



SCRUTINY BOARD (ADULT SOCIAL CARE)

Meeting to be held in Civic Hall, Leeds on
Wednesday, 15th October, 2008 at 10.00 am

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

MEMBERSHIP

Councillors

S Andrew	-	Guiseley and Rawdon
S Armitage	-	Cross Gates and Whinmoor
J Chapman (Chair)	-	Weetwood
D Coupar	-	Middleton Park
P Ewens	-	Hyde Park and Woodhouse
Mrs R Feldman	-	Alwoodley
C Fox	-	Adel and Wharfedale
T Hanley	-	Bramley and Stanningley
A Hussain	-	Gipton and Harehills
T Murray	-	Garforth and Swillington
A Taylor	-	Gipton and Harehills
E Taylor	-	Chapel Allerton

CO-OPTees

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

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A G E N D A

Item No	Ward/Equal Opportunities	Item Not Open		Page No
1			<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>	
2			<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>	

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 - 17TH SEPTEMBER 2008</p> <p>To receive and approve the minutes of the previous meeting held on 17th September 2008.</p>	1 - 8
7			<p>ACCOUNTABILITY ARRANGEMENTS FOR 2008/09 AND QUARTER 1 PERFORMANCE REPORT</p> <p>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 Leeds Strategic and Council Business Plans 2008/2011 and changes to the national performance reporting regime. The report also presents the Quarter 1 performance results for Adult Social Care in this new format.</p>	9 - 24

Item No	Ward/Equal Opportunities	Item Not Open		Page No
8			<p>PERFORMANCE OF HOMECARE SERVICE PROVIDERS</p> <p>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 Members that adequate monitoring and performance management arrangements are in place.</p>	25 - 38
9			<p>SCRUTINY INQUIRY: ADAPTATIONS - DRAFT TERMS OF REFERENCE</p> <p>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.</p>	39 - 44
10			<p>WORK PROGRAMME</p> <p>To consider a report of the Head of Scrutiny and Member Development on the Board's current work programme and an extract from the Forward Plan of Key Decisions.</p>	45 - 58

Agenda Item 6

SCRUTINY BOARD (ADULT SOCIAL CARE)

WEDNESDAY, 17TH SEPTEMBER, 2008

PRESENT: Councillor J Chapman in the Chair

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

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

19 Chair's Opening Remarks

The Chair welcomed everyone to the September meeting of Scrutiny Board (Adult Social Care). It was announced that Councillor Graham Kirkland is no longer a Member of this Board and as agreed at the Council meeting held on 10th September 2008, Councillor A Taylor will replace him. The Chair thanked Councillor Kirkland for all his contributions while serving on Scrutiny Board (Adult Social Care).

20 Declarations of Interest

The Chair, Councillor J Chapman, declared a personal interest in Agenda Item 7 and – Information on Adaptations and Adaptations: Scope for the Inquiry - in Leeds in her capacity as a Director of West/North West ALMO (Minutes 23 & 24 refer).

Councillor D Coupar declared a personal interest in Agenda Items 7 and 8 – Information on Adaptations in Leeds and Adaptations: Scope for the Inquiry - in her capacity as a member of Belle Isle Tenants Management Organisation and a member of Belle Isle Winter Aid (Minute Nos. 23 & 24 refer).

Councillor S Armitage declared a personal interest in Agenda Items 7 and 8 – Information on Adaptations in Leeds and Adaptations: Scope for the Inquiry - in her capacity as a member of Swarcliffe Good Neighbours Scheme (Minute Nos. 23 & 24 refer).

Councillor P Ewens declared a personal interest in agenda items 7 and 8 – Information on Adaptations in Leeds and Adaptations: Scope for the Inquiry - in her capacity as a Board Member of the Cardigan Centre Board (Minute Nos. 23 & 24 refer).

Councillor S Andrew declared a personal interest in Agenda Items 7 and 8 – Information on Adaptations in Leeds and Adaptations: Scope for the Inquiry - in his capacity as a member of Martin House Hospice (Minute Nos. 23 & 24 refer).

Joy Fisher declared a personal interest in Agenda Item 7 & 8 - Information on Adaptations in Leeds and Adaptations: Scope for the Inquiry – as a service user receiving aids and adaptations, and Agenda Item 10 – Leeds Local Involvement Network (LINK) Update, due to being temporary Chair of the LINK Participatory Group, and due to being a Member of both the Safeguarding Vulnerable Adults Group and Carer (Minute Nos. 23, 24 & 26 refer).

Sally Morgan declared a personal interest in Agenda Item 7 & 8 - Information on Adaptations in Leeds and Adaptations: Scope for the Inquiry – as a service user receiving aids and adaptations, and Agenda Item 10 – Leeds Local Involvement Network (LINK) Update, due to her involvement in LINK (Minute Nos. 23, 24 & 26 refer).

21 Apologies for Absence

An apology for absence was submitted on behalf of Councillor Fox.

22 Minutes - 23rd July 2008

RESOLVED – That the minutes of the meeting held on 23rd July 2008, be confirmed as a correct record.

23 Information on Adaptations in Leeds

The Director of Neighbourhoods and Housing submitted a detailed report containing a variety of information that provides a useful overview of how adaptations are currently delivered across Leeds, some comparative information in terms of average completion times and average costs for private sector dwellings and VFM considerations and opportunities for future development.

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

- A table on the Capital Expenditure on Major Adaptations (Public & Private Sectors).
- A table on the Numbers of Schemes completed in the private sector (DFGs) 2003/04 to 2007/08.
- A table on All Agency Performance – Average Time Taken from First Contact to Completion of Adaptations (July 2008).
- A table on Adaptations Agency Performance – Average Time Taken from Receipt in Agency to Completion.
- A table on Social Care Performance – Average Time Taken from First Contact to Request for Adaptation.
- A table on the Average Days to Complete Major Adaptations (High, Medium and Low Risk cases) in the Private Sector – from receipt into Adaptations Agency.
- A table on the Average Time (Days) to Complete Major Adaptations from First Contact with the Authority to Completion.
- Customer Satisfaction Levels for 2007/08.

Draft minutes to be approved at the meeting
to be held on Wednesday, 15th October, 2008

- A table on the Unit Cost of Delivering Major Adaptations 2006/07 (Private Sector).

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

- Helen Freeman - Chief Officer (Health and Environmental Action Service)
- Andy Beattie – Head of Service (Pollution Control and Housing)
- Simeon Perry – Housing Policy and Monitoring Manager
- Mandy Askham – Head of Regeneration & Adaptations (Leeds ALMO)
- Nesreen Lawson – Head of Property Investment (Leeds ALMO)
- Liz Ward – Disability Services Manager (Adult Social Services).

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

- clarification of the average days adaptations are carried out in and whether this starts at the point of request or at the point of assessment.
- concern was expressed that a couple of years ago the department had a problem due to the lack of qualified Occupational Therapists.
- concern was expressed that the data in the report was mainly for those properties in the public sector yet adaptations are needed in both the public and private housing sectors.
- concern was expressed that many in the private sector have no knowledge of how the grant system works and would certainly benefit from the services of the Adult Social Care Department.
- clarification that the department gets value for the money in terms of spending on adaptations. Some concern was also expressed on the timescales for payment to contractors/builders, and any impact this may have on the overall value for money delivered.
- clarification on whether consideration had been given to bulk buying which has proven to cut costs down considerably.
- clarification that the Council has addressed the improvements needed in managing situations where a family has complex needs (such as those needs addressed in recent Ombudsman cases).
- clarification on what happens to the adaptations the department makes both in the public and private sector when they are no longer needed or are they recycled.
- clarification of the services provided by the department for those with low level need of help who may not need to go through a full assessment.
- clarification of the high, medium and low risk categories on assessing the need for adaptations and the ability to pay. Members requested that the Board be provided with the figures for each category, including the figures for all the ALMOs.

The Chair thanked officers for their attendance.

RESOLVED - That the report and information appended to the report be noted.

(Note: Councillor T Murray joined the meeting at 11.00 a.m. during consideration of the above item).

24 Adaptations: Scope for the Inquiry

Further to Minute 17, 23rd July 2008, the Head of Scrutiny and Member Development submitted a report to identify the broad parameters of the inquiry in order to allow more detailed terms of reference; to determine how the inquiry will be undertaken such as a working group approach; to determine the membership of a working group and to consider whether to invite Members from another Board to participate in the working group (eg Environment and Neighbourhoods Scrutiny Board) due to the cross cutting nature of the inquiry.

Steven Courtney, Principal Scrutiny Advisor presented the report and responded to Members' questions and comments.

The following points were discussed for possible inclusion in the inquiry:-

- Value for money.
- High Risk cases - how that risk is monitored and to look at specific performance of high risk cases.
- Families with complex needs.
- Customer Service issues - how services are promoted to both the public and private sectors.
- Consistency between various agencies/organisations.
- Recycling of Adaptations.

The Chair welcomed Councillor P Harrand, Executive Member – Adult Health and Social Care and Sandie Keene, Director of Adult Social Care to the meeting.

The Executive Member – Adult Health and Social Care informed the meeting that he was primarily concerned about the overall average time for completion of adaptations.

It was agreed to set up a working group for the inquiry into Adaptations and the following core Members were nominated:

Councillors J Chapman, S Andrew, D Coupar, and A Hussain.

Co-optees: J Fisher – Alliance Service Users and Careers and S Morgan – Equalities.

