

CABINET MEMBER FOR ADULT SOCIAL CARE

**Venue: Town Hall,
Moorgate Street,
Rotherham. S60 2TH**

Date: Monday, 25th February, 2013

Time: 10.00 a.m.

A G E N D A

1. To determine if the matters are to be considered under the categories suggested in accordance with Part 1 (as amended March 2006) of Schedule 12A to the Local Government Act 1972.
2. To determine any item which the Chairman is of the opinion should be considered later in the agenda as a matter of urgency.
3. Apologies for Absence.
4. Minutes of the Previous Meeting held on 11th February, 2013 (Pages 1 - 5)
5. Rotherham Learning Disability Partnership Board (Pages 6 - 12)
6. Community and Home Care Activity and Quality Report for the period 1st October to 31st December 2012 (Pages 13 - 19)
7. Exclusion of the Press and Public
Resolved:- That, under Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting for the following items of business on the grounds that it involves the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act, 1972 (as amended March, 2006) (information relating to the financial or business affairs of any particular individual (including the Council)).
8. Fee Setting 2013/14 - Community and Home Care Services - Independent Sector Domiciliary Care (Pages 20 - 23)
9. Older People Short Term Day Care Proposals (Pages 24 - 30)
10. Transport and Learning Disability Day Service Catering - Final Proposals (Pages 31 - 40)

11. Dementia Carers Support Worker Service/ Dementia Café Tender - 2012/13
(Pages 41 - 74)

12. Date and Time of Next Meeting - Monday, 11th March, 2013 at 10.00 a.m.

**CABINET MEMBER FOR ADULT SOCIAL CARE
Monday, 11th February, 2013**

Present:- Councillor Doyle (in the Chair); Councillor Gosling.

Also in attendance: - Councillor Steele.

An apology for absence had been received from Councillor P. A. Russell.

H59. MINUTES OF THE PREVIOUS MEETING HELD ON 28TH JANUARY, 2013

Consideration was given to the minutes of the previous meeting held on 28th January, 2013.

Resolved:- That the minutes of the previous meeting held on 28th January, 2013, be approved as a correct record.

H60. HEALTH AND WELLBEING BOARD

The minutes of the meeting of the Health and Wellbeing Board held on 16th January, 2013, were noted.

H61. ROTHERHAM'S CARERS' CHARTER AND JOINT ACTION PLAN

The Director of Health and Wellbeing reported that, as a result of the current changes to the NHS architecture and legal framework (Draft Care and Support Bill 2012), the Authority would need to review its current Strategy to ensure that it was able to meet the expected requirements and continue to deliver the best possible outcomes for carers.

Following consultation with service users and stakeholders, the Authority and the Rotherham Clinical Commissioning Group (CCG) had agreed a draft Carers' Charter in 2012, demonstrating a joint commitment to deliver and improve services for all carers in Rotherham. It had been used to develop a Joint Action Plan for Carers, which put the commitments into action and illustrated what would be delivered for carers over the next three years.

The draft Joint Action Plan had been out to consultation with a range of groups including carer representative groups, voluntary and community sector organisations and key stakeholders throughout December, 2012, and January, 2013. The general consensus was that the priorities and actions were the right ones to deliver positive change and appropriate services for carers locally. It had also highlighted a number of gaps which were subsequently built into the Plan.

Similar consultation with the voluntary and community sector had also highlighted the important and key role that the voluntary sector played in supporting carers and looked at how organisations were able to support delivery of the Action Plan.

It was important to have a clear, jointly agreed Plan for the commissioning and effective delivery of carers' services in Rotherham, with clear and focused aims and priorities. Having an appropriate Plan in place from April, 2013, would also

ensure that the Authority was best placed to meet the requirements set out in the Health and Social Care Act and associated Legislation being developed through the Care and Support Bill.

Discussion ensued on the draft Plan and the following issues were raised and clarified: -

- Governance and performance management of the Plan would sit with both the Local Authority and the Rotherham CCG, following both organisation's adoption of the Plan;
- It was requested that references to NHS Rotherham be removed and replaced with 'Rotherham Clinical Commissioning Group';
- The Plan should make greater reference to the support and commitment Rotherham had to its carers within the introduction section;
- In relation to the Charter Commitments to improve the health and wellbeing of carers, the bullet point should read that 'we will ensure all carers are kept as safe as possible';
- Communication of the Plan, including in G.P.'s surgeries and in the carer's corners across the borough and the information available on the internet.

