

HEALTH, SOCIAL CARE & INCLUSION SCRUTINY AND PERFORMANCE PANEL

20 March 2008 at 6.00 p.m.

Panel Members present

Councillor Oliver (Chair)
Councillor Ault (Vice-Chair)
Councillor Barton
Councillor Bird
Councillor Robertson
Councillor Woodruff

Officers present

David Martin	Executive Director for Social Care and Inclusion
Margaret Willcox	Assistant Director for Adult Services
John Greensill	Head of Disability Services
Tim Ferguson	Head of Partnership and Performance (WBSP)
Debbie Parkes	Policy and Partnership Manager
John Pryce-Jones	Corporate Performance Manager (CFI)
Paul Cooper	Customer Care Manager
Brandon Scott-Omenka	Performance & Outcomes Manager Social Care and Inclusion
Emma Palmer	User Involvement Manager
Lawrence Brazier	Head of Procurement

76/07 APOLOGIES

Apologies for non-attendance were submitted on behalf of Councillor Micklewright and Councillor Paul

77/07 SUBSTITUTIONS

No substitutions were submitted to the panel for this meeting

78/07 DECLARATIONS OF INTEREST AND PARTY WHIP

There were no declarations of interest or party whip identified at this meeting.

79/07 MINUTES OF PREVIOUS MEETING

Resolved

That the minutes of the meeting held on 21 January 2008, copies having previously been circulated, be approved as a true and accurate record.

80/07 TRAINING OPPORTUNITIES

The panel noted the training opportunities as previously circulated.

81/07 FORWARD PLAN

The contents of the forward plan as at 10 March 2008 were noted.

82/07 SUSTAINABLE COMMUNITY STRATEGY

Tim Ferguson provided a verbal update on the Sustainable Community Strategy (SCS) to the Panel. The Panel were informed that the consultation on the SCS was nearing completion.

83/07 LOCAL AREA AGREEMENT

Tim Ferguson presented the report to update the Panel on progress made in developing the new Local Area Agreement (LAA) for Walsall.

The Panel were informed that the LAA is being renegotiated under new guidelines and that up to 35 Performance Indicators (PIs) will be selected for inclusion in the LAA. The PI's will be selected based on the priorities for the borough. A "medium" list of 53 PIs had been shortened by a technical group to 26 National Indicators and 3 Local Indicators. Some of the PIs in the shortened list have been challenged by Government Office and negotiations are ongoing to determine the final list. The final LAA submission is due by the end of May 2008.

The Chair commented that it is important to retain the stress on affordable housing, ensuring it is affordable to rent and buy within the borough. Tim Ferguson responded that affordable housing is high on the agenda for the LAA. In response to a further question from the Chair, Tim Ferguson stated that employment targets have been selected as part of the LAA shortened list and that these include targets relating to people with disabilities accessing employment.

83/07 HOLLYBANK HOUSE REPROVISION - UPDATE

John Greensill presented the report updating the Panel on the development of Hollybank House subsequent to the Cabinet report in September 2007. The Panel heard that a project manager was now based at Hollybank House to have contact with service users. Members were informed that the key priorities of the reprovion of Hollybank House are:

- Ensuring that existing service users needs are met and that future alternatives are identified in order to ensure they have an informed choice
- Ensuring that Walsall citizens have the opportunity to receive rehabilitation support and respite care in Walsall rather than having to travel outside of the town

A Member enquired when a report regarding Hollybank House would go to LNPs. John Greensill replied that conversations have been ongoing with LNP officers and that LNPs would be consulted alongside the progression of the Hollybank project. A business case will be finalised during June / July and this would be presented to Cabinet, but only after a substantial consultation.

84/07 MERGER OF YOUNGER ADULTS AND LEARNING DISABILITY SERVICES

John Greensill presented the report updating the Panel on the merger of Younger Adults and Learning Disability Services. Following a service review, it was realised that by merging the two services, the service would be more efficient.

A Member queried why the Dudley and Walsall Mental Health Trust was not linked to anything else on the merged YADS and Learning Disabilities initial structure diagram. John Greensill responded that as yet the formal relationships between the Trust and Disability Services were not yet clear, although there will definitely be a relationship.

In response to a Members question, David Martin and Margaret Willcox gave assurances that the new service would not result in increased costs and that where possible, reductions in costs would be achieved.

85/07 SOCIAL CARE AND INCLUSION PERFORMANCE SCORECARD

Brandon Scott-Omenka presented the report covering the Social Care and Inclusion scorecard measures for the third quarter of 2007/08 (October to December 2007). The Panel heard that the report shows not just red measures which were not meeting targets, but also those that were performing well, to ensure a balanced view of performance. Local targets are often ambitious and in some instances where a measure is achieving band 5 level performance, it may still not hit its locally set target and therefore be red-rated.

In response to a Members question, David Martin explained that although the report contains many red measures, improvement trends are evident. A significant proportion of measures are meeting or exceeding the 3 blobs level of performance but are red rated based on locally set targets. Brandon Scott-Omenka gave an example of a measure where this was the case; D75 Practice learning, which had achieved a 5 blob level of performance, however was not meeting its local target.

Members heard that measure C62, Carers Assessments leading to services, is likely to improve significantly in the final quarter of 2007/08 and may achieve its 10% target. Margaret Willcox stressed the importance of keeping carers assessments brief but thorough to ensure people are not put off by the volume of paperwork.

Brandon Scott-Omenka highlighted the fact that for measure C32, Older people helped to live at home per 1,000 population, certain adaptations cannot be counted which reduces Walsall's figure. David Martin stated that C32 does not show the full picture and is only useful as part of a set of PIs.

