

MEETING

SAFEGUARDING OVERVIEW AND SCRUTINY COMMITTEE

DATE AND TIME

WEDNESDAY 19TH JUNE, 2013

AT 7.00 PM

VENUE

HENDON TOWN HALL, THE BURROUGHS, NW4 4BG

**TO: MEMBERS OF SAFEGUARDING OVERVIEW AND SCRUTINY COMMITTEE
(Quorum 3)**

Chairman: Councillor Bridget Perry (Chairman),
Vice Chairman: Councillor Kate Salinger B.Ed (Hons) (Vice-Chairman)

Councillors

Alison Cornelius	Anne Hutton	Agnes Slocombe
Barry Evangelis	Kath McGuirk	Zakia Zubairi
Brian Gordon	Brian Salinger	

Substitute Members

Julie Johnson	Lisa Rutter
Sury Khatri	Ansuya Sodha

You are requested to attend the above meeting for which an agenda is attached.

Andrew Nathan – Head of Governance

Governance Services contact: Anita Vukomanovic 020 8359 7034
anita.vukomanovic@barnet.gov.uk

Media Relations contact: Sue Cocker 020 8359 7039

ASSURANCE GROUP

ORDER OF BUSINESS

Item No	Title of Report	Pages
1.	Minutes of the Previous Meeting	
2.	Absence of Members	
3.	Declaration of Members' Interests a) Disclosable Pecuniary Interests and Non Pecuniary Interests b) Whipping Arrangements (in accordance with Overview and Scrutiny Procedure Rule 17)	
4.	Public Question Time (If any)	
5.	Members' Items (submitted in accordance with Overview and Scrutiny Procedure Rule 9) (If any)	
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11.	Any Other Items the Chairman Decides are Urgent	
12.	Motion to Exclude the Press and Public That under Section 100A (4) of the Local Government Act 1972 the public be excluded from the meeting for the following item of business on the grounds that they involve the likely disclosure of exempt information as defined in category X of paragraph 9 of Part 1 of Schedule 12A of the Act (as amended)	
13.	Member Visits	77 - 88
14.	Any Other Exempt Items the Chairman Decides are Urgent	

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Hendon Town Hall has access for wheelchair users including lifts and toilets. If you wish to let us know in advance that you will be attending the meeting, please telephone Anita Vukomanovic 020 8359 7034 anita.vukomanovic@barnet.gov.uk. People with hearing difficulties who have a text phone, may telephone our minicom number on 020 8203 8942. All of our Committee Rooms also have induction loops.

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Meeting	Safeguarding Overview and Scrutiny Committee
Date	19 June 2013
Subject	Local Account of Adult Social Care
Report of	Cabinet Member for Adults
Summary	<p>Adult Social Care Departments are required to publish an annual citizen statement giving information on local provision to enable residents to hold the council to account on how well it is performing. The background relates to the discontinued role of the Regulator, the Care Quality Commission (CQC) in assessing adult social care performance and the adoption of a lighter-touch approach, including sector and peer-led assessment. The first edition of Barnet's Local Account was published in February 2012. This report covers the second edition, published in April 2013, and explains the approach adopted and main differences between the two editions.</p>

Officer Contributors	Rodney D'Costa – Head of Social Care Commissioning, Adults & Communities Delivery Unit
Status (public or exempt)	Public
Wards Affected	All
Key Decision	No
Reason for urgency / exemption from call-in	Not Applicable
Function of	Overview and Scrutiny Committee
Enclosures	Appendix A: Barnet Adult Social Care Focus: Your Local Account for 2012
Contact for Further Information:	Rodney D'Costa – Head of Social Care Commissioning, Adults & Communities, Telephone: 020 8359 4304; rodney.d'costa@barnet.gov.uk

1. RECOMMENDATIONS

- 1.1 **That the Safeguarding Overview and Scrutiny Committee make comments and recommendations as appropriate on the Local Account of Adult Social Care Services.**

2. RELEVANT PREVIOUS DECISIONS

- 2.1 Safeguarding Overview and Scrutiny Committee, 16 April 2012, decision item 6, Local Account of Adult Social Care Services.

3. CORPORATE PRIORITIES AND POLICY CONSIDERATIONS

- 3.1 The Local Account provides information on Adult Social Care (ASC). This area comes under the Adults & Communities Delivery Unit, whose business plan is closely linked to the Council's core objectives as set out in the Corporate Plan 2013-16. For example, the priority area: "support families and individuals that need it – promoting independence, learning and well-being". The publication aims to provide information on ASC so that residents can, in turn, hold the Delivery Unit and Council to account on its performance. All Councils with a remit for adult social care are required by government to produce an annual local account of services.

4. RISK MANAGEMENT ISSUES

- 4.1 The proposal does not contain any specific / direct risk management implications. Adults and Communities comply with corporate requirements for monitoring, reporting on and managing risk.

5. EQUALITIES AND DIVERSITY ISSUES

- 5.1 Adults & Communities complies with its public sector equality duty pursuant to the Equality Act 2010 and has completed Equality Assessments (EqAs) where appropriate. Equality and diversity issues are a mandatory consideration in decision-making in the council which means that the council and all other organisations acting on its behalf must have due regard to the equality duties when exercising a public function. Equality considerations are integrated into day to day business in the formulation of policies, the delivery of services and their review. The Local Account was published in an easy read version with provision made for alternative formats on request; for example large print, audio tape, CD, Braille and alternative language.

6. USE OF RESOURCES IMPLICATIONS (Finance, Procurement, Performance & Value for Money, Staffing, IT, Property, Sustainability)

- 6.1 The proposal does not contain any specific / direct use of resources implications. LA-2 is accessible via a link in the Council's website. In addition, hardcopies have been distributed to various organisations throughout the borough based on a consultation exercise and experience from the previous

year. 1,700 (including 200 easy-read versions) hardcopies have been produced at a cost of £1,050, equivalent to a unit cost of £0.62. For LA-1, the figures were 2,400 and £2,717 which represents a unit cost of £1.13.

- 6.2 By way of context, the 2012/13 net budget for Adults & Communities was £97m (rounded), with the spend analysed by the following main headings: Social Work & Safeguarding £9.7m; Support in the Home £16.7m; Day Services £8.5m; Direct Payments £9.5m; Prevention £3.3m; and Registered Care Homes £49.2m.

7. LEGAL ISSUES

- 7.1 As noted in paragraph 3.1, all councils with a remit for adult social care are required by government to produce an annual local account of services. This builds on work that councils are already doing on local quality assurance frameworks and safeguarding annual reports. Local accounts are referred to in the Department of Health's "Transparency in Outcomes: a framework for adult social care" consultation paper (November 2010) in the context of localism and transparency, and in the subsequent 2011/12 outcomes framework published in March 2011.

8. CONSTITUTIONAL POWERS (Relevant section from the Constitution, Key/Non-Key Decision)

- 8.1 The Safeguarding Overview and Scrutiny Committee has within its terms and reference the following responsibilities "To scrutinise the provision of adult social care services (including those who have physical disabilities, sensory impairment, learning disabilities, mental health needs or other special needs) to ensure that residents are safeguarded and supported to lead as independent lives as possible in their own homes".

9. BACKGROUND INFORMATION

- 9.1 Adult Social Care (ASC) Departments are required to publish an annual citizen statement giving information on local provision to enable residents to hold their Council to account on how well it is performing. The background relates to the discontinued role of the Regulator, the Care Quality Commission (CQC) in assessing adult social care performance and the adoption of a lighter-touch approach, including sector and peer-led assessment.
- 9.2 One of the key principles of sector led improvement is that stronger accountability through increased transparency drives further improvement. Local Accounts therefore form a key part of the Transforming Excellence in Adult Social Care (TEASC) approach to sector-led improvement in adult social care as they can provide a mechanism for: demonstrating accountability for performance and outcomes; engaging with citizens and consumers around priorities and outcomes; and a useful way of informing self-improvement activity locally.
- 9.3 Introduced for 2012, the first edition of "Your Local Account of Adult Social Care Services" was published in February 2012. The current edition, "Barnet

Adult Social Care in Focus” was published in April 2013:

http://www.barnet.gov.uk/downloads/download/1124/local_account_of_adult_social_care_2012-13

9.4 There is no prescribed template for a Local Account, however, key factors to consider are:

- **Purpose** – Local Accounts should provide an authentic and insightful description of the quality of adult social care provided; demonstrate engagement with local people and acknowledge areas that require improvement and describe the actions to be taken.
- **Audience** – this is the whole local community i.e. all Barnet residents. Local Accounts therefore need to be *customer-centric*. This factor was a significant driver in the model adopted by Barnet – visually attractive and not too “heavy” a read.
- **Robust** – Local Accounts need to be able to withstand challenge and scrutiny e.g. relating to outcomes achieved, perhaps by reference to user feedback, monitoring of complaints and case file audits and external review of safeguarding practice.
- **Period Covered** – Guidance on the initial publication was that the Local account needed to both “look back” and “look forward”.
- **Publication** – There is no set date for publication but most councils publish their Local Account in Spring / early Summer.
- **Content** – The TEASC Programme Board suggest that Local Accounts should include some of the following content:
 - Outcomes achieved for citizens and consumers (in the context of the DH Adult Social Care Outcomes Framework)
 - Adult safeguarding
 - Equalities and Diversity considerations
 - Productivity issues
 - Quality of the local market
 - Complaints information
 - Consumer Feedback
 - Feedback from scrutiny reviews
 - Progress against local political / improvement priorities

Main Changes between Local Account 1 and 2

9.5 Barnet’s decision to use the six themes from “Making it Real” as the chapter headings for LA-1 was endorsed at a recent Local Government Association Conference (November 2012). This broad format was therefore retained for LA-2.

9.6 Extensive public consultation was also undertaken on the content and style via the Council’s website, though ASC Partnership Boards and also with Barnet LINK. This resulted in:

- LA-2 being slightly longer in overall length (reflecting feedback for a larger font size and more infographics). A separate Easy-Read version was also produced.
- Retaining the same format for each chapter of the publication i.e. reflecting on what we did (compared to what we said we would do previously), a cameo of the service area, areas for improvement and a “look forward”.
- Additional content on areas for improvement.
- Additional information e.g. a section on “Useful Contacts” and named contacts (Heads of Service) so that customers can raise any issues with managers directly.
- Removed detailed Tables of Key Performance Indicators – headline metrics are now included throughout the document. The publication makes provision for detailed metrics to be provided to those interested upon request.

10. LIST OF BACKGROUND PAPERS

MAKING IT REAL: Marking progress towards personalised, community based support.:

<http://www.thinklocalactpersonal.org.uk/library/Resources/Personalisation/TLAP/MakingItReal.pdf>

Cleared by Finance (Officer's initials)	JH
Cleared by Legal (Officer's initials)	LC

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Barnet Adult Social Care In Focus



Your local account of services for 2012

April 2013

Introduction from Councillor Sachin Rajput, Cabinet Member for Adults






Dear Resident,

Welcome to the second edition of your local account of adult social care services in Barnet.

The local account is a report to tell you about what we have been doing during 2012 to support people with social care needs. We have also included what we plan to do in 2013 - 2014 to develop and improve local services.

Since we produced our last local account in February 2012, we have been asking residents what they thought of the account, and what we could do to improve it. We also involved Barnet LINK, the Local Involvement Network which allows people to have their say on health and social care services. I would like to thank those who took the time to share their views with us. From what people told us, we have made quite a few changes this time around. For example, we have:

-  Added in more information about things we could improve
-  Changed the way we have displayed data and figures in the local account to make it easier to understand
-  Included some information that people were interested in under the different headings used in this report.

