

## **CABINET MEMBER FOR ADULT, SOCIAL CARE AND HEALTH**

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

**Date: Monday, 9 March 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 23 February 2009 (herewith) (Pages 1 - 4)
5. Adult Services Revenue Budget Monitoring Report 2008/09 (herewith) (Pages 5 - 10)
6. Petition - Proposed Changes to Care System at Potteries Court (herewith) (Page 11)
7. **EXCLUSION OF THE PRESS AND PUBLIC**  
The following items are likely to be considered in the absence of the press and public as being exempt under those paragraphs listed below of Part 1 of Schedule 12A to the Local Government Act 1972
8. Learning Disability Funding Transfer Report (herewith) (Pages 12 - 17)  
(Exempt under Paragraph 3 of the Act – information relating to the financial or business affairs of any particular person (including the Council))
9. Stroke Care Services in the Community (herewith) (Pages 18 - 22)  
(Exempt under Paragraph 3 of the Act – information relating to the financial or business affairs of any particular person (including the Council))
10. Adult Social Services (Complaints) Review Panel - Client 1/2009 (herewith) (Pages 23 - 27)  
(Exempt under Paragraph 2 of the Act - information which is likely to reveal the identity of an individual)

11. Action Plan arising from Adult Social Care and Health (Complaints) Sub-Committee meeting held on January 26th 2009 in respect of complaints made by Client 1/2009 (herewith) (Pages 28 - 29)
  
12. Adult Social Services (Complaints) Review Panel – Client 2/2009 (herewith) (Pages 30 - 33)  
(Exempt under Paragraph 2 of the Act - information which is likely to reveal the identity of an individual)
  
13. Date and time of next meeting:- 23 March 2009

**CABINET MEMBER FOR ADULT, SOCIAL CARE AND HEALTH**  
**Monday, 23rd February, 2009**

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

Apologies were received from Councillors P. A. Russell.

**103. MINUTES OF THE PREVIOUS MEETING HELD ON 9 FEBRUARY 2009**

Resolved:- That the minutes of the meeting held on 9<sup>th</sup> February, 2009 be approved as a correct record.

**104. DRAFT PROPOSAL FOR INTERIM ASSESSMENT DIRECT SERVICE**

Shona McFarlane, Director of Health and Wellbeing presented the submitted report which outlined proposed improvements for customer access at Customer Service Centres and District Offices. This would require a temporary change to Assessment Direct's current deployment of staff in order to provide an improved responsive service. It would be an interim change until Rothercare and Assessment Direct were merged.

The current service delivered at Customer Service Centres and District Offices was provided by Assessment Direct Assistants and Assessment Direct Officers. The role of an Assessment Direct Assistant was to process and provide Blue Badge applications, to give general advice and information pertaining to Neighbourhood and Adults Services, and the redirection/signposting of customers to other appropriate services. Assessment Direct Officers provide additional services, but these have been required less since the inception of Assessment Direct. The deployment of Assessment Direct Officers at Customer Service Centres had been variable recently dependent upon the number of staff available due to sickness, holidays and vacancies. The vacancies had not been appointed to and were being temporarily withheld, to be utilised as required in the newly merged 'Rothercare Direct Service'.

Most people wishing to access services now do this through Assessment Direct through the single telephone number, which has proven to be a more direct and easy access route for many people.

The proposal was to withdraw the Assessment Direct Officers from the Customer Service Centres and District Offices and maintain the physical Assessment Direct Assistant presence only. Customers wishing to make contact with the Assessment Direct Officers would be directed to make contact by telephone, or contact could be made on their behalf by an Assessment Direct Assistant.

Should a customer require a face to face meeting with an Assessment Direct Officer, then the Assessment Direct Assistant would contact the Mobile Duty Assessment Direct Officer to arrange a meeting.

This would enable the service to be more personalised and responsive to the customer's individual needs and requirements. It would 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 and increase from a part-time response to a full-time response.

