



HILLINGDON
LONDON



Social Services, Health and Housing Policy Overview Committee

Councillors on the Committee

Judith Cooper (Chairman)

Michael Markham (Vice-Chairman)

Patricia Jackson

Peter Kemp

John Major

Anthony Way

Date: WEDNESDAY, 14
OCTOBER 2009

Time: 7.00 PM

Venue: COMMITTEE ROOM 3A -
CIVIC CENTRE
HIGH STREET
UXBRIDGE
UB8 1UW

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

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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

- 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 2 September 2009 1 - 6
- 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 The Transformation Agenda and Direct Payments in Hillingdon - Witness Session 2 7 - 20
- 6 Safeguarding Adults in Hillingdon - Annual Report 2008- 09 21 - 50
- 7 Update Report on the Hillingdon Centre for Independent Living 51 - 52
- 8 Forward Plan 53 - 62
- 9 2009/10 Work Programme 63 - 66

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Minutes

Social Services, Health & Housing
Policy Overview Committee
2nd September 2009
Meeting held at the Civic Centre, Uxbridge



HILLINGDON
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	<p>Members Present: Councillors Judith Cooper (Chairman), Michael Markham, Pat Jackson, Peter Kemp, John Major and Anthony Way</p> <p>Apologies: None</p> <p>Officers Present: Neil Stubbings (Deputy Director Adult Social Care, Health and Housing - ASCHH), Brian Doughty (Interim Deputy Director ASCHH), Daniel Kennedy (Head of Improvement ASCHH), Sam Taylor (Transformation - Change Manager), Liselotte Tork (Transformation Team Manager) and Charles Francis (Democratic Services Officer)</p>
2.	<p>Declarations of Interest: None</p>
3.	<p>Notes of the meetings held on 9th July 2009 were agreed as an accurate record at the end of the meeting.</p>
4.	<p><u>Exclusion of the press and public:</u> It was agreed that all items of business were considered in public with the exception of 'Performance Against the Supporting People Plan 2009/10 – Quarter 1' which was discussed (in the minutes) in PART 2</p>

The Transformation Agenda and Direct Payments in Hillingdon – Witness Session 1

Officers explained at the start of the meeting that the evidence session would consist of Members considering three fictitious case studies setting out how Self Directed Support (SDS) might work for each, how this differs from the current Case Management System and highlighting the opportunities SDS provides.

The main issues and lessons to be drawn from the case studies were:

- The paper – *Putting People First* sets out an expectation on all Local Authorities to provide more personalised services centred on choice and the empowerment of service users.
- The introduction of SDS must be open and transparent to ensure residents are clear about the choices available to them (be it individual budgets or current service provision).
- SDS is still in an early stage of development but it is important that clients who are considered '*borderline cases*' i.e. their needs can be met in a variety of ways through different services or providers, do not 'fall through the net'.
- Officers explained that the introduction of SDS will not be used as a mechanism to change the eligibility criteria for care services.
- The important role of support plans and advocates within SDS to safeguard the decision making of vulnerable clients.
- Under SDS, the Council has an obligation to ensure best value. This must also take account of the costs associated with 'managing the money' of vulnerable clients by third parties.
- At present, many clients are reliant on a variety of services to deliver the services they need. Under the Transforming Social Care Agenda with the changing roles of carers and social workers the Council has to ensure systems are in place to manage and monitor the performance of *inter-agency relationships*.
- Officers will need to investigate the use of 'charged up cards' and other *innovative funding models* as a method of payment for people who receive self funding for the purchase of care, to enable payments to be tracked.
- Officers informed the Committee that after a care budget had been determined, service users who opt for SDS have a choice of where to purchase care from. Safeguarding and monitoring of services will be very important especially since officers explained that the largest take up (so far) of SDS has come from clients with learning disabilities.

Action By:

	<ul style="list-style-type: none"> • SDS will not provide extra money but is about using resources more effectively. • Members were informed that Housing provision and its fit with SDS will be a core issue for the Council to address. Housing Services will need to assess all the housing options available and be as innovative as possible so that clients can be advised how to maximise the funding streams available to them outside adult social care. • Members highlighted transportation provision as a key issue the Council will need to address under SDS. <p>Summary of Key Issues</p> <ul style="list-style-type: none"> • SDS and provision for borderline cases • The importance of managing pre-service costs • Interagency Relationships • Different types of funding models • Resource allocation and monitoring • Housing issues • Transportation issues • Access to funding streams outside adult social care • Safeguarding and monitoring <p>Resolved –</p> <ol style="list-style-type: none"> 1. That the information gathered from the case studies and the evidence session be noted and the evidence given form part of the conclusions and recommendations of the review. 2. That all service providers be contacted as to their plans for responding to the Self Directed Support Agenda. 3. That officers be requested to provide some draft questions for the Committee as guidance for subsequent witness sessions. 4. To request officers to raise the Committee’s review at the next Carers Strategy meeting and to ascertain feedback on SDS from the attendees. 	<p>Directorate Officers</p>
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	<p>Adult Social Care, Health and Housing Complaints – Annual Report</p> <p>The Head of Improvement ASC,HH introduced the report. The department aims to resolve problems raised by residents at the earliest opportunity and to learn positively from mistakes. The number of complaints had broadly remained the same compared to the previous year. 95% of complaints were resolved at stage 1 of the complaints procedure and the number of stage 2 complaints had dropped by 31% to 25 in 2008/09. There were 6 stage 3 complaints.</p> <p>Other actions to improve services and customer outcomes included: <i>improving customer care and communications issues</i> (including a dedicated telephone line for Finder Fee Landlords), <i>improving records keeping</i> (workshops for staff on care assessments and the introduction of a new information system for adult social care) and further improvements to the quality of services.</p> <p>Members made the following comments:</p> <ol style="list-style-type: none"> 1. To congratulate officers on the most well written complaints report received to date. 2. To welcome the improved outcomes (at an earlier stage of the complaints process) for residents where these had occurred. 3. To welcome the progress being made to improve customer contact, especially in the areas of Temporary Accommodation, Council Tax and Council Benefits. 4. To suggest that in future the report include a brief retrospective so that annual developments and improvements can be tracked. <p>Resolved</p> <ol style="list-style-type: none"> 1. That the report and the role of the Committee’s Customer Engagement review in making a difference be noted. 	<p>Action By:</p>
	<p>Cabinet Forward Plan</p> <p>The Committee considered the Forward Plan from September to November 2009.</p> <p>Resolved</p> <ol style="list-style-type: none"> 1. Cabinet Item 344 – Future of Hillingdon Homes: To submit the following comments to 24th September 2009 Cabinet ‘<i>The Committee noted the item and may wish to comment on any future reports going to Cabinet</i>’ 2. That Cabinet Item 356 – West London Procurement of Residential and Domiciliary Care - be considered at the next meeting. 	<p>Action By:</p> <p>Directorate Officers</p>

	3. That officers be requested to circulate copies of the standard Item – <i>Supporting People Update Report on a Quarterly Basis</i> for information	Democratic Services
7.	<p>2009/10 Work Programme: Background report and Discussions</p> <p>Members were presented with details of the Committee’s work programme for 2009/10 and an amended version of the scoping report - ‘<i>The Transformation Agenda and Direct Payments in Hillingdon</i>’ was provided for information.</p> <p>In undertaking the review, the Committee agreed to hold an additional meeting on Wednesday 4th November 2009 (witness session 3 of 4) to consider Commissioning and Market Development.</p> <p>Reference was made to a briefing note on waiting times for mental health assessments which had been circulated outside the meeting. In view of the Committee’s concerns, Members requested officers to write to CNWL to ask about the steps being taken to improve performance and to report back to the next meeting.</p> <p>Resolved –</p> <ol style="list-style-type: none"> 1. That the timetable of meetings and proposed draft work programme for 2009/10 be noted. 2. That the Work Programme be amended to include a brief update on waiting times for mental health assessments to the October meeting. 	Action By:
	<p>Meeting closed at 9:10 pm Next meeting: 14th October 2009 in CR 3A</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 are to Councillors, Officers, the Press and Members of the Public.

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THE TRANSFORMATION AGENDA AND DIRECT PAYMENTS IN HILLINGDON: WITNESS SESSION 2

Contact Officer: Brian Doughty
Telephone: 01895 250277

REASON FOR ITEM

To hear from witnesses, as part of the Committee's 2009/10 review of the transformation agenda and direct payments in Hillingdon.

OPTIONS AVAILABLE TO THE COMMITTEE

To question the witness about the transformation agenda and best practice arising from other Individual Budget Pilot Authorities. (Suggested questions attached as Annex A).

INFORMATION

1. The Committee is responsible for undertaking the 'policy overview' role in relation to Social Services, Health and Housing. This role is outlined at the start of the agenda.
2. Previous experience from both Hillingdon and other Councils indicates that the Committee can have the greatest impact by focusing on a particular topic at one or several meetings.
3. Following discussion at the Committee's meeting on 16th June 2009, Members decided to review the Transformation Agenda and Direct Payments during 2009/10.
4. This is the second witness session for the review. This will explore the potential lessons of good practice from other individual budget Pilot Authorities and provide information of the progress of transformation across the country. The following will be attending to give evidence to the Committee:

Julia Woods, Regional Support - London & SE, InControl Representative
5. Questions (attached as Annex A) have been sent to the witness in advance. Members are not constrained by these and may wish to ask supplementary questions.

