

CABINET MEMBER FOR HEALTH & SOCIAL CARE

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

Date: Monday, 3rd August, 2009

Time: 3.00 p.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. Petition - Meals on Wheels and Laundry Service
To consider petition presented at Full Council on 22nd July, 2009
5. Community Meals Provision (herewith) (Pages 1 - 24)
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. Rotherham Carers Centre (herewith) (Pages 25 - 29)
(Exempt under Paragraph 3 of the Act – information relating to the financial or business affairs of any particular person (including the Council)).

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBER

1.	Meeting:	Cabinet Member for Health & Social Care
2.	Date:	3 rd August 2009
3.	Title:	Community Meals Provision
4.	Programme Area:	Neighbourhoods and Adult Services

5 Summary

A report was presented to Adults Social Care and Health Delegated Powers Meeting in November 2008, outlining three potential options for the future development of the Meals on Wheels Service. Further to this report, Council made a decision on 4th March 2009 to adopt one of the options presented, as part of the budget setting process. This option is to provide the meals in a different way, to increase the choice, quality and value for money for customers and to cease directly providing a meal on wheels service.

Since then a detailed consultation process has been undertaken with staff and customers and the wider public. This report outlines the outcomes of this consultation process regarding the planned proposed changes to the in-house Meals on Wheels service.

The consultation process was extensive and successful consultation, and included staff, customers, trades unions and human resources representatives over a period of four months. The majority of customers who have been consulted with have chosen to make other arrangements, with regard to who provides them with a meal, from a range of providers.

6 Recommendations

- **Cabinet Member to agree to fully implement the new arrangements from 30th September 2009.**
- **To notify customers of an end date for the in-house meals on wheels service and provide information to support a transition to the new providers.**

7 Proposals and Details

Consultation with Customers

Consultation on the Meals on Wheels service and the proposed changes has been extensive and far reaching. It has included:

- A questionnaire to ascertain Meals on Wheels customers' views on the proposal. There was a good response, with 138 responding within the first 2 days, with many customers confirming that they were less concerned with who provided them with a service, and more concerned with choice, quality and value.
- Four letters have been sent to customers, including one from the Leader of the Council and the cabinet Member for Adults Social Care and Health to reassure people that they would continue to receive a meals service.
- Consultation Café – a highly successful event attended by 12 providers, over 100 members of the public, who were able to sample the meals that are widely available.
- Community based events, one held in Bakersfield Court, which provided a further opportunity to sample some of the meals on offer and which were great social events.
- A voucher sent to every customer, so that they could sample the meals available for free in their own home.
- Individual assessments of need undertaken on almost all customers to date, the rest to be completed over the next 3 weeks.

The re-assessment process commenced in April 2009 and is due for completion end of July 2009. There were at the start of the process 502 people receiving a Meal on Wheels service. Overall, feedback from customers about the change has been positive with over 262 people having already made the change to the new providers at their own request. The number of traditional Meals on Wheels delivered each day is now around 240 and around 20 people are changing each week following their assessment. Customers have been offered the choice to transfer to new arrangements or to stay with the in-house service. A number of customers have stated that they are choosing to stay with the in-house Meals on Wheels service until the service is no longer provided but they are willing to make alternative arrangements should they need to change. Some concern has been expressed by customers regarding the quality and reliability of the new providers, prior to taking up the alternative options, and consequently the Innovations Team has been monitoring outcomes for customers. They have been providing regular updates to the Directorate Management Team. An example is provided below in order to give an insight into the consultation and follow up processes that are in place.

“More encouraging feedback has been received from some of the people in Rotherham that have transferred from Meals on Wheels to an alternative provider. One resident in particular has spoken to us about the new service she is receiving from Park Care Meals.

Since a brand new depot opened on 1st June 2009 especially to cater for the people of Rotherham, Park Care Meals has been providing Mrs A (90) with a hot meal

delivery service to her home, 7 days a week. Mrs A changed to an alternative provider even before she was due her social care re- assessment and has had no regrets. When asked about the new service Mrs A was full of praise, stating that the meals are presented very well in comparison to the previous service. She informed us that the meals are lovely and feels she has much more choice and is offered a better sized portion. “

Since the beginning of July we have been consulting with customers who have made the change to the alternative providers and we are pleased to note that although a steady flow of customers have had their assessments and have changed to a number of the new meal provider, there has been only one complaint from a single customer. We have just this week contacted a sample of the customers who have switched their supplier and they report that they have been delighted with the results.

40% of our customers have said that the new service is the same as the old one and 60% have said that they feel their choice and their meal have improved. This outcome was what we anticipated when we started to involve our customers in the consultation. Many people have not even noticed the change and that is a measure of the quality of the alternative providers. We anticipated that the new meals would offer choice and quality and in many cases cost less than the meals on wheels alternative. This has proven to be the case.

