

CABINET MEMBER FOR ADULT, SOCIAL CARE AND HEALTH

**Venue: Town Hall, Moorgate
Street, Rotherham.**

Date: Monday, 23 June 2008

Time: 10.00 a.m.

A G E N D A

1. To determine if the following matters are to be considered under the categories suggested in accordance with the Local Government Act 1972.
2. To determine any item which the Chairman is of the opinion should be considered as a matter of urgency.
3. Apologies for Absence.
4. Minutes of the previous meeting held on 19 May 2008 (Pages 1 - 8)
5. Minutes of the Guardianship meeting held on 12 June 2008 (Page 9)
6. Scrutiny Review of the Transportation of Vulnerable People 2006 (Pages 10 - 24)
7. Opening of Offers/Tenders (Page 25)
8. Home Care Services Petition (Page 26)

The following item has been authorised for consideration by the Cabinet Member

9. Exclusion of the Press and Public
The following item is likely to be considered in the absence of the press and public as being exempt under paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972 (as amended March 2006) (financial/business affairs).
10. Home Closure Laudsedale (report herewith) (Pages 27 - 30)
11. Date and time of next meeting:- 7 July 2008

CABINET MEMBER FOR ADULT, SOCIAL CARE AND HEALTH
Monday, 19th May, 2008

Present:- Councillor Kirk (in the Chair); Councillors Gosling, P. A. Russell and Jack.

Apologies for absence were received from Councillor Hodgkiss.

133. MINUTES OF THE PREVIOUS MEETING HELD ON 21 APRIL 2008

The minutes of the meeting held on 21 April 2008 were approved as a correct record.

134. DECENT HOMES

This item was deferred until the next meeting on 9 June 2008.

135. OUTCOME OF TENDER FOR DOMICILIARY CARE SERVICES

Kim Curry, Director of Commissioning and Partnerships presented the submitted report in relation to the outcome of the tender for Domiciliary Care Services.

The contract structure for Domiciliary Care (independent Sector) was reviewed in 2007, in order to improve efficiency and capacity. Arrangements had been made to tender for 7 block contracts based within the Area Assembly boundaries, for a 3 year period with an option to extend for up to 2 more years. The split was made based around activity in each area as follows:

- Wentworth North 900 hours per week
- Rotherham North 900 hours per week
- Wentworth South 800 hours per week
- Rotherham South 800 hours per week
- Wentworth Valley 700 hours per week
- Rother Valley West 500 hours per week
- Rother Valley South 600 hours per week

It was agreed that no single provider should be awarded more than 3 contracts to maintain a healthy market which could deliver the quantity and quality of services required now and in the future.

There was interest expressed by 21 companies, 16 of whom submitted full tenders. An assessment process, assigning 50% of the score to price and 50% to quality, was applied and a shortlist of 6 was produced. These companies were invited to attend a selection panel consisting of 3 Commissioning and Contracting Officers, a senior Operational Officer and 2 members of the public invited to act as "Independent Advisors".

The panel agreed to the contracts being offered to the following providers and appropriate checks had been completed regarding financial viability, Health and Safety and operational references.

- Wentworth North Nestor Healthcare (Medico)
- Rotherham North Careforce Group
- Wentworth South Careforce Group
- Rotherham South Careforce Group
- Wentworth Valley Allied Healthcare
- Rother Valley West Claimar Care Group PLC
- Rother Valley South Claimar Care Group PLC

A beneficial outcome of the review and tender process was that the independent sector domiciliary care market would be in a better position following this tender to accommodate the move towards a 65% (independent sector) 35% (in-house sector) split for the provision of home care which was approved by Elected Members in December 2007. Some of the unsuccessful bidders for contracts had decided to continue to work within Rotherham on a spot contract basis and these were CSCI registered and would be monitored continually to ensure quality standards were continually improved. A fixed price for the financial year had been agreed with these providers and an annual uplift formula written into the contract to offer flexibility whilst minimising risk.

The percentage of work with the independent sector would increase as a result of the tender process and this would assist market stability by offering more guaranteed work to successful contractors. Rotherham MBC would retain flexibility by keeping 25% or more work under spot contracts to facilitate the development of a competitive and sustainable market by utilising a number of providers on a variety of contractual arrangements. This was recognised by CSCI as good practice.

The increased number of providers would improve prospects by attracting new workers into the sector. This combined with the efficiencies gained through zoning of the block contracts, would bring the home care market in Rotherham into a position to deal effectively with future demand for the increased volume of business as modernisation and re-ablement progressed.