The report also detailed the progress which had been made in relation to implementation of the new Rothercare Direct service which would provide a single customer access point for a range of services across NAS as well as continuing to provide an emergency community alarm service.

To date, progress towards the new service was 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

**3D CABINET MEMBER FOR ADULT, SOCIAL CARE AND HEALTH - 23/02/09**

generate income such as with 2010 Rotherham Ltd.

Resolved:- (1) That the implementation of the proposed 'Interim Assessment Direct Service' be approved.

(2) That the progress towards the new merged 'Rothercare Direct' service be noted.

(3) That the report be presented to the next meeting of the Adult Services and Health Scrutiny Panel

(4) That a copy of the report be sent to all Ward Members for information.

**105. 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.

**106. IN HOUSE RESIDENTIAL ACCOMMODATION CHARGES 2009/10**

Doug Parkes, Business Development Manager presented the submitted report which detailed the proposals for increasing the charge to service users for the provision of in-house residential care for the 2009/10 financial year to take account of inflation.

Resolved:- (1) That the charges set out in Appendix 1 be agreed.

(2) That the charges agreed be effective from 5<sup>th</sup> April, 2009.

**107. REVIEW OF NON RESIDENTIAL CHARGES 2009/2010**

Doug Parkes, Business Development Manager presented the submitted report in relation to the review of non residential charges 2009/2010. The report set out in detail the proposed charges for other non-residential charges to be effective from April 2009.

Resolved:- That the revised charges as set out in the report be agreed and implemented with effect from 6<sup>th</sup> April, 2009.

**108. STROKE CARE SERVICES IN THE COMMUNITY**

With the agreement of the Cabinet Member, this item was withdrawn from the agenda and deferred to a future meeting.

**109. SOCIAL SERVICES (COMPLAINTS) PANEL**

With the agreement of the Cabinet Member, this item was withdrawn from the agenda and deferred to a future meeting.

**110. DATE AND TIME OF NEXT MEETING:- 9 MARCH 2009**

Resolved:- That the next meeting be held on Monday 9<sup>th</sup> March, 2009 commencing at 10.00 am.

<b>ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS</b>
--

<b>1</b>	<b>Meeting:</b>	<b>Cabinet Member for Adult Social Care and Health</b>
<b>2</b>	<b>Date:</b>	<b>Monday 9 March 2009</b>
<b>3</b>	<b>Title:</b>	<b>Adult Services Revenue Budget Monitoring Report 2008/09.</b>
<b>4</b>	<b>Directorate :</b>	<b>Neighbourhoods and Adult Services</b>

## **5 Summary**

**This Budget Monitoring Report provides a financial forecast for the Adult Services Department within the Neighbourhoods and Adult Services Directorate to the end of March 2009 based on actual income and expenditure to the end of January 2009 and forecast costs and income to 31<sup>st</sup> March 2009.**

The current forecast for the financial year 2008/09 is an overall balanced budget after the approval by Cabinet on 21st January 2009 of a one off supplementary estimate of £1m to meet the overall budget pressures within Adult Services.

## **6 Recommendations**

**Members are asked to note:**

**The forecast balanced outturn against the revised budget for 2008/09.**

## **7 Proposals and Details**

### **7.1 The Current Position**

- 7.1.1 The approved net revenue budget for Adult Services for 2008/09 is £68.5m. Included in the approved budget was funding for demographic and existing budget pressures together with a number of efficiency savings identified through the 2008/09 budget setting process.
- 7.1.2 During the year there have been a number of budget pressures within the service, mainly in respect of the delays in implementation of shifting the balance of home care from in-house to the independent sector due to the decision taken by the Council to undertake a further round of consultation with Trade Unions and employees. On 21<sup>st</sup> January 2009 Cabinet approved a revised estimate for the service of £1m and the latest report now shows a projected balanced budget by the end of the financial year assuming the completion of shifting the balance to 65%/35% split is achieved.
- 7.1.3 There still remains underlying budget pressures within residential care within physical and sensory disabilities due to an increase in demand and the average cost of care packages, increased demand and cost of direct payments and increased energy costs.
- 7.1.4 These pressures are being offset by additional income from continuing health care funding, slippage on developing supported living schemes within learning disabilities and management actions identified from budget performance clinics.
- 7.1.5 This overall forecast outturn also includes the impact of the delays in finalising the construction and opening of the two new residential care homes. The decommissioning of the five residential care homes is now complete

