

**Adult Social Care and Health Committee**

**Date:** Monday, 01 October 2012  
**Time:** 10:30  
**Venue:** County Hall  
**Address:** County Hall, West Bridgford, Nottingham NG2 7QP

**AGENDA**

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## minutes

Meeting ADULT SOCIAL CARE AND HEALTH COMMITTEE

Date 3 September 2012 (commencing at 10.30 am)

### **Membership**

Persons absent are marked with 'A'

### **COUNCILLORS**

Kevin Rostance (Chairman)  
Stuart Wallace (Vice-Chairman)  
Reg Adair  
Ged Clarke  
Dr John Doddy  
Rachel Madden  
Geoff Merry  
Alan Rhodes  
Martin Suthers  
Chris Winterton  
A Jason Zadrozny

Ex-officio (non-voting)  
A Mrs Kay Cutts

### **OTHER COUNCILLORS IN ATTENDANCE**

Councillor Mel Shepherd

### **OFFICERS IN ATTENDANCE**

Wendy Adcock, Group Manager - Disability South  
Caroline Baria, Service Director, Joint Commissioning, Quality and Business Change  
Carl Bilbey, Conservative Group Research Officer  
Paul Davies, Policy, Planning and Corporate Services Department  
David Hamilton, Service Director, Personal Care and Support (Older Adults)  
Jennie Kennington, Senior Executive Officer  
Robert Knott, Group Manager, Credit Control and Payments  
Paul McKay, Service Director, Promoting Independence and Public Protection  
David Pearson, Corporate Director, Adult Social Care, Health and Public Protection  
Lisa Swift, Business Support Officer  
Michelle Welsh, Labour Group Research Officer  
Jon Wilson, Service Director, Personal Care and Support for Younger Adults

## **APOLOGY FOR ABSENCE**

An apology for absence was received from Councillor Zadrozny (other reason).

## **DECLARATIONS OF INTEREST**

There were no declarations of interest.

## **WITDRAWAL OF ITEM**

The Chairman indicated that the item on the Older People's Home-Based Care Tender had been withdrawn for further consideration.

## **CARING FOR OUR FUTURE - SOCIAL CARE WHITE PAPER**

David Pearson gave a presentation on the Government's White Paper "Caring for our Future: Reforming Care and Support" and changes to the Independent Living Fund.

### **RESOLVED: 2012/022**

That the report be noted.

## **OVERVIEW OF PERSONAL CARE AND SUPPORT FOR YOUNGER ADULTS**

### **RESOLVED: 2012/023**

That the report be noted.

## **SAFEGUARDING PEER REVIEW UPDATE**

### **RESOLVED: 2012/024**

That the report be noted.

## **LOCAL ACCOUNT 2011/12**

### **RESOLVED: 2012/025**

That the report be noted, and publication of the Adult Social Care, Health and Public Protection Local Account 2011/12 be approved.

## **LOCAL FAIR PRICE FOR CARE - OLDER PERSONS' CARE HOME FEES**

### **RESOLVED: 2012/026**

- (1) That the work currently being undertaken to determine the "actual cost" of providing residential and nursing care for older people in Nottinghamshire be noted;
- (2) That the consultation process with care homes that is currently under way in relation to future fee levels be noted.

- (3) That a further report outlining the proposals for future fee levels be brought back to the Adult Social Care and Health Committee for consideration.

### **OLDER PEOPLE'S HOME BASED CARE TENDER**

This item had been withdrawn for further consideration.

### **A COUNCIL FIT FOR THE FUTURE: A NEW STRUCTURE FOR OPERATIONAL TEAMS**

The Chairman moved an amended recommendation, indicating that the revised structure would take effect from 4 September 2012. The motion was agreed, by a majority of eight votes to two.

#### **RESOLVED: 2012/027**

That the current structure for operational teams in Adult Social Care, Health and Public Protection be disestablished and replaced with a revised structure for the operational teams in Younger Adults, Older Adults, Mental Health and Physical and Sensory Impairment and Promoting Independence services areas as shown in Appendix 1 to the report, with effect from 4 September 2012.

### **EXTENSION OF TEMPORARY PROGRAMME DIRECTOR FOR SECTOR LED REFORM POST**

#### **RESOLVED: 2012/028**

That 0.6 fte (22 hours) temporary Programme Director (Sector-led Reform) be extended for two months until 31 December 2012.

### **REVIEW OF ESTABLISHMENT: ADULT DEAF AND VISUAL IMPAIRMENT SERVICE**

The Chairman moved an amended recommendation, which was agreed.

#### **RESOLVED: 2012/029**

- (1) That it be noted that prior approval of the service review business case had been given by full Council and Cabinet in 2010/11 to develop new ways of working and disestablish posts within the Adult Deaf and Visual Impairment Service team.
- (2) That the successful implementation of the service review be noted.
- (3) That the disestablishment of the previous Adult Deaf and Visual Impairment Service structure set out in Appendix 1 to the report be approved.
- (4) That the revised Adult Deaf and Visual Impairment Service structure set out in Appendix 2 to the report be approved.

### **ADULT CARE FINANCIAL SERVICES - STAFFING CHANGES**

In response to councillors' comments about Adult Care Financial Services, it was agreed that there should be a report about the service to a future meeting.

**RESOLVED: 2012/030**

- (1) That the following posts be disestablished with effect from 3 September 2012:

1 fte (37 hours) Finance Officer post Grade 5, scp 24-28 (£20,858-£23,708)

1 fte (37 hours) Finance Assessment Officer post Grade 5, scp 24-28 (£20,858-£23,708)

1 fte (37 hours) Finance Assistant post Grade 4, scp 19-23 (£17,802-£20,189)

- (2) That the following temporary post be extended for a further period of 9 months (12 months in total) until 30 June 2013:

1 fte (37 hours) Team Manager post, Hay Band D, scp 42-47 (£35,430-£39,855)

- (3) That a further report on Adult Care Financial Services be presented to a future meeting.

**TEMPORARY COMMUNITY CARE OFFICERS - YOUNG CARERS PROJECT**

Jon Wilson agreed to circulate further information to committee members about the Young Carers Project.

**RESOLVED: 2012/031**

- (1) That 4 fte (148 hours) temporary Community Care Officers Young Carers, Grade 5, scp 24-28 (£20,858 - £23,708) be extended for a 6 month period and continue to be allocated approved car user status as follows:

1 fte (37 hours) ASCH&PP Physical Disabilities Ashfield/Mansfield (Lawn View House)

1 fte (37 hours) ASCH&PP Physical Disabilities Newark/Bassetlaw (Sherwood Energy Village)

1 fte (37 hours) ASCH&PP Physical Disabilities Broxtowe/Gedling/Rushcliffe (Sir John Robinson Way)

1 fte (37 hours) CF&CS Targeted Support Newark/Bassetlaw (Sherwood Energy Village)

- (2) That 2 fte (74 hours) temporary Community Care Officers Young Carers, Grade 5, scp 24-28 (£20,858 - £23,708) be extended for 6 months in ASCH&PP Community Mental Health Teams, one to cover South of the County (Rushcliffe CMHT, George Road, West Bridgford) and one to cover the North (Mansfield CMHT, Lawn View House, Sutton-in-Ashfield) and the posts continue to be allocated approved car user status.

## **WORK PROGRAMME**

### **RESOLVED: 2012/032**

That the work programme be noted, subject to the inclusion of a report on Adult Care Financial Services.

The meeting closed at 12.45 pm.

### **CHAIRMAN**





**1<sup>st</sup> October 2012****Agenda Item:****REPORT OF THE SERVICE DIRECTOR, JOINT COMMISSIONING, QUALITY  
AND BUSINESS CHANGE****OVERVIEW OF JOINT COMMISSIONING, QUALITY AND BUSINESS  
CHANGE****Purpose of the Report**

1. To provide an overview of the services which come under the remit of Joint Commissioning, Quality and Business Change.

**Information and Advice****Key areas of service**

2. The Service Director for Joint Commissioning, Quality and Business Change is responsible for a range of support services including:
  - Commissioning of social care services including those services commissioned jointly with health partners
  - Developing social care services in partnership with independent sector providers, including management of the market to ensure sufficient provision
  - Quality auditing and monitoring of commissioned services
  - Safeguarding adults including implementation of Deprivation of Liberty safeguards
  - Savings and efficiencies programme for ASCH&PP
  - Departmental risk, safety and emergency planning
  - Business support functions
  - Performance Information Team and social care policy
  - Social care electronic records – Framework-i
  - Adult Care Financial Services – payment to providers and collection of service users' charges.
3. In addition to the above support functions, the following direct services also come under this service area:
  - County Enterprise Foods
  - County Horticulture and Work Training.

## Joint Commissioning

4. The Joint Commissioning Unit (JCU) supports the work of the Health and Wellbeing Board by contributing to the development and revision of the Joint Strategic Needs Assessment (JSNA), the development of a Health and Wellbeing Strategy (HWS) and the promotion of integrated strategic commissioning and delivery of services with commissioners and providers across health and other partners. The overall aim of this work is to create better joined up, more effective and efficient local services.
5. Currently six of the twelve priority areas identified in the Health and Wellbeing Strategy come under the area of responsibility of the Corporate Director, Adult Social Care, Health and Public Protection, covering; older people, dementia, physical and sensory disabilities, mental health and emotional wellbeing, learning disabilities and people with autism spectrum disorders. The JCU supports the two main adult and older people's Integrated Commissioning Groups and sub-structures to deliver on these priority areas. This includes leading on the integrated commissioning of carers' support services and a wide range of prevention and early intervention services that focus on reducing the demand for more intensive services.
6. One of the JCU's responsibilities is to ensure that people who use services, their carers and the public are involved in the evaluation of existing care services and in the design and development of new services. This involves a wide range of work including:
  - supporting a number of forums such as the Older Person's and Carers Advisory Groups
  - specific events and activities, such as the development of Healthwatch
  - preparation of easy-to-read information and support to people to take part in meetings such as the Nottinghamshire Learning Disability Partnership Board
  - facilitating 'Working Together for Change' events where people who use services come together in a focused workshop with commissioners and providers to agree what is working well and identifying areas where improvements are required.
7. The JCU works together with the Corporate Procurement Unit in relation to services commissioned from independent sector providers. The JCU's responsibilities include:
  - assessing and understanding local needs
  - appraising the evidence base and cost efficiency of different models of service provision
  - liaising with providers and people who use services
  - developing service specifications
  - day-to-day quality monitoring and improvement of the services delivered under the contracts.
8. The Market Development and Care Standards team, which sits under the JCU, is responsible for the annual auditing of independent sector care services. During the course of 2012/13, the team will undertake approximately 174 annual quality audits in care homes for older people and approximately 130 audits in care homes for younger adults. Audits will also be undertaken with the 30 existing domiciliary care providers and approximately 30 care, support and enablement providers. Preparations are also underway for the auditing of day care services.

9. In addition to the annual audit process, the Market Development and Care Standards team also follows up quality referrals where concerns have been identified by operational staff. The team meets regularly the Care Quality Commission (CQC) and Health partners to share intelligence regarding independent sector care services and work in partnership to ensure the delivery of good quality care services.
10. Also as part of the Committee's Work Programme, the Chair of the Nottinghamshire Safeguarding Adults Board - Mr Alan Breeton - will be attending this Committee in November to give an update on Safeguarding.
11. The JCU is proactive in developing a diverse range of good quality, affordable social care providers within the local market. Examples of current initiatives include:
  - Supporting very small businesses (micro-enterprises) of five or fewer full-time staff to establish or maintain their services. Micro-enterprises make a significant contribution to helping people to live at home and they are often able to offer flexible, person-centred services. In the past 18 months the department has supported the development of over 41 micro-enterprises in Nottinghamshire and this work has attracted national interest.
  - The department has produced its first social care Market Position Statement which seeks to provide key information on the Council's commissioning intentions to help both existing providers to develop their businesses to meet local needs and also to help new providers who may want to enter the local market.

## **Safeguarding Adults**

12. The Nottinghamshire Safeguarding Adults Board (NSAB) is the multi-agency partnership which oversees the implementation and development of policy, procedure and practice to ensure that vulnerable adults in Nottinghamshire are safeguarded. Nottinghamshire County Council is the lead agency in ensuring implementation of the work of NSAB.
13. NSAB has structure beneath it, with chairs of sub groups driving forward different facets of safeguarding work. Chairs are held accountable for the various work streams by the independent chair of NSAB. The Standing sub groups are:
  - The Quality Assurance Sub Group which oversees performance, quality and audit across a range of agencies involved in safeguarding adults work.
  - The Serious Case Review Sub Group. Serious case reviews are undertaken when a vulnerable adult dies or is seriously injured and abuse or neglect are thought to be a factor. This group has the responsibility for commissioning serious case reviews and to oversee the implementation of any recommendations across all relevant partner agencies arising from these reviews.
  - The Communication Sub Group provides a robust and effective approach to communicating safeguarding messages to service users, the public, and to staff. The group takes a proactive approach to joint press releases to promote a good understanding of safeguarding procedures as well as responding to media interest in specific safeguarding cases such as those leading to a Serious Case Review. Other

recent work includes a good neighbour campaign encouraging people to look out for older people, disabled people or people at risk from abuse and harm.

- The Training Sub-Group takes responsibility for ensuring the implementation of a multi-agency training strategy to provide staff with the necessary skills and knowledge to effectively and efficiently undertake their prescribed roles with the procedure. Additionally, the group makes sure that both multi-agency and single agency training is delivered to a consistently high standard.
14. The Peer review into safeguarding adult arrangements undertaken in November 2011 provided assurances that arrangements in Nottinghamshire are basically sound but at the same time identified areas for further development. These recommendations have formed an action plan and progress against this action plan has been reported to this Committee previously.
15. Safeguarding adults has an interface with many other areas of work and every effort is made to develop and maintain strong and effective links with:
- Hate Crime work which is led by the district councils
  - The management of dangerous offenders, known as MAPPA (multi agency public protection arrangements)
  - Domestic Violence work and the process by which risk of harm to victims is managed known as MARAC (Multi agency risk assessment conference).
16. Dignity in Care is an integral aspect of safeguarding. The way in which people are treated when they receive care services has a significant impact on their wellbeing. The dignity in care campaign was launched by the Government in 2006 and much positive work was undertaken at that time. This work is now being revitalised in partnership with health colleagues to ensure that poor standards of care in care homes and in care delivered in people's own homes is identified and addressed quickly.
17. Links with children's safeguarding services continue to be strengthened and a regular examination of joint areas of work by the chairs of the respective safeguarding boards and relevant officers is resulting in the further development of services. For example, work is underway to plan and deliver training with common themes that pertain to workers in both children's and adults social care services.
18. Recent developments in relation to safeguarding include the development of a multi agency safeguarding hub (MASH). The MASH will involve representatives from the County Council, Police and Health working together in the same location and enabling them to share information promptly so that swift decisions can be made on the most appropriate course of action.

## **Deprivation of Liberty Safeguards**

19. Sometimes it is necessary to deprive someone of their liberty in order to deliver care and treatment. This is a significant event in someone's life and there are stringent safeguards to ensure that when this is required, it is done in a manner that is the least restrictive approach and is undertaken within the confines of the law.

20. There is a dedicated team who undertake the administrative functions for the deprivation of liberty safeguards for the local authority and health partners to ensure compliance with the legislative framework and that the care and treatment is in the individual's best interests.

## **Policy and Performance**

21. Operational Policy and Performance covers a diverse range of support services and some directly provided services. The Group Manager, Operational Policy and Performance, has responsibility for performance improvement, adult care financial services and the management of Framework-i and ICT within the department. Directly provided services are the Meals at Home service and County Horticulture and Work Training.
22. Supported Employment – The County Council has three supported businesses. Two of these, County Enterprise Foods in Worksop and the County Horticulture and Work Training service, are managed within the department. Solutions4Data is now managed within the Environment and Resources Department. The disabled workers in these businesses are supported through the Department for Work and Pensions' Work Choice programme. Historically, the Department for Work and Pensions' approach had been to encourage local authorities to employ disabled workers in a supported environment. The County Council's approach to supported employment, where there was a significant number of disabled employees, had been to support them within a subsidised supported business setting.
23. Recent changes in Government thinking has been the movement away from subsidised supported business in order to focus on disabled people themselves and to enable people to work where they choose instead of at disability specific workplaces. Going forward, one of the key aims of the Supported Employment service is to ensure that where employment opportunities for disabled people continue to be provided in a supported setting that the opportunities are financially viable and sustainable. This in turn will ensure that the employment opportunities offered are meaningful.
24. County Enterprise Foods – this service manufactures and distributes meals. The service consists of the production unit based in Worksop and two distribution units; one based in Nottinghamshire and the other based in Warwickshire. The Council has a contract with Warwickshire County Council to produce and deliver meals to their residents.
25. In total the service employs 91 staff (77.61 fte) in Nottinghamshire, 26 of whom are disabled workers supported on the Work Choice programme, and 21 staff (18.10 fte) in Warwickshire. The following numbers of meals are delivered by the service:
- 5,525 meals a week to Nottinghamshire residents in their own homes. Last year the service delivered a total of 283,459 meals to Nottinghamshire residents
  - 2,722 meals a week to Warwickshire residents, delivering a total of 151,825 over the last 12 months
  - approximately 6,062 meals a week (315,224 meals a year) to fulfil some production only contracts for companies such as County Care, Kinds, Park Care, and for Nottingham City Council.

26. The County Horticulture and Work Training service is based at a main site in Linby and two satellite sites in Balderton and Skegby. In total the service employs 28 staff, 13 of whom are disabled workers on the Work Choice programme. In addition to providing employment opportunities for disabled workers, the service also provides horticultural training opportunities to 67 service users. Activities include growing produce, caring for livestock, retail sales and a grounds maintenance service. The annual sales income generated by the grounds maintenance service is approximately £122,600. The farm shop generates a further £75,200 of income a year.

27. Adult Care Financial Services (ACFS) – The service undertakes a number of functions relating to payments to providers and collating income from service users and third parties. These activities include:

- undertaking financial assessments to determine the amount service users should contribute towards the cost of their care based on their income, savings and outgoing expenditure
- providing advice to service users and carers on entitlement to means tested or disability benefits
- making payments to care homes, external day service providers and service users who manage their own care through a direct payment
- managing appointeeships of over 500 service users in residential care
- administering the deputyship role on behalf of the Corporate Director who holds this personal responsibility for 300 service users who lack the mental capacity to deal with their own finances.
- the administration of the prepaid direct payment card which has helped to increase the number of service users opting to have their personal budget paid as a direct payment. Service users were experiencing difficulty in opening a new bank account for the direct payment; the card removes this obstacle completely and allows spending to be monitored more effectively.

28. Performance Improvement Team – This team supports the department in relation to its performance management activities and in business planning. This includes the delivery of management information to clearly evidence achievements against performance targets and identifies areas for improvement. The team fulfils a range of activities including:

- completing statutory reporting requirements
- undertaking regional and national benchmarking activities
- developing the department's Business Plan and the annual Local Account
- collating evidence on outcomes achieved for service users and carers through user experience surveys - evidence from these surveys enables the department to judge how well it is meeting the needs of service users and carers.

29. Framework-i Team – Framework-i is a workflow based electronic case management system that is used for social care by both Adults and Children's social care services. Social work



practitioners are required to use the Frameworki System as a tool to input information relating to assessment of needs and subsequent services being provided.

30. Following the implementation of the Business Management System it has been necessary to make changes to Frameworki to reflect the new Chart of Account and budget structure. The team has been able to provide support to users of the system to effect this change.

### **Business Change and Business Support**

31. The ASCH&PP Savings and Efficiencies Programme is managed within this service area. An overview of the ASCH programme is provided as a separate report to this Committee meeting; efficiency schemes relating to Public Protection are considered by the Community Safety Committee.
32. Following budget approvals by the County Council in February 2011 and February 2012, the ASCH&PP department is delivering savings and efficiencies totalling £65 million for the four-year period 2011/12 to 2014/15. In the first year of the programme (2011/12), 93% of its target for that year was met. There are currently 42 remaining savings and efficiency projects being delivered by the department, of which 11 are high governance projects (i.e. projects with total savings values of more than £1 million and / or high risk / high complexity) and 31 are low governance projects (i.e. projects with total savings values of less than £1 million and / or low risk / low complexity).
33. Flexible staffing support is provided by the corporate Improvement Programme Office to assist with co-ordinating the programme of activity, and on discrete projects. Within the group, a total of 5 programme and project managers co-ordinate high governance schemes which:
- through the partnership-developed 'Living at Home' programme, which enables people to live in their own homes for longer and have real alternatives to traditional residential care by providing a range of flexible support services that will also facilitate early discharge from hospital and prevent re-admission, in addition to developing 'Extra Care' housing schemes across the County
  - are modernising day services
  - provides new contracting arrangements for 'Supporting People' funding, in consultation with external bodies.
34. The department is planning for efficiencies beyond 2014 and is developing schemes to meet further savings targets.
35. The Group Manager for Business Support and Business Change manages the department's business support functions which following rationalisation by 30% in 2011 is provided in a streamlined, flexible way and which is critical to the smooth and effective running of all frontline services.
36. Business support across the authority is linked through service review activity, including the pilot 'hubs' at two large workbases, where coordination of business support is being trialled across, rather than within, the departments. Apprenticeships have been proactively

promoted within the service to provide opportunities to young people. Compliance with the corporate Business Management System is also managed here. In addition, business support staff protect the property and pets of some service users, and arrange funerals in certain circumstances, under the National Assistance Act.

37. This area of service co-ordinates property development and management issues for the department, as well as supporting moves towards more flexible working practices through the corporate 'Ways of Working' project – one of the aims of which is to reduce costs by minimising the number of office buildings.
38. Risk, Safety and Emergency Planning is managed by this service for the department, allowing the authority to be resilient and to respond swiftly to emergencies; to continue to provide critical services and limit service disruption, and to ensure that all aspects of the department's work are run safely for both service users and staff.

## **Budget**

39. The budgeted gross expenditure for services within Joint Commissioning, Quality and Business Change is £42.9 million. Budgeted income is £54.6 million largely made up of £42 million of client contributions, £5.4 million of contributions to the ICES service and £5.3 million income from Supported Employment schemes. The net budget for these services is therefore - £11.7 million.
40. Out of a total budgeted gross expenditure on adult social care in 2012/13 of £300 million a sum of £39 million is spent on staffing, departmental support costs and capital charges resulting in £261 million being spent on care and support services. Of this sum an estimated £226 million (86%) is commissioned externally from the voluntary, independent and private sectors.

## **Key Challenges**

41. The department continues to deliver its savings and efficiencies target (£65m), for the four-year period 2011/12 to 2014/15. Excellent progress has so far been made. However, given the complexity and profile of many of the savings there needs to be a continued focus on the risks and issues involved.
42. Safeguarding Adults continues to be a central focus of work as the numbers of safeguarding referrals continues to rise in all areas of services. The Strategic Safeguarding Team seeks to ensure robust processes are in place to support people who are the subject of a safeguarding assessment and to ensure that risks are reduced and effectively managed. The service also continues to raise awareness across social care and health services and through community safety initiatives to help reduce risks of vulnerable adults being abused.
43. Connecting the various strands of safeguarding is essential to develop a robust framework to protect people. Hate Crime, in particular disability hate crime, is a significant problem and the number of reported incidents of hate crime continues to rise. Hate Crime is a crime that is perpetrated as a direct result of hatred of someone's disability. Work under the auspices of the task and finish Keeping People Safe group received recognition in the peer review as being an innovative approach to co-ordinating all the strands of abuse people may experience. The strategic hate crime steering group led by Broxtowe District Council



(supported by the local authority) is now considering how it can develop work around the phenomena known as mate crime.

44. Concerns remain about the quality of some social care services, both with residential and nursing care and also care and support delivered to people in their own homes. The department continues to work with independent sector providers and with the Care Quality Commission (CQC) to address areas of concern and to ensure there are continuous improvements in the standards of care across all areas of service.
45. The Personalisation agenda means that by 2013 everyone will have their own personal budget and know how much money is available to them to meet their eligible social care needs. Increasing numbers of people are taking all or some of this money to arrange their care and support through a Direct Payment. The White Paper '[Caring for Our Future: reforming care and support](#)' July 2012, sets out the Government's intentions to introduce a duty upon local authorities to promote diversity and quality in the provision of local services. This will require very different tools and methods of working with providers.
46. The department is already preparing to address these challenges in Nottinghamshire, for example, through the development, next year, of a public web based directory which will include both traditional social care services, as well as a wider range of services to support independent living that people can purchase using Direct Payments or which they can fund themselves. The department is also redesigning the specification and tools for Direct Payment Support Services to help meet rising demand and to target support where it is most needed.

### **Areas of Further Development**

47. The services will be looking to develop a number of areas of service over the next few years where this can be shown to enhance peoples' experience of social care service, enhance the quality of their care, or delay their needs for care. All developments will be taken forward with the overall aim of increasing service efficiency and reducing the cost of care.
48. Key areas of development already in progress include:
- The development of a Direct Payments Support Service to help increase the number of people who manage their own care and support through a direct payment
  - Further work with micro providers and the development of a web based directory to help service users and carers, including people who are self-funding to navigate their way around social care services
  - Working with care home providers to help raise the standards of care provision including awarding 'Beacon Status' to those providers who consistently provide high quality care and enlisting their help in offering mentoring opportunities to those providers who need help to improve the quality of their services
  - The transfer, in March 2013 of responsibility from health to the local authority for deprivation of liberty safeguards requires careful planning and a period of transition. Assessment and negotiation in relation to the impact this will have on our ability to deliver the same high quality service across a wider area are ongoing.

## **Reason/s for Recommendations**

49. This report is for information only and there are no recommendations made.

## **Statutory and Policy Implications**

50. This report has been compiled after consideration of implications in respect of finance, equal opportunities, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

## **RECOMMENDATION/S**

1). It is recommended that Members note and comment on the contents of the report.

### **CAROLINE BARIA**

**Service Director, Joint Commissioning, Quality and Business Change**

#### **For any enquiries about this report please contact:**

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### **Constitutional Comments (LMc 17/07/2012)**

51. Because the report is for noting only, no constitutional comments are required.

### **Financial Comments (RWK – 18/09/2012)**

52. There are no financial implications arising from the report.

## **Background Papers**

None.

## **Electoral Division(s) and Member(s) Affected**

All.

ASCH43

1<sup>st</sup> October 2012

Agenda Item 5

## **REPORT OF THE CORPORATE DIRECTOR, ADULT SOCIAL CARE, HEALTH AND PUBLIC PROTECTION**

### **PERFORMANCE UPDATE OF ADULT SOCIAL CARE, HEALTH AND PUBLIC PROTECTION**

#### **Purpose of the Report**

1. To provide an update on the performance management of the Adult Social Care, Health and Public Protection department for the period 1<sup>st</sup> April to 30<sup>th</sup> June 2012.

#### **Information and Advice**

##### **Performance Management**

2. For this first quarter of the financial year the department has continued to focus on delivering against priority performance areas as well as developing improved ways of monitoring and evidencing the quality of services.
3. Performance management activities for this period have been to review early stage progress against our priorities. In line with the Adult Social Care Outcomes Framework<sup>1</sup> the department continues to:
  - Enhance the quality of life for people with care and support needs by offering choice and control to people through the use of Personal Budgets and Direct Payments. New and existing service users in long-term care are now being offered a personal budget in line with the expectations set out in the national Think Local, Act Personal programme. The mainstream introduction of the Direct Payment 'pre-payment card'<sup>2</sup> will enable the department to significantly increase the take up of Direct Payments by service users as it removes the barrier of not being able to provide a Direct Payment to a service user without a bank account.
  - Delay and reduce the need for care and support by increasing the number of people who receive a reablement service. The reablement service supports people to regain the

<sup>1</sup> [Adult Social Care Outcomes Framework](#) – Department of Health – 30<sup>th</sup> March 2012.

<sup>2</sup> A Direct Payment 'pre-payment card' is an alternative to having a bank account which has previously been a requirement in order for Service Users to receive and manage a Direct Payment. The card is a debit card that enables service users to withdraw their Direct Payment allowance directly from a bank account that is set up via the County Council.

skills and confidence to live as independently as possible. By agreeing goal oriented support plans, the multi-disciplinary team of Occupational Therapists, Reablement Workers, Social Workers and Community Care Officers help people regain everyday living skills with the aim to help people to remain living at home for longer.

- The reablement START and intermediate care services are having a significant impact on reducing the level of dependency and improve the response times to people receiving assessments of their needs.
- Ensure that people have a positive experience of care as evidenced through the work of the Promoting Independence Workers (PIWs) to support people with a physical disability to address the issues that reduce their independence.

### **Intensive short term help leads to long term savings**

The PIWs aim to do their work in just 12 weeks - leaving their clients empowered to do a lot more for themselves in the future. Some will still require some level of care from the council or other providers - some will fully regain their independence and others may return to the PIWs at a later date.

“It’s difficult to calculate savings in the short term,” says PIW “but we hope that there will be considerable savings for both service users and the council in the future. For example, our input means a client may not need to attend a Day Centre – often we help them find other ways to go out and socialise that are cheaper and more enjoyable. Or it may mean they don’t need so many visits from social workers, they feel better about themselves and so don’t need so much intervention.

- Safeguard adults whose circumstances make them vulnerable and protect them from avoidable harm. The department is working closely with Health partners and the independent sector to reduce the number of repeat referrals. Guidance has been issued to all independent sector providers and practice is being explored with providers who have a high number of referrals and repeat referrals.
4. The department is working to ensure that improvements are achieved against the 5 key performance indicators which are listed below: (see **Appendix A** for detail of Quarter 1 performance against targets).
- Proportion of adults who have had a safeguarding assessment which leads to a safeguarding plan
  - Number of people (aged 65+) financially supported in residential and nursing care
  - Proportion of people requiring no service after reablement
  - Rate of delayed hospital discharges caused by a lack of social care service provision
  - Proportion of adult social care service users and carers receiving community based services via a personal budget (either a managed personal budget or a direct payment).
5. The department has met 4 out of 5 of the top 5 departmental targets for quarter one. The department is exceeding the targets for people receiving their community service via a

Personal Budget with or without a Direct Payment, for people requiring no service after reablement, for having no delayed hospital discharges and for safeguarding assessments with completed safeguarding plans.

6. The department has not achieved the target to reduce admissions to long-term care. However, there is evidence that alternative services are diverting people away from residential care. Some of the alternative services are; assessment beds for people who are at risk of going into long-term care, they have a period of assessment often following a hospital stay. Intermediate care services including those for people with Dementia and mental health issues and the night response service where people have care staff visiting them in their own homes during the night time hours.

### **Strategic Plan ASCH&PP Performance Indicators**

7. The above Top 5 ASCH&PP indicators are a subset of the wider set of Strategic Plan ASCH&PP performance indicators. In addition to the above there are a further 4 Strategic Plan indicators as listed below (see **Appendix B** for detail of quarter 1 performance against targets):
  - Proportion of people receiving community based services taking their personal budget as a direct payment
  - Proportion of people requiring decreased packages of support after reablement
  - Proportion of people with a learning disability (aged 18-64) living in their own home or with their family
  - Proportion of people with a learning disability (aged 18-64) in paid employment.
8. At the end of quarter 1, the department has met 2 out of 4 departmental targets. The targets have been exceeded for people receiving their community service as a Direct Payment and for people requiring decreased packages of support after reablement.
9. For the 2 other targets - people with a learning disability living in their own home or with their family and for people with a learning disability in paid employment - action plans are in place to ensure that targets are reached during the remainder of the year. The 'I-WORK employment development team' (cited as national exemplars in the areas of iwork employment services) is focussed on providing individual work placement support and training to people with a learning disability / autism spectrum disorder to enable them to gain paid employment. The department also continues to develop supported living alternatives for people with learning disabilities and to address the challenges of finding suitable and affordable housing to meet their needs.
10. Additional Strategic Plan performance indicators, that are part of the Council's wider Improvement Programme, are now reported to the Adult Social Care and Health Committee through the Improvement Programme reports (last report considered at the September Committee).

### **ASCH&PP Contributions to the Peer Review**

11. The department participated in the recent Council-wide Peer Review exercise which focussed on strategic planning, transformation and improvement and performance management. ASCH&PP managers attended focus groups and one-to-one interviews to

assist the visiting Peer Review Team with their assessment of the department's processes and practices on performance management. The Peer Review Team also attended the monthly ASCH&PP Performance Board and had the opportunity to scrutinise mechanisms for addressing performance improvement. The feedback acknowledged that there is strong corporate leadership, that good progress is being made and that the Council is in a strong position to make further improvements.

## **Department of Health Changes to Data Collection for 2012/13: ASCH&PP Response to the Consultation**

12. The department has responded to the Department of Health Consultation on the proposed changes to adult social care data collections. The consultation focuses on proposed changes to the types of data being reported on, including the value and use of surveys. A further report will be brought to Committee at the year-end on the changes being proposed by the Department of Health and identify any significant impact these will have on the department's performance management activities.

### **Reason/s for Recommendation/s**

13. This report is for information only and there are no recommendations made.

## **Statutory and Policy Implications**

14. This report has been compiled after consideration of implications in respect of finance, equal opportunities, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

### **Human Resources Implications**

15. The Human Resources-related performance outcomes are reflected in the report.

## **RECOMMENDATION/S**

- 1). It is recommended that the Committee notes the content of the report.

### **DAVID PEARSON**

**Corporate Director for Adult Social Care, Health and Public Protection**

### **For any enquiries about this report please contact:**

Anne Morgan  
Team Manager – Performance Improvement Team  
Email: [anne.morgan@nottscg.gov.uk](mailto:anne.morgan@nottscg.gov.uk)

### **Constitutional Comments**

16. There are no constitutional comments as this report is for noting purposes.

**Financial Comments (SLM 16/08/2012)**

17. There are no financial comments required.

**Background Papers**

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972:

- a. 20<sup>th</sup> February 2012 – Social Care and Health Standing Committee – Peer Review
- b. 3<sup>rd</sup> September 2012 – Adult Social Care and Health Committee – Peer Review Update
- c. Nottinghamshire County Council's Strategic Plan 2012-2014.

**Electoral Division(s) and Member(s) Affected**

All.

ASCH46

## TOP 5 ASCH&amp;PP Performance Indicators

Indicator	Value	Target	Commentary	Lead
<p>Adult social care clients and carers receiving community based services via a direct payment or personal budget.</p> <p>High is good</p>	56.0%	55.0%	<p>56% of all community-based service users and carers are receiving a personal budget and/ or a direct payment. As the count for this indicator grows throughout the year, the target has been apportioned per quarter - Q1-55%, Q2-60%, Q3-65%, Q4-70%.</p> <p>Quarter 1's target of 55% has been exceeded by 1%.</p> <p>Younger Adults service area accounted for 36% of the activity, Older Adults 38% and Promoting Independence 22%, Joint Commissioning had the remaining 3%.</p>	Paul McKay
<p>Total number of older people (aged 65 and over) supported in residential and nursing care placements.</p> <p>Low is good</p>	2,877	2,691	<p>Despite diversions achieved and reduction in new admissions we are still behind target for total numbers financially supported by the LA. More complex cases have led to more long term nursing care placements.</p> <p>There is an improvement programme project in place to manage the reduction in the number of people in long-term residential care through developing alternative community services (such as the night response service and assistive technology) we and are working with Health to avoid unnecessary re-admissions to hospital.</p>	David Hamilton
<p>Delayed transfers of care from hospital attributable to adult social care.</p> <p>Low is good</p>	1.53	2.00	<p>This reflects those delays attributable to social care only and covers data up to the end of May 2012. This forms a subset of the main indicator which is reported one month in arrears via Health. The target for the year reflects an improvement on 2011/12. There are now no delays in Lings Bar Hospital for the first time in 3 years.</p>	David Hamilton



Indicator	Value	Target	Commentary	Lead
<p>Percentage of service users going through reablement requiring no ongoing package.</p> <p>High is good.</p>	41.0%	40.0%	<p>Close monitoring of key areas of the Reablement service via a dedicated weekly performance conference call means that Managers are able to identify potential service issues earlier than ever before, share best practice and improve communications between all the Reablement teams. This has resulted in improved performance against this indicator.</p> <p>In addition a number of people have reduced support following reablement. In total 77% have no ongoing needs or a reduced service. This is above the national average.</p>	Paul McKay
<p>Adults who have had a safeguarding assessment which leads to a safeguarding plan.</p> <p>High is good</p>	24.9%	15.0%	<p>We have set a stretch target of 60% (Q1 15%, Q2 30%, Q3 45%, Q4 60%) for this year and expect to see an improvement in this indicator as the year progresses and planned system changes take effect.</p>	Caroline Baria

## Strategic Plan ASCH&amp;PP Performance Indicators (the above Top 5 indicators are a subset of this group)

Indicator	Value	Target	Commentary	Lead
Adult social care clients and carers receiving community based services as a direct payment  High is good	17.1%	15.0%	Q1 result is 17.1% - exceeds target of 15%. Younger Adults service area accounted for 59% of the activity, Older Adults 39%, the other 1% was shared between Promoting Independence and Joint Commissioning  This trend is likely to continue with the roll out of 'pre-payment cards' for direct payments will improve the uptake going forward.	Paul McKay
Percentage of service users going through reablement requiring reduced package of support  High is good	36.0%	25.0%	When combined with the associated indicator (see above table for Reablement indicator) there is a total of 77% of service users going through reablement that have no ongoing needs or a reduced package of support. This is above the national average.	Paul McKay
Service users with a learning disability living in their own home or with their family  High is good	65.9%	70.0%	There is a slight reduction in performance this month with a Q1 result of 65.9% that is below the target of 70%. The Performance Improvement Team are currently investigating the reasons for this decrease and are looking at reporting mechanisms initially.	Jon Wilson
Service users with a learning disability in paid employment  High is good	8.8%	10.0%	There has been a slight increase in performance during June although the overall Q1 result of 8.8% is below the target of 10%. The activities of the IWORK employment development team are working to improve performance to achieve this target.	Jon Wilson

**1<sup>st</sup> October 2012****Agenda Item: 6****REPORT OF THE SERVICE DIRECTOR FOR JOINT COMMISSIONING,  
QUALITY AND BUSINESS CHANGE****OVERVIEW OF ADULT SOCIAL CARE AND HEALTH SAVINGS AND  
EFFICIENCIES PROGRAMME****Purpose of the Report**

1. This report is for information purposes and updates on the progress of the Adult Social Care, Health and Public Protection (ASCH&PP) department's four year Savings and Efficiencies Programme (2011/12 to 2014/15) as at the mid year point of Year 2 (2012/13). It compares the department's actual savings achieved for the year to date against its savings target. It also outlines the remaining targets to be met by the department in the future years of delivery.
2. The information outlined in this report covers projects delivered under the remit of the Adult Social Care and Health Committee only. A separate update is being provided to the Community Safety Committee on those projects coming under the remit of Public Protection.

**Information and Advice**

3. The budget approved by the County Council on 24<sup>th</sup> February 2011 required the ASCH&PP department to make savings and efficiencies totalling £63.827 million for the period 2011/12 to 2014/15. Over £27 million of these were to be delivered in the 2011/12 financial year, through delivery of projects spanning across both the Adult Social Care and Health and the Community Safety committees.
4. At the February 2012 County Council budget meeting the total savings target for the department was increased to £65 million over the four years of the programme, with the delivery of a further 8 projects.
5. There are currently 41 savings and efficiency projects being delivered by the department, 38 that fall within the remit of the Adult Social Care and Health committee. In addition, a new project has just been established, in order to improve the department's understanding of trends in income it receives, and factors which cause or contribute to significant fluctuations in income levels. The new project has no savings target assigned to it, but it will enable the department to more accurately monitor its income budget.
6. As previously reported at the 11<sup>th</sup> June Committee, the department achieved £24.241 million of its £25.929 million savings target for Year 1 (2011/12), which represented 93% of the target across all of the ASCH projects (i.e. excluding Public Protection targets).

7. As at the end of July 2012, the department has already achieved £18.412 million (79%) of its Year 2 (2012/13) savings target of £23.164 million (once again, excluding Public Protection figures), although some of this includes delivery of savings slippage from 2011/12.
8. The strong performance to date is due to a number of factors, including:
  - a. A number of projects delivering some of their Year 2 (2012/13) savings ahead of schedule during 2011/12.
  - b. The full year effect of savings where activity started to generate savings part way through 2011/12.
  - c. Similarly, some of the projects completed all of their implementation activity during 2011/12, putting in place mechanisms ready for achieving savings during 2012/13.
  - d. The receipt of additional income as a result of changes to government policy and the introduction of the authority's Fairer Contributions Policy<sup>1</sup>. £1.5m of this was built into the 2012/13 budget as an additional budget saving, but it is anticipated that further savings will be achieved from this.

## Current Exceptions

9. Of the 42 current projects, there are:
  - a. 11 high governance projects (i.e. projects with total savings values of more than £1 million and / or high risk / high complexity), all within ASC&H,
  - b. 31 low governance projects (i.e. projects with total savings values of less than £1 million and / or low risk / low complexity). Of these 31, 28 come under the remit of ASC&H and 3 under the remit of Public Protection.
10. The 11 high governance projects are listed in **Appendix A**:
  - a. Eight are currently 'on target' to achieve their Year 2 (2012/13) savings targets.
  - b. One has already been fully completed (*Sale of Residential Care Homes*), and achieved all target savings.
  - c. Two are currently reporting exceptions:
    - Sherwood Industries – good progress is being made to relocate the ten staff members remaining in supernumerary placements at different work bases across the County Council (out of a total of 43 staff formerly employed at Sherwood Industries). However, in the meantime this impacts on project savings. The additional staffing costs that result from this are being managed from within the service's original base budget, and will not cause any operating overspend.

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<sup>1</sup> The amount a person has to contribute towards their care according to their ability to pay.

- The Alternatives to Residential Care project has been replaced by a re-scoped Living At Home Programme launched in September. Building on the lessons learned during Year 1 of delivery, the new programme will shift emphasis to preventative measures to support people to live in their own homes and retain independence.

11. These projects will continue to be scrutinised monthly by the Department's Transformation Board (formerly the Business Improvement Board), chaired by the Corporate Director for ASCH&PP and attended by all of the department's Service Directors. In addition, they will also be managed via monthly project boards, established to oversee delivery of each of the high governance projects.

12. Of the 28 low governance projects falling within ASC&H:

- 13 have already been completed, either fully or tasks / savings for 2012/13 have been delivered.
- 11 are currently 'on target' to achieve their Year 2 (2012/13) savings targets.
- 3 are currently 'experiencing obstacles', which once again is causing slippage of some of their 2012/13 savings into 2013/14.
- 1 Project (Adult Care Financial Services) requires further work to identify how a savings gap of £50,000 will be achieved.

13. Low governance projects will continue to be scrutinised monthly by the Savings & Efficiency Board, established to oversee delivery of all ASCH&PP projects, chaired by the Service Director responsible for delivery of the department's savings and efficiencies programme. Any exceptions will be reported to the department's Transformation Board.

## **Review of 2012/13 Achievement**

14. Moving forward, the department will continue to deliver the remaining savings target for 2012/13, whilst planning ahead for delivery of the remaining two years of the programme (£10,974 million target for 2013/14 and £3.328 million target for 2014/15).

## **Other Options Considered**

15. The department's Transformation Board has commenced work to determine where further savings and efficiencies can be delivered from 2014/15 and beyond.

## **Reason/s for Recommendation/s**

16. Since the completion of the service reviews in 2010/11 across the Council, and during the implementation of the 2011/12 savings and efficiencies projects, the department, through its monthly Business Improvement Board (now Transformation Board), has continued to scrutinise the way in which services are arranged and delivered, with a view to identifying further opportunities for achieving efficiencies and improving services. Examples include maximising opportunities from funding received from the Department of Health to help people to regain and/or maintain their independence through the extension of reablement services,

or exploring and developing strategies to encourage micro-providers within the community to set up and provide low level community-based activities and services.

## **Statutory and Policy Implications**

17. This report has been compiled after consideration of implications in respect of finance, equal opportunities, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

## **RECOMMENDATION/S**

1) It is recommended that the report be noted.

**CAROLINE BARIA**

**Service Director for Joint Commissioning, Quality and Business Change**

**For any enquiries about this report please contact:**

Ellie Davies

Project Manager – Improvement Programme

([ellie.davies@nottsccl.gov.uk](mailto:ellie.davies@nottsccl.gov.uk))

## **Constitutional Comments**

18. Because this report is for noting only, no Constitutional comments are required.

## **Financial Comments (RWK 12/09/2012)**

19. There are no additional financial implications arising from the report.

## **Background Papers**

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

- 24<sup>th</sup> February 2011 County Council – Budget meeting. The budget report can be found at: [11-12 Budget Report](#)
- 23<sup>rd</sup> February 2012 County Council – Budget meeting. The budget report can be found at: [12-13 Budget Report](#)

## **Electoral Division(s) and Member(s) Affected**

All.

ASCH49

# Appendix I: High Governance ASC&H Savings and Efficiency Projects

Project Name	Total Expected (£000's)	2011/12 Expected (£000's)	2011/12 Actual (£000's)	2012/13 Expected (£000's)	2012/13 Actual To Date (£000's)	2013/14 Expected (£000's)	2014/15 Expected (£000's)
Re-ablement	1,575	875	875	700	0	0	0
Day Services Modernisation	4,436	600	600	1,216	1,085	2,620	0
Reduction in Community Care spend through review of FACs eligibility and support packages	4,425	2,425	1,556	2,000	2,869	0	0
Sale of Residential Care Homes	1,300	625	400	675	900	0	0
Living at Home	3,108	238	0	368	0	1,152	1,350
Review Expenditure on Learning Disability & Mental Health Community Care	5,124	1,281	1,281	1,281	1,876	1,281	1,281
Reductions in Supporting People Budget	10,000	2,423	2,423	4,077	3,067	3,000	500
Organisational Re-design	2,909	1,420	1,420	1,489	45	0	0
Redesign of Home Based Services	865	0	0	0	0	865	0
Sherwood Industries	250	0	0	0	0	250	0
ASC&H Income	0	0	0	0	0	0	0





1<sup>st</sup> October 2012

Agenda Item: 7

## **REPORT OF THE SERVICE DIRECTOR, JOINT COMMISSIONING, QUALITY AND BUSINESS CHANGE**

### **PROGRESS REPORT ON INFORMATION MANAGEMENT WITHIN ADULT CARE FINANCIAL SERVICES**

#### **Purpose of the Report**

1. The purpose of this report is to provide an update on action taken to date to improve the information provided by the Adult Care Financial Service (ACFS) team to service users and their families in relation to their care and support services.

#### **Information and Advice**

2. Over the past 18 months a number of changes have been made in County Council processes which have had an impact on bills and invoices that are sent to service users and their carers regarding their financial contribution to the services they receive. Additionally, concerns have been raised about the quality of the information that is sent to service users and their families. The concerns range from the complexity of the financial information being sent out through to concerns about duplicate or inaccurate invoicing.
3. The various changes include:
  - Implementation of BMS and its interface with Abacus which is the accounting system used within Adult Care Financial Services
  - Implementation of a new national charging policy – Fairer Contributions Policy
  - Implementation of Personal Budgets.

#### **BMS Implementation**

4. The BMS system went live in November 2011 with the aim of delivering efficiencies through the improvement of processes such as automating the invoicing process. However, over the past 8 months of implementation a number of errors have been reported which have impacted on the invoices that are sent out to service users and carers. These errors include:
  - multiple page invoices being posted to service users in separate envelopes – An interim solution has been put in place to ensure that all multiple invoices generated through BMS are sent in a single envelope. A technical solution has also been

sought involving the purchase of software to bar code invoices to enable the system to identify if they are single invoices or multiple sheet invoices and to enable the IT system to batch and envelope them accordingly.

- The system has on one occasion 'cut out' during the processing of an invoice file resulting in a number of invoices not being generated. This error was identified at the time and the process was run again. The cause of the error is being investigated in to ensure it is not repeated.
- Invoices are generated by an operator, at scheduled dates. There have been a couple of instances when this process has not been carried out at the correct time, resulting in a delay in invoices being issued. This was as a result of human error and staff officers within ACFS are working with IT operators to put in place a robust process which ensures the invoices are generated correctly by BMS at the right time in the payment schedule.

### **Implementation of the new Fairer Contributions Policy**

5. The implementation of the new national Fairer Contributions Policy has had a significant impact on the amount of money a service user is required to contribute towards the cost of their care, based on their financial circumstances. Once an individual has had a Self Directed Support Assessment (SDSA) to identify their social care needs, they are allocated a Personal Budget which will cover the cost of their care. At that time, a financial assessment is also completed by Finance Officers within ACFS. This financial assessment takes in to account an individual's income and determines the level of their contribution towards their Personal Budget.
6. The transition from the previous charging policy to the new Fairer Contributions Policy has generated complaints and concerns from a number of service users who have seen their financial contribution increase or where they have had to contribute towards services which they have not received.
7. The complaints have all been addressed and one of the actions arising from this has been to review the frequency with which the department issues service users and their carers with a Personal Budget Statements. These statements identify if a service user may have been charged when a service has not been provided, so that a credit adjustment can be made to the service user's charges account. Currently, the statements are issued by ACFS on an annual basis but consideration is being given to producing and issuing the statements on a quarterly basis to prevent large credit balances building up before refunds are made.

### **Implementation of Personal Budgets**

8. During 2011 and the early part of 2012, the department has been transferring existing service users onto a Personal Budget as part of the assessment process (the SDSA). At the same time as determining the service user's Personal Budget, they were informed of the changes in charging arrangements with the introduction of the new Fairer Contributions Policy. Each service user was contacted by a staff member from ACFS to arrange an appointment to carry out a financial assessment. A number of service users complained that they had not been made aware of, or had not understood the financial implications arising

from the move to Personal Budgets. A number of actions have been implemented to ensure that clear information is provided to service users and carers at the point at which they are moved on to a Personal Budget. These include:

- A number of briefing sessions have been provided to social work staff regarding the assessment and support planning processes and staff guidance has been reviewed and amended to ensure that when undertaking the assessment staff explain to the service user and their carers what it means to have a Personal Budget and to ensure they are aware that they will have a separate financial assessment to determine their contribution towards the cost of their care and support.
- A factsheet, 'Paying towards your personal budget' has been re-designed, based on feedback from service users and the Plain Language Group to provide clear information on the financial assessment process and calculation of contributions for service users and their carers (see **Appendix 1**).
- All template letters issued by ACFS, notifying service users of the amount they have to contribute towards their care have been updated to provide more information on Personal Budgets and on the way in which their contribution is calculated.

## **Addressing Complaints**

9. ACFS staff have now addressed all the complaints that were generated as a result of the above changes. The Team Manager within the Customer Service and Information team has been working directly with the ACFS Team Manager to ensure that the responses to the complaints are clear and comprehensive

## **ACFS Staff Training and Development**

10. Information about service users' personal finances can often be complex particularly where they are in receipt of various welfare benefits. Nonetheless, there is a recognition that the quality of the information sent to service users and their carers needs to be improved so that it is clear and simple to understand. A number of actions have been improve communication and correspondence including:
  - Customer Care workshops for all ACFS staff who work with service users receiving a community based service. Workshops have also been scheduled to take place in October for those ACFS staff who cover financial assessments for people in residential and nursing care.
  - The ACFS Team Manager and Team Leaders have attended a training session provided by the Complaints and Information Team Manager on dealing with complex complaints.
  - Samples of correspondence drafted by ACFS staff have been scrutinised by the Complaints and Information Team prior to the letters being sent to service users and carers.

- The Group Manager responsible for ACFS has also put in place a system to check correspondence to ensure any information being forwarded to service users and carers is clear and easy to understand.

### **Other Options Considered**

11. A number of measures have been put in place to ensure that service users and their carers receive clear, accurate and timely information about their financial contribution towards the cost of their care. The Group Manager has put in place a reviewing mechanism to ensure that the correspondence is checked routinely.

### **Reason/s for Recommendation/s**

12. Members are requested to note the progress that has been made in addressing the concerns that had been raised by service users and their carers as a consequence of the changes that have impacted on their financial contributions towards their care.

### **Statutory and Policy Implications**

13. This report has been compiled after consideration of implications in respect of finance, equal opportunities, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

### **Implications for Service Users**

14. The measures that have been put in place should mean that service users and their carers are provided with an improved service from Adult Care Financial Services so that they receive clear and timely information about how their financial contributions are calculated and about the Council's billing and invoicing processes.

### **Financial Implications**

15. None.

## **RECOMMENDATIONS**

- 1) It is recommended that Members note the contents of the report.

**CAROLINE BARIA**

**Service Director, Joint Commissioning, Quality and Business Change**

**For any enquiries about this report please contact:**

### **Constitutional Comments**

14. There are no constitutional comments as this report is for noting purposes only.

**Financial Comments (RWK 19/09/2012)**

15. There are no additional financial implications arising from the report.

**Background Papers**

None.

**Electoral Division(s) and Member(s) Affected**

All.

ASCH56



# Paying towards your personal budget

You will first need to have a community care assessment to find out if you are eligible for a personal budget. The assessment helps us to find out exactly what you need and what we can offer you. Telephone 08449 808080 to arrange an assessment.

## Paying towards your personal budget

If you are eligible for a personal budget you may have to pay towards it. This fact sheet explains:

- Who has to pay towards their personal budget
- How we work out how much you might have to pay
- When and how you pay

You will **not** have to pay towards your personal budget if **any** of the following applies

- You are receiving after care services provided under section 117 of the Mental Health Act 1983
- You have Creutzfeldt Jacob Disease (CJD)
- You are receiving services funded by the Independent Living Fund (ILF)
- Your day services are paid for by the NHS

## How we work out how much you might have to pay

We ask for details of your income, outgoings and savings. This is called a **financial assessment**. We will either send a form for you to complete or arrange for an officer to visit you to collect this information.

If you have a partner we will also ask for details of their income and savings, even if they do not need a service. Your partner does not have to give this information, but you

usually have to pay less if we assess you as a couple.

If you do not want to have a financial assessment, you will have to pay the full amount of your personal budget. You will be asked to complete a form to say that you agree to pay the full amount.

## Income

You have to tell us about all your income including disability benefits, means tested benefits, earnings and pensions. Some of your income is disregarded, for example:

- earnings
- pension credit (savings credit element only)
- disability allowance (mobility component)
- disability allowance (night time element)
- tax credits
- interest from savings and investments

## Savings

If you have over £23,250 in savings and investments you will have to pay the full amount of your personal budget.

If you have under £14,250 you will not have to pay anything towards your personal budget from your savings.

If you have between £14,250 and £23,250 we will calculate the amount you need to pay from your savings. We will take into account £1 for every £250 you have above £14,250.

e.g. if you have £15,000 we will assume an income of £3 per week from your savings. (£15,000 less £14,250 equals £750 divided by 250 equals £3 per week)

## Allowances

We make allowances to cover your day to day living expenses. If you are single the allowance is £178.38 per week. For a couple the weekly allowance is £272.38. You may be entitled to additional allowances if you are a carer or have a child. We also make allowances to cover, rent, mortgage and council tax payments.

We also make an allowance to cover costs that you may have because of your disability e.g. higher heating bills or additional laundry costs. We only make this allowance if you are receiving the higher rate of Disability Living Allowance or Attendance Allowance. This is a standard allowance of £20 per week. If you think that this amount does not cover the additional costs you have, please discuss this with your social care worker during your community care assessment.

Here is an example of how we work out how much Mr A can afford to pay towards his service.

#### Income

Retirement Pension	£185.15
Attendance Allowance	£ 51.85

#### Savings

£16,000	
(£16,000 less £14,250 equals	
£1750 divided by 250)	£ 7.00

<b><u>Total Weekly Income</u></b>	<b><u>£244.00</u></b>
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#### Allowances

Single person	£178.38
Council Tax	£ 12.62

<b><u>Total Weekly Allowances</u></b>	<b><u>£191.00</u></b>
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<b>Income less allowances</b>	<b>£53.00</b>
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This shows that Mr A can afford to pay a maximum of **£53** per week towards his service.

If your personal budget is less than the maximum amount you are assessed as being able to pay, you have to pay only your actual

personal budget amount. You will have to pay towards your personal budget each week unless you go into hospital.

## Attending a day service

If you use your personal budget to attend a day service run by the council, you will also have to pay for your meals when you attend. You will also have to pay towards transport if this is provided by the council. The cost of a meal is £3.95 and a return journey to the day service is £5.00. If you travel to more than one place, you will be charged for each return journey.

## Living in a care home

If you use your personal budget to move to a care home, the way we calculate how much you can afford to pay is worked out differently. Your care worker will give you a booklet 'Living in a care home' which provides more information to help you.

## When and how you pay

You will not have to pay towards your support until you have had a financial assessment. If you have provided financial information before, you may not need to have a new financial assessment. You do not have to pay until you start to receive a service.

We will send you an invoice every four weeks and you can choose how you want to pay. The easiest way to pay is by direct debit, but other payment methods are listed on the back of the invoice that we send you. If you want to discuss payment options please contact the **Business Support Centre on (0115) 9772727**

## Contact Information

### For information on community care assessments

### Customer Services Centre

Phone: (08449) 80 80 80  
Monday to Friday: 8am to 8pm  
Saturday: 8am to 12 noon



(Calls cost 3p a minute from a BT landline.  
Mobile costs may vary).

Email: [enquiries@nottsccl.gov.uk](mailto:enquiries@nottsccl.gov.uk)  
Website: [www.nottinghamshire.gov.uk](http://www.nottinghamshire.gov.uk)  
Minicom: 01623 434993

### **For information on financial assessments**

#### **Adult Care Financial Services**

Phone: (0115) 9772426  
Monday to Thursday: 8.30am to 5.00pm  
Friday : 8.30am to 4.30pm

Email:  
[acfs.communityassessment@nottsccl.gov.uk](mailto:acfs.communityassessment@nottsccl.gov.uk)



**1<sup>st</sup> October 2012****Agenda Item: 8****REPORT OF THE SERVICE DIRECTOR FOR PROMOTING INDEPENDENCE  
AND PUBLIC PROTECTION****CARE HOME MONITORING SYSTEM****Purpose of the Report**

1. As requested by Members, this report provides an update on the Council's work with supporting people who self-fund in Care Homes and the progress with the care home monitoring system (BEDs for short). At today's meeting the Committee will receive a presentation on current progress.

