

Minutes of the Meeting of the Adult and Community Services Overview and Scrutiny Committee held on 13 December 2006 at Shire Hall, Warwick

Present:

Members of the Committee	Councillor Les Caborn “ Jose Compton “ Jill Dill-Russell “ Richard Dodd “ Marion Haywood “ Sue Main “ Frank McCarney (Chair) “ Raj Randev “ Mota Singh “ Ian Smith “ Mick Stanley
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Other County Councillors	Councillor Colin Hayfield (Adult & Community Services)
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Invited Guests	Mike Attwood, Chief Executive of Coventry PCT Paul Maubach, Acting Director of Commissioning, Warwickshire PCT
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Officers	Graeme Betts, Strategic Director Adult, Health & Community Services Ann Mawdsley, Senior Committee Administrator Jane Pollard, Overview and Scrutiny Manager
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The Chair welcomed everyone to the meeting, with a special welcome to Mike Atterton and Paul Maubach.

1. Election of Vice Chair

Councillor Mick Stanley, seconded by Councillor Mota Singh, proposed that Councillor Raj Randev be appointed Vice-Chair of the Committee.

A vote was taken and it was resolved that Councillor Raj Randev be appointed Vice-Chair of the Committee.

2. General

(1) Apologies for absence

An apology for absence was received on behalf of Councillor Nina Knapman.

(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 Susan Main – Stratford-on-Avon District Council.
Councillors Mick Stanley - North Warwickshire Borough Council.
- (2) Councillor Jose Compton declared a personal interest as the Associate Manager of the Coventry and Warwickshire NHS Partnership Trust.
- (3) Councillor Jill Dill-Russell declared a personal interest as her daughter works for Stratford Mencap.
- (4) Councillor Richard Dodd declared a personal interest as an employee of the NHS.
- (5) Councillor Colin Hayfield declared a personal interest as a Non-Executive Director of the Warwickshire PCT.
- (6) Councillor Mota Singh declared a personal interest as a member of the South Warwickshire Hospital Trust.

(3) Minutes of the Adult and Community Services Overview and Scrutiny Committee Meeting held on the 8 November 2006

The minutes of the meeting of the Adult and Community Services Overview and Scrutiny Committee meeting held on 8 November 2006 were agreed as a correct record and signed by the Chair.

Matters arising

There were no matters arising.

3. Public Question Time

There were no public questions.

4. Update on Coventry and Warwickshire Partnership NHS Trust

Members agreed to defer the report on the Partnership between Warwickshire County Council and Coventry City Council to deliver Adult Mental Health Services, Older People Mental Health Services and specialist Learning Disabilities, with the Coventry and Warwickshire Partnership NHS Trust, until the January meeting when Sandy Taylor, Interim Chief Executive of Coventry and Warwickshire Partnership could attend.

5. Developing Partnership Commissioning in Adult, Health and Social Care Services

The Committee considered the report of the Strategic Director for Adult, Health and Community Services proposing a programme of work to develop Partnership Commissioning in Adult Health and Social Care, giving the national policy and local context for partnership commissioning in the county.

Paul Maubach, Acting Director of Commissioning, Warwickshire PCT introduced himself and made the following comments:

- i. On 1 October 2006 the three Warwickshire PCTs had merged into one, which had set as a main focus the commissioning of services through analysis and research, development of policy and buying of services.
- ii. The Local Authority and the PCT had the same geographical boundaries, providing an ideal opportunity to work jointly.
- iii. The PCT were keen to work out joint arrangements in areas of common interest.

Mike Attwood, Chief Executive of Coventry PCT added the following points:

- a. Coventry PCT was also committed to strong partnership working in terms of local commissioning as well as engaging actively on a wider level where appropriate.
- b. The biggest challenge facing the PCT was practice-based commissioning, where services such as the treatment of back pain would be transferred to local surgeries.
- c. Specialist services such as forensic health, specialist mother and baby services and eating disorders, would need collaboration in planning for a sustainable pattern of service at a wider level through the Joint Commissioning Board.
- d. The acute hospital services would need collaboration at a Coventry/Warwickshire level to ensure sustainability.

