

Departmental Quarterly Monitoring Report

<u>Directorate:</u>	Adult and Community Directorate
<u>Department:</u>	Prevention and Commissioning Services
<u>Period:</u>	1 st October 2010 – 31 st December 2010

1.0 Introduction

This quarterly monitoring report covers the Prevention and Commissioning Services third quarter period up to 31st December 2010. It describes key developments and progress against all objectives and performance indicators for the service.

The way in which the Red, Amber and Green, (RAG) symbols and Travel Indicator symbols have been used to reflect progress to date is explained in Appendix 6

2.0 Key Developments

Self Directed Support

The Self Directed Support and Resource Allocation policies and procedures have been completed and agreed by the Policy and Performance Board held on 10th January. The documents have been distributed to the operational teams and are available on the intranet.

Brokerage Pilot

Halton in conjunction with the Merseyside improvement and efficiency project, St Helens, Liverpool and Knowsley have developed a model to provide support brokerage to individuals receiving an indicative budget across the four authorities. The learning will inform future commissioning decisions.

Direct Payments

A training toolkit for PA's has been developed by the direct payments team. Direct Payments Officers will ensure that the toolkit is completed prior to a PA being employed to ensure that the relevant training is routinely offered and undertaken as early as possible.

Housing

It is now clear that the local authority national housing pot has been abolished. Halton's capital allocation in 2010/11 was £1.64m and the loss of resources on this scale will inevitably impact on the Council's ability to offer renovation and energy efficiency grants, and match funding of Housing Association adaptations.

On a more positive note, the Homes and Communities Agency has approved grant funding for a number of new housing projects –

- Castlefields – a further £3m to demolish 209 flats at Woodlands Walk/King Arthurs Walk/Merlin Close, and to provide 36 two bed flats, 14 three bed houses and 8 two bed houses.
- Liverpool Rd, Widnes - £1.3m to develop 47 two bed apartments within an extra care housing scheme.
- Halton Brook - £1m to provide 4 four bed houses, 10 three bed houses, 4 two bed houses, and 8 two bed flats.

Many of the planned social housing reforms announced in the Comprehensive Spending Review, and highlighted in the last quarterly report, have now been incorporated in the Localism Bill that was published in December.

Supporting People

Although the Supporting People budget has not yet been set for 2011/12, there has been a reduction in the Supporting People grant allocation that has gone into the Area Based Grant for 2010/11. Work is underway to achieve efficiencies for 2011/12, and meetings are being held with support providers to discuss proposed changes to services. Proposed changes include applying 5% efficiencies, and the rationalisation and reduction in capacity of some floating support services.

Carers Review

Following the Safeguarding Inspection, the availability of Short Breaks and the options preferred by carers was asked to be reviewed. Review of carers respite provision in the borough has taken place. There is now a five bed self contained respite unit in Widnes commissioned with the Quality Assurance Team and Hill View Care, this was remodelled as part of existing provision. This service can be block purchased in advance to make it easier for carers to access. This was implemented as a direct request from carers during the recent CQC inspection. In addition the service provider has agreed to add some further capacity within one of the existing homes in Runcorn (this is on an ad hoc basis).

Social Care in Practice ‘SCIP’

Social Care in Practice project was commissioned by the Runcorn Practice Based “PPB” Commissioning Consortium in February 2008 and has run as a pilot to February 2011. The project has established formal links between Primary Care and Social Services within Runcorn, to reduce the barriers for health professionals referring people for social care issues, to provide more holistic assessments and enable more joint working. The project currently consists of three Community Care Workers (CCWs), who cover seven surgeries within Runcorn Consortium and a practice manager who manages the day to day running of the project. The Social Care staff are co-located with District nurses and Community Matrons within general practices, and work closely with them to deliver services and support to the older practice population. The PPB has agreed to this project being extended for a further two years with an additional third year subject to review.

Six Lives

Further work is required to ensure progress is maintained in responding to the Ombudsman’s Report Six Lives. Work required primarily relates to healthcare services access/reasonable adjustments and Mental Capacity Act and has begun to be progressed through the multi-agency Healthcare For All sub group of the Partnership Board. The Healthcare for All group has an action plan which is reviewed.

