



Minutes

Name of meeting	ADULT SOCIAL CARE, HEALTH AND HOUSING SCRUTINY PANEL
Date and time	THURSDAY, 20 MAY 2010 COMMENCING AT 6.00 PM
Venue	COUNCIL CHAMBER, COUNTY HALL, NEWPORT, ISLE OF WIGHT
Present	Cllrs Margaret Webster (Chairman), John Hobart, Geoff Lumley, Susan Scoccia, Ian Stephens.
Co-opted	Paddy Noctor (Local Involvement Network)
Also Present (non voting)	Cllrs Jonathan Bacon, Dawn Cousins, Rodney Downer, Roger Mazillius
Officers Present	Mark Howell, Marian Jones, Vicky Jones, Jacky Raven, Paul Thistlewood, Simon Wiggins, Suzanne Wixey

1. **Declarations of Interest**

Cllr Geoff Lumley declared a personal interest, as he was a non-council appointed trustee of the Riverside Centre.

Mr Paddy Noctor declared a personal interest, as he was a trustee of the Riverside Centre.

Cllr Dawn Cousins declared a personal interest, as the Riverside Centre was within her ward as the local councillor.

Cllr Mazillius declared a personal interest as a relative was in a residential care and was in receipt of a care allowance.

2. **Transformation of Adult Social Care**

The Acting Head of Community Services, Mark Howell and Head of Adult Social Care, Suzanne Wixey along with colleagues from within the Adult Social Care team gave a presentation on the progress of the adult social care transformation programme.

It was explained that the transformation agenda was a national scheme, which was designed to put people first, enabling them a say on their health, care and how services were delivered. Within this remit it was noted that the Island's response over

the last two years had remained consistent, giving greater rights and more choice. The panel were told that from April 2011, any new persons requiring care would only be given the option of a personal budget for the provision of that care and that not changing to this new system was not an option.

Members were updated on the principles of the Council's approach to the transformation of social care. A significant programme had been introduced including workshops, mentoring and training for both staff and providers, aimed at supporting the culture change required. Furthermore, current contracts with providers were to be tapered in phases to move providers of day care towards the delivery of personalised services. The panel asked for clarification in regard to the time period over which the tapering of contracts would take place, as they were aware of conflicting information. They were told by the acting director, that it was over a two year period and a residual amount would be maintained as personal budgets were not the answer for all clients.

The "In Control Resource Allocation System" (RAS) was operational across all client groups. This assessed clients' needs and ensured that the correct package was offered. However, research was underway on the use of a national allocation system, Functional Analysis of the Care Environment (FACE), which would involve undertaking desk top needs assessments of the Island's current service users and would allow for the more equitable distribution of the funds that were available. Once these assessments had been completed the performance of the FACE system would be bench marked against the current RAS system, to analyse which system best met the needs.

The panel were given a summary of the performance towards the various deliveries of milestones within the transforming social care programme, which were monitored on a quarterly basis. Areas where the authority was on target included the design and development of the Plan My Care tool. This was a web based support planning tool currently available to care managers with a view to being available to the public in the future. The Working Together for Change provider development programme remained on target and would support providers of care to change their business model towards the new delivery of care.

It was noted that areas of under delivery included delivery of personal budgets to carers. Although 140 personal budgets had already been delivered the milestone related to the implementation of a FACE RAS for carers, of which the review was currently underway. Another area was in regard to delivery of personal budgets to Children and Young People in transition. Work was currently taking place with the council's Childrens Services Department to develop pathways to enable this to commence.

The transformation of care would entail a fundamental change on how services were commissioned which would move to a more prospectus approach, putting the outcomes of the individual as the main focus and introducing more creativity, moving away from tenders and service specifications that had told the providers what they should do and how to deliver a service. Members were appraised of three third sector pilots that were currently underway to support personalisation, through the Your Care pathway. These pilots included a grant award to the Citizens Advice Bureau (CAB) with an aim to offer advice, information and guidance to over 1000 people over six months, and working with Age Concern to offer brokerage to the over 55s, which had

seen over 250 service users, although it had been agreed recently to offer this service to any age group.

Key projects of the scheme included:

A Common Assessment Framework with older prisoners, working in partnership with health services and prison authority to support prisoners with personalisation upon their release being supported by a grant from the Department of Health (DoH) of £600k.

