

## QUARTERLY MONITORING REPORT

**DIRECTORATE:** Health & Community  
**SERVICE:** Adults of Working Age  
**PERIOD:** Quarter 4 to period end 31<sup>st</sup> March 2010

### 1.0 INTRODUCTION

This quarterly monitoring report covers the Adults of Working Age Department fourth quarter period up to 31<sup>st</sup> March 2010. It describes key developments and progress against all objectives and performance indicators for the service.

Given that there are a considerable number of year-end transactions still to take place a Financial Statement for the period has not been included within this report in order to avoid providing information that would be subject to further change and amendment. The final 2009 / 10 financial statements for the Department will be prepared and made available via the Council's Intranet once the Council's year-end accounts have been finalised. A notice will be provided within the Members' Weekly Bulletin as soon as they are available.

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

### 2.0 KEY DEVELOPMENTS

#### **Mental Health:**

Employment: an Individual Placement and Support model for the delivery of employment opportunities for people with severe mental health problems has been agreed by the Disability Employment Group. This approach provides support to a person who wants to get back to work, and then (as needed) supports both the person and the employer after employment begins. The Council's employment officer, and the commissioned service from Richmond Fellowship, continue to work closely with mental health services to identify referrals and support individuals, and there is some success in finding people voluntary opportunities and permitted work options. However there remain real challenges because employers are reluctant to employ a person with a mental health problem, and because the structure of State benefits means that most people with mental health problems would be substantially financially worse off if they were to gain employment.

Personalisation: a successful event for service commissioners and senior managers from the 5Boroughs took place in January 2010, designed to raise awareness of the implications of personalisation in mental health services. A further planning meeting is taking place in April 2010, with a view to a follow-up meeting in June, to develop clear actions to embed personalisation in mental health services across the 5Boroughs. Seven service users successfully went through the "Planning Live" process, to develop their indicative allocations and support plans.

The national pilot for outcomes-based reviews in provider services is under way and results will be reported in April 2010.

Mental Health Single Point of Access: this continues to be developed and is the subject of a multi-agency Steering Group. Due to changes within the PCT, the overall “ownership” of this service will be moving later this year to the 5BoroughsPartnership NHS Trust. A social worker from the Council is in place and is taking on work although the effectiveness of this role will need to be reviewed in 2010.

Care Programme Approach: this essential policy and procedure within mental health services describes how assessment and care management of people with severe mental health problems should take place, across health and social care services. New national guidance – which substantially changed the operation of this process – was issued in 2008, with the intention of implementing this in October 2008. The lead for delivery of this is the 5BoroughsPartnership. Despite considerable effort on the part of all the Local Authorities involved in the partnership, this piece of work has not been completed and the policy is not in place across mental health services.

Approved Mental Health Professionals: no work has taken place on developing a cohort of health service staff within the 5BoroughsPartnership who are approved to take on the AMHP role. This is because the 5Boroughs have had to focus their attention on achieving Foundation Trust status, which they have now done. This has been identified within the Mental Health Partnership Board as an action to take forward in 2010-11.

### **Personalisation**

The PSD Live pilot has been expanded to incorporate older people’s assessment and care management teams. The aim is to develop a future model of social care and conduct a ‘live experiment’ to test out the principles and enable evidence proposals for future development.

The focus of the pilot is to engage with a cross section of people and their families who are either newly referred to HBC or who are receiving services in a traditional way. This will enable the testing of the self assessment questionnaire and the resource allocation system.

Feedback from all of the people participating will be gathered and an aggregation session will evaluate learning and implications for future roll out of the programme.

A workshop was held as a result of the Future Café event based around redesigning and presenting information. A graphic designer, Helen Sanderson Associates and the people who attended the workshop have undertaken the work and the results are to be shared at a further workshop.

### **Adults with Learning Disabilities & Physical Sensory Disabilities**

Both ALD and PSD assessment and care management teams have been engaged in the pilot of the Integrated Assessment team. This has required the duty provision of the teams to be based in the contact centre. An evaluation of the project has identified the benefits to the teams as including a reduction in inappropriate referrals, greater communication between the contact centre advisors and the practitioners, and a reduction in the amount of calls coming through to the operational teams.

The Profound and Multiple Learning Disabilities service project has completed person centred reviews for this group of people and person centred timetables have been developed to facilitate greater inclusion.

The Transition Strategy is being reviewed and it has been agreed to extend the age range from 14 – 19 years to 14 – 25 years.

The Transition Co-ordinator has secured funding from the LSC for a project 'The Transition Brokerage Pilot'. A young person will only have one assessment, which all agencies will input into. The pilot will be evaluated with a view to mainstreaming.

The Health Care for all Group, led by the PCT, has been established to respond to the priorities set out in Valuing People Now. ALD have developed in conjunction with local GP's, Practice Nurses and Community Matron a comprehensive central register of all the people known to services who require a health check and health action plans. The group will ensure that the plans are completed and inform commissioning plans.

## **3.0 EMERGING ISSUES**

### **Mental Health**

As a result of the Efficiency Review within Halton Borough Council, the management of mental health services will not only include adults of working age, but all adults with mental health problems, as well as all adults with dementia (irrespective of their age). This will allow greater opportunities to develop clear and consistent care pathways within these services, and will also support the local delivery of the national Dementia Strategy.

