

Minutes of the Meeting of the Adult and Community Services Overview and Scrutiny Committee held on 18 April 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 “ Raj Randev “ Mota Singh “ Ian Smith “ Mick Stanley “ Sid Tooth (replacing Cllr Frank McCarney for this meeting)
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Officers	Philip Lumley-Holmes, Financial Services Manager Ann Mawdsley, Senior Committee Administrator Jane Pollard, Overview and Scrutiny Manager Simon Robson, Head of Local Provider Services Ron Williamson, Head of Resources
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1. General

(1) Apologies for absence

Apologies for absence were received from Councillor Frank McCarney (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 Richard Dodd – Rugby Borough Council.
Councillor Susan Main – Stratford-on-Avon District Council.
Councillors Mick Stanley and Sid Tooth - 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, who lives with her, works for Stratford Mencap and works with adults who have learning disabilities.
 - (4) Councillor Mota Singh declared a personal interest as an Associate Non-executive Member of the SWGH Hospital Trust.
- (3) **Minutes of the Adult and Community Services Overview and Scrutiny Committee Meeting held on the 14 March 2007**

The minutes of the meeting of the Adult and Community Services Overview and Scrutiny Committee meeting held on 14 March 2007 were agreed as a correct record and signed by the Chair.

Matters arising

Councillor Marion Haywood thanked the Committee for their kind thoughts and actions to her husband and herself, which they had both greatly appreciated.

Page 3 – 3.4 Adult Social Care – Performance Update

Ron Williamson noted that an e-mail would be sent to Members today giving an update on the implementation of the AWM bid for Tourist Information provision in Warwick Market Hall, which was still under discussion.

Page 5 – 7.ii Integrated Community Equipment Service – Update

Ron Williamson noted that the e-mail referred to above would include information on waiting times for Occupational Therapists.

Page 5 – 7.4 Integrated Community Equipment Service – Update

Ron Williamson noted that the e-mail referred to above would include a contact number for the NRS.

2. Public Question Time

There were no public questions.

3. Absence Management within Local Provider Services

The Committee considered the report of the Strategic Director for Adult, Health and Community Services describing the key activities completed and currently being implemented in order to support improved performance within the key area of absence management.

During the ensuing discussion the following points were raised:

1. Members voted, eight in favour and three against to receive an update report in six months rather than quarterly, which would show trends, budget savings and performance improvement.
2. All managers within Local Provider Services had plans in place to target absence, including how these targets would be achieved.
3. The development of the absence management policies and procedures and the management information system had not been a bespoke piece of work with additional costs, but been absorbed within the activities of the teams and departments.
4. The system now would allow the provision of bespoke reports to enable more effective absence management and financial targets.
5. Work was ongoing to develop reports by age and reason for absence, split to the local provider service level.
6. There were a number of training courses including safer people handling and infection control courses, looking to ensure that wherever possible staff had adequate training to prevent injury, illness or absence. The practical course on safer people handling included how to look after one's own back and Simon Robson agreed to revert to Members on whether physical exercises were part of the course.
7. The hard measures referred to implementation and compliance with absence management procedures. Soft measures, which were more difficult to measure, included work environment, cultural style of management, support to staff and lifestyle which could all have an effect on mental and physical health.
8. The Steering Group would be responsible, through a Quality Manager, for evaluating the effectiveness of the policies and procedures and to scrutinise absence management in terms of line managers and to make people accountable, ensure equitable practice, vigilance, standards of intervention and practice.
9. It was noted that the Performance Management Reports reported regularly to the Committee included information on absence management and where there were underlying concerns, these could be augmented with verbal updates.

10. The Steering Group would look at how best to increase good attendance, including the use of incentives. Simon Robson added that discussions had been held with Unison and they were keen for the wider issue of encouraging staff to remain at work, to be looked at and that any decisions would have to have corporate support.

The Committee agreed to support the approach and action taken described within the report to improve the performance of absence management and requested an update on progress in October 2007.

4. Fairer Charging – Care and Home Services

The Committee considered the report of the Strategic Director for Adult, Health and Community Services updating Members on the implementation of the revised charging policy and report on disability related expenditure allowed against income assessable for charging.

