

SCRUTINY UPDATE

Scrutiny Recommendation and Executive Decision	Target Implementat ion Date	Who Responsible	Implement ed?	Service or Performance Improvement Measurable outcomes
		(who and what)	Yes/No*	
<p>Recommendation One</p> <ul style="list-style-type: none"> ▪ That a statement of corporate commitment is drafted, in consultation with the local community, and that this is publicly endorsed by Members and senior officers as a way of demonstrating our dedication to developing the service and to the principles which will guide it. <p>(Agreed)</p>	May 2006	Anne Bristow	Yes	<p>1. The Council has demonstrated its corporate commitment to Adaptations by providing £1,300,000 of funding to eliminate a waiting list for adaptations in the public sector in September 2006.</p> <p>2. An Adaptations project board was set up with cross departmental officers with a reporting line through the Housing Improvement Partnership Board.</p> <p>3. The Adaptations project board comprises very senior officers, including; Assistant Director Adults Services, Head of Service – Learning Disabilities, Head of Service – Adaptations, Head of Housing Strategy and Needs and a senior Finance Manager</p>
<p>Recommendation Two</p> <ul style="list-style-type: none"> ▪ That, further to the implementation of the recommendations of this Review and the current Business Process Re-design exercise, a review of the adequacy of long term overall funding levels for adaptations and its sources be undertaken by the Council and its partners with particular reference to comparative data from authorities similar to Haringey. 	Sep 2006	Gary Jefferson / Steve Russell	Yes	<p>1. A report was presented to the Executive on 12th September 2006 which agreed additional resources and funding for the service.</p>

(Agreed)	Oct 2007	Gary Jefferson / Steve Rusell		2. A review of eligibility criteria has been scoped and its remit includes comparisons with other Boroughs.
<p>Recommendation Three</p> <ul style="list-style-type: none"> ▪ That a specified senior officer within Social Services be given overall responsibility for the management and performance of the adaptations process. <p>(Agreed)</p>	Aug 2006	Anne Bristow / Gary Jefferson	Yes	<p>1. The new Adaptations structure was agreed by the General Purposes Committee on June 29th 2006.</p> <p>2. A senior Officer was appointed in August 2006 to take overall responsibility for the service.</p> <p>3. As stated in recommendation one, the Adaptations project board involves senior officers and has taken the lead in developing the service. For example, the board provided the authorisation for phase two of the project.</p> <p>4. The Scrutiny Review of Adaptations identified that clients requiring adaptations or advice were experiencing unreasonable waiting times and long waiting lists had developed (over two years in some cases). The development of an end-to-end adaptations process has enabled a vast improvement in outcomes for vulnerable people and within the public sector we have now completely eliminated waiting lists and people are assessed as soon as they present themselves. Further excellent performance is demonstrated in the following performance indicators:</p> <ul style="list-style-type: none"> ▪ PAF D54 As at January 2007, we delivered almost 94% of community equipment within 7 days of initial contact with the client (In line with the performance assessment framework developed by our external assessors

				<p>CSCI; this performance places us in the top performance banding).</p> <ul style="list-style-type: none"> ▪ PAF D55 (Part 1) As at January 2007, we provided over 98% of contact assessments within 48 hours from the initial contact (this performance places us in the top performance banding) helping us to provide initial assessments for over 400 older people since April 2006. ▪ PAF D55 (Part 2) As at January 2007, we undertook over 75% of assessments of clients needs within 28 days and this equates to over 470 completed assessments for older people since April 2006. Performance has been steadily improving during 2006/07 and our target is over 90% within the coming months. ▪ PAF D56 As at January 2007, we provided over 93% of care packages recommending services required within 28 days of the completion of the assessment (this performance places us in the top performance banding) helping us to provide over 250 care packages for older people since April 2006.
<p>Recommendation Four</p> <ul style="list-style-type: none"> ▪ That a “virtual team” structure is adopted for the adaptations process, with officers working as a team to progress applications for adaptations and monitor the performance of the process. <p>(Agreed)</p>	June 2006	Anne Bristow / Gary Jefferson	Yes	1. The implementation of a new structure for adaptations including OTs, Haringey Integrated Equipment Service (HICES), administration and technical grant support functions has superseded this recommendation as a fully functioning team has now been set up.