As reported above, Halton mental health provider services are in the middle of a short pilot of outcome-focused reviews, and the initial results of this are due to be reported in April 2010.




The reviews of the Community Mental Health Teams and the Mental Health Outreach Team continue to take place and will be reporting in Spring 2010.

### Adults with Learning Disabilities & Physical Sensory Disabilities

Currently the numbers of young people who have a health action plan is not collected. However, the reconfiguration of the Learning Disability Nurses has enabled the establishment of a dedicated Learning Disability Nurse post for Transition, which will ensure that the health needs are identified and met and this development will be incorporated into the Transition Strategy.

It is intended to consult the community regarding the future of sensory impairment services in Halton. There are two consultation events arranged for May to facilitate this.

## 4.0 PROGRESS AGAINST MILESTONES/OBJECTIVES

Total	15		13		0		2
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At year end two of the milestones have not been met within timescale. These relate to implementation of recommendations of review of services and support to children and adults with Autistic Spectrum Disorder and a review of key partnership working arrangements, currently lodged with 5BPT awaiting legal approval.

## 5.0 SERVICE REVIEW

### Mental Health




The reviews of the Community Mental Health Teams and the Mental Health Outreach Team continue to take place and will be reported in Spring 2010. In addition a review by the Supporting People Service of the Mental Health Outreach Team has taken place and the outcomes of this will be reported in April 2010.

## 6.0 PROGRESS AGAINST KEY PERFORMANCE INDICATORS

Total	8		7		0		1
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In some instances figures provided are an estimate. This is made clear in the report. For some PIs data is not yet available from partner organisations.

## 6.1 PROGRESS AGAINST OTHER PERFORMANCE INDICATORS

Total	7		6		0		1
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In some instances figures provided are an estimate. This is made clear in the report. For some PIs data is not yet available from partner organisations or year end data is not yet available.

## 7.0 RISK CONTROL MEASURES

During the production of the 2009-12 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.

## 8.0 PROGRESS AGAINST HIGH PRIORITY EQUALITY ACTIONS



During 2008/09 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.

## 9.0 DATA QUALITY


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.

## 10.0 APPENDICES





Appendix 1 - Progress against Key Objectives/ Milestones  
Appendix 2 - Progress Against Key Performance Indicators  
Appendix 3 - Progress against Performance Indicators  
Appendix 4 - Progress against high quality actions  
Appendix 5 - Explanation of RAG Symbols

Service Plan Ref.	Objective	2009/10 Milestone	Progress to date	Commentary
AWA 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 Adults of Working Age	<i>Contribute to the safeguarding of vulnerable adults and children in need, by ensuring that staff are familiar with and follow safeguarding processes</i> <b>Mar 2010.</b> (AOF6)		An audit is currently being undertaken within the Directorate as required by OFSTED to identify any areas for further development in Adult services to strengthen childrens safeguarding . The Divisional Manager for Mental health is now a full member of the childrens safeguarding Board and contributes to e regular multi agency audit . Adult safeguarding has been strengthened by identifying a Principal Manager with lead responsibility for Safeguarding.
		<i>Person Centred reviews for adults with PMLD, to be implemented in ALD Care Management and influencing strategic commissioning to enhance service delivery</i> <b>Mar 2010.</b> (AOF7)		The person centred reviews are complete and new person centred timetables have been developed. The team continue to work closely with families to identify barriers for this group from participating fully in the community.

**APPENDIX ONE - PROGRESS AGAINST OBJECTIVES/MILESTONES  
Adults of Working Age**






Service Plan Ref.	Objective	2009/10 Milestone	Progress to date	Commentary
		<p><i>Redesign the Supported Housing Network to meet the needs of those with the most complex needs <b>Mar 2010.</b></i> (AOF6 &amp; 7)</p>	<p></p>	<p>With the continued implementation of 'active support' a system devised by Dr Sandy Toogood, a behavioural analyst, the service continues to improve tenants' lives, developing a wider range of activities and an increase in social inclusion. Staff continue to complete weekly records of participation for indoor/outdoor activities and community presence. Each tenant has his or her own activity support plan. Tenants are able to participate with activities in their own home i.e. laundry, preparing meals, weekly tasks etc. We continue to use the person centred approach offering choice and empowering tenants. The interactive training being completed with Specialist Health Worker the Network and Day Services has given the staff more insight to what those with complex needs are trying to communicate. All tenants now have care plan to show how people communicate at the very least their likes and dislikes. Progress remains robust.</p>

