



HILLINGDON
LONDON



Social Services, Health and Housing Policy Overview Committee

Councillors on the Committee

Judith Cooper (Chairman)
Peter Kemp (Vice-Chairman)
David Benson
Sukhpal Brar
Patricia Jackson
John Major, Labour Lead
June Nelson
Mary O'Connor

Date: TUESDAY, 31 JULY 2012

Time: 7.00 PM

Venue: COMMITTEE ROOM 5
CIVIC CENTRE
HIGH STREET
UXBRIDGE
UB8 1UW

Meeting Details: Members of the Public and Press are welcome to attend this meeting

This agenda and associated reports can be made available in other languages, in braille, large print or on audio tape on request. Please contact us for further information.

Published: Monday, 23 July 2012

Contact: Charles Francis
Tel: 01895 556454
Fax: 01895 277373
Email: cfrancis@hillington.gov.uk

This Agenda is available online at:

<http://modgov.hillingdon.gov.uk/ieListDocuments.aspx?CId=247&MId=1391&Ver=4>

Lloyd White
Head of Democratic Services
London Borough of Hillingdon,
3E/05, Civic Centre, High Street, Uxbridge, UB8 1UW
www.hillingdon.gov.uk



INVESTOR IN PEOPLE

Useful information

Bus routes 427, U1, U3, U4 and U7 all stop at the Civic Centre. Uxbridge underground station, with the Piccadilly and Metropolitan lines, is a short walk away. Limited parking is available at the Civic Centre. For details on availability and how to book a parking space, please contact Democratic Services

Please enter from the Council's main reception where you will be directed to the Committee Room. An Induction Loop System is available for use in the various meeting rooms. Please contact us for further information.

Please switch off any mobile telephones and BlackBerries™ before the meeting. Any recording of the meeting is not allowed, either using electronic, mobile or visual devices.

If there is a FIRE in the building the alarm will sound continuously. If there is a BOMB ALERT the alarm sounds intermittently. Please make your way to the nearest FIRE EXIT.



Policy Overview

About this Committee

This Policy Overview Committee (POC) will undertake reviews in the areas of Social Services, Health & Housing and can establish a working party (with another POC if desired) to undertake reviews if, for example, a topic is cross-cutting.

This Policy Overview Committee will consider performance reports and comment on budget and service plan proposals for the Council's Adult Social Care, Health and Housing Department.

The Cabinet Forward Plan is a standing item on the Committee's agenda.

The Committee will not consider call-ins of Executive decisions or investigate individual complaints about the Council's services.

Terms of Reference

To perform the following policy overview role:

1. conduct reviews of policy, services or aspects of service which have either been referred by Cabinet, relate to the Cabinet Forward Plan, or have been chosen by the Committee according to the agreed criteria for selecting such reviews;
2. monitor the performance of the Council services within their remit (including the management of finances and risk);
3. comment on the proposed annual service and budget plans for the Council services within their remit before final approval by Cabinet and Council;
4. consider the Forward Plan and comment as appropriate to the decision-maker on Key Decisions which relate to services within their remit (before they are taken by the Cabinet);
5. review or scrutinise the effects of decisions made or actions taken by the Cabinet, a Cabinet Member, a Council Committee or an officer.
6. make reports and recommendations to the Council, the Leader, the Cabinet or any other Council Committee arising from the exercise of the preceding terms of reference.

In relation to the following services:

1. social care services for elderly people, people with physical disabilities, people with mental health problems and people with learning difficulties;
2. provision of meals to vulnerable and elderly members of the community;
3. Healthy Hillingdon and any other health promotion work undertaken by the Council and partners to improve the health and well-being of Hillingdon residents;
4. asylum seekers;
5. the Council's Housing functions including: landlord services (currently provided by Hillingdon Homes), private sector housing, the 'Supporting People' programme, benefits, housing needs, tenancy allocations and homelessness and to recommend to the Cabinet any conditions to be placed on the exercise of the delegations by Hillingdon Homes.

Policy Overview Committees will not investigate individual complaints.

Agenda

CHAIRMAN'S ANNOUNCEMENTS

- 1 Apologies for Absence and to report the presence of any substitute Members
- 2 Declarations of Interest in matters coming before this meeting
- 3 To receive the minutes of the meeting held on 19 June 2012 1 - 4
- 4 To confirm that the items of business marked in Part I will be considered in Public and that the items marked Part II will be considered in Private
- 5 Budget Planning Report for Social Services, Health and Housing 2013/14 5 - 12
- 6 First Major Review Scoping Report - Adult Community Mental Health Services 13 - 22
- 7 Work Programme - 2012/13 23 - 26
- 8 Forward Plan 27 - 34

