



**MINUTES OF THE MEETING OF THE
POLICY AND PERFORMANCE REVIEW COMMITTEE**

**TUESDAY 27 JANUARY 2015
COUNCIL CHAMBER, TOWN HOUSE, HADDINGTON**

Committee Members Present:

Councillor D Berry (Convener)
Councillor J Caldwell
Councillor F McAllister
Councillor J Gillies
Councillor P McLennan
Councillor P MacKenzie
Councillor J Goodfellow

Council Officials Present:

Mrs A Leitch, Chief Executive
Ms M Patterson, Depute Chief Executive – Partnerships and Community Services
Mr T Shearer, Head of Communities and Partnerships
Mr M Leys, Head of Adult Wellbeing
Ms S Saunders, Head of Children’s Wellbeing
Mr P Vestri, Service Manager – Corporate Policy and Improvement
Ms A Thompson, Public Protection Team Manager

Clerk:

Mrs F Stewart, Committees Assistant

Apologies:

Councillor J Williamson

Declarations of Interest:

None

1. MINUTE OF PPRC MEETING ON 25 NOVEMBER 2014

The Minute of the PPRC meeting on 25 November 2014 was agreed to be a true record of the meeting.

Matters Arising

The Chair referred to the Domiciliary Care Report (Item 5) and requested an update on the service position. Murray Leys, Head of Adult Social Care, replied that a new care rota was now in place ensuring that staff were in the right place at the right time.

It was also agreed that a report on the operation of school buses would be included in the report on the use of council buses on holidays and at weekends which was due to come before the Committee later in the year.

2. DELAYED DISCHARGES

The Director of Health and Social Care Partnership had submitted a report to invite members of the Committee to discuss delayed discharge performance in East Lothian.

Murray Leys, Head of Adult Wellbeing, presented the report. He advised that the current national target for delayed discharge performance was that no one should be waiting longer than 4 weeks for discharge from hospital, and this was reflected in the East Lothian Single Outcome Agreement. From April 2015, the target would be that no one should wait more than 2 weeks and recent reports suggest that this target could be reduced to 72 hours. Mr Leys stated that, presently, delays in East Lothian were greater than he would wish them to be. He explained that delayed discharge patients were monitored daily through a system called 'EDISON' and, on a monthly basis, the data on 'EDISON' was validated to provide an accurate snapshot of those available to transfer from hospital but with no definite transfer planned. However, exclusions from this data included disputes, complex cases and those whose health prevents transfer. Prior to this form of data collection (over the past 4 years) East Lothian had had as few as 5 validated delays and as many as 45. The key issues in East Lothian contributing to the problem are the vulnerability of the care home market and the vulnerability of the care at home market, where providers have faced challenges in recruitment and retention of staff, restricting their ability to respond to requests for care packages. Mr Leys stated that there was a need to balance delayed discharge with care in the community. Another key challenge was reducing the number of elderly people admitted to hospital. He advised that the Health and Social Care Partnership was actively working on the issue of delayed discharges and an action plan had been in place since September 2014. Mr Leys also summarised the key actions taken which included the opening of 20 step down beds in Crookston Care Home, the establishment of the Hospital to Home service and supporting care homes to address concerns and receive admissions.

In response to a question from Councillor Goodfellow, Mr Leys replied that, prior to April 2013, the Council had met its targets. However, there was now an increasing complexity of need and an increasing number of residents in East Lothian aged over 85 years old. There were also more clients requiring two people for moving and handling.

Councillor Caldwell enquired what the Council were doing to be in a position to comply with the new 2 week target for delayed discharges and Mr Leys replied that the Council had received funding as it moved towards the introduction of the East Lothian Integration Joint Board in April 2015. The Government had also announced an extra £100m of funding for Scotland, with £1.76m allocated to East Lothian over 3 years, to assist with meeting the new 2 week target. However, Mr Leys added that continuing investment would also be needed. The Chair asked why East Lothian had not received a greater percentage of the £100m fund and Mr Leys replied that the Council had been in contact with CoSLA (Convention of Scottish Local Authorities) to raise this matter. Councillor Caldwell asked how the additional funds would be spent and Mr Leys replied that there would be an increased hospital to home service and more beds would be made available in care homes. Councillor Goodfellow pointed out that some Local Authorities with a negligible number of delayed discharges would receive the same level of government funding to mitigate delayed discharges as East Lothian which has a higher percentage of older people, and suggested that there could have been a fairer distribution of Government funding.

