

# **ADULT AND COMMUNITY SERVICES SCRUTINY FORUM AGENDA**



**Monday 13<sup>th</sup> July 2009**

**at 4.30pm**

**in the Council Chamber, Civic Centre, Hartlepool**

MEMBERS: ADULT AND COMMUNITY SERVICES SCRUTINY FORUM

Councillors Atkinson, Cranney, A Marshall, Preece, Richardson, Simmons, Worthy and Young

Resident Representatives: Mary Green, Evelyn Leck and Mary Power

**1. APOLOGIES FOR ABSENCE**

**2. TO RECEIVE ANY DECLARATIONS OF INTEREST BY MEMBERS**

**3. MINUTES**

3.1 To confirm the minutes of the meeting held on 8<sup>th</sup> April 2009

**4. RESPONSES FROM THE COUNCIL, THE EXECUTIVE OR COMMITTEES OF THE COUNCIL TO FINAL REPORTS OF THIS FORUM**

No items.

**5. CONSIDERATION OF REQUEST FOR SCRUTINY REVIEWS REFERRED VIA SCRUTINY CO-ORDINATING COMMITTEE**

No items.

**6. CONSIDERATION OF PROGRESS REPORTS / BUDGET AND POLICY  
FRAMEWORK DOCUMENTS**

No items.

**7. ITEMS FOR DISCUSSION**

- 7.1 The Role of the Adult and Community Services Scrutiny Forum – *Scrutiny Support Officer*
- 7.2 Determining the Scrutiny Forum's Work Programme for 2009/10 – *Scrutiny Support Officer*
- 7.3 Quality of Care Homes and Access to Recreational facilities for Elderly/Vulnerable People – Progress Monitoring Report - *Joint Report of Director of Adult and Community Services and the Portfolio Holder for Adult and Public Health*

**8. ISSUES IDENTIFIED FROM FORWARD PLAN**

**9. ANY OTHER ITEMS WHICH THE CHAIRMAN CONSIDERS ARE URGENT**

**ITEMS FOR INFORMATION**

**Date of next meeting –**

Wednesday 26<sup>th</sup> August 2009, commencing at 4.30pm in the Council Chamber,  
Civic Centre, Hartlepool

# **ADULT AND COMMUNITY SERVICES SCRUTINY FORUM**

## **MINUTES**

8 April 2009

The meeting commenced at 3.30 a.m. in the Civic Centre, Hartlepool

### **Present:**

Councillor: Chris Simmons (In the Chair)

Councillors: Jonathan Brash, Mary Fleet, Ann Marshall, Chris McKenna,  
Michelle Plant, Arthur Preece, and Gladys Worthy

Officers: Pat Usher, Sport and Recreation Manager  
Les Nevin, Access Officer  
Joan Wilkins, Scrutiny Support Officer  
David Cosgrove, Democratic Services Team

### **94. Apologies for Absence**

Councillor Atkinson and Resident Representatives Evelyn Leck and Mary Power.

### **95. Declarations of interest by Members**

None.

### **96. Minutes of the meeting held on 5 March 2009**

Confirmed.

### **97. Responses from the Council, the Executive or Committees of the Council to Final Reports of this Forum**

No items.

### **98. Consideration of request for scrutiny reviews referred via Scrutiny Co-ordinating Committee**

No items.

## **99. Consideration of progress reports/budget and policy framework documents**

No items.

## **100. Access to Recreation Facilities for Vulnerable / Older People – Draft Final Report** *(Chair of Adult and Community Services Scrutiny Forum)*

The Chair presented the draft final report on the scrutiny forum's investigation into Access to Recreation Facilities for Vulnerable / Older People. The draft conclusions and recommendations contained within the report had been discussed in detail at an informal meeting of the scrutiny forum.

Members commented that improved access to information needed to be improved. Access to information through the Council's own website and other sources should be improved. Members suggested that Radio Hartlepool should be used more together with other information outlets such as 'The Life Channel' which was available through GP's surgeries and some schools. Members suggested that recommendation (a) should be strengthened to reflect this. Officers commented at the meeting that a meeting had been held with representatives of Radio Hartlepool recently.

The Chair thanked the Members of the forum for their input into the investigation. The Chair also thanked the officers and members of the public and the various groups who had assisted in the investigation and the production of a comprehensive report.