This page is intentionally left blank

Minutes

SOCIAL SERVICES, HEALTH AND HOUSING POLICY OVERVIEW COMMITTEE

19 June 2012



Meeting held at Committee Room 5 - Civic Centre,
High Street, Uxbridge UB8 1UW

	<p>Committee Members Present: Councillors Judith Cooper Patricia Jackson Peter Kemp John Major David Benson</p> <p>LBH Officers Present: Linda Sanders (Corporate Director Social Care, Health and Housing) Neil Stubbings (Deputy Director Social Care, Health and Housing) Charles Francis (Democratic Services)</p>	
2.	<p>APOLOGIES FOR ABSENCE AND TO REPORT THE PRESENCE OF ANY SUBSTITUTE MEMBERS (<i>Agenda Item 1</i>)</p> <p>Apologies were received from Cllr Brar, no substitute Apologies were received from Cllr Lakhmana substitute Cllr June Nelson Apologies were received from Cllr O' Connor, no substitute</p>	
3.	<p>DECLARATIONS OF INTEREST IN MATTERS COMING BEFORE THIS MEETING (<i>Agenda Item 2</i>)</p> <p>Councillor Peter Kemp declared a pecuniary interest as a governor on the Board of Directors of CNWL. Cllr David Benson declared a non-pecuniary interest as a Lecturer in Further and Higher Education.</p>	
4.	<p>TO RECEIVE THE MINUTES OF THE MEETINGS HELD ON 19 APRIL 2012 AND 10 MAY 2012 (<i>Agenda Item 3</i>)</p> <p>Were agreed as a correct record.</p>	
5.	<p>TO CONFIRM THAT THE ITEMS OF BUSINESS MARKED IN PART I WILL BE CONSIDERED IN PUBLIC AND THAT THE ITEMS MARKED PART II WILL BE CONSIDERED IN PRIVATE (<i>Agenda Item 4</i>)</p> <p>All items were considered in Public.</p>	

6.	<p>REVIEW TOPICS DISCUSSION - (Agenda Item 5)</p> <p>The Committee discussed several possible review topics for 2012/13. The suggested topics included:</p> <ul style="list-style-type: none"> • Housing – Service Delivery since the return of Housing from Hillingdon Homes • Housing – Tenant Engagement • Housing - Housing and Benefit Changes and the Impact on Hillingdon Residents • Housing - The Procurement of Temporary Accommodation • Social Services – A Whole Systems Approach to Mental Health Issues <p>In discussing the above topics, the Committee agreed that Service Delivery since the return of Housing from Hillingdon Homes could be integrated within the Annual Complaints report which the Committee would consider in September 2012.</p> <p>The Committee agreed that mental health was a very important area which the Committee had not previously investigated and requested a scoping report to be prepared on a Whole Systems Approach to Mental Health Services for 31 July meeting. The Committee also agreed to look at Housing and Benefit Changes and the Impact on Hillingdon Residents from January 2013 and requested a scoping report on this to the November 2012 meeting.</p>	<p>Action by</p> <p>Democratic Services</p> <p>Service Directorate</p>
7.	<p>POPULATION FLOWS AND THE IMPACT ON HOUSING SERVICES IN HILLINGDON REVIEW (Agenda Item 6)</p> <p>Officers introduced the report which summarised the findings from the review conducted between March and April 2012.</p> <p>The Committee heard that at present, Housing Needs and Housing Benefits information had not indicated any signs of population movement. However, the Committee noted that there was anecdotal evidence to suggest limited population movement was occurring from inner London to outer London Boroughs.</p> <p>In relation to school places and the fluctuations in reception class sizes, officers explained that this was a phenomenon seen across all London Boroughs and at present there was not a specific understanding about why this was occurring.</p> <p>The Committee requested the report to be amended by including further information about school places and for the conclusions to underline that at this stage, the Committee were unable to identify an underlying cause for an increase in reception class sizes which made it difficult to predict future trends.</p> <p>Resolved –</p> <p>1. That officers be requested to amend the report as set out above and for this to be agreed by the Chairman and</p>	<p>Action by</p> <p>Democratic Services &</p> <p>Service Directorate</p>

	Labour Lead prior to being sent to the Cabinet Member for Social Services, Health and Housing	
8.	<p>FORWARD PLAN (<i>Agenda Item 7</i>)</p> <p>The Committee looked at the current Forward Plan and decided not to make any comments to Cabinet.</p> <p>Resolved –</p> <p>1. That the Forward Plan be noted.</p>	<p>Action by</p> <p>Democratic Services</p>
9.	<p>2012/13 WORK PROGRAMME (<i>Agenda Item 8</i>)</p> <p>The timetable of meetings and draft work programme was discussed. At the request of the Chairman and with the agreement of the Committee the following dates were moved:</p> <p>The 6 November 2012 meeting was changed to 7 November 2012 The 5 December 2012 meeting was moved to 4 December 2012 The 23 April 2013 meeting was moved to 24 April 2013</p> <p>Resolved –</p> <p>1. That the timetable of meetings and proposed draft work programme for 2012/13 be noted.</p> <p>2. That the November and December 2012 and April 2013 meeting dates be moved as set out above.</p>	<p>Action by</p> <p>Democratic Services</p>
<p>The meeting, which commenced at 7.00 pm, closed at 7.55 pm.</p>		

These are the minutes of the above meeting. For more information on any of the resolutions please contact Charles Francis on 01895 556454. Circulation of these minutes is to Councillors, Officers, the Press and Members of the Public.

This page is intentionally left blank

BUDGET PLANNING REPORT FOR: ADULT SOCIAL CARE, HEALTH & HOUSING SERVICES 2013/14

Contact Officer: *Steve Cross*
Telephone: *01895 250398*

REASON FOR ITEM

- 1 This is the first opportunity for the Policy Overview Committee to discuss the current stage of development of budget planning work with regard to Adult Social Care, Health & Housing Services. Within the context of the Council's overall financial position, this paper sets out the main financial issues facing the Group's services and the work being undertaken to respond to them. This paper gives a strategic context in which the detailed proposals to be discussed at Policy Overview Committee meetings in January 2013 will need to be considered.

OPTIONS AVAILABLE TO THE COMMITTEE

- 2 It is recommended that the Committee notes the development of the financial planning process undertaken to date, and comments as appropriate on the response to the issues being developed by the Group.

