

**THE MORAY COUNCIL**  
**HEALTH AND SOCIAL CARE SERVICES COMMITTEE**

**WEDNESDAY 1 JULY 2009**

**COUNCIL OFFICE, ELGIN**

**PRESENT**

Councillors L Bell (Chairman), A McKay (Depute), J Cree, B Jarvis, A McDonald, J MacKay, I Ogilvie, P Paul, D Ross (Agenda items 15a, 16 & 17 only), J Sharp and A Wright.

**IN ATTENDANCE**

The Director of Community Services, the Lead Systems Manager, the Contracts & Commissioning Manager, the Senior Performance and Planning Officer, the Carers' Strategy and Development Officer, Mrs D Bosworth, Principal Accountant, Mrs R Gunn, Senior Solicitor (Litigation & Licensing), and Mrs S Kennedy, Committee Services Officer as Clerk to the Meeting.

**APOLOGIES**

Apologies for absence were intimated on behalf of Councillors Leadbitter and G McIntyre.

**1. ADDITIONAL BUSINESS**

In terms of Standing Order 25(iv) the Committee agreed to accept as an additional item of business the undernoted report tabled at the meeting, with the Chairman certifying that, in his opinion that it required to be considered on the grounds of urgency:

15(a) Performance Measure For Satisfied Carers.

**2. EXEMPT INFORMATION**

The meeting resolved that in terms of Section 50A (4) and (5) of the Local Government (Scotland) Act 1973, as amended, the public and media representatives be excluded from the meeting during consideration of the items of business appearing at the relevant paragraphs of this minute as specified below, so as to avoid disclosure of exempt information of the class described in the appropriate paragraphs of Part 1 of Schedule 7A of the Act.

**Para. No. of Minute**

19

**Para. No. of Schedule 7A**

8

### **3. DECLARATION OF GROUP INTERESTS**

In terms of Standing Order 20 and the Councillors' Code of Conduct the meeting noted that there were no declarations from group leaders or spokespersons in regard to any prior decisions taken on how members will vote on any item on the Agenda nor any declarations of members' interest in respect of any item on the Agenda.

### **4. PRESENTATION**

The Chairman on behalf of the Committee welcomed Mr Dennis Robertson and Jim Grove of the Grampian Society for the Blind who had secured the new contract for the delivery of Sensory Services. Mr Robertson as Team Leader gave a presentation to the meeting on the background to the service and outlined his proposals for delivering the service to the community due to begin on 1 August 2009.

He also advised that an advert for a Social Worker for the deaf had been advertised; accelerated training for staff and the leasing of adequate premises were priorities. Thereafter, he responded to member's questions.

The Chair on behalf of the Committee thanked Mr Robertson for his presentation and looked forward to seeing the project up and running.

### **5. WRITTEN QUESTIONS**

There were no written questions at this meeting.

### **6. COMMUNITY CARE AND CRIMINAL JUSTICE REVENUE AND CAPITAL BUDGET MONITORING 2008/09**

There was submitted a report by the Director of Community Services informing the Committee of the current position regarding the Community Care and Criminal Justice Revenue and Capital budgets.

Thereafter, the Committee agreed:

- (i) the draft position of the Revenue budget for Community Care and Criminal Justice as set out in Appendix 1 of the report; and
- (ii) the position of the Capital programme for Community Care for 2008/09 as set out in Appendix of the report.

### **7. PRACTICE GOVERNANCE IN COMMUNITY CARE**

There was submitted a report by the Director of Community Services advising the Committee of issues and developments in relation to practice governance for Social Care in Community Care Services.

In response to concerns expressed by members seeking assurance that everyone was working towards a common framework, the Director of Community Services gave an

assurance that Community Services were working towards a common framework and SWIA self evaluation methodology tied in with the PSIF of Moray Performs. He intimated that this was a rationalisation of the framework and was an opportunity to have a common currency of frameworks with no duplication.

Thereafter, the Committee agreed the actions taken in relation to the development of practice governance in Community Care.

## **8. CHANGES TO RESPITE DEFINITION AND RECORDING PROTOCOLS**

There was submitted a report by the Director of Community Services seeking Committee approval for the amendment of the internal Moray Council definition of respite and the approval for the work required for the streamlining of respite recording across all client groups.

