

ADULT SERVICES COMMITTEE DECISION RECORD

7 October 2013

The meeting commenced at 10.00 am in the Civic Centre, Hartlepool

Present:

Councillor: Carl Richardson (In the Chair)

Councillors: Keith Fisher, Brenda Loynes and Linda Shields

In accordance with Council Procedure Rule 5.2 (ii) Councillor G Lilley was in attendance as substitute for Councillor A Lilley and Councillor Barclay was in attendance as substitute for Councillor Hall

Also Present: Councillor Beck

Steve Thomas, Maureen Lockwood and Ruby Marshall, Health Watch

Nigel Ingram and Jacqui Dale, Joseph Rowntree Housing Trust

Officers:

Jill Harrison, Assistant Director, Adult Services

Geraldine Martin, Head of Service, Adult Social Care

Janet Dickinson, User Property & Finance Team Manager

Trevor Smith, Performance and Information Manager (Adults)

Denise Wimpenny, Principal Democratic Services Officer

36. Apologies for Absence

Apologies for absence were submitted on behalf of Councillors Hall and A Lilley.

37. Declarations of Interest

Councillors Beck and Fisher declared a personal interest in Minute 39.

38. Minutes of the meeting held on 9 September 2013

Received.

39. Presentation: Issues Arising from the Last Meeting regarding Hartfields (*Representatives from Joseph Rowntree Housing Trust*)

Type of decision

For information only

Issue(s) for consideration

The Chair welcomed representatives from Joseph Rowntree Housing Trust / Hartfields who had been invited to attend as a result of concerns raised at the last meeting.

A representative from Hartfields reported that whilst it was not their intention to provide a presentation to Members today, they were happy to answer any subsequent queries Members may wish to raise.

A Member shared with the Committee written complaints from residents of Hartfields regarding the ongoing problems in relation to the heating system and more recently the inability of residents to leave the building due to the breakdown of a lift. Concerns were expressed that the problems with the heating system had existed since the facility opened in 2008 and whilst it was acknowledged that works had recently been undertaken to address this problem it was too early to determine whether the works had been successful. It was noted that, according to a resident survey in May this year, 46% of residents were using portable heaters which highlighted the inadequacy of the heating system. The impact on residents as a result of the recent lift problem was also discussed. Whilst the support arrangements provided by Hartfields during the breakdown period were welcomed, Members were of the view that the inability for some residents to leave the building for 13 days was unacceptable.

Further concerns were raised by Members in relation to the impact on individual's health and wellbeing, as well as the potential increase in hospital admissions as a result of the inadequacy of the heating system. The financial concerns of residents in terms of heating costs were also shared with the Committee.

The representatives from Hartfields responded to a number of queries raised by Members in relation to the measures that that been taken to address the issues. These included the refurbishment of heating units in every home, installation of data loggers on heating systems and installation of larger radiators in accordance with residents' requests. Assurances were given that the heating system was now fit for purpose and arrangements could be made to tailor the system to meet individual requirements. A query was raised regarding the length of time for carrying out repairs in the event of a breakdown in the heating system. The representative indicated that

upgrade works were currently taking one day. The current heating system at Hartfields was different to traditional heating systems and had presented some user difficulties as well as technical challenges. Support arrangements in terms of operating the system had been introduced to alleviate the problems.

In response to concerns raised by residents regarding the cost of heating their homes and the inability of residents to choose a preferred energy supplier, Members were advised that the running costs of the current heating system in Hartfields were more economical than the cost of heating a traditional home. The Committee went on to discuss the various options available for monitoring room temperatures.

In relation to concerns that 46% of residents surveyed were utilising portable heaters, the representatives from Hartfields agreed to undertake a further survey following the forthcoming winter and to clarify usage figures to the Committee.

Following further discussion in relation to the unacceptable length of time that the lift had been out of action, the representative from Hartfields agreed to explore the reasons for the lengthy delay in undertaking the repairs and provide a written response to the Committee outlining the measures that would be introduced to prevent any reoccurrence of this type in future.

Decision

That the information given be noted and further information be awaited in response to concerns of the Committee.

