

Departmental Quarterly Monitoring Report

<u>Directorate:</u>	Adult and Community Directorate
<u>Department:</u>	Prevention and Commissioning Services
<u>Period:</u>	Quarter 4 - 1 st January 2011 – 31 st March 2011

1.0 Introduction

This monitoring report covers the Prevention and Commissioning Services fourth quarter period up to 31st March 2011. It describes key developments and progress against all objectives and performance indicators for the service.

The way in which symbols have been used to reflect progress is explained within Appendix 7.

2.0 Key Developments

The Advocacy Hub

A draft strategy for implementation of an Advocacy Hub has been completed and is under local consultation.

Adult Placements

A draft service review for the Adult Placement service is being developed and due for completion in April 2011.

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. The care management teams are now independently determining the indicative budget of individuals. The self-directed support process including support planning is now embedded in the care management process.

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. This is an ongoing piece of work and Halton have specifically commissioned Halton Speakout to deliver this locally. The learning will inform future commissioning decisions.

Direct Payments

A training toolkit for Personal Assistants (PA) is now being implemented and includes e-learning via the direct payments team. The Direct Payment 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.

Social Care in Practice 'SCIP'

The Social Care in Practice project was commissioned by the Runcorn Practice Based 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 Practice Based Commissioning Consortium has agreed to this project being extended for a further two years with an additional third year, subject to review. The Contract arrangements are being formally revised and the Social Care staff that are recruited will be 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.

Six Lives

Further work is still 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 regularly, their representative Commissioner in Health, has written to the NHS trust re Six Lives progress report, which makes specific reference to the DDA and how the trusts intend to take forward the report. Paper copies of Health Passports have been received and the electronic version has 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 with local community learning disability nurses. Whiston has signed up to the 'Getting it right' charter and progress is monitored via the Whiston Pathway group.

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 2011. The Joint Commissioning Manager for Disabled Adults has also been invited to sit on the PCT Audiology Procurement Group. The staff have now been recruited and the service is operational. They have been successful in securing carers grant funding to establish self-help groups locally.

Housing Strategy

Following confirmation of planning consent and Homes and Communities Agency (HCA) funding, Halton Housing Trust has now commenced construction of an extra care housing scheme on the site of the former Ditton primary school in Liverpool Road. The scheme will comprise 47 two bedroom apartments, 29 of which will be

for rent and 18 for sale or shared ownership.

Supporting People

Efficiencies have been achieved and implemented to meet the reduction in Supporting People budget for 2011/12.

Work has been undertaken with Support Providers to rationalise floating support services and change service delivery which will be implemented from April 2011.

Supporting People contracts have been extended to enable work to continue to identify further efficiencies for 2011/12 which are expected to be achieved from the tendering of short term accommodation services and floating support services. It is anticipated there will be further rationalisation of floating support services.

Voluntary Sector

Executive Board Sub Committee approved waiver of standing orders for contracts to be awarded from April 2011.

Sensory Services

i) PCT led Audiology Procurement Group

Now meeting regularly to relocate some hospital based services into the community. Halton residential care providers appear to be supportive of their staff being trained in re-tubing hearing aids to avoid the need for them to be sent away.

ii) PCT led Low Vision Project

Pathways are fragmented and need to be redesigned in line with the UK Vision Strategy. Clarification of roles and responsibilities of community based support will fill gaps in services whilst avoiding overlap. This may impact on the Visual Rehab Officers in Physical and Sensory Disabilities who along with Commissioning are part of the group undertaking the review.

3.0 Emerging Issues

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 now ready to 'go live' and workshops are being held to inform staff and leaflets have being designed for service users to be distributed.

Integrated Assessment Team

There is a strategic approach and continued modelling to look at the development of a generic duty team to be based with and work alongside, the re-ablement team.

They would provide better sign posting, initial assessment and safeguarding, linked closely to the development of Carefirst 6. This now begins to look holistically at the pathways into complex needs services.

The Integrated Adult Learning Disability Teams, Health Team, are working within the GP's surgeries to ensure that the Learning Disability register held by the surgery are up to date and people on the register are invited to attend for their health check, in line with the Directed Enhanced Service (DES). Health promotion workshops for groups of men and women have been carried out within day services. This is intended to be rolled out further.

Housing Strategy

The HCA has published a prospectus setting out the new funding framework for its affordable housing programme 2011/15. The money available (and the amount of grant per unit) is significantly less than in previous spending rounds. HCA expects Housing Associations to fund future developments by using a combination of:

1. Increased rental stream from letting new and a proportion of relet tenancies on the new 'Affordable Rent' terms i.e. rents set at 80% of local market rents rather than social rents.
2. Cross subsidy (utilising surpluses, funds from asset disposals, market sales)
3. Reduced costs through acquisition of public land at below market value, use of New Homes Bonus, S106, procurement efficiencies)
4. HCA funding (minimum needed to secure viability)

Commentators suggest the ability to generate significant additional income from 'Affordable Rents' will favour areas where there is a large differential between existing social rents and market rents e.g. particularly London and the South East. Housing Associations in the North will be more reliant on 2, 3 and 4 above, which represents a real challenge.

Government Response to Professor Mansell Report "Services for adults with profound intellectual and multiple disabilities" February 2011.

The Department will consider how the Council and PCT are addressing the recommendations to ensure people with complex needs are supported to live as independently as possible as inclusive members of society.

ALD Partnership Board 2010/11 Annual Report

A template has now been received which is simplified from last year. The deadline for submission is late July 2011.


4.0 Service Objectives / milestones

4.1 Progress against 'key' objectives / milestones

Total	5		5		0		0
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All 'Key' objectives / milestones have achieved their annual targets. Details are provided within Appendix 1.

4.2 Progress against 'other' objectives / milestones

Total	20		18		0		0
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The majority of 'other' objective indicators have met their annual targets as planned with two exceptions relating to milestones. Financial uncertainty of future budgets has created delays implementing milestones to enable them to be achieved. The Choice Based Lettings Scheme was approved in March 2011 and will go 'live' towards the end of 2011. The Supporting People Gateway has been postponed to align to the implementation of Choice Based Lettings; however, it is still proposed to be introduced in 2011 -12. The Affordable Housing Policy has been deferred to 2012 awaiting approval of the Core Strategy by Government Inspectors. The PCT have agreed not to progress the 'virtual ward' Project and further work is needed to develop an approach to integrated working. Additional details are provided in Appendix 2.

5.0 Performance indicators

5.1 Progress Against 'key' performance indicators

Total	3		0		0		3
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The three 'Key' Indicators cannot be reported on at this time. The commentary can only reflect estimated data as final year figures will not be known until June 2011. Details can be found in Appendix 3.

5.2 Progress Against 'other' performance indicators

Total	20		10		0		10
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Most of the 'other' performance indicators have achieved their annual targets. Of the remaining indicators which did not reach their annual targets two relate to specific services for client groups which have not attained their client capacity (PCS 2 and NI 142); four indicators are estimated as data will not be known until June 2011 (PCS 4 a & b, PCS 6 and NI 135) and Aug/Sept 2011 for NI40. The indicator for OP/ILS clients supported using domiciliary care (PCS 3) has not reached its 10/11 target only marginally by 2% even though the client capacity has increased. The staffing efficiencies delivered in March 2011 has had an impact on the number of relevant staff in Social Care who have received vulnerable adult training (PCS 8), this target will need to be revised for 2011/12. Additional details are provided 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.

The 'high' risk, treatment measures have been identified in Appendix 5.

7.0 Progress against high priority equality actions

There are no high priority equality actions to report.

8.0 Data quality statement




The author provides assurance 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, sourced externally, or where there are any concerns regarding the limitations of its use this has been clearly annotated.

9.0 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 4	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 from the PCT to the Local Authority has 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)		The inspection for Adult Safeguarding judged the service to be excellent, whilst the inspection for Children's safeguarding was judged to be good with outstanding features. Training will continue to be delivered in both areas. Building on the positive result of the Adult Safeguarding Inspection, a safeguarding unit is being established with a dedicated staff group.
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, which are monitored on an ongoing basis. The staff involved have now gained expertise in developing support plans with service users. This has improved people's experience of SDS and improved and extended the numbers of support plans.




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 4	Supporting Commentary
Continue to support the development of the LINKs to ensure it provides an effective mechanism for community engagement Mar 2011 (AOF 32)		LINKs continues to provide workshops on areas important to the community which informs commissioning strategies.
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)		In addition to the progress highlighted at section 2.0 of this report, Officers have been in discussion with Housing Associations during February, March and April to ensure proposals for further extra care housing schemes are included in the 'bids' being developed by the Associations to access funds from the 2011-15 HCA programme.

Appendix 2: Progress Against 'other' 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 4	Supporting Commentary
<i>Analyse the impact of Valuing People Now on service delivery to ensure that services meet the needs and improve outcomes for people with Learning Disabilities Mar 2011 (AOF 6 & 7)</i>		A further annual plan will be developed in partnership with the People's Cabinet in April, ensuring the continuation of the good work undertaken this year. The Adult Learning Disability Board is now a well established Partnership Board and an associate of the Peoples Cabinet. The Partnership Board Annual Plan will be produced by July 2011 and a Business Plan will be developed in line with this.
<i>Revise and strengthen the Transition Strategy and associated working practices/protocols, to ensure they are 'fit for purpose' Mar 2011. (AOF 6)</i>		The completed strategy has been refreshed and is now on the Halton Borough Council website. In line with the Transition Strategy Action Plan, the practices and protocols are in the process of being revised and a working group is underway.
<i>Continue to implement, monitor and review the rollout of the Single Assessment Process. Mar 2011 (AOF 6 & 7)</i>		The roll out of the Single Assessment Process will be delivered in cohesion with the Self-Directed Support Process. SAP principals to be adapted.
<i>Introduce Supporting People 'Gateway' or single point of access service Mar 2011 (AOF 6, 30 and 31)</i>	Refer to comment	The SP Gateway has been postponed to align to the implementation of Choice Based Lettings. It is still proposed to introduce the SP Gateway in 2011/12 to link into Choice Based Lettings and the Housing Solutions Service.



Appendix 2: Progress Against 'other' 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.		
	<i>Revise and update the Supporting People Plan to ensure effective services are in place (AOF 6) Sept 2010</i>		As it was anticipated the Comprehensive Spending Review in October would result in reductions in SP grant allocation it was not appropriate to revise & update the SP plan prior to that date and therefore the target date of September could not be achieved. Proposals for changes to services were presented to SP Commissioning Body in September 2010 and January 2011 which have been implemented from April 2011 and achieved the required efficiencies.
	<i>Work with the Council's Planning Department to introduce an affordable housing policy within the Local Development Framework Mar 2011 (AOF 11)</i>		The position remains as reported in previous quarters in that an affordable housing policy has now been incorporated in the Halton Core Strategy Proposed Submission Draft approved for consultation by Board on the 18 th November 2010. A site viability study has also been completed to provide evidence to justify the policy's requirements. The policy will be implemented after approval of the Core Strategy by Government inspectors, probably in 2012.
	<i>Implement and deliver the objectives outlined in the Homelessness and Housing Strategies and Repossessions Action Plan Mar 2011 (AOF 6 & 30)</i>		Good progress made against each plan. Significant increase in the prevention of homelessness.
	<i>Deliver against the government target to reduce by half (by 2010) the use of temporary accommodation to house homeless households Mar 2011 (AOF 6, 30 and 31)</i>		Achieved the target set for the reduction in units of temporary accommodation.
	<i>Maintain the number of carers receiving a carer's break, to ensure Carers need are met Mar 2011. (AOF7)</i>		There are Carers assessors based within the care management teams who have a dedicated focus on carers and ensure the teams maintain their targets for the number of carers receiving breaks.
	<i>Continue to monitor activity of the joint 'SCIP' service developed with Runcorn PBC, to ensure services are</i>		A report was submitted to the PPB in Jan 11 with an evaluation of SCIP. A contract is now being developed and recruitment of staff with

Appendix 2: Progress Against 'other' objectives / milestones


<i>effectively delivered Mar 2011. (AOF2 & 4)</i>		agreement for funding of the project for a further two years.
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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 4	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>		PCT have agreed not to progress with this project. Further work is required to develop an approach to integrated working.
<i>Introduce a Choice Based Lettings scheme to improve choice for those on the Housing Register seeking accommodation Dec 2010 (AOF11 and 30.)</i>		The draft housing allocations scheme was approved by Executive Board on 3 rd March 2011 and has similarly been agreed by the Cabinets of the other participating Councils. It is intended to enter into contract with the ICT supplier during April, with the scheme going live toward the end of 2011.




Appendix 2: Progress Against 'other' 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 4	Supporting Commentary
<i>Continue to support the development of the People's Cabinet in order for it to effectively contribute to the shaping and influencing of strategy and policy Mar 2011 (AOF6 & 32)</i>		Fully established and Exec Board sub committee have approved award of contract to March 2012 with possibility of further extension to 2013 subject to funding. Access to and development of networks for Ministers is being explored so they can canvass and represent views of the wider learning disability community.
<i>Update Joint Strategic Needs Assessment (JSNA) - full data document, following community consultation, to ensure it continues to effectively highlight the health & wellbeing needs of people of Halton Mar 2011 (AOF 6)</i>	Refer to comment	JSNA Chapters completed and reviewed by JSNA Working group Feb 2011. JSNA update presented to Adult and Community SMT and Children and Young People's SMT Feb 2011 as scheduled. Minor adjustments being made as a result of feedback. Deadline for publication pushed back from April 2011 to June 2011 due to the report date for presentation to Health PPB and Children's Trust Executive Board.




Appendix 2: Progress Against 'other' objectives / milestones

Ref	Objective
PCS 3	Ensure that there are effective business processes and services in place to enable the Directorate to manage, procure and deliver high quality, value for money services that meet people's needs

Milestones	Progress Q 4	Supporting Commentary
<i>Review existing Direct Payment arrangements to ensure alignment with the personalisation agenda May 2010 (AOF 34)</i>		A User Experience Survey is currently being undertaken and the information obtained will be analysed and the results will inform future action planning for the service.
<i>Implement and monitor the preliminary RAS model and explore impact on related systems Mar 2011 (AOF 34)</i>		It is intended that during 2011 an electronic version of the Self Assessment Questionnaire (SAQ) will be made available. This is currently being developed by the Social Care IT Development Team. Once this is in place the electronic SAQ will be linked to the indicative budget calculation tool, and therefore the completion of the SAQ will automatically provide an indicative budget calculation. It is also anticipated that Care Financials will be implemented during 2011. When this is fully implemented operational teams will be able to input support plans into Carefirst 6, and the use of virtual budgets can be monitored against the support plans.
<i>Implement the revised Older People's Commissioning Strategy, to ensure services are effectively commissioned for Older People Mar 2011. (AOF6 & 7)</i>		The implementation plan for the Older People's Commissioning Strategy is managed through the Older People's Local Implementation Team. This currently oversees a range of commissioning priorities including the development of Advocacy, carers respite, extra care housing and low-level prevention services. Progress towards the specific targets within the strategy are currently on target and have recently been submitted to the Halton Policy and Performance Board as part of the Older People's Local Implementation Team Annual Review.







