

CABINET MEMBER FOR HEALTH & SOCIAL CARE

**Venue: Eric Manns Building, 45 Moorgate Street,
Rotherham.**

Date: Monday, 26th April, 2010
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 previous meeting held on 12th April 2010 (Pages 1 - 6)
5. Carers Centre Opening - Update (Pages 7 - 13)
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 1 & 3 of Part 1 (as amended March 2006) of Schedule 12A to the Local Government Act 1972.
7. Termination of Provider within Learning Disability Services (Pages 14 - 17)

CABINET MEMBER FOR HEALTH & SOCIAL CARE
Monday, 12th April, 2010

Present:- Councillor Doyle (in the Chair); Councillors Jack and Walker

Apologies for absence were received from Councillor Barron, Gosling and P Russell.

H104. MINUTES OF THE PREVIOUS MEETING HELD ON 22ND MARCH 2010

Consideration was given to the minutes of the meeting of the Cabinet Member for Health and Social Care held on 22nd March 2010.

Resolved:- That the minutes of the previous meeting held on 22nd March 2010 be approved as a correct record.

H105. THE LEARNING REVOLUTION: MAKING IT HAPPEN. LEAD ACCOUNTABLE BODY STATUS

Shona McFarlane, Director of Health and Wellbeing presented the submitted report which informed the Cabinet Member of the Learning Skills Council and the Department of Business, Innovation and Skills intention that from 2011/12, all the Learning Skills Council funding for informal adult learning, would be channelled through the Local Authority.

In April 2010 the Learning Skills Council will be abolished and adult learning will be managed by a new successor body called the Skills Funding Agency. Local Authorities would be invited to take responsibility for the local agenda and to provide local leadership and the infrastructure to create a joined up innovative learning offer. Consultation had clearly identified Local Authorities as the best place to co-ordinate informal learning activity.

The government want Local Authorities to build on the best of what exists now and have the autonomy and tools to drive the creation of a new culture of informal learning. Local Authorities would work with others to provide five core elements to underpin a strong local offer of informal learning:

- Innovation
- Universal access
- Targeted support
- Collaboration
- Promotion

In Rotherham there were already strong existing partnerships which could be built on; the Adult Learning and Skills Strategy Group and the Rotherham Adult Learning Partnership already brought together representatives from statutory, public, private and voluntary and

community sector organisations. RMBC's Community Learning team already delivered a substantial amount of Adult Safeguarded Learning through sub-contracted provision. The existing arrangements already provided a joined up local strategic approach but with the Local Authority taking on the role of Lead Accountable Body it would provide even more of an opportunity to promote key agendas, such as community wellbeing; using learning to keep older people in local democracy; supporting people to gain skills to move into work; and providing economic and social wellbeing in communities and families.

The Learning and Skills Council (LSC) and the Department for Business, Innovation and Skills (DBIS) would work with Local Authorities, Colleges of Further Education and a range of other stakeholders and partners over the next year to implement these proposals. Over the next few months they would initiate discussions with Local Authority nominees about funding allocations, partnership and good working practice, quality and inspection issues, data collection and developing a new National Indicator, and opportunities for teachers and facilitators.

Resolved:- That the content of the report be noted.

H106. ADULT SOCIAL CARE 3RD QUARTER (OCTOBER TO DECEMBER) PERFORMANCE REPORT FOR 2009/10

Consideration was given to a report presented by Steve Lightfoot which outlined the 2009/10 Quarter 3 Key Performance Indicator results for the Adult Social Care elements of the Directorate.

At the end of Quarter 3, 75% of our Key Performance Indicators remained on target. There was no change compared with the last quarter.

The following performance measures did not achieve their quarter 3 targets:

NAS 1 (PAFD40) Percentage of clients receiving a review

Performance levels had improved since September and the indicator was currently rated as 'on target'. A recovery plan had been put in place integrating actions agreed at DMT/SMT in November and outstanding actions from previous clinics. As at Quarter 2 we had reviewed 2420 clients, and as a result of the recovery plan this had increased to 3748 by Quarter 3, and to 6314 by 24th March 2010. This represented 79.02% of our service user population which was 2.02% above year end target and was our best ever performance score for review, and placed us above the national average. At current rates of improvement it was anticipated that we would be in the upper quartile by year end.

A meeting had taken place with RDaSH Directors and a plan to deliver improvements in Quarter 4 had been agreed. A member of the Performance team had been working closely with their managers and

information department to implement the actions and, as at 24th March, RDaSH were performing at 89.86%.

