

SOCIAL CARE AND INCLUSION SCRUTINY AND PERFORMANCE PANEL

THURSDAY 14 JULY 2011 AT 6.00 P.M.

Panel Members Present: Councillor Oliver (Chair)
Councillor Paul (Vice-Chair)
Councillor Ali
Councillor Barker
Councillor Ditta
Councillor Douglas-Maul
Councillor Rattigan
Councillor Turner

Officers Present: Andy Rust, Head of Vulnerable Adults and Joint
Commissioning Unit
Brandon Scott-Omenka - Performance and Outcomes
Manager
Stuart Fletcher - Operational Development Manager
Michael Hicklin - Service Manager, Provider Services
Carol Mason - Voluntary and Community Sector Manager
Matthew Underhill - Scrutiny Officer

90/11 APOLOGIES

Apologies were received for the duration of the meeting from Councillor Burley, Councillor D. Coughlan, Councillor McCracken, Paul Davies and Peter Davis.

91/11 SUBSTITUTIONS

Councillor R. Thomas substituted for Councillor D. Coughlan for the duration of the meeting.

92/11 DECLARATIONS OF INTEREST AND PARTY WHIP

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

93/11 MINUTES

The minutes of the previous meeting were noted.

Resolved

That the minutes of the meeting held on 9 June 2011, copies having previously been circulated be approved as a true and accurate record.

94/11 PERFORMANCE SCORECARD

The Performance & Outcomes Manager introduced the report. The main points of the report and subsequent discussion were as follows:

- In relation to the 2010-11 performance scorecard there was significant improvement for a number of key indicators. These included a halving in the return for C72, admissions to residential/ nursing care per 100,000 population aged 65+, as well as a significant reduction in C73, admissions to residential/ nursing care per 10,000 of the population aged 18 -64. This had been achieved through activity to provide support for people to remain in their own homes, including preventative support. In relation to NI 131, delayed transfers of care from hospitals, the target was now being met following considerable work to improve performance;
- Following a Panel query, the Performance and Outcomes Manager explained that there were no financial implications following Dudley and Walsall Mental Health Trust's introduction of the Oasis information system. The new system is able to distinguish between social care and health care related mental health service users which will support improved performance reporting;
- In relation to NI130, a substantial increase in the number of social care clients receiving Direct Payments and Individual Budgets, from 832 to 1,327, had been witnessed. This increase is also a consequent of a fall in the number of previously eligible mental health clients who would now instead be social care clients. This was a consequence of activity undertaken to re-shape services, including prevention work;
- In relation to D54, equipment/ adaptations delivered within 7 days, significant improvement was witnessed during the year. This included 1st quarter performance at 61% rising to 100% in the 3rd quarter, concluding with 88% in the final quarter. The improvement was encouraging, although the performance in the earlier quarters had acted as a drag in seeking to meet the 85% target. The Panel heard that key issues remained delays in the delivery of equipment;
- The Performance & Outcomes Manager set out the proposed scorecard for 2011-12 which was thematically structured into National Outcome Measures, Local Workforce and Local Customer Care. The Head of the Joint Commissioning Unit explained that it was no longer a statutory requirement to report a number of performance targets. However, officers had sought to identify the most critical measures on which to report to the Panel.

Resolved

That

- (1) officers will provide the Panel with regular performance updates based on the revised 2011-12 scorecard;

and

(2) the report be noted.

95/11 **LINKS TO WORK**

- The Service Manager, Provider Services introduced the report. The main points of the report and subsequent discussion were as follows:
- Links to Work continues to provide employment opportunities for adults with physical or learning disabilities, including packing and assembly for local industries;
- Officers consider the service to be in a positive position and it has now been consolidated to one site (Electrium Point) with seven work streams being developed. These include data archiving and developing Community food bank supported by Walsall Housing Group (whg);
- Officers are aiming to optimise the space the site offers. This will be particularly important when seeking to develop a community food bank distribution hub which it is expected will have to handle up to eight tonnes of food per month. It is anticipated that this work stream will provide sustainable employment for two adults with physical or learning disabilities;
- Other activity includes continued support of the People's Partnership in the restoration of furniture working with a Third Sector partner. It was explained that the Executive Director, Adult Social Care had taken the decision to provide the use of council facilities for this operation without charge, equating to £6,000 per year. In relation to the ICES, negotiations are underway to move the stores to Electrium Point. In addition, a project with ICES and whg was underway to fit minor aids and adaptations. Growing Links, a community gardening initiative, is currently being evaluated to determine if a Micro Enterprise could be developed. Links to Work currently employs twenty service users with diverse disability needs . These staff all meet NI 146 criteria and make a National Insurance contribution;
- Panel Members observed that historically proposed changes to the Links to Work service had simply not happened. However, sustainable progress was now being made and it would be important for the Panel to continue to closely monitor the development of the service. Members and officers also noted the therapeutic value of much of Links to Work activity for adults with physical or learning disabilities. It was agreed that an update on progress at Links to Work would be presented to the Panel in twelve months.

Resolved

That

(1) an update report be presented to the Panel in twelve months;

and

(2) the report be noted.

