

# QUARTERLY MONITORING REPORT

**DIRECTORATE:** Health & Community  
**SERVICE:** Health & Partnerships  
**PERIOD:** Quarter Q1 to period end 30<sup>th</sup> June 2007

## 1.0 INTRODUCTION

This quarterly monitoring report covers the Health & Partnerships Department first quarter period up to 30 June 2007. It describes key developments and progress against 'key' objectives 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 4

***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

### Housing

Work to refurbish Riverview Gypsy site got underway in May and is progressing well. Completion is anticipated by November.

Following a successful capital growth bid the Disabled Facilities Grant budget has been increased by £300k this year. Consultants have been appointed to increase architectural design capacity in order to maximise spend.

### Consumer Protection

The unusually inclement weather towards the end of the quarter affected the grounds maintenance grass-cutting regimes, but the operatives put in a sterling effort to ensure that the cemeteries were as neat as they could be under the circumstances.

The 4<sup>th</sup> of July 2007 represented "Independence Day" in more ways than one for the Registration Service, when it gained a little more "independence" from the General Register Office (GRO) via a new Halton Registration Scheme. This provides for a more flexible, less prescriptive service framework and the Council now has more discretion over certain aspects of service delivery. Three of the five statutory officers have transferred to local government employment status as a consequence of the change. The scheme commits the Council to the

terms of a Code of Practice and to meeting, at least, the national standards contained in a Good Practice Guide. Halton's is the first Registration Service in the North West to achieve new governance status and is one of only nine out of the 172 such services in England and Wales to have completed this process.

#### Direct Payments & Appointee & Receivership

The number of service users in receipt of Direct Payments continues to increase and in total has exceeded this year's target. At 30<sup>th</sup> June, there are 176 service users and 103 carers receiving their services via a Direct Payment.

Training has been undertaken to ensure compliance with the Mental Capacity Act 2005 from October 2007 for the appointee and receivership service, and also on the changed Local Authority role as Court Appointed Deputies.

#### Commissioning

Halton's first Commissioning Strategy for People with Physical and Sensory Disabilities has now been approved by the Executive Board after scrutiny by the Health PPB

A draft Mental Health accommodation strategy has been produced for consultation with service users and stakeholders. Consultation is due to be conducted in October 07.

#### Contracts and Supporting People

A number of new short-term services have been developed including a homeless prevention service, a rent deposit scheme and a supported lodgings service. A provider has also been awarded a contract to deliver a floating support service for victims of domestic abuse.

### **3.0 EMERGING ISSUES**

#### Housing

The findings of a Cheshire wide assessment of the future accommodation needs of the Gypsy/Traveller community have been released. The Council will need to scrutinise the assessment closely as some of the figures appear to contradict the Traveller aspirations about where they would like to live. The Council intends developing a permanent transit site and has already received £500,000 funding from GONW to assist the Council with such a development.

#### Consumer Protection

In June 2007, the Ministry of Justice published "Burial Law and Policy in the 21<sup>st</sup> Century – The Way Forward" as a government response to earlier consultation on the subject. Amongst other things, the publication advises that work on devising an appropriate regulatory framework, and practical guidance on the re-use of old graves, is in

hand. This will be informed by the outcome of relevant pilot studies.

Members of the Consumer Protection team will be working with their Warrington colleagues with a view to developing one Trading Standards Service to serve both Boroughs.

The Registration team will be relocated in the older part of Runcorn Town Hall (RTH) during the RTH refurbishment works, which are due to commence in August 2007. The Civic Suite will be used for the various Registration ceremonies (civil weddings, partnerships citizenship ceremonies etc.) for the next 11 months or so

Information Technology

Corporate IT have completed a feasibility study on the implementation of Carefirst 6 and identified the need to move away from the use of Citrix thin client dumb terminals to FAT client. Given the number of users who have dumb terminals this will require investment in replacement PC's for social care staff. Corporate IT are going to review the implications of this in more detail and report back.




Client Finance - Direct Payments & Appointee & Receivership

A pilot scheme delivering individualised budgets will be in place by the end of 2007/8. Proposals to restructure these two teams to provide capacity to deliver this pilot have been approved

Financial Services Team - Income & Assessment

The Care Services Efficiency Delivery programme has led to improved inter authority working, one stream of this being detailed consideration of improvements to the financial assessment process to generate Gershon savings for 2008/9 onwards.

**4.0 PROGRESS AGAINST KEY MILESTONES**

<b>Total</b>	<b>6</b>		<b>4</b>		<b>2</b>		<b>0</b>
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Progress against four of the six key milestones for the service is satisfactory, and those four milestones have been assigned green lights at the end of quarter 1. Two milestones have been assigned an amber light. For further details, please refer to Appendix 1.

