

QUARTERLY MONITORING REPORT

DIRECTORATE: Health & Community
SERVICE: Older People's Services
PERIOD: Quarter 1 to period end 30th June 2008

1.0 INTRODUCTION

This quarterly monitoring report covers the Older People's Services Department first quarter period up to 30 June 2008. It describes key developments and progress against 'key' milestones and performance indicators for the service.

The way in which traffic light symbols have been used to reflect progress to date is explained in Appendix 5

2.0 KEY DEVELOPMENTS

Bridgewater Day Centre modernisation underway. Established both user and managers groups to evaluate and develop available community resources, identify users who could use community facilities and make these links.

Halton's Home Improvement and Independent Living Service established April 2008. Service located at refurbished John Briggs House. Single line of management for service established. Work to streamline processes underway and target timescales for processes agreed.

Robust system to monitor Disabled Facilities Grants expenditure established. Partnership funding of £467k and Partnership Agreement with Registered Social Landlords agreed by Executive Board for adaptations to properties of Registered Social Landlords tenants.

New manager of Adult Placement Service has been appointed.

Retail model proposal presented to newly established Halton Integrated Community Equipment Service Executive Board and this to be further researched, including option of partnership work with Warrington Disability Partnership.

Further development of Intermediate Care, including new 24-hour assessment team and sub acute unit at Halton Hospital site. The age criteria for access to services will be reduced to 18+. The in house home care service is being redesigned to deliver a re-ablement service in line

with the Intermediate Care gold standard.

A Community extra care service is being developed and will be operational by October 2008.

Domiciliary care contracts are being redeveloped to deliver greater dignity in care and cost effectiveness, within a quality framework; these will be in place by April 2009.

Residential and Nursing care contracts are being redeveloped to deliver greater dignity in care and cost effectiveness, within a quality framework; these will be in place by April 2009.

Social Care in practice pilot is operational within the Runcorn primary care teams, initial evaluation will be completed by April 2009 with a view to extending the pilot for a further 12 months and to begin negotiations with the Widnes PBC consortium to adopt a similar model of joint working.

Older people's mental health services across the whole system are being reviewed with a view to ensuring that appropriate services are available to support older people over the next decade.

3.0 EMERGING ISSUES

Joint application for Department of Health User-led grant funding to be made in partnership with Warrington Disability Partnership to mentor Halton Disability Alliance with possible benefits for day service review and retail model for equipment.

Development of integrated database and IT programmes for Halton Home Improvement and Independent Living service to monitor target timescales and further streamline processes for adaptation work.

Development of joint service user feedback system and information pack for the Halton Home Improvement and Independent Living Service. Commitment to Partnership Agreement by Registered Social Landlords to be formalised and partnership funding spend monitored. Halton Integrated Community Equipment Service to transfer to new premises at Dewar Court, Astmoor.

Exploring with PCT and neighbouring local authority the option of a jointly funded safer handling service to improve service efficiency and consistency.

Continuing health care guidance is having a significant impact upon the work of the social work teams, and whilst more people are in receipt of CHC the increased work for the social work teams and their managers needs to be considered as part of a possible redesign of the social work

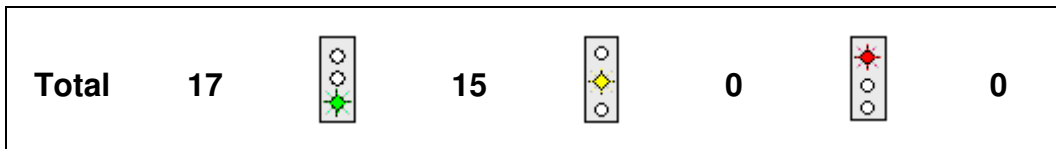
teams.

Reduction in hospital beds on the St Helens site of St Helens & Knowsley Hospitals Trust, will have an impact on the work of the hospital social work team and Intermediate care services as earlier discharges will create greater pressure.

Opening of “step down” wards on Halton hospital site is having an impact on the hospital social work team as they now need to work across another site.

The impact of the reduction of the age criteria for Intermediate care is currently unknown and may cause a significant rise in the number of people referred to Intermediate Care putting further pressure on the service.

