

**To: All Members of the County Council  
All Chief Officers**

**From: County Secretary's  
Department**

**Ask For: Laura Shewfelt**

**Ext: 25565**

**My Ref:**

**Your Ref:**

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**ADULT CARE AND HEALTH SCRUTINY COMMITTEE  
15 JANUARY 2004**

**MINUTES**

**ATTENDANCE**

**MEMBERS OF THE COMMITTEE**

COUNTY COUNCILLORS

E M Clarke, K J Coleman (Vice Chairman), M Downing, J Gipps, F Guest, B J Lamb, R Mills (Chairman), M O'Neill, D A A Peek, P A Ruffles

**Also present**

Executive Members

D Beatty, R Ellis, J M Pitman,

Other Members

P T J Channell, D W Hills, D E Lloyd, J T Metcalf, J W A Usher

**CHAIRMAN'S ANNOUNCEMENTS**

**MINUTES**

The Minutes of the meeting of the Committee held on 3 December 2003 were agreed as a correct record and signed by the Chairman.

**PUBLIC PETITIONS**

None.

**QUESTIONS**

None.

**PART 1****A. ADULT CARE MATTERS**

	<b>ACTION</b>
<p><b>1. BUDGET MONITOR TO 31 OCTOBER 2003</b></p> <p>[Officer Contact: Mike Curtis, Assistant Director Resources, Adult Care Services; Tel: 01992 556365]</p>	
<p>1.1 The Committee considered the regular report on the current budgetary position within Adult Care Services in order to enable members of the Committee to identify further issues for scrutiny.</p>	
<p>1.2 <b><u>Conclusions:</u></b></p> <p>(a) The Committee expressed its pleasure at seeing a balanced budget but was concerned that capacity issues meant that the Council continued to be unable to meet some people's needs in the most appropriate way.</p> <p>(b) The Committee recommended to the Executive Member and Director of Adult Care Services that they:</p> <p>(i) Consider possible needs for further staffing in EPD through the staffing review;</p> <p>(ii) consider the balance in the budget between residential and domiciliary care recognising the difficulties with care homes capacity but having regard to the increasing demand coming from Fairer Access to Care; and</p> <p>(iii) continue to work to find alternative ways of supporting people in the community.</p> <p>(c) Additionally, the Committee noted with regret, the £500k underspend.</p>	Sarah Pickup
<p><b>2. ADULT CARE SERVICES PROPOSED RESOURCE BUDGET 2004/05 – 2007/08</b></p> <p>[Officer Contact: Ralph Paddock, Head of Finance, Adult Care Services; Tel: 01992 556354]</p>	
<p>2.1 The Committee considered a report which detailed the proposals on the revenue budget and capital programme made by the Cabinet at its meeting on 15 December 2003. These were for:</p> <ul style="list-style-type: none"> <li>• a revenue budget of £186.098 million for the Adult Care</li> </ul>	

Services portfolio in 2004/05 after using £2.0 million of the Access and Capacity Grant to offset part of the cost of increasing service need within the Standstill Budget; and

- capital schemes of £5.602 million including annual provisions of £786,000.

The report invited the Committee to make comments which would be considered by Cabinet on 26 January, together with the latest information on resources and the outstanding uncertainties.

The Committee welcomed the following people to the meeting and each gave their organisations' views on the proposals:

**Fiona Clark** – Chief Executive – POhWER

**Julie Attree** – MIND

**Marion Lambert** – Regional Director – Leonard Cheshire

**Marion Birch** – Chief Executive – Age Concern

**Keith Loveman** – Hertfordshire Partnership Trust

**Martin Wigg** – Herts Nursing & Residential Care Association (HNRCA)

## 2.2 Conclusions:

- (a) The Committee was very appreciative of the input from the partner organisations and felt that their contributions had underlined the importance of regular feedback.
- (b) Having heard the presentations, the Committee agreed that the following positive aspects within the proposed budget had been highlighted:
  - (i) it was a carefully planned budget;
  - (ii) there was a serious approach to prevention and recognition of developments of the services such as 24/7 care;
  - (iii) identified budget for the involvement of users and carers; and
  - (iv) a willingness to work in partnership to develop services and lobby for a better deal from the Government.
- (c) The Committee requested that the Director of Adult Care Services take into account the following five main issues when considering the detailed allocation of the budget:

