



**Notice of a public meeting of  
Decision Session - Cabinet Member for Health, Housing and  
Adult Social Services**

**To:** Councillor Simpson-Laing

**Date:** Friday, 22 March 2013

**Time:** 3.00pm

**Venue:** Guildhall, York

**AGENDA**

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**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 **4.00pm on Tuesday 26 March 2013** if an item is called in after a decision has been taken. Items called in will be considered by the Corporate and Scrutiny Management Committee.

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Written representations in respect of items on this agenda should be submitted to Democratic Services by **5pm on Wednesday 20 March 2013**.

**1. Declarations of Interest**

At this point, Members are asked to declare:

- any personal interests not included on the Register of Interest
  - any prejudicial interests or
  - any disclosable pecuniary interests
- which they may have in respect of business on this agenda.

**2. Minutes**

(Pages 1 - 6)

To approve and sign the minutes of the meeting held on Wednesday 12 December 2012.

### **3. Public Participation**

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 **5pm on Thursday 21 March 2013**.

Members of the public may register to speak on:

- an item on the agenda
- an issue within the Cabinet Member's remit

### **4. Proposal to Consult on the Introduction of new Two Tiered Charging Arrangements for Warden Call** (Pages 7 - 16)

This report seeks approval to consult with Warden Call customers and stakeholders on proposals to introduce choice by offering two levels of service and to increase the level of charge for the service that is closer to the actual cost of providing it.

### **5. Urgent Business**

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

Democracy Officers:

Names: Catherine Clarke and Louise Cook (job share)

Contact Details:

- Telephone – (01904) 551031
- E-mail – [catherine.clarke@york.gov.uk](mailto:catherine.clarke@york.gov.uk) and [louise.cook@york.gov.uk](mailto:louise.cook@york.gov.uk)

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

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

## **About City of York Council Meetings**

### **Would you like to speak at this meeting?**

If you would, you will need to:

- register by contacting the Democracy Officer (whose name and contact details can be found on the agenda for the meeting) **no later than 5.00 pm** on the last working day before the meeting;
- ensure that what you want to say speak relates to an item of business on the agenda or an issue which the committee has power to consider (speak to the Democracy Officer for advice on this);
- find out about the rules for public speaking from the Democracy Officer.

**A leaflet on public participation is available on the Council's website or from Democratic Services by telephoning York (01904) 551088**

### **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.**

### **Access Arrangements**

We will make every effort to make the meeting accessible to you. The meeting will usually be held in a wheelchair accessible venue with an induction hearing loop. We can provide the agenda or reports in large print, electronically (computer disk or by email), in Braille or on audio tape. Some formats will take longer than others so please give as much notice as possible (at least 48 hours for Braille or audio tape).

If you have any further access requirements such as parking close-by or a sign language interpreter then please let us know. Contact the Democracy Officer whose name and contact details are given on the order of business for the meeting.

Every effort will also be made to make information available in another language, either by providing translated information or an

interpreter providing sufficient advance notice is given. Telephone York (01904) 551550 for this service.

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## **Holding the Cabinet to Account**

The majority of councillors are not appointed to the Cabinet (39 out of 47). Any 3 non-Cabinet councillors can 'call-in' an item of business following a Cabinet meeting or publication of a Cabinet Member decision. A specially convened Corporate and Scrutiny Management Committee (CSMC) will then make its recommendations to the next scheduled Cabinet meeting, 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

## **Who Gets Agenda and Reports for our Meetings?**

- Councillors get copies of all agenda and reports for the committees to which they are appointed by the Council;
- Relevant Council Officers get copies of relevant agenda and reports for the committees which they report to;
- York Explore Library and the Press receive copies of **all** public agenda/reports;
- All public agenda/reports can also be accessed online at other public libraries using this link

<http://democracy.york.gov.uk/ieDocHome.aspx?bcr=1>

City of York Council

Committee Minutes

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|         |   |
|---------|---|
| MEETING | DECISION SESSION - CABINET MEMBER<br>FOR HEALTH, HOUSING AND ADULT<br>SOCIAL SERVICES |
| DATE    | 12 DECEMBER 2012  |
| PRESENT | COUNCILLOR SIMPSON-LAING  |

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**10. DECLARATIONS OF INTEREST**

The Cabinet Member was invited to declare at this point in the meeting any personal, prejudicial or disclosable pecuniary interests she might have in the business on the agenda. No interests were declared.