Following consideration the Committee agreed:

- (i) the revised definition of respite for use across all client groups/service areas subject to a revision of the definition in Appendix 2 of the report;
- (ii) the mapping of all respite provision across all client groups; and
- (iii) the implementation of a consistent and robust recording methodology, the details of which will be put forward to Committee following the above exercise, for all respite commissioned on the CareFirst Database.

The Director agreed to further review the revised definition with a view to making it more concise, if possible.

## **9. PROPOSED MEMBERSHIP OF THE IN CONTROL (SCOTLAND) GROUP**

There was submitted a report by the Director of Community Services asking the Committee to consider a proposal for the Moray Council to apply for membership of the In Control (Scotland) Group.

In response to members concerns the lead System Manager clarified that the Committee would be agreeing to the Moray Council becoming a member of In Control (Scotland) Group to investigate and use the auspices of this group to gain information and knowledge. The Lead System Manager confirmed that the membership costs could be met from existing budgets.

Thereafter, the Committee agreed that the Moray Council become a member of the In Control (Scotland) Group.

## **10. ENGAGEMENT WITH SERVICE USERS IN DAY SERVICES AND HOME CARE**

There was submitted and noted a report by the Director of Community Services informing the Committee of the work being done to engage with service users in Older Persons and Physical and Sensory Disability Day Services and in Home Care.

## **11. MORAY LIFELINE AND TELECARE SERVICE - SERVICE EVALUATION**

There was submitted a report by the Director of Community Services informing the Committee of some preliminary findings from a recent quantitative survey of Moray Lifeline and Telecare users.

Following discussion the Committee agreed to:

- (i) note the preliminary findings of the Moray Lifeline survey outlined in this report; and
- (ii) note that a further report will be presented to a future meeting of this Committee with the analysed data.

## **12. THE MORAY COUNCIL HOME CARE SERVICE MANAGEMENT**

Under reference to the Health & Social Care Services Committee dated 6 May 2009 (paragraph 6 of the minute refers) there was submitted a report by the Director of Community Services updating the Committee on the proposed development of the Moray Council Home Care Service management team.

Following consideration the Committee agreed to:

- (i) note the steps that need to be taken in order to develop the Home Care service management team for financial year 2009/10;
- (ii) the proposed developments as required in order to modernise the service; and
- (iii) approve the drawdown of the balance of £38,500 of additional funding for Older Peoples Services.

It was noted that the draw down of these funds was not anticipated to have any cross-service impact in terms of the availability of other resources within home care services.

## **13. COMMUNITY SERVICES SERVICE DEVELOPMENT & IMPROVEMENT PLAN 2008-09, MONITORING REPORT, QUARTER FOUR, JANUARY - MARCH 2009**

There was submitted a report by the Director of Community Services inviting the Committee to scrutinise the Department's performance against the Service Development & Improvement Plan 2008-09 for the quarter, 1<sup>st</sup> January to 31<sup>st</sup> March 2009, as detailed in Appendix 1 of the report.

During discussion members expressed concern and confusion with regard to the wording used in Appendix 1 of the report in regard to actions and it was requested that this be reviewed. It was also requested that a report be submitted on the work proposed for Keith and Speyside.

Thereafter, the Committee agreed:

- (i) to note the performance against the Service Development & Improvement Plan 2008-09 contained within Appendix 1 of the report;
- (ii) that report be submitted to a future meeting of this Committee on the work proposed for the Keith and Speyside area; and
- (iii) that the wording used in Appendix 1 of the report be revisited and amended accordingly to confirm whether or not an action has been achieved or not.

#### **14. COMMUNITY CARE PERFORMANCE REPORT, QUARTER FOUR, JANUARY - MARCH 2009**

There was submitted a report by the Director of Community Services inviting the Committee to scrutinise the Performance Indicators for Community Care for the quarter 1<sup>st</sup> January to 31<sup>st</sup> March 2009, as detailed in Appendix 1 of the report.

During discussion members congratulated the Director of Community Services and his staff on the improvements being made with regard to the targets for % of carers being offered an assessment and single shared assessments completed within 4 weeks of a referral.

With regard to a request from Councillor Paul the Director of Community Services agreed to provide an update on the Murray Street premises following the meeting.

