



NOTICE OF MEETING

Adult Social Care Overview and Scrutiny Panel

Tuesday 1 September 2009, 7.30 pm

Council Chamber, Fourth Floor, Easthampstead House, Bracknell

To: ADULT SOCIAL CARE OVERVIEW AND SCRUTINY PANEL

Councillor Turrell (Chairman), Councillor Harrison (Vice-Chairman), Councillors Baily, Blatchford, Mrs Fleming, Leake, Mrs Shillcock and Ms Wilson

1 vacancy

cc: Substitute Members of the Panel

Councillors Mrs Angell, Beadsley, Mrs Beadsley, Brossard, Finch, Mrs McCracken and Simonds

ALISON SANDERS
Director of Corporate Services

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Published: 21 August 2009

**Adult Social Care Overview and Scrutiny Panel
Tuesday 1 September 2009, 7.30 pm
Council Chamber, Fourth Floor, Easthampstead House,
Bracknell**

AGENDA

Page No

1. APOLOGIES FOR ABSENCE/SUBSTITUTE MEMBERS

To receive apologies for absence and to note the attendance of any substitute members.

2. MINUTES AND MATTERS ARISING

To approve as a correct record the minutes of the meeting of the Adult Social Care Overview and Scrutiny Panel meeting held on 2 June 2009.

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3. DECLARATIONS OF INTEREST AND PARTY WHIP

Members are asked to declare any personal or prejudicial interest and the nature of that interest, including the existence and nature of the party whip, in respect of any matter to be considered at this meeting.

4. URGENT ITEMS OF BUSINESS

Any other items which, pursuant to Section 100B(4)(b) of the Local Government Act 1972, the Chairman decides are urgent.

PERFORMANCE MONITORING

5. PERFORMANCE MONITORING REPORT - TO FOLLOW

To consider the latest trends, priorities and pressures in terms of departmental performance as reported in the Performance Monitoring Report for the first quarter of 2009/10 (April to June) relating to Adult Social Care.

6. 2008/09 SAFEGUARDING ADULTS ANNUAL REPORT

The above report is attached for the Panel's consideration.

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BRACKNELL FOREST PARTNERSHIP

7. NOMINATION FOR PARTNERSHIP OVERVIEW AND SCRUTINY WORKING GROUP

To nominate a member of the Panel 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.

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HOLDING THE EXECUTIVE TO ACCOUNT

8. EXECUTIVE FORWARD PLAN

To consider forthcoming items on the Executive Forward Plan relating to Adult Social Care. 51 - 56

OVERVIEW AND POLICY DEVELOPMENT

9. WORK PROGRAMME FOR THE 2009/10 MUNICIPAL YEAR

To note the agreed work programme for the Adult Social Care Overview and Scrutiny Panel for 2009/10. 57 - 62

10. OVERVIEW AND SCRUTINY QUARTERLY PROGRESS REPORT

To note the Quarterly Progress Report of the Assistant Chief Executive. 63 - 76

11. TRANSFORMING ADULT SOCIAL CARE

To receive a presentation in respect of transforming Adult Social Care and establish a working group of the Panel to take forward review work in this area. Panel Members will have an opportunity to discuss related issues following the presentation in a workshop format. 77 - 78

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**ADULT SOCIAL CARE OVERVIEW AND
SCRUTINY PANEL
02 JUNE 2009
7.30 - 10.15 PM**



Present:

Councillors Turrell (Chairman), Harrison (Vice-Chairman), Blatchford, Brossard, Browne, Mrs Fleming, Harrison (Vice-Chairman), Mrs Shillcock, Turrell (Chairman) and Ms Wilson

Executive Member:

Councillor Birch

Apologies for absence were received from:

Councillors Baily and Leake

Also Present:

Richard Beaumont, Head of Overview & Scrutiny

Andrea Carr, Policy Officer

Mark Gittins, Head of Performance

Lesley Heale, Director of Social Care & Learning

Damian James, Head of Transport Provision

Glyn Jones, Chief Officer: Adult Social Care

Katharine Simpson, Democratic Services Officer

1. Election of Chairman

RESOLVED that Councillor Turrell be elected Chairman of the Adult Social Care Overview and Scrutiny Panel for the municipal year 2009/10.

COUNCILLOR TURRELL IN THE CHAIR

2. Appointment of Vice Chairman

RESOLVED that Councillor Harrison be appointed Vice Chairman of the Adult Social Care Overview and Scrutiny Panel for the municipal year 2009/10.

3. Apologies for Absence/Substitute Members

The Panel noted the attendance of the following substitute member:

Councillor Brossard for Councillor Leake.

4. Minutes and Matters Arising

The Panel noted the minutes of the former Social Care and Learning Overview and Scrutiny Panel meeting held on 25 March 2009.

5. 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.

6. Urgent Items of Business

There were no urgent items of business.

7. Presentation on Adult Social Care Services

Glyn Jones, Chief Officer: Adult Social Care, gave a presentation on the work of the Council's Adult Social Care Section. The presentation covered: the role of adult social care, key areas of work, the structure of the adult social care section, priorities in adult social care, an overview of the issues affecting specific care groups, adult social care regulation and performance outcomes.

The main focus of the Adult Social Care Section was to support and enable people to retain their independence for as long as possible. The Section was, in the main, organised around the various care groups that it supported including: older people, people with learning disabilities, people with mental health needs, people who misused substances, people with long term physical disabilities and those with Autistic Spectrum disorders.

Key priorities in adult social care included: the transformation of adult social care which would change the way that the Council delivered services to its clients and the Joint Strategic Needs Assessment which would increasingly underpin activities across the social care spectrum.

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

- Adult social care was a demand led service. The Council had a statutory duty to assess anyone who sought an assessment of their needs and a duty to support those who qualified.
- The transfer of Section 28A funding, from the Primary Care Trust, would enable the Council to allocate services in a more constructive way and recommission services to better meet client needs.
- Section 28A funding provision was calculated according to a combination of named client needs and service provision requirements
- A multi-disciplinary team had been put in place to ensure that the needs of people diagnosed with an autistic spectrum disorder were properly assessed.
- It was recognised that vulnerable adults were at risk from abuse, including financial abuse, and processes were in place for suspected abuse to be reported. All allegations of abuse were treated seriously and investigated by the Safeguarding Board accordingly.
- Council human resources policies contained guidance on the treatment of whistleblowers. Work was taking place to allay any fears, amongst staff, that services would be withdrawn if whistleblowing occurred.
- The Council currently contributed funding towards residential or nursing home placements for 230 people. A figure that equated to between 25 and 33% of the available care home beds, a more detailed breakdown would be circulated to the Panel.

- Local authorities had an overarching responsibility to ensure that self funding residents purchased services from high quality providers however, they had no power to control the prices charged by private care providers.
- If there were concerns about the quality of care provided by a private service provider then the Council would work with the Care Quality Commission, the regulatory body, to address the problem.

It was agreed that a series of visits to adult social care facilities in, and possibly outside, the Borough would be arranged for small groups of Panel members. Members would then give brief reports on their visits at meetings of the Panel. To give Members a better understanding of the services provided each visit would include an opportunity to meet the care team responsible for delivering the service. It was agreed that if a member was unable to participate in a visit they had signed up to then they would organise a substitute to attend in their place.

8. Performance Monitoring Report

The Director of Social Care and Learning presented the Performance Monitoring Report (PMR) for the fourth quarter of 2008/09 relating to the Social Care and Learning Department.

The PMR provided the final performance outturns for the year 2008/09. It was reported that data for a number of performance indicators was missing because the data was either collected once a year through an annual survey or the Council was dependant on other organisations to provide data. Technical definitions for a number of indicators had not yet been agreed by Central Government so it was not yet know what was being measured.

The PMR covered the whole Social Care and Learning Department and work was taking place to split future PMRs into two; one specific for Adult Social Care and one specific to Children's Services and Learning which would make future scrutiny more straightforward.

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

- Work was taking place with partner organisations to resolve issues over outstanding data.
- There were a number of indicators where performance had been strong or exceeded expectations including:
 - NI130 Social care clients receiving self directed support
 - NI135 carers receiving needs assessment or review
 - NI136 People supported to live independently
 - NI146 Adults with learning disabilities in employment
 - NI133 Timeliness of social care packages following assessment
- A number of staff vacancies had been held open as part of the work to modernise social care in order to give home care staff the opportunity to apply for employment elsewhere in the Council.
- Of the ten members of staff recorded as being on long-term sick leave, four had subsequently left the Council's employment. To date only two members of staff were recorded as being on long-term sick leave.
- In many social care settings the Council had to adhere to minimum staffing levels, consequently staff sickness had minimal impact on service delivery as staff were brought in from other areas to provide cover.

- The Council had made significant investments in recruitment and retention of social care staff in the past year.
- Staff turnover had improved slightly on last year's figures. A detailed breakdown of staff turnover by section would be circulated to Members.
- Future PMRs would give more detailed information about staffing matters.
- Additional questions on the PMR were to be sent to the Director of Social Care and Learning for a response.

9. **Statutory Annual Report for Adult Social Care Complaints 2008/09**

The Panel considered the statutory annual report of the Complaints Manager Adults Social Care. The report provided information about the complaints received from during the period 1 April 2008 to 31 March 2009 and details of key learning points for the Department that had been identified as a result of the complaints.

Over the course of the reported period, the Social Care and Learning Department had received 19 complaints and 115 expressed compliments relating to adult social care services. This demonstrated an improvement over 2007/08 when more complaints and fewer compliments had been received. Of the 19 complaints received in 2008/09:

- 16 were resolved at Stage 1
- 2 complaints remained unresolved at Stage 1
- 1 complaint was still awaiting a resolution at year end
- 3 were dealt with by the Local Government Ombudsman

Of the complaints referred to the Local Government Ombudsman the Council had acknowledged a problem had occurred and apologised before they had been referred.

Members were pleased to see that the majority of complaints had been satisfactorily resolved at Stage 1 of the process and considered it to be a positive reflection of the quality of the services provided.

As a result of changes made by the Department of Health these reports would merge with complaints about health services becoming Adult Social Care and Health Complaints reports. The statutory adult social care complaints process would also be replaced with a process that categorised complaints as being either a complaint that is resolved/unresolved by the local authority of health services or a complaint that is being considered by the Local Government Ombudsman. Work was being carried out by the Department to ensure that this transition was smooth and the complaints process remained transparent and robust.

10. **Change of Agenda Order**

Owing to the volume of business on the agenda, the Chairman decided that agenda item 10, Adult Social Care Representative on the Panel, be considered last.

11. **Social Care and Community Transport Review**

Damian James, Head of Transport Provision, presented a report detailing the recent Social Care and Community Transport Review. The review built on the work carried

out by the Best value Review of Bracknell Forest Council Transport in 2005 and had involved detailed analysis of service information and consultation with users.

The review had found that the internal fleet within Social Care was fragmented, under utilised, poorly managed and generally not fit for purpose. The review had recommended the centralisation of transport provision, the transfer of all transport bookings (including regular taxi bookings) to the Integrated Transport Unit, the replacement of the Council fleet with more fit for purpose vehicles as leases expired and improvements to the Council's work with Keep Mobile.

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

- New vehicle contracts would include maintenance costs; research had found that these new contracts would cost a similar amount of money to the current contracts which did not include maintenance.
- Centralisation and integration of the transport service meant that services would be provided by specialists and service users would receive an improved level of service.
- The Learning Disabilities Transport Trial operated between the hours of 9am and 10pm seven days a week. The trial was proving to be particularly popular with an average of 120 trips a week taking place.
- The number of miles clients travelled using Keep Mobile had been found to be a third of what had been envisaged when the service level agreement had been signed.
- Social services trips booked through Keep Mobile costed considerably more than their Dial-a- Ride service because a higher rate was charged for one off trips and administrative charges were included in the fare price.
- When questioned about their experiences of Council transport provision, service users had been generally positive.
- Keep Mobile offered a very personalised service to its clients and this could have impacted on satisfaction levels amongst Keep Mobile users asked about their experience of Council transport.
- Updates would be given to the Panel as the review's recommendations were implemented.

The Panel thanked Damien James on an excellent and thorough piece of work that laid the foundations for improved service delivery in the future.

12. **'Caring About Carers' - Report of the Review of Support for Carers**

The Panel received a report providing an update on the progress made to implement the recommendations of the Caring About Carers, a report of the review of support services to carers in Bracknell Forest undertaken by a working group of the former Social Care and Learning Overview and Scrutiny Panel.

It was noted that progress had been made against all the recommendations. The panel acknowledged that General Practitioner surgeries were a crucial link in supporting carers. The Lead Member of the review advised that most practices had a patient and Practice Group and the Carers' Information Pack was an agenda item for the next meeting of her local group.

As a direct result of the review a short film highlighting the help available to carers had been produced for Community TV in the Borough and this was shown to the Panel. A significant amount of funding had been given to Bracknell Forest Voluntary

Action to provide support to carers and it had been agreed that their contact details would be included in the film rather than the Council's.

13. Services for People with Learning Disabilities

The Panel noted the responses of the Executive Portfolio Holder for Adult Services, Health and Housing and the Executive Portfolio Holder for Education and Libraries to the review of services for people with learning disabilities.

14. Overview and Scrutiny Quarterly Progress Report

The Panel considered a report outlining the activities of the Council's Overview and Scrutiny Panels and the Commission over the past quarter and summarising significant national developments in overview and scrutiny and seeking agreement to the Panel's indicative work programme for 2009/10.

The Panel was informed that since the report's publication the Bracknell Forest Partnership Board had endorsed the proposed approach to overview and scrutiny of the Partnership. Guidance on the provisions relating to overview and scrutiny in the Police and Justice Act had now been published.

Officer feedback on the reviews carried out by working groups was generally positive, with the exception of one area where the overall satisfaction rating had reduced owing to one review where difficulties had been encountered due to rapid changes in government policy in relation to modernising social care and the adoption of the Bracknell Forest 14-19 Years Education Plan (2008-2013).

