

CABINET MEMBER FOR ADULT, SOCIAL CARE AND HEALTH

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

Date: Monday, 23 February 2009

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 9 February 2009 (herewith) (Pages 1 - 4)
5. Draft Proposal for Interim Assessment Direct Service (herewith) (Pages 5 - 10)
6. EXCLUSION OF THE PRESS AND PUBLIC
7. In House Residential Accommodation Charges 2009/10 (herewith) (Pages 11 - 14)
(Exempt under Paragraph 3 of the Act – information relating to the financial or business affairs of any particular person (including the Council))
8. Stroke Care Services in the Community (herewith) (Pages 15 - 18)
(Exempt under Paragraph 3 of the Act – information relating to the financial or business affairs of any particular person (including the Council))
9. Social Services (Complaints) Panel (Adam Hurst to report)
(Exempt under Paragraph 2 of the Act – information which is likely to reveal the identity of an individual)
10. Date and time of next meeting:- 9 March 2009

CABINET MEMBER FOR ADULT, SOCIAL CARE AND HEALTH
Monday, 9th February, 2009

Present:- Councillor Kirk (in the Chair); Councillors Gosling and Hodgkiss

Apologies were received from Councillor P. A. Russell.

95. MINUTES OF THE PREVIOUS MEETING HELD ON 26 JANUARY 2009

Resolved:- That the minutes of the meeting held on 26th January, 2009, be approved as a correct record.

96. MINUTES OF A MEETING OF THE CONTRACTING FOR CARE FORUM HELD ON 14TH JANUARY, 2009

Resolved:- That the minutes of the meeting of Contracting for Care Forum held on 14th January, 2009 be received, and that Councillor Gosling's apologies be recorded.

97. PETITION - CARE AND SUPPORT AT HOME

Members considered a petition submitted in relation to the planned changes to the care and support at Oak Trees.

It was reported that there had been a misunderstanding by residents in relation to the proposed changes that were being made to the support and care received from staff. It was proposed to use some hours that were currently under-utilised, to the new Extra Care Scheme at Longfellow Drive. This Scheme would be known as Backersfield Court. Following the changes, residents would still receive the same level of care and support as currently received and it was not anticipated that this would change.

It was agreed that correspondence be sent out to confirm the above, and that any proposed changes in the future would be presented to the Cabinet Member prior to any decisions being made.

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

(2) That a response be sent residents confirming the discussions as detailed above.

98. ADULT SERVICES CAPITAL BUDGET MONITORING REPORT 2008/09

Mark Scarrott, Finance Manager (Adult Services) presented the submitted report which provided detail of the approved capital programme for the Adult Services department of the Neighbourhoods and Adult Services

Directorate, actual expenditure for the period 1st April, 2008 to 16th January, 2009 and the projected final outturn position for each scheme.

Actual expenditure to mid January was £7.8m against an approved programme of £9.8m. There had been slippage on a number of capital schemes within Mental Health and Learning Disabilities and the latest forecast expenditure to the end of March was now £9.1m.

A brief summary of the latest position on the main projects within each client group was provided as follows:

Older People

The construction of the two new residential care homes was now completed and the timetable for full decommissioning of existing homes into the new homes had been delayed until mid February 2009.

The Assistive Technology Grant, which included funding from NHS Rotherham was being managed jointly and was being used to purchase Telehealth and Telecare equipment, to enable people to live in their own homes. The procurement of equipment had now commenced and this included lifeline connect alarms, low temperature sensors and fall detectors within peoples homes. It was anticipated that expenditure would be incurred in 2009/10 and any balance of funding would be carried forward.

A small element of the Department of Health specific grant (£20k) issued in 2007/08 to improve the environment within residential care provision was carried forward into 2008/09. The balance of grant was being allocated across the independent residential care sector in accordance with the grant conditions and would be fully spent by the end of March 2009.

Learning Disabilities

The small balances of funding carried forward from 2007/08 were to be used for the equipment for Parkhill Lodge and within supported living schemes.

The refurbishment at the Addison Day Centre which was funded from the Council's Strategic Maintenance Fund was now complete.

There had been delays in the start of the refurbishment of the REACH Day centre due to insufficient funding, but the scheme was now due to commence in late February 2009, so the majority of the expenditure would now be incurred in 2009/10.

