

# QUARTERLY MONITORING REPORT

**DIRECTORATE:** Health & Community  
**SERVICE:** Health & Partnerships  
**PERIOD:** Quarter1 to period end 30<sup>th</sup> June 2009

## 1.0 INTRODUCTION

This quarterly monitoring report covers the Health & Partnerships Department first 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 6.

## 2.0 KEY DEVELOPMENTS

### **Housing**

On 29th June Government announced an additional £1.5 billion stimulus to boost the housing market. A range of initiatives were announced or expanded, to build more social housing and unblock stalled private sector developments.

The announcement also referred to plans to allow Councils more flexibility in framing their allocations policies to give increased priority to local residents, although no detail has yet emerged on this.

To the extent that these are new initiatives, and the outcomes of the bidding process are not yet known, it is difficult to predict what the local impact will be.

### **Quality Assurance**

Tender for advocacy and service user involvement service completed- contract awarded to SHAP.

### **Commissioning**

Draft dementia strategy complete.

Report taken to PCT MET to offer assurance that the PCT and its local authority partners are responding appropriately to Government policy and strategy as it relates to Adults with a Learning Disability.

### **Business Support**

The Annual Review Meeting with the Care Quality Commission (CQC) to assess the Directorates performance took place on the 15th July 2009 and initial feedback received from CQC was positive.

Carefirst 6 is due to be implemented by the Adults with Learning Disabilities team in September 2009. The system will then be rolled out across all operational teams.

**Service Planning & Training**

A comprehensive training programme commenced in April 2009 to support the implementation of Self Directed Support and Personal Budgets. The training programme aims to provide managers and staff with the appropriate skills they require in order to implement self-directed support effectively. We have also commissioned training for contracted providers, which will help them make the changes that are required to deliver personalised services and Individualised Service Funds.

**3.0 EMERGING ISSUES**

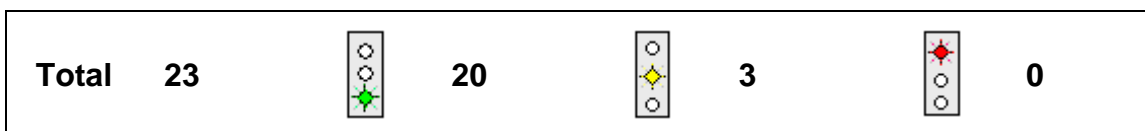
**Housing**

Following the initial consultation exercise by 4NW on Draft RSS Traveller pitch requirements, a revised set of proposals has emerged. Halton’s initial target to identify sites to accommodate an additional 60 permanent pitches by 2016 has been reduced to 45. Representations will continue to be made to 4NW to seek a further reduction.

**Commissioning**

Halton in collaboration with the PCT and St Helens MBC is submitting an expression of interest to the NDTi to become a demonstration site around supporting learning disabled people to move out of residential accommodation and achieve housing and support options that promote social inclusion. The target group will be people currently in “specialist” out of area placements. The EOI will also cover the reconfiguration of LD residential services to supported living.

**4.0 PROGRESS AGAINST MILESTONES/OBJECTIVES**

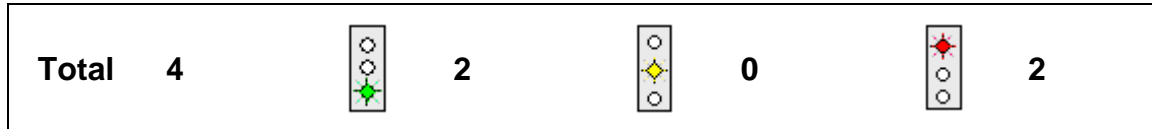


Most milestones are on target. Where this not the case plans are in place to rectify the situation and additional details are provided within Appendix 1..

