

## PLEASE NOTE VENUE

# ADULT AND PUBLIC HEALTH SERVICES PORTFOLIO DECISION SCHEDULE



**Tuesday 21 August 2007**

**at 9.00 am**

**in Conference Room 1, Belle Vue Community, Sports  
and Youth Centre, Kendal Road, Hartlepool**

Councillor G Hall, Cabinet Member responsible for Adult and Public Health Services will consider the following items.

**1. KEY DECISIONS**

None.

**2. OTHER ITEMS REQUIRING DECISION**

- 2.1 Departmental Plan 2007/2008 – 2009-2010 – for Adult and Community Services – *Director of Adult and Community Services*
- 2.2 Adult and Community Services Departmental Plan 2007/2008 – 1<sup>st</sup> Quarter Monitoring Report – *Director of Adult and Community Services*
- 2.3 Neighbourhood Services Departmental Plan 2007/2008 – 1<sup>st</sup> Quarter Monitoring Report – *Director of Neighbourhood Services*
- 2.4 In Control Update Progress Report – *Director of Adult and Community Services*
- 2.5 Disability Sports Development Officer – Progress Update – *Director of Adult and Community Services*

**3. REPORTS FROM OVERVIEW OF SCRUTINY FORUMS**

None.

## **ADULT AND PUBLIC HEALTH SERVICES PORTFOLIO**

Report To Portfolio Holder

21 August 2007



**Report of:** Director of Adult and Community Services

**Subject:** DEPARTMENTAL PLAN 2007/2008 -  
2009/2010 FOR ADULT & COMMUNITY  
SERVICES

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### **SUMMARY**

#### **1.0 PURPOSE OF REPORT**

- 1.1 To inform the Portfolio Holder of the Departmental Plan 2007/2008 – 2009/2010 for Adult & Community Services.

#### **2.0 SUMMARY OF CONTENTS**

- 2.1 The Plan contains an overview of Departmental Structure, recent achievements and future priorities, plus the specific actions and performance indicators by which progress will be measured during the year.

#### **3.0 RELEVANCE TO PORTFOLIO MEMBER**

- 3.1 Adult Social Care, Supporting People and Adult Education are an important part of the Portfolio responsibilities.

#### **4.0 TYPE OF DECISION**

- 4.1 Non-key.

#### **5.0 DECISION MAKING ROUTE**

- 5.1 The decision will be made by the Portfolio Holder.

#### **6.0 DECISION(S) REQUIRED**

- 6.1 That the Portfolio Holder receives the Plan and receives quarterly updates on progress through the year.

**Report of:** Director of Adult and Community Services

**Subject:** DEPARTMENTAL PLAN 2007/2008 -  
2009/2010 FOR ADULT & COMMUNITY  
SERVICES

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**1. PURPOSE OF REPORT**

- 1.1 To inform the Portfolio Holder of the Departmental Plan 2007/2008 – 2009/2010 for Adult & Community Services.

**2. BACKGROUND**

- 2.1 The Plan contains an overview of Departmental Structure, recent achievement and future priorities, plus the specific actions and performance indicators by which progress will be measured during the year.
- 2.2 The vision is to encourage collaborative links across a range of services and agencies in order to deliver care in responsive, person-centred ways. Through this vision we aim to promote social inclusion, independence and choice for individuals, whereby people will stay fit, involved and enjoy improved well-being.
- 2.3 Direction for Supporting People will be guided by the Inspection recommendations. Key drivers for Adult Education include improving work skills and Skills for Life, family learning and 'First Step' provision to introduce adults to learning.

**3. FINANCIAL IMPLICATIONS**

None.

**4. RECOMMENDATIONS**

- 4.1 That the Portfolio Holder receives the Plan and receives quarterly updates on progress through the year.

# ADULT AND COMMUNITY SERVICES DEPARTMENT



## DEPARTMENTAL PLAN 2007/8 – 2009/10



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## WELCOME TO OUR PLAN



Welcome to the Departmental Plan for Adult and Community Services Department. This plan sets out the direction of travel for Adult and Community Services for the next three years. This is the first annual update.

This plan is intended to inform the reader about Adult and Community Services and how we as an organisation determine what we do, how we do it and how well we do it.

