

Minutes

SOCIAL SERVICES, HEALTH AND HOUSING POLICY OVERVIEW COMMITTEE

8 November 2011



HILLINGDON
LONDON

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

	MEMBERS PRESENT: Councillors: Judith Cooper (Chairman) Patricia Jackson Peter Kemp (Vice-Chairman) John Major David Benson Sukhpal Brar Wayne Bridges
	OFFICERS PRESENT: Neil Stubbings (Deputy Director Social Care, Health and Housing) Helen Miller (Interim Head of Transformation) Sharon Townsend (Head of Disability and Mental Health Services) Helen Taylor (Head of Internal Governance and Audit) Ann Otesanya (Head of Housing Management) Jody Hawley (Customer Engagement Manager) Charles Francis (Democratic Services Officer)
23.	APOLOGIES FOR ABSENCE AND TO REPORT THE PRESENCE OF ANY SUBSTITUTE MEMBERS <i>(Agenda Item 1)</i> Apologies were received from Cllr Kuldeep Lakhmana
24.	DECLARATIONS OF INTEREST IN MATTERS COMING BEFORE THIS MEETING <i>(Agenda Item 2)</i> None
25.	TO RECEIVE THE MINUTES OF THE MEETING HELD ON 12 OCTOBER 2011 <i>(Agenda Item 3)</i> The minutes of 12 October were agreed as an accurate record subject to the following amendments: Second paragraph on Agenda page 5 change 'tower Hamlets to Tower Hamlets' and sixth bullet point on Agenda page 6 change 'viable to available'
26.	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>

	All items were considered in Part 1 with the exception of Item 5 which was considered in Part 2.
27.	<p>PERSONALISATION AND DISABILITIES WITH REFERENCE TO TRANSITION - WITNESS SESSION 2 (Agenda Item 5)</p> <p>This item was included in Part 2 as it contained “information relating to any individual” and the public interest in withholding the information outweighed the public interest in disclosing it (exempt information under paragraph 1 of Part 1 of Schedule 12A to the Local Government (Access to Information) Act 1985 as amended).</p> <p>Resolved –</p> <p>1. That the Committee notes the information provided and use this to inform their review.</p>
28.	<p>RESIDENTIAL TO INDEPENDENT LIVING - SUMMARY OF AUDIT REPORT (Agenda Item 5a)</p> <p>The Head of Enforcement and Audit and Head of Disability and Mental Health Services introduced the report which provided a summary of the recent audit of residential to independent living. The objective of the audit was to ensure that the transition from Swakeleys Road Supported Housing Unit to independent living was efficient, effective and economical</p> <p>It was noted that LBH’s Swakeleys Road Supported Housing unit provides a transition service (from six months to two years) for adults with a learning disability to learn the skills needed for independent living. The Floating Support Outreach Team support Swakeleys Road by offering person centred services to each resident who lives in their own or unstaffed shared tenancies.</p> <p>The following points were noted:</p> <p>The audit found that the following risks had been appropriately addressed:</p> <ul style="list-style-type: none"> • All Supported Housing Workers and the Supported Housing Unit Managers hold the relevant NVQ qualification in Care of at least level 3. • Daily log records detailing support provided to service users at Swakeleys Road are maintained. • Suitability assessments are carried out prior to admission to the unit <p>Areas noted for improvement are detailed below:</p> <p>SERVICE PROVISION</p> <ul style="list-style-type: none"> • There was a lack of detailed operational procedures outlining who should produce, review and authorise support plans. This made it difficult to verify that support was co-ordinated or consistent. • That the floating support was only being provided from 9 till 5, which may not meet the needs of every client. This concern was addressed

by management before the conclusion of the audit and out of hours support was restored.

- That support plans had not been reviewed in line with the scheduled dates.
- Staff supervision meetings and PADAs (Performance and Development Assessments) were not being regularly undertaken.

FINANCIAL CONTROLS

- There was no clear guidance on the level of financial support users should receive, either while at Swakeleys or when living in the community.
- Although users had safes they did not have unique pin numbers for these. The service would be enhanced if staff conducted a monthly review of spending with residents.
- There was no recent review of the rent and amenity charges at the facility and recommended that this be reviewed to ensure costs were being recovered.