Attachments:

Annex A: Questions for the witness
Annex B: Copy of the scoping report

SUGGESTED SCRUTINY ACTIVITY

- Question the witness, adding supplementary questions as appropriate.
- Compare and contrast practice here in relation to other Pilot Authorities.
- Start to identify possible conclusions and recommendations from the evidence given.
- Identify issues that the Committee should investigate further as part of the review.

**POTENTIAL LESSONS OF GOOD PRACTICE FROM OTHER INDIVIDUAL
BUDGET PILOT AUTHORITIES**

QUESTIONS FOR THE WITNESSES

1. What is your (organisation's) role in direct payments and the transformation agenda?
 2. What are the priorities of InControl?
 3. What was InControl's role in undertaking the national programme of pilots?
 4. What are the key lessons (both positive and negative) to be drawn from the pilots about the uptake of self directed support?
 5. What are the key challenges facing other local authorities and what steps are they taking to address these?
 6. What impact is self directed support having on the following:
 - SDS and provision for borderline cases
 - The importance of managing pre-service costs
 - Interagency Relationships
 - Different types of funding models
 - Resource allocation and monitoring
 - Housing issues
 - Transportation issues
 - Access to funding streams outside adult social care
 - Safeguarding and monitoring
 7. How do you see the future for self-directed support developing as a whole?
-

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London Borough of Hillingdon

**SOCIAL SERVICES, HEALTH & HOUSING
POLICY OVERVIEW COMMITTEE**

2009/10

REVIEW SCOPING REPORT

Proposed review title:

**THE TRANSFORMATION AGENDA AND DIRECT PAYMENTS IN
HILLINGDON**

Aim of the Review

To review the progress in delivering the new agenda for self directed support in the delivery of Social Care with particular reference to:

1. The development of the “ Universal Offer” for service users
2. Ensuring services are in place to meet individual need and choices
3. Systems of monitoring standards and safeguarding vulnerable people in the new system.

Terms of Reference

1. To monitor progress developing Self Directed Support (SDS) in these 3 distinct areas (as above).
2. To identify opportunities to develop innovative options in the provision of services.
3. To make recommendations that will help officers and partners undertake effective monitoring and safeguarding.
4. To make recommendations to Cabinet/the Cabinet Member to address any issues arising from the above investigations

Reasons for the review

Nationally, there is a strong expectation on all Local Authorities to provide more personalised services. The Department of Health’s commitment to this

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has been reiterated and developed through a sequence of major policy documents, including:

1. ***Improving the Life Chances of Disabled People*** (Prime Minister's Strategy Unit, January 2005);
2. ***Opportunity Age*** (Department for Works and Pensions, March 2005);
3. ***Independence, Well-being and Choice*** (Green Paper, Department of Health, March 2005);
4. ***Our Health, Our Care, Our Say*** (White Paper, Department of Health, January 2006);
5. ***Putting People First: a shared vision and commitment to the transformation of adult social care*** (Department of Health, 2007)

The fifth of these papers, Putting People First, set out the expectation that all Local Authorities would transit to a service delivery model for adult social care that was anchored around the provision of the greatest possible choice and control to service users through personal budgets or Self-Directed Support.

A new performance target has now been introduced - the National Indicator NI 130, 'Social care clients receiving Self Directed Support'. 2009-10 is the baseline year for the indicator, and the government has made it clear it expects "significant progress" by the year 2011-12.

NI 130 Definition/Criteria

NI 130 is defined as the 'number of adults, older people and carers receiving self-directed support and carer's specific services in the year to 31st March. To be counted, the person (adult, older person or carer) must:

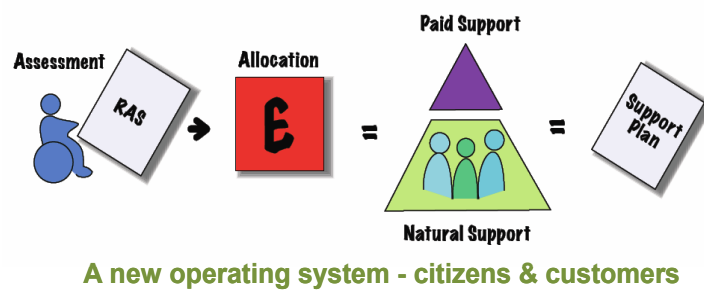
1. Be getting a direct payment; or
2. Have in place another form of personal budget, which meets the following criteria:
 - The person (or their representative) has been informed about a clear, upfront allocation of funding, enabling them to plan their support arrangements.
 - There is an agreed support plan making clear what outcomes are to be achieved with the money
 - The person (or their representative) can use the money in ways and at times of their choosing.

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The guidance states councils will need to evidence that these criteria are met through local monitoring of outcomes and satisfaction, as outlined in Putting People First.

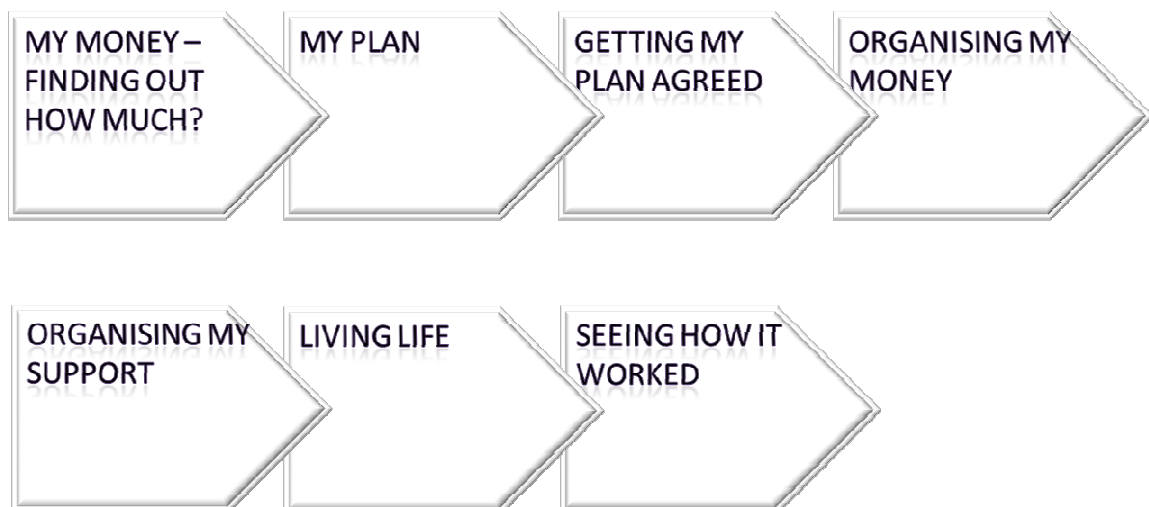
Self-Directed Support

Self-Directed Support marks a definite shift from the care management system by focusing on providing social care customers with a transparent allocation of money at the very start of the process, and being focused on the customer taking control.



Under Self-Directed Support, the customer journey can be summarised in this way:

Fig. 2



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The introduction of Self-Directed Support will make a significant impact to the delivery of all elements of social care and beyond.

There are very significant implications for the social care workforce. It is likely that care management will shift from an assessment and gatekeeping role to signposting, brokerage and safeguarding.

In addition, both Council provision and independent sector services will need to be fit for purpose and adapted to the personal needs of citizens, otherwise personal budgets will be spent elsewhere.

There are also clear implications for other services that provide more universal and targeted responses, such as leisure, transport, libraries, housing and benefits.

Key issues

1. Choice

Choice is central to the concept of personalisation. Holders of a personal budget must be able to choose how the Self-Directed Support process will work for them. This includes how the assessment, support planning, budget management and brokerage of support options takes place. In addition, there must be true choice in the market place to permit truly personalised, innovative and cost-effective solutions to be found.

2. Commissioning

The Local Authority's commissioning role will undergo a major change under Self-Directed Support. The contractual relationship between care provider and the Local Authority will shift to a relationship between the care provider and the individual. This will mean the Local Authority will increasingly focus on strategic market development rather than direct contract management.

3. Market Development

For personal budgets to provide true flexibility and choice, the external market must be sufficiently developed and rich in both micro- and macro-providers. The introduction of individual budgets is a major opportunity for voluntary and private sector providers to develop new services that truly fit the needs of social care customers. Local Authorities will have to engage in market management at local and pan-regional levels to facilitate and influence this process.

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4. The 'right support' and access to support

In order for our social care customers to make the most of the increased flexibility and personalisation that a personal budget allows them, they need to receive as much support as necessary to navigate the new system and choose the best package of support options for them. This support needs to be clearly available and take the form the customer prefers.

5. Monitoring services and safeguarding

The Local Authority's duty of care will remain under Self-Directed Support, and so there will be a continued emphasis on the development of appropriate safeguarding controls to keep vulnerable people safe. Associated to this is the need to develop an effective approach to accreditation and service monitoring for individuals and organisations that social care customers choose to contract with.

Methodology

The review proposes 4 witness sessions.

The first witness session will examine a number of case studies in detail to: isolate and think through the key issues involved against both theory and the larger comparative environment. Identify appropriate strategies for the resolution of the 'case', weigh the pros and cons of the remedial options / strategies and recommend and present a rationale for the best resolution. This approach will assist the POC to develop key questions to use at later witness sessions.

The second session will explore the potential lessons of good practice from other Individual Budget Pilot Authorities. A witness from will attend from In Control, the leading organisation for Self-Directed Support who have run two national programmes of pilots. They have published a succession of research reports drawing on this bank of evidence. This will give POC the best possible, non-partisan view on the successes, failures and blockages to the progress of transformation across the country.

