

## CENTRAL BEDFORDSHIRE COUNCIL

At a meeting of the **SOCIAL CARE, HEALTH & HOUSING OVERVIEW & SCRUTINY COMMITTEE** held in Room 14, Priory House, Monks Walk, Shefford on Monday, 18 October 2010

### PRESENT

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

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

Cllrs Ms A M W Graham  
P Rawcliffe

Apologies for Absence: Cllrs P Freeman  
J Kane

Substitutes: Cllrs Mrs D B Gurney (In place of P Freeman)  
B J Spurr (In place of J Kane)

Members in Attendance: Cllrs Mrs R J Drinkwater  
Mrs C Hegley,

Officers in Attendance: Mr Z Awan – Tenant Involvement Manager  
Mrs M Clampitt – Democratic Services Officer  
Mr N Costin – Head of Private Sector Housing  
Mr T Keaveney – Assistant Director Housing Services  
Mrs J Ogley – Director of Social Care, Health and Housing  
Miss C Powell – Overview and Scrutiny Officer  
Ms C Rooker – Head of Housing Management  
Mr E Thompson – Assistant Director, Adult Social Care

Others in Attendance Mr S Burton – Head of Premises Development, NHS Bedfordshire  
Mr S Carey – Connecting for Health Programme Lead, NHS Bedfordshire  
Mr A Cooke – Head of Medicines Management, NHS Bedfordshire

Ms S Donnelly	- Summary Care Record Project Manager, NHS Bedfordshire
Ms B Ekuban	- Community Pharmacy Lead, NHS Bedfordshire
Mr D Levitt	- Head of Public Engagement and Communications, NHS Bedfordshire
Mrs L Willis	- Acting Deputy Director Service Design, NHS Bedfordshire

#### SCHH/09/174 **Minutes**

#### **RESOLVED**

**that the Minutes of the meeting of the Social Care, Health & Housing Overview & Scrutiny Committee held on 13 September 2010 be confirmed and signed by the Chairman as a correct record.**

#### SCHH/09/175 **Members' Interests**

(a) **Personal Interests:-**

Cllr S Goodchild                      She is an ongoing service user.

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

There were no declarations made.

(c) **Any Political Whip in relation to items on the agenda:-**

There were no declarations made.

#### SCHH/09/176 **Chairman's Announcements and Communications**

The Chairman informed the Committee that the order of the agenda would be varied to consider Item 13 prior to remaining items, at which, the order of the agenda would follow as published.

The Chairman requested an update from each Portfolio Holder in attendance be provided to the Committee. Cllr Carole Hegley, Portfolio Holder for Adult Social Care and Health provided Members with an update on key issues arising her area of responsibility, these being:-

- **Budgets and spending** - the corporate budget strategy, illustrating the budget proposals within the Directorate would be released on Thursday 21 October as part of the Executive agenda for 2 November meeting.
- **The National Children and Adult Services Conference** - This Conference is an established event that sees an audience of approximately 1200 attendees coming together for three days to discuss and debate the latest issues affecting children and adult services. This event is vital to councillors, senior officers, policymakers and service managers with responsibilities for children's services and adult social care in the statutory, voluntary and private sector. It is also an important opportunity for networking with partners and MP's in related fields. This year's programme will include a mix of keynote/ministerial addresses and other significant plenary sessions by key players in adult and children's services.
- **The Central Bedfordshire Council Safeguarding Conference** – This had been held on 11 October and was targeted at professionals. Over 100 people were in attendance to share knowledge and experiences.
- **The Annual Performance Assessment for Adult Social Care** – This assessment is compiled by the Care Quality Commission (CQC) and will have an emphasis on how the Council provides information to its current and potential service users and clients, particularly through the Council's Website. The Committee will receive the outcome report at their 20<sup>th</sup> December meeting.

Cllr Rita Drinkwater, Portfolio Holder for Housing would present an update on key issues arising her area of responsibility at the Committee's November meeting.

#### SCHH/09/177 **Petitions**

The Chairman announced that no petitions had been referred to this meeting.

#### SCHH/09/178 **Questions, Statements or Deputations**

The Chairman announced that no questions, statements or deputations had been received.

#### SCHH/09/179 **Call-In**

The Chairman announced that no call-ins had been referred to this Committee.

**SCHH/09/180 Requested Items**

The Chairman confirmed that no requests for agenda items had been received.

**SCHH/09/181 LINK Update**

The Committee noted the report of the LINK Financial Manager.

**RESOLVED**

**that the LINK report be noted.**

**SCHH/09/182 Annual Report of Bedford and Central Bedfordshire Adult Safeguarding Board**

The Committee considered the Annual Report of Bedford and Central Bedfordshire Adult Safeguarding Board. This was the third annual report of the Adult Safeguarding Board which outlined the progress made during the year from April 2009 to March 2010. The Adult Safeguarding Board membership comprised of Cllr Hegley, Portfolio Holder for Adult Social Care, Julie Ogley – Vice-Chairman, third sector agencies, the NHS, the Police, the Probation Service, and it was noted that colleagues representing the Fire & Rescue Service would also contribute to the Adult Safeguarding Board.

The Assistant Director, Adult Social Care informed the Committee that a comprehensive improvement plan had been introduced which addressed the findings of the 2008 inspection and other audits undertaken. Firm foundations had been established and awareness of safeguarding across the partnership had been raised.

The Council planned to embed the revised policy and associated procedures over the next twelve months to ensure both the Council and partner agencies closely monitor and audit practices from safeguarding investigations.

The Council had received 974 safeguarding alerts (incidents) which was an average of 81 per month. The numbers had increased during the latter part of the year following the activities to raise awareness which had taken place. Of the referrals it was noted that only 23% were sent for investigation. Referrals which have been sent for investigation and completed in less than 35 days had increased over the last year from 56% to 65%.

A session would be held for Members which will provide information on transformation and the process and risks associated with personal budgets.

The quality of care in Central Bedfordshire care homes was adequate. It was noted that people living in Central Bedfordshire was least likely to have good or excellent care home opportunities in comparison to our CIPFA Family Group. The CQC has said that the star rating system will no longer be used, although the information and services listed on the Council's website would be used to rate Councils.

The Assistant Director, Adult Social Care informed the Committee that work was being co-ordinated with the Community Safety Operational Group to prevent incidents happening that crossed anti social behaviour and adult safeguarding issues.

Cllr Hegley informed the Committee of the work being carried out in Bolton. This local authority was seen as a lead in Adult Safeguarding and as such Central Bedfordshire Council was in the process of adopting Bolton's Adult Safeguarding policies. In January 2011, the Council will be concentrating on Adult Safeguarding as an element for the Member Training Programme, with the possibility of working with Councillor Rory Palmer, the Cabinet Member for Adults at Leicester City Council sharing his experience.

## **RESOLVED**

**that the annual report of Bedford and Central Bedfordshire Adult Safeguarding Board be noted.**

### **SCHH/09/183 Tenants Services Authority Annual Report**

The Committee received a presentation from Margaret Luther, representing the Way Forward Panel, on the Tenants Services Authority Annual Report. The Tenants Services Authority had been reported to the Committee at the 8 April 2010 meeting (see Minute SCHH/09/143). The Tenant Involvement Manager informed the Committee that the report had been written having regard to the guidelines from Tenants Services Authority (TSA). The report had been compiled taking into account the following:

- Full consultation with tenants
- Performance information against five of the National Standards including:-
  - Tenant Involvement and Empowerment
  - Home
  - Tenancy
  - Value for Money
  - Neighbourhood and Community
- Report on facts and figures for the financial year 2009-10
- Provision of benchmarking figures to illustrate comparisons
- Outline plans for 2010-2011 for each Standard

The Committee noted that the tenant panel comprised of 15 members who had produced this report.

The Tenants requested that Luton Borough Council's figures be used for comparative purposes. Despite the differences in demographics. It was noted that this comparison would not be like for like and it was agreed that the next report would contain comparison with like for like authorities and organisations.

The Committee commended members of the Way Forward Panel and Officers for the report's straightforward explanations and detail. It was noted that a further report outlining proposals for Local Offers will be brought to the February 2011 meeting

### **RESOLVED**

- 1. that the Tenants Services Authority Annual Report be noted.**
- 2. that a further report outlining proposals for Local Offers be taken to the February 2011 Social Care, Health and Housing Overview and Scrutiny Committee.**

## **SCHH/09/184 Quarter 1 Performance Monitoring Report**

The Committee considered the Quarter 1 Performance Monitoring report for the Social Care, Health and Housing Directorate as at 30 June 2010. The report had previously been considered by the Executive at the 28 September 2010 meeting.

The Director of Social Care, Health and Housing informed the Committee that some of the reporting on the indicators had not been available following the disaggregation of the Swift system between Bedford Borough Council and Central Bedfordshire Council (CBC). The information had been manually extracted and contained within spreadsheets. It was noted that the Children Services directorate had also been affected by the process.