The Chief Executive stated that the Adult Wellbeing Team would work with their colleagues in Health and Social Care towards having people looked after safely in their own environment. She added that having the Integration Joint Board was already proving beneficial and would offer many opportunities in the future. The Older People's Strategy (2011) was also due to be reviewed.

Councillor McLennan stated that it would be helpful to see a breakdown of where in the county issues were occurring. He also asked what was being done specifically in the North Berwick and Dunbar area. Mr Leys agreed to provide a breakdown and advised what action was being taken in his area.

The Chair proposed that another report on this matter should come before the Committee and Mr Leys advised that the East Lothian Integration Scheme (Health and Social Care) would be going to Cabinet on 17 March for approval (post meeting note: this report was now going to Council on 10 March for approval). The Chair's chief concern was that people needing full time care often could not afford the facilities available.

Councillor Gillies enquired about the working pattern of care staff in the community and Mr Leys explained the terms of the new staff rotas which allowed more flexible working practices.

Councillor MacKenzie referred to the 'real challenges in recruitment and retention of staff' stated in the report and was concerned that care jobs for young children and the elderly traditionally attracted low pay and did not offer a good career structure. Mr Leys replied, outlining the commercial influence on care at home services, the Council's tendering process with external providers and the limited opportunities for recruitment in some areas. Work was also ongoing with STRIVE and Social Enterprise East Lothian to encourage new independent organisations to enter the care provision market. On the development of Day Care services in East Lothian, Mr Leys stated that they provided essential services, supporting older people. The Council was currently working with the Association of Day Care Centres to deliver a strategic overview of the centres.

Councillor McAllister asked if the old Tesco site in Musselburgh is to be protected and Mr Leys stated that the Main Issues Report (a document relating to the Local Development Plan) identified the main areas for development and was part of a consultative process which was ongoing.

Councillor McLennan pointed out that the Administration had cut the Adult Social Care Budget and hoped that the issue of delayed discharges would be addressed.

The Chair welcomed the constructive debate and stated that East Lothian was blessed with healthy, active, older people. He also praised the role that the Day Centres played in the community but expressed concern over the costs of private care.

Decision

The Sub-Committee agreed to discuss the issues involved in performance on delayed discharge.

3. CHILD AND ADULT PROTECTION – HALF YEAR UPDATE TO ELECTED MEMBERS, APRIL 2014-SEPTEMBER 2014

The Chief Social Work Officer, Head of Adult Wellbeing and Head of Children's Wellbeing had submitted a report giving an overview of the half yearly statistical performance information for Child and Adult Protection for Quarters 1 and 2, 2014-15.

Anne Thompson, Public Protection Team Manager, presented the report. She advised that the Public Protection Team had now co-located to the Brunton Hall, and had strategic responsibility for Child and Adult Protection and Violence Against Women. Staff in MELDAP (Midlothian and East Lothian Drugs and Alcohol Partnership) were now co-located with the Public Protection Team, and the Police Public Protection Unit were expected to join them by April 2015.

Ms Thompson spoke on the Child Protection Summary, advising that, over the reporting period, there had been a decrease in the number of child protection inter agency referral discussions (IRDs) undertaken. She also reported that there had been an increase in the number of children placed on the Child Protection Register. However, there was evidence that a more preventative approach was resulting in decision making on children being made at an earlier stage. On Adult Protection, Ms Thompson advised that there had been a slight rise in the number of referrals for adults known or believed to be at risk of harm. Of these, most had been received from organisations in the private or voluntary sectors. Financial harm continued to be the most significant type of harm and remained one of the Scottish Government's national priorities. This was closely followed by psychological harm.

