

TELFORD & WREKIN COUNCIL

**ADULT CARE & SUPPORT SCRUTINY COMMITTEE – 9 SEPTEMBER
2010**

BACKGROUND PAPER ON SERVICE REVIEWS

**REPORT OF CORPORATE DIRECTOR ENVIRONMENT AND RURAL
AREA / HOUSING, REGENERATION AND PROSPERITY**

1.0 PURPOSE

- 1.1 To inform Members of the service reviews taking place within the Council in line with the One Council Vision.

2.0 RECOMMENDATIONS

- 2.1 Members note the briefing and take account of the service reviews when planning the committee's work programme.**

3.0 PREVIOUS MINUTES

- 3.1 N/A

4.0 UPDATE ON SERVICE REVIEWS

- 4.1 A programme of service reviews is currently being undertaken across all service delivery units within the Council. The reviews will look at how services are managed and operated to identify ways in which services can be delivered to the community more efficiently and effectively, within the resources available. The reviews need to produce operational (non-staff) savings of 20% and are likely to lead to restructuring.
- 4.2 A Service Review Steering Group has been set up to oversee the programme and to monitor the progress of each service delivery unit, including information on changes in activity and savings. The lead Corporate Director for this work is Meredith Evans.
- 4.3 Table 1 below provides information on the timetable for service reviews taking place across the Council.

Table 1: Timetable for service Reviews and restructures

Service Delivery Unit	Service Review Position
Adult Social Care (Delivery)	3 service review underway for: <ul style="list-style-type: none"> • Children and Adult Social Care –led by Paul Clifford • Team around the family – led by Richard Partington • Education service and supports to schools – led by Richard Partington Outcomes of review to be reported to the Steering Group in Dec 2010
Adult Social Care (Commissioning)	
Safeguarding & Corporate Parenting	
Early Intervention Children & Young People	
Learning & Achievement	
Environmental Services	External review completed for Transport and Environmental Maintenance. Internal review continues to be reported to the Steering Group by end October 2010.
Property & Design	External review completed for Catering and Cleaning. Internal review continues to be reported to the Steering Group by end October 2010.
Planning	External review completed for Planning. Internal review continues to be reported to the Steering Group by end October 2010.
Economic Development	External review completed for Lifelong Learning. Internal review continues to be reported to the Steering Group by end October 2010.
ICT & Procurement	Internal reviews underway to be reported to the Steering Group by end October 2010.
Assistant Chief Executive – Organisational Improvement	
Community Protection	
Governance	
Customer & Leisure Services	
Finance	

4.4 The Steering Group ensures a consistent approach across the Council applying the following project objectives:

- Put in place Governance arrangements to take decisions, review progress and provide advice
- Put in place supportive and co-ordinated framework for HoS
- Ensure the release of cash savings and the timetable for managing this

- Make the link to restructuring, new ways of working (accommodation) and ensure appropriate level of engagement and consultation
 - Ensure that council resource is used effectively and appropriately to carry out service reviews
- 4.5 Reviews should produce cashable efficiency savings aligned to our budget position and corporate priorities. Regardless of whether restructuring is planned **all** service areas will be expected to identify savings in line with corporate targets.
- 4.6 All reviews will be expected to demonstrate how they have taken into account issues/suggestions arising from the engagement session carried out in their area.

Briefing prepared by Debbie Germany, Organisational Improvement Manager, 01952 384065

TELFORD & WREKIN COUNCIL

**ADULT CARE AND SUPPORT SCRUTINY COMMITTEE– 9 SEPTEMBER
2010**

2010/11 WORK PROGRAMME

REPORT OF SCRUTINY MANAGER

1.0 PURPOSE

- 1.1 To enable Members to plan the work programme for the Adult Care and Support Scrutiny Committee

2.0 RECOMMENDATIONS

- 2.1 Members agree the issues the Adult Care and Support Scrutiny Committee will scrutinise during 2010/11 and the method of Scrutiny that will be used.**

3.0 PREVIOUS MINUTES

- 3.1 N/A

4.0 BACKGROUND

- 4.1 The Scrutiny arrangements established in June 2010 enable each Scrutiny Committee to determine its own work programme within the resources available. To ensure that the Scrutiny work programme is a Member led process and the work is balanced between Scrutiny Reviews and the Scrutiny Committees the work programme is planned through 3 stages:
- 4.2 Stage 1 - Potential issues for Scrutiny were identified either by:
- The outstanding work of the Scrutiny Leadership Board and its Sub Groups
 - The Scrutiny Assembly at the meeting on the 29th July 2010
- 4.3 Stage 2 - The Scrutiny Chairmans Forum agreed
- The topics for indepth reviews:
 - Budget formulation - suggestions about how to save money

- Working with community groups to help improve the local environment
- Affordable, available and flexible childcare
- Each committee would scrutinise the relevant aspect of the budget proposals for 2011/12 during the budget consultation process. The comments from each committee will be reported to the Community Focussed and Efficient Council Scrutiny Committee which will respond to the Budget consultation.
- The allocation of supported Scrutiny meetings across the 7 Scrutiny Committees

4.4 Stage 3

Each Scrutiny Committee agrees its own work programme within the resources available.

5.0 **SCRUTINY COMMITTEE MEETINGS**

5.1 The Scrutiny Handbook sets out that there will be a total of approximately 80 Scrutiny meetings during the year and the Constitution states that each Scrutiny Committee will have a minimum of 2 formal meetings per year. In recognition of the fact that some committees (Active Lifestyles: Leisure and Culture, Children and Young People and Community Focussed and Efficient Council) have statutory roles and additional work the Scrutiny Chairmen allocated these committees 3 additional meetings.

5.2 Each Committee will also hold a meeting to scrutinise the budget proposals. The remaining meeting were allocated between the committees, 2 meetings were allocated to committees that did not have Scrutiny Review and 1 meeting was allocated to the Committees with a Scrutiny Review. The number of meetings per Committee is shown in the Table 1 below.

Table 1: Number of Meetings Per Scrutiny Committee

Scrutiny Committee	Core	Budget	Additional	Other	Total	Free Meetings
ALLC	2	1	3 (health)	2	8	3
ACS	2	1		2	5	3
CYP*	2	1	3 (corporate parenting)	1	7	2
CPC	2	1		2	5	3
CFEC*	2	1	3 (budget)	1	7	2
E&RA*	2	1		1	4	2
HR&P	2	1		2	5	3

* Scrutiny Committees with a Review during 2010/11

5.3 The final column 'Free Meetings' indicates the number of meetings the Scrutiny Team can support for each committee (this does not include the September Committee Meetings). The Adult Care and Support Scrutiny Committee has 3 meetings to scrutinise issues during 2010/11.

5.4 The Scrutiny Handbook sets out a range of methods that Members may wish to use to undertake the work of the Committee:

- Formal Committee Meeting

The Members of the Committee receive reports on several issues as agenda items at a Committee meeting.

- Special Interest Meeting

One meeting to consider one issue in more depth. It is important that the focus of this meeting is scoped carefully to ensure it can be covered in a single meeting.

- Spot Light Review

This process for a spot light review is the same as an in-depth review but the evidence gathering takes place in one meetings. The review should require 3 meetings in total.

5.5 Where 2 Scrutiny Committees have an interest in an issue Members may decide to hold a joint meeting between two Committees.

6.0 ISSUES FOR SCRUTINY

6.1 The issues that have been identified as potential areas for scrutiny by the Adult Care and Support Scrutiny Committee are set out in Appendices A and B.

6.2 Members will have received a copy of the Forward Plan for September to December 2010 and may wish to refer to this to cross reference any issues. There are no Standing Items that relates to the Scrutiny Committees priority area. The items in the forward plan for September 2010 are Telford and Wrekin Council Housing Allocation Policy and also the Housing Strategy for Telford and Wrekin.

The link to the Forward Plan on the Council's website is:

http://www.telford.gov.uk/site/scripts/download_info.aspx?fileID=1238&categoryID=354

7.0 EQUAL OPPORTUNITIES

7.1 Members will consider the equal opportunities implications of the issues identified for further scrutiny.

8.0 ENVIRONMENTAL IMPACT

8.1 There are no environmental impacts directly arising as a result of this report.

9.0 LEGAL COMMENT

9.1 The Scrutiny process has been established by the Local Government Act 2000 (as amended) and supplemented by associated legislation and guidance. The committee must ensure that when undertaking the scrutiny function, in this instance in relation to deciding upon the issues to be scrutinised and the method to do so, it is compliant with the statutory requirements.

10.0 LINKS WITH CORPORATE PRIORITIES

10.1 The work programme of this Scrutiny Committee relates to the relevant Council priority area. When identifying issues for Scrutiny Members of the Scrutiny assembly received the Priority Plans and performance update information.

11.0 FINANCIAL IMPLICATIONS

11.1 There are no financial implications for the Council arising directly from this report.

12.0 OPPORTUNITIES AND RISKS

12.1 The work of the Scrutiny Committees is a major opportunity for Members and Co-optees to influence the work and policy of the Council and partner organisations. In order to manage the Scrutiny work load effectively Members should identify the issues where Scrutiny can add the most value. Identifying too many issues for the Committee work programme will mean some issues will not be completed with the agreed timescales.

