

# Adult Social Care Scrutiny Committee

## Agenda

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**Date:** Tuesday, 22nd November, 2011  
**Time:** 10.30 am  
**Venue:** Committee Suite 1,2 & 3, Westfields, Middlewich Road,  
Sandbach CW11 1HZ

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The agenda is divided into 2 parts. Part 1 is taken in the presence of the public and press. Part 2 items will be considered in the absence of the public and press for the reasons indicated on the agenda and at the foot of each report.

### **PART 1 – MATTERS TO BE CONSIDERED WITH THE PUBLIC AND PRESS PRESENT**

1. **Apologies for Absence**

2. **Minutes of Previous meeting** (Pages 1 - 8)

To approve the minutes of the meeting held on 22 September 2011.

3. **Declaration of Interests/Party Whip**

To provide an opportunity for Members and Officers to declare any personal and/or prejudicial interests or members to declare the existence of a party whip in relation to any item on the agenda.

4. **Public Speaking Time/Open Session**

A total period of 15 minutes is allocated for members of the public to make a statement(s) on any matter that falls within the remit of the Committee.

Individual members of the public may speak for up to 5 minutes, but the Chairman will decide how the period of time allocated for public speaking will be apportioned, where there are a number of speakers

Note: In order for officers to undertake any background research, it would be helpful if members of the public notified the Scrutiny officer listed at the foot of the agenda, at least one working day before the meeting with brief details of the matter to be covered.

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Please contact Mark Grimshaw on 01270 685680  
E-Mail: [mark.grimshaw@cheshireeast.gov.uk](mailto:mark.grimshaw@cheshireeast.gov.uk) any apologies or requests for further information or to give notice of a question to be asked by a member of the public

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5. **Cheshire and Wirral Councils' Joint Scrutiny Committee Minutes** (Pages 9 - 14)

To consider the minutes of the meeting held on 10 October 2011.

6. **Information and Communication Programme** (Pages 15 - 20)

To consider a report of the Strategic Commissioning Manager.

7. **Up-date Report on the Review of Adult Services Transport** (Pages 21 - 24)

To consider a report of the Head of Individual Commissioning, Adult Services.

8. **Progress Report on the Adults Local Account** (Pages 25 - 30)

To consider a report of the Performance and Information Manager.

9. **Work Programme update** (Pages 31 - 44)

To give consideration to the work programme.

10. **Forward Plan - extracts** (Pages 45 - 46)

To note the current Forward Plan, identify any new items and to determine whether any further examination of new issues is appropriate.

**CHESHIRE EAST COUNCIL**

Minutes of a meeting of the **Adult Social Care Scrutiny Committee**  
held on Thursday, 22nd September, 2011 at Committee Suite 2/3 -  
Westfields, Middlewich Road, Sandbach, CW11 1HZ

**PRESENT**

Councillor M J Simon (Chairman)  
Councillor B Silvester (Vice-Chairman)

Councillors C Andrew, I Faseyi, L Jeuda, F Keegan, B Murphy, P Raynes,  
J Saunders, D Bebbington and D Hough

**Apologies**

Councillors S Jones and J Jackson

**In Attendance**

Councillor R Domleo

**Officers**

Lorraine Butcher – Strategic Director for Children, Families and Adults  
Lucia Scally – Head of Strategic Commissioning and Safeguarding  
Sandra Shorter – Head of Care4CE  
Jacqui Evans – Head of Local Delivery and Independent Living Service  
Pauline Walsh – Head of Business Management, Performance and Standards  
Rob Walker – Commissioning Manager, Prevention and Re-ablement and  
Carer Team  
Helen Clark - Projects Officer (Carers)  
Libby Brookes – Projects Officer (Carers)  
Debbie Westhead – Compliance Manager, Cheshire and Warrington Areas,  
Care Quality Commission.  
Mark Grimshaw – Scrutiny Officer

**19 MINUTES OF PREVIOUS MEETING**

RESOLVED – That the minutes of the meeting held on 20 July 2011 be approved  
as a correct record and signed by the Chairman.

**20 DECLARATION OF INTERESTS/PARTY WHIP**

Councillor Irene Faseyi declared a personal interest on the grounds that she was  
an employee of Southern Cross Healthcare Group PLC.

Councillor D Flude declared a personal interest by virtue of being a member of  
the Alzheimer Society and of the Central Cheshire Advocacy for People with  
Learning Difficulties.

## **21 PUBLIC SPEAKING TIME/OPEN SESSION**

Charlotte Peters-Rock attended to address the Committee. She expressed concern over the future of adult social care services in the Knutsford area for those who receive services and their respective carers. It was asserted that the proposed closure of the Stanley Centre in Knutsford would result in service users being moved to other, less appropriate venues which were often out of easy reach by public transport. Mrs. Peters-Rock continued to state that this would cause considerable stress on service users and carers.

The Chairman invited Jacqui Evans, Head of Local Delivery/Independent Living Services, to comment. Jacqui Evans reported that a consultation process had begun and that the Committee could be reassured that this was extensive and comprehensive. The point was made that no decisions had been made to close facilities and that the rationale of starting the consultation was to discover whether services could be delivered in a better way for Cheshire East residents. It was confirmed that this could mean moving service users to different locations and venues but that this would only be done when appropriate and desirable. The emphasis on any change of policy would be to make sure that services were local, appropriate and of good quality. In terms of public transport to facilities, Jacqui Evans reported that a successful pilot had been carried out in the Crewe area and that this was being fully evaluated before implementing a full roll out to the rest of the Borough.

## **22 MANAGEMENT STRUCTURE UPDATE**

Lorraine Butcher, Strategic Director of Children, Families and Adults, attended to provide a verbal update on changes to the management structure. It was reported that a re-organisation of the corporate management team had been undertaken and within this it had been endorsed that the positions of Director of Children's Services and Director of Adults Services be merged into one position of Strategic Director.

Lorraine Butcher explained that this change had not been driven by a need to create greater efficiencies, although there would be potential for this in the future but rather from a recognition of a convergence between both the children's and adult's agendas. Attention was drawn to the way that Cheshire East might have appeared to have gone 'full circle' with the re-appointment of a Strategic Director of Children's and Adult's services. Lorraine Butcher explained that when the two Directorates had been brought together under one Director previously, both departments had not been in the position to make the most of the opportunities available. There had been a need to keep them apart in order for them to develop. It was stated that Cheshire East was now in a position where joint working between the children's and adult's services would be mutually beneficial.

Lorraine Butcher continued to report on a number of challenges and opportunities that would arise from the 'joining up' the management of both Directorates. It was highlighted how a number of common elements along with strong leadership and existing robust processes would enable both Directorates to make the most of the opportunities and overcome the challenges.

The point was made that the transition between children's and adults services was often difficult for service users. It was queried how the service were planning to manage this and whether the newly developed management structure would

aid this in any way. Lorraine Butcher confirmed that this had been recognised and improvements were being sought.

A number of Members noted their appreciation of being provided with an outline of the respective budgets of the children's and adults' Directorates. It was noted however, that it would be useful in future for the Committee to receive a detailed breakdown of the adults' budget, including statutory and discretionary (ring fenced and non ring fenced) elements and information on overspend and under spend.

It was queried whether children's services tended to take precedent over adults' services in terms of time and resources due to the extensive regulation framework that existed around children and safeguarding. Lorraine Butcher reported that whilst this might have happened in the past, the regulation framework around adults' services had increased considerably over the last few years. Additionally, Lorraine Butcher confirmed that neither Directorate would be in competition for resources and that each respective budget would be demand led.

A final point was raised in terms of learning from complaints. It was queried whether there were any good examples of where this had taken place. Sandra Shorter drew attention to the moving of service users from Santune House in Shavington to Lincoln House in Crewe. It was reported that whilst this created a lot of concern, an extensive consultation process had worked to improve the transition.

RESOLVED –

- a) That the update be noted
- b) That the Committee receive a detailed breakdown of the adults' budget, including statutory and discretionary (ring fenced and non ring fenced) elements and information on overspend and under spend.

## **23 OFSTED INSPECTION OF SAFEGUARDING AND LOOKED AFTER CHILDREN SERVICES - OVERLAPPING ISSUES WITH ADULT SERVICES**

Lorraine Butcher attended to present a report on the recent OFSTED Inspection of Safeguarding and Looked after Children Services. She explained that whilst most of this report had been considered by the Children and Families Scrutiny Committee there were a number of overlapping issues which had relevance to the remit of the Adult Social Care Scrutiny Committee.

In particular, Lorraine Butcher drew attention to the following area for improvement which had been outlined in the report:

“Ensure that staff in adult mental health and the Independent Living service are fully equipped and knowledgeable to identify children's safeguarding issues in their day-to-day contact with people who use services and these issues are routinely addressed in supervision and performance management arrangements”

In addition, Lucia Scally, Head of Strategic Commissioning and Safeguarding, outlined a number of additional areas for improvement arising from the report that related to adult social care. These were as follows:

- Improving the transition between children's and adult's social services.
- Evidencing that Cheshire East was sensitive to culture and diversity issues.

Having said this, Lucia Scally also outlined a number of areas in which OFSTED had recognised that improvements had already been made. These were as follows:

- Improved generic out-of-hours service and continuity with day services
- The positive working relationships that had developed with the Multi-Agency Risk Assessment Conference (MARAC) and the Sexual Assault Referral Centre (SARC).
- That the integrated commissioning pilot had driven increased integration, co-location and value for money solutions for meeting local needs.

Members drew attention to the recent Southall Judgement and it was queried how this might possibly effect the authority. Lucia Scally confirmed that it would have an impact on service delivery and that this would be addressed in the future.

It was queried what percentage of households with Adult Mental Health issues had children present. Lucia Scally confirmed that a check on this information would be made and if available, circulated to the Committee.

In relation to the action plan provided as an appendix to the report, it was commented that whilst this useful, it could be improved by having more time related, measurable outcomes.

RESOLVED –

- a) That the report be noted.
- b) That a check on information relating to the number of households with Adult Mental Health issues with children present be made and if available, be circulated to the Committee for information.
- c) That in six months, the Strategic Director bring back the following to the Committee:
  - a. Progress made against areas for improvement relevant to the Adult Social Care Scrutiny Committee with measurable and time related outcomes.
  - b. Information on the further steps that were taken to demonstrate Cheshire East's ambition to become at least good if not outstanding in the forthcoming years.
- d) That it be noted that a consultation on the inspection framework was being undertaken by OFSTED.

## 24 **QUARTER 1 PERFORMANCE/FINANCE REPORTING 2011-12**

Lorraine Butcher explained that due to time restraints it had not been possible to provide the Quarter 1 Performance/Finance Report. She confirmed that this would be provided at a subsequent meeting.

It was suggested that for future meetings, the budget report presented to Cabinet could be brought to Scrutiny with a report outlining the potential implications and reasons behind the figures.

RESOLVED –

- a) That the Quarter 1 Performance/Finance Report be brought to a future meeting.
- b) That for future meetings, the budget report presented to Cabinet be brought to Scrutiny with a report outlining the potential implications and reasons behind the figures.

## 25 **STRATEGY FOR CARERS IN EAST CHESHIRE 2011 - 2015**

Rob Walker, Commissioning Manager and Carers' Lead attended to present on the Strategy for Carers in East Cheshire 2011-2015. Rob Walker explained that the starting point for the newly developed Carers' Strategy was from a vision which aimed to "support all Carers to live their lives on their own terms". He reported that the strategy had been developed in partnership with Carers, the Central and Eastern Primary Care Trust and Voluntary, community and faith sector organisations. The strategy set out the collective commitment to Carers across Cheshire East and demonstrated the value the council and its partners placed in supporting Carers and their families.

Rob Walker continued to outline the six proposed outcomes of the strategy and how these would be achieved and measured. As a final point, Rob Walker reported that the Carers Strategy would be reviewed independently on an annual basis through the Cheshire East Carers Reference Group – a group consisting primarily of Carers. It was also noted that updates on the progress of the Strategy would be brought to the Adult Social Care Scrutiny Committee on a regular (six monthly) basis.

Lucia Scally added that the service was seeking endorsement for the principle and the vision of the strategy at Cabinet on 3 October 2011 and if approved, she reported that it would feed directly into the commissioning strategy.

A number of comments were made with regard to the implementation plan. It was suggested that the desired outcomes needed to be measurable and time related.

It was suggested that it be fed to Cabinet that they should be lobbying the government and local MPs for more respite provision for carers and for perverse benefit outcomes to be stopped (considering the value of carers to the state and local authorities).

A concern was raised over what happened to a carer once they ceased to be a carer. It was queried what support was available in terms of signposting and

employment opportunities. Rob Walker agreed to take this point to the Carers' Interagency Group and the result of this discussion would be fed back to the Committee when appropriate.

With regards to young carers a concern was noted over the pressure that they were under and it was queried what was being done to flag up any potential issues, particularly around their health and educational achievement. It was suggested that there needed to be an inter-agency dialogue established with schools and other partners and that the efficacy of this process would need to be performance monitored. Rob Walker confirmed that this point would be taken on board and the Committee would be updated on the progress in six months.

RESOLVED –

- a) That the Strategy for Carer's 2011-2015 be noted.
- b) That progress on the implementation plan be brought back to the Committee in six months time and this include:
  - a. Measureable and time-related outcomes
  - b. Progress on the development and efficacy of an inter-agency dialogue process to flag up issues regarding young carers' needs.
- c) That it be recommended to Cabinet that they lobby the government and local MPs for more respite provision for carers and for perverse benefit outcomes to be stopped.
- d) That the point concerning supporting carers once they stop being a carer be fed to the Carer's Interagency Group and that the result of this be circulated to the Committee.

## 26 CARE QUALITY COMMISSION

Debbie Westhead, Compliance Manager, Cheshire and Warrington Areas – Care Quality Commission, attended to provide a presentation on the work of the Care Quality Commission (CQC) and how the Adult Social Care Scrutiny Committee could contribute to this.

She noted that the Committee were in an ideal position to provide valuable comment to the CQC as it reflected the views of local people and often took a detailed look at the efficacy of various services. Attention was drawn to the variety of ways that the Committee could share information with the CQC:

- By joining the CQC national sounding board.
- By working with the CQC on national development projects.
- By sending information through the CQC website, and by commenting on consultations.
- By meeting with local CQC staff to discuss the Committee's work, including plans to review services or to gather views about proposed changes to services. The local compliance managers being the main contact point.

It was queried that if the CQC only had five inspectors for 264 sites, how they were managing an effective inspection regime. It was suggested that there could be a role for Town and Parish Councils to assist with inspections. Debbie Westhead confirmed that they were looking to recruit more staff and that the involvement of Town and Parish Councils would need further discussion on how it would be facilitated.

Attention was drawn to the CQC's whistleblowing policy and how it was implemented. Debbie Westhead explained that concerns are listened to and then the appropriate action was taken. It was reported that this would often result in a visit.

RESOLVED –

- a) That the presentation be noted
- b) That the Committee join the CQC national sounding board.

## **27 WORK PROGRAMME UPDATE**

Members considered the work programme.

RESOLVED –

- a) That a Task and Finish Review on the future arrangements/provision of residential care be established with the following Membership:
  - a. Councillor Peter Raynes
  - b. Councillor Laura Jeuda
  - c. Councillor Frank Keegan
  - d. Councillor Dorothy Flude
  - e. Councillor Irene Faseyi
- b) That the Quarter 2 Performance/Finance report be added to the work programme and for it to include emerging budget proposals for 2012/13.

## **28 TRAINING REQUIREMENTS**

Members considered the Committee's training requirements for the 2011/12 Civic year.

RESOLVED –

- a) That an independent training session on the emerging policy context for adult social care, linked to each respective department, be added to the work programme.
- b) That a number of appropriate site visits be arranged.
- c) That a full structure chart be distributed to the Committee.

**29 FORWARD PLAN - EXTRACTS**

The Committee gave consideration to the extracts of the forward plan which fell within the remit of the Committee.

RESOLVED – That the forward plan be noted.

The meeting commenced at 10.05 am and concluded at 12.55 pm

Councillor M J Simon (Chairman)

**CHESHIRE AND WIRRAL COUNCILS' JOINT  
SCRUTINY COMMITTEE**

**10 OCTOBER 2011**

**(2.00 pm - 3.45 pm)**

**PRESENT:** Councillor Andrew Dawson (Chairman)

Councillors Paul Dolan, Louise Gittins, Charles Fifield,  
Gordon Baxendale, Gill Boston, Carolyn Andrew,  
Brian Silvester, Jacquie Weatherill, Wendy Clements,  
Patricia Glasman, Cherry Povall and Bob Wilkins (Reserve)

Apologies for absence were received from Councillors Keith Butcher, Ann Bridson,  
Tony Smith and John Salter

Reserve Member: Councillors Bob Wilkins

Officers in attendance:	Ros Francke	– CWP Director of Finance NHS Foundation Trust
	Avril Devaney	– Director Of Nursing, Therapies and Patient Partnership
	David Jones	– Scrutiny Team
	Deborah Ridgeley	– Democratic Services Officer

**14 DECLARATIONS OF INTEREST**

Members did not declare any personal or prejudicial interests.

**15 MINUTES**

Members were informed that references to Councillor Gill Bidston was recorded in error and should read Councillor Gill Boston.

**DECIDED: That**

subject to the above amendment, the minutes be confirmed as a correct record

**16 CHIEF EXECUTIVE OFFICER'S REPORT**

Ros Francke, Director of Finance, CWP Trust, presented the Chief Executive's Report on behalf of Sheena Cumiskey, Chief Executive, who was unable to attend. Work with regard to integrating community care within Western Cheshire was progressing well. The post transaction plan had been completed, and the focus had now turned to residents to ensure they did not suffer from changes in service provider. Work was also underway on achieving the expected level of savings, which required the engagement of all GP's in the Trust's area along with health care providers such as the Countess of Chester Hospital.

An overview was provided of the services currently being tendered, under the 'Talking Changes' umbrella. The transfer and transition of services that were no longer being delivered was being planned, which would involve TUPE arrangements for staff, who had been kept fully informed of the changes.

Members were informed of two “spot checks” that had taken place by the Care Quality Commission in the last three weeks, of the Learning Disabilities Inpatient Services Unit, which were the first visits following the Winterbourne View Unit in Bristol incidents. No formal feedback had yet been received, but the Joint Committee would be informed as soon as the information was available.

Members welcomed the report, and additional information provided.

**DECIDED: That**

the report be noted.

**17 CHESHIRE AND WIRRAL PARTNERSHIP FOUNDATION NHS TRUST - ANNUAL REPORT AND SUMMARY ANNUAL PLAN**

Ros Francke, Director of Finance, provided Members with an overview of the Annual Report and Summary Annual Plan, which had been made available for Members to view online. The document had been produced on a disc, had an interactive element to it; and had been nominated for a communications award.

The Annual Report covered three key sections; Quality Accounts; Financial Accounts and a Narrative section which covered the Directors' Reports.

Work was still on-going on Specialist Services, in particular the Eating Disorder Service, as there was still a gap between demand and supply and working with a nationally re-knowned clinician it was hoped this service would be developed.

Reference was made to the staff survey recently undertaken, which targeted a specific group. Using this information as a benchmark, it was hoped to see an improvement in performance next year. The next staff survey would cover all employees, and managers were confident staff would find the CWP a good place to work.

The membership of the Foundation Trust currently stood at 1,500 members, which was described as a good engagement at different levels. The CWP had received a Financial Risk rating of 4, where 1 was poor and 5 was best. The Governance Rating was arranged in a traffic light formation, ranging from red to green. The CWP had received a Green rating, which meant they were performing reasonably well.

Ros Francke set out the 10 key priorities in the Annual Plan, which had been referred to at the training for Members in August 2011. These covered specific projects undertaken and completed and those on-going; the skills needed by staff; enhancement of data quality; incentives for good performance and assistance with regard to the move to payment by results.

The capital investment programme for the next five years was outlined, including expected expenditure on inpatient care.

Plans in progress included the likely areas of consultation, one example being Future Inpatient Service Configuration, which the Chairman suggested could be the subject of a report back to the Joint Committee at its meeting in January 2012.

Also suggested as a future agenda item was the 7 day follow up post discharge benchmark, which recently slipped from 95% to 92%, and was listed amongst the Areas for Improvement, along with access to physical health care for those with a mental illness/physical disability.

There then followed an opportunity for Members to ask questions about the Report and Plan, which included:-

- Had the CWP considered tendering for more services than they currently do?
- Is there a contingency plan if services were lost through tendering?
- An overview of stretch targets would be welcomed
- How the quarterly reports are reported to the Joint Committee – could be a discussion before the next meeting, for Chairman, Deputy Chairman and Spokesperson.
- Further information on mandatory, voluntary and other targets.

Members welcomed the presentation and the opportunity to ask direct questions.

**DECIDED: that**

- 1 the presentation be noted and welcomed;
- 2 two items from the presentation be considered at the next meeting of the Joint Committee:- Future Inpatient Service Configuration and the 7 day follow up post discharge benchmark.

**18 TASK GROUPS - UPDATE**

Members were reminded of the three Task Groups established at the last meeting of the Joint Committee. A Clinical Adviser had been assigned to each Group. The first meeting would consist of discussion of the proposed scoping document and a master class in the specific area, to which all Members of this Committee would be invited to attend.

It was expected that the Task Groups would need to provide an update report back to the Joint Committee in January 2012, with a final report in April 2012. Members were requested to be as flexible as possible with their availability to permit this.

**DECIDED: That**

- 1 the update be noted
- 2 Members confirm their availability for the task groups as soon as possible; and
- 3 attendance at the first meeting and master class be open to all Members of the Joint Committee.

**19 TRAINING SESSIONS - FEEDBACK**

Members were referred to the two training sessions held on 22 and 24 August 2011, which involved an overview of the responsibilities of the Trust and provided examples of pathways through the various services.

Members welcomed the sessions, which the Chairman described as the best he had attended, and the Deputy Chairman thanked the officers concerned for the training. Further sessions would be arranged for those who were unable to attend.

**DECIDED: That**

the feedback be noted.

**20 FUTURE SCRUTINY ROLE OF CHESHIRE AND WIRRAL JOINT SCRUTINY COMMITTEE**

The Joint Committee discussed a report setting out issues around the future scrutiny role of the Cheshire and Wirral Joint Scrutiny Committee. The current terms of reference were described as being quite specific but possibly too simplistic in the current climate.

The Chairman reminded Members that the Committee had not had the continuity of Chairmen as this alternated on an annual basis. The future shape of the NHS was also discussed, and whilst changes were expected within the next three months, the footprint of the services involved in this area were expected to remain the same.

The questions considered by the Joint Committee included:-

- Do the current terms of reference, procedures and protocols reflect the current and future responsibilities of the CWP?
- Is the Joint Committee too large?
- Should the Chairmanship rotate every two years?
- What should the Committee's work plan concentrate on? Need to define which aspects are appropriate for the Joint Scrutiny Committee and which would be for individual Health and Wellbeing Committees
- Should health pathways be scrutinised rather than just services?
- How does the Committee address links with the new public health function and Health and Wellbeing Boards?
- How far does the Committee look beyond just health and include social care?

The CWP reported that only 44% of mental health care services within the three local authorities were provided by them and further investigations would be undertaken by the CWP with regard to who provided the remaining 56%.

The need to avoid duplication was then discussed, as was the fact that some services were provided by the CWP to specific areas only,

**DECIDED: That**

the Chairman, Deputy Chairman and Spokesperson meet with officers to discuss the issues raised, and a report be considered at the next meeting of the Joint Committee, with a view to developing a work plan.

**21 ANY OTHER BUSINESS THE CHAIRMAN CONSIDERS URGENT.**

There were no items of urgent business.

Chairman .....

Date .....

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## CHESHIRE EAST COUNCIL

### Adult Overview and Scrutiny Committee

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**Date of Meeting:** 22<sup>nd</sup> November 2011  
**Report of:** Liz Austin  
**Subject/Title:** Information and Communication Programme

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#### **1.0 Report Summary**

- 1.1 This report is to inform Adults Overview and Scrutiny Panel members of the future plan of work being developed for Adults on the Information & Communication Programme.
- 1.2 The report will pull together work that has been completed in other departments to date and provides members with an opportunity to comment on progress so far.

#### **2.0 Recommendation**

- 2.1 That members support the proposal to form a steering group to oversee the work required to develop the Adults Information and Communication Programme. This will be achieved by further investigation and review of all means of communication, making links across departments to include, health, children, adults and user groups, with the aim of providing a comprehensive range of communication materials with easy access for our customers.
- 2.2 That members support the work streams of the Information and Communication Steering group.
- 2.3 Members and user groups are invited to a demonstration of the Information Gateway, Digital TV and Demenshare.
- 2.4 That members comment on the draft Public Information and Communication Programme. (copy enclosed)

#### **3.0 Reasons for Recommendations**

- 3.1 The Information and Communicaton Programme is a developing plan that will use new and existing media to form a comprehensive range of information for our customers. An Information and Communication Steering Group will be

developed by Cheshire East Council Adult Services, to oversee the work of the programme.

- 3.2 The principles of the programme are to communicate with our customers, carers and the wider public in a way that is understandable, comprehensive and keeps people safe. This will be achieved by developing assessable information and advice, that is timely and provides customers with more choice and control, while embracing the use of new channels and tools of communication.
- 3.3 The Information and Communication Programme plan will join up existing channels of communication which have already been developed and will investigate and progress other means of communication. These will include the Cheshire East Website; the Information Gateway and Resource Directory; Digital TV, Demenshare and written information in the form of Factsheets.
- 3.4 We need to recognise that we have an ageing population in Cheshire East and we need to provide information that is accessible to all user groups. The government is encouraging people to 'go on line' however we know that 30% of our customers are over 85 and probably do not have access to a computer, are housebound and their means of communicating with the outside world is via the telephone the written word or the television.
- 3.5 The Cheshire East Website; The website provides general information about the department but it is not able to provide a fully transactional site where social care clients can key in their requirement for services and direct them through to the required SMART (Skilled Multi-Agency Response Team) for assessment.  
The programme would ensure that information on the Website is up to date and accurate. It will also ensure the website contains key general information about the service and its performance.
- 3.6 The Information Gateway and the Resource Directory (CHOICE) are being developed through a programme of work currently funded by the Department of Health, up to the 31<sup>st</sup> March 2012, known as the Common Assessment Framework (CAF). A link to the CHOICE site will be incorporated into the Cheshire East Website; currently CHOICE is a demonstration site.  
CHOICE will enable individuals to find resources to meet their needs. The directory will provide a better service by supporting self funders, carers and others wanting to find out what services are available and potentially reducing the number of enquiries to front line SMART teams. It is also intended as a useful resource for front-line health and social care staff to help them support individuals and carers in finding appropriate care and support.  
A version of CHOICE will be available for consultation in the Crewe and Nantwich social care team area from October until December 2011 for feedback on content and usability of the site.
- 3.7 Demenshare is a social networking site which aims to give greater support to people living or caring for someone with dementia. It was created by Cheshire

East and has been developed in partnership with Age UK, with funding from the Local Government Improvement and Development Agency.

The site has been very successful and has helped people to accept the use of social media and new technology.

A bid for future funding for the continuation of the site has been made to Nesta. We should hear whether the bid has been got through the first round at the beginning of December.

- 3.8 Digital TV – We have recently seen a demonstration of the use of Digital TV from Kirklees Local Authority, called ‘Looking Local’ which provides access to online council information and services. There are currently 75 Local Authorities signed up to this product. Looking Local offers opportunities to target a larger range of people than is possible through web services. It is also very convenient for people to use who are housebound. Digital TV is used in many GP practices and this area of work needs further exploration as this could provide access to health and social care services.
- 3.9 Factsheets;- we need to make sure that we have available factsheets which can be printed from the website, with updated information and made available for customers. We have also investigated a specialist publisher to the care sector who provides regional directories to 35 Local Authorities. Further information from some of the local authorities has provided details about the difficulties in maintaining and updating the information contained in the directory.
- 3.10 Face to Face;- Support for some customers may be necessary to navigate the website or assist with interpretation of information. Customer Service Centres in Crewe and Macclesfield provide customers with a one stop shop service, including access to specialist staff. Libraries also provide an information point to provide information, signpost and help for customers to self serve. We are also exploring the Knowledge Transfer Partnership to train local business’s like shop keepers or hairdressers who could navigate the Website on behalf of our customers.
- 3.11 Reader’s Panel;- We have developed a readers panel within Cheshire East to evaluate the information that we provide for the customer. The readers panel will be part of the Information and Communication Programme. The reader’s panel consists of local user led organisations including a member from the Youth Parliament.
- 3.12 Training; We are undertaking a training programme within the Consultation and Participation team which will skill the workforce to provide accessible information for our customers. This type of service has been in place within the Learning Disabilities services for some time and we are wanting to extend these skills to other staff within the department. Further training will need to be developed for staff within the Customer Service Centers, Libraries and Social Care staff when the Information Gateway and Resource Directory, CHOICE, becomes a live website. Volunteers in other statutory Community, Voluntary and Faith organisations in the use and

benefits of CHOICE will also require training to assist the public and provide support and services at the point of contact.

#### **4.0 Wards and Local Members Affected**

4.1 All wards

#### **5.0 Policy Implications**

5.1 This initiative supports the following Corporate Objectives;

CP01: To give the people of Cheshire East more choice and control about services and resources

CP03: To improve life opportunities and health for everybody in Cheshire East

CP05: Being an excellent Council and working with others – to deliver for Cheshire East

5.2 The Information and Communication Programme supports the ICT Strategy, the Customer Services Strategy and the national policy of 'Think Local Act Personal'.

#### **6.0 Financial Implications**

6.1 The Information and Communication Steering Group would investigate future funding opportunities with partner organisations.

6.2 A bid has been made to Nesta for £86,000 for the continuation of the Demenshare site.

6.3 The Digital TV has a revenue cost of £21,000 a year. Within the set up costs there is an opportunity to train staff in other organisations which would recoup some of this cost.

6.4 The current funding for the Information Gateway and Resource Directory ceases on 31<sup>st</sup> March 2012.

## **7.0 Legal Implications**

- 7.1 We have a legal requirement to consult about changes to services. Providing updated information to our customers is also a requirement.

## **8.0 Risk Management**

- 8.1 Providing information to customers and self funders will decrease people's reliance on resources provided by Cheshire East and increase their independence, which will in turn reduce Cheshire East's costs.
- 8.2 Not providing information will therefore increase people's reliance on Cheshire East's resources and increase costs for the Council.

## **10.0 Background and Options**

- 10.1 The Information Gateway and the Resource directory were included in the report to Full Cabinet on 1st August 2011. The following was resolved;

### ***'Key decision 5 Think Local Act Personal - A national strategy for local implementation***

4. *That it be noted that most people accessing care in its area are not funded by the Council and that there is a requirement for the Director of Adults, Community, Health and Wellbeing to identify a strategy to provide advice, information and support to the wider public including self funders and their carers, to maximize independence and minimize reliance of Council funded-care.*
5. *That the development of an on-line citizen portal or information gateway, with a resource directory, recognizing the investment required to maintain this initiative, with the initial capital investment funded as part of the Department of Health funded Common Assessment Framework pathfinder project and the ongoing maintenance funded within existing Adults revenue budgets, be noted and supported.*

## 11.0 Access to Information

The following background papers relating to this report can be inspected by contacting the report writer:

### Appendices

#### Appendix 1 – Public Information and Communication Programme



Cheshire East Public  
Information Program

#### Appendix 2 – Customer Support Strategy 2011 – 2014



Cheshire East  
Customer Services St

#### Appendix 3 – ICT Strategy 2010 -2011

<http://centranet.ourcheshire.ccusers.com/ict/Policies%20and%20Stategy%20documents/ICT%20Strategy%202010-2011.pdf>

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## CHESHIRE EAST COUNCIL

### REPORT TO: Adult Social Care Scrutiny Committee

**Date of Meeting:** 22nd November 2011  
**Report of:** Jacqui Evans, Head of Individual Commissioning  
**Subject/Title:** Up-date Report on the Review of Adult Services  
 Transport  
**Portfolio Holder:** Cllr R Domleo

#### 1.0 Report Summary

- 1.1 14th March 2011 Cabinet approved Adult Services programme (set out below) to move away from Strategically Commissioned Adult Transport provision over the next two financial years (the majority being in 2011/12), recognising that there may be a need to retain a small element of strategically commissioned transport for those individuals who cannot be supported to travel through alternative transport options. Cabinet and Cllr Domleo (Adult Services Portfolio holder) requested a phased approach to the transport strategy, to provide proof of concept with viable market alternatives prior to moving across the Borough with the roll out of the review.
- 1.2 This report provides an update for Adult Social Care Scrutiny Committee on progress to date and customer feedback on their transfer experience.
- 1.3 Phased Timeline for Adult Services Transport Review:

LILT Area	Timeline	Reason
Crewe/Nantwich	April - June 2011	Greatest amount of transportation, densely populated and greatest opportunity for market development.
Macclesfield	July - Sept 2011	Developing the Northern area as above.
Congleton	Oct - Dec 2011	Smaller, more disperse client group Often travelling greater distance. Aligned To Social Care Redesign 2.programme.
Wilmslow	Jan - March 2012	An area where the transport market needs Greatest development.
RURAL Areas	2012 onward	Looking at cross boundary partnerships And further developing voluntary services.
Complex Needs	2011 onward	Recognising that there may be some People, exceptionally who cannot move from a strategically commissioned transport service.
Withdrawal of Strategically Commissioned Transport	By March 2013	In all but very exceptional cases.

## **2.0 Decision Requested**

2.1 For Adult Social Care Scrutiny Committee briefing only.

## **3.0 Background and Options**

3.1 Adult Services are required to make gross savings over 2 years of £1.3m which is the total Adult Services transport budget, (£500k met through client charges and £800k from service withdrawal to alternative transport options). The Council's MTFs contains a reduction to the Adults transport budget of £800k in 2011/12 with any savings over and above this being reinvested in 3 areas: concessionary travel options, anticipated growth in personal budget as people require social care funds to meet their transport eligible need and developing transport support coordinator role.

3.2 Savings for 2011/12 are currently projected to be around £300k with an additional projected income of £100k through increased client charges for commissioned transport this financial year. It is envisaged that the majority of commissioned transport will be removed by the end of the financial year with the additional £900k target savings being realised at that time. This is subject to Children's Services also moving away from the use of the Council's fleet vehicles by the end of the financial year 2011/12.

3.3 Adult Services agreed to transfer £50k 2011/12 into concessionary travel to enable customers and companions to make better use of the public transport network. There is an emerging need to issue companion passes and Adult Services are working with Places to establish the mechanism for issue.

3.4 Adult Services started the review of transport with approximately 500 service users across the Borough accessing commissioned transport.

3.5 The review start date was delayed due to recruitment of appropriate staff to undertake individual client reviews which commenced in July 2011.

3.6 The review started with approximately 200 transport users in Crewe and Nantwich. This initial stage completed mid October 2011.

3.7 The following solutions have been implemented in Crewe and Nantwich:

- 11 people have successfully received Independent Travel Training and now travel independently to and from their day services either cycling, walking or using buses.
- 34 Hilary Centre Service Users moved to Dial a Ride (pay as you go) on 12th September 2011.
- 16 Cheyne Hall Service users moved to Dial a Ride (pay as you go) 17th October 2011.

- 8 Oakley Centre Service Users moved to a shared taxi option on 10th October 2011.
- 4 Lincoln House Service Users moved to Dial a Ride (pay as you go) from 17th October 2011.
- 20 people in supported accommodation now travel in vehicles that they share at home.
- 9 Macon House Service Users with high and complex needs ideally would to move to specialist non-emergency patient transport service. Negotiations with the PCT to add this need to their current non-emergency patient transport contract have broken down and Adult Services will now pursue this option separately and directly with the transport provider for the whole of the complex need market.
- The remaining number (approx. 102) have either found individual solutions to meet their individual needs, have moved into long term care, now use their own motability vehicle or no longer require care services.

The Transport review across the Borough has removed 10 strategically commissioned fleet vehicles to date.

3.8 Feedback in respect of new transport arrangements has been positive. Some comments are:

The staff at Day Services said:

- There had been no rumblings of dissatisfaction at all.
- They (service users) just seem to have taken it in their stride.
- They have heard people saying that they are not on the bus as long
- All the service users have been picked up by 16.20 which staff feel will be great in winter when the nights start to draw in.
- As soon as an issue is raised with Dial a Ride they resolve it as soon as possible even if the problem is not of their making.

The customers who said anything at all said

- It is lovely being transported in a vehicle with suspension - MB
- When AG left her walking frame at home Dial a Ride contacted her son for her to make sure it wasn't left at the kerb side.
- When the information about BP had been passed on Dial a Ride had made a special trip to pick her up.
- JH said that they were all gentlemen and lovely.

3.9 The Transport Review is engaged with the review of Day and Respite Services to ensure transport is integral to any changes. As such the Transport Review Programme will require a degree of flexibility to support any changes that are agreed following Cabinet in January 2012.

3.10 Crewe Dial a Ride has provided an excellent alternative to fleet transport in Crewe and Nantwich, however the desire to expand across the Borough whilst keeping their costs competitive and their service in Crewe sustainable may prevent them from moving forward to address Macclesfield needs at this time. There is a need for Crewe Dial a Ride to increase vehicles and drivers/escorts which will be a large cost outlay and one they would need to recover from the paying customer. Adult Services are keen to ensure this provision remains viable in the Crewe and Nantwich area for the time being and costs to the customer remain reasonable.

3.11 In the interim, the Adult Services Transport review will move to Macclesfield from November 2011 with the hope that transport providers will become engaged quickly and the review timescales can pick up pace with a view to complete the full review as far as possible by March 2011. Macclesfield Dial a Ride will be offered the opportunity to expand into the Adult Services market.

3.12 As Children's Services tender for transport provision to replace their use of fleet, the plan would be for any spare capacity within these commissioned vehicles to be taken by Adult Services on a customer "pay as you go" basis – this would require careful consideration to ensure providers are not paid twice for the same provision. The Crewe/Nantwich Transport review has not required such provision as Dial a Ride has provided dedicated vehicles. The fleet vehicles freed by the review would be offered to new providers as part of the tender process, although Adult Services would be keen to see Dial a Ride being supported through the gifting or leasing of some of the spare fleet.

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## CHESHIRE EAST COUNCIL

### Committee – Adult Social Care Scrutiny

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**Date of Meeting:** 22 November 2011  
**Report of:** Children, Families and Adults Directorate  
**Subject/Title:** Progress Report on the Adults Local Account

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#### 1.0 Report Summary

1.1 This report is an update to the report received by this committee on the 10th March 2011 and to inform the committee on progress with the production of the Local Account for Adults who are in receipt or may require Social Care Intervention.

#### 1.2 Background

The Government announced changes to the way that council adult social care services are assessed. Previously, councils were assessed each year by the Care Quality Commission (CQC) and through the council's performance against a list of national targets (the National Indicator Set) published annually. Both the Annual Performance Assessment by the CQC and the National Indicator Set are to end.

In their place, the government has put forward the following:

##### Local Account

This would be a document published by the council on how it believes it has made progress on achieving its goals for adult social care over the past year.

##### Outcome Measures

These will be published nationally each year on how each council has performed against a number of different measures so that both councils and local people can compare progress on outcomes that are being achieved. These would also be published within the Local Account.

The aim of the Local Account is to support transparency at a local level by providing a means for councils and citizens to scrutinise progress against priorities and outcomes achieved.

#### 1.3 Local Account Progress Update November 2011

##### **Awareness Raising**

The Government proposals on Local Accounts have been presented to Senior Managers within the former Adults Directorate. Presentations have been made to the

(pre 2011 election) Overview and Scrutiny Committee, awareness sessions have been held with Cheshire East Local Involvement Network (LINK) and the Cheshire East Fifty Plus Network (a community organisation that promotes the welfare and interests of people over the age of 50 in Cheshire East, previously known as the Older People's Network).

### **CEC Approach**

We have a 'Local Account Steering Group' to oversee the development of the Local Account. Membership is drawn from various teams: Adults Performance; Communications; Individual Commissioning; Consultation and Participation; and Contracts. External participation includes attendance by Cheshire East LINK, Fifty Plus Network and Central and Eastern Cheshire Primary Care Trust (PCT).

The Steering Group agreed that, since the Local Account is intended as a document local people can use to hold the Council to Account, it should reflect their priorities and be in a format that is meaningful to them. The Steering Group developed a questionnaire to ascertain local people and Service Users views; this is currently live on the 'Survey Monkey' website. There are two versions of the survey; one is designed for completion by individuals, the other for organisations including: Voluntary Community and Faith Sector, User Representative Groups and Equality Groups (please refer to Appendix 1 for copies of the survey questions). We hope that through their awareness and involvement they will be also be able to encourage participation in the survey for local people.

Prior to developing the consultation/survey work, the group carried out a review of recent consultation exercises and events to establish general themes on what people value about services and the quality aspects that is most important to them.

The intention is that this research and consultation work will provide the framework for the local account. The final document will be developed by the Steering Group and will be shared with Senior Managers, Council Members, partner bodies and the local HealthWatch/LINK for their input and comment. We shall also seek sign off from the Health & Well Being Board, the Transparency in Outcomes paper recommends sign off by the Health & Wellbeing Board.

### **Format of Published Document**

The format of the document has not been decided. We will gather views on what format people would find the most useful and user-friendly from the survey work. The various organisations may also help to point us to best practice examples that they have used. We have also included a question within the survey on how people prefer to be told about how services are progressing e.g. report, newsletter, social networking sites, public meeting, road shows etc. The member of the Steering Group from the Communications team will advise on communications and publication.

### **Timetable**

We have encountered some slippage but are hopeful that we will be in a position to publish the first Local Account in September 2012. The following is a general guide to the time frames of the various phases involved:-

Phase 3 – Consultation survey / events: Oct 2011 – Feb 2012

Phase 4 – Draft Framework for Local Account: Mar – May 2012

Phase 5 – Production and Publication of First Local Account: April 2012 – July 2012 (possibly Sept 2012 due to summer holiday period).

### **Costs of Awareness and Production of the first Local Account**

There will be a small amount of costs involved in preparing for the development of a local account the cost of the poster design and production approximately £388.

Going forward there will be ongoing costs associated with the production of the Local Account a more detailed costing report will be produced at the end of year one, this will include hidden staffing costs and material costs.

### **National Update**

There has been very little information available from the centre, the original Transparency in Outcomes response document had promised some guidance as to what a Local Account should look like, and this has not been forthcoming. Very recently a letter from the Association of Directors of Adult Social Services (ADASS) and the Local Government Group (LGG) outlined some ideas for inclusion; fortunately Cheshire East Council had considered most of the suggestions made by ADASS. An event was held in October by the Social Services Research Group (SSRG). A regional forum of local authority Adult Social Care performance leads, is established.

Many of the NWPL group are encountering difficulties in identifying resources to produce a Local Account. North West ADASS recently expressed concerns that the region appeared not to be working to produce local accounts, this prompted the North West Performance Leads to ask authorities to complete a small questionnaire detailing where each authority is up to and what their Local Account may contain. Mike Harradine from Stockport Council will speak to this at the next North West ADASS meeting.

## **2.0 Recommendation**

- 2.1 That the Adult Social Care Scrutiny note progress on the Local Account development.
- 2.2 That the Adult Social Care Scrutiny identify when a further progress report will be required.

## **3.0 Reasons for Recommendations**

3.1 The Local Account is designed to be the window to our service and give the citizens of Cheshire East a say in how their social care service is shaped; it is a mechanism to monitor CEC performance in a way which increases awareness and insight leading to increased satisfaction and transparency.

## **4.0 Wards and Local Ward Members Affected**

- 4.1 ALL

## **5.0 Policy Implications**

- 5.1 The Local Account will support Corporate Objective 5 of the Corporate Plan: “Being an excellent Council and working with others – to deliver for Cheshire East”. It will provide transparency and accountability to residents on performance of adult social care and demonstrate progress on joint working arrangements. The Local Account will also help to demonstrate progress against a number of the priorities for action detailed in the Sustainable Communities Strategy and in particular priority action 6: ‘Prepare for an increasingly older population’

## **6.0 Financial Implications**

- 6.1 A modest budget has been identified for the production and dissemination of the Local Account for 12/13 which will be met from within the services budget.

## **7.0 Legal Implications**

- 7.1 The Local Account proposals are not currently part of any legislation.

## **8.0 Risk Management**

- 8.1 Risk management will be overseen by the Local Account Steering Group. The main risk identified is that the Local Account is not seen as a credible document by residents. The engagement process with residents and representative organisations to develop the Local Account will help to mitigate against such a risk with the intention that the content then reflects the themes and priorities raised by them.

## **9.0 Background and Options**

- 9.1 The details of the initial government proposals were presented to the Scrutiny Committee meeting of 10<sup>th</sup> March 2011. The Department of Health published its formal response to the consultation on proposals on 31<sup>st</sup> March 2011. In the response no further guidance was included on Local Accounts other than to confirm the proposals already published. It stated that ADASS and the Local Government Group (LGG) would be taking this forward to identify potential good practice as part of their work on the wider sector-led improvement model. The local implementation for Cheshire East to date is detailed under section 1.0 above.

## **10.0 Access to Information**

- 10.1 The Government proposals on Local Accounts and Outcome Measures are part of the Department of Health consultation document ‘Transparency in Outcomes: a framework for adult social care’:

[http://www.dh.gov.uk/en/Consultations/Liveconsultations/DH\\_121509](http://www.dh.gov.uk/en/Consultations/Liveconsultations/DH_121509)

The government response to the consultation on Local Account and Outcome Measure was published on 31 March 2011 in the Department of Health document 'Transparency in outcomes: a framework for quality in adult social care - response to consultation':

[http://www.dh.gov.uk/en/Consultations/Responsestoconsultations/DH\\_125464](http://www.dh.gov.uk/en/Consultations/Responsestoconsultations/DH_125464)

The Local Account surveys are loaded onto the 'Survey Monkey' website. Links to the surveys are available on the Consultations page of the Cheshire East website.

Survey for individuals:

<https://www.surveymonkey.com/s/LocalAccountSurveyIndividuals>

Survey for organisations:

<https://www.surveymonkey.com/s/LocalAccountSurveyOrganisations>

The Cheshire East Corporate Plan is available via the Cheshire East website:

[http://www.cheshireeast.gov.uk/council\\_and\\_democracy/your\\_council/how\\_the\\_council\\_works/corporate\\_plan.aspx](http://www.cheshireeast.gov.uk/council_and_democracy/your_council/how_the_council_works/corporate_plan.aspx)

The Cheshire East Sustainable Communities Strategy 'Ambition for All' is available via the Cheshire East website:

[http://www.cheshireeast.gov.uk/community\\_and\\_living/local\\_strategic\\_partnership/sustainable\\_community\\_strategy.aspx](http://www.cheshireeast.gov.uk/community_and_living/local_strategic_partnership/sustainable_community_strategy.aspx)

## Appendix 1



Cheshire East Report  
Template revised jar

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## **CHESHIRE EAST COUNCIL**

### **REPORT TO: ADULT SOCIAL CARE SCRUTINY COMMITTEE**

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**Date of Meeting:** 22 November 2011  
**Report of:** Borough Solicitor  
**Subject/Title:** Work Programme update

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#### **1.0 Report Summary**

- 1.1 To review items in the 2011/12 Work Programme, to consider the efficacy of existing items listed in the schedule attached, together with any other items suggested by Committee Members.

#### **2.0 Recommendations**

- 2.1 That the work programme be received and noted.

#### **3.0 Reasons for Recommendations**

- 3.1 It is good practice to agree and review the Work Programme to enable effective management of the Committee's business.

#### **4.0 Wards Affected**

- 4.1 All

#### **5.0 Local Ward Members**

- 5.1 Not applicable.

#### **6.0 Policy Implications including - Climate change - Health**

- 6.1 Not known at this stage.

#### **7.0 Financial Implications for Transition Costs**

- 7.1 None identified at the moment.

#### **8.0 Legal Implications (Authorised by the Borough Solicitor)**

- 8.1 None.

#### **9.0 Risk Management**

9.1 There are no identifiable risks.

## **10.0 Background and Options**

10.1 In reviewing the work programme, Members must pay close attention to the Corporate Plan and Sustainable Communities Strategy.

10.2 The schedule attached, has been updated in line with the Adult Social Care Committee's recommendations on 22 September 2011. Following this meeting the document will be updated so that all the appropriate targets will be included within the schedule.

10.3 In reviewing the work programme, Members must have regard to the general criteria which should be applied to all potential items, including Task and Finish reviews, when considering whether any Scrutiny activity is appropriate. Matters should be assessed against the following criteria:

- Does the issue fall within a corporate priority
- Is the issue of key interest to the public
- Does the matter relate to a poor or declining performing service for which there is no obvious explanation
- Is there a pattern of budgetary overspends
- Is it a matter raised by external audit management letters and or audit reports?
- Is there a high level of dissatisfaction with the service

10.4 If during the assessment process any of the following emerge, then the topic should be rejected:

- The topic is already being addressed elsewhere
- The matter is subjudice
- Scrutiny cannot add value or is unlikely to be able to conclude an investigation within the specified timescale

## **11.0 Access to Information**

The background papers relating to this report can be inspected by contacting the report writer:

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**As of 14/11/2011**

**Adult Social Care Scrutiny Committee: September 2011 – April 2012**

**Portfolio Holder – Roland Domleo**

**Historical Record**

<b>Date of Meeting</b>	<b>Agenda Setting Meeting</b>	<b>Topic</b>	<b>Purpose/Key issues (including origin)</b>	<b>Comments post meeting</b>
20 July 2011	11 July 2011	Disabled Facilities Grant and Home Improvement Grant	A review of Home Improvement Agency services was carried out in 2010 with a view to streamlining the service into 1 service across Cheshire East, to improve delivery of Disabled Facilities Grants. A procurement process has been undertaken and once tenders have been evaluated a report will be submitted to Cabinet either recommending awarding a contract, or recommending bringing the service in-house. This is very much tied up with adult social care redesign, and the HIA is the main delivery agent for the Disabled Facilities Grants	That the Committee receive robust figures in terms of the potential cost savings as a result of DFGs at a future meeting in order for a potential case to be constructed for increasing Cheshire East's budget contribution and to have conversations with health partners regarding match funding.
		Think Local Act Personal – A National Strategy for Local Implementation	To consider the strategy prior to Cabinet decision on 1 August 2011.	That it be recommended to the Director of Adults, Community, Health and Wellbeing that alternative means be sought in terms of communicating information about Adult Social Care services to the public alongside the on-

				<p>line citizen portal.</p> <p>That the Committee continue to monitor the personalisation agenda to assess its effectiveness for vulnerable people.</p> <p>That the Committee receive regular updates on the Adult Social Care service, including allocated budget, spend and impact on service users.</p>
		Adult Social Care Budget	To receive a verbal brief outlining pressure points on budget	<p>That the Committee review the efficacy of the six week free support policy at a future meeting.</p> <p>That the Committee consider an item on 'invest to save' policies at every formal meeting, the results of which to be potentially fed into the Budget Task and Finish Group.</p>
22 September 2011	11 July 2011	Management Structure Update	To receive verbal brief	That the Committee receive a detailed breakdown of the adults' budget, including statutory and discretionary (ring fenced and non ring fenced) elements and information on overspend and under spend.
		Ofsted Inspection of Safeguarding and looked after children services	To consider the report	That the number relating to the percentage of households with Adult Mental Health issues with children present be circulated to the Committee for information.

				<p>That in six months, the Strategic Director bring back the following to the Committee:</p> <ul style="list-style-type: none"> <li>a) Progress made against areas for improvement relevant to the Adult Social Care Scrutiny Committee with measurable and time related outcomes.</li> <li>b) Information on the further steps that were taken to demonstrate Cheshire East's ambition to become at least good if not outstanding in the forthcoming years.</li> </ul> <p>That it be noted that a consultation on the inspection framework was being undertaken by OFSTED.</p>
		Q1 Performance/Finance Report		<p>That the Quarter 1 Performance/Finance Report be brought to a future meeting.</p> <p>That for future meetings, the budget report presented to Cabinet be brought to Scrutiny with a report outlining the potential implications and reasons behind the figures.</p>
		Strategy for Carers in East Cheshire 2011-15	Members to consider the strategy	<p>That the Strategy for Carer's 2011-2015 be noted.</p> <p>That progress on the implementation</p>

				<p>plan be brought back to the Committee in six months time and this include:</p> <ul style="list-style-type: none"> <li>a) Measureable and time-related outcomes</li> <li>b) Progress on the development and efficacy of an inter-agency dialogue process to flag up issues regarding young carers' needs.</li> </ul> <p>That it be recommended to Cabinet that they lobby the government and local MPs for more respite provision for carers and for perverse benefit outcomes to be stopped.</p> <p>That the point concerning supporting carers once they stop being a carer be fed to the Carer's Interagency Group and that the result of this be circulated to the Committee.</p>
		Care Quality Commission		<p>That the presentation be noted</p> <p>That the Committee join the CQC national sounding board.</p>
		Work Programme update		<p>That a Task and Finish Review on the future arrangements/provision of residential care be established with the following Membership</p> <ul style="list-style-type: none"> <li>a) Councillor Peter Raynes</li> <li>b) Councillor Laura Jeuda</li> <li>c) Councillor Frank Keegan</li> </ul>

