

Adult and Community Services Overview and Scrutiny Committee

9 September, 2009

Agenda

The Adult and Community Services Overview and Scrutiny Committee will meet at the **SHIRE HALL, WARWICK** on **WEDNESDAY, the 9 SEPTEMBER, 2009 at 10.00 a.m.**

The agenda will be:-

1. General

- (1) Apologies for Absence
- (2) Members' Declarations of Personal and Prejudicial Interests

Note: Members are reminded that they should declare the existence and nature of their personal interests at the commencement of the relevant item (or as soon as the interest becomes apparent). If that interest is a prejudicial interest the Member must withdraw from the room unless one of the exceptions applies.

Membership of a district or borough council is classed as a personal interest under the Code of Conduct. A Member does not need to declare this interest unless the Member chooses to speak on a matter relating to their membership. If the Member does not wish to speak on the matter, the Member may still vote on the matter without making a declaration.

The public reports referred to are available on the Warwickshire Web
www.warwickshire.gov.uk/committee-papers

(3) Remit of the Adult and Community Services Overview and Scrutiny Committee

To review and or scrutinise the provision of public services in Warwickshire relating to adult social care services, leisure and cultural services including libraries, heritage and community education, tourism and countryside leisure.

(4) Minutes of the Adult and Community Services Overview and Scrutiny Committee Meetings held on the 8 May 2009 (public version) and the 29 July 2009 (copies attached)

(5) Feedback from Overview and Scrutiny Board

(6) Chair's Announcements

2. Public Question Time

Up to 30 minutes of the meeting is available for members of the public to ask questions on any matters relevant to the business of the Adult and Community Services Overview and Scrutiny Committee.

Questioners may ask two questions and can speak for up to three minutes each.

To be sure of receiving an answer to an appropriate question, please contact Ann Mawdsley on 01926 418079 or e-mail annmawdsley@warwickshire.gov.uk at least five working days before the meeting. Otherwise, please arrive at least 15 minutes before the start of the meeting and ensure that Council staff are aware of the matter on which you wish to speak.

3. Personalisation Agenda

A presentation from Liz Bruce on the Personalisation Agenda to examine progress and developments in relation to the personalisation agenda, including low level intervention and preventative initiatives.

4. Autistic Spectrum Conditions (ASC) and Transitions

Report of the Strategic Director for Adult, Health and Community Services

This report will update the committee on the progress by both Adults and Children's Services in providing services for individuals with Autistic Spectrum Conditions (ASC's) and the continual improvements in the transitions process for young people reaching adulthood in the County.

The public reports referred to are available on the Warwickshire Web
www.warwickshire.gov.uk/committee-papers

The report will feedback some of the positive practice Warwickshire has put in place to support those individuals with high functioning autism (HFA) and Aspergers Syndrome who were previously not eligible for adult services by using the Low Level Support Service and will report on how this and other work in developing our transitions process has been recognised at a national level.

Recommendation

It is recommended that the committee consider and comment on this report, and agree for officers in both Children's and Adults Services to continue to improve services for this client group and all Warwickshire residents who are affected by transitions.

For further information please contact Simon Veasey.

5. Telecare Progress Update

Report of the Strategic Director for Adult, Health and Community Services

This report updates the committee on progress made I respect to Telecare.

Recommendation

It is recommended that the Adult and Community Services Overview and Scrutiny Committee consider and comment on the progress as detailed in the report.

For further information please contact Gill Jowers

6. County Record Office Transformation Update

Report of the Strategic Director for Adult, Health and Community Services

The County Record Office embarked on its transformation programme in April 2009. This report updates members on progress made to date and issues arising.

Recommendation

It is recommended that the committee consider and comment on the progress of the County Record Office transformation programme.

For further information please contact Caroline Sampson

The public reports referred to are available on the Warwickshire Web
www.warwickshire.gov.uk/committee-papers

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

A table setting out provisional items for future meetings is attached.

8. Any Other Items

which the Chair decides are urgent.

9. Items Containing Exempt Information

To consider passing the following resolution:

'That members of the public be excluded from the meeting for the items mentioned below on the grounds that their presence would involve the disclosure of exempt information as defined in paragraphs 3 & 4 of Schedule 12A of the Local Government Act 1972'

(NB. Copies of extracts describing exempt information are available in Warwickshire Libraries, the County Council Handbook and the Access to Information Register held in my office).

10. Exempt Minutes of the meeting held on the 18th May 2009 and matters arising. (copy attached)

JIM GRAHAM
Chief Executive

Adult and Community Services Overview and Scrutiny Committee Membership

Councillors Peter Butlin, Les Caborn (Chair), Jose Compton, Richard Dodd, Mike Gittus, Bob Hicks, Tilly May (Vice Chair), Frank McCarney, Kate Rolfe, Martin Shaw, Claire Watson, Sonja Wilson.

Portfolio Holders:- Councillor Colin Hayfield (Adult Social Care)
Councillor Chris Saint (Leisure, Culture and Housing)

The reports referred to are available in large print if requested

General Enquiries: Please contact Ann Mawdsley on 01926 418079

E-mail: annmawdsley@warwickshire.gov.uk

Enquiries about specific reports: Please contact the officers named in the reports.

The public reports referred to are available on the Warwickshire Web
www.warwickshire.gov.uk/committee-papers

**Minutes of the Special Meeting of the Adult and Community Services
Overview and Scrutiny Committee held on 8 May 2009 at Shire Hall,
Warwick**

Present:

Members of the Committee

Councillor Les Caborn
“ Jose Compton
“ Michael Doody
“ Anne Forwood
“ Marion Haywood
“ Nina Knapman
“ Sue Main
“ Frank McCarney
“ June Tandy
“ Sid Tooth

Other County Councillors

Councillor Colin Hayfield (Portfolio Holder
for Adult, Health and Community)
Councillor Peter Barnes
Councillor Alan Farnell
Councillor Tim Naylor
Councillor Jerry Roodhouse

Officers

Mag Astill, Communications Officer
Graeme Betts, Strategic Director
Liz Bruce, Head of Local Commissioning
Emma Curtis, Assistant to the Labour
Group
Rebecca Davidson, Communications
Officer
Louise Denton, Overview and Scrutiny
Officer
Nathan Deveruex, Assistant to the Liberal
Democrat Group
Ann Mawdsley, Principal Committee
Administrator
Jane Pollard, Acting Corporate Legal
Services Manager

Invited Union Representatives

Sue Cox, Unite
Ian Crisp, Unison
Adrian Ross, Unite

1. General

(1) Apologies for absence

Apologies for absence were received on behalf of Councillor Richard Dodd, Councillor Raj Randev (replaced by Councillor June Tandy for this meeting), Councillor Ian Smith and Councillor John Wells (replaced by Councillor Sid Tooth for this meeting).

