

## ADULTS AND COMMUNITY SERVICES SCRUTINY COMMITTEE

6 October 2009

Present – Councillors P Allen, Ayub (Substitute for Clare), Burrows, L Byrne, Mrs Fairclough (substituting for Rushton), Greenhalgh (Chairman), Hall, Lord, R Ronson and D Wilkinson (substituting for Rock).

### Co-Opted Members:

Mr G Evans – Age Concern, Bolton

Mr J Firth – Bolton LINKs

### Also in Attendance

Councillor Sherrington	-	Executive Member for Adult Services
Ms E Miller	-	Assistant Director – Strategy and Commissioning
Mr A Kilpatrick	-	Chief Officer for Health and Social Care
Ms M Keane	-	Communities and Learning Manager
Mr A Scott	-	Policy Accountant
Mr M Constantine	-	Senior Manager – Museums and Archive Collections
Ms K Archibald	-	Curator of Art/Design for Life Coordinator
Mrs S Wootton	-	Senior Scrutiny Officer

Apologies for absence were received on behalf of Councillors Morgan, Rock and Rushton.

Councillor Greenhalgh in the Chair

### **17. MINUTES OF THE PREVIOUS MEETING**

The minutes of the previous meeting of the Adults and Community Services Scrutiny Committee held on 23 June 2009 were submitted.

Further to minute 16, Member's Business, Members queried the amount of trade apprenticeships available to those aged 16 to 19.

Resolved – (i) That the minutes be signed as a correct record

(ii) That information be provided regarding trade apprenticeships for a future meeting.

## **18. DECISION MONITORING REPORT**

The Director of the Chief Executive's Department submitted a report detailing the progress of decisions previously taken by this Scrutiny Committee.

Resolved – That the report be noted.

## **19. ANNUAL WORK PROGRAMME**

The Director of the Chief Executive's Department submitted a report which puts forward a list of suggested issues which the Committee might wish to receive reports on or investigate further during the current Municipal Year.

Members were informed that this report could be updated at any time throughout the Municipal Year as it was a rolling document. Where Members had an item for the Scrutiny Committee, this would be considered and added to the Work Programme accordingly.

Resolved – (i) That the Work Programme as now submitted be approved.

## **20. ALLOCATION OF THE TRANSFORMING SOCIAL CARE GRANT**

Mr Andrew Scott attended the meeting to provide the Scrutiny Committee with information relating to the allocation of the Transforming Social Care Reform Grant 2008-2011. Putting People First/Transforming Social Care was the major programme of change for adult social care. Within Bolton, four major programmes had been identified to deliver transformation over the next two years, supported by the Social Care Reform Grant, whilst also achieving value for money efficiency savings.

Members were informed that the Local Authority Circular from the Department of Health in March 2009, established the purpose of the grant which was namely to fund the range of process reengineering, capability and capacity building activities required to redesign the entire adult social care system.

The types of activities the Department of Health expected to be funded from the grant included the following work:-

- Change the social care system away from the often complex, bureaucratic traditional service provision, towards a more straightforward, flexible approach, promoting independence and choice for people;

- Creating a strategic shift in resources from intervention at the point of crisis towards prevention and early intervention;
- Ensuring people and organisations were much more involved in the design, commissioning and evaluation of service and how their needs were met;
- Remodelling systems and processes to enable people to identify cost effective, personalised solutions for their care needs through wider community networks and innovation;
- To raise the skills of the workforce to deliver the new system; and
- Developing leadership at all levels of local government and communities to enable the change to happen.

