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|   | <p><b>Members Present:</b><br/>Councillors Judith Cooper (Chairman), Michael Markham, Pat Jackson, Peter Kemp, John Major and Anthony Way</p> <p><b>Apologies:</b><br/>None</p> <p><b>Officers Present:</b><br/>Neil Stubbings (Deputy Director Adult Social Care, Health and Housing - ASCHH), Brian Doughty (Interim Deputy Director ASCHH), Dave King (Interim Head of Transformation) Nick Ellender (Safeguarding Manager), Gary Collier (Joint Commissioning Service Manager) and Charles Francis (Democratic Services Officer)</p>   |   |                          |
|   | <p><b>Declarations of Interest:</b><br/>None</p>   |   |                          |
|   | <p><b>Notes of the meetings held on</b><br/>2<sup>nd</sup> September 2009 were agreed as an accurate record at the end of the meeting.</p>   |   |                          |
|   | <p><b>Exclusion of the press and public</b></p> <p>It was agreed that all items of business were considered in public.</p>   |   |                          |
|   | <table border="1"> <tr> <td data-bbox="295 1332 1228 1937"> <p><b>The Transformation Agenda and Direct Payments in Hillingdon – Witness Session 2</b></p> <p>The Interim Deputy Director Adult Social Care, Health and Housing introduced the item and provided an overview of the Transformation and Direct payments review to provide context for the second witness session.</p> <p>The Chairman welcomed to the meeting</p> <ul style="list-style-type: none"> <li>• <b>Julia Woods</b>, Regional Manager, South East and London from ‘in Control’</li> </ul> <p><u>Julia Woods</u><br/>Ms Woods explained to the Committee her role as Regional Manager - London and South East for in Control. During the course of discussions the following issues were raised:</p> </td> <td data-bbox="1228 1332 1468 1937"> <p><i>Action By:</i></p> </td> </tr> </table> | <p><b>The Transformation Agenda and Direct Payments in Hillingdon – Witness Session 2</b></p> <p>The Interim Deputy Director Adult Social Care, Health and Housing introduced the item and provided an overview of the Transformation and Direct payments review to provide context for the second witness session.</p> <p>The Chairman welcomed to the meeting</p> <ul style="list-style-type: none"> <li>• <b>Julia Woods</b>, Regional Manager, South East and London from ‘in Control’</li> </ul> <p><u>Julia Woods</u><br/>Ms Woods explained to the Committee her role as Regional Manager - London and South East for in Control. During the course of discussions the following issues were raised:</p> | <p><i>Action By:</i></p> |
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<sup>1</sup> A Report on in Control's Second Phase 2005 – 2007 pages 17 to 22

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|  | <p><b>Background and role of in Control</b></p> <ul style="list-style-type: none"> <li>• in Control was set up in 2003 as a social enterprise by a number of partners including the Department of Health.</li> <li>• The primary role of in Control was to propose ways in which the current system of social care might be reformed and in particular to develop a universal model of self directed support (SDS) to advance the personalisation agenda.</li> <li>• For further information see: <a href="http://www.in-control.org.uk">www.in-control.org.uk</a></li> </ul> <p><b>Local Authority Pilots</b></p> <ul style="list-style-type: none"> <li>• <u>Phase 1</u> – Between 2003 and 2005 in Control conducted pilot studies in 6 local authorities in England.</li> <li>• This work focused on people with learning disabilities and included a small-scale evaluation (15 people in each local authority were allocated a personal budget, given a support plan and arranged support to address their specific needs) of the impact of SDS on the lives of the people using it.</li> <li>• Each pilot authority focused on a particular aspect in order to maximise learning: <ol style="list-style-type: none"> <li>1. Essex – <i>support brokerage</i></li> <li>2. Gateshead – <i>reproviding a hostel</i></li> <li>3. Redcar and Cleveland – <i>modernisation of a day service</i></li> <li>4. South Gloucestershire – <i>people in and out of authority placements</i></li> <li>5. West Sussex – <i>people with high support needs</i></li> <li>6. Wigan – <i>young people in transition from childhood to adulthood</i></li> </ol> </li> <li>• The pilots provided the following feedback: <ul style="list-style-type: none"> <li>• <u>Essex</u> – brokerage was successful in helping people achieve desired changes in their lives but in some cases the role of brokerage was unclear which led to some resistance amongst care managers.</li> <li>• <u>Gateshead</u> – the use of a resource allocation system to set personalised budgets was very useful. This allowed them to allocate funds to people leaving a hostel and assisted them develop more appropriate services. One of the major challenges was achieving a shared understanding of what this new approach would mean for families and staff. Gateshead also supported a provider forum that aimed to ensure that people without strong family connections would be able to move out of the hostel into arrangements with strong support networks.</li> <li>• <u>Redcar and Cleveland</u> – after a system for creating personalised budgets had been established, significant progress was made in people either leaving or making much less use of the day centre service. This pilot</li> </ul> </li> </ul> | <p><i>Action By:</i></p> |