**Information and Advice**

2. Under the National Assistance Act 1948, local authorities may decide to arrange for the provision of residential accommodation to those who meet assessed needs. The authority is then required to pay for this care for those whose assets fall below a nationally defined level; currently £23,250.
3. If people have more than £23,250 in capital (savings and investments) they self-fund the cost of their care home placement until their capital falls below £23,250. When this happens the responsibility for the funding is then picked up, by the local authority, on a tapering basis. This will result in the person having fewer savings and assets to leave on their death.
4. In Nottinghamshire, based on data provided by Care Homes, it is estimated that 1,083 people are currently self-funding. From the Council's own data approximately 150 people each year will approach the Council to pick up the cost of their placement when their capital falls below the national limit.
5. Research suggests that only 10% of self-funders seek appropriate care fees planning advice in order to maximise the use of their assets, which can better enable them to fund their care for the entire duration of the placement.
6. In their evidence to the All-Party Parliamentary Group on Local Government<sup>1</sup>, Partnership Assurance estimated that poor decisions about care funding resulted in one in four self-funders falling back on state-funded care at an annual cost of up to £1 billion.

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<sup>1</sup> All-Party Parliamentary Local Government Group: "[Care now and for the future](#)" – an inquiry into Adult Social Care – July 2012.

7. The Council offers all people who self-fund a Community Care Assessment. A Community Care Assessment determines people's social care needs and what support is available to meet them. People who self-fund seldom take-up the opportunity of having an assessment. As a result people only approach the authority for support when their funds are almost exhausted.
8. The Department of Health reinforced the need for Councils to promote advice services to self-funders to ensure people are better informed, both as a benefit to themselves and to reduce the pressures of self-funders running out of money and then falling on Councils for financial support.
9. The All-Party Parliamentary Group commented that "There was broad agreement that local government will need to build on existing good practice in ensuring that the resources for self-funders, who make up an increasing proportion of recipients of care, are supported to make the most effective use of their resources."

## **Paying for Care**

10. In order to provide self-funders with appropriate care fees advice, one way the Council sign-posts the public is to advice on the [Paying for Care](#) website.
11. Paying for Care is an advice website developed by Partnership Assurance<sup>2</sup> that was launched in 2011. The website is designed to help individuals make more informed decisions about the arrangements and funding for their long-term care.
12. Paying for Care is a not-for-profit organisation. It is unique in the market place as it provides holistic information and advice on all matters relating to long-term care plus detailed guidance on funding eligibility criteria. This allows customers to directly engage with independent Later Life Accredited Care Fees Specialists if they wish to seek specialist care fees planning advice (financial advice).
13. Paying for Care provides balanced, up-to-date advice on the complex subject of long-term care, specifically payment for care, through careful, continuous research and collaboration with independent care experts and respected support organisations. As part of this, people can engage directly with an independent care fees adviser via a multitude of mediums including an innovative real-time online chat facility.
14. In order that the public receives appropriate care fees advice, the Council sign-posts people who need care fees advice to Paying for Care through the Customer Service Centre, the Council's website, information sheets and through the local media.

## **Finding a Care Home Solution**

15. To support self-funders to make the most effective use of their resources, the Council awarded a contract to Capita IB to develop a software solution that identifies self-funders and will monitor and record the occupancy and vacancies of beds within care homes in Nottinghamshire. The system is called "BEDs".

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<sup>2</sup> Partnership Assurance is the longest established UK insurer specialising in the design and manufacture of financial products (regulated by the Financial Conduct Authority).

16. The Council implemented the care home bed monitoring system from March 2012 for care homes for older people across Nottinghamshire with a planned full roll-out to care homes for younger adults by January 2013.
17. The system is a web-based system, and enables the public to search for care homes in Nottinghamshire and find out how many vacancies are available at any moment in time. If our neighbouring Councils purchase the system this will widen the care homes that the public can search for.
18. The website contains information about paying for care and enables the public to have a 'live chat' with a specialist fees planning adviser.
19. Through this software the Council will receive details when a self-funder has entered a care home and the system also automatically reminds care homes of the importance of self-funders obtaining advice.
20. The software will also send a notification to Paying for Care notifying them that an unnamed self-funder has entered the care home. Paying for Care will then arrange for an independent Care Fees Adviser to contact the care home seeking permission to meet with the new self-funders.
21. The BEDs system was acknowledged as an area of good practice in the 'Care Now and for the Future' and has won two national awards. Those awards were:
  - i. Capital IB Solutions award for The Innovation in the Public Sector. This Award acknowledged the authority and individuals who provided the ideas and support to deliver an effective business solution; The BEDs system.
  - ii. Partnership Assurance awarded the Best Use of Technology in Care 2012. This was in recognition of the work carried out within the authority and with Partnership Assurance in using technology to benefit the citizens of Nottinghamshire and beyond in developing a cutting edge technical solution to improve services for self-funders and simplifying pathways for care funding advice.

## **Marketing the Software**

22. The intellectual property rights of the use of the software is owned by Nottinghamshire County Council.
23. The Council is working with Capita IB to market and sell the care home bed monitoring system to Health and other local authorities. The realisation of income will be dependent on the take-up by other local authorities. The income is proportionate to the size of the purchasing local authority. The initial interest has been very positive a number of other Councils are in the process of purchasing the software.

## **Benefits**

24. All self-funders will have access to information and advice regarding their care needs and options for care, plus independent care fees planning advice. This will assist them in making

informed arrangements for their long-term care, where appropriate, with the aim of being able to self-fund their care for the entire duration of the placement. This will reduce the need for people to approach the Council for the funding of their placement when they reach the £23,250 threshold.

25. It is difficult to predict how many people will be able, or want to benefit from care fees advice. It is expected that the Council would be able to reduce future financial expenditure by making fewer placements for people previously placed on a self-funded basis. The objective is to increase the numbers of self-funders who receive care fees planning advice in line with Government expectations.

### **Other Options Considered**

26. The alternative is not to provide advice and guidance to people who self-fund. However, this would not ensure the public receives care fees advice to increase their ability to enhance the use of their income or assets.

### **Statutory and Policy Implications**

27. This report has been compiled after consideration of implications in respect of finance, equal opportunities, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

### **RECOMMENDATION/S**

It is recommended that the Adult Social Care and Health Committee:

- 1) Note the contents of this report.

**PAUL MCKAY**

**Service Director for Promoting Independence and Public Protection**

**For any enquiries about this report please contact:**

**Paul McKay**

### **Constitutional Comments**

28. There are no constitutional comments as this report is for noting purposes.

### **Financial Comments (RWK 19/09/2012)**

28. There are no financial implications arising from the report.

## **Background Papers**

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

- a. All-Party Parliamentary Local Government Group – Care now and for our future – an inquiry into Adult Social Care – July 2012.

## **Electoral Division(s) and Member(s) Affected**

All.

ASCH51





**1<sup>st</sup> October 2012****Agenda Item: 9****REPORT OF THE SERVICE DIRECTOR, PERSONAL CARE AND SUPPORT  
-YOUNGER ADULTS****SERVICES TO SUPPORT YOUNG PEOPLE IN TRANSITION****Purpose of the Report**

1. To inform members of current developments in services which support people in transition from children and young peoples services to adult services, and to request approval for closer working relationships between the Adult Social Care, Health and Public Protection (ASCH&PP) department and the Children, Families and Cultural Services department (CFCS).

**Information and Advice**

2. Each year there are a number of young disabled people who are in receipt of services from the Children's services who reach the age of 17 and who then require services from Adult social care services. These young people can be said to be 'in transition'. Over the last few years, on average in Nottinghamshire, around 60-80 young people will move from children's services to adult services.
3. Planning for this transition should start when the young person is aged around 14 years and should include working together with families, health services, education services as well as social care services.
4. This can be a particularly difficult time for young disabled people and their families; however Nottinghamshire has a very good track record in delivering transition services.
5. There is an existing Transitions policy and protocol in use within the County which has guided staff and organisations in respect to individual roles and responsibilities across agencies.
6. However, it has been recognised that improvements could be made to the transitions process and a number of initiatives have commenced both within the authority and at a regional and national level to review current activity, systems and processes.
7. The Special Educational Needs Green Paper, 'Support and aspiration: A new approach to special educational needs and disability - A consultation' published in March 2011<sup>1</sup>, requires the development of a single assessment and support plan across social care, health and education, together with personalised budgets for young people with special educational

needs from birth to age 25 by 2014. As a Pathfinder authority, Nottinghamshire is planning to develop these by April 2013.

8. The Regional Efficiency and Improvement Programme, supported by the Directors of Children's services and the Association of Directors of Adult Social Services has prioritised transitions services for improvement work this year. Nottinghamshire County Council is involved in a number of projects to improve the effectiveness of transitions services whilst delivering services in a more efficient manner. Specific areas of work which we are involved in include, improving procurement through the development of the Care Funding Calculator, promoting cultural change through the use of person centred planning, and improving the transition experience for people with complex needs.
9. Within the County Council, the ASCH&PP and the CFCS departments commissioned a feasibility study earlier this year to consider the potential to improve the current transitions process through the development of a joint transitions service across the two departments.
10. The study considered how transitions services operated within the county, and also looked at practice in other local authority areas. Five options for future service development were tested and appraised:

a. **Option1 - Do nothing**

This is the existing model for transitions which identified that transitions workers are based in ASCH&PP in the localities and become involved in planning from aged 14 onwards. Budgets are managed separately across the two departments and there is no joint mechanism for agreeing service packages as young people reach 18 years. Transitions co-ordinators can co-work cases and take the lead in co-ordinating services.

Services for young people aged 0-17 years in Nottinghamshire with the most complex needs are provided by the Children's Disability Service, qualifying for the service because they meet the Pathway to Provision Tier 4<sup>ii</sup> requirements for social care rather than their primary disability.

The support young disabled people, 18 years and above, receive in Adults Social Care is determined by a Self Directed Community Care Assessment (SDCA) using the Fair Access to Services (FACS) eligibility criteria<sup>iii</sup>.

b. **Option 2 - Develop a joint transitions service within the County Council to meet the needs of people aged 14 – 25 years**

This option brings together existing staff working in adults and children's services with young people aged 14-25 years. There is a dedicated team with its own manager which is located together on one or two sites and covers the whole county. The team includes a transitions support worker whose role is to develop information, public information, user involvement and links with other agencies and providers. The team works on a lead professional model and operates to jointly agreed eligibility criteria that focus on those with the most complex service delivery needs drawing in other services as required. Overall, responsibility is held by adult services with links to the Transitions Implementation Group. Budgets are retained in adults and children's services but there is a joint resource allocation process which agrees support packages for all young people

aged 16 years and over. All young people involved with the service have a transitions plan which is reviewed regularly.

c. **Option 3 - Develop a joint multi agency transitions service to meet the needs of people aged 0 – 25 years**

This brings together staff from a number of key agencies who work with children and young people aged 0-25 years. Staff are seconded to the team and are matrix managed by the team manager who carries out day-to-day supervision and their parent organisation which provides clinical supervision. The team covers the whole county and may be centrally located or spread over 2-3 sites. The team includes a transitions support worker whose role is to develop cohort information, public information, user involvement and links with other agencies and providers. The team works on a lead professional model and operates initially to existing eligibility criteria which are expected to develop and change as the team becomes more experienced. The team falls under the line management of children's services but there is a multi-agency group responsible for dealing with inter-agency operational issues and monitoring the effectiveness of the service. There is also a link to the Transitions Implementation Group which provides the strategic overview. In this model budgets are pooled (adults and children's and others if feasible) and there is a resource allocation process which agrees support packages for all young people aged over 15 years. All young people involved with the service have a transitions plan which is reviewed regularly.

d. **Option 4 - Develop a co-located transitions service within the County Council**

This model keeps staff within the management of either children's or adults services but co-locates them on one or two sites. Staffing is drawn from those identified as mainly or wholly working with children and young adults already. The team works on a traditional case accountable model with some co-working during the core transitions period. The team includes a transitions support worker whose role is to develop cohort information, public information, user involvement and links with other agencies and providers. Enhanced policies and procedures are developed to promote consistency. Line management remains in adults and children's services but there are regular meetings between managers in the two services to monitor and plan service development. Budgets are retained separately but there is a resource allocation process which agrees support packages for all young people in transition. All young people involved with the service have a transitions plan which is reviewed regularly.

e. **Option 5 - Develop a virtual transitions service across Adults and Children's Services within the authority.**

This model is a "virtual" transitions team that remains as it is currently but has a transitions co-ordinator post responsible for convening planning and review meetings across the county. Staff who currently work with young people aged 14-18 and 19-25 are identified and ring-fenced but they remain sited and managed in their current structures and locations. The team includes a transitions support worker whose role is to develop cohort information, public information, user involvement and links with other agencies and providers. An operational group comprising of managers from adults and children's services, the co-ordinator and the development worker would meet to monitor and plan the work. Budgets are retained separately but there is a resource allocation

process which agrees support packages for all young people aged over 16. All young people involved with the service have a transitions plan which is reviewed regularly.

11. The above options were appraised against an agreed set of business drivers and business requirements as follows:

### **Business Drivers**

- a. Due to advances in medical practices many more young people with complex health needs are surviving into adulthood. Therefore transitions is becoming an increasing issue for all services as these young people require a wide range of support when they progress into adulthood.
- b. The following lists the key business drivers for developing an improved transition service for young disabled people in Nottinghamshire:
  - Reductions in public sector expenditure together with the requirements set out in the Governments White Paper *'Putting People First: A shared vision and commitment to the transformation of adults social care'*<sup>iv</sup>; and the Green Paper, *'Support and aspiration: A new approach to special educational needs and disability - a consultation'*
  - The Personalisation Agenda which dictates that services are tailored to the needs of individuals and promotes independence and self reliance among individuals and communities
  - The need to manage expectations of families and provide realistic choices and information on the services they can expect to receive
  - More effectively manage the disjuncture of service provision for children and young adults to avoid a sudden disparity in services at 18
  - Managing and reducing the £1.5m - £2m service commitment that transfers across to ASCH&PP each year.

### **Business Requirements**

- c. These business requirements have been identified during the course of the project and will need to be implemented alongside the development of the transition service to improve outcomes for young disabled people in Nottinghamshire:
  - Opportunities for staff working with young disabled people in transition to acquire the appropriate skills and knowledge and to develop awareness of each others services provision
  - The development and implementation of operational processes and protocols to provide a more coordinated approach across the county
  - Development of a Performance Management framework and targets to focus working practices

- Further analysis of Special Educational Needs cohort information collected during the project to improve case and service planning and commissioning
- Improved ways of collecting and analysing transitions data to improve planning, commissioning and forecasting
- Review the use of The Nottinghamshire Multi Agency Protocol and the Transitions Pathway to ensure that it is more comprehensively used by all agencies involved in transitions in Nottinghamshire
- Review of the transitions criteria to ensure that all disabled young people who need a transition service are entitled to receive one including young people with Autism Spectrum Disorder and Asperger's Syndrome
- Conduct a mapping exercise to identify all the projects and initiatives in Nottinghamshire which relate to transitions. These project can then be more effectively monitored and any findings incorporated into the development of a new service (if applicable)
- Explore how to work with service providers to shape the market to provide more local services that young adults and their families want to access
- Develop a communications strategy that will ensure young disabled people and their parents and carers receive realistic timely information, advice and guidance that will clearly explain the transitions process and the services available to them.

12. The respective departmental Leadership Teams within ASCH&PP and CFCS determined that at this time option 4 (above) was likely to lead to better outcomes for young people and families. This decision was based on an understanding that the national and local policy agenda within adults and children's services is currently not well aligned. For example there are nationally defined differences in eligibility criteria for services, the two service areas have different legislative and policy frameworks in relation to safeguarding, and there are different outcome measures assessed by separate regulatory bodies. Further there is a need to develop more cultural symmetry across the two departments prior to embarking on structural change, for example, the current transformation programmes taking place need to be embedded within the respective departments, the development of personalised services is at different stages and there is a different approach to risk management across the services.

13. Alongside the proposed development of a co-located transitions service, there are other initiatives within the County Council which over the course of the next one to two years will address the issues noted above. The continued work to develop and implement the One Council Vision and approach together with the establishment of a think family approach will bring more synergy across adults and children's services, alongside the greater emphasis and Council leadership of the Health and Wellbeing agenda and Joint Strategic Needs Assessment.

## **Other Options Considered**

14. As noted above, the feasibility study carried out in 2011/12, considered 5 options for future service development within Nottinghamshire. The full feasibility study is available as a background paper to this report.

## **Reason/s for Recommendation/s**

15. These recommendations are made to enhance the transitions service within the County Council and thereby improve outcomes for young people and families. The recommendation will also help the authority to meet the requirements of the Special Educational Needs Green Paper.

## **Statutory and Policy Implications**

16. This report has been compiled after consideration of implications in respect of finance, equal opportunities, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

## **Implications for Service Users**

17. Children, young people and families will experience a smoother transition from children's services to adult services.

## **Financial Implications**

18. There are no significant, additional financial implications of this report. Any costs arising from the co-location of adults and children's staffing to create a countywide transitions service will be met from within the existing revenue budget allocations for adults and children's social care. These costs are expected to be minimal.

## **Human Resources Implications**

19. The staff currently undertaking transitions services within the Community Learning Disability Teams and Physical Disability Teams will be required to change work base and adopt new line management arrangements. Where there is no one individual designated to carry out this duty within a team, a number of hours of work appropriate to the task will be identified and transferred to the co-located transitions team.
20. At this stage the numbers of staff to be enabled into the new co-located team has not been identified. Scoping will be necessary to determine the numbers of staff involved in the transitions work and then subject to consultation with the staff affected an enabling procedure be undertaken in order to assimilate staff to the new team.

## **RECOMMENDATION/S**

It is recommended that members:

- 1) agree to the co-location of adults staffing with the children's disability services to create a co-located transitions service across Adult Social Care, Health and Public Protection and Children, Families and Cultural Services departments
- 2) endorse further work to be undertaken across both departments to scope out the how the service will operate, and the development of joint assessment and support planning



tools across Adult Social Care, Health and Public Protection and Children, Families and Cultural Services to ensure a smooth transition for young people and families.

- 3) Receive a further report detailing the progress made within the next six months.

## **JON WILSON**

**Service Director, Personal Care and Support (Younger Adults)**

### **For any enquiries about this report please contact:**

Jon Wilson

Tel: 0115 977 3985

Email: [Jon.wilson@nottsccl.gov.uk](mailto:Jon.wilson@nottsccl.gov.uk)

### **Constitutional Comments (LMc 20/0/2012)**

21. This report appears to fall within the remit of more than one committee. Whenever this arises, the Constitution allows for the report to be presented and determined at the most appropriate committee or if this is not clear, then the report will be discussed and determined by Policy Committee. It is therefore appropriate that the Adult Social Care and Health Committee may approve the recommendations in the report.

### **Financial Comments (RWK 12/09/2012)**

22. The financial implications are set out in the report.

### **Background Papers**

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

- a. Nottinghamshire County Council Transitions Feasibility Study 2011.

### **Electoral Division(s) and Member(s) Affected**

All.

ASCH54

### **Reference Documents**

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<sup>i</sup> [Support and aspiration: A new approach to special educational needs and disability - A consultation](#) – March 2011 – Department for Education.

