

QUESTIONS TO THE CABINET MEMBER FOR ADULT SOCIAL CARE AND WELLBEING – FOR OVERVIEW AND SCRUTINY, 16 FEBRUARY 2009

| Page no. in full agenda pack | Question/Observation | Answer (Where applicable) |
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| From Cllr Karen Alexander | | |
| Page 2 | What work is required to achieve Level 3 of the Equality Standards for Local Govt and what additional work is required to reach Level 4? | <p>To achieve Level 3 of the ESLG an authority will have to demonstrate in each directorate:</p> <ul style="list-style-type: none"> • That Equality Impact Assessments are carried out on key policies and strategies. • That is has implemented a strategy for participation of designated community, staff and stakeholder groups in setting objectives of employment and service delivery. • That is has equality objectives across the authority for race, gender and disability employment, pay and service delivery based on impact assessment and participation strategy. • By March 2009 it has set equality objectives across the authority for sexual orientation, age, religion or belief for employment, pay and service delivery based on impact assessment and participation strategy. • That equality objectives have been translated into action plans with specific targets. • That it is developing information systems that allow it to assess progress in achieving targets. • That action on achieving targets has started. <p>To achieve Level 4 of the ESLG the authority will have to demonstrate:</p> <ul style="list-style-type: none"> • Monitoring of equalities targets & outcomes • Service delivery monitoring reports are produced at specific and regular intervals. • Use monitoring reports to assess achievements against targets set in action plans and feed back results into policy review, targeting and revised action plans. • All departments and service level units are using information systems to |

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| | | <p style="text-align: center;">monitor service outcomes</p> <p>Report progress on employment targets to directorate, members, council committees, consultation and scrutiny groups.</p> |
| <p>Page 2</p> | <p>Haringey Carers' Strategy – what further services are planning in this regard?</p> | <p>With the <i>personalisation</i> of social care, there is increasing emphasis on individualised services, funded by individual budgets, for service users and carers. Through the transition phase there will be a move away from 'block' provision and 'block' contracts [a block contract means a 'higher' volume provision rather than an 'individual' contract]. Carers' services provided in the voluntary sector will not necessarily be de-commissioned, or de-commissioned in the short-term. There will be a need for a mixed economy of services from which carers can choose. The range of core services will continue to include advice and information, advocacy and brokerage, emotional support, opportunities for social activities and networking, engagement in service development, and support in an emergency. Carers support plans will increasingly be more flexible and diverse with elements of assessed and direct access services. The revised Carers Strategy will cover the period 2009-2014. A three month consultation period ends in mid-April 2009. Priorities for improvements and developments in services will be determined through a partnership approach. Without pre-empting the outcomes of consultations (there is a consultation event for all stakeholders on 23.3.'09), the likely gaps in services for carers identified may include advocacy, support for carers to stay in or re-enter employment, and carers' training. Service developments locally will need to take account of national developments including a carer's help-line and a <i>Caring with Confidence</i> programme. To increase Health engagement in supporting carers the Government is channelling new funding for carers' breaks through Primary Care Trusts. The new money is not ring-fenced, or even identified, within the annual financial settlement. Nonetheless it presents a fresh opportunity to work towards joint strategic commissioning for carers' services.</p> |

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| Questions from Cllr David Winskill | | |
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| | <p>Press reports indicate that CYP Services are about 30% below their staffing establishment. This is because of recruitment problems.</p> <ul style="list-style-type: none"> • Has Adult services been offering any support to CYP, if so at what level and volume? • Are recruitment problems affecting Adult Services? | <p>No, there are no such recruitment problems affecting Adult Services. If approached by CYP Services to assist with any staffing issues Adult Services will always adopt a One Council approach to help to resolve such problems.</p> |
| | <p>Is Cllr Harris aware of a discussion among NHS London Trusts around an attempt to clear the debts of “Financially Challenged Trusts”? There appear to be proposals to top slice budgets of financially solvent PCTs by 1.3% to “bail out” those under pressure. This would involve Haringey losing over £5m for two years.</p> <ul style="list-style-type: none"> • Have there been any discussion with his office and the tPCT? • Has any work been done to see what the implications for the PCT and Adult Services might | <p>We have received no formal notification from HTPCT regarding this top slice. However, board papers downloaded from the internet suggest a reduction of £5,025k in 2009/10 and a further £5,197k in 2010/11.</p> <p>HtPCT has declined to give further information regarding the implications for Haringey Council.</p> |