Therefore, in practice, this means that by 2011, the Council was expected to have made significant steps towards redesigning and reshaping the adult social care system, with the following components in place:

- An integrated approach to working with the NHS and wider local government partners in order to shift resources from crisis intervention to prevention and early intervention;
- Universal, joined up information and advice available for all individuals and carers, including those who self fund, which enabled people to access information from all strategic partners;
- Greater emphasis on assisted self-assessment/co-assessment, enabling social workers to spend more time on support, brokerage and advocacy;
- For people eligible to receive council-funded support, person centred planning and self-directed support, involving a personal budget system which could give maximum choice and control over how best to meet their needs;
- An effective and established mechanism that would enable people to make supported decisions based on appropriate safeguarding arrangements;
- A market development and stimulation strategy; and
- A local care workforce with the capacity and capability to deliver choice and support individual control.

The total amount that had been given to Bolton Council was £3,005k, with £924 committed for direct payments and personal budgets, £1,288k on additional fixed term staffing capacity, £47k on training and IT and £50k on marketing and information. There was currently £696k unallocated, however, this had been set aside as a contingency against additional commitments as the Transforming Programme develops.

Resolved – That Members welcomed the report.

## **21. ANNUAL COMPLAINTS REPORT**

Ms Ellen Miller attended the meeting to provide the Scrutiny Committee with an update on the position of complaints and compliments for the Adult and Community Services for the period from 1 April 2008 to 31 March 2009.

Members were informed that the report established the performance achieved across 2008 and 2009 and identified plans to develop a better customer service.

For corporate complaints during 2008 to 2009, 87% of complaints were responded to within the corporate standards, compared to 81% in 2007 to 2008. For social care complaints, there had been a rise of the amount of complaints during 2008 to 2009 from 89 in 2007 to 2008 to 98.

The Council had a statutory responsibility under the Health and Social Care (Community Standards) Act 2003 to make arrangements for the handling and consideration of complaints about services provided under the social care legislation. The Adult and Community Services Policy and Customer Relations Team was charged with implementing procedures developed in response to those requirements in addition to handling more general complaints under Bolton's corporate procedures.

Members were pleased with the progress being made and welcomed the challenges that faced the Department over the next 12 months.

Resolved – (i) That the report be noted

(ii) That an electronic copy of the standard advice forms for making a complaint be made available to Members of the Committee.

## **22. DIRECT PAYMENTS**

Mr Andrew Kilpatrick attended the meeting to present a report to the Scrutiny Committee regarding the allocation of Direct Payments.

Members were informed that the Community Care (Direct Payments) Act 1996 (now in existence for 13 years) gave the Social Services Departments the power to make direct cash payments, known as Direct Payments, to eligible people to replace the Community Care services that those people had been assessed as needing. With the exception of residential care, people who received these payments could use the money to buy services to meet their assessed needs.

Partnerships had been built between the Council and the Department of Health to ensure the views of carers were included within policies and that no alterations should be made to the existing practice and standards in relation to assessment and care management.

The Department of Health had established the fact that at least 30% of eligible service users and carers had a personal budget by April 2011, as part of the initiative of "Putting People First".

Members were further appraised of the following information regarding the take up of Direct Payments:-

- Take up had doubled in the last two years;
- Initial high take up by people with physical ability appeared to be stabilising;
- Take up by older people was initially slow, but had increased rapidly over the last two years;
- Take up by people with mental health issues was increasing but was low in common with most areas of the country;
- Low take up of regular payments to carers, but one off payments were around 150 to 180 per year; and
- Trend away from using Agencies to employing personal assistants.

The number of people using agency staff and Personal Assistants rose from 147 in April 2006 to 420 in August 2009 as a result of the Council being able to provide one off payments.

Resolved – (i) That the position be noted

(ii) That Members be provided with a pack informing them on where the money was being spent in relation to Direct Payments.

## **23. DESIGN FOR LIFE**

Ms Kirsty Archibald attended the meeting to give a presentation to the Scrutiny Committee in reference to the Design For Life project, which had been developed by the Museums to engage an appreciation of the artefacts currently within Bolton Council's possession.

Members were informed that Bolton Council were working in conjunction with the Victoria and Albert Museum in London, to build on increasing the number of visits from hard to reach communities within Bolton to see the important and accessible museum collections that were on offer.

