

MEETING**ADULTS AND SAFEGUARDING COMMITTEE****DATE AND TIME****THURSDAY 20TH NOVEMBER, 2014****AT 7.00 PM****VENUE****HENDON TOWN HALL, THE BURROUGHS, LONDON NW4 4AX**

Dear Councillors,

Please find enclosed additional papers relating to the following items for the above mentioned meeting which were not available at the time of collation of the agenda.

Item No	Title of Report	Pages
6.	PUBLIC QUESTIONS AND COMMENTS (IF ANY)	1 - 6

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No.	Questioner	Question	Response
1	Janet Leifer	<p>Appendix B Efficiency - demand management E1 Adults Social Care:</p> <ol style="list-style-type: none"> 1. What is the specific potential equalities impact of the Community Offer? 2. Precisely how could the Council's ability to safeguard vulnerable adults be compromised with the implementation of the Community Offer? 3. How will service users be required to self-assess using technology? 4. As there has already been a consultation on the Community Offer and it is considered that there is a high likelihood it will be unpopular, why were not the concerns of affected service users taken into consideration as a result of the consultation? 	<ol style="list-style-type: none"> 1. The Equalities Impact Assessment concluded that by enabling people to be more independent there was a positive impact. 2. This is not compromised. Community Offer work is based on a thorough review and planning process where any safeguarding issues would be identified and managed through the appropriate safeguarding procedures. 3. Through the work to improve access for people (Assessment and Support planning project) it is proposed to enable people to self-assess using the internet where possible and appropriate to improve customer experience. 4. The proposals have also been discussed at a number of meetings including all the Partnership Boards except for the Mental Health Partnership Board where a workshop was held instead for its members. The proposals were also discussed at specific focus groups and at two public meetings (focus group for people with learning disabilities, Learning Disabilities Parliament, Anand Centre, Carers Forum and Carers Centre, BSL users, Multicultural Centre). Extensive consultation broadly supported the Community Offer. Analysis has indicated that people raised concerns that decisions about the appropriate community offer should be undertaken on an individual basis to ensure that increased use of technology does not, for example, lead to social isolation. Concerns about how people can use direct payments effectively has led to the establishment of a service user and carer direct payment forum.
2	Tirza Waisel	<ol style="list-style-type: none"> 1. To <u>Home Care Commissioning Strategy (Home & Community Care Strategy)</u> Reading this report it strikes me that there is genuinely a good intention to improve quality of 	<p style="text-align: center;">AGENDA ITEM 6</p> <p>The comment about good intention is duly noted. Home care has been delivered through the market place for some time and generally provides levels of good care in an effective manner. There is no business</p>

		<p>services and staff satisfaction in this field. it seems that most of the challenges are around finding the good providers and ensuring they employ quality, trained, nurtured staff to provide the best care to our vulnerable residents. What is the reason that outsourcing of care provision is still the only option considered? It seems to me to be easier (and cheaper) to cut the 'middle man' and employ care staff directly by the council?</p>	<p>case to suggest changing the model.</p>
<p>3</p>	<p>Janet Leifer</p>	<p>E4 Across Services</p> <ol style="list-style-type: none"> 1. How will you meet the very complex needs of service users who are members of specialist day care centres such as BILS and Community Space, by reducing activities at these centres and sending them out to mainstream leisure activities? 2. How will you ensure the wellbeing, comfort and safety of service users with severe mobility problems, such as wheelchair users, or with high anxiety levels possibly resulting in challenging behaviour, such as autistic adults and people with dementia, when reviewing the provision of transport? 	<ol style="list-style-type: none"> 1. Through the work to promote personalisation, the intention is to better meet the needs of people with complex needs through high quality assessment and support planning, where the individual and carers have choice and control for external support planning, enablement if required, and to make the optimum use of all community resources and trained support available to them in Barnet where this meets their social care needs. 2. Adult Social Care are working closely with the Transport Service to undertake this review. The review is looking precisely at that issue – how best to support the mobility needs of those who have identified social care needs in the most effective way.
<p>4</p>	<p>Tirza Waisei</p>	<p>to para 2.6, <u>Home Care Commissioning Strategy (Home & Community Care Strategy)</u> I am pleased to see that a serious consideration</p>	