The LD pathway was launched at Whiston hospital, and Health Passports, both electronic and paper copies have been ordered. Training sessions are being carried out at Whiston Hospital within the mandatory safeguarding training. Further in-depth training for staff is being explored. Whiston has signed up to the 'Getting it right' charter

Hearing Impairment Service

Following consultation on the development of hearing impairment services a joint Children's and Adults specification has been agreed. A tendering process was undertaken for the provision of hearing impairment services and the contract was awarded to Deafness Resource Centre who will start working with Children's and Adult services from 1st April. The Joint Commissioning Manager for Disabled Adults has also been invited to sit on the PCT Audiology Procurement Group.

3.0 Emerging Issues

Indicative Budget Pilot

Following coaching sessions care managers within the Older People Team Runcorn will independently determine the indicative budget of individuals. This pilot will be evaluated with the intention that this will be implemented across all care management teams.

Resource Directory

The citizen facing portal is still under development. Content pages are being published on Halton's intranet and the resource directory is being mapped on the externally hosted Personalisation portal. Quick search links are being approved by Adults and Community senior management. It is estimated that that this will 'Go Live' in February 2011.

Integrated Assessment Team

There is early modelling to look at the development of a generic duty team to be based with and work alongside, the contact centre and re-ablement team. They would provide better sign posting, initial assessment and safeguarding, linked closely to the development of Carefirst 6.

4.0 Service Objectives / milestones

4.1 Progress against 'key' objectives / milestones

Total	5		5		0		0
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All the 'key' objectives/milestones are on or above target and details can be found in Appendix 1

4.2 Progress against 'other' objectives / milestones

Total	20		15		2		3
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The majority of 'other' objectives and milestones are on or above target and details will be provided in quarter 4. Of the 3 objective/milestones that have not reached target, 2 have been affected by external factors relating to funding from other agencies. The 3rd milestone, whilst missing its December target is now on course to be completed by the end of the 2010/11 year in March. The 2 amber objectives/milestones relate to the Single Assessment Process and Supporting People 'Gateway'. Details of the red and amber 'other' objectives/milestones can be found in Appendix 2.

5.0 Performance indicators

5.1 Progress Against 'key' performance indicators

Total	3		1		2		0
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1 indicator has achieved target. Of the remaining 2, actions are being put in place to ensure that they are achieved by the end of the financial year. Details of all key indicators can be found in Appendix 3.

5.2 Progress Against 'other' performance indicators

Total	20		12		6		2
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Of the 2 red indicators, 1 that will not reach target relates to training. However, the number of staff trained will not reach target simply because the number of staff now employed has decreased due to restructuring and efficiency savings. From a percentage viewpoint all staff that are employed have received the appropriate training. The 'other' red indicator relates to ethnicity, which is substantially affected by very small fluctuations in numbers. Details relating to the red and amber 'other' indicators can be found in Appendix 4.

6.0 Risk Control Measures

During the development of the 2010 -11 Service activity, the service was required to undertake a risk assessment of all Key Service Objectives.

All 'high' risk, treatment measures have been identified and are progressing as planned and do not need reporting on at this time.

7.0 Data quality statement




The author provides assurances that the information contained within this report is accurate and valid and that every effort has been made to avoid the omission of data. Where data has been estimated, has been sources directly from partner or other agencies, or where there are any concerns regarding the limitations of its use this has been clearly annotated.

8.0 Appendices

- Appendix 1 Progress Against 'key' objectives / milestones
- Appendix 2 Progress against 'other' objectives / milestones
- Appendix 3 Progress against 'key' performance indicators
- Appendix 4 Progress against 'other' performance indicators
- Appendix 5 Progress against risk control measures
- Appendix 6 Financial Statement
- Appendix 7 Explanation of use of symbols



Appendix 1: Progress Against 'key' objectives / milestones

Ref	Objective
PCS 1	Working in partnership with statutory and non statutory organisations, evaluate, plan, commission and redesign services to ensure that they meet the needs and improve outcomes for the community of Halton.

