

Minutes

SOCIAL SERVICES, HEALTH AND HOUSING POLICY OVERVIEW COMMITTEE

8 July 2010

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



	<p>Committee Members Present: Councillors Judith Cooper (Chairman), Peter Kemp, John Major, David Benson, Beulah East and Pat Jackson.</p> <p>LBH Officers Present: Brian Doughty – Corporate Director ASCHH Neil Stubbings – Deputy Director ASCHH Steve Cross – Head of Finance ASCHH Daniel Kennedy – Head of Performance ASCHH Gary Collier – Joint Commissioning Manager ASCHH Charles Francis – Democratic Services</p>	
9.	<p>APOLOGIES FOR ABSENCE AND TO REPORT THE PRESENCE OF ANY SUBSTITUTE MEMBERS (<i>Agenda Item 1</i>)</p> <p>None.</p>	
10.	<p>DECLARATIONS OF INTEREST IN MATTERS COMING BEFORE THIS MEETING (<i>Agenda Item 2</i>)</p> <p>Cllr Peter Kemp declared a personal and non-prejudicial interest in Item 5 as a Member of the Hillingdon Homes Board. He remained in the meeting during consideration of the item.</p>	
11.	<p>TO RECEIVE THE MINUTES OF THE MEETING HELD ON 15 JUNE 2010 (<i>Agenda Item 3</i>)</p> <p>Were agreed as a correct record.</p>	
12.	<p>TO CONFIRM THAT THE ITEMS OF BUSINESS MARKED IN PART I WILL BE CONSIDERED IN PUBLIC AND THAT THE ITEMS MARKED PART II WILL BE CONSIDERED IN PRIVATE (<i>Agenda Item 4</i>)</p>	
13.	<p>HILLINGDON HOMES RETURN TO THE COUNCIL (<i>Agenda Item 5</i>)</p> <p>The Deputy Director ASCHH introduced the report which set out the progress made in relation to the project to return Hillingdon Homes, the council's Arm Length Management Organisation (ALMO) back to the Council.</p>	<p>Action by</p>

The following points were noted:

- Hillingdon Homes was established 7 years ago in line with Government policy and enabled £60 million to be accessed to refurbish housing stock.
- The ALMO has completed the decent homes programme and brought all properties up to the decent homes standard.
- The process for retuning the ALMO has had regard to a number of factors:
 1. Hillingdon Homes is an independent company. To minimise risk, the Hillingdon Homed Board agreed that the transfer would take 6 months to complete i.e. return by 1st October 2010.
 2. Tenant agreement to the change in management.
 3. The high standards of service delivery provided by Hillingdon Homes – as confirmed by the audit commission and independent inspections.
 4. Significant organisation, legal, contractual and service issues which need to be addressed.
 5. Hillingdon is the first Council which has decided to return its services from and ALMO.
- The key elements to the return programme comprised of the following steps:
 1. A major communications and consultation programme to inform tenants and leaseholders, including a test of opinion in December 2009.
 2. Agreement with Hillingdon Homes about how to best approach the transfer to minimise risk to the service or the Council's reputation.
 3. A service review to assess service performance, including a review of the organisation and budget.
 4. Forecasted medium term budgets to set the parameters of the organisational cost on the return and the financial implications for the Housing Revenue Account and General Fund.
 5. The HR implications for both Corporate Service and Housing Management and Maintenance.
 6. Consideration of all the constitutional issues.
 7. Winding up the Hillingdon Homes company including the change of the Directors and adherence to the requisite company legislation.
- The project is on target to secure the return of Housing Management Services by 1st October 2010. A number of key actions need to be finished to complete the transfer. These include:
 1. *HR issues* – There are 348 staff. Following legal and HR advice, a TUPE transfer will be used (approximately 60% of staff within the ALMO previously worked for the Council).
 2. *Corporate Services implications* – A primary reason for the return was the rationalisation of delivery support services saving £300k. Other factors include inheriting HillingdonHomes staff, a new organisational structure and the implementation of the bid process. Hillingdon Homes also pays £2 million per annum for other council support

