

## Departmental Quarterly Monitoring Report

<b><u>Directorate:</u></b>	Communities Directorate
<b><u>Department:</u></b>	Prevention and Assessment Services
<b><u>Period:</u></b>	Quarter 3 - 1 <sup>st</sup> October 2011 – 31 <sup>st</sup> December 2011

### 1.0 Introduction

This monitoring report covers the Prevention and Assessment Services third quarter period up to 31<sup>st</sup> December 2011. It describes key developments and progress against objectives and performance indicators for the service.

The way in which symbols have been used to reflect progress is explained within Appendix 5.

### 2.0 Key Developments

#### **Customer Care**

Following Feedback received during the Care Quality Commission inspection of Adult Social Care in Halton (in 2010), and from other research, it was highlighted that people wanted a less formal way of raising concerns. In response, a working group was formed, which included Social Care Customer Care, Corporate Complaints, Customer Services and Communications & Marketing, to look at developing methods of encouraging the public to provide both positive and negative feedback on services. One of the outcomes is that a logo is being added to all Council literature, which focuses on how we can help the public improve our services to them. The strap-line 'Help us Help You' is used, moving away from focusing on telling people how to complain and emphasising that the Council welcomes feedback.

#### **Safeguarding**

A newly developed Safeguarding Adults Induction Workbook, intended for all staff and volunteers, has now been finalised. Plans are being made to disseminate it widely to local agencies, groups and individuals including to Elected Members.

#### **Domestic Abuse and Sexual Violence**

The Halton Survivors of Domestic Abuse and Sexual Violence held a Conference in support of 'The White Ribbon Campaign', which was opened by Derek Twigg MP and closed by Councillor Shaun Osborne. The event, attended by approximately 125 delegates including survivors and specialist service providers,

explored effective approaches to preventing violence against men, women and children whilst supporting survivors of Domestic Abuse and Sexual Violence.

### **Six Lives**

Work is ongoing to ensure progress is maintained in responding to the Ombudsman's Report Six Lives. Work 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 Learning Disability Partnership Board. Health passports are now in use, individuals and their families are being encouraged to take control of these and take them to Doctor's/health appointments. There are three training sessions with Whiston Hospital staff, are being carried out in January, February and March, on Learning Disability awareness. Meetings have taken place to look at supporting/training staff within the sexual health clinics in Halton around Learning Disability awareness.

### **Integrated Adult Learning Disability Team**

The Integrated Adult Learning Disability Teams 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. A 12 week health promotion workshop for men is due to start at the beginning of February. Discussion took place with carers from Halton Adult Learning Disability Support, (HALDS), a local family and carers support group regarding the team and how people can access specialist Learning Disability health support. The Anticipatory Care Calendar via Merseyside and Cheshire Cancer network is being progressed through the Supported Housing Network, Alternative Futures, Community Integrated Care and European Wellcare. Senior staff are being trained during February and March and care staff are going to use an E-Learning programme to be accredited to use the calendar. Halton are a pilot site for the new E-Learning package. Three training sessions with Whiston Hospital staff are being carried out in January, February and March, on Learning Disability awareness. Meetings have taken place to look at supporting/training staff within the sexual health clinics in Halton around Learning Disability awareness.

### **Learning Disability Partnership Board Annual Self Assessment**

The 2010/11 assessment of Halton's progress in implementing the Government Valuing People Now strategy has been completed and was presented to the Partnership Board prior to sign off by people with learning disabilities and family carers. Progress in increasing numbers in paid employment was noted. The Board continues to meet on a bi-monthly basis with dedicated themes. The health steering group continues ongoing work ongoing action planning on the Health assessment.

### 3.0 Emerging Issues

#### **Safe Around Town**

Discussions have begun, aimed at developing a pilot project in Halton based on the 'Safe Around Town' scheme which is currently running in St Helens. A steering group has been established and Halton Speak Out have agreed to lead on the project to be established at Halton Lea.

