

QUARTERLY MONITORING REPORT

DIRECTORATE: Health & Community
SERVICE: Older People's Services
PERIOD: Quarter 3 to period end 31st December 2008

1.0 INTRODUCTION

This quarterly monitoring report covers the Older People's Services Department third quarter period up to 31 December 2008. 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 6

2.0 KEY DEVELOPMENTS

Modernisation of day services continues and all the projects, including the catering project will be evaluated in February.

Streamlining of the Halton Home Improvement and Independent Living Service will continue as part of the Carefirst 6 programme. The Adaptations Liaison Officer post to progress chase adaptation work is being evaluated and once completed recruitment will begin.

Registered Social Landlord partnership agreement expenditure is currently at £204K

The partnership with Warrington Disability Partnership is progressing well. Halton Disability Alliance has become the Halton Disability Partnership.

The Adult Placement Service has been inspected by the Commission for Social Care Inspection and the service was rated good. Two recommendations were made about recording and training and these have been implemented.

The Intermediate Care business plan; which includes the opening of a sub acute unit, assessment team, and age reduction to 18+, is on target to be delivered by April 2009.

The redesign of home care is on target for completion and being fully operational by 1st April 2009.

The community extra care service is now fully operational, and will be evaluated by April 2009.

Social care in practice pilot is operational, and will be evaluated by July 2009.

3.0 EMERGING ISSUES

A Halton Home Improvement and Independent Living Service database will be established when the Adaptations Liaison Officer has been appointed, providing more comprehensive information to monitor timescales and targets. Work on the feedback and information packs continues.

To date, 110 adaptations have been approved under the partnership agreement with the Registered Social Landlords.




Leases on both units at Dewar Court have now been signed and refurbishment work at one unit estimated to take six weeks to complete is underway. IT services to both units need to be connected. Once work is completed the equipment store will be relocated.

Further investment from the PCT to support the impact of MDT approach within hospitals to ensure timely discharges, has been secured. Further work is ongoing in relation to developing a more integrated approach to continuing health care.

Reductions in the hospital bed base across both local acute trusts continues to have a significant impact across social care and Intermediate Care services.

Discussions with the PCT in relation to developing a wider range of local community services is taking place.

4.0 PROGRESS AGAINST MILESTONES/OBJECTIVES

Total	25		18		1		0
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There are 19 key service plan milestones for this service and these are being reported this quarter. Of the six 'other' milestones for the service, all are progressing satisfactorily, and none of these are being reported by exception. These milestones will be routinely reported again in quarter 4. For a full commentary against each key milestone, please refer to Appendix 1.

5.0 SERVICE REVIEW

A review of the Halton Integrated Community Equipment Service has been commissioned as part of a Therapy Review in partnership with Halton and St Helens NHS. A report is expected early in 2009.

Environmental improvements at Oakmeadow are on target for completion by 1st April 2009.

Home Care consultation process has been completed, on target for new service to be rolled out from April 1st 2009.




Initial report on older people's mental health service has been completed. Further work to agree action plan to deliver on the strategic framework is now underway, and is anticipated to be in place by 1st April 2009.

6.0 PROGRESS AGAINST KEY PERFORMANCE INDICATORS

Total	14		5		2		3
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Of the 14 key indicators for the service, ten have a report of progress against target and have been assigned traffic lights. A further 3 new national indicators cannot currently be reported as data is not yet available. For further information and commentary, please refer to Appendix 2.

6.1 PROGRESS AGAINST OTHER PERFORMANCE INDICATORS

Total	14		2		3		3
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Other indicators are routinely reported in quarters 2 and 4. Of the fourteen 'other' indicators for the service, two are progressing satisfactorily against target and are not reported this quarter. A further four indicators cannot be assessed as data is not yet available, these are new National Indicators. Two Place Survey indicators are being reported for the first time this quarter, but no traffic light is assigned as these are new and targets were not set. SDix further indicators are being reported by exception this quarter, for further information and commentary, please refer to Appendix 3.

7.0 PROGRESS AGAINST LPSA TARGETS

For details against progress towards LPSA targets, please refer to Appendix 4

8.0 RISK CONTROL MEASURES

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

Where a Key Service Objective has been assessed and found to have associated 'High' risk, progress against the application of risk treatment measures is to be monitored, and reported in the quarterly monitoring report in quarters 2 and 4. There were no high priority risk treatment measures established for this service.

9.0 PROGRESS AGAINST HIGH PRIORITY EQUALITY ACTIONS






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

10.0 DATA QUALITY






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, has been sourced directly from partner or other agencies, or where there are any concerns regarding the limitations of its use this has been clearly annotated.

