



Notice of meeting of

Decision Session - Executive Member for Health & Adult Social Services

To: Councillor Morley (Executive Member)

Date: Tuesday, 23 November 2010

Time: 4.00 pm

Venue: Guildhall

AGENDA

Notice to Members – Calling In

Members are reminded that, should they wish to call in any item on this agenda, notice must be given to Democracy Support Group by:

10.00am on Monday 22 November 2010 if an item is called in before a decision is taken, or

4.00pm on Thursday 25 November 2010 if an item is called in after a decision has been taken.

Items called in will be considered by the Scrutiny Management Committee.

Written representations in respect of items on this agenda should be submitted to Democratic Services by **5.00pm on Friday 19 November 2010**.

1. **Declarations of Interest**

At this point Members are asked to declare any personal or prejudicial interests they may have in the business on this agenda.

- 2. Minutes** (Pages 3 - 4)
To approve and sign the minutes of the meeting held on 27 July 2010.

3. Public Participation - Decision Session

At this point in the meeting, members of the public who have registered their wish to speak at the meeting can do so. The deadline for registering is **5:00pm on Monday 22 November 2010**.

Members of the public may register to speak on:-

- an item on the agenda;
- an issue within the Executive Member's remit;
- an item that has been published on the Information Log since the last session. Information reports are listed at the end of the agenda.

4. Update on Implementation of the Keyless Service (Pages 5 - 14)

This report provides 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

5. Urgent Business

Any other business which the Chair considers urgent under the Local Government Act 1972

Information Reports

No information reports have been published on the Information Log for this session.

Democracy Officers

Catherine Clarke and Louise Cook (job share)

Contact details:

- Telephone – (01904) 551031
- Email catherine.clarke@york.gov.uk and louise.cook@york.gov.uk

(If contacting by email, please send to both Democracy officers named above).

For more information about any of the following please contact the Democracy Officer responsible for servicing this meeting:

- Registering to speak
- Business of the meeting
- Any special arrangements
- Copies of reports

Contact details are set out above.

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If you would, you will need to:

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- find out about the rules for public speaking from the Democracy Officer.

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Further information about what's being discussed at this meeting

All the reports which Members will be considering are available for viewing online on the Council's website. Alternatively, copies of individual reports or the full agenda are available from Democratic Services. Contact the Democracy Officer whose name and contact details are given on the agenda for the meeting. **Please note a small charge may be made for full copies of the agenda requested to cover administration costs.**

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Holding the Executive to Account

The majority of councillors are not appointed to the Executive (38 out of 47). Any 3 non-Executive councillors can 'call-in' an item of business from a published Executive (or Executive Member Decision Session) agenda. The Executive will still discuss the 'called in' business on the published date and will set out its views for consideration by a specially convened Scrutiny Management Committee (SMC). That SMC meeting will then make its recommendations to the next scheduled Executive meeting in the following week, where a final decision on the 'called-in' business will be made.

Scrutiny Committees

The purpose of all scrutiny and ad-hoc scrutiny committees appointed by the Council is to:

- Monitor the performance and effectiveness of services;
- Review existing policies and assist in the development of new ones, as necessary; and
- Monitor best value continuous service improvement plans

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City of York Council

Committee Minutes

MEETING	DECISION SESSION - EXECUTIVE MEMBER FOR HEALTH & ADULT SOCIAL SERVICES
DATE	27 JULY 2010
PRESENT	COUNCILLOR MORLEY (EXECUTIVE MEMBER)
IN ATTENDANCE	COUNCILLOR SIMPSON-LAING

1. DECLARATIONS OF INTEREST

The Executive Member was invited to declare at this point in the meeting any personal or prejudicial interest he might have in the business on the agenda. He confirmed he had none.

2. MINUTES

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

3. PUBLIC PARTICIPATION - DECISION SESSION

It had been reported that there had been one registration to speak at the meeting under the Council's Public Participation Scheme.

Cllr Simpson-Laing spoke on agenda item 4, A Joint Vision for Older People's Health and Well Being in York 2010-2015. She expressed her concerns with paragraph 7.1, paragraph 7.4 and paragraph 8.1 of the annex.

Cllr Simpson-Laing also spoke on an issue within the Executive Members remit. She expressed her concerns regarding recent announcements of axing the guarantee that all patients would be able to see a cancer specialist within two weeks. The Executive Member agreed to voice her concerns.