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| | <p>be?</p> <ul style="list-style-type: none"> • Would he please share his thoughts on the process with OSC. | <p>OSC may wish to address this issue in their forthcoming work plan. It will be discussed in full at the next PCT/LA meeting with the Leader, Cllr Harris, Chief Executive and senior managers.</p> |
| | <p>What discussions has Cllr Harris and officers had with HtPCT about Hornsey Neighbourhood Health Centre in relation to provision of Council and other services?</p> | <p>Quarterly meetings take place with Councillor Bob Harris, the Leader, the Chief Executive and the Chair, and the Chief Executive of HtPCT. The Assistant Director, Adult Services, attends the joint PCT/LA Provider Board and Joint Commissioning meetings, and regarding the Haynes Dementia Care Centre (at the Hornsey Neighbourhood Care Centre), there is a monthly Project Board. A Health, Social Care and Third Sector workshop was held in January 2009 to discuss the Haynes Centre Dementia Day Opportunities Centre, and also the need to consider this new joint venture as a site for an integrated provider team.</p> |
| | <p>The beginning of the year has brought some very cold weather – particularly to seniors, those with mobility challenges and the vulnerable.</p> <ul style="list-style-type: none"> • Please describe what extra demands these conditions have caused and how the service has responded. • Is there provision for identifying vulnerable groups and offering augmented assistance (collection of prescriptions, shopping, ensuring warm food | <p>Members of staff across Adult Services showed huge commitment to maintaining the service to frail and vulnerable service users throughout the recent adverse weather conditions. Where at all possible, frequently walking for hours and covering considerable distances in almost Arctic conditions, they came to work; then had to repeat the journey home at the end of a long day.</p> <p>Details of vulnerable people known to Adult Services are recorded on the social care database, Framework-i. Over the two main days of the snow, all current service users known to Adult Services, over 3000 people, were called by telephone in order that their welfare could be checked, and to make sure they were warm, a function much appreciated by many of those contacted. Staff in the Community Alarm service worked with managers in supported housing to check the welfare of almost 1500 tenants, where local staff had difficulties in doing so.</p> <p>The only element of Adult service that closed were the Day Centres for older people and people with learning disability, due to the risk to clients of having to</p> |

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| | available etc) | <p>negotiate icy surfaces to reach the transport and the fact that vehicles were unable to access the smaller roads in the Borough. All service users were telephoned to inform them of the problem and alternative support put in place. However, the Drop-In Centres for Older People remained open and served a small number of meals to those intrepid enough to brave the conditions.</p> <p>Service provision was prioritised to the most needy, following discussions with service users and their families. A range of staff from Housing, Libraries and in particular Day Centre workers were deployed to other parts of the service to cover staffing shortfalls and to carry out “errands of mercy” to frail and vulnerable people trapped in their homes, including shopping, prescription collection and other similar tasks.</p> <p>Colleagues from Urban Environment offered their assistance in laying grit in areas of particular risk and driving care/support staff around. In the midst of the blizzards on Monday, meals on wheels drivers from Sodhexo were out delivering meals to those in need whilst Home Care workers took on extra clients on their rounds in order to fill gaps in service and continued to provide care to their frail and vulnerable clients, though having to walk between them as all public transport was off the road. Feedback is that considerable numbers of clients were agreeably surprised that services had continued and that workers had arrived on their doorstep at all, given the conditions.</p> <p>This was an example of everybody working as One Council, within the Division and wider, being flexible and supportive to colleagues and demonstrating in practice their shared values of Service and Passion when providing a service to the people of Haringey.</p> |
| Questions from Cllr Richard Wilson | | |
| Page 2 | With regards to Haringey’s Carers Strategy, in the last year or so the council hired a | A consultant was engaged for the period March- June, 2007 to carry out a review of the Carers Grant allocation process as part of the ‘root and branch’ review of Carers Grant project. His findings relate to the financial year |

