



Brighton & Hove
City Council

Overview & Scrutiny

| | |
|----------|---|
| Title: | Adult Social Care & Housing Overview & Scrutiny Committee |
| Date: | 28 June 2011 |
| Time: | 4.00pm |
| Venue | Council Chamber, Hove Town Hall |
| Members: | Councillors: K Norman (Chair), Phillips (Deputy Chair), Buckley, Gilbey, Jones, Peltzer Dunn, Turton and Wealls |
| Contact: | Kath Vlcek Scrutiny Support Officer 290450 kath.vlcek@brighton-hove.gov.uk |

| | |
|---|--|
|  | The Town Hall has facilities for wheelchair users, including lifts and toilets |
|  | An Induction loop operates to enhance sound for anyone wearing a hearing aid or using a transmitter and infra red hearing aids are available for use during the meeting. If you require any further information or assistance, please contact the receptionist on arrival. |
| | FIRE / EMERGENCY EVACUATION PROCEDURE If the fire alarm sounds continuously, or if you are instructed to do so, you must leave the building by the nearest available exit. You will be directed to the nearest exit by council staff. It is vital that you follow their instructions: <ul style="list-style-type: none">• You should proceed calmly; do not run and do not use the lifts;• Do not stop to collect personal belongings;• Once you are outside, please do not wait immediately next to the building, but move some distance away and await further instructions; and• Do not re-enter the building until told that it is safe to do so. |

AGENDA

| Part One | Page |
|---|----------------|
| 1. PROCEDURAL BUSINESS | 1 - 2 |
| 2. MINUTES OF THE PREVIOUS MEETING | 3 - 10 |
| 3. CHAIRMAN'S COMMUNICATIONS | |
| 4. PUBLIC QUESTIONS, LETTERS FROM COUNCILLORS AND NOTICES OF MOTION FROM COUNCILLORS | |
| No public questions, letters from Councillors or Notices of Motion have been received. | |
| 5. PRESENTATIONS FROM THE LEAD COMMISSIONERS | |
| Presentations from: Denise D'Souza, Lead Commissioner, Adult Social Care & Health; Jugal Sharma, Lead Commissioner for Housing; Nick Hibberd, Head of Service – Housing and Social Inclusion. with an overview of service & priorities for the next twelve months | |
| 6. PERFORMANCE ASSESSMENTS- END OF YEAR REPORTS FOR ADULT SOCIAL CARE & FOR HOUSING | 11 - 36 |
| Reports from Philip Letchfield, Head of Performance and Contracting and Nick Hibberd, Head of Service- Housing and Social Inclusion | |
| 7. REVIEW OF COMMUNITY MEALS | 37 - 42 |
| Report from Philip Letchfield, Head of Contracts & Performance | |
| <i>Contact Officer: Philip Letchfield Tel: 01273 295078</i> | |
| <i>Ward Affected: All Wards</i> | |
| 8. SAFEGUARDING ACTION PLAN | 43 - 54 |
| Report from Brian Doughty, Head of Adult Assessment | |
| <i>Contact Officer: Brian Doughty Tel: 01273 291904</i> | |
| <i>Ward Affected: All Wards</i> | |
| 9. ASCHOSC ANNUAL WORK PLAN | 55 - 62 |
| Report from Tom Hook, Head of Overview and Scrutiny | |
| 10. ITEMS TO GO FORWARD TO CABINET OR THE RELEVANT CABINET MEMBER MEETING | |
| To consider items to be submitted to the next available Cabinet or Cabinet Member Meeting. | |

11. ITEMS TO GO FORWARD TO COUNCIL

To consider items to be submitted to the next Council meeting for information.

The City Council actively welcomes members of the public and the press to attend its meetings and holds as many of its meetings as possible in public. Provision is also made on the agendas for public questions to committees and details of how questions can be raised can be found on the website and/or on agendas for the meetings.

The closing date for receipt of public questions and deputations for the next meeting is 12 noon on the fifth working day before the meeting.

Agendas and minutes are published on the council's website www.brighton-hove.gov.uk. Agendas are available to view five working days prior to the meeting date.

Meeting papers can be provided, on request, in large print, in Braille, on audio tape or on disc, or translated into any other language as requested.

For further details and general enquiries about this meeting contact Kath Vlcek, (290450, email kath.vlcek@brighton-hove.gov.uk) or email scrutiny@brighton-hove.gov.uk

Date of Publication - Monday, 20 June 2011

To consider the following Procedural Business:

A. Declaration of Substitutes

Where a Member of the Committee is unable to attend a meeting for whatever reason, a substitute Member (who is not a Cabinet Member) may attend and speak and vote in their place for that meeting. Substitutes are not allowed on Scrutiny Select Committees or Scrutiny Panels.

The substitute Member shall be a Member of the Council drawn from the same political group as the Member who is unable to attend the meeting, and must not already be a Member of the Committee. The substitute Member must declare themselves as a substitute, and be minuted as such, at the beginning of the meeting or as soon as they arrive.

B. Declarations of Interest

- (1) To seek declarations of any personal or personal & prejudicial interests under Part 2 of the Code of Conduct for Members in relation to matters on the Agenda. Members who do declare such interests are required to clearly describe the nature of the interest.
- (2) A Member of the Overview and Scrutiny Commission, an Overview and Scrutiny Committee or a Select Committee has a prejudicial interest in any business at a meeting of that Committee where –
 - (a) that business relates to a decision made (whether implemented or not) or action taken by the Executive or another of the Council's committees, sub-committees, joint committees or joint sub-committees; and
 - (b) at the time the decision was made or action was taken the Member was
 - (i) a Member of the Executive or that committee, sub-committee, joint committee or joint sub-committee and
 - (ii) was present when the decision was made or action taken.
- (3) If the interest is a prejudicial interest, the Code requires the Member concerned:
 - (a) to leave the room or chamber where the meeting takes place while the item in respect of which the declaration is made is under consideration. [There are three exceptions to this rule which are set out at paragraph (4) below].
 - (b) not to exercise executive functions in relation to that business and

(c) not to seek improperly to influence a decision about that business.

(4) The circumstances in which a Member who has declared a prejudicial interest is permitted to remain while the item in respect of which the interest has been declared is under consideration are:

- (a) for the purpose of making representations, answering questions or giving evidence relating to the item, provided that the public are also allowed to attend the meeting for the same purpose, whether under a statutory right or otherwise, BUT the Member must leave immediately after he/she has made the representations, answered the questions, or given the evidence;
- (b) if the Member has obtained a dispensation from the Standards Committee; or
- (c) if the Member is the Leader or a Cabinet Member and has been required to attend before an Overview and Scrutiny Committee or Sub-Committee to answer questions.

C. Declaration of Party Whip

To seek declarations of the existence and nature of any party whip in relation to any matter on the Agenda as set out at paragraph 8 of the Overview and Scrutiny Ways of Working.

D. Exclusion of Press and Public

To consider whether, in view of the nature of the business to be transacted, or the nature of the proceedings, the press and public should be excluded from the meeting when any of the following items are under consideration.

NOTE: Any item appearing in Part 2 of the Agenda states in its heading the category under which the information disclosed in the report is confidential and therefore not available to the public.

A list and description of the exempt categories is available for public inspection at Brighton and Hove Town Halls.

BRIGHTON & HOVE CITY COUNCIL

ADULT SOCIAL CARE & HOUSING OVERVIEW & SCRUTINY COMMITTEE

4.30PM 10 MARCH 2011

COMMITTEE ROOMS 2/3, BRIGHTON TOWN HALL

MINUTES

Present: Councillors Meadows (Chairman); Wrighton (Deputy Chairman), Allen, Davey, Janio, Kemble, Older and Pidgeon

Co-opted Members: Steve Lawless

PART ONE

51. PROCEDURAL BUSINESS

51A Declaration of Substitutes

51.1 There were none.

51B Declarations of Interest

51.2 Steve Lawless said that in relation to item 59 (the Panel report on services for Adults with Autistic Spectrum Conditions) he managed Aspire, one of the two Asperger Syndrome services in the City. Aspire which delivers training and provides mentors and groups for people with Autistic Spectrum Conditions.

51C Declarations of Party Whip

51.3 There were none

51D Exclusion of Press and Public

51.4 In accordance with section 100A(4) of the Local Government Act 1972, it was considered whether the press and public should be excluded from the meeting during the consideration of any items contained in the agenda, having regard to the nature of the business to be transacted and the nature of the proceedings and the likelihood as to whether, if members of the press and public were present, there would be disclosure to them of confidential or exempt information as defined in section 100I (1) of the said Act.

51.5 RESOLVED – that the press and public be not excluded from the meeting.

52. MINUTES OF THE PREVIOUS MEETING

52.1 These were approved.

53. CHAIRMAN'S COMMUNICATIONS

53.1 There were no communications.

54. PUBLIC QUESTIONS

54.1 There were none.

55. LETTERS FROM COUNCILLORS

55.1 There were none.

56. NOTICES OF MOTIONS REFERRED FROM COUNCIL

56.1 There were none.

57. MEMBER DEVELOPMENT SESSION - HOUSING BENEFITS

57.1 Graham Bourne, Head of Revenues and Benefits, and John Francis, Revenues and Benefits Manager, provided members with an overview of how the Local Housing Allowance (LHA) system operated and a summary of the forthcoming changes to the LHA system. The current LHA maximum levels are due to be reduced under the new regulations; by December 2012 all existing and new claims will be on the lower level.

57.2 Members asked how claimants would be expected to make up the shortfall when the new LHA levels were introduced.

Mr Bourne said that it was not possible to predict all of the factors including landlord and tenant behaviour at present. However Mr Bourne noted that Brighton & Hove had been allocated one of the largest discretionary payment funds in the country, which recognised the importance of the private sector housing market in the city.

57.3 Members asked how much notice claimants would have about LHA changes that affected them.

Mr Bourne said that they tried to allow as much lead in time as possible to introduce changes, and that they would try to communicate changes as much as possible. For example, when LHA was first introduced into the city, the team allowed a twelve month notification period, sending out bulletins every three months.

57.4 Members said that they were concerned about the effect that the LHA changes would have on vulnerable people including those with Learning Disabilities. Had a Risk Assessment been carried out?

Mr Bourne said that the service was working with Housing Strategy to assess the impact on vulnerable clients, in order that they could put as much support in as possible. In

addition, some of the discretionary payment amount had been set aside for vulnerable groups.

