

REPORT TO: Healthy Halton Policy and Performance Board
DATE: 10 March 2009
REPORTING OFFICER: Strategic Director, Corporate and Policy
SUBJECT: Executive Board Minutes
WARD(s): Boroughwide

1.0 PURPOSE OF REPORT

- 1.1 The Minutes relating to the Health Portfolio which have been considered by the Executive Board and Executive Board Sub are attached at Appendix 1 for information.
- 1.2 The Minutes are submitted to inform the Policy and Performance Board of decisions taken in their area.

2.0 RECOMMENDATION: That the Minutes be noted.

3.0 POLICY IMPLICATIONS

None.

4.0 OTHER IMPLICATIONS

None.

5.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

5.1 Children and Young People in Halton

None

5.2 Employment, Learning and Skills in Halton

None

5.3 A Healthy Halton

None

5.4 A Safer Halton

None

5.5 Halton's Urban Renewal

None

6.0 RISK ANALYSIS

6.1 None.

7.0 EQUALITY AND DIVERSITY ISSUES

7.1 None.

8.0 LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972

8.1 There are no background papers under the meaning of the Act.

APPENDIX 1

Extract of Executive Board and Executive Board Sub Committee Minutes Relevant to the Healthy Halton Policy and Performance Board.

EXECUTIVE BOARD MEETING HELD ON 15 JANUARY 2009

HEALTH AND SOCIAL CARE PORTFOLIO

EXB94 Customer Service Excellence

The Board considered a report of the Strategic Director – Health and Community outlining progress to consider and develop the Government’s Customer Service Excellence Standards.

It was noted that, earlier in the year, the Cabinet Office had launched its approach to improving standards within Customer Services. The aim of Government was for “public services to be efficient, effective, excellent, equitable and empower – with the citizen always and everywhere at the heart of public service provision”. Standards and a toolkit had therefore been prepared and Local Authorities were expected to achieve accreditation through a nationally recognised process, in some ways replacing the Charter Mark. The Council had to adopt and achieve accreditation for Contact Centres during 2009 or demonstrate progress to achieve accreditation. Thereafter, it was expected that all services with a customer focus should be accredited. Potentially, this could mean a significant number of teams and services within the Council.

The Corporate Services Policy and Performance Board Working Group had already addressed a range of issues surrounding customer care and complaints and had tasked the Strategic Director – Health and Community with producing a plan to address the standards. A small officer working group had therefore been established to examine the issues and the progress made to date in terms of both Customer Service Excellence and Customer Services Strategy were outlined for the Board’s consideration.

The final draft of the Council’s Customer Services Strategy was attached to the report. Members noted the Strategy and, in particular, the opportunities for sharing information with partners; for example, the Fire Service had produced a booklet for Iranian families in the area, which had been well received. It was confirmed that the opportunity for the Council producing a similar booklet would be investigated.

RESOLVED: That

- (1) the process to achieve accreditation as outlined within the report be supported; and

(2) the Customer Services Strategy be approved.

EXECUTIVE BOARD MEETING HELD ON 28 JANUARY 2009

EXB99 Care Standards Commission Performance Rating

The Board considered a report of the Strategic Director – Health and Community advising of the further improvements in the performance rating of the Health and Community Directorate, and of the impending changes in the way the performance of Social Care services would be assessed commencing 2008/09.

It was noted that the Directorate had its performance rated annually by the Care Standards Commission (CSCI). The performance rating was linked to how well the Directorate provided social care services to all adults and the rating received fed into the Comprehensive Performance Assessment (CPA) rating for Halton Borough Council.

In September 2006 CSCI announced that, as well as looking at quantitative data, they would also be judging performance based on the outcomes that were delivered for people. Seven new outcomes and two new domains were announced against which performance would be judged: details were outlined within the report for Members' information.

Performance for 2007/08, announced on 27th November 2008, had been rated by CSCI as being three star. The actual performance judgement based on the new performance ratings was:

- Delivering Outcomes – excellent; and
- Capacity for Improvement – excellent.

A copy of the performance judgement letter and summary report received from CSCI were attached at Appendix 1 to the report. The Council's key strengths that had been identified were outlined in the report for Members' information, together with details of how the Directorate had previously been rated.

The Board was advised that this was the last year that the Star Ratings and Performance Judgements would be used as a new system was to be implemented next year. The Council had finished at the highest level within the existing performance assessment framework, one of only 25 Local Authorities in England in this position, and all staff and Members involved were congratulated on this achievement.

At this stage it was not clear how the new performance system would operate as CSCI was being re-formed with other Commissions into a new Care Standards Commission. However, the indicators were that any performance judgement for 2008/09 would continue to focus on the

results that people who used the services advised had been delivered.

RESOLVED: That

- (1) the improved performance of the Directorate be noted; and
- (2) it be noted that the performance assessment framework is undergoing a period of continuous change and that the framework will change again in 2008/09.

EXECUTIVE BOARD SUB-COMMITTEE MEETING HELD ON 12 FEBRUARY 2009

ES81 One Year Extension to current Drug Service Contract

The Sub-Committee received a report of the Strategic Director, Health and Community, which sought authority to increase and extend the contracts of ARCH Initiatives and Addaction until 31st March 2010.

It was noted in May 2008, the Strategic Director, Health and Community was authorised to proceed with the open tendering and procurement of a community based Drug Service. The planned start date for this service was April 2009. As a consequence current service providers were issued with notices of termination of contracts. The notice was to expire on 31st March 2009.