The third session will take a twin focus on commissioning/market development The witnesses to this session will be the Head of Commissioning (ASCHH) who will present the key issues for commissioning, contracting and market development under the new system of adult social care. The Interim Head of Transformation will present information on the current and future plans on these issues.

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The final witness session will focus on safeguarding. The witnesses will be the Deputy Director (ASCHH) and Service Manager for safeguarding who will present on a) the principal areas in which our safeguarding services will have to adapt in future and b) the new checks and controls that are being built in to the Self-Directed Support model for Hillingdon.

Connected work (recently completed, planned or ongoing)

The Transformation of Adult Social Care in Hillingdon is part of the Adult Social Care, Health and Housing Improvement Programme.

Within the Improvement Programme, there are two ongoing major projects connected:

Project	What are the links to this project?
Transforming Housing	<ul style="list-style-type: none">• Achieving the common programme outcomes of support, choice and independence for customers• Ensuring an integrated approach to service transformation across the Adult Social Care, Health and Housing directorate• Aligning activities to avoid duplication, achieve synergies and understand any areas where the two programmes are dependent on each other
AIS Modernisation	<ul style="list-style-type: none">• Ensuring the modernised information systems in Adult Social Care (and particularly LiquidLogic's Protocol) have the appropriate functionality to support new service delivery models under Self-Directed Support.

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Proposed timeframe & milestones

The following is an indicative timetable for the review and may be revised subject to agreement of the scope of the review by the Policy Overview Committee.

Meeting	Action	Comments
23 July 2009	Agree Scoping Report /	Will include terms of reference for the review and preferred witnesses
2 September 2009	First witness session	Case Studies providing fictional examples of the types of issues faced by customers implementing Self Directed Support – Information for the case studies provided by Members of the Committee and officers from the Transformation Team
14 October 2009	Second witness session	The second witness session will consider: <ul style="list-style-type: none">○ Exploring best practice from other Local Authorities and the programme of national pilots○ A review of success, failures and blockages to progress with individual budgets across Local Authorities Witnesses will be representatives from InControl
4 November 2009	Third witness session	The third witness session will: <ul style="list-style-type: none">○ Engage with the key commissioning and market development issues under SDS Witnesses will be the Head of Commissioning (ASCHH) and the Interim Head of Transformation

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17 November 2009	Fourth witness session	<p>The fourth witness session will:</p> <ul style="list-style-type: none">○ Consider safeguarding under the new system, and the controls that are being built in to the SDS model <p>Witnesses will be the be the Deputy Director (ASCHH) and the Service Manager for safeguarding</p>
10 December 2009	Agree draft report	<p>In this session:</p> <ul style="list-style-type: none">○ The draft report will be considered○ Amendments to the report will be agreed○ Final report to be agreed by Chairman in consultation with the Labour Lead outside the meeting

Risk assessment

A risk is that the Committee's impact may be reduced if the scope of the review is too broad.

Background

FURTHER INFORMATION:

InControl

InControl are key players in the field of personalization and form a national network of Local Authorities. They have developed a range of information and key documents on Self-Directed Support.

www.in-control.org.uk

Social Care Institute for Excellence (SCIE)

The SCIE has published a range of research papers on personalisation and Self-Directed Support, which can be found here:

<http://www.scie.org.uk/publications/list.asp?st=7>

Department of Health

The full list of the DoH's publications on social care reform and personalisation can be found here:

<http://www.dh.gov.uk/en/SocialCare/Socialcarereform/index.htm>

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SAFEGUARDING ADULTS IN HILLINGDON – ANNUAL REPORT 2008-09

Contact Officer: Brian Doughty
Telephone: 0722

REASON FOR ITEM

The aim of 'Safeguarding Adults' work is to help vulnerable adults to live a life that is free from abuse, neglect and exploitation. This includes - but is not limited to - arrangements for responding to allegations of abuse.

Local authorities have a responsibility to follow the Department of Health guidance outlined in No Secrets (2000) and coordinate a multi-agency approach to safeguarding against abuse and taking appropriate action when somebody is being abused or is at risk of abuse. As part of this, the Safeguarding Adults Partnership Board publishes an Annual Report, detailing the work of the partnership over the year, local and national developments and service improvements.

OPTIONS AVAILABLE TO THE COMMITTEE

1. To note and agree the Safeguarding Annual Report 2008-9
2. To ask for further information to be included within the Annual Report

INFORMATION

1. The Hillingdon Safeguarding Adults Partnership Board is a multi-agency group responsible for leading the development of all work relating to the prevention of, and response to, the abuse of vulnerable adults in Hillingdon.
2. The terminology 'Safeguarding Adults' has been widely adopted nationally and locally but this area of work is still sometimes known as: Adult Protection, Protection of Vulnerable Adults, POVA, Protecting Vulnerable Adults and in some cases just 'vulnerable adults'.
3. The report presents a retrospective of safeguarding work over the year. Key local developments and service improvements in 2008/09 have been:
 - The response to the outcome of the CSCI (CQC) inspection in March 2008 and progress on the Improvement Plan for 2008-9 to address the issues raised in the inspection.
 - Improved strategic leadership and accountability through a strengthened SAPB and safeguarding adults' business plan.
 - Implementation of a more robust performance and quality framework, using information systems and audit of casework
 - Dedicated resources to safeguarding adults within LBH and key partners.

- Increased reporting of allegations of abuse.
 - Responding to the national consultation on the revision of the “No Secrets” guidance (DH)
 - Setting priorities for 2009/2010.
4. As part of the Safeguarding Improvement Plan, future Safeguarding Annual Reports are being developed to include further information and reflect the new business planning framework of the refreshed Safeguarding Partnership Board, in line with benchmarks set by excellent Local Authorities.

BACKGROUND PAPERS

1. Hillingdon Safeguarding Adults Partnership Board Annual Report 2008-9.



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**L. B. Hillingdon Safeguarding Adults
Partnership Board**

Annual Report 2008/2009.

Foreword by Jeff Maslen, Chair of the Safeguarding Adults Partnership Board

It is with pleasure that I present to you the Safeguarding Annual Report for 2008/2009. In Hillingdon, safeguarding vulnerable adults from harm is a local priority and at the core of our services in both health and social care. The vision statement of our business plan states we want to achieve;

“A borough where people are safeguarded, feel safe and are free from abuse or neglect.”

Over the last year there have been many positive achievements, not least the complete revision of the Safeguarding Adults Partnership Board to provide strategic and operational leadership in safeguarding. A clear set of priorities and key objectives have been set out in our business plan. These objectives have been completed within the timescales we set ourselves.

Safeguarding vulnerable adults activity in Hillingdon is, I believe, now far more robust, with greater Council scrutiny and accountability. There is better co-ordination of multi-agency practice. We have been able to demonstrate improved procedural compliance and monitoring of practice, and we have established a good quality assurance framework to begin to measure positive outcomes for our service users. Independent audit of cases has confirmed the improvement. It is anticipated that our regulators will recognise that we have made considerable progress over the last year.

For the next year, we need to consolidate our improvements and set ourselves new challenges, so we can demonstrate that we have embedded good practice in safeguarding, right across the partnership and in the public's awareness. We are set to take on the new challenges of a changing social care agenda and to evidence that we are making a difference to people's lives in protecting them, and promoting their well-being and independence.

Jeff Maslen
1.10.09.

**Hillingdon Safeguarding Adults Partnership Board
Annual Report April 2008 – March 2009**

1. Introduction.

1.1 This paper presents to the Policy and Overview Committee (POC) and to the Safeguarding Adult Partnership Board (SAPB) the 2008-2009 performance and developments, based on the agreed reporting framework.

2. Recommendations.

2.1 The POC and SAPB are asked to note the performance and activity for safeguarding adults at risk.

3. National Developments

Consultation on the “No Secrets” Guidance 2000

3.1 The POC and SAPB are aware that the national consultation on the review of the “No Secrets” guidance closed on the 31st of January 2009. Hillingdon SAPB submitted a detailed response to the consultation questions. The consultation recognised that whilst the “No Secrets” guidance had been successful in raising awareness it had not led to a strong and effective universal system for preventing, recognising and responding to adult safeguarding issues. There are questions of achieving greater integration of services in safeguarding, and how to develop a framework of safeguarding that is responsive to the new social care agenda of personalisation and self – directed care. There is consultation on the definitions of an adult at risk and whether specific legislation should be enacted on safeguarding, placing SAPB on a statutory footing.

3.2 The Department of Health (DH) issued on the 17th July a summary analysis of the responses received on the consultation. According to the DH 12,000 individuals participated in consultation events and 500 written responses were received including 108 detailed responses from SAPBs.

3.3 Some key messages from the participation of older people and others is that safeguarding must be built on empowerment and listening to the victim’s voice. Everyone must help to empower and support individuals to retain control and make their own choices wherever possible. This includes the participation and representation of people who lack capacity.

3.4 Key messages from professional and voluntary organisations were that safeguarding adult’s partnership boards should be placed on a statutory footing and there should be specific safeguarding legislation. There was great interest in establishing the right balance of risk between safeguarding and choice of the individual, given the personalisation

agenda. Organisations also wanted better leadership from central government and the key statutory agencies. NHS professionals reported that the NHS was struggling to 'own' the concept of safeguarding although there were pockets of good practice.

Mental Capacity Act 2005 and Deprivation of Liberty.