INFORMATION

- 3 This is the first of two opportunities within the planning cycle for the Policy Overview Committee to consider issues relating to budget planning for 2013/14. The focus of this report is the major issues that have been identified through the service and financial planning process for Adult Social Care, Health & Housing Services. The report to be considered in January 2013 will set out the detailed budget proposals for the Group, those proposals having been included in the report to Cabinet on the Medium Term Financial Forecast (MTFF) on 20 December 2012.

Corporate Summary

- 4 While the focus of the discussion for the Policy Overview Committee should be the specific services within its remit, it is important that this discussion is conducted in the context of the overall corporate financial position.
- 5 The Comprehensive Spending Review 2010 set out the financial challenge facing local government over the following four year period and cuts were heavily front loaded in the first two years. However, it has since become

PART 1 – MEMBERS, PUBLIC AND PRESS

Social Services, Health and Housing POC - 31 July 2012

apparent that the estimates on which the CSR was based were over optimistic and it is now highly likely that the period of austerity will continue for a significantly longer period. The budget report to Council in February 2012 identified the savings requirement for 2013/14 as £12.1m and work is currently underway to refresh this figure. However, the new two year local government settlement is not due to be published until late autumn and so the final funding position will not be clarified until then.

- 6 In addition, there is significant other uncertainty within the budget for next year: the responsibility of public health is being transferred to local government on 1 April 2013;
 - a) council tax benefit is being abolished from 1 April 2013 and is being replaced with a new local support scheme with an immediate 10% cut in funding;
 - b) a reform of education funding is also in progress due to be implemented from 1 April 2013; and
 - c) the allocation of local government funding is being reformed through the business rates retention scheme.
- 7 Alongside this, any emerging pressures which arise throughout this financial year which will have to be provided for in next year's budget. The budget gap will be monitored throughout the year and the budget strategy adjusted accordingly to ensure that a balanced budget for 2012/13 can be set.

Strategy to deal with the budget gap

- 8 The Council is strongly placed to deal with the challenges ahead. We have a good track record of coming in or under budget each year and have accumulated balances of £23.3m by the end of 2011/12. We have a well established HIP programme that has helped steer the Council from a position of having low balances to one of having healthy balances at the same time as dealing with significant external challenges. This has been enhanced by the development of the BID programme as the main vehicle for delivering the fundamental changes required to the Council's structure and ways of working in order to address the reductions in funding going forward.

MTFF process update

- 9 The timetable for the budget process was refreshed earlier this year. The first MTFF sessions with Groups took place during late June and early July to review the detailed budget proposals developed by each group. Progress on the development and delivery of these proposals will be

PART 1 – MEMBERS, PUBLIC AND PRESS

Social Services, Health and Housing POC - 31 July 2012

monitored monthly by CMT and the Leader of the Council throughout the remainder of the year.

Timetable for 2012/13 Budget

10 The broad timetable is as follows:

Process	Timetable
Monthly BTB updates (March 12 to Feb 13)	Monthly
Monthly Leader MTFE updates (March 12 to Feb 13)	Monthly
MTFE Reviews (1) Initial Scoping sessions with Heads of Finance and Transformation Manager	March
Initial Scoping meeting with Leader	May/June
MTFE BID Proposals – Firm up plans on cross cutting BID Initiatives	May/June
MTFE Review (2) – 1st Challenge Session	June / July
Initial Draft MTFE Report to Leader	End July
POC Reviews – Context of 2013/14 Budgets	July
MTFE Review (3) – 2 nd Challenge Session	September
Second Draft MTFE Report to Leader	Early October
Joint CMT and Cabinet Awayday	October
Draft Local Government Finance Settlement	November/December
Draft MTFE reported to Cabinet	December
POC review of draft Group Plans and budget proposals	January
Council Tax setting	February

Budget Planning in Adult Social Care, Health & Housing Services

Summary of Key Financial Issues

11 The groups managements team remains focussed on ensuring the delivery of the MTFE budget agreed at February Cabinet, the full year effect of which significantly contributes to balancing the 2013/14 budget. Progress against these objectives will be reported to each Cabinet as part of the monthly finance report.

PART 1 – MEMBERS, PUBLIC AND PRESS

Social Services, Health and Housing POC - 31 July 2012

- 12 The adult Social Care, Health & Housing management team has identified significant budget savings for 2012/13 totalling £6.256 million (out of a total of £8.262 million for the combined Social Care, Health & Housing (SCH&H) Directorate. The management team remains focussed on ensuring the delivery of the MTFF budget agreed at February Cabinet, the full year effect of which significantly contributes to balancing the 2013/14 budget. Progress against these objectives will be reported to each Cabinet as part of the monthly finance report.

Adult Social Care

- 13 The Adult Social Care management team are working proactively with the West London Alliance (WLA) to secure good value for money from suppliers and to ensure future supply of care services as changes to demand flow from the increasing number of personal budgets.
- 14 This committee will also be aware of the importance of the Reablement / TeleCareLine service which in 2011/12 overachieved the number of new installations and contributed significantly to the savings achieved in 2011/12.
- 15 On 11th July 2012, the Department of Health published its White Paper on the reform of social care: '***Caring for our future: reforming care and support***' (<http://caringforourfuture.dh.gov.uk>). The long-anticipated White Paper (and its associated Draft Bill) follows on from several consultations on the future of social care delivery and funding issues, including the Dilnott Commission, which gathered evidence over a year-long review, conducted from July 2010 to July 2011, on the future delivery, funding and organisation on social care services, particularly for adults and older people (see <http://www.dilnotcommission.dh.gov.uk>).
- 16 The proposals in the White Paper and Draft Bill are based around two core principles:
 - a) ***Individuals, communities and the Government have a responsibility to do everything that they can to prevent, postpone and minimise people's need for formal care and support.*** The care and support system should therefore be based on the simple notion of promoting people's independence and wellbeing.
 - b) ***Individuals should have control of their own care and support and be empowered to make the choices that are right for them,*** using personal budgets and direct payments and by accessing clear, comparable information and advice. This principle is intended to improve the quality and integration of the care being provided, with local

PART 1 – MEMBERS, PUBLIC AND PRESS

Social Services, Health and Housing POC - 31 July 2012

authorities having a responsibility to provide leadership in shaping the local market and ensuring local services are integrated.

