

# QUARTERLY MONITORING REPORT

**DIRECTORATE:** Health & Community  
**SERVICE:** Adults of Working Age  
**PERIOD:** Quarter 1 to period end 30<sup>th</sup> June 2009

## 1.0 INTRODUCTION

This quarterly monitoring report covers the Adults of Working Age Department second quarter period up to 30 June 2009. It describes key developments and progress against all 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 5.

## 2.0 KEY DEVELOPMENTS

### Mental Health

**Employment:** a key national priority is to improve the employment prospects for people with severe mental health problems, and this has been identified as one of Halton's LAA targets. A Steering Group has been set up through the Disability Employment Network and progress is reported regularly to this group. A new employment worker has been appointed and is in place, working to adults services overall but with an initial focus on mental health services. In addition, a national mental health charity, Richmond Fellowship, has been commissioned to provide a similar employment service specifically for people with mental health problems, building on a successful scheme already in place in Warrington.

**Personalisation:** is the focus of the transformation of Adult Social Care. The emphasis is a move from traditional models of care, to care and support that is personalised to the individual. Work has begun to deliver this challenging agenda within mental health services. A Steering Group is to be established, chaired by the Operational Director (AWA), to take this forward locally. In addition, work will need to take place across the whole of the 5Boroughs footprint to ensure that the health services are fully engaged in this process. This will also involve service commissioners.

**Mental Health Single Point of Access:** this is on schedule for delivery by autumn 2009, with a provider service identified by the PCT. A new social work post has been established for this service and the postholder will be fully involved in the development of this service.

**Care Programme Approach:** this important policy and procedure, which operates jointly across health and social care services, was issued in a revised form by Central Government in 2008. The lead for revision of the policy locally is with the 5BoroughsPartnership. As yet, the new policy and procedure has not been developed but the Council is working closely with the 5Boroughs to ensure that this is delivered.

### Personalisation

The ALD and PSD Team continue to lead and progress the personalisation agenda. The planning live programme has enabled 7 individuals across both services to receive an indicative allocation and support plan. PSD are currently implementing the conversion of current direct payment recipients to an individual budget service.

### Healthcare for All

A multi agency steering group has been set up to guide the implementation of all health recommendations and targets aligned with learning disabilities. The group is accountable to the Learning Disability Partnership Board and the Executives of the PCT.




## 3.0 EMERGING ISSUES

Approved Mental Health Professional (AMHP): following the introduction of the Mental Health Act 2007, AMHPs can now be employed within health services, although fulfilling duties on behalf of the local authority. A Steering Group has been established, involving the 5BoroughsPartnership and the social care leads from each of the 5 constituent Local Authorities, to take this forward.

### Valuing People Now

Valuing people Now has set out its three year strategy for people with learning disabilities. Making it happen will require leadership at all levels across all agencies, public and private. Leadership for delivery will come from a national, regional and local level. At a local level the Partnership Boards will oversee and monitor the delivery of Valuing People Now. Each Partnership Board will produce an annual report for their regional board signed off by people with learning disabilities and family carers who are members of the board. In preparation there has been a shadow partnership board established whose membership is solely from people with a learning disability and there is an identified chair who attends who co chairs the partnership board.

## 4.0 PROGRESS AGAINST MILESTONES/OBJECTIVES

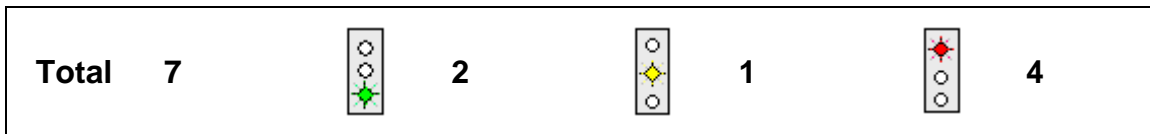
<b>Total</b>	<b>15</b>		<b>15</b>		<b>0</b>		<b>0</b>
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Progress has been made against all milestones

## 5.0 SERVICE REVIEW

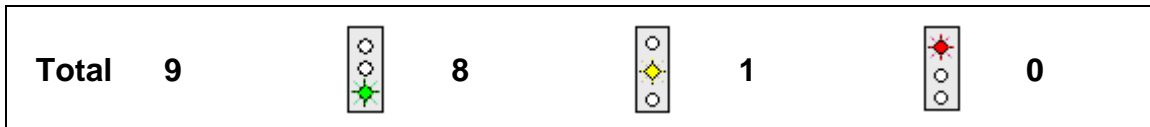
There are no service review issues to report this quarter

## 6.0 PROGRESS AGAINST KEY PERFORMANCE INDICATORS



Only three Key Indicators have met their target in Q1

## 6.1 PROGRESS AGAINST OTHER PERFORMANCE INDICATORS



In broad terms the majority of indicators are on target although a significant amount of data is still awaited from partner organisations. Of those measures that can be reported at Q1 Adults with Mental Health Problems helped to live at home is falling below target.

## 7.0 RISK CONTROL MEASURES

During the production of the 2009-12 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.