It is intended to signpost the reader to where they may find more out about a specific services area or aspect of what we do. To this end our plan is not an exhaustive document but an overview of the priorities and initiatives that are specific to this department.

In June 2005 as a result of a number of key drivers, which included the Council's Way Forward Programme and The Children Bill, the Council undertook a major restructuring exercise from which the Department of Adult and Community Services was created. The department is now well embedded and a number of key appointments have been made to the structure.

In January 2006 the Department of Health produced a white paper "Our Health, Our Care, Our Say". This set out a clear vision for the future of adult social care services which includes:

- A greater focus on the prevention of ill health and the promotion of well being
- More personalised care
- Services closer to peoples homes
- Better Co-ordination and integration with health services
- Increased choice and control
- Focus on prevention.

The key drivers for the Department's Community Services are wide and varied and include:

- Improving the Adult Education Service to focus on creating a strong emphasis on improving work skills and Skills for Life. Family Learning is also seen as a key priority, as is the maintenance of a wide range of 'First Step' provision to introduce adults to learning.

- Much of the work of Community Services is undertaken in collaboration with external partners and significant funding is sourced from regeneration schemes, government agencies and income generation to support a range of innovative schemes and services through:

- Libraries
- Sports and Recreation
- Cultural Heritage and Arts
- Parks and Countryside



The opportunities for new partnership both within and out with the department are exciting, and the potential to increase the quality of services offered to Hartlepool's residents through better integration is huge. The management of services within their own compartments is a thing of the past.

The future lies in demonstrating leadership across traditional boundaries, and then putting citizens in control of the services they want and need and of their future design. The skills and experience of everyone in Adult and Community Services will be central to this task.

This plan explains our future priorities and sets out the Department's objectives. Implicit within that is our determination to improve things even further and provide services which offer quality, independence and choice in line with what citizens of Hartlepool tell us they want.

### **Key Achievements Last Year in Adult Social Care**

- The Council has commenced building work (with our partners) on the 'Hartfields' Extra Care Retirement Village at Middle Warren.
- There has been a significant increase in the number and range of people receiving Direct Payments to enable them to arrange their own support and care.
- The numbers of people supported by the Council to live at home continue to compare well to the top performing Councils across the country.
- 100% of assessments have commenced within two days of referral.
- There has been an increase in intermediate care with a corresponding impact on reducing nursing and residential care. Intermediate care is a range of personal care services provided at home to maintain people's independence and prevent them moving into unnecessary hospital/residential care admissions.
- The Older People strategy was published, and the action plan that was developed is now being implemented.
- There has been increased access to services for recuperation and rehabilitation.
- More service users are accessing mainstream sport and leisure facilities.

- Low level floating support schemes have been developed. This is housing related support to help people live in their own homes.
- Telecare Services have been introduced. Telecare is the remote or enhanced delivery of health and social services to people in their own homes by means of telecommunications and computerised systems.
- Work commenced on integration of Health and Social Care Team, with one team now being located in the community.
- Real progress has been made with Connected Care in the Owton Ward. The social audit has been used to develop a model of service delivery.
- There has been an increase in the number of carers assessments.

### **The Public Opinion of our Services**

Recent surveys have found that:-

- Around half of residents were satisfied or fairly satisfied with personal social services provided by the Council.
- 86% of the people who used the department's statutory complaint and representations framework said that the information they obtained was clear and easy to understand and they were either very satisfied or quite satisfied with the quality of the investigation and handling of their complaint.
- A survey amongst people using Direct Payments indicated a very high level of user satisfaction.

A questionnaire seeking carers' views on how the Carers' Grant should be spent and on carers' experience of assessment was sent to over 400 carers in October 2006. Feedback from this has led to an additional commitment concerning provision for emergencies being incorporated into the Hartlepool Multi-Agency Carers' Strategy.

### **In Community Services**

- Improvements to Grayfields Recreation ground, supported by a Football Foundation grant, included a new changing room complex and artificial turf pitch, were completed in Nov 2006. This is complemented by the excellent work undertaken within Sports Development and the Football Development Officer and the Outdoor activities officer in particular.
- The Headland sports hall and fitness suite developed as an extension to the Borough Hall was opened for business in February 2006, usages have exceeded all expectations and new courses are constantly being developed to meet demand.



