Social Care and Inclusion Scrutiny and Performance Panel   Agenda
                                                                                                    Item No. 5
9 June 2011

Consideration of Panel Work Programme for 2011/12

Ward(s)   All

Portfolio Holder: Councillor McCracken

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 2011/12.

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 2011/12 along with any potential working groups and their membership.

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 2011/12. The borough's 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 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 23 and 25 May 2011. For information the Panels remit in Article 6 of the Walsall Council Constitution now reads as:

Social Care and Inclusion Scrutiny and Performance Panel

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

Work Programme

In agreeing its work programme for 2011/12 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, and Partners.

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 number of Panel's in this years municipal diary, it is suggested that each Panel should look to operate one working group at any one time. Panels that wish to operate more than working group during the year should 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. Previously. 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.

Suggested Items

Appendix One contains a number of suggested items 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-

- ð **What the Issue Is**
- ð **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,
- ð **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.
- ð **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.
- ð **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 it the item is particular suited to a particular method of scrutiny such as a working group or value for money review.

ð **Timings-** This will highlight any critical timings that would need to be taking 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

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.

Appendix Two is a copy of the forward plan for May to September 2011.

Proposed Items for Scrutiny Work Programme

Issue	Changes to Social Care Legal Framework					
Who from	Previous years panel	Individual Member	Officer	Public	Other Council Committee	Other
Why is it important?	To ensure that the new way of working across Social Care and Inclusion (Target Operating Model) complies with Community Care Legislation and Fair Access to Care Guidance and this is safely and appropriately discharged to those who contact or receive services.					
Who does it affect?	Local citizens in receipt of information, advice and support.					
Who needs to be involved?	Transformation Implementation Group.					
How can scrutiny add value?	Ensure Social Care and Inclusion discharges a duty of care to eligible service users and those who receive advice, support and guidance.					
Timings	Implementation of this approach will be ongoing throughout 2011/12.					
Performance Information	A group of Performance Indicators are being produced to monitor timeliness and quality of service.					

Proposed Items for Scrutiny Work Programme

Issue	Domiciliary Care Procurement					
Who from	Previous years panel	Individual Member	Officer	Public	Other Council Committee	Other
Why is it important?	Support for people to live at home as independently as possible are currently contracted for in different ways. Some agencies have block contracts whilst others are contracted via spot contracts. Some agencies with spot contracts have an overarching contract with the Council and others do not. The implementation of personalisation - whereby people entitled to receive care services can have an individual budget and pay for the services themselves - means that block contracts are no longer suitable. There is a need for all providers of these services to enter in to a Framework Agreement. The Council contracts for some services on behalf of the PCT so this will be a joint arrangement and is being handled by the Joint Commissioning Unit. The total contract value is of the order of £18 million per annum.					
Who does it affect?	All adults who need support to live at home.					
Who needs to be involved?	People using services, independent sector service providers, and commissioners.					
How can scrutiny add value?	These services have previously been subject of Scrutiny. The Committee raised issues with the quality of services and will want to ensure that it's previous recommendations have been taken in to account by this exercise.					
Timings	The planning and design of the new service specification and the procurement process has been underway for some time directly as a follow up to the Scrutiny Committee's previous recommendations. The process is currently on track to reprocure services in time for 2012.					

Performance Information	*Social Care and Inclusion have a current set of performance indicators which includes one for the number of people being supported to live at home. These are currently under review. The contract with service providers will specify a minimum level of standards to ensure good quality outcomes for people using the services.*

Proposed Items for Scrutiny Work Programme

Issue	Personalisation					
Who from	Previous years panel	Individual Member	Officer	Public	Other Council Committee	Other
Why is it important?	Personalisation is a national programme aimed at creating more individual choice in the way people receive their care. The Department of Health has stated, "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".					
Who does it affect?	Local citizens in receipt of care or support.					
Who needs to be involved?	The personalisation working group.					
How can scrutiny add value?	To review the implementation of the recommendations identified in the personalisation working group report.					
Timings	The implementation of Personalisation will be ongoing throughout 2011/12					
Performance Information	A number of targets exist for implementation of the programme.					

Proposed Items for Scrutiny Work Programme

Issue	Service Outcomes					
Who from	**Previous years panel**	Individual Member	**Officer**	Public	Other Council Committee	Other
Why is it important?	Performance of services and the achieving of outcomes valued by service users is underpinned by Corporate Working Smarter and the recently revised "National Adult Social Care Outcomes Framework" Department of Health March 2011. Reports to Scrutiny ensure that the Directorate is held to account for its core performance against a range of indicators and outcomes selected by members. The Department of Health has made it clear in its "Transparency in Outcomes" framework Oct 2010 that more scrutiny and information should be made available at a local level.					
Who does it affect?	Local residents in receipt of care. Workforce issues. Community based compliments and complaints.					
Who needs to be involved?	Council officers via there performance boards overseen by the executive Director assist support services in preparing reports for Scrutiny Panel.					
How can scrutiny add value?	The Panel exists as an important point of governance and accountability. It has previously agreed to monitor performance using an agreed scorecard by which to commend good outcomes and constructively explore areas of underperformance. This involves scrutinising improvement plans and comparing local performance to national and local averages. "Transparency in Outcomes" guidance from The department of Health requires close local accountability for services rather than centralised top down. The CQC's regulatory role has been significantly reduced leaving the Scrutiny Panel as the principle guarantor of governance and accountability.					
Timings	Approximately Quarterly Reports to Scrutiny are a key part of these arrangements and have been in place since 2007-08.					
Performance Information	A number of national outcome measures, corporate and Social care and Inclusion Directorate targets exist to monitor and assure improved outcomes for service users in Walsall.					

Proposed Items for Scrutiny Work Programme

Issue	Quarterly Financial Monitoring					
Who from	Previous years panel	Individual Member	Officer X	Public	Other Council Committee	Other
Why is it important?	The report summarises the position to date and forecast revenue and capital outturn position for the services within the remit of the panel.					
Who does it affect?	Service managers, local residents in receipt of care, council employees.					
Who needs to be involved?	Council officers, partner organisations, service managers, scrutiny members.					
How can scrutiny add value?	Members will be able to monitor the forecast financial position for the services within the remit of the panel and challenge variances where required to ensure performance of services is maintained.					
Timings	Reports will be presented quarterly throughout the year.					
Performance Information	Managers are required to deliver their service targets within budget. Where overspends are forecast, corrective action plans need to be identified and implemented to mitigate overspends within service.					