## 8.0 PROGRESS AGAINST HIGH PRIORITY EQUALITY ACTIONS


During 2008/09 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. Please refer to Appendix 4

## 9.0 APPENDICES






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

Service Plan Ref.	Objective	2009/10 Milestone	Progress to date	Commentary
AWA 1	<b>Working in partnership with statutory and non statutory organisations, evaluate, plan, commission and redesign services to ensure that they meet the needs and improve outcomes for Adults of Working Age</b>	Contribute to the safeguarding of vulnerable adults and children in need, by ensuring that staff are familiar with and follow safeguarding processes <b>Mar 2010.</b> (AOF6)		Audit on case files for vulnerable adults and children completed across the Directorate , action plan agreed
		Person Centred reviews for adults with PMLD, to be implemented in ALD Care Management and influencing strategic commissioning to enhance service delivery <b>Mar 2010.</b> (AOF7)		Person centred reviews have been targeted at young people with person centred plans in transition. There is a five year plan which contains the goals and aspirations from PCP's and PCR's and monitors the outcomes. The ALD team in conjunction with Helen Sanderson Associates are now extending this to all adults with a PMLD and individuals with older carers. There is an aggregation day arranged to examine the outcomes in the Autumn.





**APPENDIX ONE - PROGRESS AGAINST OBJECTIVES/MILESTONES  
Adults of Working Age**

Service Plan Ref.	Objective	2009/10 Milestone	Progress to date	Commentary
		<p>Redesign the Supported Housing Network to meet the needs of those with the most complex needs <b>Mar 2010.</b> (AOF6 &amp; 7)</p>		<p>With the implementation of 'active support' a system devised by Dr Sandy Toogood a behavioural analyst, the service has improved tenants' lives developing a wider range of activities and an increase in social inclusion. Staff complete weekly records of participation for indoor/outdoor activities and community presence. Each tenant has his or her own activity support plan. Tenants are able to participate with activities in their own home i.e. laundry, preparing meals, weekly tasks etc. We use the person centred approach offering choice and empowering tenants. The interactive training being completed with Esther Gibbons and the staff has given the staff more insight to what the tenants are trying to communicate. When this work is complete, the tenants will have care plan to show how people communicate at the very least their likes and dislikes.</p>




**APPENDIX ONE - PROGRESS AGAINST OBJECTIVES/MILESTONES  
Adults of Working Age**

Service Plan Ref.	Objective	2009/10 Milestone	Progress to date	Commentary
		Analyse the impact of Valuing People Now on service delivery to ensure that services met the needs and improve outcomes for people with LD <b>Mar 2010</b> (AOF 6 & 7)		Action Plan agreed by Partnership Board to implement Valuing People Now, Shadow Partnership Board in process of being established
		Implement strategy to deliver improved services to younger adults with dementias <b>Mar 2010</b> (AOF 6)		An overall dementia strategy is being developed and specific actions are being identified as part of this work.
		Fully implement the Volunteer Strategy to ensure appropriate volunteering opportunities are available <b>Mar 2010</b> (AOF6)		Strategy now in process of being agreed
		Review implementation of Mental Health Act 2007 to ensure all policies, procedures and processes are fit for purpose <b>Oct 2009</b> (AOF 6)		All services have been invited to comment on the existing policies and procedures and put forward amendments. These comments have been received and policies are to be amended in summer 2009.
		Review key partnership working arrangements and associated structures to ensure that they are fulfilling service delivery requirements <b>Mar 2010</b> (AOF 7)		Mental Health Partnership currently being reviewed and changes to be agreed at next Board meeting