During the ensuing discussion the following points were highlighted:

1. Members welcomed the potential for partnership working, which was essential to the success of the implementation and timescales for performance improvement.
2. There was a national target for PCTs to deliver savings of £250m across the country with a specific set of services PCTs needed to invest in as a result of those savings. It was noted that the Warwickshire PCT was an infant authority and it was too early to identify the specific services for investment.
3. The new Local Delivery Plan for the Warwickshire PCT raised several issues including the ability for partnership working, and this would be considered by the Health O&S in January 2007.
4. Part of the new commissioning arrangements would be converting the knowledge and experience gained through strong engagement into strategies representing overall corporate joint commissioning planning and business delivery.
5. Members noted the importance of the information contained in Appendix A to the report and requested regular progress updates.
6. The Directorate had, together with Internal Audit and the PCT, looked at ICES and identified improvement needs, which were expected to be in place by the end of the financial year. A report on this would be brought to the Committee in February 2007.
7. Members noted the major reorganisation and upheaval that had taken place in Warwickshire in primary care, acute services and other areas and that staff had faced a great deal of movement and change and needed a period of consolidation.
8. Members welcomed the open and frank report and agreed that while there was a need for rapid change to meet the needs of CSCI, this would involve cultural change and corporate governance structures would need to be in place to enable delivery.
9. Members acknowledged the issues regarding funding and the need for commitment from all Groups.

The Chair thanked Mike Attwood and Paul Maubach for their contributions and looked forward to their participation in the future.

The Committee noted the proposals.

6. Adult Social Care Services – Timescale for Improvement

Members considered the report of the Strategic Director Adult, Health & Community Services setting out the timescales for achieving significant improvements in performance in Adult Social Care Services.

During the ensuing discussion the following points were highlighted:

1. The risks within the NHS were outlined in the report, but the County Council and PCT in Warwickshire were committed to working together and savings were to be made through partnership working.
2. The Leadership Development course had been focussed on the top 40 managers and was beginning to show some success through upskilling. This would be rolled out to staff on lower tiers.
3. Members congratulated Graeme Betts for the honest report and noted that the improvements in performance would be a rolling programme requiring political and financial support and investment.
4. Preventative services had been identified as one of the top three priorities for improvement.
5. It was acknowledged that the one star CSCI rating had been for 2005 and the aim of the improvement plan was to move away from a coasting service with uncertain prospects to promising prospects and then to a two star rating. This could take as much as 18 months and would not be possible without clear evidence of change.

Members of the Adult and Community Services Overview and Scrutiny Committee endorsed the approach outlined by the Strategic Director on the timescales for achieving improvements in performance for Adult Social Care Services.

7. Adult Social Care – Recent Performance & Improving Performance in 2006/07

Members considered the report of the Strategic Director Adult, Health & Community Services setting out the critical success factors for performance improvements and information on:

- the Performance Improvement Plan reported to Cabinet on 23 November 2006
- Adult Social Care half year performance to 30 September 2006; and
- The Performance Assessment and Rating made by the Commission for Social Care Inspection for 2005/06 and published on 1 December 2006.

Members made the following comments:

1. It was noted that within the Supporting People Structure, the County Council was seen as the responsible authority in terms of ensuring effective partnership arrangements and management of budgets.
2. The Housing Strategy was on track for presentation in early 2007, having been produced in partnership with the PCTs and the District and Borough Councils based on a needs analysis.

3. There was a review taking place of all adults with disabilities, including those living outside Warwickshire, which would assess all possibilities for future support and identify whether any of these people would be better off moving back to Warwickshire.
4. It was felt that the recent restructuring of the Council and the new management team in place in the Directorate gave the Council the capacity to deliver the improvement programme.

Members of the Adult and Community Services Overview and Scrutiny Committee:

- noted the recent star rating assessment by the Commission for Social Care Inspection (CSCI); and
- noted the arrangements for driving performance improvement in 2006/07; and
- noted the critical success factors for improvement; and
- agreed to receive a further report on delivery against the performance improvement plan in February 2007.

8. Performance Reporting

Members considered the report of the Strategic Director Adult, Health & Community Services providing commentary on a number of key performance indicators within the arrangements for reporting performance for the Adult and Community Services Directorate.

Graeme Betts made the following points:

- i. the monitoring would be ongoing and focussed on service performance, budget, staffing and complaints/compliments.
- ii. Of the three areas of weakness highlighted:
 - C29 – Helped to live at home - PHILLIS was expected to have an impact on helping older people to live independently at home
 - C30 & C32 – People with learning and physical disabilities – further analysis was being carried out to improve understanding, as well as looking at how other Authorities with good results recorded their services.
- iii. Simon Robson had taken up the post of Head of Local Provider Services and was looking closely at issues such as the 're-ablement' agenda, homecare and information to do with non-productive hours (travelling time, sickness and training).