Some of the comments we have received include:

- *Fantastic – nice food on a plate – not in a tin can*
- *Much bigger portions. I used to go away feeling hungry after a Meal on Wheel*
- *I have a selection in the freezer and I am able to heat the meals myself. This gives me more choice*
- *The meals are better and look more appetising*
- *Food arrives at 12.30 everyday – much better than Meals on Wheels that was delivered at 11.15 a.m. which was far too early for lunch!*
- *Same delivery person – in uniform – which is reassuring*
- *They put the food on a plate and always ask how I am*
- *Very good. Easy to order – accurate deliveries*
- *Good service delivered whenever required*
- *Tasty! Lots of choice – puddings included – I am happy with the price*
- *Very satisfied – there is no difference to the service*
- *Five times better!!*
- *The social worker helped me all along the way*
- *‘They are lovely – I get a hot meal every day ‘*

Impact of recent changes on the Meals on Wheels Service

It should be noted that since 1 April 2008, when the charge for meals increased from £3.20 to £4.20, the service experienced a 12% reduction in take up. In addition, there has been a further impact on the service through the new arrangements for Day Services. The Meals on Wheels service used to provide up to 133 meals per week to day centres in the local community. This has now ceased as all day centres have all now been re-located to Copeland Lodge and Charnwood Day Care provision, where a freshly prepared, more nutritious meal with choice is provided on site by staff. In addition, no new referrals from Assessment Direct have been taken for Meals on

Wheels in house provision since the decision to consult on the future of the service. New customers have been signposted and supported to access the range of community based alternatives.

The Meals on Wheels service continues to operate from one kitchen, at Bailey House. Some staff have already been re-deployed on a temporary basis to other locations, within Health and Wellbeing. The Meals on Wheels delivery staff have had routes re-aligned to reflect a reduction in numbers of meals to create some efficiencies. In addition, a small number of staff have sought alternative employment and left the Council.

An Equality Impact Assessment has been completed on the Meals on Wheels Service. (See Appendix 3)

Staff Consultation (Meals on Wheels)

There were initially 41 staff affected in the Meals on Wheels Service. Four have already been redeployed, and a further 6 are attending interviews this week. The breakdown in bandings is as follows:

- 6 Band A
- 26 Band B
- 3 Band C
- 1 Band H
- 1 Band G

The posts we have available for redeployment at present are:

- 11 Band A
- 12 Band B
- 3 Band C
- 6 Band D
- 2 Band D (temporary contracts)
- 3 Band F
- 2 Band H

It should be noted however, that this pool of redeployment opportunities needs to be made available to the other staff who are affected including those from the laundry service and Rothwel Grange. At present there are 70 staff at risk from across NAS and 39 posts available on the redeployment list. However, this number is reducing on a weekly basis as suitable posts are obtained.

Staff have received further information in relation to other vacancies but there has been little uptake. The main reason for this is that the alternative posts do not match staff's current working patterns, which are varied.

Staff have been informed and consulted with throughout this process. There have been a number of meetings held with senior managers, and a staff newsletter was distributed at the end of May providing staff with an update. In addition, there have been 1:1 meetings held with every affected staff member. These meetings have been held with trades union representatives, where applicable, and also with Human Resource managers present. These meetings have provided senior managers with an opportunity to complete a list of all staff skills, views and requirements recorded, and have also given staff an opportunity to look at the options that may be available to them. A number of staff have also had an opportunity to work in different services, to

provide them with an opportunity to assess whether the new role is suitable for them. Retraining will be provided where required.

Staff have raised a number of concerns about re-deployment within the council and whether there are sufficient vacancies available. Some staff have expressed an interest in redundancy if this was an option decided by the council. Other staff are willing to consider alternative employment. There are 41 staff affected by this proposal. The attached spreadsheets provide further information. Appendix 1 outlines details of the staff affected showing their current role and preferred options based on a skills audit.

Appendix 2 outlines the redundancy costs associated with the staff team. This calculates the entire cost of redundancy for all staff, and is provided for information only. We are currently exploring a full range of options seeking to avoid redundancy.

- Redeployment to existing vacancies.
- Taster opportunities to enable staff to experience new roles.

An options appraisal is being undertaken, to provide further information about potential costs and options for staff.

A Section 188 notice was issued on 23rd March 2009, informing the Department of Work and Pensions that there was a potential for staff to be at risk. This was extended to take account of the consultation on 30th April 2009, and may be further extended if required. Unions have been fully informed and provided with copies of the correspondence. Information will be provided to staff following the meeting outlining the next steps.

Transitional Arrangements - Customers

As identified above, a number of customers are now aware that there may be a change in the service they receive and have chosen to remain with the existing service until a decision to about the future of the in-house service is made. In many cases, people have stated that they will change once the decision is made but that they prefer to keep their services the same until then, in case there is no need for them to change. In the event of a decision being made to cease providing the service in-house, each of these customers will be visited and provided with the support that they need to change to one of the existing alternative providers. Again, there will be a follow up check to ensure that the new services are meeting their needs. It is not anticipated, given the smooth transition that other customers have made to the alternative services that there will be any difficulties with this. As can be seen from the feedback received already, customers have found that the process of transition is smooth and in most cases beneficial to them, leading to an improvement in satisfaction and quality of life.

8 Finance

Failure to ratify the decision made by Council on March 4th 2009 will result in a budget pressure of £92,549 per annum net saving based on 2008/09 budget in respect of Meals on Wheels.

There was an overspend within the Meals service of £16,382 in the 2008/9 budget, resulting in a net loss of £108, 931. Projected overspend to date is £23,250, in addition to the delayed budget savings due to the requirement to consult prior to implementation. Full year effect is £92,549.

There will be some costs associated with disestablishing the service, including the closure and de-commissioning of the two kitchens. Discussions are taking place with Asset Management, regarding the cost and action that is necessary to close the service.