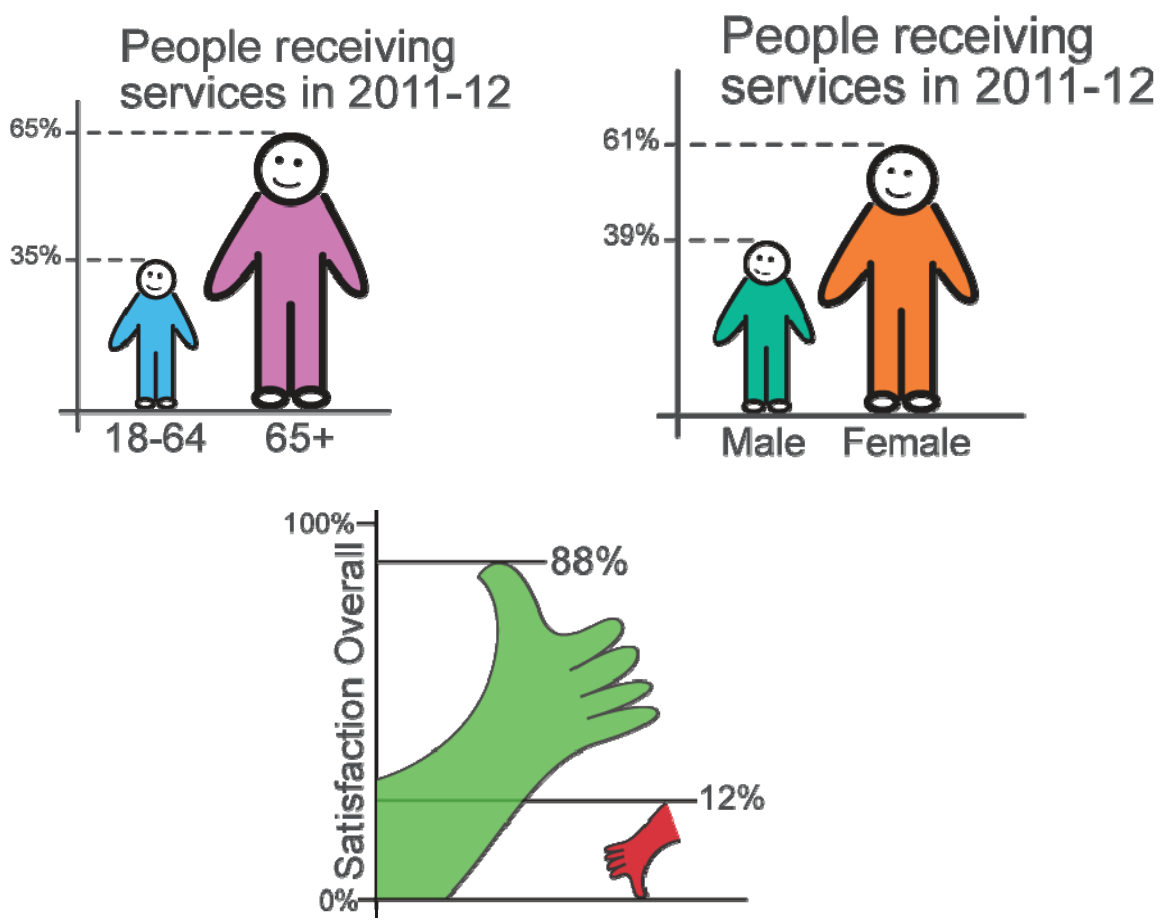
We hope that these changes will help to make sure that this edition of the local account is accessible and gives a clear and honest picture of how adult social care services are developing in Barnet.

The local account is split into six headings. These headings cover different areas of people's lives, and are from the "Making it Real" Framework which was developed by a national partnership of service users, carers, providers and local government. We have used these headings to make it easier to compare how Barnet Adult Social Care is performing.

It is an action-packed account, which shows the amount of change which has been happening in adult social care over the past year. Services are working hard not only to support people with high levels of social care needs, but also to look at how to prevent people from needing support and help them to maintain and regain their independence and wellbeing.

At Barnet Council, we have recently changed the name of our adult social care department to Adults and Communities Delivery Unit. This is because services such as leisure and community safety are joining up with us to make sure services work better together and look at the whole of someone's life and all their different needs.

Below you can see some information about who receives support from us and what they think of the services they get. You can read about all the services the Council offers on our website at www.barnet.gov.uk/careandhealth. Or if you or someone in your family is interested in social media, you can keep up to date with our latest news by following us on Twitter. Go to www.twitter.com and search @lbbadults.



I hope that you enjoy reading our local account.

Yours faithfully,

Sachin Rajput

Cabinet Member, Adult Services

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Adult Social Care in Barnet - Our Commitments to you

- Information and advice about staying independent and how to plan for future care and support needs is available for all residents.
- Your Personal Budget is based on your eligible needs and will only change as your needs change.
- We will work with you to enable you and your family to maintain your independence.
- You have the 'Right to Control' your own care and support. Adult Social Care will aim to join up services, whoever provides them, around your eligible needs.
- Family carers will be recognised as partners in care and be supported to continue in their caring role.
- Financial contributions towards meeting the costs of care will always be based on an individual's ability to pay with a clear breakdown of how your contribution has been calculated.
- To respond quickly to keep Vulnerable Adults safe from harm when we receive concerns.
- Our staff who work with you will be professional in their approach, appropriately trained and caring.



What can you do if you don't think we are meeting our commitments?

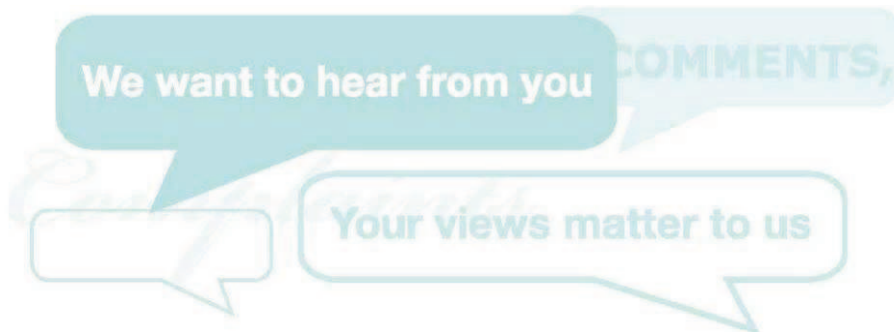
If you or your friends or family feel that we are not doing what we say we will, or you are unhappy with the treatment that you have received from a social care professional, please tell us.

You can do this by making a **comment** or a **complaint** about social care services.

You can share your thoughts about a service by talking to the person who runs the service directly. Or you can talk to the Complaints and Representations Lead for Adults and Communities.

Jennifer Watson-Roberts, Complaints and Representations Lead:
Tel: 020 8359 4299
Email: adultsocialcare@barnet.gov.uk

It is best to put your thoughts into writing so that people can refer to it again accurately when dealing with your case. We use comments and complaints to help us to learn about how to improve our services for the future.



You can also share with us any **compliments** that you have about a service you have received, or a professional that you have come into contact with.

We have been very pleased to see that we have received 107 compliments since April 2012. This is over double the 48 that were recorded during 2011 - 2012. There has been a slight reduction in the number complaints we are receiving: we had 91 complaints during 2012-2013, and 100 complaints the year before.

You can see more about the comments, complaints and representations procedure on our website at www.barnet.gov.uk/adults-complaints.

Abuse and Neglect

Remember that if your concern is about someone being mistreated or abused, you should call our Social Care Direct team as soon as possible.

Tel: 020 8359 5000

Email: socialcaredirect@barnet.gov.uk

Say **NO** to abuse!



You can see more information about what abuse is and how to report it at www.barnet.gov.uk/safeguarding-adults

If you do not have access to the internet and would like printed information about any of the things we talk about in this local account, please contact the Communications Team for Adults and Communities

Tel: 020 8359 4579

Email: adultsocialcare@barnet.gov.uk



Having the information I need, when I need it.

What have we done this year to improve information and advice for people who use social care services?

- We have been working with Barnet Centre for Independent Living to produce fact sheets for residents on different social care related topics. For example, we have created a fact sheet about how to recognise financial abuse, and a fact sheet with top tips when recruiting your own Personal Assistant. You can find these on our website at www.barnet.gov.uk.



We are also working together to make sure that our Social Care Connect online directory is as up to date and useful as possible (Visit www.barnet.gov.uk/socialcareconnect).

- As part of our Ageing Well Project, we have been talking to older people about the kinds of information they think would help them to plan for the future and stay well and independent.

We know that people need advice and information about housing, their finances, legal issues, bereavement, hospital discharge, healthy living, and available care and support services.



From June 2013, we will have Later Life Planners across Barnet to support people over 55 to think about the future and offer a range of advice and signposting, from benefits to home adaptations.

- We are working with the Childrens Service and family carers to develop better information for school leavers with complex disabilities and their families, to explain to them what happens when they come to use adult social care services. We are also talking to them about when it is the right time for the young person to receive different bits of information about their journey into adulthood.
- Finally, we are getting closer to setting up a new customer services organisation to deal with all service enquires and provide a wider range of information and advice so that residents can help themselves.



In focus - making information accessible

We have started using new media to make information about social care services more accessible.

Videos

We have created videos of people's personal support stories, so residents can really see the difference that services can make and hear from real people about how to get the right support.

Visit our Right to Control webpage to see two inspirational stories about how two disabled people set their own life goals and took control of their support services. Go to www.barnet.gov.uk/right-to-control.

We have created some videos in British Sign Language (BSL) to make information easier to understand for people who are deaf. These videos explain how to getting social care support, and there is also a video to raise awareness of abuse.

Visit www.barnet.gov.uk and click on the BSL button to see our dedicated BSL webpage



bit.ly/YmqTNm

Social media

We are also using social media sites (like Facebook and Twitter) to share news and useful information with residents.

Twitter: www.twitter.com/lbbadults or search @lbbadults



Facebook: www.facebook.com and search 'Barnet Council Adult Social Care'



December 2012

Areas for improvement

- In 2012, we sent a survey to a sample group of our clients. One of the questions asked how easy people found it to access information about social care services. 67% of people found information accessible but 33% of the 527 people who responded said they found it difficult to find the information they needed. We are now going to carry out a review of the information which is produced by the Council to make sure that it is useful to people, and that it is available in the right places across the borough.



- We think there is more that we could do to make information easier to understand for people with learning disabilities. We have already run some training for staff in how to make information easier to read. This year, we will be looking at the forms and letters which we send out to people about their social care, and we will produce 'easy-read' versions with images and language which is easier to understand for people with a learning disability.



- We know that people with disabilities, older people and people on lower incomes are less likely to have access to information on the internet. We will work with other local organisations to improve resident's motivation and skills to get online and improve access to the kit they need. We hope to hold an event for residents in Autumn 2013.

However, we will not stop producing printed information for those who need it. We will still produce booklets about our services, which are available on request and from Barnet libraries and local community organisations which support people with social care needs.

Looking forward

- As of 1 April 2013, Healthwatch Barnet is now responsible for providing information and signposting to residents about health and social care and has taken over from Barnet LINK (Local Involvement Network). CommUNITY Barnet will run Healthwatch Barnet. As part of their role as the consumer voice for health and social care, Healthwatch Barnet will investigate key local issues and ensure the voices of residents are heard.
- We are going to develop an information resource for staff from any local organisation who visit older people in their homes. This will contain useful contact details so that staff can easily refer older people to other agencies for information and advice where necessary. It will be developed as a partnership between the Council, Trading Standards, Police, Fire and Rescue, the Pension Service and voluntary organisations.



- The Council will be working with NHS Barnet Clinical Commissioning Group (local health authority) to ensure that information and advice about both health and social care services is joined up. This will include making sure information and advice is available in local communities and the first 'Health and Wellbeing Resource Centre' will launch at Oakleigh Road later in 2013.
- Along with other local health and social care organisations, we are forming an Information Network. This network of professionals will work together to improve the quality of information available in Barnet, create better information access points across the borough and raise awareness of support to get online.



Contact

If you have any questions about the information in this section, please contact Dawn Rowe, Communications Lead for Adults and Communities:

Tel: 020 8359 4579

Email: dawn.rowe@barnet.gov.uk

Active and supportive communities

What have we done this year to encourage active and supportive communities in Barnet?