**APPENDIX ONE - PROGRESS AGAINST OBJECTIVES/MILESTONES  
Adults of Working Age**

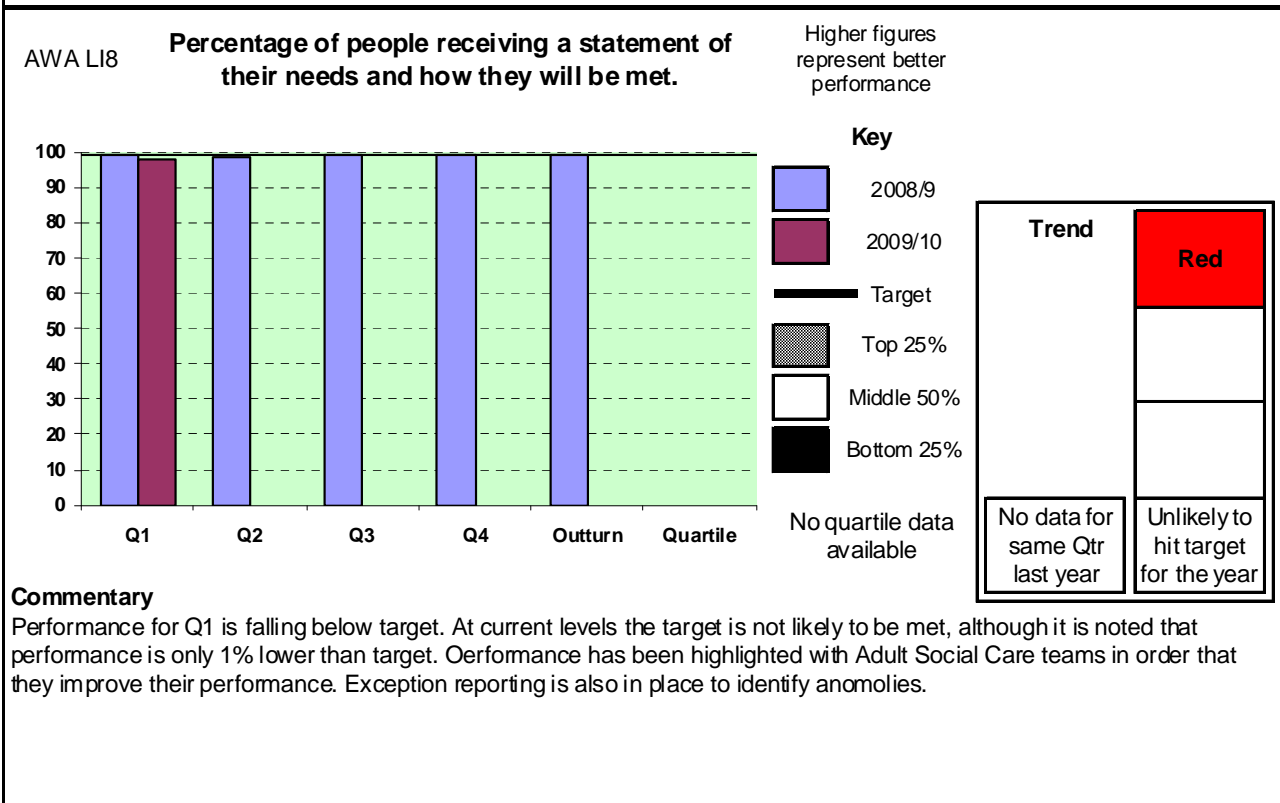
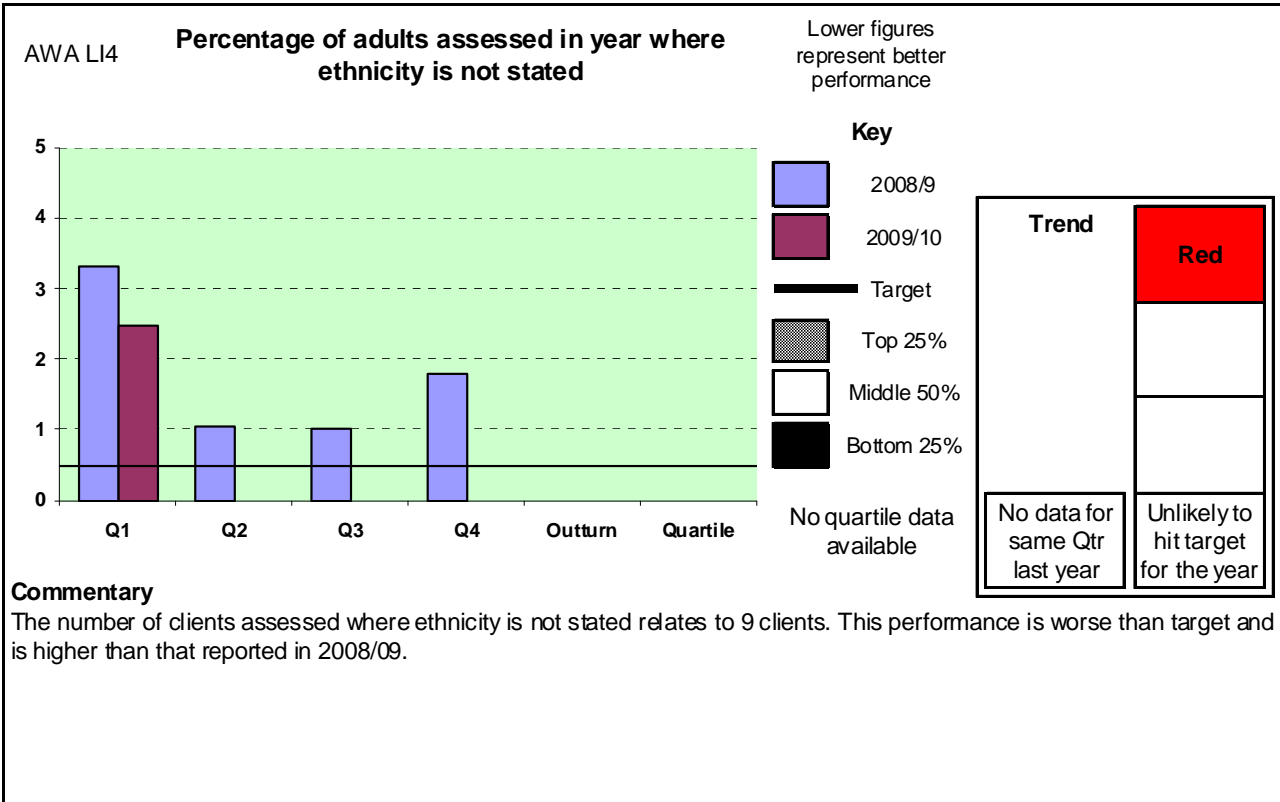
Service Plan Ref.	Objective	2009/10 Milestone	Progress to date	Commentary
		Implement agreed recommendations of review of services and supports to children and adults with Autistic Spectrum Disorder <b>Mar 2010</b> (AOF 6)		Strategic Group and Stakeholder Group established
		Continue to implement a behaviour solutions approach to develop quality services for adults with challenging behaviour - Models of good practice to be developed <b>Mar 2010</b> . (AOF7)		H A proposal has been agreed and a project manager appointed to develop a business case to secure three year funding for a specialist challenging behaviour support service. The proposed service will be available to support mainstream services in working with people with learning disability and/or autism whose behaviour is a significant challenge for services.
AWA 2	<b>Effectively consult and engage with Adults of Working Age to evaluate service delivery, highlight any areas for improvement and contribute towards the effective re-design of services where required</b>	Review key partnership working arrangements and associated structures to ensure that they are fulfilling service delivery requirements <b>Mar 2010</b> (AOF 7)		Review in progress fro Emergency Duty Team
		Review implementation of Mental Health Act 2007 to ensure all policies, procedures and processes are fit for purpose <b>Oct 2009</b> (AOF 6)		See above.

