

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

**WEDNESDAY, 17TH MARCH, 2010**

**PRESENT:** Councillor C Fox in the Chair

Councillors B Chastney, P Ewens,  
Mrs R Feldman, T Hanley, J McKenna,  
V Morgan and E Taylor

**CO-OPTEEES :** Ms Joy Fisher – Alliance Service Users and Carers  
Sally Morgan – Equality Issues

### **95 Election of Chair**

The Principal Scrutiny Advisor informed the meeting that the Chair, Councillor J Chapman was currently unwell. It was therefore necessary to elect a Chair for the meeting.

Following a vote of those Board Members present, Councillor C Fox was elected to chair the meeting.

The Board wished to convey their very best wishes to Councillor Chapman for a speedy recovery.

### **96 Declarations of Interest**

The following personal declarations of interest were made at the meeting:-

- Councillor P Ewens in her capacity as a Member on the Cardigan Centre Board (Agenda Item 7) (Minute 100 refers)
- Councillor T Hanley in his capacity as a Director of Elderly Action, Hayleys Yard, Bramley (Agenda Item 7) (Minute 100 refers)
- Councillor B Chastney in his capacity as a Director of West North West Homes ALMO (Agenda Item 8) (Minute 101 refers)
- Councillor J McKenna in his capacity as Part-time Care Worker at Armley Helping Hands; Transport Co-ordinator at Strawberry Lane Community Centre (Agenda Item 7) (Minute 100 refers) and as a Member on the ALMO Inner West Area Panel (Agenda Item 8) (Minute 101 refers)
- Councillor C Fox in his capacity as a Director of West North West Homes ALMO and as an Area Panel Member for the North West Outer area ((Agenda Item 8) (Minute 101 refers)
- Sally Morgan in her capacity as a Service User (Agenda Item 9) (Minute 102 refers)
- Joy Fisher as a Service User and in her capacity as having an involvement with the proposed changes to the personalisation agenda (Agenda Item 9) (Minute 102 refers)

**97 Apologies for Absence**

Apologies for absence were received on behalf of Councillors S Andrew, J Chapman and A Gabriel.

**98 Minutes of the Previous Meeting**

**RESOLVED-** That the minutes of the previous meeting held on 10<sup>th</sup> February 2010 be approved as a correct record, subject to noting that Joy Fisher Co-optee was present at the meeting.

**99 Matters Arising from the Minutes**

Minute No 71 – Recommendation Tracking – Major Adaptations for Disabled Adults - Councillor V Morgan referred to the above issue and enquired if a date had been finalised for a meeting with Aire Valley Homes regarding adaptations delivery performance.

The Board's Principal Scrutiny Advisor responded and it was noted that this meeting was held on 15<sup>th</sup> February 2010.

Minute No 82 – Transitional Arrangements for Foster Children - It was further noted that a report on transitional arrangements for foster children would be circulated to the Board once the report had been completed.

**100 Adult Social Care Commissioning Services Update**

The Director of Adult Social Services submitted a report which provided Members of the Scrutiny Board with an update on progress made with the review of the Neighbourhood Network Schemes (NNS), and the Inspection conducted in 2008 by the Commission for Social Care Inspection (CSCI) of Adult Social Care services with specific reference to older people and safeguarding.

The following representatives were in attendance and responded to Members' queries and comments:-

Sandie Keene, Director of Adult Social Services  
Dennis Holmes, Deputy Director Strategic Commissioning  
Tim O'Shea, Head of Adult Social Care Commissioning  
Susan Gamblen, Commissioning Manager for Older Peoples Services

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

- the concerns expressed about Commissioning of the Local Neighbourhood Network Service
- the need to act quickly around long term provision and match funding
- clarification as to why the commissioning process on this occasion had created disquiet amongst the Neighbourhood Networks and Elected Members, and how much engagement had taken place with stakeholders at grass routes level

*(The Director of Adult Social Services advised the Board at the outset that an independent review of the process would be commissioned in*

*the near future to look at the methodology employed. She added that the commissioning process so far had involved much effort. She commented on the engagement and methodology process undertaken with people in the Local Neighbourhood Network. It also noted that it was the department's wish to be open and transparent and that the outcome of the review would be made available to the Board)*

