

Minutes of the Meeting of the Adult and Community Services Overview and Scrutiny Committee held on 12 July at Shire Hall, Warwick

Present:

Members of the Committee	Councillor Les Caborn Jose Compton “ Jill Dill-Russell “ Richard Dodd “ Marion Haywood “ Nina Knapman “ Frank McCarney (Chair) “ Helen McCarthy “ Mota Singh “ Ian Smith “ Mick Stanley “ Ray Sweet
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Other County Councillors	Councillor Colin Hayfield, Portfolio Holder for Adult and Community Services Councillor Alan Farnell, Leader of the Council
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Officers	Emma Andrews, Arts Officer Bill Basra, Corporate Partnerships Officer Graeme Betts, Strategic Director Adult, Health & Community Services Kim Bolton, Principal Officer – User Involvement Ayub Khan, Manager, Core Services, Quality & Operations Sue Littlewood, Corporate Planning Manager Ann Mawdsley, Senior Committee Administrator Jane Pollard, Overview and Scrutiny Manager Karen Smith, Customer Relations Manager Jane Walkeden, Support Officer – Customer First Team
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Also Attending	Kevin Webber Marlene Venni
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1. General

(1) Apologies for absence

None.

(2) Members Declarations of Personal and Prejudicial Interests

Members declared personal interests as set out below:

- (1) by virtue of them serving as District/Borough Councillors as follows:-

Councillors Les Caborn and Jose Compton - Warwick District Council.

Councillor Richard Dodd - Rugby Borough Council.

Councillors Mick Stanley, Ray Sweet and Sid Tooth - North Warwickshire Borough Council.

- (2) Councillor Ray Sweet declared a personal interest in view of his brother-in-law receiving services from Social Services.

(3) Minutes of the Adult and Community Services Overview and Scrutiny Committee Meeting held on the 17 May 2006

The minutes of the meeting of the Adult and Community Services Overview and Scrutiny Committee meeting held on 17 May 2006 were agreed as a correct record with the following correction:

Minutes – Page 2 – 3(2)(2) Members Declarations of Personal and Prejudicial Interests

The words “has learning difficulties” replaced with “works with people who have learning difficulties”.

Matters arising

None.

2. Public Question Time

There were no public questions.

ITEMS FOR SCRUTINY

3. Customer First Progress Report

Members considered the report of the Strategic Director for Adult Health and Community Services on the progress of the Customer First Team and outcomes of the fourth Customer First Conference held on 22 May 2006 presented by Marlene Venni, Co-Chair of the Customer First Steering Group and Learning Disability Partnership Board.

During the ensuing discussion the following points were made:

1. Councillors had been invited to attend the Conference, which had been attended by Councillor Colin Hayfield.
2. Following a workshop in April, members of the Anti Bullying, Hate Crime and Abuse Sub Group had been raising awareness of bullying issues for people with learning difficulties. Warwickshire Police are members of this sub group. A poster had been designed encouraging people who had been bullied to tell someone they trust. The poster was being distributed to teams and organisations in Warwickshire.
3. The outcomes from the Conference showed users were looking for local services that were more flexible to individual needs.
4. The Customer First Steering Group has a membership of 5 officers and 15 service users and family carers from all adult social care client groups.
5. Members noted the importance of their involvement at a grassroots level.
6. A future report would be brought to the Committee incorporating the outcomes of the Conference into the overall strategy, including the actions to ensure delivery of the outcomes.
7. The Committee thanked Marlene and Kevin for their attendance and for their valuable contributions and asked that they convey a message from the Councillors to their colleagues that Members wanted to be the friends and champions of users and services in local areas.

The Committee noted the report and requested a progress report in 12 months time.

4. Enhanced Engagement with Users and Staff

Members considered the report of the Strategic Director Adult, Health & Community Services outlining ways in which engagement with users and staff could be enhanced.

Graeme Betts made the following points:

1. The report reflected the desire of Members for greater engagement with users and staff and sought the best way to achieve this.
2. A programme needed to be put in place that would improve engagement at a local level maximising the use of Councillor time.

