

DURHAM COUNTY COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE

At a Meeting of the Scrutiny Sub-Committee to promote Strong, Healthy and Safe Communities held at the County Hall, Durham on **Monday 1 March 2004 at 10.00 a.m.**

Present:

Councillor M Nicholls in the Chair

Members of the Sub-Committee:

Councillors Armstrong, Barker, Coates, Cordon, T Forster, E Foster, Howarth, E Hunter, G Hunter, Maddison, O'Donnell, Priestley, Quigley, Stradling and Wright.

Co-opted Members:

Mrs S Grant, Mrs Gibbon and Councillor Ambler.

Other Members:

Councillors Dormer, Hodgson, Myers, Pye, Thompson and Vaux.

An apology for absence was received from Councillor Ebbatson.

A1 Minutes

The Minutes of the meetings held on 1 December, 2003 and 29 December, 2003 were confirmed as a correct record and signed by the Chairman.

A2 Investing in Modern Services for Older People – Presentation by Duncan Callum

The Sub-Committee considered a presentation by Duncan Callum, Head of Service, County Durham Care, Social Services Department concerning Investing in Modern Services for Older People (for copy of slides from presentation see file of Minutes)

During the presentation he highlighted the following:-

- Why Change?
 - Ageing residential stock
 - National Care Standards Commission
 - Rising expectations
 - Maintaining independence
 - Widening choice

- Phase 1
 - Development of a new Extra Care Scheme
 - The closure of 12 residential care homes
 - Purchase of additional Independent Sector beds

- Phase 2
 - Review provision of Elderly Mentally Ill and Residential Care
 - Re-investment of £2.4 million revenue saving into new Community Support Services

- Extra Care
 - Pilot Development at Crook
 - Partnership with Bradford and Northern Housing Association
 - Opened September 2001
 - Went on to win National Health and Social Care Award
 - New Developments
 - Partnership with Hanover Housing

- Sustainability Factors Built In
 - Solar panels
 - Rainwater harvesting
 - Heat recovery
 - Combined heat and power
 - Grey water recovery
 - Use of IT monitoring equipment where appropriate

- Project Management
 - Very tight timescale from design to completion in 2 years 3 months
 - Project Board for investing in Modern Services for older people
 - Closure of 12 Care Residential Homes
 - Extra Care Development
 - Redeployment of Staff

- Extra Care Project Board
 - Detailed review and control of Extra Care developments
- Active Project Management
 - Progress Chasing
 - Project Team
 - Close on site working with partners
- Effective partnerships
- Public private partnerships
- Key to success
 - High level and high profile decision
 - Strong leadership
 - Strength to see project through adversity
 - Active Project Management
 - Effective and co-operative partnering arrangements both internal and external
 - Developments completed on time
 - Developments completed within budget
 - Developments at the cutting edge of service provision
 - They place Durham County Council as one of the leading authorities for taking forward these new developments
 - Meets the rising expectations of the next generation of older people
- Difference between Residential Care and Extra Care
- Residential Care Homes Phase 1
 - Homes closed
 - Homes to close
- Change in Independent Sector provision – Elderly Mentally Ill
 - Elderly Mentally Ill homes developed since Investing in Modern Services for Older People decisions
 - Homes that have changed to Elderly Mentally Ill provision
 - New homes proposed for development in 2004 (to include Elderly Mentally Ill provision)
 - Proposed changes of registration to Elderly Mentally Ill residential care
 - Need to evaluate effect of private home provision
 - The need to develop alternatives for Elderly Mentally Ill Care
- Joint approach Social Services Department, Primary Care Trust (NHS) and County Durham and Darlington Priority Services Trust

Action Plan

- Clarification of the model of care
 - Confirmation of the structure/accountability framework
 - Identification of current resource base by Primary Care Trust (NHS) area
 - Development of a joint commissioning strategy
 - Development of a Communication Plan
- Next Steps
 - Time to evaluate effect of new care home developments
 - Time to evaluate effect of Extra Care
 - Development of Care Pathways and Care Services in conjunction with Primary Care Trusts (NHS) and County Durham and Darlington Priority Services Trust
 - To report progress to scrutiny/cabinet in due course

Councillor Nicholls highlighted the progress made by the County Council in relation to service provision, however there was a need to look at how phase 2 will develop.

Councillor Dormer commented that he had attended the official opening of Extra Care provision at Spennymoor and had been very impressed with the standard of the facility provided. He continued by seeking clarification as to the involvement of District Councils in relation to Extra Care provision.

Duncan Callum confirmed that the Housing Managers from the various District Councils had been involved in the process, with discussions currently taking place to establish how the current scheme can be extended by their involvement.

Councillor Cordon continued that in relation to Chester View, 5 flats were currently not occupied and are being advertised for rental. He continued that he was of the opinion that those residents who had moved out of the building would be moved back into the Extra Care provision when it was completed. He requested clarification as to the policy of the authority.

