

To: All Members of the County Council
All Chief Officers

From: COUNTY SECRETARY'S
DEPARTMENT

cc: ACS officers)
Officers named for action) e-mail
Committee Section)

Ask for: Peter Hull
Ext: 5565
My Ref: PH/sk
Your Ref:

**ADULT CARE SERVICES SELECT COMMITTEE
11 JANUARY 2001**

MINUTES

ATTENDANCE

MEMBERS OF THE COMMITTEE

J D Beesley, P T J Channell, K J Coleman (Chairman), J M Dwerryhouse-Spears,
J Gipps, D L Kerr, B J Lamb, D B Lloyd, R Mills (Vice-Chairman), C J White

EXECUTIVE MEMBERS

D Beatty, J E Price, A M R Searing

Other Members in Attendance

D A Ashley, M V Bayes, N K Brook, R J M Ellis, G D Game, D W Hills, J A Hobday,
R Mays, J T Metcalf

Upon consideration of the agenda for the Adult Care Services Select Committee meeting on 11 January 2001, as circulated, copy annexed, action was taken or decisions were reached on individual items as recorded below.

INTRODUCTIONS

Clare Kaye, Assistant Chief Executive and Support Officer for this Select Committee, welcomed representatives of carers and carers in Hertfordshire members who had been invited to the Select Committee for consideration of the scrutiny item on the National Carers' Strategy in Hertfordshire. Clare explained the purpose of the Select Committee and identified the members and officers on the Committee.

MINUTES

RESOLVED

That the minutes of the meeting of the Committee held on 12 October 2000 be agreed as a correct record.

CHAIRMAN'S ANNOUNCEMENTS**(a) Membership Changes**

C J White appointed for this meeting only.

J D Beesley appointed for this meeting only.

(b) Order of Business

The Chairman explained that the order of business had been amended to enable the Best Value Performance Plan marked 4(b) to be taken before the Resource Budget marked 4.

PUBLIC PETITIONS

No petitions were submitted.

QUESTIONS (STANDING ORDER SC8)**Question to the Executive Member (Julia Price) from Roma Mills**

Q1 *The County Council Revenue and Capital Budget Monitor presented to the Executive Committee on 18 December 2000 showed an overspend in the Social Services budget of approximately £980,000 as at 31 October 2000. The areas where particular pressures have been identified included Home Care for all client groups, Placements of Mental Health and Physical Disability clients in independent sector homes, Transport, Legal charges and Day and Respite Care for Learning Disability children.*

Would you please identify any subsequent reduction/increase in the projected out-turn figures for these areas of expenditure?

Answer:

Based on the revenue monitor report as at 30 November 2000, the projected out-turns have changed as follows - Home Care for all client groups. A reduction in the projected overspend by £126,000.

Placements of MH and PD clients in independent sector homes. A reduction in the projected overspend by £6,000.

Transport. An increase in the projected overspend by £26,000, mainly as a result of the need to transport children, who are fostered, to school.

Legal charges. An increase in the projected overspend by £26,000.

Day and Respite Care for LD children. A reduction in the projected overspend by £5,000.

Q2 *How much of the money identified for new learning disability placements in 2000/01 has been used to meet the actual full year effects of Mental Health and Physical Disability placements made in 1999/00?*

Answer:

In undertaking the detailed work to put together the budget for 200/01, it became apparent that the full year's effects of mental health and physical disability placements were greater than anticipated by £178,000. In these care groups with high placements, it takes very few unpredicted placements late in the year to create a significant additional full year effect. At the same time, it was identified that the combined resources for the full year effects and new placements for people with a learning disability was more than it would be possible to spend as a result of some slippage in making new placements available through the accommodation review. Slippage on the learning disability programme was therefore used to offset the additional full year effects for mental health and physical disability. This in no way compromises the delivery of the planned places for people with a learning disability.

Supplementary Question:

How much was allocated for new Learning Disabilities placements in 2002/01?

Answer:

The Director of Social Services will provide an answer in writing.

Q3 *How many adults with learning disabilities are awaiting funding for residential placement or have applied unsuccessfully for residential placement?*

Answer:

There are currently 18 people who have been seen by the learning disability accommodation panel and who have been identified as having a pressing need for accommodation. Of these, 11 have had funding agreed and placements have been identified and they are waiting for moves to be completed.

For the remaining 7, negotiations are continuing to find suitable resources to meet their accommodation needs.

There are 90 people who are likely to require accommodation over the next few years but whose current care networks are able to offer support at present.

No adults who have a serious and immediate need for accommodation have been refused on funding grounds.

Supplementary Question:

18 people have been seen by the Learning Disabilities Panel and need accommodation. Are estimates of applications for consideration of the Panel nearer 100?

Answer:

Yes, 90 people are likely to need accommodation.

PART I ('OPEN') BUSINESS**ACTIONS****1 CO-OPTIONS - OPTIONS**

[Officer contact: Peter Hull Tel: 01992 555565]

- 1.1 The Committee considered ways in which it wished to fulfil its new scrutiny role and what part non-voting non-County Council representatives should take in this process.
- 1.2 The three options given in the report had different perspectives. The first option made reference to the selection of 3-4 non-voting co-opted members to mirror the remit of the Select Committee. The second option, a distinct difference from the appointment of co-optees, posed the question that individuals with a special interest could be invited to attend meetings given the subject matters involved. To a large extent that had occurred in that seven representatives from Carers in Hertfordshire were present at this meeting together with their supporters to be involved in the scrutiny of the National Carers' Strategy in Hertfordshire item later in the agenda. The third option was status quo i.e. the invitation of professional representatives from the Health Service etc.
- 1.3 Members made the following comments arising from the report:-
 - Further consideration could be given to the appointment of permanent co-opted members at some future time.
 - The report represented a significant step forward as far as the Select Committees procedures were concerned and this was a catalyst for change.
 - The need to learn from other examples where co-opted members had been used.
 - Any decisions taken could be reviewed in 12 months time.

- The advantage of permanent co-optees would be that they could develop an understanding of the whole service and become familiar with Council processes.
- This advantage was felt to be outweighed by the disadvantage that no one individual could effectively represent all user and carer interests and some would therefore be excluded.
- Option B gives the Select Committee much flexibility in enabling organisations and individuals to be invited to attend committees in accordance with their subject area.
- Panels constituted by the Select Committee should have the power to select co-opted members or representatives of organisations.
- Appropriate expenses should be paid to special interest group representatives etc. including care costs involved in their absence from their caring role.
- The involvement of special interest representatives (such as carer representatives) should develop a framework for on-going consultation.

In summary the consensus of the Committee was that they should seek the maximum amount of input from a wide range of people with an interest in Adult Care Services.

Therefore it was agreed to pursue Options B (inviting people with an interest in the subjects under discussion at a particular meeting) and C (inviting professional representatives) with the following provisos:

1. A framework for involving user and carer organisations and representatives be presented to a future meeting.
2. That the system be reviewed in 12 months time.
3. That Adult Care Services panels and topic groups may invite appropriate co-optees to join.
4. That appropriate expenses, including where necessary care costs, be paid.
5. That there needs to be continuing work on developing systematic arrangements for consulting and involving users and carers in the whole range of Adult Care Service and policy outside the Select Committee.

2. BEST VALUE REVIEW PROGRAMME FOR 2001-2002

[Officer contact: Clare Kaye, Tel: 01992 555530]
Assistant Chief Executive

Members discussed the Cabinet proposals for the programme, scope and timing of Best Value Reviews for 2001-02.

Members made the following comments:

1. Appendix A (Year 3) 2002-03 lists a review of services for adults with mental health and learning difficulties. In fact these will be run as two separate reviews.
2. Whilst recognising that it is within the remit of the Resources Select Committee the Adult Care Select Committee has an important interest in the review of voluntary sector grants and requested assurance that Adult Care officers would be involved in the review and that the Committee would be circulated with the final report.

The Executive Member and Assistant Chief Executive agreed to take note of all the points mentioned and pointed out that Members would have full opportunity to influence the detailed scope of reviews through the scoping workshop.

The Cabinet be informed:

1. That the Adult Care Services Committee agree the Cabinet proposal "that the timetable for Best Value reviews in 2001-2002 as set out in the report be agreed and that the progress in implementing agreed Best Value reviews be reported quarterly to the Cabinet."
2. That in agreeing the Cabinet proposals the Cabinet be requested to ensure that Adult Care Services officers be part of the relevant Best Value reviews of voluntary sector grants and the Cabinet be also informed of the importance of scoping and that members should be involved with this process.

Clare Kaye
Peter Hull
David Roberts

Clare Kaye
Peter Hull
David Roberts

3. BEST VALUE REVIEW PANELS

[Officer contact: Clare Kaye, Tel: 01992 555530]
Assistant Chief Executive

AGREED:-

1. That the following Best Value review panels be constituted for Best Value Reviews of :

Andrew
Laycock /
Peter Hull

- (a) Services for adults with sensory/physical disabilities
(Membership 3:2)
 - (b) Services for the elderly with mental health problems
(Membership 3:2)
2. That the names of County Councillors on each panel (together with two named substitute members) be appointed by the County Secretary following notification by spokesmen.