NI 136 (Vital Signs 3) People supported to live independently through social services (LAA)

This indicator included a combination of people that were receiving care managed services following a community care assessment and those people that were receiving services from the voluntary sector.

At the end of Quarter 3 we were helping 5,737 service users to live at home, which was an improvement of 165 since the 2nd quarter. This score included this year's voluntary sector figures plus people currently in receipt of an assessed care package. The voluntary sector had helped an additional 114 clients to live in the community this year. We had however lost 209 clients this year due to the closure of Meals on Wheels, Laundry and Bathing services and had also seen a reduction in Mental Health services due to data quality work undertaken by RDaSH. The combined effect on performance had seen a decrease during Quarter 4 and, as at 24th March, we were helping 5,626 service users.

To achieve this year's target we would need to help approximately 1,800 extra service users by the end of the year. The way this indicator was measured excluded a lot of our prevention activity. These were national issues which were being debated pending development of the new National Indicator Set which would be implemented during 2011/12.

NI 132 Timeliness of social care assessments

Performance had improved since the 2nd quarter of the year. Based upon the actions we had put in place following a corporate performance clinic held on 27th November, we predicted that we would achieve our year end target. As at 24th March 77.03% of new clients had had their assessment completed within 28 days of contacting us and actions in place to achieve 80% by year end. This placed us in the next quartile banding when compared to last year's outturn.

There had been a significant amount of management action undertaken on this performance indicator. We had restructured our Intake Teams to provide a more streamlined process for customers. We had been targeting resources to reduce the backlog of new assessments which was created last year following a knock on effect of prioritising a series of high profile safeguarding investigations. Weekly performance clinics had been put in place to recover our performance levels. Additionally RDaSH, who were one of the poor performing elements of the services, had put an action plan in place and performance had improved since last quarter.

NI 133 (Vital Signs 13) Acceptable waiting times for care packages

Performance had deteriorated since the 2nd quarter of the year with the

amount of care packages being arranged within 28 days decreasing from 86.59% to 85.48%. This had improved during Quarter 4 and, as at 24th March, was at 89.77% with a target of 92%. This represented 1,201 care packages out of a total of 1,337 that had been put in place during the year.

Achieving target would place us above the national average, move us up one quartile when compared to last year's outturn and would place us into the top quartile of our comparator group.

Performance clinics had been held in order to understand the reasons for delays which had identified areas for improvement. We are now confident that the year end target would be achieved.

A question and answer session ensued and the following issues were discussed:-

- The Cabinet Member felt that Management and staff should be congratulated for their efforts in achieving these improvements and asked that this be passed on to staff.
- What mentoring, if any was available within the workplace for staff? It was confirmed that 16 out of the 67 social workers were newly qualified. Funding had been secured to assist with training for these staff. Line Managers had spent a lot of time mentoring them and monitoring their progress and as a result they were now working to a high standard.
- Reference was made to the under achieving performance figures for RDaSH and concern was raised as to how this might impact on Rotherham's figures. Confirmation was given that although this was a joint partnership figures for each area was reported separately.

Resolved:- That the results and the remedial actions in place to improve performance be noted.

H107. ADULT SERVICES REVENUE BUDGET MONITORING REPORT 2009/10

Mark Scarrott, Finance Manager (Adult Services) presented the submitted report which 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 February 2010.

The approved net revenue budget for Adult Services for 2009/10 was £72.7m 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 previous budget monitoring reports had identified underlying

pressures of £2.1m, but after taking account of a number of identified savings and delivery of a number of management actions there was now a forecasted balanced outturn by the end of 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 (+£599k).
- Increase in residential and nursing care short stays over and above approved budget for clients with a physical and sensory disability (+£66k).
- Independent sector home care provision for Physical and Sensory Disability clients had increased by an additional 1,112 hours since April 2009, a further 74 clients were now receiving a service. This was resulting in an overspend of £381k 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 (+£484k), partially offset by Social Care Reform Grant Allocation of (-£100k).
- 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 (+£277k), laundry (+£145k) and the bathing service (+£40k).
- Increase in costs of Occupational Therapist contracts (+£120k)
- Continued pressure on the cost of day care transport provision for Learning Disability Day care clients reduced by planned delays in recruitment to vacant posts (+£46k).

