

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
“ Mike Gittus
“ 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)
Councillor Chris Saint (Portfolio Holder for Leisure, Culture and Housing)

Officers

Graeme Betts, Strategic Director
Liz Bruce, Director of Integrated Health and Care Services
Emma Curtis, Performance and Improvement Officer
Tricia Morrison, Head of Performance
Andrew Sharp, Intelligence Improvement and Partnerships Services Manager
Rob Wilkes, Quality and Procurement Services Manager
Edward Williams, Adult Protection Co-ordinator
Tim Willis, Strategic Commissioning Project Lead
Jean Hardwick, Principal Committee Administrator

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 Barry Longden who was attending for the first time. He also expressed his

thanks to Councillor Frank McCarney, who was no longer a member, for his contribution to the Committee's work.

- (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) Councillor Richard Dodd declared a personal interest because he was employed by the Ambulance Trust;
- (4) Councillor Barry Longden declared a personal interest because his son-in-law worked for the Ambulance Service.

- (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 9 September 2009

The minutes of the meeting of the Adult and Community Services Overview and Scrutiny Committee meeting held on 9 September 2009 were agreed as a correct record and signed by the Chair.

Matters arising

None.

- (5) Feedback from Overview and Scrutiny Board

The key messages from the Overview and Scrutiny Board meeting held on 4 November 2009 were noted (copies having been circulated).

2. Public Question Time

Question from Peter Jackson and Joan Appleby as follows -

“Further to the presentation given by Mr Veasey at the September meeting of this Committee, we now have available the National Audit Office report “Supporting people with Autism through Adulthood” and also the Autism Act 2009 has now been approved.

The National Audit Office report makes recommendations in clauses 12ai; 12bvi; 1.15; 3.14 & 3.48 for action specifically by Local Authorities.

I ask:

Which of the National Audit Office report recommendations have Warwickshire County Council already fully implemented and when can we expect the full implementation of any of those outstanding? How and when will information be made available to the public in respect of actions taken?

Bearing in mind the present financial situation, will it be necessary to abandon/curtail any current activities in order to fund any of the National Audit Office recommendations which are outstanding? If so which activities are involved?”

Reply from Simon Veasey, Service Delivery Manager (Learning Disability Local Commissioning)

The question asks about recommendations made in the NAO report and Warwickshire’s response to those actions notably:

12ai ~ The organisations responsible for supporting people with autism need better awareness of the number of people with autism, both to plan and deliver services appropriately, and to measure how effectively services are meeting the needs of this group.

Most NHS organisations and Local Authorities lack robust data on numbers of people with autism in their area thus limiting their ability to identify need, plan capacity and commission appropriate services. Only 18 percent of Local Authorities and NHS partners responding to our survey were able to give precise numbers of adults with low-functioning autism know to services, while only 12 percent could do so for the high-functioning group.

At the time of the NAO survey as far as I am aware there was no requirement to specifically monitor the numbers of people with high/low functioning autism independently from those with mental health needs and/or learning disabilities. Warwickshire provides a service to a significant number of people with Autism through its Local Commissioning teams especially the learning disability team although because at the time there was no way of flagging up Autism on the care first system our return was based on where practitioners had had recorded Autism alongside another assessed need such as a learning/physical or mental health need therefore we were only able to submit an estimated return. Similar issues existed within mental health services where practitioners often recorded the

“primary” need, which may have not been Autism. Steps are being taken with our staff in Strategic Commissioning to improve information gathering around Autism for existing customers.

In respects of young people in transition our information gathering over the past 18 months has been significantly improved and Warwickshire would be able to offer a much more accurate number to any future questionnaire including a break down of young people by year group and an accurate number of those going on to receive support from adult services. These figures were presented at the last Overview and Scrutiny Committee.

Our invitation to run a transition workshop at the NAO’s own national autism conference was as a direct result of our performance and being viewed as demonstrating best practice in this area.

12bvi ~ Only 29 per cent of Local Authorities responding to our survey said training for staff assessing eligibility for care services covered high-functioning autism. Eighty per cent of GP’s feel they need additional guidance and training to manage patients with autism more effectively.