Resolved –

- 1. It was noted that all the recommendations contained in the report had been implemented before the report was formally issued.**

In addition to considering the Audit report, the Customer Engagement Manager introduced further information arising from an interview with Cllr George Cooper. This feedback was based on his experience at the Post Office and highlighted the types of issues service users might encounter when using pre paid cards

The following points were noted:

- Key issues arising included:
 - I. *The importance of involving local stakeholders* - Like Uxbridge College and Brunel University and drawing on their experience with working with people with a learning difficulty and running access courses for individuals.
 - II. *Advice, information and signposting in an emergency* – Considering what might happen if a vulnerable person mislaid a pre-paid card and what the impact of that would be if they could not access the funds they needed to pay for care?
 - III. *Safeguarding - preventing organised crime* - Examining how pre-payment cards are being distributed and ensuring this is robust and ensuring the Council takes steps to identify and prevent criminal activity
 - IV. *Safeguarding individuals* – Ensuring measures are in place to ensure vulnerable people are not subject to financial abuse as a result of having additional money and whether there will be an emergency number or out of hours number in the event of an emergency.
 - V. *Payment issues – The withdrawal of money, the capacity of card users and regular monitoring of spending patterns to ensure a personalised budgets is being spent in accordance with the care plan.*

	<p>Resolved –</p> <ol style="list-style-type: none"> 1. That all the key learning points from the case studies would be taken back to the Transformation Team to highlight those areas which required future testing and to inform future training 2. That the issues highlighted would be incorporated into progress updates and feedback to be provided moving forwards
29.	<p>THE USE OF ASSISTIVE TECHNOLOGY TO SUPPORT INDEPENDENT LIVING IN HILLINGDON - UPDATE ON REVIEW RECOMMENDATIONS <i>(Agenda Item 6)</i></p> <p>The Head of Housing Management introduced the report and provided an update on the progress of the Committee's recommendations from their 2010/11 review entitled The Use of Assistive Technology to Support Independent Living in Hillingdon.</p> <p>The Committee were encouraged to learn that half of the Committee's recommendations had been implemented and the remainder were on track.</p> <p>It was noted that 92% of current service users surveyed were either satisfied or very satisfied with the TeleCareLine Service. Officers explained that in cases where feedback had not been so positive, service users had been contacted to ensure they understood how to operate the technology and to assist them where possible.</p> <p>Officers explained TeleCareLine would operate on a 24 hours per day, 7 days a week basis. To ensure the Authority could maintain the service, Members learnt there was a disaster recovery service based at Hounslow and a backup out of hours service located at Breakspear in Ruislip. Members heard that good progress had been made in the last 6 months and had included further work on managing complex referrals for difficult cases where more assistance might be accessed.</p> <p>Members were pleased to learn that TeleCareLine Managers would be involved with care plan assessments for personalization to see how these services could further enhance user's choice and control. Officers reported that medium term financial forecast savings were currently on track.</p> <p>Resolved –</p> <ol style="list-style-type: none"> 1. That the report be noted 2. That officers be requested to provide a further report in one year's time detailing where savings had been made since the implementation of TeleCareLine.
30.	<p>FORWARD PLAN <i>(Agenda Item 7)</i></p> <p>The Committee considered the Forward Plan from November 2011 to March 2012.</p> <p>Resolved –</p>

	<ol style="list-style-type: none"> 1. Cabinet Item 703 – <i>Personalisation of accommodation-based learning disability services</i> – That the 15 December Cabinet report be discussed at 8 December meeting 2. Cabinet Item 670 – <i>Adult Social Care – Local Account</i> – That the 15 December Cabinet report be discussed at 8 December meeting
31.	<p>2011/12 WORK PROGRAMME: BACKGROUND REPORT AND DISCUSSIONS (Agenda Item 8)</p> <p>Reference was made to the work programme and timetable of meetings. The Committee discussed the progress it had made Personalisation and Disabilities with reference to Transition review and agreed a further evidence session was required. The Committee also requested officers to provide a report to the next meeting providing details of possible topics for the Committee's second major review.</p> <p>Resolved –</p> <ol style="list-style-type: none"> 1. That the report be noted. 2. That officers be requested to arrange a third evidence session incorporating case study evidence for the Personalisation and Disabilities with reference to Transition review at 8 December meeting. 3. That officers be requested to provide an options paper providing details of possible review topics for the Committee's second major review at 8 December meeting.
	<p>The meeting, which commenced at 7.00 pm, closed at 9.25 pm.</p>

These are the minutes of the above meeting. For more information on any of the resolutions please contact Charles Francis on 01895 256454.

Circulation of these minutes is to Councillors, Officers, the Press and Members of the Public.