From April 2013, the Council has commissioned 5 lead organisations to provide services to support people in their local community. These organisations are working with other groups to deliver the services listed below:

- **Information, advice, advocacy and brokerage service, led by Barnet Centre for Independent Living:** delivering a range of support services for people who want to take control of their own support. Users of services will have control over how these support services look.

Visit www.barnetcil.org.uk.

- **Working for You service, led by Dimensions-** delivering practical support to people with a Learning Disability or Autism, such as support to find employment or live independently in their own home.

Visit www.dimensions-uk.org

- **Eclipse service, led by Richmond Fellowship-** providing targeted support to people recovering from mental ill health, as well as peer support and mental health awareness raising activities.

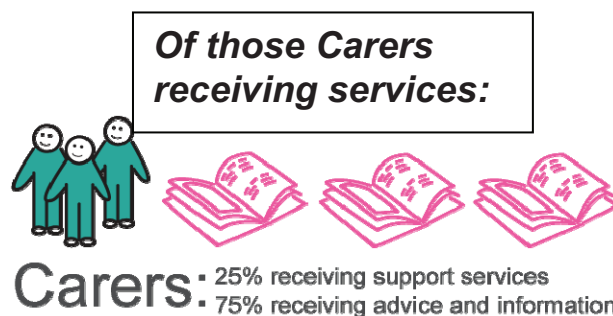
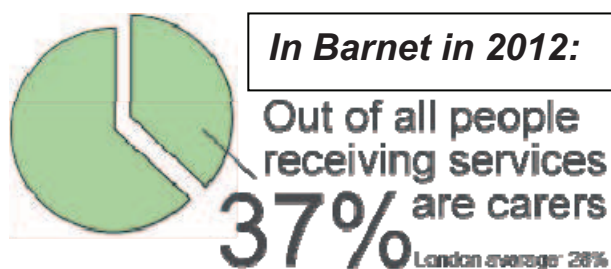
Visit www.rfbarnet.org.uk

- **Older Adult's Day Opportunities service, led by Age UK Barnet:** providing a range of activities, events and practical support for people in their neighbourhood. Visit www.ageuk.org.uk/barnet

- **Carers support service, led by Barnet Carer's Centre:** providing carers with assessments of their needs and breaks from caring, as well as practical and emotional support to enable them to continue in their caring role. Visit www.barnetcarers.org



The figure above is for people with a learning disability who use Barnet's social care services.



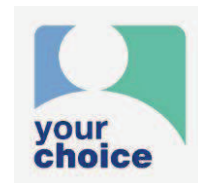
In focus – Supporting Independence Fund



The Supporting Independence Fund has awarded money to kick-start ten exciting new projects that support disabled and older Barnet residents to live healthy and independent lives.

Each organisation which has been awarded money has been working on something that will help people in one of three areas:

- Connecting neighbours
- Getting employment
- Being creative in planning your support



To find out more about each of the successful projects, visit www.barnet.gov.uk/BarnetSIF or search for [#BarnetSIF](https://twitter.com/BarnetSIF)

Areas for improvement

- We are aware that more needs to be done to support people living with dementia and their family and friends. To make a difference to them, we are investing in a dementia café which will meet 3 times a month in various locations across the borough.



The café will be run by Barnet Alzheimer's Society and is unique as it will have a creative focus including an arts and culture programme of activities. The café will also include a training and information programme for family carers, developed with input from people with first hand experience and with a real focus on practical help. During 2013, we are going to work with libraries to run reading groups for people with dementia and carers, using specially designed reading materials.

- We know that many older people do not have a network of friends or relatives to support them. Through our "Altogether Better" Pilot Projects we have made some steps towards strengthening the social networks people have, but we have more to do.

We've been working with local people in East Finchley, Burnt Oak and Stonegrove to help to connect individuals, groups, businesses and services that help make the neighbourhoods a great place to live and work in.

We're creating networks that encourage people to volunteer and contribute to activities that would enhance their own lives and those of others, helping to build individual and community confidence, and create a positive community atmosphere.



Looking forward

- In the next year we will be developing some new community support services for people with particular needs. This includes services for people who have suffered a stroke or who have dementia, and people with physical or sensory impairments. We will also develop wellbeing services to make it easier for people experiencing mental ill-health to get support.
- By Autumn 2013, we hope to have developed a Barnet Timebank to support more people to be active in their communities.

Through Timebank, people can contribute some of their free time to helping others, in return for someone else in the community helping them with something.



Examples of skills which are typically sought and shared within a timebank include escorting people to appointments, basic DIY and gardening, babysitting, shopping, cooking, housework, computer skills, companionship and translation.

Anyone can take part and everyone's skills are valued equally. Whatever the service you provide, if you spend an hour helping someone else, you will gain a time 'credit' for you to use.

We will look for a local provider of a Timebank service, who will encourage adults across Barnet to register and help out in their local area.

Contact

If you have any questions about the information in this section, please contact Rodney D'Costa, Head of Social Care Commissioning for Adults and Communities.

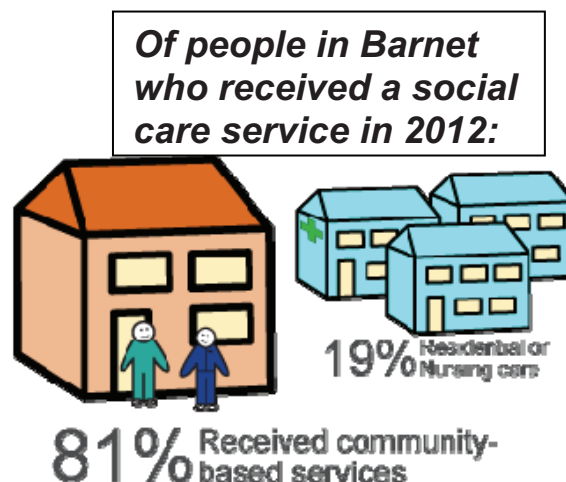
Tel: 020 8359 4304

Email: rodney.d'costa@barnet.gov.uk

My support, my own way

What have we done this year to put people in control of their own support?

Our aim is to make sure that wherever possible, people continue to live independently in their own homes, and don't need to move to residential or nursing care. We are looking at alternative options to residential care.



- In 2010, Barnet was named as one of 7 national pilot sites for the Right to Control Programme. Following the success of the pilot, the Council has now received more than £400,000 of additional government funding to continue this work for another year, until December 2013.

The Right to Control means that people can combine two or more funding streams related to their social care, housing or employment support. They are able to choose how to spend this



money to meet their needs and to lead an independent life.

Lubna tells her Right to Control story: She used the funding for her social care and employment support to hire a personal assistant to help her at work, and to support her to enjoy favourite hobby.

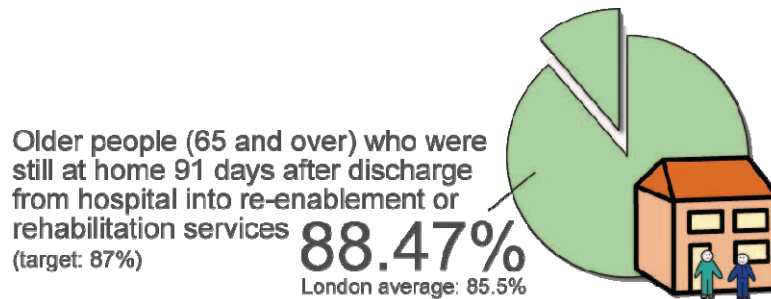
For more information, visit www.barnet.gov.uk/right-to-control.

To date, over 200 people have benefited from Right to Control in Barnet.

We are making sure that all social care professionals are able to support people to take up their Right to Control, and can help people to think creatively about the best support for them.

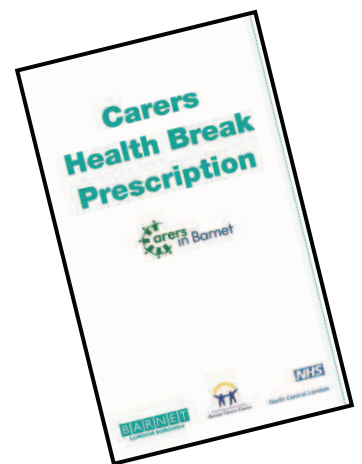
We are also getting other professionals such as housing officers and disability employment advisors to work more closely with social work staff so that all of people's needs are considered together.

- We have been working alongside the health service to join up services for the frail and elderly. Later in 2013, there will be 'care navigators' to support frail older people and help them to avoid unnecessary hospital admissions and closer working between social workers, GPs and District Nurses.



- We know that people who care for a friend or family member need to feel supported to carry out their caring role. In October 2012, we launched Carers Health Break Prescriptions. This service is to allow carers to take back some control of their life when they feel that their caring role is having a negative impact on them.

Carers needing support can visit their GP, who will give them a prescription which can be redeemed at Barnet Carers Centre. The Carers Centre will provide them with a Direct Payment which they can use to arrange the alternative support of their choice for the person they care for.



- In 2012, we have developed new supported living schemes, such as Sarnes Court. This is a new type of supported housing where you can take a Direct Payment and choose who provides your support.

Sarnes Court opened in July 2012 and means that younger adults with disabilities can live independently in their own flats and control their own support arrangements. The housing provider Sanctuary Housing deliver a combined onsite housing and support service which complements tenants' own arrangements and provides an umbrella of support within the building.



In focus –Telecare

Telecare is equipment which makes people feel safer at home. Sometimes having Telecare can mean that someone can continue living independently in their own home instead of needing people to come in and care for them, or needing to move to alternative accommodation.

Telecare includes things like personal falls alarms, flood detectors, smoke alarms and bed exit sensors. Equipment is linked up to a call centre so that someone is available 24 hours a day should you need help.



This equipment was invaluable to Mrs T, who is in her 90's and lived alone. She had started to forget things, and often would not take her medication, which she needed to take three times a day.

To solve the problem, Mrs T was given a vocal memory aid – a machine which would talk to her at the times of day when she needed to take her medication, to remind her to take it. She was then able to carry on with her daily routine without someone needing to be with her to make sure she was taking her medication.

'I am so excited when the machine prompts me, it makes me feel safe'.

Quote from Mrs T

Areas for improvement

- We think that Telecare equipment can make a real difference to people's independence and confidence in their home. Although we already getting around 70 new referrals for telecare equipment a month, we want to further increase the amount of assistive technology available to people in Barnet. We also plan to work with the health service to make sure we use more technology to help people manage their health conditions.
- We know that there is more work for us to do to join up health and social care services, so that people don't have to tell their story to lots of different people during their recovery from illness. We have representatives from the Council on the 3 GP Locality Groups which make up the NHS Barnet Clinical Commissioning Group, and we have set up a Health and Social Care Integration Board to look at ways to do this, such as joining up I.T systems.



- We know that we need to put some better support in place for people with hearing impairments and visual impairments. Through our Physical and Sensory Impairment Partnership Board, we are developing plans for the next few years to improve services and support available.



Looking forward

- We are working closely with housing to develop more specialised housing for older and disabled people, known as 'extra care' housing. This means people still have their own front door, but have support available on site when they need it. Several schemes are being planned which will provide approximately 80 new extra care flats during 2015-16. In 2013 we will be involving older people to look at the design and facilities to be provided in these schemes.



- We are also working with people with high functioning autism or Asperger's syndrome to develop specialist supported housing so that they can live independently in their own accommodation. This is planned to open during 2013-14. We will develop a partnership between the housing provider and our local specialist autism service providers, so that they work together to deliver a high quality service for the tenants.

Contact

If you have any questions about the information in this section, please contact Jon Dickinson, Head of Older People and Disabilities.