4. A JOINT VISION FOR OLDER PEOPLE'S HEALTH AND WELL BEING IN YORK 2010-2015

The Executive Member consider a report that sought his agreement to a joint vision for health and social care services in York for older people. The vision would underpin work to develop an integrated approach to commissioning and service provision, across health and social care and provide services more efficiently and effectively.

Officers gave a brief update on this partnership piece of work which provides an inspirational basis from which to deliver specific strategies. Officers stated that the final draft had been further consulted on through the voluntary sector, the Older People's Partnership Board, the Health Overview and Scrutiny Committee and the Healthy City Board.

In answer to Cllr Simpson-Laings questions and the concerns which were raised from the Health Overview and Scrutiny Committee officers confirmed they would amend paragraph 8.6 of the annex and the Director agreed to present the proposed amended changes to the Adult Commissioning Group to obtain their confirmation.¹

The Executive Member thanked officers for the report and confirmed that it was clear it had been subject to extensive and thorough consultation which showed that the Council were working together closely with health colleagues in the area and the extent and the quality of the consultation showed the involvement and vibrancy of the various partners in the public and voluntary sectors.

RESOLVED: That the Executive Member agrees to adopt Option 1 if the following amendments to Annex 1 are approved by the Joint Commissioning Group:

- Paragraph 4.1 to change the word incapacity to capacity and add in a comma.
- Paragraph 8.6 to delete the first sentence, the word 'therefore' and 'rather than fund a paid service'. The first sentence should read:

Health and care should look to provide greater support to family, friends and communities to support older people.

Reason: To ensure we can better meet the needs of our population and provide services more efficiently and effectively.

Action Required

Present the proposed changes to Annex 1 to the Adult Commissioning Group for confirmation PD

Cllr Morley, Chair

[The meeting started at 4.00 pm and finished at 4.25 pm].



Executive Member Decision Session for 23 November 2010 Health and Adult Social Services

Report of the Assistant Director, Adult Provision and Transformation

Update on the Implementation of the Keyless Service

Summary

1. This report provides 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.

Background

2. The 27 April report to the Executive Member Decision Session for Housing and Adult Social Services outlined the reasons for implementing a move to no longer holding the keys of customers who use its in-house home care and Warden Call services.
3. That report highlighted a number of customer benefits and efficiencies for the service arising as a result. It also provided details of the four alternative methods available for customers to facilitate access to their property. One of the four options available is a keysafe. The full implementation of a keyless service was expected by the end of December 2010.

Implementation update

4. Each individual home care or warden call customer has had or will have a discussion with a member of City of York Council staff in that service to explore the options available. This face to face approach has been able to respond quickly and flexibly to customers who have expressed any anxiety or concerns about the change.
5. The Home Support service successfully completed the process with each of its customers and no longer holds any customers keys.
6. Our Re-ablement service is also operating without key-holding including all hospital discharges.
7. Our Care Service (home care for people with dementia or high dependency needs) currently holds only 10 sets of keys for their customers. These customers are due to begin the process of discussion. A total of 38 out of 86 customers opted for keysafes amounting to 32.7% choosing this option in the Care Service.

8. Our largest key holding service is Warden Call where we have held approximately 2500 sets of customer's keys, of which 500 have so far been returned to them. The demand for the keysafe option is higher in this customer group at about 70% of customers approached so far. This demand for key safes which is higher than expected has led to capacity issues in the two organisations who supply and fit the keysafes, Yorkshire Housing Association and Age Concern (UK) York. Both organisations must also prioritise installations of keysafes to meet their respective Service Level Agreements for a handyman service and support installations to timely hospital discharge.

Tenants in sheltered and extra care housing schemes are also being individually consulted on the keyless options available to them and we expect these to be completed within the original December 2010 timescale.

