

## **ADULT AND COMMUNITY SERVICES**

A record of decisions made by the Executive Member with responsibility for Health and Adult Social Care on:-

**2<sup>ND</sup> SEPTEMBER, 2009**

following consideration of the matters detailed below in the presence of:-

Councillor Sherrington	Executive Member for Adult Services
Councillor Greenhalgh	Major Opposition Spokesperson
Councillor R. Ronson	Minor Opposition Spokesperson
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. J. McLean	Policy and Performance Officer
Ms. C. Olney–Falzon	Policy and Customer Relations Manager
Mr. A. Walton	Acting Head of Supporting People
Mr. A. Scott	Policy Accountant
Mr. J. Kerambrum	Democratic Services Officer

### **11. MONITORING OF EXECUTIVE MEMBER DECISIONS**

The Director of Legal and Democratic Services submitted a report which contained information related to decisions taken at previous meetings of the Executive Member.

**The Executive Member NOTED progress on the decisions previously taken.**

## **12. 2009/2010 PERFORMANCE, BUDGET AND EFFICIENCIES QUARTER 1 REPORT: ADULT AND COMMUNITY SERVICES**

The Director of Adult and Community Services submitted a report which provided the Executive Member with an update of performance for the period 1<sup>st</sup> April, 2009 – 30<sup>th</sup> June, 2009, highlighted areas for concern and presented actions needed to address them.

By way of background information, the report stated that Adult and Community Services was a large and diverse department covering Adult Social Care, Culture and Community Services, Community Safety and Strategy and Commissioning, with an important role in delivering the agreed priorities for adults across Bolton. The report explained that Community Safety was now part of the Cleaner, Greener, Safer portfolio, however, in some parts of the report, Community Safety performance had been included for ease of reference.

The report highlighted the areas of excellent performance achieved across the year so far and identified the ever-changing areas for improvement, against the backdrop of an uncertain economic climate.

Of the 60 indicators within the Adult Services Portfolio i.e 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. A breakdown of the 41 was as follows:-

- 16 were on track (39%)
- 10 were off track (24%)
- 15 had provided no information (37%)

The majority of the 15 indicators that were not yet available were Health related indicators collected by the PCT.

The report stated that Adult and Community Services were performing well this year and the report provided the following examples:-

- 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 7 days, just under 98%, was also performing excellently this year with improvements being made on 2008/2009.

Overall, 89% of SIAP key tasks had been achieved during Quarter One. The Departmental Strategic Risks had been reviewed and all five had been categorised this Quarter as 'Low likelihood and critical impact' which put 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.

The report also explained that sickness absence levels had decreased from 4.77% for 2008/2009 to 4.16% for Quarter 1.

In terms of the financial performance the Executive Member was informed that there were revenue budget pressures of up to £3.5 million within Adult Social Care, the capital programme totalled some £6.065 million and the majority of the 2009/2010 budget savings were on track to be achieved.

**The Executive Member for Adult and Community Services  
NOTED:-**

**(i) the Quarter 1 2009/2010 service and financial performance, as detailed in the report; and ENDORSED -**

**(ii) the action plans to improve performance for those indicators which were currently off-track.**

**13. ANNUAL REPORT OF ADULT AND COMMUNITY SERVICES COMPLAINTS**

The Director of Adult and Community Services submitted a report which requested the Executive Member's approval for the Annual Complaints Report 2008/2009.

The report provided the Executive Member with an update on the position of complaints and compliments for Adult and Community Services for the period 1<sup>st</sup> April, 2008 – 31<sup>st</sup> March, 2009.

The report explained that Adult and Community Services was a large and diverse department covering Adult Social Care, Culture and Community Services, Community Safety and Strategy and Commissioning and had two complaints processes within this; corporate complaints and adult social care complaints.

This report highlighted the performance achieved across the year and identified plans to develop a better customer service.

The report outlined the following salient points:-

- 87% of corporate complaints for 2008/2009 were responded to within the corporate standards compared to 81% for 2007/2008; and

- For social care complaints there has been a rise of receipt for 2008-2009 to 98 from 89 for 2007-2008.

