

# Adult Services and Housing Policy and Scrutiny Panel – Work Plan – Item 11

(to be updated following each Panel meeting)

The Panel will consider issues of significant public concern, areas of poor performance and areas where Members think the Council could provide better value for money

## Part 1 – Reports

Meeting Date/ Timescale	Report Title	Purpose of Report	Notes	Key/Contact Officer
Panel meeting – 16 <sup>th</sup> January 2015	Annual Complaints	Annual Reference from Executive Member	Report to the Panel	Complaints Manager (01275 882171)
Panel meeting – 16 <sup>th</sup> January 2015	Integrated Locality Teams		Report to the Panel	AD Adult Care (01275 884243)
Panel meeting – 6 <sup>th</sup> March 2015	Support for homeless people discharged from hospital	Lack of support identified as an issue in the HealthWatch Annual report to the Health Overview and Scrutiny Panel	Report to the Panel	Head of Strategic Housing (01934 426320)
Panel Meeting – 6 <sup>th</sup> March 2015	Alliance Homes Annual Report	Future plans and review of previous year	All Members of Council invited to attend	Head of Strategic Housing (01934 426320)
Panel Meeting – 6 <sup>th</sup> March 2015	Care Act	Update on the Care Act (including links with the Children and Family Act)	Report to the Panel (Note: All Councillor briefing on 12 <sup>th</sup> February)	AD Adult Care (01275 884243)

## Part 2 – Miscellaneous – working group, seminars, etc

Topic	Purpose	Notes	Key/Contact Officer
Disabled Children and Adults 'Life Course (Cradle to Grave) Working Group	The opportunity to improve services and promote independence across the life course; Options for delivering services in alternative ways; Potential for savings to impact on the 2015-16 budget	Working group set up comprising Councillors Anne Kemp (Lead Member), Jill Iles, Roz Willis (all ASH), Mary Blatchford, Colin Hall, Annabel Tall (all CYPS).  Commenced work March 2014 and reported back to both ASH and CYPS Panels in November 2014. Executive Members to respond by March 2015.	David Jellings (01275 884219)
Safeguarding Adults Annual Report 2014-2015	Report including review of progress.	Seminar for all Councillors to be arranged for a date in October 2015.	David Jellings (01275 884219/AD Adult Care (01275 884243)
Support Services of the Community Meals on Wheels and the START Teams	Working group met to consider these specific elements of the Support Services Contract  Resume of the working group is appended to this work plan ( <b>see following page</b> )	Proposed that working group remain in existence and carry out further engagement by reviewing implementation at a relevant time later in 2015.	David Jellings (01275 884219)

**(A) Support Services - START and Community Meals Working Group**  
**Meeting: Friday, 12<sup>th</sup> December 2014 at 11.00 am**

**Members in attendance:** Councillors Anne Kemp (in the Chair), Mike Bell, Donald Davies, Catherine Gibbons, Jill Iles

**Officers in attendance:** Gerald Hunt, Claire Leandro, Emma Channon (People and Communities) Richard Penska, Stuart Anstead, David Jellings (Corporate Services)

**1 Welcome**

Councillor Anne Kemp welcomed members and officers to the meeting. She explained that this meeting had been called to enable the Adult Services and Housing Policy and Scrutiny Panel through this working group to be reassured regarding the transfer to Agilisys of the business support element of the Community Services and START teams.

**2 Discussion**

Key points raised-

Richard Penska clarified that it was the business support element of these services that were being considered for inclusion within the Support Services Contract arrangements, not the provision of the service itself. Extensive detailed work had already been undertaken to reach the current stage in the process. The detailed service specifications had been developed and these were in the process of being finalised prior to contract implementation on 1<sup>st</sup> February 2015.

There had been extensive discussion and explanation regarding the approach to service desk and transaction arrangements. For these two teams, it was considered that there was not justification for the business support element to be specific service hubs physically located within the teams. The business support would however, be located in close proximity. It was affirmed that there would be exploration and review of any problems/issues.