- the reasons why an in-correct letter was sent out by the department with regard to the extension of the contract period  
*(The Deputy Director (Strategic Commissioning) responded and apologised for the distress caused to individual Networks by the content of the incorrect letter, which had subsequently been rectified by the issue of a further letter. He outlined the terms of contract period extension in accordance with the terms of existing contracts)*
- clarification of how Adult Social Care would support those organisations who were not successful in the procurement process.  
*(The Director of Adult Social Services responded and confirmed that such issues were now premature following the recent withdrawal of the delegated decision and the intention to conduct an independent review)*
- clarification of how Adult Social Care users could access resources in their communities  
*(The Director of Adult Social Services referred to the difficult issues around building social capital , while at the same time trying to provide that meets the needs of communities and individuals)*
- the need to engage and consult with Members within adequate timescales

**RESOLVED-**

- a) That the contents of the report be noted.
- b) That upon completion of the independent review, the report be provided at a future meeting of the Board.

**101 Performance Report - Quarter 3 2009/10 and Major Adaptations for Disabled Adults**

The Head of Policy and Performance submitted a report presenting the key performance information against the Leeds Strategic Plan improvement priorities relevant to the Adult Social Care Scrutiny Board for Quarter 3 2009/10,

In addition to the above report, the Board also received a report of the Chief Officer for Health and Environmental Action Services which presented quarter 3's performance information on the delivery of adaptation schemes to tenants and owner occupiers and information on concluded Ombudsman inquiries.

**(a) Performance Report Quarter 3 2009/10**

The following representatives were in attendance and responded to Members comments and queries:-

Sandie Keene, Director of Adult Social Services  
Dennis Holmes, Deputy Director Strategic Commissioning  
Stuart Cameron-Strickland, Head of Policy, Performance and Improvement

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

- PI Ref No NI 123A/123b - Current smoking rate prevalence – the downward arrow represents an improvement.
- PI Ref No NI 142 – Percentage of vulnerable people who are supported to maintain independent living – clarification of the figures and the reasons why it was on a downward trend
- PI Ref No LKI –SS35 – Adult and older clients receiving a review as a percentage of those receiving a service – the need for more progress in this important area  
*(The Director of Adult Social Services responded and confirmed that the department were falling short in this key area, however a commitment had been given to improve the statistics over the next 12 months)*
- PI Ref No NI 133 – Acceptable (DH) waiting times for care packages – the concerns expressed that waiting times would continue to increase and that this target may soon go into red  
*(The Director of Adult Social Services responded and also shared the Board's concerns in this area which was impacted by the speed of availability. The Board noted that this was subject to serious budget challenges in the coming months ahead)*
- PI Ref No NI 135 – Carers receiving needs assessment or review and a specific cares service – the concern expressed that the funds for this target had not been ring-fenced.  
*(The Director of Adult Social Services responded and informed the meeting that this target had no relevance to the available budget. She confirmed that the department were providing a high level of support for carers)*
- PI Ref No LI COM 6A/ 6B/ 8 – The ratio of total safeguarding referrals to total cases completed – clarification of what was happening to these indicators  
*(The Head of Policy, Performance and Improvement responded and confirmed that the department were continuing to monitor these targets. He informed the Board that the predicted figure had already been achieved this year and that the department were dealing with a proportion of referrals through the Safe guarding process. The Board noted that these were local indicators and not national ones and that there was an impact on other areas in relation to care assessment)*
- PI Ref No NI 145 – Adults with learning disabilities in settled accommodation – clarification as to whether or not the process had been completed around PFI provision of new accommodation for people with learning disabilities and whether this has had an impact on data  
*(The Director of Adult Social Services responded and informed the meeting that PFI is a small part of the settled accommodation provision and that this indicator was based on all those with Learning Disabilities)*

*gaining settled accommodation from a number of sources. Accessing the data in this area was quite complex as the scheme had not finished. She outlined the breakdown of the figures reported)*

**(b) Major Adaptations for Disabled Adults – Performance on completion time of adaptations schemes – Quarter 3 2009/10**

The following representatives were in attendance and responded to Members' comments and queries:-

Sandie Keene, Director of Adult Social Services  
Dennis Holmes, Deputy Director Strategic Commissioning  
Helen Freeman, Chief Officer, Health and Environmental Action Services  
John Clark, Chief Executive, Aire Valley Homes