It was further noted that following discussions in November 2008 with the Chief Executive, Strategic Director Health and Community, Deputy Director of Public Health and Operational Director for Partnership Commissioning (Halton and St. Helens Primary Care Trust (PCT)) the decision was taken to halt this tender process.

During this process, Halton and St. Helens PCT indicated that significant additional resources would be made available for the provision of alcohol treatment from April 2009. In the interests of economy, efficiency and effectiveness, the Council and the PCT were now discussing how the alcohol and drugs resources could be combined with a view to tendering for a combined substance misuse service, commencing April 2010. Therefore to prevent any gaps in service it was necessary to withdraw termination notices and extend contracts for a further year with both ARCH Initiatives and Addaction.

Members were advised that ARCH Initiatives currently provided the screening and assessment functions for the single point of access at Ashley House. They also provided time-limited support to individuals that used stimulant drugs. The contract value to provide these services in 2009/10 would be £144,000. However, it was the intention of the Drug Action Team to invest a further £80,000 to also provide an improved service for Carers and increase referrals from local hospitals. The total contract value for 2009/10 would therefore be £224,000.

Members were further advised that Addaction currently provided the Outreach Service and Drug Intervention Programme targeted at drug using offenders. The contract for 2009/10 would be £304,000. However, in order to provide additional capacity to support the Prolific Offender team and establish an increased presence at the police custody suite at Manor Park, the Drug Action Team intended to invest a further £36,000. Therefore the total contract value for 2009/10 would be £340,000.

RESOLVED: That for the purposes of Standing Order 1.6b, authority be delegated to the Operational Director, Culture and Leisure Services in consultation with the Executive Board Member for Health and Social Care to extend the contracts of ARCH initiatives and Addaction until 31st March 2010 without competitive tendering and at the additional cost of £80,000 and £36,000 respectively.

ES82 PERSONALISATION AGENDA AND INDIVIDUAL BUDGETS – WAIVER OF PROCUREMENT TENDERING STANDING ORDERS

The Sub-Committee received a report of the Strategic Director – Health and Community which requested the waiving of Procurement Standing Orders 3.1 – 3.7 which placed a requirement on the Council to tender for contracts set up with external providers of services.

Members were advised that long-term demographic changes meant that the current systems of delivering social care needed to be fundamentally changed and modernised if they were to respond to pressures of increased expectations and substantial culture change. Any changes would have to recognise the need to explore options for the long-term funding of the care and support system.

It was noted that the Government's approach to personalisation could be summarised as "the way in which services were tailored to the needs and preferences of citizens. The overall vision that the state should empower citizens to shape their own lives and the services they received."

It was further noted that the Government was clear that everybody received social care support in any setting, regardless of their level of need, would have choice and control over how this support was delivered. The intention was that people would be able to live their own lives, as they wished, confident that services were of high quality, were safe and promoted their own individual requirements for independence, well-being and dignity.

Members were advised that at the core of self-directed services was a change in process that intended to give those people involved new initiatives and power to shape services and get better value for money and, as such, there were many associated workforce issues that would need to be addressed via an appropriate Workforce and Training

Programme.

Members were further advised that the proposed provider, Helen Sanderson Associates were market experts in providing training, workforce development and associated support, advice and guidance on Personalisation and Person Centred Planning and, as such, had worked with a number of local authorities, as outlined in the report. The Operational Director for Health and Partnerships was satisfied that the cost of £129,100, for 116 training days to a wide variety of employees, Service users, Carers and Contracted Providers, was a fair price was value for money.

A number of further options had been investigated, however these had been rejected due to a lack of expertise, skills and knowledge of the staff identified.

The Workforce and Training Programme was designed to create a truly personalised care system and would deliver those outcomes identified in Halton Borough Council's Self-Directed Support Project Plan.

RESVOLED: That Procurement Standing Orders 3.1 – 3.7 be waived in accordance with Standing Order 1.6 and the Operational Director Health and Partnerships be authorised to award the contract for the Personalisation Workforce Development and Training Programme to Helen Sanderson Associates Limited, for the sum of £129,100 in light of the exceptional circumstances outlined within the report, due to there being only one possible contractor.

ES83 REVIEW OF FEES & CHARGES 2009-10 FOR HEALTH & COMMUNITY SERVICES

The Sub-Committee were presented with a report which proposed increases in fees and charges for Health and Community Care services.

Members' attention was drawn to Appendix 1 which showed the current charges for social care services and the proposed charges for 2009/10. The recommended increased fees and charges for social care services listed for 2009/10 had been inflated by 3%.

Members were advised that fees and charges for Health and Community Care would be increased with effect from 6th April 2009 to coincide with the annual increase in Welfare Benefit rates.

It was noted that current 08/09 Direct Payment rates were detailed within the report. It was proposed that these remained unchanged pending the outcome of consultation with key stakeholders about how resources should be calculated and allocated to Individual Budget holders. The results of the consultation and proposed outcomes would be reported to the Executive Board Sub-Committee for approval.

RESOLVED: That

- (1) the proposed changes in fees and charges outlined in Appendix 1, be approved with effect from 6th April 2009 which was the date on which Welfare Benefits were increased; and
- (2) that Direct Payment rates remain unchanged until the outcome of the impending consultation with key stakeholders on the new resource allocation system for Direct Payments/Individual Budgets was completed. Any new resource allocated proposals would be submitted to the Executive Board Sub-Committee for approval.