- 57.5 Members asked whether the current system was perpetuating the high rent levels being set by landlords, as landlords were able to set rents at whatever level they wished.

Mr Bourne said that they could only speculate about what might happen; housing was a market and landlords will make commercial decisions. It was not possible to predict the changes that might occur; a number of academic modelling studies had been carried out but there was no consistent outcome to the studies.

- 57.6 Members noted that under the new legislation, people under the age of 35 would only be eligible for LHA for a shared room rent level. Members asked whether Brighton and Hove had the accommodation capacity that might be needed for the anticipated extra Houses of Multiple Occupation.

Mr Bourne said that Housing Strategy was working to try and assess the availability of accommodation across various housing types. There were already approximately 1000 people under the age of 35 who were claiming LHA and living in shared accommodation, and approximately 1000 others who were in self contained accommodation. It was recognised that the changes in LHA legislation would change the pressure of accommodation demands for the city.

- 57.7 Members asked whether people on DLA would be exempt from the changes in LHA levels.

Mr Bourne said that people who received middle and higher rates of DLA would be exempt from the changes.

- 57.8 Mr Bourne was thanked for his presentation and the information provided.

58. SCRUTINY PANEL REPORT LOOKING AT LETTING AGENTS

- 58.1 Councillor Paul Elgood, who chaired the Panel, presented the report to the Committee.

The Panel had been established to look at the charges made by letting agents in the city. This was in response to a national report published by the Citizens' Advice Bureau. The Panel had heard from letting agencies and tenants and had heard about good and bad practice that was being carried out.

The Panel had made six recommendations, all of which could help to provide a low-cost solution to a problem that affected a great many tenants in Brighton and Hove.

The Cabinet Member for Housing had taken part in the Panel and had agreed with the recommendations made.

- 58.2 Committee Members asked Councillor Elgood questions about the report. Members asked whether there was already a national landlord accreditation system.

Councillor Elgood said that there were some voluntary schemes but that this would not help with the non-accredited and unmonitored letting agents that were operating in Brighton and Hove.

58.3 Members asked a procedural question about the route of the scrutiny report once it had been to ASCHOSC. The Committee would like to know the Executive's response to the report as well as the resource implications of each recommendation. This was agreed as good practice and it was agreed that the report would come back to ASCHOSC with the additional information.

58.4 Members asked whether the Panel had considered recommending that the Private Sector Housing Forum be reinstated. They felt that if the Forum was still in existence, it would have been able to address a number of the excessive charging problems that tenants had raised with the Panel at an earlier stage rather than allowing problems to escalate.

Councillor Elgood said that he would be happy to go back to the other Panel members to ask whether they would be happy to include a recommendation suggesting that the Private Sector Housing Forum be reinstated. He was happy for the report to be postponed whilst amendments were made. This was welcomed by Committee Members.

58.5 Members asked whether the Panel had considered issuing a set list of fees for letting agents.

Councillor Elgood said that this had been considered by the Panel but that they had agreed that it was more useful to start with an accreditation scheme; there ought to be further discussion about issuing a set list of fees. The Panel had heard from a number of tenants who had paid fees because of fears of losing their properties.

58.6 Resolved- agreed to note and endorse the recommendations and report, but to agree to the extra points raised in the discussion today. It will then come back to ASCHOSC with the extra comments before being referred on to the Executive.

59. SCRUTINY PANEL REPORT LOOKING AT SERVICES FOR ADULTS WITH AUTISTIC SPECTRUM CONDITIONS

59.1 Councillor Steve Harmer Strange, Chairman of the Scrutiny Panel looking at services for Adults with Autistic Spectrum Conditions, presented the report to the Committee on behalf of the Panel. He said that this was a starting point, and that more research needed to be done in order to get the fullest possible picture of local services. It would be useful to speak to colleagues in the criminal justice system and Speech and Language Therapists for more information as it had not been possible to speak to them during the Panel's investigation.

Councillor Harmer-Strange said that, notwithstanding this, the report was a very strong piece of work and had been very well informed by a wide range of agencies and council officers. A large number of the recommendations were being taken forward in the Joint Strategic Needs Assessment, and would help to shape the direction of work for the future.

59.2 The Chair of ASCHOSC said that a member of the public had brought a number of comments and recommendations about the report to the attention of the Committee today. The comments had also been presented as a formal complaint. It was decided that it was therefore not appropriate to discuss the comments at ASCHOSC.

59.3 Members asked what would happen with the report now. The Senior Scrutiny Officer said that due to the tight timescales in the national guidance, it had been agreed to try and expedite the Panel's final report as much as possible. It was noted that this should have been made more explicit in the report or covering report.

Councillor Ken Norman, Cabinet Member for Adult Social Care (check) said that the report had already been seen by the Executive and that work was underway on the Executive response. Partner agencies had also been involved, including the work being carried out on the Joint Strategic Needs Assessment. In addition, stakeholder groups were being established.

59.4 Committee Members took the opportunity to discuss the content of the report. Steve Lawless, who manages Aspire, a service for adults with Asperger Syndrome, said that Aspire welcomed the report but had a few comments. He said that there was still a great many people who do not qualify for help from the council; they will continue to rely on the third sector for assistance. Mr Lawless welcomed the mapping of what services were available, but it was necessary to look at the funding and viability of third sector organisations.

Mr Lawless also said that it was important to look at preventative work at an early stage; buddying and mentoring were very good examples of schemes that worked. If people with Asperger have some training about how to see the world from the perspective of someone without Autism, that can be a very liberating experience.

Mr Lawless said that adult bullying should have been given more emphasis. People with ASC tend to have a lack of empathy and they do not know why people react in the way that they do. They are often bullied as adults but they do not know why. This can lead to people with ASC losing employment and affecting their entire lives.

Councillor Harmer-Strange agreed to discuss the above points with the Panel members and include them in the Panel report as needed.

59.5 Members thanked the Panel for their hard work on the report. It was very welcome.

59.6 Resolved- agreed to note and endorse the recommendations and report, and agreed to refer it on the Executive for endorsement. It should then come back to ASCHOSC.

60. UPDATE ON CVSF'S PERSPECTIVE ON PERSONALISATION

60.1 Sally Polanski and Geraldine des Moulins presented a report on behalf of the CVSF on the progress with personalisation, updating the Committee on progress in the last six months. They said that nothing had really moved on in the last six months, problems included: nothing had happened since a review meeting in October 2010. There was no

linking between the CVSF and the council. User involvement was central to successful personalisation but support for the CVSF was not forthcoming. The council had missed out by not using user-led intelligence.

In comparison, East Sussex County Council had just launched a large programme for personalisation including £9 million for the third sector. This was a very stark contrast with Brighton and Hove.

The CVSF has concerns about the level of savings that the council's budget has forecast will be made through personalisation. They worry that savings will negatively affect service users and providers.

They are desperate to see development work taking place. There has been a three year transformation process in place; we are now at the end of this but it has not been effective.

Ms Polanski said that, from their perspective, there had been a lot of work that had needed to be done within and without the council; the work within the council had happened but it was the external work that had not happened to such an extent.

There was a need for more communication, particularly with smaller organisations.

60.2 The recently appointed Head of Adult Assessment Services, Brian Doughty, said that he was happy to facilitate a meeting to discuss the issues that had been raised, including commissioners, the third sector, and other officers. He said that the projected budget savings reflected the reshaping of Adult Social Care generally, and were not solely based on the personalisation budget.

60.3 Councillor Norman said that he was due to meet colleagues from East Sussex to discuss their system. He felt that a lot had been put into place over the last three years although it was fair to say that things had slowed down in the last few months due to problems setting up meetings. Councillor Norman confirmed that he was committed to getting things back on track and consulting with the CVSF. He would take all of the comments raised into account.

60.4 The Committee thanked Ms Polanski and Ms des Moulins for their report and hoped that progress would be made shortly.

61. ESTATES SERVICES MASTERPLAN

61.1 Martin Reid gave a presentation updating the committee on the Estates Masterplan. (See minute book for copy of the presentations).

61.2 The Estates Masterplan is a plan for building new homes, and was being delivered by tenants. The first development that had been commissioned was on the site of Ainsworth House, in Wellington Road, Brighton. It uses the site of a decommissioned sheltered scheme. The bulk of funding comes from the Housing Revenue Account. The Ainsworth House scheme was a catalyst for wider estates development work. Mr Reid said that the Estates Masterplan planned to deliver up to 800 homes over ten years.

There was no list of sites yet, it was planned to be a step by step process. Tenants were focussing on Ainsworth House now, and would then look at other options.

61.3 Mr Reid responded to questions from Members regarding the proportion of affordable housing on new developments. Mr Reid said that the rates of housing remained the same. Ainsworth House will all be rented accommodation; rent levels would be kept at the same level as other council accommodation.

61.4 The presentations were noted and Mr Reid thanked for his time.

62. ITEMS TO GO FORWARD TO CABINET OR THE RELEVANT CABINET MEMBER MEETING

62.1 The Scrutiny Panel report on services for adults with Autistic Spectrum Conditions will be going forward to Cabinet as part of the decision making process.

63. ITEMS TO GO FORWARD TO COUNCIL

63.1 There were none.

The meeting concluded at 6.30pm

Signed

Chair

Dated this

day of

Adult Social Care & Housing Overview & Scrutiny COMMITTEE

Agenda Item 6

Brighton & Hove City Council

| | | | |
|-------------------------|---|--|---------------------|
| Subject: | <i>Adult Social Care Performance Report 20/11</i> | | |
| Date of Meeting: | June 28 2011 | | |
| Report of: | <i>Director of Adult Social Services/Lead Commissioner People</i> | | |
| Contact Officer: | Name: | <i>Philip Letchfield</i> | Tel: 29-5078 |
| | E-mail: | Philip.letchfield@brighton-hove.gov.uk | |
| Wards Affected: | All | | |

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:

- 1.1 This report seeks to outline the significant national developments in relation to the reporting of Adult Social Care performance.
- 1.2 Within this context the report also provides provisional outturn figures for 2010/11 on key performance indicators for adult social care. This data has yet to be validated through the NHS Information Centre.

2. RECOMMENDATIONS:

- (1) That the Scrutiny Committee note and comment on the provisional performance information
- (2) That the Scrutiny Committee informs officers on how they would wish to be involved in the future development of adult social care reporting.