Duncan Callum responded that some residents currently in Chester View do have their bills paid by various entitled benefits however when the project was originally devised the decision was taken for the Extra Care projects to realise reasonable rental values therefore any vacant properties are advertised, the requested rent is based on a reasonable 'open market' rental value.

Councillor Thompson commented that in previous discussions it had been mentioned that a revenue saving of £2.4m would be achieved which would then be reinvested in specific areas and asked if the predicted revenue savings had been achieved. In addition he stated that Members had been informed that the scheme would be within budget.

Duncan Callum responded that in relation to the £2.4 million there had been a revised settlement with the private sector which reduced the savings from £2.4 million to £1.7 million which will be reinvested. He highlighted that this is still a significant revenue saving. With reference to the project being within budget he responded that in relation to capital allocations more had been received than anticipated which resulted in more capital being available for expenditure on other uses.

Councillor Mrs Wright made reference to the process and highlighted the need for members to be provided with information in relation to the costs of Extra Care provision for the individual and its potential effects on the receipt of benefits. Duncan Callum promised to provide the information for Members.

Councillor Mrs Howarth highlighted that the transition to Extra Care provision had gone well, however, she commented that she did not want to see Extra Care provision providing Group Care with large communal areas as the underpinning idea of Extra Care provision was that care is provided on an individual basis. She then asked what access would be given to members to inspect Extra Care provision as they do not form part of the rota visits system.

Duncan Callum responded that the Extra Care Establishments employ a Co-ordinator to ensure that the Social Care element provided is correct. In relation to inspecting the establishments he highlighted that whilst these establishments are not included as part of the rota visits system as they are not County Council establishments however members can visit these establishments when they want, provided that they give prior notification to the project manager.

Councillor Armstrong requested clarification as to whether the safety arrangements are up to the standards required by current Health and Safety legislation/requirements.

Duncan Callum assured Members that the Extra Care provision meet current safety requirements, however they do not have sprinklers, although new legislation is currently being considered which advises that sprinklers should be placed in Care Homes although not in flats.

Councillor Coates commented that in relation to staffing issues associated with Extra Care provision the Authority had handled these well, with the wishes of staff being taken into account. He referred to the vital role of Scrutiny in assessing the process to be used for Phase 1 and felt it would be appropriate for Scrutiny to undertake a similar role in relation to Phase 2. In relation to Elderly Mentally Ill provision a lot of additional private sector development had taken place which would presumably affect the planned Elderly Mentally Ill provision to be undertaken by the authority.

Duncan Callum responded that new Elderly Mentally Ill provision was now available, which was not planned or known about at the time of Scrutiny's previous investigation. He emphasised that there was a need to assess the new provision and perhaps re-assess the proposed Elderly Mentally Ill provision.

Councillor Barker commented that in relation to revenue savings which had reduced from £2.4 million to £1.7 million there was a need to know on an individual area basis what the benefits of this additional funding were. He also highlighted the need to involve both the internal Audit and External Audit in the process.

Duncan Callum informed Members that PriceWaterhouseCoopers had been fully involved in the process of the re-investment of the savings and that the savings were part of an ongoing process.

Mrs Grant (Co-opted Member) commented that whilst the projects were ambitious they provided individuals a wide variety of choice. In relation to provision she then asked for clarification as to the provision of a sitting service and respite care provision?

Duncan Callum responded that the sitting service involves the provision of someone to sit with individuals, whereas respite care involves the client going into accommodation to allow carers an extended break such as a holiday etc. He continued that in Sedgefield there is a pilot scheme supplying 'free flow' support.

Mrs Gibbon (Co-opted Member) commented that Age Concern had been involved in consulting with clients approximately three to six months after they had settled into the new Extra Care provision for their views. In relation to feedback she confirmed that this had been very good, with all of those consulted expressing positive comments about the provision.

A3 Performance Management

(a) Presentation by Corporate Policy

The Sub-Committee considered a presentation by Judy Lomas from the Corporate Policy Team concerning Performance Management (for copy of the slides of the presentation see file of Minutes).

During the presentation the following issues were raised:-

General Issues

- Good overall progress in performance
- 2002/03 comparative information is now available
- a number of new indicators - no comparative data

Areas of Improvement

- BV53 - Intensive Home Care - excellent progress
- BV162 - Review of child protection cases - notable improvement from last year
- BV117 - physical visits to libraries continuing to increase

Areas to Note

- BV56 - % equipment delivered - change of definition - no comparative data yet.
- BV99 - an increase in accident figures - especially minor accidents
- BV116 - 118 - no crime figures available yet
- BV195 - 198 - new indicators - no comparative data

With reference to BV56, the percentage of equipment delivered, the Sub-Committee was informed that there had been a change in definition which had resulted in no target as yet being set for comparison. In relation to BV99 the increase in accident figures, the Environment Department had suggested that there was greater reporting of accidents, i.e., minor accidents on buses, which had increased figures. In addition the Environment Department was working closely with the police to identify any particular problem areas. She concluded by highlighting that she had not received the crime figures for the last quarter.