Staff re-deployment opportunities are limited within Neighbourhoods and Adult Services, requiring support from the corporate body. A further report is being submitted that will provide further detail on the financial implications of redeploying, or retaining as supernumerary staff affected by budget savings initiatives including Meals on Wheels, Laundry and Rothwel Grange. It is anticipated that there will be placements for most staff. A plan will be implemented to ensure that staff who are displaced are maintained on the redeployment list. There will be a project plan to ensure the proactive redeployment of staff, and weekly updates will be provided to the Director of Health and Wellbeing.

9 Risks and Uncertainties

Staffing – recruitment across the wider service has been put on hold subject to the outcome of this process. This is placing a number of constraints on a number of services within Health and Wellbeing. Agency staff are being used, where necessary, which places additional costs on services. The use of agency staff is not a solution in the long term, as this can place a number of issues at an operational level, with regard at times to the safety of vulnerable adults. To mitigate this, staff are being released from their roles as soon as possible to enable them to take up new opportunities. This is being reviewed weekly.

Risk to customers - It can be seen from the outcome of the feedback received from customers who have already changed to alternative providers that the change has been on the whole a positive one. 40% of customers who have changed report that they have noticed little change to their service with 60% reporting an improvement. It is likely in this case that most people who have changed would if offered an option stay with their new provider. Should the decision be made to retain the in-house service it would be operating significantly below capacity and would have difficulty in regaining customers.

Communication – to reduce the risk of misinformation, a communication plan has been devised which includes:

- Trades Unions provided with information prior to this meeting
- Briefing note prepared for all staff
- Meetings to be held with all staff
- Letter to be sent to customers
- Press briefing

Emergency Planning – Meals on Wheels provides a response in emergencies. Other options for the emergency provision of meals are available and can be explored. There are a number of other locations with adequate facilities, where meals can be prepared. The two new residential homes, day centres, North and South of the Borough, with adequate storage facilities, the Badsley Moor Lane site, Breathing Space and the Millennium centre. A number of options are also available within CYPS. These locations can be factored into business continuity plans.

10 Policy and Performance Agenda Implications

The proposals are in keeping with the Modernisation and Personalisation Agenda and seek to improve the quality of life of customers within the Borough, through increasing their choice and control over services provided to them..

The services being received by customers increase their ability to choose their service provider, meals options, and choice of mealtime. The range of meals available is extensive, well presented in a catalogue and cater to all tastes, cultural needs, and budget. It ensures an increase the in the choice and control of customers over this essential aspect of their quality of life. Many people are already choosing this option. These new services are available to a wider range of people including those whose needs are not eligible under FACS. The Innovations Team is in the process of developing a system for evaluating and reporting the outcomes of this service.

11 Background Papers and Consultation

Attached Equality Impact Assessment undertaken on Meals on Wheels (Appendix 3)

A review of the Meals on Wheels service was undertaken in 2008 and a report prepared.

All staff were informed by letter, prior to consultation meetings being arranged. A Service Manager attended all meetings with staff. Meetings have been held with staff, Trade Unions and Human Resource representatives throughout March 2009.

Individual meetings with staff were held the first two weeks in April 2009, to look at redeployment opportunities and to discuss all options available to them. Present at these meetings were, Trade Union and Human Resources representatives.

The Director of Health and Wellbeing, Senior Manager and Trade Union Representatives all met with staff on the 29 May, 2009, to give a brief update, following this meeting all staff, individually received a letter.

All customers received a letter from Director of Health & Wellbeing in March 2009 advising them of proposed changes.

Assessment and Care Management teams are in the process of undertaking re-assessments with individual customers in receipt of Meals on Wheels.

A Consultation Cafe event took place on the 30 April, 2009, at the Bailey Suite where customers were invited to come and taste other providers meals and look at the range of options available. Transport for customers was provided to this event and customer's also received vouchers to try a range of meals in their own homes.

Fortnightly meetings have been held with the Director of Health & Wellbeing, Senior Managers, Human Resources and Trade Union representatives, to ensure that there is effective communication between all parties.

Contact Name: Shona McFarlane, Director of Health & Wellbeing
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Email: shona.mcfarlane@rotherham.gov.uk