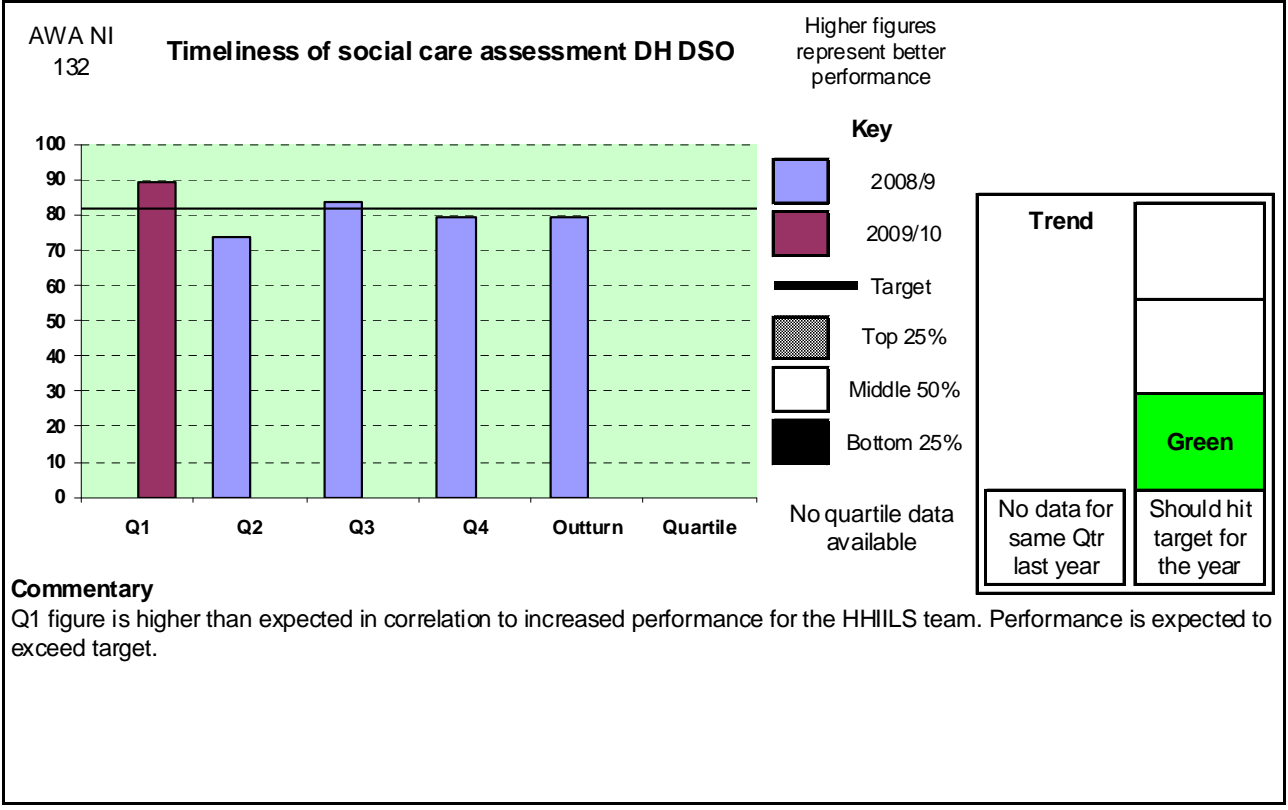
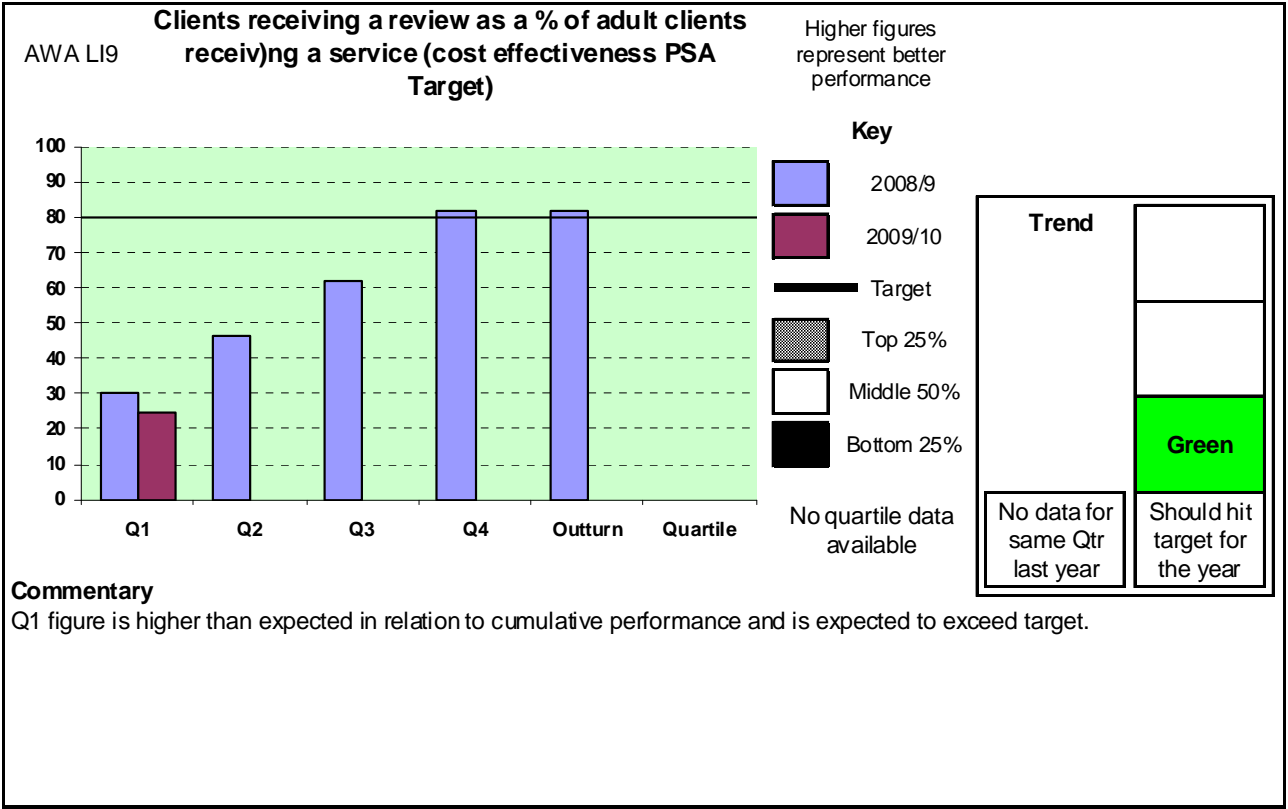
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Adults of Working Age**