#### **Energy Act 2011**

The Energy Act 2011 (introduced on 18th October 2011) creates a step change in the provision of energy efficiency measures to homes and businesses. The Act includes provisions on the Green Deal which is a new finance framework that will provide householders and businesses with the upfront capital to carry out energy efficiency improvements to their premises and repay through their energy bill. This will be achieved by attaching a Green Deal charge to the electricity meter at the property concerned with the protection of the Green Deal 'Golden Rule' that is, any charge attached must be less than the expected savings from the retrofit. As to what role we will play in delivering the Green Deal is unclear at this point but Government guidance is expected early 2012.

#### **Reconfiguration of Care Management**

In order to transform Adult Social Care in line with Putting People First and fully implement Self Directed Support and respond to an agenda that incorporates prevention, inclusion and personalisation, the current way in which services are delivered in adult social care needs to be reviewed.


There is an increasing requirement for joint working between health and social care to be facilitated to ensure the population's health inequalities and needs are being addressed. Growing evidence supports the establishment of multi-professional health and social care teams to address the needs of high risk people within the community.

Currently, the adult social care delivery system in Halton is working as a hybrid with the new Self Directed Support processes effectively being superimposed on the previous social care delivery system. In this review, the proposed new model of delivery will have the effect of providing an efficient, productive and responsive service for the local population. The new model would also have the potential to facilitate integrated care partnerships with health partners locally.

A Reconfiguration Board has been established and supporting work streams are developing a proposed model.

#### 4.0 Service Objectives / milestones

##### 4.1 Progress against 'key' objectives / milestones

Total	6		6		0		0
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All 'key' objectives / milestones are presently on track to achieve annual targets; additional information can be found within Appendix 1.

##### 4.2 Progress against 'other' objectives / milestones

Total	9		9		0		0
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All 'other' objectives / milestones are presently on track to achieve annual targets; and are therefore not being reported by exception at this time.


#### 5.0 Performance indicators

##### 5.1 Progress Against 'key' performance indicators

Total	4		4		0		0
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Four of the 'key' performance indicators remain on track to achieve annual targets. However, there is currently one new indicator relating to Air Pollution Control which cannot be reported at this stage and will be reported at the end of the financial year. Further information can be found within Appendix 2.

##### 5.2 Progress Against 'other' performance indicators

Total	18		14		3		1
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There are three 'other' performance indicators which are uncertain to achieve annual targets at this stage. One indicator relates to ethnicity of older people receiving an assessment; due to the small ethnic population in Halton, any fluctuation in this group can change the track of whether the target will be achieved. One indicator relates to adults with learning disabilities in settled accommodation this figure is a percentage of disabled people known to the Council. Another indicator relates to issues with the recording of carer services within the Carefirst system.

One indicator that will not achieve annual target this year relates to permanent admissions to residential and nursing care homes. This is a new indicator for 2011/12, which now includes admissions in the 18+ range rather than just the 65+ range previously reported.

Also there are five indicators that cannot be reported at this time which relate to data that will be reported at the end of the financial year. Further information can be found in Appendix 3.

The remaining fourteen Council and Area Partner indicators are on track to achieve annual targets and are therefore not being reported by exception at this time.

## **6.0 Risk Control Measures**

During the development of the 2011 -12 Service activity, the service was required to undertake a risk assessment of all Key Service Objectives. No 'high' risk, treatment measures were identified.

## **7.0 Progress against high priority equality actions**

Where a Key service objective has been assessed and found to have an associated 'High' priority, progress will be reported in quarters 2 and 4.

## **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 'key' performance indicators

Appendix 3 Progress against 'other' performance indicators






Appendix 4 Financial Statement

Appendix 5 Explanation of use of symbols

## Appendix 1: Progress Against 'key' objectives / milestones


Ref	Objective
<b>Service Objective: PA 1</b>	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 vulnerable people

Milestones	Progress Q 3	Supporting Commentary
Commence implementation of the Early Intervention/Prevention Strategy to improve outcomes for Older People in Halton. <b>Mar 2012.</b> (AOF6 & 7)		The Intergenerational strategy has now been completed as part of the implementation of the Early Intervention and Prevention strategy. The associated action plan to the overall strategy has been further amended and agreed and a financial resource mapping has been initiated. All first year milestones for the strategy have been completed or are on course for completion by March 2012.
Commence implementation of Telecare strategy and action plan. <b>Mar 2012.</b> (AOF 6 & 7)		Implementation of the Telecare strategy is ongoing. The service is currently exceeding the targets set for numbers of people receiving a service.
Continue to establish effective arrangements across the whole of adult social care to deliver self directed support and personal budgets. <b>Mar 2012</b> (AOF6)		Currently reviewing the self directed support processes, policies and procedures to ensure that they are compatible with the reconfiguration of adult social care and reflect best practice and learning.
Review and evaluate new arrangements for integrated hospital discharge. <b>Mar 2012.</b> (AOF 6&7)		Reviews of both services completed. Whiston Team will now include complex discharge and pathways into Intermediate Care. Warrington Team is strengthening its management and performance reporting frameworks. Further evaluation of performance is underway and will be monitored through the Intermediate Care Partnership Board
Commence implementation of Business Plan for Oak meadow. <b>Mar 2012.</b> (AOF 6&7)		The refurbishment of Oak Meadow has been completed and the development of the venue for community based services is progressing and on target for full implementation.

**Appendix 1: Progress Against 'key' objectives / milestones**





Ref	Objective
<b>Service Objective: PA 2</b>	To address air quality in areas in Halton where ongoing assessments have exceeded national air quality standards set out under the Environment Act 1995, in consultation with all relevant stakeholders



Milestones	Progress Q 3	Supporting Commentary
Develop Air Quality Action Plan. <b>April 2011-December 2012</b>		Preparation of the plan is underway and progress is according to the schedule set.



**Appendix 2: Progress Against 'key' performance indicators**



Ref	Description	Actual 2010/11	Target 2011/12	Quarter 3	Current Progress	Direction of Travel	Supporting Commentary
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<b>Cost &amp; Efficiency</b>							
<b>PA 1</b>	Numbers of people receiving Intermediate Care per 1,000 population (65+) (Previously EN 1)	98.07	99	68.1			This is a cumulative figure of 1183 and equates to 352 people in receipt of intermediate care in the 65+ age bracket. The cumulative figure is slightly lower compared to Q3 2010/11 at 1199.
<b>PA 5</b>	Percentage of people fully independent on discharge from intermediate care/reablement services	N/A	40% (New Indicator).	59%			The figure for Q3 relates to people discharged from the service during this period. This has seen a significant increase in the last period.

<b>Service Delivery</b>							
<b>PA 6</b>	Number of people receiving Telecare Levels 2 and 3	166	164	138			There is an increase in the number of people supported by Telecare and the final figure is expected to exceed the target.


**Appendix 2: Progress Against 'key' performance indicators**


Ref	Description	Actual 2010/11	Target 2011/12	Quarter 3	Current Progress	Direction of Travel	Supporting Commentary
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Quality							
<b>PA 14</b>	% of items of equipment, and adaptations below £1,000, delivered within 7 working days (Previously CCS 5, PAF D54 and BVPI 56)	96.65	96	97.84			There are some data quality issues with the recording of equipment for Deafness Resource Centre (DRC) which are currently being investigated. As a result of this, the Q3 figure does not include DRC equipment.
<b>PA18</b>	a) % of scheduled Local Air Pollution Control audits carried out  b) % of Local Air Pollution Control Audits being broadly compliant.	-	New Indicator	Refer to comment	Refer to comment	Refer to comment	This is a new indicator for this financial year; therefore no comparison can be made from previous years. This is an annual target and will be reported at the end of the year.




**Appendix 3: Progress against 'other' performance indicators**

Ref	Description	Actual 2010/11	Target 2011/12	Quarter 3	Current Progress	Direction of Travel	Supporting Commentary
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<b>Service Delivery</b>							
PA10	Percentage of adults with Learning Disabilities in Settled accommodation (Previously NI 145 – Complex Care)	92%	90%	88.3%	?		317 learning disabled people of working age (18-64) in settled accommodation. This is a percentage of 359 learning disabled people known to the council for the time period 01/04/2011 – 31/12/2011.

<b>Fair Access</b>							
PA 21	Ethnicity of Older People receiving assessment (Previously PCS 4b)	0.59	1.5	0.30	?		In Q3 there was one client whose ethnicity was other than white. This indicator is subject to great fluctuation given the small ethnic population in Halton.

**Appendix 3: Progress against 'other' performance indicators**

Ref	Description	Actual 2010/11	Target 2011/12	Quarter 3	Current Progress	Direction of Travel	Supporting Commentary
PA 29	Proportion of People using Social Care who receive self-directed support and those receiving Direct Payments (1C) Previously NI 130	26.98%	35%	27.87%E			Work around changes of recording carer services within the Carefirst database is almost complete. Figure provided for Q3 is an estimate based on the data currently available.
PA 31	Permanent Admissions to residential and nursing care homes (18+) per 100,000 population (2A)	105.05	108.74	155.14		Refer to comment	Currently 107 clients aged 18+ have been admitted to permanent residential or nursing care, giving an indicator value of 155.14. Target based on 100 people. As this is a new indicator for 2011/12, that now includes admissions in the 18+ range rather than just the 65+ range. There is no comparative data.
PA 32	Proportion of Older People (65 and over) who were still at home 91 days after discharge from hospital into reablement/ rehabilitation services (2B) Previously NI 125	68.83%  (Up to 31 <sup>st</sup> Dec 2010)	70%	Refer to comment	Refer to comment	Refer to comment	The current data was provided in quarter 1 as information is only available each year in May – following the collection, submission and assessment of the Adult Social Care Combined Activity Return (ASC-CAR).

**Appendix 3: Progress against 'other' performance indicators**

Ref	Description	Actual 2010/11	Target 2011/12	Quarter 3	Current Progress	Direction of Travel	Supporting Commentary
PA 34	The Proportion of people who use services and carers who find it easy to find information about support (Adult Social Care Survey and Carers Survey)	65.6%	65%	Refer to comment	Refer to comment	Refer to comment	This is an annual survey which will be undertaken in January/February 2012, with results becoming available in Q1 2012/13.
PA 35	The Proportion of People who use services who feel safe (Adult Social Care Survey) 4a	53.1%	53%	Refer to comment	Refer to comment	Refer to comment	This is an annual survey which will be undertaken in January/February 2012, with results becoming available in Q1 2012/13.
PA 36	The Proportion of People who use services who say that those services have made them feel safe and secure (Adult Social Care Survey) 4b	N/A	N/A	Refer to comment	Refer to comment	Refer to comment	This is an annual survey which will be undertaken in January/February 2012, with results becoming available in Q1 2012/13.
PA 37	Proportion of adults with learning disabilities who live in their own home or with their family. 1G	N/A	N/A	Refer to comment	Refer to comment	Refer to comment	This information is obtained from Adult Social Care Combined Activity Return (ASC-CAR) at the end of the financial year. Results will be available in Q1 2012/13.

## Appendix 4: Financial Statement

### COMMUNITIES – PREVENTION & ASSESSMENT DEPARTMENT

#### Revenue Budget as at 31<sup>st</sup> December 2011

	Annual Budget	Budget To Date	Actual To Date	Variance To Date
	£'000	£'000	£'000	(overspend) £'000
<b><u>Expenditure</u></b>				
Employees	7,682	5,290	5,197	93
Other Premises	67	35	27	8
Supplies & Services	549	259	291	(32)
Consumer Protection	443	222	218	4
Transport	144	108	91	17
Food Provision	16	12	7	5
Aids & Adaptations	113	41	61	(20)
Contribution to JES	403	0	0	0
Community Care:				
Residential & Nursing Care	9,647	5,712	6,437	(725)
Domiciliary & Supported Living	6,716	4,513	5,218	(705)
Direct Payments	2,463	1,847	1,820	27
Day Care	231	157	236	(79)
Other Agency	178	116	114	2
Contribution to Intermediate Care Pool	2,563	1,940	1,875	65
<b>Total Expenditure</b>	<b>31,215</b>	<b>20,252</b>	<b>21,592</b>	<b>(1,340)</b>
<b><u>Income</u></b>				
Other Fees and Charges	-119	-89	-52	(37)
Sales Income	-76	-76	-75	(1)
Reimbursements and Other Grant Income	-448	-164	-152	(12)
Residential & Nursing Income	-3,521	-2,438	-2,756	318
Community Care Income	-709	-500	-660	160
Direct Payments Income	-82	-62	-109	47
Transfer from Reserves	-343	0	0	0
LD & Health Reform Allocation	-4,272	-4,272	-4,272	0
PCT Contribution to Care	-621	-424	-454	30
PCT Contribution to Service	-1,716	-1,674	-1,696	22
<b>Total Income</b>	<b>-11,907</b>	<b>-9,699</b>	<b>-10,226</b>	<b>527</b>
<b>Net Operational Expenditure</b>	<b>19,308</b>	<b>10,553</b>	<b>11,366</b>	<b>(813)</b>
<b><u>Recharges</u></b>				
Premises Support	413	296	296	0
Asset Charges	160	9	9	0
Central Support Services	3,663	2,680	2,681	(1)
Internal Recharge Income	-566	-322	-322	0
<b>Total Recharges</b>	<b>3,670</b>	<b>2,663</b>	<b>2,664</b>	<b>(1)</b>
<b>Net Departmental Total</b>	<b>22,978</b>	<b>13,216</b>	<b>14,030</b>	<b>(814)</b>