- 17 However, the proposals in the White Paper stop short of specifying the precise changes to the funding of social care that will be required to support the new system. Instead, the White Paper sets out a timetable of reform which goes through into the next Spending Review period and the new funding system will not be introduced before April 2015.
- 18 The vision set out in the White Paper is for a modern system which promotes well-being, preventing or postponing the need for care and support. The Bill is therefore intended to support the delivery of that vision by:
 - a) *Modernising care and support law* so that the system is built around people's needs and what they want to achieve in their lives;
 - b) *Clarifying entitlements to care and support* to give people a better understanding of what is on offer, help them plan for the future and ensure they know where to go for help when they need it;
 - c) *Supporting the broader needs of local communities* as a whole, by giving them access to information and advice, and promoting prevention and earlier intervention to reduce dependency, rather than just meeting existing needs; Simplifying the care and support system and processes to provide the freedom and flexibility needed by local authorities and care professionals to innovate and achieve better results for people; and
 - d) *Consolidating existing legislation*, replacing law in a dozen Acts which still date back to the 1940s, with a single, clear statute, supported by new regulations and a single bank of statutory guidance.
- 19 The attached appendix summarises the main points of the White Paper with DH comments and a request for comments on the draft proposals, the closing date for which is the 19th October.

Housing

- 20 The Housing management team have successfully managed the changes brought about by the change in HRA financing which saw the end of the negative subsidy regime and enable LBH greater flexibility in managing its housing stock. The service is also supporting the Supported Housing new build programme which is a key component of enabling the department to achieve its savings.
- 21 There are though increasing pressures in Housing Benefit applications, particularly from privately renting tenants. The recent introduction of electronic applications through e-benefits is expected to mitigate the

PART 1 – MEMBERS, PUBLIC AND PRESS

Social Services, Health and Housing POC - 31 July 2012

pressure. In addition, an increased caseload could also put a pressure on the housing benefits budget but this will also depend on the performance in the incentive areas relating to errors.

- 22 The pressures in the Homelessness budgets relating to bed and breakfast use and availability of temporary accommodation remain. These are monitored monthly to ensure risks to budgets are managed.

Next Steps

- 23 The Medium Term Financial Forecast setting out the draft revenue budget and capital programme will be considered by Cabinet on 20 December 2012 and issued for consultation during the remainder of December 2012 and January 2013. This will include detailed consideration by each of the Policy Overview Committees of the proposals relating to their respective services.

SUGGESTED COMMITTEE ACTIVITY

Consider whether there are suggestions or comments the Committee wish to make.

BACKGROUND PAPERS

The Council's Budget: General Fund Revenue Budget and Capital Programme 2012/13 – reports to Cabinet 16 February 2012 and Council 23 February 2012.

Annex A - Summary of key Care and Support White Paper, draft Care and Support Bill and progress report on funding reform commitments

To help people stay active and independent in their community, we will stimulate the development of time sharing schemes where people volunteer their time, skills or practical help in exchange for 'credits' that they can use to access the help of others.

We are also looking at new ways of investing in services that help people to stay independent for longer, such as social impact bonds.

We will create a £200 million capital fund over five years to stimulate the development of specialised housing for older and disabled people so people can make the right choices about suitable housing to help them live independently for longer.

We will make sure people have much better information to help them make choices about care. For the first time there will be one place - nhs.uk - to go to for national information on NHS, social care and public health. Local authorities will develop improved online information and support about the care and support options available locally.

To improve the quality of care and help people choose between different providers, from today, every registered social care provider will have a quality profile on nhs.uk. Over time, we will make it easier for people to give feedback and compare quality.

To help people understand what care they are entitled to, we will introduce minimum national eligibility for care and support and we will make it easier for people to move between local authorities, without worrying that they may lose the care they need.

For the first time ever, carers will be recognised in the law the same way that those they care for are. We will extend their existing right to an assessment, and provide a new entitlement to support to meet their eligible needs, to help them with their caring role.

We will transform people's experience of care and support, with services that respond to what people want. People will have control over their own budget and their own care and support plan. They will be able to choose the care and support that best enables them to meet their goals and aspirations. We will put people, and not institutions, in control.

We will work with commissioners, care providers, people who use services and carers to bring an end to commissioning practices that undermines people's dignity and choice.

We will place dignity and respect at the heart of new national minimum training standards and a code of conduct for those working in care. To drive up quality and bring new people into the profession, we aim to double the number of apprenticeships to 100,000 by 2017. To give the social work profession leadership we will appoint a Chief Social Worker by the end of 2012.

PART 1 – MEMBERS, PUBLIC AND PRESS

To put people in control of their care, we will create a legal entitlement to a personal budget for everyone so people will be able to control the way they are cared for. By 2013 everyone needing community care will be offered a personal budget as part of their care and support plan, preferably as a direct payment. We will increase the availability of independent advice and support to help people make their own choices

about care. We will test direct payments for people who choose to live in residential care.