Service Plan Ref.	Objective	2009/10 Milestone	Progress to date	Commentary
		Implement agreed recommendations of review of services and supports to children and adults with Autistic Spectrum Disorder <b>Mar 2010</b> (AOF 6)		See above, good progress is being made
		Continue to implement a behaviour solutions approach to develop quality services for adults with challenging behaviour - Models of good practice to be developed <b>Mar 2010</b> . (AOF7)		A proposal has been agreed and a project manager appointed to develop a business case to secure three year funding for a specialist challenging behaviour support service. The proposed service will be available to support mainstream services in working with people with learning disability and/or autism whose behaviour is a significant challenge for services.
AWA 3	<b>Ensure that there are effective business processes and services in place to enable the Directorate to manage, procure and deliver high quality, value for money services that meet people's needs</b>	Review key partnership working arrangements and associated structures to ensure that they are fulfilling service delivery requirements and are being managed in a cost effective way <b>Mar 2010</b> .		See above, good progress being made

**APPENDIX ONE - PROGRESS AGAINST OBJECTIVES/MILESTONES  
Adults of Working Age**



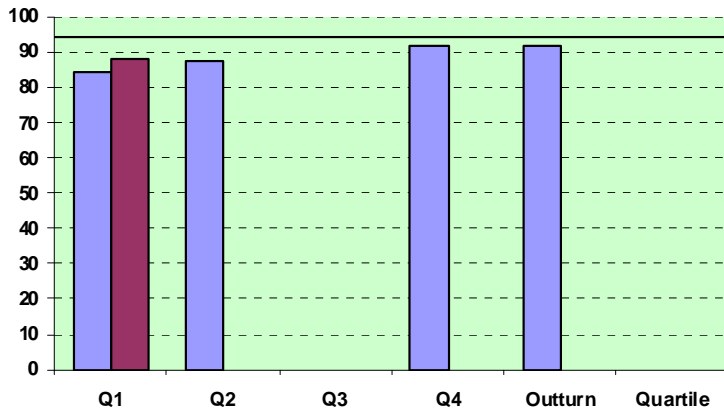




AWA NI  
133

### Timeliness of social care packages DH DSO

Higher figures represent better performance



**Key**

- 2008/9
- 2009/10
- Target
- Top 25%
- Middle 50%
- Bottom 25%
- No quartile data available

