

QUARTERLY MONITORING REPORT

DIRECTORATE: Health & Community
SERVICE: Health & Partnerships
PERIOD: Quarter 4 to year-end 31 March 2007

1.0 INTRODUCTION

This quarterly monitoring report covers the Health & Partnerships Department fourth quarter period up to 31 March 2007.

Given that there are a considerable number of year-end transactions still to take place a Financial Statement for the period, which will be made available in due course, has not been included within this report in order to avoid providing information that would be subject to further change and amendment.

The way in which traffic light symbols have been used to reflect progress to date is explained in Appendix 6

It should be noted that this report is presented to a number of Policy and Performance Boards. Those objectives and indicators that are not directly relevant to this Board have been shaded grey.

2.0 KEY DEVELOPMENTS

Direct Payments

The number of service users in receipt of Direct Payments continues to rise. Currently there are 357 service users and 126 carers receiving their services via a Direct Payment.

Appointee & Receivership

The Appointee & Receivership service continues to be considerably oversubscribed. Measures are in hand to reduce the numbers of service users receiving this service, so that a better quality service can be delivered. Discussions are at an initial stage to pilot the transfer of some appointeeships to a local 'not-for-profit' company, with checks being made into the background of the company and reasonableness of future charges to service users.

Human Resources

Protection of Vulnerable Adults Policy, Procedure and Practice updated and distributed to all relevant managers.

National Minimum Dataset for Social Care – organisation questionnaires completed for all regulated services.

Consumer Protection

Warrington Borough Council will be initiating a project and pulling together a project team to move forward the proposals to deliver the Consumer Protection Service for both Halton and Warrington. Staff and Trade Unions from both authorities will be involved in the project from the outset. There are key risks to be managed: the partnership may prove too costly or fail to generate the required efficiencies and we will therefore need to focus on reducing internal management and administration costs.

As part of his recent Budget statement the Chancellor announced the publication of the findings of Peter Rogers, Chief Executive of Westminster City Council, recent review on regulatory policy prioritisation. Five priority areas have been highlighted for Environmental Health and Trading Standards Services. The two priorities that will impact on the work of the Consumer Protection Service are “Alcohol, entertainment and late-night refreshment licensing and its enforcement” and “Fair Trading (trade description, trade marking, mis-description and doorstep selling)”.

The national launch of the web-based system for the registration of births and deaths took place on 26 March 2007. Significant problems have been experienced both with the national Registration On Line database and with the Council’s IT infrastructure.

Housing

The revised Private Sector Housing Renewal Strategy was approved by Executive Board in March 07.

Contracts/Supporting People

Supporting People (SP) and the contracts team have been merged to improve the effectiveness of the service. In conjunction with ALD services, the contracts team successfully procured care services for the new respite service at Bredon, Palacefields.

A project team has been established to reconfigure/procure domiciliary care services. An outline project plan was presented to provider agencies in March.

The Supporting People Commissioning Body approved the development of the following short-term pilot services:

- Homelessness intervention/prevention welfare service
- Expanded LD floating support service

Carers’ Centres

Discussions relating to the transfer of the Carers’ Centres to the voluntary sector have identified two main options. Option one involves

establishing an independent Princess Royal Trust for Carers' Centre for Halton. The second option would involve merging Halton's local authority run Carers' Centre with St Helens Carers Centre. Discussions will be ongoing. They would then be aware of the outcome of the Government's comprehensive spending review and the Council's ability to enter into associated financial commitments.

3.0 EMERGING ISSUES

Direct Payments

A Pilot Scheme delivering Individualised Budgets will be in place by the end of 07/08. Staffing resources within the Client Finance Team are currently being considered to deliver this pilot.

Human Resources

The completion of the individuals' questionnaire for the National Minimum Dataset for social care will be required during 2007/08 and will impact upon resources. A working group will be set up April 2007 to progress this requirement.

Performance Management

A new Performance Assessment Framework for Adults and Older People that will focus on outcomes has been developed by CSCI. The Directorate continues to review how outcomes are measured by all services, and is working with the NW Leads Performance organisation to provide information to CSCI.

Consumer Protection




The Executive Board has agreed to the pursuance of new governance arrangements for the delivery of the Registration Service. All the necessary information has been given to the General Register Office in order for them to draft a new Scheme.

Housing

Work is advanced sub regionally in developing a Liverpool City Region Housing Strategy as part of the sustainable communities workstream under the City Region Development Programme. It will seek to ensure the "housing offer" supports the planned economic growth within the City Region. Cross authority endorsement is likely to be sought early in 2007/08.




A number of workstreams are being developed in an effort to reduce homeless presentations and the use of temporary accommodation. Examples include a rent deposit scheme, a new SP funded welfare/prevention service, and increased use of HDL to filter applications/signpost clients to appropriate support services.

4.0 PROGRESS AGAINST KEY OBJECTIVES / MILESTONES

Total	11		8		N/A		3
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Of the eleven key objectives for the service, eight have made satisfactory progress and have been achieved by the year end point. Three have not been completely achieved. For further details, please refer to Appendix 1.

4.1 PROGRESS AGAINST OTHER OBJECTIVES / MILESTONES

Total	12		8		N/A		4
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Of the twelve other objectives for the service, eight have made satisfactory progress and have been achieved by the year end point. Four have not been completely achieved. For further details, please refer to Appendix 2.

5.0 SERVICE REVIEW

Direct Payments

Promotions to increase the uptake of Direct Payments continue through events for professionals, carers and voluntary organisations.

Appointee & Receivership

Work continues to reduce the numbers accessing the service in order to provide a more responsive and qualitative service. Refer to item in section 1.0, Key Developments.

Housing

A project group has been established to reconfigure homelessness services. Some of the early outcomes are described in section 3 above.

Contracts/Supporting People

The Supporting People Commissioning Board has now approved all service review reports.

Commissioning (Mental Health)

Following the CSCI visit, Halton received the Improvement Review Report in March 07. It identified the areas that require improvement – leadership, partnership and integration, service user and carer

experience and involvement, assessment and care planning, interface and transition between services.
 An action plan will be developed to address the areas requiring improvement and will be monitored by CSCI and the Healthcare Commission.

6.0 PROGRESS AGAINST KEY PERFORMANCE INDICATORS

Total	6		5		N/A		1
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Of the six key performance indicators for the service, five have made satisfactory progress and the target has been achieved by the year end point. One target has not been achieved. For further details, please refer to Appendix 3.