RESOLVED –

- (a) That the contents of the report and appendices and the comments now made be noted.
- (b) That the following Members be appointed to the working group meeting To be held on Monday, 6th October 2008 at 10.00 a.m. in the Civic Hall, Leeds:

Draft minutes to be approved at the meeting
to be held on Wednesday, 15th October, 2008

Councillors J Chapman, S Andrew, D Coupar and A Hussain
Co-optees: J Fisher and S Morgan

25 Adult Social Care Commissioning Update

In line with the requirements stipulated by the former Health and Social Care Scrutiny Board in December 2007, the Director of Adult Social Care submitted a report providing an update on progress made during 2008 on the development of Adult Social Care commissioning in the City.

The Chair welcomed to the meeting Dennis Holmes – Chief Commissioning Officer and Tim O’Shea – Head of Commissioning Adults.

In brief, the key points discussed were:-

- clarification of when the lengthy review programmes outlined in the report would come to a conclusion.
- the need to consult with service users at Luncheon Clubs on Adult Social Care commissioning services.
- the need to ensure that extended contracts are reviewed on time.
- concern was expressed that the commissioning on Adult Social Services relating to Neighbourhood Networks were task orientated rather than the general ethos of those organisations which are community based supporting extremely lonely people.
- That the Chief Commissioning Officer be requested to submit an update report on commissioning with Adult Social Services regarding Neighbourhood Networks to this Board within the next three months.

The Chair thanked the officers for their attendance.

RESOLVED -

- (a) That the update on progress made in 2008 on developments in Adult Social Care Commissioning services be noted.
- (b) That the Chief Commissioning Officer be requested to submit an update report on commissioning with Adult Social Services regarding Neighbourhood Networks to this Board within the next three months.

(Note: Councillor P Ewens left the meeting at during consideration of the above item at approximately 11.30 a.m and Councillor T Murray left the meeting at 11.55 a.m. at the conclusion of the above item)

26 Leeds Local Involvement Network (LINK) - Update

The Director of Adult Social Care submitted a report to update Members on developing the Leeds Local Involvement Network (LINK), including details of the procurement process and subsequent appointment of the Shaw Trust as the host organisation for the Leeds LINK.

The following information was appended to the report:-

- Local Government and Public Involvement in Health Act – Part 14: Patient and Public Involvement in Health and Social Care
- Website Links: A Stronger Local Voice – Government Response to comments on Stronger Local Voice – House of Commons Select Committee on Health – Getting Ready for Links Guidance Documents August 2007 – NHS National Centre for involvement: Section on LINKs and Department of Health LINKs bulletins – LINKs exchange.
- A Stronger Voice Better Care – The LINK Explained

The Chair welcomed Mike Simpkin, Public Health Strategy Manager and Janet Somers, Business Change Manager to the meeting.

Board Members recognised that the development of the relationship between Leeds LINK and scrutiny needed to be carefully considered, including issues around co-opted members. The Chair suggested the possibility of a joint working group on the Scrutiny functions and LINK with Scrutiny Board (Health). The Principal Scrutiny Adviser was asked to investigate how this area of work could be taken forward.

The Chair thanked the officers for their attendance.

RESOLVED -

- (a) That the report and information appended to the report be noted.
- (b) That the Principal Scrutiny Adviser investigate the possibility of a Member of this Board be nominated as a co-optee on the LINK Board when it finally established.
- (c) That the Principal Scrutiny Adviser investigate the establishment of a joint working group with Scrutiny Board (Health) to investigate Scrutiny functions and LINK within the next few months.

27 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 1st September 2008 to 31st December 2008, together with a copy of the Executive Board minutes from meetings held on 16th July 2008 and 2nd September 2008 for the information of Members.

In brief, the main points of discussion were:-

- The Board was advised that the work programme was a 'live document' and subject to change.
- The need to consider nominating Board Members on to the scrutiny inquiry being undertaken by the Scrutiny Board (Environment and

Neighbourhoods) examining Older People's Housing. The nominations were confirmed below.

- concern was expressed that the Safeguarding Vulnerable Adults report would be delayed. Sandie Keene, Director Adult Social Care informed the meeting at great length the reasons why the report would be delayed until the December 2008 meeting.
- clarification that in the event of an inquiry into 'end of life care' being undertaken, this ought to be considered as a joint inquiry with Scrutiny Board (Health).

RESOLVED –

- (a) That the report and information appended to the report, including the terms of reference to the joint inquiry into Older People's Housing be noted.
- (b) To confirm that the Councillor J Chapman and Councillor D Coupar be appointed as the Board's representatives on the working group formed by the Scrutiny Board (Environment and Neighbourhoods) examining Older People's Housing.
- (c) To confirm that Councillor J Chapman, Councillor D Coupar, Councillor P Ewens, Councillor C Fox, Councillor S Armitage, J Fisher (Co-optee) and S Morgan (Co-optee) be appointed to the Adult Social Care Proposals working group.
- (d) That, subject to the necessary rescheduling matters identified at the meeting, the work programme be agreed,

(Note: During consideration of the above item Councillor Chapman vacated the Chair for the rest of the meeting and Councillor Andrew assumed the Chair).

28 Date and Time of Next Meeting

Wednesday, 15th October 2008 at 10.00 a.m. in the Civic Hall, Leeds. (Pre-meeting scheduled for 9.30 a.m.)

(The meeting concluded at 12:40 p.m.)

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Originator: H Pinches

Tel: 22 43347

Report of the Assistant Chief Executive (Planning, Policy and Improvement)

Adult Social Care Scrutiny Board

Date: 15th October 2008

Subject: Accountability Arrangements for 2008/09 and Quarter 1 Performance Report

Electoral Wards Affected:

Ward Members consulted
(referred to in report)

Specific Implications For:

Equality and Diversity

Community Cohesion

Narrowing the Gap

EXECUTIVE SUMMARY

1. Effective performance management enables senior officers and elected members to be assured that the council is making adequate progress and provides a mechanism for them to challenge performance where appropriate. The introduction of the Leeds Strategic and Council Business Plans 2008 to 2011 and changes to the national performance management arrangements has required us make changes to our performance reporting and accountability arrangements. These revised arrangements are set out in this report along with the results for quarter one. The Board are asked to review these arrangements to ensure that they meet their needs in providing a good overview of performance. The quality and robustness of our performance management arrangements will form a key element of the organisational assessment under the new CAA regime and therefore it is important that these arrangements are effective.

1.0 Purpose of this Report

- 1.1 This report sets out the new approach to performance reporting and accountability which have resulted from the introduction of the Leeds Strategic and Council Business Plans 2008 to 2011 and changes to the national performance reporting regime. It also presents the quarter one performance results for Adult Social Care in this new format.

2.0 Background Information

- 2.1 Executive Board approved a new corporate planning framework for the council in July 2007. The strategic element of this framework includes two high level plans which set the policy objectives for the organisation and our partnership working. These are:

- **Leeds Strategic Plan 2008 to 2011** - which sets out the customer/citizen (external) focused strategic outcomes being sought by the council and its partners for the city. This plan includes our requirements to produce a Local Area Agreement and is the main delivery mechanism for the Vision for Leeds 2004 to 2020.
- **Council Business Plan 2008 to 2011** - which sets out what the council needs to do internally to enable the organisation to achieve the Leeds Strategic Plan. That is outlining the business development, organisational change, process transformation and financial planning activities that we will be undertaking over the next three years.

- 2.2 Both these plans include a set of outcomes, improvement priorities and aligned performance indicators with three year targets. In order to support the delivery of the outcomes and improvement priorities it is important that there is a consistent approach to managing performance across the council. Through our performance reporting and accountability arrangements we need to track our progress against the improvement priorities as well as against the indicators to provide both a qualitative and quantitative picture of performance. This is because the scope of most of the improvement priorities is wider than that of the performance indicator and without some form of contextual reporting we would not be able to capture or monitor this progress.

- 2.3 The Audit Commission is still developing its proposals for the new Comprehensive Area Assessment (CAA) which will replace the current Comprehensive Performance Assessment (CPA) framework in 2009. As part of this new regime the best value performance indicators, previously used to report our progress to government, have been replaced by a new set of 198 national indicators. These national indicators replace approximately 1200 indicators and are a mix of public perception and outcomes measures with much less reliance on process based indicators.

- 2.4 Within the Leeds Strategic Plan 67 of the 89 performance indicators have been drawn from the national indicator set. Within the Council Business Plan four indicators have been drawn from the national indicator set but one of these is shared with the Strategic Plan. By performance management of these plans we are covering 70 of the 198 national indicators. However, whilst the new CAA framework does have some focus on these priority local indicators our performance against the whole of the national indicator set will form part of the overall process and thus have a significant influence on the overall judgement. Therefore, it is also important that we actively monitor and manage the performance of the other 128 indicators through our accountability processes.