### **7.2 Current Action**

- 7.2.1 Budget clinics with Service Directors and managers continue to take place on a monthly basis to monitor financial performance against approved budget and consider further options for managing expenditure within budget.

## **8. Finance**

Finance details are included in section 7 above and the attached appendix shows a summary of the overall financial projection for each main client group.

## **9. Risks and Uncertainties**

The main risks are associated with balancing the budget within the cash limit available, achieving the savings proposals as agreed as part of the 2008/09 budget process and meeting additional pressures associated with the health and social care needs of the borough as indicated by the Joint Strategic Needs Analysis. For example, for Older People alone it will cost an additional £3.8m by 2011 to deliver the service in its present format.

The 2009/10 budget setting process has been designed to realise savings from the services which the Council delivers which could be commissioned in a more efficient way. The process has also identified priorities for investment into new services for safeguarding, services that help people to live independently, services for carers, personalised services and help for vulnerable people to access employment. This will improve outcomes associated with quality of life, increase service user choice and control, maintaining personal dignity and respect, economic well-being and efficient use of resources.

Management Action Plans continue to be developed to address the underlying budget pressures and the areas of risk described in section 7, including consideration of the impact of any decisions on the Key Performance Indicators. Careful scrutiny of expenditure and income and close budget monitoring remains essential to ensure equity of service provision for adults across the Borough within the revised cash limited budgets.

## **10. Policy and Performance Agenda Implications**

The delivery of Adult Services within its approved cash limit is vital to achieving the objectives of the Council and the CSCI Outcomes Framework for Performance Assessment of Adult Social Care. Financial performance is also a key element within the assessment of the Council's overall performance.

The CSCI Annual Performance Assessment 2008 report states that Rotherham has made significant and striking improvements, leaders are highly ambitious, 6 out of the 9 outcomes have improved and that Rotherham has made good progress around the commissioning and financial planning agenda.

CSCI also stated that progress to modernise the in house home care service has been slow and this area for development is being considered as part of the 2009/10 budget setting process. A CSCI Performance Assessment Excellence Plan is in place to address the areas for development.

Members should also note that the physical disability and safeguarding services will be subject to CSCI inspections in the Spring/Summer of 2009.

**11. Background Papers and Consultation**

- Report to Cabinet on 20 February 2008 –Proposed Revenue Budget and Council Tax for 2008/09.
- The Council's Medium Term Financial Strategy (MTFS) 2008-2011.
- Report to the Cabinet on 21 January 2009 – Revised Estimates 2008/09.

The content of this report has been discussed with the Strategic Director of Neighbourhoods and Adult Services and the Strategic Director of Finance.

**Contact Name:** Mark Scarrott – Finance Manager (Adult Services), *Financial Services x 2007*, email [Mark.Scarrott@rotherham.gov.uk](mailto:Mark.Scarrott@rotherham.gov.uk).

