

Overview and Scrutiny Management Committee: Holding the Executive to Account

Scrutiny Monitoring – 9th July 2015

Date	Portfolio	Title	Action proposed	Action Taken	Progress Status
11/06	Health & Adult Social Care	Update on the closure of Woodside Lodge and the restructure of Day and Respite Services	1) That an audit trail detailing advice from the Director of People to the Leader / Cabinet Member relating to the timings of assessments and the decision making process is circulated to the Committee.	<p>The original Cabinet reports authorised by the former Director of People contain the following advice:</p> <ul style="list-style-type: none"> • Assessments of need will be carried out ... and the options for future care and support will be considered • The Council has a number of statutory duties and powers to individuals under various pieces of legislation to assess individual needs and then to provide appropriate care, support and accommodation for the eligible [social care] needs • When carrying out a new assessment or when re-assessing individuals, the needs assessment must be carried out in line with the Care Act 2014. <p>The former Director of People advised during the scrutiny meeting prior to the Cabinet decisions, and at the scrutiny meeting when the decisions had been called in, that these assessments could be carried out after any decision to close services had been made.</p> <p>The Cabinet Member for Health and Adult Social Care confirms that the advice he received stated that any alternative provision would be identified following an assessment process and that this exercise would commence as soon as a decision had been reached by Cabinet.</p> <p>Following the Cabinet in December, the</p>	Completed

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				Leader was able to clarify that no facility would close until after the necessary assessments had been completed even if this process might take slightly longer to achieve than had been anticipated initially at the time of the Council's revised budget forecast in July.	
11/06	Health & Adult Social Care	Update on the closure of Woodside Lodge and the restructure of Day and Respite Services	2) That the Leader honours the financial commitment made to Woodside Lodge residents that there would be no additional costs to clients as a result of the closure.	Social workers are continuing to work with the remaining four residents of Woodside Lodge and their families and suitable alternative placements have now been identified, at no additional cost to clients.	
			3) That a briefing paper on the proposals for the new facility to be developed on the grounds of Woodside Lodge is circulated to the OSMC.	Report to be circulated when proposals have been finalised.	
			4) That the written responses to Jon Searle and Alex Iles is circulated to the OSMC.	Responses circulated to OSMC on 01/07/15.	Completed
			5) That the Committee are provided with an update on the alternative options available to the service provided at Kentish Road.	Comprehensive reviews of individuals' needs are scheduled to be completed by 31 July 2015 and this will inform an analysis of the alternative options to the service provided at Kentish Road, to be considered by Cabinet on 15 September 2015. The current alternatives being pursued for individuals, where appropriate, include Direct Payments; alternative respite at Rose Road, Jacobs Lodge or the Minstead Training Project; and Shared Lives.	
			6) That the Leader / Cabinet Member continues to seek opportunities, including social enterprises, to	Potential alternative service providers have been in contact with the trustees of Freemantle Community Centre to discuss	

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			maintain the provision of services at Freemantle Community Centre.	opportunities for alternative uses of their facilities when vacated by Southampton Day Services. The Integrated Commissioning Unit (ICU) is planning a second workshop for council staff on establishing a social enterprise and colleagues from the day service based at Freemantle will be able to attend. The ICU explored a specific proposal to relocate a day service for older people to Freemantle Community Centre, but this was not taken forward by the Centre.	
11/06/15	Leaders	Council Performance 2014/15	<p>1) That the Leader considers including in the suite of indicators measures relating to:</p> <ul style="list-style-type: none"> a) Education - Success and progression at 18 b) Transport - Modal shift c) Staff morale 	<p>1a) The service has confirmed that all progression is monitored by the council until the end of Year 14, which is up to a young person's 19th birthday and this information is already included in the outturn performance figures.</p> <p>1b) Further detail awaited from colleagues in Transport.</p> <p>1c) Currently, the only measure of staff morale that we have is the Employee Engagement Index (EEI) which is measured as part of the annual Staff Survey. Best practice guidance suggests that there is no additional benefit in surveying staff morale more frequently than this as morale does not alter significantly from month to month (or quarter to quarter). Therefore, rather than including this measure in our quarterly reporting, we will provide Members with an annual report of the Staff Survey findings. In addition to this, we will undertake Pulse surveys on specific issues and can provide feedback on these when they are available.</p>	