Autism training is available to all Warwickshire County Council staff and we have on-going working relationships with a number of third and community sector organisations with autism expertise such as the National Autistic Society and also specialist support providers which we commission as needs arise. We have a specialist autism worker in adult’s services supported by a multi-agency steering/advisory group which also includes people with Autism and their families and a specialist Autism team as part of the Integrated Disability Team.

1.15 ~ Department of Health guidance states that the Director of Adult Social Services in each Local Authority should ensure that it is clear which team, or manager has responsibility for assessing autism. Only 4% reported that they do have a named lead service for adults with low-functioning autism whilst this proportion rose to 31% for adults with high-functioning autism.

Warwickshire responded positively to this section of the report and responsibility for assessing people with Autism rests within the Adult Learning Disability Team except where an individual has mental health needs which require treatment. Simon Veasey is the nominated lead officer for adult services.

3.14 ~ In addition to the negative impacts on people with autism themselves, lack of diagnostic and support services also increase the burden placed on carers, particular aging parents of adult children living at home. Large numbers of adults are currently being supported solely by family carers and Local Authorities need to recognise that such arrangements will not be sustainable indefinitely and that specialised provision will need to be in place to prevent a crisis once circumstances change and family carers are no longer able to cope.

Individuals with Autism who meet the criteria for support by adult services will receive support that is appropriate to their needs and their carers will

also be offered support in their caring role. The Local Authority also funds carers support services across the county with a brief to develop groups to provide support and information. The situation for families who do not meet the criteria for adult services is less clear although Warwickshire is one of a minority of local authorities to provide low level support to people on the autistic spectrum who do not meet the criteria for adult social care. The groundbreaking work that Sam Burkin is doing in this area has again been recognised nationally and extends to offering support to facilitate and develop self-help groups for families of people with high-functioning autism.

3.48 ~ Local Authority survey respondents while generally optimistic that personalised budgets would encourage flexibility, tailored services, choice and competition etc. also highlighted ... the need to provide support to manage budgets, the need for appropriate quality control, provide people with autism with choices.

In respect of the above, individuals who meet the criteria to be able to use a personal budget would be supported to do so the same as any other individual accessing social care funds. The Framework Agreement which is currently in process will provide the option for a number of organisations that are specialist autism providers to work in Warwickshire if they choose to.

In answer to the actual question about which of the NAO recommendations have Warwickshire already fully implemented and when the questioner can expect the full implementation. The process of providing support to individuals with autism is an on-going process but Warwickshire has made significant advances against all the NAO recommendations mentioned with many of these advances actually being made before they became NAO recommendations. Warwickshire is working alongside people with autism and their families to provide support for people wherever they are on the spectrum and the positive work by officers with the full backing of elected members through overview and scrutiny committees has been recognised nationally. It is impossible to give exact timescales for full implementation as we see the development of autism services as an ongoing process. A countywide autism interest group is planned for the New Year to enable Warwickshire to respond positively to the introduction of the new Bill and Strategy.

How and when information will be made available to the public in respect of actions taken? The information is already in the public domain, our presentations to Adults and Children's Overview and Scrutiny Committees highlighted the work were undertaking as well as the work being carried out by our Autism service broker.

In respect of what other activities may need to be abandoned/curtailed to meet the NAO recommendations, I'm not sure there will be a need to abandon/curtail any as we have made good progress against the recommendations by changing existing services and processes. The new Autism Strategy and Bill may require us to do some things differently which may or may not have financial implications and how we respond to that as a

Local Authority may involve the redesign of some other services or activities to provide for example increased low level support services for people with autism but also other customer groups who would benefit from that type of support including people with a learning disability. I think it is hard to say at this time given that we need the detail of the Autism Bill. We will soon be starting work on agreeing our commissioning intentions in light of the Autism Bill and all commissioning decisions, any changes we do make that affect other services or client groups will be consulted on first and in line with agreed strategies and plans.

Mr. Appleby said that he had not had sufficient time to fully consider the response to ensure that his question had been fully answered and said he would consider it in greater detail after the meeting.

Liz Bruce undertook to look at the response and see whether she could add any other comments.