#### 4.1 PROGRESS AGAINST OTHER MILESTONES

There are no other objectives for the service. Nine milestones within the key objectives are designated 'non-key'. None of those milestones are a cause for concern at this stage and do not feature in this report. They will be routinely reported in Appendix 1 at Q2 and Q4.

#### 5.0 SERVICE REVIEW




Consumer Protection  
 All three sections of the Consumer Protection Division were included in the first quarter internal audit into the authority-wide robustness of the health & safety stress risk assessment procedure. The Outcome of the audit is still to be finalised.

The Consumer Protection Team was one of a number of Council services that was included in the recent inspection by the Office of the Surveillance Commissioner into the Council's use of surveillance, and adherence to surveillance rules. The Council subsequently received a very positive report on its approach to surveillance.

Adults with Learning Disabilities (ALD) Financial Recovery Plan  
 The Directorate Finance team is providing support to critically review all areas of spend and services provided, to identify ways of reducing the current ALD overspend. Reference has been made to national comparator unit costs and work undertaken by the North West Centre of Excellence into the procurement locally of high cost packages.




Housing  
 Redesign of the Homelessness service is continuing, with the recent introduction of a rent deposit scheme for private sector tenancies, and the establishment of a Welfare/Prevention Team. Changes to the housing allocations policy were also recently agreed in an effort to reduce the time households spend in temporary accommodation.

#### 6.0 PROGRESS AGAINST KEY PERFORMANCE INDICATORS

<b>Total</b>	<b>6</b>		<b>0</b>		<b>0</b>		<b>0</b>
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Progress against all six key performance indicators for the service is satisfactory, and all have been assigned green lights at the end of quarter 1. For further details, please refer to Appendix 2.

## 6.1 PROGRESS AGAINST OTHER PERFORMANCE INDICATORS

<b>Total</b>	<b>22</b>		<b>22</b>		<b>0</b>		<b>0</b>
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Other indicators for the service are routinely reported at quarters 2 and 4. None of the twenty-two other indicators for this service are showing any cause for concern and there are no 'other' indicators being reported by exception this quarter.

## 7.0 PROGRESS AGAINST LPSA TARGETS

There are no LPSA targets for this service.

## 8.0 RISK CONTROL MEASURES

During the production of the 2007-08 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.