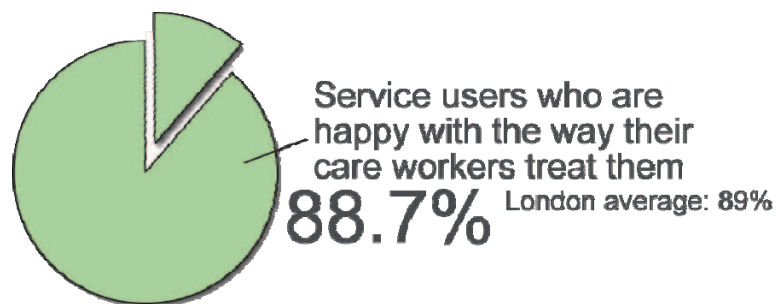
Tel: 020 8359 4871

Email: jon.dickinson@barnet.gov.uk

My support staff

What have we done this year to make sure that those working in social care have the right skills to support people?

- We have launched our Integrated Social Care Workforce Strategy for 2012 - 2015. This shows our plans to support social care workers across the borough, in both private and voluntary organisations. One of the aims of this strategy is to ensure that staff are effectively supported to learn the skills that they need to care for their client group.



- Safeguarding training for both internal and external staff continues to be a high priority with over 550 social care staff from around 48 different organisations receiving a half day of safeguarding training every year.
- Barnet Council and the local NHS have supported the managers at eight care homes to take part in the My Home Life leadership programme. The aim of this programme is to improve quality of life for people in care homes. As part of this programme, the care home managers worked with the Care Quality Commission and other health and social care professionals to look at how improvements can be made in the following areas:
 - Admission/Discharge from Hospitals
 - Positive risk taking
 - Sharing good practice between the homes.

We will be working with more homes in 2013 through a new Quality in Care Homes team and doing more joint projects with NHS Barnet Clinical Commissioning Group.



In focus – Celebrating Excellent Care Conference

We are aware that it can be difficult for social care providers to retain staff. To support social care providers to recruit appropriate staff and keep them, Barnet hosted a Celebrating Excellent Care Conference in January 2013.

The event was to award staff who provide care for the most vulnerable of our society. The event saw staff being nominated by their managers and receiving a certificate and pen set as a way of thanks from the London Borough of Barnet. Feedback from the event was extremely positive with staff saying that it was great to feel appreciated both by their manager and Barnet. Attendees said that they wanted to see this being repeated in 2014.



Some of the lucky award winners receiving their certificates

Areas for improvement

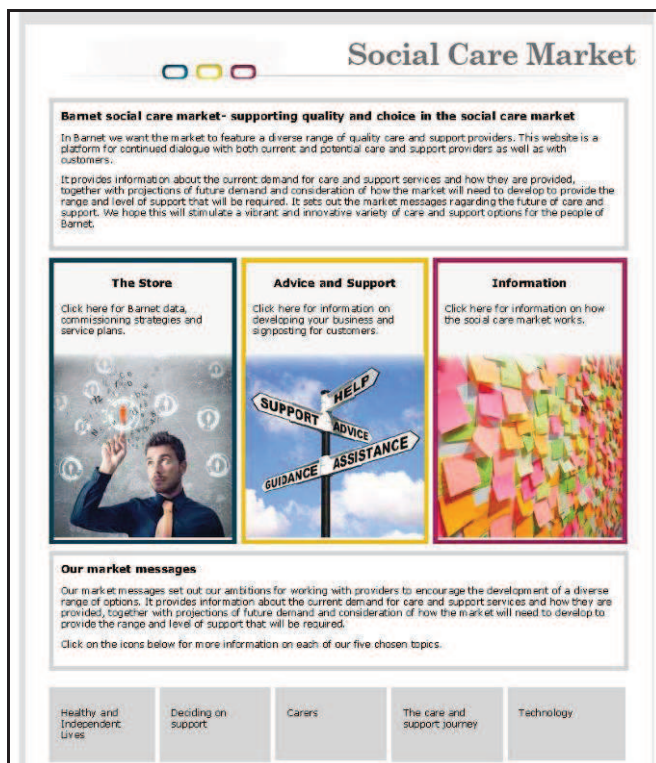
- Local organisations have told us that there should be more visual awareness training for care staff, including personal assistants.
- For some people, using their Personal Budget to employ a Personal Assistant means they can be more independent. Barnet recognise that making sure that the Personal Assistants receive adequate support for the role that they carry out is vital, and we think that more could be done to support them.



We are holding an event in May 2013 to talk to existing and potential Personal Assistants and their employers. We will ask them their views about the best way to support them in their training requirements. We will also share with them information about funding and support options that might be available to them.

Looking forward

- Barnet are exploring alternative training methods to support staff, to ensure they get high quality training on a range of subjects. For example, the Social Care Institute for Excellence have developed free e-learning tools and a 'TV' channel where staff can see real life stories to help with their learning. Making the best use of the training budget and ensuring value for money continues to be a key objective as we explore alternative training methods for social care staff.
- We are developing a new website for social care providers, to ensure that managers and staff have all the right resources at their fingertips to provide a high quality service tailored to needs of local people. This site will be ready by summer 2013 and will be widely promoted amongst provider organisations.



This is what our new website for providers will look like when it is ready.

The web address will be www.barnet.gov.uk/socialcaremarket

Contact

If you have any questions about the information in this section, please contact Marie Bailey, Head of Care Quality for Adults and Communities.

Tel: 020 8359 4871

Email: marie.bailey@barnet.gov.uk

Feeling in control and safe

What have we done this year to make sure people with social care needs feel safe and can plan to control risks?

There are many reasons why people may feel unsafe. Whatever the reason, adult social care has an important role to play in supporting people with social care needs to manage any risks to their safety. We also take very seriously our responsibility to protect vulnerable adults who may be at risk of abuse, in any form. Some of the actions we have taken are:

- We have changed the way we monitor how provider organisations comply with safety standards.



- We have created information for people who use their Direct Payments to employ a Personal Assistant, to make sure that they recruit people safely. Visit our direct payments webpage at www.barnet.gov.uk/direct-payments to see this information.
- In March 2012, we held a Hate Crime Conference for people with learning disabilities, to help them to feel more confident in speaking out when they experience hate crime. This included a play to act out different situations when hate crime can happen. You can see a video of this play on the Council's You Tube channel (visit www.youtube.com and search 'Barnet Council').



Role play to explain hate crime to audience of people with learning disabilities

Following the success of this event, we developed a pack of information about hate crime for local voluntary organisations, so that they could raise awareness with people who use their services.

In focus – Peer Safeguarding Review

In March 2013, we had a team of Peer Reviewers come to the Council to look at how well we safeguard adults at risk of abuse. The Peer Reviewers were social care professionals from other Councils who looked at what we do well and made suggestions for things we could improve.

Things that they said we were particularly good at in Barnet were:



Involving service users in our safeguarding work through the Safeguarding Adults Service User Forum



Gathering feedback from people who have been through the safeguarding process, to improve people's experience of safeguarding in the future



Having clear information about what abuse is available for the public.

They said that we need to get better at sharing information across different organisations, to make sure that people stay safe when accessing different services.

We will now start thinking about how to address this and other areas that the Peer Review Team highlighted, and further build on our strengths.

Areas for improvement

- Social care users and carers have told us that they think we should do more to find out why people feel unsafe, such as finding out if there are particular places in the borough where people feel unsafe and experience hate crime. This would allow the Council to do more to address people's concerns. We will think about ways to find out this information from residents.



Looking forward

- From summer 2013, we will have a new Quality in Care Homes Team in the Council. They will work with local care homes to improve their standards and make sure people feel safe.
- We will be developing travel training for people who may not feel safe using public transport, to help them to feel more confident.



Contact

If you have any questions about the information in this section, please contact Marie Bailey, Head of Care Quality for Adults and Communities.

Tel: 020 8359 4871

Email: marie.bailey@barnet.gov.uk

Personal Budgets and self-funding: my money

What have we done this year to make sure people can access the money for their support quickly and get skilled advice to plan care suitable for their needs?

- When people get support from the Council, we tell them what their Personal Budget will be. This is the amount of money which is available for their support.

We have been increasing the number of people who take their Personal Budget as a Direct Payment into their bank account, so that they can arrange their own care.

We have done this by increasing the levels of information and support available to people who have Direct Payments and by offering people Pre-paid cards to make it easier to manage their payments.



- We have started working with an organisation called My Care My Home who provide independent advice to people about their care options, and can also signpost people to independent financial advisors. Visit www.mycaremyhome.co.uk for information about their services.
- Barnet Centre for Independent Living (BCIL) offer a free, friendly and accessible peer support service, where people with disabilities help other disabled people to think about their goals and plan their social care support. You can see a video explaining the service and what to expect at www.barnet.gov.uk/bcil.



John McCafferty, a peer support broker at BCIL talking about the services they offer.

- For people considering a move to a care home, we now have a care home costs calculator on our website. Our social care connect online directory also gives people the opportunity to rate the services that they have used (including care homes and home care agencies). This means that others are able to use this information to make informed choices.



In focus – Pre-paid cards

We launched pre-paid cards in Barnet in July 2012.

A Pre-paid card works in a similar way to a debit card. It has your Direct Payments loaded onto it and you then use the card to pay for care and support services. A pre-paid card is easier to manage than a traditional Direct Payment, as there is no need to send proof to the Council of what you have spent your payments on. The Council is able to easily monitor the use of the pre-paid card.

Chryso Kyriacou, who was the first person to receive a pre-paid card, said: “The cards will give people more control.....There’s a lot less paperwork with the card. Before with direct payments I had to photocopy bank statements and invoices.”



Chryso receiving her prepaid card from members of the Direct Payments Team

Areas for improvement

- We want more people to benefit from the peer support service offered by Barnet Centre for Independent Living. We are working with them to increase the number of people referred to the service by social workers.



Looking forward

- To make sure that people are getting care suitable for their needs, we are changing what happens when someone has a review of their care. A key part of this review will now be to ask you whether you have been able to achieve what you said you wanted to achieve when your support was put in place.
- From this year, we are going to change how our social work teams operate so that each team has experts in different areas and can offer more specialist advice to people about things like Telecare and Direct Payments. We will always think about how to tailor support to the individual.



Contact

If you have any questions about the information in this section, please contact Helen Duncan-Turnbull, Head of Integrated Learning Disability and Mental Health Services.

Tel: 020 8359 6181 **Email:** helen.duncan-turnbull@barnet.gov.uk

Useful contacts

Below are some key contact details for people with social care needs.



Social Care Direct

The duty team in the Council for dealing with enquires about adult social care.

Tel: 020 8359 5000
Email socialcaredirect@barnet.gov.uk

Social Care Connect

Our online directory of local organisations and services.

www.barnet.gov.uk/socialcareconnect

Age UK Barnet

Tel: 020 8203 5040
Web: www.ageukbarnet.org.uk

Barnet Alzheimer's Society

Tel: 020 8937 7171
Email: barnetbranch@alzheimers.org.uk
Web: www.alzheimers.org.uk

Barnet Centre for Independent Living

Tel: 020 8359 2444
Email: info@barnetcil.org.uk
Web: www.barnetcil.org.uk

Barnet Carers Centre

Tel: 020 8343 9698
Email: admin@barnetcarers.org
Web: www.barnetcarers.org

Dimensions

Tel: 0300 373 3730
Web: www.dimensions-uk.org

Healthwatch Barnet

Giving people who use health and social care services a voice

Tel: 020 8364 8400 ext 218.
Email: info@healthwatchbarnet.co.uk

My Care My Home

An independent organisation offering social care assessments and advice to people who are funding their own social care services.

Tel: 0800 731 8470

Website: www.mycaremyhome.co.uk

Richmond Fellowship

Tel: 020 8364 8466

Email: barnet@richmondfellowship.org.uk

Web: www.richmondfellowship.org.uk

Useful reports and publications

If you are interested in finding out more about the work of the Council, and the Adults and Communities Delivery Unit, you may wish to read some of the reports listed below which can be found on the Council website (www.barnet.gov.uk).

