

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.

- 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:

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.)