6.1 PROGRESS AGAINST OTHER PERFORMANCE INDICATORS

Total	24		17		N/A		7
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Of the twenty-four key performance indicators for the service, seventeen have made satisfactory progress and the target has been achieved by the year end point. Seven indicators have not achieved target. For further details, please refer to Appendix 4.

7.0 PROGRESS AGAINST LPSA TARGETS

There are no current LPSA targets for this service.

8.0 RISK CONTROL MEASURES

During the production of the 2006-09 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.

At the half-year stage, all relevant risk treatment measures have been implemented for key service objectives that were initially assessed as high risk in the Directorate Risk Register.




9.0 PROGRESS AGAINST HIGH PRIORITY EQUALITY ACTIONS

During 2005/06 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.



There are no High priority equality actions for this service.

10.0 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- Explanation of traffic light symbols

Service Plan Ref.	Objective	2006/07 Key Milestone	Progress to date	Commentary
HP1	Review the Fairer Charging Policy	<p>The revised Fairer Charging Policy will be implemented</p> <p>Income generation using the revised Fairer Charging policy will be monitored</p>		Community Care Charges for services have been consulted on and new charges were agreed by Exec Sub on 29/3/07. A new charging Policy Group will convene in May 2007.
HP2	Maximise the number and range of people using Direct Payments.	<p>Promote and continue to develop DP and ensure that support, advice, and information is offered.</p> <p>Explore the delivery of Individualised Budgets</p>		<p>Numbers in this quarter continue to rise, again with a great emphasis on carers receiving funding for support.</p> <p>A steering group has been formed to oversee the implementation of the Individualised Budgets pilot scheme, which will be in place by the end of 07/08.</p>
HP3	Develop IT solutions which enable delivery of services electronically in support of the e-Government agenda	<p>A pilot of remote working systems will be implemented and evaluated.</p> <p>The first phase of the electronic social care record system will be implemented in 2006 to meet e-government requirements by 2008.</p>		<p>The Mobile working project was delayed because of problems with supply of 14 Tablet PC's which have now been replaced by laptops and care currently being set up.</p> <p>CareStore has been purchased and C&YP are using the HDL Contact centre to scan documents which H&C will review as part of the project.</p>





**APPENDIX ONE – PROGRESS AGAINST KEY OBJECTIVES/ MILESTONES
Health & Partnerships**

Service Plan Ref.	Objective	2006/07 Key Milestone	Progress to date	Commentary
HP5	Develop a three year financial strategy, matching funding to changing service requirements	Develop three year financial strategy for each service area, in conjunction with the commissioning strategies		Completed – needs linking to Government Comprehensive Spending Assessment and alignment of the information into future commissioning strategies
HP6	Develop and implement Halton's 5yr Supporting People Strategy to meet the needs of vulnerable people locally.	<p>Delivery of strategic objectives identified for action 2006/7</p> <p>Commence renegotiation of high cost contracts.</p> <p>Develop financial plan for 2007/8</p>		<p>Good progress has been made against targets in strategy:</p> <ul style="list-style-type: none"> • Develop 6 bed unit-young single homeless-achieved - Orchard House opened in 2006 • Develop 2 bed unit for MH-achieved –Pickering close Opened in 2005. • Develop 42 units of extra care housing for OP-achieved- Dorset gardens opened in 2006. • Increase provision for drug and Alcohol by 4units- target achieved-increase in SHAP contract from 7 to 11units at no additional cost. • Target to encourage development of 2 private developments of sheltered housing for sale- achieved –2 private developers withdrew-1 opened by McCarthy Stone in Widnes. • Develop 6 units of support for


**APPENDIX ONE – PROGRESS AGAINST KEY OBJECTIVES/ MILESTONES
Health & Partnerships**

Service Plan Ref.	Objective	2006/07 Key Milestone	Progress to date	Commentary
HP6 continued				<p>ex-offenders-target exceeded-new pilot service for drug using ex-offenders-30units. In addition HHT have approved an additional 6 units of supported accommodation for ex-offenders in 2007/8.</p> <ul style="list-style-type: none"> • Teenage parents-target exceeded-new service for young homeless and teenage parents-20units carr-gomm. <p>Reconfiguration of generic floating support-target achieved-over 50% now client specific at no extra cost.</p> <p>Good progress with reconfiguration of Adults with Learning Disabilities services- SP savings to date over £300,000 pa.</p> <p>Gross savings through contract negotiations approx £700,000pa</p> <p>Target to develop financial planning strategy linked to govt announcement on long-term funding-on target to be developed in response to announcement.</p>
HP11	Review and consult on local housing strategy, in partnership with stakeholders, and report on progress and new developments annually	Produce annual progress statement by Summer 2006		An annual progress statement was submitted to the Housing Partnership in September 2006.



**APPENDIX ONE – PROGRESS AGAINST KEY OBJECTIVES/ MILESTONES
Health & Partnerships**

Service Plan Ref.	Objective	2006/07 Key Milestone	Progress to date	Commentary
HP12	Develop and consult on strategic homelessness service and ensure that homelessness services are delivered in accordance with Agency Agreement	Implement service changes where necessary		A formal review of the current Homelessness Strategy has been deferred whilst efforts are focussed on developing the homelessness prevention approach to reduce presentations and reliance on the use of B&B. The strategy review will probably now commence in the Autumn.
HP13	Ensure that sufficient longer-term cemetery provision exists to meet the future needs of the Halton community.	Present options to members for decision and formulate project plan to deliver preferred option		The options appraisal work requested by members has commenced but will roll forward into 2007/2008. This will delay member decision but will ensure that all appropriate options will have been considered.
HP15	Reduce the access that children and young people have to certain age restricted products by developing and implementing an under-age-sales strategy, informed by the results of previous research and activity, and having regard to the joint national enforcement statement issued in November 2005.	Strategy developed and implementation commenced		The strategy has been developed and is constantly evolving based on the additional information the Service receives throughout the year. Implementation has commenced.
HP16	Improve Access to the service for the socially excluded (Consumer Protection)	Resources permitting, implement 20% of actions in the action plan (developed from the consultation in 2005) by the end of 2007 or research possible opportunities for external funding of actions by end Dec 06		Some 20% of the actions have now been completed. A number of actions have been taken to raise the profile of the Service in the 5 most deprived wards via contact with all primary schools in those wards and by attendance at 'coffee mornings' at two of the schools plus 3 sessions on current "scams" at the Brow Primary School in Castlefields.




