

Agenda

**Meeting: Care and Independence
Overview & Scrutiny Committee**

**Venue: The Grand Meeting Room,
County Hall, Northallerton DL7 8AD
(See location plan overleaf)**

Date: Thursday 2 October 2014 at 10.30 am

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Business

1. **Minutes of the meeting held on 3 July 2014.** (Pages 1 to 3)
2. **Public Questions or Statements.**

Members of the public may ask questions or make statements at this meeting if they have given notice to Ray Busby Policy & Partnerships (*contact details below*) no later than midday on Monday 29 September 2014, three working days before the day of the meeting. Each speaker should limit themselves to 3 minutes on any item. Members of the public who have given notice will be invited to speak:-

- at this point in the meeting if their questions/statements relate to matters which are not otherwise on the Agenda (subject to an overall time limit of 30 minutes);
- when the relevant Agenda item is being considered if they wish to speak on a matter which is on the Agenda for this meeting.

3. **North Yorkshire Local Assistance Fund – Report of the Assistant Director Partnerships and Policy** (Pages 4 to 23)

4. **2013/14 Local Account** – Covering report of the Corporate Director – Health & Adult Services (Draft Local Account printed separately and enclosed).
(Pages 24 to 27)
5. **Care & Support Where I Live Strategy** – Verbal update of the Corporate Director – Health & Adult Services (consultation document printed separately and enclosed).
6. **2013/14 Annual Report of the North Yorkshire Safeguarding Adults Board** – Covering report of the Scrutiny Team Leader (Annual report printed separately and enclosed).
(Page 28)
7. **2014 Annual Report of the Director of Public Health For North Yorkshire**
 - Covering report of the Scrutiny Team Leader
(Pages 29 to 30)
 - Covering report off the Director of Public Health for North Yorkshire
(Pages 31 to 33)
 - 2014 Annual report printed separately and enclosed.
8. **Council Plan - 2020 North Yorkshire Plan** – Report of the Assistant Director – Policy and Partnerships.
(Report To Follow)
9. **Work Programme** - Report of the Scrutiny Team Leader.
(Pages 34 to 36)
10. **Other business which the Chairman agrees should be considered as a matter of urgency because of special circumstances.**

Barry Khan
Assistant Chief Executive (Legal and Democratic Services)

County Hall
Nothallerton

27 August 2014

NOTES:

- (a) Members are reminded of the need to consider whether they have any interests to declare on any of the items on this agenda and, if so, of the need to explain the reason(s) why they have any interest when making a declaration.

The relevant Corporate Development Officer or the Monitoring Officer will be pleased to advise on interest issues. Ideally their views should be sought as soon as possible and preferably prior to the day of the meeting, so that time is available to explore adequately any issues that might arise.

(b) **Emergency Procedures For Meetings**

Fire

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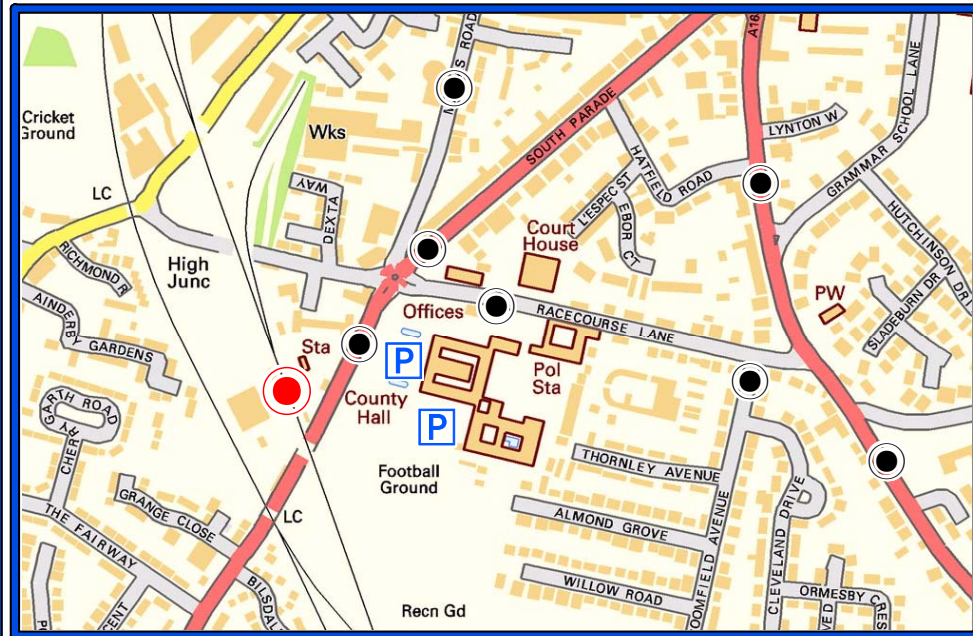
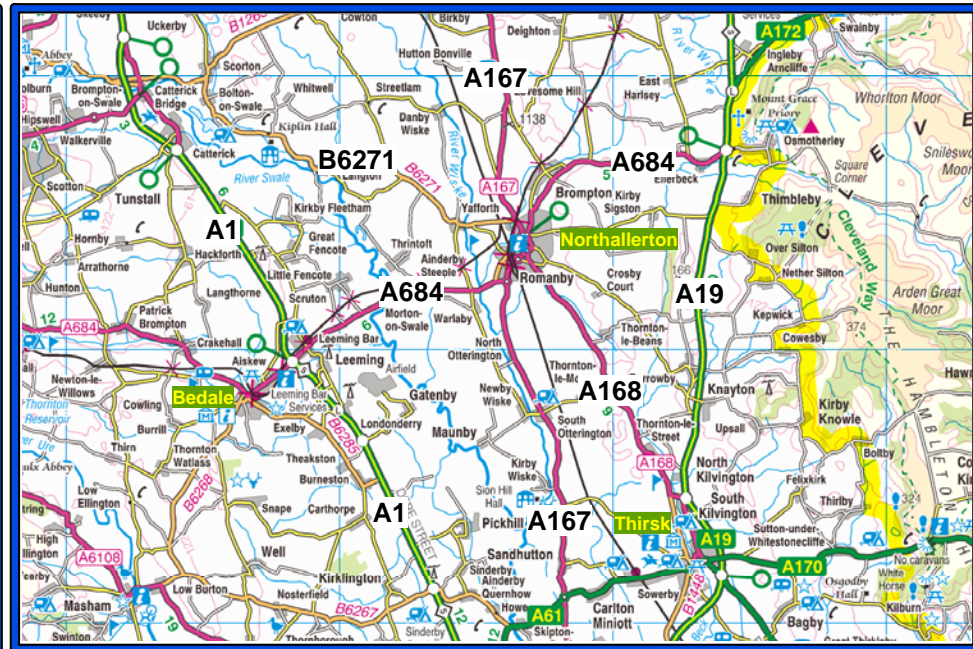
Care and Independence Overview and Scrutiny Committee

1. Membership

County Councillors (13)							
	<i>Councillors Name</i>	<i>Chairman/Vice Chairman</i>	<i>Political Party</i>	<i>Electoral Division</i>			
1	BURR, Lindsay MBE		Liberal Democrat				
2	CASLING, Liz		Conservative				
3	ENNIS, John		Conservative				
4	GRANT, Helen	Vice-Chairman	NY Independent				
5	JORDAN, Mike		Conservative				
6	McCARTNEY, John		NY Independent				
7	MARSDEN, Penny		Conservative				
8	MARSHALL, Brian		Labour				
9	MOORHOUSE, Heather		Conservative				
10	MULLIGAN, Patrick	Chairman	Conservative				
11	PLANT, Joe		Conservative				
12	PEARSON, Chris		Conservative				
13	SAVAGE, John		Liberal				
Members other than County Councillors – (2)							
Non Voting							
	<i>Name of Member</i>	<i>Representative</i>	<i>Substitute Member</i>				
1	CARLING, Jon	North Yorkshire and York Forum					
2	SNAPE, Jackie	Disability Action Yorkshire					
3	PADGHAM, Mike	Independent Care Group					
Total Membership – (15)				Quorum – (4)			
Con	Lib Dem	NY Ind	Labour	Liberal	UKIP	Ind	Total
8	1	2	1	1	0	0	13

2. Substitute Members

Conservative		Liberal Democrat	
	<i>Councillors Names</i>		<i>Councillors Names</i>
1	MARSHALL, Shelagh OBE	1	
2	CHANCE, David	2	GRIFFITHS, Bryn
3	JEFFELS, David	3	JONES, Anne
4	BACKHOUSE, Andrew	4	
5		5	
NY Independent		Labour	
	<i>Councillors Names</i>		<i>Councillors Names</i>
1	HORTON, Peter	1	BILLING, David
2	JEFFERSON, Janet	2	
3		3	
4		4	
Liberal			
	<i>Councillors Names</i>		
1	CLARK, John		



Visitor Parking
at County Hall



Northallerton National
Rail Station



Bus Stops

County Hall

Northallerton
North Yorkshire
DL7 8AD

Tel : 0845 8 72 73 74



North
Yorkshire County Council

North Yorkshire County Council

Care and Independence Overview and Scrutiny Committee

Minutes of the meeting held on 3 July 2014 at 10.30 am at County Hall, Northallerton.

