

Minutes of the Meeting of the Adult and Community Services Overview and Scrutiny Committee held on 14 February 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 “ Ian Smith “ Mick Stanley “ Sid Tooth (replacing Cllr Mota Singh for this meeting)
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Other County Councillors	Councillor Colin Hayfield (Adult & Community Services)
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Officers	Pauline Bateman, Acting Head of Service – Adult and Community Learning Kim Harlock, Service Manager Commissioning Jackie Price, Head of Local Commissioning Philip Lumley-Holmes, Financial Services Manager Ann Mawdsley, Senior Committee Administrator Jane Pollard, Overview and Scrutiny Manager Caroline Sampson, Head of Archive Service
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Also Attending	Sandy Taylor, Chief Executive, Coventry and Warwickshire Partnership Trust
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1. General

(1) Apologies for absence

Apologies for absence were received from Councillor Mota Singh (replaced by Councillor Sid Tooth for this meeting) and Graeme Betts.

(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 in agenda item 3 as her daughter, who lives with her, works for Stratford Mencap and works with adults who have learning disabilities.
 - (4) Councillor Richard Dodd declared a prejudicial interest in Item 3 as an employee of the West Midlands Ambulance Service.
 - (5) Councillor Colin Hayfield declared a personal interest as a Non-Executive Director of the NHS Warwickshire.
 - (6) Councillor Sid Tooth declared a personal interest as a member of the North Warwickshire Borough Council.
- (3) **Minutes of the Adult and Community Services Overview and Scrutiny Committee Meeting held on the 10 January 2007**

The minutes of the meeting of the Adult and Community Services Overview and Scrutiny Committee meeting held on 10 January 2007 were agreed as a correct record and signed by the Chair.

Matters arising

Page 6 – 5. Improvements in Human Resource Monitoring and Management Arrangements

Councillor Sid Tooth reported that the Resources, Performance and Development Overview and Scrutiny Committee had received a report on staff absence and had agreed that the greater analysis of causes of absence should be maintained.

2. Public Question Time

There were no public questions.

Councillor Richard Dodd left the room.

3. Update on Coventry and Warwickshire NHS Partnership Trust

The Committee received a presentation from Sandy Taylor, Chief Executive of the Coventry and Warwickshire Partnership Trust. He thanked Members for the opportunity to report on the progress of the Trust since its inception on October 1, 2006, following the merger of the mental health services of Coventry Primary Care Trust, Rugby Primary Care Trust, North Warwickshire Primary Care Trust and South Warwickshire Primary Care Trust.

During the ensuing discussion the following points were raised:

1. There were a number of residential units providing both social care and health care provision to people with learning disabilities giving the County Council responsibility for some aspects of the care.
2. Discussions were underway with the PCT re joint commissioning and a review would be undertaken of the tripartite arrangements, as well as different models being used elsewhere, to look at ways to better integrate services for the best fit and whether the health service should be delivering social care services.
3. 45% of current funding was received from Warwickshire PCT, 38% from Coventry PCT and some from Local Authorities resulting in a greater influence by the PCTs over the work of the Trust through the Local Delivery Plan.
4. The Trust was currently undertaking the Diagnostic Phase of the process to become a Foundation Trust in discussion with the County Council and PCTs. It was added that Government wanted all NHS Trusts to become Foundation Trusts by March 2009.
5. It was agreed that for partnership working to be successful, all stakeholders had to work together at the level of individual community mental health teams through to Director level. It was noted that the Trust had set up a Governance Committee, which included representatives from Warwickshire County Council and Coventry City Council, which would ensure continuity as changes were made.
6. While Coventry and Warwickshire had different commissioning arrangements reflecting the different populations, there were specialist services spanning both Councils such as eating disorders.
7. The "Talking House" paper outlined the work to be done to keep people in their own homes, focussing initially on communities and

supporting carers and then the scale and location of inpatient services. It was noted that there were no specialist services at present in terms of inpatient services for young people with dementia.

8. There was a need to develop an effective liaison psychological service with a clear business strategy to deal with the estimated 10-20% of hospital patients suffering from psychological problems.

The Chair thanked Sandy Taylor and Jackie Price for their contributions.

Councillor Dodd returned to the meeting.

4. Adult Social Care – Performance Update

The Committee considered the report of the Strategic Director for Adult, Health and Community Services outlining social care performance for the period April – November 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 report outlined performance during the financial year to the end of November 2006 and there were a number of indicators that were cumulative during the year. Fluctuations during the year were picked up and could be monitored in terms of reasons and solutions.
2. Waiting times were down in October and the cumulative position showed an improvement on the comparable position in 2005.
3. Development work was ongoing throughout the year to look at the barriers to Direct Payments and how best to overcome these. It was noted that while all service users were offered Direct Payments, the Council were measured on how many were in place and did not reflect people who had refused Direct Payments.
4. The Service was monitoring the impact of the new charging from individuals, on Direct Payments and in terms of the indicators to assist people to live at home.

