



Leicester  
City Council

MINUTES  
EXTRACT

Minutes of the Meeting of the  
SOCIAL SERVICES AND PERSONAL HEALTH SCRUTINY COMMITTEE

Held: MONDAY, 16 SEPTEMBER 2002 at 5.30pm

P R E S E N T :

Councillor Gajjar - Chair  
Councillor Coles - Liberal Democrat Spokesperson  
Councillor O'Brien - Conservative Spokesperson

Councillor Blackmore  
Councillor Connelly

Councillor Nasim  
Councillor Nurse

CO-OPTED MEMBERS

Dr. R. Shukla – Primary Care Trust

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ALSO IN ATTENDANCE:

Councillor Getliffe – Cabinet Lead for Social Services and Personal Health

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**13. DECLARATIONS OF INTEREST**

Members were asked to declare any interests they may have in the business to be discussed and/or indicate that Section 106 of the Local Government Act applied to them.

Dr Rashmi Shukla declared a personal but non-prejudicial interest in Appendix F, District Audit Report 2000-2001: Mental Health Services for Older People in Leicestershire, as a proposed member of the Older People's Partnership Board (OPPB).

**18. SOCIAL SERVICES INSPECTORATE: INSPECTION OF MANAGEMENT AND USE OF INFORMATION IN SOCIAL CARE**

The Service Director, Resources, Social Care and Health submitted a report that presented the background to the Inspection and informed the Committee that the SSI published report together with the final Action Plan would be presented to Cabinet. The Lead Inspector, Don Rhodes, presented the main

findings of the Inspection to the Scrutiny Committee.

The Lead Inspector reported that he and his team had visited Leicester between 21<sup>st</sup> May and 5<sup>th</sup> June 2002. He summarised the main findings of the inspection.

He stated that partnership working had improved significantly and that there had been some positive feedback from the Council's partners. However it was found that there was potential to improve information sharing within partnerships. The Inspectorate had noted that Financial Information Systems were being improved, but felt that information on Human Resources was problematic.

The Inspectorate felt that the new Information System 'Carefirst' had the potential to improve information handling and monitoring in the future. The Service Manager saw it as a positive development. However it was felt that some departmental service units (e.g., Day Centres etc.) felt a little adrift in developments.

The Department had some good aggregated information, for example, hospital discharge information. It was felt that information was not as well co-ordinated in the area of Older People Services. The information did not give an overall overview of performance, however the Inspector recognised that this was a difficult, big volume area.

There was scope for greater use of the Intranet/Internet. The Department had a well managed complaints/comments procedure. In terms of Fair Access, the Department had made commendable efforts to ensure that all citizens could get access and communicate with the Council. Good quality information existed in a variety of languages. He highlighted the 'Invest to Save Project' and the 'Healthy Kidz Website' as good examples of genuine efforts to provide quality information. The Department also performed to a high standard in terms of race equality.

He expressed concern about the Council's Grey Friar's building, he described it as a pressure point. He felt that too many functions were attempting to be undertaken from one cramped location, giving rise to a potentially tense set of conditions.

The Scrutiny Committee asked if the Department's star rating had been based on the information gathered from this inspection. The Lead Inspector stated that the inspection took place too late to feature in the star rating, but that it would be utilised in the 2001/2002 performance indicators.

The Scrutiny Committee felt that the 1 star rating that had been awarded to the Department had demoralised staff within the Department and could affect recruitment. The Committee felt that the inevitable comparison made with the County Council's three stars was not a fair reflection.

The Corporate Director reported that progress with the action plan would be

brought before the Committee in December 2002.

RESOLVED:

That the main findings of the inspection be noted.

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