	<p>was given to the Unison's Ethical Home Care Charter, to sense that there is a general agreement at least with the spirit of it, and that there is a stated intention to adopt those parts of it which are not met by Barnet already, especially the payment for travel time between service users and workforce development.</p> <ol style="list-style-type: none"> 1. Does this recommendation include ensuring reimbursement of travel cost and other expenses (like mobile phone use) as well as the travel time? 2. Regarding zero hours contracts, and payment of LLW, the Commissioning Intention states: 'The Outcomes Based Contract will be specified to ensure the provider operates a sustainable model of staff employment that assures continuity of care for the service user and enables a skilled and reliable workforce to be developed.'; why is there no explicitly worded intention here to ensure providers do not use zero hours contracts and payment of the LLW? The commissioner has, after all, powers to build these requirements into the tender and enforce it. 	<ol style="list-style-type: none"> 1. The recommendation is seeking to invite providers to price a service that can guarantee a workforce who are suitably trained and supported to undertake the role. It is not proposed to specify the nature of employment contracts but to set an expectation that carers are employed in a sustainable way, which will include payment for time spent travelling between calls. 2. As above, there is no evidence that these factors drive workforce sustainably and therefore the commissioner will not be specifying this. However, the Council will expect the provider to evidence sound employment practice. 3. Providers will need to demonstrate that they will put in place appropriate mechanisms for staff supervision, support and engagement but the mode in which these are to be delivered will not be specified.
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5	Janet Leifer	<p>3. Regarding workforce development: The Charter sets out the need of care workers, who by the nature of their jobs are isolated, to meet with others doing similar job. According to your statement in the table, currently there is a requirement on supervisions to the workers. Do you acknowledge that supervisions - still one to one - are not the same as team meetings and that there is a need in both, and will you add the latter as a separate requirement to the tender?</p>	
5	Janet Leifer	<p>Appendix Bi Efficiency E2 Staffing Efficiencies</p> <p>1. How can the proposal to reduce employees costs by 10% have an impact on customer satisfaction if it does not impact on service delivery?</p> <p>2. What changes will be made to the terms and conditions of staff?</p> <p>3. What is the unified pay project?</p>	<p>1. The business planning process has developed the proposal for a 10% efficiency in workforce costs across all Council employees. The majority of the council's adult social care budget is spent outside the council, directly with providers of care. For that reason, we are confident that we will be able to continue to deliver services.</p> <p>2. The Unified Pay Reward project aims to streamline and modernise the various terms and conditions and allowances that exist across the council. The council will put forward a package of proposals to the trade unions to start a consultation and negotiation process. Currently there are proposals are being negotiated with the trade unions and therefore we are unable to provide specific details until we have completed this.</p> <p>3. The unified pay project is a new pay and grading structure which will modernise and harmonise terms and conditions of employment of all Council staff. The intention is to ensure the grades of the Councils jobs are assessed in a consistent manner that is fair and equitable and to check that our pay and grading structures and terms and conditions of employment are fair and equal in line with equalities legislation. The changes will make our pay structure and the way we reward</p>

		<p>4. What is the specific potential staffing equalities impact of reducing staffing costs by 10%?</p>	<p>employees fairer, more equitable and easier to understand. The project will run until early 2015 and the plan is to implement the changes with effect from July 2015 for Council employees and September 2015 for non-teaching staff in community schools.</p> <p>4. From previous equality assessments we know that the workforce in Adults and Communities is predominantly female and aged over 40. The impact of any specific proposals will be assessed to identify what the actual equality impact is.</p>
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