- [Barnet Council Corporate Plan](#) (2012 - 2013)
- [Annual Adult Social Care Complaints Report](#) (2011 - 2012)
- [Annual Adult Safeguarding Report 2012](#)
- [Annual Social Care User Survey report](#)

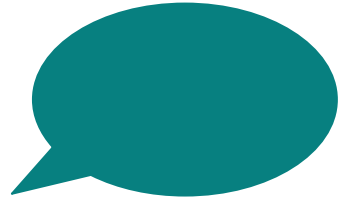


We had feedback on our last local account that it was not helpful to have a lot of figures presented in a table. This is why we have included some graphics with figures about our performance in the past year in each section of this edition of the local account. If you would like more information about our key performance indicators, please contact the Communications Team for Adults and Communities:

Tel: 020 8259 4579

Email: adultsocialcare@barnet.gov.uk

Tell us what you think



We would like to hear what you think of our local account.

If you have any comments you would like to share with us, please contact us.

Tel: 020 8359 4579

Email: engage.adults@barnet.gov.uk

If you would be interested in sharing your views with us on a range of social care issues, you can join our Customer Expert Network.

This is our database of people who would like to take part in consultation activities: whether that be meetings, events, surveys or just a conversation on the phone. You tell us which areas you are interested in, and how you would like to be involved.

Visit www.barnet.gov.uk/careandhealth and click the 'get involved' to complete our online form. Or you can call the Involvement Officer for Adults and Communities on 020 8359 4366.

This publication is available on audio tape, CD, large print, Braille or in an alternative language.

To request your preferred format, please contact the Communications Officer for Adults and Communities on 020 8359 7150 or email adultsocialcare@barnet.gov.uk

Information about adult social care also be found on the Barnet Council website - www.barnet.gov.uk/careandhealth.

Meeting	Safeguarding Overview and Scrutiny Committee
Date	19 June 2013
Subject	Telecare Update
Report of Summary	Cabinet Member for Adult Services This report provides Members with an update on the current provision of Telecare within Barnet and outline future plans for the development of a Telecare Strategy.

Officer Contributors	Mathew Kendall, Community and Wellbeing, Assistant Director Marshall Taylor, Interim Head of Prevention and Wellbeing
Status (public or exempt)	Public
Wards Affected	All
Key Decision	No
Reason for urgency / exemption from call-in	Not applicable
Function of	Overview and Scrutiny Committee
Enclosures	Appendix A - London Borough of Barnet, Adults and Communities Telecare flyer Appendix B - London Borough of Barnet Telecare Case Studies (2011/12)
Contact for Further Information:	Marshall Taylor, Interim Head of Prevention and Wellbeing Telephone 0208 359 6075 Email: marshall.taylor@barnet.gov.uk

1. RECOMMENDATIONS

- 1.1 That the Safeguarding Overview and Scrutiny Committee note the current position and use of Telecare and future developments and make comments and/or recommendations to the Cabinet Member for Adults in respect of the item as appropriate.**

2. RELEVANT PREVIOUS DECISIONS

- 2.1 None.

3. CORPORATE PRIORITIES AND POLICY CONSIDERATIONS

Telecare supports the Corporate Plan objective 'Support families and individuals that need it – promoting independence, learning and well-being' and also supports two key priority outcomes:

- To sustain a strong partnership with the local NHS, so that families and individuals can maintain and improve their physical and mental health.
- To promote a healthy, active, independent and informed over 55 population in the borough to encourage and support our residents to age well.

The promotion of Telecare also supports the Short and Medium Term Financial Strategy (MTFS) of the Council.

4. RISK MANAGEMENT ISSUES

- 4.1 Failure to provide Telecare support could have financial consequences for the council and the spend for Adults and Communities in 2013-15.

5. EQUALITIES AND DIVERSITY ISSUES

- 5.1 In line with the Equalities Act 2010, Adult social care works within the councils policy framework for equalities, offers services to users within this framework and undertakes relevant positive action to ensure social care is accessible to groups with different equalities characteristics, for example producing easy read information for people with learning disabilities.

- 5.2 Telecare offers an excellent opportunity to respond to and discharge equalities responsibilities, with a positive impact on overall outcomes and satisfaction for service users and their families and carers.

6. USE OF RESOURCES IMPLICATIONS (Finance, Procurement, Performance & Value for Money, Staffing, IT, Property, Sustainability)

- 6.1 The total spend on Telecare services through our equipment contract with Mediquip together with the cost of the Assist service during the financial year 2012/13 was £95,622.96*.
- 6.2 The new Adults & Communities delivery unit structure includes five dedicated Telecare advisors with an annual cost of £152,288.00. These new posts are being funded from the service areas base budget.
- 6.3 The increased use of telecare as one of the central areas of prevention, will be funded through existing budgets in Adults and Communities.

*figure pertains solely to equipment issued (i.e. no credits for equipment returns, no delivery / collection charges, no cleaning charges, no servicing charges and no repair charges).

7. LEGAL ISSUES

- 7.1 None in the context of the report.

8. CONSTITUTIONAL POWERS (Relevant section from the Constitution, Key/Non-Key Decision)

- 8.1 The scope of Overview and Scrutiny Committees is contained within Part 2, Article 6 of the Constitution. 8.2 The terms of Reference of the Scrutiny Committees are in the Overview and Scrutiny Procedure Rules (Part 4 of the Constitution). The Safeguarding Overview and Scrutiny Committee has within its terms of reference the following responsibility:

To scrutinise the provision of Adult Social Care services (including those who have physical disabilities, sensory impairment, learning disabilities, mental health needs or other special needs) to ensure that residents are safeguarded and supported to lead as independent lives as possible in their own homes.

9. BACKGROUND INFORMATION

- 9.1 Telecare makes it possible for people to maintain an independent and dignified life in their own home by coupling high-tech equipment and communications technology with caring services. Telecare equipment includes a range of sensors, detectors, monitors and alarms tailored to an individual need. These include motion sensors that will detect if an individual has fallen, sensors to detect environmental dangers such as fire or gas, sensors which detect when a door has been opened or the provision of a bogus caller alarm. Telecare sensors are monitored 24 hours a day by our Telecare provider who can alert a family member or carer direct. Or, at any time, individuals can get help by pressing their personal trigger. As soon as an alert is received, response centre staff act immediately. Such devices provide users with the opportunity to feel safe in their home knowing that support is there. The service also gives carers and relatives the reassurance of knowing that support is available to the person they care for.

- 9.2 The Adults and Communities Delivery Unit wants to place Telecare as one of the central areas of our prevention offer to enable people to live independently as long as possible, deliver the MTFs savings targets and enable both eligible and self-funders, as much choice and control as possible.
- 9.3 Telecare can sustain people with a wide range of conditions in their own homes and offer support to their carer. Individual pieces of Telecare support can:
- Prompt rapid and appropriate response to emergencies.
 - Manage specific conditions.
 - Delay admission to residential or nursing care.
 - Enable safer discharge from hospital or care.
 - Reduce risk for those living at home.
- 9.4 Adults and Communities has an MTFs Telecare savings target of £939,000 by 2014/15. This will be achieved by increasing the uptake and focus of Telecare devices where appropriate, which will result in a decrease of care packages and also enable users to stay in their own home for longer thus delaying the need for residential care.
- 9.5 Prior to 2012, front-line staff completed a variety of referral forms, ordered equipment and services, arranged financial assessments and installation and chased providers for completion over several weeks. This onerous process created a barrier to our Telecare uptake and volumes of referrals were low at around 9 per month.
- 9.6 During 2012, new processes were introduced to reduce these barriers to uptake by introducing a 'mainstream' Telecare assessment process in which front-line staff included Telecare as a part of their assessments. This generates greater savings as evidenced by the Department of Health 2011/12 evaluation in which Barnet had one of the highest returns on investment (ROI) of all participating London boroughs. The evaluation was carried out on a random representative sample of 81 Telecare users in Barnet and reviewed their outcomes and the cost of their support. The findings concluded that for every one pound spent on supporting people with a mix of Telecare and social care services, it was estimated that the alternate package of support would have cost £1.65. (JIP London Telecare Report – Barnet – May 2012).
- 9.7 Further changes to processes mean that front-line staff now complete a single Telecare referral form and this is passed to the Adults and Communities Business Support Team who process it through FACS (Fairer Access to Care Services) eligibility, quality checking and financial assessment. The new process has generated a significant increase in uptake, with April 2013 like for like referrals being four times those in April 2012. On average, 70 Telecare referrals are now received every month with over 3500 devices currently being used within the borough.
- 9.8 We supply a range of devices to users that meet our FACS eligibility criteria to improve personal wellbeing, support mobility and allow users to remain safely at home. A number of Barnet Telecare case studies can be found as an appendix to this report (appendix 1). These case studies outline the use and benefits such devices have brought to a selection of our service users.

- 9.9 The current Lifeline service is provided by Barnet Homes Assist (Assist) who supply, install and maintain the Lifeline and provide the monitoring service. Medequip supply, install and maintain all other Telecare equipment. Assist also provide a borough wide mobile response service which, importantly, makes the lifeline service available to the more isolated and vulnerable. The Lifeline service is priced at £3.45/wk on a par with the national average, and the mobile Response service is priced at £1.25/wk. Self funders seeking Telecare are also signposted to Assist and work is planned to further publicise the benefits of Telecare to the wider community and increase awareness.
- 9.10 Although Telecare volumes have increased following the introduction of new processes, further work is continuing to refine the model in order to further 'scale up' volumes and increase savings in future years, this includes working with our neighbouring boroughs in order to learn lessons and share best practice.
- 9.11 The new Adults and Communities structure introduced this year, included five dedicated Telecare advisors, one in each locality team, one (part time) in the learning disabilities team and one (part-time) in the mental health team. This resource will allow the delivery unit to further 'mainstream' Telecare and help to resolve some of the current issues with the existing processes as well as provide extra capacity in order to 'scale up' the offer and meet future demand.
- 9.12 As part of our next steps, a further evaluation of our existing Telecare model is underway and to date, the following key findings have been highlighted as possible areas of further development, these include:
- A number of identified improvements to existing processes that would further help streamline Telecare front to back office processes including installations and Telecare reviews.
 - The need to continue to raise awareness of and competency in Telecare for all front line staff through obligatory training.
 - The introduction of measurable KPI's, transparent indicators of Telecare performance down to team and individual level analysing across Telecare equipment, services, savings and outcomes to help further 'mainstream' Telecare.
 - Performing a review of existing care packages to look how Telecare could be used.
 - Highlighted an option for our Telecare service to identify longer-term strategies.
 - The need to create a self-service model in order to motivate and guide residents to make use of Telecare. Such a model would provide greater information, advice and promotion of devices tailored to an individuals needs, allowing users to view and procure relevant devices and services online from a single online marketplace.
- 9.13 Work is ongoing to conclude the evaluation and to further develop the outcomes in order to formulate a medium/longer term strategy and workplan. We envisage the completion of this strategy document during July 2013 allowing us to further develop and refine our Telecare offer in Q3/Q4 of 2013.

10. LIST OF BACKGROUND PAPERS

10.1 London Borough of Barnet, Adults and Communities Telecare flyer (Appendix A)

Cleared by Finance (Officer's initials)	JH
Cleared by Legal (Officer's initials)	LC

Telecare

can help you feel safer at home

Telecare equipment provides a home safety and personal security system to enable people to live independently in their own homes. It also reassures carers that the person they care for is safe.

How does the service work?

Telecare uses state of the art technology, which is linked to the 24 hour Assist Response Service.

The service involves the provision of a telephone link 24 hours a day between your home and Assist. All that is required is a telephone line and an electrical power point.

Should a sensor be activated, a message is sent to the Assist Response Centre where trained operators take the most appropriate action, whether it be contacting a family member, neighbour, doctor or the emergency services:

- You press the button on your pendant alarm, or a Telecare sensor raises an alert
- The unit is activated and alerts Assist via telephone unit
- Response arranged appropriate to your needs
- Assist staff speak to you through the unit to tell you what is going to happen.



Who is it for?

Telecare can be useful to anyone young or old who needs some extra support to stay safe when living independently.