11.0 APPENDICES







Appendix 1- Progress against Key Objectives/ Milestones
Appendix 2- Progress against Key Performance Indicators
Appendix 3- Progress against Other Performance Indicators
Appendix 4- Progress against LPSA targets
Appendix 5- Financial Statement
Appendix 6- Explanation of traffic light symbols

Service Plan Ref.	Objective	2008/09 Milestone	Progress to date	Commentary
OPS 1	Evaluate, plan, commission and redesign services to ensure they meet the need of vulnerable people within the local population, including those from hard to reach group (including the black and minority ethnic community)	Analyse need and submit bids to DoH, Housing Corporation or other pots for at least one extra care development to provide additional extra care tenancies in Halton Mar 2009.		Analysis and extra care strategy complete, application submission to the housing corporation needs to be completed.
		Establish strategy to improve performance and service delivery to BME Community, to ensure services are meeting the needs of the community Jun 2008.		Peer review completed. Council wide steering group considering the needs of all minority groups within the borough to ensure we target services at all groups proportionally.
		Complete review of extra care housing model for Halton Jul 2008.		Review completed.
		Identify options to re-design Older People Day Services May 2008		All community projects to be evaluated in February as part of day service modernisation programme.
OPS 2	Work in partnership to enhance joint working arrangements and delivery of services to vulnerable people	Lead council input into developing Local Area Agreement Health and Older Peoples block June 08		Complete - agreement signed off.


**APPENDIX ONE - PROGRESS AGAINST OBJECTIVES/MILESTONES
Older People's Services**

Service Plan Ref.	Objective	2008/09 Milestone	Progress to date	Commentary
		Continue to contribute to the implementation of Change for the Better, the 5BP's new model of care for mental health services, thus ensuring that services are based on recovery and social inclusion Mar 2009.		On target for agreement to deliver on new model of care by March 2009.
		In partnership with Halton and St Helen's PCT, refocus care provision at Oakmeadow in line with Intermediate Care approach Nov 2008		Completed within agreed timescales.
		Redesign of Intermediate Care Services, in partnership with Halton and St Helens PCT Mar 2008		Review Completed.
		Establish pilot joint service to support primary care through Runcorn Practice Based Commissioning (PBC) Consortium July 2008		Pilot established and fully operational.
OPS 3	Provide facilities and support to carers, assisting them to maintain good health and well-being	Increase the number of carers provided with assessments leading to provision of services, including black and minority ethnic carers, to ensure Carers needs are met Mar 2009		On target to exceed the anticipated number of carers identified.

**APPENDIX ONE - PROGRESS AGAINST OBJECTIVES/MILESTONES
Older People's Services**

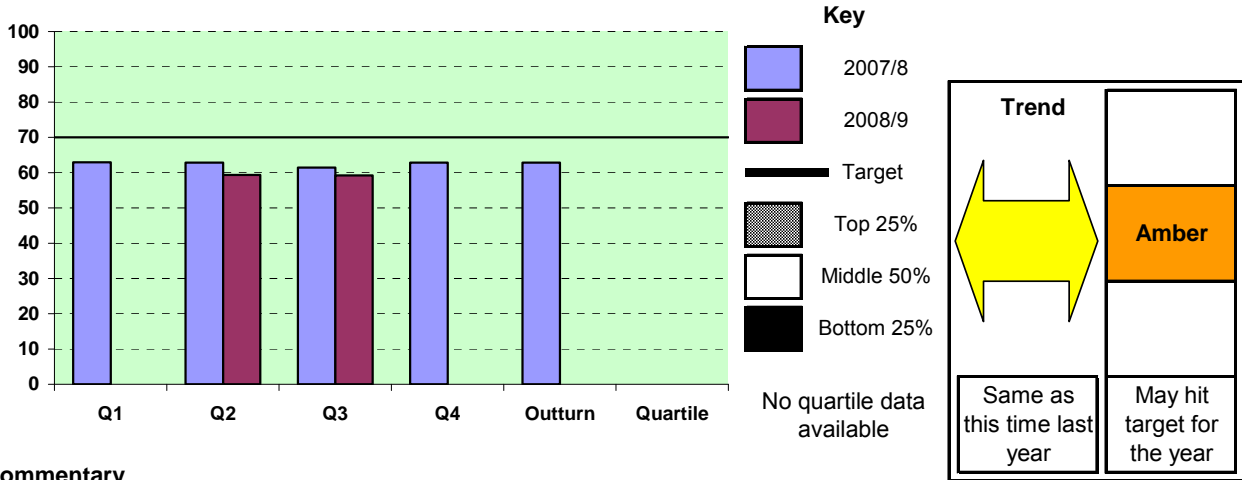
Service Plan Ref.	Objective	2008/09 Milestone	Progress to date	Commentary
		Maintain the numbers of carers receiving a carers break Mar 2009		On target to increase the number of carers and carers breaks.
OPS 4	Ensure that service delivery, commissioning and procurement arrangements are efficient and offer value for money	Aim to reduce the cost of transport element of meals on wheels contract to ensure cost effectiveness May 2008.		Completed.
		Establish or participate in working group with neighbouring authorities to re-provide equipment services linked to developing a retail model Oct 2008		Options to re-provide service now being considered as part of Therapy Review commissioned in partnership with Halton and St Helens NHS
		Build on learning for Halton from CSED improving care management efficiency project, identifying potential areas and priorities for redesign Jun 2008.		Areas for redesign have been identified and are being addressed.
		Integrate Home Improvement Agency and Independent Living Team to improve waiting times and efficiency Jun 2008.		Main project completed and continuous improvement programme in operation.
OPS 5	Promote physical activity, preventative services and therapy for vulnerable people to maintain optimum levels of health and wellbeing	Support development of joint process with PCT for implementation of new national guidance and toolkit for continuing health care Apr 2008		Completed.

APPENDIX ONE - PROGRESS AGAINST OBJECTIVES/MILESTONES
Older People's Services

Service Plan Ref.	Objective	2008/09 Milestone	Progress to date	Commentary
		Report to Health PPB on progress with delivering the Advancing Well Strategy Mar 2009		The linked action plan for the advancing well strategy has been reviewed and reported to the Healthy Halton PPB in December 2008.

OP LI7

Assessments of adults and older people leading to provision of a service

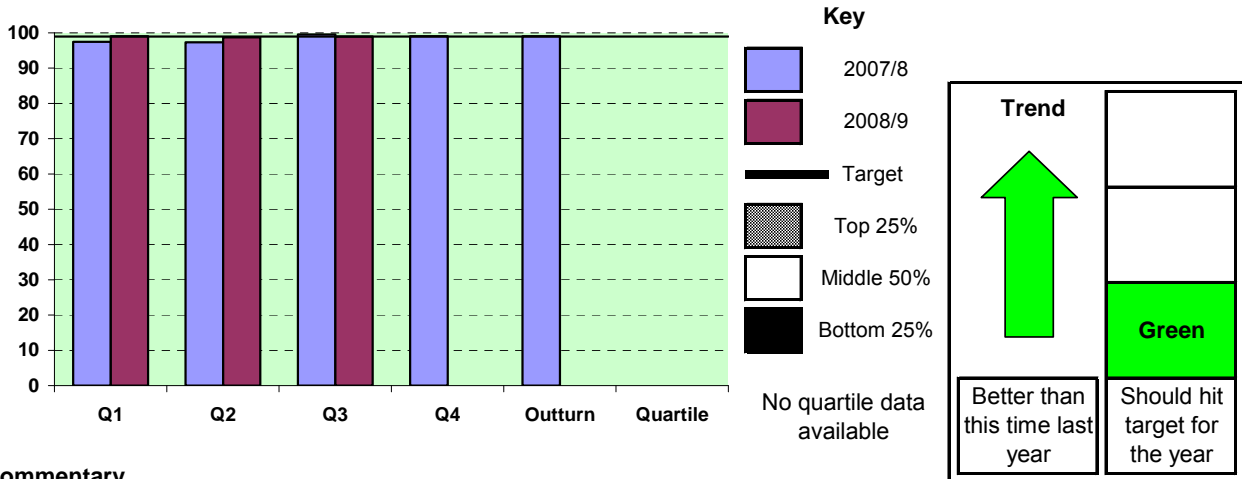


Commentary

Some teams are conducting investigative work as to the outcome of assessment to determine the reasons for the shortfall against this target. □
 Particular attention is being paid to methods to improve screening procedures. □