(2) Members Declarations of Personal and Prejudicial Interests

Members declared personal interests as set out below:

- (1) Councillor Jose Compton declared a personal interest in Item 3 in relation to her son's employment with People in Action.
- (2) Councillor Anne Forward declared a personal interest in Item 3 as a member of the Board of Management of Rowan Organisation, Atherstone.
- (3) Councillor Colin Hayfield declared a personal interest as a Non-Executive Director of NHS Warwickshire.
- (4) Councillor Sue Main declared a personal interest in Item 3 as her mother was in receipt of home care.
- (5) Councillor Jerry Roodhouse declared a personal interest in Item 3 in relation to his wife's relief work in social care.

2. Reports Containing Confidential or Exempt Information

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 exempt information as defined in paragraphs 3 and 4 of Schedule 12A of Part 1 of the Local Government Act 1972.

Union Representatives and Communications staff left the room.

3. Transforming Internal Home Care into a Reablement Service

The Committee considered the report of the Strategic Director for Customers, Workforce and Governance setting out the recommendations made by the Cabinet on 23 April relating to Transforming Internal Home Care into a Reablement Service which were "called in" for consideration by the Adult and Community Services Overview and Scrutiny Committee.

The recommendations of the Committee are to be considered by the Cabinet at their meeting on 28 May 2009.

Chair of Committee

The Committee rose at 12.35 pm.

Minutes of the Meeting of the Adult and Community Services Overview and Scrutiny Committee held on 29 July 2009 at Shire Hall, Warwick

Present:

Members of the Committee	Councillor Peter Butlin “ Les Caborn (Chair) “ Jose Compton “ Richard Dodd “ Bob Hicks “ Frank McCarney “ Kate Rolfe “ Martin Shaw “ Claire Watson
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Other County Councillors	Councillor Carol Fox Councillor Colin Hayfield (Portfolio Holder for Adult Social Care) Councillor Chris Saint (Portfolio Holder for Leisure, Culture and Housing)
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Officers	Louise Denton, Overview and Scrutiny Officer Kim Harlock, Head of Strategic Commissioning and Performance Management Ann Mawdsley, Principal Committee Administrator Simon Robson, Head of Communities and Well-being Andy Sharp, Service Manager, Business Performance and Information Mandy Walker, Group Manager, Regeneration Projects and Funding
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There were two members of the public in attendance.

1. General

The Chair welcomed everyone to the first meeting of the Committee in the new session, particularly new Members and the members of public.

(1) Apologies for absence

Apologies for absence were received on behalf of Councillors Mike Gittus and Tilly May.

(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 Kate Rolfe declared a personal interest as a private carer running her own business.

(3) Remit of the Adult and Community Services Overview and Scrutiny Committee

Noted.

(4) Minutes of the Adult and Community Services Overview and Scrutiny Committee Meetings held on 8 April 2009 and 23 June 2009

8 April 2009

The minutes of the meeting of the Adult and Community Services Overview and Scrutiny Committee meeting held on 8 April 2009 were agreed as a correct record and signed by the Chair.

Matters arising

Page 3 – 3. Review of Dementia Care for Older People in Warwickshire – Update of Action Plan

Councillor Jose Compton reported that she had attended a meeting of the Dementia Task Group and that good progress was being made in moving forward the Dementia Strategy. She added that North Warwickshire and Nuneaton and Bedworth Borough Councils had been successful in bidding for additional funding for dementia services. The Committee agreed to endorse Councillor Jose Compton's appointment as Dementia Champion and Chair of the Dementia Task Group.

23 June 2009

The minutes of the meeting of the Adult and Community Services Overview and Scrutiny Committee meeting on 23 June 2009 were agreed as a correct record and signed by the Chair.

Matters arising

None.

(5) Feedback from Overview and Scrutiny Board

The Chair reported back to the Committee from the Overview and Scrutiny Board meeting held on 16 July where it was agreed that O&S agendas should have a standard item for feedback from the Board. He outlined the remit and membership of the Board.

2. Public Question Time

There were no public questions.

3. Presentation on Overview and Scrutiny

The Committee received a presentation from Louise Denton, Overview and Scrutiny Officer, on the role of the Committee, principles of effective scrutiny and the different options available for the Committee to fulfil its role. She highlighted the achievements of the Committee in the previous administration and outlined the prioritisation criteria Members would need to consider in developing their work programme for the coming year.

4. Presentation on Challenges and Opportunities

Councillor Colin Hayfield, Portfolio Holder for Adult Social Care

The Committee received a verbal presentation from Councillor Colin Hayfield, Portfolio Holder for Adult Social Care outlining the challenges and opportunities for the next year.

The Committee discussed the presentation and raised the following issues:

1. The increase in the number of older people and the increased intensity of packages was causing pressure on the budget.
2. The changes to the Learning and Skills Council (LSC) and the resulting budget pressures in adult learning were cause for concern. The recession would also mean that funding would need to be targeted to meet the demand for re-skilling and new skills for adult learners.
3. Partnership working with the PCT remained challenging but there were positive signs, highlighted by the joint posts that were being established.

4. In response to a query regarding the development of private care homes, it was noted that a policy had been agreed by the County Council to maintain individuals in their own homes as long as possible and discussions were held on an ongoing basis with partners and providers to ensure all stakeholders were informed of local care needs. Kim Harlock agreed to e-mail a briefing note to Members setting out the policy and different care options in Warwickshire.

Councillor Chris Saint, Portfolio Holder for Leisure, Culture and Housing

The Committee received a verbal presentation from Councillor Chris Saint, Portfolio Holder for Leisure, Culture and Housing outlining the challenges and opportunities for the next year.

Members discussed the presentation and the following points were noted during the debate:

- a. Work had begun on the transformation of the library service and this now had to be further implemented through a cross party approach to improve services within funding pressures. Services in the future needed to cater for all age groups, fit in with the wider agenda and protect services valued by users.
- b. Part of the role of the Portfolio Holder was to link Information and Library Services, Heritage and Culture with tourism. This would involve making the most of all opportunities across the County, good promotion of the heritage offer and should be used to narrow the gaps.
- c. There needed to be a review of opportunities for charging, which could supplement current budgets.
- d. There needed to be more regional partnerships, such as the "Museums of the Move" bus involving Herefordshire, Shropshire, Staffordshire, Worcestershire and Warwickshire, taking museum collections out and about to communities all across the region.
- e. Kim Harlock agreed to e-mail to Members demographic graphs for Warwickshire to 2021.