APPENDIX 1 - REDEPLOYMENT LIST

2. PREFERRED AREA OF WORK													RECRUITING MANAGER
Area	BAND	1ST JOB TITLE	1ST JOB HOURS	1ST JOB PATTERN	WORK PREFERENCE	FT/PT	RESTRICTIONS	Interviews arranged	START DATE	JOB TITLE	LOCATION		
MoW	A	Helper / MOW Driver	12	shifts (Mon/Thu/Fri)	Interested in local school cleaning / domestic work (Day Centres). Does not want Home Care.	PT	Prefer central and north area. Not south or Dinnington area.						
MoW	A	Kitchen Assistant	15	(Sat/Sun/Mon) teatime hrs not contracted	Care related - nights only 'Sitting Support'. Not early starting Daycare posts, due to childcare problems. Not in an office.	FT/PT	Nights only or hours between 09:00am-3pm. Any location.						
MoW	A	Kitchen Assistant	15	(Sat/Sun/Mon) teatime hrs not contracted	Cleaning (depending on hours) / Kitchen Assistant. No care work.	FT/PT	Not late evenings. Local area, central or within one bus ride. Do not want early start / late finish or low hours.						
MoW	A	Kitchen Assistant	20	(Mon-Fri) teatime hrs not contracted	Sitting Support Worker / Cook / Kitchen Assistant in new homes / Clerical and Administration.	FT/PT	Not early mornings due to taking children to school. Would work weekends on a rota only basis. Any location.						
MoW	A	Kitchen Assistant	20	09:15-14:15 (Tue-Fri)	Wardens / Care posts. Not interested in office posts.	PT	Would work weekends on a rota basis. Would prefer Rawmarsh area - not in extremes of Borough which would incur more than one bus journey.	Lord Hardy Court Kitchen Assistant - 23/7					
MoW	A	Kitchen Assistant	20	09:15-14:15 (Mon-Thu)	Domestic preferable - needs to start late enough to keep cleaning job. No catering posts.	FT/PT	Start time to commence after 08:00am. Would consider any location.						
MoW	B	MOW Driver	20	10:30-14:30 15:15-18:15	Driving / Escort / Courier / Outdoor work. Not office bases or homes / personal care.	FT/PT	Shift work not after 6pm. Weekends occasional on a rota basis. Any location.						
MoW	B	Driver	6	Mon-Fri (3hrs Sat/Sun)	Support Worker / seasonal work (parks) / Administration. No cleaning.	PT	Prefer to work Saturdays. Location in any part of the Borough.						
MoW	B	Driver	8	Sat/Sun (2hrs Sat/Sun)	Preferred area north and central.								

Area	BAND	1ST JOB TITLE	1ST JOB HOURS	1ST JOB PATTERN	WORK PREFERENCE	FT/PT	RESTRICTIONS	Interviews arranged	START DATE	JOB TITLE	LOCATIO N	RECRUITI NG MANAGE R
MoW	B	Helper / Relief Driver	Casual	Mon-Sun	Due to length of service / working 7 days, is considered to have same rights as 4 permanent employees. Interested in new home at Rawmarsh (shift work) domestic post, / Lord Hardy, Charnwood House domestic post. Not a cook's post or a school cleaner.	PT	Would work 1 in 3 weekends only. Location preferred in town or Wickersley. Prefer early start (before 08:00am) and early finish (by 2-2:30pm).					
MoW	B	MOW Driver	20	Shifts (Mon-Fri)	Interested in Domestic Post @ Rawmarsh. No care work.	PT	Prefer Swinton / Rawmarsh / Central Rotherham. Do not want South area.					
MoW	B	Driver	8	Sat/Sun (2hrs Sat/Sun)	Dog Warden / outdoors post (not necessarily in one place) / Litter / Car Park	PT	Any location in the Borough.	Lord Hardy Court Domestic - 23/7				
MoW	B	MOW Driver	20	10:30-14:30 (Mon-Fri)	Driving / Clerical (computer literate) / Customer Services. Not cleaning / personal care.	PT	Weekends on a rota basis. Cannot do shift work due to childcare responsibilities. Central or South areas preferred locations only.					
MoW	B	Kitchen Supervisor	25	09:15-14:15 (Mon-Fri)	Administration / Clerical.	FT/PT	Only interested in occasional weekends if required. Any locations considered.			Reception/ Admin	Davies Court	Lynn Todd
MoW	B	Driver	16	Mon-Sun (flexible over 5 days)	Care work.	PT	Any location in the Borough.					
MoW	B	Driver	8	Sat/Sun	Driving, Caretaker - Maltby School	FT	Depends on job offer, pay etc.					
MoW	B	Escort / Driver	10	Term time	Outdoor work - driving preferred. Working with special needs children / adults. Admin posts. Passenger side of Transport Unit. Not in old peoples home or Homecare.	FT/PT	Could do occasional weekends if required only. Any location within Rotherham Borough.		TBA	Admin	Davies Court	Lynn Todd
MoW	B	MOW Driver	casual	Shifts	Outdoors - driving. Does not want an indoor job. No work in Care Home, no admin work, no school cleaning.	PT	Days only - weekend work on a rota basis. Working south and central only.					
MoW	B	MOW Driver	16	10:30-14:30 (Mon, Wed-Fri)	Driving job ideally, school cleaning (at Cortonwood) - Brampton / West Melton / Wath Schools. No care jobs.	PT	Prefer times up to 3pm. No shift work. Willing to travel to Brampton/Kimberworth area. Does not want to travel to Dinnington, South of Borough.					