**The Executive Member for Adult and Community Services  
APPROVED –**

**The Annual Complaints Report 2008/2009, as detailed in the report.**

**14. AIDS SUPPORT GRANT 2009/2010 EXPENDITURE PLAN**

The Director of Adult and Community Services submitted a report which requested approval for the AIDS Support Grant 2009/2010 Expenditure Plan.

By way of background information, the report stated that the Department of Health annually allocated a grant titled the AIDS Support Grant for social care for people with HIV/AIDS. This grant was paid to Local Authorities as a contribution towards their total planned revenue expenditure to meet HIV/AIDS related social care.

The AIDS Support Grant (ASG) allocation formula was based on 70% HIV caseload in the local authority area, and 30% women and children living with HIV in a local authority area.

The report explained that the latest data for the number of people with HIV/AIDS was based on 2007 statistics. This showed 208 people had a HIV/AIDS diagnosis in Bolton and were known to services. The Executive Member was further informed that 2008 prevalence data showed that 233 Bolton residents accessed treatment and care from statutory services in 2008.

The 2009/2010 ASG funding was £86,000 which was a £9,000 (11.6%) increase from 2008/2009.

It was proposed that the 2009/2010 expenditure would be based primarily on the previous four years, with the exception of an allocation of £18,750 being made available to support recommendations identified in the 2008 HIV/AIDS Social Care Needs Assessment.

The report explained that the Needs Assessment indicated that there remained an identified need for services to continue provision to those people infected with or affected by HIV in Bolton. Therefore recommendations were designed to support and enhance current provision. This included maintaining the current provision of the Specialist HIV Social Worker as it was viewed as a valued access point for the BME community, and maintain joint grants with NHS Bolton to Manchester based voluntary sector providers for open access provision as this provided early support.

**The Executive Member for Adult Services APPROVED –**

**The AIDS Support Grant 2009/2010 Expenditure Plan as detailed in the report.**

## **15. ADVOCACY SERVICES FOR VULNERABLE ADULTS IN BOLTON**

The Director of Adult and Community Services submitted a report which requested the Executive Member's approval for the development of advocacy services, through seeking expressions of interest, leading to a contractual arrangement of up to two years.

The report explained that Bolton Council had provided advocacy services for vulnerable adults for many years according to the requirements of each client group. National policy developments such as Transforming Social Care now required Local Authorities to reconsider the availability of advocacy support to vulnerable people including carers. To ensure that adequate safeguards were in place as there was likely to be increased need for independent advocacy as

individuals use brokers to access self directed support.

Analysis of current advocacy arrangements demonstrated that the main requirement for advocacy that it be fully independent had not been fully met due to social care being the main commissioner of services through spot, block or individual contractual arrangements.

Monitoring of the 3 advocacy block contracts over 3 years had demonstrated the opportunity for improved value for money and outcomes. Advocacy services needed to be more widely available and accessed via a single point of access. In addition, current advocacy services had developed without the benefit of an overall strategy or policy.

The report proposed to fund an independent advocacy brokerage service that administered a specialist service for vulnerable Adults in Bolton and sought expressions of interest and tender for delivery of an independent advocacy brokerage service for a period up to two years.

The agency selected to provide the brokerage service would recruit staff, establish an office and commence implementation of the service specification. They would promote and raise awareness of the service and develop a clear and easy to use system for processing referrals.

The broker would establish a preferred provider list to ensure advocates meet statutory and national standards of practice and develop a system to assess and allocate work to advocates. The broker would monitor workload of advocates, develop criteria for case closure and signpost referrers to other services when they were not eligible for the service.

It was proposed that monies already allocated to current advocacy services would be utilised for the new service. If any additional finance was required, it was proposed to use the

Social Care Reform Grant to fund the arrangements.

