

Minutes of the Meeting of the Adult and Community Services Overview and Scrutiny Committee held on 18 March 2009 at Shire Hall, Warwick

Present:

Members of the Committee	Councillor Les Caborn “ Jose Compton “ Richard Dodd “ Michael Doody “ Anne Forwood “ Marion Haywood “ Nina Knapman “ Sue Main “ Raj Randev (replacing Councillor Frank McCarney in a non-voting capacity for this meeting) “ Ian Smith “ Sid Tooth (replacing Councillor Mota Singh for this meeting) “ John Wells
Other County Councillors	Councillor Colin Hayfield (Portfolio Holder for Adult, Health and Community)
Officers	Liz Bruce, Head of Local Commissioning Louise Denton, Overview and Scrutiny Officer Ann Mawdsley, Principal Committee Administrator Simon Robson, Head of Local Provider Services and Libraries, Learning and Culture

There was one member of the public in attendance.

1. General

As neither the Chair or the Vice Chair were in attendance, nominations for a Chair for this meeting were called. Councillor Anne Forward, seconded by Councillor Sid Tooth, proposed that Councillor John Wells be appointed Chair of the Committee.

A vote was taken and it was resolved that Councillor John Wells be appointed Chair of the Committee for this meeting.

(1) Apologies for absence

Apologies for absence were received on behalf of Councillor Frank McCarney (replaced by Councillor Raj Randev in a non-voting capacity for this meeting), Councillor Mota Singh (replaced by Councillor Sid Tooth for this meeting) and Graeme Betts.

(2) Members Declarations of Personal and Prejudicial Interests

Members declared personal interests as set out below:

- (1) Councillor Colin Hayfield declared a personal interest as a Non-Executive Director of NHS Warwickshire, and as the Chairman of the Commissioning Body for Supporting People.
- (2) Councillor Anne Forward declared a personal interest in Item 3 as a member of the Board of Management of Rowan Organisation, Atherstone.

(3) Minutes of the Adult and Community Services Overview and Scrutiny Committee Meeting held on the 14 January 2009

The minutes of the meeting of the Adult and Community Services Overview and Scrutiny Committee meeting held on 14 January 2009 were agreed as a correct record with the following correction:

Page 10 – 9. Provisional Items for Future Meetings and Forward Plan Items Relevant to the Work of this Committee

“Cabourn” to be changed to “Caborn”.

Matters arising

None.

Minutes of the Adult and Community Services Overview and Scrutiny Committee Meeting held on the 11 February 2009

The minutes of the meeting of the Adult and Community Services Overview and Scrutiny Committee meeting held on 11 February 2009 were agreed as a correct record with the following correction:

Page 1 – Present: Members of the Committee

Councillor Sue Main to be included in the list of Members present.

Matters Arising

Page 2 – 1. General (1) Apologies for absence

Councillor Richard Dodd thanked the Members of the Committee for the good wishes he had received.

Page 2 – 2. Select Committee to look at the Library Service

Louise Denton noted that a report outlining the views of the Committee on the proposals to transform Warwickshire's Library Service and drawing together the evidence gathered from consultation with the Area/Joint Committees, the select committee meeting 11 February 2009 and a visit to Malvern Library on 11 March 2009 would be brought to the April meeting.

2. Public Question Time

There were no public questions.

3. Continuing Health Care for Older People

The Committee considered the report of the Strategic Director for Adult, Health and Community Services giving an update on progress by the Local Authority and the joint improvement plan agreed by the Local Authority and the Primary Care Trust.

Members discussed several aspects of the report. The following points were noted during the debate:

1. The term "lean methodology" referred to business methods used to reduce duplication and bureaucracy.
2. The Joint Action Plan to Deliver Continuing Health Care in Warwickshire had been agreed with the PCT, including the collection of data. The Action Plan set out a useful framework as continuing healthcare was like to be costly for both organisations and future reports to the Committee would include more data, which would help Members to identify trends. Clear timescales were planned but were still being negotiated by the Joint Chief Officer Group.
3. There was a need to continuously track and monitor the circumstances of older people, particularly those with dementia, to ensure people were transferred to continuing healthcare at the right time. At present it was estimated that 20% of Social Care customers would go into fully funded PCT continuing healthcare.

