

**INDIVIDUALS OVERVIEW & SCRUTINY  
COMMITTEE  
SUPPLEMENTARY AGENDA**

**11 April 2012**

The following report is attached for consideration and is submitted with the agreement of the Chairman as an urgent matter pursuant to Section 100B (4) of the Local Government Act 1972

**8 COMMITTEE'S ANNUAL REPORT (Pages 1 - 8)**

The Committee will receive a report on work carried out in the last municipal year.

The Committee are asked to agree the content and authorise the Chairman to sign off.

**Ian Buckmaster  
Committee Administration and  
Member Support Manager**

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## INDIVIDUALS OVERVIEW AND SCRUTINY COMMITTEE

**Subject Heading:**

INDIVIDUALS OVERVIEW AND  
SCRUTINY COMMITTEE ANNUAL  
REPORT, 2011/12

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**Policy context:**

Under the Council's Constitution, each  
Overview and Scrutiny Committee is  
required to submit an annual report of its  
activities to full Council

### SUMMARY

This report is the annual report of the Committee, summarising the Committee's activities during the past Council year.

It is planned for this report to stand as a public record of achievement for the year and enable members and others to compare performance year to year.

There are no direct equalities or environmental implications attached to this covering report. Any financial implications from reviews and work undertaken will be advised as part of the specific reviews.

### RECOMMENDATIONS

1. That the Committee note the 2011/2012 Annual Report and authorise the Chairman to agree the final version for Council.
2. That the Committee agree the report be referred to full Council.

## REPORT DETAIL

During the year under review, the Committee met on six occasions and dealt with the following issues:

### **1. LIBRARY SERVICES**

- 1.1 At its meeting in July 2011, the Committee viewed a DVD explaining services offered by Havering libraries for people with disabilities. Examples included the housebound library services and a monthly listening group at Rainham Library for people with visual impairment.
- 1.2 The Committee noted that there was a quick read collection of short books for people with lower level reading abilities while specialist publishers printed books on off-white paper with larger spaces between lines in order to help people with dyslexia. Hearing loops were installed in all libraries and all refurbished libraries were DDA-compliant with lifts and wheelchair access.

### **2. ADULT SOCIAL CARE COMPLAINTS ANNUAL REPORT**

- 2.1 In July 2011, the Committee received a report on the adult social care complaints. The Committee noted that the overall number of complaints received had gone down and complaints were also now being resolved more quickly. The majority of complaints related to issues such as the late arrival of home carers and challenges to payment decisions. There had been a 50% reduction in complaints relating to occupational therapy and this was principally due to better information now being provided on disabled parking eligibility.
- 2.2 The number of compliments received had increased from the previous year. Compliments received were passed on to the relevant member of staff and their manager. People giving compliments were also thanked by the relevant manager.

### **3. IMPACT OF PERSONALISATION ON THE VOLUNTARY SECTOR**

- 3.1 At its meeting in July 2011, the Committee were provided with the outcomes of personalisation on the voluntary sector. The Committee noted that the Council provided very few direct services and had allowed, and were supporting, the voluntary sector to widen their offer.
- 3.2 The Committee noted that a user led organisation was being developed which would give opportunities in providing brokerage, befriending, transport etc. There would therefore be an overall shift from grants to personal budgets and self payers.

#### **4. REQUISITION OF REVIEW OF DAY OPPORTUNITIES FOR PEOPLE WITH LEARNING DISABILITIES**

- 4.1 At a special meeting in June 2011, the Committee considered a call-in of a Cabinet report updating the position on day opportunities for people with learning disabilities and recommended a way forward in modernising the services and achieving improved value for money. Following in depth discussions the Committee resolved to not uphold the requisition.
- 4.2 Given the nature of the concerns raised at the meeting, the Committee agreed to establish a topic group to scrutinise the consultation process used in the review.
- 4.3 At its meeting in September 2011, the Committee considered a briefing note which had been prepared following the conclusion of the Topic Group. The Committee were happy that any concerns raised had been dealt with so that users and carers had peace of mind.

#### **5. THE COUNCIL'S FINANCIAL STRATEGY**

- 5.1 In July 2011, the Committee met jointly with the other Overview and Scrutiny Committees in order to scrutinise aspects of the Council's Financial Strategy for the coming year. The meetings, chaired by the Chairman of the Children and Learning Overview and Scrutiny Committee, scrutinised several issues of relevance to this Committee, including additional funds for falls prevention and technology to allow people to live longer in their own homes.