**The Executive Member for Adult and Community Services  
APPROVED –**

**The development of advocacy services, through seeking expressions of interest, leading to a contractual arrangement of up to two years.**

**16. ESTABLISHMENT OF FIXED TERM POSTS TO  
SUPPORT DELIVERY OF TRANSFORMING SOCIAL  
CARE**

The Director of Adult and Community Services submitted a report which requested the Executive Member's agreement to the recommendation to establish two Service Design Leads fixed term posts; a Finance Officer fixed term post and a Project Manager fixed term post to support delivery of the Transforming Social Care Programme.

By way of background information, the report stated that the Putting People First / Transforming Social Care (TSC) was the major programme of change for Adult Social Care. There were four major programmes to be delivered over the next two years, supported by the Social Care reform grant.

To ensure that Government expectations, together with agreed local efficiencies were delivered, a strong programme management approach was being implemented.

In recognition of the scale of change required and the volume of work being managed by programme leads, two additional Service Design Leads, an additional Finance Officer and a Project Manager were required.

The report explained that when established, these posts would be advertised internally in the first instance to ensure the opportunities were available to staff with the necessary skills and experience. The service design lead posts were fixed term posts at Grade 9 for 18 months and the Finance Officer post



was an 18 month fixed term post at Grade 5 (Finance Level 2), which was the existing grade for a Finance post at this level of work. The Project Manager fixed term post would be at Grade 9 for a period of 12 months. The existing Job Descriptions and Person Specifications were attached to the report.

The Service Design Leads would report directly to the Programme Leads and work closely with the Project Manager for TSC to ensure effective support and delivery to milestones within each programme. The Finance Officer would initially work on developing the resource allocation system and subsequently on supporting the wider Transforming Social Care Programme. The Project Manager would report into the Transforming Programme Manager.

The salary costs, including national insurance and superannuation, for the 2 fixed term service design lead posts over 18 months at mid point Grade 9 were £124,847. The salary costs, including national insurance and superannuation for the finance officer post over 18 months at mid point Grade 5 were £36,296. The salary for the 12 month fixed term Project Manager would be £31,606. The posts would be funded from the Social Care Reform Grant.

### **The Executive Member for Adult and Community Services AGREED –**

**To establish 2 Service Design Leads fixed term posts; a Finance Officer fixed term post and a Project Manager fixed term post to support delivery of the Transforming Social Care Programme, subject to the approval of the Executive Member for Human Resources, Organisational Development and Diversity.**

### **17. POOL MODERNISATION PROGRAMME – HORWICH AND FARNWORTH LEISURE CENTRES**

The Director of Adult and Community Services submitted a report which sought Executive Member approval for the grant of Deed's of Dedication in relation to the facilities in favour of

Sport England.

The Executive Member was informed that the Governments “Free Swimming Programme” was a £140 million package offered to local authorities in a series of funding programmes to encourage them to participate in making swimming free for those over 60 and under 16. One Strand of the programme was capital monies using Exchequer funding for pool modernisation works.

Bolton Council submitted two bids for improvement works at Horwich and Farnworth Leisure Centres based on information obtained from recent condition surveys.

The report explained that confirmation had been received that awards of £177,280 and £70,000 for Horwich and Farnworth respectively had been approved and the outcome of a top up bid of £90,000 for Farnworth due to a national under-spend was expected within the next few weeks.

Due to the opportunity that this provided to deliver some significant enhancements at both facilities additional funding of some £300,000 had been identified from within backlog maintenance allocations and Bolton Community Leisure/Serco funds.

The report provided details of the scope of works at both Horwich and Farnworth Leisure Centres.

In terms of the future programme, works were scheduled to commence at Farnworth on 5<sup>th</sup> October, 2009 with both schemes completed in time for a re-launch on 2<sup>nd</sup> January, 2010. It was commented that a lot of work had gone into making alternative arrangements for customers and it hoped that disruption would be kept to a minimum.

**The Executive Member for Adult and Community Services  
NOTED -**

**The Deed's of Dedication in relation to the facilities in  
favour of Sport England.**