4. In response to a question regarding charging for delayed discharges, it was noted that in Warwickshire, the County Council was working with all acute hospitals to improve discharging without fining, through effective discharge planning. In terms of Warwick Hospital, negotiations were ongoing around fining, which was not felt to be in the spirit of partnership.
5. Following a discussion about jargon, it was agreed that wording had to be clearly understood by both organisations and it was noted that for the past 18 months the Directorate had taken on the role of advocates for patients, which included ensuring the public understood their full entitlement, such as free healthcare at the point of delivery. Members agreed that when documents were written for the public, there needed to be a greater focus on plain English.
6. Only 20% of patients leaving hospitals were the responsibility of the Local Authority, and each of these had clear discharge protocols and plans. It was agreed that all patients were entitled to a safe discharge plan.
7. Officers noted that the Action Plan had been developed in response to recommendations from the Audit Commission and while it was felt to be deliverable, there was some concern about the current capacity within the PCT to deliver all the activities. Members agreed this would need to be carefully monitored and in future the Action Plan should include a column with traffic lights to record progress.
8. In response to concern raised about not having clear monitoring arrangements, it was noted that before the merger of the three PCTs in Warwickshire there had been low delivery of continuing healthcare in Warwickshire with no audit trail. In line with the new National Framework, the Joint Strategy Group would collect information to allow for effective monitoring and identification of trends locally, regionally and nationally.
9. Audit Commission recommendations to the PCT included a direction that continuing healthcare had to be feature in all integrated or joint strategies with the Local Authority.
10. Warwickshire County Council had over 1,000 people using Direct Payments and were leading the way in the West Midlands with Individual Budgets, with more than 100 people trialling the system. The PCT was not as advanced in these areas, and work was ongoing to ensure that patients receiving Direct Payments or Individual Budgets, who then moved to continued healthcare, continued to receive their full support packages, within legal frameworks.

The Committee agreed to:

- Note the progress that has been made by Warwickshire County Council since the implementation of the new National Framework in October 2007
- Endorse the joint action plan recently agreed across Warwickshire County Council and NHS Warwickshire
- Receive further updates on completion of action plan objectives.

4. Absence Management within Local Provider Services: Six Monthly Update

The Committee considered the report of the Strategic Director for Adult, Health and Community Services updating members on current absence management performance across Local Provider Services, describing actions taken in the last six months and outlining specialist work currently being developed to contribute to improved performance in this key area.

Simon Robson reminded Members that the original report on absence management had resulted from generally poor absence within Local Provider Services and the County Council generally and the drive to improve attendance management as well as general health of staff. He added the following:

- i. Work had been done with HR colleagues as well as with Warwick University and Warwick Medical School resulting in a broader range of preventative measures as well as looking at triggers, cultures, carer needs and generally reducing stress and anxiety. Training and support had also been increased for carer staff to reduce musculoskeletal problems.
- ii. An analysis of the increased raw data available had enabled hot spots within Local Provider Services to be identified.
- iii. Officers within the Directorate had been proactively involved with the tender specifications and deployment of the new Occupational Health provision for the County Council, which was expected to impact on long-term sickness (more than 28 days) absence.
- iv. A lot of the activity reported previously had started to have an impact and trends continued to decrease.

During the ensuing discussion the following points were highlighted:

1. Members were pleased to see the progress and congratulated Simon Robson and his team on their achievements.
2. It was agreed that in the current economic climate staff may fear for their jobs and there needed to be continued support for genuine issues.
3. Members agreed that when levels of sickness absence were high, both the individual and their role needed to be considered. Where a consistent pattern was identified with a particular role, the County

Council had a responsibility as an employer to ensure the right tools, support and ability to do the job were in place.