Concerns were raised in relation to staffing and whether continuity of care might become an issue if staff were made redundant. The Director of Commissioning and Partnership confirmed that nobody's care would be affected.

The Director of Health and Wellbeing informed Members that it was the intention of the Council to reduce the number of staff by not replacing staff who leave and through offering voluntary early retirement. She confirmed that there was no intention to make any redundancies.

Resolved:- (1) that the report be received

(2) that the report be approved.

136. EXCLUDED ADULTS EMPLOYMENT PLAN

Shona McFarlane, Director of Health and Wellbeing, presented the submitted report in relation to the Excluded Adults Employment Plan.

The Service Plan 2007-10 had given a commitment to developing a Welfare to Work Strategy within Neighbourhoods and Adult Services in 2007/8. This had now been updated and revised to come in line with corporate and more modern terminology, which would now be known as an Excluded Adults Employment Plan. She outlined the developments and actions that had been taken during the year and the approach for the further and ongoing development of supporting disadvantaged and excluded individuals into employment.

Each of the services within Adult Services had a plan or strategy that identified employment as a key development activity. The Joint Learning Disability Service had in place a developed and recently revised Employment Strategy. In the case of older people and people with physical disabilities, their actions in relation to employment were embedded in the Opening Doors and Older People "Wellbeing in later Life".

The plans had been revised and brought together to form one plan for Neighbourhoods and Adult Services (NAS), and this would be developed further over the next year, with the Head of Learning Disability Services taking a lead on its development and delivery across the whole of NAS, with the intention of persuading and influencing employers to recruit from excluded groups.

Members welcomed the report but expressed concerns that Rotherham MBC should be leading by example. It was felt that this issue had been raised on a number of occasions and that no progress had been made. A request was made that the report be presented to the next meeting of CMT to remind them of their commitment to this.

Resolved:- (1) that the content of the report be agreed

(2) that commitment be made to the employment of people from excluded groups within NAS

(3) that an update report on achievement be brought to meeting in March 2009

(4) that this report be presented to the next meeting of CMT.

137. REPRESENTATION ON OUTSIDE BODIES

Resolved:- (1) That representation by Members on outside bodies for 2008/9 be as follows:

Monthly Visits of Inspection to Adult Services Establishments

- All Members of the Adult Services and Health Scrutiny Panel
- Senior Advisor, Adult Social Care and Health
- Advisor, Adult Social Care and Health
- Chair, Performance and Scrutiny Overview Committee
- All Cabinet Members
- All other Members of the Council

Renewal or Discharge of Guardianship Order Panel

- Councillor Kirk, Cabinet Member for Adult Social Care and Health
- Chair, Adult Services and Health Scrutiny Panel
- Vice-Chair, Adult Services and Health Scrutiny Panel

Contracting for Care Forum

- Councillor Kirk, Cabinet Member for Adult Social Care and Health
- Senior Advisor, Adult Social Care and Health
- Chair, Adult Services and Health Scrutiny Panel

Champion for Older People, Adult Protection and Vulnerable Adults
Councillor Hodgkiss

Champion for Carers
Councillor R S Russell

Champion for Learning Disabilities
Councillor P A Russell

Community Liaison Group for Wath Wood Hospital
Councillor Gosling

Learning Disabilities Partnership Board
Councillor P A Russell

Regional Forums of the National Executive of the Homecare Council
Councillor Doyle

Rotherham Advice and Information Network – Board of Management
Councillor Jack

Rotherham Alcohol Advisory Service
Councillor Burton and Service Manager, Mental Health

(2) Representation on the Domestic Violence Forum and Rotherham Women's Refuge be considered at the next Adult Services and Health Scrutiny Panel.

THE CHAIRMAN AUTHORISED CONSIDERATION OF THE FOLLOWING 2 ITEMS IN ORDER TO PROCESS THE MATTERS REFERRED TO WITHOUT FURTHER DELAY

138. ADULT SERVICES REVENUE OUTTURN REPORT 2007/08

Mark Scarrott, Service Accountant (Adult Services) presented the submitted report to inform Members of the Revenue Outturn position for the Adult Social Services within the Neighbourhoods and Adult Services Directorate for the financial year 2007/08.

The 2007/08 approved cash limited budget of £63,255,905 included an additional one-off budget allocation approved by Cabinet of £974,000 to address service pressures report earlier in the financial year. Budget adjustments had also been made to take account of the additional cost of Job Evaluation/Single Status during 2007/08.

The net Outturn for the service for 2007/08 was £63,046,206 which resulted in an overall net underspend of £209,699 (-0.33%). The underspend had increased by £102,415 since the previous budget monitoring report, but this was largely due to a reduction in the overspend on older people's residential care and independent home care budgets and a further underspend on extra care housing.