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|  | <p>highlighted the importance of working effectively with the PCT.</p> <ul style="list-style-type: none"> <li>• <u>South Gloucestershire</u> – working to include people hundreds of miles outside the authority proved very difficult. This issue requires further attention. This pilot focused on people wanting to change their home situation.</li> <li>• <u>West Sussex</u> – this pilot was successful in helping young people at the end of their school years to gain control with family members acting as their agent. However the pilot showed it would be difficult for people living in NHS residential places to move to alternative accommodation.</li> <li>• <u>Wigan</u> – The Learning Skills Council, the Local Education Authority and local College worked well in partnership. Achieving corporate buy-in from the Chief Executive was an important step in ensuring a potentially difficult arrangement became a productive partnership.</li> </ul> <p><b>In Control system to deliver SDS</b></p> <ul style="list-style-type: none"> <li>• Stemming from the pilots, in Control developed a system comprising of 7 steps. These are: <ol style="list-style-type: none"> <li>1. Setting a personalised budget</li> <li>2. Plan support</li> <li>3. Agree plan</li> <li>4. Manager personalised budget</li> <li>5. Organise support</li> <li>6. Live life</li> <li>7. Review and learn</li> </ol> </li> <li>• Following phase 1, in Control set up a membership programme for local authorities and phase 2 began.</li> </ul> <p><b>Feedback from the Phase 2 programme</b></p> <ul style="list-style-type: none"> <li>• <u>Phase 2</u> – Aimed to identify ways of ensuring that its model (the in Control system) was sufficiently robust so that it could be applied to all socials care groups.</li> <li>• In Control surveyed 196 people using SDS about their experiences and the following points emerged: <ol style="list-style-type: none"> <li>1. <i>health and well being</i> – 47% of people reported improvements (48% reported no change<sup>1</sup>). People were more likely to feel the benefits of SDS if they had been using SDS for more than one year and had support from family / friends to plan their support.</li> <li>2. <i>relationships</i> – 55% of people reported improved relationships with people they liked (42% reported no change).</li> <li>3. <i>quality of life</i> – 76% of people reported improvements in their quality of life (23% reported no change)</li> <li>4. <i>opportunities to take part in or contribute to their</i></li> </ol> </li> </ul> | <p><i>Action By:</i></p> |
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|  | <p><i>community</i> – 64% reported improvements in the extent to which they participated in the community (34% reported no change)</p> <p>5. <i>choice and control over important things</i> – 72% reported improvements to the choice and control in their lives (27% reported no change)</p> <p>6. <i>feeling of security at home</i> – Only 27% of people felt more positive.</p> <p>7. <i>personal dignity in support</i>- 59% of people reported improvements (41% reported no change)</p> <p>8. <i>economic well being</i> – Only 36% of people reported improvements.</p> <p>9. <i>life as a whole</i> – Overall the results are encouraging. Only a very small number of participants reported matters getting worse and in not areas there were signs of tangible improvements.</p> <p><b>Funding Streams for in Control</b></p> <p>In response to members questions about funding, we were told that in Control is primarily funded by personal memberships.</p> <ul style="list-style-type: none"> <li>• Further finding is received from the following streams: <ol style="list-style-type: none"> <li>1. The Department of Health</li> <li>2. Section 2 grants from Section 64 money</li> <li>3. The Families and Professionals grant</li> <li>4. The Carers Grant</li> </ol> </li> </ul> <p>Members asked about brokerage and what steps could be taken to ensure significant amounts of money were not spent on managing individual budgets. Officers explained that an in-house brokerage system will stop these charges but if a client chose to use an external broker this should not amount to more than 15 hours or 2% of the personalised budget.</p> <p>The Committee enquired about monitoring and the opportunities form people to make money from vulnerable people. In response, Officers explained that a regional accreditation scheme and value for money scheme will need to be set up and the Local Authority has an obligation to provide value for money.</p> <p>To enable finance packages to be transferred from the user to the provider, individual service design can be used and this would be managed by the Local Authority. Alternatively, families have the option of using a Trust or circle of friends / relatives to manage this process. Further protection will be given to customers through the full needs support plan which will incorporate a pre-payment scheme.</p> <p>Members said that clear sign posting was vital to ensure that clients are aware of the different types of support available and</p> | <p><i>Action By:</i></p> |
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|  | <p>how to access these. The Committee agreed that the Authority will need a clear strategy to provide information and advice. Ms Woods explained that one of the roles of in Control was to assist Local Authorities manage the national advice and information and produce organically grown locally information.</p> <p>Officers confirmed that as with other Council services, there was a generic need for information and at present officers were investigating the steps required to provide a single point of access service. Officers agreed that the Internet will have significant role to play in providing information.</p> <p>Members enquired how long in Control had been assisting Local Authorities and whether this had been long enough to expose problems. Ms Woods explained that some financial abuse had been uncovered. However, as the personalisation agenda was still a relatively new area, all the organisations involved are learning as the system develops.</p> <p><b>The Future for in Control?</b></p> <ul style="list-style-type: none"> <li>• 80 Authorities are members of in Control and have started to implement SDS across the whole social care system.