

Minutes of the Meeting of the Adult and Community Services Overview and Scrutiny Committee held on 2 December 2009 at Shire Hall, Warwick

Present:

Members of the Committee

Councillor Peter Butlin
“ Les Caborn (Chair)
“ Jose Compton
“ Richard Dodd
“ Bob Hicks
“ Barry Longden
“ Tilly May (Vice Chair)
“ Kate Rolfe
“ Sid Tooth
“ Claire Watson
“ Sonja Wilson

Other County Councillors

Councillor Colin Hayfield (Portfolio Holder for Adult Social Care)

Officers

Graeme Betts, Strategic Director
Jim Graham, Chief Executive
Ayub Khan, Head of Libraries – Strategy
Richard Maybey, Assistant to Political Group (Labour)
Ann Mawdsley, Principal Committee Administrator
Tricia Morrison, Head of Performance
Rachel Norwood, Lead Commissioner – Supporting People
Ron Williamson, Head of Communities and Wellbeing/Resources

Also present : Joan Appleby and Peter Jackson (Public Question) and David Gee and Roger Copping (Warwickshire Local Involvement Networks (LINKs)).

1. General

The Chair welcomed everyone to the meeting and in particular Councillor Gina Ogden, Chair of the Adult Social Care and Health Scrutiny Committee, Northamptonshire County Council who was attending the meeting as an observer.

(1) Apologies for absence

None

(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;
- (2) Councillor Kate Rolfe declared a personal interest as a private carer not employed by Warwickshire County Council.

(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 2 December 2009

The minutes of the meeting of the Adult and Community Services Overview and Scrutiny Committee meeting held on 2 December 2009 were agreed as a correct record with the following correction:

Page 6 – Public Question Time

In the second paragraph, Appleby to be replaced with Jackson.

Matters arising

Page 13 – 9.(2) Provisional Items for Future Meetings and Forward Plan Items Relevant to the Work of this Committee

In response to a query from Councillor Jose Compton regarding the progress of the Carers Support Review, it was noted that this review had been scoped and the Group would be meeting for a second time on 23 March. Councillor Compton asked to be kept informed of progress of the Carer Support Task and Finish Group and it was agreed that meetings for both Groups needed to be scheduled.

(5) Feedback from Overview and Scrutiny Board

The Chair noted that the Board would only be meeting on 3 March.

The Chair stated that this would be the last Adult and Community Services O&S meeting for Dr Graeme Betts and requested that the thanks

of the Committee be recorded for the work he had done for both the Authority and the Committee.

Councillors Compton, Hayfield, Longden and Dodd supported the Chair's comments and wished Dr Betts well in his future endeavours.

The Chair welcomed Kathryn Downton, the new Interim Head of Local Commissioning replacing Liz Bruce. Kathryn Downton noted that she had a management background in health and social care and that she wanted to build on the work Graeme Betts and his team had begun, and was keen to work with the Overview and Scrutiny Committee.

In response to concern raised by Members of the Committee at the late receipt of reports and lack of time for consultation on drafts, Councillor Caborn agreed to take this matter to the Overview and Scrutiny Board and requested that a note be sent to the relevant Strategic Directors and Assistant Chief Executive setting out the concerns raised.

2. Public Question Time

Question from Peter Jackson, Warwickshire Learning Disability Carers' Forum as follows -

"Recently, the Department of Health have issued a document "Good Learning Disability Partnership Boards". This makes recommendations aimed at improving the operation of these Boards. My particular interest is in the contribution that Carers can make as advocates for those with Learning Disabilities. I ask therefore, if the Warwickshire Learning Disability Partnership Board propose to adopt the other recommendations notably that at least 50% of the Members of the Board should be Carers and people with Learning Disabilities and that Carers on the Board engage with and represent all Carers and not just themselves."