Resolved:- (1) That the Rotherham's Carers' Charter and Joint Action Plan be agreed, subject to the requested changes being made.

(2) That the report be forwarded to the Health and Wellbeing Board and the Children, Young People and Families' Partnership for information.

H62. RESIDENTIAL CARE ACTIVITY FOR QUARTER 3

The Strategic Commissioning Manager and the Adult Safeguarding Manager, submitted a quarterly update on the occupancy/vacancy levels in residential and nursing care homes for older people for the period 1st October to 31st December, 2012, highlighting:-

- Slight decrease in occupancy and vacancy levels within the independent sector
- Slight decrease in occupancy of Local Authority residential care
- Currently 330 vacant beds available, sufficient to meet current demands and giving overall occupancy of 85.14%
- Slight decrease in occupancy of intermediate care beds although the average length of stay had reduced from 21 to 17 days. Admissions had increased to 171 admissions in Quarter 3 from 141 in Quarter 2
- 54 contract concerns relating to residential and/or nursing care had been closed relating to 19 individual providers
- 5 residential homes had a Default Notice of which 2 had suspension of placements
- Work on-going on the current year's Home from Home Reviews
- Consultation undertaken in respect of 2013/14 fee setting
- Continuing work on the single contract for Adult Residential Care – draft submitted to providers and their comments currently being considered

- Discussion ensued and the following issues were raised: -
- Working with different sector providers and large and small organisations;
- Supporting service-users and their families and/or carers to select the best residential and nursing care homes based on the older person's needs and requirements;
- Sustainability and sufficiency of provision;
- Training availability and take-up.

Resolved: - (1) That the report be noted.

(2) That the report be submitted to the Contracting for Care Forum for information.

H63. ADULT SERVICES REVENUE BUDGET MONITORING 2012-13

Consideration was given to a report presented by the Finance Manager (Adult Services), which provided a financial forecast for the Adult Services Department within the Neighbourhoods and Adult Services Directorate to the end of March, 2013, based on actual income and expenditure to the end of December, 2012.

It was reported that the forecast for the financial year 2012/13 was an underspend of £182,000 against an approved net revenue budget of £71.915M. At the end of Quarter 3, the underspend represented -0.25% of the total budget available.

The latest year end forecast showed a number of underlying budget pressures which were being offset by a number of forecast underspends:-

Adults General Management and Training

- A forecast overspend mainly due to recurrent pressures on ICT budgets

Older People

- A forecast overspend on In-House Residential Care, further increase in demand for Direct Payments and In House Transport
- Offset by underspends within Enabling Care, Independent Sector Home Care, independent residential and nursing care, Community Mental Health, Carers' Services and slippage on Assistive Technology and recruitment to vacant posts within Assessment and Care Management
- Savings now being realised from the Review of Day Care Provision
- Forecast shortfall in Rothercare income plus additional staffing costs

Learning Disabilities

- A forecast overspend on independent sector Residential Care budgets due to increase in clients and average cost of care packages plus loss of income from Health
- Underspends within Supported Living Schemes due to Continuing Health Care income, use of one-off grant funding and vacant posts
- Recurrent budget pressure on Day Care Transport

- Increase in demand for Direct Payment over and above budget
- Forecast overspend in independent sector Home Care
- 3 new high cost placements in Independent Day Care
- Increase in Community Support placements
- Use of Health funding to support overspend on SYHA residential care costs
- Saving on premises costs and slippage on vacant posts

Mental Health

- Projected slight overspend on Residential Care budget and budget pressure on Direct Payments offset by savings on Community Support Services
- Overspends on employees' budgets due to unmet vacancy factor and use of agency staff

Physical and Sensory Disabilities

- Continued pressure on Independent Sector Domiciliary Care, loss of Continuing Health Care funding for one client being challenged, increase in demand for Direct Payments and forecast overspend on Residential and Nursing Care offset by slippage in developing alternatives to residential provision
- Offset by underspend on Crossroads as clients were redirected to Direct Payments
- Vacant posts within Resource Centre and Occupational Therapists
- Underspend on Equipment budget and savings due to vacant part-time post at Grafton House
- Review of contracts with independent Day Care providers
- Forecast savings on contracts with Voluntary Sector providers

Safeguarding

- Underspend on employee budgets due to vacant post plus additional forecast income from Court of Protection fees

Supporting People

- Efficiency savings on subsidy contracts offset against Commissioning savings targets not reported within Adult Services

Total expenditure on Agency staff for Adult Services so far was £254,984 compared with an actual cost of £255,383 for the same period last year. The main costs were in respect of Residential and Assessment and Care Management staff to cover vacancies and sickness. There had been no expenditure on consultancy to date.