## 5.0 SERVICE REVIEW

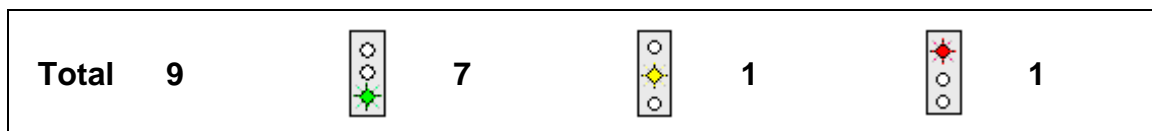
There are no service review issues to report this quarter

## 6.0 PROGRESS AGAINST KEY PERFORMANCE INDICATORS



Where KPIs have not reached target commentaries explain that actions are planned or underway to rectify the situation and additional details are provided within Appendix 2

## 6.1 PROGRESS AGAINST OTHER PERFORMANCE INDICATORS



Where a target has not been reached, that is in the case of homeless households and the number of directly employed SSD staff that have left policies are being reviewed to rectify the situation. Some PIs are still awaiting data from Health Authorities

## 7.0 PROGRESS AGAINST LPSA TARGETS

There are no LPSA targets for this service

## 8.0 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.

## 9.0 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

## 10.0 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
HP 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 the community of Halton</b>	Develop commissioning strategy for challenging behaviour/Autism Spectrum Disorder <b>Mar 2010</b> (AOF 6 & 30)		Appropriately skilled Project Manager now appointed. There is strong multi agency commitment across the agencies. Refined Business case developed
		Commission combined advice, support and sanctuary service for people experiencing domestic violence <b>Mar 2010</b> (AOF 6, 30 and 31))		Service specification agreed - Tender process underway- on target for completion.
		Commission feasibility study for Supporting People 'Gateway' or single point of access service <b>Mar 2010</b> (AOF 6, 30 and 31)		Feasibility study complete - recommends phased approach to introduction of gateway service.
		Establish effective arrangements across the whole of adult social care to deliver self directed support and personal budgets <b>Mar 2010</b> (AOF6)		Comprehensive training programme underway. Additional staff appointed to team. Good progress being made.

**APPENDIX ONE - PROGRESS AGAINST OBJECTIVES/MILESTONES  
Health & Partnerships**

Service Plan Ref.	Objective	2009/10 Milestone	Progress to date	Commentary
		<p>Commission supported living services for Adults with Learning Disabilities and People with Mental Health issues <b>Mar 2010</b> (AOF 6, 30 and 31)</p>		<p><b>Learning Disability services:</b>  Purchase of property progressing for 2 people whose health needs now require more accessible accommodation.  Assessments of 12 people in residential provision underway and advocacy support in place to offer choice for more independent living.  Work is progressing with the PCT, St Helens, Warrington and Knowsley to develop options for a comprehensive community based service to more effectively supported people with complex needs enabling further reductions to be made to in-patient capacity and to reduce reliance on out-of-area placements.</p> <p><b>Mental Health Services:</b>  Contracts section leading on the review of MH supported living and residential services. Sector reviews planned – some delay to start of project due to a change in the role of the Joint Commissioning Manager for Mental Health.</p>





**APPENDIX ONE - PROGRESS AGAINST OBJECTIVES/MILESTONES  
Health & Partnerships**

Service Plan Ref.	Objective	2009/10 Milestone	Progress to date	Commentary
		Redesign the housing solutions service to ensure the continued effective delivery of services <b>Mar 2010</b> (AOF 6 & 30)		Work is ongoing to integrate the homeless prevention and homeless assessment teams, and to identify accommodation to relocate the service from Catalyst House.
		Deliver against the government target to reduce by half (by 2010) the use of temporary accommodation to house homeless households <b>Mar 2010</b> (AOF 6, 30 and 31)		A range of measures are being developed to ensure achievement of the target, including the re-designation of Grangeway Court as supported housing and negotiations with RSLs to provide a smaller number of units for use as furnished temporary accommodation.