During the ensuing discussion the following points were highlighted:

1. Members agreed that the report was useful as it allowed them to see at a glance the true picture in terms of performance and improvement.
2. PHILLIS was in place and had begun to operate and was beginning to show benefits.

Members noted the content of the report to ensure performance was being monitored on a regular basis.

9. Annual Report on Adult Social Care Representations and Complaints April 2005 to March 2006

Members considered the report of the Strategic Director Adult, Health & Community Services commenting on the operation and effectiveness of Warwickshire County Council Adult Social Care Complaints and Representations procedures over the last financial year, in compliance with the requirements of the NHS and Community Care Act 1990, and outlining plans for improvements.

Graeme Betts noted that new arrangements for compliments and complaints were being put in place as a corporate service and that Directorates were learning lessons from those received.

Members agreed that the report had been clear and easy to read and thanked Karen Smith and her team for their work in dealing with complaints and compliments.

Members:

1. noted the good performance and areas for improvement
2. noted plans to report in the future on complaints and representations jointly across social care, libraries, museums, adult learning and trading standards services
3. agreed to receive a half yearly progress report.

10. Supporting People - Update

Members considered the report of the Strategic Director Adult, Health & Community Services updating on progress on implementing the Improvement Plan for Supporting People.

Graeme Betts made the following points:

- i. Work had been done with the Department of Communities and Local Government (CLG) team where it was agreed that the service

- was doing the right things but that the timescales set by the Audit Commission were unrealistic. The CLG team were reviewing the timescales with the Audit Commission and once a report had been received from the CLG, this would be brought to the Committee.
- ii. The next inspection was scheduled for Autumn 2007 and the Supporting People team believed they now had the capacity to delivery and were committed to doing so.
 - iii. A Supporting People Event had been held on 16 October to look at governance arrangements and needs analysis and a joint meeting of the Partnership Board and Commissioning Body was scheduled for 14 December. If agreement could be reached in these areas the partnership will have addressed some of the criticisms against them.
 - iv. Resources and services needed to be linked at a strategic and local level and one of the ways to move the agenda forward was to take one service provider and unpick the services currently commissioned and how they related to strategic commissioning, supporting people and local commissioning in order to build up a more streamline service with improved quality.

During the ensuing discussion the following points were highlighted:

1. Members welcomed the report and noted the progress that had been made.
2. At a meeting held with Leaders and Chief Executives of District and Borough Councils in October, the importance of the programme had been highlighted and while the County Council had acknowledged their failings, urged all stakeholders to take ownership of the programme.
3. Proper processes had been put in place with Members making decisions supported appropriately by officers and everyone had the responsibility to continue to raise the profile of the programme.

The Committee:

- noted the context, actions and recommendations of the report and endorsed the proposed next steps in the Supporting People governance and needs analysis; and
- agreed to continue to raise the profile and importance of the Supporting People Programme in their localities and provide regular feedback to the Accountable Officer on emerging local issues and priorities.

11. Improving Performance in respect to Older Peoples Residential Care

Members considered the report of the Strategic Director Adult, Health & Community Services seeking to reassure the Adult and Community

Services Overview and Scrutiny Committee that the recommendation to Cabinet, detailed in the report 'Older People and Residential Care' presented to the Adult and Community Services Overview and Scrutiny Committee on 8 November 2006, will be comprehensively addressed.

Graeme Betts noted that he had been pleased to receive the recommendations of the Committee and that a full response would be brought to the Committee in the New Year.

That the Adult and Community Services Overview and Scrutiny Committee notes the initial response by the Strategic Director of Adult, Health and Community Services, regarding addressing the recommendations to Cabinet as described in the report to the Adult and Community Services Overview and Scrutiny Committee on 8 November 2006.

12. 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.

In response to a request from Jane Pollard for volunteers for the Working Groups outlined in the Work Programme, the following Working Groups were agreed:

Library Service and Heritage Service Strategy

Councillors Jill Dill-Russell, Marion Haywood, Raj Randev and Mick Stanley

Home Care

Councillors Susan Main, Raj Randev, Mota Singh, Ian Smith

Support for Carers

Councillors Jill Dill-Russell, Frank McCarney, Raj Randev and Ian Smith

13. Any Other Business

There were no items of urgent business.

Chair of Committee

The Committee rose at 12:05 p.m.