15. Work Programme for the 2009/10 Municipal Year

The Panel considered a report containing the indicative work programme for the Adult Social Care Panel for 2009/10.

The indicative work programme would be submitted to the Overview and Scrutiny Commission for approval on 16 July 2009 prior to its submission to the Corporate Management Team and Executive.

The modernisation of adult social care was a complex subject, to help Members understanding of the subject copies of the Government Guidance 'Putting People First' would be circulated to all Panel Members.

Attention was drawn to the review of care homes which had featured in a previous year's work programme but been held in abeyance. It was agreed that coverage of this topic would be included in review work associated with transforming social care and safeguarding vulnerable adults.

The work programme item concerning transforming social care would be progressed initially through all-Panel workshops to familiarise Members with distinct areas of the initiative before a working group was established to undertake more in-depth review work in this regard.

The Panel agreed its 2009/10 work programme for commending to the Overview and Scrutiny Commission for adoption subject to:

- i. The addition of a programme of visits to social care facilities;

- ii. The transfer of scrutiny of the Health and Social Care Partnership from the work programme of the Health Overview and Scrutiny Panel to the work programme of this Panel; and
- iii. The addition of overview and scrutiny coverage of care homes through a review of transforming social care and safeguarding adults.

16. Executive Forward Plan

The Panel noted the forthcoming items relating to Adult Social Care on the Executive Forward Plan and the following comments were noted:

Item I015484: Learning Disability Community Support Service

It was clarified that this item related to tendering for spot care for community support of people with learning disabilities. Individually the contracts were not considered to be particularly large however, combined over the course of a year the contracts' worth took the Council over EU procurement regulations.

Item I017051: Social Care and Learning Capital Programme

It was clarified that the 2009/10 Social Care and Learning Capital Programme predominantly dealt with education capital spend. It was noted that £23,000 had been allocated to fund improvements to the Social Care IT infrastructure.

17. Adult Social Care Representative on the Panel

The Panel considered a report on the co-option of a representative from the Adult Social Care sphere to its membership.

The Panel noted that it was not a statutory requirement to have co-opted members on the Adult Social Care Overview and Scrutiny Panel. The Panel considered that co-opted members would provide an additional viewpoint to reviews and would be an excellent way of involving non-council members in scrutiny of the Council.

It was agreed that:

- i. No formal co-options be made to the panel; and
- ii. Where appropriate, adult social care representatives with relevant expertise be co-opted to working groups undertaking policy reviews.

CHAIRMAN

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ADULT SOCIAL CARE OVERVIEW AND SCRUTINY PANEL 1 SEPTEMBER 2009

SAFEGUARDING ADULTS (Director of Social Care and Learning)

1. PURPOSE OF DECISION

- 1.1 To note the work undertaken to ensure the Council meets its responsibilities in relation to Safeguarding Adults, and agree the outline development plan for the year 2009/10.

2. RECOMMENDATION

- 2.1 That the attached report is noted.

3. REASONS FOR RECOMMENDATIONS

- 3.1 *No Secrets*, which is Government statutory guidance on the safeguarding of vulnerable adults, issued under Section 7 of the Local Authority Social Services Act 1970, requires Councils with Adult Social Services Responsibilities (CASSRs) to take the lead in working in partnership with all relevant organisations in ensuring that vulnerable adults are safeguarded from abuse. This report details in sections 1-13 how the Council has undertaken these responsibilities in the year 2008/09.
- 3.2 Section 14 in the attached report outlines the objectives planned to build on the work to date.
- 3.3 The actions and plans contribute to the Council's Priority 4: Create a Borough where people are, and feel, safe.

4. ALTERNATIVE OPTIONS CONSIDERED

- 4.1 None

5. SUPPORTING INFORMATION

- 5.1 None

6. ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS

Borough Solicitor

- 6.1 The relevant legal provisions are contained within the main body of the report.

Borough Treasurer

- 6.2 The Borough Treasurer is satisfied that no significant financial implications arise from this report.

Impact Assessment

- 6.3 The provisions of this report are applicable to all Vulnerable Adults within the Borough and those people supported by the Council who live outside the Borough. There are statutory duties contained within certain areas of this report.

Strategic Risk Management Issues

- 6.4 The council approach to Safeguarding Adults is used by the Care Quality commission to form a judgement as to effectiveness of the department. Parts of this report are in relation to statutory obligations for instance the Mental Capacity Act and the Deprivation of Liberty Safeguards. Failure to comply with these pieces of legislation places the council at risk of legal challenge.

Other Officers

- 6.5 Not applicable.

7 CONSULTATION

Principal Groups Consulted

- 7.1 Safeguarding Adults Partnership Board
Bracknell Forest Safeguarding Adults Forum
Social Care and Learning Departmental Management Team
Adult Social Care Management Team

Method of Consultation

- 7.2 Meetings

Representations Received

- 7.3 All recommendations have been incorporated within this version of the report

Background Papers

No Secrets – Department of Health
Safeguarding Adults a National Framework for good practice of standards in Adult Protection Work
Mental Capacity Act: Codes of Practice
Deprivation of Liberty Safeguards: Codes of Practice

Contact for further information

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Doc. Ref

ASCOSP Report – Safeguarding Adults 010909

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Bracknell Forest Council
Safeguarding Adults Annual Report
2008/09

Compiled by

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Safeguarding Adults Co-ordinator
Social Care and Learning

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Glossary

Abbreviation	Explanation
AMT	Adult Social Care Management Team: Chief Officer: Adult Social Care and Heads of Services
CASSR	Council with Adult Social Services responsibility
CMHT	Community Mental Health Team
CMHT (OA)	Community Mental Health Team for Older Adults
CR&R	Community Response and Reablement Team
CSCI	Commission for Social Care Inspection
CQC	Care Quality Commission
CTPLD	Community Team for People with a Learning Disability
DoLS	Deprivation of Liberty Safeguards
IMCA	Independent Mental Capacity Advocate
MCA	Mental Capacity Act
OP<C	Older People and Long Term Conditions Team
RiPFA	Research in Practice for Adults

1 Introduction

- 1.1 In 2000 the Department of Health published guidance to all CASSRs. The report entitled 'No Secrets' set out guidance to local authorities and their partner agencies relating to the protection of vulnerable adults within their communities.
- 1.2 A key recommendation in 'No Secrets' is that: "Lead officers from each agency should submit annual progress reports to their agency's executive management body or group to ensure that adult protection policy requirements are part of the organisation's overall approach to service provision and service development".
- 1.3 In line with No Secrets guidance, Bracknell Forest Council has lead responsibility for co-ordinating multi agency procedures that address allegations or suspicions of the abuse of vulnerable adults. Work with partner agencies ensures effective assessment and that appropriate support is offered to individuals concerned, and that there is appropriate involvement in the assessment process.
- 1.4 The Department of Health has undertaken a consultation on the review of 'No Secrets'. Bracknell Forest participated in the consultation by undertaking a wide ranging consultation of stakeholders across the borough. The Department of Health has stated that as part of the review they are considering whether there is a need for primary legislation to address the issue of abuse of vulnerable adults.

2 Progress against the 2008/2009 objectives

2008/2009 objectives are in bold with the progress stated directly underneath.

- 2.1 ***To continue to build on the links established with the Safeguarding Children agenda, and implement the protocols developed to ensure appropriate alerts/referrals are made.***
 - The protocols developed in 2008 have been implemented across the care groups and the Safeguarding Adults Co-ordinator attends the Local Safeguarding Children's Board (LSCB).
 - A liaison meeting between Adult Social Care and Children's Social Care now takes place twice yearly to share good practice and update each branch of the department on progress and issues pertinent to safeguarding, and to the wider social care agendas.
- 2.2 ***Further work with Thames Valley Police will be undertaken to enable an appropriate understanding of the needs of adults with disabilities, which will ensure more effective criminal investigations. The focus of this work will be to ensure that any barriers preventing adults with disabilities accessing the criminal***

justice system are recognised and overcome and that any appropriate supports are put in place for the victims when the investigation is ongoing.

- Although the outcomes against this objective have been mixed overall there is a positive trend; Police attendance at Strategy meetings has increased from 6% in 2007/2008 to 9% in 2008/2009, it should be noted that Police attendance is not appropriate in the vast majority of circumstances. Extrapolating data from the audit undertaken an indicative figure for police attending strategy meetings would be 15% of occasions.
- Attendance at the East Berkshire Safeguarding Adults Board has also increased as police have attended all board meeting in the past year.
- The police have not attended any of the Bracknell Forest Safeguarding Adults Forum meetings in the past year.

2.3 *We will work with NHS partners to establish levels of understanding of safeguarding responsibilities*

- All three of the NHS Trusts based in or covering the Bracknell area have developed safeguarding procedures, and work is continuing within these organisations to implement these procedures.
- Safeguarding Adults training is mandatory for staff working within Berkshire Healthcare Foundation NHS trust and Berkshire East PCT.
- Heatherwood and Wexham Park Foundation NHS Trust have set an objective of 60% of its staff to have attended Safeguarding Adults Training by January 2010.

2.4 *The East Berkshire Safeguarding Adults Partnership Board is developing a publicity strategy. The aim of the strategy is to engage all members of the partnership board in raising awareness of the abuse of vulnerable adults and what support and or guidance is available, not only within their own organisation, but within the wider community.*

- The East Berkshire Safeguarding Adults publicity strategy has been implemented. Publicity material has been distributed to all registered care settings as well as Health Centres, Libraries and Police stations. An easy read version, with voice over, of the safeguarding policy is now available on the council website, as are copies of an updated public information leaflet.
- Safeguarding cue cards providing information to front line staff detailing the steps to take if they identify any concerns regarding an adult whose circumstances make them vulnerable. These cards

have been distributed, to all staff working with vulnerable adults within the Borough.

2.5 ***A Quality Assurance framework has been developed for services supporting adults with learning disabilities. This framework will ensure a holistic and person-centred assessment of the quality of service being provided. The framework incorporates safeguarding issues. This framework will be incorporated across all care groups.***

- Work has been undertaken to revise amend the quality assurance framework used by learning disabilities service to ensure it meets the needs for all services commissioned by the department.
- Providers of services are currently being consulted on the framework; once the consultation has ended the framework will be implemented in full across all services we commission, both internal and external.

2.6 ***As a result of the RiPFA project a practitioner's guide to best practice will be published in early 2009. The Guide will provide a range of tools for practitioners when undertaking safeguarding assessments. This guidance will be adopted in Bracknell Forest.***

- The piloted group have recently given their feedback on the handbook which is being incorporated into the revised guide. This will be available for staff within the department to use during the summer 2009.

3 The East Berkshire Safeguarding Adults Partnership Board

3.1 The East Berkshire Safeguarding Adults Partnership Board provided a strategic lead on safeguarding issues across East Berkshire. However to enable greater local accountability and to ensure the momentum for change remains strong, it has been decided that the East Berkshire Board will cease in its current form. Each of the three Local Authorities across East Berkshire have formed their own Partnership Boards.

3.2 There are two areas of commonality across East Berkshire that will benefit from joint working across local Authority boundaries. Namely the

- Pan Berkshire multi-agency Policy and Procedures and
- Safeguarding Adults training.

3.3 It is therefore proposed that the current membership of the East Berkshire Board will become an advisory group which will operate as a sub group of the three Local Authority Partnership Boards, to work on these two specific areas.

4 Bracknell Forest Safeguarding Adults Partnership Board

- 4.1 The Bracknell Forest Safeguarding Adults Partnership Board has been established. The Terms of Reference are attached as Annex A. The Board is currently developing its work plan for the coming year.
- 4.2 The Board is chaired by the Chief Officer: Adult Social Care with the Director of Social Care and Learning and the Executive Member for Adult Services, Health and Housing in attendance. This further demonstrates the priority given to safeguarding adults by the council.

5 Bracknell Forest Safeguarding Adults Forum

- 5.1 The Forum continues to meet on a quarterly basis and is an information sharing and consultation Forum which ensures that local stakeholders are engaged in the safeguarding agenda. The Forum has been in operation for two years, and continues to be regarded by local stakeholders as a positive group, which is useful to the local community. The Forum reports to the Bracknell Forest Safeguarding Adults Partnership Board.
- 5.2 70 People have attended the group over the past year this includes representatives from
- Commissioners of social care
 - Providers of services for all vulnerable groups, from both the public and private sectors.
 - Berkshire East PCT
 - Community Health Services
 - Legal Services
 - Commission for Social Care Inspection
 - Vulnerable groups: expansion of this group is a target for 2009/10
 - Bracknell Forest Strategic Housing Team and providers of social housing
 - Environmental Health
- 5.3 The Forum has discussed, or has been consulted on various issues including Deprivation of Liberty Safeguards (DoLS), the role of environmental health in Safeguarding and the Department of Health's consultation on the review of 'No secrets'.

6 Safeguarding Adults Policy and Procedures

- 6.1 To supplement the Pan-Berkshire Safeguarding Adults procedures a Bracknell Forest procedure has been produced to give staff working within Adult Social Care clear guidance on the safeguarding process. The procedure set out the expectations of staff in relation to the format for recording assessments and safeguarding plans.
- 6.2 Plans are in place to review the Bracknell Forest internal procedures to incorporate the learning gained from audits of safeguarding work.
- 6.3 A review of the Bracknell Forest Safeguarding procedures will take place in conjunction with the implementation of the new I.T. system for Adults Social Care (October 2009). This will incorporate safeguarding, mental capacity assessment and deprivation of liberty requests and authorisations.

7 Strategic Developments

- 7.1 There is an increasing emphasis for Local Authorities, where necessary to continually improve the standards of services (in regulated services) they provide or commission. To achieve this Adult Social Care has created the Care Governance Board - ToR attached as Annex B.
 - 7.1.1 The focus of the Board is to ensure that where issues of poor quality of services are identified, the Council works in partnership with the providers of those services to ensure that robust improvement plans are in place.
 - 7.1.2 The Board is the decision making body in relation to the success of the improvement plan, were the local authority has the power to support the delivery of the necessary changes.
 - 7.1.3 The Board also provides a scrutiny function on the quality of Care Management practice, with any appropriate actions being developed and implemented.
 - 7.1.4 During the year 2008/09 the Head of Adults and Commissioning, commissioned audits into:
 - The application of the Mental Capacity Act
 - Adherence to the statutory timeframes for reviews of peoples' needs who are currently living in a Residential or Nursing Home.