- 2.5 Furthermore 31 of the targets within the Leeds Strategic Plan are 'designated' which means they are eligible for performance reward grant. The details of this grant is currently the subject of a consultation and we are expecting further details later in the year. However we do know that the pot of money available nationally is much smaller than the reward money which was given under the previous Local Public Services Agreements.
- 2.6 Over the last few years we have striven to improve our performance management arrangements and have taken the opportunity through these changes to make further improvements. In particular we have focused on embedding improvements in data quality for all the performance indicators we are using going forward so that we can be assured that the information we are using for our strategic decision making is accurate and reliable (see 3.4). Also we know that setting challenging yet realistic targets is crucial in helping to drive improvement. Guidance was issued to all directorates on the council's approach to target setting and it is a corporate requirement that targets are set for all Leeds Strategic Plan and Business Plan indicators. For other indicators (e.g. local and National Indicators not contained in either the Leeds Strategic Plan or Business Plan) it was left to directorates to determine whether it is appropriate to set targets but this was encouraged particularly where these support or add value to the performance management of our priority areas (i.e. Leeds Strategic Plan 2008 to 2011, Council Business Plan 2008 to 2011 and/or national/local indicators that are aligned to service plans).

3.0 Main Issues

Reviewing our Performance Indicators

- 3.1 As outlined above the move to the national indicator set represents a huge reduction in the number of indicators we have to report to government. However, it should be pointed out that many of these indicators are only required to be reported annually or in some cases every two years eg public perception measures from the place survey. This means that for many areas we might not be able to monitor our progress in year with the risk of surprises at the end of the year. Therefore, the challenge for us is to ensure that we can still maintain a good understanding of our overall performance and direction of travel and this definitely requires us to measure some additional indicators outside of the national set. This may be achieved, for example, through continuing to measure some relevant Best Value, PAF or corporate plan indicators or by using proxy or process indicators. We are currently also looking at which national indicators can be reported more frequently than annually.
- 3.2 Therefore, as part of the process of moving to the new national indicator set, directorates were asked to review their existing performance indicators and identify those that they are continuing to measure and those that they are deleting. For those that they are continuing to measure they were asked to identify those they want to use internally only as management information and those that should continue to be reported corporately to CLT and elected members. This review included all indicators reported via the old corporate accountability process ie all best value indicators and all indicators from the previous Corporate Plan 2005-8.
- 3.3 For all reported indicators directorates were asked to complete a performance indicator checklist which sets out the definition of the indicator, method of calculation and targets for next three years. Where targets have not been set this is because there is no supporting information available, or for where it is agreed that target setting will add no value to the council's performance management framework.

These checklists also asked them to identify those indicators that can be disaggregated to different spatial and/or equalities strands and to cross reference to improvement priorities, related policies and strategies, and service plan/risk register activity. At the same time directorates were also asked to provide a list of indicators that they will no longer be measuring together with the rationale for this decision.

- 3.4 As well as completing a PI checklist for each indicator directorates were also asked to complete a data quality checklist. These highlight the management arrangements for ensuring the accuracy of each performance indicator. The responses provided in this checklist are used to inform/provide the comments in the 'Data Quality Comments' column in the performance report. Where no checklist has been provided these have been marked as having "concerns" as we do not have any information to assure us that the information is robust and reliable and therefore have assumed that there are problems collating this data. Data quality remains an important element of the Use of Resources assessment and consequently poor data quality could adversely affect our organisational assessment score as well as the overall CAA judgement for the city.
- 3.5 Appendix 1 sets out the list of indicators that we will be reporting to this Board in 2008-09 including the frequency of results.
- 3.6 Through this process we should have both a performance indicator and data quality checklist for all indicators that are reported via the corporate accountability process. Each checklist is required to be formally approved by the staff who are responsible for the information provided. Where these checklists are missing or incomplete this is highlighted in the data quality column in appendix 2.

Corporate Accountability Reporting Process

- 3.7 As outlined above our corporate performance reporting arrangements need to capture both qualitative and quantitative information for the Leeds Strategic Plan and Council Business Plan ie progress against performance indicators as well as supporting contextual information on all key activities that contribute to the achievement of the improvement priorities in order for a complete picture to be maintained.
- 3.8 It has been agreed that corporate performance reports are prepared quarterly and reviewed through the accountability process which includes CLT, LMT, Scrutiny Boards and Leeds Strategic Plan Strategy Group (NB this group includes partners). In addition Executive Board also receive these performance reports at quarters 2 and 4. For quarters 1 and 3 these reports comprise performance indicators with appropriate explanatory comments. For quarters 2 and 4 a more qualitative performance picture is presented including detailed action trackers for each improvement priority that also include the results for the aligned performance indicators (ie those in Leeds Strategic and Council Business Plans) as well as the rest (128) of the national indicator set as appropriate. In future quarterly reports we will also, as before, provide a covering report highlighting areas of particularly good or poor performance and a corporate balanced scorecard will provide a traffic lighted summary of performance against the Leeds Strategic Plan and Council Business Plan indicators.
- 3.9 The emerging CAA will place a requirement on the council (and partners) to report on our progress in delivering our priorities. Therefore the quarters 2 and 4 action trackers will also form crucial evidence in this regard and should prevent the need for any other supplementary performance reports. In addition the highlight report from each quarter also provides a self assessment of our strengths and weaknesses

which link to the red and green flags that will form part of the CAA judgement. This clearly demonstrates to our CAA lead that we understand, and are taking action based, on our own performance.

- 3.10 The move to the national indicator set means that there will not be any comparator information for these indicators for the foreseeable future. However, funding has recently been secured through the Regional Improvement and Efficiency Panel for all Yorkshire and Humber Authorities to subscribe to a national benchmarking club provided by PricewaterhouseCoopers. This club will enable comparisons with other members for all national indicators including in year comparisons where these are available. Furthermore the club also provides a mechanism for benchmarking other indicators eg corporate health indicators and old best value indicators. It is also likely that national comparisons against the national indicator set will be available through the Audit Commission. Once we have suitable comparator information we intend to add this information to the performance reports.

Quarter 1 Performance Report

- 3.12 Based on this new system the quarter one performance report for Adult Social Care is provided in appendix 2 and includes all the performance indicators that we can currently report quarterly for the Leeds Strategic Plan, Council Business Plan and any local indicators that directorates have nominated for inclusion. Where possible these have been traffic lighted and supporting commentary is provided. The report also includes the quarter 1 corporate balanced scorecard which provides an overall summary of progress for the Leeds Strategic Plan and Council Business Plan.

4.0 Implications for Council Policy and Governance

- 4.1 Effective performance management enables senior officers and elected members to be assured that the council is making adequate progress and provides a mechanism for them to challenge performance where appropriate. Effective performance management also forms a key element of the organisational assessment proposed under the new Comprehensive Area Assessment. Under the new framework one proposal currently being consulted on is for the performance management element of the assessment to take priority within the overall scoring mechanism. Regardless of whether that particular idea is adopted it is an indication of how important our own internal performance management process will be under the new CAA regime. The CAA will certainly examine and challenge of the robustness and effectiveness of our corporate performance management arrangements.

5.0 Legal and Resource Implications

- 5.1 The implementation of these new performance reporting arrangements is achievable within current resources across the organisations as they essentially replace an existing similar process.

6.0 Conclusions

- 6.1 The move to the Leeds Strategic and Council Business Plans and the changes resulting from CAA mean that we have had to review and revise our corporate performance management and reporting processes. This paper seeks approval for these new arrangements alongside the quarter 1 performance report.

7.0 Recommendations

7.1 The Board are asked to note the content of the report and provide their views on the following:

- 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? Are there any gaps or areas where further information is required? (Appendix 1)
- Is the format of the performance report and the balanced scorecard fit for purpose, clear and logical or are there ways in which these could be improved? (Appendix 2)
- Would the Board want comparator information to be added when it is available and if so what information would they find most useful?

Performance Indicator Type	Reference	Previous Reference	Title	Service	Frequency & Measure
Leeds Strategic Plan Government Agreed	NI 130	BV-201	Social care clients receiving Self Directed Support per 100,000 population	Access and Inclusion	Quarterly
Leeds Strategic Plan Government Agreed	NI 132	BV-195	Timeliness of social care assessment (all adults)	Access and Inclusion	Quarterly
Leeds Strategic Plan Government Agreed	NI 139		The extent to which older people receive the support they need to live independently at home	Social Services for Older People	Bi-Annually
Leeds Strategic Plan Government Agreed	NI 141		Percentage of vulnerable people achieving independent living	Supporting People	Quarterly %
Leeds Strategic Plan Partnership Agreed	NI 133	BV-196	Timeliness of social care packages following assessment (all elderly)	Access and Inclusion	Quarterly
Leeds Strategic Plan Partnership Agreed	NI 136		People supported to live independently through social services (all adults)	Access and Inclusion	Annually
Leeds Strategic Plan Partnership Agreed	LSP-HW2b(ii)		Estimated number of staff employed by the independent sector registered care services in Leeds that have received some training on protection of vulnerable adults that is either funded or commissioned by Leeds Adult Social Care	Social Care Commissioning	Annually
Leeds Strategic Plan Partnership Agreed	NI 8	CP-SP50	Adult Participation in Sport and Active Recreation	Sport and Active Recreation	Annually %
National Indicator	NI 124		People with a long-term condition supported to be independent and in control of their condition	PCT	Annually
National Indicator	NI 125		Achieving independence for older people through rehabilitation/intermediate care	PCT	Quarterly
National Indicator	NI 127		Self reported experience of social care users	Social Care Commissioning	Annually
National Indicator	NI 129		End of life care – access to appropriate care enabling people to be able to choose to die at home	PCT	Annually
National Indicator	NI 131		Delayed transfers of care	Access and Inclusion	Quarterly
National Indicator	NI 134		The number of emergency bed days per head of weighted population	PCT	Annually
National Indicator	NI 135		Carers receiving needs assessment or review and a specific carer's service, or advice and information	Access and Inclusion	Annually
National Indicator	NI 138		Satisfaction of people over 65 with both home and neighbourhood	Social Care Commissioning	Bi-Annually
National Indicator	NI 145		Adults with learning disabilities in settled accommodation	Learning and Disabilities	Annually
National Indicator	NI 146		Adults with learning disabilities in employment	Learning and Disabilities	Annually
National Indicator	NI 147		Care leavers in suitable accommodation	Children & Young People Social Care	Annually
National Indicator	NI 149		Adults in contact with secondary mental health services in settled accommodation	Access and Inclusion	Annually
National Indicator	NI 150		Adults in contact with secondary mental health services in employment	PCT	Annually
National Indicator	NI 142		Percentage of vulnerable people who are supported to maintain independent living	Supporting People	Quarterly %
Local Indicator	BV-53		Intensive home care per 1,000 population aged 65 or over	Social Care Commissioning	Annually
Local Indicator	BV-56		Percentage of items of equipment delivered within 7 working days.	Access and Inclusion	Quarterly %
Local Indicator	CP-OP51		Reduce the number of older people who are admitted to residential and/or nursing care per 10,000 population aged 65 or over.	Social Care Commissioning/ Access and Inclusion	Annually
Local Indicator	LKI-SS23		Percentage of people receiving a statement of their needs and how they will be met	Access and Inclusion	Quarterly %
Local Indicator	LKI-SS35		Adult and older clients receiving a review as a percentage of those receiving a service.	Access and Inclusion	Quarterly %
Local Indicator	LKI-SS36		The number of carers receiving a specific carer's service as a percentage of clients receiving community based services.	Access and Inclusion	Quarterly %