<b>Trend</b>	<b>Red</b>
No data for same Qtr last year	Unlikely to hit target for the year

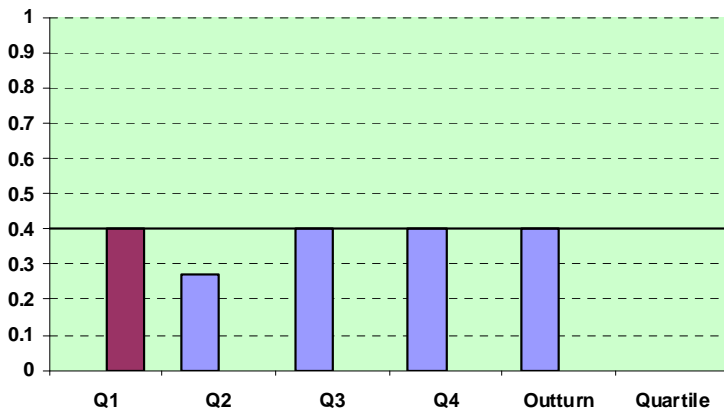
**Commentary**

Q1 figure is falling below target and is unlikely to be met at current levels. Action is being able to raise awareness and discuss actions to improve performance for this indicator.

AWA LI10

### Admissions of Supported Residents aged 18-64 into residential/nursing care

Lower figures represent better performance



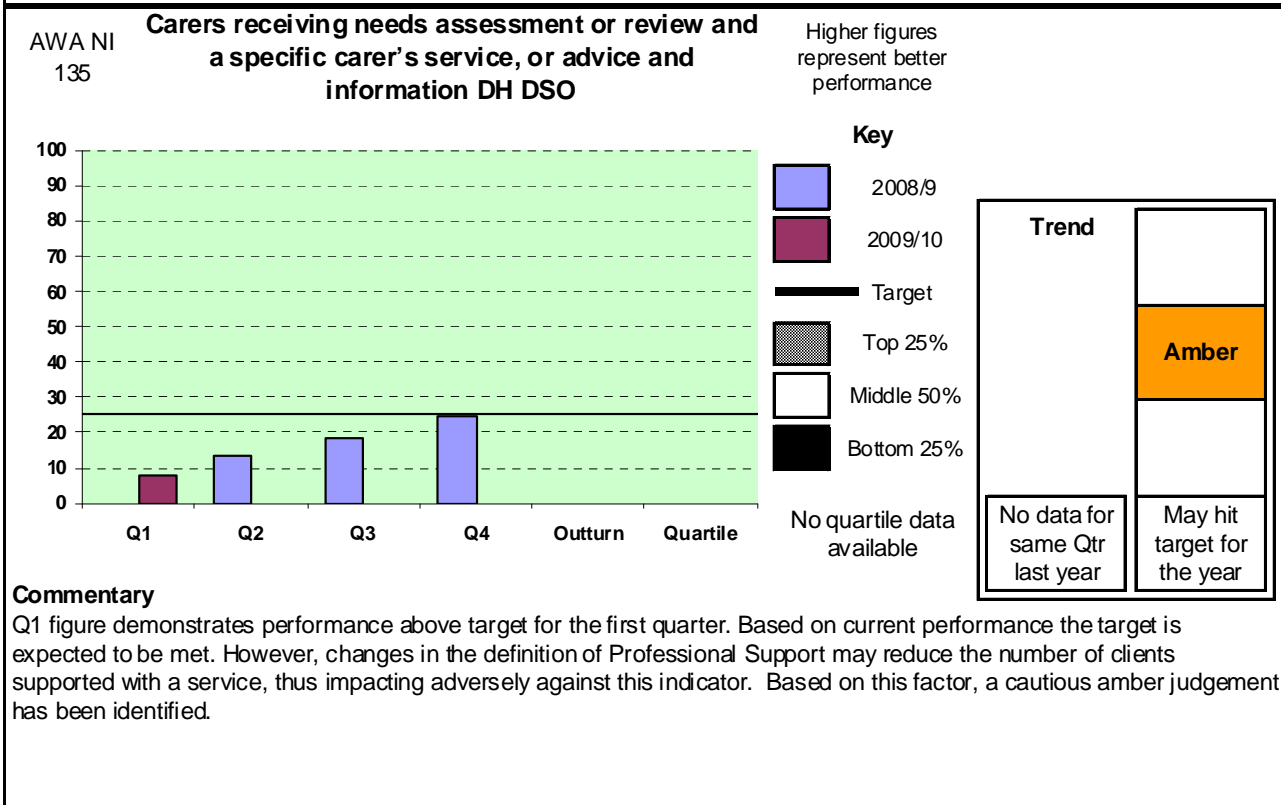
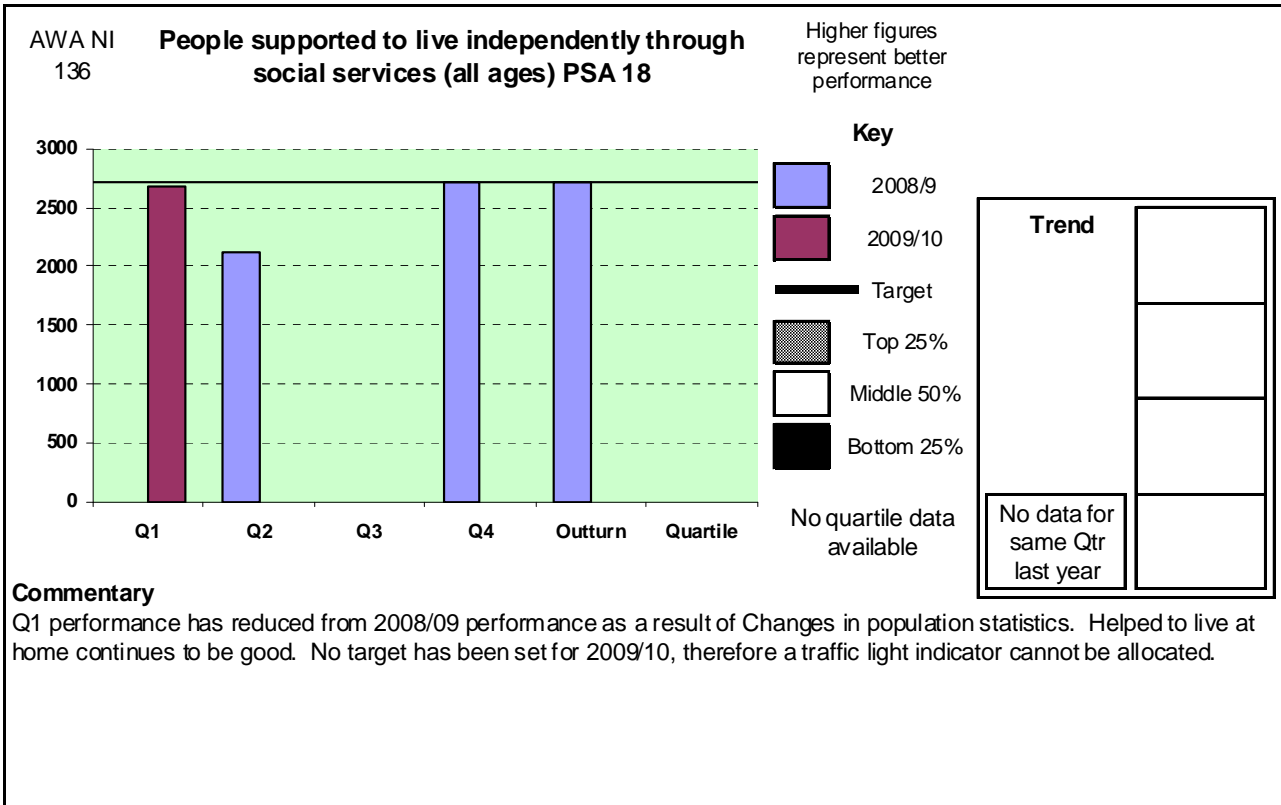
**Key**

- 2008/9
- 2009/10
- Target
- Top 25%
- Middle 50%
- Bottom 25%
- No quartile data available

<b>Trend</b>	<b>Red</b>
No data for same Qtr last year	Unlikely to hit target for the year


**Commentary**

This figure relates to 3 clients aged 18 - 64



The following Key Performance Indicators cannot be reported graphically: -  
**NI 131**; Delayed transfers of care – PCT are unable to report any data on this figure

**NI 145;** Data is not available for this indicator in Q1. Steps are being taken for accommodation status to be reported in Carefirst so that performance can be reported automatically.

Ref.	Description	Actual 2008/09	Target 20091/0	Quarter 1	Progress	Commentary
AWA LI 13	Adults with mental health problems helped to live at home	3.5	3.75	3.5		Q1 figure is falling short of target. The indicator relates to 265 clients.

