

## THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

### HEALTH, ENVIRONMENTAL HEALTH AND ADULT SOCIAL CARE SCRUTINY COMMITTEE – 4 JULY 2012

#### CABINET MEMBER FOR ADULT SOCIAL CARE, PUBLIC HEALTH AND ENVIRONMENTAL HEALTH

#### CABINET MEMBER'S REPORT ON CURRENT ISSUES

The purpose of this report is to inform Members of recent developments which are likely to impact on the future work of the Business Group and to update Members on progress of important current projects.

**FOR INFORMATION**

#### ENVIRONMENTAL HEALTH

##### 1. Food Safety Team

- 1.1 The Royal Borough of Kensington and Chelsea (RBKC) is now operating the national Food Hygiene Rating Scheme. This means that premises can display a food hygiene rating from 1 to 5 which are displayed on a national website that can be searched by members of the public. There are now over 280 local authorities across the country operating the same scheme.
- 1.2 Officers from the Food Safety Team carried out an inspection of Café de Thai, 29 All Saints Road, following a notification that the water supply had been disconnected. Officers found that in addition to not having a water supply, there was an extensive mice infestation resulting in contamination of food contact surfaces and food preparation equipment. Furthermore the officers found rotting food in the fridges and freezers which had attracted the attention of flies. As a result a Hygiene Emergency Prohibition Notice was served requiring the restaurant to close. On 17 April 2012 at West London Magistrates' Court a Hygiene Emergency Prohibition Order was granted to reaffirm the officer's original decision and to require the continued closure of the restaurant. The food business operator was also ordered to pay the Council's costs. The officers are now working closely with the business to resolve the problems found.

- 1.3 The owner of Pak Butchers 257 Portobello Road was successfully prosecuted. He pleaded guilty to 9 food safety charges and was fined £9,000 with £714 costs. The butcher's shop now no longer exists at the premises.
- 1.4 During a routine food hygiene inspection in May 2012, at Manilla, 11-12 Hogarth Place, a number of illegally imported foods were found and seized. These products were seized using Trade in Animals and Related Products Regulations 2011 and the business is to be charged for food disposal costs.

## **2. Trading Standards**

- 2.1 The Trading Standards Team were successful in prosecuting 770 Retail Limited at Hammersmith Magistrates' Court, for selling tooth whitening products at the Earls Court exhibition show, which were deemed to be unsafe. The District Judge gave the company credit for their early guilty plea and the company was fined a total of £4,000 plus £1,100 costs and forfeiture of the seized items.
- 2.2 Trading Standards officers have undertaken a project to make sure hoteliers describe their accommodation and facilities accurately on websites, especially in the run up to this summer's London 2012 Olympic Games.

## **3. Health and Safety Team**

- 3.1 The Committee may have seen the publicity regarding the recent Legionella outbreak in Scotland. RBKC has 20 sites which have cooling towers. These sites are split between the enforcement of the Health and Safety Executive and the Royal Borough's Health and Safety Team within the Environmental Health and Trading Standards department.
- 3.2 The Health and Safety Team routinely inspects the Royal Borough's 13 Local Authority enforced cooling towers once a year to check they are meeting the required standards and have systems in place to ensure they are under control with regards to legionella. This year's inspections cycle will be completed by mid July in time for the Olympic Games. Necessary enforcement action will be taken should any cooling towers be found to be non-compliant.
- 3.3 The Health and Safety Team also inspects all known spa pools within the Royal Borough on a risk-based inspection cycle for the control of legionella.
- 3.4 Changes to the statutory guidance mean that health and safety enforcement is moving to a more reactive approach and focusing on

intelligence lead projects using other non-inspection interventions in high risk areas.

#### **4. Noise and Nuisance**

- 4.1 The summer shift pattern began in May and is operating satisfactorily.
- 4.2 Demand for the service remained strong last year and the number of complaints increased by 1,100 when compared to the previous financial year (9348 to 10,448).
- 4.3 The number of abatement notices served has risen; 108 were served this year compared to 80 last year.
- 4.4 The number of Section 60 Control of Pollution Act Notices (used to control working hours and conditions on building works) has increased significantly; 340 during 2011-12 compared with 77 the previous year. This is an area the Team continues to proactively concentrate on as it works with the Environmental Quality Team to increase the number of conditions used within notices.
- 4.5 Work to prepare for the Olympics has commenced with officers carrying out proactive visits to discuss late night delivery issues that may arise during the games.
- 4.6 Changes to the Licensing Act 2003 that came into force on the 1 April means that officers are now able to make representations against Temporary Event Notices and officers have been proactively dealing with this new work stream to prevent nuisance being caused.