3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:

- 3.1 The national performance reporting framework for Adult Social Care and the role of the national regulator, the Care Quality Commission (CQC), are going through a period of significant transition.

3.2 It was announced in 2010 that CQC would no longer report annually on the performance of Councils in relation to adult social care. CQC also ceased providing individual quality ratings for regulated care services and focused instead on the compliance of providers within key quality standards. There is therefore no national benchmarked reporting on performance in relation to either Councils or individual regulated providers.

3.3 The Department of Health produced a consultation document in relation to the national reporting of Adult Social Care data under the title 'Transparency in Outcomes' in November 2010 and the outcomes from this consultation were published in March 2011 alongside a detailed framework for an Adult Social Care Outcomes Framework for 2011/12.

3.4 The NHS Information Centre is the agency which collates and publishes all the data which local councils must submit in relation to adult social care. They are undertaking a zero based review of reporting aligned to the 'Transparency in Outcomes' consultation and the commitment to 'reduce the burden' on local government reporting. In the interim Councils still have to provide adult social care data returns as in previous years.

3.5 One action from the 'Transparency in Outcomes' consultation has been the publication of the Adult Social Care Outcomes Framework (ASCOF) for 2011/12. This is attached at appendix 1 and includes both those items agreed for inclusion in 2011/12 and those items identified as in need of development (placeholders) for the ASCOF in future years. Monthly reporting will be produced during 2011/12 in relation to local performance within the ASCOF.

3.6 The key themes that have emerged from the consultation have been :

- 3.6.1 Building a quality strategy for adult social care
- 3.6.2 Promoting transparency and accountability including the ASCOF and the production of local accounts
- 3.6.3 Securing minimum standards in quality
- 3.6.4 Improving quality
- 3.6.5 Defining high quality

3.7 Appendix 2 provides a summary of how the Department of Health propose this period of transition in social care performance reporting is managed.

3.8 As a consequence of the above performance reporting for 2010/11 is far more limited than in previous years. We have produced at appendix 3 a summary of performance against key national indicators compared to the previous year. It is important to emphasise that this data is yet to be validated and published by the NHS Information Centre, it remains provisional. At this stage it is not possible to report on the two indicators which are drawn from NHS data sources nor the data from the Annual Survey of service users which are still being analysed.

3.9 The year on year performance is one of broad improvement and reflects good progress in relation to the personalisation programme. The key national target of

achieving 30% in relation to the Self Directed Support indicator has been achieved and exceeded. The year 2010/11 was a key delivery year in the programme and this performance gives some assurance on our local progress.

- 3.10 The annual user survey has changed significantly for 2010/11 and will produce valuable information on the outcomes of services for local people. The survey covered people using a range of services and included outcomes such as safety, dignity, personal independence and choice. In future years this survey will be supplemented by a bi annual survey of informal carers.

4. CONSULTATION

- 4.1 This report covers matters that have been the subject of national consultations.

5. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

- 5.1 In addition to the performance information discussed in this report unit cost information across all social service authorities is collected and analysed annually. Costs of service are reviewed as part of budget monitoring and together with activity information used to consider Value for Money.

Finance Officer Consulted: Anne Silley Date: 10 June 2011

Legal Implications:

- 5.2 National developments and changes in statutory functions of CQC are set out in detail in the body of this report. There are no other specific legal or Human Rights Act implications arising.

Lawyer Consulted: Sandra O'Brien

Date: 14.06.2011

Equalities Implications:

- 5.3 There are no specific implications at this stage that are not included in the body of the report.

Sustainability Implications:

- 5.4 There are no specific sustainability implications in the report though this may emerge in the development of a Local Account.

Crime & Disorder Implications:

- 5.5 There are no specific implications for crime and disorder in this report.

Risk and Opportunity Management Implications:

- 5.6 Whilst the period of transition has removed quality ratings and diminished the capacity for national benchmarking it does provide an opportunity to consider anew what information is actually useful, to focus on outcomes for people and to develop stronger local mechanisms for accountability in relation to performance.

Corporate / Citywide Implications:

- 5.7 Although the Council will no longer be nationally performance rated in relation to adult social care it will need to develop mechanisms and a framework for reporting locally on adult social care performance.
- 5.8 Adult Social care services and their performance are dependent on good joint working across the council and with other key organisations such as the NHS, the private and voluntary sector and the police.

SUPPORTING DOCUMENTATION

Appendices:

1. Adult Social Care Outcomes Framework 2011/12
2. Managing the Transition
3. Provisional Performance Data 2010/11

Documents In Members' Rooms

1. None
- 2.

Background Documents

1. Transparency in Outcomes: a framework for quality in adult social care ;
Department of Health March 31 2011
- 2.

Outcome Framework Adult Social Care 2011/12

| 1. Enhancing quality of life for people with care and support needs | | | |
|---|-----------------------------------|--|--|
| Measure | Reporting frequency | | |
| The proportion of people who use services who have control over their daily life | Annual Survey | | |
| Proportion of people using social care who receive self directed support, and those receiving direct payment | Monthly | | |
| Proportion of adults with learning disabilities in paid employment | Monthly | | |
| Proportion of adults in contact with secondary mental health services in paid | NHS via MH NMDS | | |
| Proportion of adults with learning disabilities who live in their own home or with their family | Monthly | | |
| Proportion of adults in contact with secondary mental health services living independently, with or without support | NHS via MH NMDS | | |
| <i>Proportion of working age adults in contact with social services in paid employment* (to replace 1E/1F)</i> | Placeholder in 2011/12 | | |
| Carer reported quality of life | Annual Survey 2012/13 | | |
| 2. Delaying and reducing the need for care and support | | | |
| Permanent admissions to residential and nursing care homes per 1,000 population | Monthly | | |
| <i>Effectiveness of prevention/preventative services*</i> | Placeholder in 2011/12 | | |
| Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services | Annual survey over 3 month period | | |
| <i>Effectiveness of early diagnosis, intervention and reablement: avoiding hospital admissions*</i> | Placeholder in 2011/12 | | |
| Delayed transfers of care from hospital, and those which are attributable to adult social care | NHS report weekly | | |
| <i>Effectiveness of reablement: regaining independence*</i> | Placeholder in 2011/12 | | |
| 3. Ensuring that people have a positive experience of care and support | | | |
| Overall satisfaction of people who use services with their care and support | Annual Survey | | |
| Overall satisfaction of carers with social services | Annual Survey 2012/13 | | |
| The proportion of carers who report | Annual Survey | | |

| | | | |
|---|--|--|--|
| that they have been included or consulted in discussions about the person they care for | | | |
| The proportion of people who use services and carers who find it easy to find information about support | Annual Survey | | |
| People, including those involved in making decisions on social care, respect the dignity of the individual and ensure support is sensitive to the circumstances of each individual. | <i>'This information can be taken from the Adult Social Care Survey and used for analysis at the local level.'</i> | | |
| 4. Safeguarding adults whose circumstances make them vulnerable and protecting from avoidable harm | | | |
| The proportion of people who use services who feel safe | Annual Survey | | |
| The proportion of people who use services who say that those services have made them feel safe and secure | Annual Survey | | |
| <i>Effectiveness of safeguarding services*</i> | Placeholder in 2011/12 | | |

Appendix 2

7. Managing the transition

7.1 The tables below summarise the next steps over the coming 2011/12 year and beyond, as set out in each of the chapters before.

| During the 2011/12 year | |
|--|---|
| Transparency and accountability | <ul style="list-style-type: none"> ⌚ The interim national data set for adult social care in 2011/12 has been confirmed as part of the local government Single Data List. ⌚ The first Adult Social Care Outcomes Framework has been agreed, and detail on the measures chosen for 2011/12 is set out in the parallel document published alongside this response. ⌚ The ‘zero-based review’ of adult social care data collections is due to report its early proposals based on engagement to date in April. Further engagement will lead to development work over the year, and announcement by end September 2011 of any amendments (including reductions) agreed to come into effect from 2012/13. ⌚ We would expect councils to consider how best to test approaches to local accounts or reports to citizens on adult social care. Further best practice guidance will be published to support this process, as part of the local government sector’s approach to improvement. ⌚ Local Involvement Networks will be supported to improve performance and share learning; and HealthWatch pathfinders will be established to test out different approaches and models for Local HealthWatch organisations. |
| Securing minimum standards for quality | <ul style="list-style-type: none"> ⌚ The Care Quality Commission’s programme of registration will continue to register and monitor all 22,000 regulated providers of adult social care. As other elements of the quality strategy are developed, such as NICE Quality Standards, it will be necessary to ensure that these processes and ‘essential standards’ are aligned. ⌚ Work on professional regulation and the |

| | |
|---------------------------------|--|
| | <p>voluntary register will move forward as outlined above.</p> <ul style="list-style-type: none"> ⌚ CQC will work with LGG and ADASS to develop a process for triggering inspections in councils, as part of the new approach to improvement support. |
| Improving quality | <ul style="list-style-type: none"> ⌚ The Local Government Group, together with the Association of Directors of Adult Social Services, will publish detail on the design and development of the new local government sector-led model for improvement support. ⌚ The Care Quality Commission will publish proposals for consultation on the new excellence rating scheme for social care providers in spring 2011. ⌚ The Care and Support White Paper will consider what further actions need to be taken to incentivise quality improvement, in the context of the overall quality strategy and the reforms to the funding system for social care. |
| Defining high quality | <ul style="list-style-type: none"> ⌚ The National Institute for Health and Clinical Excellence (NICE) will work with stakeholders from the social care sector and people who use services to pilot a number of potential approaches to developing Quality Standards in social care. |
| In future years | |
| Transparency and accountability | <ul style="list-style-type: none"> ⌚ There will an annual process, whereby national and local government agree changes to the Adult Social Care Outcomes Framework and supporting national data set. ⌚ Development work on outcome measures may give rise to new proposals to amend and improve the Adult Social Care Outcomes Framework from 2012/13. ⌚ Subject to the results of the zero-based review of social care data and subsequent development, new collections may be able to be introduced, replacing old returns to reduce burdens, from 2012/13 onwards. ⌚ In the context of the sector-led approach to local government improvement, councils will have agreed regular processes for publishing accounts on adult social care, alone or with other local partners. |

| | |
|---|--|
| | <p>⌚ Local HealthWatch organisations will provide authoritative, coordinated local consumer voice for both commissioners and providers of services to help them develop high quality responsive services. They will also provide a valuable source of information about services to local people and make sure those who need help to access information in order to make appropriate choices are supported to do so. They will be the place to go for people who need help to make a complaint about NHS treatment or care.</p> |
| <p>Securing minimum standards for quality</p> | <p>⌚ HealthWatch England and CQC will explore how to work together at local level, building on existing engagement between CQC and LINKs.</p> <p>⌚ The Health and Care Professions Council will develop proposals for the introduction of an assured voluntary registration scheme for social care workers by 2013.</p> |
| <p>Improving quality</p> | <p>⌚ Subject to the Care and Support White Paper, there is likely to be further development, consultation and consideration of future options, as part of the transition to a new system for funding of social care.</p> |

| | |
|-----------------------|--|
| Defining high quality | <ul style="list-style-type: none">⌚ Subject to Parliamentary approval, NICE will be given a new statutory remit for social care from April 2012. This will be reflected by its change of name to the National Institute for Health and Care Excellence. It will retain the acronym NICE.⌚ The first Quality Standards involving social care are likely to be published during 2012/13, subject to future decisions on prioritisation. |
|-----------------------|--|