This could include:

- Older people – especially those who have just been discharged from hospital and need some extra reassurance or people with dementia
- Disabled people
- People with learning disabilities
- People at risk of domestic violence, or repeat victimisation



What are the benefits of Telecare?

- **Speed of response** – highly skilled operators respond to your call and take appropriate action to get the help you need, when you need it
- **We won't leave you** – the operator will stay on the line with you until help arrives
- **Complete reassurance** – 24 hour link to the Assist Response Centre
- **Easy installation** – wireless system so no unsightly wiring



What kind of equipment is available?

A flexible range of Telecare sensors are available, including:

- **Personal trigger** – a call for help can be raised from anywhere in the home or garden.
 - **Bogus caller button** – fitted near a door, this discreet button can be used to call for assistance at the 24 hour Assist Response Centre when a stranger requests entry in your house.
 - **Smoke detector** – the radio smoke detector provides additional protection by raising an instant alarm call to the Assist Response Centre.
 - **Fall detector** – automatically detects a serious fall and raises an alert at 24 hour Assist Response Centre.
 - **Flood detector** – this neat unobtrusive radio sensor provides an early warning by alerting the Assist Response Centre of potential flood situations in the home.
- **Bed sensor** – this could detect if you have got out of bed in the night and not returned.
 - **Movement sensor voice alert** – Wireless system designed to alert the user, or a carer in another room to movement around the home.



How can you get Telecare?

Anyone can purchase Telecare equipment themselves by contacting one of the equipment providers. For advice about this, you can call **Living Made Easy** on **0845 130 9177** or visit their website at **www.livingmadeeasy.org.uk**.

To have Telecare equipment provided to you by Barnet Council, you must qualify for a service. For more information about qualifying for a service and for an assessment of your needs, please contact **Social Care Direct**

- Tel: **020 8359 5000**
- Textphone: **020 8359 6011**
- Text: **07506 693707**
- Email: **socialcaredirect@barnet.gov.uk**

Appendix B

London Borough of Barnet - Telecare Case Studies (2011/12)

Epilepsy: Mrs S is 40-years old and lives with her 16 year old son, who is his main carer. Mrs S has serious epilepsy, which is not controlled and might take various forms. Mrs S is not always aware when a seizure is coming on and she may injure herself as a result of it, by falling etc. She will not be able to call for help. Sometimes she may be 'out of it' for several hours, unaware of what is going on around her. After a seizure she may sleep deeply and not be woken by noises around her. Mrs S's son is very concerned about his mother and tries not to be away from her for a long time and as a consequence, he frequently misses out on any extra curricular activities.

Epilepsy sensor, door exit sensor and falls sensor has been installed and has given the carer peace of mind.

- Agencies involved: GP, social services, Barnet Homes (Assist), Medequip.
- Weekly cost of package with Telecare: £200
- Weekly cost of package without Telecare: £230
- Date Telecare installed: January, 2011
- Position as at 30 September: 2011; the client is still at home

Fire: Mrs J is 83 years old and lives alone in a flat jointly owned by her son and daughter. The client has Alzheimer's type of dementia and her memory has rapidly deteriorated in the past 5 months. Mrs J suffers from arthritis and mobilises using a Zimmer frame. The client is at risk of falls. Mrs J is a smoker and smokes 20 plus cigarettes a day.

An enablement care package had been arranged when she went home from hospital. At the enablement review, there was a discussion on ways of meeting her needs and managing risks including risk of fire.

In July, 2011 enablement team recommended the installation of a Chubb smoke detector.

In August, 2011 Mrs J set her duvet alight when she fell asleep with a lighted cigarette in her hand. Assist were alerted and the Fire Brigade were called.

Agencies involved: enablement team, Barnet Homes (Assist), Medequip.

Dementia: Mr W is a 72 year old gentleman, who lives alone in a council flat. Mr W has been diagnosed with dementia and has become more forgetful over the past year. Mr W has had an alcohol problem for about 30 years which has affected his health and wellbeing.

Mr W's mobility is limited and he is experiencing a lot of falls, he is also a smoker. Mr W has a family friend who is his main carer and visits him daily.

An Outreach Barnet support worker has assessed the client for Telecare equipment in April 2011. An additional assessment has been carried out in September 2011 as Mr W now requires extra Telecare equipment. Mr W has stated that he is much more comfortable and relaxed having his shower with Telecare equipment present.

Mr W's carer Ms N, will be going into hospital for a long term stay and she now feels reassured as Mr W now has safeguards in his flat. Mr W and his social worker feels the client will be able to manage with the current care package and Telecare in place even when his carer is away.

Telecare equipment has been installed including PIR movement sensor, temperature extreme sensor, heat sensor and pull cords and is giving the client reassurance, that he is able to continue living in his flat with minimal care package.

Agencies involved: Mental Health Team, Barnet Homes (Assist), Medequip.

- Weekly cost of package with Telecare: £150
- Weekly cost of package without Telecare: £250
- Date Telecare installed: April,2011
- Position as at 30 September 2011; the client is still at home

iCare system: Mr S is an 86 year old Italian gentleman, who lives with his son. Mr S's memory has rapidly deteriorated and he has been diagnosed with Alzheimer's. His son works full time but cooks evening meals for his father and does the shopping.

Mr S's son has expressed concerns and felt his father needed a residential placement as he felt his dad was "just sitting the whole day" and not able to do anything for himself, also he felt he was at risk of going out and getting lost. The client himself was not able to provide information about his daily activities.

iCare system has been installed in September 2011. Looking at the results following the installation the following became clear:

- Mr S is really active during the day.
- Mr S loves his garden and is spending a lot of time there.
- Mr S has his lunch usually around 1pm.
- Mr S gets up quite late around 11-12 and he has disrupted sleeping patterns.
- Mr S apart from going to his garden, has not left his house.
- A smoke detector has been activated on two occasions, so there is an ongoing risk of fire.

The iCare system has reassured the client's son and the mental health occupational therapist that the client is managing quite well and only requires late morning calls to support him with his personal care.

iCare immediately proved its benefits and effectiveness in reducing care costs. It provided us with very detailed information to allow us to make a complete and accurate assessment of our clients needs.

The client's son feels reassured and is happy to continue providing support with shopping and preparation of meals. Mr S will continue to use a timed door sensor to manage potential risk of wandering, heat sensor and a smoke alarm.

Agencies involved: Older People Mental Health Team, Tynetec, Barnet Homes (Assist), Medequip.

- Weekly cost of package with Telecare: £0
- Weekly cost of package without Telecare: £490.57
- Date Telecare installed: July 2011
- Position as at 30 September 2011: the client is still at home

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Meeting	Safeguarding Overview & Scrutiny Committee
Date	19 th June 2013
Subject	Safeguarding Adults Peer Review
Report of	Cabinet Member for Adult Services
Summary	This report outlines the findings of a Peer Review on adult safeguarding in Barnet. Peer Review has replaced CQC inspection of adult social services departments, and is an important part of quality assurance of safeguarding.

Officer Contributors	Dawn Wakeling, Adults and Communities Director Sue Smith, Safeguarding Adults Manager
Status (public or exempt)	Public
Wards Affected	All
Key Decision	No
Reason for urgency / exemption from call-in	Not applicable
Function of	Not applicable
Enclosures	None
Contact for Further Information:	Dawn Wakeling, Adults and Communities Director Telephone 0208 358 4290 Email dawn.wakeling@barnet.gov.uk

1. RECOMMENDATIONS

- 1.1 That Safeguarding Overview and Scrutiny Committee note and comment upon the contents of this report**

2. RELEVANT PREVIOUS DECISIONS

- 2.1 Safeguarding Overview and Scrutiny Committee, 10th September 2012, Barnet Multi-Agency Safeguarding Adults Board Annual Report 2011/12.

3. CORPORATE PRIORITIES AND POLICY CONSIDERATIONS

- 3.1 The Corporate Plan 2013-16 outlines the Council's commitment to safeguarding which underpins everything we do and aims to protect the most vulnerable people, both children and adults, from avoidable harm or abuse. For example, the priority area: "To promote family and community well-being and encourage engaged, cohesive and safe communities". The Council's aim is to work with partners such as the police, the NHS and with residents to ensure that Barnet remains a place where people want to live and where people feel safe. These priorities are reflected in the Adults and Communities business plan.

4. RISK MANAGEMENT ISSUES

- 4.1 A failure to keep adults at risk of abuse safe from avoidable harm represents not only a significant risk to residents but also to the reputation of the Council. Although safeguarding must be the concern of all agencies working with vulnerable adults, the Local Authority is lead agency. As such, both members and senior officers carry a level of accountability for safeguarding practice in Barnet. Governance structures are in place to ensure that other lead stakeholders, including health and the police, are represented to ensure that practice across the partnership meets safeguarding requirements.

5. EQUALITIES AND DIVERSITY ISSUES

- 5.1 Equality and diversity issues are a mandatory consideration in decision making in the Council pursuant to the Equality Act 2010. This means the Council and all other organisations acting on its behalf must have due regard to the equality duties when exercising a public function. The broad purpose of this duty is to integrate considerations of equality and good relations into day to day business requiring equality considerations to be reflected into the design of policies and the delivery of services and for these to be kept under review.

6. USE OF RESOURCES IMPLICATIONS (Finance, Procurement, Performance & Value for Money, Staffing, IT, Property, Sustainability)

- 6.1 There are no significant resource implications arising from the recommendations of this report.

7. LEGAL ISSUES

- 7.1 Adult safeguarding is led by the local authority, based on the 'No Secrets' Guidance 2000 issued by the Department of Health under section 7 of the Local Authorities Social Services Act 1970. The Government's draft Care and Support Bill published in July 2012 will put Safeguarding Adults responsibilities and the Safeguarding Adults Board (SAB) on a statutory footing.

8. CONSTITUTIONAL POWERS (Relevant section from the Constitution, Key/Non-Key Decision)

- 8.1 The scope of Overview and Scrutiny Committees is contained within Article 6 of the Constitution.
- 8.2 The Terms of Reference of the Scrutiny Committees are in the Overview and Scrutiny Procedure Rules. The Safeguarding Overview and Scrutiny Committee have within its terms of reference the following responsibilities:
- To scrutinise the Council and its partners in the discharge of statutory duties in relation to safeguarding.
 - To scrutinise Barnet's Safeguarding Adults Board and any relevant Sub-Groups, including policies, procedures and performance through consideration of the Board's Annual Report.
 - To scrutinise the provision of Adult Social Care services (including those who have physical disabilities, sensory impairment, learning disabilities, mental health needs or other special needs) to ensure that residents are safeguarded and supported to lead as independent lives as possible in their own homes

9. BACKGROUND INFORMATION

- 9.1 In March 2013, Adults and Communities played undertook a Local Government Association/Association of Directors of Adult Social Services (LGA/ADASS) Peer Review, which reviewed our approach to safeguarding and the Safeguarding Adults Board. Many staff from Adults and Communities and from the wider safeguarding partnership took part in this review which was the first of its kind in London and the ninth nationally.
- 9.2 Peer review has replaced CQC inspection of adult social services departments. The review judged our work against the national LGA/ADASS safeguarding standards (appendix 1).
- 9.3 The Peer Review Team were on site for three days and included Dr Adi Cooper, Director of Social Services at Sutton and ADASS national safeguarding lead and Cathie Williams, LGA national safeguarding lead.
- 9.4 The peer review team focused particularly on two of the Standards' themes:
- Outcomes and experiences for people.
 - The Safeguarding Adults Board and working together.

9.5 In order to assess how well we were meeting these standards, the team reviewed key documentation in advance of their visit. This included documents such as our safeguarding adults strategy, work plan, annual report, Board minutes and Overview and Scrutiny Reports. Once on site, they interviewed staff at all levels of the organisation, including all of our partners. They also interviewed individuals and groups including the Board and the Safeguarding Adults User Forum. They observed our safeguarding practice such as contacts, interviews and responses with service users, supervision of staff, and the risk panel and practice forums. On the final day they gave their feedback in the form of a presentation to all those who had taken part and facilitated an action planning workshop to help identify further improvements.