**APPENDIX ONE - PROGRESS AGAINST OBJECTIVES/MILESTONES  
Adults of Working Age**




Service Plan Ref.	Objective	2009/10 Milestone	Progress to date	Commentary
		Analyse the impact of Valuing People Now on service delivery to ensure that services met the needs and improve outcomes for people with LD <b>Mar 2010</b> (AOF 6 & 7)		The Annual report was submitted on time to the Regional Lead for Valuing People Now. It has identified Halton's priorities for the next 12 months
		Implement strategy to deliver improved services to younger adults with dementias <b>Mar 2010</b> (AOF 6)		The Halton dementia strategy has included all the recommendations of the review of younger adults with dementia. Service redesign as a result of the Efficiency Review means that clear pathways for all adults with dementia, including earlier intervention and support, can be developed.
		<i>Fully implement the Volunteer Strategy to ensure appropriate volunteering opportunities are available</i> <b>Mar 2010</b> (AOF6)		The Bridge Building Service has lead responsibility for supporting volunteers known to adult social care and has increased opportunities for people with a learning disability.
		Review implementation of Mental Health Act 2007 to ensure all policies, procedures and processes are fit for purpose <b>Oct 2009</b> (AOF 6)		The Review of the Mental Health Act policies and procedures took place as planned within agreed timescales, and amendments have been clearly identified.

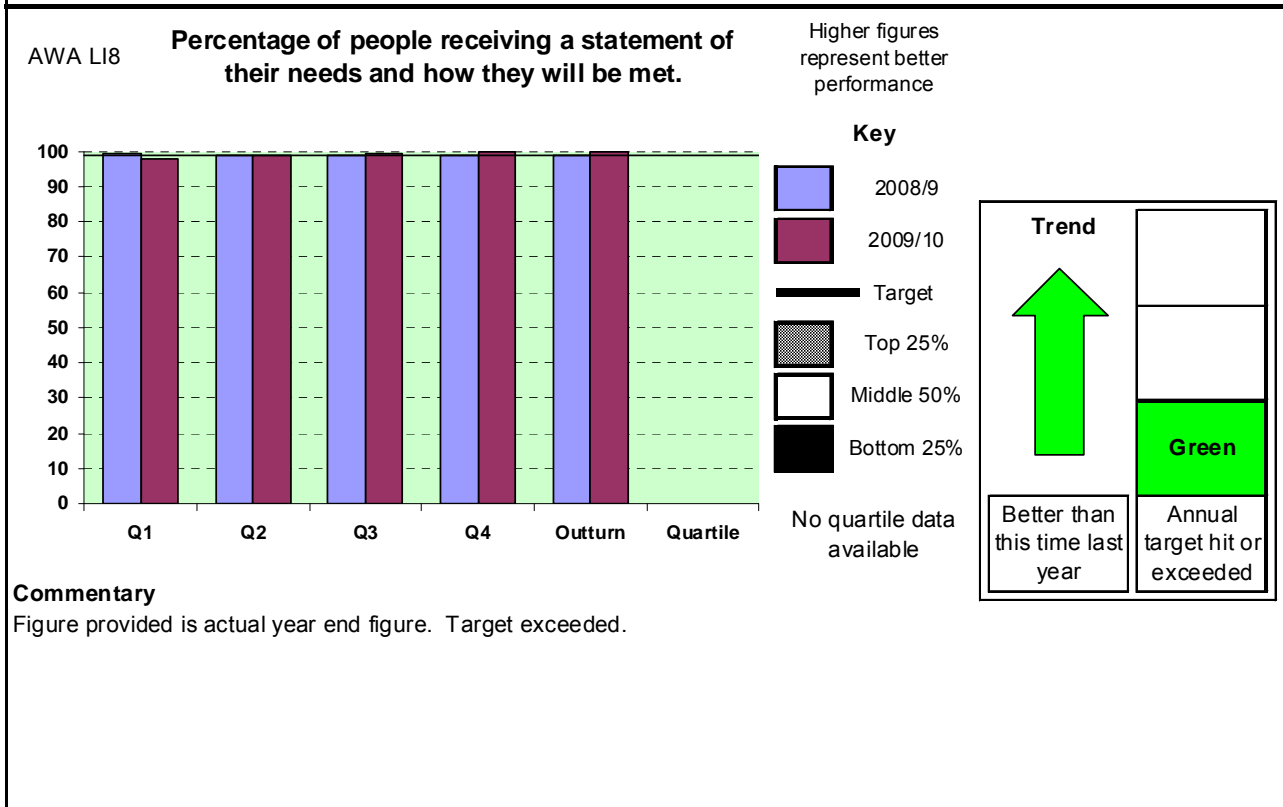
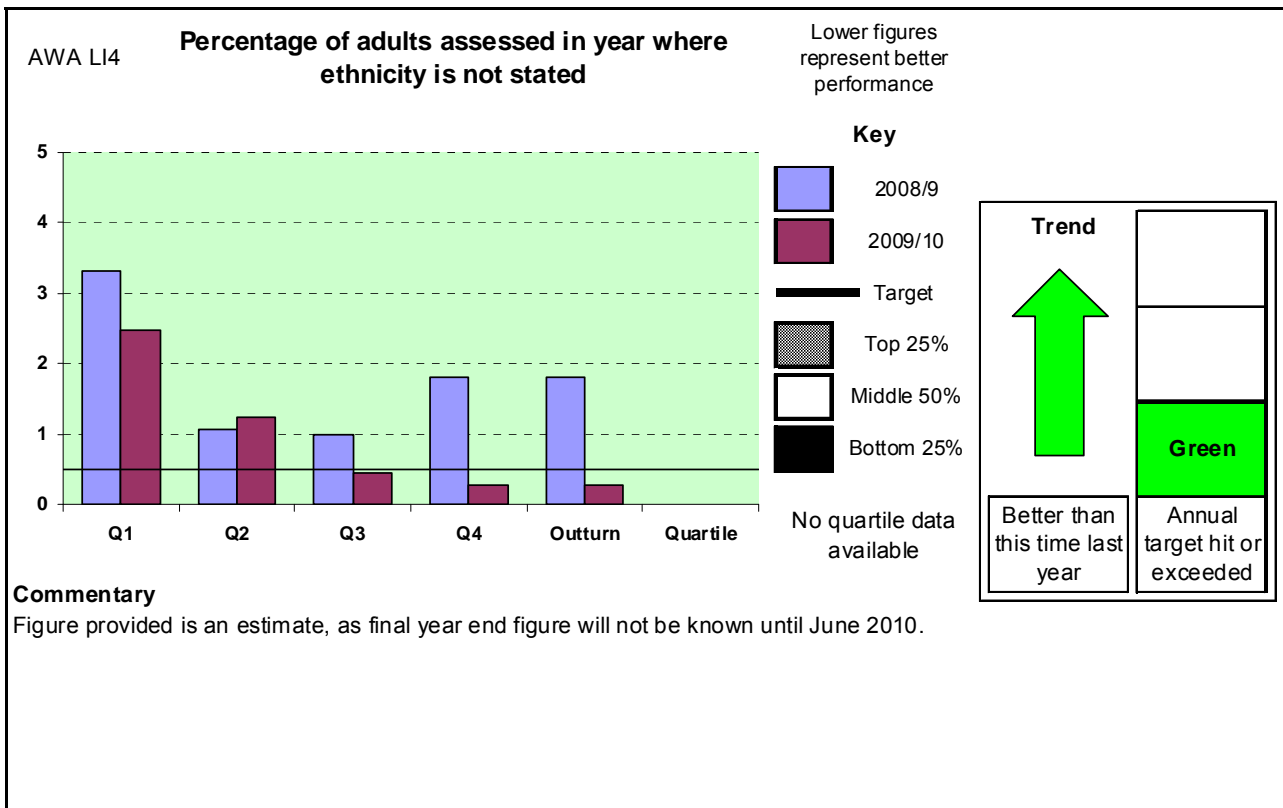
**APPENDIX ONE - PROGRESS AGAINST OBJECTIVES/MILESTONES  
Adults of Working Age**

