

Minutes

SOCIAL SERVICES, HEALTH AND HOUSING POLICY OVERVIEW COMMITTEE



7 November 2011

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

	<p>MEMBERS PRESENT: Councillors: Cllr Judith Cooper Cllr Peter Kemp Cllr Wayne Bridges Cllr Sukphal Brar Cllr Pat Jackson Cllr John Major Cllr June Nelson Cllr Mary O'Connor</p>
	<p>OFFICERS PRESENT: Linda Sanders (Director Social Care, Health and Housing) Alan Coe (Mental Health Consultant, working for the Social Care, Health and Housing Department) Andrew Thiedeman (Service Manager Mental Health) Anne Otesanya – (Neighbourhood Housing Services Manager) Sarah Hollingsworth – (Telecare Line and Re-ablement Project Manager) Daniel Kennedy – (Manager – Performance and Intelligence) Charles Francis (Democratic Services Officer)</p> <p><u>Also present:</u> Sandra Brookes (CNWL) Joan Vessey (CNWL) Fiona Davies (Mental Health Commissioning Manager) Dr Ellis Friedman – (PCT / LBH Director of Public Health)</p>
	<p>APOLOGIES FOR ABSENCE AND TO REPORT THE PRESENCE OF ANY SUBSTITUTE MEMBERS (<i>Agenda Item 1</i>)</p> <p>Cllr David Benson substitute Cllr Wayne Bridges</p>
	<p>DECLARATIONS OF INTEREST IN MATTERS COMING BEFORE THIS MEETING (<i>Agenda Item 2</i>)</p> <p>Cllr Peter Kemp declared non-pecuniary interests as a member of the Board of CNWL and as a member of Trustees of Hillingdon MIND</p> <p>Cllr Mary O'Connor declared a non-pecuniary interest as the Chairman of Hillingdon MIND</p>
	<p>TO RECEIVE THE MINUTES OF THE MEETING HELD ON 9 OCTOBER 2012 (<i>Agenda Item 3</i>)</p>

	<p>The minutes of 9 October 2012 meeting were agreed as a correct record.</p>
	<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 Part 1 with the exception of Item 5 which was moved into Part II</p> <p>ADULT COMMUNITY MENTAL HEALTH SERVICES – WITNESS SESSION 1 (<i>Agenda Item 5</i>)</p> <p><u>Part 1 minute:</u></p> <p>This Item was considered in Part 2 as it contained <i>‘information relating to an individual’</i>.</p> <p>Resolved –</p> <ol style="list-style-type: none"> 1. That the Committee notes the information provided and use this to inform their review. 2. That information be provided in relation to the national strategy and outcomes based commissioning 3. That information be provided on the training and placement opportunities provided by CNWL to service users in recovery 4. That dates be circulated and arrangements made to meet with Carers as part of the evidence gathering for the review 5. That officers be requested to prepare draft recommendations and a draft framework of the committee’s final report to the next meeting. <p>SOCIAL CARE, HEALTH AND HOUSING – ANNUAL COMPLAINTS REPORT 2011/12 (<i>Agenda Item 6</i>)</p> <p>The Head of Performance and Intelligence ASC,HH introduced the report. The Department aimed to resolve problems raised by residents at the earliest opportunity and to learn positively from mistakes.</p> <p>It was noted that the number of housing complaints had fallen from 166 in 2010/11 to 159 in 2011/12. In comparison, the number of adult social care complaints had increased from 51 in 2010/11 to 69 in 2011/12. Officers explained that this was in part, to a review of care packages that took place during 2011/12 which resulted in a number of clients being dissatisfied with their offer.</p> <p>During 2011/12, 15 complaints progressed to Stage 2 of the complaints procedure and four complaints progressed to Stage 3 of the complaints procedure which compared favourably with 2010/11 (4) and 2009/10 (3).</p> <p>Other actions to improve services and customer outcomes included: <i>improving customer care and communications issues</i> (including reviewing</p>

written communications to customers), specific targeted action and visits to care providers and improved monitoring within Hillingdon Homes of their contracts.

Members made the following comments:

1. To congratulate officers on a clear and concise report.
2. To endorse the early intervention strategy employed by officers when dealing with complaints.

Resolved –

1. That the report be noted.

THE USE OF ASSISTIVE TECHNOLOGY TO SUPPORT INDEPENDENT LIVING IN HILLINGDON – UPDATE ON REVIEW RECOMMENDATIONS (Agenda Item 6)

The Telecare and Re-ablement Project Manager introduced the report and provided an update on the progress of the Committee's recommendations from their 2010/11 review.

The following points were noted:

- The target for the number of new clients taking up the service for 2011/12 was 750. This target was exceeded with 1,178 new users joining the service during 2011/12.
- Although this was the first year, take up was very encouraging particularly amongst the older population

Evidence of savings achieved to date

- Data showed that a significant reduction in new long term residential and nursing care placements in 2011/12; the average falling from 8.08/week in 2010 to 3.77/week to end of March 2012; this included all adult social care placements.
- The number of people currently in receipt of long term Residential/Nursing placements for Older People had significantly reduced and in total the headcount was now at its lowest level since April 2009, representing a reduction of 112 placements since October 2010
- Evidence of the effectiveness of TeleCareLine and Reablement could also be measured by a reduction in spend of £460k (to £7.9m) for Homecare purchased in 2011/12 when compared with 2010/11
- An additional internal evaluation exercise was undertaken for a sample of new level 3 & 4 clients who joined the service between 1st April 2011 & 31st March 2012. The analysis covered 195 clients and the considered the impact of TCL on supporting their needs for the period from the point the service was installed to 31st March 12. The results indicated:
 1. 48% of cases are considered to be assisting in delaying the demand for further services
 2. 10% have enabled a delay in residential care placements
 3. 42% have facilitated a smaller homecare package

Resolved –

1. That the report be noted

WORK PROGRAMME

Reference was made to the work programme and timetable of meetings.

With reference to 4 December 2012 meeting, the Committee agreed to move this to 11 December 2012.

Resolved –

That the report be noted.

FORWARD PLAN

The Committee considered the Forward Plan from November 2012 to February 2013.

Resolved -

1. ***Cabinet Item 741a – Hillingdon Housing Strategy 2012-2015 Policy Framework***: To request officers to provide a briefing note on the item
2. ***Cabinet Item 813 – Tenancy Strategy***: To request officers to provide a briefing note on the item
3. ***Cabinet Member Decision Item 834 – Anti-Social Behaviour Policy for Tenants and Leaseholders***: To request officers to provide a briefing note on the item.
4. ***Cabinet Member Decision Item 835 – Domestic Violence Procedures for Housing Staff***: To request officers to provide a briefing note on the item.

The meeting, which commenced at 7.00 pm, closed at 9.40 pm.

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.