APPENDIX ONE – PROGRESS AGAINST KEY OBJECTIVES/ MILESTONES
Health & Partnerships

Service Plan Ref.	Objective	2006/07 Key Milestone	Progress to date	Commentary
HP16 continued				Relationships with community groups that are likely to come into contact with the most disadvantaged consumers have been enhanced and a system of alerting such groups to current scams has been developed. A beer-mat campaign advertising the service has been launched.
HP20	Ensure the smooth transfer of statutory Registration officers to local authority employment once legislation permits	Career development & training needs identified as legislative changes are implemented during 2007/08.		Officers have been consulted on the new registration scheme and are awaiting the results of job evaluation. New letters of appointment will be produced by Personnel in time for the proposed scheme change on 4 July 2007.




**APPENDIX ONE – PROGRESS AGAINST KEY OBJECTIVES/ MILESTONES
Health & Partnerships**

Service Plan Ref.	Objective	2006/07 Key Milestone	Progress to date	Commentary
HP4	Ensure effective information management systems are in place	<p>To ensure security of information in line with Caldicott principles</p> <p>Develop information governance</p> <p>Implement requirements of Freedom of Information Act and Data Protection Act</p> <p>Full financial mapping with each service area</p>		<p>Caldicott principles are being followed.</p> <p>Information Governance in Social Care is still to be introduced although a new Toolkit is available no deadlines have been set.</p> <p>FOI procedures are well established.</p> <p>Full financial mapping is now well under way across H&C</p>
HP7	<p>Work with Operational Managers to produce a performance management framework that meets their needs.</p> <p>Provide high quality performance monitoring and management information to improve the quality of information and report service delivery to assist services to continuously improve</p>	<p>Implement Performance Monitoring Framework for each service area</p> <p>Manage data quality issues through the use of reporting mechanisms as part of overall performance management</p> <p>Consult and implement Performance Monitoring Framework for each service area</p>		<p>A Performance Management Framework has been implemented which directs the flow of performance information throughout the year.</p> <p>Data quality reports are circulated to all teams and subsequent actions are progress chased.</p> <p>All operational teams have established Performance Management Groups and frameworks. The teams are advised and supported by an allocated performance specialist on what actions they need to take</p>




**APPENDIX TWO – PROGRESS AGAINST OTHER OBJECTIVES/ MILESTONES
Health & Partnerships**

Service Plan Ref.	Objective	2006/07 Key Milestone	Progress to date	Commentary
HP7 continued				throughout the year to demonstrate and improve performance. The performance dashboard is being launched w/b 14 th May 2007 so that performance information is accessible from the desktop.
HP8	Develop workforce plans to ensure that there are appropriate resources to deliver services	Review and update the Directorate Workforce plan		The Workforce Development Plan for 2006/07 has been reviewed. The WDP for 2007/08 has been drafted ready to be approved at SMT during April 2007.
HP9	Deliver and improve a range of services and support for carers, according to the Halton Carers Strategy	Develop and implement an effective carer and service user involvement strategy		The Directorate developed a Service User and Carer Payments Policy during 2006/7. It was not approved at Corporate level and therefore could not be implemented during 2006/7. It has now received full approval and a pilot project will commence from 30 th April 2007
HP10	Develop and implement joint commissioning strategies in each service area, in partnership with key stakeholders, service users and carers, that fully reflect national and local priorities and the social inclusion agenda Develop robust contract management and monitoring arrangements across all service areas.	Review and revise all strategies in the light of changing national and local priorities. Ensure consolidation of strategy format takes place. Evidence is available for all contracts or SLAs, which demonstrates quality and VFM and can		Strategies in place for ALD, OP, MH. PSD strategy and action plan drafted and on target for July 07. Work to merge Supporting People and Contracts teams will ensure robust contracts management is priority in monitoring Framework &


**APPENDIX TWO – PROGRESS AGAINST OTHER OBJECTIVES/ MILESTONES
Health & Partnerships**

Service Plan Ref.	Objective	2006/07 Key Milestone	Progress to date	Commentary
HP10 continued		be used to plan and commission / decommission future services.		Minimum Data Set agreed re: Voluntary Sector Contracts
HP14	Enable members to make informed decisions about crematorium facilities in the Borough, with particular regard to the issue of mercury abatement.	Present options to members for development of longer-term policy		Options presented to members via Executive Board Sub Committee meetings in May and June 2006. Policy agreed.
HP17	Introduce prevention measures to protect vulnerable adults from falling pray to doorstep crime	<p>Research the possibility of funding in order to implement a Voice Connect system for vulnerable adults for the purpose of Doorstep crime alerts.</p> <p>Seek funding for a pilot 'No Cold-callers Zone' in one street.</p>		<p>Funding has been identified for 2007/2008 and work on the Voice Connect ICAN system will commence in April 2007.</p> <p>Once funding was identified, a two-street No-Cold-Calling-Zone was set-up in Widnes.</p>
HP18	Identify and implement improvements to the Registration Service from intelligence gleaned from surveys of customers each year, to ascertain their views on the quality and scope of services provided	<p>Survey all customers visiting the office during a particular week in the first quarter of 07</p> <p>Survey all couples marrying during one of the peak summer months of 2006</p>		<p>Service improvements that flowed from 2005/2006 surveys included supplying maps covering the register office to all couples and the simplification of information pages for marriages and civil partnerships</p> <p>The marriage survey in September had a 33% response rate. Of these 100% said they were extremely</p>