Area	BAND	1ST JOB TITLE	1ST JOB HOURS	1ST JOB PATTERN	WORK PREFERENCE	FT/PT	RESTRICTIONS	Interviews arranged	START DATE	JOB TITLE	LOCATIO N	RECRUITI NG MANAGE R
MoW	B	MOW Driver	16	10:30-14:30 (Mon/Tue/Thu/Fri)	Respite support worker. Do not want office work or schools.	PT	Prefer North or Central areas, not South.	Lord Hardy Court Domestic - 23/7				
MoW	B	Driver	33	Shifts (20 contracted)	Outdoor work if possible (nothing after 6pm). Not interested in cleaning / kitchen work.	FT/PT	Central locations preferred (not Maltby of South of the Borough).					
MoW	B	MOW Driver	12	10:30-14:30 (Mon-Wed)	Customer Services (possibly admin if training was available). Not interested in Cleaner / School Crossing Patrol.	PT	Only want 12 hours on 3 days (Mon-Wed) or 2 full days a week. Location preferred within Rotherham Borough.					
MoW	B	Driver	12	shifts (Tue/Thu/Fri)	School Meals (SMSA work). No Home Care / cleaning / residential work.	PT	Need to work around school hours. Would prefer north/central areas, do not want south area.					
MoW	B	Driver	shift	relief	Discussed Kitchen Assistant @ Breathing Space (reception work). Not interested in care / cleaning.	PT	Do not want regular weekends - occasional only. Prefer Rotherham area,					
MoW	B	MOW Driver	16	10:30-14:30 (Mon-Thu)	Care / Nursing, elderly - possibly children.	PT	Weekends on a rota basis. Shift work max 3 days per week.. Locations preferred, Dinnington and central area. Do not want to travel to North of the Borough.					
MoW	B	MOW Driver	20	Mon-Fri	Driving / possibly Clerical (not computer literate) / Domestic. Not Personal Care.	PT	Shift work not after 7pm. Prefer South and Central areas.					
MoW	B	Driver	4	1 day (Tue)	Sitting Support Service / Housekeeper / Cook (Dinnington Children's Centre). Not homes.	PT	Preferred location - South/Central (not North).					
MoW	B	Driver	8	Sat/Sun	Bus Passenger hours if possible. Interim work until aged 65. Not interested in Care Homes.	FT/PT	Hours preferred (7am - 5pm). Any location.					
MoW	B	Driver	8	Sat/Sun	Luncheon Club Buses / Caretaker (Maltby/Aston).	FT/PT	Any location.					
MoW	B	Driver	8	Thu/Fri	Escort	PT	Maximum hours over 2 days. Preferred location South/Central - not more than 3 miles. Would prefer redundancy.					

Area	BAND	1ST JOB TITLE	1ST JOB HOURS	1ST JOB PATTERN	WORK PREFERENCE	FT/PT	RESTRICTIONS	Interviews arranged	START DATE	JOB TITLE	LOCATIO N	RECRUITI NG MANAGE R
MoW	B	MOW Driver	12	T10:30-13:30 (Tue-Fri)	Driving Escort / Outdoor Work. Not interested in office based or homes / kitchens.	PT	No weekend work. Any location.					
MoW	B	Driver	8		Would like to leave. Possible ill-health. D Hutson collecting figures.							
MoW	B	MOW Driver	16	Mon-Thurs 10.30-2.30	Driving, Care Assistant (Running Activity Programmes), Community Support Worker	PT						
MoW	B	Driver	16	Tue-Fri	Breathing Space (12hr post) / Charnwood / Copeland.	PT	Would like fully flexible hours to work around his football season tickets (will not work on away games).					
MoW	C	Clerical Assistant	18.5	22.12 (Mon-Wed) 14.48 (Thu/Fri)	Administration / Clerical.	PT	Central locations preferred.	Clerical (Millside) 30/7				
MoW	C	Clerical Assistant	37	22.12 hrs (Mon-Wed) 14.48 hrs (Thu/Fri)	Administration / Clerical.	PT	Central locations preferred - not Dinnington/Wath/Swinton	Admin (Waterside) - 30/7				
MoW	C	Clerical Assistant	37	Mon-Fri	Clerical / Administration - not in a school.	FT	Central locations preferred.	Admin (Waterside) - 30/7				
MoW	D	Personal Carer	16		Moved to Com Support at Copeland. Increased from 16 to 22 hours. No further action required.						Copeland	
MoW	E	Administrati on Officer	37	Mon-Fri	Wants to remain within administration.	FT	Central locations preferred - not Dinnington.		29/07/09 Trial	Housing Support Officer	Bakersfield Court	Lesley Latham
MoW	G		37	Mon-Fri		F/T						
MoW	H		37	Mon-Fri		F/T						