				2. The implementation of Framework-I is enabling robust monitoring of the entire end-to-end process (from initial contact to installation of adaptation)
<p>Recommendation five</p> <ul style="list-style-type: none"> That, in accordance with the principles contained within the Good Practice Guide and in consultation with users and carers, specific publicity is produced on the availability of adaptations, how they can be applied for and specifying what financial help is available, and that this information is made available in community languages and a range of formats. <p>(Agreed)</p>	May 2007	Gary Jefferson / Steve Russell	Yes	1. We are providing detailed information about the availability of adaptations with the latest tenants charter as well as reviewing the information available on the Haringey website to ensure simplicity, accuracy and a joined up approach between the private and public sectors.
<p>Recommendation Six</p> <ul style="list-style-type: none"> That a simple "start to finish" information system, using software such as Access or Excel, is developed to track and monitor applications to inform the amended structure. <p>(Agreed)</p>	June 2006	Anne Bristow / Steve Russell	Yes	1. We have implemented Social Services own Electronic Social Care Record (ESCR) system Framework-I which accurately and robustly tracks and monitors applications.
<p>Recommendation Seven</p> <ul style="list-style-type: none"> That a specific role of progress chaser, that requires the postholder to be suitably trained and experienced, is created for the adaptations process to track and monitor applications. <p>(Agreed)</p>	Aug 2006	Anne Bristow / Gary Jefferson	Yes	1. The appointment of a senior officer to the post of Head of Adaptations has created oversight and accountability for the end-to-end process. 2. The implementation of Framework-I provides a tool that monitors timescales and delivery. Reports are available that can demonstrate where in the system a particular adaptation may be.
Recommendation Eight	Nov 2006	Gary Jefferson / Steve Russell	Yes	1. The following targets were put into the

<ul style="list-style-type: none"> That an appropriate system of targets for delivering adaptations is set up, based on what is realistic and achievable locally, and including provision for differing levels of priority. <p>(Agreed)</p>				<p>Phase 2 PID:</p> <p><u>Public sector adaptations</u></p> <ul style="list-style-type: none"> 50% of priority 1 cases¹ to be completed within 120² working days by March 2008. 70% of priority 1 cases to be completed within 120 working days by March 2009. 90% of priority 1 cases to be completed within 120 working days by March 2010. <p><u>Private sector adaptations</u></p> <ul style="list-style-type: none"> 70% of priority 1 cases to be completed within 164 days by March 2009. 90% of priority 1 cases to be completed within 164 days by March 2010. <p>2. These targets are reflected in the revised Service Level Agreement with Homes for Haringey.</p>
<p>Recommendation Nine</p> <ul style="list-style-type: none"> That consideration is given to setting up a re-confirmation system for OT visits in order to decrease the number of ineffective visits. <p>(Agreed)</p>	June 2006	Gary Jefferson	Yes	<p>1. We have reduced the number of ineffective visits through the development on a drop-in clinic at the Winkfield Centre which has allowed OTs to screen all referrals and redirect to the drop-in if appropriate.</p>
<p>Recommendation Ten</p> <ul style="list-style-type: none"> That the Business Process Re-design initiative to examine the Council's recruitment systems is welcomed and that urgent consideration is given to fast-tracking OT appointments. <p>(Agreed)</p>	N/A	Gary Jefferson / Steve Russell	No	<p>1. This isn't applicable as no new Occupational Therapists have been recruited yet.</p>

¹ When OTs recommend an adaptation the client is given a priority of 1, 2 or 3 (1 being highest need). We are confident that potential budget and resource fluctuations won't affect our ability to deliver priority 1 adaptations. More resources will enable us to deliver more priority 2 and 3 cases.

² This target is broken down as follows 1) 48 hours for initial contact assessment (Social Services PI) 2) 28 days for an assessment (Social Services PI) 3) 28 days for provision of the care package (Social Services PI) 4) 7 days for transit to surveyor 5) 15 days to prepare specification 6) 40 days for contractors to complete the work

<p>Recommendation Eleven</p> <ul style="list-style-type: none"> That the Council should explore the possibility of arranging secondments to specialised RSLs for housing management staff in order to develop greater awareness of disability issues and simple assessment skills. <p>(Agreed)</p>	March 2007	Denise Gandy / Steve Russell	No	1. This is an area that will be addressed as part of Phase two of the Adaptations project.
<p>Recommendation Twelve</p> <ul style="list-style-type: none"> That the new provision at the Winkfield Centre to enable clients to view adaptations is welcomed and consideration is given to involving disabled people in organising and providing the service. <p>(Agreed)</p>	Jan 2006	Anne Bristow / Gary Jefferson	Yes	1. The drop-in clinic is a major asset to the service and we have used user engagement and customer feedback to influence the development of the service.
<p>Recommendation Thirteen</p> <ul style="list-style-type: none"> That, as part of strategic work on falls prevention, Haringey PCT and Social Services enter into negotiations with Age Concern on the possible development of the Home MOT scheme to provide a free service to check and assess the homes of residents over the age of 75 in order to identify and remedy any potential hazards and determine whether any aids or adaptations are required. <p>(Agreed)</p>	Dec 2007	Gary Jefferson / Steve Russell	No	1. The development of a co-ordinated well-being approach towards initiatives such as falls prevention, energy efficiency and benefits maximisation will be an integral part of the future direction of the service. Plans and objectives are set out in the Phase 2 PID.
<p>Recommendation Fourteen</p> <ul style="list-style-type: none"> That, following development of the Home MOT scheme and proposals for evaluation of its performance, appropriate funding is applied for from available or 	Dec 2007	Gary Jefferson / Steve Russell	No	1. As above

