

ADULT AND COMMUNITY POLICY DEVELOPMENT AND SCRUTINY COMMITTEE

Minutes of the meeting held on 14 April 2010

Present:

Councillor Judi Ellis (Chairman)
Councillor Roger Charsley (Vice-Chairman)
Councillors Charles Rideout, Brenda Thompson,
Carole Hubbard, Nicholas Bennett J.P., Ruth Bennett,
William Huntington-Thresher and Karen Roberts

Dr Angela Bhan, Angela Clayton-Turner, Richard Lane
and Keith Marshall

Also Present:

Councillor Graham Arthur and Councillor Catherine
Rideout

103 APOLOGIES FOR ABSENCE AND NOTIFICATION OF ALTERNATE MEMBERS

Apologies for absence were received from Mrs Leslie Marks, Mrs Lynn Powrie and Mrs Gill Rose. Maureen Falloon attended the meeting as substitute for Leslie Marks and Lynne Pawrie. Dr Angela Bhan apologised that she would have to leave the meeting at 9pm.

104 DECLARATIONS OF INTEREST

Councillor Hubbard declared a personal interest as an Employee of Bromley PCT, Councillor William Huntington-Thresher declared a personal interest as a Member of the Board of Broomleigh Housing Association. Councillor Nicholas Bennett declared a personal interest as a Member of the Board of Bromley Mytime. Councillor Roger Charsley declared a personal interest as a Member of the Board of Affinity Sutton. Councillor Brenda Thompson declared a personal interest as a Member of Bromley MIND.

105 QUESTIONS FROM COUNCILLORS AND MEMBERS OF THE PUBLIC ATTENDING THE MEETING

No questions were received.

106 MINUTES OF THE MEETING OF ADULT AND COMMUNITY SERVICES PDS COMMITTEE HELD ON 24 FEBRUARY 2010.

Councillor Karen Roberts requested that her name be added to the list of Councillors present at the meeting.

RESOLVED that the minutes of the meeting held on 24th February 2010 be approved.

107 MATTERS ARISING FROM PREVIOUS MEETINGS

Report LDCS10066

The Committee considered recommendations from previous meetings which continue to be outstanding.

RESOLVED that the progress on recommendations made at previous meetings be noted.

108 QUESTIONS TO THE ADULT AND COMMUNITY PORTFOLIO HOLDER FROM MEMBERS OF THE PUBLIC AND COUNCILLORS ATTENDING THE MEETING

Two written questions were received from Mr Colin Willetts and these are attached to the minutes as Appendix A.

109 PORTFOLIO HOLDER DECISIONS TAKEN SINCE THE LAST MEETING

The Committee noted decisions taken by the Portfolio Holder on 4th March 2010.

110 PRE-DECISION SCRUTINY OF ADULT AND COMMUNITY PORTFOLIO REPORTS

A) ADULT AND COMMUNITY PORTFOLIO PLAN 2010/2011

Report ACS10023

The Portfolio Holder introduced a report updating Members on progress with the Adult and Community Portfolio Priorities. The Committee also considered the Draft Portfolio Plan for 2010-2011.

The Portfolio Holder thanked partners, stakeholders, service users and members of the Committee for their input into the Portfolio Plan.

The key themes of partnership, innovation and addressing issues of well-being were highlighted. Partnership had been extended to cross-portfolio working, and assistive technology was drawing on expertise from private

providers. Elements of training were now being undertaken across the Partnership and the team responsible for tackling rogue traders had been brought into the Adult and Community Portfolio.

Innovative thinking had improved access to employment opportunities through schemes such as job carving and Thyme Out. Housing staff had been providing services in a innovative way, adapting national schemes in order to meet local needs.

The Portfolio Holder reported that since the last meeting, he and other Members of the PDS Committee had visited the Blue Circle site (now called the Crown Meadow Site). The Portfolio Holder emphasised the high quality accommodation that would be provided, the excellent size of the accommodation and the high standard of living that would be experienced by occupants.

The Portfolio Holder and Councillor Catherine Rideout had visited the Princess Royal University Hospital (PRUH) and had seen first hand the speed of assessments conducted by social care staff.

The Portfolio Holder had also participated in the Democracy Day hosted by Ravensbourne School. This had been an encouraging event with young people demonstrating that they were well informed about the challenges and issues that were faced by more vulnerable members of the community. Transport issues had also been discussed during the day and participants had shown that they had a good knowledge of the issues and problems that had developed in terms of access to transport and issues of bullying.