4.0 PROGRESS AGAINST OBJECTIVES / MILESTONES



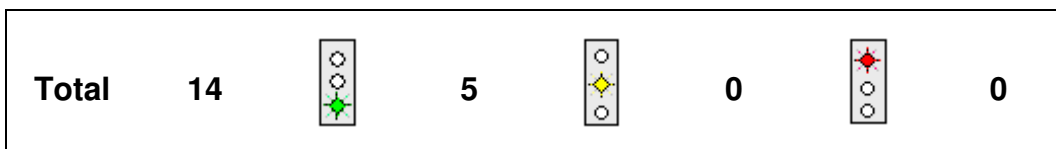
Of the 17 ‘key’ milestones for the service, 15 are progressing satisfactorily. One milestone has been assigned an amber light, and one is no longer a priority activity following a recent review. For further details, please refer to Appendix 1.

8 milestones are designated ‘non-key’ and are routinely reported in quarters 2 and 4. None of milestones are being reported by exception this quarter. They do not appear in the report this quarter.

5.0 SERVICE REVIEW

Nothing to report this quarter.




6.0 PROGRESS AGAINST KEY PERFORMANCE INDICATORS



Five of the fourteen indicators are being reported this quarter, and all are on target. For further details, please refer to Appendix 2. There are 9 remaining indicators that are not being reported this quarter. Two are local indicators for which data is not available at the time of writing (OP

LI 4, 7), and seven are new National Indicators for which data protocols are currently being established (NI 125, 131, 132, 135, 136, 141, 142). Performance on these indicators will be reported at the earliest opportunity.

6.1 PROGRESS AGAINST OTHER PERFORMANCE INDICATORS

Total	14		14		0		0
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There are 14 other indicators for the service that are routinely reported in quarters 2 and 4. None of the 14 indicators are being reported by exception this quarter.

7.0 PROGRESS AGAINST LPSA TARGETS

Progress against the LPSA targets for emergency bed days and support for carers is detailed in this monitoring report. For information and commentary, please refer to Appendix 3.

8.0 RISK CONTROL MEASURES

During the production of the 2008-09 Service Plan, the service was required to undertake a risk assessment of all Key Service Objectives.





Where a Key Service Objective has been assessed and found to have associated 'High' risk, progress against the application of risk treatment measures is to be monitored, and reported in the quarterly monitoring report in quarters 2 and 4.





9.0 PROGRESS AGAINST HIGH PRIORITY EQUALITY ACTIONS

During 2007/08 the service was required to undertake an Equality Impact Assessment. Progress against actions identified through that assessment, with associated High priority are to be reported in the quarterly monitoring report in quarters 2 and 4.





10.0 APPENDICES

Appendix 1- Progress against Objectives/ Milestones
 Appendix 2- Progress against Key Performance Indicators
 Appendix 3- Progress against LPSA Targets
 Appendix 4- Financial Statement
 Appendix 5- Explanation of traffic light symbols

Service Plan Ref.	Objective	2008/09 Milestone	Progress to date	Commentary
OPS 1	Evaluate, plan, commission and redesign services to ensure they meet the need of vulnerable people within the local population, including those from hard to reach group (including the black and minority ethnic community)	Analyse need and submit bids to DoH, Housing Corporation or other pots for at least one extra care development to provide additional extra care tenancies in Halton Mar 2009.		Work is underway with HHT and Plus Group to identify suitable land and accommodation.
		Establish strategy to improve performance and service delivery to BME Community, to ensure services are meeting the needs of the community Jun 2008.	Refer to comment	This has been reviewed at the Directorate Equalities Group in the light of the findings of the recent successful IDEA peer review report, and is no longer a specific objective for the service plan.
		Complete review of extra care housing model for Halton Jul 2008.		Review completed
		Identify options to re-design Older People Day Services May 2008		Options identified. The review of day services identified four groups of service users, split by age and level of need. The current work phase involves identifying and developing community resources appropriate to meet the needs of service users who no longer require traditional day services and linking users with facilities.
OPS 2	Work in partnership to enhance joint working arrangements and delivery of services to vulnerable people	Lead council input into developing Local Area Agreement Health and Older Peoples block June 08		Complete. Agreement signed off.

