
MEETING	EXECUTIVE MEMBERS FOR HOUSING & ADULT SOCIAL SERVICES AND ADVISORY PANEL
DATE	16 JULY 2007
PRESENT	COUNCILLORS SUE GALLOWAY (EXECUTIVE MEMBER), HOGG (CHAIR), SUNDERLAND (EXECUTIVE MEMBER), BOWGETT, FRASER (OPPOSITION SPOKESPERSON), HORTON (OPPOSITION SPOKESPERSON), TAYLOR, WISEMAN AND MRS MILDRED GRUNDY (CO-OPTED NON-STATUTORY MEMBER)

11. Declarations of Interest

Members were invited to declare at this point in the meeting any personal or prejudicial interests they might have in the business on the agenda.

Cllr Hogg declared a general personal and prejudicial interest as his mother had Alzheimer's and received respite care in City of York Council homes and as his father received homecare assistance.

Cllr Fraser declared a personal non-prejudicial interest in agenda item 7 (Updated on Review of Home Care Purchasing and Commissioning Restructure) and agenda item 9 (Update on Joint Working with North Yorkshire and York Primary Care Trust) as a member of the retired section of UNISON.

12. Minutes

RESOLVED: That the minutes of the last meeting of the Panel held on 4 June 2007 be approved and signed as a correct record.

13. Public Participation

It was reported that there had been no registrations to speak under the Council's Public Participation Scheme.

14. Housing Strategy/Older People's Housing Strategy 2006-09 Year End Progress Update

Members considered a report, which outlined progress against the Housing Strategy and Older People's Housing Strategy action plans for the fourth quarter year-end up to 31 March 2007.

Lead Officers had confirmed that 67 of the actions and targets within the Housing Strategy Action Plan had been completed, met or were on track to be just over 60%. Overall progress in relation to delivering the Older

People's Housing Strategy Action Plan showed that 40% of the actions and targets had been met or were on track. It was reported that two actions within the Housing Strategy were proposed for deletion owing to various changes and Officers confirmed that revised target/completion dates had been allocated to the actions not met.

Officers confirmed that progress overall had been pleasing and that certain delays were due to commissioning. Members questioned whether the revisions made to targets were now achievable. Officers confirmed that originally challenging completion dates had been given to some of the actions but whilst still challenging those now given were more realistic.

The Executive Member congratulated staff on progress made in reaching the targets.

Advice of the Advisory Panel

That the Executive Member for Housing be advised to

- (i) Note the overall progress made to date in delivering the Housing Strategy and Older People's Housing Strategy.
- (ii) Agree to the proposed deletions relating to the sub regional housing market work and market testing of directly leased homes from private landlords as detailed in para 8.
- (iii) Note that a further progress report will be submitted to the Panel in 12 months.

Decision of the Executive Member for Housing

RESOLVED: That the advice of the Advisory Panel as set out above be accepted and endorsed.

REASON: To keep the Executive Member informed of progress and to update the actions contained in the strategies.

15. Annual Housing Satisfaction Survey 2007

Members considered a report, which outlined proposals for changes to the collection of satisfaction data from City of York Council tenants in 2007/08.

It was reported that every three years all Councils with housing stock were required to carry out a sample survey of tenants using a questionnaire known as the STATUS survey. York had been required to carry out the survey in 2006/07 and the results had been reported in January 2007. However, City of York housing services had historically also carried out a survey known as the Annual Housing Services Monitor every year since 1990.

Officers confirmed that more focussed research was thought to be the more appropriate way to engage with residents and to ensure that data collected was used. It was confirmed that the meeting of the York Federation of Residents and Community Associations would be discussing the proposal at their meeting on Thursday 19 July 2007 and Officers

confirmed that they would email details of feedback from this meeting to Members.

Officers also confirmed that the STATUS satisfaction survey would again be carried out in 2009/10.

Members then considered the following options:

Option 1 – Carry out a reduced size annual housing survey in 2007/8 and 2008/9, complemented by focussed research.

Option 2 – Carry out a full Annual Housing Monitor based on the STATUS survey again in 2007.

Advice of the Advisory Panel

That the Executive Member for Housing be advised to approve Option 1, adopting a revised approach to the collection of annual housing satisfaction data from CYC housing tenants.

Decision of the Executive Member for Housing

RESOLVED: That the advice of the Advisory Panel as set out above be accepted and endorsed.

REASON: To enable an approach which better facilitates tenant involvement in service development, and to allow sufficient time to act on findings from survey work.

16. Supporting People Programme

Members considered a report, which advised them of progress, made within the Supporting People (SP) Programme in York. The report identified the key priorities for the programme and the implications of these for the Council and it requested the Executive Members to refer this information to the Executive for their information.

The Programme had been launched by the Office of the Deputy Prime Minister in 2003 and enabled the provision of housing related support to help vulnerable people maintain or improve their ability to live independently. However the City was identified as a 'high spending' Authority and since 2003 York's grant had decreased each year. It was confirmed that there was a high risk that the grant would continue to reduce over the coming years and that a retraction plan had been put in place to allow funding to be withdrawn over time.

Advice of the Advisory Panel

That the Executive Members for Housing and Adult Social Services be advised to

- (i) Note the information provided within this report, and refer the report on to the Executive for information.
- (ii) That in future a report should be provided to the Executive Members and Advisory Panel, on an annual basis, for referral on to the Executive.

Decision of the Executive Members for Housing and Adult Social Services

RESOLVED: That the advice of the Advisory Panel as set out above be accepted and endorsed.

REASON: i) This will allow a wider strategic understanding of the programme, which extends beyond the usual remit of Housing and Adult Social Services.
ii) To allow a wider understanding of the progress and issues of the programme, and its links to local strategic priorities.