However, the above pressures had been reduced by:-

- Additional income from continuing health care funding from NHS Rotherham (-£431k).
- Overall underspend within Learning Disabilities Supported Living schemes mainly due to planned delays in the implementation of new schemes (-£188k).
- Savings within independent residential care due to an increase in income from property charges (-£672k) and slippage in intermediate care spot beds (-£40k).
- Savings on the reconfiguration of Extra Care housing (-£340k).
- Planned delay in developing rehabilitation and supported living facilities for clients with a physical and sensory disability (-£157k) plus agreed delay in developing respite care provision (-£157k).
- Underspend within In house Transport Unit due to a reduction in

- vehicle leasing costs and additional income (-£150k).
- Slippage in recruitment due to a number of new posts (-£76k) where additional funding was agreed within the 2009/10 budget process.

The majority (93%) of identified management actions had been achieved (£1.054m) 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.

Members had requested that all future reports included details of expenditure on Agency and Consultancy. This report detailed the monthly spend on Agency for Adult Services. There was no expenditure on consultancy to date. Total Agency spend from April 2009 to February 2010 was £429,931.

The Cabinet Member made reference to the fact that over a third of staff in the directorate had not had any absence through sickness over the past 12 months, which was excellent and showed how highly motivated they were. He asked that his congratulations be passed on to them.

Resolved:- That the latest financial projection against budget for the year based on actual income and expenditure to the end of February 2010 for Adult Services be noted.

H108. ADULT SERVICES CAPITAL MONITORING REPORT 2009/10

Mark Scarrott, Finance Manager (Adult Services) presented the submitted report which informed members of the anticipated outturn against the approved Adult Services capital programme for the 2009/10 financial year.

The actual expenditure to mid March 2010 was £464k against a revised programme of £1.2m for 2009/10. There was a forecast underspend of around £200k due to slippage in a number of projects, but any balance of funding could be carried over into 2010/11 until the capital project was completed. Capital schemes were funded from a variety of different funding sources including unsupported borrowing, allocations from the capital receipts, supported capital expenditure and specific capital grant funding.

Resolved:- That the Adult Services forecast capital outturn for 2009/10 be received and noted.

ROTHERHAM BOROUGH COUNCIL – REPORT TO ASH
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1.	Meeting:	Neighbourhood and Adult Services Directorate Leadership Team
2.	Date:	26th April 2010
3.	Title:	Update on the progress of Rotherham Carers Centre
4.	Directorate:	Neighbourhoods and Adult Services

5. Summary

This report details the objectives of the centre and the outcomes which are expected as a result of the centres development. These objectives include those of Rotherham's Joint Carers Strategy and the National Carers Strategy.

The development of the centre has been completed with Commissioning and Partnerships Directorate post opening the centre will be a provider service within Health and Well Being Directorate and this report sets out the management arrangements for the centre.

The centre will open to the public on the 28th April with an official opening post Local Elections on 12th May by the Elected Member Portfolio holder for Adult Services.

6. Recommendations

That ASH:

- 1. Notes the objectives and outcomes of the centre;**
- 2. Notes the staffing arrangements proposed for the centre and their transfer from Commissioning and Partnerships to Health and Wellbeing;**
- 2. Notes the arrangements to open the centre from the 28th April 2010 with an official opening by Elected Member Portfolio holder for Adult Services on May 12th.**

7. Proposals and Details

7.1 Development of the Centre

The centre has been developed through a project management approach, a project board was set up with representatives from the Carers Forum, Carers Support Officers, Commissioning team and the Innovation Manager. The project sponsor was the Director of Commissioning and Partnerships.

7.2 Objectives and Outcomes

The carers' centre will provide carers in Rotherham with a first point of contact for all enquiries relating to caring. It will be accessible to all carers from all service areas and will enable carers to access information, advice and guidance to support them to continue in their role as a carer.

The main objectives of the centre are:

- **Increase awareness and access to carers assessments**

Outcomes

1. Increased number of carers' assessments completed
2. Increased performance against NI 135 - 'Carers receiving a needs assessment or review and a specific carer's service or advice and information'.
3. Reduce the need to provide care and emergency interventions as a result of the carer reaching crisis point.