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

5. Performance Reporting

The Committee considered the report of the Strategic Director for Adult, Health and Community Services providing commentary on a number of

key performance indicators within the arrangements for reporting performance for the Adult, Health and Community Services Directorate.

During the ensuing discussion the following points were highlighted:

1. Members requested a presentation with bullet points on the pragmatic steps being taken to improve sickness management.
2. Members acknowledged that the budget pressures on the Department would have an impact on the performance they would be able to deliver as well as have an impact on any dramatic improvements on services over the year.
3. There was a need to strategically change the shape of home care, which would have a knock-on effect on other services and would have to be worked through in terms of competing demands.

The Committee agreed to note the content of the report to ensure performance is being monitored on a regular basis.

6. Action to Improve Performance in respect to Older People's Residential Care

Members considered the report of the Strategic Director Adult, Health & Community Services describing the Strategic Director of Adult, Health and Community Services' comprehensive range of actions to address the recommendations to Cabinet detailed in the report 'Older People and Residential Care' presented to Adult and Community Services Overview and Scrutiny Committee on 8 November 2006.

Kim Harlock noted that there were a number of themes the Action Plan aimed to tackle to improve standards within residential care, including:

- medicine and nutrition
- contract management
- regulatory standards by CSCI, ensuring there was no duplication and sharing information and supplementing each other
- health care, particularly funding and decisions re long-term, ongoing care
- engaging with service users and carers in terms of needs, quality, dignity and respect.

During the ensuing discussion the following points were highlighted:

1. The initiative in Rugby where a head pharmacist was involved in working with homes in terms of medicine management would be rolled out across the county.
2. The service had to ensure there was a range of different models of care ensuring a continuum of care from early low-level services to high level complex services. This would need to be supported by a market able to respond and deliver that variety of care.

3. The public were able to access levels of care and standards provided by the private and voluntary sectors through CSCI inspection reports.
4. The Committee were scheduled to receive a report in May looking at performance in County Council homes and how well contractors were performing in terms of block contracts. The CSCI Annual Report would be available in November covering the whole sector in Warwickshire.
5. The Commissioning Unit had regular contact with CSCI Inspectors and were made aware of any concerns they had. The Unit also carried out their own inspections and where there was knowledge of bad or unacceptable practice, teams and Action Plans were put in place to improve performance.

The Adult and Community Services Overview and Scrutiny Committee agreed to recommend to the Cabinet the approval of the Action Plan in respect of Older People's Residential Care.

7. County Record Office: Conservation and Reprographics Policy

Members considered the report of the Strategic Director Adult, Health & Community Services seeking the Committee's views on the Conservation and Reprographics Policy.

Members made the following comments:

1. There was a need to explore opportunities to raise outside funding in order to expand and offer a better service.
2. Members requested a visit to the Conservation and Reprographics Unit, which Caroline Sampson agreed to arrange.
3. The Unit had 1½ staff members supported by an enthusiastic team of volunteers.

The Overview and Scrutiny Committee Members agreed to recommend endorsement of the County Record Office Conservation and Reprographics Policy by Cabinet.

The Overview and Scrutiny Committee agreed to recognise the vital contribution of the Conservation and Reprographics Unit, not only to the preservation of irreplaceable heritage assets, but also to ensuring that Warwickshire residents, both now and in the future, have access to information about their community's heritage.

8. Adult and Community Learning Self-Assessment Report

Members considered the report of the Strategic Director Adult, Health & Community Services presenting the Self Assessment report and outlining the Quality Improvement Plan for Adult and Community Learning.

During the ensuing debate the following comments were made:

1. Members welcomed the report, which clearly set out the strengths, weaknesses and areas for improvement for the Service and commended the work of the staff.
2. The change of focus from skills for life courses to leisure and pleasure courses had impacted on the service and been challenging for staff who were geared up for skills for life and committed to targeting areas of deprivation and hard to reach learners.
3. The implementation of fee charging had gone well. It was noted that the current fee policy to charge learners over 60 50% of the fees would have to be reviewed in light of the new age equality legislation.
4. The development of a service-wide strategy was ongoing until Spring 2007 and a logo had been produced as part of the plan to raise the profile both internally and externally.
5. The LSC had not yet given the budget forecast for August 2007 – July 2008 and the service had to work on the assumption they would receive roughly the same funding. There was a need to find other sources of funding, internally and externally, to reduce the dependency of the service on the LSC.
6. From August 2007 people would be required to learn English to receive benefits and courses offered in English were currently free but would be charged for from August.
7. There was very little benchmarking data available and it was difficult to find another authority to benchmark against with similar funding systems, targets and population. It was noted that the report next year would show progress against milestones set this year.
8. There was a need to look at the implications of the changes in terms of addressing learning inequalities and how best to address the impact.
9. Members noted their support of the service and recognised the cultural change that had had to take place.

Members noted the Adult and Community Learning Service Self Assessment Report and Quality Improvement Plan.

9. 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 and noted that the Health Overview and Scrutiny Committee would consider the Local Delivery Plans.

10. Any Other Business

There were no items of urgent business.

The Committee rose at 12.30 p.m.

Chair of Committee