The Chair noted that as the public question had only been received shortly before the meeting, that a formal response would be forwarded to Mr Jackson. Councillor Claire Watson added that she represented Warwickshire County Council on the Board, which met monthly. The Board did have Carers as Members, and discussions had been held at the last meeting regarding the Department of Health recommendations.

3. Update by Portfolio Holders

In response to questions from the Committee, the following points were noted:

Councillor Chris Saint

1. A Board had been set up in December 2009 to look at libraries in light of the need to reduce costs, overheads and review operational activities. This work was linked in to the "One Front Door" principle, and would be managed by Kushal Birla, Head of Customer Service and Communication from 1 April 2010. Members emphasised the importance of keeping the printed word central to library services and it was noted that while public taste for the printed word was varying, there was a need to ensure every opportunity to the public to access books. Councillor Saint added that the set up at Stockingford, incorporating a number of different services, was an example of good practice that should be replicated across the county.
2. Following the departure of Helen Maclagan, Caroline Sampson was managing the Heritage service alongside the County Records Office.

Councillor Colin Hayfield

- a. A report on standard increases to charges would be considered at a Portfolio Holder Decision Making Session on 30 April 2010. A report on more substantial increases would be brought to the Committee, pending the outcome of the Personal Care at Home Bill.
- b. In response to a query regarding Warwickshire's position following a BBC report alleging that 50% of Local Authorities planned to make cuts in Adult Care, Councillor Hayfield noted that all proposals for the service had been included in the budget. He agreed to check whether Warwickshire had taken part in the survey and to circulate any response to Members.

4. Quarter 3 - Corporate Performance Report 2009/10

The Committee considered the report of the Portfolio Holders for Adult Social Care and for Leisure, Culture and Housing presenting the third quarter performance for 2009/10 under the enhanced performance management arrangements.

During the ensuing discussion the following points were noted:

1. Councillor Hayfield agreed to arrange for a Briefing Note to go to the Committee looking at previous and current assessment times and measures put in place to improve these.
2. There were many interventions in place to improve mortality rates in the long term, including influencing lifestyle choices and reducing poverty.
3. An update on the outcomes of the recommendations made following the Falls Prevention Scrutiny Review was being prepared and would be forwarded to both the Adult and Community Services and Health OSCs.

4. Members raised concerns about whether targets were realistic, particularly in terms of over-performing indicators. They agreed that targets should be set to reflect achievable outcomes. Ron Williamson added that targets were influenced by Government and Regulators, and that the Council did try to set stretching targets. Tricia Morrison agreed to provide to the Committee a plain English version of the indicators to make it clear what was being measured.
5. Members noted the difficulty to make judgments where no baseline figures were provided and it was noted that where there were none, this could be due to new indicators.
6. It was agreed that the effect of the symbols and colours used on the original reports was lost when printed in black and white.
7. Members agreed the need to reduce the waiting times around care packages and assessments. Councillor Hayfield reported that the Directorate were making changes in terms of home care and reablement packages and agreed to arrange for a note to be e-mailed to the Committee on the progress being made in this area.
8. The Chair drew Members' attention to the briefing note that had been set out on Delayed Discharges. He added that the Committee were looking to hold a joint scrutiny exercise on Delayed Discharges, possibly in the form of the select committee.
9. Tricia Morrison agreed to provide to the Committee a plain English version of the indicators to make it clear what was being measured.

Resolved that the Committee noted -

- (1) the performance and improvement activity of services under the remit of the Committee;
- (2) that the Portfolio Holder's briefing notes as set out above, be circulated by email to the Committee.

5. Review and Refresh of the Warwickshire Performance Indicators/10

The Committee considered the report of the Assistant Chief Executive presenting the proposed measures for inclusion under the Portfolios relevant to the remit of the Committee.

During the ensuing discussion the following points were noted:

1. Members recorded their concern at the late receipt of the report.
2. The Directorate was aiming at having 100% of residential or nursing homes rated good or excellent, over the next three years. There were currently no poor ratings in Warwickshire and the direction of travel was good, but Graeme Betts noted that the only way to achieve this goal was to decommission services.
3. There was some concern that the Commission of Quality Care did not have the capacity to carry out its intended role, and this had

been countered locally through a strengthened Contract Monitoring team.