Service Plan Ref.	Objective	2009/10 Milestone	Progress to date	Commentary
		<p>Introduce a Choice Based Lettings scheme to improve choice for those on the Housing Register seeking accommodation <b>Dec 2010</b> (AOF11and 30.)</p>		<p>Following Exec Board in principle agreement to participate in the development of a sub regional CBL scheme, work with sub regional partners to draft a common allocations policy has been slow but is now nearing the stage where the policy will be presented to the respective Councils. A preferred ICT supplier has been identified, subject to agreement by the partner Councils, and work is about to start to put some costings to the project. It is anticipated that a report will go to Board in the Autumn seeking endorsement of progress to date, and for Halton's continued involvement in the project.</p>
		<p>Commission floating support services for vulnerable groups <b>Mar 2011</b> (AOF 6, 30 and 31)</p>		<p>Work ongoing to review floating support services - tender to be prepared to procure services within 12 months of the commencement of the Gateway service.</p>

**APPENDIX ONE - PROGRESS AGAINST OBJECTIVES/MILESTONES  
Health & Partnerships**






Service Plan Ref.	Objective	2009/10 Milestone	Progress to date	Commentary
		Work with the Council's Planning Department to introduce an affordable housing policy within the Local Development Framework <b>Mar 2011</b> (AOF 11)		The Local Development Scheme timetable currently envisages an adopted affordable housing SPD by November 2011 but, depending on whether the issue is dealt with under the Core Strategy, a Development Plan Document or a Supplementary Plan Document, it may be possible to accelerate this.
HP2	<b>Effectively consult and engage with the community of Halton to evaluate service delivery, highlight any areas for improvement and contribute towards the effective re-design of services where required</b>	Introduce new advocacy and service user involvement service <b>Mar 2010</b> (AOF 6 and 30)		A Tender process complete - contract awarded to SHAP. Aim to have service up and running August 2009.
		Update JSNA summary following community consultation <b>Mar 2010</b> (AOF 6)		JSNA 2009 refresh process under way, ahead of full JSNA to be completed in line with 2011 key strategic documents. Research & Intelligence Section currently looking at data updates for core and localised datasets.
		Continue to survey and quality test service user and carers experience of services to evaluate service delivery to ensure that they are receiving the appropriate outcomes <b>Mar 2010</b> (AOF 32)		Surveys are ongoing however in addition outcome focussed assessment; planning and reviews will enable more accurate recording of outcomes delivered and satisfaction with services to be assessed. Processes will be reviewed as part of the Carefirst 6 project.