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| <p>consultant to review how the Council spends Carers Grant monies. Can he tell us what the result of this review was? Where did the consultant raise concerns and what recommendations did he make for changing the way resources are used?</p> <p>In particular, did the review raise concerns or proposals about (1) Haringey's Carers Centre or (2) the short term nature of funding to voluntary carers organisations, which for some is currently set for 6 month periods at present, making staffing very difficult.</p> | <p>2006/2007 when the Adult allocation of Carers Grant was £882,923 (80% of the total of £1,094,170; the remaining 20% was spent by Children's Services). Retrospectively the findings were that 20% of the Adult allocation was spent on commissioned services, 52% on in-house services and grant administration, and 8% on direct 'flexible' services to carers. The advent of personalisation will see the balance of spending shift to direct services to carers through individual budgets.</p> <p>The consultant's key findings were: issues in recording carers' breaks funded through Carers Grant and identifying <i>carers</i> being supported from Carers Grant; issues with carer assessments (especially response times); retrospective accounting against Carers Grant in respect of in-house services; and one quarter of the Carers Grant allocated to only four organisations across the borough. The consultant made no specific recommendations for changing the way resources are used but suggested structures and processes to strengthen performance and financial management. Among proposals that have since been implemented are: a new carers work flow on Framework-I [Framework-I is the Adult Services Care Management database system] which better captures performance, funding panels in each service to allocate funding according to criteria following a carer's assessment, and further work on a carers commissioning strategy. Other recommendations include the requirement that carers accessing the services of an organisation funded by Carers Grant should only do so following a carer assessment, robust measures of performance in future contracts (as yet there has been no re-commissioning), a review of the 'sitting service' delivered by Black and Minority Ethnic Carers Support Service, and identifying core funding for mental health carers' advocacy. These will be taken up in phase two of the carers' commissioning strategy when currently funded projects will need to demonstrate how they meet the priorities of the revised Haringey Carers Strategy 2009-2014. The specific recommendation for a Haringey Carers Centre was that it should "meet the varying needs of the Haringey community, where a number of organisations can be located, which the public identifies as a Carers Centre and a place where carers can be grown and developed". This</p> |
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| | | <p>model emphasises a building-based Carers Centre: an alternative is a “hub and spoke” model (in the absence of suitable premises, as is the case currently). The consultant made no observations about the short-term nature of funding to voluntary carers’ organisations. Voluntary organisations are well advised to exploit their independence and charitable status to expand their funding base rather than maintain reliance on Area-based Grant (into which Carers Grant has been absorbed).</p> |
| Page 2 | <p>With regards to mental health services what concerns does he have regarding the BEHMHT plans to close a ward at St Anns? Does he believe there is enough supported accommodation available for people who are discharged from St Ann’s as half-way house between hospital and being returned fully to the community teams?</p> | <p>Finsbury Ward was closed in a short time frame without a full consultation plan and the necessary time for consultation. No, there is not enough supported accommodation or suitable available housing as there was insufficient time to plan for such discharges. Further, no budget has been forthcoming from the MHT as yet to plan in terms of housing, budget and care support and whole system planning.</p> |
| Page 2 | <p>With regards to income maximisation, what assessment has the council made of the relevant effectiveness of in-house Council benefits advice and voluntary sector benefits advice (funded by the council) in getting extra money to residents? Has there been a study to look at this issue and</p> | <p>This issue was examined in detail as part of a scrutiny review of benefit take-up in 2004. The review recommended the development of a corporate income maximisation strategy, which is now being led by Urban Environment with a focus on worklessness in the context of regeneration. Adult, Culture and Community services continue to offer comprehensive benefits advice as part of charging for community care services and contribute to a number of events, including Carers Right Day at health centres across the borough and the flagship 'Claim It' events in Wood Green and Tottenham Libraries. These events are run in partnership with staff from Benefits and Local Taxation and The Pension Service. ACCS have also secured an agreement in principle with The Pension Service to enter into a Joint Working Partnership Agreement</p> |

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| | what were the findings? | to formalise and develop these arrangements. This will in turn feed back into the income maximisation strategy to create a balanced mix of advice and events to complement voluntary sector provision. |
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