**APPENDIX TWO – PROGRESS AGAINST OTHER OBJECTIVES/ MILESTONES
Health & Partnerships**

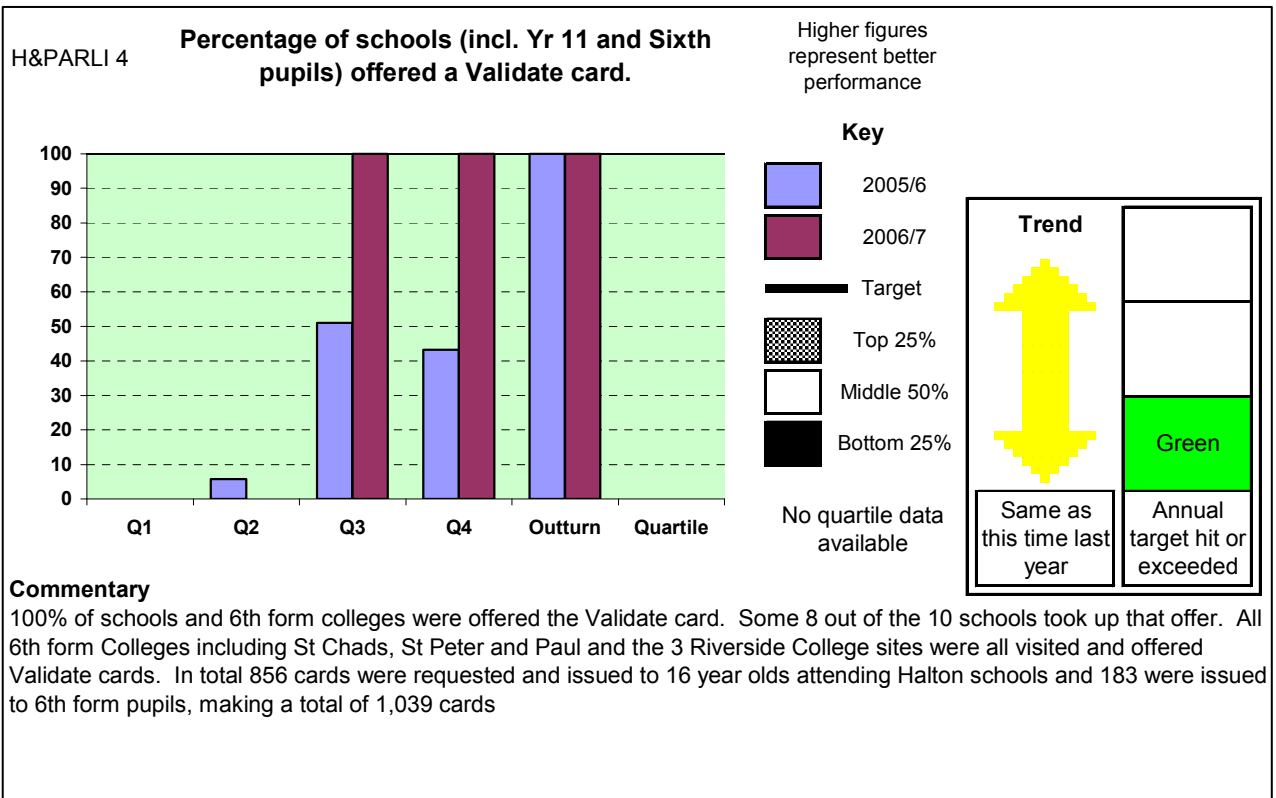
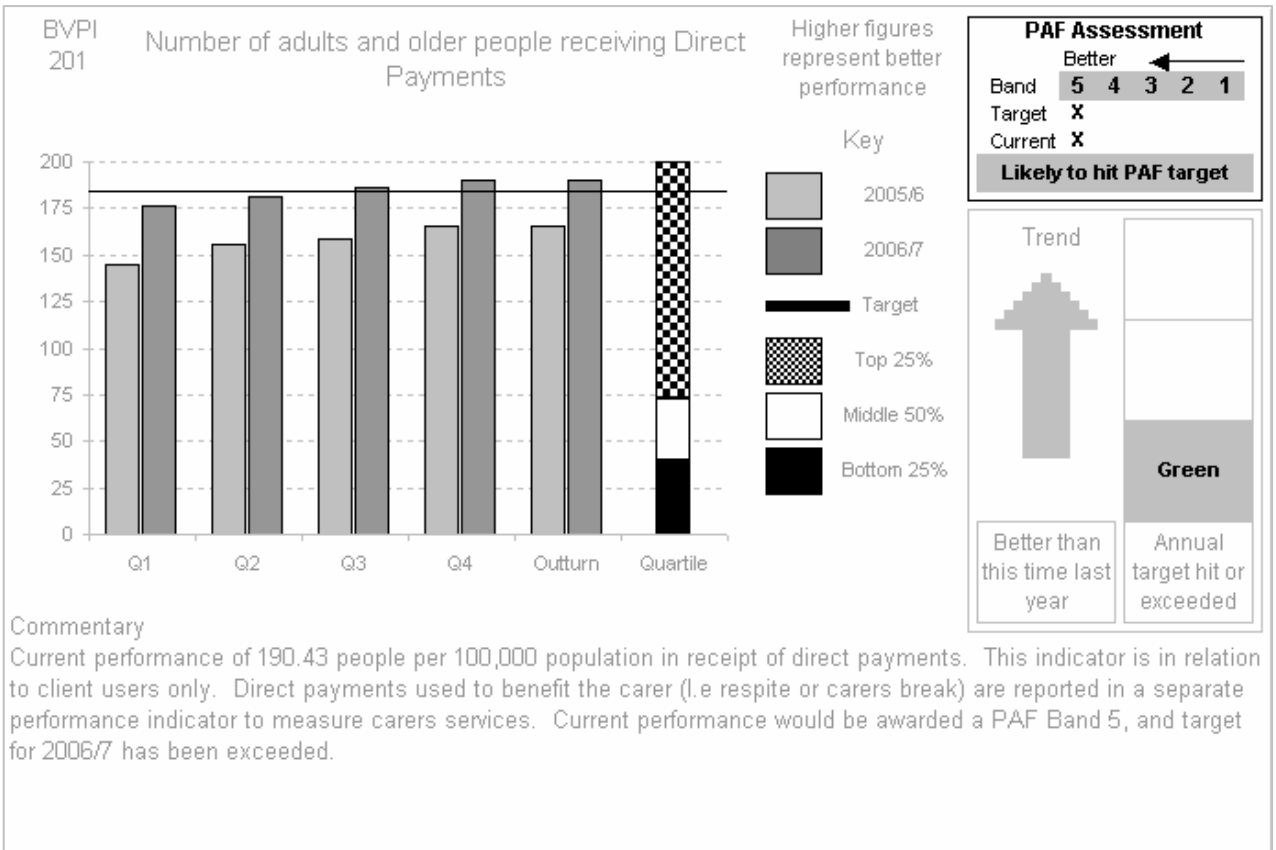
Service Plan Ref.	Objective	2006/07 Key Milestone	Progress to date	Commentary
HP18 continued		Analyse results by 31.12.2006 Implement any service improvements from previous year's survey by end 2006		satisfied with the service, both when organising the event and on the day of the marriage. 100% said it represented good value for money and that the facilities offered and service given could not be improved upon.
HP19	Ensure that the Council meets its statutory responsibilities with regard to the provision of Civil Partnership registrations	Procedures agreed and structure in place for provision of ceremonies in 2006		A total of 17 civil partnership registrations have been conducted since 1 April 2006.
HP21	All supervisors to discuss and record within EDR and monitored in supervision, work life balance issues with staff ensuring that staff are fully aware of Council policy	Work life balance policies distributed and communicated to staff and monitored via staff supervision audit process		Due to a reprioritisation of activity around the development of a Work Life Balance Strategy, it has not been possible to undertake the audit process this year. A Corporate Work-life Balance Strategy has been drafted to strengthen work-life balance initiatives across the Council.
HP22	Identification of staff with caring responsibilities	Identify staff as carers. Provide staff with information to enable them to be supported with flexible working		Eight HBC employees responded to the messages inserted on the salary document. Four of these were Halton residents and have been referred to receive carer support. The Carer Development Team now have a presence at Corporate Induction courses to help identify Carers.

