

INDEPENDENT LIVING SERVICES

Purpose of Report

1. To provide Members with an overview of the range of Independent Living Services (ILS) across the Council; following up issues previously raised by the Committee on this Service; and to receive an update on performance on Disabled Adaptations/Disabled Facilities Grants as previously scrutinised by this Committee's Performance Panel in 2016.
2. The report also sets out, at **Appendix A**, relevant Quarter 2 Performance results for Members' consideration.

Background

3. During previous years, this Scrutiny Committee has reviewed a range of services that sit under the Preventative Services umbrella. On considering the work programme for the current year, Members agreed that they would wish to receive a briefing on the range of Independent Living Services, including First Point of Contact; Alarm Receiving Centre; Direct Payments; supported living for adults with mental health issues; Telecare; and Disabled Adaptations/Disabled Facilities Grants.

4. In addition, when formulating the work programme, the Cabinet Member for Social Care, Health & Well-Being suggested that the Committee look into the spread of Independent Living Services; and receive a review of growth across the services and further plans to continue that growth.

Overview of the Service

5. According to the Service profile, as set out in the Communities, Housing & Customer Services Directorate Delivery Plan 2017-19, ILS forms part of Preventative Services.
6. The Plan states that this includes*”Independent Living Services First Point of Contact, a support service for older people where contact officers and visiting officers, overseen by dedicated Social Workers seek out alternative solutions to Social Care to help people remain independent for as long as possible. This service also works closely with Health colleagues to reduce delayed transfers of care, with the provision of step down accommodation and Housing Resettlement officers. The service also provides Disabled Facilities Grants and low level adaptations to support people to remain at home safely. The 24/7 Service also supports residents to remain in their own homes, through the Telecare service, which provides a mobile response from a warden when an alarm is triggered. The service has been developing and now includes Telecare plus, a range of equipment to help people remain safe at home including chair and bed occupancy sensors, property exit sensors and temperature extreme sensors. Meals on Wheels are also now part of the 24/7 service, providing nutritious meals to clients”.*

Previous Scrutiny during 2017/18

Disabled Adaptations/Disabled Facilities Grants

7. During 2016/17, the CASSC Performance Panel agreed to undertake a “deep dive” into this Service, following a decline in performance in 2015/16 and in

Quarter One 2016/17. In December 2016, Members met with officers to review plans to mitigate the issues and were pleased to find that officers had undertaken a thorough analysis of the issues affecting performance and had a clear plan to address these¹. However, Members of the Committee agreed that they would wish to review performance after 12 months, to establish whether improvements in performance had been achieved.

8. In addition, following the considering the 2017/18 Quarter 1 performance in September 2017, Members of the Committee sought clarification on the numbers of people going through the DFG application process². In addition, Members requested a breakdown of how many/what percentage of those applying for DFGs are successful in their application, and a breakdown of the type of adaptations applied for.

9. The response received from the Cabinet in relation to paragraph 8 above is as follows³:

Disabled Facilities Grants

In response to the Committees request for more information on the numbers of people completing the process, I can advise as follows:

For 2016/17:

- Requests for Service

Assistance Type	Number Received	Number of Successful Applications	% Of Successful Applications	Cases still Progressing through to Approval
Mandatory	1148	917	80	42
Low Cost	1184	1045	88	14
Total	2332	1962	84	56

¹ CASSC Annual Report 2016/17 (May 2017)

² Letter to Cllr Elsmore – 18 September 2017 – Q1 performance

³ Response from Cllr Elsmore – 3 October 2017 – Q1 Performance

- Reasons Why the Applications Were Unsuccessful

Assistance Type	Client Deceased	Client Withdrew	Contribution Exceeded Cost of Work or Mandatory Grant Limit	Other
Mandatory	12	123	24	30
Low Cost	11	52	0	62
Total	23	175	24	92

Of unsuccessful applications therefore only 2% relate to the clients' concern about the financial contribution they would be required to make.

Of the Requests Received 80% of the work is for Stair lifts, Level Access Showers & Bathroom Adaptations, along with works to improve Access to the property and within the property.

The remaining 20% of work is to re-configure the existing dwelling, undertaking structural works, and in some instances constructing an extension.

In addition to the Mandatory and Low Cost Adaptation Requests received, a further 1,326 refurbishment of previous adaptations requests were received within the period. The majority of these are stair lifts or electromechanical adaptations.

Telecare Services

10. At the same meeting in September 2017, Members considered progress made in the Telecare Service. Members stated at this time that they were pleased with progress and would look forward to observing further development of the Service in the coming 12 months⁴. At this time, Members stated that they were reassured by the explanation of the budget implications of the Service, but would request that a detailed breakdown on the budget and funding for this Service be submitted to Committee Members for their further consideration.

11. The response received from the Cabinet in relation to paragraph 10 above is as follows⁵:

⁴ Letter to Cllr Elsmore – 18 September 2017 – Q1 performance

⁵ Response from Cllr Elsmore – 3 October 2017 – Q1 Performance

Telecare Services

I would welcome the Community & Adult Services Committee scheduling this item in their Work Programme. In relation to the target for connections to the service I do accept that this is a stretch target set to help drive the service forward. The service has a comprehensive marketing plan and attracts 60-85 new customers per month, which maintains overall numbers at around the current level. There are no budget implications for the service should the additional 5% target not be achieved, as the budget is based on the current level of customers. So anything over and above the current level will enable reinvestment into the service. To update, as of 18th September, there were 4,439 customers, which is a net increase of 46 since the Committee meeting.

Way Forward

12. At this meeting, the following witnesses will be in attendance:

- i) Councillor Susan Elsmore (Cabinet Member for Social Care, Health & Well-Being)
- ii) Councillor Lynda Thorne (Cabinet Member for Housing and Communities)
- iii) Sarah McGill (Director Communities Housing and Customer Services)
- iv) Jane Thomas (Assistant Director Housing and Communities)
- v) Carlyne Palmer (Operational Manager, Assisted Living)

Officers will make a presentation to Committee.

13. Members may decide any comments, observations or recommendations they wish to pass to the Cabinet for their consideration following the presentation at this meeting.

Legal Implications

14. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct legal implications. However, legal implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any legal implications arising

from those recommendations. All decisions taken by or on behalf of the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

Financial Implications

15. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct financial implications at this stage in relation to any of the work programme. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any financial implications arising from those recommendations.

RECOMMENDATIONS

It is recommended that the Committee:

- i. Consider the information provided in this report, **Appendix A** and the presentation made at Committee; and
- ii. Decide the way forward with regard to any further scrutiny of this issue.

DAVINA FIORE

Director of Governance and Legal Services

29 November 2017