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

- clarification of what the eight cases for Aire Valley Homes represent and the number of homes that Aire Valley Homes were responsible for. *(The Chief Executive, Aire Valley Homes responded and informed the Board that they were responsible for 15,500 homes. He outlined the history of how adaptations were delivered during 2008/9 and confirmed that 2 million pounds this year would be put into adaptations for 2010/11. The 8 cases referred to represented completed high priority cases in quarter 3 )*
- clarification was sought as to whether the statistics represented all cases of just those outside the timescale
- *(The Chief Officer, Health and Environmental Action Services responded and provided the meeting with an explanation of the figures outlined in the Adaptations Performance document (Appendix 1 refers)*
- the need for the department to present the figures in a clear and concise way for the benefit of Board Members and the general public and to raise concerns about the lack of progress within the last three months  
*(The Board's Principal Scrutiny Adviser responded and advised that the figures should have been provided in colour and could be produced in colour for future Board meetings. The Chief Officer, Health and Environmental Action Services advised the Board that work had already commenced to formulate a better way of presenting the information)*
- the concerns raised that as result of funding difficulties, the delivery of adaptations cannot be met on time  
*(The Chief Officer, Health and Environmental Action Services responded and confirmed that the process was complex and very difficult to achieve with regards to provisions of adaptations within the city. The Board noted that a review was being undertaken with ongoing discussions with all adaptation providers for both ALMO and private sector properties)*
- clarification as to whether the trend for adaptations was on the increase

*(Chief Officer, Health and Environmental Action Services responded and confirmed that there had been a rising trend in adaptations and the issue was now focused on managing demand and resources)*

- clarification of the turnover of properties and the proportion of those which are re-used

*(The Chief Executive, Aire Valley Homes responded and informed the meeting that a piece of work was ongoing. He stated that there was a 5% turnover of adapted properties per annum and the ALMO were also looking into recycling measures. It was agreed to take on board the suggestions of the Adult Social Care Board when reviewing reporting mechanisms to potentially include additional detail in future reports.)*

- clarification of the protocol regarding new builds and whether or not there was provision for wet rooms etc

*(The Chief Executive, Aire Valley Homes responded and outlined the work on Council involved housing schemes and around life time homes)*

- the need for new builds to be up to the standard of life time homes
- the need for a list of adapted properties and for disabled groups to be supplied with this information within the letting scheme
- clarification of the process in relation to high, medium and low priority and the need for the Board to be supplied with a number of examples according to need

- clarification of the average time to complete cases/adaptations  
*(Chief Officer, Health and Environmental Action Services responded and referred to the figures outlined in Appendix 1 of the report.)*

- the concerns expressed that the targets were unacceptable for the city as a whole

- clarification if Adult Social Care looked at alternative provisions to provide bathing and washing support prior to adaptations being installed

*(The Director of Adult Social Services responded and made reference to the Social Care Assessment which would address such issues)*

- clarification of the types of adaptations which create lengthy waiting times

*(Chief Officer, Health and Environmental Action Services responded and outlined the current process and speed of delivery for adaptations. The Board noted that the Adaptations Steering Group were currently working on a city wide Adaptations Strategy)*

#### **RESOLVED-**

- a) That the contents of the report of the Head of Policy and Performance in relation to Quarter 3 2009/10 performance reports be noted.
- b) That the contents of the report of the Chief Officer for Health and Environmental Action Services on performance on completion time of adaptations schemes for Quarter 3 2009/10 be noted.

#### **102 Self Directed Support: Evaluation Update**

The Director of Adult Social Services submitted a report which responded to the request of The Personalisation Working Group who stipulated that

progress made against five key objectives causing concern, and feedback on phase 2 of the personalisation evaluation be reported the Scrutiny Board.

This report focused on the actions taken in response to the five high level recommendations from Phase One and the report from Phase Two. The report also provided information as to overall progress in terms of performance and implementation plans.

Appended to the report was a copy of a document entitled 'Early Implementer Evaluation – Final Report Phase 2 January 2010 – Evaluation report' for the information/comment of the Board.

