

CABINET MEMBER FOR HEALTH & SOCIAL CARE

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

Date: Monday, 23rd November, 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 (as amended March 2006)
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 meeting held on 9th November 2009 (herewith) (Pages 1 - 7)
5. Improvement Plan for RMBC Equipment (herewith) (Pages 8 - 12)
6. 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 (as amended March 2006) of Schedule 12A to the Local Government Act 1972.
7. Sheltered Housing Warden Service - Short Term Overspend Reduction Proposals (herewith) (Pages 13 - 18)

CABINET MEMBER FOR HEALTH & SOCIAL CARE
Monday, 9th November, 2009

Present:- Councillor Doyle (in the Chair); Councillors Barron, Gosling, Jack, P Russell and Walker.

H52. MINUTES OF THE MEETING HELD ON 26TH OCTOBER 2009

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

H53. CENTRE FOR INDEPENDENT LIVING

Shiv Bhurton, Housing Access Manager presented the submitted report which provided information relating to work undertaken to explore the concept of and establish the need for a fit for purpose "Independent Living" Centre in Rotherham.

Independent Living Centres vary within our immediate region in terms of how they were delivered and why they were originally developed. They were mainly a service which provided free and impartial assessment and information to any potential user on a range of issues, typically including:-

- Assistive technology and equipment such as aides, chairs, beds, kitchen equipment and stair lifts
- Information on benefits and employments
- Careers training to enhance independence
- Advocacy services
- Support with Direct Payments and Individual budgets

They were typically non-residential, private, not for profit, consumer controlled, community based organisations providing services and advocacy by and for persons with all types of disabilities. Their goal was to assist disabled people and their families/carers achieve their maximum potential within their home, life and communities. They served as a focus for advocacy as well as pressure groups working to improve access to housing, employment, transportation, communities, recreational facilities, and health and social services. Independent Living Centres promotes and enables a focus on delivering services for the vulnerable disabled groups in line with a 'social model of disability' by reducing barriers to access and changing attitude to improve inclusion.

A review of the document was undertaken last September and it was agreed that rather than commissioning a discreet Independent Living Centre, further work should be undertaken to improve access to and make better use of existing resources such as the South Yorkshire Centre for Inclusive Living at Doncaster, the Extra Care housing facilities and REWS. This would determine any gaps in existing services for disabled people that could then be identified in our commissioning priorities when

developing the right CIL model.

A task and finish group was established to explore:-

- How to ensure that the range of existing services were better coordinated so that disabled people, their families and carers could make the best use of the available resources in the Borough.
- How existing services could be improved to ensure that the needs of disabled people were better served and whether there were any gaps that needed to be identified in our commissioning priorities
- How and where we should direct out Preventative Technology Grant to establish demonstration sites to showcase the available equipment available to disabled and vulnerable people. This would include exploring partnerships with commercial business such as the Parkgate Mobility centre or making better use of existing resources such as at our Extra Care Services, within REWS, hospitals or joint service centres and partnership development venues such as Breathing Space.
- Obtaining feedback from stakeholders such as the PCT and joint service providers in mental health and learning disabilities.

The group was set up in November and key stakeholders and partners were invited to contribute and progress the above actions. The membership gradually expanded to include representatives from the following:

- Voluntary Action Rotherham (VAR)
- Age Concern
- RMBC – Strategy team
- RMBC – Chief Executive team
- RDIS – Charlott Bailey
- Joint Equipment service – REWS
- Service User – Mr Qureshi
- User – Lizzie Williams
- South Yorkshire Centre for Independent Living (SYCIL)
- South Yorkshire Transport
- Speak Up Advocacy service

The group progressed work up to April 2009 and concluded with the following:-

- That a centrally located CIL in Rotherham Town Centre would not meet the needs of all the disabled residents within the Borough
- That similar activity in relation to the development of a CIL in Rotherham, by Charlotte Bailey and Mr Qureshi and also the Chief Executive office through Zafar Saleem, would benefit from merging as one project.
- That such a project should be formally led by service users with support from RMBC providing appropriate resources

It was clear through the group that a collective and coordinated approach supported with resources was key to progress further, which triggered group members to refocus on developing a user led steering group with support from VAR, SYCIL and Speak Up. To further enhance support for this development, NHR provided a one off grant of £6k to secure an experienced information officer, alongside support from Speak Up and VAR. The two primary objectives identified were:

- To develop a User led Steering Group to lead on the development of a CIL
- To deliver an Independent Living Equipment Exhibition to raise awareness.