96/11 **EMPLOYMENT OPPORTUNITIES FOR ADULTS WITH LEARNING DISABILITIES**

- The Operational Development Manager introduced the report. The main points of the report and subsequent discussion were as follows:
- The poor performance against NI 146, employment of adults with learning disabilities, prompted the Executive Director to set a target of fifty and improve the previous total of two by 31 March 2011.
- Previously the council's performance against NI 146 was the worst in the West Midlands. However, a number of projects have been undertaken to address this issue. This includes Recruitability-Plus, which gives Adults with a Learning Disability paid employment opportunities. A number of placement schemes, including within Leisure Services, has resulted in employment for thirty individuals, with funding shared on a fifty:fifty basis between the employing service areas and adult social care. This is in addition to the twenty adults with learning disabilities employed at Links to Work. This activity is complemented by the Employment Strategy which aims to establish partnerships with the objective of creating employment opportunities for adults with learning disabilities, including Remploy and Walsall College, together with the Mencap Employment Project which concentrates on employment opportunities in the private sector;
- The Panel heard that there were now fifty-seven individuals who met the NI 146 criteria. This places the council as one of the best performing in the West Midlands, with a stretch target of one hundred for 2011/12 to make Walsall one of the best performers in the country;
- Officers explained that an Adult Social Care Apprentice Scheme had also been developed, with the first sixty apprentices due to begin two-year fixed term contracts in October 2011. The scheme would include one day per week at college for study to underpin learning towards an NVQ in Health and Social Care;
- The Panel was in agreement that this activity represented success and consideration was given to sharing good practice with neighbouring authorities. It was agreed that an update on progress would be received at a Panel meeting early in 2012.

Resolved

That

- (1) an update report on employment opportunities for adults with learning disabilities be received by the Panel early in 2012;
- and
- (2) the report be noted.

97/11 **HEALTHWATCH**

- The Voluntary and Community Sector Manager introduced the report. The main points of the report and subsequent discussion were as follows:
- In preparation for the introduction of Healthwatch the council has been undertaking activity to merge the existing engagement mechanisms, Walsall Local Involvement Network (LINK), MyNHS Walsall and other engagement mechanisms operating through Walsall Manor Hospital. The proposed approach for unifying these organisations has been shared with the Department of Health who will consider whether to make Walsall a pathfinder for Healthwatch.
- A specific plan is being developed to establish the activity that Healthwatch should undertake. In addition, action is being taken ahead of the process of identifying a contractor to support the new local arrangements from 2012.

Resolved

That the report be noted.

98/11 **TASTE FOR LIFE**

- The Operational Development Manager introduced the report. The main points of the report and subsequent discussion were as follows:
- The Taste For Life Service has been in place since January 2011. It operates as a co-ordination and advisory service linking citizens and commercial meal providers. The service receives on average twenty-five new referrals per month. Current activity includes seeking to increase the number of community based lunch club facilities and extend transport provision. In addition, those who have withdrawn from using the service are being contacted to ensure that all is well. The Panel heard that eighty-nine new service users had been identified since January;
- A Panel Member observed that this was a valuable service upon which many people relied. However, he expressed concern regarding the name of the service and suggested that if it were to change it might enable individuals to better understand its function and consider using the service. A representative from Caldmore Housing explained that careful consideration had been given to branding the new arrangements and to illustrate that the service was not just related to food but the creation of opportunities for individuals;
- Panel Members agreed it would be important to receive a further report which provided analysis of what has happened to those who opted to leave the service. Officers agreed to provide details of safe and well checks undertaken with those who had left the service.

Resolved

That

- (1) a further report detailing contact made with those who had opted to leave the Taste For Life Service be received at the Panel's next meeting;
- and
- (2) the report be noted;

99/11 THE IMPACT OF BUDGET CHANGES ON SERVICES

- The Head of the Joint Commissioning Unit introduced the report. The main points of the report and subsequent discussion were as follows:
- The Directorate had delivered savings of £7m for the financial year 2010-11, with a savings target of £6.9m for 2011-12 and a further £7m in 2012-13. Savings during 2011/12 are being achieved through the restructuring of services and the introduction of benefits-based charges;
- Following a Member query, officers explained that previously two hundred and twenty adults had been placed in residential accommodation many outside of the borough. It was apparent that this was both costly and not appropriate as it limited the opportunities for individuals to meet with relatives. Work is underway to support these individuals to live in supported living arrangements within the borough.

Resolved

That the update be noted.

100/11 CARE HOMES UPDATE

- The Head of the Joint Commissioning Unit introduced the report. The main points of the report and subsequent discussion were as follows:
- Work is being undertaken to implement a contingency plan for the five former Southern Cross homes operated in Walsall. Officers have spoken with staff, residents and relatives at each of the homes to provide reassurance that services will continue to be operated. Officers are also working closely with the Southern Cross Regional Operations Manager;
- Following a Member query, the Head of the Joint Commissioning Unit explained that there is a strong likelihood that the homes will continue to operate. However, he was not able to provide a 100% guarantee of continued operation at any of the homes.

Resolved

That the update be noted.

101/11 **WORK PROGRAMME 2011/12 AND FORWARD PLAN**

- The Panel considered the work programme and Cabinet's Forward Plan.

Resolved

That the work programme and Forward Plan be noted.

102/11 **DATE OF NEXT MEETING**

The Chair informed Members that the date of the next meeting would be 1 September at 6:00pm.

The meeting terminated at 7:45 pm

Chair:

Date: