

HERTFORDSHIRE COUNTY COUNCIL

**ADULT CARE AND HEALTH
SCRUTINY COMMITTEE**

THURSDAY 16 JANUARY 2003 AT 10.00 A.M.

Agenda Item No.

5

SCRUTINY UPDATE REPORT

Report of the Scrutiny Support Officer, Clare Kaye

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1. Purpose of the report

To inform Members of action taken on scrutiny issues since the last meeting of the Committee.

2. Summary

This report highlights action taken since the meeting of the Adult Care Services Scrutiny Committee on 3 October 2002, and details any items of scrutiny work that have been referred to the Cabinet, Executive or Chief Officer for further action.

3. Conclusion

Members are asked to note the action taken in respect of scrutiny issues.

1. NATIONAL SERVICE FRAMEWORK FOR OLDER PEOPLE

The Committee requested that the Director of Adult Care Services provide a comprehensive written response to the significant issues referred to by one of the representatives.

Action taken

Written response provided to the representative and a copy sent to Members of the Committee.

2. SUPPORTING PEOPLE

The Committee recommended that County Council Members be informed about their local Supporting People Forum

Action taken:

The report of the Adult Care Services Scrutiny Committee on Supporting People was presented by the Chairman of the Committee to the County Council on 19 November 2002. County Council received the report.

Details of Local Supporting People Forums were sent to all County Councillors.

3. ANNUAL REPORT ON COMPLAINTS, COMPLIMENTS AND USER/CARERS SATISFACTION

The Committee asked the Director of Adult Care Services:

- to note that the Committee welcomed:
 - ❖ the positive trend of more people complaining/commenting and more complaints being dealt with at an early stage.
 - ❖ the initiative to enable/encourage feedback from those people who don't complain via the Quality Monitoring Officers.

- To consider giving greater advocacy support to enable people with profound difficulties to express their concerns.

Action taken:

The Director of Adult Care Services has noted these comments for further Consideration.

4. ADULT CARE SERVICES REVENUE AND CAPITAL BUDGET MONITOR

The Committee requested:

- That the Cabinet should recognise the pressures on ACS budgets and support the Council's aspiration of enabling people to remain in and return home.
- That the Cabinet may wish to consider that there is some capacity to alleviate pressure on the Adult Care Services budget from the centrally held Contingency Fund.

Action taken:

Cabinet on 16th December made the following decision:-

“That £750,000 of the special contingency of £5.3 million be allocated to cover the overspend on the Performance Fund with Adult Care services, but that Adult Care Services are to identify options to reduce this call on contingency.”

FINANCIAL IMPLICATIONS

None

Background information referred to by the author whilst compiling this report:

Minutes from previous scrutiny meeting