The recommendations of the report are currently being considered by the Adults Management Team and the Care Governance Board.

- 7.2 Safeguarding Adults remains on the agenda of the Domestic Abuse Forum, with clear and identifiable actions being assigned to the Safeguarding Adults Co-ordinator to ensure that adults whose

circumstances make them vulnerable are enabled to access information and support on the issue of Domestic Abuse.

- 7.3 A protocol has been developed for Adult Social Care finance section to ensure there are clear procedures in place in relation to their responsibilities regarding Safeguarding Adults. The protocol identifies the types of abuse and what steps staff must take following the identification of concerns.
- 7.4 The Safeguarding Adults Co-ordinator now attends the Multi Agency Public Protection (MAPP) meeting. This enables potential risk to Adults whose circumstances make them vulnerable posed by serious and or sexual offenders living within the community to be fully assessed, and where necessary plans put in place to minimise the risk.
- 7.5 Safeguarding now forms part of the Multi Agency Risk Assessment Conference (MARAC). The focus of this process is to look at the victims of Domestic Abuse and where appropriate formulate risk management plans to support the victim. The Safeguarding Adults Co-ordinator attend this meeting regularly.

8 Performance Monitoring

- 8.1 During the summer of 2008 an audit of 20% of safeguarding assessments undertaken during 2007/2008 was completed. The audit highlighted a number of areas for development in relation to the application of the Berkshire Safeguarding Adults procedures. A report was submitted to the AMT with a number of recommendations. The recommendations were accepted in full.
- 8.2 One of the recommendations of the above report was that all safeguarding assessments undertaken since April 2008 be audited. Data cleaning has taken place and a detailed analysis of practice has been developed across all teams. Processes are in place to enable Team Managers and Heads of Service within care groups to be aware of the progress of safeguarding assessments. There are also now processes in place for Team or Assistant Team Manager to audit assessments prior to the closure of any safeguarding concerns.
- 8.3 A rolling programme of audit into the application of the safeguarding procedures is in place;
 - All safeguarding assessments and application of the process is audited by either a Team Manager or Assistant Team Manager prior to the closure of the safeguarding process.
 - Random samples of safeguarding assessments are audited by the relevant Head of Service.
 - A six monthly audit of 20% of all safeguarding referrals across all care groups is carried out by the Safeguarding Adults Co-ordinator

in conjunction with a member of the relevant team's management. This stage of the audit process also comments on the compliance with the above stages of audit process.

- 8.4 Reports are provided to Team Managers and Heads of Service in relation to compliance with the timeframes within the Safeguarding Procedures. The report forms part of the quality assurance arrangements for senior managers and informs continual service improvement.
- 8.5 There is evidence that this programme of work has contributed to an improvement in compliance with the standards laid out in the Berkshire Procedures. Performance management data since January 2009 till March 2009 show that we are now compliant with the 24 hours timeframe for strategy discussion in 98% of occasions were as the same time period for the previous year compliance was only on 94% of occasions.

9 Statistical Analysis

- 9.1 Annex C, sets out a range of information in relation to referral numbers and compliance with agreed time scales. Overall compliance with the 24 timeframe for a strategy discussion is positive with 95% compliance. Improvements need to be made to ensure 100% compliance, this will be achieved by August 2009 and ongoing monitoring is in place to ensure 100% compliance is maintained.
 - 9.1.1 Annex C shows compliance with best practice in relation to holding strategy meetings. ADASS standards indicate a five day target, but on occasions, the need to ensure that the individual concerned and relevant professionals are engaged overrides this timescale... There has been a significant improvement on performance compared to the previous year when compliance with the timeframe was achieved in 64% of occasions.
 - 9.1.2 Analysis of all strategy meetings indicates that 86% of strategy meetings were held at the earliest opportunity to ensure that all relevant people were in attendance.
 - 9.1.3 Annex C highlights the outcome of the safeguarding process in terms of the allegation of abuse being substantiated, unsubstantiated or inconclusive. It should be noted that to come to this decision the balance of possibilities test is used rather than beyond reasonable doubt as is used in the criminal justice system. The majority of referrals are either unsubstantiated or inconclusive following assessment; this is the same as 2007/08. This is in part due to the majority of allegations or concerns relating to acts of possible abuse happening on occasions when there is no third party witness. It therefore comes down to one person's word against another.

- 9.2 Annex D shows referrals by receiving team. Community Response and Reablement received the largest number of referrals. This team acts as a single point of access for referrals into the department. People with a learning disability are highly represented in terms of a care group; this is consistent with previous years and may in part be due to the disproportionate number of people with a learning disability living in Bracknell Forest.
- 9.3 Annex E provides information in relation to the type of alleged abuse to which people have been subjected. The main areas of change from the figures presented in the 2007/08 annual report are in relation to referrals of alleged institutional abuse. There has been a 5% decrease but this is due to the way in which these concerns are now addressed. Concerns in relation to the way in which services are provided to more than one person are now addressed under the Care Governance protocol. Therefore they are no longer included with this section of the report. Please refer to section 11.
- 9.3.1 Annex E also highlights an increase in referrals regarding alleged financial abuse. This is a result of increased awareness of safeguarding issues by staff working with the finance section of Adult Social Care and the implementation of the procedure previously outlined in section 6.5
- 9.4 Annex F highlights the sources of referrals. The highest source of referrals is Adult Social Care itself. Concerns are often identified through assessment and review process.
- 9.4.1 It is encouraging to see that providers of services are continuing to identify safeguarding concerns and refer them to Adult Social Care.
- 9.4.2 The biggest increase in source of referrals is individuals referring themselves for support and assessment. This is of particular significance as previous years' reports have identified that individuals themselves tend not to contact Adult Social Care asking for support when they are experiencing abuse or neglect. It is thought that this increase is due to the awareness raising work that has been undertaken with various partnership boards and the publicity campaign undertaken.
- 9.4.3 Analysis of the sources of safeguarding referrals and participation in safeguarding training suggest that there is further work to do to establish whether the low level of referrals from NHS partner organisations reflects levels of awareness and understanding of responsibilities. Currently only 6% of safeguarding referrals come from the NHS, and they have been under-represented on training.
- 9.4.4 Annex's I-M are in relation to those circumstances where the allegation of abuse was substantiated. It is not possible to comment on trends due to the small number of substantiated allegations.

10 Care Governance Board

- 10.1 The Care Governance Board has worked with 12 providers of regulated services during the year to develop improvements plans. The need for improvement plans being formulated were either a zero or one star rating from CSCI or safeguarding concerns being raised in relation to the way in which the service is being provided.
- 10.2 Currently 3 providers of regulated services are being supported by the Care Governance Board. Of the remaining 9 providers of regulated services, 8 have been supported to improve their services to a level whereby the council no longer has concerns about the way in which the services are provided. The council did take the decision to no longer use one provider due to concerns about the quality of service provided.

11 Training

- 11.1 Progress on Safeguarding Adults training has been significant during the period of this report. 95% of all staff working within Adult Social Care have now received safeguarding training to an appropriate level. For action in relation to the remaining 5%, see section 14.
- 11.2 To ensure that Safeguarding training is provided to all council staff that have contact with adults whose circumstances make them vulnerable, a programme of training has been developed that will be delivered across all council departments. The training will also include information on safeguarding children.
- 11.3 To ensure a high level of staff awareness in relation to DoLS, a programme of training has been developed on a Berkshire-wide basis. Key staffs needing to attend have been identified and attended the relevant courses.
- 11.4 The DoLS legislation has introduced new roles and functions. One of the new roles is that of Best Interest Assessor. It is the responsibility of the BIA to undertake certain elements of the assessment process to ensure that, where appropriate, an authorisation is granted to deprive an individual of their liberty in a care home setting. See section 13 for full details.
- 11.5 Staff have been selected to undertake the role of Best Interest Assessor and have recently completed the mandatory training course which is accredited by the Department of Health.

12 Mental Capacity Act 2005

12.1 To ensure compliance with the Mental Capacity Act and the associated Codes of Practice, a rolling programme of audit is planned. The outcomes of the audit will be shared with the Adult Management Team and recommendations from the audit reports will be implemented.

12.2 There are specific circumstances under which Local Authorities must engage an IMCA:

- When considering moving an individual who has been assessed as not having the capacity to make this decision into residential/nursing care
- And there are no family or friends available to support them in this decision
- Local Authorities have a discretionary power to engage an IMCA in Safeguarding Adults investigations even if there are family members or friends involved.

12.3 Bracknell Forest is a member of the Berkshire Implementation Network (BIN) for the Mental Capacity Act. A pooled budget has been in place to commission both training and the IMCA service across Berkshire.

12.4 The training programme for mental capacity will continue in 2009/10 to ensure that all new staff are appropriately trained.

12.5 During 2008/2009, 10 referrals were made for an IMCA. Referrals were in relation to people with:

- Mental Health issues
- Learning Disabilities
- Older Adults
- Physical Disability

The data provided by the IMCA service does not currently support analysis of the sources or reasons for individual referrals

13 Deprivation of Liberty Safeguards (DoLS)

13.1 The Deprivation of Liberty Safeguards (DoLS) were implemented in April 2009. The safeguards apply to adults in a care home or hospital setting (for the local authority we are only responsible for care home settings) who lack capacity to consent to their stay in the care home and whose care regime is such that it amounts to a deprivation of their liberty.

- 13.2 The safeguards have a new role of Best Interest Assessor (BIA), who responsibility it is to undertake assessments with an appropriately trained Doctor to ascertain if the person is being or needs to be deprived of their liberty. It is the responsibility of the council to ensure this happens and that the code of practice is complied with.
- 13.3 The Safeguarding Adults Co-ordinator is supporting the Head of Adults and Commissioning in leading the implementation work and providing professional support to local stakeholders and BIA.
- 13.4 An information pack has been distributed to all care homes in the borough and DoLS has been a standing agenda item at the Forum for the past 12 months.

14 Objectives for 2009/10

14.1 Strategic Developments

- 14.1.1 The council has adopted 6 medium term objectives. Objective four is of particular relevance to the Safeguarding Agenda: "Create a borough where people are safe and feel safe". To enable Adult Social Care to contribute to the achievement of this overarching objective the following are agreed as the Safeguarding Adults objectives for the year 2009/2010
- 14.1.2 The Council will review and where appropriate amend all safeguarding procedures to ensure that they compliment the personalisation agenda, and that safeguarding adult issues are reflected in the council's approach to personalisation.
- 14.1.3 Increased awareness of Safeguarding Adults issues within the voluntary sector. The outcome of this will be evidenced by attendance at the Partnership Board and Forum by representatives of the voluntary sector and an increase in referrals/alerts from voluntary organisations.
- 14.1.4 The council will ensure all Safeguarding Adults procedures are accessible to all members of the community, including people who purchase their own care. The outcome of this will be measured by the number of individuals who purchase their own care who are supported through the safeguarding process.
- 14.1.5 Ensure the Bracknell Forest Safeguarding Adults Partnership Board is a robust Board that both scrutinises the council's own performance in relation to safeguarding, and acts as a critical friend to other member organisations.
- 14.1.6 Safeguarding adults will be part of the proposed Domestic Abuse Referral Team (DART) that is being facilitated by Children's Social Care. This will be a multi-agency virtual team that will signpost victims of domestic abuse to relevant support agencies. This will support objective 14.1.3 as the police will be in attendance.

- 14.1.7 Increase referrals number from Thames Valley Police, ensuring through audit processes that staff are considering the need to refer concerns where appropriate to Thames Valley Police. This will be achieved by April 2010.
- 14.1.8 Continue work with NHS partners to further increase levels of understanding of safeguarding responsibilities. The outcome of this work will be demonstrated by an increase in referral numbers from NHS partners.
- 14.1.9 Currently a Quality Assurance Framework is under consultation with providers of services. This framework will ensure a holistic and person-centred assessment of the quality of service being provided. The framework incorporates safeguarding issues i.e. are staff aware of safeguarding procedures, any alerts or referrals that have been made regarding the provider and if they have been subject of an improvement plan agreed by Care Governance Board or CQC . This framework will be implemented across all care groups.

14.2 Performance Monitoring

- 14.2.1 The Care Governance Board will assume responsibility for ensuring compliance with internal performance targets. This will be achieved via reports from the Safeguarding Adults co-ordinator to the Board with appropriate improvement plans being formulated by Heads of Service/Team Managers.
- 14.2.2 Continuation of the audit programme for safeguarding adults' assessments will be undertaken. The audit will focus on compliance with performance targets and will look at the quality of assessment with the aim of recognising good practice and where necessary driving up standards of assessment.
- 14.2.3 The new IT system, due for implementation in October 2009 will be configured to support a more in-depth analysis of safeguarding adults data.
- 14.2.4 A robust data set will be devised to aid analysis of equality issues in relation to individuals whom have been subject of safeguarding alerts/referrals

14.3 Training

- 14.3.1 The remaining 5% of Adult Social Care staff, who have not undertaken an appropriate level of Safeguarding Adults training, have been identified. As a result, specific training targeted at Senior Managers and their role in safeguarding adults is being commissioned.
- 14.3.2 All staff undertaking safeguarding assessments will have attended level 2 training by March 2010.

- 14.3.3 A rolling programme for Mental Capacity and Deprivation of Liberty Safeguards will be developed to ensure that appropriate staff are targeted and attend this training.
- 14.3.4 Potential BIA's have been identified and applications have been submitted to local Universities, their training will be complete by October 2009.