Milestones	Progress Q 3	Supporting Commentary
Working in partnership with the PCT, ensure appropriate mechanisms are in place to enable the Local Authority to appropriately commission services for people with learning disabilities (AOF 6 & 7)		Transfer of funding has now been agreed and signed off.
Contribute to the safeguarding of vulnerable adults and children in need, by ensuring that staff are familiar with and follow safeguarding processes Mar 2011 . (AOF6)		Positive Adult safeguarding inspection. Halton judged to be excellent.
Continue to establish effective arrangements across the whole of adult social care to deliver self directed support and personal budgets Mar 2011 (AOF6)		Since October 2010 all new people accessing assessment and care management services have been subject to the self directed support process. This has allowed us to refine the system and make adjustments to the processes. This has improved people's experience of SDS and improved the numbers of support plans which have contributed to the increase in figures counted towards NI 130 targets.

Appendix 1: Progress Against 'key' objectives / milestones

Ref	Objective
PCS 2	Effectively consult and engage with the community of Halton to evaluate service delivery, highlight any areas for improvement and contribute towards the effective re-design of services where required

Milestones	Progress Q 3	Supporting Commentary
Continue to support the development of the LINKs to ensure it provides an effective mechanism for community engagement Mar 2011 (AOF 32)		Senior managers continue to meet with LINKS and work towards new arrangements 2012.
Continue to negotiate with housing providers & partners in relation to the provision of further extra care housing tenancies, to ensure requirements are met (including the submission of appropriate funding bids) Mar 2011 . (AOF6 & 7)		The Homes and Communities Agency (HCA) has agreed to support and fund the development of a 47 unit extra care scheme at Liverpool Rd. in Widnes subject to achieving a start on site before the end of March 2011. The planning application is due to be determined at Development Control Committee on the 14 th February 2011.

Appendix 2: Progress Against 'other' objectives / milestones


Ref	Description	Actual 2009/10	Target 2010/11	Quarter 3	Current Progress	Direction of Travel	Supporting Commentary
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Ref	Objective
PCS 1	Working in partnership with statutory and non statutory organisations, evaluate, plan, commission and redesign services to ensure that they meet the needs and improve outcomes for the community of Halton.

Milestones	Progress Q 3	Supporting Commentary
<i>Continue to implement, monitor and review the rollout of the Single Assessment Process. Mar 2011 (AOF 6 & 7)</i>	?	<p><i>Report presented to SMT on 23.11.10 to determine future SAP implementation options – to cease or continue, decision taken to continue implementation. To approach Wigan, Ashton & Leigh to take over the lead (briefing report issued in Dec 10). To re-established Project Board in April 2011, after the transformation of the community health services has been completed.</i></p> <p><i>SAP principals to be adopted across all client groups and "personalisation" tools revised to ensure SAP compliance, waiting approval.</i></p>
<i>Introduce Supporting People 'Gateway' or single point of access service Mar 2011 (AOF 6, 30 and 31)</i>	?	<i>It is still proposed to introduce the SP Gateway in line with CBL. However given the uncertainty regarding the SP budget allocation for 2011/12 it is not known if funding will be available for new services.</i>


Appendix 2: Progress Against 'other' objectives / milestones

Ref	Description	Actual 2009/10	Target 2010/11	Quarter 3	Current Progress	Direction of Travel	Supporting Commentary
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Ref	Objective	
PCS 1	Working in partnership with statutory and non statutory organisations, evaluate, plan, commission and redesign services to ensure that they meet the needs and improve outcomes for the community of Halton.	
Milestones	Progress Q 3	Supporting Commentary
<i>Revise and update the Supporting People Plan to ensure effective services are in place (AOF 6) Sept 2010</i>		<i>Due to the reduction in SP grant allocation, reports have been presented to SP Commissioning Body in September 2010 and January 2011. Proposals for changes to services have been discussed with providers, and the proposed changes will realise efficiencies while ensuring SP continues to fund services for all client groups currently funded.</i>






Ref	Objective	
PCS 1	Working in partnership with statutory and non statutory organisations, evaluate, plan, commission and redesign services to ensure that they meet the needs and improve outcomes for the community of Halton.	
Milestones	Progress Q 3	Supporting Commentary
<i>Continue to monitor activity of the 'Virtual Ward' established with Widnes PBC, to ensure services are effectively delivered Mar 2011. (AOF 2 & 4)</i>		<i>This project has been deferred by the PCT, consequently there is no progress to report.</i>