3. Update by Portfolio Holders

Councillor Colin Hayfield (Adult Social Care) reported on the following issues –

(1) Care Quality Commission (CGC) Announcement

The CQC had announced its annual assessment of Warwickshire's Adult Social Care Services and found that the county continued to improve and sustain good standards. The report was positive about the good support provided for Warwickshire residents. He commended Graeme Betts and his staff for their hard work in improving outcomes for older people and adults with learning difficulties and for continuing to improve Service performance.

(2) Targets and Target Setting - a Corporate Performance report had been presented to Cabinet the previous week where it had been agreed that a 'review and refresh' of the indicators would be undertaken over the coming months. This would provide an opportunity to ensure the targets were both realistic and challenging and matched the Council's priorities.

(3) Budget - The Council was required to make a 20% saving over the next 4 years and, in addition, Adult Services faced demographic pressures (more elderly people wanting services). The budget discussions had highlighted difficult times ahead.

(4) Liz Bruce - Liz Bruce would be leaving the County Council to take up the post of Strategic Director with Manchester City Council. He added that this would be the last meeting she would attend and that she would be greatly missed. He commended her on the improvements she had

made to the Service. He added that her post had been shared with the PCT and the PCT had agreed a joint replacement for this post.

(5) Common Assessment Programme - Under his Portfolio Holder's decision making powers he had approved submission of a formal bid to the Department of Health for £5M funding to enable the Common Assessment Framework partnership to continue development and evaluation work for a further two years.

(6) Joint Services Prevention and Early Intervention Conference, Warwick University with the PCT - this was a successful event attended by all partner agencies.

(7) Tender for Community Support Services for People with Learning Disabilities – Cabinet on 17 December would be asked to authorise the award of the tender for a four year Framework Agreement.

Graeme Betts added the following comments with regard to –

- CQC Assessment – this assessment was a reflection of his staff's hard work. The Directorate's Management Team had laid out a plan for the future to achieve an excellent rating in all 4-assessment areas.
- Joint Services Prevention and Early Intervention Conference, Warwick University – this Conference was well attended by all agencies, including representatives from the Acute Hospitals, Mental Health, PCT, District and Borough Councils (including housing) and the County Council (130 attendees). The output from the Conference would be turned into a Prevention and Early Intervention Strategy for presentation to the Public Service Board. The jointly funded WCC and PCT post, to replace Liz Bruce, would be the link post in implementing this Strategy in terms of Prevention and Early Intervention.

The Chair congratulated Graeme Betts and his team for their achievements.

Councillor Chris Saint (Leisure, Culture and Housing) reported on the following issues –

(1) Seminar Extra Care Housing – He explained that, whilst this issue was outside the Committee's remit, it overlapped with its work, and outlined a recent seminar he had attended which addressed the provision of homes for people who required extra care and facilities. The discussion focussed on integration of this provision into developments by creating a new housing category (extra care schemes).

(2) One-Stop Shops – a Board had been set up to look at development of One-Stop Shops and integrating all public-facing services. Kenilworth

and Camp Hill were very good models of this Service. He had recently met Ron Williamson, new Head of Communities and Wellbeing Resources, who would be responsible for payment for services by Pay Pall.

(3) County Records Office Transformation – work was ongoing to facilitate digitising of the County Records. This work was being undertaken at no extra cost to the Service by using existing staff resources and restricting public opening times;

(4) Museums Service – Staff at St. Johns Museum continued to work well with schools. The Market Museum was currently closed for refurbishment and would re-open in the New Year.

(5) Arts Service – shaping of a new policy for this Service was taking place. Graeme Betts undertook to circulate a copy of the new Strategy.

4. Update on Personalisation and Developing Prevention/Early Intervention in Warwickshire.

Liz Bruce, with the aid of a power point presentation, copies circulated, highlighted –

- (1) Progress over 2008-2009 and explained that “personalization” and “Putting People First” included working with health partners to increase prevention and reduce hospital admission/institutional placements;
- (2) The next steps included –
 - Roll out of personal budgets across the county and all customers from January 2010
 - Secure Comprehensive Assessment Framework (CAF) monies from the Department of Health
 - Improve access, in partnership with corporate colleagues
 - Implement Social Work Strategy and Workforce.
- (3) That Warwickshire was seen as leading on personalization work in the West Midlands and was part of developing a Common Resource Allocation system nationally;
- (4) That Warwickshire’s self-assessment was seen as good practice and included on the Care Services Improvement Partnership (CSIP) website.
- (5) That Warwickshire’s CAF bid and subsequent work had been identified as “cutting edge” by the Department of Health
- (6) That Warwickshire represented the West Midlands on the Regional Social Work task force and leading new ways of working with carers;
- (7) Next Steps – to be “best in class” leading to excellence in 2010/11.

