

Report of Director of Adult Social Services

Report to Scrutiny Board (Health and Wellbeing and Adult Social Care)

Date: 25 July 2012

Subject: Update on recommendations following deputation to Scrutiny by the National Federation of the Blind (16 January 2012)

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Is the decision eligible for Call-In?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Summary of main issues

1. This report provides feedback on how the recommendations from Scrutiny on 16 January 2012 have been implemented.
2. This report provides a summary of the contract performance between January and March 2012.

Recommendations

1. To note the content of this report and the actions that were undertaken by Adult Social Care (ASC) and Leeds Vision Consortium (LVC) to address the recommendations.
2. Members of the Health and Wellbeing (Adult Social Care) Scrutiny Board are recommended to accept this report as the final update report as the recommendations made in the previous Municipal year have now been fully implemented. Adult Social Care commissioning officers will continue to actively monitor this service in line with the terms and conditions of the contract.

1 Purpose of this report

- 1.1 The purpose of this report is to provide a response to the recommendations of the scrutiny working group of the 16 January 2012.

2 Background information

- 3 In October 2011, the Scrutiny Board (Health and Wellbeing and Adult Social Care) was presented with a request for scrutiny regarding the arrangements for meeting the needs of Visually Impaired adults in Leeds.

- 3.1 At that meeting, the Scrutiny Board noted that a deputation was made to Full Council at its meeting on 16 November 2011. Following on from the deputation, Scrutiny Board established a working group to consider the issues raised, agreeing that this should arrange to meet prior to the Executive Board so that any findings and/or recommendations could be submitted back to the Executive Board to assist their consideration of the issues raised by the deputation at Full Council.

- 3.2 A meeting of the working group was held on 16 January 2012. The working group considered the content of the issues raised in the deputation and ancillary matters brought to the attention of Scrutiny Members. In response, a range of written evidence was produced by LVC and Adult Social Care officers. This allowed the working group to consider additional information that provided useful context to the current position and the request for scrutiny.

4 Main issues

- 4.2.1 Following consideration of all the issues and the responses provided, the working group agreed the following recommendations with the services provided by LVC essentially aimed at improving the experience of all people accessing facilities at Fairfax House (the base used by LVC for its activities)

- 4.2.2 In line with the recommendations, LVC implemented the following programme of improvements to the ground floor meeting room which is used by people experiencing Dual Sensory Loss (DSL):

- **Toilets:** alterations to the position of the toilet door have been carried out providing greater privacy.
- **Drinks station:** a cold water dispenser and a hot water urn are now provided at a counter in a corner of the Dual Sensory Loss (DSL) room for hot and cold drinks availability at all times throughout the DSL days. Staff and volunteers are on hand to dispense drinks when service users request.
- **Curtains:** LVC has consulted with all the people accessing this service with regard to the fitting of high level curtains. People overwhelmingly decided against fitting curtains as it was felt they would darken the room. Therefore the original blinds have been retained to let as much light into the room as possible.

- **Soft furnishings:** Two sofas and cushions have been installed in the DSL room and a corner has been partitioned off for quiet conversation.
- **Talking microwave:** LVC have installed a 'talking microwave', which enables service users who previously brought sandwiches to have a hot meal if they wish to. People using this service can heat food themselves or staff or volunteers can assist on their behalf.

4.1.2 In relation to the future of the Shire View site, options continue to be considered by the Asset Management Board of the Council who are now responsible for determining the future use of the building. Adult social care officers continue to advise colleagues with regard to the views expressed by people with a continuing interest in the use of the site. To that end, a meeting has taken place with the Executive Lead Member for ASC, the ASC officer responsible for the contract and representatives from the original Deputation from the National Federation of the Blind. Further meetings are scheduled and there is an agreement to continue to meet to discuss a range of issues. Adult Social Care has recommended that the Asset Management Board consider allocating a community room within Shire view for the use of by the Federation and its members. The Chair of the Federation has been given consent to submit a report to Corporate Asset Management Board regarding this request.

4.1.3 The current lease for Fairfax House is due to end in June 2014. Preceding this, discussions will take place with regard to whether this will continue to be the favoured location for DSL services or whether an alternative venue should be sought. This process will naturally closely involve consultation with people using the current service and the full range of other stakeholders.

4.1.4 LVC continues to support the social groups either at Fairfax House, at the satellite sites or at other venues across the city.

4.1.5 In recognition that further development is needed around establishing and maintaining effective 'peer support' and 'peer learning' opportunities for people experiencing sight loss, LVC have commenced this work and, as a direct result of this a specific group has now been established at Fairfax House. The expectation is that this element of the work will continue to grow in this the second year of the contract.

4.1.6 ASC continues to receive quarterly performance reports from LVC and will continue to do so for the duration of the contract. The monitoring report for the period January 2012 to March 2012 is referenced in the construction of this report as is a performance update prepared in May 2012. The next performance report for April to June 2012 is due to be produced in mid July and a performance and end of year meeting will take place at the end of July.