NI125 - Achieving independence for older people through rehabilitation/intermediate care

| Comparator | 2009-2010 | | | | | 2010-2011 | |
|----------------------------|-----------|-----------------|-------------|-----------------|---------|----------------|----------------|
| | Minimum | 25th Percentile | Average | 75th Percentile | Maximum | 2010-11 Target | 2010-11 Actual |
| BRIGHTON & HOVE | | | | 86.5 | | 87% | 87.9% |
| COMPARATOR GROUP | 71.9 | 78.9 | 83.0 | 86.3 | 100.0 | | |
| ENGLAND | 50.3 | 78.6 | 82.0 | 87.0 | 100.0 | | |

NI130- Social care clients receiving self directed support (direct payments and individual budgets)

| Comparator | 2009-10 | | | | | 2010-2011 | |
|----------------------------|---------|-----------------|-------------|-----------------|---------|----------------|----------------|
| | Minimum | 25th Percentile | Average | 75th Percentile | Maximum | 2010-11 Target | 2010-11 Actual |
| BRIGHTON & HOVE | | 8.9 | | | | 30% | 33.5% |
| COMPARATOR GROUP | 4.5 | 7.7 | 11.6 | 15.4 | 19.2 | | |
| ENGLAND | 3.3 | 8.6 | 13.8 | 16.3 | 58.7 | | |

NI135 - Carers receiving needs assessment or review and a specific carer's service, advice or information

| | 2009-10 | | | | | 2010-2011 | |
|----------------------------|---------|-----------------|-------------|-----------------|---------|----------------|----------------|
| Comparator | Minimum | 25th Percentile | Average | 75th Percentile | Maximum | 2010-11 Target | 2010-11 Actual |
| BRIGHTON & HOVE | | 20.7 | | | | 25% | 35.7% |
| COMPARATOR GROUP | 14.2 | 22.6 | 27.1 | 32.8 | 39.1 | | |
| ENGLAND | 6.9 | 20.8 | 26.5 | 31.1 | 66.4 | | |

NI145 - Proportion of Working age Adults with Learning Disabilities in settled accommodation at the time of their review/assessment

| | 2009-10 | | | | | 2010-2011 | |
|----------------------------|---------|-----------------|-------------|-----------------|---------|----------------|----------------|
| Comparator | Minimum | 25th Percentile | Average | 75th Percentile | Maximum | 2010-11 Target | 2010-11 Actual |
| BRIGHTON & HOVE | | | 62.6 | | | 63% | 60.1% |
| COMPARATOR GROUP | 35.4 | 55.4 | 60.1 | 70.7 | 79.0 | | |
| ENGLAND | 27.0 | 53.4 | 60.8 | 69.0 | 85.0 | | |

NI146 - Proportion of Working Age Adults with Learning Disabilities in employment at the time of their review/assessment

| | 2009-10 | | | | | 2010-2011 | |
|----------------------------|---------|-----------------|------------|-----------------|-------------|----------------|----------------|
| Comparator | Minimum | 25th Percentile | Average | 75th Percentile | Maximum | 2010-11 Target | 2010-11 Actual |
| BRIGHTON & HOVE | | | | | 14.9 | 16% | 15.3% |
| COMPARATOR GROUP | 3.1 | 4.2 | 6.5 | 7.1 | 15.0 | | |
| ENGLAND | 0.0 | 4.1 | 6.8 | 8.3 | 36.4 | | |

Reviews

| | 2009-2010 | | 2010-2011 | |
|--|----------------|----------------|----------------|----------------|
| P.I. | 2009-10 Target | 2009-10 Actual | 2010-11 Target | 2010-11 Actual |
| % Reviews completed based on clients having open service agreements in year | 82% | 75.5% | 82% | 85.7% |

Adult Social Care and Housing Overview and Scrutiny Committee

Agenda Item 6

| | | | |
|-------------------------|--|--|--------------------|
| Subject: | Performance Report (Quarter 4 – end of year) | | |
| Date of Meeting: | 28 June 2011 | | |
| Report of: | Head of Service, Housing & Social Inclusion | | |
| Contact Officer: | Name: | Ododo Dafe | Tel: 293201 |
| | E-mail: | Ododo.dafe@brighton-hove.gov.uk | |
| Key Decision: | No | | |
| Wards Affected: | All | | |

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:

- 1.1 This is the Quarter 4, end of year, report for Housing & Social Inclusion performance for 2010-2011.

2. RECOMMENDATIONS:

- 2.1 That Adult Social Care and Housing Overview and Scrutiny comment on the contents of this report.

3. RELEVANT BACKGROUND INFORMATION

3.1.0 Rent collection and current arrears

| Indicator | End of year performance 09/10 | Quarter 3 10/11 | End of year performance 10/11 | Targets | |
|---|----------------------------------|--------------------|----------------------------------|---|----------|
| | | | | 10/11 | 11/12 |
| Rent collected as a % of rent owed | 98.29% | 98.49% | 98.70% | 98.68% | 98.86% |
| % tenants evicted for rent arrears | 0.12% | 0.19% | 0.22% | less than 35 evictions per annum: 0.29% | |
| % rent lost due to empty homes | 2.05% | 2.12% | 2.06% | To be set | |
| Total former tenant arrears | £780,280 | £602,728 | £566,974 | £650,000 | £447,641 |
| % Leaseholders collection rate on recoverable arrears | 92% | Collected annually | 95% | 92% | 95% |

3.1.1 Rent collected

The collection rate result at the end of the financial year was 98.70% against a target of 98.68%. This compares to 98.29% at the end of the previous financial year. Since March 2010 rent arrears have reduced by £170,104.

This is the highest collection rate the team have ever achieved and is a testament to the team members' dedication and tireless efforts to collect rent. This was an extremely challenging year during a time of economic downturn and the results are all the more commendable because of this.

3.1.2 Arrears evictions

Rent arrears evictions for 2010/11 total 26 (0.22%). This includes eight properties that were repossessed following abandonment.

3.1.3 Percentage leaseholder recoverable arrears

The collection rate on recoverable arrears analyses the make-up of the gross debt and excludes arrears that are currently in dispute; have Charging Orders; have been referred for legal recovery action or are being repaid under formal

repayment agreements. The 95% recovery rate again follows improved recovery rates over the past five years.

3.2.0 Empty property turnaround time

| Indicator | End of year performance 09/10 | Quarter 3 10/11 | Quarter 4 10/11 | End of year performance 10/11 | Targets | |
|---|----------------------------------|--------------------|--------------------|----------------------------------|---------|-------|
| | | | | | 10/11 | 11/12 |
| BV212 - average re-let times in days (all properties) | 25.5 | 20 | 21 | 18 | 24 | 22 |
| General needs | 23 | 16 | 16 | 15 | 24 | 22 |
| Sheltered | 38 | 46 | 42 | 33 | 24 | 22 |

3.2.1 During this quarter the turn around time was 21 days for both sheltered housing and general needs. Individually, the general needs turn around time was 16 days and for sheltered housing, 42 days. Despite a rise in the fourth quarter figures, the end of year result was excellent, with the turn around time for all properties being six days under target.

3.2.2 Overall performance was impacted by the fact during this quarter eight properties were let in excess of 50 days. Of these, one exceeded 100 days and two over 200 days.

3.2.3 In May the Lettings team will be moving to the Housing Centre in Moulsecoomb. This will enable working closer with other teams involved with empty homes and will help foster better working relationships and communication.

3.3.0 Repairs and Improvements

| Repairs and Improvements Performance | End of year performance 09/10 | Quarter 3 10/11 | Quarter 4 10/11 | End of year performance 10/11 | Targets | |
|--|----------------------------------|--------------------|--------------------|----------------------------------|---------|---------|
| | | | | | 10/11 | 11/12 |
| Emergency repairs completed in time | 98.4% | 98.01% | 97.82% | 98.4% | 97% | 98% |
| Urgent repairs completed in time | 97.6% | 95.57% | 95.04% | 96.0% | 97% | 98% |
| Routine repairs completed within target time | 98.9% | 98.07% | 97.21% | 98.4% | 97% | 97% |
| BV73 - Average | 12 days | 11 days | 12 days | 11 days | 15 days | 15 days |

| Repairs and Improvements Performance | End of year performance 09/10 | Quarter 3 10/11 | Quarter 4 10/11 | End of year performance 10/11 | Targets | |
|--|----------------------------------|--------------------|--------------------|----------------------------------|---------|-------|
| | | | | | 10/11 | 11/12 |
| time to complete routine repairs | | | | | | |
| RR5 - % of appointments kept | 99.8% | 95.48% | 96.2% | 98.4% | 95% | 95% |
| NI158 - % of council homes that meet the decent homes standard | 60.52% | 70.30% | 74.03% | 74.03% | 74% | 88% |
| BV63 - Energy efficiency (SAP rating) | 75.90 | 76.50 | 76.60 | 76.60 | 76.70 | 71.0* |
| LPI G3 - Citywide % of stock with up to date gas safety certificates | 99.68% | 99.74% | 99.81% | 99.81% | 100% | 100% |

3.3.1 Responsive repairs

3.3.2 2010/11 was the first year of the new repairs and improvement partnership with Mears Group. The year saw some good results across the performance measures collected by the partnership. Each month a detailed performance report is presented to Core Group and is scrutinised with residents. Actions are agreed to address any areas where there are performance concerns.