Appendix 2: Progress Against 'other' objectives / milestones

Ref	Description	Actual 2009/10	Target 2010/11	Quarter 3	Current Progress	Direction of Travel	Supporting Commentary
	<i>Introduce a Choice Based Lettings scheme to improve choice for those on the Housing Register seeking accommodation Dec 2010 (AOF11 and 30.)</i>						 <p><i>Following a formal consultation on the draft housing allocations scheme further changes are being made to the document. It is likely that a final policy proposal will be presented to the Boards of the 5 partner Councils during February and March. This will enable ICT contracts to be signed and the scheme development phase to commence, with the scheme going live in the autumn.</i></p>





Appendix 3: Progress Against 'key' performance indicators

Ref	Description	Actual 2009/10	Target 2010/11	Quarter 3	Current Progress	Direction of Travel	Supporting Commentary
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Service Delivery							
<u>PCS15</u>	% of VAA Assessments completed within 28 days	69%	75%	72.5%		New Measure	Performance has dipped slightly from Q2 (76.99%) and was under target at end December.
<u>NI 136</u>	People Supported to live independently through Social Care Services	3297	3350	3030			Q3 performance is slightly down compared to the same quarter last year, but still due to meet its target by the end of 2010/11.
<u>NI 130</u>	Social Care Clients receiving self directed support (DP's/Individualised Budgets)	16.80	30%	17.07%			Indicator based on clients and carers receiving self directed support as a percentage of clients and carers receiving community based services. In total 886 clients and carers are in receipt of self directed support.





Appendix 4: Progress Against 'other' performance indicators

Ref	Description	Actual 2009/10	Target 2010/11	Quarter 3	Current Progress	Direction of Travel	Supporting Commentary
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Fair Access							
PCS 4(a)	Percentage of adults assessed in year where ethnicity is not stated Key threshold <10% (Previously AWA LI4 & OP LPI5)	0.27	0.5	2.91	?		The number of clients assessed where ethnicity is not stated relates to 33 clients. Exception reports are produced of these clients for teams to action to ensure target will be met at year end.
PCS 4(b)	Ethnicity of Older People receiving assessment (Previously OP LI4/ EN 4)	0.36	1.5	0.25			Out of 812 older clients assessed, there has been 1 client whose ethnicity was other than white. This indicator is subject to great fluctuation given the small ethnic population in Halton, thus is unlikely to achieve the target at year end.
PCS 6	Clients receiving a review as a % of adult clients receiving a service (Previously AWA LI9 & OP LI7)	82.40	80	55.96	?		Performance is less than the same quarter last year, which makes it uncertain at this stage, whether the milestone/objective will be achieved within the appropriate timeframe.

Appendix 4: Progress Against 'other' performance indicators

Ref	Description	Actual 2009/10	Target 2010/11	Quarter 3	Current Progress	Direction of Travel	Supporting Commentary
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Service Delivery							
NI 135	Carers receiving Needs Assessment or Review and a specific Carer's Service, or advice and information	26.10	25	17.79%			Exception reports are produced for teams to action of carers who are in receipt of a service but not yet had an assessment or review. This should ensure the target will be achieved.
PCS 8	No. of relevant staff in adult SC who have received training (as at 31 March) addressing work with adults whose circumstances make them vulnerable (Previously HP LI2)	475	475	428			A new staff list has been supplied and the number of staff identified within the list has reduced from 497 to 428, due to restructuring and efficiency savings. Therefore, a new target figure needs to be agreed.

Appendix 4: Progress Against 'other' performance indicators



Ref	Description	Actual 2009/10	Target 2010/11	Quarter 3	Current Progress	Direction of Travel	Supporting Commentary
NI 142	Number of vulnerable people who are supported to maintain Independent Living	98.95%	99.04%	98.51%	?		Performance has dropped in quarter 3, with only frail elderly, older people and teenage parents services meeting their individual targets set. Generic services have performed poorly during this period, with 2 services failing to meet their targets both during this quarter and over the year to date. The services are due to be remodelled in 2011 to achieve efficiencies. Performance issues will be addressed with the 2 service providers and future performance will be closely monitored. Meetings will be held with all services which have failed to achieve their target for 2010-11 and it is hoped this will see an improvement during quarter 4.