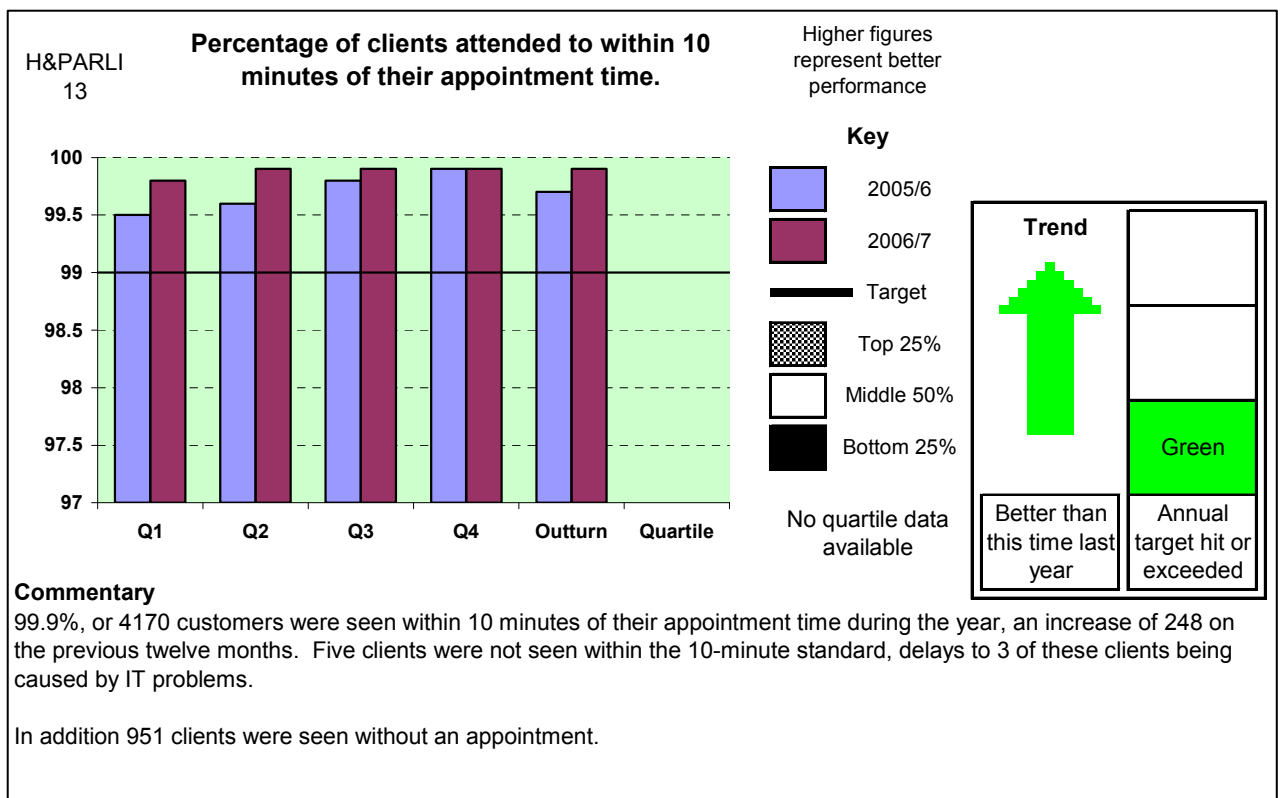
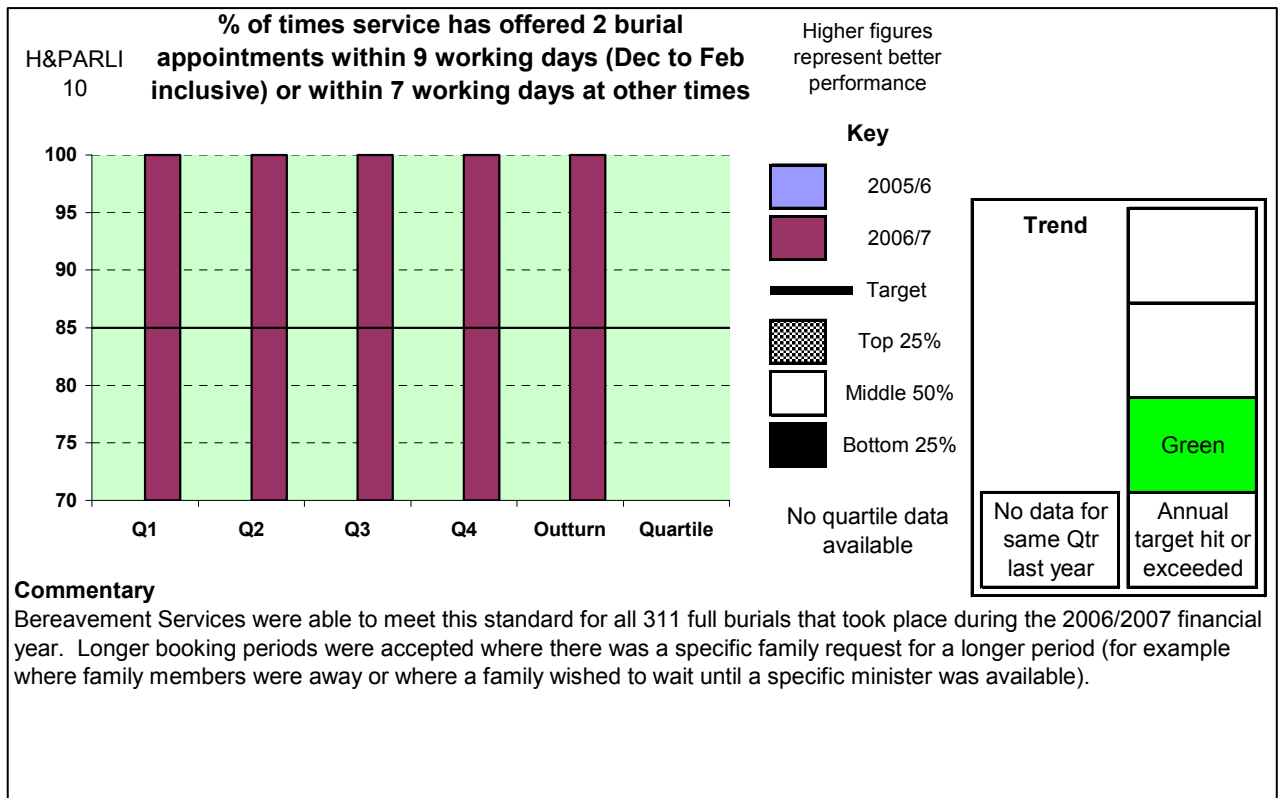
APPENDIX TWO – PROGRESS AGAINST OTHER OBJECTIVES/ MILESTONES
Health & Partnerships