4. BEST VALUE PERFORMANCE PLAN 2001-2002

[Officer contact: Anne Fisher Tel: 01992 588690]

Reference was made to the information supplied by the Assistant Director of Social Services giving information to facilitate consideration of the Best Value Performance Plan and whether the targets should be revised for 2001-2002.

Members made the following comments:

- 4.1 Paragraph 3.3 in the report referred to relevant gaps that existed in Appendix 1 at page 82 - further text relating to services for disabled people and page 89 - information relating to actions that will be made to work with the NHS, voluntary organisations and other councils to improve health and care services. Members queried the usefulness of the targets and the need to provide realistic local performance indicators.
- 4.2 It was felt that the seminar should be organised to look at targets and how these related to an overall assessment.
- 4.3 It was AGREED that the Cabinet be informed that the Select Committee agrees the promises described in the Best Value Performance Plan 2001-2002 but find the targets referred to in the plan confusing.

Anne Fisher
Caroline Tapster

Anne Fisher
David Roberts /
Peter Hull

5. ADULT CARE SERVICES PROPOSED RESOURCE BUDGET 2001/2002-2004/2005

[Officer contact: Ralph Paddock, Head of Finance,
Social Services Department Tel: 01992 556354]

- 5.1 At the outset of this item reference was made to the 18 December Cabinet report which stated that in 2001/2002 the County Council would receive £12.6 million of Social Services Specific Grants of which £9.2 million related to new expenditure. An initial estimate of specific grants relating to new expenditure was £7.1 million. An addendum paper explained where the increase was from and what services it was proposed to be used for.

- 5.2 Chris White declared a non-pecuniary interest in respect of his membership of a local charity.
- 5.3 Members asked questions of the officers regarding matters concerning demography, the increase in specific grants announced by the government and this year's winter pressures, learning disability placements, gypsy site provision, acute service provision, reduction of waiting lists and bed blocking and the provision of more residential places for the elderly.
- 5.4 It was AGREED:-

1. That the Cabinet be informed that the Select Committee agrees that the resources budget proposals detailed in the report be approved.
2. That a press release be issued from the Committee in accordance with the procedural matters (new releases) paragraph 5 Appendix E in the Constitution.

The Committee wished to add the following comments:

- Some members expressed disappointment that specific grant monies appear to be meeting existing pressures rather than enhancing the service.
- The Committee wish, with the support of the Executive Member and the Cabinet, to continue to press for fair treatment of Hertfordshire from national government particularly in relation to the Area Cost Adjustment and funding for Learning Disability services.
- That monies available for winter pressures should be used primarily for projects aimed at reducing bed blocking.

6. NATIONAL CARERS' STRATEGY IN HERTFORDSHIRE

[Author: Angela Sewell, Policy Officer (Users and Carers), Social Services Department Tel: 01707 280761]

- 6.1 The Select Committee considered a progress report on the implementation of the National Carers' Strategy in Hertfordshire.
- 6.2 The following representatives of carers and Carers in Hertfordshire members spoke in detail as to their individual experiences, concerns and hopes for the future:-

Sandra Cannon attended and spoke on behalf of Heather Goode, carer of

Chris Sweeney
Peter Hull
David Roberts

an adult with physical disabilities (North Herts)

Sue Reeve, Director of Carers in Hertfordshire

Christine Page, parent carer from St Albans

Jenny Young, carer of young adult with learning disabilities (East Herts)

Stewart Hillen, carer of adult with mental health problems (East Herts)

Veronica Petrie, carer of older person (Watford)

Mary Christiansen, carer of older person (Hatfield)

6.3 The following areas of concern were consistent throughout all the presentations:-

- Carers need a more holistic and integrated approach from Social Services and other agencies.
- Carers need early recognition and support.
- Health services, especially primary care services, need to be more aware of carers and to be more supportive in a more co-ordinated fashion.
- The sign-posting scheme must be used systematically.
- The strain of insufficient resources causes difficulties for individual carers and for caring organisations.
- Carers' assessments are not being carried out well or consistently enough.
- Respite care, though vital, was often inflexible and in short supply.
- A flow of support as needs change was required especially an integrated approach from Adult Care Services, Children, Schools and Families and the NHS.
- Carers' breaks need to be more flexible. Support for whole family holidays may be more appropriate in some cases.

6.4 Carers mentioned a number of examples of good services including the work of the Learning Disability Team in Ware. There was also appreciation of the whole-hearted efforts made to involve and consult carers on the development of the carers' strategy and the Carers' Breaks Plan.

6.5 Members were grateful to the carers present in giving such direct experiences from the real issues in social services both good and bad. The joint action plan for carers for 2001-2002 needed to address the gaps highlighted by the carers.