	<p>services such as IT and Legal Services and SLAs will operate post return.</p> <p>3. <i>Housing Management and Maintenance Staff</i>- Cost savings as part of the usual MTFF processes will necessitate organisational change.</p> <p>4. <i>Tenant empowerment</i> - The Council must have structures and processes in place which empower tenants to be able to influence all housing management policies and to examine performance.</p> <p>5. <i>Service performance</i> – This has been completed and overall, no fundamental service failure or issues were identified.</p> <p>6. <i>Budget</i> – The review has identified a number of options to meet the forecasted budget constraints. These will need to be delivered without service reductions.</p> <p>In response to Member's questions the following comments were made:</p> <ul style="list-style-type: none"> • Officers confirmed that staff returning to the Council would be considered under two separate tranches – Corporate Services and Housing Management and Maintenance Staff and there would be a full consultation process. Manager's assessments would be used to evaluate staff returning to the Council but in cases where jobs had changed significantly, interviews would be used. • Hillingdon was the first Local Authority to dissolve its ALMO and the Authority had appointed consultants to ensure that a robust process was followed. Several other Local Authorities had contacted Hillingdon for advice and guidance about the methodology it was using. • It was reported that there was no backlog of work which the Council would inherit as a result of the return, although lift maintenance and home boilers were ongoing issues which were being addressed. To improve performance, repairs reporting would be managed by the Contact Centre. • It was very important to ascertain Tenant feedback and mechanisms would be sought to ensure their views were considered. <p>Resolved -</p> <p>1. That the report be noted.</p>	
14.	<p>PERFORMANCE AND BUDGET REPORT (<i>Agenda Item 6</i>)</p> <p>Performance and Budget Report</p> <p>Head of Improvement and Head of Finance said the report covered:</p> <ul style="list-style-type: none"> A. Customer Care Standards B. Achieving Value for Money C. Strengthening Planning and Performance D. Building a Culture for Success. <p>The report provided an overview of the performance and budget</p>	Action by

position of the Adult Social Care, Health and Housing Group for 2009/010. There had continued to be good progress on customer care, but the report focussed more on where there were further opportunities to improve:

- During 2009/10, 315 complaints were received compared to 499 during 2008/9. Of these, 256 were about housing and 131 were for Hillingdon Homes.
- The number of complaints had reduced by using a proactive approach of negotiating with customers and providing remedies at an earlier stage.
- A further detailed report about complaints will be provided to the Committee in the Autumn.

Although the Department had finished the year with a small under spend (£386k (0.01%)) on a £290m gross budget, there were a number of underlying pressures in Older People and Mental Health services which would adversely impact on 2010/11 budget forecast. Officers were currently working on actions to mitigate these service pressures.

In response to Members' questions the following comments were made:

- Officers confirmed that complaints statistics do not include Members enquiries which are investigated separately.
- The London average for completing care assessments is 85%. During 2009/10, Hillingdon's outturn was 82% completed within 28 days.
- Members noted that all care providers have an agreed monitoring policy which is administered by the Care Quality Commission and checked by the Council.
- In relation to hospital discharges and returning people to their own homes, officers confirmed that the first priority of the Council was to try and rehabilitate people as quickly as possible. Specific care packages are devised and assistive technology will increasingly play a larger role in promoting independence in the future.
- Council Plan - The programme to transform adult social care is on track and a pilot for young adults has been launched.
- Key performance targets include:
 1. Target 47 – *Continue the modernisation programme for adults with learning disabilities and mental health needs* – is being addressed through the Learning Disability Partnership Board.
 2. Target 48 – *Improve health and well-being and quality of life for adults with mental health needs – in partnership with a Mental Health Trust provider open a Well-Being Centre for adults with mental health needs to improve access to information, advice and support.*
 3. Target 49 – *Maintain and develop to carers to help people receive the care and support they need to live independently in the community.*
 4. NI 132 – *Timeliness of social care assessments*
- Other areas of work include: preventing homelessness and reducing the use of temporary accommodation, BV213 –