Present:-

County Councillor Patrick Mulligan in the Chair

County Councillors: Lindsay Burr, Liz Casling, John Ennis, Mike Jordan, Penny Marsden, Brian Marshall, Heather Moorhouse, Chris Pearson and John Savage.

Representative of the Voluntary Sector: Jon Carling (North Yorkshire and York Forum)

Representative of the Independent Care Sector: Mike Padgham (Independent Care Group)

County Councillor Don Mackenzie, Portfolio Holder – Public Health and Prevention

Officers: Mike Webster (Assistant Director, Contracting, Procurement and Quality Assurance, (Health and Adult Services)), Keith Cheesman (Programme Manager, (Health and Adult Services)), Shelia Hall (Transformation Manager, Performance and Change Management, (Health and Adult Services)), Tom Hall (Consultant in Public Health, (Health and Adult Services)), Tony Law (General Manager, Performance & Change, (Health and Adult Services)) Janine Tranmer (Contracting, Procurement & Quality Assurance Manager, (Health and Adult Services)), Ray Busby (Scrutiny Support Officer, (Policy, Performance and Partnerships))

Apologies: County Councillors: Helen Grant and Joe Plant
County Councillor Clare Wood, Portfolio Holder – Adult Social Care and Health Integration
Representatives of the Voluntary Sector: Jackie Snape (Disability Action Yorkshire)

Copies of all documents considered are in the Minute Book

35. Minutes

Resolved –

That the minutes of the meeting held on 24 April 2014, having been printed and circulated, be taken as read and be confirmed and signed by the Chairman as a correct record.

36. Public Questions or Statements

The Committee was advised that no notice had been received of any public questions or statements to be made at the meeting.

37. Better Care Fund

Considered –

Report by Richard Webb, NYCC Corporate Director - Health and Adult Services, regarding the development of the North Yorkshire Better Care Fund Plan.

Members welcomed the opportunity to discuss the £3.8bn pool budget for Better Care Funding for 2015/16. For Members, the important element was the movement of care out of hospital into the community and the aim to improve working and integration between health and social care.

The Committee learned that there is little in terms of national definition in the way this integration should happen; there are, however, nationally set conditions that must be met.

It was noted that the County Council had worked with health partners to set out the three main priorities in the Plan:

1. to improve health, self-help and independence for North Yorkshire people;
2. to invest in primary care and community services; and
3. to create a sustainable system.

Ministerial signoff of the Plan had yet to be given, but the Committee was reassured that absence of that approval would not delay activity on the plan's key objectives.

Resolved –

- i. That the Committee keep a weather eye on how the stated ambition of the Better Care Fund is delivered.
- ii. That, recognising the implications of Better Care Funding are potentially of interest to a number of North Yorkshire County Council scrutiny committees, the Scrutiny Board be invited to consider how this topic might be most effectively and appropriately examined in a scrutiny context.

38. Care Quality Commission Consultation on Inspection Methodology and the HAS Processes for the Monitoring of Services

Considered –

The report of the Corporate Director - Health and Adult Services:

- i. Informing the Committee of the proposed changes to how the Care Quality Commission (CQC) intends to regulate, inspect and rate Health and Social Care Services.
- ii. Explaining how Health and Adult Services undertakes its own monitoring of services.

For Members, the outcomes from last year's assessments demonstrated that an effective service is in place to protect the public and ensure that residential care and domiciliary care services are of a quality that people would expect.

During discussion, Members expressed interest in local elected Member involvement in the work of the HAS Inspectorate and Monitoring Team - perhaps accompanying staff, where appropriate, on certain inspections and visits.

Resolved –

- i. That the report be noted.
- ii. That the notion of Member involvement in the HAS inspection regime be initially considered by the Group Spokespersons at their next meeting.

39. North Yorkshire Tier 2 Lifestyle Service

Considered –

Report of the North Yorkshire Director of Public Health on the North Yorkshire Tier 2 Lifestyle Service which supports people to make sustained changes.

Members welcomed the opportunity to discuss a project dealing with Prevention and discussed the scheme's relevance for the whole county.

Resolved –

That the information given be noted.

40. The Care Act

Considered –

Report of the Corporate Director – Health & Adult Services on the implications of the Care Act and preparations for implementation.

Members recognised the radical nature of the planned Care Act reforms in that they provide a whole new legal framework for adult social care, to the funding system and the wider duties of local authorities and rights of those in need of social care. Consequently, the Act would have a prodigious impact on the Directorate's finances and working practices.

The Act's requirements would be challenging to implement, but Members rated the changes as progressive, especially: the new duty for authorities to promote physical, mental and emotional wellbeing in all decisions regarding an individual's care needs; and the greater emphasis than ever before on prevention, particularly around advice and information. As for the Act's other proposals - greater support for carers, a duty of local authorities to co-operate and to map out the process for assessment charging, entitlements and care planning – these would be looked at as part of the Committee's regular scrutiny work.

Resolved –

That, mindful of the significance of the changes in the Care Act for Social Care and the financial consequences for the Council and the HAS directorate in particular, the Committee wishes to receive timely reports on the progress of implementation.

41. Work Programme

Considered –

Report of the Scrutiny Team Leader on the work programme.

Resolved –

That the Work Programme be agreed

The meeting concluded at 12:30pm

RB

North Yorkshire County Council**Care & Independence Overview & Scrutiny Committee****2 October 2014****North Yorkshire Local Assistance Fund****1 Purpose of report**

- 1.1 To outline to the Committee the progress of the North Yorkshire Local Assistance Fund (NYLAF) to date, and plans for stakeholder engagement on the future of the NYLAF in October 2014.
- 1.2 To seek the views of the Committee about the options for the future of the NYLAF ahead of a decision being sought from the Executive in December 2014 or January 2015. An identical report is being presented to the Young People Overview & Scrutiny Committee on 24 October 2014.

2 Background

- 2.1 As Members will be aware, the North Yorkshire Local Assistance Fund (NYLAF) was established in April 2013 following the abolition of Crisis Loans and Community Care Grants under the Department for Work and Pensions' (DWP) Social Fund scheme.
- 2.2 Although the DWP has allocated additional funding to the county council for the NYLAF, the amount provided for awards in 2013/14 and 2014/15 was £793k per year, compared to the DWP expenditure of £915k on awards in North Yorkshire in 2011/12 – a reduction of 13%.
- 2.3 The NYLAF provides emergency support for vulnerable people aged 16 or over to move into or remain in the community, and to help families under exceptional pressure to stay together. The NYLAF does not replicate what was previously provided by DWP. No cash payments, crisis loans or community care grants are available. Awards are made in kind, in the form of goods or services. Items requested must be essential and critical to the needs of the applicant or those of their family. Available items include essential items of household furniture and equipment, beds and bedding, food vouchers, clothing vouchers, utility top-up vouchers, utility reconnection charges and essential home repairs.
- 2.4 To be eligible to apply to the NYLAF, customers must initially meet certain basic criteria around age, residency in the county, income levels/income support and they must also have a need that cannot be met by other forms of support. In addition, the customer must also fall within at least one of our target vulnerability categories. These include, for example, vulnerable client groups such as those at risk of homelessness, victims of domestic abuse and

people with learning or physical disabilities. Full details of the basic eligibility criteria and the vulnerability categories can be found in the NYLAF information leaflet, attached at Appendix 1 and available from the county council website www.northyorks.gov.uk/nylaf .