The Chair thanked the Portfolio Holders for their presentations.

**5. Quarter 4 Directorate Report Card 2008/09
(April – March 2009)**

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 year end point for 2008/09 and reporting on performance against the key performance indicators as set out in the Directorate Report Card.

Andrew Sharp presented the report and informed Members that this was the final performance report in this format and in the future the Committee would receive reports on underperformance on indicators set for the Directorate.

During the ensuing discussion the following points were highlighted:

1. Members agreed that, as well as the indicators, it was important to have a more outcome orientated overview of what the Directorate was trying to achieve and how services were working on the ground.
2. In response to a query regarding staff appraisals it was noted that targets were set corporately but the Strategic Leadership Team recognised the importance of appraisals and all managers were encouraged to ensure all staff received appraisals.
3. Andrew Sharp agreed to circulate to Members specific information in relation to NI009 (Use of public libraries), NI010 (Visits to museums or galleries) and NI011 (Engagement in the arts at local level), including how the data is captured.

The Committee endorsed the summary and detail of the performance indicators within the Directorate Report Card at the end of quarter 4 of 2008/09 and requested that their comments be taken into account in the development of new performance reporting.

6. Any Other Items

None.

7. Workshop Session

The Committee broke into a workshop session to identify priority issues for the Committee's annual work programme. The following issues were identified:

Group 1 – Adult Social Care Services (*Facilitator: Kim Harlock*)

- Developing low-level intervention and preventative services
- Carer's Support
- Care and Choice Accommodation Programme: Extra Care Housing and Specialist Residential Care
- Home Care – suggested by Cabinet

Group 2 – Libraries, Learning & Culture (*Facilitator: Simon Robson*)

- Library Service Transformation inc RFID and the development of virtual services
- Adult and Community Learning
- County Records Office Transformation

Group 3 – Tourism & Countryside Leisure (*Facilitator: Mandy Walker*)

- Heritage Education, Countryside Parks and Rural Tourism – Joined-Up Working
- Olympics 2012 / Rugby World Cup 2015

These would be considered and prioritised by the Chair and Spokespersons, before being considered by the Overview and Scrutiny Board in September.

The Committee rose at 12:40 pm.

Chair of Committee

AGENDA MANAGEMENT SHEET

Name of Committee **Adult and Community Services Overview and Scrutiny Committee**

Date of Committee **9th September 2009**

Report Title **Autistic Spectrum Conditions (ASC) and Transitions**

Summary
 This report will update the committee on the progress by both Adults and Children’s Services in providing services for individuals with Autistic Spectrum Conditions (ASC’s) and the continual improvements in the transitions process for young people reaching adulthood in the County.

The report will feedback some of the positive practice Warwickshire has put in place to support those individuals with high functioning autism (HFA) and Aspergers Syndrome who were previously not eligible for adult services by using the Low Level Support Service and will report on how this and other work in developing our transitions process has been recognised at a national level.

For further information please contact:
 Simon Veasey, Service Delivery Manager (Learning Disability Local Commissioning) Diana Sellwood, Service Development Manager, Integrated Disability Service

Tel: 0247654129 01926 476840

Would the recommended decision be contrary to the Budget and Policy Framework?
 No.

Background papers None

CONSULTATION ALREADY UNDERTAKEN:- Details to be specified

Other Committees

Local Member(s) Not Applicable

Other Elected Members Councillor L Caborn, Councillor T May, Councillor F McCarney, Councillor R Dodd

Cabinet Member Councillor C Hayfield

- Chief Executive
- Legal Alison Hallworth, Adult and Community Team Leader
- Finance Chris Norton, Strategic Finance Manager
- Other Chief Officers
- District Councils
- Health Authority
- Police
- Other Bodies/Individuals Louise Denton, Scrutiny Officer

FINAL DECISION YES

SUGGESTED NEXT STEPS:

Details to be specified

- Further consideration by this Committee
- To Council
- To Cabinet
- To an O & S Committee
- To an Area Committee
- Further Consultation

Adult and Community Services Overview and Scrutiny Committee – 9th September 2009

Autistic Spectrum Conditions (ASC) and Transitions

Report of the Strategic Director of Adult, Health and Community Services

Recommendation

It is recommended that the committee consider and comment on this report, and agree for officers in both Children's and Adults Services to continue to improve services for this client group and all Warwickshire residents who are affected by transitions.

1. Introduction

- 1.1 The momentum around providing services to individuals on the Autistic Spectrum has increased significantly since the last presentation to Adults and Children's Overview and Scrutiny Committees last year. Much progress has been made in developing services for this group within the County and with the publication of the new Autism Bill there is likely to be a continued focus on meeting the needs of this group for the foreseeable future.
- 1.2 The progress we have made in AHCS in offering a service to individuals with an ASC are:
- Information about individuals with ASC continues to improve especially around those individuals in transition.
 - Joint working across children's and adult services continues to improve.
 - Partnership work with colleges is beginning to improve practice and support.
 - All individuals with autism who meet the criteria for FACS are being assessed and having services commissioned from the Learning Disability Team whether they have a learning disability or not. Individuals with a primary mental health need are having their needs assessed within mental health services.
 - Individuals with high functioning autism and Aspergers Syndrome not meeting FACS criteria can now be referred to our new Low Level Support Service.
 - We have a property in South Warwickshire that has been ring fenced to support adults with a learning disability and autism with support provided by Autism Care.

2. National Audit Office Study

- 2.1 The National Autistic Societies (NAS) "I Exist" campaign raised the political

profile of autism both locally and nationally and culminated with an in-depth survey by the National Audit Office (NAO) finally published in 2009.

2.2 The NAO survey focused on what support adults with autism and their carers in England get. The NAO return was difficult but did allow us to highlight some pockets of good practice in the county which we have developed on allowing us to recently publish a much clearer care pathway for individuals on the spectrum whatever their needs.