Appendix 4: Progress Against 'other' performance indicators

Ref	Description	Actual 2009/10	Target 2010/11	Quarter 3	Current Progress	Direction of Travel	Supporting Commentary
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Area Partner National Indicators:

The indicators below form part of the new National Indicator Set introduced on 1st April 2008. Responsibility for setting the target, and reporting performance data, will sit with one or more local partners. As data sharing protocols are developed, baseline information and targets will be added to this section.

NI 32	Repeat incidents of domestic violence	23%	27%	23%	?		<p>In comparison to last years performance, there are less cases presenting, with a similar level of repeats.</p> <p>This indicates a continuing trend from Q1 and Q2 of decreasing cases.</p> <p>But the indicator must be viewed with caution as 2009/10 is not considered to be a reliable base line. However, it would appear from the data that there is a reduction in the number of cases presented this year.</p>
NI 40	Drug users in effective treatment	468	529	428	?		<p>Latest data available is for month 4 (July 2010). In month 4 Halton at 428 is 10 below the expected figure of 438. PDU planned exits for November 2010 are 6th best in the NW at 37% and higher than the national average of 32%.</p> <p>All drug 18+ planned exits are 9th best in NW at 48% and higher than the national average of 42%</p>

Appendix 5 Financial Statement

ADULTS & COMMUNITY – PREVENTION & COMMISSIONING

Revenue Budget as at 31st December 2010

	Annual Budget	Budget To Date	Actual To Date	Variance To Date	Actual Including Committed Items
	£'000	£'000	£'000	(overspend) £'000	£'000
Expenditure					
Employees	4,372	3,313	3,371	(58)	3,482
Other Premises	49	42	48	(6)	45
Supplies & Services	2,171	1,352	1,338	14	1,536
Contracts & SLA's	848	521	516	5	516
Transport	59	44	47	(3)	47
Community Care:					
Residential & Nursing Care	6,362	4,638	4,631	7	4,631
Homecare	4,184	3,015	3,014	1	3,014
Direct Payments	1,830	1,334	1,350	(16)	1,350
Supported Living	545	360	361	(1)	361
Day Care	227	196	194	2	194
SP Payments to Providers	4,520	3,170	3,170	0	3,170
Other Agency	317	179	138	41	182
Total Expenditure	25,484	18,164	18,178	(14)	18,528
Income					
Residential & Nursing Fees	-2,780	-2,273	-2,279	6	-2,279
Direct Payment Charges	-78	-56	-62	6	-62
Fees & Charges	-70	-65	-79	14	-79
Sales & Rents Income	-146	-131	-126	(5)	-126
PCT reimbursements	-2,097	-984	-988	4	-988
Government Grant Income:					
Social Care Reform Grant	-790	-756	-756	0	-756
Mortgage Rescue Scheme	-78	-78	-78	0	-78
Homelessness Grant	-139	-89	-99	10	-99
Aids Support Grant	-11	-11	-11	0	-11
Learning Disabilities Campus Closure	-94	-94	-94	0	-94
Total Income	-6,283	-4,537	-4,572	35	-4,572
Net Controllable Expenditure	19,201	13,627	13,606	21	13,956
Recharges					
Premises Support	140	0	0	0	0
Asset Charges	11	0	0	0	0
Central Support Services	4,009	5	4	1	4
Internal Recharge Income	-8	0	0	0	0
Total Recharges	4,152	5	4	1	4
Net Departmental Total	23,353	13,632	13,610	22	13,960

Appendix 5 Financial Statement

Comments on the above figures:

In overall terms revenue spending at the end of quarter 3 is £22,000 below budget profile, due in the main to the over achievement of income. This is a considerable change from the financial position reported at quarter 2 when the department was £277,000 below budget. The reason for the change is due to expenditure on the Community Care budget rising sharply from October to December.

The total net community care budget is currently over budget profile by £19,000 within this department. Older People residential & nursing care placements have risen significantly from 363 in May to 410 as at December, an increase of almost 13%. The sharp increase is due to patients being discharged from hospital directly into residential/nursing care. Staff within the department are currently working with the PCT to aid appropriate hospital discharge.