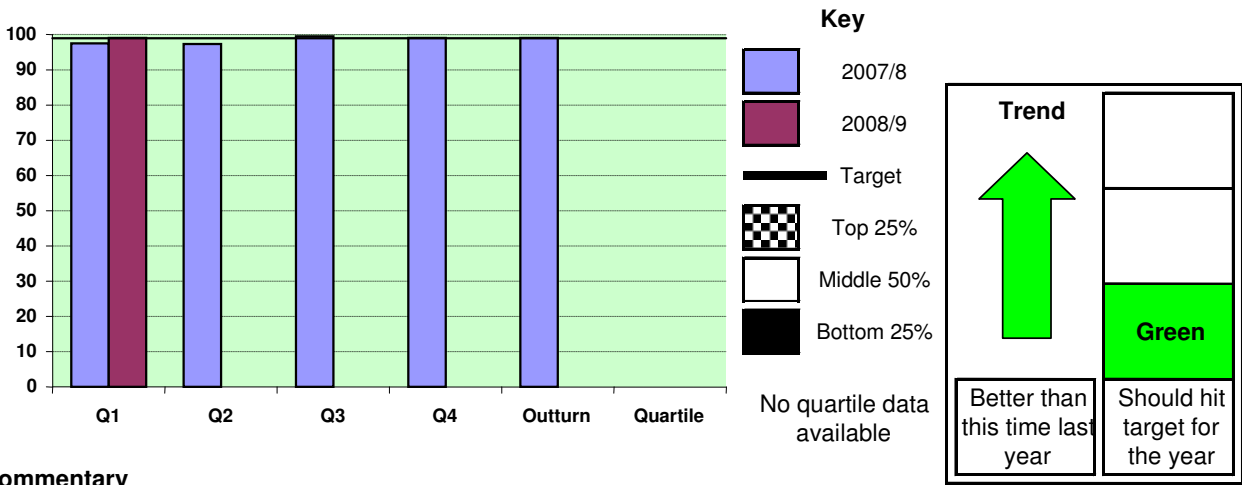
Service Plan Ref.	Objective	2008/09 Milestone	Progress to date	Commentary
OPS2 cont.		Continue to contribute to the implementation of Change for the Better, the 5BP's new model of care for mental health services, thus ensuring that services are based on recovery and social inclusion Mar 2009.		Priority is developing a framework action plan to modernise older peoples community mental health team. Existing service provision reviewed and benchmarked. A number of recommendations made and signed of by clinicians. Project team to cost up new model established.
		In partnership with Halton and St Helen's PCT, refocus care provision at Oakmeadow in line with Intermediate Care approach Nov 2008		Review of Oakmeadow in line with Intermediate Care approach on target for completion November 2008.
		Redesign of Intermediate Care Services, in partnership with Halton and St Helens PCT Mar 2008		Review completed; business plan developed and will be reported to appropriate boards end of August 2008. Full implementation of changes will be completed by March 2009.
		Establish pilot joint service to support primary care through Runcorn Practice Based Commissioning (PBC) Consortium July 2008		Pilot in place in all Runcorn primary care practices, in partnership with social work teams, Intermediate Care and Sure Start.

Service Plan Ref.	Objective	2008/09 Milestone	Progress to date	Commentary
OPS 3	Provide facilities and support to carers, assisting them to maintain good health and well-being	Increase the number of carers provided with assessments leading to provision of services, including black and minority ethnic carers, to ensure Carers needs are met Mar 2009		On target for completion by March 2009.
		Maintain the numbers of carers receiving a carers break Mar 2009		On target.
OPS 4	Ensure that service delivery, commissioning and procurement arrangements are efficient and offer value for money	Aim to reduce the cost of transport element of meals on wheels contract to ensure cost effectiveness May 2008.		Cost of transport element has now been reduced to make the service more cost effective.
		Establish or participate in working group with neighbouring authorities to re-provide equipment services linked to developing a retail model Oct 2008		Attending North West Transforming Community Equipment Services pilot site meetings and awaiting their initial evaluation report in the autumn. Working with the Department of Health to complete the financial modelling exercise for Halton. This will then be compared with the financial model to be completed by St Helens and Knowsley local authorities and PCTs. This information will then inform future service plans.

