Departmental Quarterly Monitoring Report

Directorate: Adult and Community Directorate

Department: Prevention and Commissioning Services

Period: 1st April 2010 – 30th June 2010

1.0   Introduction

This monitoring report covers the Prevention and Commissioning Services first quarter period up to period end 30th June 2010. It describes key developments and progress against key objectives and performance indicators for the service. With regard to 'other' objectives and performance indicators it provides details of those that are either amber or red.

The way in which the Red, Amber and Green, (RAG) symbols and Travel Indicator symbols have been used to reflect progress to date is explained in Appendix 8.

2.0   Key Developments

Commissioned stoke reading group to support people with communication issues post stroke.

Improved performance joint home from hospital and shopping service.

Prevention and Early Intervention strategy approved at Exec Board.

Established the first two dementia peer support groups in Widnes and Runcorn.

Consultation on options for future delivery of hearing impaired services closed and findings are being considered by commissioners.

Major provider working with commissioners to reconfigure services to personalise service delivery and deliver efficiencies.

Considering options for the development of peer advocacy linked to therapeutic earnings.

The TASC Board chaired by the Strategic Director has recruited new members which includes representation from users and carers.

The RAS live pilot has been evaluated and extended to cover all annual reviews offering support planning and personal budgets. This will enable us to continue to test and refine the RAS model using greater numbers. The co produced information materials have been produced and are currently being used in the RAS live pilot. A series of five booklets have been developed which will inform personal assistants of their responsibilities and that of their employers. A universal information strategy has been developed and resources allocated to implement.

3.0   Emerging Issues

Consideration will need to be given to the implications for partnership working with the NHS following publication of the White Paper Quality & Excellence: Liberating the NHS.

The on going training programme has been expanded to include a programme of workshops developed to assess providers arrangements for the implementation of personalisation. Further work is being undertaken by the Transformation Team to develop a model for the future commissioning requirements for personal assistants given the anticipated increase in demand as a consequence of the personal budget uptake.

A survey has been undertaken to identify the training needs of personal assistants and the responses to the questionnaire will help us understand what sort of training and support personal assistants will need.

A risk enablement policy and process is in development to mitigate the potential safeguarding risks posed by individual budgets.

4.0   Service Objectives / milestones

4.1   Progress against 'key' objectives / milestones

Total	**5**	✔	4	?	1	✖	0

All key objectives/milestones are being reported in this section and details can be found in Appendix 1.

4.2 Progress against 'other' objectives / milestones

Total	**5**	✔	0	?	5	✖	0

There are five amber and no red objectives to report this quarter as detailed in Appendix 2.

5.0 Performance indicators

5.1 Progress Against 'key' performance indicators

Total	**3**	✔	2	?	1	✖	0

Details of 'key' indicators can be found in Appendix 3

5.2 Progress Against 'other' performance indicators

Total	**3**	✔	0	?	2	✖	1

There are 2 amber and only 1 red indicator as detailed in Appendix 4

6.0 Risk Control Measures

Where a Key Service Objective has been assessed and found to have an associated 'High' risk, progress against the application of risk treatment measures are normally only reported in quarters 2 and 4. However, due to the fact that work on the areas of risk is currently impending action is being reported this quarter in Appendix 5.

7.0 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.

8.0 Appendices

Appendix 1   Progress Against 'key' objectives / milestones

Appendix 2   Progress against 'other' objectives / milestones

Appendix 3   Progress against 'key' performance indicators

Appendix 4   Progress against 'other' performance indicators

Appendix 5   Progress against risk control measures

Appendix 6   Financial Statement

Appendix 7   Explanation of use of symbols

Appendix 1: Progress Against 'key' objectives / milestones

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

Milestones	Progress Q 1	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)	?	Commissioning Strategy is being updated. Discussions continue with the PCT on agreeing budget for transfer to the council in 2011
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)	✔	Training for safeguarding vulnerable adults has been agreed for this year , to date there has been increased uptake by staff. Agreed that there will be a joint sub group for safe recruitment across adults and children's services
Continue to establish effective arrangements across the whole of adult social care to deliver self directed support and personal budgets **Mar 2011** (AOF6)	✔	A training programme has been undertaken in conjunction with Helen Sanderson Associates to address the training needs of adult social care. A champions group has been developed to build confidence and expertise within teams.

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 1	Supporting Commentary
Continue to support the development of the LINks to ensure it provides an effective mechanism for community engagement **Mar 2011** (AOF 32)	✔	Regular meetings continue to take place between LINks and Senior managers in Adults And Community. Staff contribute to LINks workshops.
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)	✔	Potential sites and opportunities to develop Extra Care Housing continue to be explored on a regular basis. Cosmopolitan Housing Association has submitted a bid to build 90 units of Extra Care to the Homes and Communities Agency.

Appendix 1:   Progress Against 'key' 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 1	Supporting Commentary
No Key objectives/milestones identified.	-	-

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 1	Supporting Commentary
Continue to implement, monitor and review the rollout of the Single Assessment Process. **Mar 2011** *(AOF 6 & 7)*	**?**	Stage 3 of Implementation has been in place since Feb 2008. In Feb 2010 senior management agreed to the establishment of a "task and finish" group to complete an audit of implementation with staff. Feedback from this audit which took place in April/May confirms the view that implementation of SAP within Halton has not been across the whole system. A report detailing future implementation options will be taken to relevant organisational management teams in July 2010 for a decision.
Introduce Supporting People 'Gateway' or single point of access service **Mar 2011** *(AOF 6, 30 and 31)*	**?**	Timescales for introduction of gateway service linked to introduction of CBL scheme, so some delays. However, regional group has approved purchase of Abitras System, which offers a module for the provision of a gateway service.
Revise and update the Supporting People Plan to ensure effective services are in place (AOF 6) **Sept 2010**	**?**	Strategic direction for the programme approved in 2009/10 needs to be reconsidered in view of recent government announcements that grant levels may significantly reduce from 2011 However, work is underway to produce a plan taking proposed cuts into account.
Introduce a Choice Based Lettings scheme to improve choice for those on the Housing Register seeking accommodation **Dec 2010** *(AOF11and 30.)*	**?**	Some delays to progress with regional scheme in obtaining Board approvals. However, scheme is now progressing well, revised timescale for implementation is summer 2011.

Appendix 3: Progress Against 'key' performance indicators

Ref	Description	Actual 2009/10	Target 2010/11	Quarter 1	Current Progress	Direction of Travel	Supporting Commentary
Service Delivery							
PCS15	% of VAA Assessments completed within 28 days	69%	75%	77.7%	✔	⬆	Target exceeded. 18 completed cases for Quarter 1. Of which 14 were completed within 28 days.
NI 136	People Supported to live independently through Social Care Services	3297	3350	3448	✔	⬌	Performance in supporting people to remain in their own home remains consistent across all client groups. There has been slight reduction in those supported with a Physical and Sensory Disability and this fluctuation is due to death rates in Q1. A target has not yet been set for this PI.
NI 130	Social Care Clients receiving self directed support (DP's/Individualised Budgets)	16.80	30	10.87	?	⬆	Indicator based on clients and carers receiving self directed support as a percentage of clients and carers receiving community based services. In total 447 clients and carers are in receipt of self directed support.

Appendix 4:   Progress Against 'other' performance indicators

Ref	Description	Actual 2009/10	Target 2010/11	Quarter 1	Current Progress	Direction of Travel	Supporting Commentary

Cost & Efficiency							
PCS1	% of client group expenditure (ALD) spent on domiciliary care services (Previously AWA LI2)	33%	-	59%	?	⬇	Q1 for 10/11 actual is higher than Q1 09/10 actual. Due to creditor invoices outstanding it is difficult to compare.
PCS2	% of client group expenditure (PSD) spent on domiciliary care services (Previously AWA LI3)	28%	-	22%	?	⬇	Q1 for 10/11 actual is higher than Q1 09/10 actual. Due to creditor invoices outstanding it is difficult to compare.

Fair Access							
PCS 4	Percentage of adults assessed in year where ethnicity is not stated Key threshold <10% (Previously AWA LI4 & OP LPi5)	0.27	0.5	4.86	✖	⬇	The number of clients assessed where ethnicity is not stated relates to 17 clients. Exception reports are produced of these clients for Administration teams to action to ensure target will be met at year end.

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	✔	Preparation continues to progress
	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	?	Discussions continue with the PCT to agree final budget for next year for transfer
	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.	✔	Significant progress made. Action Plan in place- communication and publicity campaign underway- From April- June 10 52 households approached Housing Solutions for assistance –to date 17 cases have been successfully prevented from becoming homeless, 5 orders for suspended eviction have been obtained and the prevention fund has been used to assist four families. The current MRS case load is 10, out of which 2 at completion stage and the remaining 8 are at various stages throughout the process. The service has also successfully negotiated the re purchase of a shared ownership property with a local RSL.

