

**ADULTS AND HOUSING SCRUTINY COMMITTEE**

19 April 2016

**PRESENT** - Councillor S Richmond (in the Chair); Councillors Culley, Kane, Mrs. D Jones, Knowles, Lyonette, Mills, M Nicholson, T Richmond, and Storr (10)

**APOLOGIES** – Councillor Lister

**ABSENT** –

**ALSO IN ATTENDANCE** –

**OFFICERS IN ATTENDANCE** – Pauline Mitchell, Assistant Director, Housing and Building Services, Kevin Kelly, Assistant Director Adult Social Care, Hazel Neasham, Head of Housing and Mark Humble, Development Commissioning Manager (Adults)

**AH42. DECLARATIONS OF INTEREST** – There were no declarations of interest reported at the meeting.

**AH43. MINUTES** – Submitted – The Minutes (previously circulated) of meetings of this Scrutiny Committee held on 23<sup>rd</sup> February, 22<sup>nd</sup> March and 12<sup>th</sup> April, 2016.

In relation to Minute AH41/Apr/16, Members stated that they required further information in relation to C5 – Cease Vulnerable Adults Floating Support and C6 – Cease Drug and Alcohol Floating Support and requested that Officers be invited to attend a future meeting.

**RESOLVED** – (a) That the Minutes be approved as correct records.

(b) That a Task and Finish Review Group, comprising all Members of this Scrutiny Committee, be established to look in further detail at the proposed reductions in the core offer in relation to C5 – Cease Vulnerable Adults Floating Support and C6 – Cease Drug and Alcohol Floating Support.

**AH44. UPDATE ON PROGRESS WITH CUSTOMER ENGAGEMENT IN HOUSING SERVICES** – The Assistant Director, Housing and Building Services submitted a report (previously circulated) and gave a presentation on the work undertaken so far following the implementation of revised arrangements in relation to how housing services engaged with its customers.

It was reported that the revised arrangements had been in place for a number of months now and that they were proving successful with positive feedback being received and that more development work was on-going to enhance the revised arrangements.

Reference was made to the role of the Tenants Scrutiny Panel and how this Scrutiny Committee could work more closely with that Panel to achieve better

outcomes; the number of customer contacts in September 2015 either through Customer Services or direct to Housing and how many of those contacts might be duplicate contacts; and the work being undertaken to develop electronic channels of communication to reduce the number of personal contacts.

**RESOLVED** – That the report and presentation be noted.

**AH45. AUTISM** – The Development and Commissioning Manager (Adults) gave a presentation on the services provided for adults with autism in Darlington, which included the legislative framework and context.

Members also heard the views of operational staff from Tees, Esk and Wear Valley NHS Foundation Trust and Adult Social Care about the diagnostic journey and support available and the personal experiences of both a carer of a child living with autism and a young man with autism.

**RESOLVED** – That this Scrutiny Committee look further into the journey of adult with autism living in Darlington together with the transitional process from childhood to adult.

**AH46. WORK PROGRAMME** – The Director of Neighbourhood Services and Resources submitted a report (previously circulated) requesting that consideration be given to the revised methodology for this Scrutiny Committee's current work programme.

It was reported that a new Head of Performance had recently been appointed and that it would be useful for him to attend the next meeting of this Scrutiny Committee to consider the work programme further.

**RESOLVED** – That the report be received.