The revenue outturn position for Adult Social Services were listed within the report and the main variations within each service were summarised as follows:

Older People

The main pressures during the year were an increase in demand for Domiciliary Services over and above budget due to demographic pressures and a shortfall against budget in income from charges due to a reduction in the number of clients paying towards the cost of the service. There were also pressures experienced in relation to achieving a number of voluntary and community sector savings which had been agreed as part of the budget setting process for 2007/08. There were also underspends on independent sector residential care due to a net reduction in placements.

Learning Disabilities

The underspend within the service was mainly due to delays in planned transition placements from children's services, increased income from

Continuing Health Care funding and delays in the start up of new supporting living schemes.

Physical and Sensory Disabilities

The main pressures were due to the increase of both number and cost of residential placements and increased demand for home care and direct payments. The pressures in relation to achieving a number of voluntary and community sector savings were reduced by the additional one-off budget allocation made as part of the revised estimates process.

Mental Health Services

An increase in demand and cost of independent residential care placements and Direct Payments during the year had resulted in an overspend within the service. However this had been reduced by a number of efficiency savings being made, which included non recruitment to vacant posts and reviews on a number of service level agreements with providers.

Commissioning, Quality and Performance

Slippage on employee costs throughout the service and a one-off RBT ICT affordability charges had resulted in an underspend on this area.

Members referred to the amount of £42k which was 20% of the underspend which could be carried forward into 2008/09 as agreed at The Cabinet meeting on 9 April 2008. They asked whether it would be possible to allocate these monies to reintroduce the talking newspapers and talking books. The Director of Commissioning and Partnerships suggested that an impact assessment be done and a report be brought to the next meeting in order that an informed decision be made.

Members queried the reason for direct payments constantly showing as an overspend, as it was felt that this should be saving money. The Director of Commissioning and Partnerships agreed to look into this and report back to the next meeting.

Resolved:- (1) That the 2007/08 Revenue Outturn report for Adult Social Services, including the request for carry forward be received.

(2) That a report be submitted to the next meeting with details on how the underspend could be used.

(3) That a report be submitted to the next meeting in relation to direct payments.

7D CABINET MEMBER FOR ADULT, SOCIAL CARE AND HEALTH - 19/05/08

Mark Scarrott, Service Accountant (Adult Services), presented the submitted report to inform Members of the Capital Outturn against approved budget for Adult Services for the 2007/08 financial year.

The capital outturn for Adult Services for the financial year 2007/08 was £11,217,415 against an approved budget of £11,675,047, resulting in an overall underspend of £457,632. The underspend related to know commitments in 2008/09 for the further development of the two new residential homes at Rawmarsh and Dinnington.

Mark provided a brief summary of the Outturn position for each of the following projects:

- Adult Services – Older People
- Adult Services – Learning Disabilities
- Adult Services – Mental Health
- Management Information

The Chair expressed concern about the relocation of Rothercare. The Director of Commissioning and Partnerships suggested that an update report be produced for Members and submitted to the next meeting on 9 June 2008.

Resolved:- (1) That the 2007/08 Capital Outturn report for Adult Services be received.

(2) That an update report in relation to the relocation of Rothercare be submitted to the meeting on 9 June 2008.

140. 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 2 and 3 of Part 1 of Schedule 12A to the Local Government Act 1972, as amended.

141. TURNING POINT/DAY PROGRAMME - PETITION

Members considered a petition which was submitted from users of the Turning Point Day Programme at Sherwood House.

Janine Parkin, NAS Commissioning Manager, reported that though Sherwood House was owned by Rotherham MBC, it was leased out by Turning Point, and had previously been a residential rehabilitation unit for people with alcohol problems. Until the end of March 2008 the PCT had commissioned a Structured Day Programme for people with drug and alcohol problems with Turning Point and RDASH, and this had operated out of Sherwood House.

In December 2007 the PCT gave three months notice on the contract for service, as it had not met the expectations in the service specification. The Joint Turning Point/RDASH Day Programme was terminated in March 2008. Rotherham MBC did not contribute to the costs and have therefore not been formally involved in decommissioning the programme.

The PCT and Rotherham MBC would continue to meet the needs of all the individuals affected by the closure of the programme, and the Drug Treatment Joint Commissioning Group would agree a new service specification and a new tender process in the next few months to commission improved "wrap around" services.

Resolved:- That the petition be noted.