We will consult on central oversight of the social care market, maintaining that continuity of care – not provider – is the core principle. Local authorities have a duty to ensure continuity of care, we will make this clear in the draft Care and Support Bill. This will provide people with reassurance that should a Southern Cross-like scenario happen again, no-one would be left without care.

Improved integration is a key priority for care and support. A care package should fit seamlessly around a person's needs, and not what a care provider feels is an adequate amount of care. The health system will transfer an extra £100 million and £200 million in 2013/14 and 014/15 on top of the £7.2billion already agreed in the last *Spending Review*. This, together with better arrangements for sharing people's information (set out in the DH Information Strategy) will improve joined-up working between the NHS and care and support, such as making sure that people move smoothly from being discharged from hospital back into their own home or residential care instead of feeling that they are being passed from pillar to post.

We will consult on whether any power of entry is required alongside the duty to make safeguarding enquiries. We do not want to intervene in people's lives unnecessarily. However, we are aware of the strong feeling from some that a specific power of entry for safeguarding would give an opportunity to offer timely information and advice, and ensure that people who are unable or unwilling to ask for help can have their voices heard.

We agree that the principles of the Dilnot Commission's model – financial protection through capped costs and an extended means-test – would be the right basis for any new funding model. Our intention is there if a way to pay for it can be found.

Given the size of the structural deficit and the economic situation we face, it is right the final decision on whether to proceed is considered alongside other priorities at the Spending Review.

We have accepted a number of important recommendations made by the Dilnot Commission. Most notably, we are committing to Universal Deferred Payments which will ensure that no one will be forced to sell their home in their lifetime.

PART 1 – MEMBERS, PUBLIC AND PRESS

Social Services, Health and Housing POC - 31 July 2012

MAJOR REVIEWS IN 2012/13 – SCOPING REPORT

Contact Officers: Moira Wilson & Charles Francis
Telephone: 0722 & 6454

SUMMARY

To enable the Committee to consider a draft scoping report on 'Adult Community Mental Health Services' and to enable the Committee to agree the issues Members wish to include in their Review (see Annex A).

INFORMATION

At the Committee meeting on 19 June 2012, Members discussed 5 potential review topics for 2012/13. These were:

- Housing – Service Delivery since the return of Housing from Hillingdon Homes
- Housing – Tenant Engagement
- Housing - Housing and Benefit Changes and the Impact on Hillingdon Residents
- Housing - The Procurement of Temporary Accommodation
- Social Services – A Whole Systems Approach to Mental Health Issues

and requested officers to prepare a draft scoping report on: Adult Community Mental Health Services.

The draft scoping report is attached for Members' consideration.

The Committee also agreed to examine 'Housing and Benefit Changes and the Impact on Hillingdon Residents' from January 2013 and to request a scoping report on this to the November 2012 meeting.

PART 1 – MEMBERS, PUBLIC AND PRESS

Social Services, Health and Housing POC - 31 July 2012

DRAFT SCOPING REPORT

Adult Community Mental Health Services.

A scoping report looking to review and make recommendations in respect of supporting adults with mental health issues in Hillingdon is attached in Annex A.

SUGGESTED COMMITTEE ACTIVITY

1. To consider the draft scoping report and ask any further questions of officers;
2. To agree the first scoping report to undertake as a major review in 2012/13;
3. Subsequently, to agree the programme and the scheduling of witness sessions and amend or update the work programme accordingly.

PART 1 – MEMBERS, PUBLIC AND PRESS

Social Services, Health and Housing POC - 31 July 2012



HILLINGDON

LONDON

Policy Overview Committee Review Scoping Report 2012/2013

OBJECTIVE

Short title of review

ADULT COMMUNITY MENTAL HEALTH SERVICES

Aim of review

To review and make recommendations in respect of supporting adults with mental health issues in Hillingdon.

Terms of Reference

1. To consider existing internal and external arrangements in the Borough with regard to adult community mental health services and any improvements that could be made;
2. To review whether the local processes in supporting adults in the community with mental health services are adequate, timely, effective and cost efficient;
3. To review the support that is currently available to assist people to remain in or return to employment
4. To review the guidance and support that is currently available from the NHS, voluntary organisations and the Council to these individuals and their families and carers;
5. To seek out the views on this subject from service users, carers and partner organisations using a variety of existing and contemporary consultation mechanisms;
6. To improve awareness and understanding of adult mental health issues for staff working in mainstream services arranged or provided by the Council including housing, leisure, libraries and adult learning;

PART 1 – MEMBERS, PUBLIC AND PRESS

7. To examine best practice elsewhere through case studies, policy ideas, witness sessions and visits; and
8. After due consideration of the above, to bring forward cost conscious, innovative and practical recommendations to the Cabinet in relation to adult mental health service arrangements in the Borough.

Reasons for the review

There is a growing acceptance that the promotion of mental health and well being and providing support to aid recovery from mental illness are important issues for both national and local government and health services. Good mental health is central to our quality of life and to our economic success. It is interdependent with our success in improving education, training and employment outcomes and tackling some of the persistent problems of society. Mental health problems of some form may affect as many as 1 in 4 of the population over their lifetime. The associated costs of mental health problems to the economy in England have recently been estimated as £105 billion, and treatment costs are expected to double in the next 20 years.¹

Despite widespread prevalence there remain issues of stigma. It is a particular problem and a major barrier to the use and take-up of services. As a result, people with mental health problems too often experience isolation, discrimination and a lack of acceptance by society. Addressing this issue will be a central element of this review.