For further details, refer to Appendix 5




## 9.0 PROGRESS AGAINST HIGH PRIORITY EQUALITY ACTIONS

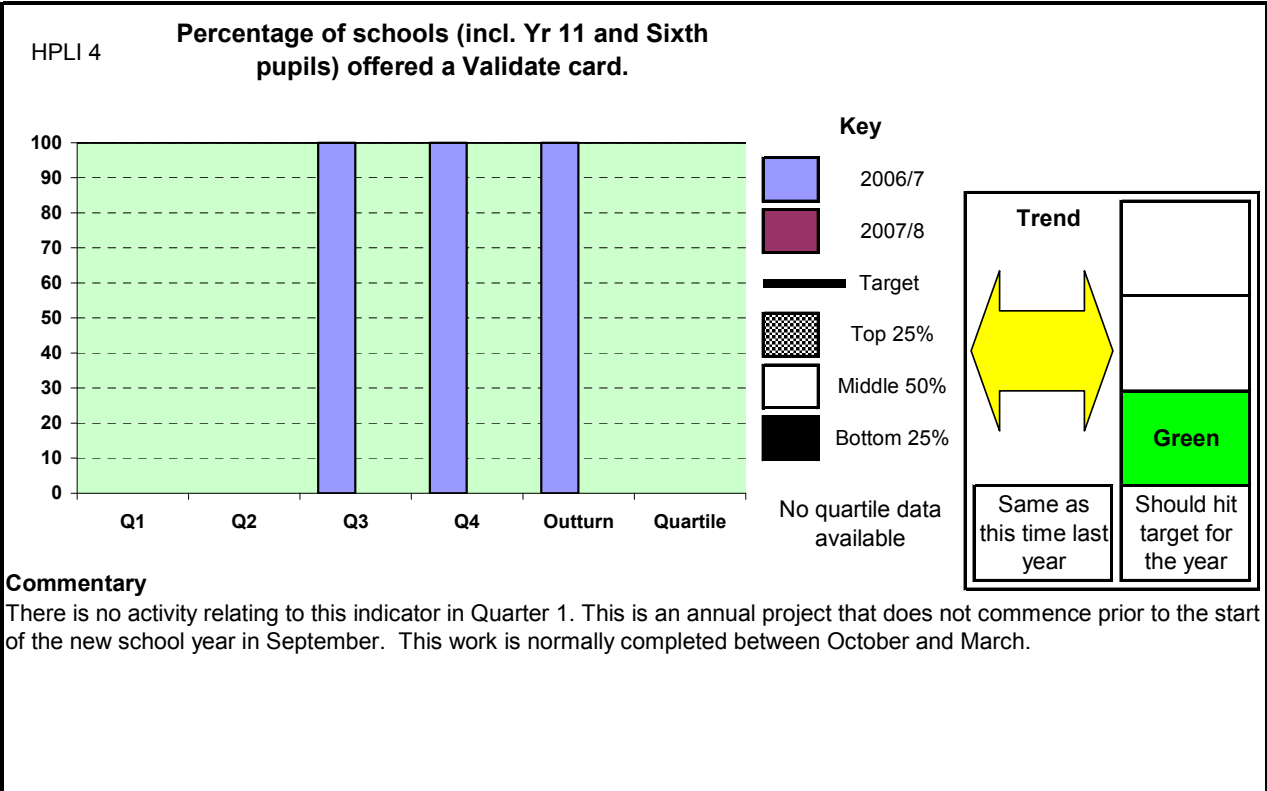
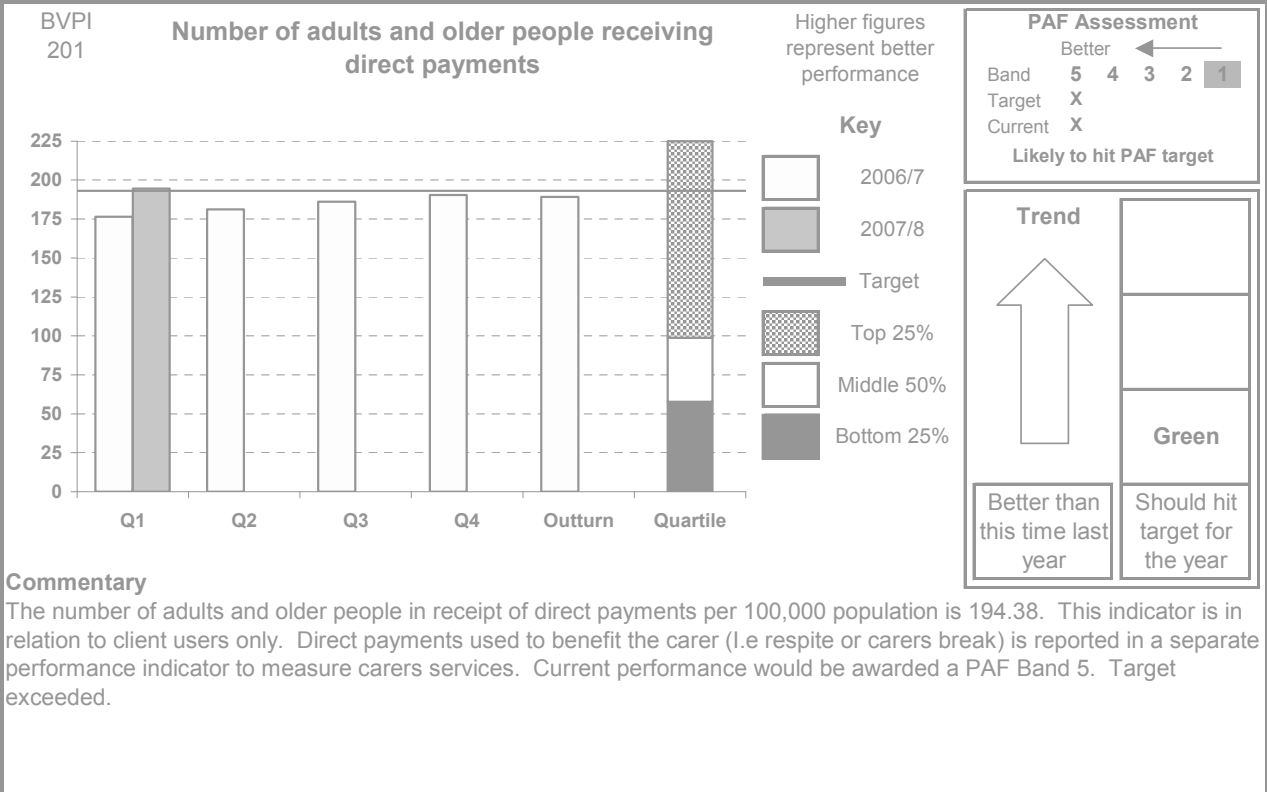
During 2006/07 the service was required to undertake an Equality Impact Assessment. Progress against actions identified through that assessment, with associated High priority are to be reported in the quarterly monitoring report in quarters 2 and 4.