- 2.5 Applications to the NYLAF are made through authorised agencies, including selected county council front line services such as Children’s Centres, registered social landlords, and voluntary organisations. It is the role of the authorised agencies to assess the applicant and check that they are both eligible and vulnerable. It is expected that authorised agencies will see an application to the NYLAF as part of a package of support. Only in exceptional circumstances is it possible to apply without going through an authorised agency.
- 2.6 A customer may apply for up to two awards of emergency food and/or utility top-ups in any twelve month period. For other items provided under the NYLAF, a maximum entitlement of three items (including a maximum of one white good) may also be awarded within the same twelve month period.
- 2.7 Day to day management of the NYLAF is undertaken by Charis Grants Ltd, in line with a contract awarded following competitive tendering. This includes administering the application process, making the decision on awards within the criteria specified by the county council, ensuring consistency across authorised agencies, and arranging the supply and delivery of all items that are awarded. A random sample of applications made by authorised agencies is audited and other measures are in place to minimise the risk that items awarded are sold on.
- 2.8 Attached at Appendix 2, for information, is a copy of the first year report (2013/14) on the NYLAF, which includes a summary of applications and awards made, along with an overview of where the greatest demand fell within North Yorkshire within this period and for which types of goods.

3 Progress of the NYLAF to date

- 3.1 As each local authority was given the discretion to mould its welfare assistance scheme in a way that was deemed appropriate for local communities, every authority has done something slightly different. The strength of the North Yorkshire scheme lies in someone getting some support from a specialist agency for an underlying issue and with it, potentially, some assistance from the NYLAF. This directly addresses a key issue with the DWP Social Fund scheme identified by the House of Commons Select Committee. The DWP scheme effectively provided a ‘quick fix’ to customers with no follow-up as to how that financial support had been used or how effective that had been. With the exception of provision for emergency food or utility top-ups, the NYLAF is not about simply providing a ‘quick fix’ solution for a vulnerable person. The NYLAF has just under 20 different authorised agencies acting as points of support across the county for vulnerable people and where NYLAF applications can be made.

- 3.2 The scheme has developed to be responsive to the needs of people in the most vulnerable situations and to adapt across areas where demand is highest. For example, following a large number of calls to the county council's Customer Services from potential customers and also requests from partner agencies, utility top-ups were introduced in November 2013. These enable customers to access urgent credit to their gas or electricity accounts. Additionally, we have broadened out provision of emergency food in the Scarborough area – where demand for this has been highest – by developing a partnership with the Rainbow Centre to provide NYLAF funded food parcels for eligible customers from its premises in central Scarborough. The Rainbow Centre has provided 985 food parcels on behalf of the NYLAF between August 2013 and August 2014.
- 3.3 Using the categories of the NYLAF, the client groups with the biggest take-up of the Fund during April to August 2014 are families under exceptional pressure (44% of awards), those who are homeless or at risk of homelessness (13%), and those with mental health problems (10%).
- 3.4 The districts with the greatest number of awards are Scarborough (49% of awards), Harrogate (13%), and Selby (12%).
- 3.5 The items most in demand from the NYLAF during April to August 2014 are food (35% of awards), utility top-ups (26%), white goods (18%), furniture and beds (14%), and clothing (7%).
- 3.6 The profile of expenditure is different because of the relative cost of items. During April to August 2014 the expenditure on white goods was £114k (41% of total), furniture and beds £62k (22%), food £39k (14%) clothing £38k (14%), utility top-ups £24k (9%).
- 3.7 The NYLAF has had to adapt to ensure that expenditure does not exceed budget. This has included removing rent deposits and rent in advance from its provision and restricting white goods to one award per application. As a result, during April to August 2014 the monthly spend has averaged around 82% of potential monthly budget. However, based on the experience in 2013/14, expenditure in the last six months of the financial year will increase significantly.

4 Challenges for 2015/16 onwards and stakeholder consultation

- 4.1 For 2013/14 and 2014/15 central government provided a separately identified sum, just under £800k, to be used as awards funding for each year plus around £150k for administration. However, the government said in December 2013 that from 2015/16, the funding to be used to support NYLAF will be incorporated into the mainstream grant for all local authorities. The council's MTFs, agreed by full council in February 2014, assumes expenditure on NYLAF at current levels for 2015/16 and beyond.

4.2 A judicial review was recently sought by a disabled man, supported by Islington Council, against the government's decision to no longer separately identify the funding allocated for local assistance funds run by local authorities (in total £174 million nationally). The government has agreed to revisit its decision in the light of an ongoing review of local welfare provision, proper consultation with stakeholders and due consideration of equalities implications - all of which it had previously failed to do - and to announce its new decision in time for the provisional local government finance settlement, expected in December 2014.

4.3 Subject to the new decision that has to be taken by the government, there are potentially three options that the county council will need to consider:

A. *Continue with the NYLAF as currently.* This would involve the NYLAF continuing to provide awards up to the amount that has been provided to date by central government and as such to potentially provide the same range of items, using the same eligibility criteria and targeting the current range of customers.

B. *Reduce funding for NYLAF awards in line with the overall reduction in council budgets.* An alternative would be to reduce funding to the NYLAF equivalent to the reductions to be met in overall county council budgets, taking into account the 13% reduction made by the government prior to the budget being transferred to the county council in April 2013. This could be a 20% reduction in the amount available for awards under the NYLAF and to be able to meet this challenge, there would clearly need to be further decisions about key elements of the current scheme and its provision, including:

- The type and range of items available to customers
- The number of items that eligible customers are entitled to apply for each year
- The key client groups that are currently targeted by the NYLAF.

C. *Abolish the NYLAF.* Pursuing this option would mean that the county council would no longer have funding commitments to meet for local welfare provision. Additionally, any monies provided by central government for the purposes of local welfare provision could be retained by the county council and used for other purposes. However, as demonstrated above and in the attached report on the performance of the NYLAF in 2013/14, there is clearly high demand for such support from vulnerable people within our communities. This option would potentially leave a large gap in emergency welfare support across North Yorkshire.

4.4 The Executive will need to consider in December 2014 or January 2015 what level of budget should be allocated for the NYLAF from 2015/16 and beyond. To support the Executive's decision-making process:

- a stakeholder review session is being held on 1 October 2014;
- views are being sought from the Care & Independence Overview & Scrutiny Committee and the Young People Overview & Scrutiny Committee; and

- an equality impact assessment is being undertaken.

- 4.5 The stakeholder review session will include representatives from our authorised agencies, along with agencies who play a role in signposting clients to support from the NYLAF, such as Citizens Advice. This will provide an opportunity for partners to discuss and contribute views on their (and their clients') experiences of the NYLAF during the previous twelve months, but also, critically, to comment on how they feel the NYLAF could evolve going forward. Ahead of the workshop, a series of questions will be issued to partners to help them reflect on the key issues. A copy of the questions to be used is attached at Appendix 3. Additionally, a short survey based around these questions will be sent out electronically to all partners involved in, or with an interest in, the NYLAF, to ensure the views of those not attending the session are captured.
- 4.6 The Care & Independence Overview & Scrutiny Committee is invited to comment on the NYLAF and the potential three options outlined above. The Committee may find it useful to reflect on the questions to be used with stakeholders, as set out in Appendix 3. An identical invitation will be presented to the Young People Overview & Scrutiny Committee on 24 October 2014.

5 Recommendations

- 5.1 The Committee is recommended to:
- (a) note the overview provided by the report; and
 - (b) provide any comments about the potential future options for the NYLAF, as outlined in section 4.

Appendix 1 – North Yorkshire Local Assistance Fund information leaflet for agents and customers.

Appendix 2 - North Yorkshire Local Assistance Fund: First Year Report 2013/14

Appendix 3 – NYLAF stakeholder review, 1 October 2014 – Preparatory questions for stakeholders regarding planning for 2015/16.

Neil Irving
Assistant Director, Policy and Partnerships
24 September 2014

Author of report: Diane Parsons, Policy and Partnerships.



North Yorkshire Local Assistance Fund



What is it?

The North Yorkshire Local Assistance Fund ("the Fund") provides support for vulnerable adults to move into or remain in the community, and for families under exceptional pressure to stay together.

Awards are made in the form of goods, not cash. Items requested must be essential and critical to your needs or those of your family. They include essential items of household furniture and equipment, beds and bedding, food vouchers, clothing vouchers, utility top-ups, utility reconnection charges and essential home repairs.

Can I apply?