Service Plan Ref.	Objective	2008/09 Milestone	Progress to date	Commentary
OPS4 cont.		Build on learning for Halton from CSED improving care management efficiency project, identifying potential areas and priorities for redesign Jun 2008.		Complete. Areas for redesign have been identified and will be taken forward.
		Integrate Home Improvement Agency and Independent Living Team to improve waiting times and efficiency Jun 2008.		Services integrated on the first of April 2008. Work continuing to improve processes, identify and measure timescales for individual processes and develop an IT programme to enable benchmarking against baseline information.
		Support development of joint process with PCT for implementation of new national guidance and toolkit for continuing health care Apr 2008		Joint process complete. Further work taking place including agreed dispute process. Full documented procedure and training plan being developed.
		Report to Health PPB on progress with delivering the Advancing Well Strategy Mar 2009		This will be delivered on time.

OP LI12

Percentage of people receiving a statement of their needs and how they will be met.

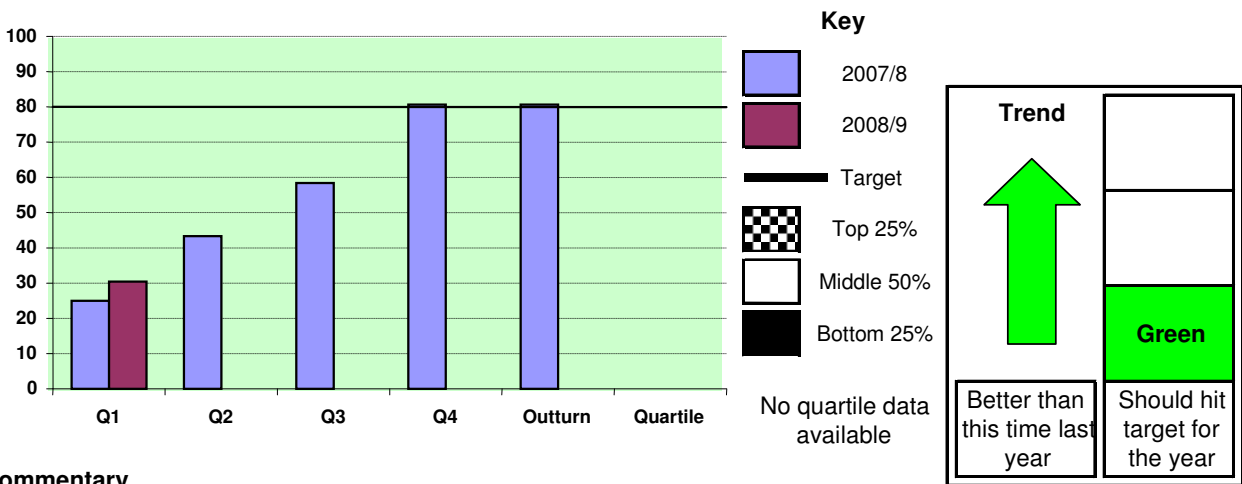


Commentary

Performance on this indicator is good, with just over 99% of people receiving a statement of their needs. Previous year performance has been maintained, and performance is exceeding the planned target at the end of quarter 1.

