

**ADULT SOCIAL CARE OVERVIEW AND  
SCRUTINY PANEL  
01 SEPTEMBER 2009  
7.30 - 9.30 PM**



**Present:**

Councillors Turrell (Chairman), Baily, Brossard, Mrs Fleming, Leake and Mrs Shillcock

**Executive Member:**

Councillor Birch

**Apologies for absence were received from:**

Councillors Blatchford, Harrison and Ms Wilson

**Also Present:**

Councillor Edger

Alex Bayliss, Safeguarding Adults Co-ordinator

Andrea Carr, Policy Officer

Zoë Johnstone, Senior Head of Service: Adults & Commissioning

Glyn Jones, Chief Officer: Adult Social Care

Amanda Roden, Democratic Services Assistant

**18. Apologies for Absence/Substitute Members**

The Panel noted the attendance of the following substitute member:

Councillor Brossard for Councillor Blatchford.

**19. Minutes and Matters Arising**

There were no matters arising from the minutes.

**RESOLVED** that the minutes of the meeting of the Adult Social Care Overview and Scrutiny Panel held on 2 June 2009 be approved as a correct record and signed by the Chairman.

**20. Declarations of Interest and Party Whip**

There were no declarations of interest relating to any items on the agenda, nor any indications that members would be participating whilst under the party whip.

**21. Urgent Items of Business**

There were no urgent items of business.

## 22. Performance Monitoring Report

The Chief Officer: Adult Social Care presented the Performance Monitoring Report (PMR) for the first quarter of 2009/10 relating to the Social Care and Learning Department, specifically Adult Social Care.

It was reported that during this quarter Adult Social Care had completed the major statutory returns on time to the Care Quality Commission (CQC). The planned work on refreshing the Joint Strategic Needs Assessment was underway with the Primary Care Trust (PCT) and had an autumn deadline. It was reported that a team had been appointed to work on the pilot of Transforming Adult Social Care and the associated programme board was focused on the pilot which would become operational during the current quarter. It was reported that a replacement care management recording system was due to come into place in early 2010.

Adult Social Care had a successful Annual Review Meeting with the CQC and the judgement on the 2008/09 performance year was due in November 2009 in line with the Comprehensive Area Assessment. The Councils' Older Persons Strategy had been approved by the Executive and a group had been convened from across the Council to implement the actions. Progress on this would be reported back to the Panel. There was still a demand for services in Adult Social Care and performance had been positive. Information on joint indicators had not been obtained yet from the PCT but work was being carried out on this.

It was reported that some indicators were measured annually and others on a quarterly reporting cycle which would affect the level of information available at a given time.

Arising from the Members' questions and comments the following points were noted:

- Performance reports from other agencies would be available when completed.
- Indicators relating to health were related to the PCT and Community Service and were different to the set of performance indicators relating to Heatherwood and Wexham Park Hospitals NHS Trust which would be dealt with by the Health Overview and Scrutiny Panel.
- Staff sickness absence was high in Adult Social Care but figures included twelve staff members who were currently on long-term sick leave.
- The PCT would be reviewing the eligibility criteria for continuing health care and withdrawing some funding for this. The PCT had a duty to review the needs of service users annually. It was reported that new guidance available from 1 October 2009 should make it easier for service users to gain access to continuing health care. Some people would be ineligible for this care but the decision could be appealed if thought to be unjustified.
- An explanation would be provided on performance against indicators NI 123 and NI 40 as information was captured annually rather than quarterly.
- Overall performance regarding transfers of care was very good and hospitals were becoming quicker at alerting the Council to delays.
- It was noted that the Social Care and Learning Department informed the PMR but did not produce the report. Comments would be taken into account for inclusion in the report.
- The figure for NI 139, which was obtained from the 2008 Place Survey and not from service users, showed performance in the lowest quartile but the Place Survey information would be reviewed.
- Information would be sought on the proportions of people stopping smoking.

### **23. 2008/09 Safeguarding Adults Annual Report**

The Panel noted a report on the work undertaken to ensure the Council would meet its responsibilities in relation to Safeguarding Adults and agreed the outline development plan for the year 2009/10.

The Bracknell Forest Safeguarding Adults Partnership Board had been established to enable greater local accountability and the East Berkshire Safeguarding Adults Partnership Board had been disbanded in its current form. A significant number of staff had received training to increase their awareness of possible abuse and work was being carried out to attract new staff. There had been an increase in the number of referrals to the Department.

From 1 April 2009 there was an increase in statutory obligations. Care and residential homes were subject to the deprivation of liberty safeguards and the Care Governance Board was formed. There was reported to be a high quality of service but more robust arrangements with providers would be considered to make improvements where concerns existed. Objectives would be set for this municipal year to reflect the significant changes taking place in Adult Social Care. The Council was working with Thames Valley Police and the Primary Care Trust (PCT) to raise awareness of safeguarding issues which would be central to the new IT case recording system.

