

**CABINET MEMBER FOR ADULT SOCIAL CARE**  
**Monday, 16th April, 2012**

Present:- Councillor Doyle (in the Chair) and Councillor Walker.

Apologies for absence were received from Councillors Gosling, Jack, P. A. Russell and Steele.

**H60. MINUTES OF PREVIOUS MEETING**

Consideration was given to the minutes of the previous meetings held on 26<sup>th</sup> March, 2012.

Resolved:- That the minutes of the previous meetings held on 26<sup>th</sup> March, 2012, be approved as a correct record.

**H61. CONNECT TO SUPPORT (EMARKETPLACE SERVICE SOLUTION)**

Claire McLoughlin and Tanya Palmowski, Corporate Improvement Officers, presented a progress report to date on the above project which had now reached implementation stage.

E-Marketplace was now known across all authorities as Connect to Support (CtS). Rotherham, being 1 of the mid-implementers, was a leader in the development of CtS and it was important that it continued as a national leader in the innovative initiative.

The project was now at implementation stage in Rotherham. There were several separate elements to implementation – ‘sign off’, establishing the basic system and ‘going live’ including the date for ‘soft launch’ and the date for the public launch. There were some significant challenges the Council would face in taking the project forward which would need addressing during implementation.

In preparation for ‘sign off’, a strategy would be development contained details of process change including changes to existing ways of working, impact on each stakeholder including obtaining stakeholder buy-in, technology including basic system functionality, implications such as accreditation and performance management. The Strategy was to be signed off on 18<sup>th</sup> May. The basic system functions would then be tested with input from staff, providers and customers alongside Shop4Support (s4s) who won the tendering process.

Each local authority only had a 2 month window of concentrated support from s4s (which had already started) to establish the site, soft launch and agree sign off of the basic system. Failure to engage with s4s could impact on the regional schedule if Rotherham needed to be moved back in the implementation timeline.

Dates of the soft launch and public launch would be agreed following completion of the implementation phase.

Discussion ensued on the report with the following issues

discussed/highlighted:-

- It provided customers with another avenue of finding out what services were available/what was happening in the community without coming via the Adult Care Service
- As part of the accreditation process need to agree who we would be allowed on Rotherham's website but could not control other authorities' sites. There was the opportunity to manage the content and remove providers if felt not performing to certain standards
- Needed to decide, as part of the accreditation, what that process should be. Some authorities allowed any one on their site with the Caveat Emptor approach
- Customers would be able to rate services and leave feedback
- Initially s4s would be managing the process but then the Authority would have to identify resources. A risk analysis would be carried out and presented to NAS DLT
- The development of the site was cost neutral due to funded provided regionally through the Y&H JIP – resources required for day-to-day content management, systems administrator etc.
- Discussions with Legal Services to ascertain whether, as part of the accreditation process, it could be stated if providers had not met parts of the accreditation e.g. some providers may not have been successful in retendering on price not quality
- A 2.5% transaction fee would be charged if a customer purchased a service from the route of E-market place. Voluntary and community sector services that did not sell a product or service would not be charged the fee

Resolved:- (1) That it be noted that Connect to Support fit with Personalising Services – Transforming traditional services to provide better outcomes and better use of resources.

(2) That the progress achieved and the timeline for implementation of Connect to Support in Rotherham be noted.

(3) That the financial implications be evaluated and submitted to NAS DLT together with the reputational risks.

(4) That this Minute be passed to the NAS DLT so they were aware of the concerns expressed.

(5) That a further report be submitted to Cabinet.

## **H62. PROPOSED RELOCATION OF GREEN LANE VISUAL IMPAIRMENT SERVICE**

The Chairman received, for information, a briefing note on the above proposed relocation of the above Service to the Rotherham Intermediate Care Centre subject to agreement from Health partners.

## **H63. NEW COMMUNITY AND HOME CARE SERVICE FRAMEWORK**

The Chairman received, for information, an update on the mechanisms put in place to monitor the outcomes, quality and regulatory compliance of Service providers accepted onto the new Community and Home Care Service

Framework.

Resolved:- That updates be submitted on a quarterly basis.

#### **H64. EXTRA CARE HOUSING AND GRAFTON HOUSE MERGER**

Further to Minute No. 24 of 26<sup>th</sup> September, 2011, the Director of Health and Wellbeing reported on the current position with the above merger.

Further analysis had been undertaken of the Services to identify the most effective way of delivering the joint service to the customer. The results would provide a consistent approach across all schemes whilst offering services to the customer that demonstrated value for money.

The next phase of the review would look at the different levels of support currently in place at Grafton House and Extra Care with a view to streamlining the teams and providing an holistic Housing Support Service delivering more flexibly across the whole Service.

An overarching consultation plan and Equality Impact Assessment would be devised to ensure that the new merged Service met the needs of the customer and considered any areas of risk.

Resolved:- That the Cabinet Member be kept updated.

#### **H65. EXCLUSION OF THE PRESS AND PUBLIC**

Resolved:- That, under Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972 (as amended March 2006) (information relating to the financial or business affairs of any person (including the Council)).

#### **H66. SUPPORTING PEOPLE PROGRAMME - AWARD OF ACCOMMODATION BASED CONTRACTS FOR HOUSING RELATED SUPPORT AND HOUSING MANAGEMENT**

The Director of Health and Wellbeing reported on the procurement process and subsequent evaluation undertaken for EU Classified Annex 2b services to provide housing-related and preventative support.

The contracts were for an initial period of 3 years with an option to extend for 1 year. The recommended provider would enable the Council to provide high quality services delivering value for money through efficiency. The proposed providers had previous experience in providing services to the client groups in question with a good performance records.

Resolved:- That, in accordance with Standing Order No. 33, the tenders for Accommodation Based Services be awarded as follows:-

- providing housing related support to Women Experiencing Domestic Abuse – Rotherham Women's Refuge

- providing housing related support to People with Mental Health Problems to Rotherham Mind

- providing housing related support to Expectant Young Mothers and Young Mothers with Children – Sheffield YWCA

- providing housing related support to Homeless Households in Priority Need – South Yorkshire Housing Association.

**H67. COUNCILLOR SHEILA WALKER**

The Chairman wished to place on record his thanks for all the work, commitment and support Councillor Walker had shown to him personally and wished her a healthy and happy retirement.