17. Update on Review of Home Care Purchasing and Commissioning Restructure

Members considered a report, which summarised an evaluation of the Home Care restructure, which had taken place in December 2006. The evaluation compared the intentions set out in the June 2006 EMAP report with the current position of home care services to assess the level of achievement of the planned changes. The evaluation had considered the outcomes and the process and had gone on to consider what lessons and implications there were for the future development of Home Care across the City.

It was reported that the new contracts had come into place on 4 December 2006 together with the new and additional CYC provision, the service now being in operation for seven months. The report summarised the present position and the benefits, some of which would only be measurable in the long term. It was confirmed that the changes to Home Care services had played a major part in addressing the projected £1.6k deficit in the Adult Social Services budget and helped deliver a surplus of £205k at the 2006/07 year end.

Officers confirmed that phasing of the service over a longer period would have been preferable but that this had not been possible. It had been highlighted that communication with customers was important and the recent customer satisfaction survey had shown that levels had now risen back to 2005 levels of 95%. It was also confirmed that the data collected did not include the goodwill of the carers, which was also important.

Certain Members referred to problems, which had arisen during the changes when care had been disrupted to a number of customers. Members had urged that any changes should be carried out in a sensitive manner and that good communication was key.

The Executive Member confirmed that with hindsight a better way forward may have been the appointment of one dedicated person to co-ordinate the change.

Advice of the Advisory Panel

That the Executive Member for Adult Social Services be advised to agree changes being made between the levels of service in line with need and demand, within delegated authority and that where changes require member approval a further report be provided.

Decision of the Executive Member for Adult Social Services

RESOLVED: That the advice of the Advisory Panel as set out above be accepted and endorsed.

REASON: To ensure better sustainability and cost effectiveness for home care services, to better reflect the actual demand for the new services and to provide customers with as seamless a service as possible.

18. Outcome of an Inspection by the Adult Learning Inspectorate into the Workstep Employment Programme

Members considered a report, which summarised the findings from the recent Adult Learning Inspection of the Workstep Programme and sought Members support in the promotion of the programme and related services within the Authority.

It was reported that the Workstep contract was with Job Centre Plus, which provided up to 52 places for eligible participants, with a disability, to be supported into employment. The programme was based at the Yorkcraft site, which included a sheltered workshop, on Tadcaster Road, York.

Officers confirmed that although the results of the findings, were in the main encouraging and the overall management of the programme were assessed as “good” the following weaknesses had been identified:

- Need for the authority to develop a corporate marketing strategy for the Workstep Programme
- Raising the general awareness of the Workstep Programme throughout the authority.

It was confirmed that an action plan was being developed to respond to these issues, which included:

- The completion of the quality assurance programme.
- The promotion of wider opportunities within Council departments.
- The development of a realistic marketing strategy.
- Utilising the Workstep programme as an integral part of the modernisation of day services.

In answers to Members questions Officers confirmed that the separation between Yorkcraft and the Workstep Programme was, in future, to be made much clearer. They also confirmed that details of the Programme would be made more accessible on the Council’s website.

Advice of the Advisory Panel

That the Executive Member for Adult Social Services be advised to note the content of the report on the inspection of the Workstep Employment Programme by the Adult Learning Inspectorate and support Officers to implement the recommendations required.

Decision of the Executive Member for Adult Social Services

RESOLVED: That the advice of the Advisory Panel as set out above be accepted and endorsed.

REASON: To make further improvements to the service for current and future customers.

19. Update on Joint Working with North Yorkshire and York Primary Care Trust

Members considered a report, which updated them on the current position on joint working with North Yorkshire and York Primary Care Trust (NYYPCT) and the impact of the overall financial position within the local NHS on local authority responsibilities.

Officers confirmed that recruitment to key posts in the Trust was now well under way and that good contacts had been made with the two non-executive Board members who lived in York. It was also confirmed that the key issues at local level would not be lost during these changes. Staff now had a closer working relationship with health colleagues and meetings were being held to manage issues and agree various initiatives.

Advice of the Advisory Panel

That the Executive Member for Adult Social Services be advised to note the update report on joint working with North Yorkshire and York Primary Care Trust.

Decision of the Executive Member for Adult Social Services

RESOLVED: That the advice of the Advisory Panel as set out above be accepted and endorsed.

REASON: To brief the Executive Member on the current position in terms of the partnership with NYYPCT.

20. Annual Self Assessment Survey for Adult Social Services 2006/7

This report drew Members attention to the Annual Self Assessment Survey (SAS), which had been submitted by officers to the Commission for Social Care Inspection (CSCI). This survey formed a significant part of the evidence that led to the annual rating of adult social services in the autumn.

Officers confirmed that this report covered the Directors summary, which set out an appraisal of performance in 2006/07 and prospects for the future. It was also explained that the process for determining the 'star rating' for adult social services had changed for the assessment of performance in 2006/07 and that the assessment would not be published until the end of November.

Advice of the Advisory Panel

That the Executive Member for Adult Social Services be advised to note the summary of the Self Assessment Survey for Adult Social Services 2006/07 and the process for publishing the full submission.

Decision of the Executive Member for Adult Social Services

RESOLVED: That the advice of the Advisory Panel as set out above be accepted and endorsed.

REASON: To ensure that information on the performance of adult social services in York is available.

CLLR SUE SUNDERLAND
EXECUTIVE MEMBER FOR HOUSING

CLLR SUE GALLOWAY
EXECUTIVE MEMBER FOR ADULT SOCIAL SERVICES

CLLR CHRIS HOGG
Chair of Advisory Panel

The meeting started at 5.00 pm and finished at 6.05 pm.