## Appendix 4: Financial Statement

### Comments on the above figures:

In overall terms the net operational expenditure for Quarter 3 is £879,000 over budget profile excluding the Intermediate Care Pool.

Staff costs are less than expected at the mid point of the financial year. To date staff costs are £93,000 under budget profile due to vacancies in front line staff and also slippage on grants due to delays in appointing to new posts. The staff saving target of £191,874 within the Department will be met by year end.

The main pressure area is the Community Care budget which is currently £927,000 over budget profile net of income. However this is an increase in overspend of only £15,000 from Quarter 2. There has been an increase in spend due to the resolution of some outstanding disputes for Continuing Health Care of £689,000, mainly Adults with Learning Disability clients. The full year effect of this is £827,000. Although the first half of the year experienced increasing numbers of service users accessing the community care service quarter 3 has seen numbers stabilise and this has been accompanied with an increase in income due to the changes in the Fairer Charging Policy being realised. Staff across the Directorate have also worked extremely hard to ensure the budget is monitored very closely and ensure all possible action is taken to bring this very volatile budget back in line. The year end position for the Community Care budget is expected to be a £1.2m overspend.

### Contribution to Intermediate Care Pooled Budget

#### Revenue Budget as at 31<sup>st</sup> December 2011

	Annual Budget £'000	Budget To Date £'000	Actual To Date £'000	Variance To Date (overspend) £'000
<i>Expenditure</i>				
Employees	1,569	1,184	1,176	8
Supplies & Services	446	258	201	57
Transport	10	10	10	0
Other Agency Costs	157	118	118	0
<b>Total Expenditure</b>	<b>2,182</b>	<b>1,570</b>	<b>1,505</b>	<b>65</b>
<i>Income</i>				
<b>Total Income</b>	<b>-113</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Net Operational Expenditure</b>	<b>2,069</b>	<b>1,570</b>	<b>1,505</b>	<b>65</b>
<b>Recharges</b>				
Central Support Charges	453	340	340	0
Premises Support	41	30	30	0
<b>Total Recharges</b>	<b>494</b>	<b>370</b>	<b>370</b>	<b>0</b>
<b>Net Departmental Total</b>	<b>2,563</b>	<b>1,940</b>	<b>1,875</b>	<b>65</b>

The above figures relate to the HBC contribution to the pool only.

## Appendix 4: Financial Statement

### Comments on the above figures:

In overall terms revenue spending at the end of quarter 3 is £65,000 below budget profile, which in the main relates to expenditure on supplies & services that is £57,000 under budget. This is due to costs incurred on the Halton Intermediate Care Unit being less than anticipated at this stage of the year.




### Capital Projects as at 31st December 2011

	2011/12 Capital Allocation £000	Allocation To Date £000	Actual Spend To Date £000	Allocation Remaining £000
<i>Social Care &amp; Health</i>				
Oakmeadow Phase 2	50	50	49	1
<b>Total Spending</b>	<b>50</b>	<b>50</b>	<b>49</b>	<b>1</b>






## Appendix 5: 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 <b>performance is better</b> as compared to the same period last year.
Amber		Indicates that <b>performance is the same</b> as compared to the same period last year.
Red		Indicates that <b>performance is worse</b> as compared to the same period last year.
N/A		Indicates that the measure cannot be compared to the same period last year.