Thereafter, the Committee agreed to note the performance information as detailed within Appendix 1 of the report.

#### **15. COMPLAINTS MONITORING REPORT, QUARTER FOUR, JANUARY - MARCH 2009**

There was submitted a report by the Director of Community Services inviting the Committee to scrutinise the Complaints Monitoring information for Community Care Services, for the quarter, 1<sup>st</sup> January to 31<sup>st</sup> March 2009, as detailed in Appendix 1 of the report.

Following consideration the Committee noted the information contained within Appendix 1 of the report and also noted that the Director of Community Services was in the process of compiling an annual report for 08/09, which would be reported to a future meeting of this Committee.

#### **16. CRIMINAL JUSTICE PERFORMANCE REPORT, QUARTER FOUR, JANUARY - MARCH 2009**

There was submitted a report by the Director of Community Services inviting the Committee to scrutinise the Performance Indicators for Criminal Justice for the quarter, 1 January to 31 March 2009, as detailed in Appendix 1 of the report.

Following consideration the Committee acknowledged the notable improvement in the proportion of new probationers being seen by a supervising officer within one week and noted the performance information contained within Appendix 1 of the report

## **17. PERFORMANCE MEASURE FOR SATISFIED CARERS**

During discussion of this item Councillor D Ross entered the meeting.

Under reference to the Audit and Performance Committee dated 8 April 2009 (paragraph 5 of the Minute refers) there was submitted a report by the Director of Community Services seeking Committee approval for the adoption of a revised performance and service standard indicator for carers and to inform Committee of the results of a benchmark survey undertaken to ascertain the levels of satisfaction expressed by a sample of carers in Moray.

Following discussion the Committee agreed:

- (i) that the performance indicator and service standard for “% of satisfied carers”(Older People: CommS230) be amended and separated to “% of carers satisfied with their involvement in the design of the care package and the % of carers who feel supported and capable to continue in their role as a carer”; and
- (ii) to note the findings of the carers benchmarking survey and that the performance targets for this indicator will remain at 90%.

## **18. QUESTION TIME**

In response to a question from Councillor Jarvis with regard to Digital Stories and how good progress was defined, the Lead system Manager advised that that Digital Stories was a trial pilot funded by Telecare through the Scottish Government which, was still being explored. She advised that they could measure performance and numbers, however, it was early days and telecare was being used across the Moray Council in different ways and she would be happy to submit a further report to a future meeting of this Committee on the outcome.

In response to a question by Councillor Ross regarding the availability of Community Service Placements, the Director of Community Services advised that this issue had been raised at the Northern Criminal Justice Authority meeting, which took place at the football stadium and the chair of the NCJA was seeking assurances that mechanisms were in place. However, in Moray this was not a problem as Moray has a very good mechanism with the courts which works well. He further advised that £5.5m of funding had been allocated to speed up the immediacy of an order and that discussion was going on nationally with the Northern Criminal Justice Authority in this regard however, it would take time to recruit sessional staff. He also advised that Moray had been previously audited and would be audited again in November 2010 and that progress would not happen over night.

In response to a question by Councillor Paul with regard to offenders doing community work, the Director of Community Services advised that a lot of Community Service was going on and the Criminal Justice Manager had to compete with other services for placements. He further advised that following a national survey it was noted that half of the offenders in Community Services were employed and community sentencing had to be fitted around families and jobs, however it was hoped that the new funding would

help with placement problems. As part of the Government Strategy, he advised that it was necessary to consult the public and provide feedback and a lot of work with the public had already been carried out. There is a delicate line as to what posts would be deemed to be satisfactory for community sentencing as there was a perception that those on community service should not be doing jobs which could be done by those in paid employment, and he was of the opinion, that the Criminal Justice Manager should share more information with this Committee.

#### **19. CURRENT STATUS OF HEALTH AND SOCIAL CARE CONTRACTS (PARA 8)**

There was submitted a report by the Director of Community Services informing the Committee of the current contracting status of the contracts.

Following consideration the Committee approved the contracts and their funding levels that have been negotiated and detailed in Appendix 1 of the report subject to clarification being given to Members' by the Director of Community Services of the funding proposed for the organisation as detailed at number 15 of the report and legal advice regarding the impact of the Transfer of Undertakings Regulations.