

**Social Care and Inclusion Scrutiny and Performance Panel**

**Agenda  
Item No.**

**DATE: 2 June 2009**

**6**

**Consideration of Panel Work Programme for 2009/10**

**Ward(s)** All

**Portfolio Holders:**

**Summary of report:**

The purpose of this report is to provide relevant background information for Members so that the Panels work programme can be agreed for 2009/10.

It is important for Members to consider the wide range of potential issues within their remits that they could consider during the year which could range from council specific to completely external issues.

When agreeing items it is important that consideration is given to what value the Panel can add and what tools and performance measures are available to support them in their work.

**RECOMMENDATIONS:**

**That Member's consider the range of items within their remit available to them and agree a work programme for 2009/10 along with any potential working groups and their membership.**

**Background papers:**

Scrutiny Annual Report 2008/09  
Minutes of previous meetings

**Resource and legal considerations:**

In terms of resources it is important that the right balance and number of items and working groups are selected so that the work programme can be completed during the year without placing undue pressure on Member capacity.

Legal considerations for specific items will need to be addressed as and when necessary based on the items that are selected for inclusion on the work programme.

**Citizen impact:**

An effective work programme will enable the Panel to focus its work on the most important issues within its remit. Consideration of these issues and subsequent recommendations, if accepted, could improve the quality of services delivered to local residents.

**Environmental impact:**

The level of environmental impact will be dependant on which issues are selected to become a part of the panels work programme for 2008/09. The boroughs Sustainable Community Strategy places an importance on considering the impact of present decisions on future generations which includes environmental issues.

**Performance management:**

The report asks Members to consider performance management information when deciding on their work programme, and also to consider how they wish to use performance management information and tools in assisting them with their work over the course of the year.

**Equality Implications:**

Ensuring equality for all is a key theme in the boroughs Sustainable Community Strategy and Local Area Agreement as well as being one of the Council's core values. Members are advised to consider what, if any, equality implications there are for any items on their work programme.

**Consultation:**

Members may wish to consider the results of any formal or informal consultation exercises, including that with the public and partners, when considering what items they wish to include in their work programme. Whilst Council officers carry out a range of consultation activity on behalf of the Council, Members themselves engage with the public on a much more frequent basis and it is valuable to consider feedback from these sources as well.

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## Introduction

At the start of each municipal year it is good practice for scrutiny and performance panels to spend some time discussing and agreeing its work programme for the year ahead for issues within its remit.

As Members will already be aware scrutiny and performance panel remits were amended by Council at its meeting on 18 and 20 May 2009. For information the Panels remit in Article 6 of the Walsall Council Constitution now reads as:

**All aspects and general services related to social care and inclusion for example: adult services and strategic housing matters as conferred under the Health and Social Care Act 2001 within the functions set out in section 21 of the Local Government Act 2000.**

In agreeing its work programme for 2009/10 the Panel will be informed from a range of sources, including all 60 Members, last years Panel work streams and suggested carry over items , Council Officers, Partners and the Public.

When agreeing the items to be included in its work programme focus should be given to the range of performance management information available that could assist the Panel with each particular issue. A whole host of performance information is available on a range of subjects that Members could utilise to measure success or otherwise.

## Working Groups

Members need to decide whether they want to operate any working groups for this year. Working Groups are at their most effective when they are considering broad policy areas that require detailed investigation time that cannot be completed at Panel level. The Panel will set the working group remit, its membership and once a working group has completed its investigations it will report its findings and recommendations to the Panel for consideration and adoption.

It is very important that Member capacity is considered when deciding on what working groups are formed as many members sit on more than one panel and their respective working groups. As such getting suitable dates in the municipal diary and getting suitable attendance at those meetings is difficult if too many working groups are formed. In previous years experience and given the increased number of Panel's in this years municipal diary, it is suggested that each Panel should look to run only one working group at any one time. Panels that wish to operate more than working group during the year could timetable the second to start as the first finishes.

A copy of the councils working group toolkit has been despatched separately to Members and is available to members of the public by request. Member's are asked to

familiarise themselves with this toolkit ahead of deciding what, if any, working groups they wish to run.