## 10.0 APPENDICES

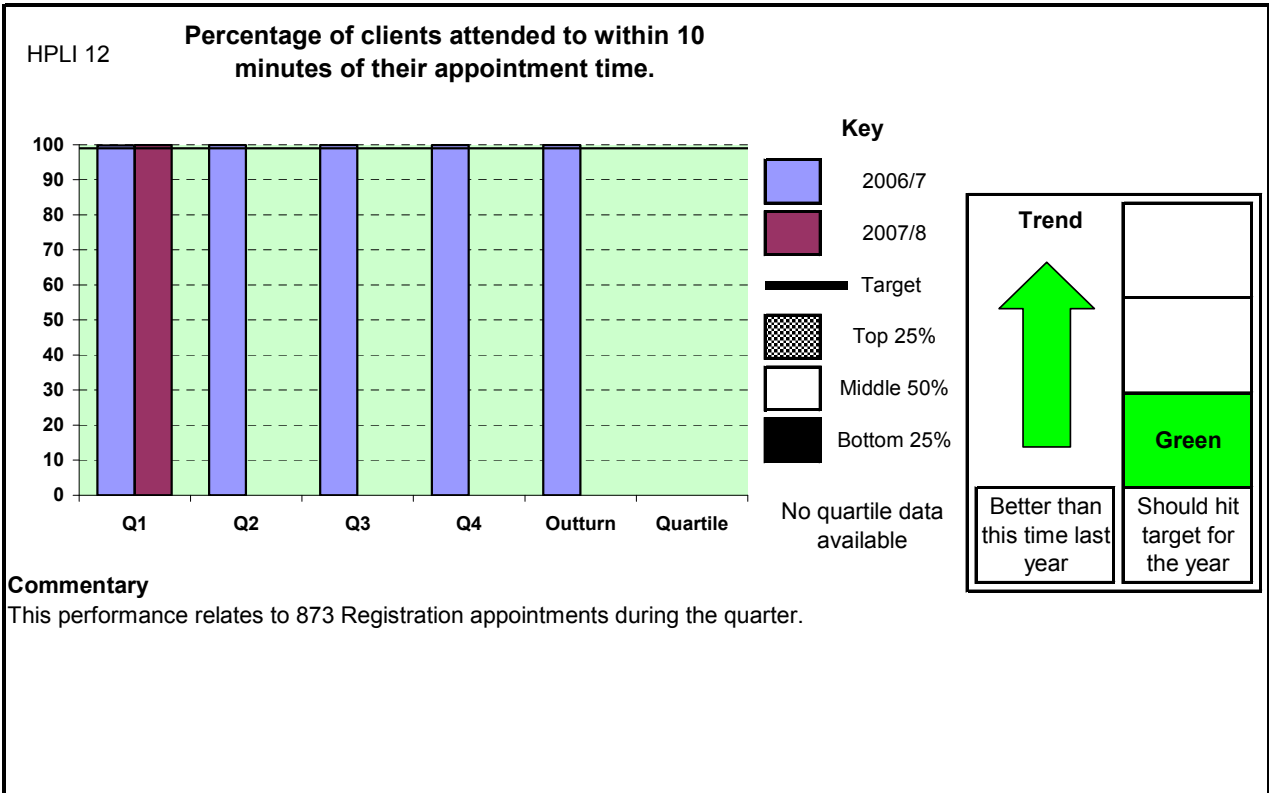
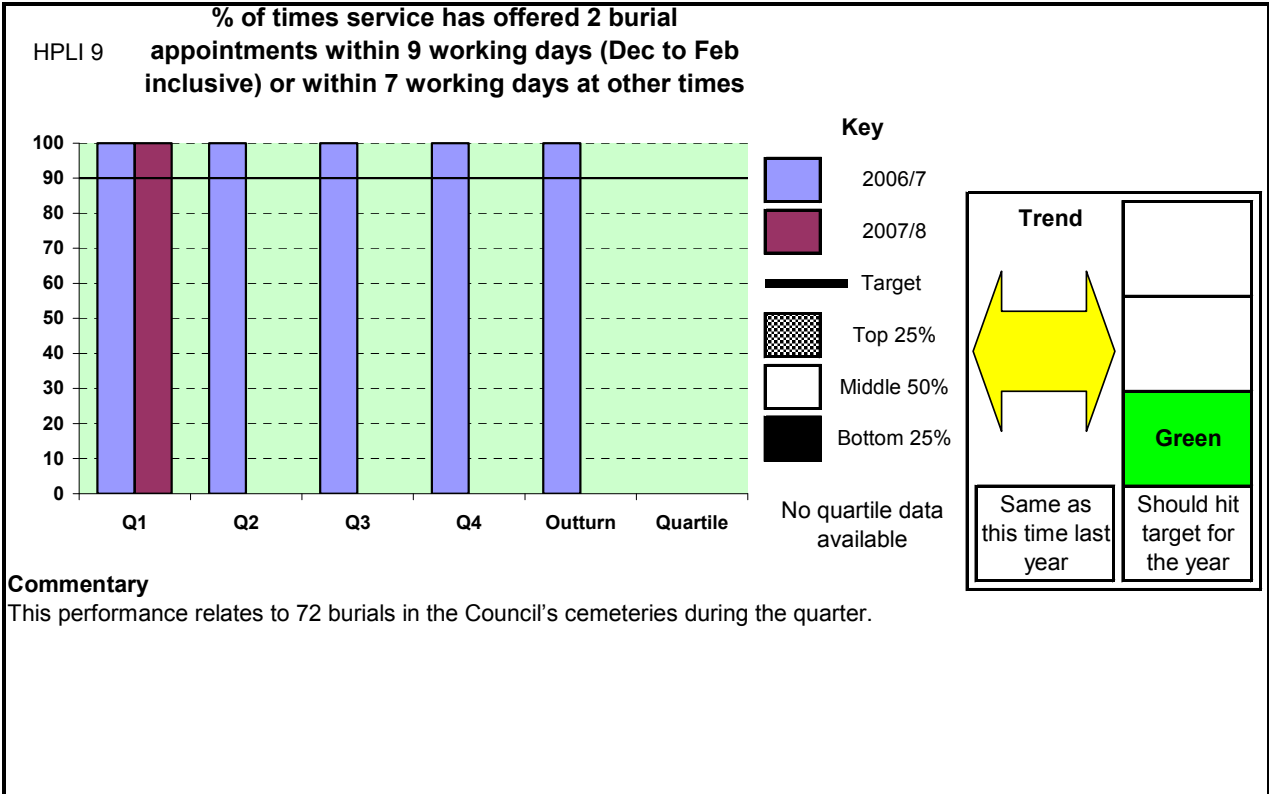
Appendix 1- Progress against Key Objectives/ Milestones  
Appendix 2- Progress against Key Performance Indicators  
Appendix 3- Financial Statement  
Appendix 4- Explanation of traffic light symbols