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Appendix 2 Accountability Reporting Guidance

Column Title	Description
No.	Each indicator is numbered to allow for easier navigation through the report.
Reference	Each indicator is given a unique reference code and these codes tell us which basket each indicator belongs to. A basket is a set of indicators which are used to report on progress relating to different plans or frameworks. Below we have listed the main groups of indicator you will see in these reports. LSP - Leeds Strategic Plan indicator NI - National Indicator BP - Business Plan indicator LAA - Local Area Agreement indicator - for this year only we are continuing to measure a small number of indicators from our previous LAA which are subject to reward monies based on the year end position in April 2009. LKI - Local key indicator
Performance Indicator Type	This column gives a little more information on the type of indicator and gives some indication of its relative importance and what the implications might be of poor performance. Some of the indicators fall into more than one type, for example, all LSP government agreed indicators are also national indicators. The types of indicator are: Leeds Strategic Plan Government Agreed - these indicators form part of the Leeds Strategic Plan 2008 to 2011 and have been negotiated and agreed, by the council and its partners, with government. They form part of our current Local Area Agreement and additional reward grant is paid if we meet these targets. The Audit Commission will also give these indicators additional attention under the Comprehensive Area Assessment as these are our local priorities. Leeds Strategic Plan Partnership Agreed - these indicators form part of the Leeds Strategic Plan 2008 to 2011 and have been agreed with our partners as priorities for the city. The Audit Commission will give these indicators additional attention under the Comprehensive Area Assessment as these are our local priorities. Council Business Plan - these indicators form part of the Council Business Plan 2008 to 2011 and we have set these targets to drive change and progress across the organisation. The Audit Commission will give these indicators additional attention under the Comprehensive Area Assessment as these are our internal organisational priorities. National Indicator - this is a set of 198 indicators used by Government nationally to monitor the performance of public services in local areas. Our performance against this set of indicators will contribute to the Comprehensive Area Assessment. This has replaced several sets of other indicators including the old best value indicators. Local Indicators - these indicators have been nominated by service areas to provide a more complete picture of performance. In many cases these indicators will also directly contribute to the delivery of our priorities
Title	The title column gives a description of the indicator. NB The Government have provided the descriptions for all national indicators.
Service	The service column identifies which team within the Council is responsible for service delivery, monitoring the performance and data quality of each indicator.
Frequency & Measure	The top line in this column identifies how often we collect this information. This may be every month, every three months (quarterly) or once a year (annually). We only report annual indicators at the end of quarter 4 (after the end of March). With the exception of education attainment figures which are reported in quarter 3. The second line in this column identifies what measure we use to check on progress. For example, we might measure this result in the number of days or weeks we should take to finish something, such as a planning application. In another case, we might measure the percentage, such as the percentage of enquiries we respond to within five minutes.
Rise or Fall	The rise or fall column identifies if the results should go up or down to show whether we are doing well. For example, if this is set to rise, you would expect the figures to increase.
Baseline	This column gives the baseline performance figures upon which we have set our targets and/or will be comparing our performance over the coming years
Last Year Result	This column displays the result from the end of the previous financial year (31 March 2008)
Target	This column shows the target we have agreed for this financial year.
Qtr1	The shows the current position at the end of this quarter. This result might be given a traffic light (red, amber or green) if the service is unable to accurately predicted the full year performance based on the interim results (see below). If they can forecast their year end position then the traffic light will appear in the next column.
Predicted Full Year Result	Directorates use this column to show how well they expect to do at the end of the year. They forecast this position depending on the current performance of each indicator. This figure may change each quarter depending on the performance of the indicator. Where possible we use this figure to inform whether an indicator is traffic lighted red, amber or green. The green light shows that the Directorate predicts this indicator WILL meet its target. The Directorate uses current performance information to make this forecast. An amber traffic light shows that the Directorate predicts this indicator will not meet its target. However, the performance for this indicator is still acceptable and will not result in significant problems. The Directorate uses current performance information to make this forecast. The red lights shows that the Directorate predicts this indicator WILL NOT meet its target at the end of the year. The Directorate uses current performance information to make this forecast.
Data Quality	We are using this information to make strategic decisions therefore it is important that it is both accurate and reliable. This column provides an overall assessment of the data quality for each indicator. No Concerns indicates that the data as accurate and there are good processes in place to check and validate this information. Some Concerns indicates that more work needs to be done to ensure the data is accurate and reliable. Services may be in the middle of implementing improvements to their systems and processes but these are not fully in place yet. Concerns indicates that there are concerns that the quality of the data may not be good or that maybe they have not got the correct data. Again services are working toward improving this position. Many of the national indicator set are new and we are having to set up new systems to collect data - until these are fully embedded and proven there are likely to be outstanding concerns.
Comments	The comments for each indicator should explain why performance varies. They should also highlight if there are any problems with the quality of the data and what steps the Directorate is taking to improve it. This section will also focus on what will be done to improve the actions and state what outcomes they have achieved.

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Appendix 2

Adult Social Care Performance Report Quarter 1 2008-09

No.	Reference	Performance Indicator Type	Title	Service	Frequency & Measure	Rise or Fall	Baseline	Last Year Result	Target	Qtr1	Predicted Full Year Result	Data Quality
1	NI 130	Leeds Strategic Plan Government Agreed	Social care clients receiving Self Directed Support per 100,000 population	Access and Inclusion	Quarterly	High	97.7	97.7	127	95.8	127	No Concerns
<p>Self Directed Services, which include Direct Payments (and Individual Budgets) offer the individual client or carer greater flexibility in how their support is provided and ensure that their care and support package is directly responsive to their individual needs and wishes. This is similar to the old PAF C51 direct payments indicator, which is reported internally on a monthly basis. It should be noted that although the current figure is some way below the target the NI is calculated on an accumulative basis and that it would appear likely that the target will be met by the end of the year.</p>												
2	NI 132	Leeds Strategic Plan Government Agreed	Timeliness of social care assessment (all adults)	Access and Inclusion	Quarterly	Rise	80.9	N.A	85	77.0	85	No Concerns
<p>Users and carers should expect practical help and other support to arrive in a timely fashion soon after their problems have been referred to social services. Timeliness of assessment and of delivery of care packages is of importance in policy terms, recognised as crucial by Councils with Adult Social Services Responsibilities and significant for people who use services. This information is measured on a monthly basis. It is similar to the old BV195 but only looks at the time to complete assessments and now includes people aged 18-64. Recent performance is below the 2007/08 year end figure and there is considerable variation between different areas (between 66% & 96%). To some extent this is not unexpected; generally speaking the year end data is produced following a considerable amount of clean-up. If previous patterns are followed it is therefore anticipated that 2008/09 performance will improve by the year end.</p>												
3	NI 141	Leeds Strategic Plan - Government Agreed	Percentage of vulnerable people achieving independent living	Supporting People	Quarterly %	Rise	60.00	N.A.	66.00	74.40	74.40	No concerns
<p>Performance for Q1 2007/08 was 55% - improvement due to intensive contract management procedures that have been adopted. Contract management work will focus on services where performance is lower than the aggregate figure: St. George's Crypt Overnight Centre, Holdforth Court, Richmond Court and Ladybeck House. If the Overnight Centre performance is excluded, performance rises to 88%, Ladybeck House to 83%, Holdforth Court to 78% and Richmond Court to 76%.</p>												
4	NI 125	Leeds Strategic Plan Partnership Agreed	Achieving independence for older people through rehabilitation/intermediate care	Access and Inclusion	Quarterly	Rise	N.A	N.A	N.A	See Comments		Under-development: checklist received but systems/processes still being developed
<p>This indicator measures the benefit to individuals from intermediate care and rehabilitation following a hospital episode. It captures the joint work of social services and health staff and services commissioned by joint teams. The measure is designed to follow the individual and not differentiate between social care and NHS funding boundaries. The measure covers older people aged 65+ on discharge from hospital who:</p> <ul style="list-style-type: none"> • Would otherwise face an unnecessarily prolonged stay in acute in-patient care, or be permanently admitted to long term residential or nursing home care, or potentially use continuing NHS in-patient care; • Have a planned outcome of maximising independence and enabling them to resume living at home; • Are provided with care services on the basis of a multi-disciplinary assessment resulting in an individual support plan that involves active therapy, treatment or opportunity for recovery (with contributions from both health and social care); • Are to receive short-term interventions, typically lasting no longer than 6 weeks, and frequently as little as 1-2 weeks or less. <p>This new indicator relies on new data which will require piloting and is not likely to be available for reporting until October 2008. Results will be available for reporting from February 2009 onwards.</p>												