- **Identify unknown carers in Rotherham particularly those in hard to reach groups**

Outcomes

1. Increased number of carers on the Carers' Register, Emergency Carers' Scheme and Carers' Forum
2. That the Carers' Forum is representative of the demographics of Rotherham
3. That the needs of hard to reach carers groups are identified and met
4. Inclusion of young carers in the centre
5. Inclusion of carers of people who substance misuse in the centre
6. That carers information, advice and guidance is provided in the most common community languages and in appropriate formats

- **To increase the number of carers accessing employment, training and volunteering opportunities**

Outcomes

1. Carers will gain employment and access up to 52 weeks of training through JobCentre Plus
2. Carers will select training available from the centre and attendance will be high
3. Carers will have a greater understanding of caring issues and Personalisation through access to e learning models
4. Customers will gain employment experience at the centre through the Assess All Areas project contributing to our NI 146 target

- **Better access to information and advice**

Outcomes

1. Carers will be clear how to access information, advice and guidance in Rotherham
2. Carers will be supported to continue in their caring role by a range of agencies providing specialist professional advice and guidance
3. Carers will be able to access advice and guidance on health and social care issues through the inclusion of specialist services 'drop in' sessions

A paper setting out the services provided by NAS and through 'drop-in' sessions were set out in a previous DLT paper dated 23rd March 2010.

7.3 Evaluation

A Service Level Agreement (SLA) will be set up outlining the service specification and performance monitoring information requirements. The performance of the centre will be monitored and collated using the following techniques:

- Footfall will be monitored through customer query forms, including why a customer has accessed the centre, equality monitoring information, service area, and the outcome of their visit
- Monitoring the number of carers assessments completed at or referred as a result of a carer contact to the centre. This information will be collated monthly via SWIFT
- Monthly monitoring of the Carers' Register, Carers' Forum and Emergency Scheme ensuring membership is increasing and is reflective of the demographics of Rotherham
- Follow up forms completed by our drop in agencies for each carer referred to them, to inform us of the outcomes
- Carers satisfaction surveys
- Outcome monitoring forms completed by our staff when a carer presents to the centre in crisis, identifying how we have prevented a relationship breakdown between the carer and the cared for person and the savings as a result to the local authority
- Record information requests received from carers via the NHR Carers Information Leaflets including what information requested, where originated from and carer details including equality monitoring information

This performance information will be advertised to customers through the Rotherham Carers' Corner Customer Service Standard and performance against the standards advertised on a quarterly basis.

7.4 Management Arrangements

The overall management of the centre and staffing will remain within Neighbourhood and Adult Services but will transfer from the development undertaken in Commissioning and Partnerships Directorate to a provider service in the Health and Well Being Directorate.

Staff members to be transferred to Health and Wellbeing and be based at the centre will include:

FTE Centre Manager
PTE Carers Forum Coordinator
FTE Administration Officer
3 x FTE Carers Support Officer

The Carers' Forum terms of reference are being reviewed and refreshed by the Policy and Strategy Team. This forum will provide carers with an opportunity to influence service delivery and feed thoughts and ideas directly to the Council.

7.5 Consultation

The following consultation has taken place with Carers and stakeholders since July 2009:

July 2009	Carers Visioning event
August 2009	Carers Visioning event
August 2009	Young People consulted during a trip to Bridlington via Barnardos
November 2009	One to one discussion with Paul Ritchie, Voluntary Action Rotherham
November 2009	One to one discussion with Jeanette Mallinder, Voluntary Action Rotherham to discuss centre requirements
December 2009	Article in Rotherham Advertiser
January 2010	Article in Rotherham News
February 2010	Article in Rotherham Advertiser
February 2010	Radio interview with Councillor Doyle on Rother fm
February 2010	Discussion at Carers' Forum
February 2010	Update and comments requested in Carers' Forum minutes, my contact details included circulated to 800 carers
February 2010	Article in AsOne
February 2010	Meetings held with over 15 agencies to capture carers' needs
March 2010	Article in Carers' Newsletter, circulated to 800 carers
March 2010	Carers consultation event
March 2010	Customer Access Audit Group visited the centre
March 2010	Councillor Russell visited the centre
April 2010	Information available on Council website
April 2010	Discussion at Carers' Forum
April 2010	Update and comments requested in Carers' Forum minutes, my contact details included circulated to 800 carers
April 2010	Article in Carers' Newsletter, circulated to 800 carers
April 2010	Invitation to preview the centre sent to 800 carers

We have received over 450 comments and suggestions from carers and stakeholders and implemented over 350. We will continue to consult with carers and stakeholders to ensure we are continually improving to meet their changing needs.

7.6 Official Opening of the Centre

Chief Executives office has advised that due to Purdah restrictions Elected Members will not be able to attend the opening of the centre on the 28th April 2010. As a result the official opening will be postponed until the 12th May 2010, when it will be opened by the Adult Services Portfolio Holder Elected Member.