To date the Information Officer from SYCIL had been working towards building links. Work was also ongoing on supporting plans for a model of providing brokerage/care navigation support for people moving onto Individual Budgets and the development of the most appropriate CIL model that would suit the Borough of Rotherham.

As initial needs were identified to focus around aids and equipment as well as Independent Advocacy, it was the intention of the group to be more involved in the wider review of the Joint Equipment service partnership agreement between RMBC and NHR. This review was planned to be completed by January 2010 with a view to inform a new way of making aids and equipment accessible to disabled customers which supported choice and control.

Resolved:- (1) That the development of a Centre for Independent Living be not recommended for the reasons outlined in the business case, which were principally about value for money.

(2) That the further work underway be noted and support be given to the user led steering group to enable better access to services, information and advice to enable independent living.

H54. ADULT SERVICES REVENUE BUDGET MONITORING REPORT

Mark Scarrott, Finance Manager (Adult Services) presented the submitted report with provided a financial forecast for the Adult Services Department within the Neighbourhoods and Adult Services Directorate to the end of March 2010 based on actual income and expenditure to the end of September 2009.

The approved net revenue budget for Adult Services for 2009/10 was £72.9m which included additional funding for demographic and existing budget pressures together with a number of new investments and efficiency savings identified through the 2009/10 budget setting process.

The latest budget monitoring report for Adult Services showed some

underlying pressures of £2m, however after taking account of a number of achieved savings and assuming the achievement of all management actions it was forecast that there would be an overall net overspend of £225k by the end of the financial year, a reduction in the forecast overspend by £95k since the last report.

Management actions of £1.004m were endorsed by the Cabinet Member on 14 September 2009 and since the last report a further £135k Management Actions had been identified to reduce the budget pressures. A total of £408k had already been achieved to-date and were now included in the detailed forecasts. This reduced the underlying pressures to £956k and left a balance of £731k management actions to be achieved by the end of the financial year.

The latest year end forecast showed the main budget pressures in the following areas:-

- Home Care as a result of delays in shifting the balance of provision to the independent sector (£740k). The 70/30 split was achieved at the end of July 2009 and the balance had now moved beyond 70/30 towards an 80/20 ration that the Cabinet recognised as the optimum level based on experience elsewhere in the country.
- Independent sector home care provision for Physical and Sensory Disability clients had increased by an additional 970 hours since April 2009, a further 38 clients were now receiving a service. This was resulting in an overspend of £332k against the approved budget.
- A significant increase above approved budget in clients receiving a Direct Payment within Physical and Sensory Disabilities and Older Peoples Services (£380k).
- Additional one-off expenditure was being incurred in respect of the costs of boarding up, removal of utilities and security costs at the former residential care homes prior to them transferring to the Council's property bank (£200k).
- Delays in the implementation of budget savings agreed as part of the budget setting process for 2009/10 in respect of meals on wheels (£240k), laundry (£160k) and the bathing service (£40k).

These pressures had been reduced by :-

- Additional income from continuing health care funding from NHS Rotherham (-£305k).
- Delays in the implementation of new supported living schemes within Learning Disability services (-£205k).
- Savings within independent residential care due to an increase in income from property charges (-£428k).
- Savings on the reconfiguration of Extra Care housing (-£315k).
- Slippage in recruitment to a number of new posts (-£78k) where additional funding was agreed within the 2009/10 budget process.

The Directorate continued to identify additional management actions to mitigate the outstanding budget pressures above. A number of management actions had already been achieved and were included in the financial forecasts. These included additional savings on supported living, residential short stay placements, independent residential care costs within Older People services and savings from the decommissioning of in-house residential care.