Liz Bruce also circulated a set of questions Members might wish to use in scrutinising the transformation of Adult Social Care.

In reply to questions she explained –

- (1) The safeguarding plans put in place to support vulnerable people;
- (2) That no services had been taken out to move the personalization agenda along;
- (3) That the Common Assessment Framework would be trialed in Alcester.

A LINKs representative commented that hospital discharges were no better now in South Warwickshire than they were previously. A Member sympathised with this comment, as there had been similar experiences in Nuneaton.

Graeme Betts undertook to examine the concerns expressed and to bring a further report on this issue to a future meeting.

Councillor Richard Dodd thanked Liz Bruce for her work and wished her well in her future career.

The Committee thanked Liz Bruce for her presentation and noted the offer of a further report on delayed discharges (to be added to the Committee's work programme, minute 9 below).

5. Dignity in Care/Quality Assurance in Home Care Services

Rob Wilkes, with the aid of a power point presentation, copies circulated, highlighted–

- (1) That “Dignity in Care” was launched in November 2006, and was aimed at stimulating a national debate around dignity in care and creating a care system where there was “zero tolerance of abuse and disrespect of adults”;
- (2) The Domiciliary Care Charter and Electronic Visit Recording;
- (3) The report to Cabinet on 26 November 2009 on the Home Care Change Programme;
- (4) His role in quality and procurement and the change in procurement that was no longer price led.

In reply to questions he said that –

1. With regard to quality assurance a Domiciliary Care Charter was shortly to be launched;
2. Electronic visit recording added 20/30p per visit to the cost of the service but all providers had signed up to using that system.

In reply to a question from the LINKs representative Rob Wilkes explained the process used to ensure customer engagement and confidentiality. He would, however, welcome input from LINKs on this issue and undertook to speak to the representatives outside the meeting.

The committee thanked Rob Wilkes for his presentation.

6. Safeguarding Vulnerable Adults in Warwickshire

Edward Williams presented the report of the Strategic Director for Adult, Health and Community Services, which outlined the local arrangement in Warwickshire to Safeguard Vulnerable Adults from abuse. He outlined the projected demand in this area of work over the coming four years together with recommendations for additional new resource that would be required to manage the area of work safely over this time period.

During discussion the following comments were noted:

1. The better reporting mechanisms within the partner organisations was welcomed;
2. That improved reporting would mean an increase in the number of referrals;
3. It was regretted that the comments of the University Hospital Coventry and Warwickshire National Health Trust (UHCW NHS Trust) had not been available for inclusion in the Review;
4. That raising public awareness and publicity was an important aspect of this issue to enable concerns to be reported.

In reply to questions –

- (1) Edward Williams –
 - i. Explained the range of methods used to raise public awareness and undertook to circulate to Members copies of the publicity material;
 - ii. Said that third-party referrals were accepted but that intervention in these cases (i.e. anonymous referrals) could be difficult.
- (2) Graeme Betts said that the next steps would be to obtain a Member steer on the Safeguarding Adults agenda.

The Committee –

- (1) Thanked the officers for a very good report:
- (2) Noted the budget pressures that will be generated over the next four years to manage this growing and critical area of demand safely;

- (3) Agreed to consider the “next steps” for progressing the Safeguarding Adults agenda during consideration of the Committee’s future work programme, item 9 below.

7. Care and Choice Accommodation Programme – Progress Report.

The Committee considered the report of the Strategic Director for Adult, Health and Community Services which provided an update on the progress on the Care and Choice Accommodation Programme, including details of the first tender process for the procurement of Extra Care Housing on the site adjacent to Attleborough Grange in Nuneaton. It also outlined the current position of the tender for up to 5 Partners for inclusion on a County Council Preferred Partnership Framework for both the future provision of housing with care and support and specialist residential care and updates on care accommodation development in all five countywide Borough and Districts local partnership working.