2.3 The main findings of the NAO survey reported were that:

- People in charge of support services need to get better information together about how many people with autism there are in their local area.
- Schools tasked with developing transition support plans for disabled children at aged 14 do not know enough about autism and the support individuals are getting or require.
- The support for individuals with ASC should be available locally to reduce the number of out of county and expensive placements.
- People with autism and their carers should get the help and support they need to choose their own support.
- More training is needed on autism, including how to communicate with individuals with ASC, for doctors, health staff and social care staff, including those who support individuals to get a job.
- Greater practical and financial support is required to enable people with autism to go to college or university.
- People with high functioning autism and Aspergers Syndrome need their specific support needs met.

2.4 The findings of the NAO survey are likely to form a substantial part of the new Autism Bill which is due to be passed later in the year. Under the Autism Bill, the national adult autism strategy, due at the end of this year, will hold local authorities and NHS services legally responsible for providing support for adults with autism and make sure that adults have clear routes to diagnosis, assessment and support. The Autism Bill will have resource implications; however it is unlikely that additional resource will accompany it.

3. National Autistic Society “Think Differently About Autism” Rating

3.1 As a County, Warwickshire rated positively with an “Amber” on systems to accurately record the number of adults and “Green” on having identified Autism Leads and personnel. The “Amber” is a direct result of our improved information systems in transitions allowing us to accurately monitor the number of children and young people with a diagnosis of autism at school and the ability to highlight those who are likely to require support from adult social care.

4. Transition from Children’s to Adults Services

4.1 This is our third presentation to Overview and Scrutiny since March 2008 on this issue. We have, however, made significant progress each time we have

presented to members and this presentation with the new Low Level Support Service will again be a huge leap forward in providing services for a customer group who have traditionally been very difficult to engage.

- 4.2 We have taken steps to identify a pathway for individuals with ASC in the county. We can now give individuals from the age of 13 an indication of what services they are likely to receive if they meet or fail to meet FACS criteria when they reach adult services. Those joining the pathway with mental health needs on top of their autism will still primarily be supported through the county's mental health services where this is the primary need.
- 4.3 As a transitions group we have tried to bring forward decisions over FACS and CHC eligibility to help families and young people plan for their future and be more aware of the level of support they are likely to receive. If individuals have continuing health needs their support is commissioned by the PCT and those with FACS eligible social care needs will have their support delivered through links with the Warwickshire LD team whether they have a learning disability or not.
- 4.4 Diana Sellwood and Simon Veasey continue to work closely to improve the transitions process and this positive work between children's and adults' services has been rewarded with both financial and practical support, including access to an advisor working for the Department of Children, Schools and Families who has joined our County Transitions Group. The County Transitions Group is now aligned to the Learning Disability 'Joined Up Services' sub-group which is tasked with ensuring that the actions contained with the Joint Commissioning Strategy Implementation Plan 2009/10 are achieved and progress is reported to the Learning Disability Partnership Board.

5. ASC Low Level Support Service

- 5.1 The development of a Low Level Support Service for people with high functioning autism has been a major development for a group of customers who have traditionally been denied a service by AHCS through generally not meeting FACS criteria.
- 5.2 Despite not meeting FACS eligibility these individuals and their families do have significant support needs and a logical way of meeting these needs was to re-design an existing vacant PHILLIS Service Broker post to provide hands on support as well as information, advice and guidance. Samantha Burkin was recruited into post in June 2009 and is already having a huge impact on the lives of currently eight individuals across the county, primarily with Aspergers Syndrome. The service broker works flexibly in a person centred way including:
 - Helping to develop strategies to cope with ASC's.
 - Support with planning daily activities and routines.
 - Support to understand and develop each individual's personal social network.
 - Help to reduce anxiety.

- Signposting to other services/agencies.
 - Support to access employment, further education or training.
 - Checking benefit entitlement and managing money.
 - Support to find housing/specialist housing related support.
 - Support to set up home/independent living skills.
 - Accessing social activities, exercise, health and wellbeing services
 - Support to look after or care for somebody with an ASC.
 - Referral to Adult Health or Social Care services if required.
- 5.3 Feedback from people accessing this service is already very positive and the new post has been developed through re-focussing an original PHILLIS service broker vacancy. There has been no additional funding required.
- 5.4 Referral rates to the service are on the rise despite the fact that the service has not even been advertised yet with many of these referrals coming from local FE colleges or from individuals assessed by the District LD teams and found not to meet FACS criteria. The likelihood is that this post will soon reach capacity and we will need to consider resourcing an additional post to ensure that needs continue to be met once the service becomes better known within the community.
- 5.5 The service is designed to be as open and easy to access as possible although it cannot:
- Provide a Diagnosis for ASC's
 - Provide crisis support (although the Service Broker would work with individuals to put strategies in place to lessen the chance of a crisis)
 - Provide direct financial support (although the Service Broker will link with Welfare Rights services/debt advice services)
 - Provide Counselling and Therapy.
 - Provide Respite Support
- Working relationships with the PHILLIS team have been very good and as a team they have increased their knowledge on Autism so they can provide a reliable information service to individuals on the spectrum who use the telephone or email.
- 5.6 The service is subject to regular review and we have developed a project steering group to help break down some of the barriers such as obtaining an adult diagnosis for an ASC. The first meeting is due to be held in September 2009. Health interest in the project has been good with attendance from a Consultant Psychiatrist, Clinical Psychologist and a specialist behavioural nurse.

6. Work with Schools and Colleges

- 6.1 Simon Veasey has been liaising with FE colleges in the County around providing information for staff, students on the spectrum and their families. A large proportion of the individuals passing through transitions who do not meet FACS criteria access local FE colleges and make use of the internal learning support. Many of these young people do not have a diagnosis of autism and we are looking at how we can offer various forms of online support

for students and families so that they can pick up information on how to get a diagnosis and refer to the low level support service.

- 6.2 As a result of our contacts Warwickshire College have amended their enrolment forms so that prospective students can now highlight the fact that they have an ASC, this will be very useful in identifying potential need for any future development of the low level support service.
- 6.3 Similar IT information exists for autistic children of school age through the counties "We-Learn" platform.

7. Local and National Networking

- 7.1 We have been looking at the issue of ASC across Coventry and Warwickshire with Mike Murkin Social Care Lead for Mental Health, Coventry City Council and Zandrea Mays Service Manager Learning Disabilities, Coventry City Council and some initial work was started by Strategic Commissioning to look at a number of Sub-Regional strands of work including Solihull, services for individuals with ASC were on the agenda.
- 7.2 Through our positive contacts with the National Transition Support Team Simon Veasey and Diana Sellwood have been asked to speak and run a workshop on Autism and Transition at the National Audit Office's National Autism Conference in London in October.