**11. MINUTES**

RESOLVED: That the minutes of the last Decision Session of the Cabinet Member for Health, Housing and Adult Social Services held on 27 September 2012 be approved and signed by the Cabinet Member as a correct record.

**12. PUBLIC PARTICIPATION**

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

**13. LOCAL ACCOUNT FOR ADULT SOCIAL CARE 2012**

The Cabinet Member considered a report which introduced the City of York Council of York's Local Account for Adult Social Care 2012. The Director of Adults, Children and Education, the Assistant Director (Adult Commissioning, Modernisation and Provision) and Performance & Improvement Manager attended the meeting. They provided the Cabinet member with a copy of the Local Account for her information and comments.

Officers drew the Cabinet Member's attention to the following key performance improvements:

- Overall Quality of Life – When we asked people using care services to self report against those things which contributed to their Quality of Life, the results for York were higher in every reported category than the regional and the average across other unitary authorities.
- Value for Money – The adult social care budget in 2011-12 accounted for 17% of the entire council budget. This is lower than the 19% of budget which is the average council budget spent on adult social care in comparable local authorities. City of York has the lowest calculated spend per head of population on adult social care at £206 per year, compared to an average of £273 in areas of a similar size. We spend around 10% of our budget on care management and professional support which is the advised optimum level for care assessment and review processes.

Officers also drew her attention to the following areas for improvement.

- To ensure that the actions in the service plans within City of York adult social care reflect the priorities agreed with York citizens through the Health and Wellbeing Board and continue to actively involve people who use services, in all levels of service design and decision making.
- To continue to make support more personalised and deliver greater levels of choice and control; implementing through scrutiny a self assessment of our progress and identifying the priority areas for development.
- To work with health colleagues to drive down the number of delayed discharges from hospital into the community through joint working, increased communication and increasing the availability of reablement.

The Cabinet Member considered two options as follows:

- Option 1: To approve the Local Account for Adult Social Care 2012.

- Option 2: To reject the content and analysis of Local Account 2012.

She expressed her support in principle for the Local Account for Adult Social Care 2012 and the good work which was taking place. She acknowledged that, as a result of reduced central government funding, some of the 14 areas of improvement may be difficult to achieve.

She asked that, once finalised, copies of the document be made available in libraries and on the council's website and that key partners are provided with a copy by email. She also recommended that a report be taken to a future meeting of the York Shadow Health and Wellbeing Board

RESOLVED: (i) That the performance and improvements detailed in the Local Account 2012 be noted.

(ii) The Local Account, with any relevant changes, be approved for general publication.

(iii) That a report be taken to a future meeting of the York Shadow Health and Wellbeing Board.<sup>1</sup>

REASON: Approval by the Cabinet Member will enable Adults, Children and Education (ACE) to engage in the regional Service Led Improvement Programme for 2012-13 and to meet its commitment to the Promoting Excellence in Councils' Adults Social Care Programme Board, and good practice in producing an annual Local Account.

**14. REVIEW OF THE FAIRER CONTRIBUTIONS POLICY FOR NON- RESIDENTIAL CARE SERVICES: MOVING TO 'PERSONAL ACCOUNTS' TO DELIVER CHOICE AND CONTROL**

The Cabinet Member considered a report which asked her to agree changes to the current contributions policy to support the development of a more consistent, transparent and fair approach to the way personal budgets are provided, and reduce

some disincentives for people to take their personal budget as a direct payment.

The Cabinet Member was asked to consider the following three options:

- Option 1: To agree the proposed new contributions policy as in Annex A. The specific changes to the customer contributions policy are:
- contributions to home care and day care services will be based on the actual cost of the support provided rather than a standard cost
  - contributions will still be payable during temporary reduction or stoppage of support (eg hospital/holiday) in line with any contract agreements with providers
  - where someone needs two carers to support them at the same time the personal budget and the costs of the support package will reflect the two carers
  - where the personal budget is used to provide a short break, including up to eight weeks (56 nights) in a year within in a residential setting, the customer contributions will be calculated on the basis of a non residential service

Option 2: To retain the contributions policy as it is.

Option 3: To agree selected changes.

The Assistant Director (Adult Assessment and Safeguarding) advised that the review was being undertaken within the context of the personalisation agenda. She explained that the consultation responses showed broad support for the principles proposed. She acknowledged there was a small concern raised from those directly affected but gave assurances that nobody would be asked to pay more than they could afford.