As well as the Victoria and Albert Museum, work was underway with six other partners, including secondary schools and local designers, which would help deliver the project between 30 September 2009 and 1 December 2009.

The following were outlined as what the department were expecting in terms of outcomes from the first quarter:-

- Increased number of visits from secondary school to the museum;
- Increased number of visits from 'hard to reach' communities;
- Raised awareness about the value of using the collections to enhance the delivery of curriculum for Bolton schools;
- Raised awareness of Bolton museum's good practice nationally; and
- Increased awareness of Bolton's important and accessible museum collections.

The planning time for Design for Life was scheduled to take place from 2010 to 2011, with an advocacy document being made available for future working with schools and other community partners. At present, George Tomlinson Secondary School and Westhoughton Secondary School were chosen to take part in the project, as they were the only two schools who responded to the original invitation letter that was sent to all schools in the Borough. The project had been welcomed by both children and teachers alike and the feedback that had been received was encouraging and this was seen to be a good start from the Design for Life Team.

Resolved – (i) That members thanked Ms Archibald for the informative presentation and congratulated her and the team on the progress that had been so far

(ii) That Area Forum budgets would be looked at by Ward members to evaluate whether or not a contribution could be made;

(iii) That a briefing note be made available to the Scrutiny Committee, indicating the costings of the project.

## **24. QUARTERLY PERFORMANCE AND BUDGET MONITORING REPORT – QUARTER 1**

Mr Andrew Scott and Ms Ellen Miller attended the meeting to update the Scrutiny Committee on the information relating to the performance and financial position of Adult and Community Services as at the end of Quarter 1 for the 2009/2010 financial year.

Members were advised that of the 60 indicators within the Adult Services Portfolio (excluding the Community Safety indicators), only 41 were expected to report at Quarter 1 as there were 19 indicators which were reported annually as per their definition. Of the 41 reported, 16 were on track, 10 were off track and 15 had provided no information, as the majority were not yet available and were health related indicators collected by the Primary Care Trust (PCT).

The Adult and Community Services were deemed to be performing well this year:-

- A projected reduction on the number of permanent admissions to residential care homes for both younger and older adults compared to 2008/2009;
- Care packages were being delivered in a timely fashion with almost 100% rate of delivery within timescale; and
- Equipment and adaptations delivered within seven days (just under 98%) was also performing excellently this year with improvements being made on 2008/2009.

Overall, 89% of the Service Improvement Action Plan (SIAP) key tasks had been achieved during quarter 1 and the Departmental Strategic Risks had been reviewed and all five had been categorised this quarter as 'low likelihood and critical impact' which placed them in the tolerance zone. Response times for dealing with complaints had improved and significant improvements had been made with timescales for dealing with access to records and Freedom of Information requests. Sickness absence levels had decreased from 4.77% for 2008/2009 to 4.16% for quarter 1. The following was a summary of the financial performance of the Adult and Community Services Directorate:-

- There were revenue budget pressures of up to £3.5 million within Adult Social Care;
- The Capital Programme totals some of the £6.065 million; and
- The majority of the 2009/2010 budget savings options were on track to be achieved.

Resolved – That the position be noted.

## **25. MEMBERS' BUSINESS**

The Committee received the extract of minutes of other meetings of the Council relevant to the remit of this Committee:-

a)	Executive Member for Adult and Community Services held on 2 September 2009 and 30 September 2009;
b)	Adult and Community Services Policy Development Group held on 9 September 2009;
c)	Joint Meeting of Adult and Community Services and Housing, Neighbourhoods and Regulation Policy Development Group held on 11 September 2009; and
d)	Extract from the Meeting of the Executive held on 21 September 2009 in relation to the EMI/STAS Review 2009.

Resolved – That the minutes of various meetings be noted.

(The meeting commenced at 6.05pm and ended 7.40pm)