During discussion the following comments were noted:

- (1) Support was expressed for the progress outlined in the report which Members considered to be very encouraging;
- (2) The new initiatives that would help the elderly to continue to live in their own village community were welcomed;
- (3) Concern was expressed about the review of Sheltered Housing Schemes in relation to disruption to residents and concern that this would result in fewer units.

In response to (3) above Tim Willis said that early in January 2010 the County Council and District and Borough Council’s would be meeting to consider how best to progress this issue and undertook to report back on the outcome of the discussions.

Resolved that the Committee –

- (1) Thanked the Strategic Director for his report;
- (2) Expressed its support for the progress of the Care and Choice Accommodation Programme with regard to the delivery of a range of care accommodation services that offer Warwickshire’s citizens improve choice control and independence;
- (3) Requested a further progress report to its June 2010 meeting on the outcome of the review of Sheltered Housing Schemes being undertaken by the County and District and Borough Councils.

8. Q2 Corporate Performance Report April-September 2009

The Committee considered the report of the Partnership and Performance Unit, which presented mid-year performance for 2009/10 under the enhanced performance management arrangements.

Tricia Morrison reported that 3 areas under Adult Social Care (NI 131, NI 133 and LI 403 and) had missed their target for Qtr 2, 10 indicators had met their targets, 2 had exceeded their target and one target, NI 135, had exceeded its target by more than 10%. She highlighted that indicator –

NI 131 – Discharge from hospital –was missing its target by 25% and was being closely monitored on a weekly basis (the delays that were the responsibility of the NHS making up over two-thirds of the outturn);
NI 133 – Adults waiting over 4 weeks for this care package – the reason for this missed target was being investigated;
LI 403 – Reduce the number of people that fall (people 65+ with fractured neck of femur) – was the end of year figure, led by the PCT and being addressed through the “promoting good bone and health strategies”;

Councillor Colin Hayfield asked that the briefing note that he had been provided on Quarter 2 performance indicator activity would be circulated by email to Members for their information.

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 note will be circulated by email to the Committee.

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

The Committee considered the table setting out the provisional items for future meetings.

Councillor Josie Compton referred to need to monitor the Dementia Strategy and reported that, in this connection a joint meeting with Health Overview and Scrutiny Committee Members had been arranged for 9 December 2009. The Chair would attend to represent this Committee.

Following discussion it was –

Resolved that -

(1) the following items were added to the Committee's Work Programme (to be considered by the Chair and party spokesperson after the meeting)

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- i. Progress Report on Implementation of the Dementia Strategy (see text above)(Committee date to be determined);
- ii. Government Consultation on Home Care – special meeting proposed;
- iii. Delayed Discharge (see minutes 4 and 8 above) - multi agency/joint meeting with Health O&S Committee (Liz Bruce to draw up framework)(representatives from the Acute Hospitals, PCT, LINKs to be invited to attend). The Chair undertook to discuss this proposal with Councillor Dave Shilton (Chair Health O&S Committee) (Special meeting date to be arranged).
- iv. Review of Sheltered Housing Schemes (see minute 7 above, Care and Choice Accommodation Programme) – June meeting.
- v. Safeguarding Vulnerable Adults (Minute 6) Member Steer to be sought – to follow-up with further report – Committee date to be determined).

(2) The nominations to the two In-Depth Reviews be noted as follows:
- Carers Support - Councillors Gittus, Longden, Watson and Rolfe
- Developing Low-Level Intervention and Prevention Services - Councillors Butlin, Dodd, Longden and Wilson.

(3) Noted the briefing notes circulated to Members electronically as follows

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- (i) Review of the Impact of Changes to the Learning and Skills Council (LSC) and the Funding for Adult Learning Activities.
- (ii) Briefing note on the Campus Agreement.
- (iii) Transfer of Responsibility for the Commissioning and Funding of Social Care for Adults with a Learning Disability

10. Any Other Items

None.

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Chair of Committee

The Committee rose at 5:00 p.m.