Mental Health

A small balance remained on the Cedar House capital budget and would

be used the purchase of additional equipment. A large proportion of the Supported Capital Expenditure (SCE) allocation had been carried forward from previous years due to difficulties in finding suitable accommodation for the development of supported living schemes. Suitable properties continued to be identified and spending plans were being developed jointly with RDASH. It was now expected that this service would be commissioned in 2009/10 and would support the In-Patient re-Provision Exercise which was at the formal planning stage. The possibility of funding equipment purchased for direct payments was also being considered to reduce the current pressures on the mental health revenue budgets. Further options were also being considered to provide more intensive supported living schemes with a range of providers and to fund a range of new assistive technologies for mental health clients, which would allow them to live in the community with access to 24 hour support.

Management Information

Part of the capital grant for improving management information had been carried forward into 2008/09 and this had been earmarked to further develop Electronic Social Care Records within Health and Social Care working with RBT and Children and Young People's Services. At the end of August 2008 the Department of Health announced a new capital grant for Adult Social Care IT infrastructure over the next three years (£276k). Spending plans continued to be developed to integrate social care information across both health and social care.

A discussion ensued as to the reason behind the delay in decommissioning the two existing homes. The Director of Health and Wellbeing confirmed that this had been due to the warden call system being unsafe and inappropriate for use and also CSCI had insisted on interviewing the managers of both homes before decommissioning could take place. She confirmed that residents would be moving in this weekend.

Resolved:- That the Adult Services forecast capital outturn for 2008/09 be noted and received.

99. 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 those paragraphs indicated below of Part 1 of Schedule 12A to the Local Government Act 1972, as amended.

100. SOCIAL SERVICES (COMPLAINTS) PANEL

With the agreement of the Cabinet Member, this item was withdrawn from

the agenda and deferred to the next meeting.

101. NON RESIDENTIAL SOCIAL CARE CHARGES

Kim Curry, Director of Commissioning and Partnerships presented the submitted report in relation to the review of non residential charges 2009/2010.

The report detailed the proposed charges relating to Rothercare and the Extra Care Housing support charge. These charges needed to be agreed early to enable tenants to receive the 28 days statutory notice of increases. A further report related to domiciliary care charges was to be submitted to the next meeting after proposals which were being considered as part of the budget setting process had been resolved.

It was proposed that Rothercare and Extra Care Housing support charges were increased by 2.5% from April 2009, which was in line with the recommendation of the Supporting People Commissioning Group. It had also been included by the Executive Director of Finance in determining the Directorates budget requirements.

Resolved:- (1) That the revised charges as set out in the report be agreed and implemented with effect from Monday 6th April, 2009

(2) That a further report be submitted to the meeting on the 23rd February, 2009 to consider increases in other domiciliary care charges.

102. DATE AND TIME OF NEXT MEETING:- 23 FEBRUARY 2009

Resolved:- That the next meeting be held on Monday 23rd February, 2009 commencing at 10.00 am.

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS
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1.	Meeting:-	Cabinet Member for Adult Social Care and Health
2.	Date:-	23 February
3.	Title:-	Draft Proposal for Interim Assessment Direct Service
4.	Directorate:-	Neighbourhoods and Adult Services

5. Summary

The introduction of Assessment Direct has seen a change in patterns of access to services within Neighbourhoods and Adults Services, with customers being able now to access services in a direct and easy to use manner. As a consequence, changes to existing service arrangements can be achieved, resulting in efficiencies and no negative impact on customers. This also provides an opportunity to build on the success of Assessment Direct and provide a more flexible and personalised response, that is available every day, an improvement on existing part time access arrangements. This report outlines proposed improvements for customer access at Customer Service Centres and District Offices, requiring a temporary change to Assessment Direct's current deployment of staff in order to provide an improved responsive service. This will be an interim change until Rothercare and Assessment Direct are merged as agreed at the joint meeting of the Cabinet Member for Adults and Cabinet Member for Neighbourhoods on 17th November 2008.

6. Recommendations

The implementation of the proposed 'Interim Assessment Direct Service' is approved.

The progress towards the new merged "Rothercare Direct" service is noted.

