



Adult Social Services Overview and Scrutiny Panel

Minutes of the Meeting held on 12 January 2009

Present:

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| Mr A Adams | Mrs S M Matthews (Chairman) |
| Mr C Armes | Mr J H Perry-Warnes |
| Mr R Blower | Mr A D Pond |
| Mrs J Eells | Mr N C Shaw |
| Mr D Harrison | Mrs C Ward |
| Mrs J A Howe | Mr A J Wright |

Substitute Members Present and Apologies:

Mrs S Hutson for Mr C How
Mrs H Panting for Mr T Wainwright
Mr M Scutter for Mr J Joyce

Also Present:

Mr C Mowle – Non-voting Cabinet Member
Mrs S Gurney – Non-voting Deputy Cabinet Member

Officers/Others:

| | | |
|---------------|---|---|
| Harold Bodmer | - | Director of Adult Social Services |
| Janice Dane | - | Head of Finance, Adult Social Services |
| Colin Sewell | - | Performance Manager, Adult Social Services |
| Mike Gleeson | - | Head of Democratic Support, Adult Social Services |
| Sarah Ellis | - | Head of Occupational Therapy |
| Paul Bonham | - | Commercial Director, Norfolk County Council |

1 Apologies

Apologies for absence were received from Mr C How, Mr C Hull, Mr J Joyce, Mrs S Rice and Mr T Wainwright.

2 Minutes

The Minutes of the previous meeting held on 17 November 2008 were received by the Adult Social Services Overview and Scrutiny Panel and signed by the Chairman.

3 Declarations of Interest

There were no declarations of interest.

4 Items of Urgent Business

There were no items of urgent business.

5 Public Question Time

There were no public questions.

6 Local Member Issues/Member Questions

There were no Local Member issues.

7 Cabinet Member Feedback on Previous Review Panel Comments

(a) Assessment and Care Management Review – Proposals for Social Services Adult Community Teams

(b) Joint Commissioning Strategy for People with Physical and Sensory Impairments 2008-2013

(c) Strategic Model of Care – Care Homes: Strategic Commissioning Proposals for Future Services

(d) Making Your Day: Locality Commissioning Plans for Day Opportunities for Older People and People with Physical Disabilities or Sensory Impairments in Norfolk.

The annexed reports by the Cabinet Member were received and noted.

The reports gave feedback to the Overview and Scrutiny Panel on the above mentioned issues.

It was noted that Cabinet Member reports should include dates of previous Cabinet/Panel meetings, and any Panel comments, even for items that had appeared on Panel agendas several times already.

Items for Scrutiny

8 Norfolk Community Equipment Service

The annexed report by the Director of Adult Social Services was received.

The Overview and Scrutiny Panel received a presentation about the Norfolk Community Equipment Service which was run for Norfolk County Council by Norfolk County Services.

During the presentation and ensuing discussion the following key points were made:

Who is the Service Provided for?

- Severely disabled people, who may need complex and costly equipment.
- Less severely disabled people, who may need simpler equipment.

- People with dementia who would benefit from electronic memory aids – assistive technology.
- People with sight and hearing problems.

The Service Needs to ...

- Invest in new technology – products that give better outcomes, eg new types of hoist and assistive technology.
- Be professionally run in meeting Health and Safety legislation, infection control and product safety.
- Be environmentally sound, reusing equipment where necessary. NCS is willing to invest in new equipment, where necessary. NCS already has a source of second hand stair lifts.

Services Provided

- Management of the Community Equipment Services including:
 - Storage and management of stock.
 - Procurement of equipment, adaptations, goods and services.
 - Delivery and installation.
 - Collection, exchanges.
 - Cleaning/refurbishment.
 - Maintenance and repairs.

Current Developments

- Online catalogue.
- Improved management information.
- Further provision of services to Residential Homes.
- Continued development of assistive technology provision.
- Different ways of working –the Community Equipment Service is staffed to carry out simple assessments and install relatively simple adaptations (eg grab rails, toileting aids etc), and equipment that needs to be tailor made to individual's homes such as wheelchair ramps. On the other hand, District Councils provide grants for disabled people who need major adaptations to their homes, to enable them to live as independently as possible. District Council grants can cover adaptations such as complete new bathroom installations.
- NCS deliver items to service users' homes and to hospitals where stock is held to support hospital discharges.
- Delayed discharges from the Queen Elizabeth Hospital, King's Lynn, and the James Paget Hospital, Great Yarmouth, are not usually due to delays in the delivery of equipment supplied by NCS.
- NCS has a contract with the Norfolk and Norwich Hospital to supply equipment to aid hospital discharges.