You can apply if:

1. you are over 16 years old; **and**
2. you live in or are moving to North Yorkshire (including if you are leaving an institution and resettling in North Yorkshire); **and**
3. you are in receipt of specific means-tested benefits or you have a household income below the government's 'low income threshold' (for 2013/14 this is £15,910) and have less than £1,000 in capital; **and**
4. you have a need that cannot be met from other forms of support; **and**
5. you fall into one or more of the following categories:
 - Homeless
 - Learning / physical disabilities
 - Mental health problems

- Recently released from prison / supervised on Community Order
- Victim of domestic abuse
- Carer
- Drugs or alcohol dependent
- Couples and single parents with children and people caring for children, who are under exceptional pressure ('Exceptional pressure' may be the result of acute domestic difficulties. An award under this category would normally be to help members of a family to stay together).

If you have an urgent need for food or a utility top-up (that is, credit added to your gas or electricity account) but do not strictly fall within one of our categories above, then we may be able to provide a one-off food voucher and/or a utility top-up (see also "How do I apply for food and/or utility top-up?" below).

Each case will be looked at individually and awards depend on funds available. Support will be given to those most in need.



How can I apply?

You will need to contact North Yorkshire County Council's Customer Services Centre on **0845 8 72 73 74** to talk about your circumstances and what support you feel you need.

Lines are open Monday to Friday from 8am to 5:30pm.

If you have an urgent need for support, the County Council will put you in contact with an organisation in your local area who will want to discuss your needs with you a bit more and talk about the kind of support that they may be able to help you access. This may include the agency completing an online application for the Fund for you, if you are eligible for assistance.

Can I apply myself, without seeing another agency?

In exceptional circumstances, we can help individuals who need to make their own application, without the need for them to attend another agency in their area. For example, this might be because:

- the local agency is unable to urgently get access to the internet;
- there is an access issue and the individual simply can't get to the local agency; or
- there isn't an agency who has access to the online application form in that area.

This process can be slightly slower though, as individuals will need to make

sure they send all the documentary evidence required to support their application (see the criteria in "Can I apply?", above). Online applications through an agency are preferred, to make sure we get assistance urgently to people who need it.

If an individual application is needed, then please call NYCC Customer Services on **0845 8 72 73 74**.

How often can I apply?

You will only be able to apply for a maximum of three items in any rolling 12 month period, unless your circumstances change, and this can be demonstrated to the agency that is helping you to apply.

The exception to this rule is for people who have an urgent need purely for food or utility top-up and who are eligible for support from the Fund. If you need a food voucher or a utility top-up, you will be able to apply to the Fund for both of these, if needed, up to two occasions within 12 months. You will also be able to submit an additional application that year for other items from the Fund, such as household goods or clothing, up to a maximum of three items.

Additionally, if you meet all of our basic criteria around age, residency and income and have an urgent need for food or utility top-up but do not strictly fall within one of our categories at point 5 above, then you may still be able to apply for a one-off food voucher or a

one-off utility top-up (see “How do I apply for food?” below). This exception is only made for food vouchers and utility top-ups from the Fund.

How do I apply for food and/or utility top-up?

You will need to contact NYCC Customer Services (**0845 8 72 73 74**) to ask about any kind of support from the Fund, including food and utility top-up. You can call us between 8am and 5:30pm, Monday to Friday.

When you call for the first time to ask for either food or utility top-up, Customer Services will obtain your details and ask you some questions to identify whether you meet all of the key eligibility criteria for the Fund. If you do then we will put you through to the company who process our applications. If you cannot pay for the full call, we will take a number from you and ask the company to get in touch with you urgently. They will speak to you to ask you a few more questions about your circumstances, but you will not need to visit an agency in your area, nor will you be asked to send evidence of your circumstances. The application will be automatically approved and, depending on your application, either a food voucher will be sent out to you directly or a PayPoint voucher will be issued to you via email, text or post, for you to take to a PayPoint outlet to scan and credit your energy account. For more information about how this process works, please see “How does utility top-up work?”, below.

If you'd like to apply for food or utility top-up a second time within twelve months, you will need to contact NYCC Customer Services again, but this time we will ask you to make contact with another agency in your area as you may have a need for longer term support. This will involve you providing some documentary evidence of your circumstances to the agency that helps you to apply.

Food vouchers are credited with enough money to enable you to purchase enough food to last for at least five days. The value of the voucher is enough to buy a healthy diet and it is hoped this will be spent on a mixture of fresh and preserved foods. We guarantee that a voucher will be delivered to you within 24 hours, if your call is received before 11:30am, Monday to Friday. We cannot guarantee to get a food voucher to you within a shorter period of time so if your need is urgent then you may need to get support from another agency. NYCC Customer Services may be able to help with information about other places which provide food in your area.

How does utility top-up work?

Once your application for utility top-up has been approved (either by phone, for the first application, or via an online application through an agent for the second application), you will be sent a pre-credited voucher or code with a set amount to help top up your energy supply. You will be able to receive the voucher by post or email. You will be

able to specify how you would like to receive your voucher or code when you apply. Vouchers will need to be taken to any PayPoint outlet, such as a local newsagent, along with your gas prepayment card or electricity key. Outlets offering the PayPoint service can be identified with the PayPoint logo in the window. Once the voucher barcode has been scanned against your card or key, this will automatically credit your account with one of the amounts below.

- Individual - £28
- Family (more than one adult in the household) - £45

You will not be required to provide identification to the PayPoint merchant and as such it is important that you make sure that we know what is the best way of sending the voucher on to you. Repeat vouchers cannot be provided in the event that you mislay your voucher. Each voucher will only work once and, once redeemed, cannot be used again.

In circumstances where a customer only has access to a coin meter or requires other fuel such as coal, it may be possible to provide utility top-up in the form of a voucher which can be redeemed for cash at a PayPoint outlet. Customers requiring a voucher for a coin meter or other fuel must indicate this to NYCC Customer Services or to the referring agent when requesting support.

Please note that where a standard voucher is issued by us for direct top up of gas or electricity accounts, these cannot be exchanged for cash and the PayPoint merchant will be unable to provide you with a cash alternative.

If you desire a utility top-up voucher to be sent to you in the post we guarantee a next day delivery providing your call is received before 1:45pm, Monday to Friday. If you desire a utility top-up voucher to be issued by email we can guarantee the voucher will be issued within 24 hours providing your call is received before 3:45pm, Monday to Friday. Unfortunately we cannot guarantee to help you within a shorter period of time.

Please note that utility top-up vouchers will expire after a month of the date they were issued.

Can I still get some support if I don't meet all of the criteria?

If you do not strictly fall within one of our categories (see "Can I apply" on page 1) but meet our other criteria and have an urgent need for food or utility top-up which cannot be met through other forms of support, then we may be able to issue a food voucher and/or utility top-up to you on a one-off basis. To apply for this, you will need to contact NYCC Customer Services in the usual way to discuss your circumstances. These applications will be processed in the same way as other first-time applications for food or utility top-up from the Fund.

I don't have money to pay for a call to NYCC Customer Services - how do I get in touch?

You can go to any NYCC Library and Information Centre in North Yorkshire and ask them to put you through to NYCC Customer Services. Alternatively, if you call the Customer Services Centre and give a phone number that we can contact you on then we will call you back directly so that you are not charged for the full call.

What if I apply to the Fund for assistance and I am not happy with the decision?

You can ask for the decision to be looked at again. Details about how to get the decision reviewed will be provided in the response to your application.



Where can I get urgent help if my application is not successful or if I am not eligible?

Information will be available for those who are not eligible for the Fund or not successful with their application to get other forms of support elsewhere in the county.

Where can I get help with other costs that aren't included within the Fund?

The Department for Work and Pensions are responsible for providing a number of payments and advances for those who meet the eligibility criteria. These include:

- Funeral Payments
- Sure Start Maternity Grants
- Winter Fuel and Cold Weather Payments
- Short-term Benefit Advances
- Budgeting Advances

For further information please speak to your local JobCentre Plus office.

Contact us

North Yorkshire County Council, County Hall, Northallerton, North Yorkshire, DL7 8AD

Our Customer Service Centre is open Monday to Friday 8.00am - 5.30pm (closed weekends and bank holidays).

Tel: **0845 8727374** email: **customer.services@northyorks.gov.uk**

Or visit our website at: **www.northyorks.gov.uk**

If you would like this information in another language or format such as Braille, large print or audio, please ask us.