There had been £290,284 spent up to the end of December, 2012, on non-contractual overtime for Adult Services compared with expenditure of £243,927 for the same period last year.

Careful scrutiny of expenditure and income and close budget monitoring remained essential to ensure equity of Service provision for adults across the Borough within existing budgets particularly where the demand and spend was difficult to predict in a volatile social care market. A potential risk was the future number and cost of transitional placements from Children's Services into Learning Disability Services together with any future reductions in

Continuing Health Care funding.

Discussion ensued on the report with the following issues raised and clarified:-

- Overspend in relation to Direct Payments;
- Since the Quarter 2, there had been a reduction of £2.1 millions, due to the realignment of budgets for the former RBT ICT and Affordability budgets.

Resolved:- That the latest financial projection against budget for 2012/13 be noted.

H64. EXCLUSION OF THE PRESS AND PUBLIC

Resolved:- That, under Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972 (as amended March 2006) (information relating to the financial or business affairs of any particular individual (including the Council)).

H65. FEE SETTING 2013/14 - INDEPENDENT SECTOR RESIDENTIAL & NURSING CARE FOR PEOPLE OVER 65 YEARS

The Director of Health and Wellbeing submitted proposals to increase the fees to the Independent Sector Residential and Nursing Care Providers (People Over 65 Years) for the financial year 2013/14.

The report contained two options which had been presented to the sector for consultation.

The report noted that, since 2009/10, the Council's Home from Home Programme had applied discretionary Quality Premium Payments to the care homes that were assessed as 'good' and 'excellent'. Assessment of the Programme had been undertaken in 2012/13 and had been found to improve the quality of homes and embed contract assurance practices. From 2013/14, all homes entering into a contractual relationship with the Council were expected to deliver a 'good' service as a minimum.

Resolved:- (1) That a fee increase for Residential and Nursing Care Homes for People Over 65 Years be approved of 1.66% for 2013/14, set out at Option 1 in the report submitted, with additional provision that providing discretionary Quality Premium Payments to the care homes assessed as Good be continued for each Rotherham-funded bed.

(2) That the report be referred to the Contracting for Care Forum for information.

Rotherham Learning Disability Partnership Board



Notes of the Meeting Friday 18th January 2013 10.15 to 11.55 am

Voting Members

At the meeting:

John Williams	Learning Disability Service (Chair)
Jan Frost	Housing Services – RMBC
Shona McFarlane	Director of Health and Well Being - RMBC
Alison Owen	Regional Forum Representative
Kate Tufnell	Head of Contracts & Service Improvement - CCG

Who said they could not come to the meeting:

Patricia Russell	Councillor – RMBC	Co-Chair
Robert Parkin	People's Representative	Co-Chair
Matt Gladstone	Director of Commissioning, Policy and Performance – RMBC	
Ann McMahon	Carer Representative	

Sorry

Who did not come to the meeting:

Bryan Adams	People's Representative
Linda Jarrold	Voluntary Action Rotherham
Brian Wood	Children & Young People's Service – RMBC

Non-Voting Members

At the meeting:

Sally Ferguson	Speakup
Sandra Grinnell	Learning Disability Service
Heather Rice	Deputy Director - RDaSH (left at 11.25 am)

Also at the meeting:

Claire Smith	For Matt Gladstone / Janine Parkin
Nigel Mitchell	RMBC – for item 3 (left at 10.40 am)
Miles Crompton	RMBC – for item 4 (left at 11.35 am)
Wendy Foster	RMBC – for item 4 (left at 11.35 am)

Taking the notes of the meeting:

Jo Frear	Learning Disability Service
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Key:

CCG
Clinical
Commissioning
Group

RMBC
Rotherham
Metropolitan
Borough
Council

RAP
Rotherham
Advocacy
Partnerships

RDaSH
Rotherham
Doncaster and
South Humber
NHS
Foundation



John opened the meeting. Not many people had managed to get here today, possibly because of the snow.



1 Introductions + Apologies

The meeting started with introductions being made (people said who they were).



Jo then read out the people who said they could not come to the meeting (voting members) – see page 1.



2 Partnership Board – What we can do better / supporting service users

It was agreed to have this presentation at the next meeting.



3 Safeguarding Adults Training

Nigel Mitchell, Learning and Development Manager in the Council came for this item and explained that part of his job is to oversee safeguarding adult training. Nigel said that his presentation gives some general information about safeguarding training and some more detailed information about who has had this training.