Appendix 2: Progress Against 'other' objectives / milestones

Ref	Objective
PCS 3	Ensure that there are effective business processes and services in place to enable the Directorate to manage, procure and deliver high quality, value for money services that meet people's needs

Milestones	Progress Q 4	Supporting Commentary
<i>Review and revise the Joint Carers Commissioning Strategy, to ensure that Carers needs within Halton continue to be met Mar 2011. (AOF 7)</i>		The revised Strategy was approved at SMT on 29.9.10 and approved at the HPPB on 9.11.10. Due to the Carers Grant ending on 31 st March a consultation event for Carers was organised 13.12.2010 to inform and influence decisions around the commissioning of services for Carers in 2011 – 2012.
<i>Undertake ongoing review and development of all commissioning strategies and associated partnership structures to enhance service delivery and cost effectiveness Mar 2011. (AOF 35)</i>		A review is underway to consider options for Local Authority Commissioning arrangements, taking into account recent government policy on GP Commissioning and the transfer of responsibilities for Public Health.
<i>Review and deliver SP/Contracts procurement targets for 2010/11, to enhance service delivery and cost effectiveness Mar 2011. (AOF35)</i>		SP targets have been reviewed in line with Comprehensive Spending review funding cuts to ensure good quality, cost effective services continue to be delivered to meet the needs of the people of Halton. Efficiencies have been identified and implemented from April 2011.

Appendix 3: Progress Against 'key' performance indicators



Ref	Description	Actual 2009/10	Target 2010/11	Quarter 4	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%	70.75%E			Figure provided is an estimated figure as final year end figure will not be available until June 2011.
<u>NI 136</u>	People Supported to live independently through Social Care Services	3297	3350	3010E			Figure provided is an estimated figure as final year end figure will not be available until June 2011.
<u>NI 130</u>	Social Care Clients receiving self directed support (DP's/Individualised Budgets)	16.8%	30%	27%E			Figure provided is an estimated figure as final year end figure will not be available until June 2011, for all client groups. Increases in the office of National statistics (ONS) estimated population figures for Halton have lead to a reduction in the overall rate reported. Therefore, even if performance remains static, the overall performance indicator outturn will result in a reduction.









Appendix 4: Progress Against 'other' performance indicators

Ref	Description	Actual 2009/10	Target 2010/11	Quarter 4	Current Progress	Direction of Travel	Supporting Commentary
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Cost & Efficiency							
PCS 1	% of client group expenditure (ALD) spent on domiciliary care services (Previously AWA LI2)	33%	37%	38%			The percentage of ALD clients supported using domiciliary care has increased compared to last year.
PCS 2	% of client group expenditure (PSD) spent on domiciliary care services (Previously AWA LI3)	28%	28%	23%			The percentage of PSD clients supported using domiciliary care has decreased compared to last year.
PCS 3	% of client group expenditure (OP/ILS) spent on domiciliary care services (Previously OP LI2/ EN 2) N.B PCS 3 as was has become PCS 13(b) below	24%	28%	26%			The percentage of OP/ILS clients supported using domiciliary care has increased compared to last year.
PCS 15	% of client group expenditure (MH) spent on domiciliary care services (Previously AWA LI1/ CCS 1)	24%	28%	29%			The percentage of MH clients supported using domiciliary care has increased compared to last year.

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	1.03E			Figure provided is an estimated figure as final year end figure will not be available until June 2011. Direction of travel is based on the estimated figure provided for 2009/10 and not the actual.







Appendix 4: Progress Against 'other' performance indicators

Ref	Description	Actual 2009/10	Target 2010/11	Quarter 4	Current Progress	Direction of Travel	Supporting Commentary
PCS 4(b)	Ethnicity of Older People receiving assessment (Previously OP LI4/ EN 4)	0.36	1.5	0.57E			Figure provided is an estimated figure as final year end figure will not be available until June 2011. Direction of travel is based on the estimated figure provided for 2009/10 and not the actual.
Quality							
PCS 5	Percentage of people receiving a statement of their needs and how they will be met (Previously AWA LI8 & OPLI6)	99.65	99	99.07E			Figure provided is an estimated figure as final year end figure will not be available until June 2011. Direction of travel is based on the estimated figure provided for 2009/10 and not the actual.
PCS 6	Clients receiving a review as a % of adult clients receiving a service (Previously AWA LI9 & OP LI7)	82.40	80	77.11E			Figure provided is an estimated figure as final year end figure will not be available until June 2011. Direction of travel is based on the estimated figure provided for 2009/10 and not the actual.
Service Delivery							
PCS 7	Admissions of Supported Residents aged 18-64 into residential/nursing care (Previously AWA LI10)	0.27	0.4	0.13E			Figure provided is an estimated figure as final year end figure will not be available until June 2011. Direction of travel is based on the estimated figure provided for 2009/10 and not the actual.