During the ensuing discussion the following points were highlighted:

- a. Graeme Betts agreed to approach both County Council and private homes to arrange visits for small groups of two/three Members at dates convenient to both Members and the homes.
- b. Members agreed they should be involved locally and support all their constituents.
- c. A Directory was being compiled listing the top 40 managers, their responsibilities and contact details.
- d. A list would be compiled for each Area Committee giving contact details of all the forums, residential homes, day centre facilities, family/carer groups etc to assist them understanding what was available in their areas.
- e. A report had been discussed at Cabinet proposing a more area-based approach with increased local links and focus.
- f. There were some services such as the daycare facilities in the south of the County with innovative provision for people with learning disabilities, which would be beneficial for all Members to visit.

The Adult and Community Services Overview and Scrutiny Committee endorsed the report.

5. Adult Social Care Performance Report

Members considered the report of the Strategic Director Adult, Health & Community Services highlighting key messages from the 2006 Delivery and Improvement Statement (DIS) with progress on the 2005/06 Performance Improvement Plan (PIP).

Graeme Betts noted that the Performance Report that would be brought to each meeting from September would be presented in a different format giving key indicators within the areas of Finance, Service Delivery and HR.

During the ensuing discussion the following points were highlighted:

1. Members agreed that performance information needed to be presented in a way that Members could comprehend and appreciate changes that were taking place.
2. Members agreed to receive a report explaining how performance was measured and reported.
3. The change in homecare from 15 minute to 30 minute visits had been introduced as part of the move to improve quality and achievement rates would be reviewed as part of a system of ongoing review of individuals in a more sensible, flexible way.
4. The changes taking place in the PCTs made partnership working difficult but a proposal had been agreed to establish a joint Commissioning Unit with a joint Head of Service reflecting the

interests of everyone in Warwickshire and who would report to both the PCT and the Council.

5. There was a lack of effective governance arrangements around partnership working. A baseline had been established and it was agreed that a consultant would be employed in August to put in place a Governance Framework.
6. The difficulty in finding care supply in the south of the County was acknowledged.

The Committee noted the report and endorsed the key priorities outlined in the 2005/06 Delivery and Improvement Statement and progress made since the 2004/05 CSCI Judgment.

6. Developing Adult, Health & Community Services

Members considered the report of the Strategic Director Adult, Health & Community Services setting out the proposed strategic direction for the Adult, Health and Community Services Directorate and making proposals for the development of the structure, systems and culture of the organisation.

The Committee agreed to receive a more detailed report on the Vision and Strategy at the August meeting.

7. Review of the Cultural Strategy – Final Report

Members considered the report of the Cultural Strategy Review Panel, which was the final report for the Scrutiny Review of the Cultural Strategy.

Members of the Panel noted that the exercise had been useful and having considered varying responses from the District/Borough Councils, agreed that the current strategy had not had much impact and that in future a “Culture, Leisure and Sport” thread would be included in the Local Area Agreements (LAA).

During the ensuing discussion the following points were highlighted:

1. Members thanked the Panel and Bill Basra for the excellent work they had done.
2. The Cultural Strategy had been a broad document with no action plan and therefore had not provided a basis for action and work done to embed this area into the LAAs would need to identify actions.
3. The District/Borough Councils were working independently in this area and the challenge for the Council would be to show them how the Council could help to improve what they were already doing

and maximise opportunities through partnership working within the LAAs.

The Committee agreed:

1. That the final report of the review of the Cultural Strategy be approved;
2. That the report be passed onto Cabinet with the following recommendations:
 - a) That no steps be undertaken to replace the current cultural strategy 2003-06 with another strategy;
 - b) That future work in this area be referred to as Culture, Leisure and Sport;
 - c) Notwithstanding 2. a) above the current cultural strategy be assimilated in the overall promotion of culture leisure and sport within the development of the local area agreement and existing community strategies;
 - d) That amongst the options being explored to develop services in this area; consideration be given to the feasibility of a County Wide Cultural 'Champions' Forum and a website portal providing a single point of access for all cultural, leisure and sports activities within Warwickshire.
3. That an update on the progress of the recommendations contained in the report be submitted to the January meeting of the Scrutiny Committee.

8. e-Public Libraries User Survey

Members considered the report of the Strategic Director Adult, Health & Community Services summarising the results of a survey undertaken across all libraries in Warwickshire to ascertain the views of members of the public on computer facilities in libraries.