Bracknell Forest Safeguarding Adults Partnership Board (SAPB)

Terms of Reference

Aims

The Partnership Board is responsible for the development and implementation of local policy and procedures in relation to the safeguarding of adults whose circumstances make them vulnerable. Policies and procedures must respond to National standards, and reflect best practice.

Objectives

Policy and Procedures

To establish, maintain and review multi-agency policy and procedures for responding to allegations or suspicions of significant harm to individuals covered by the policy.

To ensure that member agencies develop local procedures that respond to the Bracknell Forest/ Berkshire procedures.

Prevention

To co-ordinate a programme of work, the purpose of which is to actively promote a culture which prevents harm through the development and implementation of a of a publicity strategy, the target audiences being:-

- The general public
- Providers of care and support services
- Individuals whose circumstances make them vulnerable, and
- their informal carers

Through appropriate membership, ensure that the work of other themed partnerships¹ reflects the safeguarding adults' agenda

Training

To ensure that a robust programme of training, which, is delivered in all appropriate agencies (and meets ADASS standards). This must include level 1 training for all staff, and levels 2 and 3 training for identified professional staff.

To ensure that issues of safeguarding are embedded in all training provided by partner agencies

Forum

To oversee the work of the local Safeguarding Adults Forum. This will provide an information sharing and discussion opportunity for staff and managers from all local services.

¹ Local Safeguarding Children's Board, Domestic Abuse Forum, Crime and Disorder Reduction Partnership, Learning Disabilities Partnership Board, Multi-Agency Public Protection, Multi-Agency Risk Assessment Conference, Mental Health sub-LIT

Governance

Each member agency is accountable to the SAPB for their safeguarding “activity”. Each member agency will produce quarterly activity information for the Board, using the pro-forma agreed.

Each agency will produce an annual report in May, summarising activity for the previous financial year.

The Board will produce an annual report, summarising activity and outcomes, for scrutiny by the Health and Social Care Partnership Board and the Departmental Overview and Scrutiny Panel.

Involvement

Ensure that people made vulnerable by their circumstances, and their informal carers are involved in the work of the SAPB in ways which are meaningful and appropriate to them.

Practice Development

The Board will establish a Serious Case Review Protocol and where appropriate will commission such reviews.

Any issues of concern arising through the BFC Care Governance Board that require the attention of the Safeguarding Adults Partnership Board will be reported as appropriate.

The Board will ensure that member organisations are informed about practice and research developments.

Performance Management

The Board will monitor safeguarding activity across member organisations and act as a ‘critical friend’ to member organisations in supporting them to recognise good practice and where appropriate develop improvement plans.

Membership

Core Member Organisations

- Bracknell Forest Council:
 - Social Care and Learning
 - Environment, Culture and Communities
 - Corporate Services
 - Executive Member for Adult Services, Health and Housing
- Thames Valley Police
- NHS
 - Berkshire East
 - Berkshire East Community Health Services
 - Berkshire Healthcare NHS Foundation Trust
 - West London Mental Health Trust (Broadmoor Special Hospital)
 - South Central Ambulance
- Care Quality Commission
- Bracknell Forest Voluntary Action
- Berkshire Care Association
- Members of the LINKs Steering Group
- Royal Berkshire Fire and Rescue Service



ADULT SOCIAL CARE CARE GOVERNANCE PROTOCOL

1 INTRODUCTION

It is the responsibility of the Council to work with providers of adult social care to ensure continuous improvement. This is particularly important where services are not judged to meet appropriate standards, and may therefore place individuals at risk. The CSCI inspection regime has recently changed, and during 2008, CSCI will be inspecting services that provide adult social care, and awarding ratings on a scale of 0 (poor) - 3 (excellent). The quality of services that are commissioned by a Local Authority will impact on departmental performance.

2 PRINCIPLES AND PURPOSE

This protocol will be used to ensure that the Department commissions safe services that deliver quality outcomes in line with the objectives of the Council. It establishes and/or clarifies the systems and processes which will

- identify provider services that are of concern, and
- ensure appropriate management action to address those concerns

3 RESPONSIBILITIES

Operational Heads of Service are accountable for the management of day-to-day quality/performance issues associated with the independent sector providers, such as missed/late calls or allegations about provider bad practice.

They are therefore responsible for ensuring that the protocols are implemented within their areas of responsibility.

4 SOURCES OF INFORMATION

There is information from a range of sources that will assist in assessing the quality of services, identifying potential causes for concern, and taking appropriate action to ensure that those concerns are addressed.

- **CSCI Reports and Regulatory Letters**

On a monthly basis, CSCI circulate notifications of all inspection reports that have been published in the previous month.

CSCI write to services if they have serious cause for concern about the quality of service. The Local Authority within which the service is located is informed that there are concerns, and will be expected to discuss and

clarify any issues with the service concerned, and take appropriate actions if the concerns relate to safeguarding issues. If BFC receive such letters the information is circulated to neighbouring authorities, and similarly BFC may receive such information from neighbouring authorities.

- **Cautions alerts from other Local Authorities**

Where other Local Authorities have concerns about the quality of services, they will alert either the Contracts Team of Local Authorities that may purchase services from the provider.

- **Safeguarding Adults Alerts**

Safeguarding Adults investigations may lead to wider concerns about provider organisations, or particular services that need addressing.

Safeguarding Adults Coordinators from other Local Authorities will share information if there is a possibility that other people supported by the independent sector organisation in question may be at risk.

- **Complaints, MP enquiries and Member enquiries.**

The department has procedures to respond to complaints, MP and Member enquiries. A system is in place to ensure that responses are co-ordinated, monitored and appropriate action is taken to ensure continuous improvement. This includes issues relating to commissioned services. The Complaints Coordination Group will ensure that any relevant information is made available to the contracts team.

- **Feedback from Individuals and Reviews**

Care Managers or staff working in other provider services can have concerns themselves, or receive information from individuals or families that raise concerns about service quality. Provider staff and care managers must ensure that the relevant Team Manager is made aware of concerns, and Team Managers should ensure that the Contracts Team are notified of any concerns, so that the information can be disseminated and acted upon in accordance with this protocol.

5 COLLATION AND DISSEMINATION OF INFORMATION

The Contracts Team maintain a central spreadsheet detailing all causes for concern relating to external service providers: this includes those providers from whom BFC purchases or commissions services, including services outside of the Borough, and other local providers from which it is possible that services may be purchased in future.

This is updated monthly on receipt of the information from CSCI (see section 4), and notification of this is circulated to Team Managers and Heads of Service.

When considering purchasing a service, staff should consult the database so that any potential concerns can be taken into consideration.

6 CAUSE FOR CONCERN TRIGGERS

Cause for concern may be triggered in a number of ways such as:

- a negative CSCI inspection with a rating of 0 or 1,
- a particular untoward incident

- suspected safeguarding issue,
- concerns raised by care management staff,
- complaints from residents or relatives
- concerns expressed by partners agencies e.g. NHS

The following are also triggers that may raise quality issues

- Exceptional or unusual death rate
- State of building
- Financial stability
- Low occupancy levels, particularly in small care homes
- % of beds purchased by BFC adult services (*not in itself a cause for concern, but the impact would be great if there were issues*).
- High level of complaints
- Changes and transition in management or ownership
- High staff turnover

7 RISK ASSESSMENT

- 7.1** If concern is triggered then the Department needs to assess the risk to the individuals using the service, based on the range of information available, and should plan to address the risks, and support service improvement a number of actions may be included in the Action Plan.

8 ACTION PLANNING

8.1 Immediate Actions/Options

- **Cautions**

The Contracts Section maintain a list of providers for which new placements are held in abeyance whilst serious quality and/or safeguarding adult concerns are being investigated or have an improvement action plan in place: this is the Cautions list.

A service may be placed on the Cautions List following concerns raised through any of the routes identified in Section 4. The decision to place a service on the Cautions list will be taken by the relevant Strategic Head of Service in consultation with the Contracts Manager. The list and the “flag status” of each service will be reviewed by the Care Governance Board. Services will be “flagged” according to assessed levels of risk, as agreed by the Care Governance Board:-

- Red:- High risk
- Amber – Medium risk
- Green - Low risk

Caution notifications received from neighbouring authorities may result in inclusion on BFC cautions list. This decision will be taken by the relevant Strategic Head of Service in consultation with the Contracts Manager.

If concerns about a service warrant it, BFC may need to review all existing placements in a particular home, or with a particular organisation. This process will be managed by the Operational Head of Service.

- **Formal Suspensions**

Providers are suspended when CSCI issue a Notice to Close. The Department is usually well informed on homes with major quality issues, as under the CSCI information sharing protocol information is shared if individual providers may be subject to enforcement action which could lead the department to formally suspend placements.

8.2 Informal Improvement plan

Where issues are minor and readily rectified and there is a willingness to work in partnership, the provider and Operational Head of Service can agree an informal improvement plan.

8.3 Support for long-term improvement

Where a service is under caution the department will work with them to develop a quality improvement plan which will be supported and monitored at a local level. These will be co-ordinated by a manager nominated by the relevant Head of Service.

- **Workforce Development**

The department has a workforce development and training function that is an integral component of the quality assurance framework. This can deliver a targeted service to care providers in the independent sector who are assessed as 'poor', or where there is concern about their capacity to deliver safe and effective services.

- **Care Group Management Team Advice and Support**

Team Managers and frontline staff can provide advice and support to providers in order to work in partnership with providers to deliver good quality support and care.

8.4 Care Group Monitoring Response

There will be strong links between the Cautions List and care group processes.

- Red flagged services will have a robust action plan and monitoring regime in place, and no new placements will be made. Review outcomes will be reported to the Care Governance Board to inform decisions regarding future status of the service.
- Amber flagged services will have a robust action plan and monitoring regime in place. New placements may be agreed after a risk management plan is approved by the relevant Operational Head of Service.

Green flagged services will be monitored to ensure sustained performance, and may be removed from the Cautions list once the Care Governance Board is satisfied that the quality issues have been addressed and maintained. Where other Local Authorities have concerns

about the quality of services, they will alert either the Contracts Team, or the Safeguarding Adults Coordinator of other Local Authorities that may purchase services from the provider.

- All 0-1 star providers will have an identified link care manager to monitor and support quality improvement.

9 ONGOING ACTION

Before making arrangements to purchase a service from an independent sector provider, Care Managers must consult:

- the Cautions List
- latest CSCI Inspection report

to inform the final decision regarding whether to place, and the subsequent monitoring plan.



ADULT SOCIAL CARE

CARE GOVERNANCE BOARD

Operational Heads of Service will take the lead in developing borough wide review arrangements to support local quality outcomes and contract monitoring of providers in the independent sector.

The aim of the Care Governance will be:

- To ensure there is a forum for bringing together evidence of quality or concern in relation to independent providers across the borough
- To ensure some consistency and sharing of decision making about Cause for Concern Triggers, and inclusion of provider services on the Cautions List
- To monitor and progress chase improvement actions and or action plans
- To provide forum to discuss monitor and review institutional safeguarding issues.
- To report to and advise the Adult Management Team.

Membership will be:

Head of Adults and Commissioning (Chair) (Head of OP and LTC in absence)
Care Group Team Managers
Operational Heads of Service (if relevant services are being discussed.)
Contract Manager
Brokerage Team Manager
Safeguarding Adults Co-ordinator
PCT Community Matrons

Meetings will be monthly

Format

- Issues raised from Care Governance
- Report from Safeguarding Co-ordinator
- District concerns and actions plans (new cases) – brought by Head of Service based on local info and CSCI updates
- Sign off of new action plans
- Updates on existing improvement plans/action plans – to include sign off when satisfactory progress demonstrated
- Discussion of good practice issues – innovation and good ideas for improvement

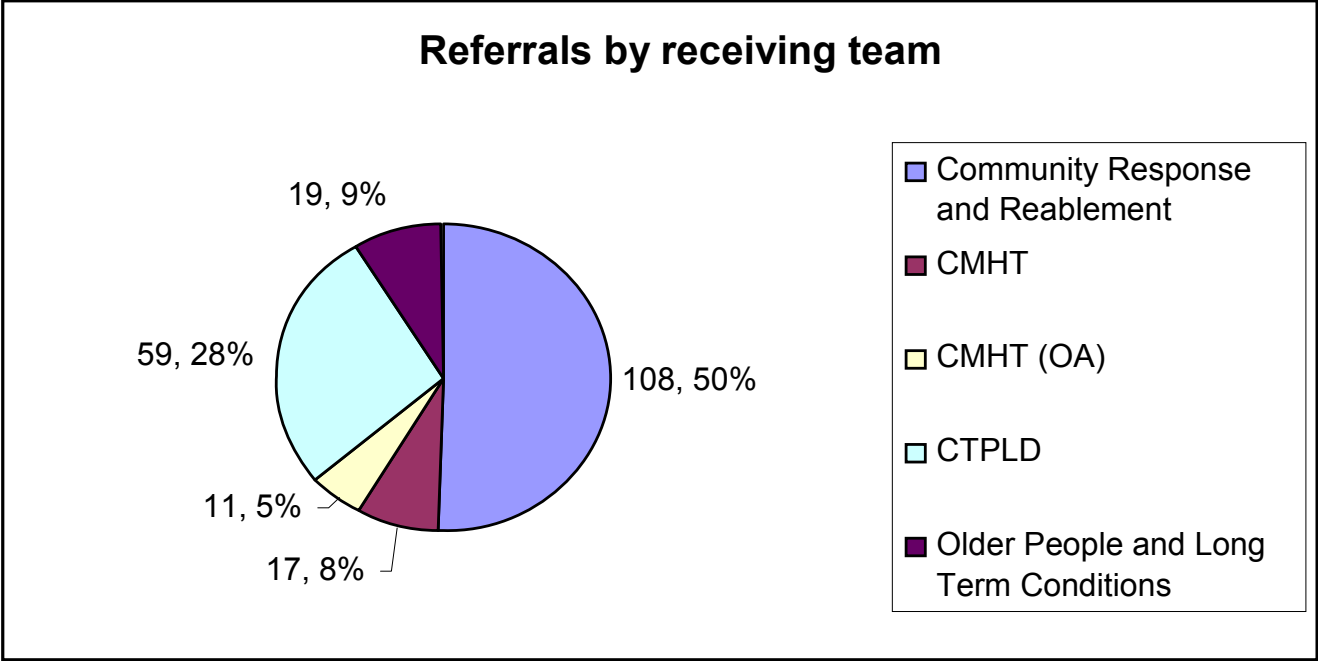
Fast Track Decision Making

Where urgent decisions need to be made concerning provider quality issues these will be taken by the Strategic Head of Service to the Area Governance Group and then placed on the agenda at the next meeting.