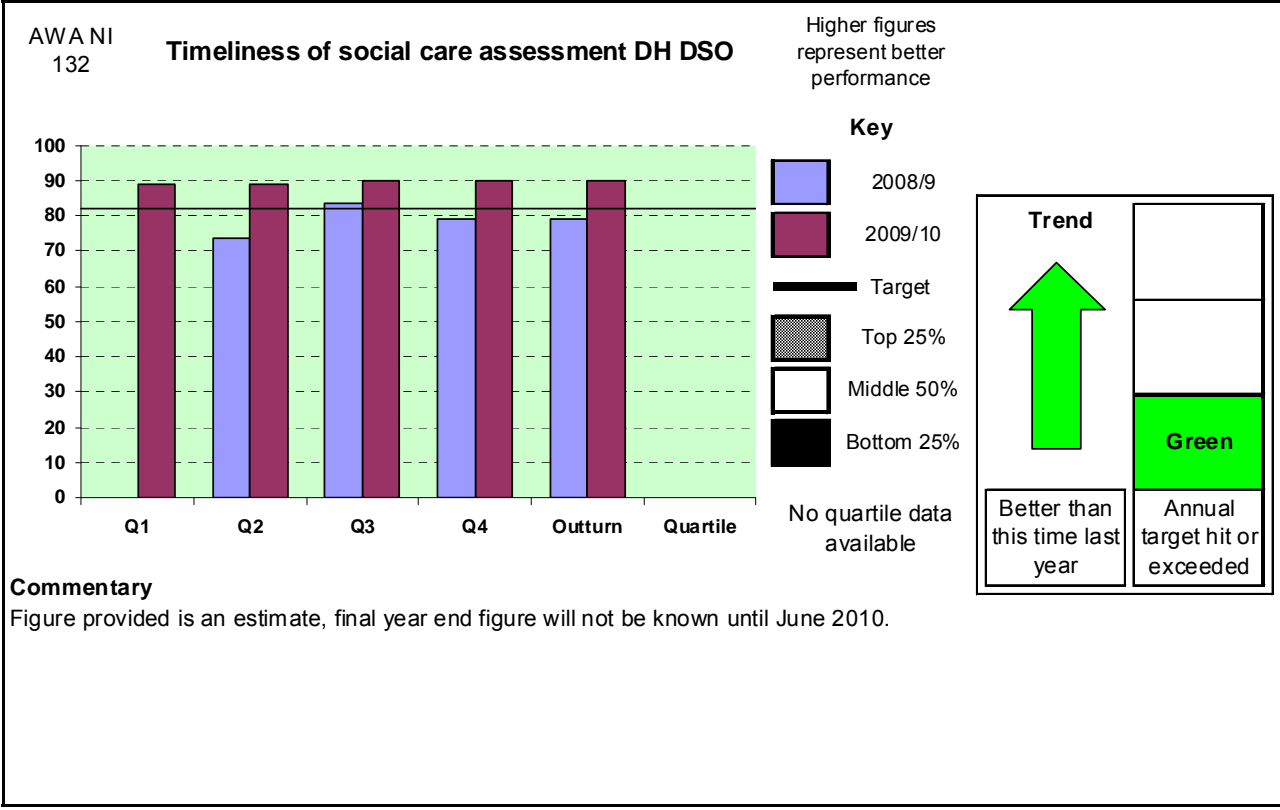
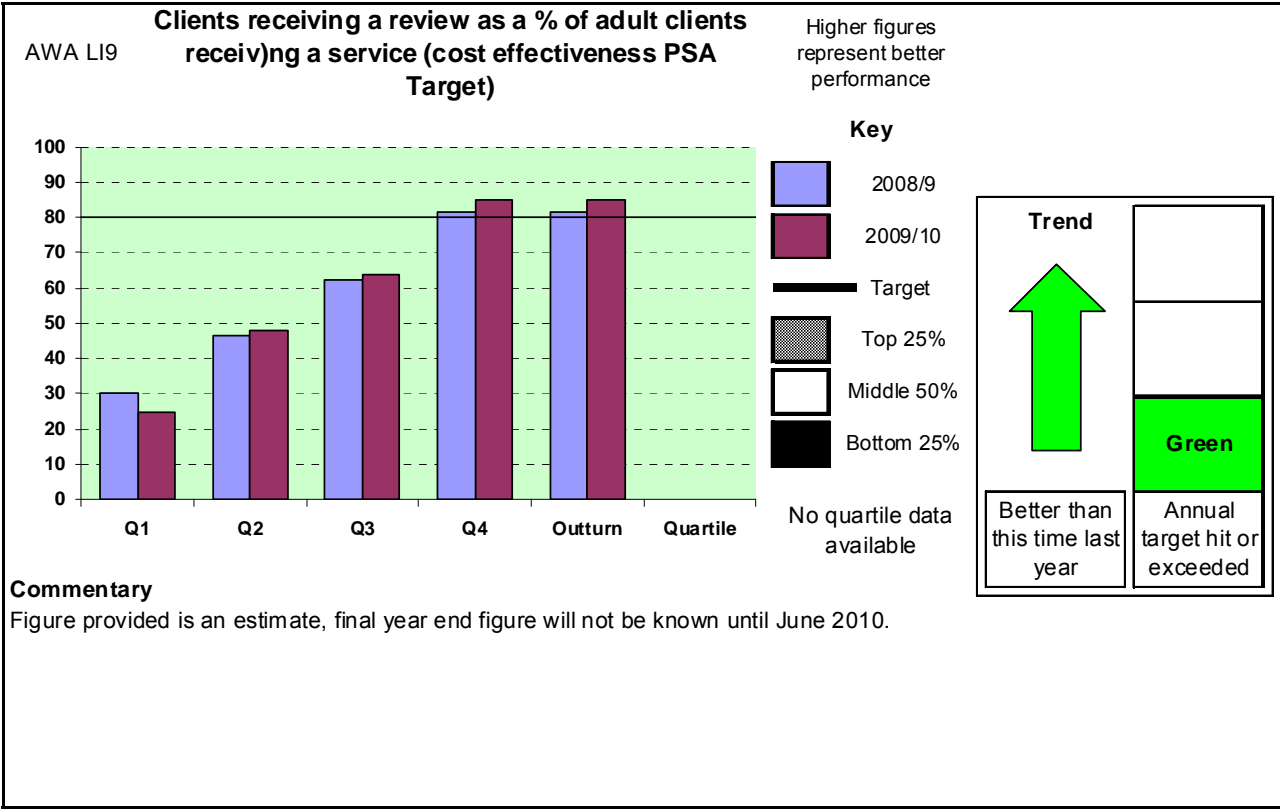


