

Minutes of the Meeting of the Adult and Community Services Overview and Scrutiny Committee held on 10 January 2007 at Shire Hall, Warwick

Present:

Members of the Committee	Councillor Les Caborn “ Jose Compton “ Jill Dill-Russell “ Richard Dodd “ Marion Haywood “ Nina Knapman “ 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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Officers	Graeme Betts, Strategic Director Adult, Health & Community Services Richard Killingbeck, Service Manager – Information, Access and Policies Ann Mawdsley, Senior Committee Administrator Jane Pollard, Overview and Scrutiny Manager Elizabeth Ross, Policy and Development Manager Karen Smith, Customer Relations Manager Ron Williamson, Head of Resources
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The Chair welcomed everyone to the meeting and wished Members and Officers a Happy New Year.

1. General

(1) Apologies for absence

There were no apologies for absence.

(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) Minutes of the Adult and Community Services Overview and Scrutiny Committee Meeting held on the 13 December 2006

The minutes of the meeting of the Adult and Community Services Overview and Scrutiny Committee meeting held on 13 December 2006 were agreed as a correct record and signed by the Chair.

Matters arising

There were no matters arising.

2. Public Question Time

There were no public questions.

3. Adult Social Care – Performance Monitoring 2006-07 (Monthly Update)

The Committee considered the report of the Strategic Director for Adult, Health and Community Services outlining social care performance for the period April – October 2006, forming part of a series of regular reports to scrutiny on performance monitoring.

During the ensuing discussion the following points were raised:

1. The target set for Direct Payments had been very ambitious, but the service expected to move up to the next band, which would be a significant achievement.
2. The increase in charging was expected to have a negative effect on Direct Payments but this would only be confirmed over the next few months.
3. The Directorate expected to meet the target for Services for Carers (D62).
4. Work was being undertaken to validate the data received in terms of D37 (Availability of single rooms), which was expected to improve the outcome.

5. The Council was still seen to be performing poorly on C29 (Adults with physical difficulties helped to live at home), C30 (Adults with learning difficulties helped to live at home) and C32 (Older People helped to live at home) and it was felt that the data did not reflect the high levels of service and the meeting of needs of users. Work was underway to look at this data and to continue to improve services and to look at how comparable Councils were recording services.
6. The results of Services taking smarter approaches to the delivery of services and maximising resources was beginning to show improvements but there was a need to drive changes faster to be seen by CSCI as performing better and more effectively.
7. There had been some difficulty with data relating to D54 (% of items of equipment and adaptations delivered within 7 working days) and data collected by the provider and our own system were being validated to ensure accuracy. A progress report on ICES (Integrated Community Equipment Services) was scheduled to be brought to the Committee in February/March.
8. It was noted that while there were some services that could be delivered without additional resources, some were directly related to resources such as carer services.
9. Members of the Committee requested that future "Monthly Performance Monitoring At a Glance" spreadsheets should be presented in larger print and that the headings be presented in colours that were easy to read.

The Adult and Community Services Overview and Scrutiny Committee noted the adult social care performance between April and October 2006 and the action being taken to further improve performance and agreed to receive a further report on performance monitoring in February 2007.

4. Low Level Intensity Support Services

The Committee considered the report of the Strategic Director for Adult, Health and Community Services outlining the development of the PHILLIS (Promoting Health and Independence through Low Level Integrated Support) Service, defining the projected number of clients accessing the service and offering a proposal to increase capacity of those accessing the service.

Elizabeth Ross added the following:

- i. The service (PHILLIS) for users with low to moderate needs who did not meet the FACs criteria of substantial or critical needs had gone live on 4 December 2006 in Rugby and North Warwickshire. This had been kept low-key to ensure a measured and gradual

- approach and the service was expected to be live across the county by the end of February 2007.
- ii. To date 70 people had gone through the service and the system was working well.
 - iii. The next step was a publicity campaign to circulate information on PHILLIS.
 - iv. There was a proposal to increase the number of staff in order to allow PHILLIS to become more proactive.

During the ensuing discussion the following points were highlighted:

1. The UST referred to in the report was a Universal Screening Tool consisting of a set of questions to determine people's needs from a holistic approach. The UST helped to determine whether the formula and criteria for low to moderate needs were met.
2. Referrals could be processed through partners who would be closely regulated and trained, e.g. pension officers, libraries, Parish and Town Councils, health visitors, GP surgeries or self referrals over the phone or online. Elizabeth Ross added that the Service welcomed any suggestions of how to circulate information and widen the network.
3. The original target that had been set had been ambitious and with the current staffing it was expected that the service would meet approximately one third of the target with approximately 500 users for the year.
4. The Service were being creative in terms of recruiting staff and had contacted previous staff trained in Care First and had already "re-recruited" three staff members.
5. The PHILLIS service was free and put people in touch and helped pave the way for people to live independently, with support where necessary. There would be some services such as pendants for emergency services and shopping services where there would be a charge for users. Examples of services that could be accessed were:
 - energy efficiency checks and applications for grants
 - care repair
 - garden schemes
 - visitors through local voluntary bureau
 - smoke alarms
 - security checks and new locks on doors
 - shopping
 - meals on wheels.
6. Members requested a copy of the press release on the service as well as an example of how the service would work to be e-mailed to all members of the Committee.
7. It was agreed that progress on the PHILLIS service would be included in the monthly report.

The Committee agreed to recognise the progress made to date and endorsed the proposal to increase the number of people accessing the Service up until 31st March 2007.