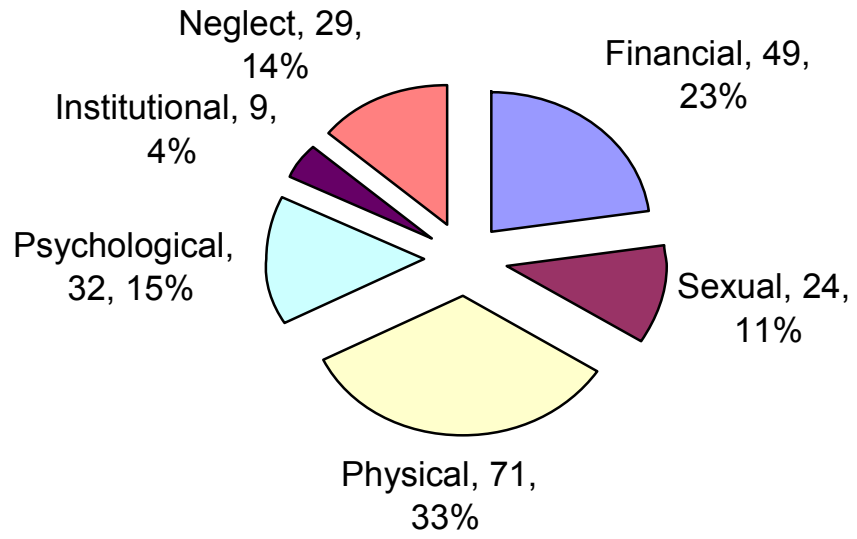
Annex C

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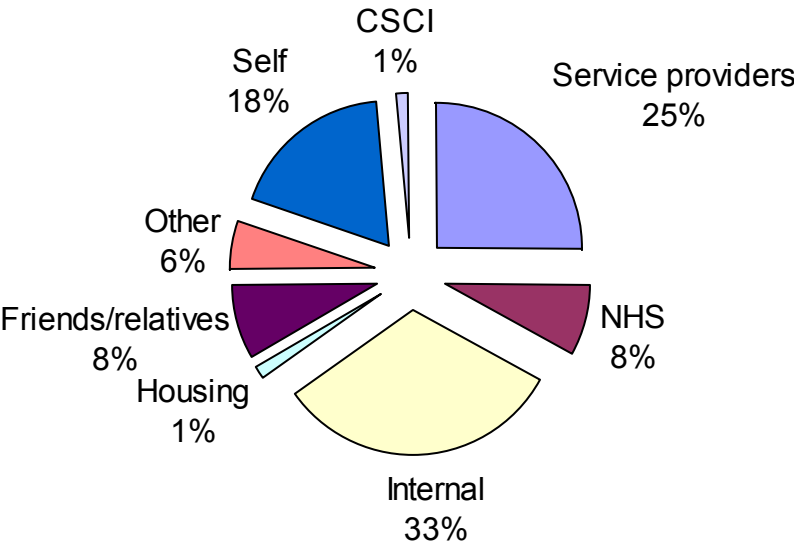
Care Group	Referrals 07/08	Referrals 08/09	Compliance with Strategy discussion Timeframe of 24 hours	Occasions were the Strategy meeting has been held at the earliest opportunity with all relevant people in attendance	Outcome
Community Team for People with a Learning Disability	25	59	99%	91%	Unsubstantiated – 35
					Substantiated – 13
					Inconclusive – 5
					Ongoing – 6
Community Response and Reablement	39	108	96%	99.5%	Unsubstantiated – 84
					Substantiated – 5
					Inconclusive – 10
					Ongoing – 9
Community Mental Health Team	5	17	100%	84%	Unsubstantiated – 16
					Substantiated – 1
Community Mental Health Team (Older Adults)	1	11	82%	66%	Unsubstantiated – 7
					Substantiated – 1
					Inconclusive – 2
					Ongoing – 2
Older People and Long Term Conditions Team	7	19	95%	100%	Unsubstantiated – 13
					Substantiated – 2
					Inconclusive – 2
					Ongoing – 2
All Care groups	77	214	95%	86%	Unsubstantiated – 155
					Substantiated – 22
					Inconclusive – 19
					Ongoing – 18



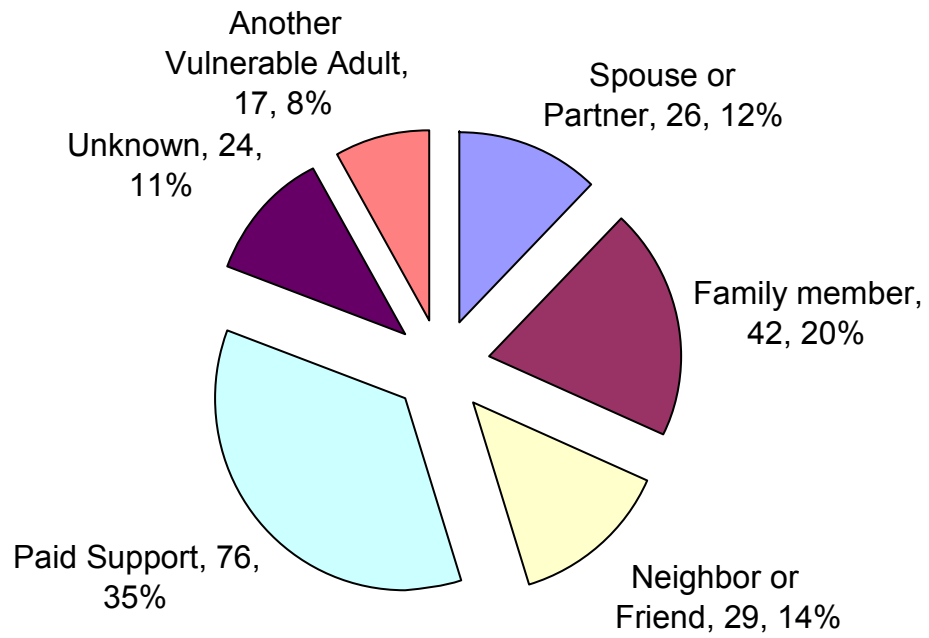
Category of alleged abuse



Referral source 2008/2009

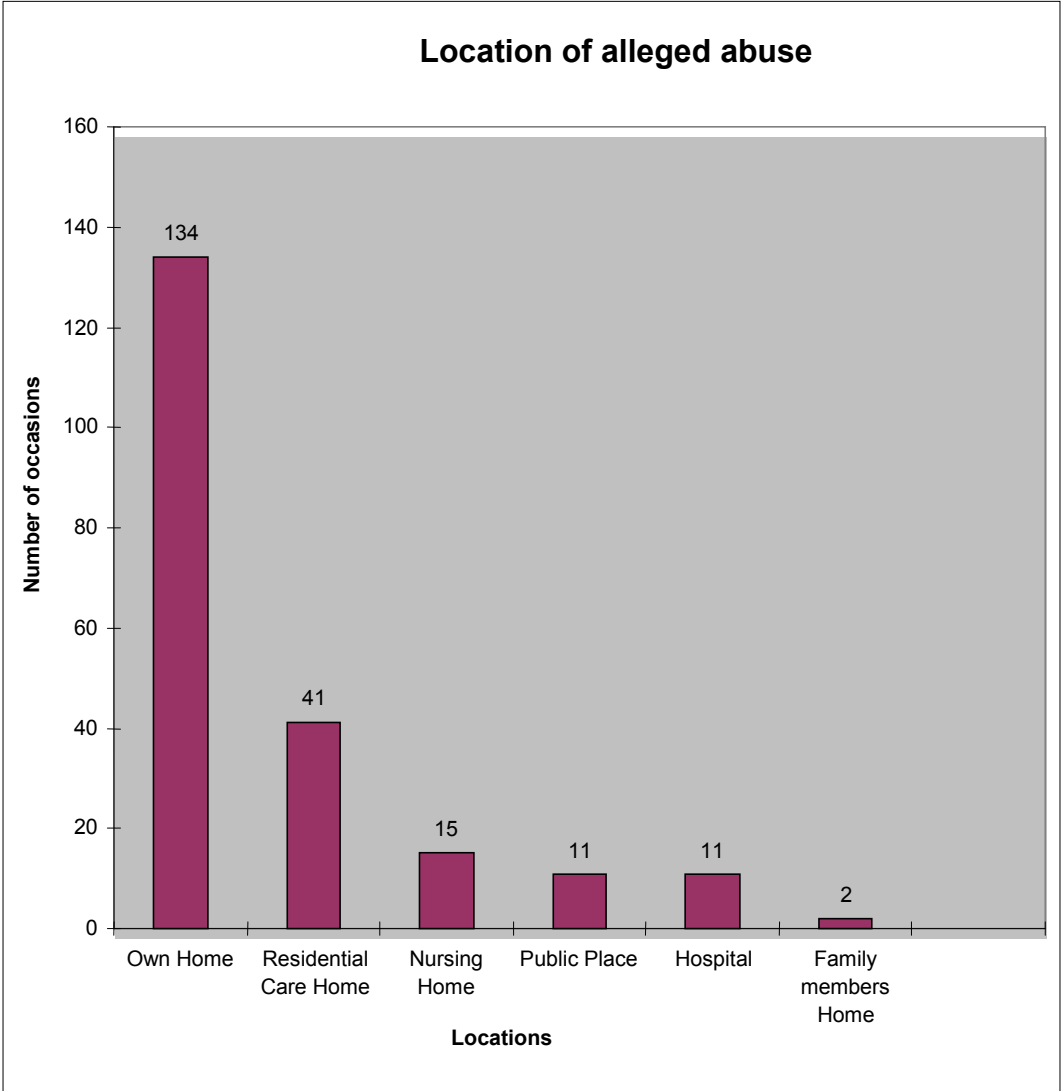


Alleged perpetrators relationship with vulnerable adult

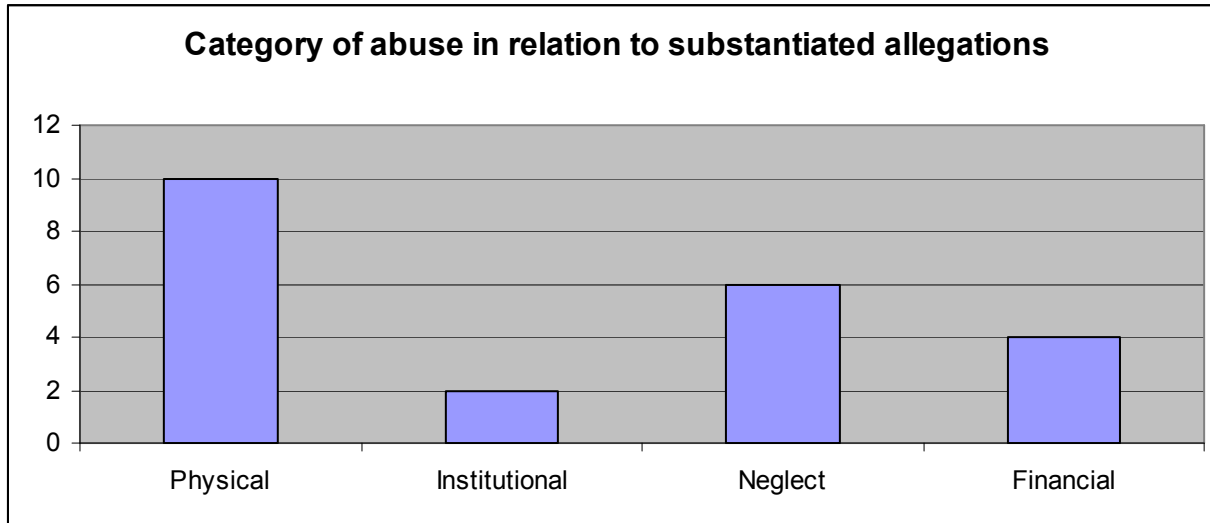
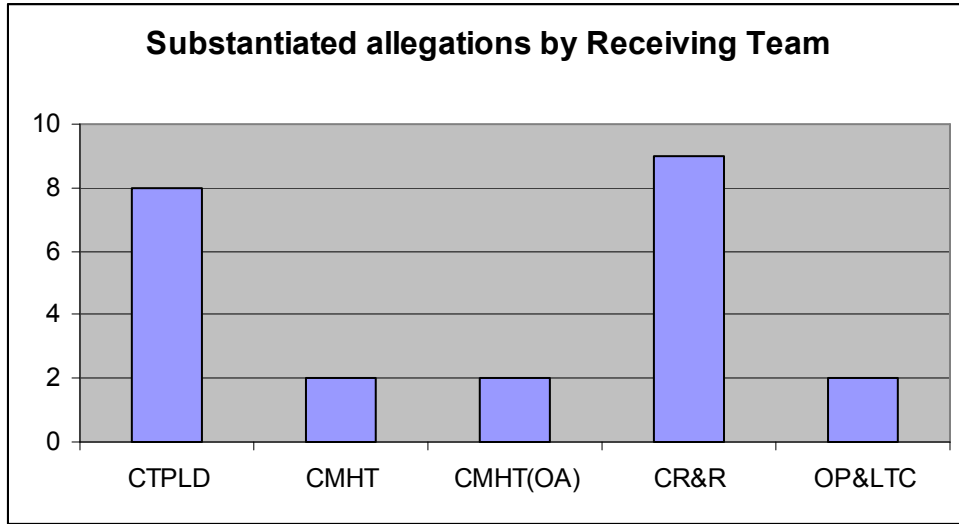