Nigel gave a presentation which included:



- **Safeguarding training** – for example, the Council organise training for social care workers and workers from different organisations and groups.
- **Safeguarding Courses** – Workers do different levels of training for their job. Basic level training is done on a computer and other training courses have a teacher.
- **Levels of Training** – There are 4 levels of training – bronze, silver, gold and platinum.

Agency	2010/2011	2011/2012
Local Authority	310	249
Independent Sector	428	1043
Health	415	508
Voluntary Sector	67	29
Police/Probation	28	0
Service users/carers	0	13
Students	35	32
Other	5	16
Totals	1288	1890

- **Agency Training Records (2010 to 2012)** – Records are kept of workers who have been trained. Lots of work had taken place to get more people trained from the independent sector – 428 in 2010/11, 1,043 in 2011/12.

- **Learning Disability Training Records (April to November 2012)** – The numbers of workers who went on training.



Shona asked Nigel about the number of provider services who have been on Form 1 training. This is training for social workers about completing a form to check whether someone is safe or needs an investigation. Nigel agreed to check this out.



John said that the numbers show that some providers have taken up training more than others. It was noted that some providers may have done update training online – and this information was not available for today's presentation.



Jan told the meeting about her experience of using the safeguarding e-learning. She suggested adding some instructions at the end to tell people what they need to do next to be able to take the test (assessment). Nigel agreed to look into this.



Action:

- 3a Nigel to check out why providers have been on Form 1 training.
- 3b Nigel to look at the elearning package to see if anything could be made better.

4 Benefit Changes

Miles Crompton, Policy & Partnership Officer in the Council, came to the meeting to talk about the benefit changes. Wendy Foster has come to talk about housing issues around benefits.



Miles explained that he is doing lots of road shows to tell people about "Welfare Reform", which are the big changes to benefits that the Government is making. People who are affected by the changes will need to start thinking now about how they will manage the changes and will need to plan ahead.

Miles went on to give a presentation and people talked about some of the issues. Some of the main points included:



- Savings of £18 billion are planned by 2015. The Autumn Statement said there are further savings of £3.7 billion. For Rotherham this will mean a loss of benefit income of around £118 million.



- There will be a move to online applications for benefits and other things – instead of having face to face contact and paper form filling. This will cause problems for people who can't use a computer. It will also be a big issue for people with learning disabilities. The online application will only be available in English, which will cause problems for people whose first language is not English.

- Council Tax Benefit – From April 2013 the Government is stopping the current national Council Tax Benefit scheme and will be replaced by a local scheme of Council Tax Support. Consultation is taking place in Rotherham about this and there are a range of options that have been put forward – such as charging people who have houses that have been empty for a long time. There are about 16,000 working age people in Rotherham who currently receive Council Tax benefit but will have to pay some Council Tax from 1st April 2013.



- Housing Benefit – also called “bedroom tax”. People who have 1 / 2 spare bedrooms will receive less benefit. This means that Housing Benefit will no longer be paid on the size of a house but on how many people live there. People will have to find extra money to pay for it or move into a smaller house.

Crisis Loan is an interest-free loan to help with essential costs (like food, somewhere to stay etc) after an emergency or disaster, eg a flood or fire in your home.

Community Care Grant does not have to be paid back. It is to meet a need for community care, eg return to the community after being in care or to help you stay in your home rather than go into care, etc.

- Crisis Loans and Community Care Grant is being replaced by a Council support scheme and there will be less money for this (30%). There will be a change over from the Department for Work and Pensions (DWP) to the Council. Rotherham are currently working on its scheme. In Rotherham there are 6,000 people who have needed this type of help.

- Personal Independence Payment (PIP) is starting to replace Disability Living Allowance (DLA). In Rotherham there are 11,500 working age people who get DLA. There will be an assessment about a person's ability to carry out activities. There will be 2 parts to PIP – Daily Living and Mobility – and each will have 2 rates (standard or enhanced). Lots of people are worried about this assessment and will need support.

- Benefit Cap – Later in the year there will be a weekly benefit cap of £500 per family. This means that the amount of benefits a family can get each week cannot be more than £500.



7a

Action:

To let Inclusion North know that the Partnership Board had considered their request and had decided not to be a member – **John / Jo.**

8

Winterbourne Update

John told the meeting that the final report from Winterbourne has now been received, which gives responsibilities to the Council and Health to respond to. For example, things such as:



- Stopping all inappropriate placements by 2014 – so that every person with challenging behaviour gets the right care in the right place.
- Better checking of providers.