**HEALTH & COMMUNITY – ADULTS OF WORKING AGE (ALD, MH, PSD)**

**Revenue Budget as at 30<sup>th</sup> June 2009**

	Annual Revised Budget	Budget To Date	Actual To Date	Variance To Date (overspend)	Actual Including Committed Items
	£000	£000	£000	£000	£000
<b><u>Expenditure</u></b>					
Staffing	3,390	751	731	20	761
Premises	205	19	17	2	17
Other Premises	66	22	20	2	20
Joint Equipment Service	231	95	93	2	93
Supplies & Services	235	25	30	(5)	30
Food Provisions	9	2	1	1	1
Aid & Adaptations	113	28	31	(3)	38
Transport of Clients	633	57	52	5	95
Departmental Support Services	1,089	0	0	0	0
Central Support Services	363	8	8	0	8
Contract & SLAs	864	110	114	(4)	142
Emergency Duty Team	95	24	25	(1)	25
Community Care:					
Residential Care	886	145	125	20	125
Home Care	701	130	127	3	127
Direct Payments	659	206	204	2	204
Supported Living	60	5	4	1	4
Day Care	26	6	2	4	1
Unallocated Grants	346	0	0	0	0
Asset Charges	203	0	0	0	0
Contribution to ALD Budget	6,932	1,488	1,432	56	1,485
<b>Total Expenditure</b>	<b>17,106</b>	<b>3,121</b>	<b>3,016</b>	<b>105</b>	<b>3,176</b>
<b><u>Income</u></b>					
Residential Fees	-136	-31	-8	(23)	-8
Fees & Charges	-151	-35	-38	3	-38
Preserved Rights Grant	-81	-20	-20	0	-20
Supporting People Grant	-371	-20	-14	(6)	-14
Mental Health Grant	-500	-125	-125	0	-125
Carer Grant	-518	-129	-129	0	-129
Mental Capacity IMCA Grant	-85	-21	-21	0	-21
Aids Support Grant	-5	0	0	0	0
Local Involvement Network Grant	-110	-27	-28	1	-28
Community Roll Out Funding	-150	-100	-100	0	-100
Tobacco Control Grant	-100	-100	-100	0	-100
PCT Reimbursement	-450	-120	-121	1	-121
Other Income	-6	-2	-10	8	-10
<b>Total Income</b>	<b>-2,663</b>	<b>-730</b>	<b>-714</b>	<b>(16)</b>	<b>-714</b>
<b>Net Expenditure</b>	<b>14,443</b>	<b>2,391</b>	<b>2,302</b>	<b>89</b>	<b>2,462</b>

**Comments on the above figures:**

In overall terms revenue spending at the end of quarter 1 is under budget profile by £33k excluding the ALD pool budget. This is due to expenditure on staffing budgets and also on community care services being less than anticipated at this stage of the year.

Staffing related expenditure is less than expected due to the number of front line vacancies within the department particularly in PSD services. Many of these vacancies will be appointed to during the second quarter of the year therefore this budget is not expected to under spend significantly at yearend.

The community care budget has been realigned across the Directorate this financial year to reflect, more accurately, expenditure incurred on services provided. Budgets for homecare and direct payments have been increased whilst the residential care budget has been reduced reflecting the move away from residential placements to care provided within the home environment, enabling more flexibility and choice in service provided. Residential fees & charges targets have also been reviewed in light of this shift.

The community care budget as a whole, including associated income, is currently £10k below budget profile. The implementation of personalised budgets for all client groups later in the year will necessitate close monitoring of the community care budget across the directorate.

**A summary of the H.B.C. Contribution to ALD Pooled Budget can be found on the following page:**






## HEALTH & COMMUNITY – ADULTS WITH LEARNING DISABILITIES

### Contribution to ALD Pooled Budget

#### Revenue Budget as at 30<sup>th</sup> June 2009

	Annual Revised Budget	Budget To Date	Actual To Date	Variance To Date (overspend)	Actual Including Committed Items
	£000	£000	£000	£000	£000
<b><u>Expenditure</u></b>					
Residential Care	1,366	237	192	45	192
Supported Living	2,111	500	487	13	501
Home Care	1,353	247	204	43	204
Direct Payments	555	192	209	(17)	209
Day Services	1,868	418	416	2	434
Specialist LD Team	557	139	151	(12)	161
Management Costs	1,142	100	97	3	97
Respite	363	79	73	6	84
Other Expenditure	149	37	33	4	33
<b>Total Expenditure</b>	<b>9,464</b>	<b>1,949</b>	<b>1,862</b>	<b>87</b>	<b>1,915</b>
<b><u>Income</u></b>					
Rents & Service Charges	-28	0	0	0	0
Community Care Fees	-72	-17	-16	(1)	-16
Residential Fees	-125	-29	-23	(6)	-23
Direct Payments	-35	-11	-11	0	-11
Supporting People Grant	-1,075	-225	-201	(24)	-201
Preserved Rights Grant	-331	-83	-83	0	-83
Campus Closure Grant	-57	-57	-57	0	-57
LDDF	-149	-38	-37	(1)	-37
CITC – Astmoor	-53	0	0	0	0
CITC – Special Needs	-6	0	0	0	0
PCT Income	-79	0	0	0	0
CHC – PCT	-363	0	-1	1	-1
Reimbursement					
Other Fees & Charges	-159	-1	-1	0	-1
<b>Total Income</b>	<b>-2,532</b>	<b>-461</b>	<b>-430</b>	<b>(31)</b>	<b>-430</b>
<b>Net Expenditure</b>	<b>6,932</b>	<b>1,488</b>	<b>1,432</b>	<b>56</b>	<b>1,485</b>

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 at this stage 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>