THE CHAIRMAN AUTHORISED CONSIDERATION OF THE FOLLOWING ITEM IN ORDER TO PROCESS THE MATTER REFERRED TO WITHOUT FURTHER DELAY

142. TURNING POINT BUILDING FUTURES - PROPOSED ROTHERHAM SERVICE DEVELOPMENT

Kim Curry, Director of Commissioning and Partnerships, presented the submitted report to the Cabinet Member on a proposed service development by a not for profit organisation, which may affect Rotherham Services.

Resolved:- That the concerns of Officers be noted.

143. DATE AND TIME OF NEXT MEETING:- 9 JUNE 2008

Resolved:- That the next meeting be held on Monday 9 June 2008 commencing at 10.00 am.

REVIEW OF GUARDIANSHIP
12 JUNE 2008

Present:- Councillor Kirk (in the Chair); Councillors Jack and Barron

(1) 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 Paragraphs 1 and 2 of Part 1 of Schedule 12A to the Local Government Act 1972, as amended (information relating to an individual).

(2) REVIEW OF GUARDIANSHIP ORDER MADE UNDER SECTION 37 OF THE MENTAL HEALTH ACT 1983

The Guardianship Panel considered the need to review the Guardianship Order made under Section 37 of the Mental Health Act 1983 in respect of the client named in the report.

The Panel considered the contents of the reports submitted, those made on behalf of the Strategic Director for Neighbourhoods and Adult Services and by the Responsible Medical Officer. The report from the Consultant Psychiatrist supported the view of the Social Worker that there were no grounds for renewal of the Guardianship Order and that a discharge of the order be recommended.

The client had been informed of the meeting but had elected not to attend.

Resolved:- (1) That the report on the progress as reported by the Social Worker be received and endorsed

(2) That, for the reasons outlined by the Social Worker and the Consultant Psychiatrist, the Guardianship Order be discharged.

ROTHERHAM BOROUGH COUNCIL – REPORT TO CABINET MEMBER

1.	Meeting:	Cabinet Member for Adult Social Care & Health
2.	Date:	23RD June 2008
3.	Title:	Scrutiny Review of the Transportation of Vulnerable People October 2006
4.	Directorate:	Neighbourhoods and Adult Services

5. Summary

This report provides DMT with an update on the implementation of the Transport Scrutiny Action Plan (please see attached update). The Scrutiny Review was initiated by the Performance and Overview Scrutiny Committee following the Older People's Conference in October 2005.

The key areas of progress are in relation to Customer Satisfaction which has resulted in a rating of Excellent from the NAS telephone survey. This compliments the feedback received from ongoing QA systems which form part of the Charter Mark accreditation.

Contracting monitoring continues to be undertaken and work has commenced in exploring options to reduce costs and increase efficiencies through shared services with EDS. Current work underway includes a review by internal Audit of the type and level of resources currently allocated to both CTU and NAS Transport section, to establish whether further efficiencies can be obtained while still maintaining service quality.

6. Recommendations

1. DMT to note the actions undertaken to progress this Scrutiny review.

7. Proposal and Details

The Scrutiny Review was initiated by the Performance and Overview Scrutiny Committee following the Older People's Conference in October 2005. A range of issues were raised at that conference including community transport, public transport to rurally isolated areas, cost of the Supertram, accessibility of buses, need for more community transport provision and need for more transport to day services. The review group decided to narrow its focus to transport for vulnerable adults provided by the council and contracted companies, and in addition, to look at transport for children within its remit.

The review aimed to examine the current situation regarding the transportation of vulnerable people by RMBC and to identify any potential areas for improvement. They undertook a desk top review, interviews with Council staff, consultation with voluntary organisations and day services, and also collated good practice from other local authorities. They used the recommendations from the 2003 best Value Review of the Transportation of People Goods and Services as the basis for the review.

The review group comprised elected members, including Cllr Richard Russell, Cllr Rose McNeely, Cllr Glyn Whelbourn, Cllr Patricia Russell, and Cllr John Doyle. It was supported by Joanna Wehrle from the Partnership office, RMBC, and interviewed a range of officers, service users, providers and other local authorities as part of the review.

The review group found that service users across Adult Social Services (as it was then) and Children and Young People's services are generally satisfied and pleased with the quality of service, with only specific isolated areas identified for improvement. The creation of the Corporate Transport Unit has been recognised as a positive step for the council.

The attached document provides an outline of the key areas of recommendation and the action that has been taken against each of these. It should be noted that work is still underway in identifying areas of improvement, and currently Internal Audit are undertaking a review of the resources and facilities that are currently allocated within NAs and CTU for the purposes of transport, to identify whether any further economies of scale that can be created through further integration. In addition, a review of depots is underway and it is possible that this could further add to efficiencies within the overall transport budget.