Tel: 01609 532917 Email: communications@northyorks.gov.uk





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Background

The North Yorkshire Local Assistance Fund (NYLAF) was launched on 1 April 2013 by North Yorkshire County Council to replace the discretionary Social Fund scheme managed by the Department for Work and Pensions (DWP). The Welfare Reform Act 2012 abolished the Social Fund and meant that new locally based provision would now be delivered by local authorities instead of the DWP.

The Social Fund previously provided crisis loans, crisis loan alignment payments and community care grants – cash for general living expenses and to see people through during times when there were issues with their benefits.

The NYLAF provides emergency support for vulnerable adults to move into or remain in the community, and to help families under exceptional pressure to stay together. The NYLAF does not replicate what was previously provided by DWP. No cash payments, crisis loans or community care grants are available. Awards are made in kind, for example by supplying vital household goods and basic necessities. Available items include essential items of household furniture and equipment, beds and bedding, food vouchers, clothing vouchers, utility top-up vouchers, utility reconnection charges and essential home repairs.

A customer may apply for up to two awards of emergency food and/or utility top-ups in any twelve month period. For other items provided under the fund, a maximum entitlement of three items (including a maximum of one white good) may also be awarded within the same twelve month period.

Charis Grants Ltd are responsible for the day to day management of the fund. This includes managing the application process, making the decision on awards within the criteria specified by the

county council, and ensuring the supply and delivery of all items that are awarded. Charis were appointed following procurement in 2012/13 and have so far provided a good service.

Applications to the fund are made through authorised agencies (e.g. selected county council front line services, registered social landlords, and voluntary organisations). These agencies include the Rainbow Centre Food Bank in Scarborough, Foundation, Horton Housing, NYCC adult social care etc. It is the role of authorised agencies to assess the applicant and identify them as eligible and vulnerable. It is expected the authorised agencies will see an application to the NYLAF as part of a package of support. The application takes the form of an online form which was designed by Charis specifically for the NYLAF. The agent is responsible for filling out the details of the form with the applicant present.

However, if there is an urgent need for food/utility top-up but the applicant does not strictly fall into one of the vulnerability categories then the NYLAF may be able to issue a one-off food/utility top-up voucher without going through an authorised agency. Instead customers can call the Customer Service Centre who will then forward the call direct to Charis. Any second request must go through an authorised agency and meet the full requirements.

It is hoped a potential applicant to the NYLAF will already be in contact with an authorised agency however, if this is not the case it is possible for a customer to ring through to the Customer Service Centre where they will be briefly assessed and directed towards a suitable agency. When an applicant is making an emergency application for food and/or utility top-up the Customer Service Centre will similarly briefly assess the applicant before putting them through to Charis Grants to further assess and issue the award. The awards are delivered direct to the customer unless specified otherwise (some customers may choose to have their goods delivered to the agency). Charis Grants are responsible for communicating with the customer when the goods will be delivered. Food vouchers and utility top-up vouchers can be delivered within 24 hours. For other items such as white goods and furniture these are usually delivered within 11 days of the application reaching Charis Grants. The average delivery time is 7 days.

Consultation with stakeholders was undertaken prior to the establishment of the NYLAF and again six months into the fund's lifespan. Constant communication is maintained with stakeholders and supporting agencies such as Citizen Advice Bureaux. This is two way communication and includes regular updates on our part and comments relating to possible improvements and problems on theirs. The NYLAF [webpage](#) contains a leaflet advertising the fund which is regularly updated, a leaflet listing other possible avenues for support and a list outlining what items are available from the NYLAF.

Unsuccessful applicants can ask for the decision to be reviewed. Initially this is undertaken by Charis Grants Ltd, but any subsequent review would be undertaken by the county council.

Summary of activity 2013/14

Total applicants:	2,796
Total applications:	3,211
Total unsuccessful applications:	20

The total applicants is different to the total amount of applications as the total amount of applications includes applicants who have applied more than once on separate occasions. The unsuccessful applications were either due to being deemed ineligible, out of region or they are applicants who have already received their maximum entitlement from the NYLAF.

Total items awarded (including food):	4,616
Food awards:	1,581

The total budget for 2013/14 was £947,006. This was separated into two separate budgets: the awards budget £793,346 and the administration budget £153,660. Total spend for the financial year 2013/14 was £628,243. This equates to 79.2% of the total awards budget.

Expenditure was low in the first few months of the year, but in the second half of the year the NYLAF came under increasing financial pressure and the total spend was 105.7% of the equivalent budget for these six months. Due to the high spend a decision was made to remove rent deposits and rent in advance from its provision and to restrict white goods to one award per application.

Changes to the fund

The fund has had to adapt and evolve throughout its first year in order to better serve its client group, deliver on budget and react to issues.

Rainbow Centre

In August 2013 the NYLAF entered into a partnership with the Rainbow Centre food bank in Scarborough. The Rainbow Centre is responsible for providing first time food parcels to applicants in Scarborough town. The Rainbow Centre is open five days a week and is well placed within the community to assess an applicant's needs and provide them with extra support and advice in addition to the food parcel provided by the NYLAF. On top of this they offer value for money, particularly when offset against our food parcel/vouchers distributed throughout the rest of the county.

Rainbow Centre food awards:	741
Rainbow Centre funding (Aug – March):	£7,800
Average award cost:	£10.53
Average food parcel/voucher cost (excluding Rainbow Centre):	£57.19

Utility top-up

Utility top-up was introduced in November 2013. This provides the applicant with the option of applying for an emergency voucher to pay for their gas and/or electricity. The fund provides £28 for an individual and £45 for a family. These amounts were reached by looking at the average household energy bill. It is hoped a utility top-up will last the customer for a minimum of a week. Since introduction utility top-up has proved very popular. 721 awards have been made accounting for 25% of the total number of awards made since November 2013.

Rent deposit

From February 2014 rent deposits / bonds were removed as an available item from the NYLAF. This decision was taken due to the increasing financial pressure on the fund and also due to the fact that district councils have the option to provide this using Discretionary Housing Payments (DHP). Before its removal 43 awards had been made at an average cost of £354.88. Rent deposits were one of the funds most expensive awards and it was hoped removing them would relieve some financial pressure on the fund.

White goods

Beginning in March 2014 applications were restricted to one white good per application as opposed to the previous possible three. Applicants are still eligible to apply for three goods but only one of these can now be a white good. This decision was taken to relieve financial pressures on the fund and try to keep the fund within its monthly budget. White goods account for the most popular award and the most expensive.

White good awards:	1,593
As a percentage of all awards:	34.5%
Total white good spend:	£412,571
As a percentage of total spend:	65.7%
Average cost per item:	£258.99

Food awards

In March 2014 the way the NYLAF provided food awards changed. Up until this point food awards were made in the form of a food parcel. These parcels were delivered to the applicants address and varied in size dependent on the size of the family. Enough food was contained within the parcel to last for at least five days.

Unfortunately the supplier of these parcels withdrew for financial reasons and alternative suppliers have proved hard to find. As a replacement the NYLAF now provides food vouchers to applicants. These vouchers are set at a certain value depending on the size of the family. When making the application the applicant is asked to state which supermarket is the most accessible for them and a voucher is issued for use at that supermarket. The supermarket can either be ASDA, Morrisons, Sainsbury's or Tesco. These vouchers are cheaper than the previous provision of food parcels and provide the applicant with the opportunity to buy fresh produce.

Food awards are the second most popular requested type of item behind white goods, but are the most requested single item.

Breakdown of Awards

1 Items awarded in 2013/14 (% of awards)

White goods:	35%
Food (Including food issued by the Rainbow Centre):	34%
Utility top-up (started November 2013):	16%
Furniture & beds:	11%
Clothing:	3%
Rent deposits (withdrawn February 2014):	1%

2 Overall cost of awards by item in 2013/14 (% of total spend)

White goods:	65.7%
Furniture & beds:	14.8%
Food (Not including food issued by the Rainbow Centre):	7.6%
Clothing:	4.9%
Utility top-up (started November 2013):	4.4%
Rent deposits (Withdrawn February 2014):	2.4%

3 Vulnerability groups assisted in 2013/14 (% of awards)

Family under exceptional pressure:	40%
Homeless / Risk of homelessness:	12%
Mental health problem:	10%
Physical disability:	8%
Domestic abuse:	3%
Drugs / Alcohol dependency:	3%
Learning disability:	2%
Released from prison / Supervised on community order:	2%
Carer:	1%

(Please note these percentages are incomplete as the remaining percentage (19%) was awarded via the Rainbow Centre food bank, Scarborough. The Rainbow Centre's main client group are 'Homeless / Risk of homelessness'.)