5. Improvements in Human Resource Monitoring and Management Arrangements

Members considered the report of the Strategic Director Adult, Health & Community Services updating Members on the Directorate's HR monitoring and management arrangements in the form of absence management and ethnic minority monitoring.

Ron Williamson made the following comments:

- i. As an area that had been criticised in the past in inspections, human resource and absence management was a corporate issue targeted for improvement.
- ii. The 11% quoted for 2004/05 for Adult Social Care has been reviewed and with the introduction of the HRMS system enabling better reporting of statistics this had decreased to 7.5% over the last 12 months. This was average for like Authorities.
- iii. The Directorate had a target to reduce this figure by 1% with the information being reported in the balanced scorecard and a designated group looking at absence management within local provider services, percentages, individual cases and specifics to move improvement forward.
- iv. 60% of absences were long-term and this area was being looked at.
- v. Information was now available in terms of ethnic minority statistics, which related broadly to the split of population in Warwickshire. More work would be done to develop this area.

During the ensuing discussion the following points were highlighted:

1. The new sickness absence procedures had been introduced in March 2006 with training provided for all managers. Training was ongoing in terms of the procedures and organisational development generally.
2. The Directorate was now taking a more interactive look with absentees, looking at areas such as Health and Safety Procedures, to get staff back to work.
3. Approximately 14,000 days were lost to the Department annually, and in terms of sickness absence this did not always involve an additional cost but a lack of productivity and effect on performance, as well as put additional pressure on colleagues.
4. Long-term sickness was defined as 27 working days or more in one year.

5. There was a need to address trends and specific recurring problems such as back problems and through proper training and development to reduce risks and improve absenteeism.
6. Ron Williamson agreed to revert with further information on the high number of sick days in the Library and Information Services.
7. The Health and Safety section was currently being reviewed with a more concentrated focus on staff. There was a staff support officer in place and this was an area that may be developed further in the future.
8. Members requested that numbers of people be included as well as percentages, particularly when reporting on Ethnic Minority statistics.
9. It was agreed that statistics on Human Resource Monitoring would continue to be included in the monthly report.

The Committee endorsed the progress being made with regards to improving HR monitoring and management arrangements within the Directorate.

6. Half Year Report on Adult Directorate Complaints and Representations April – September 2006

Members considered the report of the Strategic Director Adult, Health & Community Services commenting on the operation and effectiveness of Adult, Health and Community Services Directorate Complaints and Representations procedures over the first six months of this financial year.

Members made the following comments:

1. It was noted that there had been a change in attitude and culture with a greater recognition of people's feelings and apologising where appropriate.
2. In general most complaints were resolved at a local problem-solving level but there was currently no benchmarking data available corporately as not all Directorates reported consistently on compliments.
3. The Committee asked that their thanks be given to the Nuneaton and Bedworth and Stratford Older People teams for their commitment and hard work.
4. The Committee noted their concern at the increase in the number of complaints received relating to outside providers. It was reported that external providers were required to have robust complaints procedures in place and that discussions were underway to ensure that in the future quarterly feedback was received from outside providers. Service providers were also keen to receive advice and

- support in this area where there had been little guidance in terms of monitoring and compliance activities.
5. The changes to the charging policy were expected to increase the number of complaints received and it was important to recognise the reasons behind any changes to normal patterns.
 6. Graeme Betts agreed to check the process in terms of communicating with Councillors any changes expected to impact on users.
 7. The Complaints and Compliments Procedure was open to all members of the public and not just those receiving services.
 8. The need to understand the context in which a complaint was made was embedded in the training and promoted as part of the culture of the Council.
 9. The change of loan time for library books from four weeks to three weeks had been seen in overall terms as a success, allowing greater turnover of books. Graeme Betts agreed to revert to Members with data on compliments about the change in order to allow Members to get a better overall picture.
 10. The Directorate was mindful of complaints about staff rudeness and to date there had been no pattern with specific individuals or teams. The ability to deal with difficult customers, deliver unwelcome messages and communicate without causing offence was part of the customer care training and staff development.

Committee Members endorsed the good performance and areas for improvement and agreed to receive a full year review in July 2007.

7. 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:

14 February 2007

Electronic Home Care Recording – It was noted that this report would not be considered by O&S and would be going to the Cabinet for approval.

22 August 2007

The Committee agreed to cancel this meeting.

8. Any Other Business

There were no items of urgent business.

9. Reports Containing Confidential or 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 confidential or exempt information as defined in paragraph 3 of Schedule 12A of the Local Government Act 1972'.

10. Direct Payments – Cost – Benefits Analysis

Members considered the report of the Strategic Director Adult, Health & Community Services providing a cost-benefit analysis and outlining service users' views of the Direct Payment Scheme.

Richard Killingbeck noted that to date Direct Payments were cost equivalent to directly provided services but that factors such as block contracts could make Direct Payments more expensive in the future. He added that in there was an increase in terms of real benefit to users and those people who were using Direct Payments found it very valuable.

During the ensuing discussion the following points were highlighted:

1. Expenditure would be monitored and it was essential that the development of Direct Payments be brought into planning and commissioning strategies.
2. Direct Payments was a permanent balancing job as there was a need for greater flexibility and a move away from block contracts, which may mean an increase in costs.
3. The structural issues with Supporting People, particularly in terms of assessment of needs processes, made it very difficult to fund people who were funded through Supporting People through Direct Payments but it was agreed that the teams involved needed to explore to see what opportunities there were.

The Committee noted the report.

Chair of Committee

The Committee rose at 12.35 p.m.