NAS have chaired a group which aimed to look at the recommendations raised by the review group and provide a response to each point. The outcome of this review has been an improvement in quality of service through:

- an improvement in the type and level of training that is offered to all staff
- improvements in the quality assurance systems that are in place.

- Improvements to the procedures implemented by transport staff, ensuring that vulnerable people are transported safely.

One area of the review that has not yet been resolved is the commissioning of all transport through the CTU contract with Translinc. Procurement with Translinc requires a five year commitment to vehicles, and as services change and adapt this may introduce an unacceptable level of inflexibility. It is intended to review transport services internally, once the Internal Audit review of resources is concluded, and once service changes that are currently being examined, including day services and Meals on Wheels are resolved. At this point it should be easier to predict service requirements and plan for the longer term.

8. Finance

It is the intention of the further work to be undertaken that service efficiencies are identified, through the reduction of contract hire and remodelling of in-house service provision.

Since the publication of the review report, NAS have introduced a charge of £1 per return journey to all day services, following consultation with service users and carers. It is as yet unknown whether this will have an impact on the level of service provided.

9. Risks and Uncertainties

As outlined at 7 above, current service reviews make it difficult to predict need for transport in the immediate future. A further review of transport internal to NAS is required in order to ensure that the service is able to provide support to existing and planned services in future.

10. Policy and Performance Agenda Implications

The efficient procurement and provision of effective, flexible and good quality transport is a feature of good quality service provision and leads to an improvement in the **use of resources** and **quality of life** of service users.

11. Background Papers and Consultation

Transport Scrutiny Review October 2006

Contact Name: Shona McFarlane
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Scrutiny Review Action Plan

Transportation of Vulnerable People – Update

Recommendation	Commentary on progress	Lead	Completion date
<p>1) The relationship between the Corporate Transport Unit, Children and Young Peoples Service and Adult Social Services is unclear and needs to be rectified with more effective communication.</p> <p>Greater clarity is required on the division of responsibilities in terms of transport and what the expectations are of each service to provide to the service user and to one another. Opportunities should be explored where services could combine resources to avoid duplication.</p>	<p>Neighbourhoods & Adult Services (NAS), Children & Young People’s Services (CYPS) and Corporate Transport Unit (CTU) have facilitated joint meetings to coordinate and respond to the Scrutiny Review.</p> <p>Working relationships have been clarified through this process. Tendering exercises have been developed jointly and an SLA is being developed between NAS and CTU to further clarify contracting arrangements to promote continuity.</p> <p>There are limited opportunities for sharing or combining transport services due to the complex requirements of these very different customer groups. NAS have demonstrated collaborative working with CYPS in other areas, for example in providing a driver to cover for sickness absence in CYPS.</p>	<p>Pauline Walker/ Craig Simpson/ Howard Tweed</p>	<p>Completed</p>
<p>2) The CYPS review of</p>	<p>Positive working relationships between CYPS and</p>	<p>Transport</p>	<p>Complete</p>

Recommendation	Commentary on progress	Lead	Completion date
<p>transportation services and its relationship with the CTU should be progressed. Any contract that is providing services for children should be in accordance with any child welfare criteria issued by the Assessment team in CYPS.</p>	<p>CTU continues to progress and this is evidenced by the CYPS/CTU SLA. Although not currently signed off by both parties, the latest issue of this draft document is being honoured by both parties. There remain only minor discrepancies within CYPS to be addressed prior to submission of the final document. The SLA includes procedures agreed by sections of CYPS including Assessment Services, Education Welfare and Safeguarding.</p>	<p>Managers</p>	
<p>3) Consideration should be given where appropriate to transferring transport services in-house or contracting with the voluntary sector to see if efficiencies can be achieved.</p>	<p>This has been explored specifically with Community Transport and due to capacity issues has proven to be nonviable. Community Transport have some suitable vehicles, however they are unable to meet the demand for service provision due to resources. Due to the reorganisation of Day Care provision and the potential for a more flexible service, work has commenced within NAS Transport to facilitate the transfer of some mid week contracts to in-house provision. Further efficiencies may be gained through further reorganisation of weekend work – this is currently being explored.</p>	<p>Pauline Walker</p> <p>Pauline Walker</p>	<p>Complete</p> <p>September 2008</p>
<p>4) The monitoring of contracts and service provision should be reviewed to ensure a consistent corporate approach rather than service based approach is taken.</p>	<p>NAS monitor both in-house and contract hire provision via the monitoring form and spot checks undertaken by Transport Officers. There is direct liaison with RBT and good communication regarding contractual issues. The CTU has a member of staff employed to monitor CYPS contracts.</p> <p>Recently discussions have commenced with the CTU</p>	<p>Pauline Walker</p>	<p>Complete</p>