It is recommended the centre will still open to the public on the 28th April 2010. An open day will take place on the 28th April 2010 between 2pm and 5pm where carers and agencies will have the opportunity to view the centre.

8. Finance

8.1 Summary of Capital costs

The table below outlines the capital set up costs and funding available:

Description	Cost	Funding
Adaptation	£10,000	
Networking	£22,000	
Advertising and Promotion	£7,000	
Furniture	£8,000	
Steel shutters	£3,000	
Carers Coordinator Jan 2010 – March 2010	£5,196.25	
Carers Grant		£20,000
Mental Health Carers Grant		£20,000
Howells Solicitors		£1,000
Health (capital)		£15,000
	£55,196.25	£56,000
LAA Reward Grant		£120,000

Further funding has been secured through the Rotherham Partnership LAA Reward Grant. It was agreed on the 24.03.10 that £120,000 be awarded via the ALIVE Board for service provision at the Rotherham Carers Resource Centre. This funding is a one off payment over 2 years from 2010/11. The bid outlined spend as follows; set up costs, refurbishment, ICT, advertising and marketing, Carers Information Officer and training for carers. A further report will be submitted to DLT proposing the details of this spend.

NHSR has committed £15,000 towards the capital works to the centre. This is a one off payment. This will be used to adapt the centre in line with legal requirements such as the Disability Discrimination Act and to purchase furniture.

8.2 Summary of Recurrent Costs

The table below outlines the recurrent costs and funding available for Year 1:

Description	Cost	Funding
Rent	£14,000	
Business Rates	£8,851	
Cleaning	£3,500	
Entertainment licence	£75	
Utilities	£3,500	
Staffing – Carers Forum Coordinator	£20,785	
Carers Centre Manager	£15,633.95	
Administration Officer	Nil	
Volunteer Costs	£5,929.80	
Transport and training	£2,000	
Postage and advertising	£10,000	
Carers Grant – Carers Forum		£38,000
Carers Grant – Consultation and Information		£11,000
Disestablishment of Carers Emergency Scheme Officer		£40,000
Total	£84,274.75	£89,000

Over the first five years the rent will increase on a sliding scale by £4,000 from year 1 to year 5. This has been accounted for as shown in the totals above.

The funding associated with the recurrent cost of the centre is generated from the Carers Grant Forum budget of £38,000 and Carers Grant Consultation and Information budget of £11,000, both are recurrent Carers Grant funded. A total of £49,000 will be available from April 2010.

The Disestablishment of the Carers Emergency Scheme Officer creates an additional £40,000 of carer's grant which can be utilised on an annual basis by the centre from April 2010

9. Risks and Uncertainties

Capital and recurrent expenditure details are estimated, and it is possible that some costs incurred in setting the service up and maintaining the service have not been accounted for or may be estimates such as the utility costs and so increase.

It is not yet known how carers will utilise the centre. The services delivered from the centre will have to be reviewed in the first few months and be flexible in response to carers needs.

10. Policy and Performance Agenda Implications

The national and local indicators and objectives set out in the Neighbourhoods and Adult Services Service Plan 2008 – 2011 and the Rotherham Joint Carers Strategy 2008-2011, particularly our achievements against the indicator NI 135 - 'Carers receiving a needs assessment or review and a specific carer's service or advice and information'.

The Annual Performance Assessment for Adult Social Care (known as SAS). The services offered from the centre will contribute to the evidence provided within this document.

The Carers (Equal Opportunity) Act 2004.

11. Background Papers and Consultation

- Joint Rotherham Carers Strategy 2008/11
- NAS Report to Commissioning & Partnerships SMT – Contract Review: Carers Forum (Provider RAIN)
- RAIN – report Carers Forum/ Carers Information Centre November 2008
- RAIN – termination of contract letter dated 19 March 2009
- SLA – For The provision of a Carers Forum and Associated Support Activities between RMBC and RAIN scheme no. EL 9305 Jan 06 – March 09
- Advert Carer Support and Carer Information Service Tender 2009.
- Neighbourhoods and Adults Services Briefing Note – Potential Funding Arrangements for Carers Resource Centre 13th October 2009
- Questions and Prompts (QuiPs) Version 2 Updated 2009, CQC
- Carers Consultation Event – August 2009 Rotherham MBC.
- Area Based Grant Base Budget Review, September 2008
- Carers Consultation Event - March 2010 Rotherham MBC
- Cabinet Report, November 2009
- DLT report, 23rd March 2010

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

Document is Restricted