Adult Social Care Performance Report Quarter 1 2008-09

Appendix 2

No.	Reference	Performance Indicator Type	Title	Service	Frequency & Measure	Rise or Fall	Baseline	Last Year Result	Target	Qtr1	Predicted Full Year Result	Data Quality
5	NI 133	Leeds Strategic Plan Partnership Agreed	Timeliness of social care packages following assessment (all adults)	Access and Inclusion	Quarterly	Rise	85.3	85.3	90.0	82.2	90.0	No Concerns
<p>Users and carers should expect practical help and other support to arrive in a timely fashion soon after their problems have been referred to social services. Timeliness of the delivery of care packages following social care assessment is of importance in policy terms and is recognised as crucial by Councils with Adult Social Services Responsibilities for people who use services, for whom long delays in delivering the help and support they need can be detrimental. This indicator is exactly the same as the old BV196. It is reported on a monthly basis within the department. The points that have been made in regard to performance on NI 132 are also applicable here i.e. a slight fall in performance following year end is fairly usual and it is anticipated that the figures will pick up through the year as clean-up/checking is carried out.</p>												
6	NI 131 (PCT)	National Indicator	Delayed transfers of care	Access and Inclusion	Quarterly	Fall	5.24	N.A	3.68	5.30	5.30	Concerns: no checklist
<p>This indicator measures the impact of hospital services and community-based care in facilitating timely and appropriate discharge from all hospitals for all adults. This therefore measures the ability of the whole system to ensure appropriate discharge for the whole population passing through hospital and is an indicator of the effectiveness of the interface between health and social care services. The information for this indicator is provided by the PCT. It is normally updated on a weekly basis. This particular definition of the indicator differs from the one used prior to 2008/09 and the target & baseline have therefore been extrapolated using 2007/08 data and applying 2008/09 definitions.</p>												
7	NI 142	National Indicator	Percentage of vulnerable people who are supported to maintain independent living	Strategic Housing and Commissioning	Quarterly %	Rise	99.00	N.A.	99.00	99.00	99.00	No concerns
<p>Data is provisional as data for West North West Homes has not yet been received.</p>												
8	LKI-SS23	Local Indicator	Percentage of people receiving a statement of their needs and how they will be met	Access and Inclusion	Quarterly %	Rise	99.0	99.0	99.0	98.9	99.0	No concerns
<p>This indicator is routinely collected on a monthly basis & could therefore be reported more frequently than is currently done. Current performance is in the 4* banding using the 2007/08 system of measuring PAF indicators.</p>												
9	LKI-SS35	Local Indicator	Adult and older clients receiving a review as a percentage of those receiving a service.	Access and Inclusion	Quarterly %	Rise	62.8	62.8	76.0	79.8	80.0	No concerns
<p>This indicator is routinely collected on a monthly basis & could therefore be reported more frequently than is currently required. Current performance is in the 4* (highest) banding using the 2007/08 system of measuring PAF indicators.</p>												

Appendix 2

Adult Social Care Performance Report Quarter 1 2008-09

No.	Reference	Performance Indicator Type	Title	Service	Frequency & Measure	Rise or Fall	Baseline	Last Year Result	Target	Qtr1	Predicted Full Year Result	Data Quality
10	LKI-SS36	Local Indicator	The number of carers receiving a specific carer's service as a percentage of clients receiving community based services.	Access and Inclusion	Quarterly %	Rise	13.9	13.9	14.0	14.0	19.0	No Concerns
<p>Support for carers is a key part of support for vulnerable people. Support for carers also enables carers to continue with their lives, families, work and contribution to their community. This indicator provides a measurement of engagement with, and support to, carers. In theory it should ultimately become possible to measure the whole of this indicator on a monthly basis. At present, however, it is not possible to calculate all of it regularly due a change in definition last year. This requires that respite care be counted as a carers a service and at present there are some issues regarding the regular recording of respite care on our database. These are currently being addressed and once they have been dealt with it will be possible to report the entire indicator on a monthly basis. In the meantime, taking assessment results alone suggests that the figure for this indicator will be 14%, while adding on last years respite data gives a projected year end figure of 19.4%.</p>												
11	BV-56	Local Indicator	Percentage of items of equipment delivered within 7 working days.	Access and Inclusion	Quarterly %	Rise	90.0	90.0	92.0	90.3	95.0	No concerns
<p>Small items of equipment can make a significant difference to the quality of life of service users and in some instances make it possible for them to remain at home. The timeliness of the delivery of these items is an important determinant of user satisfaction with the service. Data is produced on a monthly basis by the Joint Loan Equipment Store and is available around 4-6 weeks after a month has ended. Performance tends to remain fairly static and has for some time been in the top banding available (85% or above). Furthermore, following a recent change in calculation methodology (to be implemented from the 2nd quarter onwards) performance in this indicator is predicted to rise to around 95%.</p>												

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Originator: M Phillott

Tel: 2243442

Report of the Chief Officer Commissioning

Scrutiny Board (Adult Social Care)

Date: 15th October 2008

Subject: Performance of Homecare Service Providers (Independent and Directly Provided Service)

Electoral Wards Affected:

Ward Members consulted
(referred to in report)

Specific Implications For:

Equality and Diversity

Community Cohesion

Narrowing the Gap

Executive Summary.

The Appendix attached to this report contains details in relation to the contract performance monitoring of the independent sector providers in the fourth quarter of 2007/08 (January – March) and the first quarter of 2008/09 (April – June). The report also contains information in relation to the Council's own directly provided home care service that is not subject to the same contractual conditions.

The overall position reflects the consolidation of stability within the system, however, a performance issue has arisen with an independent sector provider which has required measures to be taken to avoid serious breakdown of care. Staff turnover rates within the organisations continue to be reflective of industry standards, but independent sector providers (with the exception of the organisation mentioned above) continue to make significant efforts to recruit and retain staff within the sector however, recruitment and retention of staff is still an issue with the expansion of the current contracts.

Performance monitoring meetings continue to undertaken between Council officers and providers and further developments have now commenced to engage and involve service users in a more inclusive way in the monitoring of their home care provision, with the dignity monitoring project.

1.0 Background Information

- 1.1 In October 2006, the Director of Adult Social Services presented a report which informed the Board of the background to the commissioning process in relation to the provisions of independent sector homecare services in Leeds. The Board therefore asked to receive further updates on home care services in Leeds to satisfy members that adequate monitoring and performance management arrangements were in place.

2.0 Monitoring of Homecare Sector Providers

- 2.1 The last update on the performance of independent sector and directly provided homecare providers was received by the previous Scrutiny Board on the 18th February 2008. This monitoring report (shown in Appendix 1) follows the same template as that given in the February report and shows a comparison for the two quarters since the last report. The report also contains figures showing compliments reported by the Providers.
- 2.2 The current cost and volume contracts have now been in operation for 2 ½ years and are coming to the end of their initial 3 year period. The contracts do contain the option for the Council to request an extension of the initial period by a further 12 months subject to agreement of all parties. Discussions are currently underway with commissioning officers about the use of this extension period and the options to secure provision in the future. However, future commissioning of such care services will be taking place in a context of increasing use of individualized budgets/Direct Payments and careful thought and planning will be required to ensure that individuals have choice within a diverse market of provision. This will need to be achieved alongside a continuing service purchased by the Authority on behalf of people who do not wish to avail themselves of the option of purchasing their own care.
- 2.3 Formal contract monitoring meetings are held every quarter with all the independent sector providers. The last contract monitoring meetings were held during July 08 for the first quarter of the financial year. The next set of formal meetings are due to be held during October 08. These meetings have a standard agenda and look at all areas of contract performance including such elements as current hours provided, staffing levels, current training requirements (NVQs), compliments and complaints and the CSCI inspection reports. In addition to the meetings, the Contracts Section has now developed a Quality Standard Assessment Framework. This Framework will assist the team to gather evidence on provider performance and will cover areas that include needs, risk and care planning, health and safety, safeguarding and protection from abuse, diversity and inclusion, service user satisfaction and staff skills and competency. The framework will include guidance for providers and will also undertake a sample service user satisfaction survey. It is planned to roll out the framework over the next couple of months and meeting have been scheduled with the providers to introduce this.