Members also proposed that a short-life topic group entitled "Carers Topic Group" should be constituted with appropriate carer representation to consider how the Carers' Breaks Grant should be allocated.

6.6 AGREED:-

1. That a short life topic group consisting of 5 members (3:2) together with carer representatives be constituted with the following terms of reference:-

- To review the allocation of the carers' grant in order to support the objectives of the carers' strategy.

2. That the carers' strategy action plan needed to be reviewed and updated with a view to making it more coherent and clearly focused around desired outcomes. Also to define clear targets for achievement of outcomes and indicators to monitor and demonstrate progress on the strategy.

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3. That a further report be presented to the meeting of the Select Committee in October.

4. That the names of County Councillors appointed to the short-life topic group be appointed by the County Secretary following notification by Spokesmen.

5. That the Children, Schools and Families Select Committee be requested to consider the recommendations/proposals from parent carers of children with disabilities (page 21) who attended the November Carers' Conference.

6. That a press release from this committee be issued regarding this item.

Peter Hull
Caroline Tapster

Caroline Tapster
Angela Sewell
Peter Hull
Julia Harries

Caroline Tapster/
Ray Shostak

7. ANNUAL REPORT ON COMPLAINTS, COMPLIMENTS AND USER/CARER SATISFACTION

[Authors: Meg Carter, Complaints Manager, Social Services
Tel: 01707 280769 and
Angela Sewell, Policy Officer, Users and Carers
Tel: 01707 280761]

7.1 Members received a report on the working of the complaints procedure and the number and type of complaints received from April 1999 - March 2000.

7.2 Members made the following comments:-

- (a) The Children, Schools and Families Select Committee would need to scrutinise complaints within their regular business.
- (b) When health partnership arrangements are formalised a robust complaints procedure would be required.
- (c) The need to recognise that all complaints procedures must comply with the Human Rights Act.
- (d) The Director of Social Services would supply to each member of the Select committee a copy of the stage 1 complaints procedure.

Caroline Tapster

7.3 AGREED:-

- 1. That improvement in meeting the stage 2 complaint timescale should be continued.
- 2. That the Children, Schools and Families Select Committee be aware of the need to develop a procedure for complaints from and on behalf of children for the new department.
- 3. That CSF be made aware of the need for scrutiny of complaints and issues arising from them on a regular basis.
- 4. That the joint protocols on complaints with the NHS when finalised be sent to all members of the Select Committee.

Peter Hull
Julia Harries
Caroline Tapster

Peter Hull
Julia Harries
Caroline Tapster

Caroline Tapster

Caroline Tapster

8. RESPONSIBLE REPORTING OF CONCERNS ABOUT BAD PRACTICE (Also known as Whistleblowing)

[Author: Jean Farrer, Head of Standards, Social Services Department - Tel: 01707 280653]

8.1 The Select Committee considered a report on the arrangements the Department had in place to respond to concerns raised by staff about poor practice and improper conduct to safeguard the interests of service users and their carers.

8.2 Members queried whether the document issued to staff entitled "Responsible Reporting of Concerns about Bad Practice" would benefit from a change. The West Herts Community Health Trust document "Do the Right Thing" was quoted as giving a more positive message to staff. The literature was more consumer friendly and may have better impact. Members felt that given two new services in the Adult Care Services and Children, Schools and Families departments would come into being in April this was a good time to review the procedures to encourage staff to use them effectively.

8.3 AGREED:-

1. That the Committee wish to support the responsible reporting procedure as good practice and encourage staff to raise concerns through this or other mechanisms.
2. That it be noted that there are effective mechanisms in place to safeguard the interests of service users and carers in terms of robust management processes, external scrutiny and procedures to tackle any outstanding concerns about poor practice.
3. That notwithstanding 2. above the officers consider, with the advent of two new departments i.e. Adult Care Services and Children, Schools and Families, a move to identifying a new document with a more positive approach and such document to be agreed with the Spokesmen for Adult Care Services and Children, Schools and Families.
4. That the Executive Member for Adult Care Services write a preface to the new document.

Caroline Tapster
Jean Farrer

Caroline Tapster
Jean Farrer

Julia Price

9. SCRUTINY OF SERVICE PROPERTY STRATEGIES

[Author: Roger Fairholm, Asset Planning Manager, Tel: 01992 555229]

It is AGREED:-

- (1) That a short-life Service Property Panel be established to scrutinise the service property strategies relating to Adult Care Services (including gypsy and traveller matters) with a membership of 7 members (4:3) to include the Chairman of the Gypsy Panel.
- (2) That the names of County Councillors appointed to the short-life panel be appointed by the County Secretary following notification by spokesmen.

REPORT TO COUNTY COUNCIL

None

Andrew Laycock
County Secretary