

ABERDEENSHIRE COUNCIL

SOCIAL WORK AND HOUSING COMMITTEE

WOODHILL HOUSE, ABERDEEN, 4 JUNE, 2015

Present: Councillors K L Clark (Chair), A K Norrie (Vice Chair), A M Allan, A J C Cullinane (as substitute for Councillor P Oddie), G Blackett, E Chapman, L Clark, M A Ford, A S Grant, I W Gray, J Latham, B A Topping and I Walker.

Apology: Councillors P Oddie and E A Robertson.

Officers: Director of Communities; Head of Housing; Chief Officer, Health and Social Care Partnership; Acting Head of Finance; Head of Adult and Criminal Justice Services; Head of Integration and Strategy; Social Work Manager (Care Homes); Business Services Manager (Communities), Senior Solicitor (Mr S Munro), Communications Officer (Mr S Ritchie) and Committee Officer (Mrs V McCaskill).

1. DECLARATION OF MEMBERS' INTERESTS

The Chair asked members if they had any interests to declare in terms of the Councillors' Code of Conduct. Councillor Topping declared an interest in Item 7, as an unpaid Director of AHP Housing Association. No further interests were declared.

2a. PUBLIC SECTOR EQUALITY DUTY

In making decisions on the following items of business, the Committee **agreed**, in terms of Section 149 of the Equality Act 2010:-

(1) to have due regard to the need to:-

- (a) eliminate discrimination, harassment and victimisation;
- (b) advance equality of opportunity between those who share a protected characteristic and persons who do not share it; and
- (c) foster good relations between those who share a protected characteristic and persons who do not share it.

(2) where an Equality Impact Assessment was provided, to consider its contents and take those into account when reaching their decision.

2b. RESOLUTION

The Committee **agreed**, in terms of Section 50A (4) and (5) of the Local Government (Scotland) Act 1973 to exclude the public from the meeting during consideration of Item 12 so as to avoid disclosure of exempt information of the classes described in paragraphs 1, 3 and 12 of Part 1 of Schedule 7A of the Act.

General

3. PRESENTATION – HOW WELL OUR CARE HOMES ARE PERFORMING

The Chief Officer of the Health and Social Care Partnership gave a presentation on the performance of Aberdeenshire Council Care Homes. The Social Work Manager (Care Homes) was also in attendance to answer any questions raised. The presentation covered

how information on Care Home performance was gathered; the context of inspections; results relating to specific Aberdeenshire Care Homes; requirements and recommendations from the inspections; common issues relating to environment; an overall summary of results and work to be undertaken going forward.

Members asked questions about consultation with residents, relatives and carers; using data to identify patterns and trends; data collection and complaints procedures.

Thereafter, the Committee **agreed:-**

- (1) to note the content of the presentation, and
- (2) to instruct officers to identify if there were any trends in the results of Care Inspectorate care home inspections across Aberdeenshire when grouped according to theme and, once complete, circulate the findings to Committee Members.

4. COMMUNITIES SERVICE QUARTERLY PERFORMANCE: EXCEPTION REPORTING FOR JANUARY TO MARCH 2015

With reference to the Minute of Meeting of the Committee of 5 June, 2014 (item 5), when Housing and Social Work's Service Plan 2014-2017 had been approved, there was circulated a report dated 25 May, 2015, by the Director of Communities which advised the Committee on how the Service had performed against key performance measures and associated targets as set out in the Plan covering the period to March, 2015.

The report included a summary of the performance during the fourth quarter of 2014/2015. This highlighted that there were a total of twenty reportable measures during this quarter, eleven of which were on target. One measure demonstrated positive exceptional performance during this quarter and this was detailed in Appendix 1 to the report. Eight measures demonstrated performance below expectations and these measures were detailed in Appendix 2 to the report. The report also highlighted that as arrangements for Health and Social Care Integration progressed, there would be prescribed outcome measures from the Scottish Government and this would form part of a performance report that would be submitted to the Integrated Joint Board for Health and Social Care in due course, and would be shared with the Council.

During discussion, Members asked questions about the effects caused by delays in submitting reports to the Children's Reporter and fuel poverty and income maximisation. Members also highlighted the good work of the Citizen's Advice Bureau in providing support to people who were experiencing difficulties.