#### **6. DIAL A RIDE**

- 6.1 At its meeting in September 2011, the Committee received a presentation on performance information for Dial a Ride, across London, and in particular Havering and Barking and Dagenham. The Committee were informed that the Dial a Ride Service is a statutory service provided by Transport for London (TfL) and is funded by the Department of Transport and via the Council Tax precept to the Greater London Assembly.
- 6.2 Member were concerned that the cost per trip was now over £25, and discussed the implications this had for value for money in comparison with taxis and minicabs. Concerns were also raised by the Committee at the poor vehicle scheduling which meant that Dial a Ride's relatively large minibuses were observed carrying only one passenger on the vast majority of occasions.
- 6.3 The Committee noted the poor services being received by Dial A Ride users in Havering, evidenced by the refusals levels given in the presentation as well as the extremely high costs of providing the services to tax payers within the borough. The Committee agreed that a letter should be written to the Lead Member setting out that the Committee found the Dial a Ride services provided to Havering by Transport for London to be extremely inefficient and not cost effective. The letter was sent and a reply received

from the Lead Member stating that a review of Dial a Ride would be carried out following the Mayoral Elections in May 2012.

## **7. RESULTS OF AUDIT OF SKILLS AND COMPETENCIES IN MENTAL HEALTH**

- 7.1 The Committee received a report, at its meeting in November 2011, on the results of an audit of skills and knowledge of care home staff around dementia.
- 7.2 The Committee noted that the questionnaire was completed over the telephone with managers and face to face with staff by a qualified social worker. The results of the audit found that 84% of those interviewed had worked in the care industry for more than 4 years. Investment in training would be worthwhile as staff retention compared favourably with domiciliary care agencies which suffered from persistent job vacancies.
- 7.3 The Committee discussed and noted that there was no specific training in recognising dementia. Officers assured the Committee that this would be worked on through the Dementia Pathway to improve information for staff.

## **8. CUSTOMER SERVICES INTERFACE**

- 8.1 In November, the Committee received a report on the Customer Services Interface with Adult Social Care. The aim was to make it easier for customers to contact the Council enabling it to become more efficient.
- 8.2 The Committee were informed that information and advice was key and that as part of the adults Transformation Programme, and following consultation with key local stakeholders, a new model of information and advice was agreed in May 2011. From this consultation the Committee noted that an accessible new website, a shop on High Street, Romford and outreach services would be introduced.

## **9. ASSISTIVE TECHNOLOGIES**

- 9.1 The Committee received a report on Assistive Technologies at its November meeting. The Committee were given an overview of how assistive technology i.e. Telecare and Telehealth, was being developed through a set of projects as part of the Havering 2014 Adults Transformation programme.
- 9.2 The Committee noted that the technology changed rapidly, and the installation promoted peace of mind and independence to the client and their families. At the time of the report, there were around 3,200 users of assistive technology in Havering. The aim of the programme was to place Telecare and Telehealth at the centre of care provision through cross borough working to share best practice and develop new initiatives.

- 9.3 The Committee noted that under the NHS for Social Care project, the service was moving to TeleHealth alongside TeleCare. This included a pilot of 40 clients with ongoing illnesses; the system would measure their vital signs twice a day and if necessary alert a nurse if further assistance was needed. Officers reported that the first three weeks of the trial had been very positive and the feedback was that there was no anxiety. Whilst the cost of the equipment would be around £1000 per year, this would be less than the cost of a hospital admission.
- 9.4 The Committee was able to view a number of devices which were available, and three items could be issued for £6 a week. These included:
- Bogus Caller Button
  - Smoke Detector and Carbon Monoxide Detector
  - Falls Detector
  - Flood Detector
  - Temperature Extreme Sensor
  - Door Sensor
  - Medicine Dispenser
  - Watch linked to pendant including GPS

## **10. NEW ADULT SOCIAL CARE WEB SITE**

- 10.1 At its November meeting, the Committee were given a presentation on the new website for Adult Care in Havering. The website had been developed due to the delivery of Personalisation. It would give universal information and advice services ensuring clients could make informed choices, thus increasing prevention and the use of services pre the Council's "Front Door".
- 10.2 The Committee noted that the website was sponsored by the Department of Health and had been used by Stockport Council which was a comparator Council to Havering. Officers explained that there were three routes into the website; these were red, amber and green. The red route was for users who did not want to be in the situation or were in denial, the amber route was for those that knew they had a need but needed reassurance of the services available to them, and green was for those that knew what they wanted and were happy to access the information quickly themselves.