- The Maritime Festival in July 2006 was very successful, attracting in the region of 60,000 visitors.
- Hartlepool, in partnership with PD Ports and Hartlepool Marina, successfully bid to be Tall Ships Host Port 2010 and work planning this has commenced with key partners. This is an incredible opportunity for the Department and the town as a whole.
- Successful HLF Lottery bid for £250k was submitted to secure the conversion and restoration of PSS Wingfield Castle as an education resource centre as part of the Hartlepool Maritime Experience capital developments. This HLF success was complemented by the success of the Heugh Gun Battery Trust in achieving a £300k HLF award for their restoration and interpretation.
- The Face of Asia exhibition by Steve McCurry, Hartlepool was the only UK venue, this was a resounding success, followed in Dec 2006 with landscape photographer Jo Comish incorporating locally commissioned work.
- The Library Service hosted the National Children's Book Festival at St Hilds School in November, a sell out and the largest festival of its kind in the country.
- Progress has been made on the 'delivered' book service review, this is expected to be implemented by April 2007.
- The Race for Life has been attracted to Hartlepool for the first time, in June 2007
- The first Hartlepool Youth Games are planned for 2007 as a successor to the Teesside Youth Games.
- The renewal of the Waverley allotment site and the re-establishment of Briarfields allotments have been successfully achieved, the former with involvement from the learning disabilities unit who will be developing a comprehensive practical unit.

## Public Opinions of our Services

A Viewpoint survey in early 2006 found that: -

- More than three quarters of residents are very satisfied or fairly satisfied with the borough's Libraries
- Almost 73% of residents stated that they thought overall Cultural facilities which include theatres and museums, have got better in the last three years.
- Over 57% of people are very or fairly satisfied with the overall Cultural and Recreational services provided by the Council

The 3 yearly Mori satisfaction survey was published in February 2007.

Overall satisfaction rates were good:

Service	% Satisfied (NRF)	% (Wider Hartlepool Figure)
Museums/Art Galleries	86%	91%
Libraries	91%	94%
Sports Club Facilities	74%	68%
Youth & Community Centres	74%	74%
Public Parks and Open Spaces	73%	85%

There are also figures for usage of local services which show that public parks and open spaces are the most used (53%), closely followed by libraries (50%) and museums and art galleries (28%).

Margaret Hunt has a copy of the full report if you are interested.



Nicola Bailey – Director of Adult & Community Services

## INTRODUCTION

This document is the Adult & Community Services Departmental Plan for 2007/08-2009/10 and forms part of the Council's overall Service Planning arrangements. The plan details the key priorities and issues facing the department over the next three years, and includes a detailed action plan for the next 12 months. This plan will be reviewed on an annual basis, which will allow for any emerging priorities to be included.

The plan details how the Department will meet the Council's key priorities as stated in the Corporate Plan.

This plan should be looked at in conjunction with both the Council's Corporate Plan, and the individual service plans, that together form part of the Council's overall Service Planning Arrangements. Figure 1, below, demonstrates how the plans are linked:

### ***Tier 1 – Corporate Plan***

The Plan details the key, Council-wide, strategic aims/objectives identified as being a priority for the next year. Also included are key actions associated with each aim/objective.

### ***Tier 2 – Departmental Plan***

The Plan details the key issues facing the Department over the next 3 years. It also includes a detailed Annual Action Plan stating how they will deliver the relevant key actions identified in the Corporate Plan.

### ***Tier 3 – Service Plan***

The Plan will be produced by each individual service within a Department. This will detail the service's key aims/objectives for the forthcoming year, and how the service will meet the key actions included in the Department Plan.

This approach ensures that any aim/objective that appears in the Corporate Plan can be traced through to specific actions in the service plan, and vice versa. It allows the employees delivering services to explicitly see how their actions contribute to the Council's overall aims and objectives.