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11/06/15	Leaders	Council Performance 2014/15	2) That the Committee are provided with an explanation clarifying how the target for decent homes is set.	<p>A target of 5% was originally set for 2014/15, based on an established baseline position. For the longer term, targets of 3% in 2015/16 and 2% in 2016/17 were agreed, which would see us reaching our natural underlying level of non-decency (as some properties will not receive works, and therefore will be classified as non-decent, if for example their longer term future is being evaluated or they are in an area scheduled for regeneration).</p> <p>However, we did not achieve our target in 2014/15, ending the year at 7.64%. There are a number of factors which have contributed to the level of performance being worse than anticipated, including:</p> <ul style="list-style-type: none"> • Change of calculation methodology following introduction of new IT system. • Higher level of properties than expected requiring works in the short term, identified from ongoing stock condition surveys. • Improved feedback from Housing Operations team identifying properties requiring capital investment. • Age of elements (one of the criteria in determining disrepair) reaching trigger point to worsen score. <p>The service is working to understand these variables and the likely longer term impact on performance. It is anticipated that once the current analysis concludes, it will be necessary for the targets to be reset. As this understanding develops and we are able to model what we expect to achieve, the numbers and associated targets will be revised.</p>	Completed

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11/06/15	Leaders	Council Performance 2014/15	3) That a target for 2015/16 is set for delayed days for transfers of care from hospital.	As part of the ongoing process of reviewing measures in the Council Strategy, is proposed to replace the current measure with the Better Care Fund (BCF) definition for delayed transfers of care. The BCF definition is different to the one currently in use, and therefore the targets (which have been set for 2015/16) are not directly comparable.	
			4) That consideration is given to identifying suitable alternative indicators to those measured through the City Survey for the periods when no survey is undertaken.	<p>The City Survey questions were set to help us understand comparative positions, and the frequency (once every two years) relates to national practice and the need to keep costs down. The option to undertake interim surveys was considered but not taken forward due to cost implications and the advice that this could result in 'survey fatigue', and therefore be unlikely to yield useful data.</p> <p>We are considering alternative measures for City Pride, including:</p> <ul style="list-style-type: none"> • City events bookings or numbers attending events (research required into what data is held) • Number of people registered with the People's Panel (as a proxy for % residents who take part in volunteering) • Hate crimes or anti-social behaviour (as a proxy for % residents who feel that Southampton is a place where people from different backgrounds get on well together) <p>For Sustainable Council, potential proxy measures could include:</p>	

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				<ul style="list-style-type: none"> • No. of complaints received (as a proxy for % satisfied with how council runs things) • Financial/budgetary measures – relating to current operating budget and/or savings achieved via transformation (tbc – as a proxy for % agreeing council offers value for money). <p>These suggestions will be considered as part of the ongoing review of measures in the Council Strategy.</p>	
11/06/15	Housing & Sustainability	HMO Additional Licensing	1) That the Cabinet Member considers including within the Cabinet report evidence that the HMO Additional Licensing Scheme demonstrates additional value.	Included in the Cabinet report and supporting documentation.	Completed
			2) That data on the contribution made by HMO Wardens is either circulated to the Committee or incorporated within the Cabinet report.	Included in the Cabinet report and supporting documentation.	Completed
24/04/15	Housing and Sustainability	Homelessness	1) That Supt Fulton clarifies what the Public Spaces Protection Order would be seeking to ban given that begging is illegal.	Additional information circulated to OSMC on 15/06/15 by Supt Fulton.	Agreed to raise this issue during the annual discussion at OSMC on the Safe City Partnership.