</li> <li>• The Government commitment to the SDS has ensured that its partnership with in Control has developed.</li> <li>• The following organisations are partners of in Control: <ol style="list-style-type: none"> <li>1. First Step</li> <li>2. Foundation for People with Learning Disabilities</li> <li>3. Helen Sanderson Associates</li> <li>4. Inclusion North</li> <li>5. Know what I mean</li> <li>6. Mencap</li> <li>7. Moveable Feast</li> <li>8. National Association of Adult Placement Schemes</li> <li>9. North west Training and Development Team</li> <li>10. Older People's Programme</li> <li>11. Paradigm</li> <li>12. Valuing People's Support Team.</li> </ol> </li> <li>• This partnership faces 2 distinct challenges: 1. only First Step is a user-led organisation and 2. currently there is an over dominance by organisations who are expert in learning disabilities, in Control must work to ensure that SDS is not limited to any particular group.</li> <li>• To develop SDS In Control's will be involved in a number of programmes with its partner organisations including: <ol style="list-style-type: none"> <li>1. Making technical changes to the in Control model of SDS e.g. gathering the lessons and data from the Resource Allocation System and using these</li> </ol> </li> </ul> | <p><i>Action By:</i></p> |
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|  | <p>to develop RSA.</p> <ol style="list-style-type: none"> <li>2. Supporting Las through the induction programmes, network events and regional forums</li> <li>3. Sponsoring the creation and development of a brokerage network</li> <li>4. Using in Control's organisational learning to the transition of young people from childhood to adulthood</li> <li>5. Further work with providers to reshape their services to respond to individual action plans</li> <li>6. Further work to develop community building tools as part of the strategy to assist disabled people both to contribute and access support from their local communities</li> <li>7. Supporting the development of family and self-advocate leadership</li> <li>8. Developing on-line resources to help individuals with the control of their support and Las with the development of SDS.</li> <li>9. The production of further key publications e.g. A Resource Guide for Families.</li> </ol> <p><b>Resolved –</b></p> <ol style="list-style-type: none"> <li>1. That the information gathered from the witness session be noted and the evidence given form part of the conclusions and recommendations of the review.</li> <li>2. That officers be requested to provide further information on brokerage.</li> <li>3. That Democratic Services be requested to contact the witness to provide further information on: <ul style="list-style-type: none"> <li>• Partnership Policy Making</li> </ul> </li> </ol> | <p><b>Service Directorate</b></p> <p><b>Ms Woods</b></p> |
|  | <p><b>Safeguarding Adults in Hillingdon – Annual Report 2008-9</b></p> <p>The Head of Safeguarding introduced the report produced on behalf of the Safeguarding Adults Committee. As well as summarising actions over the last year, the report also sets out a framework for improved reporting in the future.</p> <p><b>Resolved -</b></p> <ol style="list-style-type: none"> <li>1. That the report be noted.</li> </ol>  | <p><i>Action By:</i></p>                                 |
|  | <p><b>Update report on the Hillingdon Centre for Independent Living Centre</b></p> <p>The Joint Commissioning Service Manager provided a report on the Hillingdon Independent Living Centre, now known as the Hillingdon Centre for Independent Living (HCIL).</p> <p>The following points were noted:</p>   | <p><i>Action By:</i></p>                                 |

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|  | <ul style="list-style-type: none"> <li>• The Mayor officially launched the Hillingdon Centre for Independent Living on the 9<sup>th</sup> September</li> <li>• The first open day was held on Thursday 8<sup>th</sup> October</li> <li>• DASH has sent out an invitation to disabled people to ask for volunteers to form a user-led management board. This has resulted in interest from 15 disabled people ranging from the age of 18-80 from diverse backgrounds to be involved in developing the service at H-CIL</li> <li>• The scope for developing the H-CIL on its current site is limited by the size of the property and its location</li> <li>• The range of funding options available would possibly be greater if H-CIL had its own separate legal identity, e.g. as a community interest company, and discussions will be taking place over the next quarter to explore this and its implications in more detail.</li> </ul> <p><b>Resolved –</b></p> <ol style="list-style-type: none"> <li>1. That the report be noted</li> <li>2. That officers be requested to provide a further update on HCIL at a future meeting in the New Year.</li> </ol> |   |
|  | <p><b>Cabinet Forward Plan</b></p> <p><i><b>This item is included in Part 2 as it contains information relating to the financial or business affairs of any particular person (including the Authority holding that information) and the public interest in withholding the information outweighs the public interest in disclosing it (exempt information under paragraph 3 of Part 1 of Schedule 12A to the Local Government (Access to Information) Act 1985 as amended).</b></i></p> <p>Discussions took place on the following Part II reports:</p> <ol style="list-style-type: none"> <li>1. ITEM 11 (359) - Approvals sought for progression of New Build Development programme</li> <li>2. ITEM 13 (350) - Provision for Housing Association Leasing Schemes</li> <li>3. TEM 15 (356) - West London Procurement of Residential and Domiciliary Care</li> <li>4. ITEM 16 (337) -Contract Award for the provision of Respite at Home Services</li> </ol>  | <p><i>Gary Collier</i><br/><i>Action By:</i></p> <p><i>Democratic</i></p> |