### **Recommended**

That the draft report including the following amended recommendations be forwarded to Scrutiny Coordinating Committee –

The Adult and Community Services Scrutiny Forum has taken evidence from a range of sources to assist in the formulation of a balanced range of recommendations. The Forum's key recommendations to the Cabinet are outlined below:

- (a) That the Council continues to improve the way in which it raises public awareness of the available recreational activities through the increased promotion of activities on the Council's website and in 'Hartbeat', with emphasis on the provision of information in an easily accessible way;
- (b) That in continuing to improve the way in which available recreational activities are publicised, the Council ensures that arrangements are formalised for increased promotion of activities in the local press and radio (including Radio Hartlepool);
- (c) That the Council develops easy to read notices detailing forthcoming recreational activities to display in all leisure facilities, community and

- voluntary group buildings, libraries, doctors surgeries and schools;
- (d) That the Council produce an easy to read information booklet detailing all the leisure facilities and activities available and it be displayed in all leisure facilities, community and voluntary group buildings, libraries, schools and on the Council's website;
  - (e) That the Council continues to work in partnership with key organisations to develop new recreational activities / initiatives which will improve the health and well being of the people in Hartlepool;
  - (f) That the Council supports the interim improvement measures and future investment in the town's leisure facilities to maintain and improve access, participation and satisfaction levels; and
  - (g) That the Council considers the value of partnership working in any future plans for the building of a new leisure facility within Hartlepool.

## **101. Issues Identified from the Forward Plan**

No items.

The meeting concluded at 3.50 p.m.

C SIMMONS

CHAIRMAN

## **ADULT AND COMMUNITY SERVICES SCRUTINY FORUM**

**13 July 2009**



**Report of:** Scrutiny Support Officer

**Subject:** THE ROLE OF THE ADULT AND COMMUNITY  
SERVICES SCRUTINY FORUM

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### **1. PURPOSE OF REPORT**

- 1.1 To give an overview of the role and functions of the Adult and Community Services Scrutiny Forum.

### **2. BACKGROUND**

- 2.1 The Council's approach to Overview and Scrutiny has been informed by government guidance, best practice nationally and experience of what works locally to ensure that the Scrutiny Forum's operate in an optimum scrutiny structure that will enable the Forums to add value and improve services for the residents of Hartlepool.
- 2.2 The role of the Scrutiny Co-ordinating Committee is briefly discussed in the following section. Following this in Section 4, there is a more detailed description of the roles and functions of this Forum.

### **3. ROLE AND FUNCTIONS OF THE SCRUTINY CO-ORDINATING COMMITTEE**

- 3.1 The membership of the Scrutiny Co-ordinating Committee reflects both the Council's political make-up and the five standing Scrutiny Forums (which are equally represented on the Committee). A total of sixteen Elected Members serve on the Committee, consisting of the Chair (appointed by Council) and the Chair, Vice-Chair and one other Members from each of the five standing Forums. In addition to this, three Resident Representatives are also co-opted onto the Committee, one from each Neighbourhood Consultative Forums.
- 3.2 This approach enables the Scrutiny Co-ordinating Committee to draw on the experience of a variety of Members, represent a cross-section of political views and equally represent each of the five standing Forums. The Scrutiny

Co-ordinating Committee is responsible for the overall management of Overview and Scrutiny within the Authority. Other authorities' experience of scrutiny appears to have benefited from the establishment of such a body. Given the increasing importance of the scrutiny role under the new arrangements and the likely increase in workload of the scrutiny function the role of the Scrutiny Co-ordinating Committee is invaluable. The main roles and functions of the Committee are as follows:-

- (i) To work with the five Forums to decide an annual Overview and Scrutiny Work Programme, including the programme of any ad-hoc Forum that it appoints, to ensure that there is efficient use of the Forums and that the potential for duplication of effort is minimised;
- (ii) To lead the involvement of Overview and Scrutiny in the development of the budget and the plans and strategies that make up the policy framework and to delegate issues for consideration to the Forums;
- (iii) Where matters fall within the remit of more than one Overview and Scrutiny Forum, to determine which of them will assume responsibility for any particular issue and to resolve any issues of dispute between Overview and Scrutiny Forums;
- (iv) To receive requests from Members, the Executive and/or the Full Council for items (including those referred via the Councillor Call for Action mechanism) to be considered by Overview and Scrutiny forums and to allocate them, if appropriate to one or more Overview and Scrutiny Forum;
- (v) To put in place and maintain a system to ensure reports from Overview and Scrutiny to the Executive are managed efficiently and do not exceed any limits set out in the Constitution (this includes making decisions about the priority of reports, if the volume of such reports creates difficulty for the management of Executive business or jeopardises the efficient running of the Council business);
- (vi) To exercise the power of call-in in relation to Executive decisions made as set out in Section 21 (3) of the Local Government Act 2000, or allocate them to the appropriate Overview and Scrutiny Forum for consideration; and
- (vii) Assessing, monitoring and advising on the role of the Council's central support services in supporting the Council's progress towards the Community Strategy's priority aims, including:-
  - General policies of the Council relating to the efficient use of resources (people, money, property, information technology); and
  - District Auditor performance reports, the District Auditor's Annual Audit Letter, Best Value Performance Indicators and health and safety issues.

#### **4. FUNCTIONS OF OVERVIEW AND SCRUTINY FORUMS**

4.1 The five standing Overview and Scrutiny Forums have three main functions and these are set out in the following paragraphs:-

(a) Policy Development and Review

Overview and Scrutiny Forums may:

- (i) Assist the Council and the Executive in the development of the budget and policy framework by in-depth analysis of policy issues;
- (ii) Conduct research, community and other consultation in the analysis of policy issues and possible options;
- (iii) Consider and implement mechanisms to encourage and enhance community participation in the development of policy options;
- (iv) Question members of the Executive and Chief Officers about their views on issues and proposals affecting the area; and
- (v) Liaise with other external organisations operating in the area, whether national, regional or local, to ensure that the interests of local people are enhanced by collaborative working.

(b) Scrutiny

Overview and Scrutiny Forums may:

- (i) Review and scrutinise the decisions of the Executive and Chief Officers both in relation to individual decisions and their overall strategic direction;
- (ii) Review and scrutinise the work of the Council in relation to its policy objectives, performance targets and/or particular service areas;
- (iii) Question members of the Executive and Chief Officers about their decisions, whether generally in comparison with the service plans and targets over a period of time, or in relation to particular decisions, initiatives or projects;
- (iv) Review and scrutinise the performance of other public bodies in the area, requesting them to attend and address relevant scrutiny Forums to speak about their activities and performance;
- (v) Investigate other issues of local concern, outside the control of the Council and other public bodies in the area, and make recommendations to the Council, the Executive and / or other organisations arising from the outcome of the scrutiny process;



- (vi) Question and gather evidence from any person (with their consent); and
- (vii) Make recommendations to the executive and / or the council arising from the outcome of the scrutiny process.

(c) Finance

Overview and Scrutiny Committees may exercise overall responsibility for the finances made available to them. This presently consists of a dedicated overview and scrutiny budget of 50k. Applications for funding must be made through Scrutiny Co-ordinating Committee.

## 5. THE REMIT OF THIS FORUM

- 5.1 The strategic direction of the Scrutiny Forums will be to assess, monitor and advise on the Council's progress towards the 7 priority aims of the Community Strategy whilst the operational direction of the individual Scrutiny Forums will be governed by the remits outlined in the Constitution.

The remit of the Adult and Community Services Scrutiny Forum is as follows:-

*'To consider issues relating to specialist targeted and universal services in relation to adults, culture and leisure.'*

- 5.2 There will be, however, from time to time, be issues that could be considered by more than one Forum and it will be for the Scrutiny Co-ordinating Committee to determine which Forum should examine a particular issue. It is also open to the Scrutiny Co-ordinating Committee to appoint ad hoc Forums. For example, where an issue comes within the remit of two scrutiny Forums, the Scrutiny Co-ordinating Committee could decide to establish an ad hoc Forum made up of four Members from each of those two Forums.

## 6. SCHEDULE OF FORUM DATES FOR 2009/10

- 6.1 Detailed below, for Members information, are the scheduled dates for meetings of the Adult and Community Services Scrutiny Forum in 2009/10. Please note that all scheduled meetings will commence at 4.30pm, in various venues across the town, with the capacity for additional meetings to be arranged where required to accommodate the needs of individual inquiries.

Wednesday 26 August 2009;  
 Wednesday 30 September 2009;  
 Wednesday 11 November 2009;  
 Wednesday 13 January 2010;  
 Wednesday 24 February 2010; and  
 Wednesday 31 March 2010.

## **7. CONCLUSIONS**

- 7.1 No specific action is required as a result of this report; however, Members may have questions about the role of the Forum.

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## **BACKGROUND PAPERS**

The following background papers were used in the preparation of this report:-

- i) Hartlepool Borough Council Constitution.

## **ADULT AND COMMUNITY SERVICES SCRUTINY FORUM**

13 July 2009



**Report of:** Scrutiny Support Officer

**Subject:** DETERMINING THE SCRUTINY FORUM'S WORK  
PROGRAMME FOR 2009/10

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### **1. PURPOSE OF REPORT**

- 1.1 To provide the Members of the Adult and Community Services Scrutiny Forum with a range of information, extracted from various sources to assist in the consideration of suitable topics for inclusion into the Forum's Work Programme for the 2009/10 Municipal Year.

### **2. BACKGROUND INFORMATION**

- 2.1 The Adult and Community Services Scrutiny Forum needs to develop a Work Programme for the 2009/10 Municipal Year, together with a timeframe for each review, for consideration by the Scrutiny Co-ordinating Committee on 31 July 2009. Detailed terms of reference should be developed at the start of each review.
- 2.2 As such the Director of Adult and Community Services, Cabinet Members for Adult and Public Health Services and Culture, Leisure and Tourism; Corporate Performance Plan (BVPP); and consultation with the Local Involvement Network (LINK) have been the foundation sources for this report to enable the Forum to compile its Work Programme.
- 2.3 However, it should be appreciated that some of the areas detailed below are continually evolving and further details will emerge throughout the year.
- 2.4 In addition to establishing the Forum's Work Programme, the Forum may consider it appropriate to receive illustrations from service departments in relation to impending legislation and to respond on an ad hoc basis to emerging issues which would be considered appropriate for an investigation or review to be undertaken.

<b>TOPIC</b>	<b>Director, Cabinet Member</b>	<b>LINK</b> (To be advised at the meeting)	<b>Member(s)</b>	<b>Referral</b>
<b>Reform of Adult Care and Support - Green Paper</b>  (Involvement in consultations in relation to the Green Paper)	X			
<b>'Putting People First' - Personalisation</b>  (To investigate the implementation and impact of 'Putting People First' programme and the personalised delivery of adult social care services, including self directed support and individual budgets)			X	
<b>Allotment Strategy</b>  (Involvement in consultations on the Allotment Strategy – suggested single November meeting item)	X			

2.5 In setting the Work Programme for 2009/10 consideration also needs to be given to the following Budget and Policy Framework documents, which will be presented to the Forum during the course of the year.

<b>BUDGET AND POLICY FRAMEWORK ITEMS</b>	<b>Estimated timetable for consideration by the Forum</b>
Budget 2010/11	November 2009/December 2009, January 2010
Corporate Plan 2010/11	March 2010

- 2.6 Having considered the above information together with topics identified by individual Members' for inclusion into the Work Programme, the Forum may wish to discuss various aspects contained within the Corporate Plan 2009/10 to raise potential areas for consideration. They could range from areas already identified as suitable for development through Commitments or areas where the specific performance is below the targeted level. For this purpose, **Appendices A and B** detail the relevant Sections of the Corporate Plan for the Panel's consideration as outlined below:-

**Appendix A** – Council's Priority Contributions to Community Strategy Themes 'Jobs and the Economy'; 'Lifelong Learning and Skills'; 'Health and Wellbeing'; 'Environment'; 'Housing'; 'Culture and Leisure'; and 'Strengthening Communities'.

**Appendix B** – Performance Indicator Table: 'Lifelong Learning and Skills'; 'Health and Wellbeing'; 'Housing'; and 'Culture and Leisure'.