Service Plan Ref.	Objective	2009/10 Milestone	Progress to date	Commentary
		<i>Review key partnership working arrangements and associated structures to ensure that they are fulfilling service delivery requirements</i> <b>Mar 2010 (AOF 7)</b>		A full review and revision of the Mental Health Partnership has been undertaken and has been agreed by key partners and by the Council's Legal Services.
		Implement agreed recommendations of review of services and supports to children and adults with Autistic Spectrum Disorder <b>Mar 2010 (AOF 6)</b>		Further work is required to complete the strategy, it is expected that a full draft will be available for consultation in May2010
		<i>Continue to implement a behaviour solutions approach to develop quality services for adults with challenging behaviour - Models of good practice to be developed</i> <b>Mar 2010. (AOF7)</b>		The business case to secure funding for a specialist challenging behaviour support service was submitted to the PCT in December 2009. We are waiting for the final decision. It is anticipated that the service will be implemented from April 2010.
AWA 2	Effectively consult and engage with Adults of Working Age to evaluate service delivery, highlight any areas for improvement and contribute towards the effective re-design of services where required	<i>Review key partnership working arrangements and associated structures to ensure that they are fulfilling service delivery requirements</i> <b>Mar 2010 (AOF 7)</b>		The Draft is now lodged with the 5BPT for legal approval and will then be progressed
		Review implementation of Mental Health Act 2007 to ensure all policies, procedures and processes are fit for purpose <b>Oct 2009</b>		The Review of the Mental Health Act policies and procedures took place as planned within agreed timescales, and amendments have been clearly identified.