The Chair stated that he was more comfortable with the performance being demonstrated in the current report than previously.

86/07 COMMISSION FOR SOCIAL CARE INSPECTORATE – ACTION PLAN

Margaret Willcox presented the report advising Members of the actions required for the Commission for Social Care Inspections (CSCI) and the approach adult social care is taking to address them. The Panel heard that the comprehensive action plan was accepted by CSCI in January 2008 and a subsequent meeting took place to agree priority actions. The agreed priority actions were:

- Assessment and care management process and procedures
- Implementation of the Personalisation Agenda
- Commissioning for quality outcomes
- Services for carers

Margaret Willcox suggested that the Health Social Care and Inclusion Scrutiny and Performance Panel might look at the Personalisation Agenda as part of its work programme for the 2008/09 municipal year. David Martin added that plans are underway to hold a members seminar led by the Care Services Improvement Partnership (CSIP) and the Improvement and Development Agency (IDeA) to work through the Personalisation Agenda in the Walsall context. Margaret Willcox clarified for Members that Personalisation and Direct Payments are not the same thing, although people often get confused between the two.

The Panel heard that regular meetings are held between officers and the CSCI relationship manager and that they receive excellent support from CSCI. In response to a Members question, David Martin stated that achieving the plan within budget would be a challenge but 2 features are in place to make it work, these being investment in change management and project management. Walsall will resource these but will also receive support from CSCI.

Members expressed the need to have a robust reporting mechanism in place to enable Members to know what progress is being made in both processes and budget. The Panel requested that they are updated on progress with the plan during the 2008/09 municipal year.

Resolved:

that the Health Social Care and Inclusion Scrutiny and Performance Panel consider including the Personalisation Agenda as part of its work programme for the 2008/09 municipal year

and

that the Health Social Care and Inclusion Scrutiny and Performance Panel receive updates on progress towards the CSCI ARM Action Plan during the 2008/09 municipal year

87/07 STATUTORY SOCIAL CARE COMPLAINTS AND REPRESENTATIONS – ANNUAL REPORT 2006/07

John Pryce-Jones introduced the annual report, which fulfils the statutory requirement to report annually on council procedures for complaints and representations relating to the social care services of the Social Care & Inclusion directorate, in accordance with Local Authorities Social Services Act 1970 as amended by the NHS & Community Care Act 1990.

Paul Cooper explained that there are positive aspects in complaint resolution and that an increase in complaints is a good thing as it shows people are now more aware of

how to complain the council. Paul Cooper stressed the importance of learning from all complaints to ensure a positive outcome is achieved wherever possible.

A Member stated that due to the complex and diverse nature of the social care and inclusion service, it is expected that complaints will be received. It is therefore important to have the systems in place to record and deal with complaints, even though not all can be resolved to the satisfaction of the complainant.

The Chair queried the number of complaints that had been upheld, and asked how the high number of such complaints felt for services. David Martin responded that this is seen as a positive as they can be pursued and learnt from. It also shows that the filter system works and is a useful measure of what needs improving.

Margaret Willcox stated that work is ongoing to change the way staff view complaints and that action needs to be taken to put complaints right. David Martin added that it is important to remember when dealing with complaints that not everyone is looking to make a claim against the council and need to build staff confidence in this.

88/07 LINKS

Lawrence Brazier and Emma Palmer presented the report and detailed the procurement process leading up to the award of a contract for a host organisation to support the local involvement network (LINK) in Walsall. The Panel heard that as part of the Local Government Public Involvement in Health Act 2007, a duty is placed on local authorities to make contractual arrangements for the involvement of people to form a LINK, which replaces Patient and Public Involvement in Health (PPI) and Patients' Forums. Contractual arrangements are required to be in place for a host organisation by 1st April 2008.

Members were informed that as part of their powers, LINKs will be able to visit some types of services to see what they can do and that this could include both adult's and children's services. The Panel heard that the Carers Federation, based in Nottingham, have been selected as the preferred supplier for the Walsall LINK and they will set up a local base in Walsall. The Carers Federation were experienced in PPI forums. An area based grant of £160,000 per year will be provided over a 3-year period to deliver the contract.

In response to a Member's question, Emma Palmer explained that local people and groups with an interest in health and social care issues could get involved in the LINK and that all members are voluntary. Lawrence Brazier explained that various groups may come together to address certain issues.

The Chair stated that he felt it was a shame that the preferred supplier for hosting the LINK had not been a local provider. The Panel agreed that it might be appropriate to look at LINKs as part of a smaller group in more detail.

Lawrence Brazier confirmed that he would be happy to support Scrutiny in looking at LINKs in more detail.

Resolved:

That the Health Social Care and Inclusion Panel look at LINKs in more detail during the 2008/09 municipal year.

89/07 ANNUAL REPORT OF THE HEALTH SCRUTINY AND PERFORMANCE PANEL

Councillor Woodruff introduced the annual report from the Health Scrutiny and Performance Panel, a sub-panel of Health Social Care and Inclusion. Councillor Woodruff informed the Panel that the report would be updated to include information on the Obesity Working Group before it was presented to council. The Panel were happy for the report and for it to be included as part of the wider Scrutiny Annual report to Council.

Resolved:

That the annual report of the Health Scrutiny and Performance Panel be updated to include reference to the Obesity Working Group before being submitted as part of the full report to Council.

90/07 ANNUAL REPORT TO COUNCIL

Resolved:

That the Health Social Care and Inclusion Panel approve the content of the section of the scrutiny annual report to council relating to Health Social Care and Inclusion

and

that the Affordable Housing Working Group be carried over into the work programme of the Panel for the 2008/09 municipal year

The meeting terminated at 7.15pm.

Chair:

Date: