

ADULT AND PUBLIC HEALTH SERVICES PORTFOLIO DECISION RECORD

18 September 2007

The meeting commenced at 9.00 am at Jutland Road Community Centre,
Jutland Road, Hartlepool

Present:

Councillor Hall (Adult and Public Health Services Portfolio Holder)

Officers: Ralph Harrison, Head of Public Protection
 Ewen Weir, Assistant Director, Adult and Community Services
 Alan Dobby, Assistant Director, Adult and Community Services
 Angela Hunter, Principal Democratic Services Officer

50. Health and Safety Service Plan 2007/08 (*Head of Public Protection*)

Type of decision

Non key.

Purpose of report

To consider the Health and Safety Service Plan for 2007/08, which is a requirement under section 18 of the Health and Safety at Work etc Act 1974.

Issue(s) for consideration by Portfolio Holder

The Health and Safety Commission (HSC) has a key role in overseeing local authority enforcement activities and has issued section 18 guidance to local authorities which provides information on how local authority enforcement service plans should be structured and what they should contain. The Health and Safety Service Plan for 2007/08 took into account the guidance requirements and was attached at Appendix 1.

The Head of Public Protection highlighted that the number of programmed inspections carried out in 2006/07 was slightly below target at 95% although this was an improvement on the previous year. It was noted that the HSC had introduced topic based inspections and the Council were

working closely with other local authorities and the HSC on various initiatives and priorities for 2007/08 and these were listed in the report. A co-ordinated approach to inter authority audits had been undertaken within the Tees Valley Authorities which were carried out by external consultants with an accompanying officer from a Tees Valley Authority.

The Portfolio Holder sought clarification on the partnership arrangements. The Head of Public Protection indicated that all the Tees Valley Authorities were participating in the partnership arrangements for health and safety inspections in the same way as for the food safety services. The Portfolio Holder had concerns that one of the main reasons the number of inspections achieved was slightly below target at 95% was due to staffing issues and the number of inspections undertaken. The Head of Public Protection indicated that although this had been a problem in the past, it was at a manageable level now. The Portfolio Holder sought clarification on the minor issues that were raised as part of the Council's audit. The Head of Public Protection confirmed that the issues were of a minor nature and included documentation or procedural issues.

Decision

The Health and Safety Service Plan for 2007/08 was approved.

51. Annual Complaints Report – 1 April 2006 – 31 March 2007 *(Director of Adult and Community Services)*

Type of decision

Non key.

Purpose of report

To present the second Annual Complaints Report of the Adult and Community Services Department on complaints and representations for the period of 1 April 2006 to 31 March 2007.

Issue(s) for consideration by Portfolio Holder

The Assistant Director of Adult and Community Services presented the 2nd Annual Complaints Report for the Adult and Community Services Department, covering the period 1st April 2006 to 31st March 2007. The report provided data and information about activity in relation to operation of the statutory Complaints Procedure in relation to Adult Care Services and Community Services. Performance in a range of areas was outlined and areas for development were highlighted to ensure continued improvement in the management and handling of complaints and

representations regarding Adult Care Services.

The Portfolio Holder requested that comparative information be presented from previous years. The Assistant Director indicated that although this information had been monitored previously it had only been a statutory requirement to produce this report for the last two years. It was added that although it was not expected that there would be a great statistical difference, information could be provided to the Portfolio Holder which would enable any trends to be identified. The Portfolio Holder sought clarification on the costs identified at stage 2. The Assistant Director indicated that these costs were external costs and would be higher should staffing costs be included. It was noted that staff were supported throughout the complaints process and satisfaction surveys were carried out with service users on an annual basis by the Commission for Social Care Inspection (CSCI) with levels of satisfaction being reported as high. This positive feedback was forwarded to all the staff involved.

The Portfolio Holder referred to the list of advocates in the report and asked if this was an exhaustive list. The Assistant Director indicated that the Authority was currently working with the Learning Disabilities Partnership in order to identify additional advocates. In response to a question the Assistant Director confirmed that care homes were monitored in two ways both through the Council's contracting procedure and by the CSCI as part of their regulatory role.

Decision

That the report be received and proposals for the development of the complaints framework be noted.

52. Annual Diversity Report 2006/07 (*Director of Adult and Community Services*)

Type of decision

Non key.

Purpose of report

To provide the Portfolio Holder with an update on diversity actions completed in 2006/07 and to provide an overview of key diversity issues for 2007/08.

Issue(s) for consideration by Portfolio Holder

The Assistant Director of Adult and Community Services presented a report

which included an analysis of key achievements and the approach to Diversity in 2007/08, which was more mainstreamed by being linked to the Business Planning Process. The report also highlighted some of the key activities to be undertaken next year.

It was confirmed that raising awareness sessions had been arranged for Members on a corporate basis and Members' seminars had also been held which focussed on departmental arrangements. The Portfolio Holder sought clarification on the Gypsies and Travellers Group. The Assistant Director indicated that although Durham County Council were the lead authority, the Teeswide Group worked alongside them on a sub-regional basis. The main aim of the Group was to develop a protocol and help assess support and housing needs of gypsies and travellers.

The Assistant Director confirmed that the Authority was working well to identify and address diversity issues and that Adult and Community Services Department had been well supported by the Corporate Diversity Officer.

Decision

The report was noted.

53. Business Process Re-engineering *(Director of Adult and Community Services)*

Type of decision

Non key.

Purpose of report

To advise the Portfolio Holder of the approach the Adult and Community Services Department were undertaking to Business Process Re-engineering.

Issue(s) for consideration by Portfolio Holder

The Assistant Director of Adult and Community Services presented the report which outlined the three main approaches the department was taking to progress Business Improvement.

Under the CSIP approach there were four major pieces of work and included process mapping in direct payment referral processes and single access point. Workshops had been held during August covering the Library Service and Occupational Therapy Services. Under the Business

Improvement Plan (BIP), workforce development was being examined with a view to working 'smarter' by looking at day to day process in order to identify any possible efficiencies to ensure a better service was provided.

Decision

The report was noted.

J A BROWN

CHIEF SOLICITOR

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