APPENDIX 2 - REDUNDANCY COSTS

PENSION

SERVICE		HOURLY RATE	WEEKLY HOURS	WEEKLY WAGE	REDUNDANCY ENTITLEMENT (WEEKS)	REDUNDANCY PAY	NOTICE PERIOD	NOTICE PAYMENT	TOTAL	PENSION FIGURES REQUIRED?	TOTAL	ANNUAL PAYMENT OVER 3 YEARS
21 years	10 months	6.9565	20	139.13	30	4173.90	12	1669.56	5843.46	**	10995	3955
11 years	10 months	6.9565	6	41.739	16.5	688.69	11	459.129	1147.82	**	3534	1271
22 years	1 month	6.393	12	76.716	30	2301.48	12	920.592	3222.07	**	9508	3420
7 years	4 months	7.9257	18.5	146.62545	10.5	1539.57	7	1026.37815	2565.95			
3 years	2 months	6.9565	8	55.652	4.5	250.43	3	166.956	417.39	**	1742	627
6 years	8 months	6.2173	0	0	9	0.00	6	0	0.00			
17 years	9 months	6.9565	20	139.13	25.5	3547.82	17	2365.21	5913.03	**	13470	4845
3 years	7 months	6.9565	8	55.652	4.5	250.43	3	166.956	417.39			
9 years	3 months	6.393	15	95.895	13.5	1294.58	9	863.055	2157.64			
9 years	10 months	6.9565	20	139.13	13.5	1878.26	9	1252.17	3130.43			
5 years	9 months	6.7522	16	108.0352	7.5	810.26	5	540.176	1350.44			
5 years	11 months	6.7522	8	54.0176	7.5	405.13	5	270.088	675.22	**	2489	895
2 years	4 months	6.393	15	95.895	3	287.69	2	191.79	479.48			
29 years	1 month	7.9257	18.5	146.62545	30	4398.76	12	1759.5054	6158.27			
3 years	5 months	6.546	10	65.46	4.5	294.57	3	196.38	490.95			
16 years	5 months	6.9565	16	111.304	24	2671.30	12	1335.648	4006.94	**	7080	2547
3 years	6 months	6.393	20	127.86	4.5	575.37	3	383.58	958.95			
8 years	10 months	6.9565	16	111.304	12	1335.65	8	890.432	2226.08			
10 years	3 months	6.9565	20	139.13	15	2086.95	10	1391.3	3478.25	**	12825	4613
8 years	3 months	6.9565	12	83.478	12	1001.74	8	667.824	1669.56	**	4668	1679
8 years	3 months	6.9565	12	83.478	12	1001.74	8	667.824	1669.56			
9 years	2 months	6.2173	0	0	13.5	0.00	9	0	0.00			
7 years	1 month	6.9565	16	111.304	10.5	1168.69	7	779.128	1947.82			
19 years	4 months	6.393	20	127.86	28.5	3644.01	12	1534.32	5178.33	Not in scheme		
5 years	8 months	7.9257	37	293.2509	7.5	2199.38	5	1466.2545	3665.64			
6 years	8 months	6.9565	20	139.13	9	1252.17	6	834.78	2086.95			
7 years	3 months	6.393	20	127.86	10.5	1342.53	7	895.02	2237.55	Not in scheme		
17 years	2 months	6.9565	4	27.826	25.5	709.56	12	333.912	1043.48			
4 years	6 months	6.9565	8	55.652	6	333.91	4	222.608	556.52	**	70	25
4 years	1 month	6.9565	8	55.652	6	333.91	4	222.608	556.52	**	180	65
9 years	3 months	6.9565	8	55.652	13.5	751.30	9	500.868	1252.17	**	1679	604
10 years	6 months	7.1026	37	262.7962	15	3941.94	10	2627.962	6569.91			
13 years	7 months	6.9565	12	83.478	19.5	1627.82	12	1001.736	2629.56	**	4019.77	1445.96
5 years	8 months	6.9565	8	55.652	7.5	417.39	5	278.26	695.65	**	577	208
21 years	9 months	6.9565	37	257.3905	30	7721.72	12	3088.686	10810.40	**	16562	5958
24 years	10 months	6.393	19.5	124.6635	30	3739.91	12	1495.962	5235.87			
3 years	3 months	6.7522	16	108.0352	4.5	486.16	3	324.1056	810.26	**	1161.07	417.65
7 years		14.29	37	528.73	10.5	5551.67	7	3701.11	9252.78			
35 years	4 months	12.1667	37	450.1679	30	13505.04	12	5402.0148	18907.05	**	23359	8403

79521.42

41893.89

121415.31

113918.84

APPENDIX 3

**EQUALITY IMPACT
ASSESSMENT**

**PROPOSED CHANGES TO
COMMUNITY SERVICES**

(Meals on Wheels)

Equality Impact Assessments

Step 1 – Responsibility and Involvement

Policy/procedure or proposal: Proposal of Meals and Wheels service to change.

Name of Lead Officer (service/business manager) completing the assessment: Rosalie Brown, Quality Care Manager

Job Title : Quality Care Manager

Contact No : 0776 6070889 (mobile)
01709 545791 (Copeland Lodge Office)

Service area: Health and Wellbeing **Date:** 26th of June 2009

Directorate: Neighbourhoods & Adult Services

List others involved in the assessment:

Step 2 – Identify aims/objectives of policy/procedure or proposal

No.	Question
1	<p>What are the aims/objectives of the policy/procedure or proposal and the intended outcomes?</p> <p>The business objective is to cease operating the in-house provision of delivering meals (Meals on Wheels) within the community of Rotherham. The services do not present value for money. The Personalisation Agenda, presents significant challenges for local councils, one of which is making the best use of resources, to enable people to live as independently as possible. A new direction in line of Modernising services is to signpost customers to a range of other options, which will, create more choice, control and flexibility for the customer.</p>
2	<p>Are there any associated services, policies or procedures: <u>No</u></p> <p>If 'Yes' please list below</p>
3	<p>Are any other organisations involved in the delivery of the service or project?</p> <p>None.</p>
4	<p>How and where will information about the service, policy/procedure or proposal be publicised? Is this information available in other languages and formats if requested?</p> <p>Consultation events have taken place regarding the meals on wheels service. An information pack is available for those in receipt of the service and for potential new customers. The pack signposts customers to a range of providers and the range of options available. Additionally a range of information is available on the council website. Information is available in different languages and formats and are available upon request.</p>
5	<p>List the main people, or groups of people, that this policy/procedure or proposal was designed to reach or benefit, and any other stakeholders.</p> <p>The Meals on Wheels service is available in the community of Rotherham for adults 65 years of age and over who meet eligibility criteria (FACS).</p>