During the ensuing discussion the following points were highlighted:

1. Libraries had to provide free Internet access to be eligible to access Government Peoples Network grants.
2. There was a need to look wider in terms of social inclusion to consult with people not already using the service in libraries.

The Committee noted the results of the e-Public Library User Survey and its conclusions and endorsed the action plan.

9. Review of Scrutiny

Members considered the report of the Strategic Director for Performance and Development advising Members of the arrangements for the review of the overview and scrutiny function and seeking views on the future role of overview and scrutiny and how its effectiveness could be improved.

Jane Pollard made the following points:

1. The Scrutiny Review was expected to be completed and a set of proposals prepared by September with a final report to full Council on 31 October.
2. Members were urged to complete the questionnaires they had received as it was important that they gave their views on how scrutiny should be shaped in the future.

During the ensuing discussion the following points were highlighted:

- a. It was important that the Committee developed their own work programme to meet the challenges faced within their remit.
- b. Members agreed that having smaller groups looking at particular issues was effective, as were select committees.
- c. The Committee should prioritise their work programme to areas not performing well and where services need improving.
- d. Government was giving Local Authorities more power to scrutinise outside agencies and the Council needed to take up the challenge and identify opportunities to move forward to proper scrutinising both internally and externally.
- e. Members wanted more outside visits to home and other establishments and to meet users of services.
- f. Scrutiny of services should be done where the Council needed to improve rather than look at all services.
- g. Members needed to be engaged and involved in the process.
- h. Scrutiny worked best when influencing decisions before they went to Cabinet.

The Committee noted the report.

10. EFQM Excellence Model to Assess Departments

Members considered the report of the Strategic Director for Performance and Development setting out the background to the EFQM process and giving Members context for considering the reports from individual departments.

Sue Littlewood made the following points:

1. The EFQM Excellence Model was a national and European model used by the Council since 1998, which allowed the whole organisation to be evaluated and scored against.
2. The Model was about improvement and assessing change and was fairly robust and reliable to a reasonable extent.
3. The assessment was carried out every two years with the last assessment having been carried out in December 05/January 06.
4. The process was currently under review to look at the possibility of one assessment being carried out instead of one for each directorate.

The Committee noted the report.

11. & LHTS EFQM Assessment Report
12. Social Services EFQM Assessment Report

Members considered the report of the Strategic Director for Adult, Health and Community Services and the joint report of the Strategic Director for Adult, Health and Community Services and the Strategic Director of Children, Young People and Family Services providing an overview of the feedback received following LHTS and Social Services assessments against the EFQM Excellence Model, together with priorities for improvement.

Karen Smith made the following points:

1. The two departments had merged over the past months and the EFQM assessments had provided valuable starting points on strengths and weaknesses in the past and highlighted common themes to take the single Directorate forward.
2. The following six key themes would be used to improve areas of weakness and help the new directorate to work together more cohesively:
 - Partnerships
 - Reviewing and evaluating current ways of working
 - Making information critical to all services more accessible and relevant to users and staff
 - A greater focus on what trying to achieve and keeping focussed on own agenda in measuring performance
 - Better target-setting and benchmarking
 - Presentation and communication to improve understand of what Directorate is doing by local communities

During the ensuing discussion the following points were highlighted:

- a. The focus of the Council had to change from being good at processing to achieving outcomes.
- b. The themes outlined at 2. above would be thread through activities and focussed down into service planning activities.
- c. Service Plans should reflect the feedback from the EFQM and an Improvement Plan was being prepared bases on the assessments.
- d. Members thanked Karen Smith for her excellent reports.

The Committee noted the feedback received following the LHTS and Social Services assessments against the EFQM Excellence Model and the proposed areas for improvement.

ITEMS FOR INFORMATION

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

Members agreed the provisional items for future meetings and Forward Plan items with the following changes:

Vision and Strategy – move to 17 August 2006

A review of Domiciliary Care – move to 17 October 2006

Heritage Trust Funds – moved to Dates not set

Older People and Residential Care Select Committee – 20 September 2006 – full day.

Human Resources – 8 November 2006

Joint issues with Health – 8 November 2006

14. Any Other Business

There were no items of urgent business.

Chair of Committee

The Committee rose at 12.15 p.m.