9. We are currently exploring with both organisations how to manage the flow of requests for the installation of keysafes and reconsidering slipping the deadline we had set ourselves for completion beyond December 2010 if that also enables a smoother process for our customers.
10. To date up to 15 Warden Call customers had raised concerns about the change with many raising anxieties about the acceptance of a keysafe by their insurers. We have responded to each of these concerns on an individual basis to agree a resolution. A new model of keysafe, a Supra UK C500 has become available which is the only one on the market which is both Police (Safer by Design Award winner) and home insurer approved. This model is currently being offered to customers who opt for a keysafe by the two installers.
11. Customers who opt for the keysafe option are expected to pay for the keysafe and an installation charge ranging from £40 to £65 in total, depending on the model chosen.
12. We are able to consider any exceptional circumstances where a customer may be unable to afford the full cost of a keysafe and installation.
13. A petition was presented at Council on 8 October 2010 by Cllr Boyce on behalf of the residents of Heworth, objecting to discontinuation of the key holding service by Warden Call and calling on the Council to continue this service. The petition was signed by 21 people. Two of the signatories are Warden Call customers (1 of whom we do not hold a key for). An individual meeting took place with the customer for whom we hold a key and their key was returned to them.
14. Across the in-house provided care services approximately 20% of worked hours are spent engaged in travelling. By reducing travel time we can increase the time we spend working face to face with customers. A significant proportion of this travel time is associated with key collection/return at CYC bases.

15. We incur excessive mileage costs associated with these additional journeys to and from the offices to collect customer's keys at the start and end of rounds of customer visits.
16. There are occasions where care workers cannot gain expected access to a customer's property and time delays can be incurred if keys are not immediately available in with vicinity to the property (eg a key safe). Keys may need to be obtained back at a CYC base or via a relative. This can result in lengthy delays to gaining access whilst staff are traveling across the city to collect a customers key to gain access or in situations of medical emergency where the customer has become unwell or is unconscious. In these situations time is of the essence.
17. The approach we have adopted whereby we discuss the reasons for the change and the options available with each individual customer is time consuming but it is essential to finding the right individual solution with each customer.

Next Steps

18. The completion of the move within Home Care services will now allow us to fully focus on our Warden Call customers. Regular discussions are taking place with the two organisations undertaking the installation of keysafes to match likely demand we are generating with their capacity and to review the original deadline we set for completion.

Consultation

19. The face to face individual discussions will continue over the coming months to ensure we can respond to any anxieties or concerns and an appropriate option can be found with each customer.

Options

20. Not applicable.

Analysis

21. Good progress has been made to date on the implementation of non key-holding services which will bring us in line with the vast majority of other authorities and deliver efficiencies and speed up access to customers property in an emergency. Further work is required to complete the process to achieve the efficiencies as many of these are only fully realised when we become completely non key-holding.

Corporate Priorities

22. These services and this change contribute to the Healthy City Corporate Strategy theme of a city where residents enjoy long, healthy and independent lives. For this to happen we will make sure that people are

supported to make healthier lifestyle choices and that health and social care services are quick to respond to those that need them. We will improve wellbeing and support the independence of York's residents.

Implications

- 23. Crime and Disorder - the model of key safe on offer to customers is police and insurance companies approved.
- 24. Financial - there are no immediate financial implications
- 25. There are no Human Resources (HR), Equalities, Legal, Information Technology or Property implications.

Risk Management

- 26. There are no known risks arising from this update report.

Recommendations

- 27. To note the contents of this report and its response to the petition received at Council on the 8 October 2010.

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

Contact Details

Author:

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Chief Officer Responsible for the report:

Pete Dwyer
Director of Adults, Children and Education
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Report Approved **Date** 8/11/10

Specialist Implications Officer(s) None

Wards Affected:

All

For further information please contact the author of the report

Background Papers:

None

Annexes:

Agenda item 4 of the Decision session - Executive Member for Housing and Adult Social Services on the 27 April 2010 : CYC Home Care - Keyless Proposal



Annex 1

Executive Member Decision Session –Housing and Adult Social Services 27 April 2010

Report of Assistant Director Service Delivery & Transformation, Adults, Children and Education

CYC Home Care – Keyless Proposal

Summary

1. This report seeks the Executive Members approval to complete the implementation of a policy to discontinue key holding of customers' keys in our in-house Home Care Services.
2. Home Care Services currently key hold in excess of 2500 sets of keys for customers who are, for a range of reasons, unable to facilitate access to their properties (e.g. bed bound, poor mobility, risk of falling).
3. This paper discusses: -
 - The current position - the issues associated with key-holding
 - The desired position - A proposal to extend our current policy for new customers to all existing customers to become non key-holding
 - The implications for existing customers
 - The benefits to CYC Home Care Services
4. If approved the transfer to a completely keyless service would be completed by the 31st December 2010.