<sup>ii</sup> Pathway to Provision – Multi Agency Threshold Guidance – [Leaflet](#).

<sup>iii</sup> [Prioritising need in the context of Putting People First: A whole system approach to eligibility for social care Guidance on Eligibility Criteria for Adult Social Care, England 2010](#) – Department of Health

<sup>iv</sup> [Putting people first: a shared vision and commitment to the transformation of adult social care](#) – December 2007 – Department of Health.





**1<sup>st</sup> October 2012****Agenda Item: 10****REPORT OF SERVICE DIRECTOR FOR PROMOTING INDEPENDENCE AND  
PUBLIC PROTECTION****THE SOCIAL CARE REFORM GRANT****Purpose of the Report**

1. To recommend proposals for the intended use of the remaining Social Care Reform Grant as part of embedding personalisation.

**Information and Advice**

2. The Social Care Reform Grant is a ring-fenced national grant introduced as part of Putting People First. The Grant has been provided as part of additional temporary support to effect the major changes required by the Putting People First initiatives. It is proposed that the remaining grant will be used to fund temporary staff to meet the priorities of Think Local, Act Personal (TLAP) - the Coalition's response to personalisation, including personal budgets for people in long-term care, delivering cost effective ways of delivering social care, developing the market and developing community capacity.
3. The report provides a brief context for each area and makes recommendations for the use of the Social Care Reform Grant over the next two years.

**Reablement Service: Promoting Independence**

4. In line with Think Local, Act Personal, the aim is to enable people to remain as independent as possible and reduce or avoid the need for long-term support.
5. The service aims to provide support to people that will enable them to regain or maintain their independence wherever possible, to avoid unnecessary hospital admissions and support people home from hospital, and to avoid the need for long-term care. To this end, the department is promoting flexible ways of working across the County to provide an effective multi-disciplinary reablement service through a range of services in a variety of community settings, including intermediate care and home-based services.
6. The Short-Term Assessment and Reablement Team (START) works with people to help them regain the skills and confidence to live as independently as possible. It helps with personal care and domestic care tasks. START staff may suggest doing things differently to how they have been done in the past, offer small items of equipment to make tasks easier and inform people about other kinds of help they could receive. This support normally lasts

for up to six weeks. During this time support needs are constantly reviewed to see if people will require any long-term personal support.

7. It is proposed that 3 fte Community Care Officers are recruited to a pilot community broker service for those people coming out of reablement.
8. A broker helps people plan and organise any support they need to be independent and ensure any support is value for money. Their role will be to enable people with ongoing needs coming out of reablement to receive support in a timely and responsive way. For people who no longer require support, they will access low level support to help maintain independence and wellbeing. Brokers will support social care workers in reablement to ensure an efficient throughput and that people receive a responsive service at the end of a period of reablement.
  - a. 3 fte (111 hours) Community Care Officers (Reablement), Grade 5, scp 24-28 (£20,858 - £23,708) and the post be allocated approved car user status. Funding to be available from 1<sup>st</sup> October 2012 – 31<sup>st</sup> March 2014.

**Total funding £140,000 (including on-costs and travel for until 31<sup>st</sup> March 2014)**

## **Reviews**

9. The Council has a responsibility to carry out an annual review of service users needs.
10. To provide additional capacity, dedicated reviewing teams were established on a temporary basis until September 2012 to move people onto a personal budget. The workers also ensure that the Council was meeting the needs of service users in the most cost effective way. Since April 2011, over 3,000 reviews have been completed. This has enabled the Council to move people onto a personal budget and at August 2012 this has resulted in over a £5.2 million overall saving.
11. It is proposed to extend the reviewing teams until March 2014 to provide additional capacity meet the priority of TLAP that all service users in a residential setting need to be moved onto a personal budget. The workers will also continue to ensure users and carers needs are met and to achieve efficiencies for the Council through reviews of support packages. There are nearly 3,000 older adults in long-term care that require a review. Whilst it is not anticipated that many service user will be in a position to use their personal budget in a different way, the emphasis of the reviews will be to enhance the personal plans to meet people's needs and consequently to continue in our attempts to drive up care standards in residential and nursing care settings.
12. It is proposed that three teams continue until March 2014 with additional specialist reviewing in mental health services.
13. It is recommended funding is approved for:
  - a. 3 fte (111 hours) Team Managers (Reviewing), Pay Band D, scp 42-47 (£35,403 - £39,855) and the posts to carry approved car user status. Funding to be extended from 1<sup>st</sup> October 2012 to 30<sup>th</sup> September 2014. Total £179,482.

- b. 40 fte (1480 hours) Community Care Officers (Reviewing), Grade 5, scp 24-28 (£20,858 - £23,708) and the posts to carry approved car user status. Funding to be extended from 1<sup>st</sup> October 2012 to 30<sup>th</sup> September. Total £1,422,480.
- c. 2 fte (74 hours) Business Support (Reviewing), Grade 3, scp 14-18 (£15,725 - £17,161). Funding to be extended from 1<sup>st</sup> October 2012 to 30<sup>th</sup> September. Total £51,483.
- d. 3 fte (111 hours) Community Care Officer (Mental Health Reviewing), Grade 5, scp 24-28 (£20,858 - £23,708) and the posts to carry approved car user status. Funding to be extended from 1<sup>st</sup> October 2012 to 30<sup>th</sup> September 2014. Total £17,781.

**Total funding required until 30<sup>th</sup> September 2014 - £1.6 million.**

## **Personalisation**

- 14. The modernisation of social care and the development of personalisation has been led by a project team.
- 15. It is proposed to extend the project team until March 2014 to continue to deliver personalisation; deliver cost effective ways of delivering social care through improved processes and better use of resources; shape the market and develop community capacity. Part of the work will be to develop a single information directory on providers. This will be subject to a separate committee report in October 2012.
- 16. It is recommended that funding is approved until 31<sup>st</sup> March 2014 to extend the current programme staff as previously agreed by delegated authority (AH/2012/00030).
  - a. 1 fte (37 hours) Project Manager (Think Local, Act Personal), Pay Band D, scp 42-47 (£35,430 - £39,855 per annum) and the post be allocated approved car user status
  - b. 6.5 fte (240.5 hours) Commissioning Officers (Think Local, Act Personal), Pay Band C, scp 39-44 (£32,800 - £37,206 per annum) and the posts be allocated approved car user status
  - c. 1 fte (37 hours) Project Administrator (Think Local, Act Personal), Grade 4, scp 19-23 (£17,802 - £20,198 per annum) to support the Putting People First programme
  - d. 1 fte (37 hours) Adult Access Team Leader (Think Local, Act Personal), Pay Band A, scp 29-34 (£24,646 - £28,636, per annum) and the post be allocated approved car user status.
  - e. 0.8 fte (29.6 hours) Project Manager (Support with Confidence), Pay Band C, scp 39-44 (£32,800 - £37,206) and the post be allocated approved car user status.

- f. 1 fte (37 hours) Business Support Administrator (Think Local, Act Personal), Grade 3, scp 14-18 (£15,725 - £17,161) to support the pre-payment cards in Adult Care Financial Services.

**Total funding for programme staff required until 31<sup>st</sup> March 2014 is £500,000 (including on-cost, travel and admin expenses).**

17. In addition, it is recommended that funding is approved until 31<sup>st</sup> March 2013 for the following additional posts:

- a. 1 fte (37 hours) Business Support Administrator (Personalisation), Grade 3, scp 14-18 (£15,725 - £17,161) to support the pre-payment cards in Adult Care Financial Services team. Total £8,580
- b. 1 fte (37 hours) Community Care Officer (Pre-planned Admissions), Grade 5, scp 24-28 (£20,858 - £23,708) and the post to carry approved car user status. Total £11,854
- c. 1 fte (37 hours) Commissioning Officer (Dementia), Pay Band C, scp 39-44 (£32,800 - £37,206). Total £18,603

**Total funding required until 31<sup>st</sup> March 2013 £50,000 (including on-costs)**

### **Capacity Building and Market Development**

18. In order to develop capacity in the market for direct payments and self-funders including the development of micro providers, direct payment support providers, peer brokerage and support to the user led organizations it is recommended that the following post is extended:.

- a) £40,000 for a Co-ordinator post for Micro providers.

19. In addition, it is recommended that the following expenditure is authorised:

- b) £20,000 to increase and further develop Micro providers to meet the needs of users and carers through providing small start up grants.
- c) £42,000 to support the existing User Led Organisation (ULO). A ULO is an organisation that is run by people who use support services such as disabled people and older people. The ULO will also be able to support co-production such as peer support planning in particular with a view to implementing 'Making it Real'.

**Total funding for capacity building and market development is £102,000.**

### **Telecare**

20. Telecare consists of various sensors placed around the home linked to a home unit and monitored 24 hours a day, 365 days a year by a monitoring centre, allowing action to be taken should an incident occur.

21. Through the use of telecare and assistive technology, the Council can help maintain or improve the independence of service users and support carers. In Nottinghamshire, the plan is to extend access to telecare to service users who are at risk of needing long-term support in the future if there is any further decline in their health or wellbeing. Telecare can help to reduce the risk of such a decline and it is therefore important that it is provided as preventative service to maintain independence at home. Key target groups, would include people receiving the START reablement service, people returning home from a hospital stay and carers to enable them to continue to care.
22. To deliver the programme of telecare it is recommended to extend the following posts until 31<sup>st</sup> March 2014:
- a. 1 fte (37 hours) Project Manager (Telecare), Pay Band D, scp 42-47 (£35,430 - £39,855) and the post be allocated approved car user status
  - b. 2 fte (74 hours) Project Administrator (Telecare) Grade 4, scp 19-23 (£17,802 - £20,198) and the post be allocated approved car user status
  - c. 1 fte (37 hours) Commissioning Officer (Telecare), Pay Band C, scp 39-44 (£32,800 -£37,206) and the post be allocated approved car user status.

**Total funding for programme staff required until 31<sup>st</sup> March 2014 is £150,000 (including on-costs).**

### **Other Options Considered**

23. The changes identified in the report and additional temporary resources required are as a result of national requirements. The options considered are related to the pace of change and detailed implementation.

### **Reason/s for Recommendation/s**

24. This report requests approval for the intended use of the remaining social care reform grant as part of Putting People First to achieve the changes required as part of the national agenda for Think Local, Act Personal and Members aspiration to prevent people needing long-term support and to increase people's choice and control through Personal Budgets.

### **Statutory and Policy Implications**

25. This report has been compiled after consideration of implications in respect of finance, equal opportunities, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

## Financial Implications

### 26. Summary:

	£
Reablement	140,000
Reviewing Team	1,600,000
Think Local Act Personal	500,000
Personalisation	50,000
Capacity Building and Market Development	102,000
Telecare	150,000
<b>Total</b>	<b>2,542,000</b>

27. The expenditure will be funded in the first instance from the remaining Social Care Reform Grant Reserve for which the uncommitted balance is estimated at £2.1m, with the balance of up to £442,000 from earmarked Departmental Reserves.

## RECOMMENDATION/S

It is recommended that the Adult Social Care and Health Committee approves for the intended use of the remaining social care reform grant and departmental reserves to deliver Think Local Act Personal as outlined in the report and listed below:

### 1) Reablement Services: Promoting Independence:

- a. 3 fte (111 hours) Community Care Officers (Reablement), Grade 5, scp 24-28 (£20,858 - £23,708) and the post be allocated approved car user status. Funding to be available from 1<sup>st</sup> October 2012 – 31<sup>st</sup> March 2014.

**Total funding £140,000 (including on-costs and travel for until 31<sup>st</sup> March 2014).**

### 2) Reviews:

- b. 3 fte (111 hours) Team Managers (Reviewing), Pay Band D, scp 42-47 (£35,403 - £39,855) and the posts to carry approved car user status. Funding to be extended from 1<sup>st</sup> October 2012 to 30<sup>th</sup> September 2014. Total £179,482.
- c. 40 fte (1480 hours) Community Care Officers (Reviewing), Grade 5, scp 24-28 (£20,858 - £23,708) and the posts to carry approved car user status. Funding to be extended from 1<sup>st</sup> October 2012 to 30<sup>th</sup> September. Total £1,422,480.
- d. 2 fte (74 hours) Business Support (Reviewing), Grade 3, scp 14-18 (£15,725 - £17,161). Funding to be extended from 1<sup>st</sup> October 2012 to 30<sup>th</sup> September. Total £51,483.
- e. 3 fte (111 hours) Community Care Officer (Mental Health Reviewing), Grade 5, scp 24-28 (£20,858 - £23,708) and the posts to carry approved car user status. Funding to be extended from 1<sup>st</sup> October 2012 to 30<sup>th</sup> September 2014. Total £17,781.

**Total funding required until 30<sup>th</sup> September 2014 - £1.6 million.**

**3) Personalisation:**

It is recommended that funding is approved until 31<sup>st</sup> March 2014 to extend the current programme staff as previously agreed by delegated authority (AH/2012/00030).

- f. 1 fte (37 hours) Project Manager (Think Local, Act Personal), Pay Band D, scp 42-47 (£35,430 - £39,855 per annum) and the post be allocated approved car user status
- g. 6.5 fte (240.5 hours) Commissioning Officers (Think Local, Act Personal), Pay Band C, scp 39-44 (£32,800 - £37,206 per annum) and the posts be allocated approved car user status
- h. 1 fte (37 hours) Project Administrator (Think Local, Act Personal), Grade 4, scp 19-23 (£17,802 - £20,198 per annum) to support the Putting People First programme
- i. 1 fte (37 hours) Adult Access Team Leader (Think Local, Act Personal), Pay Band A, scp 29-34 (£24,646 - £28,636, per annum) and the post be allocated approved car user status.
- j. 0.8 fte (29.6 hours) Project Manager (Support with Confidence), Pay Band C, scp 39-44 (£32,800 - £37,206) and the post be allocated approved car user status.
- k. 1 fte (37 hours) Business Support Administrator (Think Local, Act Personal), Grade 3, scp 14-18 (£15,725 - £17,161) to support the pre-payment cards in Adult Care Financial Services.

**Total funding for programme staff required until 31<sup>st</sup> March 2014 is £500,000 (including on-cost, travel and admin expenses).**

In addition, it is recommended that funding is approved until 31<sup>st</sup> March 2013 for the following additional posts:

- l. 1 fte (37 hours) Business Support Administrator (Personalisation), Grade 3, scp 14-18 (£15,725 - £17,161) to support the pre-payment cards in Adult Care Financial Services team. Total £8,580
- m. 1 fte (37 hours) Community Care Officer (Pre-planned Admissions), Grade 5, scp 24-28 (£20,858 - £23,708) and the post to carry approved car user status. Total £11,854
- n. 1 fte (37 hours) Commissioning Officer (Dementia), Pay Band C, scp 39-44 (£32,800 - £37,206). Total £18,603



**Total funding required until 31<sup>st</sup> March 2013 - £50,000 (including on-costs)**

**4) Capacity Building and Market Development:**

It is recommended that the following post is extended:.

- o. £40,000 for a Co-ordinator post for Micro providers.

In addition, it is recommended that the following expenditure is authorised:

- p. £20,000 to increase and further develop Micro providers to meet the needs of users and carers through providing small start up grants.
- q. £42,000 to support the existing User Led Organisation (ULO). A ULO is an organisation that is run by people who use support services such as disabled people and older people. The ULO will also be able to support co-production such as peer support planning in particular with a view to implementing 'Making it Real'.

**Total funding for capacity building and market development is £102,000.**

**5) Telecare:**

It is recommended to extend the following posts until 31<sup>st</sup> March 2014:

- r. 1 fte (37 hours) Project Manager (Telecare), Pay Band D, scp 42-47 (£35,430 - £39,855) and the post be allocated approved car user status
- s. 2 fte (74 hours) Project Administrator (Telecare), Grade 4, scp 19-23 (£17,802 - £20,198) and the post be allocated approved car user status
- t. 1 fte (37 hours) Commissioning Officer (Telecare), Pay Band C, scp 39-44 (£32,800 -£37,206) and the post be allocated approved car user status.

**Total funding for programme staff required until 31<sup>st</sup> March 2014 is £150,000 (including on-costs).**

**PAUL MCKAY**

**Service Director for Promoting Independence and Public Protection**

**For any enquiries about this report please contact:**

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### **Constitutional Comments (SLB 20/09/2012)**

28. Adult Social Care and Health Committee is the appropriate body to consider the content of this report. It is responsible for promoting choice and independence and, in accordance with the Council's Financial Regulations, for monitoring and controlling budget.

### **Financial Comments (RWK 20/09/2012)**

29. The financial implications are set out in the report.

### **Background Papers**

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

- a. [LAC \(DH\) \(2009\) 1 – Transforming Adult Social Care](#).
- b. [Think Local Act Personal](#) – A sector-wide commitment to moving forward with personalisation and community-based support.

### **Electoral Division(s) and Member(s) Affected**

All.

ASCH32



**1<sup>st</sup> October 2012****Agenda Item 11****REPORT OF SERVICE DIRECTOR, JOINT COMMISSIONING, QUALITY AND  
BUSINESS CHANGE****PROGRESS REPORT ON SHERWOOD INDUSTRIES AND THE COUNTY  
HORTICULTURE AND WORK TRAINING SERVICE****Purpose of the Report**

1. To provide an update on the progress made for the redeployment of staff from Sherwood Industries and progress on the closure of the site.
2. To provide an update on the progress of the project to restructure and rationalise the County Horticulture and Work Training service.

**Information and Advice**

3. In February 2012, Members approved the proposal to close Sherwood Industries but at the same time gave a commitment to ensuring that all the staff wishing to maintain their employment with the County Council would be supported to do so.
4. A proposal to restructure the County Horticulture and Work Training service was also approved.

**Sherwood Industries Staff Group**

5. Following approval of the proposal to close Sherwood Industries, new orders for furniture ceased to be taken at the end of February 2012. The majority of the manufacturing processes to fulfil outstanding orders were completed by the end of May and the remaining staff group stayed on site to support the activity required around mandatory stocktaking and general tidying up. At this time, work was underway to release staff who wished to take voluntary redundancy and redeployment opportunities were being sought for the staff who had requested this. As staff numbers reduced, it was not possible to provide appropriate supervision to the remaining staff across the whole of the site. A decision was taken to cease activity on the site with effect from 29<sup>th</sup> June 2012 and to identify temporary supernumerary placements for those remaining staff members who at that time had not been matched to a new post.
6. Sherwood Industries employed 43 staff in February 2012, 29 of whom were disabled workers on the Work Choice programme. In brief, the current position is detailed below:

- 16 staff members have taken voluntary redundancy
  - 10 staff members have been confirmed in alternative permanent posts within the Council
  - 5 staff members are undertaking their trial period in alternative permanent posts within the Council
  - 10 staff members have been placed in temporary supernumerary posts within the Council
  - 2 staff members are absent from work due to ill health and are being supported through the absence management process.
7. With regards to the 10 staff members that are on temporary supernumerary placements, work is on-going to find them a permanent redeployment opportunity. Each staff member has retained the services of a named human resources Officer to support them in addition to the assistance offered from supported employment line management. The situation changes on a day-by-day basis as opportunities become available and a number of staff who are working in supernumerary placements are waiting for a meeting date to be arranged, or for the outcome of a meeting, with an appointing officer. Continued funding is being made available to support the supernumerary placements.