4 Location of successful applicants in 2013/14 (% of awards)

Scarborough:	46%
Harrogate:	13%

Selby:	11%
Hambleton:	10%
Ryedale:	8%
Richmondshire:	6%
Craven:	5%

Examples of help provided by NYLAF

1. "J" is a single male who came to the Rainbow Centre for support after he had recently experienced a fire at his accommodation and had, effectively, lost everything. It transpired that the Landlord was not insured and absconded from the town – leaving the property inaccessible and the client effectively homeless.

The Rainbow Centre undertook a full assessment of the individual's case and issued him with clothing, access to a telephone to make practical arrangements and under the NYLAF programme, a food parcel. The emergency food parcel allowed the client to eat for a week whilst staying in temporary accommodation until more permanent accommodation could be found.
2. "P" is a single mother with two young children dealing with the fall-out from an abusive relationship with her partner. She was initially referred to the Rainbow Centre's money advice service due to spiralling debts and compounded fines for late payment but was only in receipt of child benefit and child tax credits. As part of the intervention by the Rainbow Centre she was assessed as in need of practical support and was issued with a family food pack under the NYLAF programme.

Although still a distance from a stable family situation, the food pack and intensive support from the Rainbow Centre have ensured the family have been able to stay together and the children's situations have been closely monitored. The food provision bought time in a crisis and chaotic situation and ensured that some practical needs were addressed quickly.
3. "K" was a teenage parent and now has two children, boys aged four and three. She has a very troubled past and lost her home when she was sent to prison. For the last two years she has been living in her parents' home with the children. Conditions were very poor due to overcrowding. When "K" finally became homeless she was given a new house but was still on benefits and couldn't afford to furnish it. A NYLAF grant got her off to a good start. She was given a washing machine and a bed for her youngest child who had never had a bed of his own. A utility top-up also helped her through the first few days when finances were particularly tight.

Her son is now sleeping in his own bed in his own room. Mum, who has not been in trouble for more than four years, is keeping on top of the washing and the house is clean and tidy. The children were able to have their first ever tea party.
4. "A" is on Pension Credit and fled domestic violence, taking her granddaughter with her under the recommendation of Social Services. The expectation was for "A" to keep her

granddaughter safe from witnessing or being involved in any abusive situations. The pair initially moved into refuge accommodation but have since moved into a local authority house.

“A” received a fridge/freezer and a washing machine from the NYLAF as she was unable to fund these items herself due to her limited funds and her only income being her pension credit. The items she received have contributed to “A” and her granddaughter being able to make a fresh start.

5. “G” receives DLA, Mobility and Carers allowance. He was abused both physically and mentally at his previous home and so fled to Scarborough. Whilst in Scarborough he was supported in fully furnished refuge accommodation where he had a six month tenancy. When this came to an end “G” moved to an unfurnished local authority permanent accommodation. “G” had saved some money in this time from benefits but needed help with a fridge/freezer and a food pack which the NYLAF awarded. The items reduced the burden on “G” during his transition to permanent accommodation.

6. “J”, a young single parent to three girls, has used the children’s centre for years but has only ever engaged with two-year funding. Despite our efforts, she would not engage with courses or family activities. “J” problems started when she took out a loan with an on-line loans company. . It spiralled out of control and she needed the help of a charity to apply for a debt relief order. She turned to the Children’s Centre in desperation when she couldn’t afford her electricity bill. A utility top-up got her back on her feet and we were also able to get her a replacement bed for one of the children. NYLAF helped again when her cooker burnt out and she had no way to fund a replacement.
While completing the NYLAF application, the Parent Support Adviser spoke to mum about her future and what she could do to become more financially independent. Mum said she lacked the qualifications needed to get a job. The PSA suggested she should try a Functional Maths course. Mum agreed and is still studying. She says she wouldn’t have been on this path without the conversation sparked by the NYLAF application.

**North Yorkshire Local Assistance Fund
Stakeholder review questions**

A full list of current provision made available under NYLAF will be made available to each group.

1. If the NYLAF were to discontinue, would any similar support be available from other sources?

Yes - (Please list any you think applicable)

No - (Any further comments?)

2. What does the NYLAF provide for vulnerable clients that other resources do not? (i.e. if the NYLAF were discontinued – what would be lost?)

3. It is likely that the scheme budget will need to be reduced considerably from 2015/16 and as such there is a need to review how the scheme is targeted and the range of provision available.

- 3(a) Are there particular client groups that we should prioritise?

Yes / No

If 'yes', please list these.

If 'no', please provide any further comments below.

- 3(b) Which goods and services should we prioritise as part of the NYLAF offer? Using the list below, please rank in order of priority with '1' as most important.

White goods

Furniture, household items, beds and bedding

Utility top-up and reconnection

Clothing

Food

Essential home repairs

- 3(c) Are there any goods or services that you think we could remove from the NYLAF offer?

Yes / No

If 'yes', please indicate what these goods or services are.

If 'no', please provide any further comments below.

4. Could the NYLAF prioritise certain client groups and allocate more items to some groups than others?

Yes / No

If 'Yes' – please tick against all those groups that you feel should be prioritised from the list below.

Homelessness/risk of homelessness

Learning/physical disabilities

Mental health problems

Recently released from prison/supervised on Community Order

Victim of domestic abuse

Carer

Drugs or alcohol dependent

Couples and single parents with children and people caring for children, who are under exceptional pressure

If 'No', please provide any further comments below.

5. Do you have any suggestions as to how we could best manage the transition for clients and agencies in 2015/16? Please provide any comments in the box below.

NORTH YORKSHIRE COUNTY COUNCIL

CARE AND INDEPENDENCE OVERVIEW AND SCRUTINY COMMITTEE

2 October 2014Local Account for Adult Social Care Services 2013/14

Report of the Corporate Director – Health and Adult Services

1.0 Purpose of Report

- 1.1. To report to the Members of the Care and Independence Overview and Scrutiny Committee regarding the contents of the 2013/14 Local Account in respect of the performance of the Adult Social Care Service (included as Appendix 1) and to ask for their comments.

2.0 BACKGROUND

- 2.1 A draft version of the Local Account was presented to Group Spokespersons following their mid-cycle briefing on 4 September 2014 this gave Members the opportunity to comment on the 2013/14 Local Account.
- 2.2 The Local Account is seen as an essential part of the sector-led performance assessment framework for Adult Social Care Services. In accordance with the Government's "Removing the Burdens" initiative, there is now no overall external performance assessment of Adult Social Care Services by the health and social care regulator, the Care Quality Commission (CQC). The Local Account continues to be regarded nationally as an important way in which people and local communities hold local authorities to account and demonstrate how services have improved.
- 2.3 There is no formal requirement to present the Local Account to its committees, however the Local Account is now the only way in which the performance of the Council's Adult Social Care function is reported publicly. The National Achieving Excellence in Social Care Board considers the presentation of a Local Account to a meeting of the Councils' Executive in particular to be best practice.
- 2.4 Since the publication of the first Local Account in January 2012, the sector-led improvement initiative has been considerably developed within the region. The Yorkshire and Humberside Association of Directors of Adult Social Services (ADASS) has developed a five stage approach to sector-led improvement including the sharing of local accounts within a common deadline. All Councils within the region have made a commitment to this approach and will ensure that it is both proportionate and provides a robust performance challenge. A key element of this approach is a programme of peer and thematic reviews carried out by partner Councils so that best practice can be shared. North Yorkshire County Council is working closely with

Councils in the region to develop this programme and will continue to play an active part in this improvement initiative. Feedback from the 2012/13 peer challenge exercise was that the North Yorkshire Local Account was readable, had a balanced view of the directorate's performance and made good use of case studies. Comments made by Mr Jon Rouse Director General Social Care concluded that the North Yorkshire Local Account for 2012/13 was one of the best examples he had seen.

3.0 ISSUES

3.1 One of the prime purposes of the Local Account is to act as a mechanism by which the public can comment on the directorate's performance and on its future direction of travel. In order to assure ease of access to the Local Account, it was made available on the NYCC website. Within the Local Account there was a dedicated page which contained a postal address, a central e-mail address and a telephone number to encourage people to provide feedback.