**ADULT SOCIAL SERVICES  
REVENUE BUDGET MONITORING SUMMARY**

Last Net Projected Variance £000	Directorate/Service Area	EXPENDITURE/INCOME TO DATE (As at 31 January 2009)									PROJECTED OUT-TURN						Revised Financial RAG Status	* Note
		Expenditure			Income			Net			Net							
		Profiled Budget £000	Actual Spend to date £000	Variance (Over (+) / Under (-) Spend) £000	Profiled Budget £000	Actual Income to date £000	Variance (Over (+) / Under (-) Recovered) £000	Profiled Budget £000	Actual Net Expenditure to date £000	Variance (Over (+) / Under (-) Spend) £000	Annual Budget £000	Proj'd out turn £000	Variance (Over (+) / Under (-) Spend) £000	Current Financial RAG Status	Financial Impact of Management Action £000	Revised Projected Year end Variance Over(+)/Under(-) spend £000		
(3)	<b>Total Commissioning &amp; Partnerships</b>	10,946	10,919	(27)	(7,556)	(7,556)	0	3,389	3,362	(27)	4,736	4,644	(92)	Green	0	(92)	Green	1
	<b>Assessment and Care Management :</b>																	
56	- Physical & Sensory Disabilities	4,813	4,813	0	(845)	(845)	0	3,959	3,968	0	4,874	4,866	(8)	Green	0	(8)	Green	2
(401)	- Older Peoples Services (Indep)	23,281	22,825	(456)	(4,371)	(4,550)	(179)	18,910	18,275	(635)	22,690	21,927	(763)	Green	0	(763)	Green	3
23	<b>Independent Living</b>	1,213	1,174	(39)	(128)	(131)	(3)	1,085	1,044	(42)	1,750	1,675	(74)	Green	0	(74)	Green	4
	<b>Health and Well Being :</b>																	
718	- Older Peoples Services (In House)	18,137	19,139	1,003	(4,055)	(4,019)	36	13,871	14,907	1,039	17,306	18,566	1,259	Red	0	1,259	Red	5
(354)	- Learning Disabilities	20,007	19,872	(135)	(7,004)	(7,122)	(118)	13,003	12,751	(253)	14,482	14,144	(338)	Green	0	(338)	Green	6
(39)	- Mental Health	4,364	4,462	98	(887)	(959)	(72)	3,477	3,503	26	3,902	3,935	32	Red	(16)	16	Red	7
0	<b>Total Adult Social Services</b>	82,761	83,204	444	(24,846)	(25,182)	(336)	57,915	58,022	107	69,740	69,757	16		(16)	0		

