

## CENTRAL BEDFORDSHIRE COUNCIL

At a meeting of the **SOCIAL CARE, HEALTH & HOUSING OVERVIEW & SCRUTINY COMMITTEE** held in Room 15, Priory House, Monks Walk, Shefford on Tuesday, 2 March 2010

### PRESENT

Cllr Miss A Sparrow (Chairman)  
Cllr A M Turner (Vice-Chairman)

Cllrs Mrs J Freeman  
P Freeman  
Mrs R B Gammons  
Mrs S A Goodchild

Cllrs Ms A M W Graham  
J Kane  
P Rawcliffe

Members in Attendance: Cllrs D Bowater  
Mrs C Hegley

Officers in Attendance: Mr C Hannan – Assistant Director Business and Performance  
Mrs E Heaney – Temporary Democratic Services Officer  
Mr T Hoyle – Head of Business Systems  
Mr T Keaveney – Assistant Director Housing Services  
Mrs J Ogley – Director of Social Care, Health and Housing  
Miss C Powell – Overview and Scrutiny Officer

Others in Attendance Ms N Bell – Director of Strategy and Re-design & Deputy Chief Executive: NHS Bedfordshire  
Mr A Morgan – Chief Executive: NHS Bedfordshire  
Mr B Smith – Acting Chairman and Finance Officer, Bedfordshire LINK

### SCHH/09/112 Apologies for Absence

No apologies were received.

**SCHH/09/113 Declarations of Interest****(a) Personal Interests:-**

Councillor S Goodchild reported a personal interest as a Central Bedfordshire service user.

**(b) Personal and Prejudicial Interests:-**

None.

**(c) Any political whip in relation to any agenda item:-**

None.

**SCHH/09/114 Chairman's Announcements and Matters of Communication**

The Chairman also announced that item 10, NHS Bedfordshire – Care Quality Commission Performance Rating, would be taken before item 9, Local Involvement Network (LINK) Update, to allow officers to attend another meeting.

**SCHH/09/115 Petitions**

The Chairman reported that no petitions had been received.

**SCHH/09/116 Public Questions, Statements and Deputations**

No public questions, statements or deputations were put to the Committee.

**SCHH/09/117 Disclosure of Exempt Information**

None of the agenda items were considered to contain exempt information.

**SCHH/09/118 Call-in**

No call-ins had been received by the Committee.

**SCHH/09/119 Requested Items**

There were no requested items.

**SCHH/09/120 NHS Bedfordshire - Care Quality Commission Performance Rating**

The Committee received and considered a report setting out the performance indicators for 2008/09 from NHS Bedfordshire. The Care Quality Commission had assessed Bedfordshire Primary Care Trust (PCT) as being fair in regard to the quality of commissioning, the quality of financial management and national priorities; the Trust had been assessed as having fully met Core Standards and as having almost met existing commitments.

The Assistant Chief Executive of NHS Bedfordshire reported that the PCT had been disappointed to have the Commissioning of Services assessed as fair rather than good, and that this had largely been due to problems with data being entered correctly.

The Committee noted that NHS Bedfordshire works closely with partners such as the hospitals and ambulance trust who provide services, but NHS Bedfordshire remains accountable for those services and is expected to commission high quality services for users.

The report and discussion focussed on areas that had been deemed to be either under achieved, failed or where compliance was not met. NHS Bedfordshire was on target to achieve all of these areas other than:

- **Responding to Category B 999 calls within 18 minutes**

Members were advised that the PCT will not achieve this target and that this target was virtually impossible for most Trusts to achieve, particularly in rural areas of the region. Nicola Bell informed the Committee that the PCT was currently involved in a piece of work focussing on the response times to Cat B calls made from residents living in rural areas. Ms. Bell informed the Committee that the results from this work would be made available to the Committee if they so wished.

- **Providing reperfusion treatment within 60 minutes.**

Members were informed that recording performance in this area was difficult to measure due to the current period being treated as a cross over year. It was also mentioned that treatments were being administered locally and not always in a hospital setting.

- **Teenage conception rates**

Members were informed that the PCT will not achieve this target during 2010 / 2011, but that this is a priority for the period 2010 / 2011

- **Commissioning Children's and Adolescent Mental Health (CaMHS)**

Members were informed that the PCT were in the process of re-commissioning the community services in schools with a particular emphasis on the use of Improving Access to Psychological Therapy (IAPT). Although underachieving this target, the PCT assured the Committee that the current and future work should ensure that CaMHS exceeds the target for 2010 /2011

- **NHS Staff satisfaction**

Andrew Morgan, Chief Executive of NHS Bedfordshire, informed the Committee that the poor rating attributed to the staff satisfaction survey was felt to reflect staff concerns about the transition of certain services away from NHS Bedfordshire as well as access to training and development opportunities.