#### **5. Olympic Update**

- 5.1 Preparations have been underway to ensure service resilience is in place for the Olympic Games period and ensure that the service is able to react to potential increases in demand during the busiest period. A number of projects are being undertaken across the service area such as increased proactive baiting by Pest Control, additional visits to food premises, visits to local businesses to discuss late night deliveries and the provision of an additional night shift for the Noise and Nuisance Team from 25 July to 14 August 2012.

#### **6. Bi-borough Service Reviews**

- 6.1 Formal service reviews are due to start later in the year and work has begun to carry out a deep compare and contrast across both

boroughs for each of the individual services. This work should allow us to compare customer demand and learn from each other in terms of service provision and delivery.

## **ADULT SOCIAL CARE**

### **7. Achievements in Volunteering and Education and Training in RBKC**

#### 7.1 Excellence in Volunteering

7.1.1 The Blenheim CDP volunteering Scheme has been given the Lady Goodman Award for excellence in volunteering. This is the sixth time they have won this award demonstrating the high quality and consistency of the scheme. Special mention and high praise was given to Hazel Tulloch who leads the volunteer scheme supporting volunteers to develop their skills to enable them to secure future roles in the field of substance misuse as volunteers and in some cases to gain paid employment. This scheme has been supported by RBKC through the Drug and Alcohol Action Team (DAAT) for over a decade and the scheme has been producing many volunteers who have been successful in supporting the treatment agencies to deliver highly regarded and effective services to individuals and groups.

#### 7.2 Adult Learner of the Year Awards

7.2.1 A former long-term drug user won the prestigious "Adult Learner of the Year 2012" award for his ground-breaking dedication to education which turned his life around. Paul, who was dependent on drugs for 26 years, has won the award for London. Paul's drug dependency had meant a life of criminal activity then his life changed when he entered a residential rehabilitation centre in 2009. After he completed detoxification and residential rehabilitation, supported by the Substance Use Care Management Team, Paul attended aftercare services at the Blenheim CDP Portobello Road project where he embarked on a series of training and education programmes. He then began volunteer work with both CRI and Blenheim CDP. He has recently secured fulltime employment.

7.2.2 Paul's success has been recognised formally but this reflects many others who have benefitted from the drug and alcohol treatment services the RBKC Drug and Alcohol Action Team have invested in over the years. The Government agenda for a recovery focused treatment system has been operated within RBKC treatment system over a number of years and we will maintain and develop further the schemes which focus drug and alcohol users on their ambitions to achieve a healthy and productive future for themselves and their families.

### 7.3 Work Force Development

7.3.1 To ensure we provide the highest quality services possible the RBKC DAAT has encouraged commissioned agencies to invest in their workforce. A new accredited Level 5 Diploma in Management and Leadership has been developed with the Chartered Management Institute by Blenheim CDP Learning and Development Team. The first cohort have all been successful in achieving their diploma, two of whom have been working in RBKC for a number of years. The most recent Drink and Drug News (DDN) publication gave a full page to how the course has given new opportunities for individuals wanting to become better managers and leaders.

## **8. The Kensington and Chelsea Health and Wellbeing Board (HWBB)**

8.1 The HWBB is currently operating in shadow form. The Board will be discussing the Clinical Commissioning Groups' (CCG) authorisation process and its role in that, and also communication and engagement with stakeholders, patients and the public.

8.2 The refreshed Joint Strategic Needs Assessment was presented to the HEHASC Scrutiny Committee in May 2012 and there are plans to present to the FCS Scrutiny Committee in the next few months.

8.3 A date has now been set for the stakeholder event which will take place on 10 October 2012.

8.4 RBKC was one of only ten London Boroughs to successfully bid for £12k development funding to look at HWBB priorities across the tri-borough system.

## **9. Outcomes-based commissioning pilot with London Cyrenians Housing**

9.1 The Council is working with local provider London Cyrenians Housing (LCH) to pilot a new approach to the way that care and support services are commissioned, which links the price of a service to the outcomes it achieves. This is a major departure from the usual 'cost and volume' approach to commissioning, which can force providers to compete on the basis of price per hour, thereby driving down wages and in turn, reducing service quality. The aim of the pilot is to test the feasibility of moving to a 'price per outcome' model, which it is hoped will have significant benefits for individuals and will therefore be more cost effective in the medium to long term.