OP LI12

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

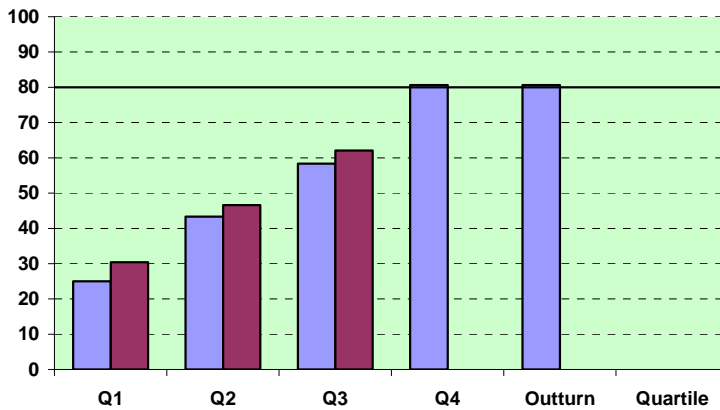


Commentary

Target met, no issues of concern

OP LI13

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



Key

- 2007/8
- 2008/9
- Target
- Top 25%
- Middle 50%
- Bottom 25%

No quartile data available

Trend

Better than this time last year

Should hit target for the year

Green

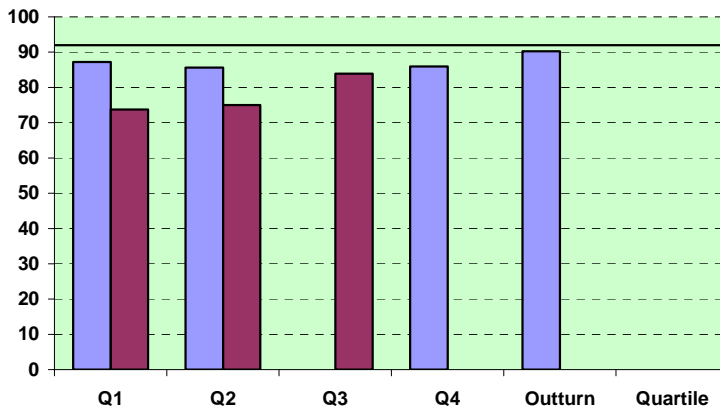
Commentary

Figure for Q3 is a cumulative. Indications are that target will be exceeded at year end.

OP LI14

Percentage of items of equipment delivered within 7 working days

Higher figures represent better performance



Key

- 2007/8
- 2008/9
- Target
- Top 25%
- Middle 50%
- Bottom 25%

No quartile data available

Trend

Worse than this time last year

Unlikely to hit target for the year

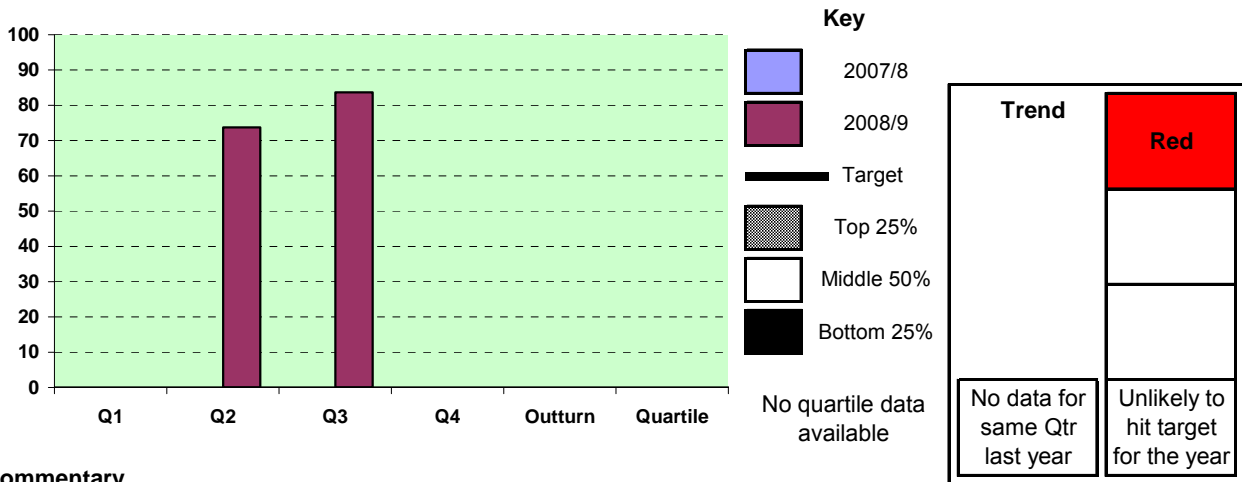
Red

Commentary

Several factors have led to a longer lead time between date of decision to delivery of equipment/adaptations, namely issues with the availability of the Joint Equipment store. □