## **Value for Money Service Reviews**

The Corporate Scrutiny and Performance Panel has developed a value for money (vfm) toolkit to assist Members if it is decided to complete a service review. Last year the Corporate Scrutiny and Performance Panel used the value for money toolkit to review the Councils Communication and Payroll and Pensions services. The two reviews were well received by both Members and Officers and resulted in positive recommendations for both services. The Corporate Panel recommended that other Panel's also look to use this toolkit and this recommendation was endorsed by the scrutiny working group of Chair's and Vice-Chairs.

The vfm assessment tool provides a framework for members in partnership with services to work through and is divided into 3 broad themes:

1. What does it cost to provide this service? (economy)
2. How is this service performing? (efficiency)
3. What quality is the service being provided? (effectiveness)

For each of these themes there is the opportunity/potential for scrutiny panels with the service being assessed to benchmark with other service providers to give a clearer picture of relative performance.

The aim is that on completing this assessment scrutiny members will be able to make a judgement regarding the vfm provided by the service and identify and recommend any potential further action.

The vfm toolkit can be used to support the investigations of working groups or independently. When used independently the Corporate Scrutiny and Performance Panel appointed a lead member who liaised with the service area whilst the toolkit is completed and then reports back their findings to the Panel for agreement of recommendations and any other further action that may be necessary.

## Potential Items

**Appendix One** contains a number of items that the Health, Social Care and Inclusion Scrutiny and Performance Panel previously resolved to consider at a future date and further suggestions of emerging issues. A summary of the potential item has been completed on a standard template to assist Members with deciding what they wish to include on their work programme. This template requires the following points to be considered-

- ø **What the Issue Is**
- ø **Where it has come from-** for example it could be a carry over item from last year's panel, a suggestion from a Councillor or member of the public or it could be a new item officers are aware of that is coming up this year,
- ø **Why it is important-** with limited time available to Members they need to be able to prioritise their work and concentrate on those things that really matter.
- ø **Who it affects-** Does it impact on any particular ward or user group? Does it concern partner agencies or staff groups? Any potential equalities issues may be highlighted here if the item is likely to have a disproportionate affect on any particular group.
- ø **How can scrutiny add value-** What specifically can Scrutiny do? E.g. provide feedback and recommendations ahead of a Cabinet (or partner executive) decision, support the development of policy, service review, public engagement etc. Suggestions have also been made here for if the item is particularly suited to a particular method of scrutiny such as a working group or value for money review.
- ø **Timings-** This will highlight any critical timings that would need to be taken into consideration such as statutory deadlines which would dictate when scrutiny would need to have considered the item by if they are to have any valuable input
- ø **Performance Information-** This includes any relevant performance indicators that can provide Members with a guide on current levels of performance and also give a benchmark to measure future improvement.

The items highlighted at appendix one are not an exhaustive list, but only those that it is possible to provide in advance of the meeting. Members should consider these alongside any items they wish to raise themselves and use them to develop a balanced work programme that concentrates on what is important to them and on where they believe they can make a difference.

There are other items which the Health, Social Care and Inclusion Scrutiny and Performance Panel considered last year as part of their work programme which Members may wish to consider this year including:

- Residential and Nursing Home Re-tendering
- Safeguarding
- Adaptations
- Performance
- Housing 21
- Links to Work

**Appendix Two** contains the most recent forward plan available at the time the report was published. The Panel may wish to consider if it is appropriate for them to look at any of the items on the forward plan within their remit.

## Appendix one

### Proposed Items for Scrutiny Work Programme

<b>Issue</b>	Affordable Housing Working Group				
<b>Who from</b>	HSCI and Regeneration S&P Panels - ongoing				
<b>Why is it important?</b>	The provision of affordable housing in the borough needs to be maintained in the context of rising house prices and limited availability. This issue has gained further importance in the context of the economic downturn as developers may seek to reduce to limit the construction of affordable homes in favour of other developments that offer greater profit margins.				
<b>Who does it affect?</b>	A significant proportion of the local community are affected by the issue of affordable housing.				
<b>Who needs to be involved?</b>	<p>The Working Group is formed of a cross-Panel group of Members from the Health, Social Care and Inclusion and Regeneration Scrutiny and Performance Panels.</p> <p>The Working Group has taken evidence from a number of different expert witnesses and service providers in relation to affordable housing, most recently Walsall Housing Group.</p>				
<b>How can scrutiny add value?</b>	Panel will be able to develop recommendations as to how improvements can be made to ensure that affordable housing is delivered in the borough.				
<b>Timings</b>	The Panel will continue to hear expert evidence and form recommendations on an ongoing basis.				
<b>Performance Information</b>	<i>Include any relevant performance information that will inform members of current performance levels and provide baseline for future monitoring.</i>				
	PI Number	Description	Current Position	Current Rag	09/10 Target
	154	No. of additional houses	-151 *	Red	311