7. Proposals and Details

7.1 Background

The composition of the original 'Customer Service Teams' consisted primarily of Customer Service Assistants (currently renamed as Assessment Direct Assistants) & Interviewing Officers (currently renamed as Assessment Direct Officers) who were co-located at several District Offices across the 'Borough' five days per week, undertaking a substantial variety of tasks in their delivery of customer services.

The development and introduction of Customer Service Centres and expansion of the service delivered in partnership with RBT, resulted in a reduction of role and remit for the Customer Service Assistants and Interviewing Officers. There was also a reduction in Assessment and Care Management staffing resources with the transfer of some staff to RBT. Subsequently the frequency of the service provided by Customer Service Assistants and Interviewing Officers at the Customer Service Centres and District Offices was reduced from five days cover at some offices, to two days cover. This was based on reduced customer activity and individual factors and requirements specific to each Customer Service Centre / District Office. This level of service has been provided from approximately November 2006 to this current time and it is acknowledged that the perception of the service provided by Assessment Direct is highly valued by both elected members and their constituents.

As can be seen in the table below, most of the contact with Assessment Direct is by telephone:

Contact Method	Number	%
Telephone	970	54%
Personal Visit	399	22%
Fax	186	10%
Letter	159	9%
Email	68	4%
Not recorded	11	1%
Overall	1793	100%

7.2 Current Service

The opening times that are advertised on the Local Authority Website are identified below.

- Dinnington District Office:

Two Days: Wednesday & Friday (9.00am – 5.00pm)

- Maltby; District Office:
Five Days: Monday – Friday (8.30am- 5.30pm)
- Wath; Town Hall:
Five Days: Monday, Tuesday, Friday (8.30am - 4.30pm)
(Additional Switch Board Duties);
Wednesday and Thursday (8.30am – 5.30pm)
- Swinton Customer Service Centre:
Two days: Monday & Tuesday (9am – 5.00pm)
- Crinoline House:
Five Days: Monday – Friday (8.30am – 5.30pm)

The current Assessment Direct Service delivered at Customer Service Centres and District Offices is provided by Assessment Direct Assistants and Assessment Direct Officers. The Assessment Direct Assistants provide a friendly welcome and access to information about the Directorate. Their role is the processing and providing of Blue Car Badge applications, general advice and information pertaining to Neighbourhood and Adults Services, and the redirection/signposting of customers to other appropriate services. The deployment of Assessment Direct Officers at Customer Service Centres recently has been variable, dependent upon the number of staff available due to sickness, holidays and vacancies. The vacancies have not been appointed to and are being temporarily withheld, to be utilised as required in the newly merged 'Rothercare Direct Service'.

Access to 'Social Services' for customers who need to make a referral for an assessment of need, review, or enquire about service, is made through a single point of access telephone number and communication is through an Assessment Direct Officer. This is done predominantly via the telephone, with the occasional and face to face customer communication.

The footfall activity data of customers who require 'face to face' access to an Assessment Direct Officer has been recorded over a three month period; this was minimal as demonstrated below.

7.3 Brief Data of Customer Footfall for access to an Assessment Direct Officer

October 2008 to December 2008

- Wath: 7 customers for Assessment Direct Officer.

- Maltby: 17 customers for Assessment Direct Officer; 130 customers for Assessment Direct Assistant (Blue Car Badge)
- Dinnington: No customers for Assessment Direct Officer; 86 customers for Assessment Direct Assistant (Blue Car Badge).
- Swinton: No customers for Assessment Direct Officer; 29 customers for Assessment Direct Assistant (Blue Car Badge and 4 for advice).

This minimal activity suggests and evidences that the presence of Assessment Direct Officers at Customer Service Centres and District Offices is not essential, it is proposed that the customers needs can be met in a more cost effective and efficient way that provides an improved service that is both beneficial to the department and ultimately to the customer. This can be achieved by the use of a 'Mobile Duty Assessment Direct Officer', who will respond to customers who have a need for 'face to face' communication with an Assessment Direct Officer. Use of this service will be monitored and evaluated.

7.4 Proposed Interim Assessment Direct Service

The proposed Interim Service is temporary and will provide a more flexible and responsive service to customers until the development and subsequent implementation of the Rothercare and Assessment Direct merger is completed.