**APPENDIX ONE - PROGRESS AGAINST OBJECTIVES/MILESTONES  
Adults of Working Age**

Service Plan Ref.	Objective	2009/10 Milestone	Progress to date	Commentary
		Implement agreed recommendations of review of services and supports to children and adults with Autistic Spectrum Disorder <b>Mar 2010</b> (AOF 6)		The service for people with Autistic Spectrum Disorder will be enhanced by the new Positive Behaviour Service which will be delivered in 2010
		<i>Continue to implement a behaviour solutions approach to develop quality services for adults with challenging behaviour - Models of good practice to be developed</i> <b>Mar 2010.</b> (AOF7)		The business case to secure funding for a specialist challenging behaviour support service was submitted to the PCT in December 2009. We are waiting for the final decision. It is anticipated that the service will be implemented from April 2010.
AWA 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	<i>Review key partnership working arrangements and associated structures to ensure that they are fulfilling service delivery requirements and are being managed in a cost effective way</i> <b>Mar 2010.</b>		The partnership Agreement with the PCT has been formally agreed and will form the basis of joint work in the forthcoming year

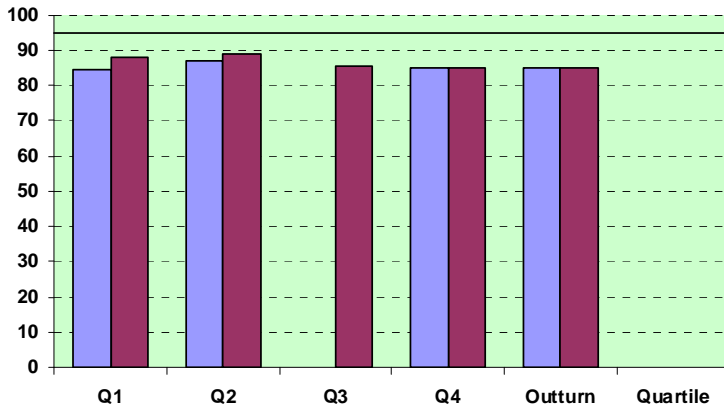




AWA NI  
133

### Timeliness of social care packages DH DSO

Higher figures represent better performance



**Key**

- 2008/9
  - 2009/10
  - Target
  - Top 25%
  - Middle 50%
  - Bottom 25%
- No quartile data available

<b>Trend</b>	<b>Red</b>
Same as this time last year	Annual target missed

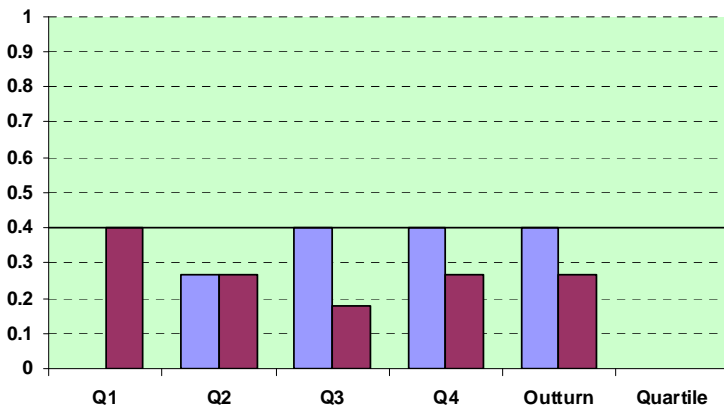
**Commentary**

Figure provided is an estimate, final year end figure will not be known until June 2010.

AWA LI10

### Admissions of Supported Residents aged 18-64 into residential/nursing care

Lower figures represent better performance



**Key**

- 2008/9
  - 2009/10
  - Target
  - Top 25%
  - Middle 50%
  - Bottom 25%
- No quartile data available

<b>Trend</b>	<b>Green</b>
Better than this time last year	Annual target hit or exceeded

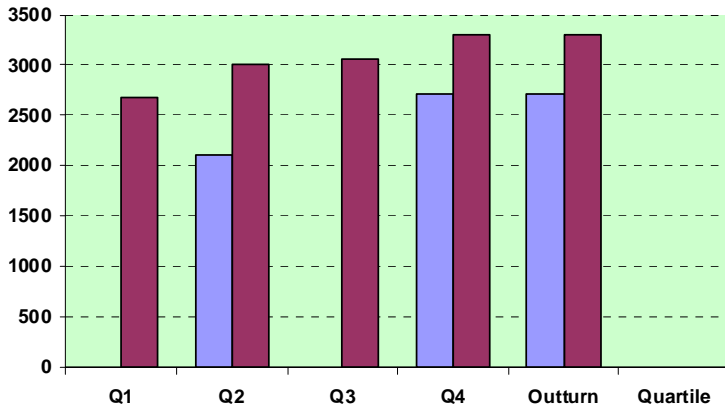
**Commentary**

Target based on 4 admissions. 2 people admitted to permanent residential/nursing care during the year.

