

ADULT AND COMMUNITY SERVICES SCRUTINY COMMITTEE

6 APRIL 2010

Present – Councillors P Allen, Burrows, L Byrne, Chadwick, Greenhalgh (Chairman), Hall, Iqbal, Rock, F A Rushton and Mrs Swarbrick.

Also in Attendance:

Councillor Sherrington	-	Executive Member for Adult Services
Mr J Rutherford	-	Director of Adult and Community Services
Mr A Kilpatrick	-	Chief Officer for Health and Social Care
Ms E Miller	-	Assistant Director – Strategy and Commissioning
Mr M Emerson	-	Head of Planning and Performance
Mr A Scott	-	Policy Accountant
Mrs S Wootton	-	Senior Scrutiny Officer

Apologies were received from Councillors Lord and R Ronson and Mrs E Tatman and Mr G Evans.

Councillor Greenhalgh in the Chair

41. MINUTES OF THE PREVIOUS MEETING

The minutes of the previous meetings of the Adult and Community Services Scrutiny Committee held on 9 February 2010 were submitted.

Resolved – That the minutes be signed as a correct record.

42. 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.

Members queried whether or not information regarding trade apprenticeships would be made available to the Committee.

Resolved – (i) That the report be noted

(ii) That further information regarding trade apprenticeships be emailed to Committee Members.

43. 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 may 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 – That the Work Programme as now submitted be approved.

44. QUARTER 3 PERFORMANCE AND BUDGET MONITORING REPORT

(Councillor Morgan declared a personal interest relation to the following item in so far as it related to care homes)

The Director of Adult and Community Services submitted a report to provide further information to the Committee regarding the Quarter 3 Adult and Community Services Dashboard.

Members were informed that the purpose of this report was to provide the Committee with an update on performance for the period from 1 April 2009 to 31 December 2009, to highlight areas for concern and present actions needed to address them. The report further highlighted areas of excellent performance achieved across the year so far as well as identifying the ever-changing areas for improvement, against the backdrop of an uncertain economic climate.

Mr Matthew Emerson attended the meeting to provide a short presentation regarding the areas being covered in the report in terms of performance and what was being measured, for example, customer satisfaction and corporate health.

There were a number of indicators which were seen to be performing well, however, those that were off track and declining would be looked at to see how they could be put back on track. Gaps had also been appearing in terms of adults with learning disabilities in employment, therefore further research would take place to find out why this area was underachieving.

In reference to customer care, 32 complaints and 8 compliments had been received in Quarter 3. 31 of these complaints were in relation to social care and in particular, home care, however, this would be looked at and to see how these complaints could be used to improve service delivery.

In terms of corporate health, 3.7% (1945) days were lost to sickness between April and December 2009. The reasons for sickness absence were as follows:-

- Stress, depression, mental health (31%);
- Musculo-skeletal problems (22%); and
- Viral infection (9%).

Members were informed that year end figures would determine how well the department had performed, which would be reported in the Quarter 4 Performance report. There were no major concerns, and the department seemed confident that they were performing as well as they could.

Resolved – (i) That the report be noted

(ii) That more information be made available to the Committee in reference to the costs to the Local Authority through sickness absence.

45. ANNUAL SAFEGUARDING REPORT

(Councillor Morgan declared a personal interest relation to the following item in so far as it related to care homes)

The Director of Adult and Community Services submitted a report which put forward the Annual Safeguarding Report 2008/2009.

The report advised that the Local Safeguarding Adults Board produced a report annually which reflected the work across partners in Bolton in protecting Vulnerable Adults.

The 2008-2009 report incorporated:-

- a) Post inspection activity following the small number of actions recommended by the Care Quality Commission Inspection in 2007:-
 - Expansion of the Safeguarding team;
 - Inconclusive Investigation Outcomes; and
 - Serious Case Reviews.
- b) Safeguarding Board activity undertaken over the past year:-
 - Development of an Adults At Risk Framework;
 - GM Police Force Wide Intelligence Network;
 - Mental Capacity Act 2005 & deprivation of Liberty Safeguards;
 - Independent mental capacity Advocate;
 - Partnership development; and
 - Training activity.

Members were informed that although an excellent achievement had been obtained by the safeguarding team, it was deemed difficult to quantify how many people were safer as a result of raised awareness and improved practice. The section had grown in terms of staff to help ensure that the improved practice continued and a close working relationship had been developed with an ex-police officer, who had been

assisting with the development of a new local framework.

Future plans for the department in relation to safeguarding adults, was to produce an “adults at Risk” model, to respond to recommendations following the review of “No Secrets” and generally monitor and respond to the impact of the personalisation agenda.

Resolved – That the report and presentation be noted

46. BENCHMARK, SPENDS AND STAFFING NUMBERS

(Councillor Morgan declared a personal interest relation to the following item in so far as it related to care homes)

Ms Ellen Miller, attended the meeting to give a presentation to the Committee regarding the Adult Social Care spending and staffing situation.

The Committee were informed that of the population of Bolton, there were 10,240 service users for adult social care, with the total budget of £71 million and a total workforce of 1,569.

Regarding service users, the following information was relayed to the Committee:-

- There were a total of 37,236 contacts 1per year;
- About 30,000 were filtered out at point of contact; and
- At assessment stage, a further 429 were deemed not eligible for services

In terms of performance, the department continued to perform strongly across most of the indicators with excellent inspection results. The annual assessment results saw Bolton Council come second to Tameside Council, which was a great achievement, especially as this was judged on a national basis, despite having comparatively low spends regionally and against nationally comparable authorities within Bolton Council's family group.

Members were appraised with information regarding the staff within the department, of which in total there were 1569. Unfortunately, the data from other Councils on spending and on numbers of staff was unreliable due to variations in the following:-

- Numbers and make up of social work teams;
- Pre/post pay and grading rates;
- How much was outsourced; and
- Different population profiles.

Much work was still being carried out by Bolton Council to draw further comparisons with other Local Authorities

Resolved – That the informative presentation be noted.

47. COMMUNITY LEISURE TRUST

Mr John Rutherford attended the meeting to give a presentation to the Committee regarding the present situation with the Community Leisure Trust.

The presentation focussed on the user profiling of the leisure centres around the Borough and how they differed depending where the leisure centres were based. For example, Horwich Leisure Centre was deemed to be essentially a Borough-wide facility due to the fact the users were from across the Borough, however, Turton and Farnworth Leisure Centres were predominantly used by those in the immediate vicinity, therefore forming a very concentrated user profile for the area.

Members noted that of all the users in all facilities across the Borough, much of these were over 60, which could have something to do with the services provided for them as well as the availability. The user profiles could be higher, as not everyone who came through the doors of all the facilities were questioned, particularly where there were groups for football or youth groups, though this was the nature of sports facilities.

Resolved – That the presentation be noted

48. 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 24 February 2010 and 31 March 2010; and
b)	Adult and Community Services Policy Development Group held on 3 February 2010 and 10 March 2010.

Resolved – That the minutes of various meetings be noted

(The meeting commenced at 6.05pm and ended at 8.10pm)