Annex H

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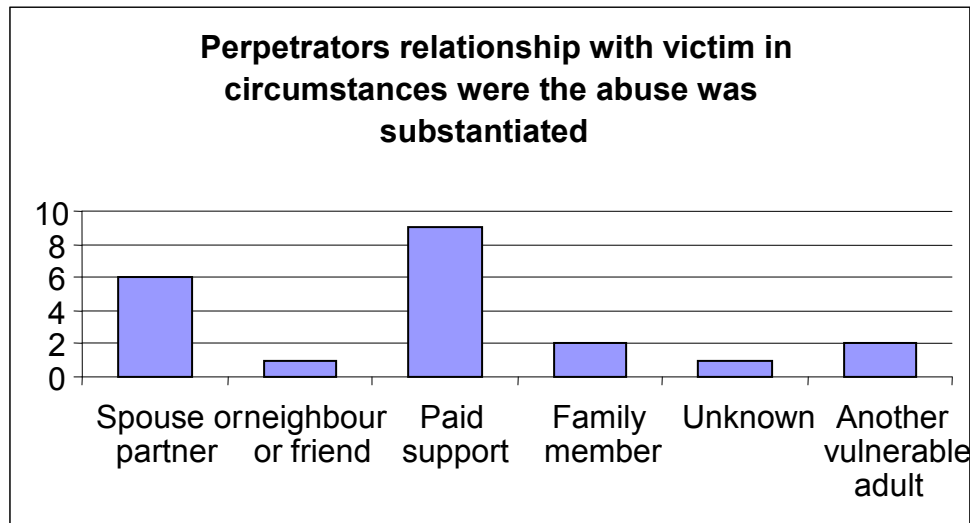
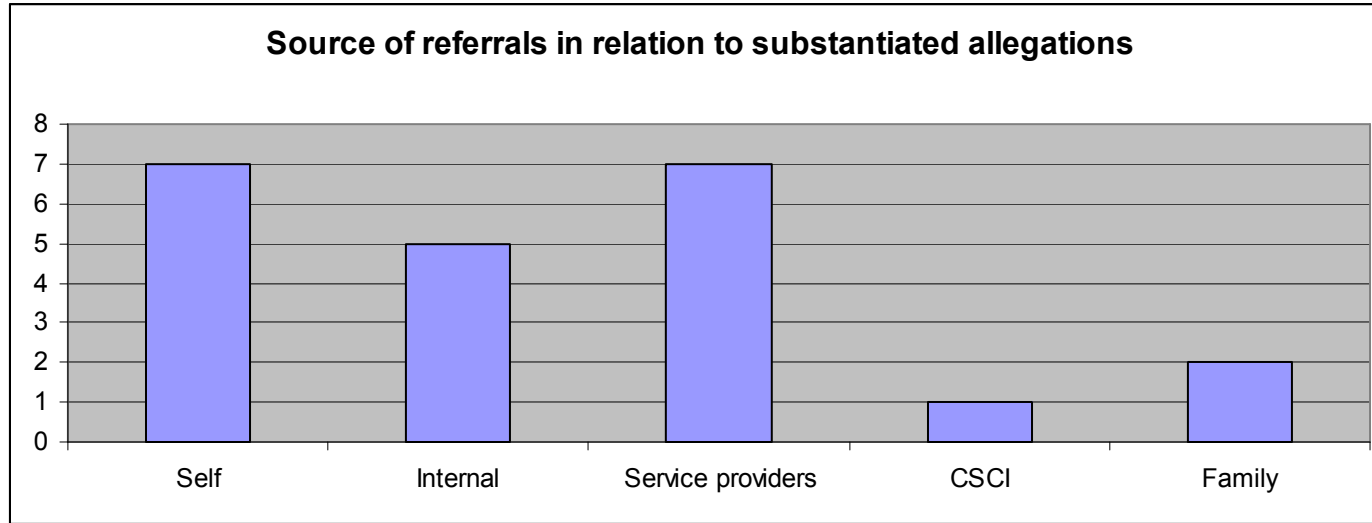


Annex I

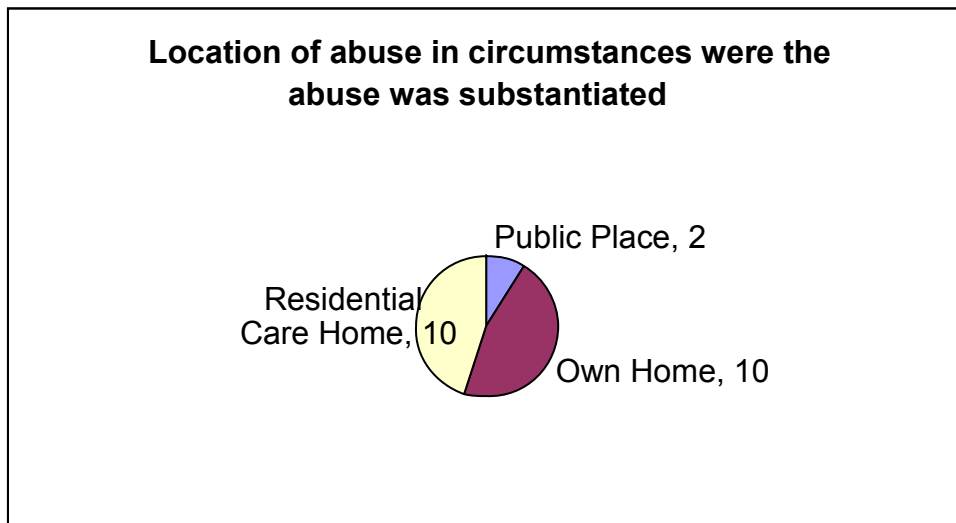


Annex J

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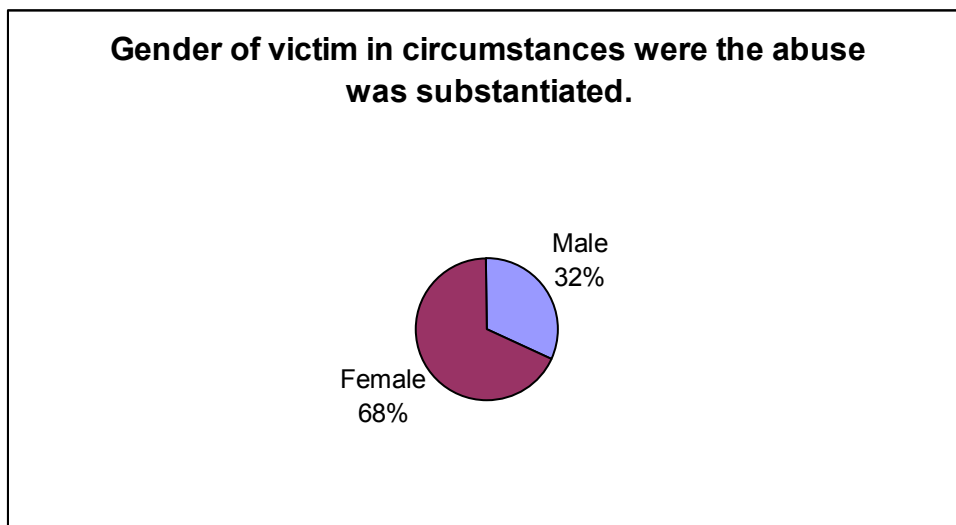


Annex K

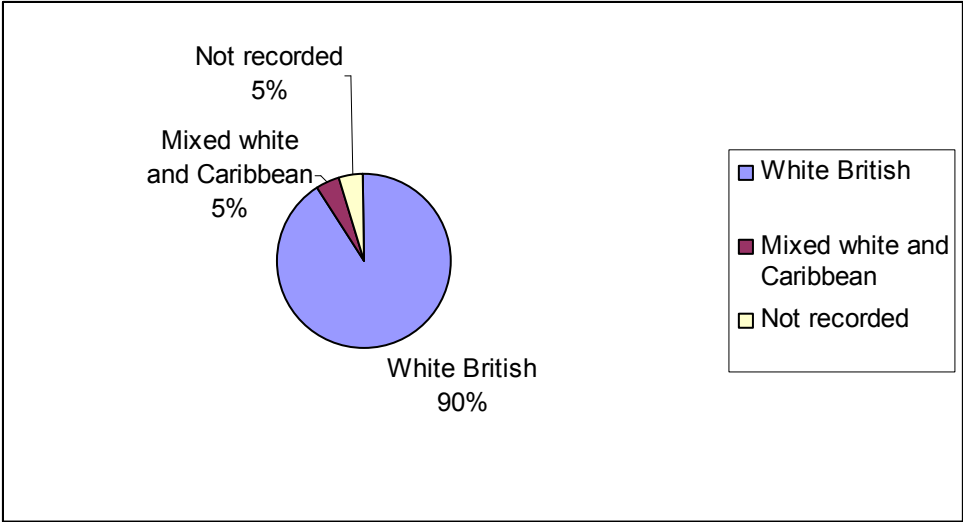


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Annex L



Annex M



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ADULT SOCIAL CARE OVERVIEW AND SCRUTINY PANEL 1 SEPTEMBER 2009

NOMINATION FOR PARTNERSHIP OVERVIEW AND SCRUTINY GROUP Assistant Chief Executive

1 INTRODUCTION

The purpose of this report is to invite Members of the Adult Social Care Overview and Scrutiny (O&S) Panel to nominate a member of the Panel to join the Partnership Overview and Scrutiny Group being established to co-ordinate Overview and Scrutiny of the Bracknell Forest Partnership (BFP) and its Themed Partnerships.

2 SUGGESTED ACTION

- 2.1 **That the Adult Social Care Overview and Scrutiny Panel nominates a member of the Panel to join the Partnership Overview and Scrutiny Group.**

3 SUPPORTING INFORMATION

- 3.1 The approach to O&S of the Bracknell Forest Partnership has been endorsed by the O&S Commission and Panels, also the BFP Board, and implementation has commenced. An important part of the approach is recognition that effective collaboration with partners will be vital to the success of O&S of the Partnership. Whilst the Council has the statutory lead, we believe that involving partners' representatives is essential if we are to secure the goodwill and cooperation of partners, and to realise the benefit of wider sharing and application of knowledge and different perspectives. The O&S has therefore approached the Boards or other governing authorities of the partner organisations (excluding Government Office for the South East and the South East England Development Agency) making up the BFP Board (the PCT, Royal Berkshire Fire and Rescue Authority, the Thames Valley Police Authority, Bracknell Forest Voluntary Action, and the Bracknell Regeneration Partnership) to form a non-statutory Partnership Overview and Scrutiny Group for the Partnership. Nominations have been received from partner organisations from amongst their Non-Executive Directors, or equivalent positions of those charged with holding the executive of their organisations to account, and the Partnership O&S Group will be meeting for the first time on 28 September.
- 3.2 In view of the Council's statutory duties relating to the O&S of LSP's, also the Council's O&S duty set out BFP's Governance Protocol, the Partnership Overview and Scrutiny Group will be led by the Chairman of the Council's O&S Commission, and its membership will also include a representative of each of the four O&S Panels. The broad purpose of this group will be to agree and coordinate a constructive programme of O&S of BFP's arrangements and performance, to participate in individual O&S reviews as appropriate, to review BFP's annual report on the progress of the LAA, and to report at

least annually. The exact terms of reference for the group will be determined by the Group.

Background Papers

Agenda and minutes of the Overview and Scrutiny Commission on 1 April 2009

Contact for further information

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ADULT SOCIAL CARE OVERVIEW AND SCRUTINY PANEL 1 SEPTEMBER 2009

EXECUTIVE FORWARD PLAN ITEMS RELATING TO ADULT SOCIAL CARE Assistant Chief Executive

1 INTRODUCTION

This report presents current Executive Forward Plan items relating to Adult Social Care for the Panel's consideration.

2 SUGGESTED ACTION

- 2.1 **That the Adult Social Care Overview and Scrutiny Panel considers the current Executive Forward Plan items relating to Adult Social Care appended to this report.**

3 SUPPORTING INFORMATION

- 3.1 Consideration of items on the Executive Forward Plan alerts the Panel to forthcoming Executive decisions and facilitates pre-decision scrutiny.
- 3.2 To achieve accountability and transparency of the decision making process, effective Overview and Scrutiny is essential. Overview and Scrutiny bodies are a key element of Executive arrangements and their roles include both developing and reviewing policy; and holding the Executive to account.
- 3.3 The power to hold the Executive to account is granted under Section 21 of the Local Government Act 2000 which states that Executive arrangements of a local authority must ensure that its Overview and Scrutiny bodies have power to review or scrutinise decisions made, or other action taken, in connection with the discharge of any functions which are the responsibility of the Executive. This includes the 'call in' power to review or scrutinise a decision made but not implemented and to recommend that the decision be reconsidered by the body / person that made it. This power does not relate solely to scrutiny of decisions and should therefore also be utilised to undertake pre-decision scrutiny.

Background Papers

Local Government Act 2000

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ADULT SOCIAL CARE OVERVIEW & SCRUTINY PANEL

EXECUTIVE WORK PROGRAMME

REFERENCE	I017609
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TITLE: Drug and Alcohol Services in Berkshire East

PURPOSE OF DECISION: That the Executive ratify the outcome of the tendering process for Drug and Alcohol Services in Berkshire East and that the contracts are awarded according to the decisions of the Project Board

FINANCIAL IMPACT: None at this time

WHO WILL TAKE DECISION: Executive

PRINCIPAL GROUPS TO BE CONSULTED: Glyn Jones – Chief Officer; Adult Social Care
Jillian Hunt – DAAT manager & Commissioner Bracknell Forest
Julia Wales – DAAT Manager & Commissioner Slough
Di Wright – DAAT Manager & Commissioner RBWM
Trevor Keable – Berkshire East PCT
Viki Wadd – Berkshire East PCT
Alison Cronin – Contracts Manager Bracknell Forest
Derek Fitz-Gibbon – Principle Procurement Officer Bracknell Forest
Simon Heard – Assistant Borough Solicitor
David Walls – Thames Valley Probation
Dr Huw Thomas – GpWsl Berkshire East PCT
Sangita Sarran – Berkshire East PCT
Nick Evans – Thames Valley Police
Melissa Snaith - National Treatment Agency
Diane Cleminson – Public Health Berkshire East PCT

METHOD OF CONSULTATION: A review of current service provision was taken in consultation with the police, probation, the PCT (included a General Practitioner with Special Interest and the Pharmacy Lead Officer) and service users. As a result specifications were developed to take into account the new requirements. The consultations were undertaken via a series of meetings and by circulating draft copies of the specifications for comment. Once the consultation period was over the final specifications were agreed via the project board.