external budgets with a view to piloting the scheme in a small number of electoral wards. (Agreed)				
Recommendation Fifteen <ul style="list-style-type: none"> That the PCT and Social Services review the level of grant provided to the Handyperson scheme in order to ensure that the project is able to continue to provide the current level of service and to possibly extend its role in providing simple adaptations. (Agreed)	Dec 2007	Gary Jefferson / Steve Russell	No	1. As above
Recommendation Sixteen <ul style="list-style-type: none"> That, in partnership with local RSLs, consideration is given to setting up a Disabled Housing Register for the Borough. (Agreed)	March 2007	Denise Gandy / Steve Russell	No	1. This project will be scoped as part of Phase 2 of the Adaptations Project.
Recommendation Seventeen <ul style="list-style-type: none"> That, in order to make specially adapted properties available for letting to another disabled person, the Housing Service is requested to explore ways – legal and operational - of seeking possession of properties where the person for whom the adaptations were intended is no longer living there. (Agreed)	March 2007	Denise Gandy / Steve Russell	No	1. This is reliant on, and forms part of, recommendation sixteen above.
Recommendation Eighteen	July 2007	Denise Gandy	No	1. This is covered in Phase 2 of the project - Work on this is due to be scoped shortly.

<ul style="list-style-type: none"> That further work is carried out within Haringey on the particular housing needs of families with disabled children and what flexibility there could be within our existing systems to meet their needs more effectively. <p>(Agreed)</p>				
<p>Recommendation Nineteen</p> <ul style="list-style-type: none"> That resources are allocated to collect information on such children and families far more systematically than at present. <p>(Agreed)</p>	July 2007	Denise Gandy	No	1. As above.
<p>Recommendation Twenty</p> <ul style="list-style-type: none"> That a preliminary financial assessment of applicants' means for DFG is undertaken in order to determine at an early stage the likelihood of their being eligible for assistance. <p>(Agreed)</p>	Jan 2007	Steve Russell	Yes	1. This is an integral part of phase 2 of the project. The Head of Adaptations has provided guidance to staff that financial assessments must be done at an early stage of the assessment process.
<p>Recommendation Twenty-One</p> <ul style="list-style-type: none"> That the Council endorses the current campaign to maintain the mandatory status of DFGs and the removal of the means test for children and that the Leader and the Executive Member for Social Services and Health are asked to write on behalf of the Council to both local MPs expressing this view and seeking their support. <p>(Agreed)</p>	March 2007	Gary Jefferson / Steve Russell / Denise Gandy	Yes	1. A national discussion document has been released which advocates keeping the mandatory status of DFGs. Haringey will be fully supporting this. Means testing for children has been removed.
<p>Recommendation Twenty-Two</p>	March 2007	Denise Gandy / Steve Russell	No	1. There have been initial discussions with

<ul style="list-style-type: none"> That the Council enter into negotiations with relevant RSLs on the possibility of reaching a broad agreement with them on providing match funding for any applications for DFG funding from their tenants. <p><i>(Agreed)</i></p>				<p>the Director of Adults Services and RSLs on this issue. However, the feasibility of this is dependant on the size of the RSLs.</p>
<p>Recommendation Twenty-Three</p> <ul style="list-style-type: none"> That the facility that is shortly to be set up at the Winkfield Centre includes, as part of its brief, advice and guidance to self funders. <p><i>(Agreed)</i></p>	<p>Jan 2006</p>	<p>Anne Bristow / Gary Jefferson</p>	<p>Yes</p>	<p>1. The drop in centre offers rehabilitation, advice and practice about using equipment for all vulnerable people, including self funders.</p>
<p>Recommendation Twenty- Four</p> <ul style="list-style-type: none"> That the Council enter into negotiations with Metropolitan Care and Repair with a view to enhancing their current role. <p><i>(Agreed)</i></p>	<p>March 2007</p>	<p>Denise Gandy / Steve Russell</p>	<p>No</p>	<p>1. This recommendation forms part of the overall discussion on the role of RSLs.</p>
<p>Recommendation Twenty-five</p> <ul style="list-style-type: none"> That a multi disciplinary group of professionals is set up to review case completion and follow up procedures in order to ensure that needs are being met successfully and that equipment is being used to its full potential. <p><i>(Agreed)</i></p>	<p>Aug 2006</p>	<p>Gary Jefferson / Steve Russell</p>	<p>Yes</p>	<p>1. Fully implemented – this is included in the ongoing review process for clients.</p>