- 2.4 In addition to the formal contract monitoring meetings, a Service User Forum is now well established, this meets with contract officers and with each independent sector service providers. This allows Service Users the opportunity to question the service provider's management in relation to issues of quality in the care they are providing. Work has also recently started on the introduction of dignity monitoring within the homecare contracts which should greatly improve our ability to evidence that homecare organisations are providing quality services and tackle issues where they are not. A small working group of officers and service users have commenced discussions on the introduction of procedures to set this in place later in this financial year.
- 2.5 During the last quarter, a serious performance issue has occurred with one independent sector provider on the contract (Jays Homecare). Following the scheduled CSCI inspection, Jays were awarded 0 stars for their service, which indicates a poor service. Throughout the period of the contract, all service providers have been informed that it is the Council's objective to ensure that all providers receive at least a good (2 star) rating for their service.
- 2.6 Following the announcement of the inspection result, an urgent meeting was held with Jays Homecare to inform the company of the Council's disappointment with the inspection and to require their detailed action plan to improve the service within a short but reasonable timeframe. At this meeting Jays were informed that unless they could demonstrate significant improvement within a period of two months, the Council would be required to consider its options in continuing the contract with the company. Close monitoring of Jays was put in place following this meeting which has included regular visits to the company and a requirement that they submit weekly updates of progress in improving the service.
- 2.7 At the time of writing this report, contract officers continue to have concerns about the quality of service being provided. This is notwithstanding some limited progress which the company has made in terms of addressing some of the deficiencies identified by our contract monitoring process and the independent regulatory report. Further meetings will be held and careful evaluation made of whether ultimately sanctions of withdrawal of the contract may be appropriate in the future. Should this be necessary, contract officers would seek to work closely with the organisation to effect as seamless transfer of care as possible to any subsequent provider. It is intended that all possible options are employed to avoid any breakdown of the care services provided, prior to the option to terminate the contract being exercised.

3.0 Skills Base

- 3.1 The requirement, under standard 20.4 of the National Minimum Standards is for providers to ensure that at least 50% of staff are qualified to NVQ level 2 by 1st April 2008. To date, all independent sector contracted providers are failing to meet this requirement. However, all providers have indicated their commitment to achieve the target and in mitigation, most have stated that the

increase in numbers of staff recruited and the length of time it take for a member of staff to undertake the NVQ (this has been indicated at 6 to 12 months), has had a affect on reaching the required target.

- 3.2 Where NVQ levels have been particularly low with a provider, contract officers have started to track staff taking the NVQ from start to completion, to ensure progress is being made on achieving the targets. The take-up of NVQ's is also a regular item on the formal contract monitoring meeting agenda. Contract officers will continue to monitor NVQ levels at quarterly monitoring meetings and request information from providers on a monthly basis on their progress towards the target.

4.0 Complaints and Compliments

- 4.1 The number of complaints that have been made against each organisation, in the period, are shown in the report. These are complaints that have been formally recorded within the Complaints Section.

5.0 Recommendation

- 5.1 Members are asked to consider the information contained in this report.

Background Documents

Report of the Director of Adult Social Services to the Scrutiny Board (Health & Adult Social Care) dated 23rd October 2006 – Homecare Commissioning 2006

Report of the Chief Officer Commissioning to the Scrutiny Board (Health & Social Care) dated 18th February 2008 – Performance of Homecare Service Providers (Independent and Directly Provided)

Appendix 1

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 '08 Quarter 4	April to June '08 Quarter 1	Remarks
Hours provided	28,302 Hours	28,181 Hours	
CSCI Inspection Report	Two Star	Two Star	Last Inspection report on 13/03/2008 rated as 'Good'
Number of Complaints	11 cases	6 cases	All cases were resolved.
Number of Compliments	13 cases	10 cases	

Local Authority Areas	East Leeds	North East	West Leeds	North West	South Leeds	Variation
Number of Service Users supported as at 30/03/08	0	0	70	117	229	
Number of Service Users supported as at 30/06/08	0	0	75	121	231	Overall addition of 11 Service Users supported
Number of Community Support Assistants as at 30/03/08	0	0	11	32	48	
Number of Community Support Assistants as at 30/06/08	0	0	11	29	57	Overall addition of 6 Community Support Assistants employed

2/ Care UK Homecare Services

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

Category	January to March '08 Quarter 4	April to June'08 Quarter 1	Remarks
Hours provided	10,398 Hours	11,232 Hours	Care UK is underachieving in North West
CSCI Inspection Report	-	-	Next CSCI inspection due September '08. Not Yet Rated
Number of Complaints	1	1	
Number of Compliments	0	3	

Local Authority Areas	East Leeds	North East	West Leeds	North West	South Leeds	Variation
Number of Service Users supported as at 30/03/08	0	0	74	89	0	
Number of Service Users supported as at 30/06/08	0	0	77	88	0	Overall addition of 2 Service Users supported
Number of Community Support Assistants as at 30/03/08	0	0	15	14	0	
Number of Community Support Assistants as at 30/06/08	0	0	16	16	0	Overall addition of 3 Community Support Assistants employed

3/ Claimar Homecare

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

Category	January to March '08 Quarter 4	April to June'08 Quarter 1	Remarks
Hours provided	19,973 Hours	23,849 Hours	Claimar has requested an increase in the Cost hours of 200 hrs in South Leeds
CSCI Inspection Report	-	-	Standard Not Yet Rated
Number of Complaints	3 cases	3 cases	All resolved and none outstanding
Number of Compliments	14 cases	6 cases	1 letter and 4 telephone calls and 1 card

Local Authority Areas	East Leeds	North East	West Leeds	North West	South Leeds	Variation
Number of Service Users supported as at 30/03/08	117	33	0	44	36	
Number of Service Users supported as at 30/06/08	136	28	0	49	52	Overall addition of 35 Service Users supported
Number of Community Support Assistants as at 30/03/08	36	6	0	13	12	
Number of Community Support Assistants as at 30/06/08	44	10	0	15	15	Overall addition of 17 Community Support Assistants employed

4/ Goldsborough Homecare

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

Category	January to March'08 Quarter 4	April to June'08 Quarter 1	Remarks
Hours provided	14,532 Hours	18,332 Hours	
CSCI Inspection Report	2 Star	2 Star	Last Inspection dated March 2008. Standard ' <u>Good</u> '
Number of Complaints	2 cases	1 case	resolved
Number of Compliments	3 cases	1 case	

Local Authority Areas/ Details	East Leeds	North East	West Leeds	North West	South Leeds	Variation
Number of Service Users supported as at 30/03/08	1	61	19	0	68	
Number of Service Users as at 30/06/08	8	52	20	4	98	Overall addition of 33 Service Users supported
Number of care workers as at 30/06/08	0	21	12	0	35	
Number of care workers as at 30/06/08	2	25	12	2	35	Overall addition of 8 Community Support Assistants employed

5/ Jays Homecare Services

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

Category	January to March'08 Quarter 4	April to June'08 Quarter 1	Remarks
Hours provided	10,185 Hours	9,462 Hours	
CSCI Inspection Report	0 Star	0 Star	Last Inspection February 2008 Standard ' Poor '
Number of Complaints	0	14 cases	One case is still outstanding from last quarter.
Compliments	3 cases	7 cases	All telephone calls no written evidence. Jays was advised to log all calls.

Local Authority Areas/ Details	East Leeds	North East	West Leeds	North West	South Leeds	Variation
Number of Service Users supported as at 30/03/08	114	7	0	0	0	
Number of Service Users supported as at 30/06/08	98	10	0	0	0	Overall reduction of 13 Service Users supported
Number of Community Support Assistants as at 30/03/08	28	0	0	0	0	Cover E and NE
Number of Community Support Assistants as at 30/06/08	20	0	0	0	0	Overall reduction of 8 Community Support Assistants employed

6/ Springfield Homecare

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

Category	January to March'08 Quarter 4	April to June'08 Quarter 1	Remarks
Hours provided	26,573 Hours	25,790 Hours	
CSCI Inspection Report (rating)	1 Star	Two Star	Last Inspection was April 2008. 'Good'
Number of Complaints	6 cases	8 cases	
Number of Compliments	7 cases	5 cases	

Local Authority Areas/ Details	East Leeds	North East	West Leeds	North West	South Leeds	Variation
Number of Service Users supported as at 30/03/08	250	124	0	39	40	
Number of Service Users supported as at 30/06/08	177	101	0	43	44	Overall reduction of 88 Service Users supported
Number of Community Support Assistants as at 30/03/08	63	32	0	7	9	
Number of Community Support Assistants as at 30/06/08	59	35	0	10	14	Overall addition of 7 Community Support Assistants employed

6/ LCC – Community Support Services (CSS)

This the local authority In-House Community Support Services.

Category	Details	October to December 2007 Quarter 3	January to March '08 Quarter 4	April to June '08 Quarter 1	Remarks
Hours provided	<ul style="list-style-type: none"> ➤ CSS hours City-Wide ➤ Extra Care Services (North West, East & West) hours ➤ POPPS North West only hours 	67,139 Hrs	56,164 Hrs	52,630 Hrs	Hours shown are hours of delivered care.
		4,821 Hrs	4,355 Hrs	4,461 Hrs	
		367 Hrs	433 Hrs	665 Hrs	
CSCI Inspection Report (rating)	CSS East	NYR	This year's Inspection 2008		
	CSS North East	NYR	This year's Inspection 2008		
	CSS North West	NYR	This year's Inspection 2008		
	CSS South	NYR	This year's Inspection 2008		
	CSS West	Good	This year's Inspection 2008		
Complaints	City-Wide	11 cases	Complaints are from April to June 2008 only.		
Compliments	City-Wide	N/A			

NYR = Not Yet Rated

In-House Community Support for October to December 2007 – Quarter 3

Local Authority Areas/ Details	East Leeds	North East	West Leeds	North West	South Leeds	Remarks
Community Support Services Hours	17,565	11,844	11,820	12,817	13,093	
Extra Care Service	1,489	0	734	2,597	0	0= Scheme not operational in areas
POPSS	0	0	0	343	0	Scheme is operational only in North West
Total Hours	19,054	11,844	31,608	15,757	13,093	
No. of Supervisory staff	18	13	0	25	21	Staff in West Leeds merged into South and North West Leeds LA areas.