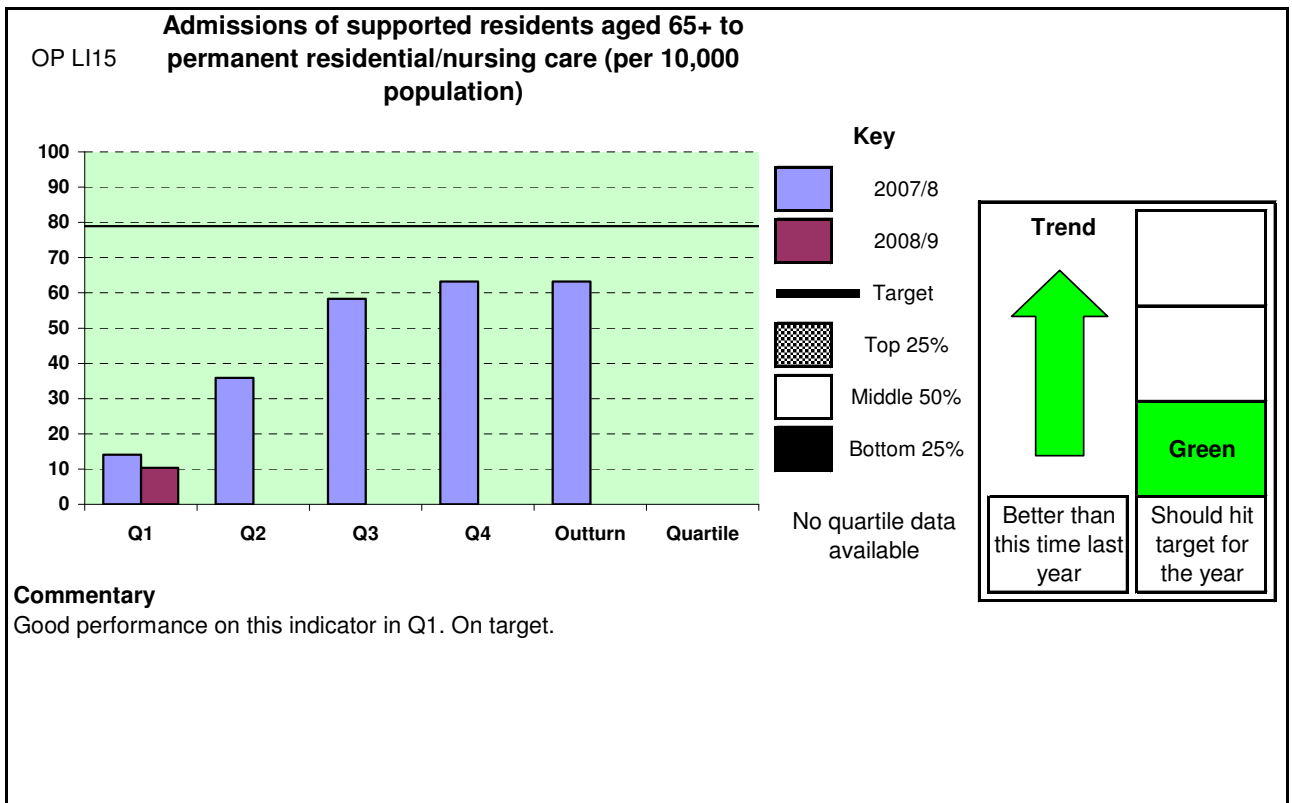
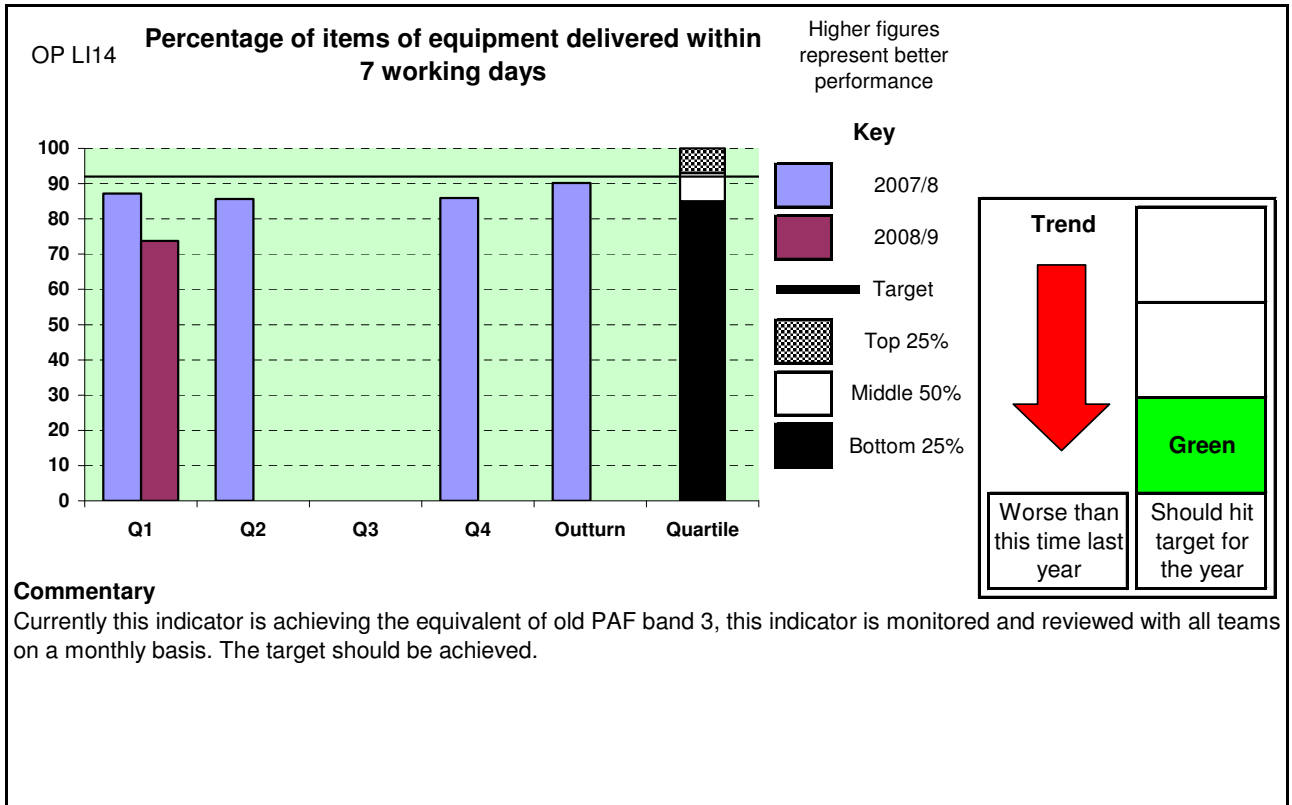
OP LI13