Sarah  
Pickup

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- (i) **Equity of services across the County** - particularly social contact, services for BEM and for some users with specific needs or who fell between services.
- (ii) **Quality of care** - in own homes, particular issues raised included equipment, maintenance and the length of visits.
- (iii) **Standards** - taking into account NSF and harmonising standards for residential care. Recognition that meeting standards such as CRB checks costs money.
- (iv) **Innovation** – new and better forms of care were not necessarily cheaper, e.g. 24/7 care and people with challenging behaviour in the community.
- (v) **Staffing** –particular problems were highlighted in rural areas of the County where home care staff needed cars and were not paid for travel time.
- (d) In addition, the Committee noted the following issues that had been raised:
- All partner organisations and ACS staff mentioned problems with recruitment and retention, this was an issue that the budget alone could not solve;
  - the continual increase in demand was a long term and intractable problem;
  - there were continuing difficulties with the CSC as a point of access for people with care needs;
  - in some instances, processes were getting in the way of service provision;
  - operational issues – the Council was always keen to hear about such issues and learn from experience; and
  - adoption of a proactive approach to the issue of fines for delayed discharges.
- (e) The Committee agreed to establish a short life topic group in order to consider the detailed allocation of the budget. The principles raised by the partner organisations would be taken forward and used a framework for analysis.

Laura  
Shewfelt/  
Mike  
Curtis

### 3. **LEARNING DISABILITY HOUSING AND SUPPORT STRATEGY**

[Officer Contact: Alan Cutteridge, Service Development Manager, Learning Disabilities, Tel: 01707 280726  
and Cathy Kerr, Assistant Director, Learning Disabilities and Mental Health, Tel. 01992 588820]

3.1 The Committee considered a report of the Learning Disabilities Housing and Support Members Topic Group, which provided information on the Housing Support Strategy for people with learning disabilities.

The following people attended the meeting and made presentations to the Committee regarding the work that they were involved in, within Hertfordshire:

**Sue Darker** - Service Manager, ACS

**Vicky Miers** - Director of Care, Hightown Praetorian Housing Association

**Bill Phillips** - Manager, Beaconsfield Road and Century Close

**Jessie Matthews** - Service Development Manager, MENCAP

#### 3.2 **Conclusions:**

- (a) The Committee welcomed the report and the positive developments that were highlighted within it, particularly: the much improved model of care; improved outcomes for supported people; and the provision of better management information.
- (b) The attendees who made presentations were supportive and enthusiastic about the service and the Committee found their contributions extremely helpful.
- (c) In discussing the report, the Committee identified the following continuing issues:
  - Long term planning was difficult due to the uncertainty of the Supporting People funding;
  - Learning Disability Housing needed to be kept high up on the agenda;

- whilst individual supported housing was much better in most ways than hostels, there could be problems with loneliness and isolation due to the loss of communal areas;
- there was a need for more accessible and transparent information to be available to parents and other carers;
- there was a danger of independence skills being lost if accommodation for young people was delayed or unavailable;
- the need to meet the particular needs of people with Aspergers Syndrome, who did not see themselves as having a learning disability. In this context, the Committee welcomed the project at Beaconsfield Road.
- the increasing requirement for provision for people with more severe and complex needs meant that new schemes would need to focus on this group, whilst attempting to continue with the model of care that met person centred individual needs.
- the continuing pressures of managing resources and giving people a choice to meet their individual needs; and
- making the meeting of cultural needs more explicit in the Strategy.

#### 4. **ANNUAL REPORT IN COMPLAINTS, COMPLIMENTS AND USER/CARERS SATISFACTION 2002/03**

[Officer Contact: Meg Carter, Complaints & Quality Assurance Manager, Tel. 01992 56350]

4.1 The Committee considered the annual report which detailed feedback from users and carers through the formal complaints procedure and other mechanisms.

#### 4.2 **Conclusions:**

- (a) The Committee noted the report and the themes of Home Care Quality, Waiting Times and Consistency of Care, which were useful in terms of service development and planning.
- (b) The Committee requested that future reports should include context related to the total social care activity compared to the numbers of complaints.

Meg  
Carter

**5. UPDATE AND WORK PROGRAMME 2003/4**

[Officer contact: Clare Kaye, Scrutiny Support Officer  
Tel: 01992 555300]

5.1 The Committee noted a report on action taken in response to matters raised at the last meeting, live scrutiny issues, and the work programme of future scrutiny issues.

**5.2 Conclusions:**

(a) The Committee agreed that:

- (i) The joint health and adult care scrutiny of the Hospital Discharge Arrangements should take place in October 2004; and
- (ii) the issue of Homecare be included in the Future Work Programme.

Clare  
Kaye/  
Laura  
Shewfelt

Laura  
Shewfelt

Andrew Laycock  
County Secretary