In-House Community Support for January to March 2008 Quarter 4

Local Authority Areas/ Details	East Leeds	North East	West Leeds	North West	South Leeds	Remarks
Community Support Services	13,372	10,115	9,865	9,795	13,016	
Extra Care Service	1,021	0	736	2597	0	0= Scheme not operational in areas
POPSS	0	0	0	433	0	Scheme is operational only in North West
Total Hours	14,393	10,115	10,601	12,825	13,016	
No. of Supervisory staff	18	13	0	25	21	

In-House Community Support for April to June 2008 Quarter 1

Local Authority Areas/ Details	East Leeds	North East	West Leeds	North West	South Leeds	Remarks
Community Support Services	13,201	10,156	0	13,201	14,799	LA management merged the part of the West services to North West and South Leeds.
Extra Care Service	1,174	0	690	2,597	0	0= Scheme not operational in areas
POPSS	0	0	0	665	0	Service in North West only One Supervisor for NW for POPSS
Total Hours	14,375	10,156	690	16,463	14,799	
No. of Supervisory staff	18	13	0	25	21	

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Originator: Steven Courtney

Tel: 247 4707

Report of the Head of Scrutiny and Member Development

Scrutiny Board (Adult Social Care)

Date: 15 October 2008

Subject: Scrutiny Inquiry: Adaptations – draft terms of reference

Electoral Wards Affected:

Ward Members consulted
(referred to in report)

Specific Implications For:

Equality and Diversity

Community Cohesion

Narrowing the Gap

1.0 Introduction

- 1.1 At its meeting in September 2008, the Board agreed to undertake an inquiry to examine the delivery of adaptations to the homes of disabled people and their families.
- 1.2 In this regard, draft terms of reference are attached at Appendix 1 for the Board's consideration.
- 1.3 At its meeting in September, the Board also established a working group to undertake aspects of the inquiry. The first meeting of the working group took place on 6 October 2008, at which draft terms of reference were presented for discussion. Comments made at this meeting will be presented to the Board when considering this item.

2.0 Views of the Director and Executive Member

- 2.1 The Scrutiny Board Procedure Rules Guidance Notes require that, before embarking on an inquiry, the Board seeks and considers the views of the relevant Director(s) and Executive Member(s). These views will need to be taken into account in finalising the terms of reference.
- 2.2 Initial views of the Directors of Environment and Neighbourhoods and Adult Social Services are currently being sought, along with those of the appropriate Executive Board Members. All views received will be reported to the meeting.

3.0 Recommendations

- 3.1 The Board is requested to agree the terms of reference for this inquiry, incorporating any amendments identified at the meeting.

4.0 Background Papers

Scrutiny Board (Adult Social Care) – 17 September 2008:Information on Adaptations in Leeds (Item 7)

SCRUTINY BOARD (ADULT SOCIAL CARE) INQUIRY INTO ADAPTATIONS

TERMS OF REFERENCE (1st Draft)

1.0 Introduction

- 1.1 At the meeting in June 2008, Members of the Scrutiny Board (Adult Social Care) identified 'Adaptations' as a potential area for a more detailed inquiry. The Board was subsequently advised that a previous scrutiny inquiry on adaptations had been undertaken and published in October 2002. A copy of a previous scrutiny inquiry report was provided to all members of the Board.
- 1.2 At its meeting in September 2008, the Scrutiny Board (Adult Social Care) considered a report which outlined the current arrangements for the delivery of adaptations in Leeds. The Scrutiny Board recognised and acknowledged that progress had been made in this regard since the previous scrutiny inquiry in 2003; however, the Scrutiny Board was keen to ensure that the Council was providing good customer service and receiving value for money as part of the delivery of adaptations to the homes of disabled people and their families.

2.0 Scope of the inquiry

- 2.1 The purpose of the inquiry is to make an assessment of the overall adaptations process to both public and private sector dwellings (cross-tenure) and, where appropriate, make recommendations on the following areas:
- The overall time to complete the adaptations process from the initial point of contact with the Council to practical completion of the adaptation, with particular reference to high risk cases and families with complex needs.
 - Specific and identifiable stages within the overall adaptations process.
 - The determination of risk within the adaptations process and how low level needs are addressed.
 - Delivery of consistently high levels of customer service throughout the process, including the availability of customer advice/ guidance and the collection/ use of customer feedback.
 - Current safeguards in place to ensure the Council receives 'value for money' in the delivery of adaptations, including the re-use of aids and equipment.

3.0 Comments of the relevant Director and Executive Member

- 3.1 *In line with Scrutiny Board Procedure Rule the views of the relevant Director(s) and Executive Member(s) have been sought and have been incorporated where appropriate into these Terms of Reference. Full details are available on request from the Scrutiny Support Unit. **[NB this will be done as part of the process for approving the terms of reference.]***

4.0 Structure of the Inquiry

- 4.1 As part of this inquiry, a range of approaches to evidence gathering are available, including one or more of the following:
- A working group of the Scrutiny Board to consider some evidence and question key witnesses;

- Full meetings of the Scrutiny Board to consider some evidence and question key witnesses;
 - Discussions with key stakeholders;
 - Visits to selected establishments and/or organisations, as appropriate (for example, other local authorities demonstrating higher and/or improving levels of performance and/or identified as delivering best practice).
- 4.2 The inquiry will conclude with the publication of a report, or statement, and recommendations by the Scrutiny Board that will be submitted to the appropriate forum.

5.0 Timetable for the inquiry

- 5.1 It is initially planned that the Inquiry will take place over three sessions with a view to issuing a final report or statement toward the end of January 2008.
- 5.2 It is important to recognise that the length of the inquiry may be subject to change.

6.0 Submission of evidence

- 6.1 The following formal evidence gathering sessions are scheduled:

Session one – 6 October 2008

During the first session of the inquiry the working group will examine:

- The progress / service developments arising from the action plan in response to an ombudsman investigation and report relating to an adaptation to a Council house.
- How the level of risk is determined within the adaptations process.
- Low level needs are addressed in the short, medium and longer-term.

Towards the end of the session, consideration will be given to any further and/or specific information required as part of the inquiry.

Session two – 4 November 2008

During the second session of the inquiry the working group will examine:

- Any additional information identified during the previous session.
- The time taken to complete cross-tenure adaptations across various organisation, with a particular focus on high risk cases.
- Meeting the needs of families with complex needs .

Towards the end of the session, consideration will be given to any further and/or specific information required as part of the inquiry.

Session three – 16 December 2008

During the third session of the inquiry the working group will examine:

- Any additional information identified during the previous session.
- The levels of customer service throughout the adaptations process, including the:
 - Availability of customer advice and guidance; and,

- Collection and use of customer feedback.
- Current practice in terms of re-using surplus aids and equipment cross-tenure.
- Opportunities to improve the current safeguards in place to ensure the Council receives 'value for money' in the delivery of adaptations.

Subject to any additional information being identified, consideration will be given to the initial content and recommendations of a draft report or statement.

Please note that the nature and dates for any visits are to be confirmed and will be in addition to the evidence gathering sessions identified above.

7.0 Witnesses

7.1 The following witnesses have been identified as initial contributors to the inquiry:

- Appropriate Executive Board Members
- Director of Environment and Neighbourhoods
- Director of Adult Social Services
- Representatives from Aire Valley Homes Leeds
- Representatives from East North East Homes Leeds
- Representatives from West North West Homes Leeds
- Representatives from Belle Isle Tennant Management Organisation
- Leeds Adaptations Agency
- Internal Audit
- Chief Procurement Officer
- Contractors of the Council

8.0 Post inquiry report monitoring arrangements

8.1 Following the completion of this inquiry and publication of the final report and recommendations, the implementation of the agreed recommendations will be monitored. The Scrutiny Board will determine those arrangements at the end of the inquiry.

8.2 The final inquiry report will include information on the detailed arrangements for how the implementation of recommendations will be monitored.

9.0 Measures of success

9.1 It is important to consider how the Scrutiny Board will deem if their inquiry has been successful in making a difference to local people. Some measures of success may be obvious at the initial stages of an inquiry and can be included in these terms of reference. Other measures of success may become apparent as the inquiry progresses and discussions take place.

9.2 The Board will look to publish practical recommendations.

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Report of the Head of Scrutiny and Member Development

Scrutiny Board (Adult Social Care)

Date: 15 October 2008

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).
- 1.2 Also attached for Members consideration is an extract from the Forward Plan of Key Decisions for the period 1 October 2008 to 31 January 2008 (Appendix 2).