3.4 The POC and SAPB were advised in the annual report of 2007/2008 of the Mental Capacity Act which set out a framework for decision making for people without capacity and put in protections to ensure any decisions made were in the best interests of the individual and with their involvement. In 2008/2009 there has been further changes with the introduction of legislation and guidance on deprivation of liberty. This sets out the legal framework and safeguards for those people without capacity who need to be prevented from leaving a registered Care Home or Hospital (excluding Psychiatric Hospitals) in order to protect them from harm. The framework ensures this restriction is only applied in their best interests and that any on going requirement for depriving a person of their liberty is regularly reviewed and the individual's rights protected.

3.5 The deprivation of liberty legislation and guidance has required Local Authorities and Primary Care Trusts to appoint Best Interests Assessors and to implement the legislative framework by the 1st of April 2009. LB Hillingdon and Hillingdon PCT have complied with this implementation and have in place a single administrative process for receiving and considering any deprivation of liberty application. In partnership with West London colleagues, an existing advocacy service has been extended to provide advocacy for those people who come under deprivation of liberty legislation and who do not have an existing person to act for them. To date, 25 applications for deprivation of liberty have been received. All applications arising with Hillingdon are co-ordinated within the Safeguarding Adult Service.

Independent Safeguarding Authority.

3.6 The POC and SAPB were advised in the 2007/2008 report of appointment of an independent safeguarding authority (ISA) to bring together under one organisation the process of vetting and barring people who are unsuitable to work with vulnerable adults or children. The ISA formally began work in January 2009 and by the 1st of October 2009 will have in place a national listing for employers to consult.

4. Local Developments in Hillingdon and London.

Pan - London Safeguarding Network

4.1 The London Boroughs Social Services leads for safeguarding adults form a network to develop consistent good practice across London. The group is developing a pan - London set of safeguarding guidance. A first draft has been completed but requires further work. It is anticipated the

guidance will be completed in 2009/2010. With an increase in cross border working in safeguarding, this initiative will help resolve some of the differing practices and expectations around safeguarding investigations and protection.

Safeguarding Adults Improvement Plan 2008/2009.

4.2 In March 2008 the then Commission for Social Care Inspection (CSCI) carried out an inspection of Hillingdon under the themes of independence, well being and choice. This included reviewing how well vulnerable adults were safeguarded. In summary, the inspection identified weaknesses in our safeguarding, but said that our capacity to improve was promising. The inspection identified a number of key areas for improvement consisting of the following;

- Rigorous formalised Council scrutiny
- Effective leadership and co-ordination of multi-agency safeguarding practice.
- Procedural compliance and operational practice monitoring.
- Comprehensive data collection and performance analysis.
- Outcome measurement.

4.3 An in depth and comprehensive improvement plan was developed which formed the basis of the Safeguarding Adults Service's work, and the work of partner agencies, in 2008/2009. There was a complete revamping of the Safeguarding Adult Partnership Board to provide better strategic leadership and accountability. There was a re-structure of the Safeguarding Adult Service in LB Hillingdon, first into a dedicated Pilot Safeguarding Adult Service and then, as part of a broader re-structuring of Adult Social Care, a new Safeguarding Adult Service was formed and became operational in June 2009. A robust performance and quality assurance framework was introduced, backed by better recording on a safeguarding module constructed for the CareFirst information system (IS). This has been further improved with the change to Protocol IS. Service users and carers are more engaged, with investigations being more explicit about their outcome wishes. Partner agencies supported these changes, with greater commitment and dedicated resources of their own.

4.4 Work on the improvement plan has been completed and a copy of this is attached as appendix one. The work that is on going has been carried forward into the SAPB strategic plan, sub-groups and other operational actions have been integrated into the Safeguarding Adults Service plan. Significant progress has been made and the service is well placed to consolidate the improvements and achieve 'excellence'.

Social Services, Health and Housing Policy and Overview Committee

4.6 The POC identified vulnerable adults should be their next subject for review, prior to the CSCI inspection in March 2008. The outcome of the inspection, and the POC's work, have dovetailed together to enable a high profile and constructive approach towards safeguarding adults. The POC report identified a number of recommendations for implementation. These are summarised in appendix 2, with the actions taken to complete this work.

5. Safeguarding Activity 2008/2009

5.1 The number of safeguarding referrals to Adult Social Care for 2008/2009 is shown below. The total of 300 represents an increase of 50 over the 2007/2008 figure of 250.

Count of contacts by month	
Month	Total
April 2008	9
May	10
June	19
July	32
August	45
September	34
October	26
November	19
December	30
January	30
February	17
March 2009	29
Grand Total	300

This number has been broken down into age groups, showing that 77% of referrals are related to people over 65 years. The figure for 2007/2008 was not recorded in the same way but the percentage for the client category 'older people' in 2007/2008 was 58% of the total.

Contacts by Age Group	
Age Group	Total
18 - 64	69
65 +	231
Grand Total	300

Gender differences, illustrated in the table below, are more marked in the 65 years plus age group with 66% of referrals relating to woman. The overall referral rate across all age groups shows a slightly less pronounced difference with 62% woman and 38% men. This reflects the more even balance in the younger age group. Figures for 2007/2008 were not collected.

Contacts by Gender	Gender		
Age Group	Female	Male	Grand Total
18 - 64	32	37	69
65 +	152	79	231
Grand Total	184	116	300

The ethnicity of alleged victims of abuse are predominantly white, with 79% recording their ethnic origin as 'White British'. People of black British Caribbean, Asian or other Black or Asian background make up 10% of referrals.

5.2 The type of abuse breakdown, set out below, shows the largest group to be people allegedly abused by neglect (43%). The next two types of abuse most prominent are financial abuse (20%) and physical abuse (20%). This shows a change from 2007/2008 where physical abuse was the largest type, although this may represent a change in perceptions of definition. Financial abuse has risen from 13% of the total in 2007/2008 to 20% in 2008/2009.

Contacts by Presenting Issue	Gender		
Presenting Issue	Female	Male	Grand Total
Abuse / neglect	2	4	6
Basic Service	2		2
Financial Abuse	37	23	60
Institutional Abuse	3	3	6
Neglect	74	55	129
Physical Abuse	39	21	60
Professional Abuse	1		1
Psychological Abuse	19	6	25
Sexual Abuse	6	3	9
Vulnerability	1	1	2
Grand Total	184	116	300

Using our CareFirst information system (IS), it has not been possible to record the location of the abuse. This has been corrected in 'Protocol' the new IS. However, the referral contact type is recorded in CareFirst does give a good indication of where the referral arose. The largest group is independent care provider agencies, who form 35% of referrals. This number does need to be treated with some caution as the providers are regulated services, required to inform us of any untoward event, that may not turn out to be abuse.

Contact By	Total
Care Manager	29
Care Worker	29
Councillor, MP	2
Friend/Neighbour	10
Independent provider agency	105
Internal Hill. SSD.	15
LA Housing or Housing Assc	2
Legal, Police, Court, Prob, Immigr	8
Not Known / Anonymous	1
Other agcy NSPCC, Age Conc, Travelcare	7

Other Department of local Authority	13
Other individual, e.g.Clergy	2
Other Local Authority	3
Partner/Spouse	5
Primary health (GP, DN etc	26
Relative	18
Secondary health, Hospital/ Hospice	14
Self referral	11
Grand Total	300

5.3 Of the 300 safeguarding referrals received in 2008/2009, 168 (56%) could be closed down either at the initial contact stage or after strategy discussion. These were referrals where there was not a requirement to proceed to safeguarding investigation. Typically they would be cases where a minor incident had occurred at a Care Home for which there was a reasonable, non-safeguarding, explanation and agreed changes to a person's care plan would correct the matter. Of the 132 referrals that required safeguarding investigation 56% were unsubstantiated, and 44% were either substantiated or partly substantiated. Therefore of the 300 total referrals alleging abuse, it was either substantiated, or partly substantiated in 19% of cases.

5.4 The table below shows the main category of alleged victims of abuse. 78% fall within the frail and / or physically disabled, reflecting the age profile of most referrals. Mental Health referrals remain fairly low and this will be subject of further work to increase awareness across the mental health services.

Contacts by Client Group	Total
PCG	
Drug and Alcohol	2
Frailty / Physical Disability	234
Learning Disability	45
Mental Health	19
Grand Total	300

5.5 Comparison of Hillingdon safeguarding activity with other London Boroughs has not been possible as Annual Report information is collated in slightly different ways across the Boroughs and the majority of published reports available on Council websites cover 2007/2008 activity. For the Annual Report 2009/2010 there will be better opportunities for comparison as a new, more detailed, national data set is being introduced with effect from October 2009. This will include, for

example, information on alleged perpetrators, information not previously collected.

6. Staff Development.

6.1 218 staff have attended the basic safeguarding awareness training provided by LB Hillingdon. Partners, for example the PCT and Hospital Trust, have also provided training to their own staff. Collating information on safeguarding training provided across the social and health care sectors, as well as the voluntary sector, is difficult. However, measuring the impact of this training, by surveying staff awareness of safeguarding, is being undertaken in 2009.

Course	Numbers Attended
Chairing Conferences	9
Contract Compliance	6
Interview & Investigation Skills	40
Record Keeping	69
Achieving Best Evidence (ABE)	37
Safeguarding Awareness	218

6.2 The core elements of the training programme are a basic awareness of safeguarding course, interviewing and investigation skills for safeguarding, record keeping, achieving best evidence in investigations, and specific courses for chairing and a course aimed at commissioning and contracting staff. The training programme has been reviewed by the SAPB training and development sub-group and a new strategy for partners' training is now in progress, based around core competencies required for staff in safeguarding, tailoring this to their roles and responsibilities. It is planned that a consistent, standardised package of training will be delivered across partners, based on the new training strategy.