Step 3 – Consultation

No.	Question
6a	<p>What have service users/non-users or other stakeholders (including employees) already told you about the policy or proposal and any negative impacts? Who has been consulted and what methods were used?</p> <p>A number of customers have received a review of their needs, from social work teams, based within Assessment and Care Management. They have been provided with other options to receive or have a meal delivered and signposted to a range of options from a number of independent providers.</p> <p>An information pack is also being provided to all existing and potential customers to ensure they are fully informed of the range of alternatives and providers to offer them this kind of service.</p> <p>A Consultation Cafe event took place, where customers were invited to attend to sample and taste a range of meals from independent providers. Customers were given free vouchers to try these meals in their own homes. Feedback was also provided in writing to customers on the outcome of this event.</p> <p>Arrangements were made for customers, unable to access local transport, or unable to attend, due to health or mobility problems, to be brought to the event by community transport.</p> <p>Employees have met with senior management and had one to one meetings with a senior manager, human resources and their trade union representatives.</p> <p>Employees are anxious about the future. Concerns have been raised that for those wanting re-deployment there will not be sufficient re-deployment options and vacancies across the council.</p> <p>Supervisors, line managers and trade unions are actively involved in supporting staff at this time.</p>
6b	<p>If you have not carried out any consultation, or if you need to carry out further consultation, who will you be consulting with and by what methods?</p> <p>Further consultation opportunity are taking place through Social Work Teams, reviewing customer's individual needs already in receipt of the Meals and Wheels service. It is anticipated that these will conclude early August 2009.</p>

Step 4 – Monitoring and Research

No.	Question
7a	<p>How do we know whether our service or project is accessible to all groups?</p> <p>The service is accessed by a range of individuals within the Rotherham Area. These include people with mental health problems ie: Dementia, Sensory Impairments or disabilities and from a range of ethnic origins. A number of individuals have no other service, and were supported by Meals on Wheels alone. The service only provided to those who meet FACS eligibility. The new services are available to all.</p>
7b	<p>If there is a lack of information, what research will be carried out, and for which groups?</p> <p>We constantly monitor outcomes of the service we provide and have high levels of customer satisfaction with the service. We believe we can meet the needs of any individual referred to our service regardless of any disability or ethnic origin. Customers who are signposted to other providers, will continue to be monitored, through customer satisfaction surveys and learn from any feedback to ensure we continually improve information about providers to customers.</p>
7c	<p>If this is a new policy, or one that is not currently monitored, what are the arrangements to begin monitoring the actual impacts of the policy? (To go in action plan)</p> <p>Not applicable.</p>

Step 5 – Impact assessment

No.	Question			
		<i>Actual or potential negative impact, unmet needs or barriers</i>	<i>Actual or potential positive impact or ways in which the policy promotes equality</i>	<i>Actual or potential impact of the policy on community cohesion and community relations</i>
1	Women or men	As a result of these proposed changes it is not anticipated there will be any negative impact on women or men who require a hot meal delivery service.	The range of options provided by individual providers promotes more choice, improved quality and a better priced meal. Ensuring that customer needs are met, at a time they choose.	It is not anticipated that this proposal will have a negative impact on this customer group. However the general public perceptions could lead to a lack of confidence in the council's ability to meet the social care needs of the people of Rotherham.
2	People from different ethnic groups	As a result of these proposed changes it is not anticipated there will be any negative impact on People from different ethnic groups who require a hot meal to be delivered. There could be some impact or unmet need with the individual who may lack certain capacity. For example those with Dementia or require more assistance with a meal.	The range of options provided by individual providers promotes more choice, improved quality and a better priced meal. Ensuring that customer needs are met, at a time they choose. There are a number of specialist providers, who caters for this group.	It is not anticipated that this proposal will have a negative impact on this customer group.

No.	Question			
		<i>Actual or potential negative impact, unmet needs or barriers</i>	<i>Actual or potential positive impact or ways in which the policy promotes equality</i>	<i>Actual or potential impact of the policy on community cohesion and community relations</i>
3	Disabled people or people with a long-term limiting illness or condition	As a result of these proposed changes it is not anticipated there will be any negative impact on Disabled people or people with a long-term limiting illness or condition There could be some impact or unmet need with the individual who may lack certain capacity. For example those with Dementia or those whose disability require more assistance with a meal, other options or additional services may have to be considered.	The range of options provided by individual providers promotes more choice, improved quality and a better priced meal. Ensuring that customer needs are met, at a time they choose There is a range of specialist providers, who cater for this group, that may require a blended or special diet meal.	It is not anticipated that this proposal will have a negative impact on this customer group. As other support or preventative services could be considered. However the general public perceptions could lead to a lack of confidence in the Councils ability to meet the social care needs of the people of Rotherham.
4	Lesbian, gay or bisexual people	As a result of these proposed changes it is not anticipated there will be any negative impact on lesbian, gay or bisexual people accessing options for a meal delivery service.	The range of options provided by individual providers promotes more choice, improved quality and a better priced meal. Ensuring that customer needs are met, at a time they choose.	It is not anticipated that this proposal will have a negative impact on this customer group.