The Cabinet Member acknowledged the need to look at how funding is allocated and how people contribute proportionately to ensure that as many people as possible can receive the services they require. She recommended that the contributions policy is reviewed on an annual basis to ensure that people are still contributing fairly and receiving the assistance they require.




Officers assured her that everyone receiving a service is reviewed on an annual basis, including their financial assessment and that the Policy will be reviewed on an annual basis.

- RESOLVED: That option 1, to agree the proposed new contributions policy as in Annex A be approved. The specific changes to the customer contributions policy would be as follows:
- contributions to home care and day care services will be based on the actual cost of the support provided rather than a standard cost.
  - contributions will still be payable during temporary reduction or stoppage of support (eg hospital/holiday) in line with any contract agreements with providers.
  - where someone needs two carers to support them at the same time the personal budget and the costs of the support package will reflect the two carers.
  - where the personal budget is used to provide a short break, including up to eight weeks in a year within a residential setting, the customer contributions will be calculated on the basis of a non residential service.

Reason: To deliver a more consistent, transparent and equitable customer contributions policy and enable personal accounts to work in the same way for people who take a direct payment and those for whom the council commissions support.

Councillor T Simpson-Laing, Cabinet Member  
[The meeting started at 4.30 pm and finished at 4.45 pm].

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|  |               |
| Decision Session - Cabinet Member for Health, Housing & Adult Social Care         | 22 March 2013 |
| Report of the Director of Adults, Children and Education                          |               |

## **Proposal to Consult on the Introduction of new Two Tiered Charging Arrangements for Warden Call**

### **Summary**

1. This report seeks approval to consult with Warden Call customers and stakeholders on proposals to introduce choice by offering two levels of service and to increase the level of charge for the service that is closer to the actual cost of providing it.
2. It also seeks to consult on the introduction of a charge for lost equipment and for couples who both benefit from the service but currently only pay one charge.

### **Background**

3. CYC Warden Call provides a 24 hour monitoring and response service to approximately 3,150 customers in York. The telecare service has over 1,650 customers who have at least one piece of telecare equipment installed.
4. Warden Call services are available to vulnerable adults of any age who would like to feel safer, more protected and independent in their own home. CYC currently charge a flat rate of £4.25 per week irrespective of the likely response needed or the complexity of the customer's needs. Customers on Housing benefit do not pay for the service as this is funded from the old Supporting People (SP) budget.
5. The table below highlights how the charge has increased by only 35p in the last 7 years and not increased at all in the last 3 years.

| Budget year | Charge Per Week | Charge Per Year | Charge Per Month |
|-------------|-----------------|-----------------|------------------|
| 2006/07     | £3.90           | £176.80         | £16.89           |
| 2007/08     | £4.00           | £208.00         | £17.32           |
| 2008/09     | £4.10           | £213.20         | £17.77           |
| 2009/10     | £4.20           | £218.40         | £18.20           |
| 2010/11     | £4.25           | £221.00         | £18.42           |
| 2011/12     | £4.25           | £221.00         | £18.42           |
| 2012/13     | £4.25           | £221.00         | £18.42           |

### **Consultation**

6. Letters with an explanation of the proposals will be sent to all Warden Call customers with an opportunity to respond using a variety of methods. In our communications with customers we shall seek their views on all the proposals and if they were introduced, how these may affect their use of the service.
7. Opportunities for consultation with potential future users of the service or relatives of users will also be arranged with relevant organisations (eg YOPA, AGE UK York etc) and via a variety of communication methods.
8. These views and feedback will be collated for a subsequent report together with recommendations to the Cabinet Member in June 2013.

### **Options**

9. The proposal is to move from the current single rate charge to a two tiered model. The tiered model allows some choice in the level of service a customer receives and reflects the different levels of costs incurred in their delivery:
  - Proposal 1- to charge £5 for a tier 1 service and £7 for a tier 2 service.
  - Proposal 2- to charge the full unit cost which would be £7 for Tier 1 and £10 from Tier 2.