- 2.7 The Forum may also wish to apply a degree of emphasis on a particular source for example, would the Forum consider issues which are clearly raised as a concern by the public to carry more weight than those considered important by the service provider? In practice the Forum will need to apply a considered opinion from all sources against the individual subject area.
- 2.8 Once the Forum has identified Scrutiny topics, anticipated time frames need to be applied. It is suggested to the Forum that a standard template for applying time allocations should be treated with caution as when scoping a subject a number of complexities may arise, therefore the anticipated duration should be allocated to the subjects on an individual basis.
- 2.9 The Forum is also advised to be cautious in setting an overly ambitious Work Programme for which it may be unable to deliver.
- 2.10 In addition to the above, the Forum may also consider establishing some small Sub-Groups, known as Working Groups to look at sharp focused areas of supplementary aspects of the main topic being scrutinised.

### 3. RECOMMENDATIONS

- 3.1 The Adult and Community Services Scrutiny Forum is requested to consider the wide range of information detailed within this report to assist in the determination of its 2009/10 Work Programme, to be approved by the Scrutiny Co-ordinating Committee at its meeting on 31 July 2009. Members may want to choose a maximum of two items for the coming year, which will allow for flexibility in its work programme for emerging issues and referrals from Council/Cabinet.

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## **BACKGROUND PAPERS**

The following background papers were used in the preparation of this report:-

- (i) Corporate Performance Plan for 2009/10
- (ii) Community Strategy

## Adult and Community Services - Corporate Plan 2009/10

This Forum's remit covers Actions under the following Community Strategy Themes / Council Priority areas:

- Jobs and the Economy;
- Lifelong Learning and Skills;
- Health and Wellbeing;
- Environment;
- Housing;
- Culture and Leisure; and
- Strengthening Communities

The information provided in the appendix includes the relevant Community Strategy Themes, which are divided into the Corporate Plan Objectives that have some relevance to this Forum. Under each Corporate Plan Objective there are a number of Actions.

Theme: <b>Lifelong Learning and Skills</b>			
Outcome: <b>Provision of high quality learning and skills opportunities that drive economic competitiveness, widen participation and build social justice</b>			
Code	Action	Date to be Completed	Responsible Officer
CORP LLS17	To increase universal access to high quality learning and skills opportunities	31/07/2010	John Mennear

**7.2 APPENDIX A**

Theme: <b>Health and Wellbeing</b>			
Outcome: <b>Exercise of choice and control and retention of personal dignity</b>			
Code	Action	Date to be Completed	Responsible Officer
CORP HW07	To ensure all service developments have involvement from service users and their carers	31/03/2010	Jill Harrison
CORP HW08	To ensure that all service users and carers have the opportunity to plan, direct and commission their own support	31/03/2010	Jill Harrison
CORP HW09	Ensure Vulnerable adults are safeguarded	31/03/2010	John Lovatt
CORP HW10	To increase the number and range of supported accommodation options	31/03/2010	Jill Harrison
Outcome: <b>Improved Mental Health and Wellbeing</b>			
Code	Action	Date to be Completed	Responsible Officer
CORP HW11	To support people with mental health issues into paid employment	31/03/2010	Carl Bashford
CORP HW12	To increase social inclusion for people with mental health issues	31/03/2010	Carl Bashford
Outcome: <b>Easier Access to Services</b>			
Code	Action	Date to be Completed	Responsible Officer
CORP HW13	To ensure that carers are supported effectively to support their family members for as long as they wish	31/03/2010	Jill Harrison; John Lovatt
CORP HW14	To evaluate the Connected Care Scheme in conjunction with Turning Point and University of Durham	31/03/2010	Jill Harrison
CORP HW15	To ensure that services are culturally sensitive and are able to respond flexibly to the diverse needs of the community	31/03/2010	Jill Harrison; John Lovatt
CORP HW16	To ensure easier access to both universal and targeted services that are tailored to individual needs	31/03/2010	Jill Harrison; John Lovatt
CORP HW17	To develop appropriate partnerships with the voluntary sector by setting up the Steering Group and implement the Strategy	31/03/2010	Jill Harrison
CORP HW18	Improve access to psychological interventions	31/03/2010	Carl Bashford
CORP HW19	To ensure integrated services are delivered in conjunction with Health where appropriate	31/03/2010	Jill Harrison; John Lovatt



**7.2 APPENDIX A**

Theme: **Culture and Leisure**

Outcome: **Enrich individual lives, strengthen communities and improve places where people live through enjoyment of culture, leisure and sport**