3.3.3 This year saw almost all of the performance targets met by the partnership with excellent performance in completing emergency repairs within 24 hours and routine repairs being completed in an average of 11 days. The partnership missed the target for completion of urgent repairs within three days by 1% and May's Core Group have asked for a review of this indicator and for a number of actions to be completed to improve performance over the first part of this year.

3.3.4 A total of 34,275 repairs were completed during 2010/11, which is an average of 94 per day.

3.3.5 Decent Homes and SAP (energy efficiency rating)

3.3.6 One of the main aims of the repairs and improvement partnership is to invest in and improve resident's homes. This year saw the partnership achieve its target of 74% of the council's stock meeting the decent homes standard. This means that over the last year Mears and the council have brought nearly 1,700 properties to the standard. This is an improvement of nearly 14% on last year.

3.3.7 Over the year the partnership has replaced 676 kitchens, 299 bathrooms and installed 1,039 new doors. The council has also replaced 984 boilers across

the city improving the energy efficiency of properties and delivering reductions to residents heating costs.

3.3.8 This year the target is to achieve 88% decency across the stock improving a further 1,720 properties.

3.3.9 The Standard Assessment Procedure (SAP) is a measure of the energy efficiency of our housing stock and this year our result for properties was 76.6 out of 120. For 2011/12 we are moving to the new government measure (SAP 2005) which uses a score out of 100. This explains why the target has been revised to 71.

3.3.10 Gas servicing

3.3.11 The council, Mears and PH Jones continue to deliver a high performance in this area with 99.81% of properties having a current gas safety certificate. There are a total of 20 properties with an overdue safety certificate; all of these have been referred to the council by the constructors and procedures are in place to ensure they are all accessed and certified. Currently there are no properties with safety checks more than one year overdue. All communal heating systems have a current safety certificate with the exception of two which have been decommissioned.

3.4 Estates Service

| Indicator | End of year performance 09/10 | Quarter 3 10/11 | Quarter 4 10/11 | Targets |
|------------------------------|--|-----------------|-----------------|---------|
| | | | | 10/11 |
| Completion of cleaning tasks | 92% | 89% | 96.5% | 98.5% |
| Bulk refuse removal | Emergency 98.6% | Emergency 100% | Emergency 100% | 100% |
| Targets met within timescale | Routine 97.3% | Routine 100% | Routine 97% | 96% |
| Graffiti removal | Emergency 84.3% | Emergency 100% | Emergency 100% | 100% |
| Targets met within timescale | Routine 75.6% | Routine 91% | Routine 84% | 96% |
| Lights | New performance measures introduced in Quarter 3 | Emergency 100% | Emergency 100% | 100% |
| Targets met within | | Routine | Routine | 96% |

| | | | | |
|------------------------------|----------|----------------------|---------------------|-----|
| timescale | | 97.8% | 91% | |
| Neighbourhood Response Team | | 1,703 jobs completed | 1,799 job completed | - |
| Targets met within timescale | As above | - | 96% met on time | 95% |

- 3.4.1 As part of our developing performance indicators, a new approach in responding to cleaning and issues dealt with by the Neighbourhood Response Team (NRT) has been adopted. Each manager is responsible for checking that standards are met for a minimum of 20% of work carried out by their team. Since the quality checking was started in February 2011, we have completed 225 quality cleaning inspections and achieved 91% satisfaction with performance. The NRT has achieved a 95% target against an objective of 96% for 143 quality checks since March 2011.
- 3.4.2 In addition to quality checking, customer satisfaction is measured against a published framework that includes residents overall satisfaction with work completed. There is currently a target to contact 10% of our customers that have experienced their issues being directed to Estate Services for action.
- 3.4.3 Cleaning performance has improved by 7% since Quarter 3. We are continuing to work with CityClean to improve performance in key areas, where we have a mutual interest, for example graffiti removal. To improve performance still further a service level agreement with CityClean is being devised. Our aim is to ensure that by cooperation with CityClean we achieve a value for money outcome, while improving performance still further.
- 3.4.4 Recognising the work of the Energy Efficiency Working Group, staff responsible for common way lighting have been working towards changing all sensors to take account of Daylight Saving Time. We have also set more rigorous targets for the team in line with the service pledges.
- 3.4.5 A new area of work for us, arising specifically from customer expectation and request, is jet washing to remove unsightly moss and algae from external common areas. We will be seeking to develop this part of the service in the coming months.
- 3.4.6 Cleaning standard monitoring sheets have now been placed in all of the blocks that Estate Services clean. Positive feedback has been received from both the Estate Services Monitoring Group and customers direct regarding the standard of service. This critical eye is assisting us in reviewing the performance of cleaners and enables us to address specific issues where they arise.
- 3.4.7 The weather for Quarter 4 was good compared to the previous quarter, although staff were still tackling the issue for grit trodden into blocks. The 75 grit bins, provided in November 2010, have now been refilled and padlocked. Residents' Associations will be provided with a key in readiness for the winter.

3.4.8 A recent report from housing adaptations highlighted the success of the new role taken on by the Neighbourhood Response Team as trusted assessors, carrying out minor works for our customers. The Team has undertaken 42 minor work requests since January 2011. Lever taps, grab rails and stair rails being the predominant requests, with installation times averaging within four days. The success of the project and the installation of minor works without delay were reported to have had a significant impact on:

- reducing the risk of accident and injury
- preventing hospital admissions
- promoting well-being and helping keep people out of residential care
- reducing the need for a tenant to undergo a community assessment by Access point

3.5.0 Anti-social behaviour (ASB)

3.5.1 Referrals of anti-social behavior to the Social Inclusion Team have reduced slightly during the last quarter. The reason for this, it is believed, is due to seasonal factors. The Social Inclusion Team has managed to successfully close 17 cases although one has resulted in eviction as a result of incidents of hate crime and harassment.

| | Current high profile ASB cases | Number of new cases | Number of Notices of Seeking Possession served | Number of evictions | Number of closed cases |
|----------------|--------------------------------|---------------------|--|---------------------|------------------------|
| 2010/11 | 62 | 12 | 2 | 1 | 17 |
| 2009/10 | 48 | 9 | 6 | 2 | 5 |

3.5.2 Following an evaluation of the “Turning the Tide” pilot project, reported at HMCC in January this year, the decision was taken at Housing Cabinet Member’s Meeting in February to roll out the strategy citywide. The Anti-social Behaviour Team and Tenancy Sustainment Team have now successfully embedded their approach across the city, continuing to work alongside each other to address the variable issues that result in anti-social behaviour. This improved approach is reflected in the reduction in the number of evictions (currently showing a reduction of 42% on 2009/10 figures); the increased number of cases closed; and also the increased satisfaction levels of how ASB is dealt with. The percentage of residents responding as “fairly/very satisfied” rose from 66% in Quarter 1 to 93% in Quarter 3 and to 100% in Quarter 4. This compares very favourably with the national average of 68%.

4. CONSULTATION

4.1 As reported at the last Housing Management Consultative Committee, this report will be the final one to use the current style of presentation. Members

will have the opportunity to both comment on and influence the proposed new style of report which will be presented to future meetings.

FINANCIAL & OTHER IMPLICATIONS:

- 5.1 Although there are no direct financial implications arising from the recommendations in this report, changes in most performance areas will have a financial implication. An example is the improvement in the rent collection and arrears management, which has contributed to a saving in the HRA Budget for the bad debt provision requirement. Any financial implications affected by performance are included in the Housing Revenue Account Targeted Budget Management report, which is reported quarterly to Cabinet.

Finance Officer Consulted: Susie Allen *Date:* 19 May 2011

- 5.2 Legal Implications:
There are no significant legal or Human Rights Act implications arising from the report.

Lawyer consulted: Liz Woodley *Date:* 18 May 2011

- 5.3 Equalities Implications:

Equalities implications are included within the body of the report.

- 5.4 Sustainability Implications:

Sustainability implications are included within the body of the report.

- 5.5 Risk and Opportunity Management Implications:

There are no direct risk and opportunity management implications arising from this report

- 5.6 Corporate / Citywide Implications:

There are no direct Corporate or Citywide implications arising from this report.

6. EVALUATION OF ANY ALTERNATIVE OPTION(S):

- 6.1 Not applicable to this report.

7. REASONS FOR REPORT RECOMMENDATIONS

7.1 These are contained within the body of the report.

SUPPORTING DOCUMENTATION

Appendices: None

Documents in Members' Rooms: None

Background Documents: None

ADULT SOCIAL CARE & HOUSING OVERVIEW & SCRUTINY COMMITTEE

Agenda Item 7

Brighton & Hove City Council

Subject: Briefing Note on Community Meals
Date of Meeting: 28 June 2011
Report of: Lead Commissioner, Adult Social Care and Health
Contact Officer: Name: Philip Letchfield Tel: 29-5078
E-mail: Philip.letchfield@brighton-hove.gov.uk
Wards Affected: All

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:

- 1.1 This report provides the Adult Social Care and Housing Overview and Scrutiny committee with a briefing note on Community Meals. The briefing outlines the current arrangements for the provision of Community Meals in the city and identifies some of the key issues for this service.

2. RECOMMENDATIONS:

- 2.1 That members:
Note the briefing report and consider the issues raised.

3. BACKGROUND INFORMATION

- 3.1 The Women's Royal Voluntary Service (WRVS) is the current provider for the Community Meals contract in Brighton and Hove. This contract is due to expire in March 2012.
- 3.2 The WRVS supplies hot meals to people who have been assessed as needing them, and delivers the meals to their own homes, thereby

assisting people to remain living independently. Service users or their carers can also self refer directly to WRVS.

- 3.3 The service operates 365 days per year and there is a requirement that a "safe and well" check is made for each person who has a meal delivered.
- 3.4 The WRVS are responsible for ensuring that meal weights and nutritional content comply with the latest Recommended Standard for Community Meals developed by the National Association of Care Caterers (NACC). Currently the WRVS contract with Tillery Valley for the supply of the meals.
- 3.5 Since October 2009 the WRVS have been leasing 4 Hot Vans to deliver meals in the BN1 and BN2 districts of the city. Volunteers using private cars with insulated thermo-boxes deliver in other areas of the city.