10. Compared to similar services in neighbouring local authority areas the proposals would appear to be competitively priced for the level of service we provide.

| Local Authority                 | Type of authority | Lifeline monitoring charge | Charge inclusive of               | Equipment charged or loaned free | Comments   |
|---------------------------------|-------------------|----------------------------|-----------------------------------|----------------------------------|--|
| <b>Darlington</b>               | Unitary           | £5.06 - £3.31/wk           | monitoring charge and maintenance | Charged                          | Lifeline £5.06 weekly. Any additional Telecare devices are charged at £1.50 per device in addition to the standard Lifeline Charge.  |
|                                 |                   |                            |                                   |                                  |  |
| <b>East Riding of Yorkshire</b> | Unitary           | £14- £22/month             |                                   | Charged                          | <b>Gold</b> - £22/month rental<br><b>Silverday/night</b> £18/mth Rental<br><b>Bronze</b> £14/mth rental. Telecare sensors are rented at an additional cost - smoke detector £1.00, Temperature Extreme sensor £1.00, Flood detector £1.00, Bogus caller £1.00, Movement detector (PIR) £1.50, Enuresis sensor £3.50, Medication dispenser £4.50, Bed sensor £8.00, Epilepsy sensor £8.00 |
|                                 |                   |                            |                                   |                                  |  |

|                        |              |                |  |         |   |
|------------------------|--------------|----------------|--|---------|---|
| <b>North Yorkshire</b> | Two tier     | 6.20-£12.30/wk | installation, maintenance, monitoring and response | free    | Level 1 £6.20, Level 2 £12.30. Lifelines supplied in conjunction with district council housing partners for which there is a service level agreement (currently under review)   |
|                        |              |                |  |         |   |
| <b>Sheffield</b>       | Metropolitan | 4.67/wk        |  | Charged | Charge £4.67 + VAT per week for the basic button and box including installation, maintenance, monitoring and response by our staff if required. Additional sensors are charged at anything from 50p + VAT per week to £1.50 per week extra depending on the unit. |

The tiers would be differentiated as follows:

### **Tier 1 – Warden Call**

11. This provides a telephone response when you activate your pendant or pull your cord. If you require assistance then one of our wardens will visit you. This service can also offer additional provision including smoke detector; carbon monoxide detector and bogus call detector.

## **Tier 2 –Telecare**

12. This provides a telephone response when you activate your pendant or pull your cord or when any one of the other sensors alerts the control centre. If you require assistance then one or two of our wardens will visit you. Any number of required telecare sensors can be provided free of charge to meet any assessed need.
13. With an increasing number of telecare packages and a greater range of equipment being provided at no cost for the equipment there is a case for charging a higher rate for those customers who have multiple pieces of equipment.
14. It is safe to assume that the greater the number of devices provided, the more likely the customer is to require a response and the more complex the care will be once the service has responded.

### **Proposed charge for each individual within a couple living at the same address.**

15. Presently any customer whose partner/spouse is already in receipt of a service is accepted onto the service at no additional charge. Therefore some customers are in receipt of a full service at no cost to them.
16. We would propose to charge an additional £3/£5 to the second person within the same household (eg extra £3 for tier 1 and £5 for tier 2).

### **Proposal to introduce a charge for lost pendants.**

17. Lost pendants cost £70 to replace and currently we do not charge for replacements. We propose a charge of 50% of the cost of a replacement pendant.

### **Proposals**

18. The four proposals are outlined for consideration:

**Proposal 1** for a two tiered charging regime at £5wk for Tier 1 customers and £7wk for Tier 2 customers.

**Proposal 2** for a two tiered charging regime at £7wk for Tier 1 customers and £10wk for Tier 2 customers.

**Proposal 3** – to charge cohabitants of existing customers where they are also registered as a customer.

**Proposal 4** – to charge customers 50% of the cost of providing a replacement for lost pendants.

## **Analysis**

### **Proposals 1 and 2 – a 2 tiered charging regime at £5 and £7 per week or £7 and £10 per week**

19. Tier 1 – Call monitoring and response. The Control centre would take a call and direct mobile wardens to respond to that call. The charge would be £5 or £7 per week.
20. Tier 2 – Call monitoring and response for Telecare customers. The control centre would take the call and wardens would respond to the more complex needs of Telecare customers with more complex equipment (i.e bed sensors, fall sensors etc). The charge would be £7 or £10 per week.
21. There will be no change for those 1200 customers who currently do not pay for the service as long as they remain in receipt of Council Tax assistance and/or Housing benefit.
22. Our welfare advice on the implications of the new Universal Credit implementation has advised that at this stage that its implementation is likely to be slow (12-24 months) and our customers who are over 65yrs old will be exempt from these changes.
23. We do have a proportion of working age customers (approx 7% or 237 people) and will therefore need to provide support and advice with regard to the impact these proposals to increase charges may have.
24. **Proposal 1 to introduce a charge of £5 and £7 per week** is estimated to have the following impact on customers:

1050 customers would see an increase in their weekly cost of £0.75 per week.