The Key Indicators were the following:-

**NI130 – Clients receiving self directed support** – CBC had been at 15.91% in June and had now achieved almost 19%. It was noted that the target was 30% and the regional target was 50%. The Director reminded the Committee that CBC had only begun the process in November 2009 and was therefore satisfied with our achievement to date.

**NI135 – Carers receiving needs assessments** – Officers confirmed that informal carers had experienced a drop in performance due in part to the number of people 'being referred'. Officers were confident the performance would improve.

**Average time taken for SOVA investigations (days)** - The local target was improving and Bedford Borough Council had adopted the same target as CBC.

**NI156a/156b – Number of households living in temporary accommodation** – It was noted that there had been an increase in the number of people having approached the Council for assistance. Officers were pleased that there had not been a need to use Bed & Breakfast accommodation to cope with the requests.

**NI158 – Percentage of non-decent homes (Council stock)** – Officers confirmed that each year a number of homes become deemed 'non-decent'. It was noted that the majority of the repair works were carried out in the summer months.

There were a number of the Social Care Reviews for which the data had not been available.

It was agreed that when the Quarter 2 performance monitoring report is brought before Committee it will contain definitions of the indicators.

#### **RESOLVED**

- 1. that the Quarter One Performance Report be noted.**
- 2. the the Quarter 2 performance monitoring contain definitions of the indicators**

#### **SCHH/09/185 Draft Empty Homes Strategy 2010**

The Committee considered the Draft Empty Homes Strategy 2010 report, offering an opportunity to comment upon the content of the draft. The Strategy would be considered by the Executive at the meeting to be held on 2 November 2010.

The Committee were presented with the feedback from the consultation, which concluded on 18 October 2010. Officers confirmed that all town and parish councils had received a copy of the consultation documents. Responses were received from 18 councils. Concerns were expressed about how the council tax could be fairly applied. It was agreed that it was not sustainable to apply different rates between the North and South of the area.

Questions were asked about repairs to empty homes, helping owners make the repairs, finding home owners and compulsory purchases as one of the options available. Officers confirmed that additional capital funding would be needed for some properties but the requests were made on a house by house basis depending on how much work was required.

Compulsory purchase orders were possible but a time consuming process. In addition, officers worked with building control colleagues to obtain warrants to survey buildings to assess what work would be required. A report would be going to the Executive to deal with the review of the Capital Programme.

In addition, Members supported the principle of harmonisation of Council Tax for Empty Homes.

## **RESOLVED**

- 1. that the Draft Empty Homes Strategy 2010 report be noted and the contents of the strategy had been reviewed.**
- 2. that the feedback from the Consultation had been reviewed and that the Executive be recommended to accept the following two proposals:-**
  - (a) that Compulsory Purchases of Empty Homes be the approach taken by Central Bedfordshire Council but on a case by case basis and the payback be within a reasonable period of time.**
  - (b) that the harmonisation of Council Tax for Empty Homes in Central Bedfordshire be approved.**

## **SCHH/09/186 Bedfordshire Community Health Services**

The Committee considered the divestment of Bedfordshire Community Health Services (BCHS) report which outlined the process and progress made in relation to the NHS Bedfordshire divestment of Bedfordshire Community Services to another NHS Trust to be completed by 31 March 2011.

The process formally began on 9 June 2010 when 26 organisations were invited to express their interest as potential acquirers of BCHS and Luton Community Services (LCS). 7 organisations expressed an interest in acquiring both services with only 4 providing full responses. The following were the 4 organisations:-

- Bedford Hospital NHS Trust
- Cambridge Community Services NHS Trust
- Luton and Dunstable Hospital NHS Foundation Trust
- South Essex Partnership University NHS Foundation Trust

3 Organisations successfully qualified for the managed dialogue stage and the prospectus containing the requirements was sent out to the interested organisations. At this stage, Bedford Hospital NHS Trust was unsuccessful. On September 22, 2010 following the opportunity to meet with the local authorities and ask about their aspirations for community services, Luton and Dunstable Hospital NHS Foundation Trust withdrew for strategic reasons.



The remaining two candidates were currently having their responses assessed. The CEOs of NHS Bedfordshire and NHS Luton met with the OGC Gateway review team in advance of the review which will be carried out on 2 November 2010. Stakeholder groups have been involved since the beginning of the process and will have interviewed both potential acquirers on 6 October 2010.

The project board will interview the two potential acquirers on 20 October 2010 and the preferred acquirer will be announced on 4 November 2010.