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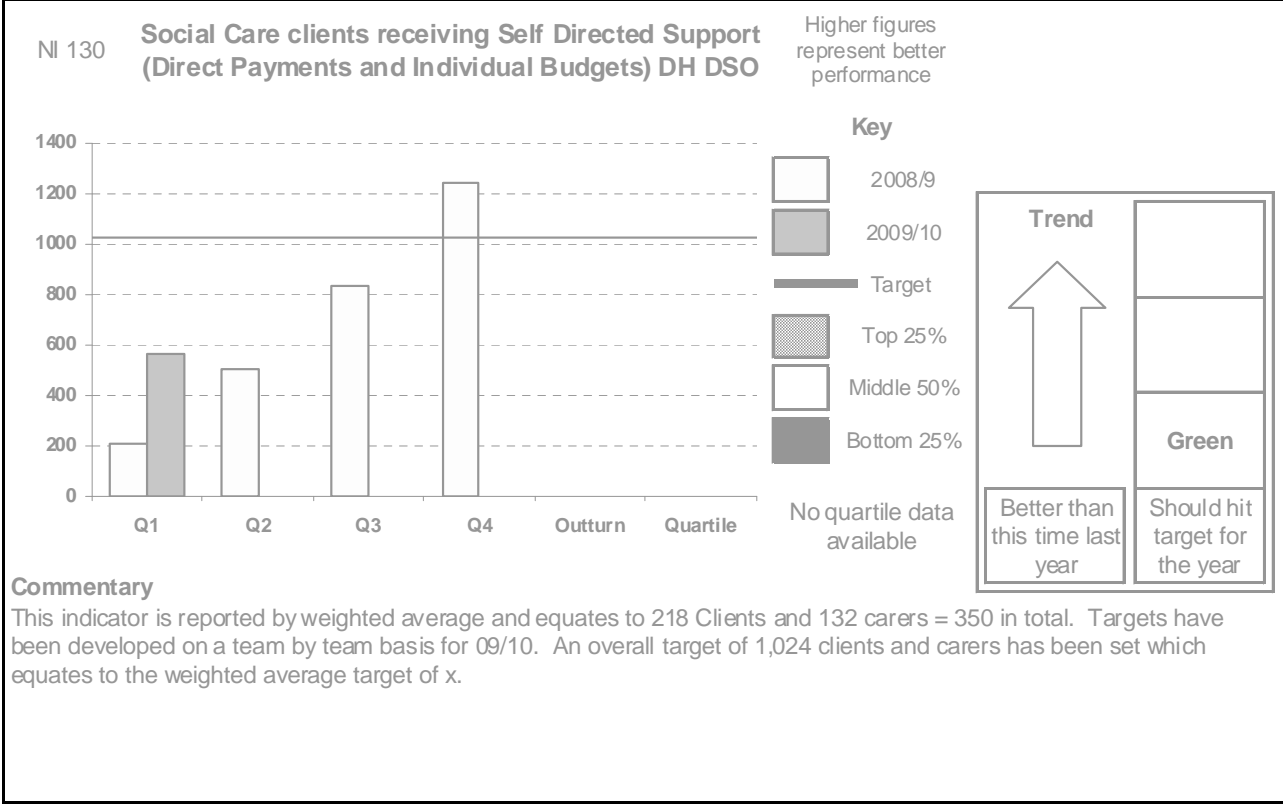
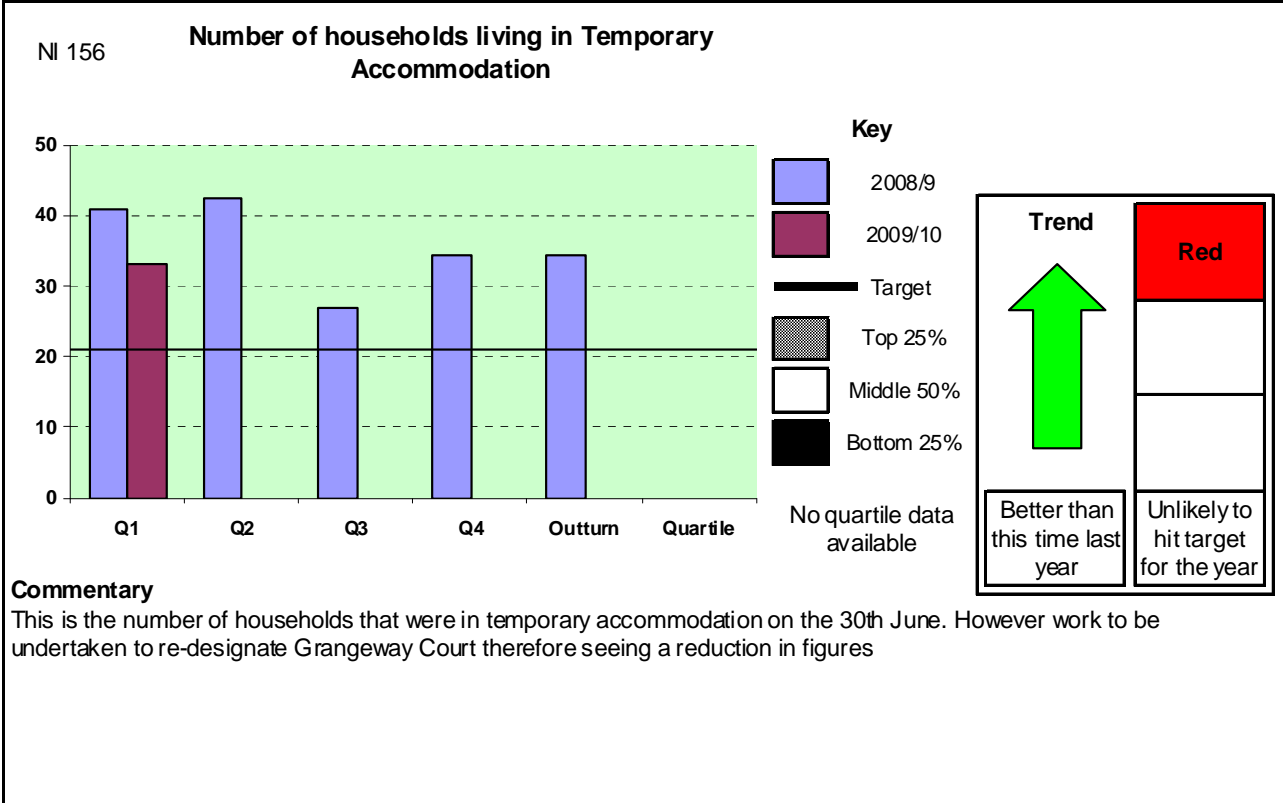
Service Plan Ref.	Objective	2009/10 Milestone	Progress to date	Commentary
HP3	<b>Ensure that there are effective business processes and services in place to enable the Directorate to manage, procure and deliver high quality, value for money services that meet people's needs</b>	Agree with our PCT partners the operational framework to deliver Halton's section 75 agreement Mar 2010 (AOF 33,34 and 35)		External Consultants, commissioned by PCT currently producing options to develop operational and commissioning framework.
		Review commissioning framework for Supporting People to ensure links to LSP <b>Mar 2010</b> (AOF 33 and 34)		Work ongoing to review performance reporting and commissioning plans in line with government strategy for SP-draft PPB report and commissioning plan produced- to be presented to CB and members by Sept 08.
		Assess, on a quarterly basis, the impact of the Fairer Charging Policy strategy to ensure that the charging policy is fair and operates consistently with the overall social care objectives <b>Dec 2009</b> (AOF34)		To ensure service delivery the teams have on the job training and team meetings to access workload issues.  Procedure manuals are updated when necessary.
		Following the publication of the new national guidance on complaints, review, develop, agree and implement a joint complaints policy and procedure to ensure a consistent and holistic approach <b>Nov 09</b> (AOF 33)		National guidance has not been published yet. It is anticipated this will be published in Nov 09.

