

## **SCRUTINY BOARD (ADULT SOCIAL CARE)**

**WEDNESDAY, 15TH OCTOBER, 2008**

**PRESENT:** Councillor J Chapman in the Chair

Councillors S Andrew, S Armitage,  
D Coupar, P Ewens, C Fox, T Hanley,  
A Hussain, T Murray and A Taylor

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

### **29 Declarations of Interest**

The Chair, Councillor J Chapman, declared a personal interest in Agenda Item 8 & 9 – Performance of Homecare Service Providers and Scrutiny Inquiry: Adaptations – Draft Terms of Reference in her capacity as a Director of West/North West ALMO and a relative who works in private industry as a homecare worker (Minute Nos. 33 & 34 refer).

Councillor D Coupar declared a personal interest in Agenda Item 8 & 9 – Performance of Homecare Service Providers and Scrutiny Inquiry: Adaptations – Draft Terms of Reference in Leeds in her capacity as a member of Belle Isle Tenants Management Organisation and a member of Belle Isle Elderly Winter Aid (Minute No. 34 refers).

Councillor S Armitage declared a personal interest in Agenda Item 8 & 9 – Performance of Homecare Service Providers and Scrutiny Inquiry: Adaptations – Draft Terms of Reference in her capacity as a member of Swarcliffe Good Neighbours Scheme (Minute Nos. 33 & 34 refer).

Councillor P Ewens declared a personal interest in Agenda Item 8 & 9 – Performance of Homecare Service Providers and Scrutiny Inquiry: Adaptations – Draft Terms of Reference in her capacity as a Board Member of the Cardigan Centre Board (Minute Nos. 33 & 34 refer).

Councillor S Andrew declared a personal interest in Agenda Item 8 & 9 – Performance of Homecare Service Providers and Scrutiny Inquiry: Adaptations – Draft Terms of Reference in his capacity as a member of Martin House Children's Hospice (Minute Nos. 33 & 34 refer).

Joy Fisher declared a personal interest in Agenda Item 8 & 9 - Performance of Homecare Service Providers and Scrutiny Inquiry: Adaptations – Draft Terms of Reference as a service user receiving aids and adaptations (Minute Nos. 33 & 34 refer).

Sally Morgan declared a personal interest in Agenda Item 8 & 9 - Performance of Homecare Service Providers and Scrutiny Inquiry: Adaptations – Draft Terms of Reference as a service user receiving aids and adaptations (Minute Nos. 33 & 34 refer).

### **30 Apologies for Absence**

Apologies for absence were submitted on behalf of Councillors Mrs R Feldman and E Taylor.

### **31 Minutes and Matters Arising - 17th September 2008**

#### Minute 25 - Adult Social Care Commissioning Update

Members noted the update tabled by the Head of Commissioning (Adult) on the issues raised around the timetable of reviews.

#### Minute 26 - Leeds LINKs

Members noted that the issues around LINKs need to be considered as work in progress, however further discussion are needed to take forward relationship issues associated with the establishment of the LINK.

#### Minute 27 – Work Programme

Members noted that a meeting with the Chief Commissioning Officer to discuss the operation of the Adult Social Care Proposals Working Group had been scheduled for later in October 2008.

Members also noted that the timing of the Inspection report on Safeguarding had been confirmed by the Monitoring Officer, as follows:

The inspector has set out quite clearly in the exchanges with the Director of Adult Social Services how he expects the report to be handled and presented, namely he will formally present it to Exec Board (on the date of publication) and it cannot be released before then. There is no possibility of the Scrutiny Board (Adult Social Care) being able to start consideration of it, even informally, before it has formally been presented to the Executive Board.

**RESOLVED** – That the minutes of the meeting held on 17<sup>th</sup> September 2008, be confirmed as a correct record.

### **32 Accountability Arrangements for 2008/09 and Quarter 1 Performance Report**

The Assistant Chief Executive (Planning, Policy and Improvement) submitted a report setting out the new approach to performance reporting and accountability as a result of the introduction of the introduction of the Leeds Strategic and Council Business Plans 2008/2011 and changes to the national performance reporting regime. The report also presented the Quarter 1 performance results for Adult Social Care in this new format.

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

- Performance Indicators to be reported to Adult Social Care Scrutiny Board 2008-2009 (Appendix 1 refers)
- Accountability Reporting Guidance (Appendix 2 refers)
- Adult Social Care Performance Report Quarter 1 2008-2009 (Appendix 2 refers)
- Corporate Balanced Scoreboard 2008/2009 (Appendix 2 refers)

The Chair welcomed the following Officers to the meeting who responded to Members' questions and comments:-

- Steve Clough – Head of Policy, Performance and Improvement.
- Sandie Keene – Director of Adult Social Services.
- Dennis Holmes – Chief Commissioning Officer.

The Board were specifically asked to provide their views on the following key areas:-

- does the new set of Adult Social Care indicators and the frequency of reporting proposed provide them with an overall picture of performance in order for the Board to fulfil its role? Were there any gaps or areas where further information was required?
- was the format of the performance report and the balanced scorecard fit for purpose, clear and logical or were there ways in which these could be improved?
- would the Board want comparator information to be added when it was available and if so what information would they find most useful?