The amalgamation of the Joint Equipment Store with Health raised issues of hygiene for some existing equipment, which needed to be rectified prior to issue. This combined to ongoing problems with recalling some equipment has led to turnaround targets not being met. □

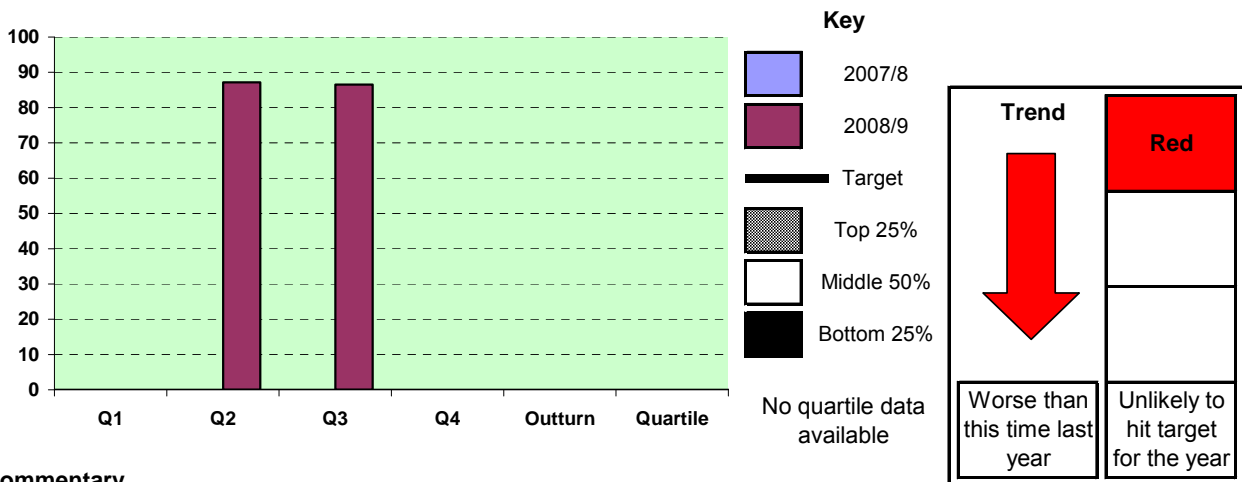
OP NI 132 **Timeliness of social care assessment DH DSO**



Commentary

Part 2 of the indicator is pulling the overall performance down for this aggregated indicator. □
 This is a result of the combination of Physical and Sensory Disability Team and the Halton Independent Living Services Team. The latter has a higher number of referrals and has been unable to meet the 28 day target. A review of procedures is underway to improve this. □

OP NI 133 **Timeliness of social care packages DH DSO**

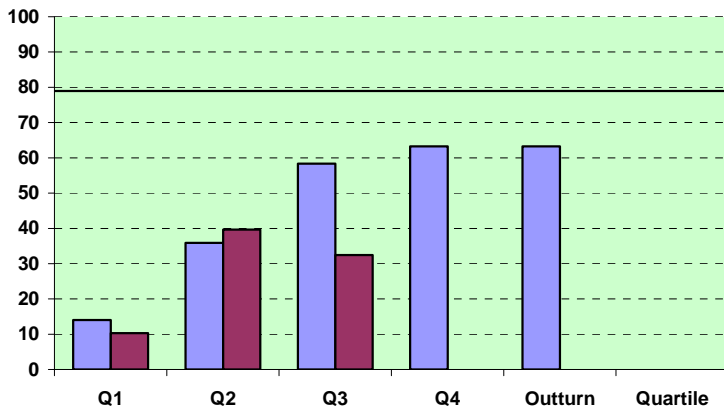


Commentary

Waiting times within 28 days is under-performing. Target amended to match SAS target. □
 This is a result of the combination of Physical and Sensory Disability Team and the Halton Independent Living Services Team. The latter has a higher number of referrals and has been unable to meet the 28 day target. A review of procedures is underway to improve this. □

OP LI15

Admissions of supported residents aged 65+ to permanent residential/nursing care (per 10,000 population)