Recommendation	Commentary on progress	Lead	Completion date
	for the possible assistance of Contracting Monitoring for NAS. NAS are currently in the process of completing an SLA for the transfer of this function to promote continuity.	Pauline Walker/Craig Simpson	September 2008
<p>5) The recommendations of the 2003 Best Value Review are revisited for progress on implementation.</p> <p>In line with the recommendations of the 2003 Best Value Review, a local performance indicator is developed to measure the vehicle downtime in order to maximise vehicle usage and value for money.</p>	<p>Since the Best Value Review in 2003, NAS transport has developed, gaining additional income through Intermediate Care transport. This additional business has further reduced vehicle downtime. There is no staff down-time within NAS however some vehicles are stood down at 'off peak' times & weekends.</p> <p>No vehicle downtime for CYPS since all transport contracted in. With the exception of 1 x 16 seater minibus and 1 driver.</p> <p>Following the BVR in 2003 there was no PI set By the BVR Lead Officer. NAS, CYPS & CTU agreed the potential for a PI to be set against vehicle downtime.</p>	<p>Pauline Walker</p> <p>CYPS</p> <p>Transport Managers</p>	<p>Complete</p> <p>Complete</p> <p>September 2008</p>
<p>6) A review of the complaints procedure should be undertaken and improvements made to how complaints are acted upon and feedback given to the carer/user.</p>	<p>NAS formal complaints procedure is followed. Informal complaints are dealt with directly to the service user via telephone and a personal visit by an appropriate officer. Confirmation is given in writing to the service user with a 'follow up' check. The service user is given a named officer as contact and a direct dial contact number. Information regarding 'putting</p>	Transport Managers	Complete

Recommendation	Commentary on progress	Lead	Completion date
	<p>things right' is included within the Transport Services' standards booklet. NAS also notifies its customers of its performance via the Council's web site and within the Newsletter' On the Buses'</p> <p>Within CYPS/CTU complaints are handled according to policy. Official complaints are handled through the formal Council complaints procedure. Feedback is always given to the complainant regarding the action taken.</p> <p>All complaints across NAS, CYPS and CTU are handled in a timely and efficient manner. Each section follows their Directorate policy. Complaint handling across NAS has improved considerably over the last year and transport complaints are handled in line with NAS good practice and policy</p>	<p>CYPS</p> <p>Transport managers/ Complaints service</p>	<p>Complete</p> <p>Complete</p>
<p>7) To establish levels of customer satisfaction all transport services should undertake confidential, regular and impartial surveys for users and parents/carers. These should be returned directly to the Council, not via schools or day centres.</p>	<p>Within NAS as part of the Charter Mark accreditation, regular customer surveys are undertaken. Monthly surveys are undertaken with a selection of customers and carers, the results of which are published on the Transport internet link and also in the annual newsletter 'On the Buses'. Information regarding survey results and the commitment of NAS Transport to its customers is included within the 'Transport</p>	<p>Transport Managers</p>	<p>Complete</p>

Recommendation	Commentary on progress	Lead	Completion date
	<p>Services Standards' booklet. NAS also notifies customers of survey results via the Council's web site. A recent telephone survey rated the NAS Transport Service as Excellent with a score of 10 with all questions asked scoring a rating of 100%</p> <p>Operational issues relating to entitlement and assessment of need are dealt with through CYPS. All other monitoring and survey work are undertaken by CTU. The CYPS Monitoring Officer is responsible for ensuring compliance with all legal aspects (CRB, license, insurance vehicle tests etc), and under the terms of the Service Level Agreement, CTU should carry out an in depth survey at least annually. The responses to these are sent directly to CTU. The CYPS Monitoring Officer also visits schools on a regular basis and a Transport User Meeting is held bi-monthly attended by CTU/CYPS/RBT and the special schools.</p>	CYPS	Complete
<p>8) To ensure that all escorts and drivers, whether RMBC employees or contracted out, undertake the compulsory training now required for their positions and undertake enhanced Criminal Records Bureau (CRB) Checks. This also applies to temporary staff.</p>	<p>NAS - enhanced CRB checks are undertaken for all staff prior to the commencement of employment. CRB checks are also identified as a transport customer service standard. NAS ensures that training is given in-house on Moving and Handling, wheel chair/passenger restraints and the use of passenger lifts. This also delivered to staff within Learning Disability Services. There is a guidance sheet on</p>	Transport Managers	Complete