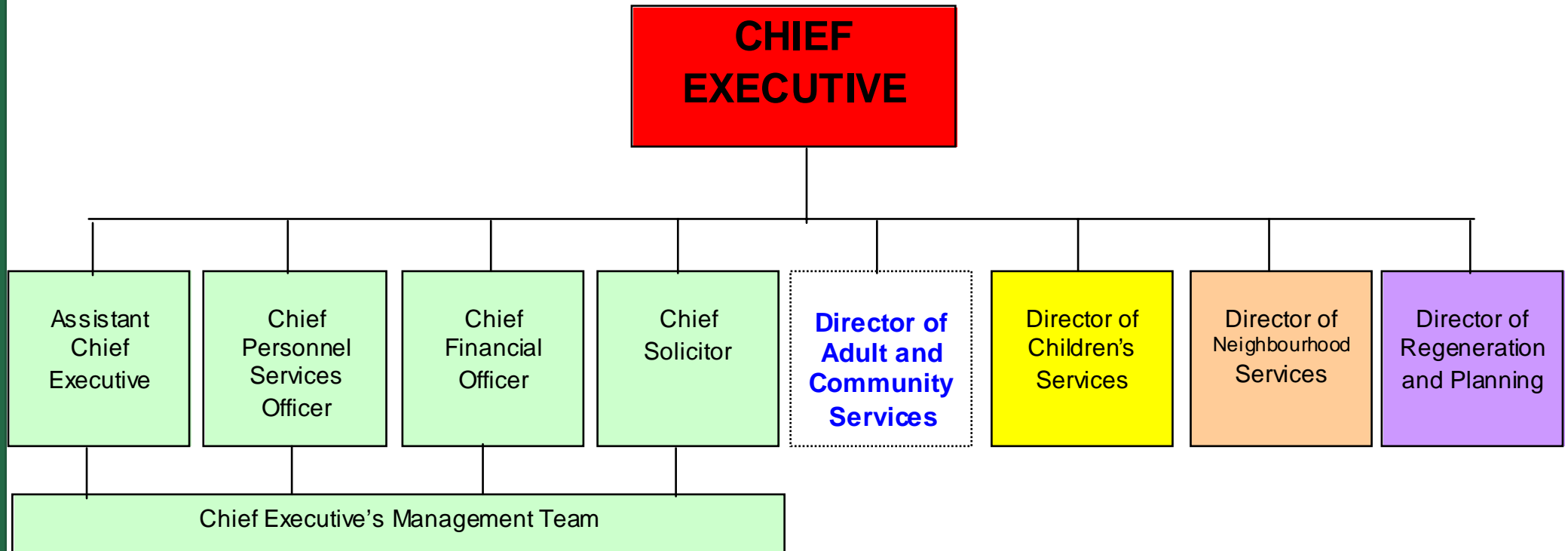
# CHAPTER 1

## Departmental Structure

This section contains the following:-

1. The Senior Officer structure – DMT and Directorate membership
2. Chief Officer accountabilities
3. Overview of Departmental structure, and where Department sits in overall Authority structure
4. The services that are provided by the Department