Councillor Coates commented that in relation to BV56 and 58 indicators, the targets had changed for all local authorities; however, other local authorities are performing better than Durham.

Peter Appleton responded that in relation to BV56 the percentage of equipment delivered the authority had improved its performance; however, the authority does not know how it will compare with other local authorities in relation to the 7 day indicator as there is no comparative data available. In relation to BV58 (percentage of people receiving a statement of their needs and how they will be met) there is a particular problem in relation to mental health although these statements are currently being focused on to ensure they are issued according to policy.

Resolved:

That the presentation be noted

(b) Report of the Director of Social Services

The Sub-Committee considered a report of the Director of Social Services concerning Performance Management (for copy of report see file of Minutes).

Keith Newby informed Members of the current position.

In relation to Children's Services - 10 out of 18 indicators were reported on this occasion:

- 3 very good (dark green)
- 4 good (light green)
- 2 acceptable (yellow)
- 1 ask questions (orange)

In relation to performance indicator D35 (percentage of children who have been looked after for at least 4 years who have been in their current placement for at least 2 years) remains in the orange banding. Part of the reason for this has been the move to bring young people who had been in expensive out of County placements back within the County's own residential sector; however, an improvement from the current performance of 44.37% to 50% will result in a change in banding.

With reference to C23 (percentage of children looked after who are adopted) has moved from the dark green banding in 2002/03 to the yellow banding for the third quarter of 2003/04. The reason for this is a reduction in the number of children looked after placed for adoption so far this year, although the numbers are expected to increase by the year end resulting in an improved banding.

In relation to C18 (Final Warnings and Convictions of Children looked after as a ratio of all children given a final warning or convicted) has moved from the orange to the yellow banding which is the highest banding for this indicator.

This is as a result of a reduction in final warnings and convictions of children looked after alongside an increase in the number of final warnings and convictions in the population of County Durham and Darlington. Strategies to further deal with performance in this indicator include Restorative Justice Approach, reinstating link workers, improving information gathering and monitoring and a Monitoring Scheme.

Concerning BVA2 (percentage of children leaving care aged 16 or over with at least 1 GCSE or Grade A-G) has moved from the orange to light green banding. Even though this represents very much improved performance, the issues relating to educational attainment of children looked after are being addressed corporately. This indicator will be closely monitored throughout the year, not least because should performance drop into the red banding (less than 25%) it would limit the maximum star rating for Children's Services to serving some people well?

Adult Services - 15 out of 35 indicators are banded and reported:

- 4 very good (dark green)
- 4 good (light green)
- 3 yellow (acceptable)
- 4 bandings (unavailable)

Keith highlighted that no indicators are in the red or orange categories, this is encouraging although this represents less than half the PAF indicators for adults. He continued by confirming that a full picture will be available in August 2004 when all bandings should be available.

The Adult Services performance would seem to be relatively stable in that there has been little movement between bands for indicators this quarter.

In relation to A5 (percentage change from previous year, in emergency admissions to hospital per 1000 population) has moved from the yellow banding to the light green banding as a result of a 2.47% in the rate of emergency admissions.

With reference to C27 (Admission of supported residents aged 18-64 to permanent residential care per 10,000 population aged 18-64) has moved from the yellow to light green banding, reporting similar levels of performance as in 2002/03.

Concerning C29 (Adults with physical disabilities helped to live at home per 1000 population aged 18-64) has moved from the yellow to light green banding largely as a result of improved data collection.

In order to continue to improve performance, Adult Services and Children's Services PAF Indicators will be reported to the March round of Social Services Department Performance Days, with attention being drawn to these indicators where improvements are most urgently needed.

Resolved:-

That the information contained in the report be approved.

4 **Forward Plan**

The Sub-Committee considered a report of the Head of Overview and Scrutiny giving details of the sections of the Council's Forward Plan which are contained within the Sub-Committee's jurisdiction. An updated copy of the Forward Plan was circulated (for copy of report and updated Forward Plan see file of Minutes).

Resolved:

That the report and section from the Forward Plan be noted.

5. **Work Programme**

The Sub-Committee considered a report of the Head of Overview and Scrutiny (for copy see file of Minutes) to update Members about the Work Programme for the Sub-Committee.

Tom Bolton, Senior Scrutiny Support Officer informed the Sub-Committee that at the Development Session held on 5 January 2004, a future project suggested by Members for the Sub-Committee was the Fear of Crime.

Councillor Nicholls suggested that this issue become the new project for the next Strong Healthy and Safe Communities Sub-Committee Working Group.

Resolved:

- (1) That the project 'Fear of Crime' be adopted by the Sub-Committee as a future project for a Working Group.
- (2) That the details concerning the composition of the Working Group etc. be left to the Head of Overview and Scrutiny in consultation with the Chairmen and Vice-Chairmen of the Sub-Committee to determine.