2.0 WORK PROGRAMME MATTERS

- 2.1 The current work programme (Appendix 1) provides an indicative schedule of items/ issues to be consider at future meetings of the Board. It also provides an outline of other activity being undertaken on behalf of the Board outside of the formal meetings cycle.
- 2.2 At its meeting in September 2008, the Board established a working group to undertake an inquiry into adaptations. The first meeting of the working group took place on 6 October 2008: A verbal update on the outcome from this will be presented at the meeting.

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; and,
 - 3.1.2 Receive and make any changes to the attached Work Programme.
 - 3.1.3 Agree an updated work programme.

4.0 BACKGROUND PAPERS

None.

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Scrutiny Board (Adult Social Care)
Work Programme 2008/09

Item	Description	Notes	Type of item
Meeting date – 15 October 2008			
Homecare provision	Performance report on homecare provision across the City, including independent sector providers.	Lead Officer - Dennis Holmes	PM
Performance Management	Quarter 1 information for 2007/08 (April - June)	All Scrutiny Boards receive performance information on a quarterly basis	PM
Inquiry into Adaptations – Terms of Reference	To consider and approve the draft terms of reference for the inquiry.		RP
Meeting date – 12 November 2008			
Joint Strategic Needs Assessment (JSNA) - update	To consider an update in the development of a joint assessment that identifies the future needs of the populous of Leeds and any identified service changes/reconfigurations	Also likely to be reported to the Health Scrutiny Board. Need to consider the timing, potential role and activity of the Board and that of the Health Scrutiny Board.	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

Scrutiny Board (Adult Social Care)
Work Programme 2008/09

Item	Description	Notes	Type of item
Mental Health Legislation – The Mental Capacity Act	To consider the impact, implications and proposed response to legislative changes regarding the Mental Capacity Act.	Lead Officer – Dennis Holmes. Timing of the report TBC.	B
Dignity in Care	To consider the Board’s draft statement.	Principal Scrutiny Adviser to draft	
Inquiry into Adaptations – update	To consider a progress report from the working group and details of future planned activity.	Principal Scrutiny Adviser to draft	RP
Recommendation Tracking	This item track progress with previous Scrutiny recommendations on a quarterly basis	Unlikely to feature on the agenda given the nature of the Board’s work to date.	MSR
Meeting date – 24 November 2008 (TBC)			
Income Generation for Community Care Services	To provide the Board with the results of the consultation undertaken regarding Income Generation for Community Care services and any subsequent decisions.	Timing to be confirmed.	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

Scrutiny Board (Adult Social Care)
Work Programme 2008/09

Item	Description	Notes	Type of item
Meeting date – 10 December 2008			
Adult Social Services- Annual Review Report (2007/08)	To consider the outcome of the annual review undertaken by the Commission for Social Care Inspection (CSCI) for 2007/08	Report scheduled for Executive Board meeting on 3 December 2008. Invite representative from CSCI to present outcomes.	PM
Older People & Safeguarding Adults – inspection report	To consider the outcome of the inspection and associated action plan.	Report scheduled for Executive Board meeting on 3 December 2008. Invite lead inspector to present outcomes.	PM
Commissioning in Adult Social Care	To consider an update report on commissioning within Adult Social Services.	Further update from September 2008 Lead Officer – Dennis Holmes	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

Scrutiny Board (Adult Social Care)
Work Programme 2008/09

Item	Description	Notes	Type of item
Meeting date – 7 January 2009			
Performance Management	Quarter 2 information for 2008/09 (July-Sept)	All Scrutiny Boards receive performance information on a quarterly basis	PM
Dignity in Care	To receive an update on the current work and developments across the City following the report received in July 2008.	6-monthly report requested in July 2008.	B
Inquiry into Adaptations – Draft Final Report	To consider the draft final report in relation to the scrutiny inquiry into adaptations.	To be confirmed. Need to determine the process and timing for undertaking this inquiry.	RP
Meeting date – 11 February 2009			
Older People & Safeguarding Adults – inspection report	To consider progress against the action plan arising from the inspection report	To be confirmed.	PM
Recommendation Tracking	This item track progress with previous Scrutiny recommendations on a quarterly basis		MSR

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

Scrutiny Board (Adult Social Care)
Work Programme 2008/09

Item	Description	Notes	Type of item
Meeting date – 11 March 2009			
Commissioning in Adult Social Care	To consider an update report on commissioning within Adult Social Services.	Further update from September 2008 Lead Officer – Dennis Holmes	PM
Performance Management	Quarter 3 information for 2008/09 (Oct-Dec)	All Scrutiny Boards receive performance information on a quarterly basis	PM
Meeting date – 8 April 2009			
Homecare provision	Performance report on homecare provision across the City, including independent sector providers.	Further update from October 2008 Lead Officer – Dennis Holmes	PM
Inquiry into Adaptations – Initial response to recommendations	To consider the initial response to the scrutiny inquiry report and recommendations into adaptations.	Need to determine the process and timing for undertaking this inquiry.	RP
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

Scrutiny Board (Adult Social Care)
Work Programme 2008/09

Working Groups			
Working group	Membership	Progress update	Dates
Adaptations working group	Cllr. Judith Chapman Cllr. Debra Coupar Cllr. Stuart Andrew Cllr. Suzi Armitage Cllr. Hussain Joy Fisher (co-optee) Sally Morgan (co-optee)	To be confirmed	6 October 2008 4 November 2008 16 December 2008
Proposals working group	Cllr. Judith Chapman Cllr. Debra Coupar Cllr. Penny Ewens Cllr. Suzi Armitage Cllr. Clive Fox Joy Fisher (co-optee) Sally Morgan (co-optee)	To be confirmed	To be confirmed
Older People's Housing working group	Cllr. Judith Chapman Cllr. Debra Coupar	This scrutiny inquiry is being led by the Scrutiny Board (Environment and Neighbourhoods). The Scrutiny Board (Adult Social Care) nominated 2 members as representatives to serve on the working group.	To be confirmed

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

Scrutiny Board (Adult Social Care)
Work Programme 2008/09

Unscheduled / Potential Items		
Item	Description	Notes
Annual complaints report	To consider the annual report and any emerging issues.	Need to consider any implications of the changed arrangements. Timing to be confirmed
Safeguarding Vulnerable Adults	TBC	Lead Officer – Dennis Holmes. Need to consider the potential role and activity of the Board. Draft Terms of Reference needed.
Continuing Care Implementation	To consider the local impact and future activity associated with implementing the national framework for continuing NHS care, further to the report presented to the Executive Board in October 2007.	Lead Officer – Dennis Holmes. Need to consider format and timing of any report.
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 - Paul Broughton. Need to consider format and timing of any 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

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LEEDS CITY COUNCIL

FORWARD PLAN OF KEY DECISIONS

For the period 1 October 2008 to 31 January 2009

Key Decisions	Decision Maker	Expected Date of Decision	Proposed Consultation	Documents to be Considered by Decision Maker	Lead Officer (To whom representations should be made)
<p>Department of Health Extra Care Housing Fund Bid: 2008-2010 To request that Executive Board considers and supports the proposal to redevelop Hemingway House in Hunslet, replacing it with 45 units of Extra Care Housing for older people, in partnership with MHA and the PCT.</p>	<p>Executive Board (Portfolio: Adult Health and Social Care)</p>	<p>8/10/08</p>	<p>Extensive consultation has already been undertaken with key stakeholders, Elected Members and local citizens.</p>	<p>The report to be issued to the decision maker with the agenda for the meeting</p>	<p>Director of Adult Social Services</p>

Key Decisions	Decision Maker	Expected Date of Decision	Proposed Consultation	Documents to be Considered by Decision Maker	Lead Officer (To whom representations should be made)
<p>Putting People First - Vision and Commitment to the transformation of Adult Social Care</p> <p>To acknowledge the scale and scope of the transformation agenda and its impact on existing service provision, both directly provided and commissioned. To support the continued engagement of elected members and recommend the progress be monitored by the Adult Social Care Scrutiny Board.</p>	<p>Executive Board (Portfolio:Adult Health and Social Care)</p>	<p>8/10/08</p>	<p>i) A communication plan has been developed for the self directed support project to ensure there is clarity and consistency of information across all stakeholders</p> <p>ii) The three Scrutiny boards, Children, Health and Adult Social care will be consulted on the Joint Strategic Needs assessment</p> <p>iii) continuing support of user led networks</p>	<p>The report to be issued to the decision maker with the agenda for the meeting</p>	<p>Director of Adult Social Services</p>

NOTES

Key decisions are those executive decisions:

- which result in the authority incurring expenditure or making savings over £250,000 per annum, or
- are likely to have a significant effect on communities living or working in an area comprising two or more wards

Executive Board Portfolios

Executive Member

Central and Corporate	Councillor Richard Brett
Development and Regeneration	Councillor Andrew Carter
Environmental Services	Councillor Steve Smith
Neighbourhoods and Housing	Councillor John Leslie Carter
Leisure	Councillor John Procter
Children's Services	Councillor Stewart Golton
Learning	Councillor Richard Harker
Adult Health and Social Care	Councillor Peter Harrand
Leader of the Labour Group	Councillor Keith Wakefield
Leader of the Morley Borough Independent Group	Councillor Robert Finnigan
Advisory Member	Councillor Judith Blake

In cases where Key Decisions to be taken by the Executive Board are not included in the Plan, 5 days notice of the intention to take such decisions will be given by way of the agenda for the Executive Board meeting.

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