The Committee asked the Acting Deputy Director Service Design, NHS Bedfordshire to return once the preferred acquirer had been identified.

## **RESOLVED**

- 1. that the Bedfordshire Community Health Services report be noted.**
- 2. that the Acting Deputy Director Service Design, NHS Bedfordshire return with the identity of the preferred acquirer once it is known.**

### **SCHH/09/187 Pharmacy Needs Assessment (PNA)**

The Committee received a presentation from the Pharmacy Needs Assessment (PNA) Project Lead as an amendment to the Pharmaceutical Regulations required that a PNA be published by 1 February 2011. The PNA would be valid for a period of three years.

The Pharmaceutical Services was divided into three tiers:-

- Essential services
- Enhanced services
- Advanced services

The main focus of the PNA was to assess the Enhanced services required to meet local pharmaceutical needs.

The consultation process would conclude on 26 November 2010 with the local needs to be determined by both Bedford Borough and Central Bedfordshire. To achieve this a number of stakeholder consultations would be carried out.

The PNA was welcomed by members but concerns were expressed about how conflicting business practices would be dealt with. Whilst a GP was to work in the best interest of their patients, this was not always felt to be the case.

Clarification was provided about independent pharmacists and the establishment of new pharmacies in adjacent vicinities. It was noted that no two pharmacies should be located within 1.6km (1m) of each other. The NHS confirmed that a review of any proposed pharmacy is carried out with the focus firmly set on its proposed location. All Opticians, GP practices and Pharmacies were private businesses but had a national contract with the NHS.

The document assisted with the Gap Analysis in that it informed the PNA to meet the unmet needs of Bedfordshire residents. It was noted that not all services were led by the NHS. Substance abuse was not an NHS lead service and the budget would normally be held by the Local Authority.

## **RESOLVED**

**that the Pharmacy Needs Assessment (PNA) presentation be noted.**

### **SCHH/09/188 NHS Care Summary Record**

The Committee received an update on the NHS Summary Care Record project. It was noted that letters with implied consent had been mailed to NHS patients and the general public in March. Everyone would be automatically opted into the scheme. The public had the option to opt out of the scheme and forms were available at doctors' surgeries and on the NHS website.

The Local Member Committee (LMC) had expressed concerns at the accessibility of the information. Two reviews of the information had been carried out, the first for the content of the information and the second for enriching the information. It was noted that at the present time only basic information including allergies was accessible.

New patients would be fully informed of the process. It was noted that Bedfordshire had not had any patients records uploaded at the present time. Patients would be notified by their doctor's surgery prior to their information being uploaded.

It was confirmed that patients have the option to opt in and opt out of the system should they choose to do so. The information would not be deleted but would be hidden and not accessible for as long as someone had opted out. At a later date should they opt back into the scheme then their records would be updated with current information.

The Committee raised concerns over 'looked after children'. It was confirmed that Children's Services were looking into this and Officers from the NHS confirmed that they would look into this as well.

## **RESOLVED**

**that the progress on the NHS Care Summary Record project be noted.**

### **SCHH/09/189 NHS Bedfordshire Estates Strategy**

The Committee received an update presentation on the NHS Estates, following the presentation received at the 8 April 2010 Social Care, Health and Housing OSC meeting (see Minute SCHH/09/140).

It was noted that there was uncertainty as to where the Estates function would be situated after the PCT was dissolved. The Estates strategy had been shown to relevant council officers as well as the Fire, Police and other relevant authorities to ensure the same outlook.

The Committee noted that works for the short and medium term had not altered since the 8 April 2010 meeting. The current works in Leighton Buzzard, Biggleswade and Dunstable were headed up by Practice Based Commissioners and would be moving forward in the near future. It was also noted that refurbishment work was being carried out at both the Flitwick and Sandy Health Centres.

### **RESOLVED**

**that the Estates Strategy presentation be noted.**

#### **SCHH/09/190 Work Programme 2010 - 2011 & Executive Forward Plan**

Members considered the Committee's work programme, it was that Officers work with the Chairman and Director to arrange the items for future meetings. It was noted that Members found the agendas quite lengthy and requested that a summary be provided with reports.

### **RESOLVED**

**that a revised work programme be circulated to the Committee.**

#### **SCHH/09/191 Date of Next Meeting**

The next meeting of the Social Care, Health & Housing Overview and Scrutiny Committee will be held on Monday 22 November 2010 in Room 15, Priory House, Monks Walk, Shefford at 10.00am.

(Note: The meeting commenced at 10.00 a.m. and concluded at 1.25 p.m.)

Chairman .....

Dated .....