AWA NI  
136

**People supported to live independently through social services (all ages) PSA 18**

Higher figures represent better performance



**Key**

- 2008/9
- 2009/10
- Target
- Top 25%
- Middle 50%
- Bottom 25%

No quartile data available

**Trend**

Better than this time last year

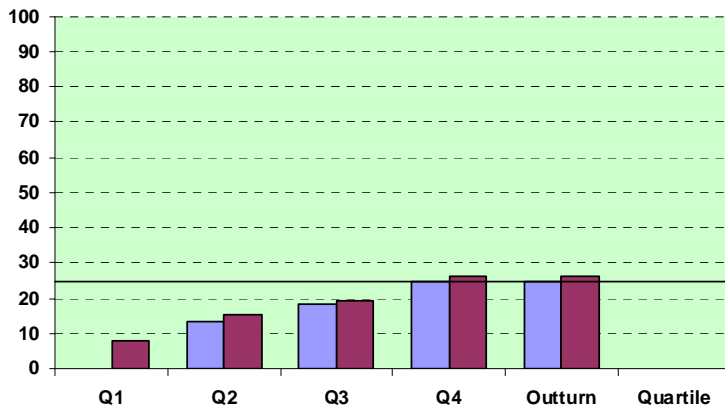
**Commentary**

Figure provided is an estimate, final year end figure will not be known until June 2010. (Part of this indicator is only updated in January each year, therefore we have used January 2010 information)