John said that we have some people placed out of Rotherham – about 7 people in low secure places (similar to Winterbourne) and 3 people in secure hospital type accommodation. Each person will need an action plan and either a plan to come back to Rotherham or, if not, we need to know what kind of care they are getting. Shona, Kate and John are meeting to talk about this later today.



Shona explained that the Council's Contracting and Reviewing Officers (CAROs) are important because they go into homes to make sure they are meeting all the contract standards. They must be able to find those homes where things are going wrong much faster and work better with the Care Quality Commission (CQC).

John said that we have a lot of people placed in Rotherham from other areas and we are being contacted about the homes.



9

Safe In Rotherham Update

It was agreed to defer this item to the next meeting.

10

Notes of the Last Meeting – 14th December 2012 + Matters Arising

John quickly went through the notes of the last meeting to remind people what had happened. Everyone said that the notes from the meeting were okay.

10a Welfare Reforms



Sally said that Speakup are supporting people to their assessment meetings, sometimes because their Social Workers can't go with them. It has been useful for Speakup to have some information from the Social Workers to take to the meetings.



10b Let's Talk Employment Event

John said that we thinking about moving the March event to May because there is a similar event taking place on the same day, which we are hoping to link into.

10c "Making it Real"



Sally told the meeting that a group is being set up to look at this. It is about checking social care services against 6 priorities. A questionnaire is being developed for people whose use social care services to see what they think. Priorities for Rotherham will then be chosen from this.

11 Any Other Business

None.

12 Date and Time of Next Meeting:



Friday 8th March 2013
@ 10.00 am



John closed the meeting and thanked people for coming to the meeting.



ROTHERHAM BOROUGH COUNCIL – REPORT TO CABINET MEMBER

1	Meeting:	Cabinet Member for Adult Social care
2	Date:	25 February 2013
3	Title:	Community and Home Care Activity and Quality Report for the period 1st October to 31 st December 2012
4	Directorate:	Commissioning Policy and Performance – Resources Directorate

5 Summary

This report provides information on Community and Home Care service activity and quality for the period 1st October 2012 to 31st December 2012.

6 Recommendations

- **That this report and the information provided is received.**

7 Details

- 7.1 At the Contracting for Care Forum on 14th May 2007 a report was received on the analysis of commissioned activity in domiciliary care. It was agreed that further reports be provided on a regular basis – Minute 34 (4). At the Contracting for Care Meeting held on the 10th October 2012 there was agreement that the in house home care service activity would no longer be included in future reports for comparison since the service was configured to provide an enabling service.
- 7.2 This report provides information on activity levels and quality monitoring of the registered domiciliary care providers appointed to the Community and Home Care Services Framework during the period from 1st October 2012 to 31st December 2012 (3rd Quarter 2012-13).
- 7.3 The Community and Home Care Services Framework commenced service on the 2nd of April 2012.
- 7.4 The number of people using the Community and Home Care Services at the end of December 2012 is **1257**.

Quarter	Year	Number of people on service
Quarter 4	2011-12	1382
Quarter 1	2012-13	1293
Quarter 2	2012-13	1241
Quarter 3	2012-13	1257

- 7.5 The ***numbers of service users starting*** the service is **201**
- 7.6 The ***numbers of service users leaving*** the service is **152**
- 7.7 The number of new users and leavers does not reconcile with the numbers of people in service at each quarter. This anomaly in the calculation is as a result of service users receiving care from more than one provider. If the service has ended with one provider but the second has remained open this person is classed as a leaver but is still in the count for being on service.

See full breakdown – Appendix 1

- 7.8 In the third quarter there has been:
- 9 People taking up a Direct Payment for personal care needs
 - A reduction in residential care occupancy has reduced from 89% to 85% on the previous quarter
 - 15 People (23% of admissions) returning home without a requirement for on going care from the 'Step-Up Step-Down Beds'.

In addition the Oakwood Community Hospital which opened in September 2012, providing 20 recuperation beds, 10 for transfer acute hospital beds and 10 from the community.

The enablement service may also be influencing the reduction in referrals the Community and Home Care Services Framework. Intelligence reporting is currently being collated.

8. Quality of Contracted Community and Home Care Services

The following information focuses on closed contract concerns the date the concern was received may be some months before their closure date, especially if the concern is related to a Safeguarding Investigation.

8.1 Contract Compliance Activity:

The following summarises substantiated concerns for Quarter 3 which have been subsequently closed following a period of investigation.