13.0 WARD IMPLICATIONS

13.1 Borough Wide

**Adult Care and Support Scrutiny Committee
Outstanding Items from Forward Plans**

Suggested Scrutiny Committee	From	Topic	Suggested review date	Suggested method of Scrutiny – to be decided by Scrutiny Committees
Adult Care and Support Active Lifestyles Environment & Rural Area	Health Scrutiny Monitoring Group	Transport planning to support the development of healthy communities	Deferred from May 2010	Agenda item at Committee meeting
Adult Care and Support / CYP	Domestic Violence Special Interest Group	Attend partner conference.		To be decided by Committee members

**Adult Care and Support Scrutiny Committee
Suggestions from the Scrutiny Assembly Workshop**

Priority	What would you like scrutiny to look at?	Why should scrutiny look at this issue?	Votes
A	Under the proposed changes in the recently published papers on the NHS we need to monitor the way commissioning services will be set up and run under GPs rather than the PCT and how this fits in with commissioning of services from Telford & Wrekin for adult care	<ul style="list-style-type: none"> • Will impact the whole borough and is a fundamental change which needs to be scrutinised • Needs to be a wide review re. NHS structures • Regular updates from the PCT 	11
A	Young adult respite care. There are plenty of facilities for children and elderly people who require respite, but a shortage of facilities for young adults. My father-in-law is 50 and has to go to Oswestry for respite care. *scrutiny review of respite care in general	It is wrong that someone living in Telford should have to go to Oswestry for respite. There should be adequate provision in the borough, especially when Telford has the largest population in the county. Too much emphasis is clearly being placed on the young and elderly who require respite when there is a need for more respite for young adults.	5
A	Growing aging population of the borough Extra Care Provision. Target of 500 beds. Are we on track to fulfil this aim and is this the target we should be aiming for, should the figure be increased or reduced or stay the same with flexibility built in. *briefing needed, short review	The growing aging population of the borough and the need to be able to make adequate provision. Again this is a borough wide matter.	4
A	Re-assessment of care needs. How often are re-assessments made and Care packages tailored to meet new needs; this may be an increase in provision of care reduction possibly from re-	We need to ensure that the right care packages remain in place but adjust them to increase or decrease the package according to the individual's changing circumstances	2

	abling programmes *presentation to scrutiny members		
A	<p>Monitor how the recommendations in the recent CQC Inspection report on:</p> <p>a) Safeguarding adults b) Increased choice and control for older people</p> <p>are carried out. This to include the use made of direct payments to ensure that the care needed is provided and the money is not frittered away on other things leaving the basic care needs without funding.</p> <p>*Covered in Cabinet report 10/8, regular monitoring by scrutiny needed</p>	<ul style="list-style-type: none"> • Protection of vulnerable people and wise use of the limited funds that are available • Protecting the interests of local people boroughwide 	0
C	<p>Choose Your Home and how it works in relation to people with disabilities and liaises with other organisations to help solve problems and issues that arise.</p>	<p>I have been on the list of Choose Your Home since 2007. Initially I was classed as needing but in February 2009 I was classed as urgent. This banding change also changed the date of my entry on the Choose Your Home scheme. It was through P.C.A.S. (Peer Counselling Advisory Service) that I was made up to the urgent band. Since then I have had issues with advertisements on Choose Your Home being incorrect and instead of this being stated I have been labelled as "Not suitable to Advert Criteria". This is causing myself and others in my position frustration, anger and to be honest I feel discriminated against due to the fact I have some disabilities.</p>	0

		If this issue could be looked at under a scrutiny review then relevant bodies could liaise with each other to resolve issues like the above being resolved, quickly and amicably to all concerned.	
C	More support needed for alternative formats of information (Putting People First) with hard to reach older people, travellers, for people with disabilities i.e. large print, audio systems, signers, easy read. * Yes, but pass to Health Scrutiny Committee as linked to Putting People First information	Often people can't read their appointment letters, leading to a number of missed appointments. This has been raised by the Senior Citizens' Forum, health visitors, PALS.	0
C	Putting People First information to potential users and response to feedback does not appear to be working. * Premature – invite scrutiny members to future event	People don't seem to understand the information that they are given.	0
C	Travellers at Lodge Road site in Donnington is in poor condition and needs maintenance (pot holes etc, not all caused by travellers). Is it possible to have a building on the site so that the travellers can receive information and hold appointments with health visitors, PALS, CAB, CVS as currently there is nowhere to meet privately. *Recognised issue but limited funding	Is it possible to have a building on the site so that the travellers can receive information and hold appointments with health visitors, PALS, CAB, CVS as currently there is nowhere to meet privately.	0
C	Non payment of "top-up fees". Is this a big issue for the Council ; what measures are in place to	This is even more important in theses cash-strapped times. Any reduction in the amount that	0

	<p>prevent this happening; how can the Council get its money back *Regular monitoring undertaken therefore low priority for scrutiny</p>	<p>the Council has to pay will benefit all Council tax payers.</p>	
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