

Adult Social Services Overview and Scrutiny Panel

Minutes of the Meeting held on 8 September 2009

Present:

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| Miss C Casimir | Mr M Kiddle-Morris |
| Baron Chenery of Horsbrugh | Mr S Little |
| Mr T Garrod | Ms J Mickleburgh |
| Mr D Harrison | Mr J Mooney |
| Ms D Irving (Chairman) | Mr N Shaw |
| Mr J Joyce | Mrs A Thomas |

Also Present:

Mr D Harwood, Non-Voting Cabinet Member
Mr B Long, Non-Voting Deputy Cabinet Member

Substitute Members –

Mr R Bearman for Mr P Hardy
Mrs D Clarke for Mr D Callaby

Officers/Others:

Harold Bodmer, Director of Adult Social Services
James Bullion, Assistant Director, Community Care, Adult Social Services
Janice Dane, Head of Finance, Adult Social Services
Catherine McWalter, Procedures and Quality Assurance Manager, Adult Social Services
Stephen Rogers, Partnership Funds Manager, Adult Social Services
Hilary Mills, Head of Commissioning and Partnerships, Adult Social Services
Carol Lock, ICT Development Manager, Adult Social Services
Mike Gleeson, Head of Democratic Support, Adult Social Services
Terry Cotton, Quality Assurance Officer, Domiciliary Care, Adult Social Services
Colin Sewell, Head of Policy and Performance, Adult Social Services
John Holden, Quality Assurance Officer, Adult Social Services
Peter Bland, Quality Assurance Officer, Adult Social Services
Janice James, Senior Project Manager, Transformation Programme, Adult Social Services
Kelly O' Donovan, Safeguarding Adults Co-ordinator, Adult Social Services

1 Apologies for Absence

Apologies for absence were received from Mr D Callaby, Mrs M Chapman-Allen, Mr P Hardy, Mr J Perry-Warnes and Mr A Wright.

2 Minutes

The Minutes of the previous meeting held on 21 July 2009 were confirmed by the Committee and signed by the Chairman.

3 Declarations of Interest

Ms D Irving declared a personal interest as a volunteer for the Norfolk and Waveney Mental Health NHS Foundation Trust.

Mrs D Clarke declared a personal interest as she had links with the Griffon Area Partnership.

Mrs A Thomas declared a personal interest because she was the South Norfolk District Council representative on Saffron Housing Trust.

Michael Chenery of Horsburgh declared a personal interest because he had links with the Norfolk and Waveney Mental Health NHS Foundation Trust and he was also a Mental Health Practitioner.

4 Items of Urgent Business

There were no items of urgent business.

5 Public Question Time

There were no public questions.

6 Cabinet Member Feedback – Exemptions to Standing Orders Learning Difficulties Pooled Fund

The annexed report by the Cabinet Member for Adult Social Services was received.

The Panel noted a report from the Cabinet Member which gave feedback from Cabinet regarding two exemptions to contract standing orders in relation to the Learning Difficulties Pooled Fund; both of these issues related to services that fell within the sphere of NHS Health Services.

ITEMS FOR SCRUTINY

7 Community Meals Review – Developing a Community Meals Plus Service

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

The Panel received an update report about the Community Meals Review.

During the course of discussion, the following key points were made:

- It was noted that the proposed model for delivering a community meals plus service would minimise dependence on Adult Social Services. The model involved the Department entering into contracts with service providers to deliver community meals direct to people's homes.
- Increased efficiencies should come from better use of contracts.
- The Department would be supporting service users to use their personal budgets to make their own arrangements with service providers.
- A Community Meals Consultative Council would be established to oversee the consultation process and monitor progress. It would include representatives from the Third Sector and service users. The Panel asked for the Community Meals Consultative Council to also include Member representation from Norfolk County Council and for the consultation form for service users (at Appendix 1 to the report) to be simplified.
- It was noted that the proposed model would safeguard the health and safety needs of service users and meet the needs of those who wanted an element of social inclusion.
- There would continue to be other means of delivering meals to the homes of service users, such as the teleshopping service.
- The number of people using the community meals service had decreased significantly in recent years and this had increased the cost of providing the service.
- A further report was needed when the review of the contract arrangements and the remodelling of the resources for the service had been completed.
- The review of the contract arrangements was expected to take up to six months to complete. During that period service users would be consulted on how they wanted to see the community meals service developed.
- The ambition was to provide the same level of service across the whole of Norfolk.

The Panel endorsed the following principles:

- (a) A Community Meals Consultative Council should be established to oversee the phases of work and implementation of the Community Meals Review. The Panel asked for the Consultative Council to include Member as well as service user and Third Sector representation and for the service user consultation form at Appendix 1 to the report to be simplified.
- (b) Phases 1 and 2 of the Community Meals Review should commence.
- (c) A further report should be presented to the Panel on the achievement of savings and the prioritisation of investment in a community development approach to community meals and luncheon services, as part of the Community Meals Plus

Service.

8 Norfolk Learning Difficulties Pooled Fund Services for People with a Learning Disability

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

The Panel received a report that explained the measures that had been put in place to manage the current financial pressures faced by the Norfolk Learning Difficulties Pooled Fund.

The Cabinet Member said that the Department had already achieved savings of £2m and was on target to achieve its financial recovery plan within the next two years.