- **C04b – Safe use of Medical devices**

Members were informed that the medical devices referred to in this performance measure ranged from syringe drivers to walking aids. Assurances were offered to Members for the period 2010 /2011, the CQC were in the process of devising a set of targets to better able PCTs to record performance against this measure.

- **C04c – Decontamination.**

Although this was recorded as *not met*, the performance against this measure referred to Dental Services only. Members were informed that a cleaning contract will be in place by the end of June 2010.

Work was being undertaken with the Ambulance Service to review response times in different parts of Bedfordshire. Addressing teenage conception rates would become a priority in the 2010-11 year.

NHS Bedfordshire agreed to look into the locations of Ambulance Stand-By points and to come back to the Committee with written information on the locations of these.

#### SCHH/09/121 **Local Involvement Network (LINK) Update**

The Committee considered a report detailing the recent work of Bedfordshire Local Involvement Network (LINK). In addition to the work detailed in the report Mr Smith reported that LINK was researching ways to be more effective in social care.

Members thanked Mr Smith for the valuable work undertaken by Bedfordshire LINK.

**RESOLVED:**

**That the report be noted.**

#### SCHH/09/122 **Draft Homelessness Strategy for 2010 - 2014**

The Committee received a presentation (attached) setting out the Draft Homelessness Strategy. Central Bedfordshire Council was required to review homelessness in its area and publish a Homelessness Strategy, based on the review, every five years.

The draft strategy addressed the current situation in Central Bedfordshire, setting out ten strategic priorities, six being specific priorities and four being cross cutting priorities as set out below.

#### Specific Priorities

- Harmonise housing options services across Central Bedfordshire
- Respond effectively to the recession, focussing on financial inclusion
- Work with young people aged 16-24 to meet their needs more effectively
- Embed the Think Family approach within all homelessness prevention activity and broader interventions to sustain families in permanent, settled, accommodation.
- Strengthen safeguarding practice for vulnerable adults and children across all aspects of housing options and homelessness prevention.
- Investigate the particular problems and pathway journeys that are experienced by people with complex needs.

#### Cross-cutting priorities

- Strengthen equalities practice across all areas of the service
- Make best use of private sector accommodation
- Sharing awareness and working in partnership with the community and between partner agencies.
- Tenancy sustainment.

The Committee noted that much work was being done to harmonise the service across Central Bedfordshire. Staff from the Council and Aragon Housing Association were working hard to ensure that uncertainty over future provision in Central Bedfordshire did not affect service users.

The Assistant Director of Housing agreed to report to the committee with comparative data from other local authorities at a later date

#### **RESOLVED:**

- 1. That the Committee notes the content of the report for information.**
- 2. That the Committee notes the content of the draft strategy.**

**SCHH/09/123 Review of the Adult Social Care Services Eligibility Policy**

The Committee considered a report setting out the proposed changes to the eligibility criteria for Fair Access to Care Services. Members noted that partner organisations had been closely involved in drawing up the draft policy and that public consultation had been carried out. The Director of Social Care, Health and Housing reminded Members that the eligibility criteria covered a wide spectrum of needs and that Free Personal Care (if introduced) would be a subset within the eligibility criteria.

**RESOLVED:**

**That the Committee notes the report and Fair Access to Care Services: Eligibility Criteria for Adult Social Care Draft Policy.**

**SCHH/09/124 Review of the Charging Policy for Non-Residential Social Care Services**

The Committee received and discussed a report about the plans to review the policy on charging for non-residential social care services. Tim Hoyle, Head of Business Systems clarified for Members that this did not include residential care services, which were governed by separate legislation.

The report explained that council's were allowed (but not obliged) to charge for non-residential social care services; subject to certain conditions. Currently Central Bedfordshire was not collecting the amounts of revenue that would normally be expected in a similar demographic area for those services, it was proposed that the Council should develop a new policy which would address this issue and be able to accommodate the changing needs of the community and legislative change.

As part of the review the possible income for services would be considered against the cost of assessing, administering and collecting the revenue; for example charging minimal amounts for transport to and from day-centre may raise less revenue than it costs to administer.

Due to the complexity of the proposed policy, Julie Ogley, Director of Social Care, Health and Housing suggested that a Task Force be established to allow Members to consider the full range of options for development as well as allowing Members to consider how best to contribute to the public consultation.