Appendix 6: Financial Statement

ADULTS & COMMUNITY – PREVENTION & COMMISSIONING

Revenue Budget as at 30th June 2010

	Annual Revised Budget £'000	Budget To Date £'000	Actual To Date £'000	**Variance** **To Date** (overspend) £'000	ctual Including Committed Items £'000
Expenditure					
Employees	4,080	1,012	1,061	(49)	1,359
Premises Support	4	0	0	0	0
Other Premises	47	30	31	(1)	58
Supplies & Services	1,268	188	180	8	171
Contracts & SLA's	448	139	141	(2)	141
Transport	60	15	16	(1)	16
Community Care:					
Residential Care	4,201	900	844	56	844
Nursing Care	1,423	320	205	115	205
Homecare	3,742	827	691	136	691
Direct Payments	2,863	614	628	(14)	628
Supported Living	576	123	127	(4)	127
Day Care	235	50	39	11	39
Supporting People Payments to Providers	6,861	1,598	1,599	(1)	1,599
Other Agency	237	35	32	3	32
Asset Charges	61	0	0	0	0
	26,106	**5,851**	**5,594**	**257**	**5,910**
Total Expenditure					
Income					
Residential Fees	-1,502	-437	-392	(45)	-392
Nursing Fees	-331	-5	-2	(3)	-2
Direct Payment charges	-91	-21	-22	1	-22
Fees & Charges	-564	-130	-132	2	-132
Receivership Income	-19	-5	-9	4	-9
Sales Income	-21	-3	-2	(1)	-2
Rents Income	-100	-100	-100	0	-100
PCT reimbursement for salary costs	-488	0	0	0	0
Other PCT reimbursements	-233	-25	-28	3	-28
Government Grant Income:					
Supporting People Main Grant	-661	-159	-158	(1)	-158
Social Care Reform Grant	-653	-653	-653	0	-653
Mortgage Rescue Scheme	-78	-78	-78	0	-78
Homelessness Grant	-30	-30	-31	1	-31
Aids Support Grant	-11	0	0	0	0
Learning Disabilities Campus Closure	-94	-94	-94	0	-94
Other Income	-9	-8	-12	4	-12
	4,885	**-1,748**	**-1,713**	**(35)**	**1,713**
Total Income					
	21,221	**4,103**	**3,881**	**222**	**4,197**
Net Expenditure					

Appendix 6: Financial Statement

Comments on the above figures:

In overall terms revenue spending at the end of quarter 1 is £222k below budget profile, due to expenditure relating to the community care budget being less than anticipated at this stage of the financial year.

The ongoing transfer of expenditure to continuing health care funding continues during the first quarter of the financial year however service users packages are now being reviewed by the Primary Care Trust and some have been found to longer met the continuing health care criteria. These service users care packages will now be met from the Local Authority's community care budget and this budget must be scrutinised closely throughout the year to ensure a balanced budget at year end. The community care budget, including income, is currently £252k under budget profile. The Community Care budget, across the Directorate, will be realigned during quarter2 to reflect more accurately services provided to service users.

Employee costs are over budget profile by £49k due to the Principal & Practice Managers receiving back dated pay relating to the Job Evaluation process totalling £61k.

PREVENTION & COMMISSIONING
Capital Budget as at 30th June 2010

	2010/11 Capital Allocation £000	Allocation To Date £000	Actual Spend To Date £000	Allocation Remaining £000
IT	128	32	0	128
Total Spending	**128**	**32**	**0**	**128**

HOUSING STRATEGY & SUPPORT SERVICES
Capital Projects as at 30th June 2010

	2010/11 Capital Allocation £'000	Allocation To Date £'000	Actual Spend To Date £'000	Allocation Remaining £'000
Private Sector Housing				
Housing Grants/Loans	168	42	90	78
Disabled Facilities Grants	25	6	0	25
Joint Funding RSL Adaptations	278	70	74	204
Energy Promotion	37	9	0	37
Housing Program 2009-2011 SCE	1,640	410	36	1,604
Housing Program 2009-2011 DFG	568	142	0	568
Unallocated c/fwd	1,366	341	0	1,366
	4,082	**1,020**	**200**	**3,882**

Appendix 7: Explanation of Symbols

Symbols are used in the following manner:

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

Direction of Travel Indicator

Where possible <u>performance measures</u> 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.*