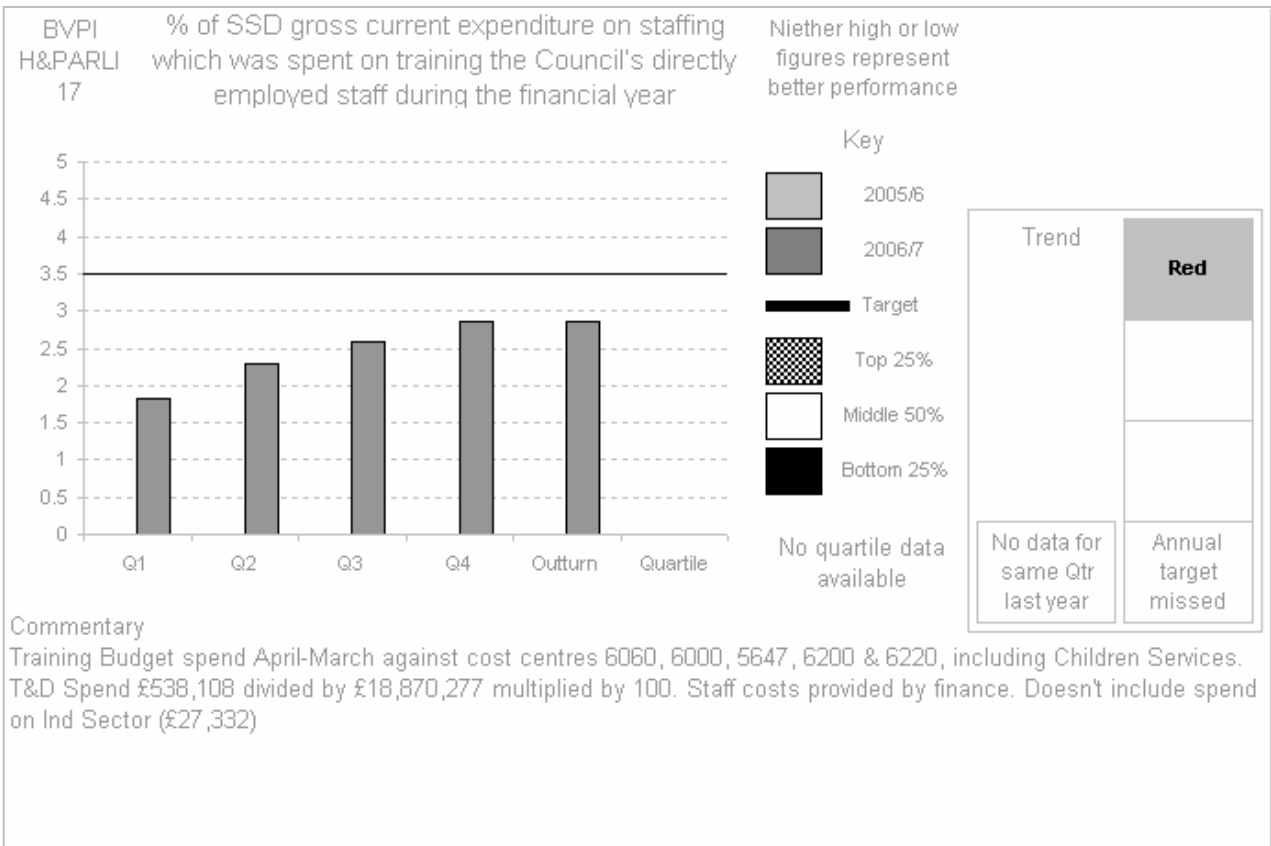
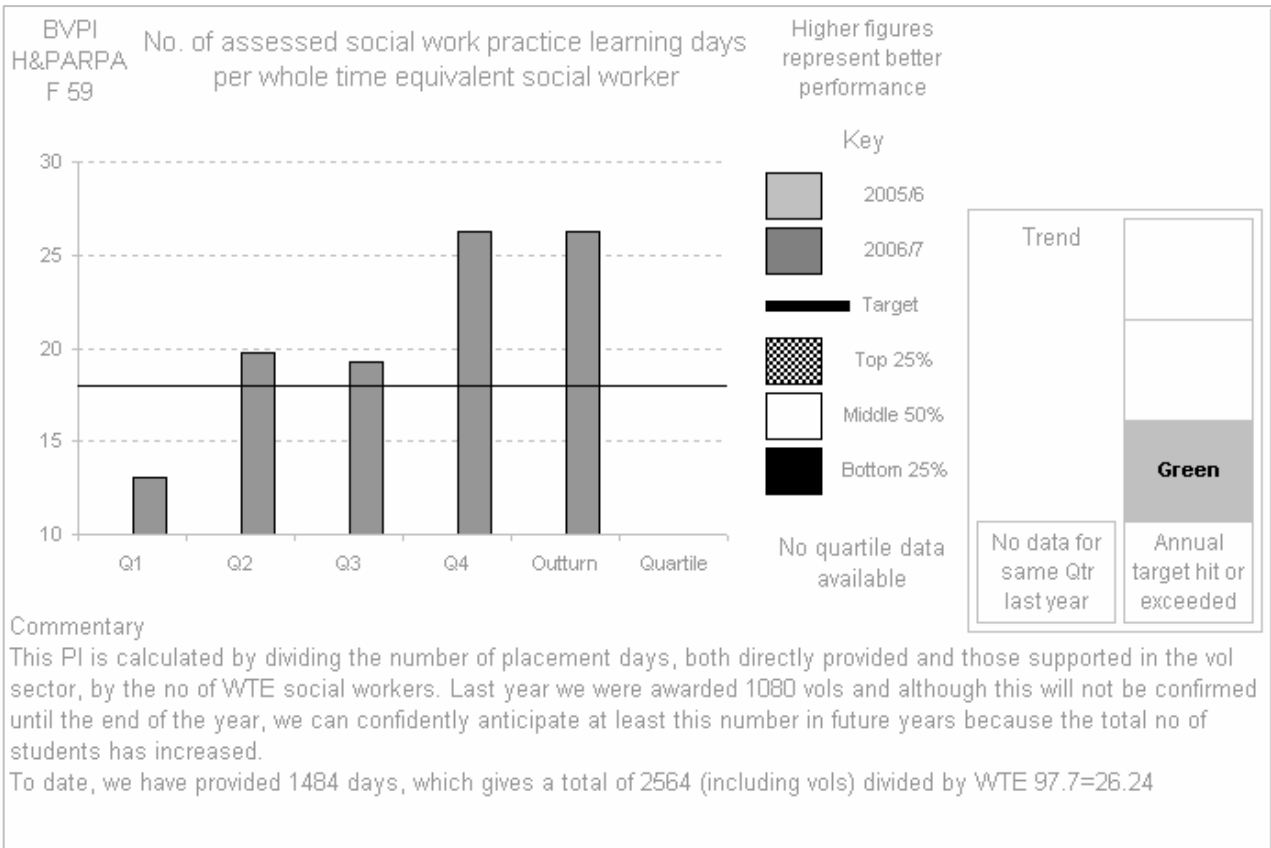
Service Plan Ref.	Objective	2006/07 Key Milestone	Progress to date	Commentary
HP22 continued				<p>A message aimed at identifying carers employed within HBC has been inserted in the monthly salary document three times during 2006/2007. It is planned to repeat this three times in the forthcoming year.</p> <p>A section on working carers has been inserted into the HBC Work life Balance Strategy.</p> <p>One event planned for Carers Week 2007 will be targeted at HBC employee's who are carers</p>
HP23	To develop a comprehensive Health Improvement Strategy	<p>Implementation of Health Improvement Strategy</p> <p>Mapping exercise conducted of all local health or associated partnerships.</p> <p>Self-assessment performance tool adopted.</p>		<p>We already have a Baseline Report and Health Equity Audit, which are in the process of being brought together to form a Health Improvement Strategy.</p> <p>This has been done and shared with the PCT.</p> <p>The Joint Halton & Warrington Youth Offending Service use the OPDM Partnership Audit Tool and as a result have their partnership agreement. Use has also been</p>