The Council and NHS commission a wide range of community mental health services to meet the needs of people with mental health problems. Adult social care services are provided through a joint arrangement with Central and North West London NHS Foundation Trust (CNWL). It is one of the largest Trusts in London, offering a wide range of health and social care services across ten boroughs. CNWL specialises in caring for people with mental health problems, addictions and learning disabilities, as well as providing community health services to residents in Hillingdon and Camden and primary care services in a number of prisons. Social care staff are located in joint teams and are accountable to both managers within the Council and CNWL. This arrangement is underpinned by a formal partnership under Section 75 of the National Health Services Act 2006.

Traditionally services were often hospital-based. Increasingly both social care and health services reflect a growing trend towards community-based options that emphasise the importance of helping people gain or regain the skills and confidence to help them live a life in the community where they can realise both their social and economic potential.

¹ No Health Without Mental Health – a cross government mental health strategy February 2011

Current funding levels for social care mental health services in Hillingdon are in line with those of comparator councils². The Council also spends similar proportions of its budget on mental health as other similar London boroughs.

The balance of current spending on mental health services reflects a relatively traditional model of care with disproportionately high expenditure on residential care and nursing homes. There is a correspondingly low spend on home –based solutions such as support during the day including home care where it is the lowest within the same comparator group. Work is already underway to rebalance care through reducing reliance on institutionalised care and support and substituting greater use of community options including personalised budgets supported housing and floating support for people within their own tenancies.

Improved mental well-being does not and should not rely upon social care support alone. We need to ensure that people with mental health difficulties can access the full range of mainstream services that promote greater social inclusion. This requires a whole-system response from the Council and partners. This is reinforced by the Government's recent White Paper³ where it says leisure centres, libraries, day centres and community centres ...'should be open, inclusive and culturally sensitive venues. Promoting the innovative use of venues in our communities will help to reduce social isolation and increase connections.'

Already there are excellent examples of support provided through mainstream services. Routinely occupational therapy and other staff assist service users in accessing a range of facilities that would be used by anyone for work, education, leisure, personal or social activities. These include sports facilities, gyms, swimming pools, leisure centres, Uxbridge college, education resources, libraries, community centres, religious organisations, cafes, voluntary organisations, and women's centres.

This review offers an opportunity to learn more of what works well and recommend more systematic approaches to implementation across the Council

Supporting the Cabinet & Council's policies and objectives

The review will support delivery of the Council's Well-being Strategy 2010 – 2015 to:-

1. ensure the provision of safe high quality services that support people to remain healthy and independent
2. give people more choice and control
3. deliver seamless services with partners
4. retain a customer focussed and community based model of service.

² LIT Results of Financial Mapping 2011-12 – Hillingdon – Department of Health

³ Caring for Our Future – reforming care and support - HM Government July 2012

The outcome of the review will also be used to contribute to the mental health and wellbeing elements of the Health and Wellbeing Strategy which will be driven by Hillingdon's Health and Wellbeing Board.

INFORMATION AND ANALYSIS

Remit - who / what is this review covering?

It is proposed this review will look at:

1. understanding the needs and requirements of people with mental health difficulties and those of their families and carers;
2. improving awareness and understanding of adult mental health issues for professionals;
3. identifying improvements that could be made through more effective use of community-based services;
4. how to ensure a higher quality of care and support for adults with mental health issues and their families; and
5. how to reduce mental health-related hospital admissions and unscheduled care costs on the health side and social care admissions on the Local Authority side.

The Committee's recommendations will go to the Cabinet and where appropriate the Council's partners for approval, including via the Health and Well Being Board.

Connected work (recently completed, planned or ongoing)

Health and social care commissioners are currently working on an up-to-date strategy and clear commissioning plan that better identifies need and improves the alignment of services to deliver more support in the community and reduce the need for care and treatment in more institutionalised settings.

The purpose of the strategy is to confirm the vision for adult mental health services and ensure the most effective use of community resources to support people to develop or regain the skills, confidence and social networks that will increase the chances of remaining in and contributing to the local community. This review will contribute to the delivery of the strategy.

"No Health Without Mental Health" identifies six shared objectives to improve mental health outcomes. They may also assist the Policy Overview Committee in determining in their evaluation of the current situation and shape recommendations for improvement. They are:

- More people will have good mental health
- More people with mental health problems will recover
- More people with mental health problems will have good physical health

- More people will have a positive experience of care and support
- Fewer people will suffer avoidable harm
- Fewer people will experience stigma and discrimination

It should be noted that the review develops further opportunities for Councillors to improve their knowledge of adult mental health care and to influence the contribution the Council makes in partnership with health services, the voluntary sector and, most importantly, service users and their carers. This follows on from the higher profile of mental health care within the Borough following the successful fund raising and support for mental health charities by the Mayor of Hillingdon 2011/12.

EVIDENCE & ENQUIRY

Methodology

1. The Committee will examine background documents and receive evidence at its public meetings from officers and external witnesses.
2. The Committee may also make visits to sites and/or to other Councils with best practice examples.
3. Relevant literature and websites for background reading for Members be researched.

Witnesses

Possible witnesses include:

1. Individuals with mental health issues living in Hillingdon and their carers (through informal 1:1 sessions and / or case studies).
2. Officers from Council Departments including sports, housing, leisure, libraries and adult education.
3. Staff from the joint CNWL/LBH mental health service
4. External partners, e.g. Voluntary and independent sector providers and Clinical Commissioning Group (formerly GP Consortium), NHS Hillingdon/Hillingdon

There may need to be some further prioritisation within this list of witnesses in order to make the review manageable and ensure that it is completed within the prescribed timescale.