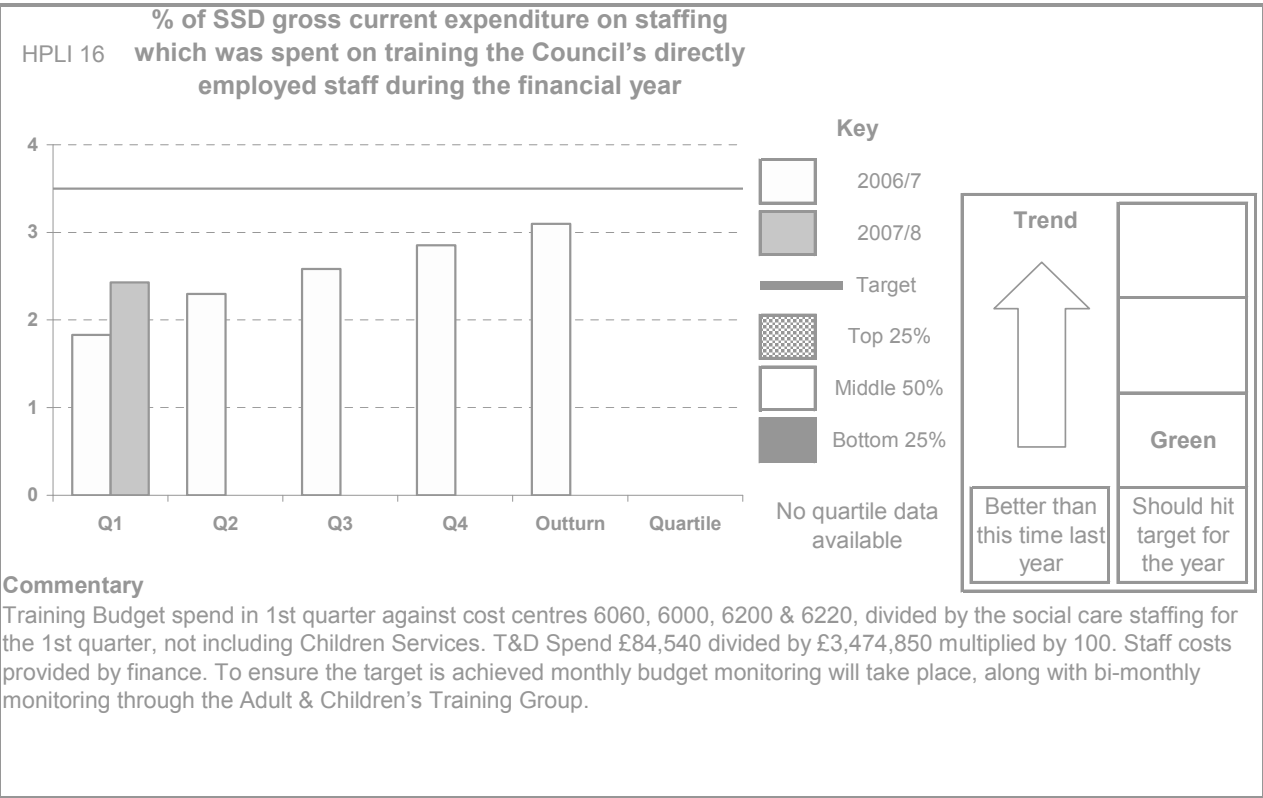
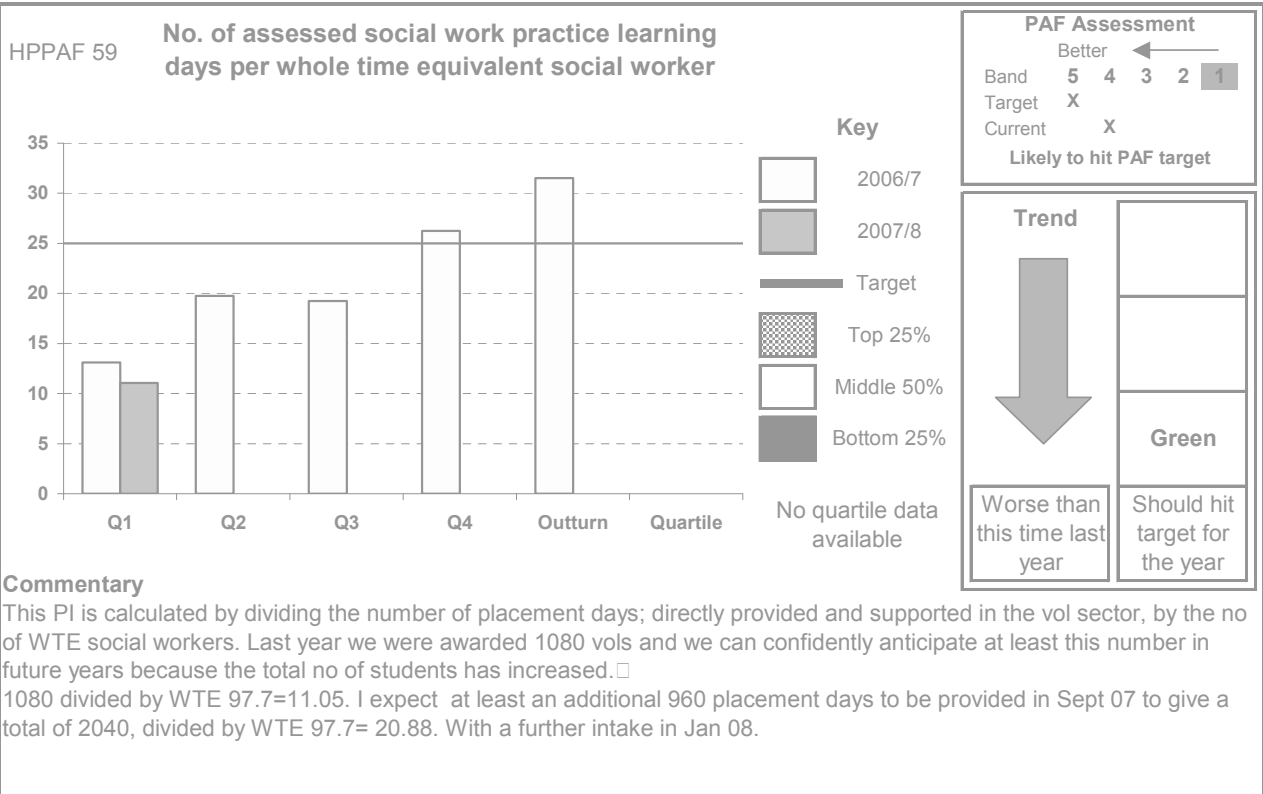
Service Plan Ref.	Objective	2007/08 Key Milestone	Progress to date*	Commentary
HP1	Ensure that high level strategies are in place, and working to deliver service improvements, and support frontline services to deliver improved outcomes to the residents of Halton	Update the Housing and Homelessness Strategy's to reflect findings of 2006 needs assessment and revised strategy and action plan by March 2008		Work to review and update the housing strategy has begun, as have discussions with the Planning Department on the development of an affordable housing policy. A scoping exercise has been completed to identify the requirements needed to undertake the review of the homelessness strategy.
		Review 5 year Supporting People Strategy to ensure diverse and flexible housing support services are in place to support people to live at home by July 2007		Progress against objectives set out in first year of the five year strategy is complete. The long term objectives are to be reviewed following the announcement of long term funding arrangements, which is expected in Autumn 2007.
HP2	Work with operational managers to design a performance management framework that will provide high quality performance monitoring and management information, to help improve service delivery and assist services to continuously improve	Develop a performance monitoring framework to meet the requirements of changing National priorities including outcomes and non care managed services by June 2007		Work has commenced on ensuring that outcomes following provision of, or use of services, are recorded. The framework is currently in an early development stage and work is on-going to review the far reaching effects, and the work that is required to ensure that we assess and plan care to deliver outcome focussed care to people.