Appendix 4: Progress Against 'other' performance indicators

Ref	Description	Actual 2009/10	Target 2010/11	Quarter 4	Current Progress	Direction of Travel	Supporting Commentary
NI 135	Carers receiving Needs Assessment or Review and a specific Carer's Service, or advice and information	26.10	25	23.23E			Figure provided is an estimated figure as final year end figure will not be available until June 2011. Direction of travel is based on the estimated figure provided for 2009/10 and not the actual.
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	445			A new staff list has been received which has identified a reduction in staff from 497 to 459. Therefore, it is impossible to reach the target of 475. A new target figure will be agreed for 2011/12.
PCS 9	% of relevant adult social care staff in post who have had training (as at 31 March) to identify and assess risks to adults whose circumstances make them vulnerable (Previously HP LI3)	84%	84%	92%			Working closely with operational services staff will be allocated specific training dates to ensure meeting target.
PCS 10	Estimate % of relevant staff employed by independent sector registered care services that have had training on protection of adults whose circumstances make them vulnerable (Previously HP LI 4)	86%	86%	94%			809 Ind. Sector Staff attended training and 138 attended Facilitators/Train the Trainer Training, therefore, assuming that each facilitator trained 3 members of their team that gives a total of 1,223. Assuming a 20% turnover on the staff trained (978) the calculated percentage is 94% from a grand staffing total of 1035.

Appendix 4: Progress Against 'other' performance indicators

Ref	Description	Actual 2009/10	Target 2010/11	Quarter 4	Current Progress	Direction of Travel	Supporting Commentary
PCS 11	Households who considered themselves as homeless, who approached the LA housing advice service, and for whom housing advice casework intervention resolved their situation (the number divided by the number of thousand households in the Borough). (Previously HP LI 5)	6.3	4.2	5.5			There is great emphasis placed upon Prevention. The housing solutions team are more community focused and now take a proactive and holistic approach towards tackling homelessness. There has been a vast increase in the prevention outcomes achieved, resulting in more prevention options available to clients and a positive decrease in homelessness.
PCS 12	The proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same LA within the last 2 years (Previously HP LI 6)	1.27	1.2	0			The team are community focused and work proactively with external agencies to ensure that the required support plans are in place to assist and empower clients to sustain tenancies, thus reduce repeat homeless presentations.
NI 156	Number of households living in Temporary Accommodation	23	14	4			The changes in service and prevention activity has had a positive impact upon the Temporary accommodation Provision. The service has successfully met and over achieved the initial target of 17 units set by DCLG.

Appendix 4: Progress Against 'other' performance indicators



Ref	Description	Actual 2009/10	Target 2010/11	Quarter 4	Current Progress	Direction of Travel	Supporting Commentary
NI 141	Number of Vulnerable people achieving independent living	82.4%	80%	82.39%			Overall performance has exceeded the target set and has improved again from Quarter 3. The two services failing to meet the target in Quarter 3 have improved their performance; however a further two services have achieved 70.59% and 63.64% respectively. Performance will continue to be monitored and visits undertaken to the services under-performing.
NI 142	Number of vulnerable people who are supported to maintain Independent Living	98.95%	99.04%	98.33%			Overall performance is close to target for 2010/11. The floating support services will continue to be monitored and meetings held on a quarterly basis to ensure performance increases to meet the targets set.