### **Disposal of Sherwood Industries Assets**

8. It was identified that some assets e.g. pallet trucks, hand tools, fork-lift truck, could be re-used elsewhere in the County Council and the majority of these assets have now been released to other departments. Vehicles have also been released back to the Corporate Fleet for re-use within the County Council.
9. Following the announcement of the closure of Sherwood Industries, the County Council was contacted by a number of interested external organisations about aspects of the land, property, machinery and intellectual property. One of these organisations also expressed an interest in offering employment to some of the Sherwood Industries staff.
10. In early June, the Corporate Procurement Team arranged for three independent valuers to visit Sherwood Industries to value the factory assets (machinery, stock, intellectual property). This exercise gave the Council a market value for the assets.
11. Once the value of the assets was identified, an exercise was conducted via Source Nottinghamshire to explore expressions of interest from any companies interested in acquiring some or all of the manufacturing assets from Sherwood Industries that were also interested in offering employment opportunities for some of the remaining staff at Sherwood Industries. Two companies have submitted an expression of interest and these are currently in the process of being considered with the support of legal services and the Corporate Procurement Team.
12. It is proposed that, subject to the outcome of the discussions with these two companies, any remaining machinery which is identified as having a market value will be considered for auctioning.

13. Responsibility for the premises passed to the County Council's nominated property officer on 29<sup>th</sup> June. The Corporate Property Team is currently considering options for the re-use of the buildings by the County Council.

### **County Horticulture and Work Training Service User Group**

14. The proposal to restructure the County Horticulture and Work Training service was predicated on the cessation of the service at the Sherwood Pines and Worksop sites. The two sites have now been closed and the service continues to operate from the Brooke Farm, Skegby and Balderton sites.
15. All six of the service users who were in receipt of a horticultural training service at the Sherwood Pines site are now receiving a service either from the Skegby site or from the Balderton site. These moves were completed by the end of May. No service users had been in receipt of a service from the Worksop site.

### **County Horticulture and Work Training Staff Group**

16. Once the service users had moved to their new bases, the service was able to undertake its staffing restructure with the reduction of 7.65 fte posts. The restructuring was completed by the end of June through vacancy management and voluntary redundancies with the exception of one disabled employee who has been found a redeployment opportunity within the County Council.
17. Through the enabling process at County Horticulture and Work Training, redeployment opportunities have been provided to three of the staff from Sherwood Industries.

### **Disposal of County Horticulture and Work Training Surplus Assets**

18. Nottinghamshire County Council leases the Sherwood Pines site from the Forestry Commission who has agreed to let the County Council surrender the lease without any penalty.
19. The Sherwood Forest Trust with whom the County Council had a service level agreement to run the tree nursery would like to continue a project on the site with an alternative provider. The terms of any new lease arrangement would be between the Forestry Commission and the Sherwood Forest Trust or their new provider only. The Trust has asked if the County Council will consider gifting some of the assets on site (portacabin and polytunnel) to help them or their new provider establish a project. The County Council does not require these assets and indeed their removal would incur costs greater than their value. As a new provider has not yet been identified by the Forestry Commission, the County Council may consider giving these assets to the Forestry Commission itself and surrender the lease in return for a County Council commitment to make an unconditional payment to cover site clearance costs should this be required in the future. This is estimated to be £15,000 and, subject to approval, will be covered by site clearance costs already accounted for in the transitional budget.
20. The Corporate Property Team has been advised that the field at Worksop is not required by the Council.

## **Reason/s for Recommendations**

21. This report is for information only and there are no recommendations made.

## **Statutory and Policy Implications**

22. This report has been compiled after consideration of implications in respect of finance, equal opportunities, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

## **RECOMMENDATION/S**

1). It is recommended that the Members note the content of the report and in particular the progress made to find alternative employment for those staff that have requested redeployment.

### **CAROLINE BARIA**

**Service Director, Joint Commissioning, Quality and Business Change**

#### **For any enquiries about this report please contact:**

Jennifer Allen

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### **Constitutional Comments (LMc 24/08/2012)**

23. The report is for noting only.

### **Financial Comments (RWK 13/09/2012)**

24. There are no additional financial implications arising from the proposals and recommendations detailed in the report. Budget allocations for all costs and savings detailed in the report have already been included in the Committee's 2012/13 revenue budget.

## **Background Papers**

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D for the Local Government Act 1972.

- Reports to Full Council on 22<sup>nd</sup> September 2011 and 23<sup>rd</sup> February 2012: Proposal to Change the County Council's Supported Employment Approach and Practice.
- Equality Impact Assessment.

**Electoral Division(s) and Member(s) Affected:** All.

ASCH 47

1<sup>st</sup> October 2012

Agenda Item: 12

## **REPORT OF THE SERVICE DIRECTOR, PERSONAL CARE AND SUPPORT -YOUNGER ADULTS**

### **OUTCOME OF THE CONSULTATION REGARDING CHANGES TO THE PROVISION OF EMERGENCY BEDS WITHIN LEARNING DISABILITY SHORT BREAKS SERVICE**

#### **Purpose of the Report**

1. To advise members of the outcome of the consultation on proposals to alter the provision of emergency beds within learning disability short breaks services as detailed in the Delegated Decision Record dated 2<sup>nd</sup> May 2012; AH/2012/00038.

#### **Information and Advice**

2. In May 2012, the department gained in principle (delegated decision AH/2012/00038) approval to reduce the provision of emergency beds within the directly provided short breaks services. This in principle agreement required consultation with carers and users of services. A three month consultation was carried out through the summer, and an equality impact assessment completed.
3. In line with other areas of County Council services, the learning disability short breaks service has been reviewed in order to maximise the use of resources whilst maintaining current service utilisation in line with the demand for respite care. Currently, around 300 families access the County Council services' 34 standard and 7 emergency beds.

The Nottinghamshire County Council's residential short breaks services are shown in the table below.

<b>Service</b>	<b>Location</b>	<b>District</b>	<b>Standard Beds</b>	<b>Emergency Beds</b>	<b>Total</b>
Helmsley Road	Rainworth	Newark & Sherwood	10	2	<b>12</b>
Holles Street	Worksop	Bassetlaw	8	2	<b>10</b>
Kingsbridge Way	Beeston	Broxtowe	8	1	<b>9</b>
Wynhill Lodge	Bingham	Rushcliffe	8	2	<b>10</b>
<b>Total Beds</b>			<b>34</b>	<b>7</b>	<b>41</b>

4. The service review highlighted that the emergency bed provision is under utilised, being occupied for only 30% of available nights, whilst there is relatively high occupancy for the standard planned admission beds which on average have over 80% occupancy, and over 90% in peak seasons
5. Therefore, a proposal was developed to remove three of the current seven emergency beds, and locate emergency bed provision in the centre of the County at Helmsley Road in Rainworth.
6. The reduction in the number of emergency beds from 7 to 4 will not reduce the overall number of short break beds across the County, as the 3 beds will become book-able standard occupancy beds. The effect of this will be to enable some of the inefficiency due to under-occupancy of the emergency beds to be eliminated.
7. Where emergency beds are requested by service users known to the service and there is capacity within the service that they normally use, they will be allocated a bed-space within that service. For example; a service user known to the Wynhill Lodge service requires an emergency stay due to the illness of their carer. If Wynhill has a vacancy they will be able to stay at Wynhill. If Wynhill had not got capacity within the service to provide, the bed-state at all other services would be looked at and where possible that individual would be placed within one of the other services. If no beds are available within the standard beds across the service, the individual would be booked into one of the emergency beds at Helmsley Road.
8. Where an emergency bed is requested for a service user who is not known to the Short Breaks service, they would be allocated an emergency bed at Helmsley Road, where staffing would be provided at a level to meet the needs of the individual.
9. The emergency beds at Helmsley Road will only be staffed when they are occupied. This service will be commissioned through the Community Learning Disability Teams, with the cost of the provision based on the needs of the individual. Any additional demand on the community care budgets will be met within existing resources. The additional staffing will be sourced from the County Council's permanent establishment, or through the relief staff lists as appropriate to the needs of the individual.
10. The removal of emergency beds creates a recurrent efficiency saving of £98,200. This is achieved by a reduction to the permanent staffing establishment. These posts are currently unoccupied by permanent staff at Helmsley Road and are being covered on a temporary basis, therefore there is no requirement for staff to be considered at risk of redundancy.
11. In order to provide the emergency accommodation at Helmsley Road it will be necessary to improve the facilities at the service. The cost of these improvements, estimated to be £50,000, will be met through the Short Breaks reserve currently held by the department.
12. The changes to the location of emergency bed provision and the increase in planned bed availability represents a change to the service and therefore a consultation process was undertaken with family carers and commissioning teams. Three consultation meetings were arranged for family carers to attend with individual letters sent to home addresses. The meetings were arranged in the south, centre and north of the County. The letter outlined the proposed changes and offered the opportunity to attend a meeting or to respond in writing or by telephone. The consultation meetings were attended by eighteen carers and comments were received by email, letter and telephone from a further six carers.



13. At the meetings there were some very positive comments made about the services and the value which family carers place on being able to access the Short Breaks Services. Carers expressed views about the overall reduction in emergency beds, and they looked for reassurance about how emergency situations would be responded to in the future. Some of the questions and comments made are listed below:

- **Why is Helmsley Road having the decrease in book-able beds, and not all other areas?** It was explained that the separate buildings at the Helmsley Road service meant it was possible to reserve one 4-bed bungalow for emergencies. This would only be staffed when occupied and in this way savings on staffing costs could be achieved. It was explained that in order to gain efficiencies it was not possible to locate one emergency bed in each service, as this would not generate savings through reduced staffing.
- **It does not always feel like parents and carers are contributing enough financially to the Short Breaks Service. It could be considered to increase contributions. This service is very valuable and paying for it would be better than risking losing it.** *(Other parents / carers present did not agree with this as some people are not in a position to pay more).* At this time Nottinghamshire County Council are not seeking to increase charges for access to Short Breaks. It is recognised that not all families are in a position to pay more for the services they receive.
- **It is important that the Short Breaks remain flexible** – the flexibility is good currently.
- **We want to work together with both the services and each other, and will help by postponing a Short Break where possible to accommodate people in need of an emergency stay, as we may need someone else to move the dates of a short break in an emergency situation for us.** This was acknowledged as being a very positive position adopted by carers at all of the consultation meetings, though it was also noted that not everyone would be able to be as flexible as others.
- **Some service users do not like being put into strange / different environments.** It was acknowledged that some people who use services are not able to adapt well to being in different environments. Each person who uses services has an individual set of care plans which lay out how care and support is provided and would be used in any placement made in an emergency. It was noted that some people who use the services are already familiar with more than one location which increases their flexibility in case of emergency.
- **Concerns about the increased distance that would need to be travelled in order to get to Helmsley Road for an emergency stay. Many service users would get upset when staying in an unfamiliar service, particularly if the reason for the emergency stay was due to a trauma (e.g. sudden bereavement).** If a service user who is known to a service has to use the emergency beds at Helmsley Road, the managers would seek to return the person to the service they are familiar with as soon as possible. However, by increasing the number of standard beds available in each unit it is less likely that people already known to the services will need to use Helmsley Road.
- **Carers praised the service and the staff team at Kingsbridge Way and said how professional and dedicated the staff were and that they were confident in leaving**

**their sons/daughters there for breaks.** Carers were thanked for these positive comments.

- **Sorry I can not attend the meeting, but have one concern, S has a lot of health problems Kingsbridge have learned to cope with her as she is on oxygen 24/7, if she had to go anywhere else they would not have a clue how to deal with her. I am 76 and had one mini stroke there is only S and me at home now even though the family call in each day or phone to make sure we are alright. Hoping it will be a long time before we need an emergency bed.**
- **First to praise the service you offer which in our opinion is second to none, and to encourage you to maintain this essential service with enough funding to maintain the present standard offered. I understand the situation as far as the emergency beds are concerned, but I would be gutted if my daughter couldn't have emergency care in the centre she knows and (more importantly) where they know her. I believe this is essential for those users who have high level and complex needs. Leaving P with people who don't know her would add a huge amount of stress to what would be, (if an emergency bed was needed), an already stressful and distressing situation.**

Through discussions with carers it was agreed that where emergencies occurred for users of services, managers would seek to accommodate them within the service that they knew. Where this was not possible a bed within the emergency bungalow at Helmsley Road would be used.

Where an emergency arose for a person not known to the service, the emergency accommodation at Helmsley Road would be used. Carers at the meetings appeared reassured by this and that there was not an overall reduction in the number of short breaks beds available.

### **Other Options Considered**

14. Some carers suggested that charges are increased to reduce the need for efficiencies in other areas. Increased charges are not being considered at this time.
15. Some carers asked that consideration be given to having one emergency bed in each service making four in total. This option appears attractive geographically, however this does not maximise the use of resources as it would not allow any reduction to current staffing.
16. Some carers suggested that an emergency bed be designated in each service which could be booked on the understanding that if it was required for an emergency admission, the booking is cancelled. This option again does not allow any staffing efficiencies as all beds would need to be staffed on a permanent basis. Designating the four emergency beds at Helmsley Road remains the favoured option for this, as this allows the service to reduce the permanent staffing compliment, and staff the emergency beds on a needs only basis.

### **Reason/s for Recommendation/s**

17. These recommendations are made to maximise the use of resources given the low level of demand for emergency accommodation, and the requirement to maintain the number of

beds which can be booked for short breaks and to ensure that carers continue to get breaks from their caring responsibilities.

## **Statutory and Policy Implications**

18. This report has been compiled after consideration of implications in respect of finance, equal opportunities, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

### **Implications for Service Users**

19. Users of services requiring a short break in an emergency may be allocated emergency accommodation at Helmsley Road rather than at their usual service.
20. The number of beds that can be booked at Helmsley Road will be reduced from 10 to 8. This will be mitigated by introducing some existing and new service users to other services in other parts of the County.

### **Financial Implications**

21. A recurrent efficiency saving of £98,200 can be achieved through these proposals. A non recurrent revenue expenditure of £50,000 is required to implement the proposals. This expenditure is to improve decoration and furnishings and can be sourced from the Learning Disability short breaks reserve.

### **Human Resources Implications**

22. The staff reductions proposed will not present any human resources implications as the posts identified do not have an incumbent.
23. The trade unions have been consulted and agree that if there is an emergency it is far better for a bed to be available near by to the user and probably in a familiar venue.

## **RECOMMENDATION/S**

It is recommended that following consultation members endorse:

- 1) the emergency beds within the Learning Short Break Service are reduced from 7 to 4 which will be based on the Helmsley Road site, with the provision of standard beds being increased from 34 to 37 at other units across the County.
- 2) The staffing establishment at Helmsley Road be reduced by 137 hours as follows with the following posts being disestablished:
  - a. 2 fte (74 hours) Care Worker, Grade 2
  - b. 1.7 fte (63 hours) Night Care Workers, Grade 2.
- 3) The improvement and redecoration works are made to Helmsley Road to furnish the emergency respite care bungalow.

**JON WILSON****Service Director for Personal Care and Support – Younger Adults****For any enquiries about this report please contact:**

Ian Masson

Tel: 01623 635748

Email: [ian.masson@nottsgov.uk](mailto:ian.masson@nottsgov.uk)**Constitutional Comments (LMc 18/09/2012)**

24. The Adult Health and Social Care Committee has delegated authority to approve the recommendations in the report

**Financial Comments (RWK 19/09/2012)**

25. The financial implications are set out in the report.

**Background Papers**

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

- a. Letter inviting carers to Consultation Meetings.
- b. AH/2012/00038 - Changes to the provision of emergency beds within the Learning Disability Short Breaks Service – 2<sup>nd</sup> May 2012.
- c. Equality Impact Assessment: Changes to the provision of emergency beds within the Learning Disability Short Breaks Service - May 2012.

**Electoral Division(s) and Member(s) Affected**

Mansfield East – Councillors B Cross and M Wright  
Worksop North East and Carlton – Councillor A Rhodes  
Chilwell and Toton – Councillor R Jackson and J Doddy  
Bingham – Councillor M Suthers.

# Equality Impact Assessment

## Purpose of assessment

The Public Sector Equality Duty which is set out in the Equality Act 2010 requires public authorities to have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

Protected characteristics are: age, disability, gender reassignment, pregnancy and maternity, race (this includes ethnic or national origins, colour or nationality), religion or belief (this includes lack of belief), gender and sexual orientation. The purpose of carrying out an Equality Impact Assessment is to assess the impact of a change to services or policy on people with protected characteristics and to demonstrate that the Council has considered the aims of the Equality Duty. The Equality Duty must be complied with before and at the time that a change to services or particular policy is under consideration or decision is taken. A public body cannot satisfy the Equality Duty by justifying a decision after it has been taken.

**Note:** Please write in Plain English as this document, once approved, will be published on the Council's website.

<b>Title</b> Changes to the provision of emergency beds within the Learning Disability Short Breaks Service	
<b>Date</b>	3 <sup>rd</sup> May 2012
<b>Lead Officer for this assessment</b>	Ian Masson Group Manager - Residential Care & Support, Younger Adults
<b>List of other officers/organisations involved in the assessment</b>	Sarah Robinson Manager Helmsley Road Short Breaks Jane Wardle Manager Wynhill Lodge Short Breaks Jacqui Skinner/Nicola Lindsay, Manager Kingsbridge Way Short Breaks. Michelle Sanders, Manager Holles Street Short Breaks

<b>1a</b>	<b>What is being considered and why? Explain rationale behind proposed changes and other options considered, if applicable.</b>
	Changes to be made to the provision of emergency beds within the Learning Disability Short Breaks Service. The current provision is for 7 beds which has been shown to be in excess of the numbers required. The proposal is to reduce to 4 beds and to base them all in the middle of the County at Helmsley Road Short Breaks Service. The designated beds at the other services will become bookable short breaks beds. The number of bed spaces provided across the County is not being reduced. The effect of these changes will enable the service to meet the necessary efficiency savings required for 12/13 and 13/14 without an overall reduction in service. No other proposals currently under consideration would meet this saving.
<b>1b</b>	<b>What is the demographic profile of the community you are serving? What is the profile of your service users by protected characteristics, where</b>

	<b>information is available?</b>
<p>The service provides provision of emergency beds for adults 18+ with Learning Disabilities. The service currently provides a short breaks service to individuals from approx 300 families in Nottinghamshire.</p>	
<b>1c</b>	<b>What will be the effect on service users?</b>
<p>The changes will increase in the number of bookable bed spaces available in 3 locations - Holles Street, Kingsbridge Way and Wynhill Lodge. There will be a decrease by 2 of the number of bookable beds available at Helmsley Road.</p> <p>Where emergency beds are requested by service users known to the service and there is capacity within the service that they normally use, they will be allocated a bed-space within that service.</p> <p>The decrease by 2 bookable beds at Helmsley Road may necessitate a small number of service users who have previously used Helmsley Road receiving their service in one of the other locations.</p>	
<b>1d</b>	<b>Even if the proposals apply to everyone equally, could they have a disproportionate / adverse or negative impact on people with the following protected characteristics, if so how?</b>
<p><b>Age:</b></p> <p>It is not anticipated that there will be any disproportionate /adverse impact with regard to age</p>	
<p><b>Disability (physical, sensory or learning disabilities including effects on carers):</b></p> <p>It is not anticipated that there will be any disproportionate /adverse impact with regard to age. All service users have a primary diagnosis of Learning Disability.</p>	
<p><b>Gender (includes gender reassignment, pregnancy and maternity):</b></p> <p>It is not anticipated that there will be any disproportionate /adverse impact with regard to gender</p>	
<p><b>Race:</b></p> <p>It is not anticipated that there will be any disproportionate /adverse impact with regard to race</p>	
<p><b>Religion or belief:</b></p> <p>It is not anticipated that there will be any disproportionate /adverse impact with regard to religion or belief</p>	
<p><b>Sexual orientation:</b></p> <p>It is not anticipated that there will be any disproportionate /adverse impact with regard to sexual orientation.</p>	
<b>1e</b>	<b>Are there any positive impacts on people with the above protected characteristics?</b>

This proposal increases the number of standard beds across the County, giving increased service delivery opportunity for Service Users. This will particularly be advantageous to Service Users and their families during peak times – holiday periods and weekends.