7. Priorities for 2009/2010.

7.1 The over arching key priorities for the SAPB include:

- Raising awareness and understanding about abuse and what to do to keep vulnerable adults safe from harm.
- Improve access to the safeguarding adults services
- Ensuring effective governance of safeguarding adults activity across Hillingdon partners.
- Monitoring safeguarding concerns and ensuring that these are responded to appropriately.
- Ensuring effective safeguarding practice in the recruitment and development of staff.
- Embedding best practice.

These will be carried forward through the SAPB business plan and action plan for the year.

Nick Ellender
Service manager, Safeguarding Adult Service
1.10.09.

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Appendix One.

Hillingdon Safeguarding Adults Action Plan 2009/10 - Nick Ellender, SA Service Manager.

The action plan for the Safeguarding Partnership Board is structured to reflect the delivery of the key objectives. Sub-groups of the SAPB and individuals are responsible for delivering the key actions as indicated within the action plan below.

Perspective 1 - Serving our Communities and Customers (customers)

Ref No:	Task	Actions	Lead	Target Dates	Progress Update (each action item needs to be updated)
Objective A1 - Effective services and arrangements exist to prevent abuse and harm.					
1	Ahead of a full revision of the SA policy and procedures, a practitioner's guide for front line ASC LBH staff is completed	<ol style="list-style-type: none"> 1. Review other Local Authority Policies. 2. Complete practitioner's guide 3. Disseminate to new SA Service staff 	NE	May 09	<ol style="list-style-type: none"> 1. <u>Completed</u> – reviewed four other LA policies and obtained other information from London SA leads group. 2. <u>Completed</u>. 3. <u>Completed</u> – Issued to all SA service staff May 09
2	SA policy and procedures to be reviewed and improved.	<ol style="list-style-type: none"> 1. Review best practice guidance and other LA policies. 2. Integrate pan-London guidance into local policy. 3. Integrate outcome of national consultation on 'No Secrets' into local policy 4. Ensure policy incorporates changes in current law. 5. Amended SA policies and procedures are reviewed again to ensure fitness for purpose and compliance with best practice 	PS sub group	<p>April 10</p> <p>April 10</p>	<ol style="list-style-type: none"> 1. <u>Completed</u> - As in 1 above and reviewed ADASS best guidance practice. 2. <u>On track</u> – new draft guidance being developed. 3. <u>On track</u> SAPB agreed to proceed with interim policy pending national outcome. 4. <u>On track</u> – new Mental Capacity and Deprivation of Liberty guidance to be grafted onto SA procedures. 5. <u>On track</u> – see 3 above.
3	Review all existing referral and recording systems	<ol style="list-style-type: none"> 1. Templates for recording referrals, decisions, meetings and reports to be 	NE	April 09	<ol style="list-style-type: none"> 1. <u>Completed</u> and available to SA staff

Ref No:	Task	Actions	Lead	Target Dates	Progress Update (each action item needs to be updated)
		<p>reviewed.</p> <p>2. Processes to be mapped.</p> <p>3. Matching of processes to new 'protocol' adult social care system</p> <p>4. Recording and referral processes within partner agencies confirmed.</p>	<p>NE</p> <p>NE</p> <p>PS sub group</p>	<p>April 09</p> <p>May 09</p> <p>Sept 09</p>	<p>2. <u>Completed</u> - Part of preparation for implementation of Protocol system.</p> <p>3. <u>Completed</u> – Currently amending some processes to improve the system.</p> <p>4. <u>On track</u> – recognise more work needs to be done to ensure better referral processes.</p>
4	Prevention is given greater priority	<p>1. SA Service LBH identifies and care manages high-risk cases, in partnership with other agencies, to prevent harm</p> <p>2. Contract monitoring is strengthened</p>	<p>SA Service LBH</p> <p>Commission-ing and contracts</p>	<p>June 09</p> <p>On going</p>	<p>1. <u>Completed</u> - SA Service operational policy reflects this.</p> <p>2. <u>On track</u> – Re-structuring of Contract team to strengthen inspection and contract compliance</p>
Objective A2 - The community recognises abuse, knows that it is unacceptable and can report concerns easily.					
1	Complete a survey to establish levels of understanding of safeguarding adults in the community	<p>1. Draft the terms of reference for the survey, scope, method and questions</p> <p>2. Agree and implement the survey</p> <p>3. Evaluate the findings and make recommendations to the SAPB</p>	PQ sub-group	Sept 09	<p>1. <u>On track</u> – structured resident focus groups are taking place as part of the preparation for the safeguarding adults communications campaign. The results will be presented to a future SAPB meeting. Being led by the LBH communications team.</p> <p>2. <u>On track</u> – focus groups scheduled.</p> <p>3. <u>On track</u>.</p>

Ref No:	Task	Actions	Lead	Target Dates	Progress Update (each action item needs to be updated)
2	Deliver a communications campaign in Hillingdon to raise awareness of safeguarding adults	<ol style="list-style-type: none"> Proposals for a communications campaign agreed Delivery of agreed campaign Evaluation of communications campaign 	Comms Sub-Group	Jun 09 Mar 10 Feb 10	<ol style="list-style-type: none"> On Track - Key messages agreed at SAPB. Focus group work to help shape the campaign. Finalised plan expected Sept. To follow from 1 above. To follow from 2 above
Objective A3 - Safeguarding concerns are taken seriously and are responded to quickly and consistently to keep people safe.					
1	The SA team LBH, as lead service agency, is accessible and responds quickly and proportionately to concerns.	<ol style="list-style-type: none"> The referral pathway is clear to all partner agencies Levels of response are consistent, with management oversight. Priority is given to working jointly with partner agencies and with the vulnerable person. 	SA service (NE) NE	July 09 July 09	<ol style="list-style-type: none"> Completed – New ASC structure disseminated but identified that referral pathway not familiar to all agencies. To be reinforced. Completed – Activity report and audit confirmed. Completed – Identified increased cases of joint working and partnership in investigations.
Objective A4 - Service users are actively involved and their feedback used to safeguard people.					
1	Establish arrangements for an expert by experience role as part of the SAPB	<ol style="list-style-type: none"> SAPB agree a preferred option for an expert by experience arrangement Arrangements for an expert by experience are put in place 	PQ Sub-Group	Sept 09	<ol style="list-style-type: none"> On track – proposal for an expert by experience to be presented to the Safeguarding Adults Partnership Board on 19/08/09. Recommendation is to recruit an expert. On track – subject to agreement by the Board, a job description will be presented and signed off at the Board meeting on 7 October 2009.

Ref No:	Task	Actions	Lead	Target Dates	Progress Update (each action item needs to be updated)
2	Users of the service have their views recorded on what outcomes they want and these are included in protection plans and/or reviewed at closure.	<ol style="list-style-type: none"> 1. Investigations explicitly record service user's desired outcomes 2. Protection plans and closure review to include user feedback 3. Incorporate learning into practice 	SA Service	<p>May 09</p> <p>May 09</p> <p>On - going</p>	<ol style="list-style-type: none"> 1. <u>Completed</u> – Forms specific part of SA procedures on Protocol 2. <u>Completed</u> – As in 1 above. 3. <u>Completed</u> – Monthly staff meeting incorporates learning from practice.

Perspective 2 - Building a Culture for Success (staff and culture)

Ref No:	Task	Actions	Lead	Target Dates	Resources Required
Objective B1 - All staff and volunteers in all partner agencies recognise that abuse is unacceptable, understand their responsibility to safeguard vulnerable adults, and take action to keep people safe.					
1	Complete a survey of staff working across SAPB agencies to measure levels of awareness of safeguarding and what action they would take	<ol style="list-style-type: none"> 1. Draft the terms of reference for the survey, scope, method and questions 2. Agree and implement the survey 3. Evaluate the findings and make recommendations to the SAPB. Feedback results to sub-groups 	PQ sub-group	Sept 09	<ol style="list-style-type: none"> 1. <u>Completed</u> – draft terms of reference, survey questions and method presented to the SAPB. 2. <u>On track</u> - survey has now gone live – due to close 4th Sept 2009. 3. <u>On track</u> – results from the survey will be available by the end of Sept 2009 and will be presented to the SAPB on 7th Oct with recommendations.
2	Awareness training tailored at the right level for different staff/volunteers and knowledge gained on how to report concerns.	<ol style="list-style-type: none"> 1. Re-evaluate and amend existing awareness training. 2. Partner agencies to identify target groups of staff / volunteers 3. Programme for 09/10 and staff trained 	Training sub-group	tbc	<ol style="list-style-type: none"> 1. <u>Completed</u> – Comparison made within partner agencies and other Councils. 2. <u>On track</u> – Partner agencies within sub-group agreed to identify staff within their organisations 3. <u>On track</u> – Draft programme of training submitted for SAPB consideration Aug 09.
Objective B2 - All staff and all volunteers in all partner agencies have the right skills, knowledge and competency to contribute to keeping vulnerable adults safe.					
1	Complete a survey of staff working across SAPB agencies to measure levels of awareness of safeguarding and what action	See B1 above			