The Future

- Continued service to the community.
- Provide a more efficient, faster and cost-effective delivery service.

- Improve customer satisfaction.
- Take on new business.
- Retail equipment service.
- Integration with health. It is hoped that at some stage there will be an opportunity to transfer the service provided by the NHS to NCS, so creating a joint equipment and adaptation service and joint store.
- Transforming Community Equipment Services.
- Local Government Review.

The Panel noted the report.

9 Proposals for Management of the Scrutiny Process

The annexed report by the Director of Adult Social Services was received.

The Panel received a report that set out proposals for how the Scrutiny process could be managed in the future to ensure the scrutiny programme was robust, prioritised and met the objectives of the Panel. The report included a model for assessing each item against set criteria.

The Panel agreed to the process for managing new topics for scrutiny, as set out in the report. The Panel also agreed that a scoring system, adapted to meet the particular needs of the Panel, as well as meeting the general requirements set out in the report from the Cabinet Scrutiny Committee Working Group, could be added to the questionnaire.

10 Scrutiny Items Progress Report

The annexed report by the Director of Adult Social Services was received.

The Panel received a report that summarised the scrutiny work programme and gave an update on progress.

The Panel noted dates for future Scrutiny meetings and that a further meeting of a Working Group to look into proposals for the quality monitoring of the Home Support Service would be held on 12 February 2009. It was planned to bring the report of the Working Group to the March 2009 meeting of the Panel.

In reply to questions, the Director said that he would be willing to present a report to the next meeting of the Panel that examined eligibility criteria within the context of the “putting people first” agenda for Adult Social Services. He said that there were no plans to make changes in eligibility criteria.

The Panel noted the report.

Overview Items

11 2008/09 Revenue Capital Budget Monitoring

The annexed report by the Director of Adult Social Services was received.

The Panel received a report that stated the forecast revenue outturn position for the financial year 2008/09 with a balance budget of zero, based on the information available at the end of November 2008, Period 8. At this stage of the financial year there was slippage predicted in the capital programme of £3.584m.

During discussion the following key points were noted:

- Whenever possible, tables included in budget monitoring reports should have a column to show any change in forecast from the previous period as in the table at paragraph 2.1
- The pressures on purchase of care were of particular concern for 2008/09 and could be attributed to demographic pressures.
- The department relied on demographic trend information that was supplied by the Norfolk Data Observatory.
- The County Council had contributed £200,000 to the Adult Social Services bad debt fund for 2008/09. As this sum had not changed from the previous financial year it did not appear in the Service and Financial Planning report. The amount held in the Bad Debt Fund was based on estimates of potential bad debts in relation to service user contributions towards the cost of their care and was reviewed regularly.
- Officers agreed to let Mrs Panting have information, outside of the meeting, to explain the numbers and percentage of people with learning difficulties that were assisted by the department.

12 Service and Financial Planning 2009-12

The annexed report by the Director of Adult Social Services was received.

The Panel received an update report on proposals for service planning for 2009/10-2011/12. This included updated information on the provisional grant settlement, revenue budget proposals and capital funding bids.

During the course of discussion the following key points were noted:

- The pressures on the purchase of care and other care budgets continued to be a matter of concern. A number of demand management steps were being taken to control the care budget: over 50% of people using the Norfolk First Support Reablement and Assessment Service did not need long term care; extra home care hours had been contracted.
- There were risks arising from a reduction in the number of care packages that the department would be able to provide given the pressures coming from demographic growth and increased needs facing Norfolk. There were also risks around achieving all of the learning difficulties priority based budget savings.
- In reply to questions, the Cabinet Member said that he had no political agenda to raise the department's eligibility criteria and remained of the view that budgetary pressures were well known and risks were being properly managed.

The Panel noted the report.

13 Adult Social Services Performance Report

The annexed report by the Director of Adult Social Services was received.

The Panel received a report that confirmed The Commission for Social Care (CSCI) performance assessment of Norfolk Adult Services for 2007/08 and examined performance progress against the key performance indicators for 2008/09.

It was noted that CSCI had awarded Norfolk Adult Services three stars for 2007/08. The officers were congratulated in achieving this significant result that contributed to the County Council's overall Comprehensive Performance Assessment (CPA).

In reply to questions, Officers said that the number of assessments and reviews of service users continued to increase but there had been delays in inputting this data into Carefirst. Officers said they were taking a number of steps to improve the process of recording performance: increasing the number of recorded Carefirst assessments and reviews was a management priority.

The Panel noted the report.

The meeting concluded at 11.40am

Chairman



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