No.	Question			
		<i>Actual or potential negative impact, unmet needs or barriers</i>	<i>Actual or potential positive impact or ways in which the policy promotes equality</i>	<i>Actual or potential impact of the policy on community cohesion and community relations</i>
5	Older people	As a result of these proposed changes it is not anticipated there will be any negative impact on older people accessing options for a meal delivery service.	The range of options provided by individual providers promotes more choice, improved quality and a better priced meal. Ensuring that customer needs are met, at a time they choose.	This in principle decision has in the main been accepted by the individuals directly affected by these proposals however the general public's perceptions could lead to a lack of confidence in the Councils ability to meet the social care needs of the people of Rotherham.
6	People with caring responsibilities	As a result of these proposed changes it is not anticipated there will be any negative impact on people with caring responsibilities.	The range of options provided by individual providers promotes more choice, improved quality and a better priced meal. Ensuring that customer needs are met, at a time they choose. The frozen deliver service, could enhance, the carers quality of life, enabling them to choose when to eat at a more convenient time and not worry about time spent preparing meals.	This in principle decision has in the main been accepted by the individuals directly affected by these proposals As other support or preventative services could be considered. However the general public's perceptions could lead to a lack of confidence in the Councils ability to meet the social care needs of the people of Rotherham.

No.	Question			
		<i>Actual or potential negative impact, unmet needs or barriers</i>	<i>Actual or potential positive impact or ways in which the policy promotes equality</i>	<i>Actual or potential impact of the policy on community cohesion and community relations</i>
7	People from different faith groups	As a result of these proposed changes it is not anticipated there will be any negative impact on people from different faith groups accessing options for a meal delivery service.	The range of options provided by individual providers promotes more choice, improved quality and a better priced meal. Ensuring that customer needs are met, at a time they choose.	It is not anticipated that this proposal will have a negative impact on this customer group.
8	Trans people	Would not be able to access this service with no fixed address or living arrangements.	Not applicable.	It is not anticipated that this proposal will have a negative impact on this customer group.
9	Young people	Not applicable young people do not utilise these services.	Not applicable.	Not applicable.

Neighbourhoods and Adult Services

Community Meals on Wheels Service Action Plan

Complete	On Target	Off Target with Remedial Action	Off Target
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Action No	Action	Lead Officer	Timescale	Progress
1	In principle decision made by Elected Members to cease the provision of in house Meals on Wheels.	Elected Members		Decision made in principle subject to consultation with customers
2	Letters sent to staff informing them of the in principle decision to change the Meals on Wheels.	S McFarlane	6 March 2009	COMPLETED
3	Meeting on site with staff to inform them of the in principle decision, following letters received.	R Brown	10 March 2009	COMPLETED
4	Letters sent to customers advising them of changes to the Meals on Wheels Service.	S McFarlane P Walker	11 March 2009	COMPLETED
5	Fortnightly Communication meetings with all parties involved. Director of Health & Well being, Service Managers, Human Resources and Trade Union Representatives.	S McFarlane	First Meeting 23 March 2009 Ongoing	
6	Consultation Meetings on site with staff, trade unions and HR to advise staff of proposed changes.	Nominated HR Manager R Brown Trade Union Representations	25 March 2009	COMPLETED
7	One to One meetings with staff to look at re-deployment options Where redeployment options are available staff to be moved as required without compromising the service.	R Brown Human Resources and Trade Union Representatives	30 March to 7 April 2009	COMPLETED COMPLETED

Action No	Action	Lead Officer	Timescale	Progress
8	Report to Elected Members detailing the outcome of the consultation.	S McFarlane R Brown	June 2009	COMPLETED
9	Letters to be sent to Customers and staff detailing the outcome of report to Elected Members.	S McFarlane	August 2009	On target
10	Assessment and Care Management Teams start to undertake Reviews and full assessment of needs of customers.	S Newton M Joynes	May 2009 Ongoing	On target
11	Consultation Cafe Event.	Innovations Team	29 April 2009	COMPLETED
12	Information Packs with list of independent Providers.	Innovations Team	29 April 2009	COMPLETED
13	Conclude all staffing issues i.e. redeployment, VER, compulsory redundancies.	Nominated HR Manager R Brown	August 2009	On target
14	Decommission Service.	R Brown P Walker	September 2009	
15	Decommission Meals and Wheels Kitchens and cease contract for Transport provision.	R Brown P Walker T Smith S Carr, EDS	November 2009	

Website Summary – Please complete for publishing on our website and append to any reports to Elected Members, CMT or Directorate Management Teams

Completed equality impact assessments	Key findings	Future actions
<p>Directorate: NAS</p> <p>Function, policy or proposal name:</p> <p>Proposed Changes to In House Meals and Wheels Service</p> <p>Function or policy status: New</p> <p>Name of lead officer completing the assessment:</p> <p>Rosalie Brown Quality Care Manager</p> <p>Date of assessment: 24th June 2009</p>	<p>To provide customers with a greater choice, better value for money, improved quality of food and a more flexible service.</p> <p>Where the needs of customers cannot be met, through these new options, then adjustments to existing packages of care can be made, with the aim to improve choice control and increase quality of life.</p>	<p>If the decision to cease in house provision of the Meals on Wheels and consider the option of signposting customers to a range of other independent providers is endorsed by Elected Members the above action plan will be implemented in full to further facilitate the development of a range of different options within Rotherham.</p>

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

Document is Restricted