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MEETING	DECISION SESSION - EXECUTIVE MEMBER FOR HEALTH & ADULT SOCIAL SERVICES
DATE	23 NOVEMBER 2010
PRESENT	COUNCILLOR MORLEY (EXECUTIVE MEMBER)

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## **5. DECLARATIONS OF INTEREST**

The Executive Member was invited to declare at this point in the meeting any personal or prejudicial interests he might have in the business on the agenda. None were declared.

## **6. MINUTES**

RESOLVED: That the minutes from the last meeting of the Decision Session for Health and Adult Social Services, held on 27 July 2010 be approved as a correct record.

## **7. PUBLIC PARTICIPATION**

The Executive Member heard representation from a carer in respect of item 4 on the agenda (minute 8 refers) – “Update on Implementation of the Keyless Service”. The speaker stated that he had concerns regarding the lack of consultation that had taken place prior to the implementation of the changes. He was also concerned that, although some insurance companies had “acknowledged” the Supra UK C500, this did not mean that it had their approval. He stated that he was also concerned about the costs involved and cited an example of a key safe not working.

## **8. UPDATE ON IMPLEMENTATION OF THE KEYLESS SERVICE**

The Executive Member considered a report that provided an update on the implementation of the move to become a non-keyholding adult social care provider service following approval by the Executive Member on 27 April 2010.

It was noted that a petition had been presented at Council on 8 October 2010 by Councillor Boyce on behalf of the residents of Heworth, objecting to the discontinuation of the key holding service by Warden Call and calling on the Council to continue this service. The action that had been taken following the petition was outlined in the report.

The Executive Member noted that good progress had been made to date on the implementation of non-key holding services, which would bring the

authority in line with the vast majority of other authorities and deliver efficiencies as well as speeding up access to customers' properties in an emergency.

At the request of the Executive Member, officers responded to the concerns raised by the speaker under the public participation item on the agenda. They stated that other authorities had used keysafes for a long period of time and they were not aware of problems that had arisen in terms of insurance, design or security. They gave details of the consultation that had taken place, including individual contact with customers, and expressed regret if customers felt that they had not been fully consulted. They were confident that the new arrangements were in the best interests of customers and their families.

Officers explained that, in addition to the work that the two organisations undertaking the installation of keysafes were carrying out, consideration was being given to using the council's own repairs team in order to increase capacity. Because of the demand for installation, it was also proposed to extend the original deadline set for completion. The Executive Member expressed his support for this proposal in order to ensure that the implementation was not rushed.

Officers stated that the Executive Member would continue to be kept informed of progress in the implementation of the keyless service.

- RESOLVED: (i) That the contents of the report and the response to the petition received at the Council meeting on 8 October 2010 be noted.
- (ii) That the views of Age Concern be sought in respect of their experience of the implementation of a keyless service, including any issues that they may be aware of nationally in respect of keysafes<sup>1</sup>.

REASON: In order to complete the implementation of a keyless service.

Action Required

1. Seek views of Age Concern

GT

Councillor J Morley – Executive Member

[The meeting started at 4.00 pm and finished at 4.40 pm].