Key

- 2007/8
- 2008/9
- Target
- Top 25%
- Middle 50%
- Bottom 25%

No quartile data available

Trend

Better than this time last year

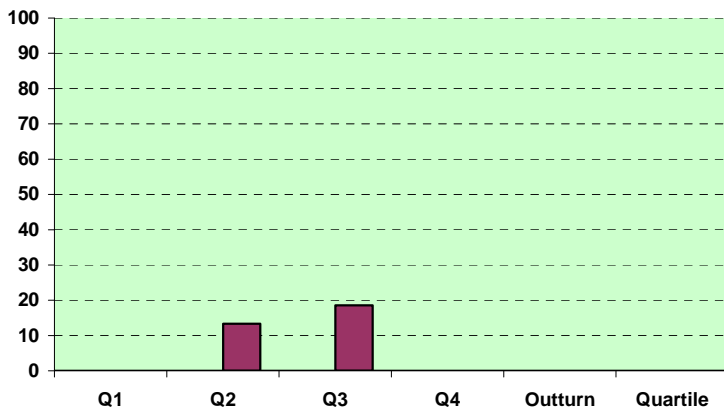
Green
Should hit target for the year

Commentary

Admissions Figure is low (54 Admissions to end December). The Older People population has increased meaning a lower outturn for Q3 as a result.

OP NI 135

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



Key

- 2007/8
- 2008/9
- Target
- Top 25%
- Middle 50%
- Bottom 25%

No quartile data available

Trend

Better than this time last year

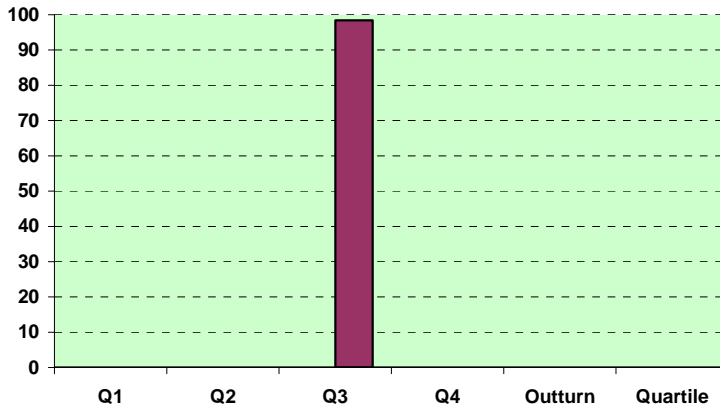
Amber
May hit target for the year

Commentary

Figure for Q3 is a cumulative. Indications are that target will be exceeded at year end.

OP NI 141

Number of vulnerable people achieving independent living CLG DSO



Key

- 2007/8
- 2008/9
- Target
- Top 25%
- Middle 50%
- Bottom 25%

No quartile data available

Trend

Better than this time last year	Should hit target for the year
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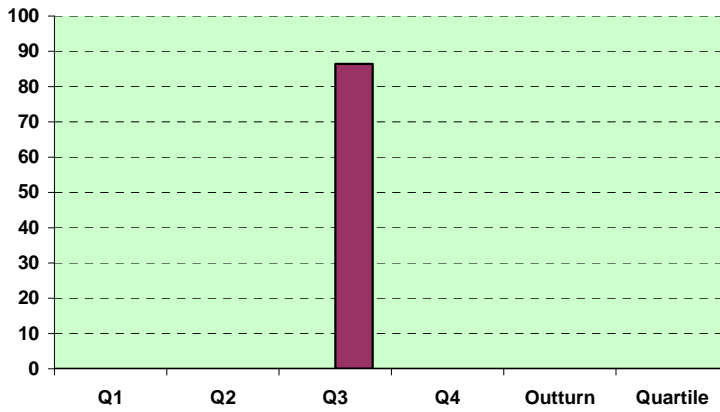
Green

Commentary

☐ Target is being exceeded at Q3 and indications are that target will be exceeded at year end ☐

OP NI 142

Number of vulnerable people who are supported to maintain independent living CLG DSO



Key

- 2007/8
- 2008/9
- Target
- Top 25%
- Middle 50%
- Bottom 25%

No quartile data available

Trend

Worse than this time last year	May hit target for the year
--------------------------------	-----------------------------

Amber

Commentary

The services within the generic group have been/are in the process of being re-purposed and there is an action plan in place for the Team Parent service.

KPIs not being reported this quarter

OP LI 4 No. of days reimbursement as a result of delayed discharge of older people;
Data not yet available from the PCT

NI 131 Delayed transfers of care;
Data not yet available from the PCT

NI 136 People Supported to Live independently through Social Care Services;
It is difficult to compare performance of this new indicator until we are able to compare against comparator data. The indicator includes data from the voluntary sector and caution should therefore be exercised regarding data quality. Targets here are incorrect and refer to the old PAF indicator that ceases to exist.


NI 125 Achieving independence for Older People through rehabilitation/Intermediate Care;
Data not available to report against this indicator. Work is being undertaken to develop this indicator.