# CORPORATE MANAGEMENT TEAM



# ***DIRECTORATE***



DIRECTOR OF ADULT &  
COMMUNITY SERVICES  
Nicola Bailey



ASSISTANT DIRECTOR  
(ADULTS COMMISSIONING)  
Ewen Weir

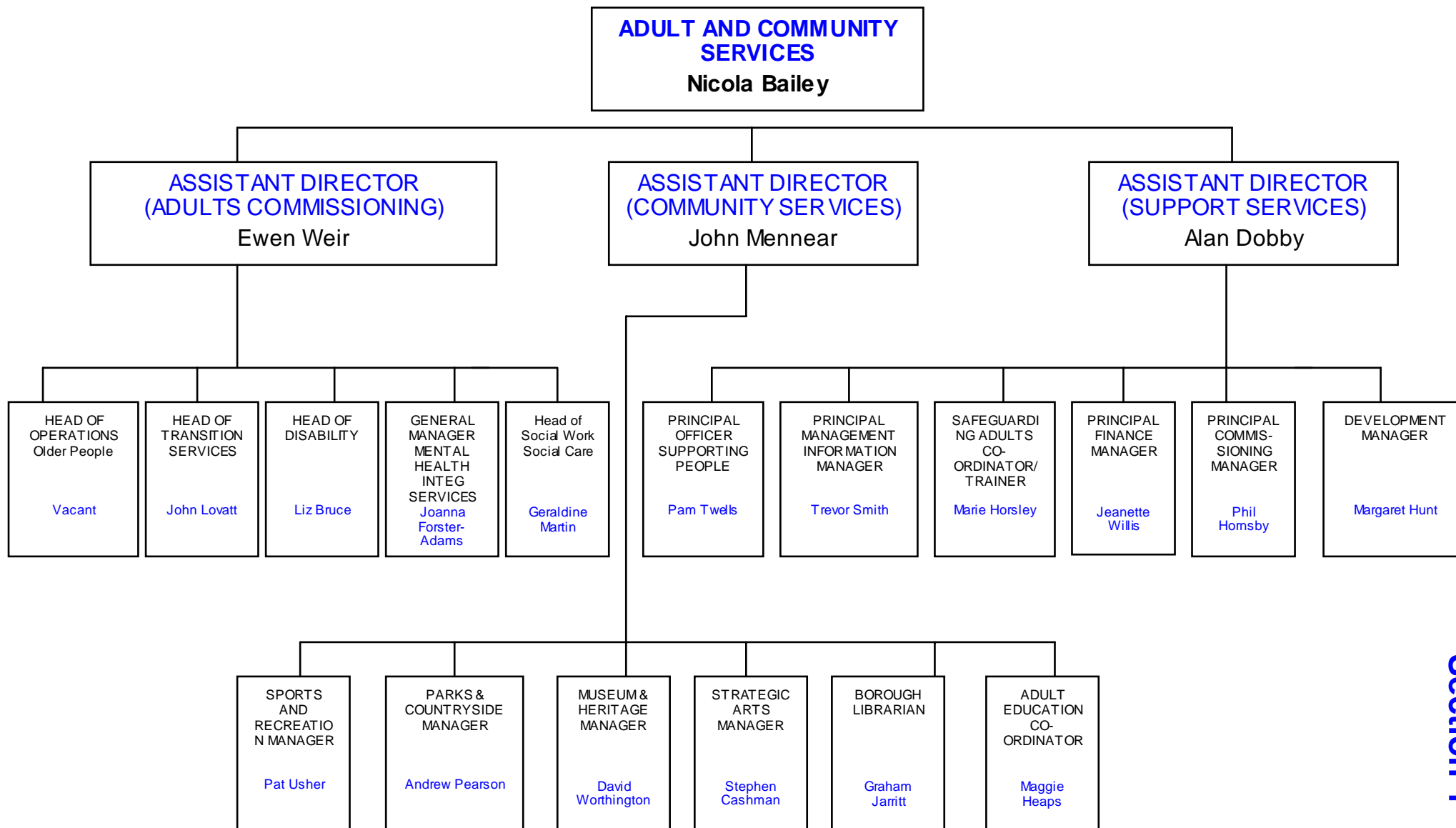


ASSISTANT DIRECTOR  
(COMMUNITY SERVICES)  
John Mennear



ASSISTANT DIRECTOR  
(SUPPORT SERVICES)  
Alan Dobby

# DMT STRUCTURE



## Section 2

### **CHIEF OFFICER ACCOUNTABILITIES**

*The new Adult and Community Services Department has a net budget in excess of £27m and over 600 staff working in the following divisions:*