In summary, specific reference was made to the following issues:

- the need for the Quarter 1 Performance Report to adopt the previous practice of including data quality 'traffic lights' to avoid the reporting of misleading data information around those indicators where 'no concern' was stated
- the need for the performance indicators to be produced on A3 paper in large print in order to accommodate those people who may have difficulty in reading small print documents
- the need to provide actual numbers in addition to percentages and that future indicators should be put in plain English in order for the public to understand what the Board are monitoring
- clarification on N1 131 (CT) – Delayed Transfers of Care - the report implies worsening performance with little to suggest that plans were in place to address any underlying issues
- the need to include current figures as well as the baseline figures for both N1 142 - percentage of people who are supported to maintain independent living and LK1-SS23 – percentage of people receiving a statement of their needs and how they will be met

- clarification on whether LK1-SS36 – the number of carers receiving a specific carer's service as a percentage of clients receiving community based services. Board Members inquired if there were any figures for those carers that are supporting people not in receipt of Council Services.
- concern was expressed that some of the comparative data available were only based on the national average figures. i.e. a lack of historical local data
- Members suggested that the Board's Proposals Working Group look at the performance indicators in order to identify those indicators that need more clarification

The Chair thanked Officers for their attendance.

#### **RESOLVED –**

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

### **33 Performance of Homecare Service Providers**

The Chief Officer Commissioning submitted an update report on the commissioning process in relation to the provisions of independent sector homecare services in Leeds and the update on homecare services in Leeds in order to satisfy the Board that adequate monitoring and performance management arrangements were in place.

Appended to the report was a copy of the Homecare Providers Performance (Appendix 1) for the information/comment of the meeting.

The Chair welcomed the following Officers to the meeting who responded to Members' questions and comments:-

- Dennis Holmes – Chief Commissioning Officer
- Tim O'Shea – Head of Commissioning
- Mark Phillott – Contracts Manager

In brief, specific reference was made on the following issues:-

- clarification of the nature of the homecare providers contracts. It was indicated that the contracts were cost and volume contracts, whereby a volume of work was guaranteed by the Council and a cost element allowed for a 'call-off' for additional service.
- clarification was sought on the progress of the officer and service users working group
- clarification on whether the Commissioning Officer monitors dignity in care within the homecare sector

- clarification of how the providers ensure that at least 50% of their homecare staff are qualified to NVQ level 2 and what are the monitoring arrangements
- clarification was sought on contracts with service providers receiving poor inspection reports. In response, the officer informed the meeting that a commitment has been made to contract with service providers assessed as being good or better.
- concern was expressed that clients receiving a service from substandard service providers may suddenly find themselves without a homecare provider due to their recent zero star rating
- clarification of any immediate contingency plans the department may have in place should a homecare provider cease trading at short notice
- clarification of the criteria used to appoint homecare providers prior to awarding a contract and the need to review associated processes
- concern was expressed that a service provider awarded a zero star rating after inspection may not have their contracts terminated for a further six months, thus some service users will be receiving a service from a provider who has been rated as a poor service provider
- the Board requested confirmation of the number/ percentage of completed service user reviews currently receiving services.
- the Board requested to be informed of the results of any further inspections being carried out in 2008 on four other homecare providers
- the Board requested information on how many staff are employed with each service provider and how many staff have obtained NVQ Level 2 qualification

In addition, the Board sought clarification of the lessons learned as a result of the recent inspection outcome and associated activity. In response, the Board was provided with the following:

- Continued regulation of homecare providers will assist the department in ensuring high quality service providers are contracted to provide homecare services in the longer-term
- A number of issues around contingency planning as the 'personalisation' agenda moves forward, including:
  1. Better intelligence gathering and customer feedback
  2. Closer relationship with regulators
  3. Closer working relationship with Leeds PCT – as a purchaser of domiciliary care
  4. The need for active contingency plans

The Chair thanked Officers for their attendance.

**RESOLVED –**

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

### **34 Scrutiny Inquiry: Adaptations - Draft Terms of Reference**

The Head of Scrutiny and Member Development submitted a report and draft terms of reference for the inquiry into examining the delivery of adaptations to the homes of disabled people and their families.

It was also reported that the first meeting of the Board's Adaptations Working Group took place on 6<sup>th</sup> October 2008 and the Chair reminded Members that all Board Members are welcome to attend future Working Group meetings.

Steven Courtney, Principal Scrutiny Adviser presented the report and informed the meeting that the Adaptations Working Group meeting had been very productive in determining what should be included in the terms of reference for this inquiry.

It was suggested that the range of witnesses for the inquiry be extended to include service users/ representatives.

#### **RESOLVED -**

- (a) That, subject to the amendments identified at the meeting, approval be given to the terms of reference for the inquiry into Adaptations.
- (b) That the next Adaptations Working Group meeting be schedule for 4<sup>th</sup> November 2008 be noted.
- (c) That the Working Group meeting scheduled for 16 December 2008 (i.e. Session 3) be held on 15 December 2008 at 10:00am.

### **35 Work Programme**

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

Appended to the report was the Board's draft work programme, an extract from the Forward Plan of Key Decisions for the period 1<sup>st</sup> October 2008 to 31<sup>st</sup> January 2009 for the information of Members.

In brief, the main points of discussion were:-

- The need for an additional meeting scheduled for the 24<sup>th</sup> November 2008 to discuss the outcomes from the consultation on Income Generation for Community Care Services
- To note that the Performance report schedule for 11<sup>th</sup> March 2008 will likely be scheduled in the April cycle
- To note that the Annual complaints report (identified in the unscheduled items) was published on 20 August 2008
- To note that the Executive Board was scheduled to receive an update on 'Valuing People Now' (identified in the unscheduled items) in January 2009.

#### **RESOLVED -**

- (a) That the report and information appended to the report be noted.

- (b) That the additional Scrutiny Board meeting scheduled for Monday, 24<sup>th</sup> November 2008 at 10.00 a.m. be noted.
- (b) That, subject to the necessary rescheduling matters identified at the meeting, the work programme be agreed.

**36 Date and Time of Next Meeting**

Wednesday, 12<sup>th</sup> November 2008 at 10.00 a.m. (Pre-meeting scheduled for 9.30 a.m.).

(The meeting concluded at 12.00 noon).