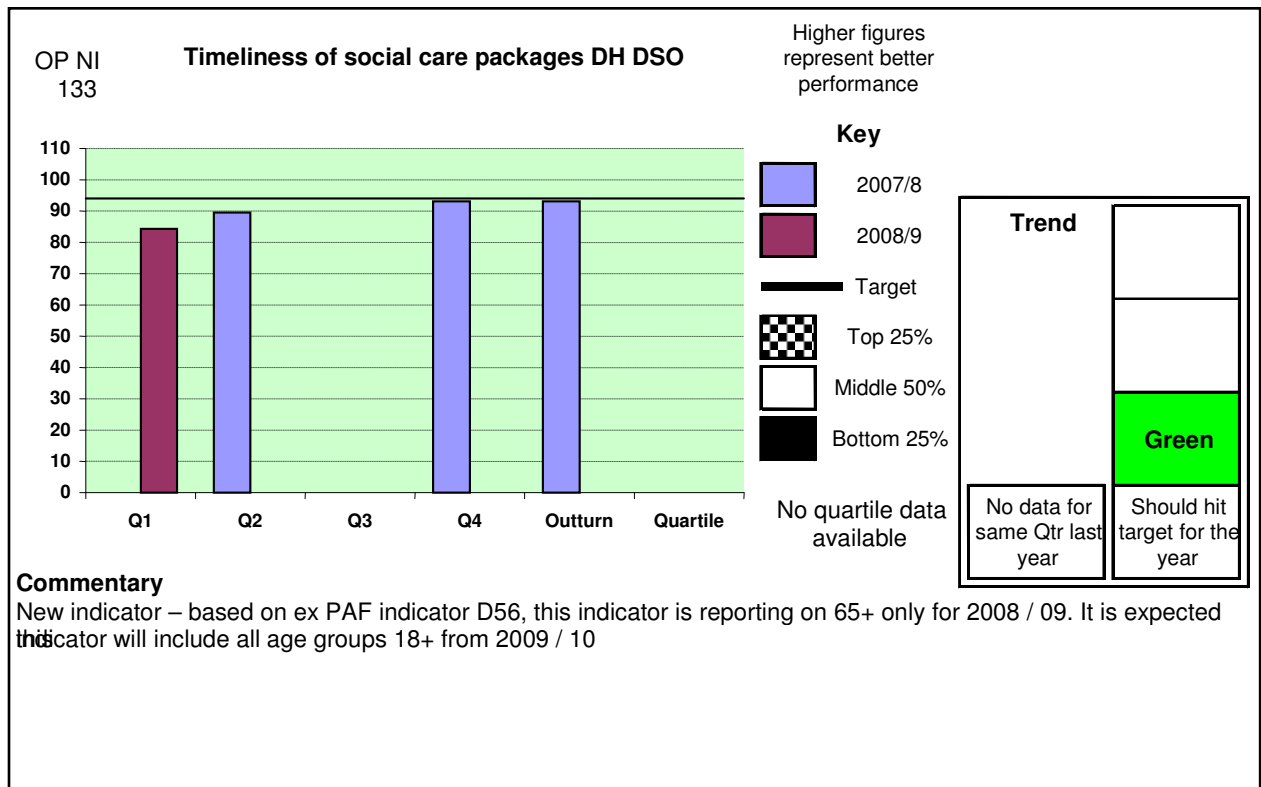
Clients receiving a review as a %age of adult clients receiving a service