There was ongoing dialogue between the evaluating and commissioning officers and the People and Communities Directorate to help inform discussions. Officers in the People and Communities Directorate were awaiting the response from Agilisys.

Members reaffirmed their concern that the services to be provided by Agilisys were a relative unknown and the apparent lack of reassurance that there would not be a resulting reduction in the standard of service provided by the Community Services and START teams.

Members expressed concern that given the personal contact element involved, the standard of service (which was also time-critical) would be diluted by not retaining the business support element within the teams and the generic nature of the business support hubs and the loss of specialist knowledge and understanding. This situation would be exacerbated by these hubs not being geographically located within the teams even if they were in close physical proximity.

Members requested assurances with regard to the following-

- That the justification be provided for not having the business support element to be specific service hubs physically located within the teams.
- That the client model produced by Agilisys focuses on prevention and intervention to ensure that the current high standard of personal contact (including the time-critical aspects) is maintained.

The working group was also concerned about the impact on these very vulnerable residents in these work areas having regard to the special nature of the work done by business support in the community meals and START teams.

Richard undertook to ensure that the responses to those requests were available in time to be included on the agenda for the forthcoming Adult Services and Housing Policy and Scrutiny Panel with the notes of this meeting (see (B) and (C) below).

Richard re-emphasised that the Council on 21<sup>st</sup> October had approved the overall changes in the Support Services Contract in order for contract implementation to take effect on 1<sup>st</sup> February 2015 with their overview of the finalisation of detailed service specifications through the appropriate scrutiny working group, involving members across the Council.

**The working group concurred with a suggestion by Councillor Kemp that the Adult Services and Housing Policy and Scrutiny Panel be recommended to approve that the working group remain in existence and carry out further engagement by reviewing implementation at a relevant time later in 2015.**

#### **(B) Queries/comments from Councillor Davies and officers' response**

Concern that during the TUPE process staff receiving face to face consultation, but that consultation cannot tell them what job they will be doing in any detail. I believe that is because the work patterns are not yet agreed or defined as Agilisys are still working on them. I am not surprised that the job details are not fully known as the process has only just begun. This is because we are rushing too quickly into this major change and:

( i) We are going to use our residents to test the new processes live and then amend as problems arise, rather than doing so before; with our two areas of concern this could critically affect the health and well-being of this client group.

### Response

As with any major change in council systems and operations, these will be implemented following successful end user testing, appropriate consultation and communication with client groups and with council senior management approval.

(ii) We are asking staff to accept yet more change. They have no choice in this process. At least we could properly specify their new jobs before they start on 1st February.

### Response

All staff whether they work directly for the council or a partner organisation work in a changing environment. In the first instance, staff are being transferred to carry out the functions they currently perform and these will alter over time once processes, procedures and systems are changed. Whilst the point being made is appreciated, it would not be possible to specify new job roles at this stage.

(iii) What is the great need to start on 1st February? Why are we rushing to do all this and potential additional costs of resolving the problems generated by the "it'll be alright on the night" approach?

### Response

The transfer of function and staff on the 1<sup>st</sup> February 2015 is not rushed and has been the target date for some time – this provides certainty for affected staff and a good deal of focus is being provided through January to further reassure transferring staff and services around the future operational arrangements. Any delay in the implementation date would delay the timing of financial savings associated with the transfer of these additional functions into the contract.

The Chairman and officers have appraised the Leader. The meeting was consistent with the Working Group discussion.

### **(C) Officers' Response - Advice from the People and Communities Directorate Departmental Leadership Team**

In relation to the further thinking about START and Community Meals it is suggested that the staff are sited together in the Castlewood Hub and are developed to be a specialist support to START and Community Meals – **note** this staff group need access to specific software for both services to provide the business support needed. It would not be appropriate or cost effective to provide the software/database access to a wider group of staff.

**Note** also that both the Community Meals and START business support provision need to cover all the tasks to support the relevant service, not just those that fall within the standard business support offer. People and Communities have provided additional staff time within the transfer for this.