

## **ADULT SERVICES**

A record of decisions made by the Executive Member with responsibility for Adult Services on:-

**WEDNESDAY, 1<sup>ST</sup> SEPTEMBER, 2010**

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

Councillor Sherrington	Executive Member for Adult Services
Councillor J. Walsh (as deputy for 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
Ms. S. Crossley	Assistant Director, Culture and Community Services
Ms. S. Browne	Principal Officer, Welfare Rights
Mr. A. Scott	Policy Accountant
Mrs. S. Bailey	Principal Democratic Services Officer

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

The Director of Chief Executive's Department submitted a report which provided an update on decisions taken at previous meetings of the Executive Member.

**The Executive Member NOTED the report.**

### **11. 2010/11 QUARTER 1 PERFORMANCE AND BUDGET REPORT - ADULT AND COMMUNITY SERVICES**

A report of the Director of Adult and Community Services was submitted which detailed the Adult and Community Services performance and budget position as at Quarter One of 2010/11 and highlighted areas for concern together with actions needed to address them.

The report advised that at Quarter One, 37 of the indicators that the Department was responsible for were available to report. There were a number of indicators for which information was not yet available either because they were reliant on data that was collected and reported by partners, they were reported on an annual basis or they were based on survey data which was not currently available at this point in the year. Of the 37 indicators available overall:

- 25 were on track (67.6%);
- 11 were off track (29.7%); and
- 1 was reported but had no target information (2.7%).

The majority of the indicators not yet available were Health related indicators collected by NHS Bolton.

The report advised that Adult and Community Services were maintaining good overall performance at Quarter One this year, however, following on from 2009/10, there continued to be areas of challenge across all three themes. Full details on indicators currently off track were provided.

The report went on to highlight various examples of good performance at Quarter One as follows:

- good continued progress on the Self Directed Support indicator with 21.5% of all adults, older people and carers receiving community based services now in receipt of Self Directed Support, which was a 1.4% increase on the 2009/10 outturn; and

- consistent improvements in relation to people supported to live independently through social services, in line with increases in the local population.

The report went on to provide a summary of financial performance as follows:

- there was a forecast over commitment of £2.5m against the £62.9m revenue budget;
- £2.7m of the £3.0m budget savings options had been achieved; and
- Capital programme spend was forecast at £3.1m against the original programme of £5.2m. However, £1.7m spend within the original programme of £5.2m had been put on hold for 2010/11.

Adult and Community Services held £1.1m of reserves.

**The Executive Member NOTED the service and financial performance of Adult and Community Services during the first quarter of 2010/11; ENDORSED –**

**(i) The action plans to improve performance for those indicators which are currently off track, as detailed in the report now submitted; and APPROVED –**

**(ii) The £1.7M spend within the original Capital Programme being put on hold for 2010/11, as detailed in Appendix C to the report now submitted.**

## **12. RESTRUCTURE OF BUSINESS DEVELOPMENT**

The Director of Adult and Community Services submitted a report which put forward proposals to restructure the Business Development Team in order to meet the new demands and requirements being placed on its services.

The report explained that the main reasons for the restructure were to:

- align the service to ensure that it was fit for purpose;
- ensure the skills set of the workforce encompassed project management skills;
- develop clear career paths for the workforce within business development; and
- achieve cost savings and efficiencies.

The report explained that the requirements, needs and services that the Business Development Team had previously delivered had changed and the service itself had evolved. The report outlined the main reasons for the changes and put forward proposals for a revised structure.

The current structure was attached to the report at Appendix 1 together with details of current costs.

The proposed structure was shown at Appendix 2 to the report together with costings. Relevant job descriptions and person specifications for the new posts were also appended to the report. If approved, the new structure would realise savings of £50k.

All of the proposals would be subject to a period of formal consultation with staff and trade unions in line with the Council's Restructure, Redundancy and Redeployment Policy.

An Equality Impact Assessment had been undertaken and was attached to the report.

The report would also be considered by the Executive Member for Human Resources, Organisational Development and Diversity at her meeting on 1<sup>st</sup> September, 2010.

**The Executive Member APPROVED, subject to the approval of the Executive Member for Human Resources, Organisational Development and Diversity –**

**The proposed restructuring of the Business Development Team within Adult and Community Services, as detailed in the report now submitted.**

### **13. REVIEW OF THE ROLE AND FUNCTION OF THE WELFARE RIGHTS SERVICE**

The Director of Adult and Community Services submitted a report which outlined proposals to undertake a fundamental review of the Welfare Rights Service in the context of welfare benefit changes nationally, the impact of “Putting People First” and the need for savings and efficiencies resulting in the development of a sustainable model of service for the future.

The report reminded members that the Adult and Community Services General Savings, Efficiencies and Charging Proposals 2011/12 included proposals in relation to the Welfare Rights Service. Budget reductions of £100,000 were initially identified for the Welfare Rights Service for 2011/12, however, the report proposed that this should be reduced whilst the review was undertaken.

In this regard, the report went on to outline the range of free services provided by the Welfare Rights Section which included information, advice, consultancy, training, casework and tribunal representation on Social Security benefits to internal and external stakeholders. The Service had expanded into the area of specialist provider of benefits advice and a support resource to Council and agency staff. It was also a major provider of free representation for Bolton residents at Social Security First Tier Tribunals and the Upper Tribunal. Full details were provided at Appendix 1 to the report.

In view of the significant financial challenges faced by the Council, it was therefore necessary to review the advice service provided by the Welfare Rights Service to ensure that it was appropriately targeted at Council priorities and considered the

range of work delivered by other internal and external advice providers to maximise efficiency and impact.

The proposed areas for review were fully detailed in the report.

Currently, the service had two vacancies and it was proposed that the posts be held vacant whilst the review was undertaken. It was also proposed to remove the at risk letters that had previously been issued to staff within the service whilst the review was undertaken. The current staffing structure was provided at Appendix 2 to the report.

Appendix 3 to the report identified the stakeholders that would be consulted on the review with further proposals being submitted once the review was completed.

#### **The Executive Member APPROVED –**

- (i) A fundamental review of the function of the Welfare Rights Service in the context of welfare benefits changes nationally, the impact of “Putting People First” and the need for savings and efficiencies resulting in the development of a sustainable model of service for the future;**
- (ii) The freezing of the two vacant posts referred to in the report whilst the review takes place; and**
- (iii) The shortfall in savings from the original Budget report to be met from elsewhere within the Culture and Community Services Budget.**