Ref No:	Task	Actions	Lead	Target Dates	Resources Required
	they would take				
2	Staff are trained in the procedures and in new legislation (deprivation of liberty / mental capacity) relevant to SA	1. SA service and partners identify training needs of relevant staff / managers. 2. Programme of training to match needs is set up.	Partners Training sub group	July 09 August 09	1. As in 2 above 2. <u>On track</u> - Draft training programme, with level and range of competencies required, to SAPB Aug with a view to commencing latter part of the year.
3	New SA Service LBH staff are inducted and trained.	1. Induction workshops for all staff 2. Practice / policy workshops on-going	NE	May 09	1. <u>Completed</u> . 2. <u>On track</u> - integrated into staff meetings and specific meetings re the SA module within Protocol.
Objective B3 - There is a culture of effective partnership working across agencies to keep people safe, underpinned by robust governance arrangements.					
1	Complete a survey of staff working across SAPB agencies to measure levels of awareness of safeguarding and what action they would take	See B1 above			

Perspective 3 - Achieving Value for Money (resources)

Ref No:	Task	Actions	Lead	Target Dates	Resources Required
Objective C1 - Resources are dedicated to safeguarding vulnerable adults and are well managed, in an open and transparent way.					
1	Move from Pilot SA team to dedicated SA Service in LBH is complete and funded.	<ol style="list-style-type: none"> 1. Recruitment to vacant posts is completed. 2. Management and performance framework in place. 	NE	May 09	<ol style="list-style-type: none"> 1. <u>Completed</u> – All posts filled with the exception of one. 2. <u>On track</u> – Delay in generic performance reports being in place, but SA activity is able to be monitored.
Objective C2 - Resources are maximised through partnerships and regional working to keep people safe.					
1	Explore with other safeguarding adults partnership boards options for joint working / sharing of resources	1. contact neighbouring safeguarding adults partnership boards to discuss options for joint working	PQ Sub-Group	Nov 09	1. <u>On track</u> – contact with other local safeguarding adults partnership boards to discuss options for joint working will take place in the Autumn.

Perspective 4 - Strengthening Planning and Performance (processes and systems)

Ref No:	Task	Actions	Lead	Target Dates	Resources Required
Objective D1 - There are high standards and robust partnership procedures that are applied appropriately and consistently to keep people safe.					
1	Review and establish quality monitoring arrangements when the safeguarding adults procedure is revised.	1. recommend to the safeguarding adults partnership board quality monitoring requirements for the new safeguarding adults procedures	PQ Sub-Group	Mar 10	1. <u>On track</u> – quality monitoring arrangements to be reviewed when new procedures are available.
Objective D2 - Effective and responsive partnership arrangements are used to monitor, check and demonstrate the difference safeguarding practice makes.					
1	Complete a review of how SAPB partners organisational ensure the effectiveness of safeguarding in their own organisation	1. contact all SAPB leads to establish monitoring / audit arrangements 2. Identify areas for development / common themes. 3. Make recommendations to the SAPB and individual organisations to strengthen monitoring	PQ Sub-Group	Nov 09	1. <u>On track</u> – all partner agency leads to collate organisational information about audits during Sept / October as a follow up to the staff survey 2009. 2. <u>On track</u> - Results from the collection of audit information to be discussed at the Oct/Nov 09 meeting of the Perf and Quality Sub-group. 3. <u>On track</u> – recommendations will be presented to the SA Partnership Board.
Objective D3 - Monitoring and performance information is used to continuously improve safeguarding practice.					
1	Establish effective performance and activity reporting to the SAPB	1. Agree performance and activity reporting to the SAPB 2. Present a revised report to the Board	PQ Sub-Group	July 09	1. <u>Completed</u> – information to be reported / presented to the SAPB has been agreed – performance and activity information and progress on business plan targets.

Ref No:	Task	Actions	Lead	Target Dates	Resources Required
					2. Completed – performance report scheduled to be presented to the SAPB on 19/08/09.
2	Review the Business Plan priorities of the Board and agree a revised plan for 2010 onwards	<ol style="list-style-type: none"> 1. Hold a workshop with SAPB partners to review the priorities and achievements of the Board 2. Agree changes to the Business Plan 	PQ Sub-Group	Feb 10	<ol style="list-style-type: none"> 1. On track – business planning workshop to be scheduled during Nov 2009 with members of the SAPB. 2. On track – revised business plan to be presented to a meeting of the SAPB.

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Appendix 2 – POC Recommendations.

1. Concerns were expressed in relation to those vulnerable persons who fall outside the threshold to receive safeguarding adult's services in Hillingdon and who are 'sign-posted' to other agencies. Members asked that officers investigate a way of monitoring the care these people receive and to report back to the Committee.

Reference page 11

An audit of cases will be completed in October 09 that will also include following up those cases where no further action was taken. It is anticipated that Protocol IS will enable us to run reports for these types of referrals.

2. In relation to the review of No Secrets, the Council should lobby the government to give Safeguarding Adults a much firmer legal basis, in line with Safeguarding Children.

Reference page 12

The SAPB submission on the national consultation adopted this approach and analysis of the consultation indicates placing safeguarding activity on a legal footing has nationwide support.

3. The profile of the safeguarding of adults be raised, together with the lead role the authority has in this to enable greater safeguarding of vulnerable adults

Reference page 19

This is very much a key objective for the SAPB and reflected in the SAPB plan.

4. The POC asks for the recognition of Safeguarding Adults as one of the council's top priorities and endorse the appointment of the Cabinet Member for Health and Housing on the Adult Safeguarding Board, as a Safeguarding Adults Champion to provide a high profile and leadership to the area.

Reference page 19

Councillor Corthorne is an active member of the SAPB

5. That the format of the questionnaire for assessing the Customers' experience of safeguarding procedures be reviewed to ensure that users' views are more accurately recorded

Reference page 21

The investigation format embedded in Protocol IS captures user, and carer's desired outcomes. An audit of cases will include a revised questionnaire to address outcomes for users and their carers.

6. Officers be commended for the work carried out so far in relation to the Safeguarding Adults Partnership Board and a report be submitted to this Committee in November 2009 on progress made. Officers to investigate a way of measuring the effectiveness of outcomes in their safeguarding work and to provide a report to this Committee.
Reference page 24

Protocol IS will be better able to capture this information. An independent audit of safeguarding activity carried out in 2009 demonstrated improvements made in safeguarding arising from the inspection review had been embedded in practice. Further audit work is planned.

7. With effective Safeguarding Adults work relying on effective partnership working and with the Council as the lead agency, it is recommended that all partner agencies should contribute resources (cash and in kind) to a pooled partnership budget for the delivery of the Safeguarding Adults work programme
Reference page 24

Partner agencies on the SAPB have committed additional resources in terms of dedicated leads for safeguarding. Agreement is currently being sought for the joint funding of a communication and public awareness campaign.

8. Achieving effective safeguarding relies on all partner agency staff understanding safeguarding is their responsibility and being aware of how to take action to protect vulnerable adults. The POC recommends that all agencies ensure safeguarding training is mandatory for all appropriate staff
Reference page 25

A new training strategy has been developed for 2009/2010. A staff survey across all partner agencies to ascertain staff awareness and knowledge of safeguarding adults has taken place. The results are being collated and this will enable better targeting of training.

9. That all departments and agencies ensure that effective information sharing is incorporated into routines to ensure that vulnerable adults are safeguarded if their care provider changes
Reference page 25

The Service Manager for safeguarding is working with partners to ensure their systems of receiving, collating and forwarding allegations of abuse to LBH are robust. Liaison meetings with key agencies are in place to maintain effective communication.

10. That officers and Hillingdon Hospital be commended for addressing the

issue of Hillingdon Hospital previously not recording the number of safeguarding adult cases referred to them. Members noted this will improve the shared data for care agencies

Reference page 26

The Service Manager for safeguarding attends Hillingdon Hospital's safeguarding steering group. The Hospital's system of incident reporting is being presented to the October SAPB as an example of good practice.

11. Alternative care via a place of safety should be the preferred option in all vulnerable adult cases, where appropriate, whilst the care needs of an individual are being assessed.

Reference page 26

This is recognised as a gap in provision for the small number of cases where this is needed. LBH have used 'step down' flats on occasions, but the need is identified.

12. Care assessments should be holistic to ensure that the most appropriate care is provided, taking into account the needs of carers and the safety of the individual.

Reference page 26

The specific safeguarding module on Protocol IS will improve the quality of assessments with, for example, better risk assessments.

13. In relation to the review of No Secrets and about how safeguarding vulnerable adults might be better integrated into the mainstream criminal justice arena, the Committee agreed that there is a need to develop a multi-agency panel to review high risk cases (that are as yet outside the prosecution threshold) in the style of the Multi-Agency Risk Assessment Conference (MARAC) and the Multi-Agency Public Protection Arrangements (MAPPA).

Reference page 28

The new safeguarding service in LBH is resourced to provide on-going management of high risk cases that present a challenge to all agencies to safely maintain in the community. The use of protection plans and the multi-agency review of these plans will provide the opportunity co-ordinate activity. Consideration of a specific panel will be looked at in the revision of the multi agency safeguarding procedures.

14. The Committee recommends that the Metropolitan Police consider the appropriateness of dedicated officers to work on safeguarding vulnerable adults and for this to be raised at the Safeguarding Vulnerable Adults Board.

Reference page 28

The Metropolitan Police have dedicated safeguarding adults resources and are implementing new protocols across the force to ensure consistency of response.

15. That monitoring of incident and accident books must be part of the contract monitoring visits by the authority in order to identify areas of concern

Reference page 30

The strengthened LB Hillingdon social care inspection team has adopted this.

16. That where adults receive care through direct payments and self directing care budgets, appropriate arrangements be put in place to ensure that third party providers fulfil their duty to protect adults.

Reference page 32

Work is being carried forward by the transformation team in LBH to ensure safeguarding is integrated into the new models of service delivery. Piloting the new models will enable any safeguarding issues arising to be addressed.