5 Corporate Considerations

5.1 Consultation and Engagement

5.1.1 Prior to ASC undertaking the procurement exercise a series of regular consultation events took place at Shire View. People were able to provide feedback on the content of the service specification and amendments were made

to the specification following their comments. The consultation events from the outset provided details about the position with the lease and people using or attending the centre were made aware that the services operated from there would in all likelihood need to be relocated to a more central location.

- 5.1.2 Following the award of the contract LVC had a weekly presence at Shire View until the contract transferred formally to them on 13 June 2011. This provided the opportunity for LVC to meet with service users, staff and volunteers. The Senior Managers from LVC and the Adult Commissioning Manager also attended two large meetings with over 100 people, staff, volunteers and concerned individuals at Shire View. These sessions provided the opportunity for information to be shared in an open and transparent way and for all questions to be responded to.
- 5.1.3 ASC sent out a letter to 5200 adults that are registered as being blind or partially sighted providing them with information about the new service and this generated a significant number of new referrals and enquiries resulting in temporary staff having to be employed by LVC to respond to the level of demand.
- 5.1.4 LVC will continue to consult with people using these services for the duration of this contract on their satisfaction levels of the services provided. There is also a stakeholder group that meets on a regular basis at LVC, its chief focus is to receive direct feedback from people using the services on offer.

5.2 Equality and Diversity / Cohesion and Integration

- 5.2.1 Since the new service commenced on 13 June 2011 there has been an increase in the number of adults from BME communities receiving services from LVC. Up to the end of September 2011, 62 adults from BME communities had accessed LVC in comparison to the same time in the previous year with the previous provider when just 3 people had accessed the comparable offer.
- 5.2.2 There are specific pieces of work being undertaken to engage with BME communities that are particularly affected by certain eye health problems such as glaucoma related to diabetes. Partnership arrangements have been established with other voluntary sector organisations that work with BME communities in Leeds which are already proving effective in the short time that the service has been open.

5.3 Council policies and City Priorities

- 5.3.1 ASC has a duty under the National Assistance Act 1948 to make arrangements for promoting the welfare of adults who are blind or partially sighted.
- 5.3.2 The Leeds Vision Strategy 2009-2014 was developed by the Leeds Vision Strategy group, of which ASC was a key partner. The Strategy sets out Leeds' ultimate goal for eye care and sight loss services, a goal that Leeds should always be striving towards: "Leeds offers a flexible and seamless service of eye care and sight loss support tailored to meet individual needs and targeted to address inequalities in the city and offers barrier-free access to all opportunities within the city."

5.4 Resources and value for money

- 5.4.1 The value of this contract per year is £500,000. This budget was agreed upon prior to the procurement exercise and was based upon the expenditure on the contract with the previous provider. The budget for this service was not reduced nor has there been any disinvestment in the level of service delivery.

5.5 Legal Implications, Access to Information and Call In

- 5.5.1 This is a report to Scrutiny Board (Health and Wellbeing and Adult Social Care).

5.6 Risk Management

- 5.6.1 The points raised by the Deputation have been included in the monitoring of the contract and service delivery. The contract performance and service delivery are being rigorously monitored by ASC commissioning officers. A new monitoring framework is in place, which consists of monthly and quarterly contract monitoring meetings. LVC piloted a new outcome measurement tool to be used with service users and this will accurately measure the distance travelled by service users who access the service. It will focus on the delivery of individual outcomes that will have been identified via a comprehensive assessment. This outcome is now being used within LVC and is proving to be effective in its measurement of service user outcomes.

6 Conclusions

- 6.1 ASC is satisfied that LVC have implemented all of the recommendations arising out of the Scrutiny enquiry and will continue to monitor the level of service user satisfaction. LVC have demonstrated absolute willingness to ensure that they do all that they can to deliver an effective service to a growing client base.

7 Recommendations

- 7.1 to note the content of this report and the actions that were undertaken by Adult Social Care (ASC) and Leeds Vision Consortium (LVC) to address the recommendations.
- 7.2 Members of the Health and Wellbeing (Adult Social Care) Scrutiny Board are recommended accept this report as the final update report as the recommendations made in the previous Municipal year have now been fully implemented. Adult Social Care commissioning officers will continue to actively monitor this service in line with the terms and conditions of the contract.

8 Background documents¹

- 8.1 LVC performance report April 2012 & May update
- 8.2 Health & Wellbeing Scrutiny Board working Group recommendations (Feb 2012)

¹ The background documents listed in this section are available for inspection on request for a period of four years following the date of the relevant meeting. Accordingly this list does not include documents containing exempt or confidential information, or any published works. Requests to inspect any background documents should be submitted to the report author.