## **11. ROYAL JUBILEE COURT ASSESSMENT CENTRE**

- 11.1 At its February meeting, the Committee received a presentation on the Royal Jubilee Court Assessment Centre (RJC). The Committee were informed that reablement consisted of providing personal care; help with daily living activities and re-learning certain basis skills following an illness or hospitalisation.

- 11.2 The Committee noted that Royal Jubilee Court had 13 self-contained units of reablement accommodation. These units enabled people to be discharged from hospital to a stay for a short period (usually a maximum of six weeks) before returning to their own home. The reablement service was also available remotely within clients' own homes; this allowed them to remain living in their own homes. The Committee noted that following reablement at RJC, 73% of clients returned to their own homes, with 35% requiring no ongoing care support.
- 11.3 The Committee noted that the Health and Wellbeing Board had agreed that a number of the empty sheltered housing bedsit units on the first floor of Philip House at RJC would be converted to 15 additional reablement units. Building work on the additional units was to commence in March 2012 and was estimated to take between six and eight months to complete. This would double capacity for reablement and therapy; contribute towards savings for Health and Social Care as well as improve the quality of life and maximising the independence of Havering's residents.
- 11.4 In March 2012, members of the Committee visited the Reablement Assessment Centre at Royal Jubilee Court and were able to view the site and hold detailed discussions with relevant officers. Members also met with a current resident at RJC and were pleased with the effective and helpful treatment he had reported receiving.

## **12. AUTISM PLAN**

- 12.1 At its meeting in February 2012, the Committee received a report on the Autism Plan update. The report outlined the key priorities for the first year of the national strategy and the work needed to develop a local autism plan.
- 12.2 The Committee noted that a working group had been formed from local partnerships and an initial draft and an Easy Read version had been prepared. Consultation and a workshop event had been held and it was noted that the comments received were in support of the plan.
- 12.3 In January 2012, NICE consulted on the guidelines for the pathway of how to make it easier for people with autism to access the services they needed. The Committee noted that the Autism Plan would be a preventative strategy and it would ensure that people with Autism could access information in employment, accommodation and general living needs.

## **13. ADVICE AND INFORMATION – SIGNPOSTING**

- 13.1 The Committee received a presentation on the new Information and Advice Service for Adult Social Care at its meeting in February 2012. Research had been carried out on existing good practice elsewhere as regards what "good" information and advice looked like. The five key themes which came out of the consultation were:



- Partnership working – a newly commissioned single service across provider organisations with a sustainable service structure.
- Easy Access – phone, website, physical premises supported by outreach where information needs are assessed at first contact.
- Face-to-face delivery – “shop type” premises in Romford with a regular programme of face to face delivery around the borough.
- Branding and marketing – need to reflect that it is a voluntary sector organisation independent of but supported by the Council.
- Good customer services – trained staff, robust performance management procedures to effectively measure the impact of services.

13.2 The Committee noted that the new Care Point shop was “soft launched” at 36 High Street, Romford on 31 January 2012, together with the new website [www.havingcarepoint.org](http://www.havingcarepoint.org). The Committee also noted that the official launch would take place around Easter 2012. The shop was in an accessible location, was purpose built and included three interview rooms, an internet café with access to online information, a Changing Places toilet facility, telephone and email services. The shop would be open late on a Thursday evening and on Saturday mornings.

#### **14. OVERVIEW OF RESIDENTIAL AND NON-RESIDENTIAL DEBT**

14.1 At its meeting in February 2012, the Committee received an overview presentation on residential and non-residential debt. The two areas of the service that were charged for in Adult Social Care were explained:

- Residential Care – this is any care provided to an individual in a residential or nursing home, including long term and short term placements and respite care
- Non-Residential Care – this related to all types of home care services as well as day opportunities and travel to and from the day centres.

14.2 The Committee noted that there were three types of debt relating to the two areas, these were Secured Debt – where a charge was placed on the debtor’s property which ensured it could not be sold without the Council being reimbursed in full first; Bad Debt – monies that it was anticipated would not be recovered; and Ongoing Debt – unsecured arrears where collection was anticipated.

14.3 The Committee noted that due to a change in approach, both the total debt and bad debt had fallen. The collection of debt had risen by 3% which equated to approximately £250,000. Deferred Payment Agreements were

used as standard for any residential care users with a property, which meant a greater sum of debt could be secured with a charge on a property.

- 14.4 The Committee was also advised that all new users, as part of the financial assessment process, were offered a direct debit facility. This was growing and was hoped to be at 50% of users within two years.