

Minutes

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



	<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.