Background

5. City of York Council currently holds keys for approximately 2500 existing customers. However, new customers to the service are now actively supported to consider the best method of enabling access to their property. These are listed as follows: -
 - a) Access facilitated by the customer
 - b) Access facilitated by a named individual nominated by customer
 - Neighbour
 - Friend
 - Relative
 - c) Coded key safe installation (see below)
 - d) Coded manual / electronic door lock installation
6. The majority of new customers are able to facilitate access using either method a) or b) above and do not resort to the use of a key safe. We anticipate that the majority of the approximately 2500 existing customers

for whom we hold keys will similarly not require a key safe as we became key-holders largely because of it being a traditional practice to do so.

7. Key holding results in service inefficiencies and associated additional cost to the council. These are listed as follows: -
 - **Travel Time vs. Customer Facing Time** - Across the in-house provided care services approximately 20% of worked hours are spent engaged in travelling. By reducing travel time we can increase the time we spend working face to face with customers. Our Home Care services are expected to increase the % of worked hours spent as customer facing time, as this will enhance the in-house services' competitiveness with independent providers of Home Care via a reduction in unit cost per customer. Additionally, augmenting the proportion of customer facing time will allow more customers to use the service and reduce our waiting list. Travel is one of the areas where Home Care must become more efficient. A significant proportion of this travel time is associated with key collection/return at CYC bases.
 - **Mileage cost** – We incur excessive mileage costs associated with these additional journeys to and from the offices to collect customer's keys at the start and end of rounds of customer visits.
 - **Effectiveness** – Some customers are on most occasions able to facilitate access. However, there are occasions where care workers cannot gain expected access to a customer's property and time delays can be incurred if keys are not immediately available in with vicinity to the property (e.g. a key safe). Keys may need to be obtained back at a CYC base or via a relative. This can result in lengthy delays to service provision. In some instances, this has taken place in situations of medical emergency where the customer has become unwell or is unconscious. In these situations time is of the essence.
 - **Reduced liability to City of York Council** – whilst CYC Home Care take every precaution to be responsible for customer keys, there have been instances of loss where CYC has been required to meet the expenses of replacement key sets and door locks.
 - **Electronic Monitoring of Home Care** – the move to a completely key-less service is crucial to the current More For York project to introduce an electronic monitoring system to both the in-house and external providers of home care services. The operation of a key-less service is essential to gain the full benefits from the introduction of this new system in December 2010. If we continue to hold customers keys we will lose the expected increased reductions in the number and length of journeys and the flexibility in staff rostering. All external providers of home care already operate a full key-less service and so are ready to take advantage of this new system.

Consultation

8. In reviewing current arrangements we have considered the experience and practice of other providers and other Councils.

9. Practice of Independent Providers of Home Care - Frequently CYC customers move from CYC provided services to Independent providers of Home Care in York (Goldsborough, Riccall or York Helpers). Such transfers of care provision may take place following access to short periods of intensive re-ablement within CYC. All the independent providers of Home Care in York do not hold customers keys and insist on alternative arrangements being established (the methods described in 2.2). If CYC were to mirror such approaches this would ensure more seamless transitions and continuity of approach for our customers.
10. Practice of Other Councils – We have compared practice in other Council provided Home Care Services and found that the vast majority have already moved to a key-less service with none of the six services we contacted in our region being key holders. This situation is mirrored nationally and particularly in those areas where electronic monitoring systems have been introduced. Feedback is that most consider CYC's practice to be outdated and associated with high levels of risk.
11. All the six Council's approached thus far have instituted alternative methods as described in paragraph 2.2. There are some variations amongst councils regarding funding of key safes. Again the majority require the customer to fund the cost. Some Council's provide funding for key safes / coded door lock installation in the same way as other items of assistive equipment.
12. Safer York Partnership – Discussions have taken place with the chair of the partnership, and similar to other keyless council provided services across the region there are no concerns regarding the level of risk associated with the use of key safes providing they are insurance approved, properly installed and sited. The local services who currently install key safes meet these requirements and can advise customers accordingly.

Options:

13. The alternative access arrangements being recommended are as follows: -
 - a) Access facilitated by customer
 - b) Access facilitated by a named individual nominated by customer
 - Neighbour
 - Friend
 - Relative
 - c) Coded key safe installation (see below)
 - d) Coded manual / electronic door lock installation

Analysis

14. Access facilitation via any of the suggested alternatives listed in paragraphs 4 above would adequately address the inefficiencies and associated additional costs outlined in section 3 of this report. Analysis of practice within other providers is included in earlier sections of this report.