DATE OF DECISION: 15 Sep 2009

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ADULT SOCIAL CARE OVERVIEW & SCRUTINY PANEL

EXECUTIVE WORK PROGRAMME

REFERENCE	I015593
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TITLE: Social Care and Community Transport Review

PURPOSE OF DECISION: To consider the review and recommendations emanating from this.

FINANCIAL IMPACT: Revenue savings anticipated

WHO WILL TAKE DECISION: Executive

PRINCIPAL GROUPS TO BE CONSULTED:

METHOD OF CONSULTATION: Meeting with interested parties.
Postal survey of users.
Interviews with users and providers.
Focus Groups.

DATE OF DECISION: 20 Oct 2009

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ADULT SOCIAL CARE OVERVIEW AND SCRUTINY PANEL 1 SEPTEMBER 2009

OVERVIEW AND SCRUTINY WORK PROGRAMME 2009/10 Assistant Chief Executive

1 INTRODUCTION

The purpose of this report is to invite Members of the Adult Social Care Overview and Scrutiny Panel to note the Panel's work programme for 2009/10, which is attached at Appendix 1 to this report. The Overview and Scrutiny Commission adopted the work programme on 16 July 2009 having formally consulted the Corporate Management Team and the Executive thereon, as required by the Council's Constitution. For their information, the Leader and Chief Executive have received a copy of the adopted work programme under cover of a letter dated 6 August 2009.

2 SUGGESTED ACTION

- 2.1 **That the Adult Social Care Overview and Scrutiny Panel notes its 2009/10 work programme, attached at Appendix 1, which has been adopted by the Overview and Scrutiny Commission.**

Background Papers

Annual Report of Overview and Scrutiny – 2008/09

Agenda and minutes of the Adult Social Care Overview and Scrutiny Panel on 2 June 2009

Agenda and minutes of the Overview and Scrutiny Commission on 16 July 2009

Contact for further information

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Andrea Carr – 01344 352122

e-mail: andrea.carr@bracknell-forest.gov.uk

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Work Programme for Overview and Scrutiny (O&S) in 2009/10

The work programme for O&S in 2009/10 is aimed at maintaining a strategic and coordinated work programme based on major areas of Council and partner organisations' activity, of direct and significant interest to residents. The programme incorporates the routine, on-going work of O&S and the completion of reviews currently underway. It proposes a limited number of new O&S reviews which are seen to be timely, relevant, significant and likely to add value.

The work programme for the Joint East Berkshire Health Overview and Scrutiny Committee, of which Bracknell Forest Council is a member, is determined separately by that Committee.

OVERVIEW AND SCRUTINY COMMISSION	
1.	Co-ordination of the work of the Overview and Scrutiny Panels
2.	Routine Monitoring of the Performance of the Council's Corporate Functions To include: the Corporate Performance Overview Reports; the Performance Monitoring Reports of the Chief Executive's Office and the Corporate Services Department; progress on the regeneration of Bracknell Town Centre; the reports of both internal and external audit; and progress on strategic risk management.
3.	2010/11 Budget Scrutiny To review the Council's budget proposals for 2010/11, and plans for 2011/12/13. Note – each of the Overview and Scrutiny Panels will also scrutinise the budget proposals in their departmental areas.
4.	Exercising pre-decision scrutiny by reference to the Executive Forward Plan
5.	Reviewing the Action Taken on Previous Overview and Scrutiny Reports To periodically review the action taken by the Executive in relation to agreed recommendations from earlier O&S reports.
6. New	The Work of the Bracknell Forest Partnership Building on the 2008/09 O&S review of the Local Area Agreement, to review the role and activities of the Bracknell Forest (Local Strategic) Partnership's Theme Partnerships for: The Town Centre Partnership, The Crime and Disorder Reduction Partnership, and The Economic and Skills Development Partnership.
7. New	Sustaining Economic Prosperity To review the service plans for the Council's new Priority 6, to sustain the economic prosperity of the Borough during the current economic downturn.

ADULT SOCIAL CARE OVERVIEW AND SCRUTINY PANEL	
1.	<p>Monitoring the performance of Adult Social Care Services To include: a series of visits to adult social care facilities in, and possibly outside, the Borough; on-going review of the Performance Monitoring Reports, receiving statutory plans and reports (such as the annual reports on complaints received) and monitoring the action taken by the Executive to earlier reports by the Panel.</p>
2.	<p>Exercising pre-decision scrutiny by reference to the Executive Forward Plan</p>
3.	<p>2010/11 Budget Scrutiny To review the Council's Adult Social Care budget proposals for 2010/11, and plans for 2011/12/13.</p>
4. New	<p>Transforming Social Care and Safeguarding Adults All-Panel workshops to familiarise Members with distinct areas of the initiative, including Care Homes, after which a working group will be established to undertake more in-depth review work in this regard.</p>
5. New	<p>Safeguarding Adults To monitor the Annual Safeguarding Adults Annual Reports.</p>
6. New	<p>The Work of the Bracknell Forest Partnership Building on the 2008/09 O&S review of the Local Area Agreement, to review the role and activities of the Bracknell Forest (Local Strategic) Partnership's Health and Social Care Partnership.</p>

CHILDREN'S SERVICES AND LEARNING OVERVIEW AND SCRUTINY PANEL	
1.	<p>Monitoring the performance of Children's Services and Learning To include on-going review of the Performance Monitoring Reports, receiving statutory plans and reports (such as the annual reports on the Children and Young People's Plan) and monitoring the action taken by the Executive to earlier reports by the Panel.</p>
2.	<p>Exercising pre-decision scrutiny by reference to the Executive Forward Plan</p>
3.	<p>2010/11 Budget Scrutiny To review the Council's Children's Services and Learning budget proposals for 2010/11, and plans for 2011/12/13.</p>
4.	<p>14-19 Years Education Provision To complete the work of the Working Group undertaking a strategic review of education services to the age group 14-19 years.</p>

5. New	The Work of the Bracknell Forest Partnership Building on the 2008/09 O&S review of the Local Area Agreement, to review the role and activities of the Bracknell Forest (Local Strategic) Partnership's two Theme Partnerships for: The Children's Trust and The Early Years, Child Care & Play Partnership.
6. New	Safeguarding Children To review the Council's plans and performance with regard to safeguarding children, including the role of the Executive Member, and a specific review of child protection practice and procedures.
Reviews to be considered when resources become available	
7. New	Transport A strategic review of the procurement and provision of transport used by Children's Services and Learning.

ENVIRONMENT CULTURE AND COMMUNITIES OVERVIEW AND SCRUTINY PANEL	
1.	Monitoring the performance of the Environment, Culture and Communities Department To include on-going review of the Performance Monitoring Reports; monitoring the arrangements for securing and applying receipts from Section 106 agreements; and monitoring the action taken by the Executive to earlier reports by the Panel.
2.	Exercising pre-decision scrutiny by reference to the Executive Forward Plan
3.	2010/11 Budget Scrutiny To review the Council's Environment, Culture and Communities budget proposals for 2010/11, and plans for 2011/12/13.
4.	Monitoring the implementation of the Action Plan for Supporting People
5. New	Playbuilder Programme To contribute to the decision-making process on the allocation of funding, and to monitor the implementation of the Council's participation in the government's 'Playbuilder' programme for transformation and creation of play areas.
6. New	The Work of the Bracknell Forest Partnership Building on the 2008/09 O&S review of the Local Area Agreement, to review the role and activities of the Bracknell Forest (Local Strategic) Partnership's Theme Partnerships for: The Strategic Housing Partnership, The Cultural Partnership, The Transport Partnership, and The Climate Change Partnership.
7. New	Highway Maintenance and Improvement To review the Council's plans and performance for highway maintenance and improvement.

HEALTH OVERVIEW AND SCRUTINY PANEL	
1.	Monitoring the implementation of the Borough's Health and Well-Being Strategy
2.	Preparedness for Public Health Emergencies To complete the work of the Working Group undertaking a detailed review of the preparedness of the Council and NHS organisations for handling public health emergencies
3.	In conjunction with the Joint East Berkshire Health Overview and Scrutiny Committee, monitoring the performance and budget of the Berkshire East Primary Care Trust and the Heatherwood and Wexham Park Hospitals NHS Foundation Trust This review will include the linkage with the Operating Framework and the national NHS priorities set by the Department of Health; also the progress of health service providers on infection control, particularly in relation to MRSA and C Difficile.
4.	Contributing to the annual 'Health Check' process and responding to consultations by the PCT and NHS Trusts operating in the Borough
5.	The New 'Healthspace' in Bracknell To complete the work of the Working Group undertaking a detailed review of the PCT's plans and progress towards creating the new 'Healthspace' for Bracknell.
Reviews to be considered when resources become available	
6. New	The New NHS Constitution To review the implementation by NHS organisations of the new NHS Constitution, which brings together a number of rights, pledges and responsibilities for staff and patients.

Note – This programme may need to be amended to meet new requirements arising during the year.

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ADULT SOCIAL CARE OVERVIEW AND SCRUTINY PANEL 1 SEPTEMBER 2009

OVERVIEW AND SCRUTINY – QUARTERLY PROGRESS REPORT Assistant Chief Executive

1 INTRODUCTION

- 1.1 This report sets out the Overview and Scrutiny (O&S) activity over the period May to July 2009, also the national and local developments in O&S.

2 SUGGESTED ACTION

- 2.1 That the Adult Social Care Overview and Scrutiny Panel notes the quarterly progress report on Overview and Scrutiny.

3 SUPPORTING INFORMATION

(i) Overview and Scrutiny Activity

Overview and Scrutiny Work Programme

- 3.1 The indicative work programme for O&S in 2009/10 was contained in the Annual report of O&S, adopted by Council in April 2009. This has been considered by the newly appointed Commission and Panels and the Commission adopted the revised work programme at its meeting on 16 July. The Chairman of the O&S Commission sent the revised programme to the Leader and Chief Executive on 6 August.

Overview and Scrutiny Working Groups

- 3.2 The table at Appendix 1 sets out the current status of the O&S Working Groups, along with the list of completed reviews. Reports finalised and published in the quarter included: the Working Group reports on the reviews of Housing & Council Tax Benefits Improvement Plan, and Waste and Recycling.

Partnership Scrutiny

- 3.3 The approach to O&S of the Bracknell Forest Partnership was endorsed by the BFP Board on 21 May and implementation has commenced. Questionnaires have been sent to the ten Theme Partnerships, whose Chairmen and Lead Officers have been invited to meet the Commission or relevant O&S Panel. Nominations have been received from partner organisations for the Partnership O&S Group, whose first meeting is planned for 28 September.

Overview and Scrutiny Commission

- 3.4 The O&S Commission continues to meet on a two-monthly cycle. At its meeting on 11 June, the main items included: meeting the Chairman and Lead Officer of the Crime and Disorder Reduction Partnership; adopting the two Working Group reports on Waste & Recycling and the Review of the Council's Older People's Strategy; receiving the Executive's response to the review of services for Adults with Learning

Disabilities; and considering the final 2008/09 Performance Monitoring Reports for the Chief Executive's Office and the Corporate Services Department. At its meeting on 16 July, the main items considered by the Commission were: the Executive's response to the review of Children's Centres and Extended Schools Services; the final 2008/09 Corporate Performance Overview Report; adopting the report of the O&S review of the Housing Benefit and Council Tax Benefit Improvement Plan; considering the new statutory guidance on scrutiny of crime and disorder matters; and adopting the O&S work programme for 2009/10. The Commission's next meeting will be on 24 September.

Environment, Culture and Communities O&S Panel

- 3.5 The Panel has continued to meet on a three-monthly cycle. At its last meeting on 23 June, the Panel: appointed Councillor Finnie as Chairman and Councillor McLean as Vice-Chairman; reviewed the Department's Performance Monitoring report; received a report and presentation on the Section 106 procedure; received an update from the Cleaner Borough Group and received the report of the review of the Implementation of the Housing and Council Tax Benefits Improvement Plan. The Panel is commencing a new review on Highway Maintenance, with participation from Town and Parish Councils, and has received a separate briefing presentation on the Play Builder Scheme. The Panel's next meeting is on 8 September, at South Hill Park.

Health O&S Panel

- 3.6 The Panel has continued to meet on a three-monthly cycle. At its last meeting on 18 June, the main items included: determining the Panel's response to proposals from Heatherwood and Wexham Park Hospitals Trust (H&WPHT) on service changes; considering information produced by the NHS Trusts on Child and Adolescent Mental Health Services; also the 'Aiming High' programme; determining the Panel's response to the consultation on the Broadmoor Hospital redevelopment; reviewing information from H&WPHT on their financial position; and considering the Executive's response to the Panel's letter concerning the Council's Health and Wellbeing strategy. The Panel's next meeting is on 3 September.

Children's Services and Learning O&S Panel

- 3.7 The newly restructured Panel has commenced a three-monthly meeting cycle. At its last meeting on 10 June, the main items considered by the Panel included: reviewing the statutory annual report for children's social care complaints; considering the Ofsted Inspection report on the Council's Adoption Service, together with the action plan; receiving a presentation on Education Transport policy; and reviewing the department's latest Performance Monitoring Report, also the quarterly report of O&S. The Panel's next scheduled meeting is on 16 September.