To further mitigate the financial pressures within the service all vacancies continued to require the approval of the Directorate Management Team. There was also a moratorium in place on non-essential non-pay expenditure. Budget meetings with Service Directors and managers took place on a monthly basis to robustly monitor financial performance against approved budget including achievement against the proposed management actions and consider all potential options for managing expenditure within the approved revenue budget.

Resolved:- That the latest financial projection against budget for the year based on actual income and expenditure to the end of September 2009 for Adult Services be noted.

H55. 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 they involve the likely disclosure of exempt information as defined in Paragraph 3 of Part I of Schedule 12A to the Local Government Act 1972.

H56. CARERS RESOURCE CENTRE

Chrissy Wright, Director of Commissioning and Partnerships presented the submitted report which set out proposals to use resources available for carers more efficiently and effectively by not renewing the contract for the Carers Forum with the current provider and instead utilising the money and other investment from Carers Group to develop a Carers Resource Centre.

In addition, there were significant performance and prevention benefits associated with the development of a Carers Resource Centre which were issues identified in the CQC Inspection. The centre would host a range of services; information and advice in one place, which would help more carers than existing services and would deliver far more outcomes. The proposal was based upon consultation with carers and underpinned the public commitments and targets that have been made within Rotherham's Local Area Agreement and Joint Carers Strategy.

Resolved:- (1) That the development of a Carers Resource Centre which would include the Carers Forum be approved.

(2) That the location of the site at Drummond Street be approved.

(3) That the additional expenditure of £30k from Carers Grant be approved.

H57. FEE SETTING - INDEPENDENT SECTOR RESIDENTIAL AND NURSING CARE 2010/2011

Doug Parkes, Business Manager presented the submitted report which sought the agreement of Elected Members to set the fees to be paid to Independent Section Residential and Nursing Care Providers for 2010/2011 in accordance with the established inflation formula.

This inflation linked formula was a contractual commitment.

Due to the combination of the low pay inflation rate and the negative rate of non-pay inflation there would be no increase in the baseline fees for 2010/2011.

However, in order to continue to drive standards, additional funding had been made available to pay a premium to those homes achieving the Gold Status in the Council's Home from Home Quality Premium Scheme.

Resolved:- That the report be received and the fee levels for Residential and Nursing Care Home, as set out in paragraph 7 of the report be agreed subject to consultation with the Contracting for Care Forum, to be effective from 11th April, 2010.

H58. RE-COMMISSIONING OF VCS CONTRACTS FOR PERSONALISATION

Chrissy Wright, Director for Commissioning and Partnerships presented the submitted report which set out options for recommissioning Third Sector services for those contracts that expired on 31st March 2010 to achieve re-commissioned services for personalisation and to achieve efficiencies. Consultation period of 90 days would commence immediately post decision.

Each option included an impact assessment that detailed the risks associated with the delivery of that option.

Resolved:- (1) That the three options proposed for recommissioning for personalisation of the Third Sector contracts due for renewal on 31st March 2010 be considered.

(2) That the implementation of Option 3 be supported.

H59. CHAMPION FOR OLDER PEOPLE - UPDATE

Councillor Walker, Champion for Older People reported that she had recently met with Jackie Clark and Lucy Pullen to address the issue of social workers. She confirmed that the meeting had been very productive and her next step was to meet with Carol Smith who was responsible for Council buildings.

Councillor Doyle wished to place on record his thanks for the work that all Champions undertook.

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| ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS |
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| 1. | Meeting: | CABINET MEMBER FOR ADULTS SOCIAL CARE AND HEALTH |
| 2. | Date: | 23rd November 2009 |
| 3. | Title: | Improvement Plan for RMBC Equipment |
| 4. | Programme Area: | Neighbourhoods and Adult Services |

5. Summary

This paper sets out the current position with regard to the provision and maintenance of hoists within customers' homes and the actions taken to improve that process and communications with customers. The paper also reports progress on the discussions with manufacturers to extend the warranty period and the potential financial impact on services.