17. That officers be asked to examine how a single phone line (hotline) can be put in place for out of hours and/or anonymous reporting of safeguarding concerns and whether access to such a service can be made available at Civic Centre main reception.

Reference page 31

Currently all referrals to Adult Social Care are dealt with by Hillingdon Social Care Direct. There is a single number for out of hours referrals. This recommendation can be considered as part of the awareness campaign planned for 2009/2010.

18. There is a need to engender a culture change which may be best achieved through a robust system of audit.

Reference page 34

A performance and quality assurance framework is in place

Monitoring of the standards of care provided by both internal and external agencies should be strengthened to give reassurance to users, relatives and carers.

Reference page 34

(As in 18 above.)

19. The feedback from service users and carers on their experiences of safeguarding procedures be reported to this Committee in December 2009

Reference page 36

Outcome of the case file audit, including views of service users, will be available.

20. That officers investigate further the use of 'charged up' cards as a method of payment for people who receive self funding for the purchase of care, to facilitate tracking of payments.

Reference page 37

To be taken forward by LBH transformation team.

21. Correspondence to users needs to be a standardised letter but also incorporate a personalised introduction and conclusion

Reference page 37

To be noted.

22. That officers be asked to look into using a single reference number to identify users, to simplify the process of managing all dealings with a particular case as is done currently (and successfully) with Members' Enquiries.

Reference page 37

All service users have a unique reference code assigned by CareFirst and Protocol IS.

**Nick Ellender, Service Manager, Safeguarding.
29.8.09.**

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UPDATE REPORT ON THE HILLINGDON CENTRE FOR INDEPENDENT LIVING

Contact Officer: Beverley Grayley
Contact Number: 01895 250565

REASON FOR ITEM

1. This report provides the Policy Overview Committee with an update on the Hillingdon Centre for Independent Living (H-CIL).
2. A report giving an update was requested by Members at the Policy Overview Committee held in June 2009.

OPTIONS AVAILABLE TO THE COMMITTEE

3. To note the contents of the report.
4. To question officers on its content.

INFORMATION

Background

5. At the Policy Overview Committee meeting in June Members noted the need for every locality to have a Centre for Independent Living in place by 2010 and that a stakeholder group had been formed to lead on the development of H-CIL.
6. The committee also noted that H-CIL was the new name for what had been known as the Hillingdon Independent Living Centre. Representatives from Adult Social Care Health and Housing, Community Health Services (the provider arm of Hillingdon PCT) and the Disablement Association of Hillingdon have been working together in partnership to develop a service specification that includes the requirements for developing the service over the next 3 years.

Current Position

7. The Mayor officially launched the Hillingdon Centre for Independent Living on the 9th September. The launch was attended by 50 people who have been connected with the development of H-CIL and gave people an opportunity to see the services that are already offered by H-CIL.
8. The first open day is being held on Thursday 8th October. This will give an opportunity for disabled people, carers and health and social care staff to have an opportunity to look at the equipment and services that are already in place at the centre.

9. 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. The first meeting of this group is taking place in the next month.
10. The trusted assessors who are employed at H-CIL have both had trusted assessor training. This was completed at the Disabled Living Foundation at Harrow Road, London and the course is accredited by the Open College Network. The course provided training in the assessment, use and fitting of basic daily living equipment and covered a number of areas including assessment and intervention, risk, issuing responsibilities and sessions on chairs, beds, rails, toilets, household items and bathing.

Future action

11. As highlighted in a previous report to POC the scope for developing the H-CIL on its current site is limited by the size of the property and its location. The Council, NHS Hillingdon and Hillingdon Community Health will continue to look at options but the lack of available capital and revenue funding means that this is unlikely to be resolved in the near future. However, 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.
12. The scope for providing support services on an outreach basis is also something that will be looked at, particularly within the context of the personalisation agenda.

Conclusion

13. Further progress has been made since POC received the last report on H-CIL in June 2009. The centre has now been officially launched and open days have been set up for disabled people, carers and health and social care staff to attend. A number of disabled people have volunteered to develop a management board to lead on the development of H-CIL's strategy in the long-term in partnership with the statutory agencies.

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. At their meeting on 2nd September, the Committee noted that Cabinet Item 356 – *West London Procurement of Residential and Domiciliary Care* - was due before the 15th October Cabinet.
2. The Cabinet agenda will be published on 7th October and Members are asked to bring this to the meeting so that the report can be discussed. Members should contact Democratic Services for a copy of the Cabinet agenda if they do not normally receive it.
3. The relevant officers have been asked to attend the meeting to answer Members' questions on the report.
4. 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 below. 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.

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The Cabinet Forward Plan

Period of Plan: October 2009 to January 2010

Ref	Report Title	Advance information	Ward(s)	Report to Full Council	Cabinet Member(s) Responsible	Officer Contact	Consultation	Background Documents	NEW ITEM
<small>ASCH&H = Adult Social Care, Health & Housing; DCEO = Deputy Chief Executive's Office; E&CS = Education & Children's Services; E&CP = Env't & Consumer Protection; F&R = Finance & Resources; P&CS = Planning & Community Services</small>									
CABINET - 15 OCTOBER 2009									
359	Approvals sought for progression of New Build Development Programme	The report seeks approval from the Cabinet to take the necessary actions to proceed with the delivery of the Councils New Build Housing Programme. This includes the Housing Revenue Account "Pipeline Project" which is a series of small garage sites earmarked for new affordable housing via the Homes and Communities Agency (HCA) "Challenge Fund" route. This requires appointing suitably skilled consultants and signing a grant agreement with the HCA which sets out the funding conditions.	Barnhill, Botwell, Brunel, Hillingdon East, Pinkwell, Townfield, West Drayton, Yeading, Yiewsley		Cllr Philip Corthorne	ASCH&H Marcia Gillings	Legal Services, Finance, Procurement and Major Projects departments. Consultation with local residents on the sites.	HCA Grant Conditions, HCA Capital Funding Guide, Report to Affordable Housing Committee of 16.06.09, Memorandum of Understanding between Housing Supply Team and Major Projects Team	NEW
350	Provision for Housing Association Leasing Schemes	Cabinet approval is sought to appoint Registered Social Landlords to run Housing Association Leasing Schemes for the Council. This will provide Housing for both statutory and non-statutory homeless households. These schemes will not require council expenditure to ensure that we receive nomination rights to good quality, managed accommodation. These schemes will be in addition to alternatives to existing Private Sector Leasing Contracts, Finders Fee and Find Your Own schemes.	All		Cllr Philip Corthorne	ASCH&H Lynn Lovelock / Marcia Gillings			NEW

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Ref	Report Title	Advance information	Ward(s)	Report to Full Council	Cabinet Member(s) Responsible	Officer Contact	Consultation	Background Documents	NEW ITEM
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356	West London Procurement of Residential and Domiciliary Care	Hillingdon Council proposes to enter into partnership with up to six other local authorities in west London to jointly procure domiciliary and residential care. Services will be procured by means of a framework agreement that provide assurances of quality and cost. Hillingdon Council will lead on the procurement of residential care project. These projects will be supported by the West London Alliance's Joint Procurement Unit.	All		Cllr Philip Corthorne	ASCH&H Paul Feven	West London authorities - potentially including Ealing, Hammersmith and Fulham, Hounslow, Harrow and Brent		
CABINET MEMBER DECISIONS - OCTOBER 2009									
364	Community Equipment Service	This report will recommend the award of the contract for the Community Equipment Service in Hillingdon. Cabinet has given delegated authority to the Cabinet Member to make this award following the development of a framework agreement led by the Royal Borough of Kensington and Chelsea.	All		Cllr Philip Corthorne	ASCH&H Gary Collier x0570			NEW
Page 56									
CABINET - 19 NOVEMBER 2009									
349	Redevelopment of Honeycroft Day Centre site for people with Learning Disabilities	The disposal of the site of Honeycroft Day Centre to a Registered Social Landlord for re-development with i) supported housing for people with learning disabilities and ii) a separate facility for people with challenging needs managed by the Positive Behaviour Support Team within ASCHH.	Uxbridge North		Cllr Philip Corthorne and Cllr Jonathan Bianco	P&CS & ASCH&H Martin White and Sharon Townsend		Strategy for Housing, Accommodation, Care and Support Services for people with learning	

Ref	Report Title	Advance information	Ward(s)	Report to Full Council	Cabinet Member(s) Responsible	Officer Contact	Consultation	Background Documents	NEW ITEM
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337	Contract Award for the provision of Respite at Home Services	This report will recommend that, following OJEU tender, the award of the contract to the successful tenderer(s) for the Respite at Home service in Hillingdon. This service assists carers by providing care workers who support the cared for person, either through access to community based leisure services, or by providing care in their own home, allowing the carer to take a short break from their caring responsibilities.	Various		Cllr Philip Corthorne & Cllr Scott Seaman-Digby	ASCH&H Sue Tarling	Carers and the Carers Strategy Group		
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CABINET MEMBER DECISIONS - NOVEMBER 2009

366 Page 57	Private Sector Renewal Strategy 2009 to 2012	Hillingdon is required to have a Private Sector Renewal Strategy and to review and update it when major changes are proposed. This report updates our current strategy in respect of private sector housing enforcement, houses in multiple-occupation, empty property, grants and energy efficiency.	All		Cllr Philip Corthorne	ASCH&H David McCulloch	Age Concern, DASH, Hillingdon Carers, Private Landlords Forum, Paradigm Housing, Departments within Hillingdon	Hillingdon Private Sector Renewal Strategy 2005-2009, Hillingdon Housing Strategy 2007-2010	NEW
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CABINET - 17 DECEMBER 2009