Recommendation	Commentary on progress	Lead	Completion date
	<p>Wheelchair safety/passenger restraints and the use of passenger lifts in the NAS Services transport procedure file, a copy of which is held in every vehicle. Staff are also trained on Vehicle Defect Reporting, Basic First Aid and minibus training. All staff including relief staff receive the same training and CRB checks at enhanced level</p> <p>CYPS</p> <p>All drivers and escorts contracted by CYPS/CTU have current enhanced CRB checks. Compulsory training was introduced as a requirement of the new contracts, which commenced Sept 2007. Other, compulsory child specific training has been provided such as Emergency First Aid to cover medical issues, Lifting and Handling training and Basic Access Awareness training for those accompanying children in wheelchairs. Other training has also been organised on a voluntary basis. For example, Emergency First Aid, Introduction to Health and Safety, Introduction to Disability Discrimination</p>	Transport managers	Complete
<p>9) Services could consider good practice from Wakefield MBC around the flexibility of drivers and escorts receiving the same training and therefore able to interchange. Ideally drivers and escorts would not be such separate roles but</p>	<p>NAS</p> <p>Driving and Escort duties are included within all Passenger Job Descriptions for driver attendants together with the provision for Community Meal delivery. The driver attendant posts have a specific requirement of a PCV Licence. (Large coach)</p>	Transport Managers	Complete

Recommendation	Commentary on progress	Lead	Completion date
<p>would have the same job descriptions and employees able to serve in both functions.</p>	<p>Relief staff (light vehicles) have Driver/Escort and Community Meal provision duties included within the Job Description.</p> <p>There are 3 direct escort posts within Passenger Transport services and 2 of these staff have undertaken the minibus driver test which has increased staff flexibility.</p> <p>We have a driver training programme for suitable persons to undertake the minibus driver training. This enables staff to drive a passenger vehicle with up to 16 seats. Some Meals on Wheels Staff have undertaken this training to enable flexibility within the service. Some Meals on Wheels staff also undertake Escort duties to cover for staff absences.</p> <p>There is a guidance sheet on 'staff undertaking escort duties' in the NAS Transport procedure file a copy of which is held on every vehicle.</p>		
<p>10) Corporate guidelines should be issued outlining the roles and responsibilities of escorts, including training requirements, with strict consideration of the requirements and welfare of the user. For example escorts should be encouraged to escort service</p>	<p>Some detail is included within the contract specification regarding assisting customer to and from their home ensuring doors are locked and customers are safe. There is also written guidance within the Transport Procedure file held within every vehicle regarding escort duties. This includes Moving and Handling training.</p> <p>It is a responsibility of both drivers and escorts to</p>	<p>Transport Managers and staff</p>	<p>Complete</p>

Recommendation	Commentary on progress	Lead	Completion date
<p>users to their home to ensure there is someone there to receive them. Currently services operate individually on this matter.</p>	<p>ensure customers are escorted to the vehicle from their home and return to their home. Customers are not left at home alone if it is normal practice for a carer/relative to receive them. Procedures are in place to protect service users. Where there are special needs/circumstances regarding a particular customer then individual specific training is delivered. There is also a guidance sheet on 'what to do if you are unable to gain entry to a service user's home'. This is held within the Transport procedure file, a copy of which is held on every vehicle.</p> <p>CYPS</p> <p>The current Transport Policy for Children and Young People – July 2006, includes sections for both drivers and escorts detailing their duties, roles and responsibilities. These, however, do not generally include escorting users to their home. This duty rests clearly with the parent/carers, and drivers/escorts would not be asked to provide this service unless exceptional circumstances required this. Where a child's disability, or that of parents/carers, prevents this from happening, alternative arrangements will be made and the driver/escort instructed accordingly.</p>	CYPS	Complete
<p>11) NAS should review how the T6 form is used to assess needs, to ensure it is being completed with sufficient detail and allows the</p>	<p>Neighbourhoods and Adult Services revised the T6 form when it was first raised by Scrutiny to include additional relevant customer information regarding, mobility etc. The information received by</p>	Transport Managers	Complete