Ref.	Description	Actual 2007/08	Target 2008/09	Quarter 3	Progress	Commentary
Cost & Efficiency						
OP LI1	Intensive home care as a percentage of intensive home care and residential care	27.15	28	25.53		The HH1 outturn for intensive households dropped in 2008 (some impact from CHC). Therefore the lower number of intensive households has resulted in a lower outturn for this indicator.
Fair Access						
OP LI5	Ethnicity of older people receiving assessment	0.19	1.1	0.78		Figures for Older People BME receiving an assessment are lower than the proportion of Older people BME in the local population.
OP LI6	Ethnicity of older people receiving services following assessment	0	1	0.56		Figures for Older People BME receiving services following assessment is low. Suggesting that people assessed from a BME group are less likely to receive a service than the White group of Older people in Halton.
OP LI8	% of older people being supported to live at home intensively, as a proportion of all those supported intensively at home or in residential care	38.28	28	25.53		The HH1 outturn for intensive households dropped in 2008 (some impact from CHC). Therefore the lower number of intensive households has resulted in a lower outturn for this indicator.
OP LI9	Percentage of adults assessed in year where ethnicity is not stated	0.14	0.5	1.00%		
Service Delivery						
OP LI16	Intensive home care per 1000 population aged 65 or over	11.43	13	10.3		The HH1 outturn for intensive households dropped in 2008 (some impact from CHC). Therefore the lower number of intensive households has resulted in a lower outturn for this indicator.

**APPENDIX THREE - PROGRESS AGAINST OTHER INDICATORS
Older People's Services**

Ref.	Description	Actual 2007/08	Target 2008/09	Quarter 3	Progress	Commentary
NI 138	Satisfaction of people over 65 with both home and neighbourhood PSA 17	-	-	77.2%	Refer to comment	<p>This is a new Place Survey indicator, for which data has just been released.</p> <p>Given the nature of this indicator, no target was set and until comparative data becomes available, it is difficult to place this performance figure in context.</p> <p>A further report will be made when the performance can be placed in context.</p>
NI 139	The extent to which older people receive the support they need to live independently at home PSA 17	-	-	30.4%	Refer to comment	<p>This is a new Place Survey indicator, for which data has just been released.</p> <p>Given the nature of this indicator, no target was set and until comparative data becomes available, it is difficult to place this performance figure in context.</p> <p>A further report will be made when the performance can be placed in context.</p>

APPENDIX THREE - PROGRESS AGAINST OTHER INDICATORS
Older People's Services

LPSA Ref.	Indicator	Baseline	Target	Perform 07/08	Perform. 08/09 Q3	Traffic light	Commentary
8.1	<p>Improved care for long term conditions and support for carers</p> <p>Number of unplanned emergency bed days (Halton PCT registered population)</p>	58,649 04/05	- 6% (55,130) for 08/09	47569	Refer to comment	-	<p>Data to enable an update on this indicator has not yet been received from the PCT.</p> <p>Indicator will be reported at the earliest opportunity.</p>
8.2	<p>Improved care for long term conditions and support for carers</p> <p>Number of carers receiving a specific carer service from Halton Borough Council and it's partners, after receiving a carer's assessment or review</p>	195 first six months of 04/05	600 for 08/09	823	775		<p>There have been progressive and significant increases in delivery of this activity. The target for carers receiving services was exceeded in 2007/08, and is forecast to be further exceeded in 2008/09.</p> <p>This represents excellent performance against the LPSA target.</p>