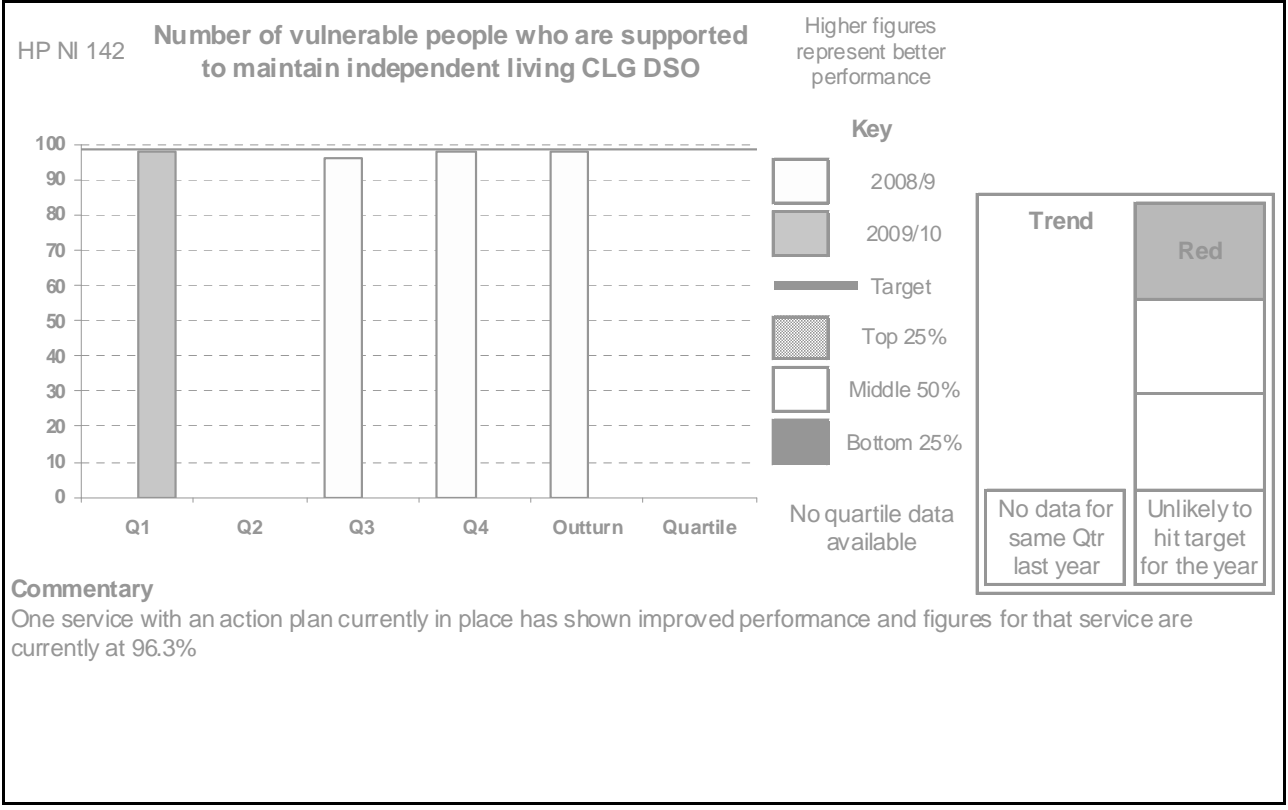
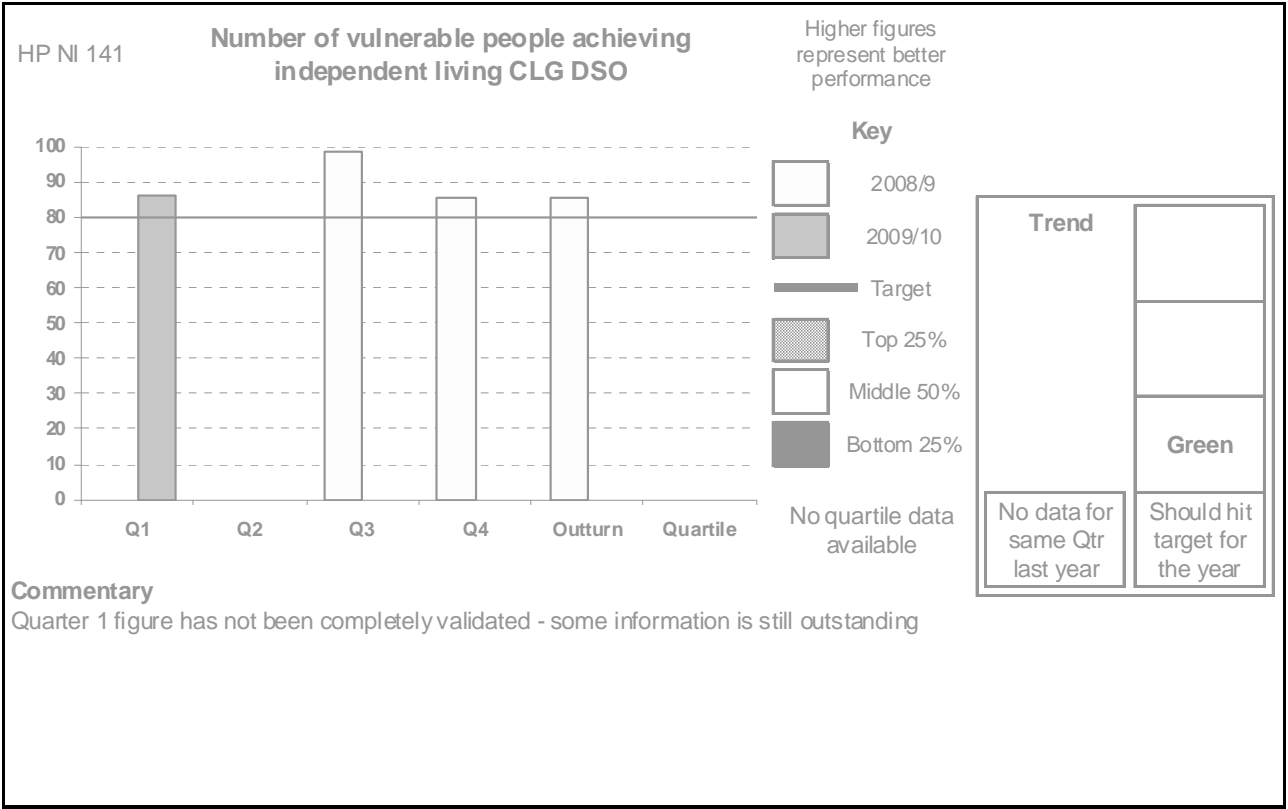
**APPENDIX ONE - PROGRESS AGAINST OBJECTIVES/MILESTONES  
Health & Partnerships**