Arising from Members' questions and comments the following points were noted:

- Police attendance at Strategy meetings had increased from 6% in 2007/08 to 9% in 2008/09. As police attendance was not appropriate in the majority of circumstances a realistic figure would be 15% attendance. Police were aware of these figures and were aiming to improve attendance at Strategy meetings.
- Safeguarding Adults training was mandatory for staff working within Berkshire Healthcare Foundation NHS Trust and Berkshire East PCT. Heatherwood and Wexham Park Foundation NHS Trust had set an objective to train 60% of its staff by January 2010 with the aim for 100% of staff to be trained by the following year as a balance was needed between training and running the service. There would be an update on this at the next meeting of the Panel.
- The Council took the decision to no longer use one of the providers of regulated services due to concerns about the quality of service provided. Service users would be offered a service by another provider and support and advice would be offered to those people organising their care directly.

### **24. Nomination for Partnership Overview and Scrutiny Working Group**

Councillor Turrell was nominated to join the Partnership Overview and Scrutiny Group being established to co-ordinate Overview and Scrutiny of the Bracknell Forest Partnership and its Themed Partnerships.

### **25. Executive Forward Plan**

The Panel noted the forthcoming items relating to Adult Social Care on the Executive Forward Plan.

**26. Work Programme for the 2009/10 Municipal Year**

The Panel noted a report containing the work programme for the Adult Social Care Overview and Scrutiny Panel for 2009/10 which had been adopted by the Overview and Scrutiny Commission.

**27. Overview and Scrutiny Quarterly Progress Report**

The Panel noted the Quarterly Progress Report of the Assistant Chief Executive on Overview and Scrutiny.

**28. Transforming Adult Social Care**

The Chief Officer: Adult Social Care gave a presentation on the work of the Council's Adult Social Care Section, specifically Transforming Adult Social Care (TASC).

TASC was aimed at tailoring care to people's needs and giving service users choice about how money was spent. This involved an individualised budget process including assessment and eligibility criteria and a Resource Allocation System (RAS) which was being refined and tested. The current charging policy did not recognise the personalisation agenda and RAS would include developing a contribution policy as some support may be chargeable. The aim was to be clear about expectations and for people to understand how much money was needed to assist people in being supported.

TASC would involve joint working with Health and other partners. Key objectives for this year would include validating self-assessment, how to deal with the financial contribution appeals process, communicating the programme to people, and managing and reporting performance. TASC would involve working with providers to secure flexible support options and looking at alternative solutions that people may require.

The Panel noted that one of the six work streams associated with TASC was transforming the workforce and, although this would involve changes to methods of service delivery, no need for variation in the number of staff required was envisaged. Although some policies and procedures had been tested through the earlier personalisation of services for people with learning disabilities, others such as the financial contribution appeals process required development. In terms of the commissioning and community capacity building work stream, grants to support self directed support had been agreed by the Executive in July 2009 and an innovative delivery contact was sought. Managing and reporting performance featured a shift from inputs to outcomes which were difficult to quantify and qualify. The Council currently supported 3,000 people per annum, approximately 300 of whom suffered from learning disabilities. Having been advised of the challenges associated with TASC and of the next steps towards its implementation. Members considered Overview and Scrutiny's role in the transformation.

Arising from Members' questions and comments the following points were noted:

- The Self-Assessment Form would be simple to complete and would ask for more general answers to questions regarding e.g. personal care, maintaining the home, employment. There would be 5-6 possible answers for each of the 11 domains covered in the form.

- The Self-Assessment Form was available in English only at present but support would be available to assist people in completing the form via an advocacy service and staff at the Council.
- Assessment of need would be carried out first and then a financial assessment would be undertaken to ascertain a service users' ability to pay for support. Although budgetary impacts would be avoided, it was not possible to predict future changes in the client cohort.
- TASC was thought to be an exciting opportunity for providers to be innovative and engagement work was being carried out with providers locally and nationally. Commissioning arrangements were being considered and it was acknowledged that personalisation would impact on all Council services including housing and leisure.
- All departments within the Council were involved in the Programme Board and Adult Social Care staff would attend Departmental Management Team meetings to advise other departments how they may assist the Adult Social Care Section achieve its aspirations.
- A six month pilot scheme was started on 1 August 2009 involving 29 service users and 5 members of staff so far. An update on how the pilot was started and how it was progressing would be presented to the Panel at a future meeting.
- Work would need to be carried out looking at the risks around people managing their own support and money, and to help people avoid abuse and manipulation.
- Domiciliary care could be charged for but day centre care would not be. It would be difficult to predict the impact of individual charging at this stage.
- Changes in Government policy would involve changing to Self-Directed Support (SDS) but the Council would still have a responsibility to service users to balance risk and duty of care.
- Service users' views would be sought on the success of the scheme and the scheme would be monitored as changes were made.

It was agreed that:

- i. A working group be established to undertake a safeguarding adults thematic review of Transforming Adult Social Care; and
- ii. Councillors Leake, Turrell, Edger, Mrs Shillcock and Mrs Fleming would form this group. Zoë Johnstone, Senior Head of Service: Adults and Commissioning, was the lead officer on TASC and would act as the group's departmental link officer. Assistance would also be provided by the Performance and Resources Section.

**CHAIRMAN**