Code	Action	Date to be Completed	Responsible Officer
CORP CL01	Develop and deliver strategies to improve cultural, leisure facilities and events	31/03/2010	John Mennear
CORP CL02	To ensure the public have access to a wide range of information about leisure, culture and sporting opportunities in a variety of accessible mediums	31/03/2010	John Mennear

Outcome: **Cultural and leisure services, better meet the needs of the community, especially those from disadvantaged areas**

Code	Action	Date to be Completed	Responsible Officer
CORP CL03	To increase participation in culture, leisure and sporting activity	31/03/2010	John Mennear
CORP CL04	Ensure community involvement and engagement in the development and delivery of services	31/03/2010	John Mennear
CORP CL05	To increase universal access to high quality learning and skills opportunities	31/08/2010	John Mennear

## PERFORMANCE INDICATORS

Every council is required by the Department for Communities and Local Government to collect and publish a range of National performance indicators (NI's). In addition to these Government indicators, services in Hartlepool Borough Council have also set 'Local indicators,' these statutory and non-statutory indicators are set out in the pages that follow.

Four of the Community Strategy themes have some relevance to this Forum, and are listed below:-

⇒ <b>Lifelong Learning and Skills</b>	⇒ <b>Health and Wellbeing</b>
⇒ <b>Housing</b>	⇒ <b>Culture and Leisure</b>

NI's are set by the government and information for these are included in the Corporate Plan. Some of the NI's have additional uses these include:-

<ul style="list-style-type: none"><li>• <b>Comprehensive Area Assessment (CAA)</b> The means of assessing the Council's performance and how well it works together with other public bodies to meet the needs of Hartlepool residents. Replaced the Comprehensive Performance Assessment in April 2009.</li></ul>	<ul style="list-style-type: none"><li>• <b>Public Service Agreement (PSA)</b> Agreement between local and central government to improve performance across a range of indicators based upon national and local priority</li></ul>
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Theme: **Lifelong Learning and Skills**Outcome: **Provision of high quality learning and skills opportunities that drive economic competitiveness, widen participation and build social justice**

Code	Indicator	2008/09	Annual 2009/10
		Value	
LAA LLS P004	Number of Apprentice Framework Completions	342	294
LAA LLS P005	Number of Apprentice Framework Completions (NRA)		125
LAA LLS P006	Train to Gain (Number of Employees)	657	585

Theme: **Health and Wellbeing**Outcome: **Exercise of choice and control and retention of personal dignity**

Code	Indicator	2008/09	Annual 2009/10
		Value	
NI 125	Achieving independence for older people through rehabilitation/intermediate care	100.0%	
NI 127	Self reported experience of social care users	Indicator was deferred until 2009/10	
NI 128	User reported measure of respect and dignity in their treatment		
NI 130	Social care clients receiving Self Directed Support per 100,000 population	Not Collected	2317.0
NI 136	People supported to live independently through social services (all adults)	4118.79	4698.00

Outcome: **Improved Mental Health and Wellbeing**

Code	Indicator	2008/09	Annual 2009/10
		Value	
ACS P037	Prescribing of high level antidepressants (ADQ/PU) (Hartlepool) (LAA HC26)	2,083.92	1,720
ACS P038	Number of emergency psychiatric re-admissions as a percentage of discharges (LAA HC27)	4%	5%
LAA HW P004	Improving Access to Psychological Therapies		

Theme: <b>Health and Wellbeing (Continued)</b>			
Outcome: <b>Easier Access to Services</b>			
Code	Indicator	2008/09	Annual 2009/10
		Value	
ACS P051	Access to equipment and telecare: users with telecare equipment (LAA HC37b)	293	
LAA HW P006	Percentage of GP practices offering extended hours to their patients (Vital Sign)	96%	56%
LAA HW P007	Contracts for new GP practices and health centre to be awarded. (Vital Sign)	2	
NI 135	Carers receiving needs assessment or review and a specific carer's service, or advice and information	17.1%	20.0%

Theme: <b>Housing</b>			
Outcome: <b>Changing housing needs and Meeting the Housing Needs of Vulnerable People</b>			
Code	Indicator	2008/09	Annual 2009/10
		Value	
ACS P027	Increase the number of adaptations carried out to enable vulnerable people to remain living independently in their own home (LAA H5)	4,049	3,200
NI 141	Percentage of vulnerable people achieving independent living	79.65%	73.00%
NI 142	Percentage of vulnerable people who are supported to maintain independent living	98.51%	99.15%

Theme: <b>Culture and Leisure</b>			
Outcome: <b>Enrich individual lives, strengthen communities and improve places where people live through enjoyment of culture, leisure and sport</b>			
Code	Indicator	2008/09 Value	Annual 2009/10
ACS P016	Engagement in museum outreach activity by under-represented groups (LAA CL1)	1,157	375
ACS P017	Visits by C2DE (MORI definition of Working Class) visitors to the Museum of Hartlepool (based on Renaissance funded MORI visitor survey) (LAA CL2)		42
NI 10	Visits to museums and galleries	51.7%	52.7%
NI 11	Engagement in the Arts	34.4%	35.4%
NI 8	Adult participation in sport and active recreation	22.1%	22.1%
Outcome: <b>Cultural and leisure services, better meet the needs of the community, especially those from disadvantaged areas</b>			
Code	Indicator	2008/09 Value	Annual 2009/10
ACS P019	Increase proportion of residents satisfied with museums/arts (Hartlepool) (LAA CL6)	76	87
ACS P020	Increase proportion of residents satisfied with museums/arts (Neighbourhood Renewal narrowing the gap) (LAA CL7)	6%	2%
ACS P021	Increase residents satisfaction with public parks and open spaces (Hartlepool) (LAA CL8)	75%	Not Due
ACS P022	Increase residents satisfaction with public parks and open spaces (Neighbourhood Renewal narrowing the gap) (LAA CL9)	11%	Not Due
ACS P023	Increase residents satisfaction with libraries (Hartlepool) (LAA CL10)	89%	Not Due
ACS P024	Increase residents satisfaction with libraries (Neighbourhood Renewal narrowing the gap) (LAA CL11)	3%	Not Due
LAA CL P002	Resident satisfaction with Sport and Leisure	74	Not Due
LAA CL P003	Increase annual leisure centre attendances (including NRA)	411,737	370,000
NI 9	Use of public libraries	48.1%	48.1%

## ADULT AND COMMUNITY SERVICES SCRUTINY FORUM

13 July 2009



**Report of:** Joint Report of the Director of Adult and Community Services and the Portfolio Holder for Adult and Public Health.

**Subject:** QUALITY OF CARE HOMES AND ACCESS TO RECREATIONAL FACILITIES FOR ELDERLY/VULNERABLE PEOPLE – PROGRESS MONITORING REPORT

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### 1. PURPOSE OF THE REPORT

- 1.1 The purpose of this report is to provide Members of the Adult and Community Services Scrutiny Forum with a progress report on the action plan from the investigation into 'The Quality of Care Homes Provision in Hartlepool', which was reported to Cabinet on 20 April 2009.

### 2. BACKGROUND INFORMATION

- 2.1 The investigation into 'The Quality of Care Homes Provision in Hartlepool' conducted by this Forum falls under the remit of the Adult and Community Services Department and is, under the Executive Delegation Scheme, within the service area covered by the Adult and Public Health Portfolio Holder.
- 2.2 On 20 April 2009, Cabinet considered the Final Report of the Adult and Community Services Scrutiny Forum into 'The Quality of Care Homes Provision in Hartlepool'.
- 2.3 Progress towards completion of the actions contained within the Action Plan, attached at **Appendix A**, will be monitored through the newly created Scrutiny Monitoring Database, with standardised six monthly monitoring reports to be presented to the Forum. In addition to this, the Scrutiny Co-ordinating Committee will also receive a breakdown of progress against all Scrutiny Forums' recommendations on an Annual basis. This is the first of the six monthly progress reports

### 3. PROGRESS

- 3.1 Members will note that progress has been detailed in the Action Plan. (**Appendix A**)

### 4. RECOMMENDATIONS

- 4.1 That Members note the progress against the actions detailed within the Action Plan, appended to this report (**Appendix A**) and seek clarification on its content where felt appropriate.

**Contact Officer:-** Phil Homsby, Strategic Commissioner – Older People  
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### BACKGROUND PAPERS

The following background papers were used in the preparation of this report:-

- (i) Adult and Community Services Scrutiny Forum's Final Report 'The Quality of Care Homes Provision in Hartlepool' considered by Council/Cabinet on 20 April 2009; and
- (ii) Decision Record of Cabinet held on 20 April 2009.