Adult Social Care O&S Panel

- 3.8 The newly restructured Panel has commenced a three-monthly meeting cycle. At its last meeting on 2 June at Heathlands Day Care Centre, the main items considered by the Panel included: consideration of the Panel's work programme, informed by a presentation by the Chief Officer for Adult Social Care; receiving the Executive's response to the review of services for Adults with Learning Disabilities; reviewing the statutory annual report for adult social care complaints; considering the report of the review of social care and community transport; receiving an update on the 'Caring about Carers' O&S report; and reviewing the department's latest Performance

Monitoring Report, also the quarterly report of O&S. The Panel's next scheduled meeting is on 1 September.

Joint East Berkshire Health O&S Committee

- 3.9 This Committee, now chaired and serviced by Slough BC until May 2010, continues to meet broadly on a three-monthly cycle, rotating between the three Councils' venues. The last Committee meeting was on 29 June in Bracknell, when the Committee: confirmed co-opted members; received a presentation by H&WPHT on proposed service changes; questioned H&WPHT on their car park charging policy; reviewed the link between the Primary Care Trust's operating framework and budget; and considered the Committee's work programme for 2009-10. The Committee's next meeting will be on 14 September at Slough.
- 3.10 Responses to the feedback questionnaires on the quality of O&S reviews are summarised in Appendix 2.
- 3.11 External networking on O&S in the last quarter has included two O&S Chairmen and two O&S officers attending the annual conference of the Centre for Public Scrutiny in June.
- 3.12 Quarterly review meetings between O&S Chairmen, Vice Chairmen, Executive Members and Directors are taking place regularly for the Commission and the Panels. Agenda-setting meetings continue to be held, usually in combination with the review meetings.

(ii) Developments in O&S

- 3.13 The Local Democracy, Economic Development and Construction Bill is still going through its Parliamentary stages, and is due for its third reading in October. As advised in the last quarterly report, the main clauses relating to Overview and Scrutiny relate to the handling of petitions.
- 3.14 The O&S provisions in the Local Government and Public Involvement in Health Act 2007 commenced on 1 April 2009. The accompanying regulations and guidance relating to scrutiny of local strategic partnerships is awaited. Statutory guidance has been issued by the Home Office on the O&S provisions in the Act flowing from the Police and Justice Act. This guidance was considered by the O&S Commission, in its capacity as the Council's Crime and Disorder Committee in July, and discussions are on-going with Thames Valley Police Authority.
- 3.15 On 23 July, the Government's Communities Secretary launched a consultation entitled 'Strengthening Local Democracy'. This envisages increased O&S powers for local authorities, with councils becoming a local point of accountability for citizens to call on to scrutinise public spending decisions. Greater influence over all the money coming into their area would mean that councils could scrutinise more than £100bn a year from other deliverers of public services. DCLG has said that councils would become the setting for select committee style sessions at which councillors could 'grill anyone charged with spending public money - not only police chiefs, health bosses but also representatives from Job Centre Plus and the Environment Agency - and demand action where they are coming up short'. Other services provided by organisations outside the public sector such as utility companies whose actions equally affect people's quality of life would also be subject to a new level of council scrutiny.

- 3.16 The new arrangement whereby O&S reports are personally presented to the Executive at their briefing meeting by the Lead Member of the O&S review, commenced during this quarter.
- 3.17 The revised structure of O&S, with the Social Care and Learning O&S Panel being split into two: Adult Social Care, and Children's Services and Learning, was implemented in this quarter, with all Panels electing Chairmen and Vice Chairmen, and agreeing their work programmes for the municipal year. The O&S Commission have now met twice in their new capacity as the Council's statutory 'Crime and Disorder' Committee.

Background Papers

Minutes and papers of meetings of the Overview and Scrutiny Commission and Panels.

Contact for further information

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Doc. Ref

Alluse/Overview and Scrutiny/2009/10/CMT 19.8.09 O&S Progress Report

OVERVIEW AND SCRUTINY WORKING GROUPS – 2009/10

Position at 6 August 2009

Overview and Scrutiny Commission

WORKING GROUP	MEMBERS	DEPT. LINK OFFICER	O&S LEAD OFFICER	SCOPING	DRAFT REPORT / SUBMISSION	FINAL REPORT / SUBMISSION	EXECUTIVE RESPONSE	CURRENT STATUS
Older People's Strategy	Edger (Lead), Mrs Birch & Virgo	Victor Nicholls	Richard Beaumont	√	√	√	√	<u>Completed</u> - Executive response received on 22 June to letter of 29 April containing O&S observations on the strategy

Adult Social Care Overview and Scrutiny Panel

WORKING GROUP	MEMBERS	DEPT. LINK OFFICER	O&S LEAD OFFICER	SCOPING	DRAFT REPORT / SUBMISSION	FINAL REPORT / SUBMISSION	EXECUTIVE RESPONSE	CURRENT STATUS
Services for People with Learning Disabilities (Social Care Modernisation Agenda)	Leake (Lead), Mrs. Shillcock & Virgo	Glyn Jones	Andrea Carr	√	√	√	√	<u>Completed</u> The Executive response to the letter of 6 April 2009 summarising the work of the Working Group and making

								recommendations was received by the Panel on 2 June 2009.
Transforming Social Care (TSC)	To be appointed	Glyn Jones	Andrea Carr					All-Panel workshops are proposed to familiarise members with distinct areas of TSC before a working group is set up to undertake more in-depth review work in this area.

Environment, Culture and Communities Overview and Scrutiny Panel								
WORKING GROUP	MEMBERS	DEPT. LINK OFFICER	O&S LEAD OFFICER	SCOPING	DRAFT REPORT / SUBMISSION	FINAL REPORT / SUBMISSION	EXECUTIVE RESPONSE	CURRENT STATUS
Strategic Review of Waste	Brunel-Walker (Lead), Mrs. Angell, Beadsley, Mrs. Ryder, Wade (Crowthorne), Allen (S'hurst & Ms Healy (Warfield)	Steve Loudoun / Janet Dowlman	Andrea Carr	√	√	√		The report was adopted by the Overview and Scrutiny Commission on 11 June 2009 and subsequently submitted to the Executive member. A response is

								expected in September 2009.
Supporting People (SP)	Mrs. Shillcock (Lead) & Mrs. Fleming	Simon Hendey / Clare Dorning	Andrea Carr	√	07/08 √ (Annual monitoring)	07/08 √ (Annual monitoring)	N/A	The Working Group met on 30 September 2008 to monitor progress against implementation of the SP programme and reported its findings to the Panel on 18 December 2008. It will meet again in autumn 2009 to monitor progress.
Housing Strategy	Finnie (Lead), Mrs. Fleming and Finch	Clare Dorning	Richard Beaumont	√	√	√	√	<u>Completed</u> Detailed input provided to draft strategy, which was finalised and approved by the Executive in July 2009
Implementation of the Housing and Council Tax Benefit Service	Finch (Lead), Beadsley, Burrows	Simon Hendey / Shanaz Alam	Emma Silverton (Richard Beaumont to Support)	√	√	√		Awaiting Executive response to report sent on 22 nd July 2009

Improvement Plan								
Review of Highway Maintenance	Beadsley, Brossard, Leake and Mclean Parish and Town Councillors: Edwards (Binfield) Kensall (Bracknell) Withers (Crowthorne) Mrs Cupper (Sandhurst) Young (Winkfield)	Steve Loudoun	Richard Beaumont					First meeting arranged for 28 September 2009.

Health Overview and Scrutiny Panel								
WORKING GROUP	MEMBERS	DEPT. LINK OFFICER	O&S LEAD OFFICER	SCOPING	DRAFT REPORT / SUBMISSION	FINAL REPORT / SUBMISSION	EXECUTIVE RESPONSE	CURRENT STATUS
Preparedness for Public Health Emergencies (previously known as Patient	Burrows (Lead), Mrs. Angell, Thompson. Mrs. Mattick,	David Steeds	Andrea Carr	√				The re-launched Working Group has met on 5 occasions and met the Director of

Focus)								Public Health and the Council's Head of Environmental Health & Safety and Emergency Planning Manager. Further meetings with reps of the Primary Care Trust, Health Protection Agency and Emergency Preparedness Division of the Dept of Health are proposed.
Bracknell Health Space	Virgo (lead) Mrs Angell, Baily, Leake, Mrs Shillcock	Glyn Jones/ Mary Purnell	Richard Beaumont	√				Three meetings held to date, also a site visit to the private sector builder of the Healthspace. Further meetings are being arranged.

Joint East Berkshire Health Overview and Scrutiny Committee

WORKING GROUP	MEMBERS	DEPT. LINK OFFICER	O&S LEAD OFFICER	SCOPING	DRAFT REPORT / SUBMISSION	FINAL REPORT / SUBMISSION	EXECUTIVE RESPONSE	CURRENT STATUS
Hospital Discharge Procedures	Baily, Coad (Slough BC), Napier (RB W&M)	N/A	Andrew Scott (RB W&M)	√				No progress in last year and now under review.

Children's Services and Learning Overview and Scrutiny Panel

WORKING GROUP	MEMBERS	DEPT. LINK OFFICER	O&S LEAD OFFICER	SCOPING	DRAFT REPORT / SUBMISSION	FINAL REPORT / SUBMISSION	EXECUTIVE RESPONSE	CURRENT STATUS
Extended Services & Children's Centres (Joint with Health OSP)	Leake (Lead), Mrs. Birch, Mrs. Angell, Mrs. McCracken, Burrows, Beadsley	Graham Symonds / Karen Frost	Katie Dover/ Richard Beaumont	√	√	√	√	The Executive response to the report has been received and it will be considered at the Panel meeting on 16 September.
14-19 Years Education Provision	Mrs Birch (Lead) Dr Josephs-Franks, Kensall, Mrs McCracken, Mrs Ryder	Martin Surrell	Andrea Carr (Emma Silverton to support)	√				The Working Group has met on nine occasions to date and visited Bracknell &

								Wokingham College and Ranelagh and Sandhurst Schools. A visit to Garth Hill College is proposed and a questionnaire has been sent to local employers.
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Completed Reviews

Publication Date	Title
December 2003	South Bracknell Schools Review
January 2004	Review of Adult Day Care Services in Bracknell Forest (Johnstone Court Day Centre & Downside Resource Centre)
May 2004	Review of Community & Voluntary Sector Grants
July 2004	Review of Community Transport Provision
April 2005	Review of Members' Information Needs
November 2005	The Management of Coronary Heart Disease
February 2006	Review of School Transfers and Performance
March 2006	Review of School Exclusions and Pupil Behaviour Policy
August 2006	Report of Tree Policy Review Group
November 2006	Anti-Social Behaviour (ASB) – Review of the ASB Strategy Implementation
January 2007	Review of Youth Provision
February 2007	Overview and Scrutiny Annual Report 2006
February 2007	Review of Library Provision
July 2007	Review of Healthcare Funding
November 2007	Review of the Council's Health and Wellbeing Strategy

December 2007	Review of the Council's Medium Term Objectives
March 2008	2007 Annual Health Check Response to the Healthcare Commission
April 2008	Overview and Scrutiny Annual Report 2007/08
May 2008	Road Traffic Casualties
August 2008	Caring for Carers
September 2008	Scrutiny of Local Area Agreement
October 2008	Street Cleaning
October 2008	English as an Additional Language in Bracknell Forest Schools
April 2009	Overview and Scrutiny Annual Report 2008/09
April 2009	Healthcare Commission's Annual Health Check 2008/09 (letters submitted)
April 2009	Children's Centres and Extended Services in and Around Schools in Bracknell Forest
April 2009	Older People's Strategy
April 2009	Services for People with Learning Disabilities
May 2009	Housing Strategy
June 2009	Review of Waste and Recycling
June 2009	Review of Housing and Council Tax Benefits Improvement Plan

Results of Feedback Questionnaires on Overview and Scrutiny Reports

Note – Departmental Link officers on each review were asked to score the key aspects of each O&S review on a scale of 0 (Unsatisfactory) to 3 (Excellent)

	Average score for previous 8 Reviews ¹
PLANNING	2.9
Were you given sufficient notice of the review?	
Were your comments invited on the scope of the review, and was the purpose of the review explained to you?	2.9
CONDUCT OF REVIEW	2.6
Was the review carried out in a professional and objective manner with minimum disruption?	
Was there adequate communication between O&S and the department throughout?	2.6
Did the review get to the heart of the issue?	2.8
REPORTING	2.9
Did you have an opportunity to comment on the draft report?	
Did the report give a clear and fair presentation of the facts?	2.4
Were the recommendations relevant and practical?	2.5
How useful was this review in terms of improving the Council's performance?	2.4

¹ Road Traffic Casualties, Review of the Local Area Agreement, Support for Carers, Street Cleaning, Services for Adults with Learning Disabilities, English as an Additional Language in Schools, Children's Centres and Extended Services, and Waste and Recycling.

ADULT SOCIAL CARE OVERVIEW AND SCRUTINY PANEL 1 SEPTEMBER 2009

TRANSFORMING ADULT SOCIAL CARE Assistant Chief Executive

1 INTRODUCTION

The purpose of this report is to invite the Adult Social Care Overview and Scrutiny Panel to establish a working group to undertake a review of transforming adult social care.

2 SUGGESTED ACTION

- 2.1 **That a working group be established to undertake a review of transforming adult social care.**

3 SUPPORTING INFORMATION

- 3.1 The Panel's Work Programme for 2009/10 includes an item in respect of transforming adult social care, including safeguarding adults. The item specifies that an all-Panel workshop be held to familiarise Members with distinct areas of the initiative, including Care Homes, after which a working group will be established to undertake more in-depth review work in this regard. A presentation / workshop relating to transforming adult social care is an item forming part of this agenda, after which the Panel is invited to establish a working group.

Background Papers

Overview and Scrutiny Work Programme 2009/10

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