GRAEME BETTS
Strategic Director of Adult,
Health and Community Services

Shire Hall
Warwick

August 2009

AGENDA MANAGEMENT SHEET

Name of Committee **Adult and Community Services Overview and Scrutiny Committee**

Date of Committee **9th September 2009**

Report Title **Telecare Progress Update**

Summary This report updates the committee on progress made in respect to Telecare.

For further information please contact: Gill Jowers
Service Development Manager, Local Commissioning
Tel: 01926 743257

Would the recommended decision be contrary to the Budget and Policy Framework? No.

Background papers None.

CONSULTATION ALREADY UNDERTAKEN:-

Details to be specified

- Other Committees
- Local Member(s) Not Applicable
- Other Elected Members Councillor L Caborn, Councillor T May, Councillor F McCarney, Councillor R Dodd
- Cabinet Member Councillor C Hayfield
- Chief Executive
- Legal Alison Hallworth, Adult and Community Team Leader
- Finance Chris Norton, Strategic Finance Manager
- Other Chief Officers
- District Councils
- Health Authority
- Police

Other Bodies/Individuals

Louise Denton, Scrutiny Officer

FINAL DECISION YES

SUGGESTED NEXT STEPS:

Details to be specified

Further consideration by this Committee

To Council

To Cabinet

To an O & S Committee

To an Area Committee

Further Consultation

Adult and Community Services Overview and Scrutiny Committee – 9th September 2009

Telecare Progress Update

Report of the Strategic Director of Adult, Health and Community Services

Recommendation

It is recommended that the committee consider and comment on the progress as detailed in the report.

1. Introduction

- 1.1 Since October 2007, telecare services have been set up in four of our five districts. The first districts to go live were Warwick and Rugby, followed by North Warwickshire in November 07 and Stratford in May 08.
- 1.2 Take-up of telecare services has been slowly increasing and has been supported by teams setting local installation targets. The number of customers across Warwickshire is now at 334 (June09), with a target for the end of the year at 530.
- 1.3 An evaluation of telecare services in August 08 showed that whilst customers were benefiting from the services, take up was slow, services were not available county-wide and in some areas, there was some reluctance to commission telecare services. An investigation was commissioned to understand the reasons behind these findings.
- 1.4 The scope of the investigation included:
 - Feedback from managers
 - Feedback from customers
 - Research of other operational models in other Local Authorities
 - Review of benchmarking performance information
 - Evaluation of the Warwickshire Telecare operation
 - Future options for appraisal by AHCS Leadership Team
- 1.5 The findings from the investigation showed that the current contractual arrangements for provision of telecare services were not wholly satisfactory. In order for a new model of operation to be developed, AHCS Directorate Leadership Team (DLT) recommended extension of the existing contracts, to enable an options appraisal to establish a preferred model for telecare service delivery to be undertaken, prior to the selected approach being commissioned.

2. Current Operational Model for Telecare

- 2.1 Two-year contracts were let to four of our five Districts / Borough Councils to provide equipment installation, monitoring and response services for telecare, commencing in April 2007. (As stated earlier, these contracts were extended for up to two years at the end of March 2009, to allow time for a more robust service to be commissioned).
- 2.2 Some key features of the current model include:
- The Preventative Technology Grant was used to fund the total telecare operation: project manager for service development; operational costs of service delivery and pump-priming funding for the telehealth pilot (commenced in June09).
 - Equipment is ordered and paid for from Tunstall, as stock items by Warwickshire County Council, based on advice from district and borough providers about stock levels.
 - Following social care referral, providers undertake their own assessments with customers to assess suitability.
 - Providers arrange installation of equipment from third party, usually via Age Concern and call off their stock provision to satisfy delivery requirements.
 - District-level monitoring and response services are provided as part of the contractual agreements.
 - Providers are unclear about the level of overlap with their own community alarm services and in some circumstances telecare is viewed as a competitor for these district/borough controlled services.
- 2.3 Negotiations with Nuneaton Borough Council to initiate telecare services have proved to be complex and protracted. Nuneaton's current position is they are waiting for implications of the outcome of the Supporting People review of older people services to be understood, before undertaking any joint work on telecare service provision.
- 2.4 Manual processes are in place for practitioners to refer customers to the district providers. Additionally, providers have their own, currently separate processes to arrange installation services with Age Concern and other electrical contractors, where applicable.
- 2.5 Whilst the telecare team have delivered some improvement to these manual processes, further improvements are possible. From a timing perspective, these developments need to be aligned with IST technical priorities; roll out of responsibility to pay for telecare services to teams; and implementation of new model / contractual arrangements for commissioning telecare.
- 2.6 Having reviewed the benchmarking information across the region, we now know that other authorities have included community alarms, smoke detectors and other basic (non-telephone based) equipment in their statistical returns. Warwickshire's approach has been different, in terms of classifying what can be counted. The local definition to determine what can be counted is being analysed by the new Telecare project board, with a view to update it to reflect common practice across the region. This will result in numbers of telecare customers increasing.

2.7 Common Themes from Local Commissioning team managers' feedback on current operation.

What's working well:

- Just Checking system is enabling people to remain in their own homes and providing independent evidence to support assessment and support planning for customers, their families and practitioners.
- Six week free trial period – good tactic for increasing confidence
- Range of equipment on offer is good
- Customer perception of benefits:
"It has helped hugely, especially when I fell and broke my hip"
"I feel more secure and confident it being here"
"I have fallen a few times and found it to be invaluable – a real lifesaver"
- Carer perception of benefits:
"Gives me peace of mind when I'm up town" (wife / carer)
"It's excellent, it's enabled him to stay living in his flat rather than moving to residential care" (support worker)

As part of the telecare evaluation in August 2008, a one page questionnaire was sent to all current Telecare clients, asking how well the Telecare equipment had helped in the following elements: maintaining independence; feeling safe and secure at home; enabling to stay living at home; get help quickly in an emergency; and giving carer peace of mind.

- 66 completed questionnaires were returned from the 123 sent out, giving a response rate of 54%
- Out of a possible score of 4, with 1 being the equipment hasn't helped at all, and 4 being it has helped very well, the average scores are:

Maintaining independence	3.6
Feeling safe and secure in your home	3.8
Enabled to stay living at home	3.6
Getting help quickly in an emergency	3.8
Give carer peace of mind	3.7

2.8 **Areas requiring improvement:**

- **Staff Awareness:** still perceived as an add-on rather than alternative to traditional services; lack of awareness and confidence to sell telecare; creative thinking not embedded in teams; concerns about telecare edging out 'personal' contact.
- **Process:** time delays in recording; equipment out of stock or installation delays, leading to other services being implemented which are then difficult to stop and replace with telecare; purist approach to definition of telecare – holding down our performance statistics; perceived as complex and low numbers means there is also a lack of familiarity with the process.
- **Funding:** central – therefore perceived as an add-on; staff unaware of the potential financial savings on a case study basis; operational decisions not based on value-for-money and opportunity

costs/efficiencies of using telecare instead of other services.