<b>2a</b>	<b>In terms of any disproportionate / negative / adverse impact that the proposal may have on a protected group, what steps (if any) could be taken to reduce that impact for each group identified. Attach a separate action plan if necessary.</b>
None have been identified. If in the future any impacts are found, action will be taken to address this.	
<b>2b</b>	<b>If ways of reducing the impact have been identified but are not possible, please explain why they are not possible.</b>
N/A	

<b>3</b>	<b>Evidence Sources</b> <b>(i) Give details of any data or research that has led to your reasoning above, in particular, the sources used for establishing the demographics of service users.</b> <b>(ii) Give details of how you have engaged with service users on the proposals and steps to avoid any disproportionate impact on a protected group and how you have used any feedback to influence your decision.</b>
Report to Portfolio Holder Adult Social Care and Health Decision record. <b>AH/2012/00038</b>  Consultation will be conducted with all the known family carers to explain the changes to the provision of emergency and book-able standard beds. Feedback from family carers will be considered and incorporated if appropriate into the proposed changes.	

**(Complete this section where staff are directly affected:)**

<b>4a</b>	<b>What is the profile of your current staff by age group, disability, gender, race and ethnicity, religion or belief, sexual orientation?</b>
Not applicable	
<b>4b</b>	<b>Give details of how the proposed service changes (if applicable) will affect staff? Will staff of any particular protected equality characteristic be affected more than any other?</b>
N/A	
<b>4c</b>	<b>In terms of any disproportionate / negative / adverse impact that the proposal may have on a protected staff group, what steps (if any) could be taken to reduce that impact for each group identified.</b>
N/A	
<b>4d</b>	<b>If ways of reducing the impact have been identified but are not possible, please explain why they are not possible.</b>

<b>5</b>	<b>Decision Log – (detail how Elected Members and Senior Managers have been involved in the decision process (give dates of key meetings and decisions made))</b>
Report to Portfolio Holder Adult Social Care and Health Decision record. <b>AH/2012/00038</b> Page 79 of 104	

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<b>6a</b>	<b>Date of Next Review:</b>
May 2013, or sooner if an adverse impact is found prior to this through the consultation process.	
<b>6b</b>	<b>If review is not required, explain why.</b>

<b>7a</b>	<b>Approved by:</b>
<b>7b</b>	<b>Approval date:</b>



**1<sup>st</sup> October 2012****Agenda Item: 13****REPORT OF THE CORPORATE DIRECTOR FOR CHILDREN, FAMILIES AND  
CULTURAL SERVICES AND THE CORPORATE DIRECTOR FOR ADULT  
SOCIAL CARE, HEALTH AND PUBLIC PROTECTION****UPDATE ON THE ESTABLISHMENT OF A MULTI-AGENCY  
SAFEGUARDING HUB (MASH)****Purpose of the Report**

1. The purpose of this report is to provide the Committee with an update on the establishment of a Multi-Agency Safeguarding Hub (MASH) in Nottinghamshire.

**Information and Advice**

2. On 11 January 2012, Cabinet endorsed the establishment of a Multi-Agency Safeguarding Hub (MASH) as part of the new operating model for Children's Social Care. On 12 September 2012, Policy Committee approved the funding of the annual recurring costs for the MASH, established a number of posts and noted the final arrangements for the MASH. The purpose of today's report is to keep this committee informed and to seek comments as the MASH develops.
3. The aim of the MASH is to significantly improve the sharing of information between agencies, improve decision-making by taking a more holistic view and therefore help to protect the most vulnerable children and adults from harm, neglect and abuse.

**Overview of the MASH**

4. Most MASHs nationally deal with safeguarding concerns about children but not adults. Research highlighted the clear advantages of taking a broader family approach and as a result, the Nottinghamshire MASH will deal with safeguarding concerns about both vulnerable children and adults, providing a faster, more co-ordinated and more consistent response from partner agencies and services to safeguarding concerns.
5. The MASH will act as the first point of contact for Children's Social Care and for safeguarding concerns about adults. It will involve representatives from Children's Social Care, Adult Social Care, Police and Health working together, co-located in one place. Virtual links will exist to other services and agencies which are not located in the MASH, such as preventative services, the Probation Trust and District Councils.
6. The MASH will receive safeguarding concerns from professionals such as teachers and doctors as well as members of the public and family members. For those concerns that

meet the threshold for Adult or Children's Social Care involvement, representatives from the different agencies in the MASH will collate information from their respective sources to build up a holistic picture of the circumstances of the case and the associated risks to the child or adult. As a result, better decisions will be made about what action to take and support will be targeted on the most urgent cases. Better co-ordination between agencies will lead to an improved service for children, adults and families.

7. The MASH will also provide advice and guidance for professionals with safeguarding concerns about a child or adult. This will help to enforce the application of need thresholds, improve the quality of information provided and ensure that the appropriate level of support is offered. For those concerns that do not meet the threshold for Adult or Children's Social Care involvement, the MASH will ensure that cases are passed to early intervention or other services as and when this is appropriate.
8. The MASH will be based at the Customer Services Centre at Mercury House and will build on the model and success of the Dedicated Adult Access Team which is already located there. It is anticipated that a significant number of contacts will be addressed at an early stage by a new team of MASH Officers; this represents a considerable change to how safeguarding concerns are currently handled. Working under the close supervision of qualified Adult and Children's social work professionals, MASH Officers will swiftly advise and signpost referrers to the most appropriate service, thereby filtering contacts and reducing the number of contacts being escalated to social work professionals inappropriately. In Adult Social Care having a single point of contact for social care enquiries staffed by a mix of Customer Service Advisors, Social Work and Occupational Therapy staff has resulted in over 60% of contacts being resolved directly by the Customer Service team with an overall reduction of 30% in referrals to dedicated Adult Social Care teams.
9. Implementation of the MASH will bring the following benefits:
  - a reduction in the number of children and adults inappropriately receiving costly services from social care, health, the police and others
  - closer partnership working and clearer accountability, with agencies providing a faster, more co-ordinated and consistent response to safeguarding concerns, ensuring that vulnerable children and adults are kept safe
  - an improved 'journey' for the child, adult and family with more preventative support and better informed services provided at the right time
  - a reduction in the number of inappropriate referrals and re-referrals
  - a more straightforward and responsive process for the professional or citizen raising a safeguarding concern, with clear guidance and support.

## **MASHs in Other Areas**

10. The MASH model originated in Devon and this project is drawing extensively on their experience. Several other local authorities have successfully established MASHs: Staffordshire, Stoke City, Haringey, Hackney, Harrow, Norfolk, Birmingham City, Hull and York. MASHs are also being set up in every London Borough, in Northamptonshire and

in Nottingham City. The design of the MASH in Nottinghamshire is actively building upon best practice elsewhere in the country.

## **Progress to Date**

11. A Strategic Steering Group for the project has been established since December 2011, with senior representatives from the Police, Health, Probation Trust, District Councils and Fire & Rescue Service, as well as NCC services. The Group is chaired by the Corporate Director for Children, Families and Cultural Services. Robust governance arrangements are in place, with progress reported to the Children's Social Care Transformation Programme Board and Adult Social Care Transformation Board and then via the Programme Director's Board to the Corporate Leadership Team. In addition, members of the Strategic Steering Group have been keeping relevant stakeholder boards updated e.g. Nottinghamshire Safeguarding Children Board, Nottinghamshire Safeguarding Adults Board, Police Command, PCT Board etc.
12. An Operational Group has also been working to design and implement the MASH, jointly chaired by a Superintendent from Nottinghamshire Police and the Service Director for Children's Social Care. Five workstreams have been working since February 2012, each focusing on a different element of the MASH: Organisation Structure, Business Process, Technology, Information-Sharing Agreement and Volume & Performance Analysis. Each has a workstream lead and a multi-agency working group that has collectively designed and refined their element, ensuring that stakeholders have been fully engaged in developing the model in Nottinghamshire.
13. Progress to date has been good, thanks to the hard work of operational staff and senior representatives involved in the project. Partner agencies and NCC services have given and maintained a very strong commitment to the project, and this has been backed up by resources.
14. Significant elements of progress are noted below:
  - best practice research has been completed, highlighting lessons learnt, useful documents and contacts from existing and emerging MASHs across the country
  - a detailed volume analysis has estimated the likely demand upon the MASH, using this to inform the number of posts within the organisation structure and the design of the business process
  - the organisation structure for the MASH has been agreed by the Strategic Steering Group for final approval by Policy Committee. This incorporate roles, job descriptions and staff funding arrangements
  - business processes, describing how the MASH will operate in detail, have been agreed
  - an Information Sharing Agreement has been developed and is being widely consulted upon, in preparation for sign-off by the Nottinghamshire Safeguarding Children Board and Nottinghamshire Safeguarding Adults Board in the Autumn
  - technology requirements have been gathered from partner agencies and services, informing the design of technical solutions and associated cost estimates

- the office layout for the MASH at Mercury House has been agreed, with minor building work due to start in early September
- draft performance measures for the MASH have been developed
- existing posts have been filled through enabling and preference processes. New posts have been advertised, at the discretion of the relevant Corporate Director, to ensure that post holders are in place in time to undertake induction training prior to go-live at the end of November
- extensive communication activity has taken place since the start of the project, with presentations, face-to-face briefings, electronic bulletins and web pages all being used to engage stakeholders. An ongoing more detailed communication plan is being developed for the run-up to go live to ensure that key parties and the public are aware of the existence of the MASH, its function and how to access it.

## **Timescales**

15. The MASH is on track to go live in the week commencing 26 November 2012, with strong commitment from the partner agencies and services to achieve this. Support for implementation is being provided by ICT, Property, Ways of Working, HR, Communications and the Improvement Programme.

## **Gateway Review**

16. A Gateway Review, involving an independent external consultant, was conducted in May 2012, examining project progress through interviews with a range of stakeholders, assessing confidence in project delivery and project management. The review graded the project as 'Amber/Green' overall and made a number of recommendations, which have all been addressed. The Gateway Review report is available as a background paper. A second Gateway Review is scheduled for early October 2012.

## **Other Committees**

17. An update report about the MASH will also be taken to the next meeting of the Children and Young People's Committee (8 October) and Policy Committee will receive a progress report on the Multi-Agency Safeguarding Hub six months after it opens.

## **Other Options Considered**

18. As this is a report for noting, it is not necessary to consider other options.

## **Statutory and Policy Implications**

19. This report has been compiled after consideration of implications in respect of finance, equal opportunities, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

## **Implications for Service Users**

20. Service users will receive faster, more co-ordinated assistance from operational teams as a result of the swifter, better informed decisions being taken in the MASH. In addition, a greater number of children and families will receive support from preventative services, dealing with problems before they escalate.

## **Financial Implications**

21. Policy Committee approved on 12 September 2012 that recurring annual costs for the MASH of £552,000, including some staffing costs, are to be met from County Council contingencies.
22. The Memorandum of Understanding (MoU) between partner agencies located at the MASH will include consideration of the ongoing funding arrangements.

## **Crime and Disorder Implications**

23. Co-locating social care professionals with Police colleagues will improve the sharing of information and hence the handling of crimes related to safeguarding and domestic violence. As more data is gathered, analysis will help identify risk factors and enable better prediction of potential vulnerability, so that support can be targeted accordingly.

## **Safeguarding Implications**

24. The MASH will significantly improve the safeguarding of children and adults, helping partner agencies to make faster, more informed decisions that mean children, adults and families receive appropriate, co-ordinated support more quickly.

## **Human Resources Implications**

25. The relevant trade unions have been consulted on the establishment of the MASH. A number of existing posts have been provisionally allocated to existing employees through the programme's enabling process. Approval to advertise new posts in advance of Policy Committee on 12 September 2012 was also obtained due to the need to recruit staff in advance of the implementation date for training and induction purposes.

## **RECOMMENDATIONS**

- 1) That the update on the establishment of a Multi-Agency Safeguarding Hub in Nottinghamshire be noted.

**ANTHONY MAY**  
Corporate Director for Children, Families  
and Cultural Services

**DAVID PEARSON**  
Corporate Director for Adult Social Care,  
Health and Public Protection

**For any enquiries about this report please contact:**

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**Constitutional Comments**

26. As this report is for noting only, no Constitutional Comments are required.

**Financial Comments (NDR 06/09/12)**

27. The financial implications are set out in paragraphs 21 and 22 of the report.

**Background Papers**

MASH Gateway Review – May 2012.

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

**Electoral Division(s) and Member(s) Affected**

All.

C0068/ ASCH52

1<sup>st</sup> October 2012

Agenda Item: 14

## **REPORT OF THE SERVICE DIRECTOR FOR PERSONAL CARE AND SUPPORT – YOUNGER ADULTS**

### **TO EXTEND THE OPEN EMPLOYMENT SERVICES (I-WORK) FOR PEOPLE WITH A LEARNING DISABILITY**

#### **Purpose of the Report**

1. The purpose of the report is to seek approval for the extension of the temporary i-Work posts until March 2014.

#### **Information and Advice**

2. Access to paid employment for disabled people has been highlighted as a priority within many national social care policy frameworks over the last few years, including 'No Health without Mental Health'<sup>i</sup>, 'Improving the life chances of disabled people'<sup>ii</sup> and 'Valuing People'<sup>iii</sup>.
3. The Department of Health White Paper, 'A Vision for Adult Social Care'<sup>iv</sup> highlights disabled people attaining paid employment to help improve wellbeing and meet emerging needs. This is reiterated within the proposals of the Special Educational Needs Green Paper, '[Support and aspiration: A new approach to special educational needs and disability – a consultation](#)'.<sup>v</sup>
4. The County Council currently supports two training projects; the Strawberry Fayre cafe and Phoenix Project.
5. In 2008, the local authority established a learning disability employment strategy and invested in the specialist employment support service (i-Work) which encourages the placement of more adults with learning disabilities within external open market paid employment. This investment enables the authority to meet national performance targets and local performance in relation to the County Council strategic plan.
6. I-Work was established in 2008 with 3 year funding until November 2011. In October 2010, temporary finance for 3 years was agreed from the Learning Disability Development Fund for specialist support for people with Aspergers to find paid work.



7. In Nottinghamshire, the authority has moved from 4% (62) to 9.3% (209) of people eligible for learning disability services in paid work via 'i-Work'. Of these, eighteen people are employed in their own businesses. However, around 32% of people using day services are engaged in some kind of other work activity (such as voluntary work, work tasters and work experience placements, vocational training in day services, other projects or colleges). With additional employment help and support, significantly more people undertaking work activities can be progressed towards paid employment.
8. Whilst there has been an increase in numbers of people entering paid work via the open employment team over the last 3 years, half of all people who started on the training projects (Strawberry Fayre café in Ashfield and Phoenix Project in Mansfield) returned to day services with only 2 people moving into paid work.
9. Based on cost benefit analysis by Dr Stephen Beyer of the Welsh Centre for Research for Learning Disability, Cardiff University, estimates are that 113 of the 209 people placed in work saves the local authority approximately £368,118 per year against day service rates. By setting further targets over the next 3 years this could increase to £902,863. This does not include savings on transport to services, reduction on the welfare system and input into the economy via payment of tax and national insurance contributions.
10. The County Council Supported Employment Service (Ready4Work) provided job coaching for people who have a learning disability and who are able to work over 16 hours per week. This service is now a part of the Shaw Trust work choice programme and is not suitable for the majority of people who are eligible for learning disability day services, as these clients need to start on the pathway to work at a lower level (i.e. between 1 and 15 hours per week) and with more intensive support than is available from Shaw Trust. I-Work now supports 62 of the Ready4Work people who are in paid work when required.
11. Following agreement with special educational needs services and a successful countywide conference held by school heads and governors, i-Work have planned progression routes with schools toward achieving paid employment. A target of 100 placements and 30 paid job outcomes per school year has been set.
12. 'Project Search' pilots commenced in September 2011 supported by the Department of Health and the Office for Disability Issues focussing on Foxwood School in Broxtowe and is outlined in the future plans for schools in Foxwood. West Nottinghamshire College have expressed an interest in joint working on a 'Project Search' site in Mansfield.
13. Current analysis shows there are still a further 324 people wanting to find paid work. This would provide alternatives to people who would otherwise be dependent on day service provision.
14. On the basis of experience within Nottinghamshire and the research undertaken on outcomes it is evident that the individual placement approach through 'i-Work' provides better value than the continuance of the work projects. It is, therefore, proposed that the authority continues to support the 'i-Work' service for a further temporary period and disinvests in the existing work projects.



15. The authority is proposing that the existing projects (Strawberry Fayre café in Ashfield and the Phoenix project in Mansfield) become social enterprises in order to raise external funds whilst receiving continued support through personal budgets.

### **Other Options Considered**

16. To continue with the work projects alongside the 'i-Work' service. This would require a continued budget subsidy of £516,000. As stated within the report the number of people who take part in the work project and go onto the paid employment is low, with only two people finding paid work and fifty percent of people entering these services remaining in day service provision.
17. To continue to support the work projects and not invest in the 'i-Work' service. The authority would need to continue to subsidise these services in the amount of £245,500 and as above the employment outcomes of this service are low. With no investment in the 'i-Work' service the council would not be able to continue to support learning disabled people into employment, and would not reap the potential saving to day service budgets in future years.

### **Reason/s for Recommendation/s**

18. The continued investment in the individual placement model of employment support through the extension of the temporary contracts to 'i-Work' staff and the disinvestment in work projects (through transfer or social enterprise development) provides the authority with the best value in respect to resources and outcomes. The required investment of £101,514 per annum (in addition to current spend on work projects of £216,334) will provide sufficient support to enable 153 people find and retain paid employment over the next two years, saving the authority the potential cost to day services of £520,000.

### **Statutory and Policy Implications**

19. This report has been compiled after consideration of implications in respect of finance, equal opportunities, human resources, crime and disorder, human rights, the safeguarding of adults, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

### **Human Resources Implications**

20. The report recommends the posts of 6 fte Employment Inclusion Workers and 1 fte Employment Coordinator be extended until 31<sup>st</sup> March 2014. These posts be allocated approved car user status.
21. The existing staff will continue to provide support and current vacancies would be recruited to.
22. The trade unions have been consulted and support the continuing funding of i-Work which is playing a value role in supporting people eligible for learning disability services into work.

## **Financial Implications**

23. The financial implications arising out of this proposal are as follows:

### **Year 2012/13**

It is proposed that an additional budget allocation of £225,630 would be required on a temporary basis. This funding includes the costs of extending the contracts for the following staff to 31<sup>st</sup> March 2013:

- 1 fte Employment Coordinator, scp 29-34, (£24,646 - £28,637)
- 6 fte Employment Inclusion Workers, scp 24-28, (£20,859 - £23,708).

The additional budget allocation required of £225,630 will be contained within the existing Learning Disability Community Care budgets for 2012/13.

### **Year 2013/14**

It is estimated that the service would require an additional budget allocation of £317,848. This additional cost includes the employment costs of the following posts.

- 1 fte Employment Development Manager, scp 42 (£35,184)
- 1 fte Employment Coordinator, scp 29-34, (£24,646 - £28,637 )
- 7 fte Employment Inclusion Workers, scp 24- 28, (£20,859 - £23,708).