9.6 The peer review team were very positive about what they observed and identified a number of strengths. The reviewers said people they met were open, honest, enthusiastic and that staff and people using services were committed to safeguarding adults. We have been asked to share some of our good practice nationally and be part of a national project as a result. Where they made suggestions for us to consider, the review team stated this was to support us to go 'further and faster' on our journey as opposed to addressing weakness, thus recognising the foundations of good practice we have laid.

9.7 **Strengths**

The findings of the review are summarised below. Peer review feedback is given via a workshop presentation as opposed to a written report.

9.7.1 **Outcomes and Experiences of Individuals**

The findings of the review are summarised below. Peer review feedback is given via a workshop presentation as opposed to a written report.

- Barnet focuses on outcomes for users and carers although this could be strengthened to put people fully in control of their safeguarding problem.
- The involvement of people using services is valued.
- Safeguarding and personalisation are integrated.
- Barnet has a 'one team approach' to safeguarding in adult social care.
- Safeguarding is quality assured by an integral Practice governance framework. This means:
 - Practitioners are well supported by managers, specialists, each other, the risk panel and safeguarding champions in teams.
 - There are on-going learning and improvement opportunities and feedback loops via case file audit, interviews with a forum of people using services and professional practice forums.
 - Staff are enthusiastic, with a professional approach and genuinely wanting to develop social work practice.

9.7.2 The Safeguarding Adults Board

- The Board demonstrates strong multi-agency ownership of safeguarding.
- The Board is a learning partnership (learning from national, London and local lessons).
- There is effective leadership of the Board.
- Partners feel held to account by the Board.
- The Board accounts to its population through its annual report and responds to people who need safeguarding.
- There is some excellent communication material, some compiled with people using services.
- Safeguarding is a strategic priority for the council and some partners.
- There are good examples of innovative practice in prevention in the community.

9.8 The Peer Review Team have also asked us to take part in the next phase of a national safeguarding best practice project 'Making Safeguarding Personal' and national Department of Health research into self-neglect.

The Peer Review team have also identified some of our good practice that they have asked us to share nationally via the LGA:

- The work of the Safeguarding Adults Service User Forum.
- Our work on gathering and developing feedback from users to improve people's experience of safeguarding.
- Our communications and website.
- Our social work practice governance framework.

9.9 Outcomes and Experiences of Individuals

The Peer Review team identified the following areas for consideration.

- To develop a greater range of interventions post-investigation that help users to resolve difficult situations with their families/networks, such as family conferencing.
- Continuous improvement of consistency of good practice in adult social care including service users controlling their investigations when is it their choice.
- For all partners to apply the range of legislation consistently (Mental Capacity Act, Human Rights Act, Best Interest Assessor, Deprivation of Liberty Safeguards, domestic abuse).

9.9.2 The Safeguarding Adults Board

- The Board and partners need to improve effective links especially with community safety, substance misuse services and the NHS Barnet links with the Clinical Commissioning Group.
- The Board needs to ensure there are no conflicts of interests between the investigating function and the provision function of any organisation.
- The Board needs to drive closer working between safeguarding investigations, the Police and the Crown Prosecution Service to improve access to justice for victims.
- The Board to lead ownership of service quality by all partners, so some recurring quality issues that are currently addressed via individual investigations can be dealt with at the root cause level. The management of pressure sores across health and social care is an example.

9.10 The findings of the review have been shared with the Cabinet member, Council senior management team, staff, partners, the Safeguarding Adults Board and are due to be presented to the next User Forum. Adults and Communities had already started working on things that will address the areas for consideration, such as the new Quality in Care Homes Team and Practice Governance Team. We are in the process of starting a joint project with the NHS to improve quality in care homes and work on pressure sores. We have already commissioned training on family conferencing, an intervention for working with families to resolve difficult situations. Work with partners to improve the way all local agencies apply the Mental Capacity Act and the Human Rights Act in relation to vulnerable adults will be developed and monitored through the Safeguarding Adults Board.

10. LIST OF BACKGROUND PAPERS

10.1 None.

Cleared by Finance (Officer's initials)	JH
Cleared by Legal (Officer's initials)	LC

Meeting	Safeguarding Overview & Scrutiny Committee
Date	19 June 2013
Subject	Advanced Notification of Executive Decisions
Report of	Scrutiny Office
Officer Contributors	Anita Vukomanovic Overview and Scrutiny Officer
Status (public or exempt)	Public
Wards affected	All
Enclosures	Appendix A: Advanced Notice of Executive Decisions
Reason for urgency / exemption from call-in	N/A
Contact for further information:	Anita Vukomanovic Overview & Scrutiny Officer 020 8359 7034 anita.vukomanovic@barnet.gov.uk

1. RECOMMENDATION

- 1.1 That the Committee comment on and consider the Advanced Notification of Executive Decisions when identifying areas of future scrutiny work.**

2. RELEVANT PREVIOUS DECISIONS

- 2.1 None.

3. CORPORATE PRIORITIES AND POLICY CONSIDERATIONS

- 3.1 The Overview and Scrutiny Committees must ensure that the work of Scrutiny is reflective of the Council's priorities.
- 3.2 The three key priorities set out in the 2013-16 Corporate Plan are: –
- Supporting families and individuals that need it – promoting independence, learning and wellbeing,
 - Improving the satisfaction of residents and businesses with the London Borough of Barnet as a place to live, work and study,
 - Promoting responsible growth, development and success across the borough.

4. RISK MANAGEMENT ISSUES

- 4.1 None in the context of this report.

5. EQUALITIES AND DIVERSITY ISSUES

- 5.1 Pursuant to the Equality Act 2010, the Council has a legislative duty to have 'due regard' to eliminating unlawful discrimination, advancing equality and fostering good relations in the contexts of age, disability, gender reassignment, pregnancy, and maternity, religion or belief and sexual orientation.
- 5.2 In addition to the Terms of Reference of the Committee, and in so far as relating to matters within its remit, the role of the Committee is to perform the Overview and Scrutiny role in relation to:
- The Council's leadership role in relation to diversity and inclusiveness; and
 - The fulfilment of the Council's duties as employer including recruitment and retention, personnel, pensions and payroll services, staff development, equalities and health and safety

6. USE OF RESOURCES IMPLICATIONS (Finance, Procurement, Performance & Value for Money, Staffing, IT, Property, Sustainability)

6.1 None in the context of this report.

7. LEGAL ISSUES

7.1 The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 removes the requirement for local authorities to public a Forward Plan of Key Decisions. This has been replaced with a requirement to publish an Advance Notification of Executive decisions which the Council has been compliant with since the regulations came into force on 10 September 2012.

8. CONSTITUTIONAL POWERS

8.1 The scope of the Overview and Scrutiny Committees are contained within Article 6 of the Council's Constitution

8.2 The Terms of Reference of the Scrutiny Committees are included in the Overview and Scrutiny Procedure Rules in the Council's Constitution.

9. BACKGROUND INFORMATION

9.1 Under the current overview and scrutiny arrangements, the Safeguarding Overview & Scrutiny Committee will ensure that the work of scrutiny is reflective of Council priorities, as evidenced by the Corporate Plan and the programme being followed by the Executive.

9.2 The Advanced Notification of Executive Decisions will be included on the agenda at each meeting of the Safeguarding & Scrutiny Committee as a standing item.

9.3 The Committee is encouraged to comment on the Notification.

9.4 The Committee is asked to consider items contained within the Advanced Notification of Executive Decisions to assist in identifying areas of future scrutiny work, particularly focussing on areas where scrutiny can add value in the decision making process (pre-decision scrutiny).

9.5 When identifying items for pre-decision scrutiny, the Committee are requested to provide specific information on the rationale behind the pre-decision scrutiny request and the expected outcome to enable Cabinet Members and officers to prepare appropriately.

9.6 Any further Advanced Notices which become available will be tabled at the meeting.

10. LIST OF BACKGROUND PAPERS

10.1 None

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London Borough of Barnet Decisions Taken Under Executive Functions – Advance Notice of Proposed Items for Decision and Parts of Meetings which will not be held in public session ('subject to exempt report').

This notice gives details of proposed decisions due to be taken under Executive functions, together with information as to whether any proposed decisions are subject to an exempt report, consideration of which will not be in public session. The document below is also indicative of the decisions which at this stage are intended to be classified as 'key'. For the purposes of complying with the The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 however, all prospective decisions listed below are to be regarded as potentially key or potentially subject to a separate exempt report (not held in public session).

Please note: this plan lists prospective decisions. The final agenda for each meeting, which may not include all prospective decisions listed for that meeting on this document, will be published five clear working days prior to the meeting on the authority's website: <http://barnet.moderngov.co.uk>

Title	Description of proposed decision	Cabinet Member(s)	Key Decision (Y/N).	Subject to Exempt Report (Y/N).
CABINET, 24 JUNE 2013				
Hendon Town Hall, The Burroughs, NW4 4BG				
Development and Regulatory Services (DRS); Selection of the Preferred and reserved Bidder as the Council's Strategic Partner to form a Joint Venture to deliver the DRS Service	To note the outcome of the evaluation stage of the Development and Regulatory Services Project and consider whether to accept a final tender as a preferred bid, with reference to the Full Business Case, Equalities Impact Assessment, List of Principal Legislation and Evaluation Scores.	Resources and Performance Environment Housing Safety and Resident Engagement Customer Access and Partnerships Planning and Regulatory Services	Yes	Yes
Amendments to Housing Allocations Scheme and the Introduction of a Placements Policy	To provide an overview of proposed amendments to the Council's Housing Allocations Scheme as enabled by the Localism Act and seeks authority to proceed with consultation on those amendments. The proposed placements policy will lead to clarification of the factors which will be considered when discharging homelessness duty through an offer of private rented sector accommodation.	Housing	Yes	No

An Education Strategy for Barnet 2013/14-15/16	This report will set out an Education Strategy for Barnet which has been developed in partnership with schools, governors, elected members, Barnet and Southgate College and Middlesex University. The proposed strategy sets out the framework for the local authority's relationship with schools to deliver the Council's Corporate Plan priorities and to continue to promote educational excellence in Barnet.	Education Children and Families	Yes	No
Reference from the Business Management Overview and Scrutiny Committee: Education Strategy Overview and Scrutiny Panel	This report submits a reference from the Business Management Overview and Scrutiny Committee on the recommendations arising from the Education Strategy Overview and Scrutiny Panel	N/A	No	No
Chipping Barnet Town Centre Strategy	This report will seek approval of a Town centre Strategy for Chipping Barnet which will help to guide and manage future development and change, promote improvements to ensure its long term health and will help determine future planning applications within the area.	Cabinet Member for Planning and Regulatory Services	Yes	No
Edgware Town Centre Framework	This report will seek approval of a Town Centre Framework Strategy for Edgware which will help to guide and manage future development and change, promote improvements to ensure its long term health and will help determine future planning applications within the town centre.	Cabinet Member for Planning and Regulatory Services	Yes	No
CABINET RESOURCES COMMITTEE, 24 June 2013 Hendon Town Hall, The Burroughs, NW4 4BG				
Final Outturn and performance report	To seek the Committee's approval of the recommendations and to note the outturn position within the report	Resources and Performance	Yes	No
Dollis Valley Regeneration Project – Approval to Resolve to Make a Compulsory Purchase Order	This report seeks authorisation to pursue a Compulsory Purchase Order and others approvals in relation to the Dollis Valley project	Leader of the Council	Yes	No