Between November 2013 and August 2014, the NYCC website received 608 hits from members of the public. There was no other contact made through other channels which were available.

We believe that feedback from our peers, members and other interested parties provides a clear indication that we are working towards the right priorities for North Yorkshire and the areas where we can improve the next Local Account document based on the general comments received from all responders.

3.2 The Local Account provides both a backward look (which sets out its review of performance in 2013/14) and also a forward look in terms of 2014/15 and beyond. It reflects the vision set out in the Care Act. The fundamentals of the Care Act can be summed up by the following two vision statements:

- To promote people's independence and well-being by enabling them to prevent and postpone the need for care and support.
- To transform people's experience of care and support, putting them in control and ensuring that services respond to what they want.

In the future, the Government expects people to be able to say:

- "I am supported to maintain my independence for as long as possible";
- "I understand how care and support works and what my entitlements are";
- "I am happy with the quality of my care and support";
- "I know that the person giving me care and support will treat me with dignity and respect";
- "I am in control of my care and support".

In this Local Account we have used the above five statements to reflect on our work in 2013/14 and what our plans are for 2014/15.

3.3 The first tranche of Local Accounts were seen as contributing to innovation and as a learning process for best practice. Whilst it remains the case that there is no national prescription in either the process or the format of producing a Local Account, the North Yorkshire Local Account has adopted best practice regionally. Future editions of the Local Account regionally will be increasingly developed as a focus for engaging with local communities so that their involvement helps to shape and improve future services. The Association of Directors of Adult Social Services (ADASS and Towards Excellence in Adult Social Care (TEASC) both see the publication of Local Accounts as an indication that Councils are engaged in the Sector-Led Improvement process and allows members of the public the opportunity to comment on and challenge Council services.

3.4 North Yorkshire's Local Account highlights many achievements in 2013/14, particularly:

- The opening of the two new centres in Selby and Scarborough for people with complex needs and their carers. Both centres provide modern facilities for day time activities.
- The ongoing success of Extra Care Housing Schemes around the County. In Thirsk, the first phase of a new scheme has recently opened with plans to open a further scheme in Settle later this year. There are a further 12 schemes in the pipeline programme and plans to develop a further 29 with a nominated partner.
- The Public Health team are developing a distinctive health agenda for the people of North Yorkshire. A key aspect of this is a focus on prevention and community resilience.
- The continued delivery of high performing services, delivering significant savings and within budget allocation.

The Local Account also highlights the Council's future priorities and challenges. They include:

- The numerous challenges for the Council and its partners in developing a local response to the Care Act that works for North Yorkshire's large and predominantly rural geography;
- The need to work more closely with our Health partners to provide services in an integrated way;
- Continuing to modernise our existing services and exploring new ways of meeting people's needs to ensure that people remain independent but have access to support when they need it;
- Continuing to deliver good quality services within budget through ambitious programmes such as North Yorkshire 2020 and the Better Care Fund.

4.0 PERFORMANCE IMPLICATIONS

4.1 The Local Account is now the way the Council reports the performance of its Adult Social Care Services to the public.

5.0 FINANCIAL IMPLICATIONS

5.1 The costs of producing the Local Account are modest and contained within existing Directorate resources.

6.0 LEGAL IMPLICATIONS

6.1 Although the production of a Local Account is not a statutory requirement, the Department of Health (DoH) has requested that Councils with Adult Social Services Responsibilities (CASSR's) publish an annual Local Account.

7.0 EQUALITIES IMPLICATIONS

7.1 The DoH is recommending that Local Accounts are placed on Councils' websites and that they are published in an accessible way for disabled people. An "Easy Read" version was produced for the first Local Account and this will be repeated for this year's Local Account.

7.2 As in 3.1 above, the main access to previous Local Accounts has been via the Council's website. In addition, a small number of copies were printed for distribution to Members and placing in Libraries. Consideration is being given to publish this year's Local Account in electronic format only. Printed copies would be provided on request. Members' views are sought on this proposal.

8.0 Recommendations

8.1 The Care and Independence Overview Scrutiny Committee is asked to:

- i. Note and give comments on the content of the Local Account.
- ii. Consider publishing the Local Account as an electronic document only.
- iii. Note the positive contribution by all staff and managers in continuing to maintain the high level of service and performance improvements in the context of the Council's key objective: that affordable, high quality and safe care is provided.

RICHARD WEBB
Corporate Director – Health and Adult Services

Author of report: Tony Law, General Manager Performance and Change

County Hall, Northallerton

APPENDICES:

1. Local Account 2013/14

NORTH YORKSHIRE COUNTY COUNCIL

CARE AND INDEPENDENCE OVERVIEW AND SCRUTINY COMMITTEE

2 OCTOBER 2014

SAFEGUARDING ADULTS BOARD ANNUAL REPORT

1.0 Purpose of Report

- 1.1 To receive the Annual Report of the North Yorkshire Safeguarding Adults Board.

2.0 Role of (Scrutiny) Councillors in Safeguarding Adults

- 2.1 All Councillors share a responsibility in relation to safeguarding. Reviewing the Annual Report is one way you meet your specific scrutiny responsibilities to ensure that vulnerable adults are safeguarded and that the Council and its partners are discharging their statutory duties in relation to safeguarding effectively. It also helps you to be confident you are properly aware of national developments and best practice.
- 2.2 The Annual Report is being considered by the Board at its meeting on 24 September and will, therefore, be circulated separately from this agenda.
- 2.3 Considerations for the Committee include -
- Evidence that appropriate measures are being taken by the Board to ensure high standards of adult protection across all agencies
 - Evidence there is a high standard of services for adults with support needs
 - Evidence of strong commitment from parties within the Board to the Safeguarding Agenda
 - Evidence that the Board has assessed its priorities effectively and had an action plan which helps it achieve them in a timely manner.

3.0 Recommendations

- a) That the Committee consider and comment on the North Yorkshire Annual Report 2013/2014.
- b) Agree to receive further ongoing reports of progress;

BRYON HUNTER
SCRUTINY TEAM LEADER

County Hall
NORTHALLERTON

22 September 2014

Background Documents: Nil

NORTH YORKSHIRE COUNTY COUNCIL
CARE AND INDEPENDENCE OVERVIEW AND SCRUTINY COMMITTEE

2 OCTOBER 2014

DIRECTOR OF PUBLIC HEALTH: ANNUAL REPORT

1. PURPOSE OF REPORT

- i. To introduce the Director of Public Health's report.

2. BACKGROUND

- 2.1. Under the Health and Social Care Act 2012 the County Council now has key responsibilities across the three domains of public health – health improvement, health protection and public healthcare. This is the second opportunity the Committee has had to review the Director of Public Health's Annual report.
- 2.2. By writing an annual report, Directors of Public Health contribute to and monitor the improvement of health and reduction of health inequalities. The report outlines what is currently happening in each local government area to improve health, and sets the agenda for the future to reduce health inequalities and promote action for better health.
- 2.3. Annual reports have played an important part in public health practice ever since the early days of medical officers for health. They are a vehicle for informing local people about the health of their community, as well as providing necessary information for decision makers in local health services and authorities on health gaps and priorities that need to be addressed. Their iterative nature also allows progress to be recorded and evaluated and is a key means by which the Director of Public Health is accountable to the population he or she serves.
- 2.4. The annual report is an important vehicle by which Directors of Public Health can identify key issues, flag up problems, report progress and, thereby, serve their local populations. It will also be a key resource to inform local inter-agency action.

3. SCRUTINY COMMITTEE INTEREST

- 3.1. A well-defined annual report should inform service provision and facilitate health impact to ensure the effective targeting of resources to improve health and reduce health inequalities among its resident population. This should:

- contribute to improving the health and well-being of local populations;
- reduce health inequalities;
- promote action for better health, through measuring progress towards health targets; and
- assist with the planning and monitoring of local programmes and services that impact on health over time.

3.2. The annual reports should therefore:

- be relevant to the health of local populations with information analysed at the most appropriate population level;
- be integral to planning across all sectors and needs to promote action; and
- include a clear set of recommendations that are targeted, realistic and achievable.