The following representatives were in attendance and responded to Member's comments and queries:-

Dennis Holmes, Deputy Director, Strategic Commissioning  
John Lennon, Chief Officer – Access and Inclusion

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

- clarification as to whether or not Adult Social Care would meet targets set by Government Office, that by March 2010, 15% of service users currently in receipt of community based adult social care would be on Self Directed Support  
*(The Chief Officer – Access and Inclusion responded and informed the meeting that the target had already been reached in month eleven)*
- the Board sought clarification regarding to the statement 'when people were given the freedom to choose their own services through a personal budget, changes in the demand were likely'  
*(The Chief Officer - Access and Inclusion responded and referred to a number customer and carer perspective examples outlined in the report. He also referred to the availability of a dvd which provided more examples in relation to this issue and agreed to forward a copy to the Board's Principal Scrutiny Advisor for dissemination to the Board)*
- the need for the Board to be supplied with the economic facts and the cost of the care around the examples given  
*(The Chief Officer – Access and Inclusion responded and agreed to forward the details to the Board's Principal Scrutiny Advisor for dissemination to the Board)*
- clarification of how the implementation process was being progressed  
*(The Chief Officer – Access and Inclusion responded and informed the Board that implementation was being phased from April through to July at which time all new services users will have the option of a personal budget. Currently a dialogue was been undertaken with other neighbouring authorities such Barnsley who have already successfully managed personal budgets for approx 2 years)*
- clarification of the Social Care staff results (Leeds Evaluation) outlined in Section 2.19

*(The Chief Officer – Access and Inclusion responded and informed the Board that the cohort was four which was the reason for the difference in figures)*

- clarification of the spending associated with Day Care, and how the department would address the issue of how the marginal cost to remove a person was close to zero, as the overheads remain the same *(The Chief Officer – Access and Inclusion responded and informed the Board that all services cost money. The Board noted that the department were moving towards costed care plans)*
- clarification of how people may use their personal budgets to purchase services from Neighbourhood Networks *(The Chief Officer – Access and Inclusion stated that an individual would purchase a Neighbourhood Networks service just like any other service. The Board noted that the department would like to encourage self directed support with the aim to increasing access for the individual to a range of facilities)*

#### **RESOLVED-**

- a) That the contents of the report and appendices be noted in respect of the Early Implementer evaluation.
- b) That approval be given to the steps taken to address the risks and issues highlighted in the evaluation reports.
- c) That approval be given to the progress made in Leeds in delivering the necessary business transformation to make the delivery of Self Directed Support possible and in doing so to meet the performance target set and agreed with Government Office.

(Councillor B Chastney and Councillor R Feldman left the meeting at 11.40 am and 11.45am respectively during discussions of the above item)

#### **103 Inquiry into Self Directed Support and Personal Budgets - Draft Report**

The Head of Scrutiny and Member Development submitted a report which recommended the Adult Social Care Scrutiny Board approve its inquiry report on Self Directed Support and Personal Budgets or makes recommendation for change as appropriate.

Appended to the report was a copy of a document entitled 'Draft Scrutiny Inquiry Final report Self Directed Support and Personal Budget'.

The following representatives were in attendance and responded to Board Members comments and questions:-

Dennis Holmes, Deputy Director, Strategic Commissioning  
John Lennon, The Chief Officer – Access and Inclusion

For the benefit of Members, the Chair went through each Recommendation inviting Board Members comments which were duly noted by the Board's Principal Scrutiny Advisor.



**RESOLVED-**

- a) That the contents of the report and appendices be noted.
- b) That approval be given to the Board's Inquiry report on Self Directed Support and Personal Budgets.

**104 Scrutiny Board (Adult Social Care) - Work Programme**

The Head of Scrutiny and Member Development submitted a report providing Members with a copy of the Board's current Work Programme. The Forward Plan of Key Decisions for the period 1<sup>st</sup> March 2010 to 30<sup>th</sup> June 2010 and the Executive Board Minutes of 12<sup>th</sup> February 2010 were also attached to the report.

**RESOLVED –**

- a) That the contents of the report and appendices be noted.
- b) That the Executive Board minutes of 12<sup>th</sup> February 2010 and the Forward Plan of Key Decisions for the period 1<sup>st</sup> March 2010 to 30<sup>th</sup> June 2010 be noted.
- c) That approval be given to the work programme, as now outlined, subject to those revisions now reported at the meeting.

**105 Date and Time of Next Meeting**

\*Wednesday 14<sup>th</sup> April 2010 at 10.00am (pre-meeting for Board Members at 9.30am)

\* Please note that this meeting has now been deferred to 11<sup>th</sup> May 2010

(The meeting concluded at 12 noon)