Service Plan Ref.	Objective	2007/08 Key Milestone	Progress to date*	Commentary
		Establish an IT strategy in conjunction with Corporate IT so that Carefirst6, Carestore and CareAssess are implemented in accordance with agreed timescales so that Carefirst users have access to more effective data input systems – October 2007		Corporate IT have completed a feasibility study into the upgrading of Carefirst and the implementation of CareAssess. This report has identified a need for a further review and report on the implementation of Care store and the need to terminate the use of thin client Citrix terminals. When these reports are completed both H&C and CYPD will need to review future IT plans so that an effective 3-year IT and associated financial strategy can be developed.
HP3	To deliver high quality Bereavement, Consumer and Registration Services, that are fit-for-purpose and meet the needs, dignity and safety of the Halton community	Ensure that sufficient longer-term cemetery provision exists to meet the needs of the Halton people, by initially completing an options appraisal and securing member decision by 31 March 2008		The options appraisal has now been completed and once certain financial information has been obtained, member decision will be sought. This is expected to be achieved by September '07.
HP4	Ensure that effective financial strategies and services are in place to enable the directorate to procure and deliver high quality value for money services that meet people's needs	Develop, by April 2007, a 3-year financial strategy, to ensure that funding is matched to changing service requirements		Strategy completed for 2007/8 to 2009/10. Further detailed work undertaken on permanent and temporary staff in grant-funded posts and the potential impact of the loss of Supporting People funding