Members noted the proposed timescale for the development of the policy and public consultation and requested that a Task Force be established to allow them to consider how best to perform the consultation.

**RESOLVED:**

- 1. That the report be noted.**
- 2. That a Member Task Force be established consider the full range of policy options and to contribute to the public consultation process.**

**SCHH/09/125 Quarter 3 Budget Report**

The Committee received a report setting out the directorate's financial position at the end of December 2009 and the forecast for the end of the financial year. Members noted that while an overspend was projected, the extent of the overspend had been significantly reduced and congratulated the directorate on this.

The Committee noted that a number of actions and lines of enquiry were being proposed to further reduce the overspend.

In response to questions about areas of risk, the Committee was advised that Central Bedfordshire had inherited a number of contractual issues from the former Bedfordshire County Council which could take some time to resolve and that there was a risk that hospitals could levy a fine to the local authority if discharge from hospital was held up by the lack of a suitable placement.

Members were advised that the next budget report to the Committee would also show the financial recovery plan.

**RESOLVED:**

**That the Committee notes the budget projections and report.**

**SCHH/09/126 Quarter 3 Performance Report**

The Committee considered the Quarter 3 performance report. It was noted that while performance under national indicator 130 (Clients receiving self directed support) was still not met, progress was being made and that a number of people had received personal budgets, with more being processed. It was also noted that performance under national indicator 135 (carers receiving assessment or review) had been affected by data collection issues, which had now been addressed and an improvement could be expected.

**RESOLVED:**

**That the committee notes the Quarter 3 performance report.**

**SCHH/09/127 Revised Work Programme**

Members considered the Committee's work programme, it was noted that the following items also needed to be considered

- NHS Premises – Estates strategy
- Introduction to Tenants Service Authority
- The Healthy Community Strategy

**RESOLVED:**

**That, subject to the above changes, the work programme be noted.**

**SCHH/09/128 Date of Next Meeting**

8 April 2010 starting at 10:00am.

(Note: The meeting commenced at 10.00 a.m. and concluded at 12.55 p.m.)

Signed.....

Dated.....





# Homelessness Strategy

## 2010 - 2015

# Housing need context

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First homelessness strategy as Central Bedfordshire.

High house prices compared to local wage market – issues of affordability.

Areas of multiple deprivation – Houghton Regis estates, parts of Dunstable, Flitwick, Sandy and Leighton Buzzard.

Unmet need for support services – social exclusion.

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# Demand for housing options services

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High demand for housing advice – 2364 approaches in 2009.

High demand for money advice services – 1182 new approaches to CAB services between August 2008 and September 2009.

2781 people registered on Choice Based Lettings.

# Effect of the recession

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Lower house prices – but affordability issue remains.

Increased unemployment – 138% increase in Job Seekers Allowance claimants Jan 07 to August 09.

Homeless demand decreasing. Acceptances down 70% between 2005 and 2009.

Low use of temporary accommodation – 28 families at December 09.

# Why have acceptances decreased?

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The logo for Central Bedfordshire, consisting of the words "Central" and "Bedfordshire" stacked vertically in white text inside a green circle.

Strong gate-keeping, linked to housing options approach.

Strong work on homelessness prevention – 330 homelessness preventions across Central Bedfordshire in 2008 and 2009.

A bigger private rented sector, more landlords willing to consider benefit claimants and availability of rent deposit schemes.

# Key issues from homelessness review



Agencies want closer collaboration in responding to vulnerable people.

Need better intelligence about some types of homelessness – complex needs, repeat homelessness, rough sleeping.

More housing options for people under 25 needed.

Not enough hostel accommodation.

Increased proportion of homelessness due to mortgage arrears.

# **Main causes of priority need homelessness**

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Parental eviction or relationship breakdown.

Loss of an Assured Short-hold Tenancy.

Household is fleeing violence or harassment.

Mortgage arrears.

Most homeless acceptances are families with children.

Low acceptances for care leavers and 16-17 year olds.

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# Homelessness strategic priorities

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Harmonise services across Central Bedfordshire.

Respond effectively to the recession.

Work with young people aged 16-24 to meet their needs more effectively.

Embed the Think Family approach in homelessness prevention activity.



# Homelessness strategic priorities

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Strengthen safeguarding practice for vulnerable adults and children.

Investigate problems and pathways for people with complex needs.

Strengthen equalities practice across all aspects of the service.

# Homelessness strategic priorities

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Make best use of private sector accommodation.

Working in partnership with the community and with partner agencies.

Tenancy sustainment.