The proposal is to withdraw the Assessment Direct Officers from the Customer Service Centres and District Offices and maintain the physical Assessment Direct Assistant presence only. Customers who visit Customer Service Centres and District Offices and request access to an Assessment Direct Officer will be directed to a telephone to make contact, or the Assessment Direct Assistant can telephone them on the customer's behalf.

Should the customer have a need to have a face to face meeting / discussion with an Assessment Direct Officer, then the Assessment Direct Assistant will contact the Mobile Duty Assessment Direct Officer, who will arrange to meet with the customer should they choose to wait or return, or will arrange to undertake a same day home visit at the customers convenience. The Duty Officer will be based at Crinoline House and will operate from a duty rota.

The withdrawal of the Assessment Direct Service at Customer Service Centre and District offices will enable the provision of an improved and more efficient telephone response to customer enquiries and contact assessments due to the increase of staff available. As a consequence, the service provided will be more personalised – responsive to the customer's individual needs and requirements, and will also be more efficient providing increased resources to target directly at the front line provision of services to the customer in a more targeted way. It will also increase from a part-time response, as detailed in paragraph 7.2 above to a full-time response.

7.5 Progress on Rothercare Direct

On 17th November 2008, both the Cabinet Member for Adults and the Cabinet Member for Neighbourhoods agreed that Rothercare and Assessment Direct should be integrated to form a new service with effect from 6th April 2009. It was agreed that the new **Rothercare Direct** service would provide a single customer access point for a range of services across NAS as well continuing to provide an emergency community alarm service. It was also agreed that ultimately, the new service would be able to provide a 24 hour access point for a wider range of NAS services.

To date, progress towards the new service is as follows:

- New access criteria for aged person and sheltered housing that clarify the position in relation to Rothercare was published as part of the Housing Allocation Policy with effect from 1st December 2008.
- The Rothercare charging arrangements have been reviewed and now the service is taking control of the invoicing and collection methods. This includes notifying all current customers about a 2.5% charge increase for 2009/10.
- Assistance from Finance has been provided in relation to merging the budget for Rothercare and Assessment Direct from April 2009.
- Formal consultation with staff and Unions has taken place, involving correspondence and meetings to explain the new service and how this will impact on job roles, location of the teams and work patterns. Individual meetings with staff and HR are being scheduled for March.
- RBT are engaged to assist with ensuring the new service has the correct ICT & telephony functionality, as well as ensuring that both teams are moved into the new site at Bakersfield Court on Longfellow Drive.
- Staff are engaged with reviewing all team processes and procedures so that the new service will be as streamlined as it can be to enable it to expand in the future.
- Work has recently begun to establish a Rothercare Direct brand and provide accessible information, leaflets, web pages etc. This will include input from our Learning From Customers Forum and customer facing staff;
- Negotiations have commenced with Supporting People to ensure that new service users are able to receive a subsidy for the community alarm element of the new service, should they be on low incomes.
- Work has begun with other teams across NAS to establish how the new service can provide extended access to customers for other NAS services. This has included establishing where service level agreements need to be negotiated for non core business to generate income such as with 2010 Rotherham Ltd.

It is envisaged that both teams will be co-located by the end of March and that by the end of April, the new service will be launched to customers. An exact “go live” date has not however been set as the new service needs to have its new processes tested, including the new ICT and telephone, and procedures embedded to ensure that the customer experience is a positive one from the start. In the meanwhile, customers will continue to contact the existing services through their normal respective communication channels.

8. Finance

The ‘**Interim Assessment Direct Service**’ will be met within current budget allocation no additional finances required.

9. Risks and Uncertainties

Failure to approve this Interim Assessment Direct Service proposal will be detrimental to the customer, who will continue to receive a quality service, but one which is of a lesser quality and less responsive than the one proposed.

10. Policy and Performance Agenda Implications

The proposals in this report relate directly and contribute to the Corporate Customer Access Strategy

Outcomes framework

1) Improved Quality of Life

Improved access to information and knowledge of service availability will empower and assist customers to maximise their potential and realise their aspirations.

2) Exercising Choice and Control

Easier and improved access to information and services will provide opportunity for considered and informed choices to be made by customers, family, carers or representatives.

11. Background Papers and Consultation

Customer Service Centre Activity Data (appendix 1).

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Document is Restricted

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

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