SI	Reports from Policy Overview Committees	Major Policy Review recommendations for consideration by the Cabinet as and when completed	TBC		as appropriate	DCEO Democratic Services			
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CABINET MEMBER DECISIONS - DECEMBER 2009

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	DCEO Democratic Services	Various	Various	
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COUNCIL 14 JANUARY 2010

Ref	Report Title	Advance information	Ward(s)	Report to Full Council	Cabinet Member(s) Responsible	Officer Contact	Consultation	Background Documents	NEW ITEM
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CABINET - 21 JANUARY 2010

365	Building Schools for the 21st Century (BS21) - Consideration of response back following Statutory Consultation and the issuing of Statutory Notices for school reorganisation	To receive the response of the statutory notice consultation for school reorganisation as part of the estate changes proposed by the Strategy for Change of Building Schools for the 21st Century.	Various		Cllr David Simmonds	E&CS Sue Sanders	Stakeholder consultation would have been completed with parents/carers, schools, DCSF, PFS, OSC, Learning and Skills Council and the Diocese and internal departments of the Council and would inform the preparation of Statutory Notices	Partnership for Schools and DCSF Guidance, previous Cabinet Reports and January/February 2009 and June/July 2009 consultations	NEW
SI	Monthly Council Budget - monitoring report	The Cabinet receives a monthly report setting out in detail the council's revenue and capital position.	All		Cllr Jonathan Bianco	F&R Paul Whaymand 01895 556074			
SI	Reports from Policy Overview Committees	Major Policy Review recommendations for consideration by the Cabinet as and when completed	TBC		as appropriate	DCEO Democratic Services			
SI	Response to key consultations that may impact upon the Borough	A standard item to capture any emerging consultations from Government, the GLA or other public bodies and institutions that will impact upon the Borough. Where the deadline to respond cannot be met by the date of the Cabinet meeting, the Constitution allows the Cabinet Member to sign-off the response.	TBC		as appropriate	DCEO Democratic Services			

CABINET MEMBER DECISIONS - JANUARY 2010

Ref	Report Title	Advance information	Ward(s)	Report to Full Council	Cabinet Member(s) Responsible	Officer Contact	Consultation	Background Documents	NEW ITEM
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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	DCEO Democratic Services	Various	Various	
CABINET MEMBER - LIST OF STANDARD ITEMS CONSIDERED EACH MONTH									
SI	Constitutions of School Governing Bodies and appointment of LA Governors	To approve appointments and reappointments of local authority governors and to approve any changes to school governing body constitutions			Cllr David Simmonds	DCEO Democratic Services		Requests from School Governing Bodies	
SI	Appointment of Consultants	To consider the appointment of consultants where the cost is between £5,000 and £50,000			as appropriate	various			
SI	Release of Capital Funds	A new general monthly report (as well as occasional individual reports) to determine the release of capital for any schemes already agreed in the capital budget and approved by Cabinet or Cabinet Members			Cllr Ray Puddifoot and Cllr Jonathan Bianco	F&R Peter Malewicz			
SI	Petitions about matters under the control of the Cabinet	Cabinet Members will consider a number of petitions received by local residents and organisations and decide on future action. These will be arranged as Petition Hearings.			as appropriate	DCEO Democratic Services		Petitions to the Council	
SI	Local Safety Schemes and Parking Revenue Account funded schemes	To consider petitions received and decide on future action			Cllr Keith Burrows	E&CP Jack Webster 01895 250638	Traffic Liaison Group	LAAU Accident Statistics	
SI	Pedestrian Crossings	To approve schemes to provide crossing facilities			Cllr Keith Burrows	E&CP Jack Webster 01895 250638			
SI	To approve write offs	To consider write offs of Council income that are in excess of £5000			as appropriate	various			

Ref	Report Title	Advance information	Ward(s)	Report to Full Council	Cabinet Member(s) Responsible	Officer Contact	Consultation	Background Documents	NEW ITEM
ASCH&H = Adult Social Care, Health & Housing; DCEO = Deputy Chief Executive's Office; E&CS = Education & Children's Services; E&CP = Env't & Consumer Protection; F&R = Finance & Resources; P&CS = Planning & Community Services									
SI	To consider parking management schemes & Traffic Regulation Orders	To consider and decide on the form of parking management schemes including stop and shop schemes at shopping centres. To also consider objections to traffic regulation orders and to decide whether to approve the orders in the light of objections			Cllr Keith Burrows	E&CP Jack Webster 01895 250638			
SI	Road Safety Programme, Traffic Congestion Mitigation Programme and School Travel Plan Programme	To approve any schemes in the programmes			Cllr Keith Burrows	E&CP David Knowles 01895 277578	Traffic Liaison Group, Motorists' Forum, Ward Councillors		
SI	London Cycle Network Schemes and Cycling Initiative Schemes	To approve any schemes that are part of the London Cycle Network or are cycling initiative schemes			Cllr Keith Burrows				
SI	Acceptance of Tenders	To accept tenders for contracts of between £100k and £250k in their Portfolio Area where funding is previously included in Council budgets.			as appropriate	various			
SI	Extension of Leasehold Interests of flats under the 1993 Act	To consider an extension of the leasehold interests for several flats where the Council as freeholder has received an application under the Leasehold Reform Housing and Urban Development Act 1993. The report will recommend grant of the extensions in each case where the Notice is valid and in accordance with legislation.			Cllr Jonathan Bianco and Cllr Philip Corthorne	F&R Mike Paterson 01895 250925			
SI	Chrysalis Programme of Environmental Improvements	The Cabinet Member(s) will be asked to consider the recommendations of the Environmental Improvements Panel.	Various		Cllr Douglas Mills & Cllr Sandra Jenkins	DCEO Maggie Allen 01895 277040			
SI	External funding bids	To authorise the making of bids for external funding where there is no requirement for a financial commitment from the Council.			as appropriate	various			

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SI	Ward Budget Initiative	To approve the spending of Ward Budgets following applications from Ward Councillors - this will be done on a monthly cycle.	All		Cllr Douglas Mills / Leader of the Council	DCEO Maggie Allen 01895 277040			
SI	Supporting People Update Report on a Quarterly Basis	Regular report to the Cabinet Member on what the Council is doing in respect of the "Supporting People" agenda. The SP programme seeks to provide the delivery of a quality of life and promotion of independence for vulnerable people.			Cllr Philip Corthorne	ASCH&H Barry Newitt 01895 277323			
SI	Response to key consultations that may impact upon the Borough	A standard item to capture any emerging consultations from Government, the GLA or other public bodies and institutions that will impact upon the Borough. Where the deadline to respond cannot be met by the date of the Cabinet meeting, the Constitution allows the Cabinet Member to sign-off the response.	TBC		as appropriate	DCEO Democratic Services			NEW

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Agenda Item 9

2009/10 WORK PROGRAMME

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.

On 2nd September 2009 the Committee agreed to hold an additional meeting on 4th November to complete the Transformation and Direct Payments in Hillingdon review by the end of this year. This is shown below.

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
16 th June 2009	CR 4
9 th July 2009	CR 5
2 nd September 2009	CR 6
14 th October 2009	CR 6
4 th November 2009 <i>starting at 5:15pm</i>	CR 3
17 th November 2009	CR 6
10 th December 2009	CR 5
28 th January 2010	CR *
16 th February 2010	CR *
25 th March 2010	CR *
22 nd April 2010	CR *

- Rooms to be allocated by FM *

Social Services, Health & Housing Policy Overview Committee

2009/10 Work Programme

Meeting Date	Item
16th June 2009	Aims & Challenges
	Transformation Agenda - Presentation
	Brief update report on Hillingdon Independent Living Centre (HILC)
	Work Programme for 2009/10
	Cabinet Forward Plan

9th July 2009	Quarterly Performance and Budget Report
	Major Reviews in 2009/10 - Scoping Reports
	Work Programme
	Cabinet Forward Plan

2nd September 2009	
	Major Reviews in 2009/10 – First Review Witness Session 1
	Annual Complaints Report - ASCH&H
	Cabinet Forward Plan
	Work Programme

14th October 2009	
	Major Reviews in 2009/10 – First Review Witness Session 2
	Safeguarding Vulnerable Adults – Annual Report
	HCIL – Update report
	Cabinet Forward Plan – Item 356
	Work Programme Mental Health Assessments – <i>verbal update</i>

4th November 2009	<i>Additional meeting</i>
	Major Reviews in 2009/10 – First Review Witness Session 3

17th November 2009	Major Reviews in 2009/10 – First Review Witness Session 4
	Safeguarding Adults Review - Update Report
	Cabinet Forward Plan
	Work Programme (including discussion of possible second review)

10th December 2009	Major Reviews in 2009/10 – First Review Draft Report
	Safeguarding Adults Review – Feedback from service users and carers
	Cabinet Forward Plan
	Work Programme

28th January 2010	Budget and Service Plan
	Major Reviews in 2009/10 – First Review Final Report
	Carers Assessments and the Disabled People's Plan –Update reports
	Cabinet Forward Plan
	Work Programme

16th February 2010	Major Reviews in 2009/10 – Second Review Witness Session 1
	Cabinet Forward Plan
	Work Programme

25th March 2010	Major Reviews in 2009/10 – Second Review Witness Session 2
	Cabinet Forward Plan
	Work Programme

22nd April 2010	Major Reviews in 2009/10 – Second Review Witness Session 3
	Cabinet Forward Plan
	Work Programme