4. RECOMMENDATION

4.1 That the Committee consider and comment on the North Yorkshire Director for Public Health Annual Report 2013/2014.

BRYON HUNTER
SCRUTINY TEAM LEADER
 County Hall
 Northallerton

Author and Presenter of Report: Ray Busby
 Contact Details: Tel: 01609 532655
 E-mail: ray.busby@northyorks.gov.uk

22 September 2014

Background Documents: None

CARE & INDEPENDENCE OVERVIEW & SCRUTINY COMMITTEE

Thursday 2 October 2014

Report of the Director for Public Health for North Yorkshire 2014

1 Purpose of the Report

- 1.1 To present the Report of the Director for Public Health for North Yorkshire.

2 Background

- 2.1 It is the duty of the Director of Public Health (DPH) to write an annual report on the health of the local population. This is my second report.
- 2.2 The strong and engaged voluntary, community and social enterprise sector (VCSE) is a particular asset for the County and is a key partner in helping to address the challenges we face in promoting and protecting the health of our people. The representatives of the sector are keen to develop and strengthen collaborations with public sector partners that will be of mutual benefit and lead to better outcomes for people across our communities.

3 Executive Summary

- 3.1 The profile of North Yorkshire shows:
- A healthy population with higher levels of road injuries and death, excess weight in adults and smoking in pregnancy compared to the England average.
 - Improving life expectancy at birth with a widening gap between districts (Hambleton – highest; Scarborough – lowest).
 - An ageing population with the number of people over 85 years set to increase by a third over the next decade.
 - Low levels of deprivation but challenges related to rurality, affordable housing and fuel poverty are present in all districts and for some population groups.

- 3.2 The report also highlights areas where a co-ordinated approach by partners is needed. These include:
- Ensuring that each child has an active care record, supporting delivery of screening, immunisation and the Healthy Child Programme services.
 - Developing a mental health strategy to ensure that residents of all ages can maximise their mental health and wellbeing and access effective services when needed.
 - Ensuring that health and social care services are responsive to local needs and help residents to maintain their independence.
 - Implementing an alcohol strategy to address the harms associated with binge drinking and other risky drinking behaviours.
- 3.3 Every community has a range of resources or assets that can be harnessed to meet local needs and challenges. The report outlines approaches communities can take to identify and make use of their individual, organisational, physical and economic assets. There must, however, be investment to make effective use of these assets and we are reminded that “voluntary action and volunteering do not come for free.”

4 Recommendations

- 4.1 NYCC, District Councils and CCGs should work closely to implement NICE guidance with regard to providing an integrated approach to preventing and managing obesity and its associated conditions ensuring that gaps in current services are addressed.
- 4.2 NHS England should continue to work closely with the provider of the Child Health Information Systems (CHIS) covering the child population of North Yorkshire to ensure there is an improvement plan to achieve delivery of the national service specification in accordance with national timescales, liaising with NYCC in respect of any current or future inter-dependencies in relation to commissioning, service provision and data or information flows.
- 4.3 Statutory and VCSE partners should continue to work together to develop a North Yorkshire Mental Health Strategy to ensure there is a co-ordinated approach to improving the mental health and wellbeing of the population of all ages, improving outcomes for people with mental health problems and combating the stigma and discrimination associated with mental illness.
- 4.4 NYCC, District Councils and NHS partners should make the most of the opportunities presented by the Better Care Fund and the shift towards integrating services to respond to community needs and maximise the use of community assets working closely with the VCSE where possible.
- 4.5 Statutory bodies should work closely with the VCSE sector to plan the development, delivery and support for health and care services which draw on volunteers

- 4.6 Organisations working with local communities should promote an asset based approach to understanding and responding to the issues that are important to those communities.
- 4.7 Any assessment of need such as Joint Strategic Needs Assessments should include an assessment of the available assets that are already available to address the needs identified.

5 Appendices

- 5.1 Appendix 1 – Report of the Director of Public Health for North Yorkshire 2014.

Dr Lincoln Sargeant
Director of Public Health for North Yorkshire
2 September 2014

NORTH YORKSHIRE COUNTY COUNCIL

CARE AND INDEPENDENCE OVERVIEW AND SCRUTINY COMMITTEE

2 October 2014

WORK PROGRAMME REPORT

1.0 Purpose of Report

- 1.1. The Committee has agreed the attached work programme (Appendix 1).
- 1.2. The report gives Members the opportunity to be updated on work programme items and review the shape of the work ahead.

2.0 Background

- 2.1 The scope of this Committee is defined as:

'The needs of vulnerable adults and older people and people whose independence needs to be supported by intervention from the public or voluntary sector.'

3.0 Members involvement in Inspection Matters: Group Spokespersons Mid-Cycle Briefing

- 3.1 At your last meeting you asked group spokespersons to review how elected members - not just those on this committee - are informed about, and possibly connected to, the regulation and inspection of care establishments.
- 3.2 Group spokespersons had the elected member role in promoting stronger communities in mind when they gave some thought to this question, but acknowledged the sensitivities about entering what is, after all, someone's home. Equally, the group spokespersons wanted to understand just how manageable any such arrangement would be so that they can ask themselves, objectively, how (if at all) Members can contribute positively.
- 3.3 Janine Tranmer, Contracting, Procurement & Quality Assurance Manager, came forward with options as to how Members could become involved in and add value to the quality assurance and monitoring of care homes. One approach which mirrors the Care Quality Commissions (CQC) risk profile, which forms part of the new CQC inspection methodology, is to look at options for members to be a conduit in the community to channel information to the Contracting, Procurement & Quality Assurance team.
- 3.4 Constituents regularly contact local Members about issues they are experiencing personally or in relation to family members. A clear route to feed this information into the internal inspection process regarding concerns and positive experiences would help the team form a picture of the home's performance over time.

- 3.5 In addition, the team can share performance data about the care home and domiciliary care market with Members which would inform on what is happening locally, for example regarding suspensions. Scrutiny and the relevant local Member could be notified automatically when a provider is suspended or ceases trading. Regular updates could be given to the Overview and Scrutiny Committee Mid Cycle Briefings.
- 3.6 When told that between now and April the directorate is redesigning its quality assurance process and paperwork, with links to the requirements of the Care Act and provision information to the public, your group spokespersons saw an opportunity to make progress. They liked the idea that this would link into the inspection of HAS by CQC as a commissioner of adult social care, demonstrating Members are informed of quality and safeguarding activity, demonstrating openness.
- 3.7 The proposals would negate the need for members physically to inspect homes, but at the same time increase members scrutiny on the quality of home provision.
- 3.8 The Directorate has agreed to write up the proposals for further consideration later in the year.

4.0 Other Items Coming to Committee

- 4.1 Group Spokespersons agreed that a report on smoking cessation will now be considered at the January meeting. A briefing on the configuration of Adult Drug and Alcohol Services Provision that the Council is responsible for commissioning under its public health responsibility, may well now be arranged for the next mid cycle briefing with an invitation to participate being extended to all members of the committee and other interested members.

5.0 Recommendations

- 5.1 The Committee is recommended to consider the attached work programme and determine whether any further amendments should be made at this stage.

BRYON HUNTER
SCRUTINY TEAM LEADER
County Hall,
Northallerton

Author and Presenter of Report: Ray Busby
Contact Details: Tel: 01609 532655
E-mail: ray.busby@northyorks.gov.uk

22 September 2014

Background Documents: None

Care and Independence Overview and Scrutiny Committee – Work Programme Schedule 2014/15

Scope

The needs of vulnerable adults and older people and people whose independence needs to be supported by intervention from the public or voluntary sector

Meeting dates

<i>Scheduled Mid Cycle</i> Lead Members of Committee	Thurs, 4 September at 10:30am	Thurs, 4 December at 10:30am	Tues, 24 March 2015 at 10:30am
<i>Scheduled Committee Meetings</i> <i>Agenda briefings to be held at 9.30am prior to Committee meeting. Attended by Lead Members of Committee</i>	Thurs, 2 October at 10:30am	Thurs, 22 January 2015 at 10:30am	Thurs, 23 April 2015 at 10:30am

MEETING	SUBJECT	AIMS/TERMS OF REFERENCE	ACTION/BY WHOM
22 January 2015	Extra Care Housing Strategy	Results of Consultation	HAS
	Tobacco Cessation	Public Health Strategy	DPH
	Mental Health Strategy		HAS/DPH
23 April 2015	Financial Abuse review	Final report	Task Group
	Out of County Placements/Complex Needs	Update Report from HAS	HAS
	Developing the local market - services to support personalisation		

Please note that this is a working document, therefore topics and timeframes might need to be amended over the course of the year.