The Portfolio Holder suggested that over the next year issues of prevention and quality of life should be built on and further developed.

The Committee considered aspects of the Portfolio Plan, including issues surrounding assessment and self-assessment, workforce issues and partnership working with the PCT and mental health awareness training.

Officers confirmed that the final Portfolio Plan update report would reflect the true position in terms of targets met. In drafting the report being considered by Members, Officers had erred on the side of caution and underlined that targets would be met. Achievements against targets were monitored on a monthly basis and this monitoring would continue to ensure continuous improvement. In terms of workforce targets, vacant posts within social care were largely a result of retirements and secondments to the Supporting Independence in Bromley Programme. This issue would also continue to be monitored.

The Committee considered issues surrounding the provision of rented accommodation and Members noted that private landlords did not appear to be using the Bromley Homeseekers system as much as anticipated. Members highlighted that there would be a huge resource available if private landlords advertised available properties on the system, and that it would be

helpful for prospective tenants to be able to compare all the available properties. Members considered the quality of housing that was available and it was noted that the quality of social housing was generally of a higher quality than that of private rented accommodation. The Committee was told that in terms of meeting the decent homes standard, the Environmental Health Team did intervene with basic quality assurance.

The Chairman suggested that a review of advocacy provision across the Borough should be added to the Committee's work programme for next year.

The Chairman also thanked the Portfolio Holder for hosting the Portfolio Planning Day which continued to be a popular event amongst service users and the groups representing them.

RESOLVED that the Portfolio Holder be recommended to endorse the draft Adult and Community Portfolio Plan for 2010-2011.

B) GRANTS IN CONTINGENCY

Report ACS10025

The Portfolio Holder introduced a report which provided an overview of the grants held in the 2010/2011 central contingency relating to the Adult and Community Services Portfolio. The report requested that the grants be released into the Portfolio budget.

RESOLVED that the Portfolio Holder be recommended to request that the Executive release the Mental Capacity Act Grant and the increase in Carers Grant from the central contingency into the Adult and Community Portfolio budget for 2010/11.

111 BUDGET MONITORING 2009/2010

Report ACS10022

The Portfolio Holder introduced a report providing an update of the latest budget monitoring position for 2009/10 for the Adult and Community Portfolio, based on expenditure and activity levels up to 31st January 2010.

The Director ACS reported that the Budget outturn would show a budget overspend of approximately £250,000 to £260,000. Officers had identified a number of budget pressures that would continue into the next financial year but highlighted that these would be managed and maintained as appropriate. Members would be presented with the final year end figures at a future PDS meeting.

RESOLVED that the reduction in the projected overspend for the Adult and Community Portfolio from £292,000 to £275,000 as at 31st January 2010 be noted.

112 REPORT FROM THE HEALTH CHECK WORKING GROUP

Report LDCS10064

The Committee reviewed the report of the NHS Health Check Working Group. The NHS Health Check Working Group is the forum through which the Adult and Community committee exercises its health scrutiny function and can provide comments to the Care Quality Commission on the performance of the health trusts that serve the people of Bromley.

The Chairman circulated a copy of a letter that she had received from the Chairman and Joint Vice-Chairmen of Bromley LINK. This letter is attached to the minutes as Appendix B. The Chairman suggested that a meeting between South London Hospital Trusts (SLHT), Bromley LINK and representatives from LBB be arranged in order to discuss the issues raised in the report. Jennie Hall, Director Nursing, Governance and Patient Experience at SLHT, reported that the Trust would be happy to take part in any such meeting. The Chairman explained to the Committee that the LINK had not been involved in the Health Check Working Group and confirmed that the PDS Committee would work with Bromley LINK on issues of joint concern.

A Co-opted Member queried paragraph 4.4 and the statement concerning the safe management of dementia patients at Green Parks House, as wards could not be locked. The Co-opted Member reported that she had recently visited Cator Ward and this had been locked. The Chairman reported that the comments would be forwarded to Oxleas NHS Trust for a response and further clarification regarding the definition of a locked ward in terms of voluntary patients.

Councillor Charles Rideout, a Member of the NHS Health Check Working Group, expressed concern at altering the content of the report as it would materially change what was said by the healthcare representatives interviewed by the Working Group. It was suggested that an addendum be made to the report providing any further clarification received.

The Chairman reported that this was the first time that the working group had interviewed representatives from London Ambulance Service (LAS). This had provided Members with a valuable insight to the Ambulance Service. It was suggested that the Committee should review LAS response times in 12 months and this was agreed by the Committee.

