

## Scrutiny Review RMBC Residential Homes - Update

Recommendation		Update	Officer Responsible	Status
<p>1. That RMBC corporately agrees to review the terms and conditions of the staff to address issues of out of hour's enhancements and sickness absence payments.</p>		<p>Terms and Conditions of staff were addressed under the review of the residential homes. Average hours paid for annual leave and sickness were removed at the recruitment process within the new structure for the homes. This was implemented on 1.11.13. This brings the homes in line with other services within NAS.</p> <p>Out of Hours enhancements and sickness payments are a corporate area of responsibility and would need to be addressed by Corporate HR.</p>	<p>HR Business Partner O Stringwell</p>	<p>Complete</p> <p>Ongoing</p>
<p>2. That Human Resources and NAS Management consider urgently whether the permanent recruitment freeze could be lifted for the two homes, enabling them to take more control of some of the staffing costs.</p>		<p>A Recruitment Freeze had been in place from October 2013, due to the Review. There is no longer a recruitment freeze in place. Staff were appointed to the new roles in October and there are a small number of vacancies, which are being actively recruited.</p> <p>Recruitment was and remains ongoing with casual bank of staff at both homes, to ensure consistency of care delivery</p>	<p>Service Manager R Brown Registered Managers L Sykes Todd</p>	<p>Complete</p>
<p>3. That the hard work and commitment of the staff and managers of both homes be recognised and the achievements made in enhancing the dignity of residents.</p>		<p>The recruitment process has ensured that staff have been allocated to appropriate roles. NAS have Reward and Recognition schemes in place including the STAR awards and also take an active part in corporate schemes such as young person of the year. Service Manager and Director visit on a regular basis and recognise the hard work and commitment of staff.</p>	<p>Service Manager R Brown HR Business Partner O Stringwell HR Officers Union Representation Registered Managers, L Todd L Sykes</p>	<p>Complete</p>

<p>4. To provide the opportunity for the teams to explore this further and to generate independent income for the homes to enhance the experience for residents and to ensure that quality of provision is maintained as far as possible. This might also include some independent management of procurement for food and catering items.</p>		<p>A corporate task group has commenced working, looking at all catering arrangements including the residential services and will report elsewhere.</p> <p>No work has yet commenced on scoping the potential for generating additional income as the teams have been focusing on the implementation of the new management and staffing structures which commenced on 15.11.13.</p>	<p>Service Leader Simon Bradley Procurement Officers Registered Managers L Todd L Sykes Service Manager R Brown Registered Managers</p>	<p>Ongoing</p>
<p>5. That further work is done with the procurement team of the Council to look at value for money in the current contractual arrangements and a review of how the food budgets are spent in carried out in conjunction with the managers of the homes.</p>		<p>Following work undertaken with Procurement colleagues, standard menus have been produced and implemented and product lists have been rationalised ensuring a balance of quality and cost. No impact has been felt by customers.</p>	<p>Service Leaders Simon Bradley Procurement Officers</p> <p>Registered Managers</p>	<p>Complete</p>
<p>6. That consideration is given to the extent to which the handyman service or another internal employee could be trained to carry out some of the maintenance services that are currently causing the homes to go over their repairs and maintenance budgets.</p>		<p>Since commencing the Handyperson role, there has been an improvement in the fabric of the homes, as small repairs can be undertaken immediate they are needed. There has been a reduction in spend on repairs as a result.</p>	<p>EDS Building Manager D Wilde Registered Managers L Todd, L Sykes</p>	<p>Complete</p>
<p>7. That the same review contained within recommendation 5 for food procurement is carried out regard to procurement of cleaning, repairs and maintenance services.</p>		<p>A Rotherham MBC framework agreement for repairs and maintenance services has recently been let for all Council buildings. This agreement has been awarded following a robust procurement process and advertised through the Official Journal of the European Union, this agreement is delivering huge benefits and cost savings to Rotherham MBC.</p>	<p>Simon Bradley Service Leader Procurement Officers Registered Managers</p>	<p>Complete</p>
<p>8. That Cabinet do not cut staff hours per resident below 25 as it is felt this will be to the detriment of the quality of other service provided.</p>		<p>The budget hours allocated per week per resident for care delivery remains at 25 hours. This has been planned in to the revised structure for the care delivery and to ensure that Essential Standards are maintained.</p>	<p>Budget Support Officer Viv Ford Service Manager R Brown</p>	<p>Complete</p>

<p>9. That Cabinet re-consider the proposal to reduce the number of managers within the homes, as this is likely to result in re-deployment and payment protection costs which could outweigh the savings being made.</p>		<p>The Team Leader role has been reviewed to achieve a balance between cost and safety/quality of care. Sufficient leadership role are in place within the new structure. There were no compulsory redundancies as a result of the proposals and payment protection arrangements were minimal.</p>	<p>Hr Business Partner O Stringwell Service Manager R Brown Registered Managers L Todd, Sykes</p>	<p>Complete</p>
<p>10. That the Council looks at alternative ways to manage the capital costs and borrowing associated with this, which potential review the burden from the revenue budgets of the homes.</p>		<p>Finance to review the treatment of borrowing costs in accordance with Standard Accounting practices. This will ensure comparative treatment with the independent sector. The work is ongoing as part of the council's review of capital costs.</p>	<p>Finance Manager Mark Scarrott</p>	<p>Ongoing</p>