider public from April 2010.</p> <p>Questions raised: JF – Requested an update on the Disability Equality training. JC – How much training will have been delivered before April 2010 and is there a training project plan with key delivery dates?</p> <p>GS advised that the disability equality training is being delivered corporately. The formulation of the training programme will involve service users. A training project plan is in existence with delivery dates. A copy of this will be provided to the working group.</p>	GS
7	Further Action	

	<p>Session 8 - During the eighth session of the inquiry the working group will examine:</p> <ul style="list-style-type: none"> • Risk Enablement Framework and Safeguarding. 	
6	<p>Future Meeting Dates</p> <ul style="list-style-type: none"> • 10 December – 10am Committee Room 3 • Working Group only – potentially 5th or 6th of January. 	SN