- **Provider issues:** having separate providers for the different elements of service provision: equipment provision (Tunstall); installation (Age Concern and other electrical contractors); monitoring and response (Districts and Boroughs), is causing communication problems; processing complexities; stock issues and installation delays. Conflict of interest and confusion regarding provision of community alarms across some districts / boroughs.
- **Partner involvement:** some local partnerships beginning to work well, however this is not county-wide; there has been a mixed response to telecare from districts and boroughs and whilst services are being established in some areas, there were other views expressed that saw it as a threat to the community alarm businesses. At a strategic level, greater collaboration with Housing departments is needed. Health colleagues also need to be more widely engaged (however, some good practice exists in pockets around the county to build on).
- **Behaviour:** customers not aware of the benefits; some customers (Older People Mental Health) have anxieties about 'voices in the wall' and are not considered able to operate telecare equipment; selling is not a natural part of the social work role; telling people they are not safe is potentially against ethics; perception that telecare is used as part of a care plan rather than support package, therefore not suitable for learning disabilities customers; perceived as sustaining current levels of capability rather than helping to achieve improvements.

2.9 *Ideas for the future:*

- Trusted assessments from providers / partners, to increase uptake of standard sets of telecare equipment for customers with low level needs.
- Less purist definition of what can be counted as telecare.
- NRS (supplies of integrated county equipment service) to take on stock control and installation of telecare equipment.
- Home care to provide response services.
- Consider decommissioning the response service – is it value for money?
- Focus on carers.
- Case-study approach adopted to raising customer and staff awareness.
- Consider whether the person doing the assessing could undertake simple installations.
- Carefirst adapted to remove delays / duplication caused by manual processing.
- Customer Service Centre involvement in the referral process reviewed.

3. **Future model of Telecare in Warwickshire**

- 3.1 Following an options appraisal exercise, undertaken between Jan – April 2009, AHCS DLT approved a model of operation. The new Telecare model chosen by DLT will provide Warwickshire County Council (WCC) the opportunity to deliver a Telecare Service to the whole of the county. It enables WCC to have more control over the service and provides greater opportunities to develop new working relationships with local and national businesses, improving

Customer choice. The new model will help manage the culture changes required for success and encourage practitioners to see Telecare as an integral part of the support planning process.

3.2 Main Benefits

- Maximises the well being and safety of people.
- Engages Customers to have greater involvement in planning and delivery of services.
- Working in partnership to put customers first and improve services.
- Increasing choice and control of a range of services as close to home as is possible.
- Ensure ease and equality of access to services.
- To provide better prevention services and earlier intervention.
- Improved health and emotional well-being through allowing people to remain living independently in their own home and reducing demands on carers.
- Improved quality of life – for both Customers and carers.
- Choice and control, enabling Customers to remain living at home if that is their choice.
- Economic well-being – through offering a low-cost alternative to services such as Residential Care or Home Care.
- Personal dignity – by using passive monitoring which does not impact on the customer's privacy, but raises an alert if there is a problem.

3.3 Objectives

- Provision of Telecare to all districts across Warwickshire.
- Finding suitable Telecare supplier(s) for equipment provision; installation; monitoring and response elements of the service, at the right cost and quality.
- Increasing the number of Telecare customers within Warwickshire.
- Ensuring that Telecare is considered as an integral part of a customer's care package rather than as an add-on service.
- Overcoming the barriers to using Telecare as opposed to traditional support services such as home care.
- Managing the culture change with Adult, Health and Social Care teams.
- Using Telecare across Warwickshire as a means of monitoring and responding to the changing needs of people living independently.
- Implementing robust processes for analysing the cost and benefits of the Telecare service.

3.4 Costs and Savings

Costs

The table below provides a financial analysis of the costs for the implementation and management of the Telecare Service. Included are the costs of undertaking a procurement exercise and the ongoing costs for maintaining the Telecare Service over the three year period of the new contract. A 2% increase in costs has been applied to the staffing costs for

year two and three.

Costs	Yr 1	Yr 2	Yr 3
Procurement process managed by external company	£17,000		
Full time Project Manager	£34,000	£17,340	£17,687
Full time Telecare Support Officer	£30,000	£30,600	£31,212
Legal Services to manage contracts	£3,500		
Total	£84,500	£47,940	£48,899

Other WCC staff will be required to support the specification development for the procurement process. These costs are not included in the above table.

Telecare Service Costs

The table below details the total cost of providing the Telecare Service.

Telecare Costs	Yr 1	Yr 2	Yr 3
Estimated total cost	£66,389	£27,248	£27,793

The costs in the table above for the first year reflect nine months with current contracts and three months with the new model contract.

Telecare Potential Net Savings.

The following table details the potential net savings for the new Telecare model.

New Telecare Model	Yr 1	Yr 2	Yr 3
Estimated Telecare Costs	£66,389	£27,248	£27,793
Estimated Project Costs	£84,500	£47,940	£48,899
Estimated Potential Savings	£640,143	£640,143	£640,143
Grand Total Potential Savings	£489,255	£564,955	£563,451

3.5 Main Risks

- Customers without family/carer support may chose not to take up the service due to the cost of response service.
- Adult Health & Social Care staff may not maintain the current uptake levels for Telecare Services.
- Where the response is being provided by a private contract, the cost being to the customer, this may encourage a reduced take up of the Telecare service by the customers.
- There is a low risk that Warwickshire County Council will not be able to monitor reasons for the need of response which is information that could be used to inform us of customer needs.
- There may not be a business locally that could provide our required

- service. (Installations).
- There may be compatibility issues concerning Telecare equipment and Telecare monitoring equipment.
 - There may be negative feedback from current Telecare Customers regarding having to arrange their own response service.
 - The required resources may not be in place to support the project.

3.6 Key Milestones

In outline, the key milestones follow on from sign-off of the options appraisal and business case for a new model of operation at AHCS Directorate Leadership Team in April 09.