4 COST AND VALUE

- 4.1 The value of the contract is a combination of a fixed and variable price. The rate charged for the variable element decreases on a sliding scale as the number of meals that have been provided increases.

For the year 2010-11:

- the fixed element was £357,700
- the variable cost was £125,251 (£1.53 per meal x 81,864 meals)
- total cost £482,951
- less client contribution: £239,460
- Cost to the Council £ 243,491
- The unit cost for each meal provided is £5.89 less client contribution £2.90 =£2.99

- 4.2 The WRVS collect the client contribution on behalf of the Council, this is deducted from the amount charged to the Council.

The Client contribution increased from £2.90 per meal to £3.00 in January 2011. Service users are not financially assessed so the benefit of this price is available to everyone who has been assessed as benefitting from the service.

To our knowledge the charge of £3 per meal is the cheapest in the country and offers excellent value for money.

The total client contribution for the period 2010-2011 was £239,460

- 4.3 The number of meals provided has been reducing in recent years as demonstrated in the table below.

| Year | Number of Meals provided | % reduction against previous year |
|------------------------|---------------------------------|--|
| Apr2007 to March 2008 | 96352 | |
| Apr 2008 to March 2009 | 87231 | 9% |
| Apr 2009 to March 2010 | 83729 | 4% |
| Apr 2010 to March 2011 | 81864 | 2% |
| | | |

The rate of decline in the number of meals provided has levelled off over the last year. However, since the current contract was awarded in 2007 the number of meals provided has reduced by 15%, a reduction of 14,488 meals per year.

- 4.4 During the year 2010-2011.

The breakdown of community meals customers was as follows:

- 15 kosher customers
- 8 vegetarians
- 36 diabetic customers
- 353 no specific dietary needs

412 people in total

- 4.5 Number of new referrals for the Council was 250 and from self referrals directly to WRVS was 188 making a total of 438 new service users. The number of people who no longer required the service was 549.

5. QUALITY OF THE SERVICE

5.1 The Adult Social Care Commissioning Support Unit monitors and regularly reviews the Community Meals Contract.

5.2 A recent survey (Feb 2011) was undertaken by the Lay Assessors Scheme on behalf of the Council.

51 people completed a telephone interview to give their views on the service.

The headlines from this survey were:

- 84% felt that the service was good value for money
- Over 90% said that the meals were hot enough.
- 88% said the variety was acceptable or better but some people mentioned lack of variety in vegetables.
- 82% thought the quantity was just right
- Almost everyone said presentation was good
- Almost everyone was happy with the people who delivered their meals

5.3 The WRVS also gather feedback from their service users with regular surveys.

Results from their March 2010 survey were similar to those of the Lay Assessor's scheme as detailed in 5.2 above.

The notable differences were that:

- 2.9% of the people surveyed said that the portion size was rarely or never adequate.
- 12% of people said they would use a breakfast service if it was delivered with their lunchtime hot meal the day before
- 22 % of people did not know who to contact if they have a comment or complaint to make.

5.4 The delivery time and temperature of the first and last meal delivered on each round are recorded daily.

6. CURRENT ISSUES

6.1 The number of people receiving Community Meals has dropped considerably and as a consequence the unit cost for the Council has increased. In part this maybe linked to the increased options available to people in relation to ready made meals.

- 6.2 Service user feedback is generally very positive with most people feeling that the service offers good value for money.
- 6.3 The WRVS have to collect the client contribution on behalf of the Council. This has resulted in a number of bad debts. The WRVS send three “reminder” letters before the Council is responsible for continuing to follow up the debts.
- 6.4 The WRVS currently contract with Tillery Valley for the supply of meals; this company is based in Wales.
- 6.5 The contract has not been re-tendered for many years since there have been no other providers in the local area who could provide this service. This situation has now changed.
- 6.6 The Council charge for the service is one of the lowest nationally.
- 6.7 The service is available to those people who may not be eligible for care services through the Council’s eligibility criteria

SUPPORTING DOCUMENTATION

Documents in Members’ Rooms:

None

ADULT SOCIAL CARE & HOUSING OVERVIEW & SCUTINY COMMITTEE

Agenda Item 8

Brighton & Hove City Council

| | | | |
|-------------------------|--|-------------------------------------|----------------------------|
| Subject: | Safeguarding Adults at Risk | | |
| Date of Meeting: | 28.06.11 | | |
| Report of: | <i>Director of Adult Social Services/Lead Commissioner People</i> | | |
| Contact Officer: | Name: | <i>Denise D'Souza</i> | Tel: 29-5048 |
| | E-mail: | denise.d'souza@brighton-hove.gov.uk | |
| Key Decision: | No | | |
| Wards Affected: | All | | |

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:

- 1.1 Every person has a right to live a life free from abuse, neglect and fear. 'Safeguarding' includes a range of activity aimed at upholding an adult's right to be safe at the same time as respecting people's rights to make choices. In its broadest sense safeguarding is everyone's business: the public, volunteers and professionals.
- 1.2 Brighton & Hove City Council Adult Social Care are the statutory lead authority for the co-ordination of work for safeguarding adults at risk (formerly termed as vulnerable adults) from abuse. If there is a concern, or an allegation made that an adult at risk may have been harmed, the lead role for investigating this rests with Adult Social Care.
- 1.3 The principles for this follow the statutory guidance provided by the Department of Health and Home Office in 2000 in 'No Secrets', and the best practice guide 'Safeguarding Adults – A National Framework of Standards for Good Practice and Outcomes for Adult Protection' 2005.
- 1.4 The 'Sussex Multi-Agency Policy and Procedures for Safeguarding Adults at Risk' provide the local framework for co-ordinating prevention and investigation, when a concern or allegation has been raised regarding an adult at risk being harmed. These policy and procedures are overseen by the local Safeguarding Adults Board.
- 1.5 This report shows the Safeguarding Adults Board Action Plan, for the years 2011 – 2013, to show the planned work to safeguarding the most vulnerable people in the City. This plan will be updated quarterly, and reported to the Safeguarding Adults Board.

2. RECOMMENDATIONS:

- (1) That the Overview & Scrutiny Committee notes the updated Action Plan for safeguarding adults at risk.
- (2) That the Overview & Scrutiny Committee requests that this information will be included in the Safeguarding Adults Annual Report for April 2010/11, published July.

3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:

- 3.1 'No Secrets' was published in March 2000 by the Department of Health and the Home Office for use by all health and social care organisations and the police, giving guidance on developing and implementing multi-agency policies and procedures to protect vulnerable people from abuse. It noted that some groups of adults experience a higher prevalence of abuse and neglect than the general population and that they are also not so easily able to access services to enable them to lead safer lives. 'No Secrets' stated that the development of local multi-agency codes of practice for safeguarding vulnerable adults should be co-ordinated locally by each local authority social services department, requiring partnership working to create a framework of inter-agency arrangements. The lead agency within the overall framework should be the local authority, but all agencies should designate a lead officer at senior level. This would create a multi-agency management committee for safeguarding vulnerable adults.
- 3.2 The Safeguarding Adults Board in Brighton and Hove fulfils this role, and is a multi-agency partnership leading the work to safeguard vulnerable adults in Brighton and Hove. Its members include Sussex Police, Sussex Partnership Foundation Trust, Sussex Community Trust, Brighton and Sussex University Hospital Trust, South East Coast Ambulance Service, Brighton and Hove NHS, Practitioners Alliance Against the Abuse of Vulnerable Adults (PAVA), the Domestic Violence Forum, The LINK, Community Safety, and leads for City Council assessment, provider, contracts, and housing teams.
- 3.3 The Brighton and Hove Safeguarding Adults Board Action Plan (Appendix 1 for 20011/13 plan) is the work plan agreed by the Safeguarding Adults Board setting out objectives and priorities for preventing adult abuse, and ensuring all safeguarding work is of the highest quality.
- 3.4 The priorities for work identified in this action plan have come from the 11 Standards in the 'Safeguarding Adults National Framework', as well as recommendations made by the Care Quality Commission following their inspection of adult safeguarding work in 2010. Other documents referred to are the Joint Improvement Partnership 'Self Assessment Quality Performance Framework for Adult Safeguarding', ADASS 'Safeguarding Adults Advice Note' April 2011, and Local Government Improvement and Development 'Adult Safeguarding – Early messages from peer reviews'.
- 3.5 The focus for this year's work will be prevention and raising awareness, and in listening to the experiences of those who have been abused, to help develop support and policy.

4. CONSULTATION

4.1 None

5. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

5.1 There are no direct implications arising from the recommendations of this report. Any costs associated with the delivery of the business plan forms part of the budget strategy of the different partner agencies involved.

Finance Officer Consulted: Name: Anne Silley Date: 31/05/11

Legal Implications:

5.2 It is incumbent on the Local Authority as safeguarding lead to implement the recommendations made by the statutory inspection body, CQC, to ensure ongoing robust and effective safeguarding practice in the city. By definition proper safeguarding planning and practice ensures individuals' Human Rights [as enshrined in the Human Rights Act 1998] are taken into account.

Lawyer Consulted: Name: Hilary Priestley Date: 01/06/11

Equalities Implications:

5.3 Older people, people with disabilities and mental illness can be vulnerable to abuse.

Sustainability Implications:

5.4 There are no sustainability implications.

Crime & Disorder Implications:

5.5 Vulnerable people can be subject to financial abuse and physical abuse and sexual violence which are forms of adult abuse that are reported to Adult Social Care.

Risk and Opportunity Management Implications:

5.6 Safeguarding Adults is a key role for Adult Social Care in ensuring that the most vulnerable people are able to live safely. Failure to manage this responsibility well puts individuals at risk as well as exposing the local authority to risk and challenge.

Corporate / Citywide Implications:

5.7 Safeguarding work is carried out across the City.

6. EVALUATION OF ANY ALTERNATIVE OPTION(S):

- 6.1 Safeguarding is a core statutory responsibility and it is important that there is good monitoring and oversight of performance.

7. REASONS FOR REPORT RECOMMENDATIONS

- 7.1 To ensure the Cabinet Member has an overview of safeguarding performance.