				<p>d) Councillor Dorothy Flude e) Councillor Irene Faseyi</p> <p>That the Quarter 2 Performance/Finance report be added to the work programme and for it to include emerging budget proposals for 2012/13.</p> <p>That a full structure chart be distributed to the Committee.</p>
27 October 2011		Briefing Report on the financial position of the Adults Social Care Budget.	Members to consider	<p>That the report be noted</p> <p>That Lucia Scally bring back any available information to the Committee with regards to the work that was being undertaken to inform self funders about their care options.</p> <p>That Lucia Scally bring back information on what the service was doing in terms of analysing the potential number of self funders returning to Cheshire East care and the impacts of this as part of the next budgetary report</p> <p>That the Committee receive a ½ day training session on the Adult Services budget to firstly provide a foundation on how the Adult Social care budget was formulated and secondly to go over the number of areas of possible</p>

				<p>interest, including:</p> <ul style="list-style-type: none"> <li>• Detail on growth pressures (e.g. older people and learning disabilities) and policies aimed to mitigate this (e.g. re-ablement)</li> <li>• Care4CE – the shift from internal provision to Direct Payments and external provision and the impact of this.</li> <li>• Comparisons with other local authorities to explore whether we are getting value for money and whether they have different growth pressures</li> </ul> <p>That the Committee receive regular quarterly budget reports.</p>
		Work Programme.	To be considered and amended as appropriate	<p>That the work programme be noted</p> <p>That an item on the Empower Card be brought to a subsequent Committee as soon as possible.</p> <p>That a Q2 performance and finance report be brought to the informal meeting scheduled for the 21 December 2011.</p> <p>That the Scrutiny Officer make enquiries regarding the attendance of Cheshire East MPs at an Adult Social Care Committee meeting.</p>

Next Agenda Setting Meeting: 3/11/2011

Ongoing items/reviews/Monitoring Papers

Item	Reporting:	Committee Meeting							
		22/9	27/10	22/11	21/12	18/1	28/2	15/3	17/4
Safeguarding	When appropriate								
Performance/Finance report	Quarterly		X		X			X	
The Cheshire and Wirral Councils' Joint Scrutiny Committee	Monitor minutes of meetings when appropriate		X				X		

## Possible Future Issues / Items (Chronology)

### Meeting dates:

**21 December 2011 (informal), 18 January 2012, 28 February 2012 (informal), 15 March 2011, 17 April 2012 (informal), 9 May 2012**

<b>Item</b>	<b>Corporate Priority / Targets</b>	<b>Notes</b>	<b>Suggested Action</b>	<b>Due Date and Status</b>
Q2 Performance/Finance Report	Prepare for an increasingly older population	To include emerging budgetary proposals.		<b>December 2011</b> <b>On track</b>
Disabled Facilities Grant	Prepare for an increasingly older population.  Drive out the causes of poor health.	Follow up from action suggested in July 2011	Committee to receive business case for increased investment into DFGs.	<b>January 2012</b> <b>On track</b>
Local Involvement Network (LINK) – Work Programme; Future arrangements and transition to Local Healthwatch	Prepare for an increasingly older population.  Drive out the causes of poor health.			<b>January 2012</b> <b>Deferred from November 2011</b>
Carers Strategy	Prepare for an increasingly older population	Following from report in September 2011 – Committee to follow up on actions. Review of implementation plan.		<b>April 2011</b> <b>On track</b>
OFSTED Report – Safeguarding and Looked After children services	Support our children and young people		Committee to receive	<b>April 2011</b> <b>On track</b>

## **Items to be considered:**

- Wishing Well (post Age Concern)
- Commissioning Strategy/Whole System Commissioning – GP Consortia Pilot
- Development of a protocol for informing the public about changes in social care arrangements
- Charging policy
- New Dementia Unit and Hollins View – Business Case
- Personalisation agenda
- Empower card

## **Training Requirements/Site Visits:**

- Explanation of Department functions along with emerging policy context for ASC

### Disregarded / Discontinued Items

Item	Date	Reason
Understanding the personalisation agenda	11/07/2011	Included in 'Think Local, Act Personal' item
Support for Carers	11/08/2011	Superseded by Carers Strategy
Understanding the 'lifestyle concept' including lifestyle centres	14/09/2011	To be considered by H&WB Committee
Review of the efficiency of people who self fund social care	07.10.2011	To be considered as part of the residential provision T&F review.

### Task Groups – potential/current/completed

Title	Notes	Actions
Dementia Services	Postponed due to election. Agreed to continue the work of the T&F group	Reconvened – expected to report
Future Arrangements/Provision of Residential Care	<p>At the meeting of the Council on 21 April 2011 a Notice of Motion had been submitted by Councillors D Flude and C Thorley regarding instability in the residential care market in Cheshire East and its potential impact on the finances of the Council. It was requested that a Scrutiny Committee Task and Finish Group be set up to determine the best means of managing demand for residential care including demand from returning self funders.</p> <p><b>RESOLVED</b></p> <p>That the matter be referred to the Adult Social Care Scrutiny Committee with a view to them examining the matter and reporting back on:</p>	Membership agreed 22/9.

	<ul style="list-style-type: none"> <li>• The stability of the residential care market in Cheshire East</li> <li>• The availability of residential care at affordable prices in Cheshire East</li> <li>• The success or otherwise of current measures to manage the demand for residential care in Cheshire East.</li> <li>• The success or otherwise of measures to support self funders to remain independent of Council funding for longer</li> </ul>	
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**Dates of Future Cabinet Meetings**

28 November 2011, 5 December 2011, 9 January 2012, 6 February 2012, 5 March 2012, 2 April 2012 and 30 April 2012.

**Dates of Future Council Meetings**

15 December 2011, 23 February 2012, 19 April 2012 and 16 May 2012.

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## **FORWARD PLAN 1 DECEMBER 2011 - 31 MARCH 2012**

This Plan sets out the key decisions which the Executive expect to take over the next four months. The Plan is rolled forward every month. It will next be published in mid December and will then contain all key decisions expected to be taken between 1 January and 31 April 2012. Key decisions are defined in the Council's Constitution.

Reports relevant to key decisions, and any listed background documents may be viewed at any of the Council's Offices/Information Centres 6 days before the decision is to be made. Copies of, or extracts from these documents may be obtained on the payment of a reasonable fee from the following address:-

Democratic Services Team  
Cheshire East Council ,  
c/o Westfields, Middlewich Road, Sandbach Cheshire CW11 1HZ  
Telephone: 01270 686463

However, it is not possible to make available for viewing or to supply copies of reports or documents, the publication of which is restricted due to confidentiality of the information contained.

A decision notice for each key decision is published within 6 days of it having been made. This is open for public inspection on the Council's Website, Council Information Centres and Council Offices.

The law and the Council's Constitution provides for urgent key decisions to be made. A decision notice will be published for these in exactly the same way.

Forward Plan 1 December 2011 to 31 March 2012

<b>Key Decision</b>	<b>Decisions to be Taken</b>	<b>Decision Maker</b>	<b>Expected Date of Decision</b>	<b>Proposed Consultation</b>	<b>Relevant Scrutiny Committee</b>	<b>How to make representation to the decision made</b>
CE11/12-20 Improvements to Adult Social Care Services	To agree to decommission named social care establishments.	Cabinet	9 Jan 2012	Users of day care centres and their carers and relatives, the wider public and stakeholder organisations.	Adult Social Care	Lorraine Butcher, Strategic Director (Children, Families and Adults)
CE11/12-23 Transfer of Crewe Shopmobility Service	To agree to the transfer of the service from the Council to East Cheshire Community Transport based in Crewe.	Cabinet	9 Jan 2012	Internal and external services and East Cheshire Community Transport.	Environment and Prosperity	John Nicholson, Strategic Director (Places and Organisational Capacity)
CE11/12-4 Business Planning Process 2012/2015 - Business Plan	To approve the Business Plan for 2012/2015 incorporating updated budget and policy proposals together with the Capital Programme.	Cabinet, Council	6 Feb 2012	With all Members and a range of local stakeholders including PCT's, Parish Councils, social care representatives, businesses, trades unions, the schools forum and the public.	To be determined but expected to be a scrutiny budget consultation group.	Lisa Quinn, Director of Finance and Business Services