## HEALTH & COMMUNITY - HEALTH AND PARTNERSHIP

### Revenue Budget as at 30<sup>th</sup> June 2007

	Annual Revised Budget	Budget To Date	Actual To Date	Variance To Date (overspend)	Actual Including Committed Items
	£'000	£'000	£'000	£'000	£'000
<b><i>Expenditure</i></b>					
Employees	2,966	772	758	14	759
Premises Support	164	0	0	0	0
Other Premises	77	23	17	6	17
Supplies & Services	461	108	126	(18)	159
Training	291	12	8	4	9
Transport	24	6	6	0	6
Departmental Support Services	132	0	0	0	0
Central Support Services	1,052	0	0	0	0
Agency Related	400	44	38	6	43
Supporting People Payments to Providers	9,234	1,750	1,747	3	1,747
Specific Grants	662	0	0	0	0
Asset Charges	905	0	0	0	0
<b>Total Expenditure</b>	<b>16,368</b>	<b>2,715</b>	<b>2,700</b>	<b>15</b>	<b>2,740</b>
<b><i>Income</i></b>					
Sales	-13	-3	-2	(1)	-2
Receivership	-18	-4	-10	6	-10
Rents	-64	-62	-132	70	-132
HR Development Grant	-131	-131	-99	(32)	-99
National Training Strategy Grant	-284	-284	-284	0	-284
Information Management Grant	-95	0	-8	8	-8
Supporting People Main Grant	-9,290	-3,459	-3,459	0	-3,459
Supporting People Grant	-131	-32	-37	5	-37
Disabled Facilities Grant	-40	-3	-3	0	-3
Departmental Support Services	-3,990	0	0	0	0
Other Grants	-167	-147	-147	0	-147
Re-imbursements	-91	-91	-109	18	-109
Other Income	-84	0	0	0	0
<b>Total Income</b>	<b>-14,398</b>	<b>-4,216</b>	<b>-4,290</b>	<b>74</b>	<b>-4,290</b>
<b>Net Expenditure</b>	<b>1,970</b>	<b>-1,501</b>	<b>-1,590</b>	<b>89</b>	<b>-1,550</b>

**Comments on the above figures:**

In overall terms the revenue spending at the end of quarter 1 is below budget by £49k including commitments, mainly due to the overachievement of income targets as noted below.