Extension and reprocurement of Catering Goods and Services Contracts and permission to commission workforce development initiatives	Permission to regularise existing Catering contracts for goods and services; and leave to reprocure expired contracts and Permission to spend core budget and grant funding allocations on Workforce Development programmes	Education Children and Families	yes	No
Catalyst Contract Renegotiation- the future role of Fremantle Trust in care provision	To agree whether to accept an offer from the Fremantle Trust for the future operation of the residential and day care services or whether to go through a procurement exercise to potentially appoint a new provider.	Adults	Yes	Yes
Arrangements for the provision of semi-independent accommodation to young people	Decision to extend current arrangements for the provision of semi-independent accommodation to young people and to enter into contract with new providers.	Education, Children and Families	Yes	No
Award for Contract: Young People Drugs & Alcohol Service	This report seeks approval to award a contract for the provision of a young people's drug and alcohol service for 33 months commencing from 1 st of July 2013.	Education, Children and Families	Yes	yes
Initiatives to Contribute to the Safer Communities Strategy	This report outlines how the authority's leadership role for community safety is developing and puts forward the cases for the implementation of a number of initiatives to support delivery of the Safer Communities Strategy 2011-14.	Safety and Resident Engagement	Yes	No
Dementia café- report of Waiver	This reports the waiver of Contract Procedure Rules to authorise and agree the mini tender that has been carried out to commission the service with the Alzheimer's Society (Barnet, Enfield & Haringey).	Adults	N/A	No
Local Authority New Build Programme	To consider the business case and approve funding and property arrangements for Barnet Homes to build new affordable homes on behalf of the Council.	Housing	Yes	Yes

Extension of contracts to cover delay in DRS implementation	<p>This report seeks authority for the extension of contracts/continued use of services identified by Streetscene Services and Development and Regulatory Services (DRS) as necessary to maintain delivery of business as usual during transition of services to the Council's DRS partner until 30 September 2013.</p> <p>This is required for existing arrangements which are due to expire for which transition arrangement have been delayed while the competitive dialogue is concluded.</p> <p>This report also sets out the detail of planned procurement activity for Streetscene for financial year 2013/14 for approval.</p>	Resources and Performance Environment	Yes	No
Procurement of Highway Works through the London Highways Alliance Contract	The report seeks approval to adopt TfL's Highways Alliance Contracts as a method for delivering highway maintenance services and award a call off contract with Conway AECOM. It also seeks approval to terminate the existing contracts before their expiry date of 31 March 2014.	Environment	Yes	Yes
West London Alliance framework for Independent Fostering Agency (IFA) placements to children in care	<p>This report seeks authority to accept and call off the jointly commissioned West London Alliance framework for IFA placements, led by London Borough of Hillingdon, for a period of 4 years.</p> <p>The report further seeks authority to enter into an access agreement with Hillingdon to enable this.</p>	Education Children and Families	Yes	No

Interim EDRMS Support Solution	To report the waiver of Contract Procedure Rules to exercise through delegated Powers emergency arrangements to preserve this IT Service after the previous provider went into Administration.	Resources and Performance	N/A	No
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Notice to be published: 24 May 2013

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Meeting	Safeguarding Overview & Scrutiny Committee
Date	19 June 2013
Subject	Safeguarding Overview & Scrutiny Committee Forward Work Programme
Report of	Scrutiny Office
Summary	This report outlines the Committee's work programme for 2012/13.

Officer Contributors	Anita Vukomanovic, Overview and Scrutiny Officer
Status (public or exempt)	Public
Wards affected	All
Enclosures	Appendix A – Safeguarding Overview and Scrutiny Work Programme 2013/14
Reason for urgency / exemption from call-in	Not applicable

Contact for further information: Anita Vukomanovic, Overview and Scrutiny Officer:
020 8359 7034, anita.vukomanovic@barnet.gov.uk

1. RECOMMENDATION

- 1.1 That the Committee consider and comment on the items included in the 2013/14 work programme of the Safeguarding Overview & Scrutiny Committee (Appendix A).**

2. RELEVANT PREVIOUS DECISIONS

- 2.1 None.

3. CORPORATE PRIORITIES AND POLICY CONSIDERATIONS

- 3.1 The Overview and Scrutiny Committees must ensure that the work of Scrutiny is reflective of the Council's priorities.
- 3.2 The three key priorities set out in the 2013-16 Corporate Plan are: –
- Supporting families and individuals that need it – promoting independence, learning and wellbeing,
 - Improving the satisfaction of residents and businesses with the London Borough of Barnet as a place to live, work and study,
 - Promoting responsible growth, development and success across the borough.

4. RISK MANAGEMENT ISSUES

- 4.1 None

5. EQUALITIES AND DIVERSITY ISSUES

- 5.1 In addition to the Terms of Reference of the Committee, and in so far as relating to matters within its remit, the role of the Committee is to perform the Overview and Scrutiny role in relation to:
- The Council's leadership role in relation to diversity and inclusiveness; and
 - The fulfilment of the Council's duties as employer including recruitment and retention, personnel, pensions and payroll services, staff development, equalities and health and safety.
 - The Council is required to give due regard to its public sector equality duties as set out in the Equality Act 2010 and as public bodies, Health partners are also subject to equalities legislation; consideration of equalities issues should therefore form part of their reports.

6. USE OF RESOURCES IMPLICATIONS (Finance, Procurement, Performance & Value for Money, Staffing, IT, Property, Sustainability)

- 6.1 None in the context of this report.

7. LEGAL ISSUES

7.1 None in the context of this report.

8. CONSTITUTIONAL POWERS

8.1 The scope of the Overview and Scrutiny Committees is contained within Part 2, Article 6 of the Council's Constitution.

8.2 The Terms of Reference of the Scrutiny Committees are included in the Overview and Scrutiny Procedure Rules (Part 4 of the Council's Constitution).

9. BACKGROUND INFORMATION

9.1 The Safeguarding Overview & Scrutiny Committee's Work Programme 2012/13 indicates items of business previously considered by the Committee and forthcoming items.

9.2 The work programme of this Committee is intended to be a responsive tool, which will be updated on a rolling basis following each meeting, for the inclusion of areas which may arise through the course of the year.

9.3 The Committee is empowered to agree its priorities and determine its own schedule of work within the programme.

10. LIST OF BACKGROUND PAPERS

10.1 None

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**London Borough of Barnet
Safeguarding Overview and
Scrutiny Committee**

June 2013

Contact: Anita Vukomanovic, Overview and Scrutiny Officer, 020 8359 7034 anita.vukomanovic@barnet.gov.uk

Subject	Decision / Decision requested	Cabinet Member	Author
19 June 2013			
Telecare Update	Committee to receive a report on the Council's Telecare Strategy.	Cabinet Member for Adults	Adults and Communities Director / Community Well-being Assistant Director
Local Account of Adult Care Services	Committee to receive a report on the Council's Account of Adult Care Services	Cabinet Member for Adults	Adults and Communities Director / Community Well-being Assistant Director
Peer Review of Safeguarding Arrangements	A report on the Peer Review of Safeguarding Arrangements and arising actions	N/A	Adults and Communities Director / Community Well-being Assistant Director
Members' Visits to Hostels for Young People	Standing Item	N/A	Scrutiny Office
9 September 2013			
Adult Social Care and Health Annual Complaints Report 2012-13	Adult Social Care and Health are required under statutory regulations to report annually to the relevant Council committee on adult social care complaints and to compile an annual report	Cabinet Member for Adults	Adults Social Care Assistant Director
OFSTED Inspection Frameworks	This report updates the committee on the new OFSTED Inspection Frameworks for child protection and looked after children	Cabinet Member for Education, Children and Families	Children's Social Care Assistant Director

Subject	Decision / Decision requested	Cabinet Member	Author
Safeguarding Children's Board Annual Report 2012-13	This report provides an overview of the effectiveness of safeguarding arrangements in Barnet including an assessment of the performance of the Local Authority and partners in delivering outcomes for children. It reviews progress during the last year and identifies challenges and priorities for the year ahead	Cabinet Member for Education, Children and Families	Chairman of Safeguarding Children's Board
Barnet Multi-Agency Safeguarding Adults Board Annual Report 2012/13	This report documents the work of the Safeguarding Adults Board 2012/13 and seeks the Committee's comments	Cabinet Member for Adults	Adults and Communities Director
Safeguarding Adults Strategy	Committee to receive an update on the new Safeguarding Adults Strategy	N/A	Karen Jackson – Adults Social Care Assistant Director
HealthWatch Report	TBC	N/A	HealthWatch Coordinators (BarnetLINK)
Working Together to Safeguard Children	Committee to receive a report which outlines the Council's response to new statutory guidance on 'Working Together to Safeguard Children'	N/A	Children's Social Care Assistant Director
Members' Visits to Hostels for Young People	Standing Item	N/A	N/A
27 November 2013			

Subject	Decision / Decision requested	Cabinet Member	Author
Children's Service Annual Complaints Report 2012/13	The Children's Service required under statutory regulations to report annually to the relevant Council committee on children's social care complaints and to compile an annual report	N/A	Scrutiny Office
Analysis of Children Subject to Child Protection Plan 2012/13	TBC	Cabinet Member for Education, Children and Families	Children's Social Care Assistant Director
National Winterbourne View Programme – Barnet's Response	Committee to receive a report on Barnet's Response to the Winterbourne View Programme	N/A	Karen Jackson – Adults Social Care Assistant Director
14 January 2014			
Enter and View	Committee to receive Enter and View Reports form Barnet HealthWatch	TBC	Barnet HealthWatch
Multi Agency Safeguarding Hub	Committee to receive an update report on the Barnet MASH.	Cabinet Member for Education, Children and Families / Cabinet Member for Adults	Children's Social Care Assistant Director
Members' Visits to Hostels for Young People	Standing Item	N/A	N/A
10 April 2014			
Member's Visits to Hostels for Young People	Standing Item	N/A	N/A
Items to be Allocated			

Subject	Decision / Decision requested	Cabinet Member	Author
Barnet's Local Involvement Network (LINK) Annual Report 2012/13	The Committee will be consider the final report of Barnet LINK for 2012/13	N/A	Barnet LINK Coordinator
Children and Families Bill	Committee to determine whether they wish to receive a report on the implications arising from the Children and Families Bill	Cabinet Member for Education, Children and Families	Children's Social Care Assistant Director
Crime and Disorder	The Committee requested to receive a report relating to youth issues and youth crime in relation to Safeguarding. To focus on the Legal Aid, Sentencing and Punishment of Offenders Act 2012 and changes to the status of children who are remanded to become looked after children	Cabinet Member for Safety and Resident Engagement	Metropolitan Police (TBC)
Community Advice Contract	Committee to receive a report on the provisions of the Community Advice Contract	TBC	TBC
Health and Social Care Integration Projects	Committee to receive a report on the outcome of the Health and Social Care Integration pilot projects with a focus on enabling people to remain at home	Cabinet Member for Adults	Adult Social Care Assistant Director
Corporate Parenting Advisory Panel Annual Report 2012/13	To be received following CPAP meeting receiving the 2012/13 annual report	Cabinet Member for Education, Children and Families	Children's Social Care Assistant Director
Early Help (Early Intervention) Offer for Children and Families in Barnet	To cover services and outcomes for Barnet's children and young people	Cabinet Member for Education, Children and Families	Children's Social Care Assistant Director
Annual Adoptions Report & Annual Fostering Report	NB: this could received as an appendix above	Cabinet Member for Education, Children and Families	TBC

Subject	Decision / Decision requested	Cabinet Member	Author
Quality in Care Homes	Committee to receive a report on quality in care homes within Barnet.	Cabinet Member for Adults	Adult Social Care Assistant Director and Barnet Clinical Commissioning Group
Social Care Reforms White Paper	Committee to receive a report on the Social Care Reforms White Paper	Cabinet Member for Adults	Adults and Communities Director
Application of Mental Capacity Act 2005 and Deprivation of Liberty Safeguards	Committee to receive a report on the application of The Mental Capacity Act 2005, and Deprivation of Liberty Safeguards	Cabinet Member for Adults	Adults and Communities Director
Compliance Report	Committee to receive a compliance report on the CQC Inspection Programme in Barnet, presenting inspection and compliance report, and learning from the Winterbourne View Report and Francis Report.	Cabinet Member for Adults	Adults and Communities Director

AGENDA ITEM 13

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