Thereafter, the Committee **agreed:-**

- (1) to acknowledge the positive performance achieved in January to March, 2015, as detailed in the report,
- (2) to acknowledge the exceptional performance achieved in January to March, 2015, as detailed in Appendix 1 to the report,
- (3) to acknowledge those measures where performance was below expectations in January to March, 2015, as detailed in Appendix 2 to the report,
- (4) to acknowledge the publication of the complete January to March 2015 performance report on Ward Pages,

- (5) that the Director of Communities continue to report, by exception, to the Committee quarterly on the performance measures against service objectives and six monthly on progress in delivering all aspects of the Service Plan, and
- (6) to instruct officers to provide information on any implications for children affected by delays in submitting reports to the Children's Reporter within the target timescale.

5. COMMUNITIES SERVICE PLAN 2015/2016

There was circulated a report dated 25 May, 2015, by the Director of Communities on the Communities Service Plan for the financial years 2015/2016.

The report stated that a new senior management team would be implemented from 1 October, 2015, and that the planned move of Adult and Older People's Social Work and Criminal Justice into the integrated Aberdeenshire Health and Social Care Partnership formed part of this. It was advised that Housing would move to Infrastructure Services in October. The Service Plan, together with its performance measures and targets, would continue to be reported until 1 October, 2015. Any change would be clarified at that time regarding future reporting requirements.

The report reminded members that the plan had eight core objectives of the Service. These objectives had attached to them several performance indicators which would be reported to the Social Work and Housing Committee during the course of the year to measure progress in achieving objectives and improving outcomes for service users, carers and tenants.

All measures and actions had been reviewed and updated in line with strategic planning for the Service but a pragmatic approach had been taken due to the structural realignment planned for the year ahead. As a result of this, minimal changes had been made.

The Committee **agreed**:-

- (1) to approve the draft Service Plan for the financial year 2015/16,
- (2) that the Director of Communities would report to Committee quarterly on performance indicators against Service objectives and bi-annually on progress in delivering all aspects of the service plan, and
- (3) to note the Council management and Service changes over the course of 2015/16 which would affect the current content of the plan and acknowledge that alternative arrangements will be put in place during this period.

Housing

6. THE SCOTTISH SOCIAL HOUSING CHARTER – YEAR TWO (2014/2015)

There was circulated a report dated 25 May, 2015, by the Director of Communities on the Scottish Social Housing Charter (SSHC) and the outcome of the 2015 Tenant Satisfaction Survey.

The report explained that the Scottish Social Housing Charter (SSHC) had been introduced by legislation in 2012 and aimed to improve the quality and value of services provided by social landlords. It established a basis for the Scottish Housing Regulator (SHR) to assess and report on social landlord performance. All social landlords were required to submit an 'Annual Return of the Charter' to be used by the Regulator to report publicly on landlords' progress in achieving the Charter outcomes and standards. As part of the annual return submission, an independent tenant satisfaction survey had been carried out in 2015. A

summary of the survey was attached as an appendix to the report and the covering report outlined the findings, which indicated that 82% of tenants were at least satisfied with the overall service provided by the Council as landlord.

The Committee **agreed:-**

- (1) to note the outcome of the 2015 Tenant Satisfaction Survey, which would form part of the submission of the Annual Return of the Charter (ARC) to the Scottish Housing Regulator along with specific performance information, and
- (2) to note the actions from the Housing Improvement Plan, developed as a result of the 2014 ARC outcomes; Benchmarking; Local Housing Strategy outcomes and an integral part of the Housing Continuous Improvement process.

7. AFFORDABLE HOUSING: UPDATE

There was circulated a report dated 25 May, 2015, by the Director of Communities, which provided the Committee with an update on affordable housing.

The report gave details of the Council's New Build Housing Programme and stated that, since 2010, the Housing Service had delivered 163 new affordable homes within Aberdeenshire during phases one to four. The report went on to give details of eight ongoing projects being developed under phase five of the programme. Under phase six, it was anticipated that five more settlements would be delivered during the period 2015 – 2018, subject to ongoing viability assessments.

The report also outlined the development programme which would be supported by the Council's Innovation Reserve Fund. The fund would support 188 units and details of developments were outlined within the report.

