

Overview and Scrutiny Committee

2 April 2012

Present: Councillor C B Pickard (Chair)
Councillors J M Allan, J Bell, B Burdis,
C Gambling, R Glindon, J Harrison, Marian Huscroft,
F Lott, M Rankin and N Redfearn.

OV78/04/12 Apologies

Apologies for absence were received from Councillors G Brett and D McLellan.

OV79/04/12 Substitute Members

Pursuant to the Council's Constitution, the appointment of the following substitute members was reported:

Councillor Marian Huscroft for Councillor G Brett

OV80/04/12 Declarations of Interest

Item 8 - Council Strategic Plan and 2012/13 Budget – Implementation Plan

The Chief Executive declared a prejudicial interest with respect to matter 26 within the plan.

OV81/04/12 Minutes

Resolved that the minutes of the meetings held on 5 and 19 March 2012 be confirmed.

OV82/04/12 Change Efficiency and Improvement Programme: Progress Update (Previous Minute OV67/03/12)

The Committee received the monthly overview of progress of each of the three themes of the Change Efficiency and Improvement (CEI) programme. Information specifically on the individual CEI projects had been monitored by the Finance Sub Committee was also appended to the report.

Key progress for the themes was detailed as follow:

Theme A:

- Children and Education Services: some of the income related aspects of this part of the theme were contingent on the finalisation of the council's budget. Work to establish new services that would improve the prevention and intervention activity was underway. Discussions were underway with partners on proposals for integrated disability services for people aged 0-25, with the expectation of being in place in the autumn.
- Adult Social Care: detailed planning for the delivery of most of the projects under this theme were underway. Significant work had been carried out to re-engineer business processes linked to assessments and care management. It was critical to allow the new structures for Adult Social care to bed in.

- Governance was being developed to link in plans for Public Health Transition joint commissioning arrangements with the NHS. Cabinet received a report on the Public Health Transition Plan from the Director of Public Health in March.

Theme B:

- Two bidders withdrew from the package procurement process leaving remaining bidders (3 for each package) to submit outline solutions that were being evaluated.
- The Community Based Trust had been suspended pending Cabinets consideration of the Council Plan and Budget.
- Culture and Customer Service review was focusing on income generation and alternative management options.

Theme C:

- The Council's Wash, Squash and Recycle initiative had produced a 7.8% increase in plastics recycling.
- Expressions of interest for the weekly collection Support Scheme had been submitted and an outline bid was due in mid-April.
- Electricity consumption in the top 30 buildings was down 5.7%.
- Gas consumption in the top 30 buildings was down by 14.1%.
- Water consumption in the top 30 buildings was down by 24.3%.
- Diesel consumption in the council's fleet was down 5.3%, with awareness training reducing incidents to vehicle damage and repair.
- A further 280 solar PV arrays had been installed on North Tyneside homes in the last month.

It was **agreed** that the Change Efficiency and Improvement Programme: Progress Update be noted.

OV83/04/12 Update Council Protocols (Previous Minute OV71/03/12)

The Chair updated the Committee to the progress made with regards to the establishment of the Updates Protocols Sub Group that was to review the Council Protocols.

It was stated that the sub group would meet after the Easter break to review:

- 8.6 Protocol on Member/Officer Relations
- 8.7 Protocol on Use of Council Resources and Support for Members (including guidance)
- 8.8 Protocol on Press, Publicity and Publications (including guidelines)

It had been requested that information/examples to how other mayoral authority protocols compare to North Tyneside's be available for the meeting. Additionally requested was information/examples to how neighbouring authorities allow use of resources and support to Members compared to North Tyneside.

It was **agreed** (1) to note the update the progress of Updated Council Protocol Sub Group; (2) that information/examples to how other mayoral authority protocols compare to North Tyneside's to be available for the meeting; and (3) that information/examples to how neighbouring authorities allow the use of resources and support to Members compared to North Tyneside be available for the meeting.

OV84/04/12 Advice on responsibility for Delivery and Implementation of the Council Plan and Budget (Previous Minute OV77/03/12)

The Committee received a briefing note that detailed the advice provided by Mr James Goudie QC at the extraordinary meeting of Overview and Scrutiny Committee held on the 19 March, in respect of the responsibility for delivery and implementation of the Council Plan and Budget.

It was **agreed** that the Advice on the responsibility for Delivery and Implementation of the Council Plan and Budget be noted.

OV85/04/12 Council Strategic Plan and 2012/13 Budget – Implementation Plan

The Committee received the report that detailed the Council Strategic Plan and 2012/13 Budget – Implementation Plan that had been considered at the 28 March Cabinet meeting. Appended to the report was the implementation plan that identified matters that were the responsibility of Cabinet, those that were Councils responsibility and matters of joint responsibility.

The plan and the division of responsibility reflected the law and the advice given by Mr James Goudie QC to the Council.