Appendix 4: Progress Against 'other' performance indicators



Ref	Description	Actual 2009/10	Target 2010/11	Quarter 4	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	22%	27%	29%			<p>The number of cases presented to MARAC (the Multi Agency Risk Assessment Conference) during the preceding 12 months has continued to decline from 178 in March 2010 to 138 in March 2011.</p> <p>The majority of cases continue to be referred by the Police (119), the Primary Care Trust (7) and Mental Health Teams (5) with numbers being referred by other agencies being low.</p> <p>Whilst the total number of cases referred during the year has fallen from 239 in 2009 – 10 the number of repeat cases has remained relatively static. Additionally the average number of children per case discusses has also remained relatively static at 1.28 (2010 – 11) as compared to 1.29 in (2009 – 10). This situation is reflective of</p>
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Appendix 4: Progress Against 'other' performance indicators

Ref	Description	Actual 2009/10	Target 2010/11	Quarter 4	Current Progress	Direction of Travel	Supporting Commentary
							<p>the national picture in relation to child representation.</p> <p>Of the 138 cases supported through MARAC during 2010 – 11 there have been 101 children aged 0 – 5; 177 children 0 – 18; 15 pregnant women and 1 vulnerable adult.</p>
NI 40	Drug users in effective treatment	486	529 The NTA has issued revised targets 10/11 (515).	456 (month 8)			<p>Latest data available is for month 8 (November 2010). In month 8 Halton at 456 is 16 below the expected figure of 472 for the same quarter last year. Final end of year figure is expected in august/ September. NI140 is reported 3 months in arrears to allow for the full counting of numbers of people in treatment for more than 12 weeks.</p> <p>Drug treatment services continue to focus on achieving a high number of planned exits and maintaining prompt access to services.</p> <p>There is also a current focus on improving the numbers of people being vaccinated for hepatitis B or screened for hepatitis C and having a</p>

Appendix 4: Progress Against 'other' performance indicators

Ref	Description	Actual 2009/10	Target 2010/11	Quarter 4	Current Progress	Direction of Travel	Supporting Commentary
							<p>physical health check. Service users and carer involvement continues to develop, seen particularly in the increased number of posting to the Patient Opinion website, and the development of a volunteers & mentors group that is in the early stages of development.</p>

Appendix 5: Risk Control Measures




Ref	Risk Identified	Treatment Measure	Progress	Supporting Commentary
PCS 1	Adult Safeguarding: the council will be subject to a safeguarding inspection (date to be specified). The outcome of the inspection will impact on council performance 2010/2011	Inspection preparation through: multi-agency inspection group, sub groups, temporary additional capacity to support preparation		Completed. Halton judged to be excellent
	Working with the PCT to ensure there are good mechanisms in place to commission appropriate services for people with learning disabilities, failure to do this will result in severe budget pressure	Close working with Finance Dept and colleagues in the PCT to agree future budget		Transfer of funding from PCT to the council agreed
	Housing repossessions: Halton has been identified as a hot spot for repossessions. Failure to reduce will have a negative impact on Haltons CAA.	Housing Solutions Team to work with key partners including: Lenders, Courts, Welfare Benefits & CAB, RSL's, to develop and action a robust action plan to significantly reduce the number of repossessions across Halton.		<p>A robust action plan was developed and implemented February 2010. The objective aim is to improve partnership working with Lenders, courts, Welfare Benefits, CAB and other relevant agencies, in order to reduce the level of repossessions within the district.</p> <p>HBC appointed a designated officer to work directly with homeowners and tenants, in order to reduce repossessions within the district. To date the mortgage rescue scheme has proven highly successful, resulting in a number of repossession orders reversed and with the help of the prevention fund, the majority of lenders are now working closely with the authority.</p>

Appendix 6 Financial Statement

The Department's Quarter 4 Financial Statement will be prepared once the Council's year-end accounts have been finalised and will then be made available via the intranet by 30th June.




Appendix 7 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 unless there is an 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.