Corporate Priorities

15. The Corporate priority which this proposal is in line with is as follows: -

Effective Organisation – this move to a completely key-less service is essential to the delivery of the savings and benefits arising from the More For York Project on the Electronic Monitoring System for Home Care. It is also essential to the ability of the in-house service to reduce its unit costs and deliver more time to work face to face with its customers.

Implications

- **Financial**

16. It will be the responsibility of the individual customer to meet the costs associated with ensuring access to their home for care staff and therefore there are no financial implications to the council. The following paragraphs outline some of the costs and options that will be available to those existing customers for whom the council currently hold keys.
17. The background section of this report identifies that the current system leads to additional cost due to travel time and other delays in gaining access to the property to deliver the care. The Home Care Service budgets are set on the basis of efficiencies already being achieved and this proposal will contribute to the overall delivery of those efficiencies. No new savings will be released for investment in other areas.
18. The costs associated with the equipment and installation Options c) and d) outlined in section 4 above operating for all new customers are shown in the table below. These would apply to existing customers who choose these methods from within the 2500 customers for whom we currently hold keys. However, it must be noted, that not all of these customers would necessarily opt for c) or d). New customers, as referred to earlier, are already engaging in the alternative arrangements listed above.
19. In the City of York two key safe installation options are currently in operation. These are via Age Concern York and the York Home Improvement Agency. The two options are summarised as follows: -

	Age Concern York	York Home Improvement Agency	
Equipment Cost	£30	£15	£31
Fitting Cost	Included in cost above	£20	£20

20. Age Concern York – have confirmed that they are able to cope with a managed rise in demand for installations. However, if this organisation received a high volume of referrals Age Concern would need temporary additional funding for the administrative work associated with this. Any contribution made would need to be identified from within existing budgets.

21. York Home Improvement Agency – Installation of key safes is via the Handy Person's Service (funded by CYC). Two key safe options are listed above – both are functional and safe options. York Home Improvement Agency report that they would be able to manage additional demand.
22. If agreed the service would plan to support existing customers for whom keys are held to select an alternative arrangement from the options proposed. The timescale for completion of these transfers is anticipated to be 31st December 2010.

Human Resources (HR)

23. There are no HR implications.

Equalities

24. There are no equalities implications. Moving to a keyless mode of operation would ensure equity between current and new customers. The service currently operates a 2 tier system – encouraging new customers towards the alternative arrangements shown above.

Legal

25. There are no Legal implications.

Crime and Disorder

26. There are no Crime and Disorder implications.

Information Technology (IT)

27. There are no Information Technology implications.

Property

28. There are no Property implications.

Other

29. No other known implications.

Risk Management

30. In compliance with the Council's risk management strategy the main risks identified in this report are additional administration costs associated with a higher than expected number of existing home care customers opting for the key safe option.
31. A delay in the completion of all existing customers having in place alternative access arrangements by the end of December 2010. This will result in the service still holding keys for some customers which will impact on the introduction of the Electronic Home Care Monitoring System benefits realisation.

32. These risks will be actively monitored and managed by operational service managers to reduce their likelihood and mitigate any impacts arising to the organisation

Recommendations

33. Members are asked to approve the extension of the current practice of non key holding in CYC Home Care to all its customers and operate a range of alternative property access arrangements.

Reason: The move to a completely key-less service is essential to the delivery of the savings and benefits arising from the More For York Project on the Electronic Monitoring System for Home Care. It is also essential to the ability of the in-house service to reduce its unit costs and deliver more time to work face to face with its customers.

Contact Details

Author:		Chief Officer Responsible for the report:								
Miss Allison Bingham Group Manager Service Delivery and Transformation, Adult, Children and Education Directorate		Graham Terry Assistant Director, Service Delivery and Transformation, Adult, Children and Education Directorate								
		Report Approved	Yes	Date 12 April 10						
<p>Specialist Implications Officer(s) List information for all Financial Implication ie Legal</p> <table border="0"> <tr> <td>Name Debbie Mitchell</td> <td>Name</td> </tr> <tr> <td>Title Head of HASS Finance</td> <td>Title</td> </tr> <tr> <td>Tel No.(01904) 554161</td> <td>Tel No.</td> </tr> </table>					Name Debbie Mitchell	Name	Title Head of HASS Finance	Title	Tel No.(01904) 554161	Tel No.
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Wards Affected: List wards or tick box to indicate all				All						
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For further information please contact the author of the report										