The Committee considered the possibility of further developing the Community Responder Scheme and whilst some Members expressed concern surrounding issues with possible litigation, it was suggested that this could be something that was developed in conjunction with the British Red Cross who also ran an emergency response team and had the necessary insurance in place.

Dr Angela Bhan highlighted that over the next few months the Commissioning and Provider arms of the PCT would separate and would therefore have to be considered separately.

In reviewing South London Healthcare NHS Trust the Committee considered the shortage of qualified midwives and the importance of recruiting experienced midwives. Ms Jennie Hall reported that on the Bromley site of the Trust, the ratio of midwives to patients was good and that recruitment was ongoing.

The Chairman suggested that it may also be helpful to undertake a piece of work on missed appointments in order to highlight the cost implications of high numbers of missed appointments. Dr Angela Bhan agreed that it would be useful to identify where there was a large volume of missed appointments in order to target campaigns.

A Co-opted Member stressed the importance of ensuring that staff in hospitals were trained in the necessary skills to develop an understanding of the needs of older people and those with dementia. Ms Hall reported that the Trust was commencing work around dementia training and had now appointed a full-time patient experience lead. A post that would lead on older peoples services would also be developed.

The Chairman also suggested that the Committee receive a report on the development of the 'A Picture of Health' programme and that this be added to the work programme in the new municipal year.

RESOLVED that (1) the NHS Health Check Working Group report and recommendations be endorsed; (2) that the Committee receive an update regarding LAS response times in 12 months; (3) that an update on the 'A Picture of Health' Programme be added to the Work Programme.

113 SUPPORTING INDEPENDENCE IN BROMLEY PROGRAMME

Report ACS10026

The Committee reviewed a report providing an update on the Supporting Independence in Bromley Programme and the key deliverables achieved in order to meet the April 2010/2011 milestones agreed by the Association of Directors of Adult Social Services in September 2009. Officers reported that a Performance Management Framework was currently under development and would be presented to the Committee in June 2010.

A Co-opted Member sought clarification surrounding reporting outcomes, as it was important to ensure that the effectiveness of personal budgets was being measured as this would provide evidence that the supporting Independence Programme was improving peoples lives. Officers explained that the framework that was being developed would assist with monitoring the effectiveness of the programme.

The Director ACS reported that the scheme with Age Concern would be evaluated through the Quality of Life Survey and the Department would focus on how quality of life outcomes could be further built upon. The Director confirmed that the target for next year was to ensure that one third of service users had a personal budget. This did not mean that they had to receive a direct payment, but that service users were aware of the value of the care that was being provided to them.

RESOLVED that the progress made to date be noted.

**114 QUALITY MONITORING OF DOMICILIARY CARE SERVICES -
ANNUAL REPORT**

Report ACS10024

The Committee considered a report setting out the work undertaken to monitor the quality of domiciliary care services provided in the Borough.

A Member noted that Redspot Homecare did not appear to have a rating listed in Appendix 2 of the report. The Strategic Manager for Procurement and Contract Compliance reported that Redspot Healthcare had two offices and both offices had not yet been rated. In Bromley, Redspot Healthcare had been rated as 'very good' but the organisation was still awaiting a rating for its Catford Office.

A Co-opted Member highlighted that some agencies had not been visited by inspectors since 2007 and that ratings could change in this time. The Strategic Manager acknowledged this but explained that Officers from the Council undertook frequent visits to the agencies where Bromley service users were placed.

Another Co-opted Member noted that there appeared to be a large number of in-house complaints and the Strategic Manager reported that these were closely monitored and Officers hoped that the introduction of electronic monitoring would see a reduction in the number of these complaints. Members of the Committee suggested it would be helpful to have a breakdown of the type of complaints received for each agency.

The Chairman sought assurances that new contracts would be granted to companies that operated an electronic monitoring system and Officers confirmed that this was the case.

It was also suggested that the Committee should receive a further report in 6 months rather than the annual report that had been recommended. The Director ACS confirmed that in 6 months time, Officers would be in a position

to provide an update on the effectiveness of electronic monitoring in addressing the problem of missed or late calls.

RESOLVED that the Committee notes (1) all domiciliary care providers used by the Council are rated good or excellent by the Care Quality Commission. The Council constantly monitors domiciliary care services and takes action where concerns are raised; (2) the Council undertakes quality assurance visits to individual service users; (3) the Council uses lessons learned from complaints and safeguarding alerts to work with providers towards continuously improving services and that evidence of this be provided in 6 months; and (4) that a report on domiciliary care will be provided to the Committee in 6 months.