Service Plan Ref.	Objective	2009/10 Milestone	Progress to date	Commentary
		Review and revise the performance monitoring framework according to changing service needs to ensure that any changing performance measure requirement are reflected in the framework and the performance monitoring cycle <b>Sep 2009</b> (AOF33)		Helen Sanderson Associates will be commissioned to produce an outcomes performance framework for the Directorate that links to the work they are currently doing on the development of person centred process within the Directorate.
		Develop and implement appropriate workforce strategies and plans to ensure that the Directorate has the required staff resources, skills and competencies to deliver effective services <b>Mar 2010</b> (AOF 39)		2009/10 Workforce strategy complete and approved at SMT. Work ongoing to develop workforce strategy linked to the personalisation agenda.
		Develop a preliminary RAS model and explore impact on related systems <b>Apr 2010</b> (AOF 34)		Regular meetings are ensuring any areas of concern are addressed quickly. This coupled with wide spread training is proving to be successful.  The questionnaire is being developed and the RAS development underway.

**APPENDIX ONE - PROGRESS AGAINST OBJECTIVES/MILESTONES  
Health & Partnerships**



Service Plan Ref.	Objective	2009/10 Milestone	Progress to date	Commentary
		Review existing Direct Payment arrangements to ensure alignment with the personalisation agenda <b>May 2010</b> (AOF 34)		Direct Payment consultation event held on 24/04/09 to inform DP users about Personal Budgets. Building Common Ground consultation event held on 09/06/09 with service users, carers, self-funders to form a Transformation steering group. Consultations will be arranged throughout the year as and when required.
		Review & update, on a quarterly basis, the 3 year financial strategy <b>Mar 2010</b> (AOF 34)		Work is scheduled appropriately to meet the Directorate's needs.
		Review and deliver SP/Contracts procurement targets for 2009/10, to enhance service delivery and cost effectiveness <b>Mar 2010</b> . (AOF35)		Annual work plan completed and incorporated into divisional workplan. Progress to be reviewed on a quarterly basis at DMT.





The following KPI has not been reported graphically: -

**NI 127**; Self reported experience of social care users – this figure is to be reported by the NHS and Social Care Information Centre to councils but is not yet available

Ref.	Description	Actual 2008/09	Target 2009/10	Quarter 1	Progress	Commentary
HP LI 5	Households who considered themselves as homeless, who approached the LA housing advice service, and for whom housing advice casework intervention resolved their situation (the number divided by the number of thousand households in the Borough).	5.4	4.0	1		58 cases  58 / 54.392 = 1  Due to the high volume of referrals to the team there has been a backlog of 'inputting' outcomes on the database. Steps have been taken to rectify this, but it means that the number of prevented cases recorded is probably lower than the actual number. Next quarters statistics therefore will be amended to show this.
HP LI 7	Percentage of SSD directly employed staff that left during the year.	7.58	8	8.82%		At quarter 1 the leavers figure is slightly over the target set for this year. The Exit Interview Policy is due for review over the next couple of months and as part of this review the exit interview questionnaire will be revised.