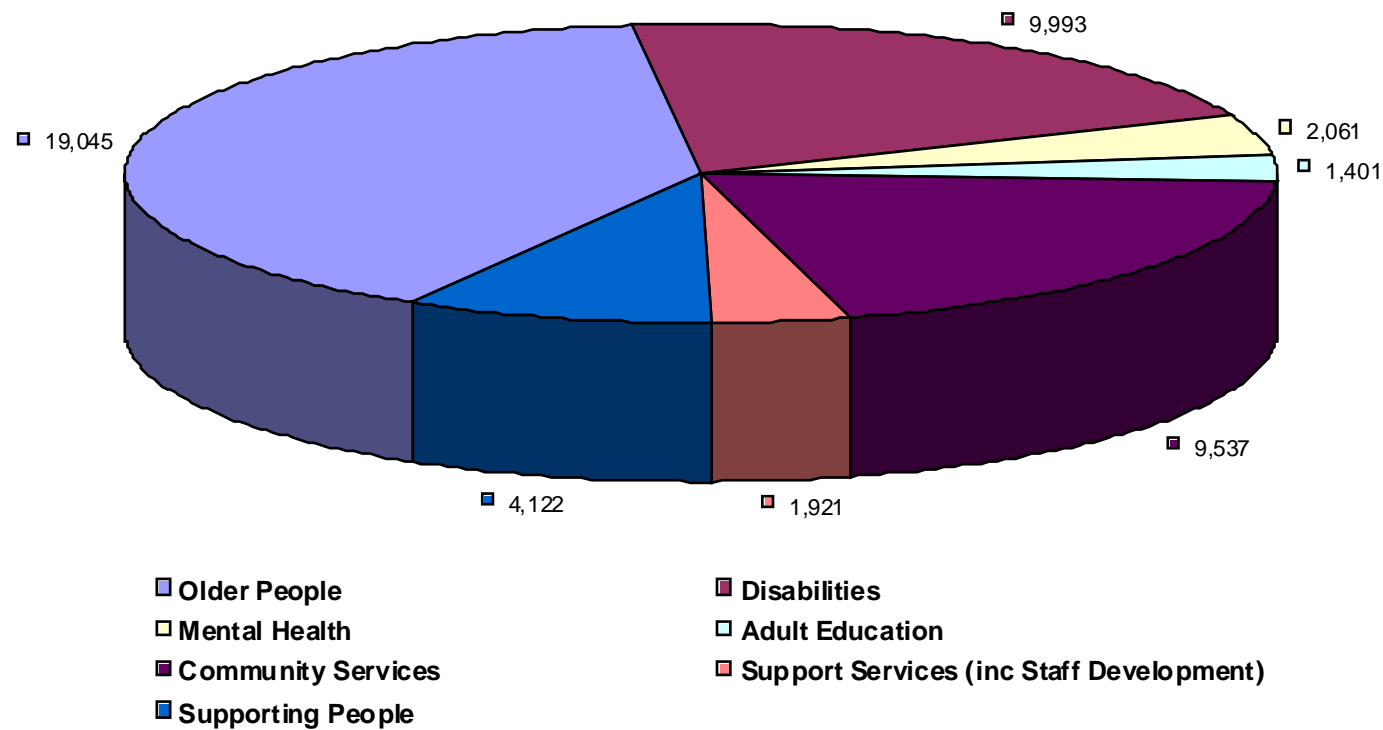
<i>Assistant Director Adult Commissioning</i>	<i>Adult Social Care services</i>	<i>Ewen Weir</i>
<i>Assistant Director Community Services</i>	<i>Community Services Adult Education</i>	<i>John Mennear</i>
<i>Assistant Director Support Services</i>	<i>Support Services</i>	<i>Alan Dobby</i>

*The Department is starting to build innovative joint projects – initiatives that have been highlighted by the bringing together all services for adults. The formal structure provides the opportunity for further integrated approaches.*