**APPENDIX TWO – PROGRESS AGAINST OTHER OBJECTIVES/ MILESTONES
Health & Partnerships**




Service Plan Ref.	Objective	2006/07 Key Milestone	Progress to date	Commentary
HP23 continued		<p data-bbox="990 437 1285 533">Analysis conducted of authorities similar to HBC.</p> <p data-bbox="990 571 1267 667">Production of Health Impact Assessments bundle.</p>		<p data-bbox="1536 268 1993 399">made of this model for a new partnership emergency duty tram service which is across St. Helens and Halton.</p> <p data-bbox="1536 437 2007 501">A benchmarking exercise has been conducted.</p> <p data-bbox="1536 571 2007 804">An example of the utilisation of HIA is with respect to proposals for all-day drinking. Joint training has recently been delivered to council and PCT staff on health needs assessment and health impact assessments.</p>











APPENDIX THREE – PROGRESS AGAINST KEY PERFORMANCE INDICATORS
Health & Partnerships

Ref	Indicator	Actual 05 / 06	Target 06 / 07	Quarter 4	Progress	Commentary
Service Delivery Indicators.						
PAF C62	The number of carers receiving a specific carers service as a percentage of clients receiving community based services	7.04	9%	8.45%		Figure provided is as at end February 2007, target may still be achieved. Final year end figure not yet known as admin staff are still back loading data onto Carefirst.
BVPI 166b	Score against a checklist of enforcement best practice for Trading Standards	100%	100%	100%		This 'year end' best value performance indicator provides an indication of the performance of Halton's Consumer Protection Service when measured against a checklist of enforcement best practice. The checklist has regard to written enforcement policies, risk based inspection programmes and sampling and surveillance regimes, educational and information programmes, customer complaint/enquiry processes, benchmarking and consultation arrangements and performance reporting mechanisms.
BVPI 64	Number of private sector dwellings returned into occupation or demolished as a direct result of action by the local authority.	0	2 ¹	2		The target has been achieved.





1 Target for BVPI 64 – due to the low number of empty properties in Halton, along with the absence of grants to encourage landlords to take on and improve any empty properties, the target is set below bottom quartile figure.

Ref	Indicator	Actual 05 / 06	Target 06 / 07	Quarter 4	Progress	Commentary
BVPI 183a	The average length of stay in B&B accommodation of homeless households that are unintentionally homeless and in priority need (weeks)	1.86	1.8	4.92		Estimated figure. Increased homeless presentations, coupled with a reduction in the supply of relets, has resulted in a fall in performance. A Project Group has been established to redesign homelessness services to address this problem.
BVPI 183b	The average length of stay in hostel accommodation of homeless households that are unintentionally homeless and in priority need ²	0	0	0		Halton does not have any accommodation that that falls into the criteria of a hostel.
BVPI 202	Number of Rough Sleepers	N/A	0	0 est		This is an estimate as there has not been a formal rough sleepers count since March 2004. One is planned for Autumn 2007.
BVPI 203	The % change in the average number of families placed in temporary accommodation	10.85%	13.0%	16.66%		Estimated figure. See comments for BV 183a above.
BVPI 213	The number of households who considered themselves as homeless, who approached the LA housing advice service, and for whom housing advice casework intervention resolved their situation (expressed as the number divided by the number of thousand households in the Borough)	0	1.06	0.3		Estimated figure. Whilst this is an improvement over 2005/06, it is below the target for 2006/07. Improved performance should result in 2007/08 from the initiatives being developed under the homelessness service redesign.





² Halton does not have any accommodation that falls within the definition of a hostel as stated in the guidance for this indicator.