During the ensuing discussion the following points were raised:

1. Philip Lumley-Holmes undertook to write to the Learning Disability Carers with a copy of the report and note that Members felt that Warwickshire was in line with most Authorities in terms of charging.
2. The changes had been in response to two main issues, the desire to do better for those users who were less well off, and the need to make real income as part of the budget debate. It was noted that in financial terms the latest forecast indicated the service was on line to generate the extra £1m income, which would not be ringfenced for domiciliary care.
3. Approximately 85 complaints had been received to date and a decision had yet to be made by Councillor McCarney as to whether a report giving a detailed analysis of the complaints was necessary.
4. There had been more than 9000 assessments carried out, with less than 200 requiring reviews and less than 10% going to appeal. The reasons for this were unclear and Philip Lumley-Holmes agreed to investigate the reasons for the low numbers and revert to the Committee.
5. It was agreed that in comparison to other Authorities, Warwickshire's charges were average, and that the majority of the complaints had related to the increase being levied in one jump.
6. There was concern expressed where clients were charged for home carers when they did not visit. It was noted that the Directorate currently operated under the 50% rule but this issue was on the agenda for review.
7. It was noted that the increased charges would impact on the requirement by Government to increase the numbers of clients receiving Direct Payments.

The Committee noted the report on the continuance of the current process for assessing Disability Related Expenditure and the implementation of the revised charging policy and agreed to receive a further report following an analysis of the complaints received.

5. 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 2006 – January 2007, forming part of a series of regular reports to scrutiny on performance monitoring. Ron Williamson noted that the situation remained static and added the following:

- i. Indicators C72 (Formerly C26 – Admissions of supported residents aged 65+ to residential/nursing care), C73 (Formerly C27 – Admissions of supported residents aged 18-64 to residential/nursing care), D54 (% of items of equipment and adaptations delivered within 7 working days) and D56 (Acceptable waiting times for care packages) were all now showing green stars.
- ii. There were a number of indicators not improving sufficiently, due to a number of factors including resources, and these were being monitored through the Performance and Improvement Board, who were concentrating for the short-term on areas where they could make a material difference, such as support to carers.

During the ensuing discussion the following points were highlighted:

1. There was a need to increase the number of people from the community looking to receive assessments in order to remain at home, which was not as high as expected by CSCI.
2. There was still a problem finding placements in the south of the county because of issues such as pricing and availability of single rooms.
3. It was recognised that there was a need to have enough staff at a level of qualification able to deal with dementia.

The Committee agreed to note:

- the adult social care performance between April 2006 and January 2007
- the action being taken to further improve performance; and
- to receive a further report on performance monitoring in May 2007.

6. Update Report – Dementia Services for Older People Select Committee and Home Care Working Group

The Committee considered the report of the Strategic Director for Performance and Development setting out the proposed arrangements for

a select committee on 25 July 2007 relating to Dementia Services for Older People and advising Members of the arrangements for the review of home care.

Jane Pollard tabled a new version of Appendix A, which included two additional Critical Success Factors.

During the ensuing discussion the following points were raised:

1. The Select Committee on 25 July would be a full day meeting.
2. The list of Potential Contributors was long and it was agreed that Members could visit some user groups, such as Older People's Forums prior to the Select Committee. It was noted that Jon Reading would be supplying a list of dates for visits to the various facilities, which Jane Pollard would circulate.
3. There was a suggestion that groups such as Funeral Directors and Police could contribute as they were in a position to identify ill-treatment.
4. There was a need to ensure that the BME Groups was widely defined.

Jane Pollard noted that Councillor Knapman was chairing the Home Care Members Working Group and a scope for this Group would be circulated once finalised. The next meeting of the Group was on 4 May 2007.

The Committee agreed to approve the arrangements for the select committee into dementia services for older people.

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, including the following additions:

17 October 2007 Absence Management

October/November Home Care Working Group
 Directorate Report Card

8. Any Other Business

There were no items of urgent business.

Chair of Committee

The Committee rose at 12.10 p.m.