Recommendation	Commentary on progress	Lead	Completion date
needs of service users to be addressed. The use of the computerised case management system (SWIFT) should be explored to see if the transport requirements of service users can be more efficiently recorded and communicated.	transport services regarding individual requirements is taken from the assessment document by the social.		
12) NAS should ensure a full review of their largest contracts is undertaken and if subcontracting is providing a quality service to the Council. Feedback should be given at a Corporate level.	Neighbourhoods and Adult Services Contracts have been reviewed. Establishments now complete a monitoring sheet regarding all transport, both external and in-house. Issues are fed back to the Team Manager for investigation. This information is also forwarded to RBT to identify any breaches of contract. NAS transport section reviews contracts and routes to maximise the use of the in-house transport. Quality monitoring of the contract is undertaken via the contract monitoring form. Random 'spot' checks are carried out by Transport Officers. Issues and concerns are fed back to RBT and through the appropriate management channels. A full QA review undertaken for both the Contract Hire and in-house provision..	Transport Managers/ service managers/ RBT	Complete
13) More detailed information on the needs of individual clients should be provided as part of the tendering process to ensure that the contract can meet these needs.	Within NAS when contracts are set up, general information about the type of service user is given. As needs change frequently it is not possible to provide detailed information about service users at this stage. However, when service users start on service, contractors are given information about specific	Managers, Contract providers	Complete

Recommendation	Commentary on progress	Lead	Completion date
	<p>needs, enabling the contractor to ensure they have a vehicle fit for purpose.</p> <p>CYPS</p> <p>A request has been made via special schools, to release information where requested, on children whose medical needs may require specific transport. Regular Transport User Meetings take place with the special schools, where individual clients can be discussed. The Transport Monitoring Officer investigates individual needs where concerns are raised from any area. Risk Assessments also cover individual needs and advise how these should be addressed during transport.</p>	CYPS	Complete
<p>14) Services should always ensure that all contract arrangements with any contracted companies meet the Council primary objectives of Safe and Fairness.</p>	<p>RBT leads on this process. NAS meet with RBT to advise of the service requirements and objectives and ensure that this is reflected within the contract.</p> <p>There is input from CYPS and CTU which is incorporated within the contracts.</p>		
<p>15) Explore any efficiency savings that could be made by sharing the fleet management with the Primary Care Trust.</p>	<p>NAS</p> <p>Travel times are consistent across all services, making it hard to share resources. Some proposals were put forward from NAS however no action was taken by the SYAS board. SYAS has since gone out to tender for patient transport. NAS and CYPS initially</p>	Transport Managers	Complete

Recommendation	Commentary on progress	Lead	Completion date
	<p>explored assisting with the mid-day transport of special needs children to make a return journey from some schools at lunch time to and also to bring children into school at lunchtime. This has not been developed any further and in the meantime, NAS transport has accepted new work which has increased their efficiency.</p> <p>CYPS</p> <p>“Prime time” transport remains the biggest obstacle here with school opening/closing times coinciding with NAS transport times to care homes/hospital visits etc.</p> <p>Some contractors provide a service for both CYPS/CTU and NAS, although this tends to be on a largely ad-hoc basis and not an area that would realise efficiency savings.</p>		
<p>16) As per the 2003 Best Value recommendations there should continue to be Annual Passenger Transport workshops</p>	<p>NAS - During the Charter Mark assessment process an annual meeting is held with customers to check their views and make recommendations. There have also been meetings with external contractors. RBT monitor the contracts process with an informal ‘open door policy ‘between operators and NAS Transport. Formal customer meetings are to be held on a quarterly basis (next meeting June 08) The current practice for service specific meetings are considered by the working group to be productive and effective.</p>	<p>Transport Managers, RBT</p>	<p>Ongoing</p>

Recommendation	Commentary on progress	Lead	Completion date

ROTHERHAM BOROUGH COUNCIL – REPORT TO CABINET MEMBER

1. MEETING:- CABINET MEMBER FOR ADULT SOCIAL CARE AND HEALTH – DELEGATED POWERS

2. MEETING DATE:- 23rd June 2008

3. OPENING OF OFFERS/TENDERS

I wish to report the opening of offers/tenders by the Cabinet Member, Adult Social Care and Health, as follows:-

on 19 May 2008:-

- Framework Agreement 1

4. RECOMMENDATION

That the action of the Cabinet Member be recorded.

ROTHERHAM BOROUGH COUNCIL – REPORT TO CABINET MEMBER

1. **MEETING:- CABINET MEMBER FOR ADULT SOCIAL CARE AND HEALTH – DELEGATED POWERS**
2. **MEETING DATE:- 23rd June, 2008**
3. **TITLE – HOME CARE SERVICES - PETITION**

I wish to report the receipt of the following petitions, which were presented to Council on 16th May, 2008 and 4th June, 2008, and referred to the Cabinet Member for Adult Social Care and Health:-

- Decision by Rotherham Council to privatise 65% of its Home Care Service.

A copy of the full petitions will be available at the meeting.

4. RECOMMENDATION

That the Cabinet Member receives the petitions and refers them to the appropriate Director of Service for investigation and a report back to a future meeting.

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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