Commentary

Performance on this indicator is good. The target for the year should be achieved





Key Performance Indicators not being reported this quarter

OP LI 4, No. of days reimbursement as a result of delayed discharge of older people

OP LI 7, Assessment of adults and older people leading to provision of a service

NI 131, Delayed Transfers of Care

NI 132, Timeliness of Social Care Assessments



NI 136, People Supported to Live independently through Social Care Services

NI 135, Carers receiving needs assessment or review and a specific carer's service, or advice and information.

NI 125, Achieving independence for Older People through rehabilitation/Intermediate Care

NI 141, Number of vulnerable people achieving independent living

NI 142, Number of vulnerable people who are supported to maintain independent living

LPSA Ref.	Indicator	Baseline	Target	Perform 07/08	Perform 08/09 Q1	Traffic light	Commentary
8	Improved care for long term conditions and support for carers.						
	1. Number of unplanned emergency bed days (Halton PCT registered population)	58,649 (04/05)	-6% to 55,130 (31/03/09)	47,569	10,022		Progress against this target is good for the first quarter of the year. The figures included for June are estimated, however it is anticipated that the target will be achieved.
	2. Number of carers receiving a specific carer service from Halton Borough Council and its partners, after receiving a carer's assessment or review	195 (last six months of 04/05)	600 (31/03/09)	823	274		Performance in quarter 1 has been strong. Efforts in this area resulted in the target being significantly exceeded in 2007/08 and this trend is continuing into 2008/09. We are on target to comfortably achieve the LPSA target.

OLDER PEOPLE

Revenue Budget as at 30th June 2008

	Annual Revised Budget	Budget To Date	Actual To Date	Variance To Date (overspend)	Actual Including Committed Items
	£000	£000	£000	£000	£000
<i>Expenditure</i>					
Employees	5,350	1,451	1,449	2	1,479
Premises Support	178	0	0	0	0
Other Premises	40	10	7	3	7
Food Provisions	45	11	13	(2)	46
Supplies & Services	166	55	40	15	148
Transport	204	12	12	0	19
Departmental Support Services	1,758	0	0	0	0
Central Support Services	516	0	0	0	0
Community Care:					
Residential Care	7,517	1,181	1,050	131	1,050
Nursing Care	569	89	57	32	57
Home Care	2,040	400	342	58	342
Supported Living	404	63	85	(22)	85
Day Care	40	6	7	(1)	7
Meals	121	19	14	5	14
Direct Payments	297	47	75	(28)	75
Other Agency	271	6	4	2	4
Specific Grants	82	0	0	0	0
Asset Charges	53	0	0	0	0
Total Expenditure	19,651	3,350	3,155	195	3,333
<i>Income</i>					
Residential Fees	-2,457	-436	-444	8	-444
Fees & Charges	-1,139	-129	-54	(75)	-54
Preserved Rights Grant	-64	0	0	0	0
Supporting People Grant	-906	-160	-158	(2)	-158
Nursing Fees - PCT	-569	-35	-37	2	-37
PCT Reimbursement	-21	0	0	0	0
Joint Finance - PCT	-32	0	0	0	0
Other Reimbursements	-112	-108	-191	83	-191
Total Income	-5,300	-868	-884	16	-884
Net Expenditure	14,351	2,482	2,271	211	2,449