**Reason for Variance(s), Actions Proposed and Intended Impact on Performance**

<b>NOTES</b>	
<b>Reasons for Variance(s) and Proposed Actions</b>	
<i>Indicate reasons for variance (e.g. increased costs or client numbers or under performance against income targets) and actions proposed to address the</i>	
1	<p><b>Main Reasons for Variance</b></p> <p><b>Commissioning &amp; Partnerships</b></p> <p>Pressures on Staff advertising budget offset by freeze on vacant posts to facilitate programme area restructure and management actions implemented to reduce the forecasted pressures on corporate costs.</p> <p><b>Assessment and Care Management</b></p> <p><u>Physical &amp; Sensory Disabilities</u></p> <p>Additional admissions to residential care - additional net 6 placements since April 2008 plus increase in short stays (£160k), Continuing health funding forecast (-£140k), Projected overspend on Direct Payments now (£8k) after additional budget agreed as part of revised estimates, Utilisation of grant funding brought forward (-£55k), slippage on vacant posts within Physical Disabilities Team (-£27k), additional maintenance costs at Kirk House (£31k).</p> <p><u>Older Peoples Services (Independent)</u></p> <p>Underspend on funding for clients with Preserved Rights (-£81k) Lower than anticipated demand for Intermediate care beds(-£68K) Current forecast underspend on Direct Payments (-£30k), EMI day care (-£23k) and car mileage (-£15k) Forecast overspend on OT service (£101k), additional HA income (-£157k), Inter authority assessments (-£20K), additional cost at manvers (£25K) Underspend on Independent Sector Homecare due to delays in shifting the balance (-£380K) plus slippage on vacant posts within assessment and care (-£40K)</p> <p><b>Independent Living</b></p> <p>Projected overspend on staffing costs at St. Ann's (£20K) offset by underspend on extra care housing (-£100K)</p> <p><b>Health and Well Being</b></p> <p><u>Older Peoples Services (In House)</u></p> <p>Overspend on achieving the shifting the balance savings due to delays in implementation, further consultation with Trade Unions and employees in respect of revised terms and conditions (£956k), this is reduced by supplementary estimate and the underspend shown above on independent sector home care. Original forecast overspend within in-house residential care services due to increase in use of residential care bank and agency staff, increase in energy costs and reduction in income due to lower occupancy levels now offset by delay in opening new homes (-£25K). Projected recurrent overspend on management &amp; admin cost (£61K) Increase energy costs within Residential and Day Care establishments &amp; increase in transport costs (£92k). Consultancy cost for home care review (£45k), costs of early retirement/severance (£30K). Budget Shortfall on Laundry service (£88K), Pressure on Rothercare salaries &amp; income shortfall (£96K)</p> <p><u>Learning Disabilities</u></p> <p>Additional continuing health care income from health (-£186k), underspend on funding clients with Preserved Rights (-£38k), recurrent overspend on day care transport (£159k), slippage on start up of supported living schemes (-£229k), underspend on Direct Payments (-£14k). Underspend on Independent Homecare (-£21k)</p> <p><u>Mental Health</u></p> <p>Projected underspend on residential care due to planned drugs &amp; alcohol placements not been taken up (-£10k) . Section 28a funding now agreed with the PCT (-£88k). Projected overspend on Direct Payments due to increasing demand (£106k)</p> <p><b>Proposed Actions to Address Variance</b></p> <p>Budget performance clinics continue to take place on a monthly basis to monitor financial performance against approved budget.</p>

<b>Performance</b>	
<i>(List key targets and RAG status- highlight impact of actions intended to address</i>	
<b>Physical Disabilities</b>	
CSCI service inspection April 2009 Performance indicator C29 - deteriorating position for physical disability users helped to live at home, subject to corporate performance clinics (Target 4.2 , Current performance 2.88)	
<b>Residential/Nursing Care</b>	
Performance indicator C72 - national target to reduce admissions (Target 89), year end prediction is 83.55). Performance indicator C73 - target to reduce admissions for under 65s currently off target as 5 additional placements have been made compared to same stage last year (Target 1.49, current performance 1.99).	
<b>Home care</b>	
Performance indicator C28 - currently off target to increase performance compared to last year with additional and costly care packages. (Target 16, current performance 14.86)	
<b>Assessment and Care Management</b>	
Performance indicator NI 132 - indicator causing concern and subject to a performance clinic (Target 90%, current forecast 76.85%)	
<b>Direct Payments</b>	
Performance indicator NI 130/C51 - currently on track to exceed target for direct payments which will lever £360k in LAA performance reward grant in March 2009. (Target 165, forecast 240).	

<b>ROTHERHAM BOROUGH COUNCIL – REPORT TO CABINET MEMBER</b>
---

1. **MEETING:- CABINET MEMBER FOR ADULT SOCIAL CARE AND HEALTH – DELEGATED POWERS**
2. **MEETING DATE:- 9 MARCH 2009**
3. **TITLE – PROPOSED CHANGES TO CARE SYSTEM AT POTTERIES COURT**

I wish to report the receipt of the following petition, which was presented to Council on 4 March 2009 and referred to the Cabinet Member for Adult Social Care and Health:-

- Proposed Changes to Care System at Potteries Court, Rotherham

A copy of the full petition 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.

Document is Restricted

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

Document is Restricted

By virtue of paragraph(s) 2 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

Document is Restricted

By virtue of paragraph(s) 2 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

Document is Restricted

By virtue of paragraph(s) 2 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

Document is Restricted

By virtue of paragraph(s) 2 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

Document is Restricted

By virtue of paragraph(s) 2 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

Document is Restricted