

## SCRUTINY COMMITTEE FOR ADULT SOCIAL CARE

MINUTES of a meeting of the Scrutiny Committee for Adult Social Care held at County Hall, Lewes on 13 September 2007

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PRESENT - Councillor Gubby (Chairman)  
Councillors Taylor (Vice-Chairman), Mrs Tidy, Webb and Woodall

Chief Officer: Keith Hinkley, Director of Adult Social Care

Legal Adviser: Angela Reid, Head of Legal Services

Scrutiny Lead Officer: Gillian Mauger, Scrutiny Lead Officer

ALSO PRESENT - Councillor Bentley, Lead Member for Adult Social Care  
- Rita Stone, Assistant Director Resources  
- Julian Fowler, Three Year Plan Co-ordinator,  
- Geraldine O'Shea, Strategic Commissioning Manager  
- Alex Garnett, Head of Business Development  
- Tina Hitch, Head of Finance and Business Information  
- Stephen Leadbetter, Procurement Manager  
- George Wallace, Acting Head of Procurement  
- Phil Blurton, Service Placement Team Manager/ASW  
- Philip Pragnell, Strategic Commissioning Manager

### 9. MINUTES OF LAST MEETING

9.1 RESOLVED to (1) confirm as a correct record the minutes of the last Scrutiny Committee meeting held on 3 July 2007 and;

(2) confirm the notes of the Directly Provided Services Board held on 3 July 2007.

### 10. APOLOGIES FOR ABSENCE

10.1 Apologies for absence were received from Councillors Forster and Tunwell.

### 11 DECLARATIONS OF INTEREST

11.1 Councillor Taylor declared a personal interest in item 16 as he was a co-owner of a residential care home.

### 12 REPORTS

12.1 Copies of the reports referred to below are included in the minute book.

### 13. BUSINESS TRANSFORMATION PROGRAMME

13.1 The Committee considered a report from the Director of Adult Social Care that provided an update on the progress of the Business Transformation Programme. Rita Stone, Assistant Director Resources and Alex Garnett, Head of Business Development

gave a presentation on the reasons why the change had been needed and the benefits these changes would bring. It was reported that the service had been rated as a one star, with care was not being provided in a timely fashion, poor performance in relation to assessment and reviews and services were not being made readily available to older people.

13.2 Members queried the level and quality of service being provided to clients via Social Care Direct and the feedback being received from clients about the changes being made. The Committee were advised that a comprehensive training programme was in place for call centre staff. A service user consultation process was also being put in place and every call was voice recorded to help with training issues.

13.3 Members noted that within Assessment and Care Planning new consistent ways of documenting information was being rolled out, staff were being trained and care plans were being completed before service commenced. Members were advised that it was Care First's aim to drive the process rather than support.

13.4 Members asked if there was any formal monitoring of contract reviews. Members were advised that there was a draft process to analyse feedback from service users and there were on going improvements being made to this process.

13.5 Members were advised that the Abacus System was implemented from April 2007 and would undertake a financial assessment of service users. It was noted that Atlas, a module of Abacus would allow Visiting Officers to undertake assessments in service users' homes.

13.6 Members raised concerns about the risk that the programme would not be delivered. Members also asked what safeguards were in place if timescales slipped.

13.7 In response to queries from the Members it was confirmed that the Project Board received regular risk reports and it was considered that the project management was as good as it could be and that any problems were addressed quickly. It was reported that timetables had slipped slightly and that it had been underestimated how complex the process would be, however assurance were given that the timeframes were achievable.

13.8 Members considered that once the new systems and processes were in place there was a need for the Scrutiny Committee to ensure there was continued improvement within the services.

Thanks were given to members of staff for all of their hard work.

13.6 RESOLVED to (1) support the decision to review the new governance arrangements

(2) recommend that Councillor Silvia Tidy continue as the Scrutiny Committee representative on the Project Board.

#### 14. RECONCILING POLICY AND RESOURCES

14.1 The Committee considered a report from the Director of Law and Personnel that detailed extracts from the Reconciling Policy and Resources (RPR) State of the County 2007 report that was considered by Cabinet on 31 July 2007. The report outlined the national and local context within which the reconciling policy and resources process would take place for 2008/09 and beyond. Julian Fowler was in attendance to address any questions from Members.

14.2 The Committee were advised that there were a number of resource constraints and that new innovative ways of delivering services needed to be found.

14.3 Members considered that preventive services could be included within the policy steer to support more older people and vulnerable adults in their own homes and local community. Some members made suggestions that the policy steers should be prioritised, however it was agreed that all of the steers were of equal merit and contributed towards a broader well being agenda.

14.4 RESOLVED to (1) establish a scrutiny board that would be empowered to act on behalf of the Adult Social Care Scrutiny Committee with regard to future input into the Reconciling Policy and Resources process in 2007/08

(2) agree that the Scrutiny Board would meet on 6 December 2007 and in January 2008 to consider the proposed portfolio plan

(3) note the architecture for the Reconciling Policy and Resources process for the year.

#### 15. STAKEHOLDER INVOLVEMENT IN ADULT SOCIAL CARE RECONCILING POLICY AND RESOURCES PROCESS

15.1 The Committee considered a report from the Director of Adult Social Care that provided details of stakeholder involvement in the Adult Social Care Reconciling Policy and Resources process.

15.2 The Committee were advised that current spend on stakeholder involvement and consultation in the Adult Social Care RPR process came from existing management budget lines or from specifically identified investment. It was planned to develop an involvement strategy with a specific budget.