Comments on the above figures:

In overall terms revenue spending at the end of quarter 1 is under budget profile by £211k. This is mainly due to expenditure on community care being lower than anticipated at this stage of the year although this is offset by the underachievement of fees and charges against expected budget.

Employee Costs include £52k for Agency Staff used in Older People's Team Widnes and Hospital Discharge team to fill essential posts and £7k for Consultancy work.

The Community Care budget is under budget profile in the first quarter however this budget is expected to be under pressure during the current year as more elderly people are being supported at home and those in hospital are being discharged earlier with an increasing level of need. This budget will be closely monitored throughout the remainder of the year to achieve a balanced budget.

Success has been noted in gaining continuing care funding for residents when entering nursing homes leading to reduced nursing care expenditure. However, this has also lead to reduced income from charges.

Other reimbursements include £85k stroke prevention monies.

HEALTH & COMMUNITY – LOCAL STRATEGIC PARTNERSHIP BUDGET

Budget as at 30th June 2008

	Annual Budget	Budget To Date	Actual To Date	Variance To Date (Overspend)	Actual Including Committed Items
	£'000	£'000	£'000	£'000	£'000
Priority 1 Healthy Halton					
Vulnerable Adults Task Force	475	119	0	119	0
Vol. Sector Counselling Proj.	40	10	0	10	0
Info. Outreach Services	34	9	0	9	0
Reach for the Stars	35	9	0	9	0
Health & Comm Care & Vol Sector Carers' Forum	40	10	0	10	0
Healthy Living Programme	20	5	0	5	0
Advocacy	64	16	21	(5)	21
Priority 2 Urban Renewal					
Landlord Accreditation Programme	30	7	9	(2)	9
Priority 4 Employment Learning & Skills					
Halton Family Group	31	8	0	8	0
Voluntary Sector Sustainability	7	2	0	2	0
Priority 5 Safer Halton					
Good Neighbour Pilot	10	2	0	2	0
Grassroots Development	9	2	0	2	0
Total Expenditure	817	204	30	174	30




HEALTH & COMMUNITY

Capital Budget as at 30th June 2008

	2008/09 Capital Allocation £000	Allocation To Date £000	Actual Spend To Date £000	Allocation Remaining £000
1.0 <i>Social Care & Health</i>				
Redesign Oakmeadow Communal Spaces & Furnishings	72	0	0	72
Major Adaptations for Equity release/Loan Schemes	100	0	0	100
Pods utilising DFG	40	0	0	40
Women's Centre	19	0	0	19
DDA	24	0	0	0
Total Spending	255	0	0	255

It is anticipated the capital budget will be fully committed by the end of the year.

The traffic light symbols are used in the following manner:

	<u>Objective</u>	<u>Performance Indicator</u>
<u>Green</u>	 <p>Indicates that the <u>objective is on course to be achieved</u> within the appropriate timeframe.</p>	<p>Indicates that the <u>target is on course to be achieved</u>.</p>
<u>Amber</u>	 <p>Indicates that it is <u>unclear</u> at this stage, due to a lack of information or a key milestone date being missed, <u>whether the objective will be achieved</u> within the appropriate timeframe.</p>	<p>Indicates that it is either <u>unclear</u> at this stage or too early to state whether the target is on course to be achieved.</p>
<u>Red</u>	 <p>Indicates that it is <u>highly likely or certain that the objective will not be achieved</u> within the appropriate timeframe.</p>	<p>Indicates that the <u>target will not be achieved</u> unless there is an intervention or remedial action taken.</p>