APPENDIX FOUR - PROGRESS AGAINST LPSA TARGETS
Older People's Services

HEALTH & COMMUNITY – OLDER PEOPLE

Revenue Budget as at 31st December 2008

	Annual Revised Budget	Budget To Date	Actual To Date	Variance To Date (overspend)	Actual Including Committed Items
	£000	£000	£000	£000	£000
<u>Expenditure</u>					
Employees	6,019	4,284	4,217	67	4,242
Premises Support	178	0	0	0	0
Other Premises	174	30	24	6	34
Food Provisions	45	34	39	(5)	90
Supplies & Services	498	207	170	37	301
Transport	200	91	94	(3)	96
Departmental Support Services	1,759	0	0	0	0
Central Support Services	538	0	0	0	0
Community Care:					
Residential Care	7,611	4,743	3,872	871	3,872
Nursing Care	569	90	86	4	86
Home Care	2,040	1,311	1,266	45	1,266
Supported Living	347	223	261	(38)	261
Day Care	40	26	34	(8)	34
Meals	124	80	144	(64)	144
Direct Payments	297	191	192	(1)	192
Other Agency	1,022	187	172	15	173
Asset Charges	52	0	0	0	0
Total Expenditure	21,513	11,497	10,571	926	10,791
<u>Income</u>					
Residential & Nursing Fees	-2,926	-1,881	-1,823	(58)	-1,823
Fees & Charges	-675	-434	-493	59	-493
Preserved Rights Grant	-64	-49	-48	(1)	-48
Supporting People Grant	-849	-490	-423	(67)	-423
Nursing Fees - PCT	-569	-129	-125	(4)	-125
PCT Reimbursement	-118	-10	-10	0	-10
Joint Finance – PCT	-32	-16	-17	1	-17
Adult Stroke Services Grant	-85	-85	-85	0	-85
Reimbursements from PCT	-135	-135	-166	31	-166
Other Income	-1,157	-32	-37	5	-37
Total Income	-6,610	-3,261	-3,227	(34)	-3,277
Net Expenditure	14,903	8,236	7,344	892	7,514

Comments on the above figures:

In overall terms revenue spending at the end of Quarter 3 is under budget profile by £892k due mainly to expenditure on the Community Care budget being much less than anticipated at this stage of the year. However this also means a corresponding underachievement of residential income as less service users are being placed in residential accommodation.

It must be noted though, the proportion of service users paying higher contributions or even full costs has increased for both residential and domiciliary care services.

Expenditure on staff costs are below budget profile at this stage of the year due to a number of vacancies within the department. This budget is expected to be under budget profile at year-end.

The Community Care budget continues in its trend to be under budget profile, as more elderly people are being supported within their own homes rather than in residential accommodation. The success in gaining Continuing Care funding for residents is largely responsible for this underspend and the Community Care budget as a whole will continue to be monitored closely throughout the remainder of the financial year.

HEALTH & COMMUNITY – LOCAL STRATEGIC PARTNERSHIP BUDGET

Budget as at 31st December 2008

	Annual Budget	Budget To Date	Actual To Date	Variance To Date (Overspend)	Actual Including Committed Items
	£'000	£'000	£'000	£'000	£'000
Priority 1 Healthy Halton					
Diet & Exercise Programme	22	16	0	16	0
Vulnerable Adults Task Force	200	150	156	(6)	156
Vol. Sector Counselling Proj.	40	30	16	14	16
Info. Outreach Services	34	26	17	9	17
Reach for the Stars	35	26	0	26	0
Health & Comm Care & Vol Sector Carers' Forum	40	30	23	7	23
Healthy Living Programme	20	15	0	15	0
Advocacy	44	33	49	(16)	49
Capacity Building	25	19	0	19	0
Dignity	25	19	0	19	0
Falls Monitor	27	20	0	20	0
Mens Health Exp	60	45	0	45	0
Mens Health over 75	40	30	0	30	0
Malnutrition	20	15	0	15	0
Relationship Centre	20	15	0	15	0
Priority 2 Urban Renewal					
Landlord Accreditation Programme	30	22	29	(7)	29
Priority 4 Employment Learning & Skills					
Voluntary Sector Sustainability	7	5	0	5	0
Priority 5 Safer Halton					
Good Neighbour Pilot	10	7	2	5	2
Grassroots Development	9	7	5	2	5
Total Expenditure	708	530	297	233	297

HEALTH & COMMUNITY

Capital Budget as at 31st December 2008

	2008/09 Capital Allocation £000	Allocation To Date £000	Actual Spend To Date £000	Allocation Remaining £000
<u>Social Care & Health</u>				
Redesign Oakmeadow Communal Spaces & Furnishings	72	50	0	72
Major Adaptations for Equity release/Loan Schemes	100	70	0	100
Pods utilising DFG	40	30	0	40
Women's Centre	19	14	3	16
DDA	24	18	0	24
Total Spending	255	182	3	252

Comments on the above figures:




Work started on the redesign of Oakmeadow communal spaces & furnishings on January 4th 2009. This project is expected to be fully committed at year-end.

The two POD schemes utilising DFG are still progressing however the organisational and preparatory work in delivering this innovative way of carrying out adaptations has been more complicated & protracted than anticipated & other factors have resulted in delays. If either case is completed the budget will be fully spent at year-end.

Work has commenced on the Women's centre and the remaining allocation is fully committed.

All work has now been completed on the Direct Door Access therefore the budget is committed and invoices are due to be paid this financial quarter.

The traffic light symbols are used in the following manner:

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