## OVERVIEW AND SCRUTINY ENQUIRY ACTION PLAN

**NAME OF FORUM:** Adult and Community Services Scrutiny Forum

**NAME OF SCRUTINY ENQUIRY:** The Quality of Care Homes Provision in Hartlepool

**DECISION MAKING DATE OF FINAL REPORT:** April 2009

RECOMMENDATION	EXECUTIVE RESPONSE/ PROPOSED ACTION	FINANCIAL IMPLICATIONS	LEAD OFFICER	DELIVERY TIMESCALE	PROGRESS UP TO 13 July 2009
(a)	That the Council, through its Adult and Community Services Department and relevant Portfolio Holder, works in partnership with LINKs to ensure that the statutory requirements in relation to care home inspection in Hartlepool are fully met;	The Council's contract with care home providers requires them to give access to nominated persons (in this case LINKs representatives). Agreed with LINKs Co-ordinator that reports from 'Enter & View' visits will be posted on Council's website for access by Public.	None	Commissioned Services Manager A&CS	April 2009  Complete  No 'enter and view' reports yet received from LINKs
(b)	That the Council re-establishes the Hartlepool Care Managers' Forum in consultation with Hartlepool PCT to	Care Home Managers are invited to provider forum meetings that are already established and meet 3 times a year.	£500 p.a. Room bookings/refres hments	Commissioned Services Manager A&CS	June 2009  Managers of care homes have generally welcomed the idea of establishing a forum to discuss good practice and issues. The first



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	ensure that regular dialogue is maintained between care home managers and key partners;	In addition, the managers will be offered the opportunity to meet and discuss good practice and development opportunities.				meeting of the group has yet to be arranged.
(c)	That the Council regularly publicises its gradings for individual Care Homes along with the Commission for Social Care Inspection quality ratings on the Council's website, in 'Hartbeat', in the local press and public libraries in order to raise public	CSCI reports with gradings are available now, via a link, on the Council's website. Further work on aligning the Council's grading of care homes and CSCI ratings will lead to the publicising of the combined gradings	None	Commissioned Services Commissioned Services Manager – A&CS	October 2009	The Council intends to publicise its quality gradings once the new system is introduced.

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	awareness of ratings and to encourage care homes to raise their standards;					
(d)	That the Council aligns its care home gradings with the Commission for Social Care Inspection quality ratings to provide an overall grading;	Work has started with providers to develop the quality gradings approach for care homes for older people.	None	Strategic Commissioner – Older People	October 2009	A broad proposal to introduce a single quality grading system combining Care Quality Commission ratings with the Council's own ratings has been put to providers. Officers are currently researching other local authorities' approaches to inform Hartlepool's final model. It is intended to consult on the model and introduce it in

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					October 2009.	
(e)	That the Council considers including within their service specifications the minimum standards which are not legally enforceable through the Care Homes Regulations 2001;	Revision of the current service specifications will include specific reference to the National Minimum Standards	None	Commissioned Services Manager A&CS –	October 2009	The Council's current specification and contract documents are in the process of being reviewed and will include specific reference to National Minimum Standards. It should be noted that the Care Quality Commission (CQC) are consulting on changes to the Regulations and Standards following it's creation in April 2009.

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(f)	That, where possible, the Council influence future residential care developments to locate dementia units on the ground floor of any new development in Hartlepool; and	The Council in consultation with Planning and CSCI to consider whether this recommendation can be implemented.	Strategic Commissioner – Older People A&CS	June 2009	Informal discussions have concluded that frail older people, who may be immobile, are just as vulnerable as those with dementia. Therefore, it is felt it would not be beneficial to insist that dementia units be located on the ground floor of any development.
(g)	That the Portfolio Holder for Adult and Public Health lobby the Government to review the personal expenses allowance so that it is reflective of a	The Portfolio Holder for Adult and Public Health to approach the MP for Hartlepool to seek his support and write to the Department of Health requesting a review of the personal	Principal Finance Manager A&CS	July 2009	Council Officers are reviewing of the Government's 'Charging for Residential Accommodation Guidance' in detail before the Portfolio Holder approaches the

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	person's needs and abilities.	expenses allowance to reflect the person's needs and abilities.				MP and Department of Health.