In response to a question from Councillor McAllister, Mr Leys, Head of Adult Social Care, stated that his department was working closely with Trading Standards colleagues to examine how financial harm could be minimised. He added that the Council was raising awareness of scam emails, cold calling and other harmful activity, and advised that the Council had secured a number of prosecutions in this regard. The Council also had other powers at its disposal, for example, the power to seek welfare guardianship.

Councillor MacKenzie asked what could be done to prevent children being placed back on the register after having been removed. Sharon Saunders, Head of Children's Wellbeing, replied that services did not cease when a child was removed from the register; they were scrutinised and monitoring continued. She added that risks for a child could be inflated at any time due to family circumstances changing.

The Chair stated that the Council's priority was low level intervention, keeping children in families as that was what kept communities and families together.

In response to a question from the Chair, Mr Leys replied that there was not an Adult Protection Register as such, but his department worked closely with those in the transition period between childhood and adulthood and offered the appropriate support.

The Chair described the report as very useful and commended the Child and Adult Protection teams for the important work they carried out.

Decision:

The Committee agreed to note the content of this report.

4. OVERVIEW OF HOW GOOD IS OUR COUNCIL (HGIOC) SELF EVALUATION 2014

The Depute Chief Executive, Partnerships and Community Services, had submitted a report to provide the PPRC with an overview of the HGIOC self-evaluation 2014 and related improvement actions.

Paolo Vestri, Service Manager of Corporate Policy and Improvement, presented the report. He stated that HGIOC, which had been undertaken by Council Services annually since 2009/10, was the Council's self-evaluation model used by all services to help identify strengths and areas for improvement. The results of HGIOC were used to inform service plans and the Council Improvement Plan. Mr Vestri stated that a number of minor changes had been made to the 2014 self-evaluation and advised that a list of all the Council Services completing 2014 HGIOC self evaluations was attached to the report.

Mr Vestri summarised the results from HGIOC 2014 which overall showed a slight decline in comparison to those from 2013. However, comparisons between 2013 and 2014 needed to be treated with caution as, although some scores were representative of a Council-wide position, there was a wide degree of variation between services for other questions. The configuration for some services had also changed quite significantly between 2013 and 2014 which reduced the significance of direct comparison of scores.

Mr Vestri highlighted that improvement actions identified from 2013 HGIOC and the 2014 Employee Engagement survey would not have been implemented in time to have had an impact before the 2014 HGIOC self evaluation exercises were undertaken. He also advised that Investors in People considered the Council's HGIOC self assessment was very good practice and had been complimentary on the impact it was having on the Council's performance.

Councillor MacKenzie suggested that it would be helpful to involve external people in the assessment and also asked if HGIOC could be developed further in non technical terms. Mr Vestri replied that this work had already begun, stating that staff across the Council were involved in gathering evidence, including feedback from customers and external stakeholders. Councillor MacKenzie also noted that the HGIOC results were only available online and suggested that a printed copy would be helpful.

The Chief Executive stated that the Council aimed to embed the culture of continuous improvement across the Council.

Councillor Caldwell enquired how many of the Council's Services had not completed their HGIOC 2014 self-evaluations and Mr Vestri replied that all Services were completing it.

Councillor McAllister enquired if any decline in performance could be attributed to VERS (Voluntary Early Release Scheme) and if the Council could withstand a further round of VERS. The Chief Executive acknowledged that the Council was emerging from an unsettling period and advised that a series of 'One Council' workshops had been introduced to support staff through change. She urged caution on a future VERS.

The Chair, noting the comprehensive report, suggested it would be helpful in future to have the most significant issues and successes highlighted. The Chief Executive suggested that this information could be given at a special briefing for Members.

Decision

The Sub-Committee agreed to use the information provided in this report to consider whether any aspect of the Council's performance was in need of improvement or further investigation.

5. ANNUAL WORK PROGRAMME UPDATE 2015

No reports were added to the Annual Work Programme and the Chair considered that there were sufficient reports for the March agenda.

Signed

Councillor David Berry
Convener of the Policy and Performance Review Committee