The Plan My Care “citizen portal”, which would offer support, planning and advice to those seeking help with the personalisation agenda, which was supported by a grant from Improving Efficiency South East (IESE)

Working together for Change, which was supported by the DoH and involved working with three local providers. The services users required would be researched and what would be required to meet those needs.

Members were given a demonstration of the Plan My Care “citizens’ portal”. This offered a web based approach and would be available through the brokerage service, care managers and the council’s service provision.

Outcomes from clients plan could then be prioritised and the progress against the achievement of those outcomes and confidence of delivery tracked through the statutory review of the plan. Members were told that good progress was being made against the National Indicator 130 on the delivery of personalised budgets to meet the 30% deadline by 31 March 2011. Currently progress stood at 9.1% but officers were confident of achieving the target. The panel asked for clarification in regard to the tapering of contracts whilst 70% of clients were still to receive personalised budgets and were told that a number of the remaining clients might not be suitable for personal budgets and may require a different type of care. Furthermore, it should be noted that it would not be possible to maintain care contracts whilst introducing personal budgets and that value for money was paramount including reviewing where efficiencies could be made including removal of double payments for some care.

The panel were updated on progress in associated areas which would support the personalisation agenda that included:

- One Link – A web based one stop shop for health and well-being information.
- Promoting Health and Inclusion – Promotion of the preventative agenda to address long term conditions including cancer, diabetes and mental health, which in turn would assist in maintaining independence in people’s own homes.
- Memory Service – An integrated service working as one, which had been developed in December 2009 and was in line with key priorities within the Dementia Strategy.
- Safeguarding Service – This had been operational since 1 April 2009 and 944 cases had proceeded to referrals and would be supported further through links with Domestic Abuse and the appointment of a domestic abuse co-ordinator.
- Roving Nights Service – The service comprised of two Home Care support workers, working independently across the Island, offering service users with a night visit as part of a planned care package and could help with a client’s personal care needs.

Members were shown a short series of videos containing case studies of Island clients who were currently receiving a personal budget and how they had achieved their outcomes and had managed to stay in their own home.

Members remained concerned about the rate of travel required to meet the 30% target and the level of IT that would be required to support the increased calls that would inevitably be generated, requiring the employment of more staff. The Director accepted that there would need to be an acceleration in provision of personal budgets but believed that the groundwork and building blocks were in place to move the process forward. In addition staffing levels and workloads were under constant review and through teamwork there were adequate resources.

In regard to IT the members were advised that the pilot of the RAS system had been across all client groups and had been amended and reviewed to include older people, although the Government were looking for a nationally acceptable system and until that had been forthcoming both the FACE and RAS systems would be run concurrently.

Members noted that those who received personal budgets would be reviewed regularly and that payments would be made on a quarterly basis. In return, evidence would be required to substantiate how the funding had been spent. The panel were told that any care package was open to abuse and if it was detected these cases would be referred through the safeguarding service for further action.

The Chair then invited any other members not on the panel to ask questions in relation to the item.

Cllr Downer asked a question in relation to the consideration of an extension to the payments for day care services, to allow for the conclusion of consultation with providers and what were the plans for consulting with parents and carers who provided day services.

The Head of Adult Social Care stated that a new pricing strategy for residential providers was currently undergoing consultation, which had currently been open for two months and regular contact was being maintained with residential providers. In regard to day service users, a stakeholder day would be held in either June or July 2010, where users of day services views would be sought.

The Cabinet Member for Adult Social Care and Housing confirmed that if they received advice that an extension to the consultation was required, this would be accepted. Furthermore, it was the full intention of the council to deliver within the targets that had been set by government and that workforce training and development must be delivered to support the personalisation agenda and that additional resources were required, they would be found as failure was not an option.

The Chair then allowed members of the public to ask questions in relation to the item.

Mrs Jill Wareham of Brighstone, asked an oral question in relation to further meetings of the panel, in regard to this subject. A response was given by the Chairman.

Mr Mark Chiverton, UNISON asked an oral question, in regard to the training of staff within the directorate and in particular front line staff. A response was provided. A supplementary question was asked in relation to access to information for those without internet access and the Head of Adult Social Care provided a response

RESOLVED:

- (i) THAT evidence be provided to the panel by the Acting Director of Social Services to demonstrate the time period that the tapering of contracts would cover.
- (ii) THAT regular updates on progress against the Putting People First (PPF) scheme and local milestones be provided through monitoring reports to the panel at future meetings.
- (iii) THAT details of consultation meetings with stakeholders be circulated to the panel.

CHAIRMAN