There have been **34 Community and Home Care Service** (domiciliary care) contracting concerns closed involving **9** domiciliary care providers.

8.2 An overview of the substantiated concerns raised and action taken:

Community and Home Care Service (CHCS):

Concern	Action taken by the provider
3 concerns were regarding the conduct of staff.	<ul style="list-style-type: none"> • Change of care worker • Regular carers identified
2 concerns were regarding medication	<ul style="list-style-type: none"> • Monthly supervision • Spot checks • Workshops
2 concerns were regarding Communication	<ul style="list-style-type: none"> • Policy re-iterated
2 concerns were regarding the quality of care recording and data protection	<ul style="list-style-type: none"> • Team meeting • Processes developed • Apology
15 concerns were regarding missed calls	<ul style="list-style-type: none"> • Rotas checked each week • Carers sign to say read and checked rota • Communication policy re-iterated • Staff supervision • Admin processes introduced • Handover procedures re-iterated • Disciplinary
6 concerns were received	<ul style="list-style-type: none"> • Disciplinary action

<p>regarding the timings or lateness of calls</p>	<ul style="list-style-type: none"> • Rotas restructured • Monitoring of call times and volume of work • Rotas checked/audited • Calls made time specific • Apology • Quality assurance checks • Recruitment of staff
<p>4 concerns were regarding the quality of the care provided</p>	<ul style="list-style-type: none"> • Care plan revised • Core team agreed • Policy re-iterated • Liaising with social work staff • Agreed that equipment be kept at service users home

8.3 Due to the data in the above table focussing on closed contract concerns the date the concern was received may be some months before their closure date, especially if the concern is related to a **Safeguarding** Investigation.

79 new contract concerns were received in the third quarter with 36 remaining under investigation.

9 Finance

9.1 Revenue expenditure relating to the activity information provided in this report is monitored and reported separately under existing budget monitoring arrangements.

10 Risks and Uncertainties

10.1 In the 3rd Quarter there have been no issues regards lack of capacity in the independent sector.

There has been a reduction in the demand for contracted Community and Home Care Services compared to Quarter 4 – 2011-12 and Quarter 1 2012-13.

11 Policy and Performance Agenda Implications.

11.1 The information on activity provided in this report is able to support the **‘Exercise of choice and control’** outcome set out in the Performance Outcomes Framework.

11.2 The Outcome Monitoring Framework – ‘Home Matters’ - monitors the quality of independent sector provision. The details of the quality monitoring, is reported separately, through quality monitoring arrangements.

12 Background Papers and Consultation

12.1 Minutes of Contracting for Care Forum, 11th May 2007 [Minute 34 (4)]

Contact Name: Jacqui Clark, Operational Commissioner. Telephone extension 22358 jacqueline.clark@rotherham.gov.uk

Appendix 1

Community and Home Care Services - Activity Data for period October to December 2012

Current Service Users as at 31st December, 2012

Service	Number of Service Users
Independent Home Care	1257

Community and Home Care Services Turnover

Service	31 st March	30 th June	30 th September	31 st December
	No. of Service Users	No. of Service Users	No. of Service Users	No. of Service Users
Independent Sector	1382	1293	1241	1257

New Starters

	October 2012	November 2012	December 2012	Total
Independent Home Care	67	87	47	201

Starters by Independent Sector Provider

	October 2012	November 2012	December 2012	Total
Provider 1	4	11	11	26
Provider 2	4	15	5	24
Provider 3	9	5	9	23
Provider 4	1	0	0	1
Provider 5	2	1	1	4
Provider 6	6	4	2	12
Provider 7	4	2	5	11
Provider 8	8	9	5	22
Provider 9	3	3	3	9
Provider 10	0	5	4	9
Provider 11	5	7	3	15
Provider 12	3	2	3	8
Provider 13	11	13	12	36
Provider 14	1	6	1	8

Leavers

	October 2012	November 2012	December 2012	Total
Independent Home Care	57	65	30	152

Leavers by Independent Sector Provider

	October 2012	November 2012	December 2012	Total
Provider 1	10	5	8	23
Provider 2	9	11	6	26
Provider 3	6	8	2	16
Provider 5	3	3	1	7
Provider 6	9	9	4	22
Provider 7	3	1	2	6
Provider 8	3	5	5	13
Provider 9	3	5	1	9
Provider 10	1	2	4	7
Provider 11	4	5	2	11
Provider 12	0	1	3	4
Provider 13	8	8	2	18

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