	<p>resolving housing difficulties, rent collection and promoting independent living. Areas of further work include rehabilitation and enablement, supporting carers, waiting times for services and individual budgets.</p> <p>Resolved -</p> <ol style="list-style-type: none"> 1. That the report be noted. 2. That officers be congratulated on the clear format of the report. 3. That officers be requested to provide an update on: Council Plan. Page 24, Point D - <i>Transforming Social Care</i> - transition pilot for young adults launched - to the next meeting. 	<p>Directorate Officers</p>
15.	<p>2010/11 ASSISTIVE TECHNOLOGY SCOPING REPORT AND DISCUSSIONS (<i>Agenda Item 7</i>)</p> <p>Members were presented with details of the Committee's work programme for 2010/11 together with a draft scoping report on '<i>Assistive Technology</i>'.</p> <p>Discussion took place on the remit of the review and the dangers of trying to cover too many topics. After officers had explained the contractual situation concerning community equipment (as described in the risks section of the scoping report,) Members agreed the review should focus on telecare and telehealth only.</p> <p>To ensure the Committee were made aware of developments arising from the community equipment contract, the Committee requested an update to be provided on this as an appendix to the September background report.</p> <p>The Committee asked for the draft scoping report to be amended, to include stronger, more focused definitions of telecare and telehealth. In undertaking the review, Members asked for ways to be found to incorporate the views of users / carers. In addition, Members asked that the key questions section address the resource implications of possible overlaps and any duplicity of effort.</p> <p>The Committee also discussed the 24th June 2010 Cabinet decisions in relation to the Committee's 2009/10 review of the Hillingdon Centre for Independent Living (HCIL). Members agreed to select HCIL as the committee's second major review to be conducted later in the year and asked for the Cordis Bright report <i>Options appraisal for an enhanced independent living centre August 2007</i> to be circulated for information.</p> <p>Reference was made to the work programme and timetable of meetings. It was noted that the Annual Complaints report would be considered at the next meeting.</p> <p>Resolved –</p>	<p>Action by</p>

	<ol style="list-style-type: none"> 1. That the Assistive Technology scoping report be agreed subject to the amendments suggested at the meeting and for the amended version of this to be circulated to the Committee by e-mail. 2. That officers be requested to provide an update report on the status of the community equipment contract as an appendix to the Assistive Technology background report to the September meeting. 3. That HCIL be selected as the committee's second major review for the second half of the year. 4. That officers be requested to circulate copies of <i>the Cordis Bright report Options appraisal for an enhanced independent living centre August 2007</i> for information. 	<p>Democratic Services</p> <p>Directorate Officers</p> <p>Democratic Services</p>
16.	<p>FORWARD PLAN (<i>Agenda Item 8</i>)</p> <p>The Joint Commissioning Service Manager introduced the Disabled People's Plan and Action Plan.</p> <p>Following discussions, the Committee agreed to submit the following comments to 15 July 2010 Cabinet:</p> <p><i>The Committee are impressed by the scale of activity and the numerous developments made during quarter 4 in delivering this plan. They particularly welcome</i></p> <ul style="list-style-type: none"> - <i>the extent to which items in the Action Plan are on track (27 out of 30 have been completed).</i> - <i>the way in which the Draft Plan has been restructured to reflect the corporate management process, corporate planning process and promote smarter working.</i> - <i>the improved reporting structure to Excelsis and the clarity with which the Action Plan is presented making it easy to keep track of the various items and objectives.</i> - <i>The Committee wish to commend the Disabled People's Plan, progress on the 2009/10 Action Plan and Draft Plan 2010/11 to Cabinet.</i> <p>Resolved -</p> <ol style="list-style-type: none"> 1. That the comments listed above be submitted to Cabinet 2. It was noted that 468 – <i>Contract Award for the Direct Payments Support Service</i> had been deferred from 15 July Cabinet. The Committee requested Democratic Services to liaise with the Department to ascertain when this would be considered. 	<p>Action by</p> <p>Democratic Services</p>

	The meeting, which commenced at 7.00 pm, closed at 8.45 pm.	

These are the minutes of the above meeting. For more information on any of the resolutions please contact Charles Francis 01895 556454. Circulation of these minutes is to Councillors, Officers, the Press and Members of the Public.