9.2 The pilot began in May and is taking place in three highly supported housing schemes which between them house 30 individuals, all

placed by the Royal Borough. At the outset, the following arrangements were put in place;

- a) There is an outcomes-based service specification, linked to achievement both of individual outcomes and outcomes for the scheme as a whole.
- b) Each customer has an outcomes-based support plan setting out the goals to be achieved during their stay, agreed with the individual concerned and the commissioners.
- c) Systems are in place to monitor performance against outcomes in a reliable and time-efficient way - commissioners can track performance using In-sight, LCH's online case recording system, and obtain reports at any time, both at scheme level and for individual customers.
- d) Personalisation – customers have choice and control over their support with percentage of individual funding to be allocated through i-Buy, the Cyrenians' online shop for purchasing personalised support time or services to achieve specific recovery goals.

9.3 With the normal requirement to deliver a set number of support hours per week removed, for the purposes of the pilot, LCH is free to focus on meeting individual needs and delivering the agreed outcomes in the most effective and efficient way. This could mean offering more intensive support than would have been possible previously or using a member of staff with a particular training or skills to work with someone for a period of time, where this is more likely to facilitate their recovery.

9.4 By recognising LCH as the experts on what will work best and allowing them to decide how resources are allocated, we would expect substantial benefits on a number of levels. In addition to those already mentioned, it is hoped that throughput in the pilot schemes will be increased and that contract monitoring will be less time-consuming but also more meaningful, with the help of the Insight system.

9.5 The pilot provides an opportunity to test this new way of working and to assess its impact over a 12 month period, before considering the potential for wider use.

## **10. Identifying and Supporting Isolated Older People - update**

- 10.1 Further to the work commenced in 2010/11 on reducing isolation amongst the lone pensioner population in the Royal Borough, which included a published local report on isolation, a local professionals conference and the establishment a local isolation project group involving Council officers, the third sector and various social housing organisations, this update highlights further work to date and actions to being commenced during the summer 2012.
- 10.2 The isolation project group identified that a more localised approach was required to target specific reasons for isolation in particular areas. Four wards were identified (Cremorne, Campden, Earl's Court and Colville) to undertake a small analysis and audit of the local population, their needs, housing issues, community engagement and services and support available locally. Small, one-off consultations were also held by the Forum for Older Residents, discussing isolation in each of the wards. From this, gaps in support and ideas about how to promote services to isolated older people were identified.
- 10.3 Ward Councillors were then engaged to discuss their views and how to take the actions and recommendations forward. Each ward is now developing various approaches which include targeted surveys of older people, events with targeted marketing to lone pensioners, and in some cases utilising City Living, Local Life resources. This includes using funding to support small groups and encourage older people to volunteer as local ambassadors in their communities to identify and engage isolated older people and also targeting commissioned third sector support (such as befriending in specific areas of wards).
- 10.4 Additionally a small postcard campaign is commencing at the end of June 2012 to attract isolated older people into support groups and activities, which is being distributed through local outlets like pharmacies and shops.
- 10.5 The above approaches will be reviewed in the autumn of 2012.

## **11. Home Meals Service update**

- 11.1 The Council currently provides meals to 130 Service Users at an annual gross cost of £447,000. Service User contributions for this chargeable service account for approximately £185,000 per annum. The current contract with Apetito has been extended until 28 February 2013 but can be terminated before then provided a minimum of one month's notice period is served by the Council.
- 11.2 The Council has now joined with five other boroughs to tender for a new contract for the provision of home meals. The London Borough of Hammersmith and Fulham are the lead procurement and

contracting authority and will be party to a Framework Agreement with the successful bidder. The other participating boroughs will access the service through individual call off agreements. It is proposed that all boroughs that subsequently access the service start to do so when their existing contractual arrangements end and within the first year of the five year Framework Agreement. RBKC are expected to be one of the first boroughs to call off the contract.

11.3 The timetable for the procurement is as follows:

Advert placed	13 June 2012	11. 4  In addi tion to this
Deadline for receipt of completed Pre Qualification Questionnaire (PQQ)	04 July 2012	
Tenders invited	18 July 2012	
Deadline for Receipt of Tenders	15 August 2012	
Completion of detailed evaluation	07 September 2012	
Award	08 October 2012	
Contract Commencement	01 December 2012	

procurement, a separate project exists to look at diet and nutrition across the three boroughs. Considerable work has already been done on this locally but further work has started with the dietetic service to ensure that vulnerable residents have access to good nutrition. It is intended that work will be undertaken with the successful meals provider to progress this area of work.

**FOR INFORMATION**

**Councillor Fiona Buxton**

Cabinet Member for Adult Social Care, Public Health and Environmental Health

**Background Papers used in the Preparation of this Report:** None.

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