A. Service Specification

The project is now at the stage where business process mapping and re-engineering are underway. Detailed analysis of issues with the current Telecare suppliers of equipment; installation; monitoring and response services is nearing completion and will be used to inform the future telecare service specification(s).

B. Tender process and implementation schedule

Implementation timescales to commission the new telecare services are currently being worked up by the project board. The aim is to complete the tender process(es) during 09/10.

C. Formal approval to tender and award contract(s)

Once this is finalised, the details will be submitted to Cabinet, via AHCS Directorate Leadership team, for approval to commence the tender process(es), recognising there may be more than one tender for different parts of the service (equipment provision, installation, monitoring and response) and then to award contract(s) following tender evaluation.

GRAEME BETTS
Strategic Director of Adult,
Health and Community Services

Shire Hall
Warwick

August 2009

AGENDA MANAGEMENT SHEET

Name of Committee **Adult and Community Overview and Scrutiny Committee**

Date of Committee **9th September 2009**

Report Title **County Record Office Transformation Update**

Summary The County Record Office embarked on its transformation programme in April 2009. This report updates members on progress made to date and issues arising.

For further information please contact: Caroline Sampson
Head of Heritage and Culture (Archives)
Tel: 01926 738950

Would the recommended decision be contrary to the Budget and Policy Framework? No.

Background papers None.

CONSULTATION ALREADY UNDERTAKEN:- Details to be specified

- Other Committees
- Local Member(s) Not Applicable
- Other Elected Members Councillor L Caborn, Councillor T May, Councillor F McCarney, Councillor R Dodd
- Cabinet Member Councillor C Hayfield
- Chief Executive
- Legal Alison Hallworth, Adult and Community Team Leader
- Finance Chris Norton, Strategic Finance Manager
- Other Chief Officers
- District Councils
- Health Authority

- Police
- Other Bodies/Individuals Louise Denton, Scrutiny Officer

FINAL DECISION YES

SUGGESTED NEXT STEPS:

Details to be specified

- Further consideration by this Committee
- To Council
- To Cabinet
- To an O & S Committee
- To an Area Committee
- Further Consultation

Adult and Community Services Overview and Scrutiny Committee – 9th September 2009

County Record Office Transformation Update

Report of the Strategic Director of Adult, Health and Community Services

Recommendation

It is recommended that the committee consider and comment on the progress of the County Record Office transformation programme.

1. Background

- 1.1 In October 2008, Cabinet approved a transformation programme for the County Record Office which re-aligned the public opening hours for the service in order to release staff time for the development of on-line services and information sources, notably user-friendly finding aids. The programme also sought to raise the profile of the County Record Office throughout Warwickshire, and to explore the viability of expanding the commercial market for the Reprographics service.
- 1.2 The County Record Office has experienced massive increases in on-line interest in its services and holdings in recent years, while visitor figures for the site in Priory Park have remained fairly static. Demand for information grows, as do users' expectations that information will be available to them via the Internet. By reducing on-site opening hours and re-directing the staff time saved to tasks which support the development of on-line services, the County Record Office is responding to changing usage trends.
- 1.3 In April 2009, the new opening hour's pattern was introduced. The service now closes to the public during the first full week of each calendar month.
- 1.4 This report summarises the impact to date of the transformation programme.

2. Performance overview

- 2.1 At the end of the first quarter of 2009/2010, the CRO had completed three complete closure weeks (known as collections weeks). The following table shows the impact on key performance indicators.

Measure of performance	Q1 2008/9	Q1 2009/10	Comments
Visits to searchroom	2015	1492	26% fall. So far, readers unable to visit during collections weeks do not appear to be choosing an alternative day to visit.
Documents consulted	3272	2967	10% fall. This means that the number of documents per visit has increased, so users are adapting what they do during their visits, rather than maintaining the number of visits
Web page views	377,591	873,795	131% increase. Internet use continues to rise dramatically.
Web pages views on the on-line catalogue (Warwickshire's Past Unlocked)	270,593	431,099	59% increase. Usage of the on-line catalogue continues to rise significantly
Number of individual items catalogued on the on-line catalogue	3874	6066	The on-line catalogue is becoming more representative of the collections held. 22% of our holdings are now catalogued on-line, as opposed to 20% in Q4 of last year.
Visitor satisfaction	93%	91%	Visitor satisfaction levels remain very high, despite radical change to service provision.
Number of official complaints received about the new opening hours pattern		1	The change in opening hours and the reasons behind it were very well publicised both locally and nationally, through traditional media and on-line.

- 2.2 Performance levels are good overall. The most disappointing is that the number of visits has fallen almost pro rata with the reduction in opening hours. We had expected visits to fall less, with users opting to change the date of their visit rather than visit less frequently. We will continue to monitor this indicator, and identify remedial actions if appropriate.
- 2.3 The high level of satisfaction and the very low level of formal complaints is testimony to the hard work of staff and other stakeholders in communicating the transformation message effectively.

3. Collections week achievements

- 3.1 Details of work undertaken during collections weeks are made available to searchroom visitors and also on-line via our web pages. The first three bulletins are attached to this report for information. Underpinning all of these is a need to ensure that we can promote the work achieved through the WCC web infrastructure effectively. E-commerce is a key strand within this, and we continue to champion the prioritisation of this business-critical functionality within the new WCC financial systems. Without it, we will be unable to develop the badly needed income streams that we hope will flow from availability of enhanced services and data to on-line users.
- 3.2 Many users of the County Record Office require copies of the documents which interest them. The CRO currently provides a range of copying or Reprographics services, such as photocopying, scanning, photography, etc. It has been suggested that if the service were to be put on a more commercial footing, it may be possible to increase the range of services offered and generate more income. This is clearly of interest as we explore ways of improving financial sustainability.

Work has begun on identifying a number of possible partners, and evaluating the potential market for Reprographics services.

- 3.3 We have been able to identify a cost-effective and pragmatic means of working in partnership with the Library and Information Service to increase awareness and understanding of the work Of the County Record Office within key libraries. We hope to launch “table-top record office” information packs which signpost library users to key record office services and facilities before the end of the year.

4. Feedback from users, staff and volunteers

- 4.1 The regular bulletins which give details of what has been achieved in collections weeks, and which also spotlight the work of a team member each month have been extremely well received. Staff report lots of user comment and interest, almost universally positive, about the tasks that are being undertaken.
- 4.2 Staff and volunteer feedback to the new pattern is mostly positive. All are persuaded of the need to address collection related backlogs, and are relieved to have consolidated periods of time in which to make headway with large or complex tasks. Morale during collections weeks is high, and there is a strong team ethos and sense of achievement and purpose. However, the process of adapting to a different work pattern is not simple, and we are conducting monthly review meetings to try and alleviate the difficulties of trying to concentrate non-collection based tasks that used to take place across a 4-week period into a shorter 3-week timescale.