The post of Employment Development Manager and one of the posts of Employment Inclusion Worker have already been established on a permanent basis. The temporary contracts for the post of Employment Coordinator and 6 posts of Employment Inclusion Worker will need to be extended until 31<sup>st</sup> March 2014.

24. To meet the additional budget allocation required of £317,848 it is proposed that the £216,334 allocated to work projects is transferred into the open employment service, and the remaining additional allocation of £101,514 would be contained within the Learning Disability Community Care Budgets for 2013/14.

## **Implications for Service Users**

25. The Countywide provision of specialist employment support to people who have a learning disability will maintain and expand the opportunities available to people who want to work, at whatever level is appropriate for each person. For some people, this will offer the first meaningful opportunity to experience work activity. For others, maintaining a job on an ongoing basis will offer people the chance to:

- gain in self-confidence and independence
- learn new skills
- increase their disposable income
- be recognised and valued for their contribution
- take on new rights and responsibilities associated with having a job
- expand their social networks and make new friendships.

## RECOMMENDATIONS

It is recommended that:

- 1) the following temporary posts be extended until 31<sup>st</sup> March 2014:
  - a. 6 fte (222 hours) Employment Inclusion Workers, Grade 5, scp 24-28 (£20,858-£23,708) and the posts be allocated approved car user status
  - b. 1 fte (37 hours) Employment Coordinator, Pay Band A, scp 29 – 34 (£24,646 - £28,636) and the post be allocated approved car user status.
- 2) that the additional budget allocations required of £225,630 in 2012/13 and £101,514 in 2013/14 are contained within the budget allocations for Learning Disability Community Care budgets for those years
- 3) The Business cases are progressed to develop social enterprise and/or external partners to operate the work training projects, Strawberry Fayre Café in Ashfield and Phoenix Project in Mansfield with a view to externalising these services by April 2013.

**JON WILSON**

**Service Director for Personal Care and Support (Younger Adults)**

**For any enquiries about this report please contact:**

Andy Billings

Tel: 01623 644591

Email: andy.billings@nottsc.gov.uk

### **Constitutional Comments (SLB 31/08/2012)**

26. Adult Social Care and Health Committee is the appropriate body to consider the content of this report. The Council's Employment Procedure Rules state that changes to staffing structures must be made by the relevant committee unless the post is temporary for less than 3 months. Human resources comments should be sought and trade unions consulted.

### **Financial Comments (RWK 20/09/2012)**

27. The financial implications are set out in the report.

### **Background Papers**

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

- a. AC/2008/00065; Development of Employment Services to people with a Learning Disability, July 2008 (previously published)

- b. AC/2008/00004; Modernising of learning Disability Day Services, 11<sup>th</sup> January 2008 (previously published).
- c. Business Proposal for Specialist Employment Support for People with a Learning Disability and Autistic Spectrum Disorders, June 2011.

### **Electoral Division(s) and Member(s) Affected**

All.

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### **Reference Documents**

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<sup>i</sup> [No health without mental health: a cross-government mental health outcomes strategy for people of all ages](#) – Department Of Health – 2nd February 2011.

<sup>ii</sup> [Improving the life chances of disabled people](#) - Cabinet Office - Prime Minister's Strategy Unit, Department of Work and Pensions, Department of Health, Department for Education and Skills, Office of the Deputy Prime Minister – 20<sup>th</sup> January 2005.

<sup>iii</sup> [Valuing people: a new strategy for learning disability for the 21st century](#) - a White Paper – Department of Health – 20<sup>th</sup> March 2001.

<sup>iv</sup> [A vision for adult social care: Capable communities and active citizens](#) – Department of Health – 16<sup>th</sup> November 2010.

1<sup>st</sup> October 2012

Agenda Item: 15

## **REPORT OF THE SERVICE DIRECTOR FOR PERSONAL CARE AND SUPPORT – OLDER ADULTS**

### **TRANSFER OF CITY HOSPITAL SOCIAL WORK TEAM ADMINISTRATIVE SUPPORT SERVICE TO NOTTINGHAMSHIRE COUNTY COUNCIL**

#### **Purpose of the Report**

1. This report outlines the proposals to transfer Nottingham University Hospitals Trust administrative support team based at the City Hospital campus to the employment of Nottinghamshire County Council.

#### **INFORMATION AND ADVICE**

2. The City Hospital team consists of 2.7 fte administrative assistants who provide business support to the hospital social work team based on the City Hospital campus of Nottingham University Hospitals Trust and currently costs around £60,000.
3. This report outlines the business case to support the transfer of this service under TUPE Regulations to Nottinghamshire County Council from the Trust in order to provide a more flexible and responsive service to the hospital social work team and the vulnerable adults they serve.
4. The hospital social work team and business support colleagues welcome the administrative resource that will be made available to them as a result of this proposal as it will give the County Council greater control over how these staff are deployed in order to enhance the authority's discharge planning service to vulnerable adults coming out of hospital. The department would, for example, be able to deploy these staff to support the hospital team, on the Queens Medical Centre Campus when their business support administrator is on leave or absent through sickness.
5. The department would also be able to ask these staff to support the Integrated Hospital Discharge Team project which is a new initiative jointly launched with the Trust to improve the co-ordination of services for vulnerable adults leaving hospital.
6. This initiative is supported by both the Nottingham University Hospitals Trust and Nottinghamshire Primary Care Trust who are the commissioners and funders of this service as part of their contract with Nottingham University Hospitals Trust.

7. It is proposed that a new service agreement is drawn up to set out the conditions for the transfer and funding of this service and will include an undertaking to finance the full operating costs of this team on a recurrent basis. This agreement will set out arrangements for an annual transfer of the £60,000 salary costs to Nottinghamshire County Council Adult Social Care, Health and Public Protection Department from the Nottinghamshire Primary Care Trust. The agreement will be set out as a contract variation which will ensure that Nottinghamshire County Council will be able to claim the full salary costs and ensure that there is no financial detriment to the Council. The proposal is that Nottinghamshire County Council invoices Nottinghamshire Primary Care Trust at the beginning of the financial year for the full salary costs of these staff for the coming year and that any inflationary increases will be included.
8. Managers and human resources colleagues from both Nottinghamshire County Council and the Trust have met with the staff concerned to ensure due diligence in consulting with them and their trade union representatives over the proposed transfer. The staff have indicated their willingness to transfer to the employment of the County Council. It is proposed that the transfer of this service takes place on 1<sup>st</sup> November 2012.

#### **Reason/s for Recommendation/s**

9. The transfer of the staff from Nottinghamshire Primary Care Trust to Nottinghamshire County Council will enhance the authority's ability to support hospital services more flexibly.

#### **Statutory and Policy Implications**

10. This report has been compiled after consideration of implications in respect of finance, equal opportunities, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

#### **Financial Implications**

11. The annual cost of the administrative support team staff transferring to the County Council is estimated to be £60,000 per annum. Assuming a date of transfer of 1<sup>st</sup> November 2012 the cost to the County Council in 2012/13 is estimated to be £25,000.
12. This additional cost to the County Council will be funded by transfers of funding from the Nottinghamshire Primary Care Trust of £25,000 in 2012/13 and £60,000 per annum, adjusted for increases in employee costs, in future years. Therefore there will be no net additional cost the County Council.

#### **Human Resources Implications**

13. The Transfer of Undertakings (Protection of Employment) Regulations 2006 applies in the transfer of these staff. As identified at paragraph 8, due consultation has taken place, and terms and conditions of employment will be protected in accordance with the Regulations.

## **RECOMMENDATION/S**

It is recommended that:

- 1) the Committee agree to the transfer of employment of the following staff from Nottingham University Hospitals Trust to Nottinghamshire County Council with effect from 1<sup>st</sup> November 2012:
  - (a) 0.68 fte (25.16 hours) Business Support Administrator at Grade 3
  - (b) 1 fte (37 hours) Business Support Administrator at Grade 3
  - (c) 0.54 fte (19.98 hours) Business Support Administrator at Grade 3
  - (d) 0.5 fte (18.5 hours) Business Support Administrator at Grade 4.

### **DAVID HAMILTON**

#### **Service Director for Personal Care and Support – Older Adults**

#### **For any enquiries about this report please contact:**

Phil Teall

Group Manager, Older Adults Care and Support, Gedling

Tel: (0115) 85 46215

Email: phil.teall@nottscc.gov.uk

#### **Constitutional Comments (KK 10/09/2012)**

14. The proposals in this report are within the remit of the Adult Social Care and Health Committee.

#### **Financial Comments (RWK 13/09/2012)**

15. The financial implications are set out in the report.

#### **Background Papers**

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

- a. Agreement with Nottinghamshire Primary Care Trust.

#### **Electoral Division(s) and Member(s) Affected**

All.

ASCH45





1 October 2012

Agenda Item: 16

## **REPORT OF CORPORATE DIRECTOR, POLICY, PLANNING AND CORPORATE SERVICES**

### **WORK PROGRAMME**

#### **Purpose of the Report**

1. To consider the Committee's work programme for 2012/13.

#### **Information and Advice**

2. The County Council requires each committee to maintain a work programme. The work programme will assist the management of the committee's agenda, the scheduling of the committee's business and forward planning. The work programme will be updated and reviewed at each pre-agenda meeting and committee meeting. Any member of the committee is able to suggest items for possible inclusion.
3. The attached work programme has been drafted in consultation with the Chairman and Vice-Chairman, and includes items which can be anticipated at the present time. Other items will be added to the programme as they are identified.
4. As part of the transparency introduced by the new committee arrangements, committees are expected to review day to day operational decisions made by officers using their delegated powers. It is anticipated that the committee will wish to commission periodic reports on such decisions. The committee is therefore requested to identify activities on which it would like to receive reports for inclusion in the work programme. It may be that the presentations about activities in the committee's remit will help to inform this.
5. The work programme already includes a number of reports on items suggested by the committee.

#### **Other Options Considered**

6. None.

#### **Reason/s for Recommendation/s**

7. To assist the committee in preparing its work programme.

## **Statutory and Policy Implications**

8. This report has been compiled after consideration of implications in respect of finance, equal opportunities, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

## **RECOMMENDATION/S**

- 1) That the committee's work programme be noted, and consideration be given to any changes which the committee wishes to make.

**Jayne Francis-Ward**  
**Corporate Director, Policy, Planning and Corporate Services**

**For any enquiries about this report please contact: Paul Davies, x 73299**

## **Constitutional Comments (HD)**

1. The Committee has authority to consider the matters set out in this report by virtue of its terms of reference.

## **Financial Comments (PS)**

2. There are no direct financial implications arising from the contents of this report. Any future reports to Committee on operational activities and officer working groups, will contain relevant financial information and comments.

## **Background Papers**

None.

## **Electoral Division(s) and Member(s) Affected**

All

## **ADULT SOCIAL CARE & HEALTH COMMITTEE - WORK PROGRAMME**

<b><u>Report Title</u></b>	<b><u>Brief summary of agenda item</u></b>	<b><u>Lead Officer</u></b>	<b><u>Report Author</u></b>
<b>1 October 2012</b>			
Service overview – Joint Commissioning, Quality and Business Change	Information overview of service area responsibilities and key issues and current service developments.	Service Director – Joint Commissioning, Quality and Business Change	Caroline Baria
Care Home Monitoring System – Update	To provide an update on the Care Homes monitoring system	Service Director for Promoting Independence and Public Protection	Paul McKay
Services to Support Young People in Transitions - Update	Update on the work taking place on the transition from Children's to Adult Services.	Service Director for Personal Care and Support – Younger Adults	Jon Wilson
Update on ASCH performance	Overview of current performance in ASC including key performance indicators, and including review of quality dashboard.	Service Director – Joint Commissioning, Quality and Business Change	Jordan Pitcher/ Anne Morgan
Putting People First – Social Care Reform Grant	Overview of the plans to use the Social Care Reform Grant	Service Director – Promoting Independence and Public Protection	Jane North
Overview of Adult Social Care and Health savings and Efficiencies Programme	Update on progress of projects in dept and savings made to date.	Service Director – Joint Commissioning, Quality and Business Change	Kate Revell
Update on Sherwood Industries and County Horticultural Work and Training	Progress in relation to support provided to staff affected by closure of Sherwood Industries and CHWT sites and update on disposal of assets at SI and CHWT site.	Service Director – Joint Commissioning, Quality and Business Change	Jennifer Allen
Change to the Short Breaks Service – outcome of consultation	To provide information on the outcome of the Short Breaks service consultation.	Service Director – Personal Care and Support – Younger Adults	Ian Masson
Multi-agency Safeguarding Hub (MASH)	To outline proposals for the new multi-agency safeguarding hub.	Service Director – Joint Commissioning, Quality and Business Change	Merlin Tinker/Claire Bearder

<b><u>Report Title</u></b>	<b><u>Brief summary of agenda item</u></b>	<b><u>Lead Officer</u></b>	<b><u>Report Author</u></b>
Transfer of City Hospital Social Work Admin Support to Nottinghamshire County Council	To seek approval to transfer admin staff from the City Hospital to Nottinghamshire County Council	Service Director – Personal Care and Support – Older Adults	Phil Teall
To Extend the Open Employment Service (I-Work) For People with a Learning Disability	To seek approval to extend temporary I-Work posts.	Service Director – Personal Care and Support – Younger Adults	Andy Billings
Progress report on information Management within Adult Care Financial Services	Update on action taken to improve information provided by the Adult Care Financial Services	Service Director – Joint Commissioning, Quality and Business Change	Caroline Baria
<b>29 October 2012</b>			
Service overview – Personal Care and Support, Older Adults	Information overview of service area responsibilities and key issues and current service developments.	Service Director – Personal Care and Support – Older Adults	David Hamilton
Welfare Reform Act	Update of the changes to the Welfare Reform Act.	Service Director for Promoting Independence and Public Protection	Paul McKay
Aiming for Excellence - Extra Care Strategy - Procurement update	Progress and outcome of extra care procurement process.	Service Director – Personal Care and Support – Older Adults	Cherry Dunk
Day Services Modernisation - update	Update on operation of refurbished and new day services.	Service Director – Personal Care and Support – Younger Adults	Wendy Lippmann
Market Position Statement	To present completed MPS to the committee.	Service Director – Joint Commissioning, Quality and Business Change	Sue Batty
Workforce Development and Monitoring Standards in Care Homes	Update report on the departments involvement and role in monitoring care home standards	Service Director – Joint Commissioning, Quality and Business Change	
Development of Assistive Technology	Overview and progress update on development of technology and telecare to provide services and support to people within their homes.	Service Director – Promoting Independence and Public Protection	Jane North

<b><u>Report Title</u></b>	<b><u>Brief summary of agenda item</u></b>	<b><u>Lead Officer</u></b>	<b><u>Report Author</u></b>
Mental Health CQC Report	To present a report on CQC outcomes.	Service Director – Personal Care and Support – Younger Adults	Jon Wilson
Progress update on 2 of ASCH high governance projects	Update on biggest projects currently in progress within ASCH (Learning Disability Community Care/Living at Home)	Relevant Service Director	
Use of NHS Support to Social Care funding	Overview of plans for use of NHS Support to Social Care funding.	Service Director – Personal Care and Support – Older Adults	David Hamilton
Future Fee Levels for Older Person Care Homes	To approve the levels of funding.	Service Director – Joint Commissioning, Quality and Business Change	Paul Swift
Development of the Nottinghamshire partnership for social care workforce development training to shape the independent social care workforce	To secure funding for workforce development posts to work in partnership with independent sector social care providers in Nottinghamshire.	Service Director for Personal Care and Support – Older Adults	Anita Astle/Richard Burke
Update on Reablement services	Update and overview of reablement services and their effectiveness in maintaining people's independence.	Service Director for Promoting Independence and Public Protection	Nicola Peace
Shared Lives Services – update	Update on the development of the Shared Lives Services	Service Director – Personal Care and Support – Younger Adults	Cath Cameron Jones
<b>26 November 2012</b>			
Overview of Adult Social Care and Health savings and Efficiencies Programme	Update on progress of projects in dept and savings made to date.	Service Director – Joint Commissioning, Quality and Business Change	Kate Revell
Guardianship Panel arrangements	To update members on the Guardianship policy of the County Council.	Service Director – Personal Care and Support – Younger Adults	Jon Wilson
Safeguarding adults at risk – update report	Update from Chair of Nottinghamshire Safeguarding Adults Board (6 monthly).	Corporate Director	Alan Breeton
Mental Health Utilisation Review	To provide an update on mental health services.	Service Director – Personal Care and Support – Younger Adults	Tessa Diment

<b><u>Report Title</u></b>	<b><u>Brief summary of agenda item</u></b>	<b><u>Lead Officer</u></b>	<b><u>Report Author</u></b>
Access to Good Information and Web based Directory	To seek approval to the establishment of a temporary project coordinator post.	Service Director for Promoting Independence and Public Protection	Jane North/ Kelly Wallace
Revised Staffing Structure for County Enterprise Foods	To seek approval for a revised staffing structure.	Service Director – Joint Commissioning, Quality and Business Change	Judith Horsfall
<b>7 January 2013</b>			
Progress update on 2 of ASCH high governance projects	Update on biggest projects currently in progress within ASCH (Reablement/?)	Relevant Service Directors	
Re-tender for Community based services – progress report	Update on re-tender process of community based care services.	Service Director – Joint Commissioning, Quality and Business Change	Kate Revell
Update on ASCH performance	Overview of current performance in ASC including key performance indicators, and including review of quality dashboard.	Service Director – Joint Commissioning, Quality and Business Change	Anne Morgan
Think Local, Act Personal – Expenditure Plan for 2013/14	To seek approval for of the Think Local, Act Personal expenditure plan for 2013/14	Service Director for Promoting Independence and Public Protection	Jane North
Update on Supported Living Team (Mental Health Utilisation Review)	To provide an update on work of the SL team set up to support people leaving mental health rehabilitation services in hospital.	Service Director for Personal Care and Support – Younger Adults	Tessa Diment
<b>4 February 2013</b>			
New rates for independent sector care homes, homecare and other community based support services and new charges for services	Review of contract prices and charges to service users – for decision	Service Director – Joint Commissioning, Quality and Business Change	Caroline Baria
Reablement for Younger Adults	Update on the Reablement services being provided to younger adults.	Service Director for Personal Care and Support – Younger Adults	Jon Wilson

<b><u>Report Title</u></b>	<b><u>Brief summary of agenda item</u></b>	<b><u>Lead Officer</u></b>	<b><u>Report Author</u></b>
Overview of Adult Social Care and Health savings and Efficiencies Programme	Update on progress of projects in dept and savings made to date.	Service Director – Joint Commissioning, Quality and Business Change	Kate Revell
Update on homeless prevention services	Overview and update on services provided to people who are homeless.	Service Director – Joint Commissioning, Quality and Business Change	Beth Cundy
<b>4 March 2013</b>			
Progress update on 2 of ASCH high governance projects	Update on biggest projects currently in progress within ASCH (Alternatives to residential care – including extra care developments)	Relevant Service Directors	
Personalisation and Promoting Independence – progress report	To provide an update on progress on personalisation and promoting independence.	Service Director for Promoting Independence and Public Protection	Jane North/ Nicola Peace
<b>April 2013</b>			
ASCH Budget update	To provide a regular update on the ASCH budget.	Corporate Director	Robert Knott
Update on ASCH performance	Overview of current performance in ASC including key performance indicators, and including review of quality dashboard.	Service Director – Joint Commissioning, Quality and Business Change	Anne Morgan

## **ASCH55**