40. Adult Social Care Outcomes Framework – Results of User Surveys 2011/12 and 2012/13 *(Assistant Director, Adult Services)*

Type of decision

For information only

Purpose of report

To provide the Committee with a summary of the results from the Adult Social Care Survey and the related Adult Social Care Outcomes Framework (ASCOF) measures, identifying how 2012/13 performance compares with the previous year and showing comparison data from other Councils in the North East.

Issue(s) for consideration

The report included background information in relation to the introduction of the Adult Social Care Outcomes Framework. Performance and comparison data from the Adult Social Care Survey (for users of social care services) showed that Hartlepool's position compared to other North East councils had improved in all six outcome measures. Comparison data for 2011/12 and 2012/13 for the twelve North East Councils was attached at Appendix 1.

It was reported that Hartlepool was now the best performing authority in the region for two of the measures – 3A: Overall satisfaction of people who use services with their care and support and 3D: Proportion of people who use services and carers who find it easy to find information about services. A national comparison of results for outcome 3A was attached at Appendix 2. Performance had declined slightly in relation to one outcome – 4A Proportion of people who use services who feel safe. This was an outcome where four other local authorities had seen a decline and because it did not relate to services it could reflect how people felt generally about a number of factors. While Adult Services may not be able to influence all of these factors, work would continue to understand why people may not feel safe with a view to introducing appropriate measures to address these concerns where possible.

In response to a query relating to the reliability of the data in terms of response rates, the Assistant Director referred Members to Appendix 2 of the report which highlighted the level of responses by authority. Given the response rate of 300 individuals (30%) for Hartlepool, Members were assured that such a response rate was classed as statistically reliable.

A lengthy discussion ensued in relation to the timescales allocated for domiciliary care visits following recent coverage in the national press regarding 15 minute visits. Members discussed the impact on individual care as a result of the limited time allocated and issues regarding scheduling of care visits. Representatives from Health Watch updated the Committee on the overall findings of the survey they had undertaken of users of domiciliary care, which showed that people were generally happy with the quality of domiciliary care. Three key issues were highlighted through the survey; the impact of carers travelling time on care provision, the importance of continuation of care when staff were on leave or sick leave and the importance of communicating delays and changes. The importance of training provision for domiciliary carers was also discussed.

The representative from Health Watch confirmed that detailed findings would be presented to a future meeting of this Committee. The Assistant Director responded to queries raised by Members and indicated that in order to facilitate further discussion in relation to the issues raised regarding domiciliary care, further information would be provided to a future meeting of this Committee, along with the Health Watch report.

Members were pleased to note that Hartlepool was the third best performing authority in the country in relation to outcome 3A and took the opportunity to congratulate officers for their hard work in achieving such high levels of performance.

Decision

That the contents of the report and performance of Adult Services for 2011/12 and 2012/13 be noted.

41. Review of Contribution Policy for Non Residential Services (*Assistant Director, Adult Services*)

Type of decision

For information only

Following the consultation process, a further report will be submitted to the Adult Services Committee on 6 January 2014 regarding implementing a revised Contribution Policy from April 2014. This will be a key decision.

Purpose of report

To provide the Adult Services Committee with information regarding the current Contribution Policy and proposals to review the Policy to achieve additional income from April 2014.

Issue(s) for consideration

The report provided background information in relation to the legislative framework and the Council's current Contribution Policy. The proposal that would be put forward for consultation was to increase the amount that people contributed to the costs of their care package, according to their means. This would generate additional income of £158,000 - £175,000 per year if the threshold was increased to 95% or additional income of £196,000 - £218,000 per year if the threshold was removed. Details of the approximate number of people affected and by how much was provided as detailed in the report. A copy of the Contribution Policy consultation document was attached as an appendix to the report.

The Assistant Director provided clarification in response to queries raised by Members regarding the consultation, the impact on service users and provided assurances that the proposals were unlikely to impact upon the level of take up of services. Members acknowledged that the proposals, if

implemented, would contribute to the challenging savings target set for adult services.

Decision

- (i) That the Adult Services Committee note the proposed change to the Contribution Policy and the planned consultation process.
- (ii) That a further report be received on 6 January 2014, following consultation, to make a decision regarding implementation of the revised Contribution Policy from 1 April 2014.

The meeting concluded at 11.15 am.

P J DEVLIN

CHIEF SOLICITOR

PUBLICATION DATE: 14th October 2013