An update on progress with the implementation of Create Homes Aberdeenshire – National Housing Trust Council Variant was provided. It was advised that the first development was anticipated for phased delivery with twelve units due for handover at the end of June 2015 in Westhill. The second phase, comprising a further twelve units, was anticipated for completion by August 2015. An update was also provided on affordable housing projects which had received Six Key Areas for Development funding.

After discussion, the Committee **agreed:-**

- (1) to note the information provided on the Council's New Build Housing Programme and the Innovation Reserve Fund Development Programme,
- (2) to approve proposals regarding the implementation of Create Homes Aberdeenshire – National Housing Trust Council Variant,
- (3) to note progress regarding the developments within the approved Six Key Areas for Development funding,
- (4) to instruct officers to advise Members if there would be any delay to the Patrick Geddes Way development as a result of the theft of solar panels from the site, and
- (5) to instruct officers to present a report on Key Worker Housing to Committee in September 2015.

Community Care

8. DELAYED DISCHARGE ACTION PLAN

There was circulated a report dated 25 May, 2015, by the Chief Officer, Aberdeenshire Health and Social Care Integration, on the Delayed Discharge Action Plan.

The report explained that a person was considered to be a delayed discharge if they remained in hospital but were deemed medically fit to leave. The Transitional Leadership Group identified delayed discharge as one of its priorities for the new Health and Social Care Partnership in the autumn of 2014. The report set out a series of actions which had been developed by the Transitional Leadership Group and the Aberdeenshire Strategic Group for Delayed Discharge.

The Committee **agreed**: -

- (1) to approve the three year spend profile, as set out in the report,
- (2) to approve the first year plan and its associated costs with the identified 'ranges of spend' to be delegated to the Chief Officer, as set out in the report,
- (3) to approve the plan which identified the medium and long term projects and approaches, as set out in the report, and
- (4) to receive further reports, alternating between written and verbal each month, providing updates on:
 - Progress against the short term actions identified in the plan
 - The number of people who are delayed
 - The actual spend within the identified ranges
 - More detailed spending profile for the medium and long term actions.

9. ABERDEENSHIRE DEMENTIA STRATEGY 2015 - 2018

There was circulated a report dated 25 May, 2015, by the Director of Communities, on the Aberdeenshire Dementia Strategy 2015 - 2018.

The report stated that the strategy had been developed on behalf of, and with the involvement of, the Aberdeenshire Dementia Strategic Outcomes Group. The final draft of the document was appended to the report for the consideration of the Committee.

After discussion, the Committee **agreed**:-

- (1) to endorse the final draft of the strategy to be distributed for further consultation, and
- (2) to note that the proposed final strategy would be reported to the Integrated Joint Board/Health and Social Care Partnership for final approval later in the year.

Criminal Justice

10. CRIMINAL JUSTICE WOMEN'S SERVICE IN ABERDEENSHIRE

There was circulated a report dated 25 May, 2015, by the Director of Communities, which advised that Aberdeenshire's Criminal Justice Women's Service had been operational since 1 April, 2015, after a year of development. Links had already been established with the NHS Keepwell Service and with Community Health Improvement Advisors in Peterhead and Fraserburgh. It was acknowledged that some gaps in health provision would remain but a

bid for additional Scottish Government funding for 1.5 FTE Community Psychiatric Nursing posts had been submitted to help to bridge these gaps. It was advised at the meeting this bid had now been evaluated and, whilst it received positive feedback, the request for funding was unsuccessful.

After discussion, the Committee **agreed** to acknowledge the launch of the Criminal Justice Women's Service in Aberdeenshire and support the plans for further integration with Health Services.

General

11. INTERNAL AUDIT

There was circulated a report dated 22 May, 2015, by the Chief Internal Auditor which set out progress by the Service in implementing agreed recommendations.

The Committee **agreed** to acknowledge the detail within the report and the attached appendix.

12. INTERNAL AUDIT

There was circulated a report dated 22 May, 2015, by the Chief Internal Auditor which advised the Committee of the results of a completed audit on Social Work Payroll and also set out progress made by the Service in implementing agreed recommendations.

The Committee **agreed** to acknowledge the content of the report and the attached appendix.