4. Members agreed that indicators such as Li400 and Li401 (Increase in the consumption of fruit and vegetables to at least 5 a day (%) and % increase in 5 week physical activity) could not be measured and would be better replaced with indicators measuring outcomes that could be directly influenced by the County Council. Graeme Betts noted there were a number of programmes in place to improve nutrition in diet, meal times etc.
5. The Ni134 (The number of emergency beds per head of weighted population (Number) indicator measures the number of people admitted as an emergency. This was related to Delayed Discharges and also used to measure the effectiveness of preventative services.

Resolved that the Committee supported the draft measures listed within Appendices A and B.

6. Supporting People Half Year Performance Management Report 2009/2010

The Committee considered the report of the Strategic Director for Adult, Health and Community Services summarising the Supporting People Half Year Performance Management Report 2009/2010.

Councillor Colin Hayfield noted that the Partnership was working very effectively through the District/Borough Councils and housing, providing good outcomes for both partnership working and Warwickshire residents.

During the ensuing discussion the following points were noted:

1. Members requested that the Strategic Review of services for Older People be brought to the Committee as part of the wider consultation.
2. The County was working hard with the District/Borough Councils to get a more joined up service to reduce waiting times for adaptations, including personal budgets, basing Occupational Therapy with Housing teams and recycling equipment across the County.
3. The Handyman Service was available to people over the age of 50, as this was an age limit used nationally. Work would be prioritised and target those with greater needs, and the service would be regularly reviewed.
4. Graeme Betts agreed to forward to Members of list of reliable trades people in Warwickshire.
5. Members were encouraged at the 52% of Clients gaining qualifications, against a percentage figure of 16% for West

Midlands and 17% for England. This was very positive in light of the current economic situation.

Resolved that the Committee endorsed the Supporting People Half Year Performance Management Report 2009/10 and congratulated Rachel Norwood and her team on the improvements to the service and for receiving the National Award by Foundations in the category of Best Approach to commissioning HIA services.

7. Transformation of Library and Information Services Progress Report

The Committee considered the report of the Strategic Director for Adult, Health and Community Services outlining the progress made to date in relation to the Library and Information Services Transformation Programme.

During the ensuing discussion the following points were noted:

1. The Transformation Process and the One Front Door process were both part of a wider process to map out outlets with communities of all services (County and District/Borough), looking in particular areas at how well local needs were being met and what could be done to improve services and reduce costs.
2. A blue print for the way forward was expected to be ready by the summer, taking into account consultation with Councillors and Stakeholders, so all could have a say in the approach to a universal Front Door. Members noted their concerns around the apparent lack of practical solutions and requested that the blue print include the exact position for all libraries and mobile libraries.
3. Graeme Betts noted that Warwickshire's Library Service was the best performing County Library Service in the Country, which was recognised as being highly innovative and greatly appreciated by local communities. He added that there was a need to utilise new technology to provide better quality information which was more accessible and provided better value for money.
4. There were many areas where sub-regional and wider work enabled better efficiencies and greater value for money.

Resolved that the Committee noted the progress of the transformation programme in the Library and Information Services and its future work programme and direction. They requested a report back in six months time setting out the blue print for the service, before agreement by the Cabinet.

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

The Committee agreed the table setting out the provisional items for future meetings, with the following additions:

- Strategic Review of services to Older People under the Supporting People Programme (June)
- Report setting out the blue print for Library Services (September)
- Rowan Organisation (September)
- Increase in charges (date to be set once outcome of Government consultation on free personal care complete)
- Briefing Note on progress of recommendations from Falls Prevention Review
- Delayed Discharges (Joint Review/Select Committee – date to be set)

9. Any Other Items

None.

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Chair of Committee

The Committee rose at 12.30 p.m.