350 customers would see an increase of £2.75 per week



1200 customers would not be affected by the increase

25. **Proposal 2 to introduce a charge of £7 and £10 per week** is estimated to have the following impact on customers;

1050 customers would see an increase of £2.75 per week

350 customers would see an increase of £5.75 per week

1200 customers would not be affected by the increase.

26. Warden Call currently provides a service to approx 2600 paying customers in the community (1200 of which are paid for by the old Supporting People funding as they claim Housing benefit), approx 370 Sheltered Housing customers and to 9 external residential landlord schemes. The service receives £16k for handling out of hours calls for the Housing Repairs service.
27. The cost of the service was apportioned based on the number of hours the service is covered per week.  
For example, the sheltered housing schemes have housing co-ordinators on site for 24 hours per week so the costs apportioned to these sites was reduced accordingly.
28. Current regulations state that an authority cannot charge more than it costs to provide a service. The higher tiered charging rates of £7 and £10 conform to these regulations. The £5 and £7 rates were modelled as an alternative option for consultation.

### **Proposal 3 – Charge cohabitants of existing customers**

29. Current practice is to charge only one customer living at an address, even if two customers living at the address require the response service.
30. It may not be appropriate to charge customers twice for the control centre element of the charge but we propose that it is appropriate to charge each person for the response element. It is estimated to cost approx £2 per week for running the control centre and maintain/testing the equipment. It is proposed therefore to reduce any increased charge by this amount.

31. For example if a tier 1 charge of £5 is introduced the extra cost for an additional customer in the household would be £3 and if a tier 2 customer it would be £5.
32. There are approximately 400 such customers who could be affected by this proposal but some of these customers would be on Housing Benefit and therefore would not be required to pay.

#### **Proposal 4 – to charge for lost equipment**

33. Lost pendants are quite a common occurrence and they cost £70 to replace and currently we do not charge for replacements.

We propose to charge customers 50% of the cost of replacement.

#### **Council Plan**

34. The Warden Call service provides support and reassurance to many of our most vulnerable citizens. It helps to deliver two of the objectives in our Council Plan, namely, Protecting Vulnerable People and Building Stronger Communities.

#### **Implications**

##### **35. Financial**

Our actual unit cost for the Warden Call service has been calculated to be £6.97 for a tier 1 service and £10.09 for a tier 2 service.

If a charge of £5 and £7 per week were introduced it is estimated to generate additional income for the Council of £142K.

If a charge of £7 and £10 per week was introduced to more closely mirror the actual unit cost of the service, it is estimated to generate additional income for the Council of £228K.

The additional income would contribute to the savings targets for Adult Social Care.

- **Human Resources (HR)**  
There are no HR implications in this report
- **Equalities**  
The consultation will contribute to the completion of a full Community Impact Assessment that will be considered in the subsequent report in June.
- **Legal**  
There are no legal implications in this report
- **Crime and Disorder**  
There are no implications in this report
- **Information Technology (IT)**  
There would be some changes required to the Frameworking system in ACE to facilitate the tiered charging being proposed.
- **Property**  
There are no implications in this report
- **Other**  
There are no other known implications.

### **Risk Management**

36. There are no risks associated with the recommendation to consult with the customers and stakeholders of the Warden Call Service.

## Recommendations

37. The Cabinet Member is asked to consider;

- (i) The proposals in the report.
- (ii) To agree to conduct a consultation with Warden Call customers and stakeholders on the proposals contained in this report and receive a further report on the outcome of the consultation with recommendations in June 2013.

Reason: To conduct a consultation with customers of the service and stakeholders prior to finalising recommendations that can recover closer to the actual cost of providing the service.

## Contact Details

|   |   |   |             |                          |
|---|---|---|-------------|--------------------------|
| <b>Author:</b>  | <b>Chief Officer Responsible for the report:</b>  |   |             |                          |
| Heather Barden<br>Warden Call<br>554143                                   | Graham Terry<br>Assistant Director, Adult<br>Commissioning, Modernisation and<br>Provision. |   |             |                          |
| Steve Tait<br>Finance<br>554065   | <b>Report<br/>Approved</b>  | ✓ | <b>Date</b> | <i>11 March<br/>2013</i> |
| <b>Specialist Implications Officer(s)</b> If there are none- just say N/A |   |   |             |                          |
| <b>Wards Affected:</b>  |   |   | <b>All</b>  | ✓                        |
| <b>For further information please contact the author of the report</b>    |   |   |             |                          |

**Background Papers:** None