\* This is 2008/09 outturn data

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**Proposed Items for Scrutiny Work Programme**

<b>Issue</b>	Domiciliary Care				
<b>Who from</b>	Officers				
<b>Why is it important?</b>	A sustainable local market of domiciliary care providers is important to ensure appropriate service provision to service users. Difficulties have emerged in achieving sustainability following the implementation of new contracts in 2008.				
<b>Who does it affect?</b>	Domiciliary care is required by a significant proportion of the community. Its efficient delivery is important to both those in direct receipt of services, as well as other Council service users who will not be affected by the necessity to focus other resources on this issue.				
<b>Who needs to be involved?</b>	The item continues to be within the remit of the Panel. Key Council Officers are undertaking activity to determine the most effective way to help create a more sustainable local market in domiciliary care. Officers have agreed to provide a progress report to the Panel during the new municipal year.				
<b>How can scrutiny add value?</b>	Panel will be able to develop recommendations as to how improvements can be made to create a more sustainable local market in domiciliary care.				
<b>Timings</b>	The Panel have requested to receive an update once the details of the outcome of monitoring activity are available.				
<b>Performance Information</b>	<i>Include any relevant performance information that will inform members of current performance levels and provide baseline for future monitoring.</i>				
	PI Number	Description	2008-09 Outturn	Current Rag	Target (LAA)
	136	People supported to live more independently through social services 18+	2717.2	Green	2600 (09/10) 3000 (10/11)
	Home	18-64	361	NA	NA
	Care	65+	1698	NA	NA



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### Proposed Items for Scrutiny Work Programme

<b>Issue</b>	Homelessness in Walsall				
<b>Who from</b>	HSCI S&P Panel (generated by the Panel)				
<b>Why is it important?</b>	<p>The Panel expressed concerns regarding uncertainty of the extent of homelessness in the borough and consequent difficulties in ensuring that sufficient support services exist. A further concern existed regarding the coordination of the multi-agency response.</p> <p>A report was received at the Panel's February meeting from a working group of local organisations participating in tackling homelessness &amp; rough sleeping. This provided a more accurate picture of homelessness and current service provision. An update report was requested in six months from the working group regarding action to tackle homelessness including improved coordination of services.</p>				
<b>Who does it affect?</b>	<p>Homelessness impacts both directly on individuals within our community as well as indirectly on the community in general. (Levels of homelessness may increase as a direct and indirect consequence of the economic downturn).</p> <p>A more coordinated approach to tackling homelessness has the potential to more effectively target resources which would benefit service users and release more resources for other services for other members of the community.</p>				
<b>Who needs to be involved?</b>	The continued involvement of local organisations, including Council officers, will be necessary both in terms of the report to be received in six months and potential future activity.				
<b>How can scrutiny add value?</b>	In taking a holistic view of the provision of services for tackling homelessness in the borough the Panel will be able to develop recommendations as to improvements in service provision and coordination.				
<b>Timings</b>	The Panel requested to receive an update on this item six months from its meeting in February 2009.				
<b>Performance Information</b>	<i>Include any relevant performance information that will inform members of current performance levels and provide baseline for future monitoring.</i>				
	PI	Description	Current	Current	09/10

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	Number		Position	Rating	Target
	156	Number of households living in temporary accommodation	29*	Green	31

\* This is 2008/09 outturn data

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### Proposed Items for Scrutiny Work Programme