5. Conclusion

- 5.1 The first three months of the transformation programme have generally been

well-received by users. Collections week tasks are well underway, and we already perceive tangible benefits from these in the searchroom.

- 5.2 If the transformation programme continues as planned, we remain confident that we can maintain the momentum and re-model the service in the light of new and anticipated customer demand. Our aim remains to provide access to basic information and data free of charge, but to develop a complementary suite of enhanced services which can be accessed on a chargeable basis, with the intention of establishing a regular and sustainable income stream.

GRAEME BETTS
Strategic Director of Adult,
Health and Community Services

Shire Hall
Warwick

August 2009

**ADULT & COMMUNITY SERVICES OVERVIEW AND SCRUTINY COMMITTEE
DRAFT WORK PROGRAMME 2009/10**

MEETING DATE	ITEM AND RESPONSIBLE OFFICER	OBJECTIVE OF SCRUTINY	REPORT TYPE				LINK TO CORPORATE PRIORITIES/LAA
			Member Requested Item	Performance Management	Policy Review/ Development	Overview	
9 Sept 2009	Personalisation Agenda – Presentation (Liz Bruce)	To examine progress and developments in relation to the personalisation agenda, including low level intervention and preventative initiatives.	X			X	Maximising independence for older people and adults with disabilities.
	Telecare Progress Report (Gill Jowers)	To scrutinise progress and developments in the delivery of Telecare.	X	X			Maximising independence for older people and adults with disabilities.
	County Records Office Transformation (Simon Robson)	To monitor and review the implementation of the transformation programme and discuss the Government consultation on a new policy for archive services.	X	X	X		Running effective and efficient services.
	Autistic Spectrum Disorders and Transitions Report (Simon Veasey)	To scrutinise progress and developments in the transition arrangements for young people into adult services, particularly young people with ASD.	X	X			Maximising independence for older people and adults with disabilities.
2 Dec 2009	Dignity in Care / Quality Assurance in Home Care Services – Presentation (Simon Robson / Kim Harlock)	To identify the key issues in relation to dignity in care and examine the new quality assurance framework for home care.	X			X	Maximising independence for older people and adults with disabilities.
	Warwickshire Safeguarding Adults Annual Activity Plan (Edward Williams)	To scrutinise the plan and consider the impact of the Laming Report on adults services.		X		X	Protecting the community and making Warwickshire a safer place to live

MEETING DATE	ITEM AND RESPONSIBLE OFFICER	OBJECTIVE OF SCRUTINY	REPORT TYPE				LINK TO CORPORATE PRIORITIES/LAA
			Member Requested Item	Performance Management	Policy Review/ Development	Overview	
	Care and Choice Accommodation Programme: Extra Care Housing and Specialist Residential Care	To scrutinise progress to deliver the care and choice accommodation programme, including the development of extra care housing and specialist residential care for older people, people with dementia and people with learning disabilities.	X	X			Maximising independence for older people and adults with disabilities.
	Adult and Community Learning (Simon Robson)	To review the impact of changes to the LSC and the funding for adult learning activities.	X		X		
	Learning Disabilities and the Campus Revenue Agreement (Rebecca Hale)	To scrutinise the challenges relating to the transfer of funding from Health for learning disability services and issues regarding the Campus Revenue Agreement.		X		X	Maximising independence for older people and adults with disabilities.
	Performance Improvement Plan (Monica Fogarty)	To scrutinise plans to improve areas of poor performance.		X			Maximising independence for older people and adults with disabilities.
2 March 2010	Library Service Transformation – Progress Report (Simon Robson)	To review and monitor the impact of the library service transformation programme.	X	X	X		Running effective and efficient services.
	Rowan Organisation – Monitoring Report (Kim Harlock)	To monitor the contract for Direct Payments.		X			Running effective and efficient services.
	Performance Improvement Plan (Monica Fogarty)	To scrutinise plans to improve areas of poor performance.		X			Maximising independence for older people and adults with disabilities.
Briefing Notes	Delayed Discharges – Update on performance for the committee/LINK (Liz Bruce)						
	Carer's Support – Briefing note for the Chair/Spokes Work Programming Meeting in Sept in preparation for a select committee (Chris Lewington)						
	Supporting People Annual Performance Management Summary (Rachel Norwood) – <i>Sent on 28 Aug 09</i>						
	Physical Disability and Sensory Impairment Strategy – Update (Julie Humphries) – <i>Sent on 28 Aug 09</i>						
	Fairer Charging – Update for the Chair/Spokes Work Programming Meeting in Sept (Ron Williamson)						
	Care and Support Green Paper – Re-circulate summary in preparation for a working group (Kim Harlock)						

MEETING DATE	ITEM AND RESPONSIBLE OFFICER	OBJECTIVE OF SCRUTINY	REPORT TYPE				LINK TO CORPORATE PRIORITIES/LAA
			Member Requested Item	Performance Management	Policy Review/ Development	Overview	
Dates not Set	Commissioning Strategies – Progress Report – To be considered in June 2010 (Kim Harlock)						

Suggested In-depth Reviews / Select Committees (subject to agreement by the O&S Board on 2 September)

Name	Members	Objectives	Start date	Finish date
Developing Low Level Intervention and Preventative Services – In-depth Review (6 months)		To consider how the council can further develop low-level intervention and preventative services such as PHILLIS.	January 2010	July 2010
Carer's Support – Joint Select Committee/In-depth Review with the Health OSC		To scrutinise the support available / provided to informal carers and make recommendations in relation to how this might be improved.	February 2010	August 2010
Home Care – In-depth Review (6 months)		To review the quality and effectiveness of home care provision across the County with a view to improving customer satisfaction levels.		
Heritage Education, Countryside Parks and Rural Tourism – Joined-Up Working – In-depth Review (3 months)		To identify opportunities for maintaining heritage education services including opportunities for closer working with Heritage Services and Rural Tourism.		
Olympics 2012 / Rugby World Cup 2015 – Joint In-depth Review with E&E OSC (3 months)		To consider how the Council can maximise the opportunities these events present for tourism in Warwickshire.		
Care and Support Consultation – Working Group (single meeting)		To contribute to the Council's response to the Care and Support consultation.		