A customer focused action plan has been put into place to significantly improve the quality of the customer experience and the support they receive to maintain the adaptation. This plan is captured in this report.

6. Recommendations

That Cabinet Member notes that significant and speedy steps have been made to improve the support and communication that is being offered to our customers

That Cabinet Member notes the potential financial implications of extending the warranty period with manufacturers

That Cabinet Member notes the work that is being undertaken with customers, partners, carers and manufacturers to improve the quality of customer experience.

7. Proposals and Details

Equipment such as hoists, stairlifts and specialist equipment which assist the carer, formal and informal, with their duties in the customer's home are provided through the Adaptations team. It can not be stressed too highly how important this equipment is to the quality of life for some of our most vulnerable customers. Providing the equipment is only part of the story. It is essential that the equipment is maintained and serviced on a regular basis and it is our duty to ensure that our customers receive first class service.

7.1 Although satisfaction with adaptations is always very high and subject to very few complaints in the last two or three years, recent events have highlighted that communication with customers and their carers regarding the servicing and maintenance arrangements for the equipment in their homes does not meet our usual high standards for customer care. Indeed the purpose of the actions contained within this report is to ensure that there is an immediate and significant improvement to the process. This is a clear case of learning from customer experiences.

7.2 This equipment is provided to some of our most vulnerable customers to enable them to remain in their own homes and to improve the quality of their lives. It is essential that the communication process is improved to ensure that they are fully aware of the timescales and procedures to be followed for servicing and maintenance of equipment. It is also vital that we take control of this process to ensure that our customers are kept up to date with information. Whilst enabling and supporting individuals' independence our customers must never feel as though they have been left to cope without our full support. As part of this process the Adaptations team have met with the supplier to identify any other customers who may not be covered by an up to date warranty agreement. In every case provision will be assessed.

7.3 Further to this it is important that we fully understand the financial implications of any changes to our procedures and these are examined later in this report.

7.4 Current maintenance and servicing arrangements are:

(a) Customers who live in Council properties

- 1 year manufacturer's warranty followed by lifetime cover provided by KEIRS covered as part of the normal repairs arrangement delivered by the Council housing team.
- Customer contacts Rotherham Connect as they do for any repairs within their property.
- This level of support in the Public sector properties has been in existence for over 5 years
- Customers undergo a financial assessment to ascertain their contribution to the cost of the equipment.

(b) Customers who are owner occupiers/private tenants/Housing Associations tenants

- For Hoists delivered to customers prior to 2009 1 years manufacturers (Westholmes) cover – 1 year servicing is arranged by the customer/carer with the manufacturer
- For Hoists delivered to customers during and post 2009 1 years manufacturers warranty followed by 4 years extended warranty – post 5 years servicing is arranged by the customer/carer with the manufacturer
- Customers undergo a financial assessment to ascertain their contribution to the cost of the equipment.

7.5 The extension of the maintenance in owner occupier properties from 1 year to 5 years is a recent innovation for Rotherham and seen as best practise in mitigating risks to customers and compares positively in comparison with other local authorities practise. No authority has a longer guarantee period. Customers who live in council properties enjoy a full and permanent extension of the warranty. This is because the adaptation is linked to the property and not the person and may be used in the future to provide support for customers with similar conditions. In effect we are continually improving the quality of support available within our housing stock

7.6 Initial discussions have taken place to review contract arrangements for the provision of hoists and similar equipment. Changes to contract conditions are now being drafted and a meeting has been set up with Westholmes and Kiers to discuss varying the lifetime of the warranty for the equipment. The purpose of the meeting is to address the different arrangements that currently exist between the council tenants and the owner occupiers' experiences. Although the five year package on offer is good we believe that discussions with our providers may lead to a better deal for our customers. We want to ensure that the support given in Rotherham is the best that is available. In some cases customers will want to arrange their own package of support. They will receive assistance in this process and support throughout it.