4. Managers were receiving training to ensure that 'returning to work' interviews were meaningful and covered possible hidden factors and that managers were confident and better informed to deal with long-term sickness.

The Adult and Community Services Overview and Scrutiny Committee agreed to:

1. Note the progress described in the report.
2. Support the approach taken and being further developed to improve absence management performance in Local Provider Services.
3. Receive a further update report in six months time.

5. Quarter 3 Directorate Report Card 2008/09 (April – December 2008)

The Committee considered the report of the Strategic Director for Adult, Health and Community Services providing an analysis of the Adult, Health and Community Services Directorate's performance at the mid-year point for 2008/09 and reporting on performance against the key performance indicators as set out in the Directorate Report Card.

There was broad agreement that much of the data was old or in many cases not yet available. Where there were new indicators that had not yet been defined or criteria interpreted, this distorted the figures that were available.

It was agreed that on page A5, Ref LI410 – "No. admissions of supported residents aged 65 or over to residential/nursing care per 10,000 population", that the aim should be changed to "Smaller is Better".

The Adult and Community Services Overview and Scrutiny Committee, having considered both the summary and detail of the performance indicators within the Directorate Report Card at Quarter 3 of 2008/09 that their comments above should be noted.

6. Bi-Monthly Performance Monitoring Update – December 2008

The Committee considered the report of the Strategic Director for Adult, Health and Community Services on the adult social care performance for December 2008. Members agreed this report was a more useful indicator of the way the Service was progressing than the Report Card and there needed to be a more consistent way of reporting performance.

Councillor Colin Hayfield noted that overall progress had been good, showing a gradual upward trend across most areas.

Simon Robson reported that Section 2 outlined the new National Indicator set which was being introduced and would eventually replace the PAF Indicators.

Members discussed several aspects of the report and noted the following points:

1. The D55 indicator had two parts to the target – the first being the initial contact with the customer and the second covering the four weeks allowed to carry out the full assessment. There were more problems arising in the second part of this target as priorities were set on needs and the volume of people being assessed could alter the assessment times.
2. It was reported that performance in relation to D55 was generally good, but the Red Indicator put in place was an indicator of the high standards and efforts made to further improve.
3. The client group covered by C30 (Adults with Learning Disabilities) was a small group, impacting on the percentages.
4. Members noted the positive impact that PHILLIS had made on services, picking up people who had previously ‘fallen through the net’.
5. Following a general discussion about exception reporting, it was broadly agreed that achievements need to be reported as well as areas needing improvement, in order to get a balanced picture.
6. Members congratulated Liz Bruce and her team on the progress and outcomes that had been achieved.

The Committee agreed to note the report.

7. Provisional Items for Future Meetings and Forward Plan Items Relevant to the Work of this Committee

Members of the Committee noted the Items for Future Meetings with the following change:

The ‘Home Care Electronic Monitoring Systems’ report would form part of a wider ‘Development in the in-house Home Care Services’ report, to be reported on a date still to be agreed.

Councillor Nina Knapman reported that only two elected members had gone on the visit to Malvern Library on 11 March, which had been disappointing as the visit had been extremely useful. Simon Robson added that the cancellation of the initial arrangements due to snow had resulted in a limited

choice of alternative dates in order to enable feedback before the close to the consultation exercise on Friday, 20 March.

8. Any Other Items

None.

9. Reports Containing Confidential or Exempt Information

It was Resolved that members of the public be excluded from the meeting for the item mentioned below on the grounds that their presence would involve the disclosure of confidential or exempt information as defined in paragraph 3 of Schedule 12A of the Local Government Act 1972.

10. Exempt Minutes of the Meeting held on 14 January 2009

The exempt minutes of the meeting of the Adult and Community Services Overview and Scrutiny Committee held on 14 January 2009 were agreed as a correct record.

Members agreed that when reference was made to charges, the overall figures and where possible, impact on revenue needed to be included for clarification.

Chair of Committee

The Committee rose at 11.25 pm.