



Leicester
City Council

Minutes of the Meeting of the
HEALTH AND SOCIAL CARE SCRUTINY COMMITTEE

Held: WEDNESDAY, 8 DECEMBER 2004 at 5.30pm

P R E S E N T :

Councillor Nurse - Chair
Councillor Mrs Chambers – Conservative Spokesperson

Councillor Green
Councillor Karim

Councillor Sood
Councillor Tessier

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48. DECLARATIONS OF INTEREST

Members were asked to declare any interests that they may have had in the business on the agenda, and/or indicate that Section 106 of the Local Government Finance Act 1992 applied to them.

No such declarations were made.

58. SOCIAL CARE AND HEALTH PERFORMANCE 2003/2004

The Corporate Director of Social Care and Health submitted a report that presented an overview of performance in the Social Care and Health Department for 2003 / 2004, including the results of the annual assessment of performance by the Commission for Social Care Inspection (CSCI). The report included a number of appendices that covered various departmental performance indicators.

The Scrutiny Committee's attention was in particular drawn to the positive assessment of the Fostering service, which was now considered one of the best in the country and to the substantial improvements in performance indicators throughout the department. The Committee was advised that the CSCI had maintained the departments two star rating and advised that the department was close to the maximum three star rating. In addition the improvements in the departments complaints and commendation statistics were detailed. The Committee also noted that a major inspection of Older Peoples Services provided by the NHS and the Council was due to be made by the CSCI and the Audit Commission between January to March 2005.

With regard to the Complaints and commendations report, Members noted the

position as described. There was some concern from Members at the level of complaints that were made regarding staff attitude. They were advised however that many of these complaints were as a result of staff using their statutory powers in child protection cases. Where there was evidence of poor staff attitude to service users additional training and ultimately disciplinary action was available to address concerns.

The Scrutiny Committee thanked the Corporate Director for the report and asked that the congratulations of the committee be passed onto staff in the department for their hard work. Members sought and were given clarification on a number of statistics contained within the reports. In response to queries from the Committee, Members were advised that complaints made about contractors of the department were not included in the statistics but that they would be in future reports to provide a more comprehensive picture.

The Voluntary Sector representative also expressed congratulations to the department and expressed her belief that the department and voluntary sector had a very positive working relationship.

RESOLVED:

- (1) That the Department of Health 2004 2 star Rating for the Social Care & Health Directorate and the improvement in performance since 2003 despite considerable budget pressures be noted; and
- (2) That the contents of the Annual Review Meeting letter be noted and referred to Cabinet for their consideration; and
- (3) That the actual Performance assessment Framework/Best Value and Public Service Agreement performance indicators for 2003/2004 be noted; and
- (4) That the contents of the Complaints and Commendations report be noted and the action of staff in response to these be commended; and
- (5) That the inspection report of the Fostering Service be noted; and
- (6) That the Committee extends its thanks to the Department's staff for their continued hard work to improve services and outcomes for our users and carers.