115 FINDINGS FROM THE TRANSPORT REFERENCE GROUP

In September 2009 the Adult and Community PDS Committee established the Transport reference Group to review transport provision across the Borough. The Committee reviewed a report outlining the findings and recommendations from the Transport Reference Group. The Chairman introduced the report and explained that the Reference Group had reviewed a great deal of information in a short space of time.

Councillor Nicholas Bennett expressed disappointment in the content of the report and sought clarification regarding Recommendation Two which he argued was unclear. Councillor Bennett also questioned why it was necessary to establish another Forum in the Borough and queried why a paid co-ordinator for the Forum would be needed. Concern was expressed by Councillor Bennett surrounding recommendations to spend more public money in the present economic climate.

The Director ACS explained that Transport for London had already allocated funding for the Forum and highlighted the importance of improving access to transport in order to decrease costs faced by the local authority.

In terms of Recommendation Two, the Chairman agreed to revise the wording to reflect that the recommendation referred to young people with Special Educational Needs.

The Chairman highlighted the importance of changing attitudes towards Borough transport and the way that service users were transported to activities. The Chairman also reported that a Bromley Mobility Forum would have a stronger voice on transport issues than the Local Authority and with Leslie Marks acting as Chairman for the Forum, issues would be efficiently addressed.

A Co-opted Member commented on how refreshing it was to hear people speaking passionately about an issue. The need to educate people about transport issues was highlighted, as was the need to address the issues that had developed over a number of years.

Another Co-opted Member questioned why Disability Voice was not included in the Membership of the Mobility Forum, and the Chairman agreed to review this and report back.

RESOLVED that the report and recommendations from the Transport Reference Group be endorsed and forwarded to the relevant Portfolio Holders subject to the amendment to Recommendation Two.

116 SUPPORT FOR STAFF SECONDED TO PARTNERSHIP BODIES

On 16th February 2010, the General Purposes and Licensing committee referred issues of concern arising from a Disciplinary Dismissal Appeal case which was considered by the Appeals Sub-committee over two meetings on 25th November 2009 and 4th December 2009. Issues of concern, in particular in relation to support provided to staff seconded to partnership bodies, had been raised by the Appeals Sub-Committee and referred to the General Purposes and Licensing Committee and then to the Adult and Community PDS Committee.

The Director ACS reported that the appeal was pending review by an Employment Tribunal and he was therefore unable to discuss specific elements of the Appeal.

RESOLVED that the five issues set out in the report , together with the response of the Director of Adult and Community Services be noted.

117 REVIEW OF THE SCHEME OF DELEGATIONS

At the Annual Council meeting each year a Scheme of Delegation to Officers is approved. The Scheme has been amended to meet the requirements of the Local Government and Public Involvement in Health Act 2007, principally by clarifying whether powers are delegated by the Council, by the Leader in the case of Executive powers, or both.

RESOLVED that the Scheme of Delegation to Officers be noted.

118 WORK PROGRAMME

The Committee reviewed its Work Programme for the forthcoming year. The Chairman suggested that it would be helpful to have a Learning Disability Service User as a Co-opted Member and this was endorsed by the Committee.

RESOLVED that the Work Programme for 2010/2011 be noted and that a Learning Disability Service User be co-opted to the Committee in the new municipal year.

119 LOCAL GOVERNMENT ACT 1972 AS AMENDED BY THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) (VARIATION) ORDER 2006, AND THE FREEDOM OF INFORMATION ACT 2000

RESOLVED that the Press and Public be excluded during consideration of the items listed below as it was likely in view of the nature of the business transacted or the nature of the proceedings that if members of the press and public were present there would be disclosure to them of exempt information.

120 SUPPORT TO STAFF SECONDED TO PARTNERSHIP BODIES

Subsequent to Minute 116, the Committee considered issues arising from a disciplinary dismissal appeal case.

RESOLVED that the five particular issues set out in the report, together with the response from the Director for Adult and Community Services, be noted.

As it was the final meeting of the year, the Chairman extended her thanks to Councillor Roger Charsley for his support as Vice-chairman and to Councillor Carole Hubbard who would not be standing in the forthcoming local election. Councillor Nicholas Bennett also moved a vote of thanks to the Chairman and Vice-Chairman and this was supported by the Committee. Councillor Karen Roberts extended this thanks to the Portfolio Holder, Councillor Graham Arthur and the Executive Assistant, Councillor Catherine Rideout, for their dedication to the Adult and Community Portfolio.

The Meeting ended at 9.56 pm

Chairman