SUPPORTING DOCUMENTATION

Appendices:

1. Brighton and Hove Safeguarding Adults Action Plan 20011/13

Documents In Members' Rooms

1. None

Background Documents

1. 'No Secrets: the development of multi-agency responses to the abuse of vulnerable adults' Department of Health 2000
2. 'Safeguarding Adults: a national framework of standards for good practice and outcomes in adult protection work' ADASS 2005
3. Sussex Multi-Agency Policy and Procedures for Safeguarding Adults at Risk 2007 (revised 2011)
4. Care Quality Commission 'Inspection report Brighton and Hove City Council' 2010

Brighton and Hove Safeguarding Adults Board Action Plan April 2011 – April 2013

| Action | Date completed | Key Milestones | | Sub group and Lead Officer(s) | Green Achieved Amber Ongoing Red Pending |
|---|----------------|---|--|--|---|
| | | | Progress | | |
| Objective 1 – All citizens to be able to access information about how to gain safety from abuse and violence, including information about the local multi-agency safeguarding procedures. Standard 3,6 and 10 National Framework | | | | | |
| 1.1 Prevention Strategy and action plan to be in place and regularly updated for safeguarding adults at risk in the City. To link with Risk Policy and Self Neglect Guidance, as well as incorporating the ongoing Dignity Campaign work, and Community Safety Strategy and Personalisation agenda (Think local, Act personal). | | 1. Prevention Strategy and Action Plan to be in place and agreed by SAB 2. Increase of public awareness of the safeguarding process, demonstrated by an increase in safeguarding referrals from non professionals 3. Self Directed Support Service to have clear safeguarding processes in place. Data to be monitored on SDS and safeguarding alerts and investigations. | 1. Prevention Strategy in draft April 2011 1.7.11 Prevention Strategy and action plan to be shared with all organisations represented at the SAB. 2. April 11 draft poster completed. For consultation. Posters to be launched following consultation. 3. Audit and data available is used to monitor quality of SDS service. Safeguarding input to tender process for SDS service Further consideration of data relating to SDS and safeguarding investigations to ensure relevant data can be collected and analysed. | Abuse Prevention and Dignity Sub Group | Ongoing |
| 1.2 Information and advice is available to assist people to keep themselves safe, to understand the investigation process if required, and to access post abuse support. | | 1. Produce information to aid the understanding of adults at risk regarding the safeguarding investigation process | 1. Draft written – to go to sub group May 11 – draft leaflet with Design Team, for circulation for comment June 11 Improve website. | Prevention and Dignity Sub Group | Ongoing |

| Action | Date completed | Key Milestones | | Sub group and Lead Officer(s) | Green Achieved Amber Ongoing Red Pending |
|--------|----------------|---|----------|-------------------------------|---|
| | | | Progress | | |
| | | 2. Ensure sexual assault centres, rape crisis advice and guidance, and domestic abuse services are accessible for adults at risk. 3. Identify peer support, which organisations are able to provide peer support services. Encourage survivor's stories to be told and heard. 4. Council website Safeguarding page to be redesigned to ensure clear and easy to access information. | | | |

| Action | Date to complete | Key Milestones | | Sub Group and Lead Officer(s) | |
|--|------------------|--|---|--|---------|
| | | | Progress | | |
| Objective 2 – Engagement of service users and carers as key partners in all aspects of safeguarding work Standard 11 National Framework | | | | | |
| 2.1 Safeguarding process to be empowering for people involved | | <p>1. People to feel stronger and more confident as a result of actions and interventions, having had as much control and choice as possible.</p> <p>2. Develop involvement of adults at risk and their carers in the work of SAB through the active participation of the LINK and Older People’s Council and others in audit and monitoring processes, and in development of guidance and procedures.</p> | 1. Revision of multi agency procedures to ensure message of empowerment and control to adults at risk informs practice –June 11 | Prevention and Dignity Sub Group | Ongoing |
| 2.1 Adults at risk have full participation in outcomes of investigations, and can feedback their views | | 1. Audit tool for use following investigation process. Feedback to be reported to SAB and reflected in training and procedures | June 11 – draft process to GM meeting | Head of Assessment Safeguarding Adults Manager | Ongoing |

| Action | Date to complete | Key Milestones | | Sub Group and Lead Officer(s) | |
|---|------------------|---|---|-------------------------------|---------|
| | | | Progress | | |
| Objective 3 – All work, by all partner organisations, undertaken in relation to adults safeguarding is of the highest quality and is based on best practice, in line with the multi-agency procedures. Standard 1,5,7 and 9 National Framework | | | | | |
| 3.1 Sussex multi agency procedures in place and able to be updated following audit, Serious Case Reviews and national requirements. Effectiveness to be monitored by SAB. | | 1. Web based procedures in final version, update arrangements in place. 2. 'Lessons learnt' reported to SAB and reflected in procedures and practice. 3. Links in procedures to Pan Sussex agreed guidance. 4. Quality assurance through audit process, reported to SAB. 5. Assurance of effectiveness of SAB, and annual report. 6. Information pack and induction process for all new SAB members. | 1. Consultation period ended 31.3.11. Aim planned launch June 11. 2. Update process to include how 'lessons learnt' will be included in changes to procedures and practice. 4. Method for undertaking multi agency audit to be considered, and yearly independent audit process, including audit of effectiveness of SAB. | Safeguarding Adults Manager | Ongoing |
| 3.2 Practice and recording standards are understood by all involved in safeguarding investigations work. To link to the Competency Framework. | | 1. Training Strategy 2011 to be in place. Training programme to reflect national and local changes. | 1. April 11, training has been updated and linked to Competency Framework. New training programme for 2011 agreed. May 11 – review 2010 training strategy, including training figures. Include in annual report June 11 | Training Sub Group | Ongoing |

| Action | Date to complete | Key Milestones | | Sub Group and Lead Officer(s) | |
|---|------------------|---|---|---|---------|
| | | | Progress | | |
| | | <p>2. Yearly Conference to be held</p> <p>3. Training programme for ASC senior managers.</p> <p>4. Review of documentation used to ensure fits with changes in procedures and practice.</p> <p>5. Health Investigation Officer role to be agreed.</p> <p>6. Continue to increase numbers of accredited trainers and offer updates for their development</p> | <p>2. Booked 21.3.12.</p> <p>3. Planned summer 2011, programme agreed and trainer identified.</p> <p>4. Word docs completed and tested, for SPFT. To be launched May 2011</p> | | |
| 3.4 Work completed under the Mental Capacity Act meets required practice standard across all settings | | Quality audits in place for assessments undertaken. Data collection and analysis in place. | May 11 audit being undertaken in ASC. Recommendations to be reported to SAB. | Mental Capacity and Deprivation of Liberty Safeguards Monitoring and Development Group | Ongoing |
| 3.5 Work completed under the Deprivation of Liberty Safeguards meets statutory requirements in both care home and hospital settings | | <p>1. Increase awareness of DOLS in hospital settings</p> <p>2. Increase numbers of DOLS assessments across care provision.</p> | 1. All hospitals and care homes in Brighton & Hove to receive further information about DOLS within 11/12. | Mental Capacity and Deprivation of Liberty Safeguards Monitoring and Development Group, PCT Quality Board+ Safeguarding Board | Ongoing |

| Action | Date to complete | Key Milestones | | Sub Group and Lead Officer(s) | | |
|--------|------------------|----------------|----------|-------------------------------|--|--|
| | | | Progress | | | |
| | | | | | | |

| Action | Date to complete | Key Milestones | | Sub Group and Lead Officer(s) | |
|---|------------------|---|---|--|---------|
| | | | Progress | | |
| Objective 4 – Key agencies responsible for safeguarding adults to work in partnership, to have a consistent and co-ordinated approach to safeguarding adults in the City Standard 2,4 and 8 National Framework | | | | | |
| 4.1 All partner organisations to have a set of internal guidelines, consistent with the multi-agency procedures, which set out the responsibilities of all workers to operate within it | | The Safeguarding Adults Board to ensure that all agencies internal safeguarding procedures are compliant with the Sussex multi-agency policy and procedures, and that there is supporting evidence of staff being accountable for receiving and understanding the procedures. Safe recruiting processes are in place | June 2011 – for review All statutory agencies to complete an annual safeguarding evaluation for the annual report June 11. | SAB Chair | Ongoing |
| 4.2 Identification of areas for improvement in safeguarding practice and prevention through analysis of data and trends, and complaints and incidents | | Areas for improvement identified and inform training and practice. | May 2011 - Data collected for annual report. Analysis of data for prevention work, training and practice development. | Abuse prevention and Dignity Sub Group Training Sub Group | Ongoing |
| 4.3 Safeguarding work and plans to link with other relevant work being completed within CYPT, Community Safety Team, Health Trusts, Police and National changes. | | 1. Safeguarding Adults Manager to keep updated of National arrangements and update locally as required 2. Links to Children's Services | 1. To attend SE Leads meeting 2. Children's and Adult's Leads to present annual reports to SAB and | Safeguarding Adults Manager | Ongoing |

| Action | Date to complete | Key Milestones | | Sub Group and Lead Officer(s) | | |
|--------|------------------|------------------------------|---|-------------------------------|--|--|
| | | | Progress | | | |
| | | 3. Links to Community Safety | LSCB 3. Safeguarding Adults Manager to attend Disability Hate Crime/Incident Steering Group. Safeguarding Adults Manager to represent ASC at MARAC, and ensure file tagging completed. Community Safety Strategy to be presented at SAB Linked Domestic Violence training to be in place. | | | |
| | | 4. Health Trusts and Police | 4. Safeguarding Adults Manager to attend steering/operational groups for Sussex Police and Health Trusts. | | | |

ADULT SOCIAL CARE & HOUSING OVERVIEW & SCRUTINY COMMITTEE

Agenda Item 9

Brighton & Hove City Council

Subject: Work Programme Report
Date of Meeting: 28 June 2011
Report of: Strategic Director, Resources
Contact Officer: Name: Tom Hook Tel: 29-1110
E-mail: Tom.hook@brighton-hove.gov.uk
Wards Affected: All

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:

- 1.1 This report provides Members with information on scrutiny committee work programmes. It is presented to Members for information and to help with the future work-planning for this committee.
- 1.2 Appended to this report are the current Forward Plan and the Committee's draft work programme.

2. RECOMMENDATIONS:

- 2.1 That members:
- (1) Note the general information on Overview & Scrutiny work programmes;
- (2) Agree the work programme for the next committee.

3. BACKGROUND INFORMATION

- 3.1 Each Overview & Scrutiny (O&S) committee is required to have its own work programme, setting out the committee's schedule (Constitution Part 6.1, para 3.2). Setting a work programme in advance in this way facilitates effective planning by council officers, and should ensure that

all reports to O&S Committees are delivered on time and are of a high quality.

