

NORTH LINCOLNSHIRE COUNCIL

CABINET

**PEOPLE SCRUTINY PANEL - HOME SUPPORT IN NORTH LINCOLNSHIRE
UPDATE AND ACTION PLAN**

1. OBJECT AND KEY POINT IN THIS REPORT

- 1.1 To inform the cabinet of the actions taken in response to the People Scrutiny Panel report, "Home Support in North Lincolnshire"
- 1.2 To ask cabinet to note the progress to date and approve the ongoing action plan

2. BACKGROUND INFORMATION

- 2.1 The Peoples Scrutiny Panel undertook a review of the home support provided by Adult Social Services. The review started in September 2011 and published their findings in January 2012. The findings were presented to the council cabinet in March 2012.
- 2.2 The scrutiny report contained 8 recommendations. The Cabinet Member for Adult & Children's Services endorsed an action plan to implement to these recommendations on the 10th May 2012.
- 2.3 The action plan endorsed by the cabinet member, appendix 1. Actions included holding a conference with the sector, improving information and training for staff. All actions are complete or near completion.

3. OPTIONS FOR CONSIDERATION

- 3.1 Cabinet note the progress and supports the ongoing action
- 3.2 Cabinet does not approve the ongoing action

4. ANALYSIS OF OPTIONS

- 4.1 The cabinet approves the action plan and fulfils the requirements of the scrutiny report recommendations
- 4.2 The cabinet does not approve the ongoing action and the recommendations of the scrutiny report are not completely implemented.

5. RESOURCE IMPLICATIONS (Financial, Staffing, Property, IT)

- 5.1 Financial - None
- 5.2 Staffing implications - None
- 5.3 Property Implications - None
- 5.4 IT Implications - None

6. OTHER IMPLICATIONS (Statutory, Environmental, Diversity, Section 17 – Crime and Disorder, Risk and Other)

- 6.1 Statutory Implications – None
- 6.2 Environmental implications - None
- 6.3 Diversity implications – None
- 6.4 Section 17 – Crime and Disorder implications - None
- 6.5 Risk and other implications - None

7 OUTCOMES OF CONSULTATION

- 7.1 None

8 RECOMMENDATIONS

- 8.1 Cabinet is asked to note the progress made on the recommendations made by the Scrutiny Panel.

DIRECTOR OF PEOPLE

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Background Papers used in the preparation of this report - People Scrutiny Panel – Home Support in North Lincolnshire January 2012

Adult & Children's Services Cabinet Member - Minutes - 10 May 2012 - Response to the people scrutiny panel – home support in north lincolnshire

Appendix 1 - Action Plan PEOPLES SCRUTINY PANEL - HOME SUPPORT IN NORTH LINCOLNSHIRE - Dec 2012

Recommendations	Action(s) required	Lead	Update	Target Date
That the Cabinet Member for Adult and Children's Services, in co-operation with the Director of Adult Services and appropriate officers, host a conference with current and prospective service providers and service users and their families, within three months of receipt of this report being considered by the council's cabinet.	A conference will be arranged with an agenda that meets the needs of the first 3 recommendations	Karen Pavey	A conference took place on 23rd November 2012 that combined recommendations of the Scrutiny report with the launch of Connect to Support and acted as a showcase event for providers of home support. The agencies were able to recommend staff for the Community Champions Awards	Complete
This conference consider the following issues, agreeing a clear and timetabled approach for the future; (i) staff training needs, provision and delivery, (ii) implementing reasonable rising and putting to bed times for service users, (iii) the retention and continuity of care workers, (iv) clear and concise assessment procedures, understood by each care worker, and (v) how the sector can resolve or signpost queries on equipment, benefits, etc.				
The conference will be used as an acknowledgement of the services that are provided by companies and individual care workers. Some form of award scheme may be appropriate.				
A clear policy is agreed by the Cabinet Member for Adult and Children's Services by June 2012 to ensure that all current and future service users and their families and carers receive appropriate and accessible information, with a particular focus on services and care workers/assistants assessed and recommended by the council.	A policy is in place that ensures service users and their families receive appropriate information regarding safe recruitment will be endorsed by the Cabinet Member for Adult and Children's Service	Lorna Wakefield	The Safer Recruitment Policy is currently in use, and has been endorsed. The service user information has been updated and published through the councils web site and "Options 4 U"	Complete
The Director of Adult Services arrange for a free training session, e-learning module or similar to be available for all care staff to enable them to gain a fuller understanding of how to resolve or pass-on concerns about council-commissioned services.	Training will be made available to all care staff to inform them how to resolve or report concerns	Karen Pavey	A training package has been produced and in the final stages of being edited following feedback from a test group of workers	January 2013
The importance of protecting the 2012/13 budget for vulnerable adults and those receiving care and support from Adult Services is acknowledged, as far as possible and in line with local people's priorities.	The council will recognise the importance of funding care for vulnerable people and protect the 2012/13 budget	Karen Pavey	Council strategy published in February 2012 supports vulnerable adults	Complete
The council continues to lobby for a national solution to the current model of social care, which the panel considers to be ultimately unsustainable, in line with the conclusions in the Dilnot Report.	The council will lobby for a national solution to the current social care model	Karen Pavey	As required - opportunities to engage with the development of national policy will be highlighted through national association routes	Ongoing
The panel's work will be utilised as an additional assurance process by Adult Services, for example, during external inspections etc.	The report will be utilised by Adult Social Service to demonstrate local accountability processes	Karen Pavey	The information contained within the scrutiny report is highlighted in the Adult Social Service Local Account	Complete