<b>Issue</b>	Supporting People Programme Re-inspection Report May 2009 by the Audit Commission				
<b>Who from</b>	Officers				
<b>Why is it important?</b>	To provide an update to Panel on the outcomes of the re-inspection on the Supporting People Service carried out in February 2009.				
<b>Who does it affect?</b>	Service users – the Council's service has recently been inspected.				
<b>Who needs to be involved?</b>	Officers agreed to provide the Panel with a report on the Supporting People Service re-inspection. Officers propose to bring the report to 9 July Panel meeting.				
<b>How can scrutiny add value?</b>	The report will provide the Panel with the opportunity to consider the outcomes of the inspection.				
<b>Timings</b>	It is proposed by officers to provide a report to the Panel on the outcome of the inspection at 9 July meeting.				
<b>Performance Information</b>	<i>Include any relevant performance information that will inform members of current performance levels and provide baseline for future monitoring.</i>				
	PI Number	Description	Current Position	Current Rag	09/10 Target
	141	No. of people achieving independent living	84.81 %*	Green	78%

\* This is 2008/09 outturn data

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### Proposed Items for Scrutiny Work Programme

<b>Issue</b>	Fairer Charging				
<b>Who from</b>	Officers				
<b>Why is it important?</b>	The Fairer Charging Policy is due to be reviewed and revised in 2009/10 following consultation. This is the policy that determines how people are charged according to their ability to pay.				
<b>Who does it affect?</b>	Service users and carers primarily, but it also affects the financial position of the council.				
<b>Who needs to be involved?</b>	Social care and finance officers, plus the outcome of the consultation.				
<b>How can scrutiny add value?</b>	By having a view on the fairness and realistic expectations of the council and ensuring that whilst the council delivers its duty to collect income, it does so in a reasonable manner.				
<b>Timings</b>	July 2009.				
<b>Performance Information</b>	<i>Include any relevant performance information that will inform members of current performance levels and provide baseline for future monitoring.</i>				
	PI Number	Description	Current Position	Current Rag	09/10 Target
	tbc				

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### Proposed Items for Scrutiny Work Programme

<b>Issue</b>	Dementia Strategy				
<b>Who from</b>	Officers				
<b>Why is it important?</b>	As a new national strategy it will impact on the way the Council and its partners operate and provide dementia services to its customers. The aim is to radically transform the quality of life for people with dementia and their carers in the next 5 years.				
<b>Who does it affect?</b>	Service users, all people with dementia and their carers from diagnosis to death.				
<b>Who needs to be involved?</b>	Local authority, and PCT, third sector. Each regional area will be expected to consider how the 17 recommendations in the strategy can be made to work locally and what the priorities are for progress in each area.				
<b>How can scrutiny add value?</b>	By being involved in the local implementation of national strategy.				
<b>Timings</b>	Progress reports at key stages				
<b>Performance Information</b>	<i>Include any relevant performance information that will inform members of current performance levels and provide baseline for future monitoring.</i>				
	PI Number	Description	Current Position	Current Rag	09/10 Target
	tbc				

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### Proposed Items for Scrutiny Work Programme

<b>Issue</b>	Personalisation				
<b>Who from</b>	Previous Years Panel				
<b>Why is it important?</b>	The Personalisation Agenda Working Group was established last year in order to look at implementation in Walsall of the personalisation agenda; a national programme aimed at creating more individual choice in the way people receive their care. In the words of the Department of Health 'personalisation of social care services means that every person who receives support whether provided by statutory services or funded by themselves, will have choice and control over the shape of that support in all care settings.'				
<b>Who does it affect?</b>	Personalisation affects all current and future users of social care services, including those self funding their care. It will be important to monitor the effect of this work on different ethnic or disability groups which may raise equalities issues the Panel would wish to explore further.				
<b>Who needs to be involved?</b>	Social Care Officers. There is also the potential to engage service users to see their views as well as local voluntary organisations and regional/national leads on personalisation.				
<b>How can scrutiny add value?</b>	Whilst the working group last year did not have sufficient time to go into detail on some of these issues it did begin to identify some areas where they felt they could add value, including testing and feeding back on the paperwork that has been completed and reviewing the risk management arrangements with regard to individual budgets. The Panel may also wish to consider engaging service users to seek their views as well as reviewing the work of other authorities and organisations.				
<b>Timings</b>	Quarterly reports.				
<b>Performance Information</b>	<i>Include any relevant performance information that will inform members of current performance levels and provide baseline for future monitoring.</i>				
	PI Number	Description	Current Position	Current Rag	09/10 Target

Appendix one

	tbc				