The Community Care budget will continue to be scrutinised closely to ensure a balance budget at year end and also to ensure pressures for 2011/12 are minimised.

Employee costs are over budget profile by £58,000 due to the Principal & Practice Managers receiving back dated pay in May relating to the Job Evaluation process totalling £61,000.

Expenditure within the Prevention & Commissioning Department is currently £22,000 below the net Departmental budget. This will contribute towards the £0.5m underspend target which has been set for the Adults & Community Directorate.

HOUSING STRATEGY & SUPPORT SERVICES

Capital Projects as at 31st December 2010

	2010/11 Capital Allocation £'000	Allocation To Date £'000	Actual Spend To Date £'000	Allocation Remaining £'000
<u>Private Sector Housing</u>				
Renovation Grants	304	250	246	58
Disabled Facilities	750	560	490	260
Joint Funding RSL Adaptations	650	500	664	(14)
Energy Promotion	100	50	46	54
Stair Lifts	170	0	0	170
Modular Buildings	45	0	0	45
Homelink	50	20	18	32
Choice Based Lettings	40	0	0	40
Extra Care Housing	1,329	0	0	1,329
Out of Borough Placements	560	0	0	560
Contingency	46	0	0	46
Total Spending	4,044	1,380	1,464	2,580

Renovation Grant

Spend has been steady throughout the year and the scheme is on track to fully spend.

The Disabled Facilities Grant

Demand continues to be high for adaptations and this scheme is also expected to be utilised in full as further commitments of £250,000 are currently outstanding this financial year.

Joint Funding RSL Adaptations

Spending is in line with expectations at this point of the year. Further commitments of £194,000 against this scheme may result in a small overspend of £30,000 if all work is completed by 31st March 2011.

Energy Promotion

Spend against this scheme is as expected and the scheme is likely to be fully spent by year end.

Stair Lifts

Demand continues to be high for this service, even more so than 2009/10. Spend to date has already exceeded allocation and any additional spend will be offset against contingency or underspends on other capital projects.

Modular Buildings

Although no spend has yet been incurred to date on this scheme recent plans have been made to construct another building. As this is in the early stages, spend may not be committed until the final quarter of the financial year. If plans are not progressed funding may be used to fund further stair lifts in order to meet the increasing demand.

Homelink

This scheme is expected to be fully spent by year end.

Choice Based Lettings

This project is being developed in partnership with 4 other Local Authorities. Based on current projections the contract for system design should be signed off during the final financial quarter however expenditure is not anticipated against this scheme until early 2011/12.

Extra Care Housing

The Extra Care Housing Scheme is still waiting approval from The Homes & Communities Agency for a bid submitted in March 2010.




It is doubtful that this scheme will commence this financial year.

Out of Borough Placements

Discussions are progressing with RSL's to identify potential housing schemes or one off purchases to accommodate people repatriated. Costs are expected to be incurred during the final quarter of the year.




Appendix 6 Explanation of Symbols

Symbols are used in the following manner:

Progress	<u>Objective</u>	<u>Performance Indicator</u>
Green	 Indicates that the <u>objective is on course to be achieved</u> within the appropriate timeframe.	<i>Indicates that the annual target <u>is on course to be achieved</u>.</i>
Amber	 Indicates that it is <u>uncertain or too early to say at this stage</u> , whether the milestone/objective will be achieved within the appropriate timeframe.	<i>Indicates that it is <u>uncertain or too early to say at this stage whether the annual target is on course to be achieved</u>.</i>
Red	 Indicates that it is <u>highly likely or certain</u> that the objective will not be achieved within the appropriate timeframe.	<i>Indicates that the target <u>will not be achieved</u> unless there is an <u>intervention or remedial action taken</u>.</i>

Direction of Travel Indicator

Where possible performance measures will also identify a direction of travel using the following convention

Green	 Indicates that performance is better as compared to the same period last year.
Amber	 Indicates that performance is the same as compared to the same period last year.
Red	 Indicates that performance is worse as compared to the same period last year.
N/A	Indicates that the measure cannot be compared to the same period last year.