7.7 A joint review, with NHSR, of the Rotherham Equipment and Wheelchair services (REWS) is ongoing. The scope of this review includes examination of the potential to bring in line all definitions related to adaptations and equipment. If an adaptation can be defined as 'equipment' then we have greater capacity for extending the warranty period. The review is due to report in March 2010.

7.8 There are a number of proposed improvements to the communication with customers and their carers. Some of these have already happened as an immediate response to the issues highlighted above:

- Adaptations team has reviewed and improved the quality of the information provided to the customer and their carer when they initially receive the equipment –There must be clear service standards presented upfront to the customer when they receive the hoist-process complete.
- Adaptations team have established a database to flag up the need to contact customers, 3 months prior to a service requirement or a warranty expiring. Contact is then made with the customer and the

supplier to ensure that servicing takes place. Suppliers will be contractually obliged to operate their own system but this is a fail safe approach for the benefit of our customers. In this respect we are operating as a champion for our customer to ensure that they are always kept in the picture – completion by end November.

- Assistance will always be available from within the adaptations team to support customers who struggle with managing their maintenance package. This will be an important part of the continued support that follows the fitting of an adaptation.
- Adaptations team to inform all care managers/social workers that equipment maintenance and servicing is to be raised at each review – completion end November
- Support through the process of arranging further individual warranty cover for customers who desire that independence and choice
- Adaptations team to inform domiciliary care providers to check all maintenance dates on all equipment at each visit - This is as part of an engagement with all care providers to ensure that they are fully aware of their responsibilities completion end November
- That arrangements are put in place with REWs that emergency manual hoists are available whenever required, this will be included in the work of the REWs review which is ongoing.

The package of support outlined above is substantial and a direct response to the comments we have received about potential gaps in the process. The support that the customer will receive with the maintenance of their equipment will ensure that we do not fall short of meeting their needs in the future.

8. Finance

Initial discussions with manufactures to extend the warranty beyond the 1 year for all of those hoists that were delivered to customers before 2009 has suggested that this would result in an estimated financial pressure of approximately £40,000 to NAS for the purchase of the additional warranties.

It must be noted that further discussions are taking place to see if:

- a. there is a more cost effective way to resolve this issue
- b. quantify the actual cost that would be incurred to implement the agreed solution
- c. identify the most appropriate budget that could be use to support this.

No local authority currently offers lifetime cover due to the high potential financial impact of the warranty purchase from manufacturer and that the equipment deteriorates with long term use and requires upgrading after five years.

9. Risks and Uncertainties

The impact of extending the warranty to all equipment, for the duration of their use for a customer, would be financially prohibitive on the adaptations budget. This would result in monies being diverted to warranties rather than the provision of new equipment for vulnerable people.

10. Policy and Performance Agenda Implications

The legislative requirements that would apply to such a service and actions proposed are as follows:

- Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) which came into force on 5 December 1998.
- Health and Safety Work Act regulation 1999,

Section 2 of the HSW Act requires all employers to ensure, so far as is reasonably practicable, the health, safety and welfare of all their employees.

11. Background Papers and Consultation

Safe use of lifting equipment. Lifting Operations and Lifting Equipment Regulations 1998. Approved Code of Practice and guidance L113 HSE Books 1998 ISBN 0 7176 1628 2

Safe use of work equipment. Provision and Use of Work Equipment Regulations 1998. Approved Code of Practice and guidance L22 (Second edition) HSE Books 1998 ISBN 0 7176 1626 6

Simple guide to the Provision and Use of Work Equipment Regulations 1998 Leaflet INDG291 HSE Books 1999 (single copy free or priced packs of 15 ISBN 0 7176 2429 3)

Five steps to risk assessment Leaflet INDG163(rev1) HSE Books 1998 (single copy free or priced packs of 10 ISBN 0 7176 1565 0)

Managing health and safety: Five steps to success Leaflet INDG275 HSE Books 1998 (single copy free or priced packs of 10 ISBN 0 7176 2170 7)

Health & safety at work regulation 1999

<http://www.opsi.gov.uk/si/si1999/19993242.htm>

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

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