**APPENDIX THREE - PROGRESS AGAINST KEY AND OTHER AGAINST OTHER INDICATORS  
Health & Partnerships**





## HEALTH & COMMUNITY - HEALTH AND PARTNERSHIP

### Revenue Budget as at 30th 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>Expenditure</b>					
Employees	4,105	1,009	979	30	997
Premises Support	142	18	15	3	15
Other Premises	33	8	10	(2)	44
Supplies & Services	497	219	218	1	292
Training	36	9	7	2	8
Transport	19	5	7	(2)	8
Departmental Support Services	174	0	0	0	0
Central Support Services	733	177	177	0	177
Agency Related	219	19	17	2	31
Supporting People Payments to Providers	7,222	1,661	1,658	3	1,658
Unallocated Grants	240	0	0	0	0
Asset Charges	963	0	0	0	0
<b>Total Expenditure</b>	<b>14,383</b>	<b>3,125</b>	<b>3,088</b>	<b>37</b>	<b>3,230</b>
<b>Income</b>					
Sales	-13	-3	-3	0	-3
Receivership Income	-69	-17	-20	3	-20
Rents	-92	-102	-105	3	-105
Departmental Support Services Recharges	3,687	0	0	0	0
Supporting People Main Grant	-7,411	-1,882	-1,885	3	-1,885
Social Care Reform Grant	-559	-559	-559	0	-559
Adult Social Care Workforce Grant	-364	-91	-91	0	-91
Supporting People Admin Grant	-112	-28	-28	0	-28
Disabled Facilities Grant	-40	-40	-42	2	-42
Homelessness Grant	-30	-46	-46	0	-46
Other Grants	-88	-88	-88	0	-88
Re-imbursements	-121	-84	-86	2	-86
Other Income	-84	0	0	0	0
<b>Total Income</b>	<b>-12,670</b>	<b>-2,940</b>	<b>-2,953</b>	<b>13</b>	<b>-2,953</b>
<b>Net Expenditure</b>	<b>1,713</b>	<b>185</b>	<b>135</b>	<b>50</b>	<b>277</b>

### **Comments on the above figures:**

In overall terms revenue spending at the end of quarter 1 is £50k under budget profile, due in the main to staff related expenditure being less than expected at this stage of the financial year. There is also a slight overachievement of income particularly on rents and receivership income. Employee costs are lower than expected due to the number of vacancies within the department and the secondment of staff to other areas within Health & Community.

Unallocated Grants include the Social Care Reform Grant and the Adult Social Care Workforce Grant. These grants will be allocated to specific budgets throughout the year as project plans are developed further.

### **Health & Partnership**

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

	2009/10 Capital Allocation £000	Allocation To Date £000	Actual Spend To Date £000	Allocation Remaining £000
IT	28	0	0	28
<b>Total Spending</b>	<b>28</b>	<b>0</b>	<b>0</b>	<b>28</b>




### **Housing Strategy & Support Services**

#### **Capital Projects as at 30<sup>th</sup> June 2009**

	2009/10 Capital Allocation £'000	Allocation To Date £'000	Actual Spend To Date £'000	Allocation Remaining £'000
<b><u>Private Sector Housing</u></b>				
Housing Grants/Loans	354	30	13	17
Disabled Facilities Grants	1,301	325	108	217
Home Link	10	0	0	0
Energy Promotion	100	0	0	0
	<b>1,765</b>	<b>355</b>	<b>121</b>	<b>234</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</u> at this stage <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</u> will not be achieved within the appropriate timeframe.</p>	<p>Indicates that the <u>target</u> will not be achieved unless there is an intervention or remedial action taken.</p>