15.3 It was reported that stakeholder involvement continued to be developed each year. It was noted that once a year a steering group made up of key stakeholders met as a 'critical friend' to review stakeholder involvement. As a result of this locality events were being held this year. It was agreed that a further report on the feedback from stakeholder involvement would be considered by the Committee at its December meeting.

15.4 RESOLVED to endorse the Councils approach to stakeholder involvement in the Adult Social Care 2008/09 RPR process.

#### 16. STAYING HOME, LIVING WELL – DRAFT HOUSING AND SUPPORT STRATEGY FOR OLDER PEOPLE AND CARERS IN HASTINGS AND ROTHER 2007/2027

16.1 The Committee considered a report from the Director of Adult Social Care that provided details of the draft Housing and Support Strategy for Older People and Carers in Hastings and Rother 2007/2027. Geraldine O'Shea was in attendance to address any questions from Members.

16.2 It was reported that the draft strategy and action plans set out the strategic direction and highlighted the key priorities in relation to housing and support services for older people and carers in Hastings and Rother. The strategy was set within a 20 year framework reflecting changing needs, gaps in services and preferences of an aging population.

16.3 Members were advised that the draft strategy was currently undergoing a consultation process, following which it would be presented to the Lead Member meeting for approval and adoption in November 2007. Members noted that the District and Borough Councils were very much involved in developing the action

16.4 It was agreed that Members would be invited to any events and be provided with details of progress.

16.5 RESOLVED to (1) approve the draft strategy and action plan

(2) endorse the current consultation arrangements

#### 17. THORNWOOD INTERMEDIATE CARE SERVICES

17.1 The Committee considered a report from the Director of Adult Social Care that detailed the progress of the arrangements for Thornwood Intermediate Care Services.

17.2 Members were advised that the Day Services at Thornwood closed on 31 August 2007. It was noted that all the service provision for all users at Thornwood Day Care had been reviewed and 37 had been offered alternative services by Adult Social care. The 5 who no longer qualified for a service had been provided with details regarding alternative providers.

17.3 It was reported that a part time project worker had been appointed to facilitate a smooth transfer of services from Thornwood to alternative services. It was noted that in line with the employment stability policy a number of members of staff had taken up vacancies offered to them or had been placed elsewhere in the department, however a few had chosen redundancy.

17.4 RESOLVED to note the progress to date of the arrangements for Thornwood Intermediate Care Services.

#### 18. SCRUTINY REVIEW OF THE PROVISION OF PREVENTATIVE SERVICES

18.1 The Committee considered a report from the Chairman of the Review Board that detailed the outcomes of the review of the provision of preventative services.

18.2 Councillor Tidy reported that the Review Board had gathered evidence from a number of Council Officers and interviewed people from the voluntary sector. It was also noted that members had taken part in a number of mystery shopper exercises to ascertain the amount of information available to the public in relation to preventative services.

18.3 Members considered that there were a number of preventive services that people could undertake themselves to keep healthy to prevent the need to access care services, including walks or lunch clubs. Concerns were raised about the growing problems amongst younger people due to smoking, obesity and alcohol abuse and the impact this would have on services in future decades.

18.4 Members expressed their appreciation to all involved with the review and particular thanks to Gillian Mauger, Scrutiny Lead Officer, and Jessie McArthur, Head of Policy and Service Development.

18.5 RESOLVED to (1) agree the Review Boards report and recommendations one to nine and;

(2) submit the report to Cabinet on 20 November for comment and County Council on 11 December 2007 for approval.

19. UPDATE ON THE BEST VALUE REVIEW OF LEARNING DISABILITY SERVICES AND THE JOINT LEARNING DISABILITY COMMISSIONING STRATEGY

19.1 The Committee considered a report from the Director of Adult Social Care that provided an update of progress implementing the Learning Disability Best Value Review Action Plan and the Joint Learning Disability Commissioning Strategy. Philip Pragnell attended and addressed the Committee.

19.2 It was noted that there were a number of actions and targets to support black and minority ethnic groups and those with mental and learning disabilities. It was agreed that information on the actions being taken would be circulated to the Committee.

19.4 One area outlined in the Strategy was providing support to people with learning disabilities to access employment and training opportunities. Better monitoring of this had now been established and at present approximately 150 people were in work, with many of these positions been paid ones. The Strategy recognised however the need for more partnership working with organisations such as JobCentre Plus.

19.5 The Committee were advised that a reference group had been set up by some of the service users to scrutinise what the Council was doing. It was agreed to hold a joint meeting between the Adult Social Care Scrutiny Committee and the service users reference group in a years time to review the Strategy.

19.6 RESOLVED to (1) implement the recommendations and sign off the action plan arising from the Best Value Review of Learning Disability Service

(2) agree for the work completed to be taken forward within the framework of the Joint Learning Disability Commissioning Strategy and the implementation of its Three Year Action Plan.

(3) agreed to hold a joint meeting between the Adult Social Care Scrutiny Committee and the service users reference group in a years time to review the Strategy. Sept 2008

20. FUTURE SCRUTINY WORK PROGRAMME

20.1 The Committee considered a report by the Director of Law and Personnel setting out the Committee's planned programme of work for the forthcoming year.

20.2 RESOLVED to note the Committee's planned programme of work

21. FORWARD PLAN

21.1 The Committee considered the Forward Plan for the period 1 September 2007 to 31 December 2007.

21.2 RESOLVED to note the Forward Plan.

The Chairman declared the meeting closed at 12.55 p.m.