Information & Intelligence

To the best knowledge of the Customer Engagement Team, there have not been any general consultations or surveys concerning general mental Health Services in Hillingdon. However, the Council's External Services Committee in partnership with Hillingdon NHS and the Centre for Public Scrutiny hosted a stakeholder event to contribute to a review of internal and external services for dementia care in Hillingdon.

Consultation and Communications

Consultation could be undertaken with individuals with mental health issues, relevant charities, service departments and outside organisations.

Lines of enquiry

1. How are service users' and carers expectations and concerns reflected in local service delivery?
2. How are people with mental health problems currently identified and supported across the Borough and how can this be improved and standardised?
3. Which other areas/councils are recognised as successful in supporting people with mental health needs in their local communities?
4. How well developed are local strategies and partnerships with regard to adult mental health issues?
5. Are there any barriers to successful partnership working?
6. What training is available to staff to properly assist them in support people with mental health difficulties?
7. What information, support and advice is available to those that may need it? How can this be improved?
8. How are adults with mental health issues involved in their communities and civil society?
9. How good are local awareness, early identification and diagnosis?
10. What treatment and support and recovery services are available e.g CNWL Recovery College?
11. What support is available for the carers of adults with mental health issues? Is this support sufficient/how could this be improved?

12. How can education for professionals and carers be improved?
13. What funding is available and how sufficient is this to meet the needs of the demand of the service required?
14. How are issues of supporting people take exert choice and control in their lives balanced against issues of potential risk the individual and the wider community?

PROPOSALS

To be developed as the review progresses.

LOGISTICS

Proposed timeframe & milestones

Meeting	Action	Purpose / Outcome
ESSC – 31 July 2012	Agree Scoping Report	Information and analysis
11 September 2012	Introductory Report / Witness Session	Evidence & enquiry
9 October 2012	Witness session	Evidence & enquiry
7 November 2012	Witness session	Evidence & enquiry
4 December 2012	Draft Final Report	Proposals – agree recommendations and final draft report

Equalities

The Council has a public duty to eliminate discrimination, advance equality of opportunity and foster good relations across protected characteristics according to the Equality Act 2010. Our aim is to improve and enrich the quality of life of those living and working within this diverse borough. Where it is relevant, an impact assessment will be carried out as part of this review to ensure we consider all of our residents' needs.

Risk assessment

The review needs to be resourced and to stay focused on its terms of reference in order to meet this deadline. The impact of the review may be reduced if the scope of the review is too broad.

This page is intentionally left blank

WORK PROGRAMME AND MEETING DATES IN 2012/13

Contact Officer: Charles Francis
Telephone: 01895 556454

REASON FOR ITEM

This report is to enable the Committee to review meeting dates and forward plans. This is a standard item at the end of the agenda.

OPTIONS AVAILABLE TO THE COMMITTEE

1. To confirm dates for meetings
2. To make suggestions for future working practices and/or reviews.

INFORMATION

All meetings to start at 7.00pm unless otherwise indicated.

Meetings	Room
19 June 2012	CR 5
31 July 2012	CR 5
11 September 2012	CR 5
9 October 2012	CR 5
6 November 2012	CR 6
5 December 2012	CR 5
30 January 2013	CR 5
27 February 2013	CR 5
27 March 2013	CR 5
23 April 2013	CR 6

PART 1 – MEMBERS, PUBLIC AND PRESS

Social Services, Health and Housing POC - 31 July 2012

Social Services, Health & Housing Policy Overview Committee

2012/13 DRAFT Work Programme

Meeting Date	Item
19 June 2012	Review Topics 2012/13
	Population Flows and the Impact on Housing Services in Hillingdon – Progress Report
	Cabinet Forward Plan
	Work Programme
31 July 2012	Major Reviews in 2012/13 - Scoping Report and Discussions
	Budget Planning Report for SSH&Hsg
	Cabinet Forward Plan
	Work Programme
11 September 2012	Major Reviews in 2012/13 – First Review
	Witness Session 1 / Background report
	Annual Complaints Report - SSCH&H
	Cabinet Forward Plan
	Work Programme
9 October 2012	Major Reviews in 2012/13 – First Review
	Witness Session 2
	Safeguarding Vulnerable Adults – Annual Report
	Cabinet Forward Plan
	Work Programme

PART 1 – MEMBERS, PUBLIC AND PRESS

Social Services, Health and Housing POC - 31 July 2012

--	--

7 November 2012	Major Reviews in 2012/13 – First Review Information report & Witness Session 3
	Major Reviews in 2012/13 – Second Review Scoping report (provisional)
	Update on previous review recommendations
	Cabinet Forward Plan
	Work Programme

4 December 2012	Major Reviews in 2012/13 – First Review Draft Report
	ASCHH Annual Performance Assessment
	Cabinet Forward Plan
	Work Programme

30 January 2013	Budget
	Cabinet Forward Plan
	Work Programme

27 February 2013	Major Reviews in 2012/13 – Second Review Witness Session 1
	Major Reviews in 2012/13 – First Review Final Report
	Cabinet Forward Plan
	Work Programme

PART 1 – MEMBERS, PUBLIC AND PRESS

Social Services, Health and Housing POC - 31 July 2012

27 March 2013	Major Reviews in 2012/13 – Second Review Witness Session 2
	Cabinet Forward Plan
	Work Programme

24 April 2013	Cabinet Forward Plan
	Work Programme
	Major Reviews in 2012/13 – Draft Final Report

PART 1 – MEMBERS, PUBLIC AND PRESS

Social Services, Health and Housing POC - 31 July 2012

CABINET FORWARD PLAN

Contact Officer: Charles Francis
Telephone: 01895 556454

REASON FOR ITEM

The Committee is required to consider the Forward Plan and provide Cabinet with any comments it wishes to make before the decision is taken.