AWA NI  
135

**Carers receiving needs assessment or review and a specific carer's service, or advice and information DH DSO**

Higher figures represent better performance



**Key**

- 2008/9
- 2009/10
- Target
- Top 25%
- Middle 50%
- Bottom 25%

No quartile data available

**Trend**

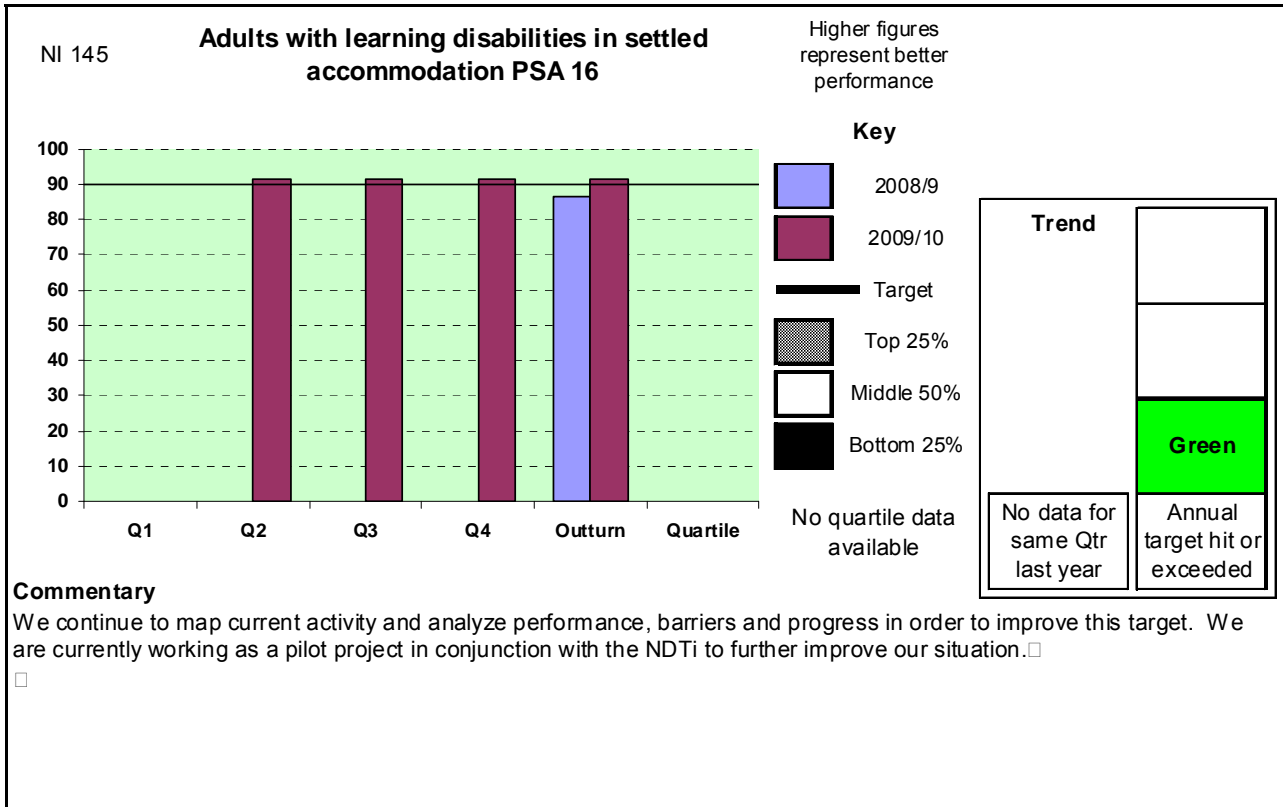
Better than this time last year

**Green**

Annual target hit or exceeded

**Commentary**







Figure is an estimate, final year end figure will not be known until June 2010



The following Key Performance Indicators could not be shown graphically: -

**AWA NI 131** Delayed transfers of care from hospital:-



Data derived from health, not yet available

Ref.	Description	Actual 2008/09	Target 20091/0	Quarter 4	Progress	Commentary
<b>Cost &amp; Efficiency</b>						
AWA LI 1	% of client group expenditure (MH) spent on domiciliary care services	16		NYA	NYA	Final year end figure not yet available.
AWA LI 2	% of client group expenditure (ALD) spent on domiciliary care services	38		NYA	NYA	Final year end figure not yet available.
AWA LI 3	% of client group expenditure (PSD) spent on domiciliary care services	34		NYA	NYA	Final year end figure not yet available.
<b>Service Delivery</b>						
AWA LI 5	Number of learning disabled people helped into voluntary work in the year	56	43	56		Figure is actual year end. Target exceeded.
AWA LI 6	Number of physically disabled people helped into voluntary work in the year	14	5	11		Figure is actual year end. Target exceeded.
AWA LI 7	Number of adults with mental health problems helped into voluntary work in the year	8	17	17		Figure is actual year end. Target achieved.
AWA LI 11	Adults with physical disabilities helped to live at home	8.11	8	8.15E		Figure provided is an estimate, final year end figure will not be known until June 2010.
AWA LI 12	Adults with learning disabilities helped to live at home	4.39	4.3	4.24E		Figure provided is an estimate, final year end figure will not be known until June 2010.
AWA LI 13	Adults with mental health problems helped to live at home	3.5	3.75	3.93E		Figure provided is an estimate, final year end figure will not be known until June 2010.


**APPENDIX THREE - PROGRESS AGAINST OTHER PERFORMANCE INDICATORS  
Adults of Working Age**






Ref.	Description	Actual 2008/09	Target 20091/0	Quarter 4	Progress	Commentary
<b>Area Partner National Indicators:</b> Th indicators below form part of the new National Indicator Set introduced on 1 <sup>st</sup> 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 129	End of life access to palliative care enabling people to choose to die at home		20.7	22.9%	<input checked="" type="checkbox"/>	Quarter 4 is the position as of February 2010 - March 2010 data will not available until May 2010 from ONS.
NI 149	Adults in contact with secondary mental health services in settled accommodation					Data derived from health. Not yet available.

Policy/Service	HIGH Priority Actions	Target	Progress	Commentary
Housing	Private Sector Housing Conditions survey to be carried out, with resulting data disaggregated and analysed for race and disability	March 2010		Whilst the survey and written report of the findings have been completed, the Council is still awaiting the raw data. This is expected to be available by May 2010, when it will be analysed for race and disability issues.
Business Support	Collection and analysis of biannual service user survey, disaggregated by equality strand	March 2010		Completed

Service Planning	Carry out a consultation and scoping project to identify LGBT carers and potential carers to identify any specific needs not currently addressed, ensuring that services are responsive to needs	March 2010	<input checked="" type="checkbox"/>	The scoping exercise was carried out in October 2009 and went out via a postal survey through the “Cheshire Cheese” magazine (which is a magazine that is sent to people that would describe their sexuality as gay, lesbian, bisexual or transgender) 97 surveys were sent out and non were returned. We are also addressing this issue at the NW Leads Network group, where it has been acknowledged that most people that would describe themselves as LGBT would prefer to use integrated services. HBC will however be contributing to the funding of a joined up helpline; along with other local authorities within the NW. I have also met with Linda Patel – Consultant for NW leads network who has made a number of recommendations which will be integrated into the refreshed Joint Commissioning Carers Strategy 2009 - 2012
Older People’s Services	Appointment of a Dignity Coordinator to drive the agenda forward in relation to older people in health and social care settings	March 2010	<input checked="" type="checkbox"/>	Dignity coordinator in post, action plan developed and being implemented.

Housing	Private Sector Housing Conditions survey to be carried out, with resulting data disaggregated and analysed for race and disability	March 2010		Whilst the survey and written report of the findings have been completed, the Council is still awaiting the raw data. This is expected to be available by May 2010, when it will be analysed for race and disability issues.
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Application of RAG symbols:

	<b><u>Objective</u></b>	<b><u>Performance Indicator</u></b>
<b><u>Green</u></b>	 Indicates that the milestone/objective <u>will</u> be achieved within the identified timeframe.	Indicates that the annual target <u>will</u> , or has, been achieved or exceeded.
<b><u>Amber</u></b>	 Indicates that at this stage it is <u>uncertain</u> as to whether the milestone/objective will be achieved within the identified timeframe.	Indicates that at this stage it is either <u>uncertain</u> as to whether the annual target will be achieved.
<b><u>Red</u></b>	 Indicates that the milestone/objective <u>will not</u> , or has not, been achieved within the identified timeframe.	Indicates that the <u>target will not be achieved</u> unless there is an intervention or remedial action taken.