- 3.2 One of the duties of the Overview & Scrutiny Commission (OSC) is to “co-ordinate the work of the Overview & Scrutiny Committees” (Constitution Part 6.1, para 2.1.1) so as to ensure that “there is efficient use of the Committees’ time and that the potential for duplication of effort is minimised” (Constitution Part 6.1, para3.1). In order for the OSC to carry out this task effectively, it is important that each individual O&S committee maintains its own coherent, readily comprehensible work programme.
- 3.3 O&S committees are essentially autonomous bodies, responsible for determining their own work schedules (Constitution Part 6.1, para 12.2), providing these accord with the Committee Terms of Reference; and subject to co-ordination and monitoring by the OSC (as detailed in point 3.2 above).
- 3.4 However, it is incumbent upon O&S committee members to ensure that Overview & Scrutiny is as effective as possible. To this end, members should seek to ensure that items placed on committee work programmes are:
- significant issues;
 - issues where there is a genuine opportunity for O&S to make a positive contribution. Try not to have reports purely to note;
 - dealt with at the appropriate time (i.e. when there is the greatest opportunity for O&S to ‘add value’);
 - aligned with the council’s corporate priorities;
 - coordinated with work being undertaken with the Council’s partners.
- 3.5 O&S committees are, as noted above, free to develop their own work programmes. Each quarter, ‘tripartite’ meetings are held with the Committee Chair, relevant Cabinet Members and senior officers to discuss the Committee’s work programme.

Sources that should be considered for the work programmes include:

- 3.5(a) **Plans or strategies which comprise part of the Council’s Budget and Policy Framework.** The council’s constitution requires the Executive to consult with O&S before formulating its final proposals for these plans and strategies. The Executive must take account of any

O&S response in drawing up firm proposals to be submitted to Full Council (Constitution Part 4.4, para 2(b)).

- 3.5(b) **Other plans and strategies.** Members of the Council's Cabinet and senior officers in the council's directorates may choose to consult with O&S concerning the development of plans and strategies which do not form part of the Budget and Policy framework, but are nonetheless considered to be of particular importance (including, but not limited to, items which feature on the Council's Forward Plan).
- 3.5(c) **Items put forward by other members.** Any member of the Council may place a written question to the Leader of the Council, Cabinet members or Chairmen of any Committee or Sub-Committee (including O&S committees). Such questions should be included on the agenda of the next suitable committee meeting, where members will determine how best to deal with them (Constitution Part 3.2, rule 9.2).
- 3.5(d) **Public Questions.** Members of the public may submit questions to O&S committees no fewer than 5 working days before a scheduled committee meeting. Providing a question is relevant to the work of the committee, is not vexatious, and is not substantially similar to a question which the committee has recently debated to its satisfaction, it will be added to the agenda for the appropriate meeting (Constitution Part 9.9).
- 3.5(e) **Referrals from other Council bodies/committees.** Any Council body or committee may choose to refer items to the appropriate O&S committee for consideration.
- 3.5(f) **Referrals from Outside Bodies.** Other organisations (e.g. The Older People's Council, the Youth Council, LAA partners, neighbouring Local Authorities etc) may refer items to O&S committees for consideration.
- 3.5(g) **Referrals from Outside Bodies with statutory powers of referral.** In some instances, external bodies may have a statutory power/obligation to refer items to O&S committees for consideration. These include:
- (i) **Local Involvement Networks (LINKs).** LINKs were granted powers of referral by the Local Government and Public Involvement in Health Act 2007. LINKs can refer items to any local O&S committee responsible for aspects of adult health and social care and/or children's health issues. In the context of Brighton & Hove, this means that the Brighton & Hove LINK has a statutory power of referral to the Health Overview & Scrutiny Committee (HOSC), the Adult Social Care and Housing

Overview & Scrutiny Committee (ASCHOSC), and the Children and Young People Overview & Scrutiny Committee (CYPOSC).

(ii) **NHS trusts.** NHS trusts are required by regulations made under the National Health Service Act 2006 to refer plans for 'substantial variations or developments' of local healthcare services to the appropriate HOSC(s).

3.5(h) **Councillor Call for Action.** This is a power which was introduced in the Local Government and Public Involvement in Health Act 2007. It enables ward Councillors to bring items of local concern, which could not be resolved via other avenues, to the appropriate O&S committee for investigation.

3.5(i) **Councillor Call for Action in relation to Crime and Disorder.** The Police & Justice Act 2006 introduced a power for ward Councillors to refer crime and disorder matters to a Crime and Disorder Committee (CDC). In Brighton & Hove, the Environment and Community Safety Overview & Scrutiny Committee (ECSOSC) has been designated the council's statutory CDC. Councillors may therefore refer crime and disorder issues to ECSOSC in cases where previous attempts to resolve the matter through standard channels, including the Community Safety Forum, have not succeeded.

3.5(j) **Scrutiny of Petitions.** The Council has agreed procedures for dealing with petitions received by members of the public.

3.6 The above list is not intended to be prescriptive; Overview & Scrutiny has an important role to play in encouraging closer working between various parts of the council; between the council and its key city partners; and in fostering better relationships between the council and local residents. Any suggestion for the work programme which may help achieve these goals should therefore be given serious consideration, whether or not it accords with the formal means of referral listed above.

4. THE FORMAT OF WORK PROGRAMMES

4.1 O&S work programmes should:

- (a) List all items for scrutiny in the current council year;
- (b) Indicate the date when an item is to be considered;
- (c) In instances where an item has not been requested by committee members, indicate where the item originated (e.g. referral from Cabinet, public question etc);

- (d) Indicate a mode of enquiry (e.g. review panel, workshop, report for information etc);
- (e) Indicate why the O&S committee is looking at a particular item – e.g. pre-decision policy development, performance monitoring, scrutiny of area of concern.

4.2 An updated copy of the work programme should be included in each committee agenda for information. (There should generally no need for members to agree the work programme at each meeting.) Items which have already been dealt with should remain on the work programme, with an indication of the date they were addressed and any action agreed. Therefore, anyone consulting an O&S committee work programme should be able to tell at a glance what work the committee has already undertaken in the current year and what work it is planning to undertake.

4.3 There is an obvious utility in committees agreeing and keeping to an annual work programme. However, it may well be necessary to add items to the work programme throughout the year (e.g. in response to unanticipated events etc). In general it should be possible to add individual items at the Chairman's discretion. However, if very significant changes to the work schedule are required, it may be necessary to ask committee members to agree a revised work programme.

5. CONSULTATION

5.1 No formal consultation has been undertaken in compiling this report.

6. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

6.1 There are no financial implications to this report. Issues relating to O&S committee work programmes may impact upon the allocation of resources within the Scrutiny team, but this will relate to the existing Scrutiny budget and will not involve additional funding.

Legal Implications:

6.2 The O & S Commission's authority to co-ordinate the work of the council's O & S committees is detailed in paragraph 3.2. Relevant parts of the council's constitution and any relevant legislation or government bills are referred to at appropriate points in the report.

Equalities Implications:

- 6.3 O&S committee work programmes should be formulated with equalities issues in mind.

Sustainability Implications:

- 6.4 Members should consider whether the draft committee work programme adequately reflects the importance of sustainability issues to the committee's Terms of Reference.

Crime & Disorder Implications:

- 6.5 Members should consider whether the draft committee work programme adequately reflects the importance of crime and disorder issues to the committee's Terms of Reference.

Risk and Opportunity Management Implications:

- 6.6 Members should consider whether risk and opportunity management issues have adequately been addressed in formulating the draft committee work programme.

Corporate / Citywide Implications:

- 6.7 O&S committee work programmes should reflect corporate and citywide priorities.

SUPPORTING DOCUMENTATION

Appendices:

- 1) The Council's Forward Plan
- 2) Committee draft work programme

Documents in Members' Rooms:

None

Background Documents:

None

Adult Social Care and Housing - Work Planning

First Committee meeting – June 28th

- Presentations from Lead Commissioners and/or Strategic Directors with overview of service & priorities for the next twelve months (10/15 minute presentations)
- Performance assessments – end of year reports for Adult Social Care & for Housing (Philip Letchfield/ Nick Hibberd)
- Review of Community Meals -(briefing from Jane Simmons/ Denise D'Souza)
- Safeguarding Action Plan (Karin Divall)

Second Committee meeting- September 8th

- Member Development session – Transformation of Social Care- Denise D'Souza. To include GP consortia; the Embrace/ social capital model
- Review of Community Meals – follow up (Jane Simmons/ Denise D'Souza)
- Presentation from Chair of Strategic Housing Partnership – Councillor Bill Randall – on the work of the SHP
- Supporting people update – briefing, to be followed by private workshop (Jugal Sharma)

Third Committee meeting- November 3rd

- Member Development session on Empty Property Strategy for private sector, and for council accommodation
- Presentations from both Cabinet Members (ASC and Housing) on their priorities and vision
- Repairs- how is contractor's performance? Are there any problem/ complaint areas? Issues in the past and where it's going in the future. The report should link to work on tenant scrutiny and the new housing centre (Nick Hibberd)

Fourth Committee meeting- January 12th 2012

- Review of new Housing lettings policy - e year on
- Homelessness- increase in demand on services due to economic change; includes the hospital discharge figures. Invite HOSC due to impact on Mental health service demand. (Jugal Sharma's team – possibly James Crane)

Fifth Committee meeting- March 8th 2012

- Telecare/ Assistive Technology (Brian Doughty)

Scrutiny Panels

Updates on the existing scrutiny panels (dementia/ Autistic Spectrum Conditions/ letting agents) will be circulated round members via email

The Committee will need to think about future scrutiny panels in due course

Scrutiny Workshops

The Chair and officers agreed to the following scrutiny workshops, to be held in private:

Item 9 Appendix 1

Learning Disability Accommodation Strategy – 3 hour session, to be held in July? Officers would be Diana Bernhardt and someone from Jugal Sharma's team

Supporting people – a briefing in Sept, with workshop to follow. To look at the essential low level support that Supporting people offers, and the three year allocation.

To be held in October? Officers would be Narinder Sundar and someone from Jugal Sharma's team

'Day Activities' workshop – to be held in February? Officers would be Denise D'Souza/ Jane Simmons?