The Panel noted that the pooled fund for learning difficulties was subject to considerable financial pressure as a result of rising demand and cost pressures.

The Panel:

- (a) Noted the report and supported the strategic approach that officers were taking to continue to deliver the “Valuing People Now” policy within the budget available.
- (b) Set up a Working Group to look at the Learning Difficulties budget in more detail and agreed the terms of reference for the Working Group as set out at Appendix B to the report.
- (c) Noted that the membership of the Working Group would be agreed at the next Scrutiny Leads meeting.

9 Social Enterprise

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

The Panel received a report that updated Members about the ongoing work regarding the development of social enterprise initiatives.

It was noted that the post of Social Enterprise Development Manager had been advertised. The postholder would be expected to work closely with the Economic Development Unit at County Hall and external bodies. It was pointed out that there would be opportunities to work with new and existing organisations to create social firms that supported the personalisation agenda.

Members said that it was important to ensure that there were no negative impacts for social enterprises run by other bodies in Norfolk.

The Panel noted the update regarding the development of social enterprise, the Department’s continuing commitment in this area and the development of a framework proposing the way forward for the expansion of social enterprise across Norfolk. The Panel wished to be involved in this ongoing work by receiving regular updates in the Members’ Briefing and an update report on the outcome of the recruitment process for the post of Social Enterprise Development Manager. Members also asked to receive

a report from the newly appointed Social Enterprise Development Manager in due course.

10 CareFirst Post Go Live – Progress

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

The Panel received a report that updated Members about the implementation of the Modern Social Care project and progress with the CareFirst system following its implementation in November 2007 in both Adult Social Services and Children's Services.

The Panel noted that CareFirst continued to be embedded within both Adult Social Services and Children's Services and that no technical difficulties were currently being experienced with the system. The pilot had been extended by one month to 30 September 2009 to enable lessons to be learned from the introduction of wireless internet.

The Panel asked for a further report in November 2008 by which time a departmental policy on data quality should be produced.

11 Scrutiny

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 the current status of scrutiny items, noted the programme of scrutiny meetings set out in the report, and agreed that the Member Working Group on Social Enterprise should be held in abeyance.

OVERVIEW ITEMS

12 Strategic Model of Care – Progress and Implementation

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

The Panel received a progress report on the implementation of the strategic model of care for residential and housing with care services in Norfolk, outlining the general approach to the development and implementation of a new strategy.

During discussion, the following key points were made:

- The implementation of the strategic model of care required detailed proposals to be drawn up on a locality basis for the purpose of consultation and approval. The model would not preclude work on other opportunities as they arose being undertaken alongside the locality approach, in order to maximise the pace of change.
- The details of the tendering process were being worked up by NPS and would be presented to Cabinet at the same time as the results of the consultation.

- The strategy included the opportunity for the leasehold purchase of housing with care units and this would contribute to the capital costs of the work. Members were concerned that leasehold purchasing arrangements could cause difficulties when people moved homes and asked for careful consideration to be given to this matter.
- Members said that the proposals should include energy efficiency savings measures, dedicated areas being set aside for storage and charging of mobility vehicles, and the provision of guest accommodation.

The Panel noted that it was proposed to start the development of the detailed proposals in King's Lynn and West Norfolk and, following a more detailed report in February 2010, to consult with the residents in the four homes in this area and their relatives and other stakeholders. The Panel also noted the intention to seek Cabinet's agreement to develop other individual opportunities in addition to changes in King's Lynn should they arise.

13 2009-10 Revenue and Capital Budget Monitoring Report

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

The Panel noted that at the end of July 2009 (period 4) the forecast revenue out-turn position for the financial year 2009-10 was a balanced budget and that the capital programme variance was nil.

The Panel discussed the various actions that the Department was taking to manage identified pressures of £+8m for 2009-10 and noted that the Department had a financial recovery plan with additional savings identified of £8m giving a forecast position of £0m.

The Panel noted that the financial recovery plan was necessary because it was not proving possible to achieve the savings attributed to learning difficulties and to purchase of care within 2009-10.

It was pointed out that the breakdown of expenditure for the purchase of care was as follows:

Reducing the amount of top-up payments; £100,000
Reducing purchasing through spot contracts for homecare; £1m
Reducing the number of planned/transitional beds purchased through block arrangements; £0.5m
Demand management; £2.5m
Continuing healthcare assessments (change in criteria); £400,000
Review of number of out of county placements and other contract arrangements; £80,000.

It was pointed out that the agenda for personal budgets did not fit neatly with the use of block contracts and management action was being taken to make better use of existing block contracts and reduce the use of spot purchases.

The Panel noted the report.

14 Adult Social Services Performance

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

The Panel received and noted an update report on the 2008/09 performance assessment of the Department that presented the current performance activity for 2009/10.

15 Update Report – CareForce and the Provision of Homecare Services in Norwich

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

The Panel received a report that provided an update on the performance of CareForce and its provisions of homecare to service users in the Norwich locality. The Panel also received on the table an update of the CareForce satisfaction figures as at 7 September 2009.

It was noted that the Department continued to seek the return of forms from those service users who had not yet responded.

The Panel asked for a further update to be presented to their next meeting.

16 Safeguarding Practice Audit

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

The Panel noted that the safeguarding practice audit was the first practice audit to be carried out by the Procedures and Quality Assurance Team.

The meeting concluded at 12.45pm

Chairman



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