The current underspend on employee costs is £13k including commitments. This is due to a number of posts being vacant and several staff members taking voluntary early retirements on the grounds of efficiency which took place on 31<sup>st</sup> March 2007. The full year effect being offset against the staff savings target.

The Supplies and Services budget is also overspent by £51k including commitments mainly due to the costs of computer equipment/maintenance agreements purchased by the I.T & Performance Team. The transfer of supplies and services budgets and expenditure incurred by Children's services to date will be agreed and actioned in Quarter 2, reducing the level of overspend on Health & Partnerships.

With regard to income, rent income is currently above budget due to a number of reasons. The rent for Riverview Gypsy/Traveller site is higher than was anticipated at the budget setting time. In addition there has also been a one off income item for the recovery of rent arrears/Supporting People overpayments.

The Human Resources Development Grant income is below budget as grant received for 2007/08 has been transferred to Children's Services. The budget will be adjusted in Quarter 2. Information Management Grant is above budget to date as £8k was carried forward from 2006/07. Like wise, £1.43million of Supporting People Main Grant was carried forward from 2006/07 together with £3.5k of Supporting People Admin Grant.

Other grants include two new grants for Community Roll Out £100k and Skills for Care £47k.

At this stage it is anticipated that overall revenue spending will be in line with the departmental budget by the end of the financial year.

## Health And Partnerships

### Capital Projects as at 30<sup>th</sup> June 2007

	Actual To Date	2007/08 Capital Allocation
	£'000	£'000
Private Sector Housing Renovation/Modernisation Grants	35	586
Disabled Facilities Grants	22	942
Home Link	0	10
Energy Promotion	0	75
Castlefield Equity Release Loans	14	565
West Bank Neighbourhood Renewal Assessment	0	4
Riverview Refurbishment	230	1,272
Belvedere Repairs	0	28
Adaptations Initiative	0	92
Uncommitted	0	122
<u>Total Expenditure</u>	<b>301</b>	<b>3,696</b>

## HEALTH & COMMUNITY – LOCAL STRATEGIC PARTNERSHIP BUDGET

Budget as at 30<sup>th</sup> June 2007

	Annual Budget	Budget To Date	Actual To Date	Variance To Date (Overspend)	Actual Including Committed Items
	£'000	£'000	£'000	£'000	£'000
<b>Priority 1 Healthy Halton</b>					
Recipe For Health	29	7	0	7	0
Five A Day Programme	49	12	0	12	0
Vulnerable Adults Task Force	592	126	80	46	127
<b>Vol. Sector Counselling Proj.</b>	39	10	0	10	0
Info. Outreach Services	34	9	0	9	0
Reach for the Stars	34	9	0	9	0
<b>Carer Support Development</b>	49	12	0	12	0
Healthy Living Programme	98	24	0	24	0
Advocacy	63	16	21	(5)	21
<b>Priority 2 Urban Renewal</b>					
Landlord Accreditation Programme	28	7	9	(2)	9
<b>Priority 5 Safer Halton</b>					
Good Neighbour Pilot	27	7	0	7	0
Grassroots Development	18	5	0	5	0
Domestic Violence	77	19	2	17	2
<b>Total Expenditure</b>	<b>1,137</b>	<b>263</b>	<b>112</b>	<b>151</b>	<b>159</b>




## HEALTH & COMMUNITY

### Capital Budget as at 30<sup>th</sup> June 2007

	Actual Spend to 30th June £000	2007/08 Capital Allocation £000
<b><i>Social Care &amp; Health</i></b>		
DDA	0	24
LDDF	0	7
Women's Centre & Other Projects	97	178
PODS (Utilising DFG)	0	40
Bredon Improvements	0	24
Improvement of Care Homes	0	150
Bridgewater Capital Improvements	0	1
Refurbishments to John Briggs House	0	90
Door Entry System – John Briggs	0	2
IT for Mobile Working	12	12
<b>Total Spending</b>	<b>109</b>	<b>528</b>

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>
<b><u>Green</u></b>	 <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>
<b><u>Amber</u></b>	 <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>
<b><u>Red</u></b>	 <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>