Ref	Indicator	Actual 05 / 06	Target 06 / 07	Quarter 4	Progress	Commentary
BVPI 214	The proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same LA within the last 2 years	4.89	9.5%	1.26%		Estimated figure. Performance was significantly better than the target, evidence of the success of the support services developed under the Supporting People programme.
BVPI 225 Part 8	<i>Has there been a reduction in the percentage of cases accepted as homeless due to domestic violence that had previously been re-housed in the last 2 years by that LA as a result of domestic violence</i>	-	-7.5%	YES		The wording of this PI has changed from the % reduction in cases to whether or not there has been a reduction. The provisional outcome is that there were no repeat cases during 2006/07.
HP/ LPI 1	Percentage of SSD directly employed staff that left during the year.	7.4%	13.5%	7.69%		We monitor and analyse all exit interview questionnaires every six months to continually improve our systems and processes to further aid retention, as well as regularly reviewing policies and procedures in relation to retention, such as Exit Interview Policy, Procedure and Practice, Recruitment and Retention Strategy, etc.
HP/ LPI 2	Percentage of Social Services working days/shifts lost to sickness absence during the financial year.	7.94%	7.5%	7.98%		% figure subject to validation as part of the SAS process



**APPENDIX FOUR – PROGRESS AGAINST OTHER PERFORMANCE INDICATORS
Health & Partnerships**

Ref	Indicator	Actual 05 / 06	Target 06 / 07	Quarter 4	Progress	Commentary
HP/ LPI 3	% of Halton pupils completing a survey on the supply of age restricted products	60% of appropri ate School year	45% of appropri ate School year	70%		<p>A cigarettes survey was carried out in relation to Year 9 pupils. The 70% response rate far exceeded the 45% target we aimed for. This increases the validity of the results.</p> <p>We have received the individual school reports, which Officers are working through in order to provide information to tackle future problems. We are awaiting the full Halton report so we can produce a list of relevant intelligence based actions for the coming year.</p>
HP/ LPI9	Carry out all cremations within 24 hours of receipt of written instructions.	100%	100%	100%		A total of 587 cremations took place during the 2006/2007 financial year.
HP/ LPI 12	Applications for current certificates processed on the day of receipt.	98.3%	99%	99.7%		1035 applications for current certificates were received during the year. Of these 1032 were issued on the day of receipt.
HP/ LPI 18 (Based on BVPI 8)	The percentage of undisputed invoices which were paid in 30 days (BVPI 8)	89%	95%	96%		Target achieved due to improved monitoring and weekly chasing of invoice authorisers by the Financial Services team to ensure prompt payment.



APPENDIX FOUR – PROGRESS AGAINST OTHER PERFORMANCE INDICATORS
Health & Partnerships

Ref	Indicator	Actual 05 / 06	Target 06 / 07	Quarter 4	Progress	Commentary
Quality of Service Indicators.						
HP/ LPI 7	Percentage of consumer service users satisfied with the Trading Standards Service, when last surveyed	New for 06/07	88%	80%		It should be noted that the above relates to the return of only 1 consumer feedback form plus 4 returned questionnaires. The low return rate, which included a single expression of dissatisfaction, has resulted in a failure to meet the locally set target. Consultation methods are to be reviewed in light of the poor return rate.
HP/ LPI 8	Percentage of Business service users satisfied with the Trading Standards Service, when last surveyed	New for 06/07	88%	100%		Target exceeded, but note that the above relates to only 7 trader feedback forms plus 18 returned questionnaires.
HP/ LPI 11	Percentage of Bereavement Service users who rated the staff courteousness / helpfulness as reasonable / good / excellent when last surveyed	New for 06/07	70%	100%		The above is based on 76 feedback forms from clients who had made contact with Bereavement staff.
HP/ LPI 14	Percentage of couples who felt that they received an excellent or good service from staff on the day of their marriage / partnership, when last surveyed.	New for 06/07	88%	100%		The response rate for the marriages survey of 33% was poor. However, everyone said that they had received a very good or good service on the day of their ceremony.

**APPENDIX FOUR – PROGRESS AGAINST OTHER PERFORMANCE INDICATORS
Health & Partnerships**



Ref	Indicator	Actual 05 / 06	Target 06 / 07	Quarter 4	Progress	Commentary
HP/ LPI 15	Percentage of other Registration Service users who rated the staff's helpfulness / efficiency as excellent or good, when last surveyed.	New for 06/07	88%	100%		The general survey of clients had an 81% response rate. Of these everyone said the helpfulness and efficiency of the staff had been very good or good. One comment made: "Every Borough should provide this excellent service."
Fair Access Indicators.						
HP/ LPI 5	No. of initiatives undertaken to raise the profile of the Service in the 5 most deprived wards	9	3	13		Some 20% of the actions have now been completed. A number of actions have been taken to raise the profile of the Service in the 5 most deprived wards via contact with all primary schools in those wards and by attendance at 'coffee mornings' at two of the schools plus 3 sessions on current "scams" at the Brow Primary School in Castlefields. Relationships with community groups that are likely to come into contact with the most disadvantaged consumers have been enhanced and a system of alerting such groups to current scams has been developed. A Service beer-mat advertising campaign has been launched.

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Ref	Indicator	Actual 05 / 06	Target 06 / 07	Quarter 4	Progress	Commentary
HP/ LPI 6	% of Improving Access Action Plan implemented (resources permitting)	N/A	20%	20%		Some 20% of the actions have now been completed. A number of actions have been taken to raise the profile of the Service in the 5 most deprived wards via contact with all primary schools in those wards and by attendance at 'coffee mornings' at two of the schools plus 3 sessions on current "scams" at the Brow Primary School in Castlefields. Relationships with community groups that are likely to come into contact with the most disadvantaged consumers have been enhanced and a system of alerting such groups to current scams has been developed. A Service beer-mat advertising campaign has been launched.
Cost & Efficiency Indicators.						
HP/ LPI 16	% of SSD directly employed posts vacant on 30 September	9.77%	8%	11.78		We continue to raise the profile of a career within social care through various means, for example the northwest authorities Thinkcare website (www.thinkcare.gov.uk). Representatives attended the SOCNOW recruitment fair in May 2006, which is also planned for May 2007, as well as regularly reviewing our policies and procedures in relation to recruitment.

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The traffic light symbols are used in the following manner:

	<u>Objective</u>	<u>Performance Indicator</u>
<u>Green</u>	 Indicates that the <u>objective has been achieved</u> within the appropriate timeframe.	Indicates that the annual 06/07 target <u>has been achieved or exceeded</u> .
<u>Red</u>	 Indicates that the <u>objective has not been achieved</u> within the appropriate timeframe.	Indicates that the annual 06/07 target <u>has not been achieved</u> .