The Committee discussed each matter in the plan in turn. The Committee sought clarification, further information and where necessary made comments that would be forwarded to Cabinet for consideration.

At the point that matter 26 in the plan was discussed the Chief Executive left the meeting and took no part in the discussion. The Chief Executive returned to the meeting at the completion of the discussion on matter 26.

At the point that matter 33 in the plan was discussed it was determined that because of the time needed to discuss all the matters fully, the remaining matters be delegated to the Chair and Deputy Chair and members of the Liberal Democrat and Conservative groups to discuss and make comment on behalf of the Committee on the 3 April 2012. It was indicated by those members from the Liberal Democratic and Conservative groups that they would not be available to attend the meeting on the 3 April. It was then agreed that the meeting would go ahead and that any comments submitted by the Liberal Democratic and Conservative groups be fed into and considered that meeting.

It was **agreed** that (1) the comments raised during the discussion of the Council Strategic Plan and 2012/13 Budget – Implementation Plan by the full Overview and Scrutiny Committee, with those comments made through delegation to the Chair and Deputy Chair of the Overview and Scrutiny Committee be forwarded to Cabinet.

OV86/04/12 Review of the Personalisation Process in Adult Social Care

Councillor J O'Shea attended and presented the findings of the Personalisation Process in Adult Social Care Review that was carried out by the Adult Social Care and Wellbeing Sub-Committee.

Members were reminded that Personalisation encompasses not only the allocation of a personal budget but also includes the provision of services tailored to the needs of every individual, the provision of improved information and advice on care and support to families, investment in preventative services to reduce of delay peoples need for care and the promotion of independence, self-reliance, individuals and communities.

The Committee was informed that a number of fact finding sessions had discovered that personalisation had helped some service users to have a greater choice and control. However it had identified a number of issues such as transparency, timeliness and training which formed the basis to the 15 recommendations detailed in the report.

It was **agreed** that (1) the Review of the Personalisation Process in Adult Social Care report be approved; and (2) the report and its 15 recommendations as detailed below be submitted to Cabinet:

- (i). That Cabinet ask the Head of Adult Social Care to assess whether an accredited list of service providers including customer reviews could be developed as part of the website development.
- (ii). That Cabinet ask the Head of Adult Social Care to explore the possibility of using external qualified people to support service users to complete the Self / Supported Assessment Questionnaire and to report their findings back to the ASC, H&WB Sub Committee.
- (iii). That Cabinet ask the Head of Adult Social Care to explore the option of providing assessment officers with a portable PC, such as tablet PCs, to enable them to access and record service user information during the interview.
- (iv). That Cabinet ask the Head of Adult Social Care to change the wording on the Self / Supported Assessment Questionnaire to ensure it is clear that the service user would only be expected to pay a contribution of up to a maximum of £150.00 per week (£200.00 from 23 April 2012) towards their care.
- (v). That Cabinet ask the Head of Adult Social Care to provide the service user with a standardised determination letter which gives a breakdown of the indicative budget and how it was calculated.
- (vi). That Cabinet ask the Head of Adult Social Care to ensure that the final personal budget is a fair reflection of service users needs and that there is consistency and equity between service users and client groups, and should monitor:-
 - The amount of final personal budgets over or under allocation, broken down by client category and age.
- (vii). That Cabinet ask the Head of Adult Social Care to provide clarification and publicise how a service user can make a complaint if they are dissatisfied with the amount allocated in their personal budget.
- (viii). That Cabinet ask the Head of Adult Social Care to forward care plans to service providers in advance of the care plan commencing.
- (ix). That Cabinet ask the Head of Adult Social Care to review the process to ensure that a service user can receive the financial assessment at the same time as the indicative budget, so that they can make more informed decisions when developing their support plan.

- (x). That Cabinet ask the Head of Adult Social Care to produce a timeline with indicative milestones, to explain to the service user how long each part of the assessment process should take.
- (xi). That Cabinet ask the Head of Adult Social Care to monitor the process and ensure they are complying with the agreed timeline (as in recommendation 10).
- (xii). That Cabinet ask the Head of Adult Social Care to ensure that initial and ongoing training and support is provided to all social workers on the whole Personalisation process.
- (xiii). That Cabinet ask the Head of Adult Social Care to facilitate informal dialogue between social workers, service users, carers, service providers and third sector to promote an understanding of each others experiences and good practice.
- (xiv). That Cabinet ask the Head of Adult Social Care to explore whether service users are able to work with the same social worker for as long as they continue to receive services and support from the Service.
- (xv). That Cabinet ask the Head of Adult Social Care to ensure that the Personalisation process makes clear that carers have a right to an assessment in their own right and to explain how this happens.

OV87/04/12 Forward Plan

The Committee were presented with the Forward Plan covering the period April – July 2012 to identify any issues for inclusion in the committee's work programme.

There were no issues raised.

It was **agreed** that the April – July 2012 Forward Plan be noted