OPTIONS OPEN TO THE COMMITTEE

1. Decide to comment on any items coming before Cabinet
2. Decide not to comment on any items coming before Cabinet

INFORMATION

1. The Forward Plan is updated on the 15th of each month. An edited version to include only items relevant to the Committee's remit is attached to this report. The full version can be found on the front page of the 'Members' Desk' under 'Useful Links'.

SUGGESTED COMMITTEE ACTIVITY

1. Members decide whether to examine any of the reports listed on the Forward Plan at a future meeting.

PART 1 – MEMBERS, PUBLIC AND PRESS

Social Services, Health and Housing POC - 31 July 2012

This page is intentionally left blank

The Cabinet Forward Plan

Period of Plan: August to November 2012

Ref	Report Title	Advance information	Ward(s)	Report to Full Council	Cabinet Member(s) Responsible	Officer Contact	Consultation	Background Documents	NEW ITEM
SCH&H = Social Care, Health & Housing; CS = Central Services; PEECS = Planning, Environment, Education & Community Services									
August									
No Cabinet meeting scheduled									

Ref	Report Title	Advance information	Ward(s)	Report to Full Council	Cabinet Member(s) Responsible	Officer Contact	Consultation	Background Documents	NEW ITEM
-----	--------------	---------------------	---------	------------------------	-------------------------------	-----------------	--------------	----------------------	----------

SCH&H = Social Care, Health & Housing; CS = Central Services; PEECS = Planning, Environment, Education & Community Services

Cabinet - 27 September 2012

741	Hillingdon Housing Strategy 2012 - 2015 POLICY FRAMEWORK	Hillingdon's Housing Strategy outlines the Council's proposals for responding to the key national and local issues for housing including public sector housing, the use of the private rented sector as well as home ownership. The priorities and key issues for the strategy were presented to Cabinet in 2011 and approved for consultation with partner organisations. This report will present the draft strategy for formal consultation. It will be reported back to Cabinet and, if agreed, submitted to Council for adoption.	All	17-Jan-13	Cllr Philip Corthorne	SCH&H - Paul Feven	A range of partner organisations, SCHH staff and other stakeholders. Social Services, Health and Housing POC	Cabinet report - 28 July 2011	
-----	---	--	-----	-----------	-----------------------	--------------------	--	-------------------------------	--

Page 30

Ref	Report Title	Advance information	Ward(s)	Report to Full Council	Cabinet Member(s) Responsible	Officer Contact	Consultation	Background Documents	NEW ITEM
SCH&H = Social Care, Health & Housing; CS = Central Services; PEECS = Planning, Environment, Education & Community Services									
Cabinet Member Decisions - September 2012									
798	Review of council housing tenant association governance, funding and support	The report will detail the outcomes of a review of the governance, funding and support for tenant associations and make recommendations for new ways of working with tenant associations in Council housing.	Various		Cllr Philip Corthorne	SCH&H - Ann Otesanya			NEW

Ref	Report Title	Advance information	Ward(s)	Report to Full Council	Cabinet Member(s) Responsible	Officer Contact	Consultation	Background Documents	NEW ITEM
-----	--------------	---------------------	---------	------------------------	-------------------------------	-----------------	--------------	----------------------	----------

SCH&H = Social Care, Health & Housing; CS = Central Services; PEECS = Planning, Environment, Education & Community Services

Cabinet - 25 October 2012

SI	Progress Report on the Disabled People's Plan	This report provides Cabinet with a performance update on the delivery of the Disabled People's Plan.	All		Cllr Philip Corthorne	SCH&H - Dan Kennedy	Engagement of Disabled People is integral to the development and delivery of the Plan.		
SI	Older Peoples Plan - Update	This report provides an update to Cabinet of the Older Peoples Plan.	All		Cllr Philip Corthorne / Cllr Ray Puddifoot	SCH&H - Dan Kennedy	Engagement of Older People is integral to the development and delivery of the Plan.		

Page 32

Ref	Report Title	Advance information	Ward(s)	Report to Full Council	Cabinet Member(s) Responsible	Officer Contact	Consultation	Background Documents	NEW ITEM
-----	--------------	---------------------	---------	------------------------	-------------------------------	-----------------	--------------	----------------------	----------

SCH&H = Social Care, Health & Housing; CS = Central Services; PEECS = Planning, Environment, Education & Community Services

Cabinet Member Decisions - October 2012

SI	Standard Items taken each month by the Cabinet Member	Cabinet Members make a number of decisions each month on standard items - details of these standard items are listed at the end of the Forward Plan.	Various		All	Democratic Services	Various	Various	
----	--	--	---------	--	-----	---------------------	---------	---------	--

Ref	Report Title	Advance information	Ward(s)	Report to Full Council	Cabinet Member(s) Responsible	Officer Contact	Consultation	Background Documents	NEW ITEM
------------	---------------------	----------------------------	----------------	-------------------------------	--------------------------------------	------------------------	---------------------	-----------------------------	-----------------

SCH&H = Social Care, Health & Housing; CS = Central Services; PEECS = Planning, Environment, Education & Community Services

Cabinet - 22 November 2012

SI	Reports from Policy Overview Committees	Major Policy Review recommendations for consideration by the Cabinet as and when completed.	TBC		as appropriate	Democratic Services			
----	--	---	-----	--	----------------	---------------------	--	--	--