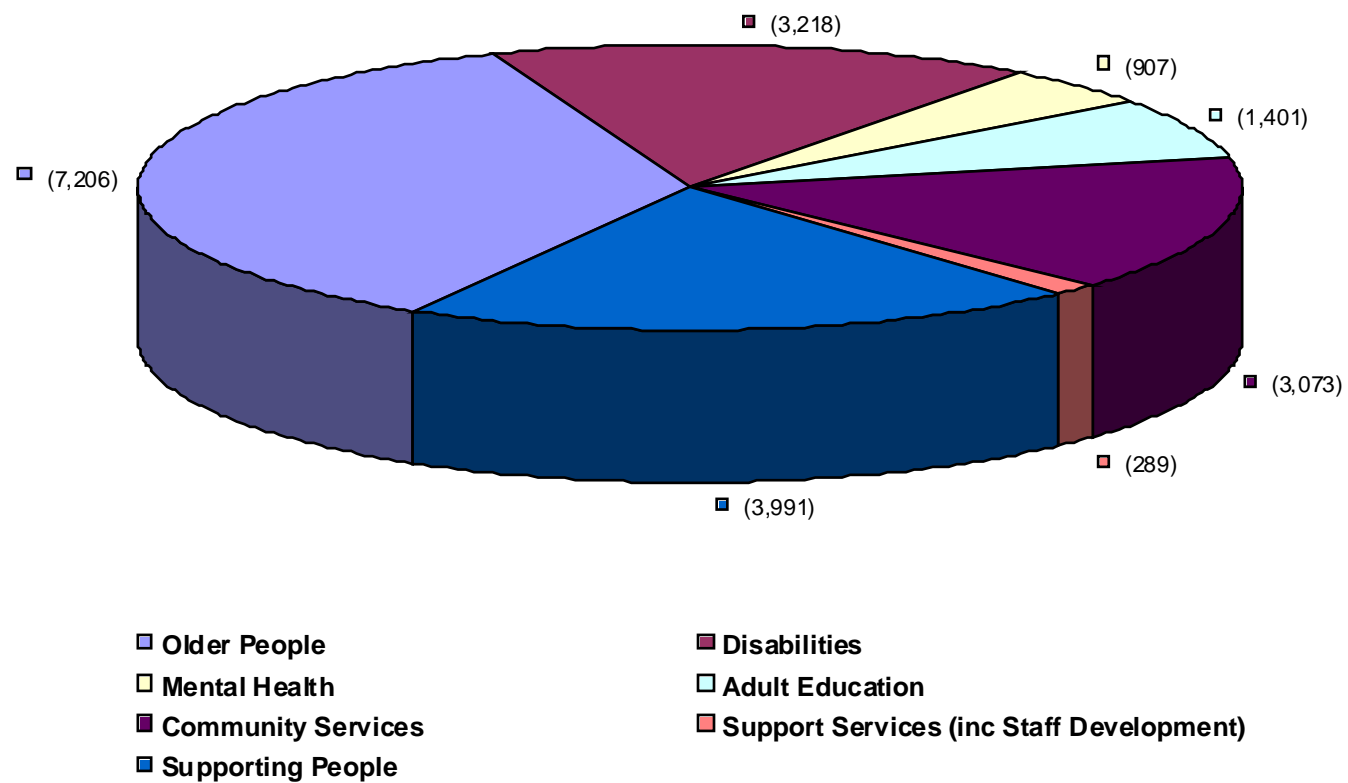
**GROSS EXPENDITURE £ 000's - ADULT & COMMUNITY SERVICES**  
**2007/2008**

TOTAL GROSS EXPENDITURE - £48,081,000



**INCOME £ 000's - ADULT & COMMUNITY SERVICES 2007/2008**

**TOTAL INCOME £20,084,000**



### *Section 3*

This section contains the Department structure and an overview of the overall Local Authority structure.

# ADULTS DIVISION



ASSISTANT DIRECTOR  
(ADULTS COMMISSIONING)

Ewen Weir



HEAD OF SOCIAL  
WORK/SOCIAL CARE

Geraldine Martin

HEAD OF  
OPERATIONS  
OLDER PEOPLE

Vacant



HEAD OF TRANSITION  
SERVICES

John Lovatt



HEAD OF  
DISABILITY

Liz Bruce



GENERAL MANAGER  
MENTAL HEALTH

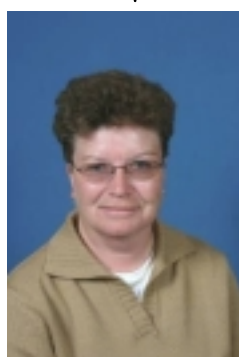
Joanna Forster-Adams

# COMMUNITY SERVICES DIVISION



ASSISTANT DIRECTOR  
(COMMUNITY SERVICES)

John Mennear



SPORTS AND  
RECREATION  
MANAGER  
Pat Usher



PARKS &  
COUNTRYSIDE  
MANAGER  
Andrew Pearson



MUSEUM &  
HERITAGE  
MANAGER  
David Worthington



STRATEGIC ARTS  
MANAGER  
Stephen Cashman



BOROUGH  
LIBRARIAN  
Graham Jarritt



ADULT  
EDUCATION  
CO-ORDINATOR  
Maggie Heaps

# ***SUPPORT SERVICES***



ASSISTANT DIRECTOR  
(SUPPORT SERVICES)

Alan Dobby (CO)



## *Section 4*

### **SERVICES PROVIDED**

Services that are provided by the department. Here is an overview of each part of the Department.

### **COMMUNITY SERVICES**



#### ***Adult Education***

The Service works in partnership with a range of agencies to ensure that access is both locally available and varied. There is continual consultation with these partners to make sure provision contributes to local, regional and national priorities for learning.

Around 50% of our courses lead to an accreditation, and these include opportunities to gain vocational qualifications. We also provide a range of opportunities that are designed to encourage participation in learning.

The Services receives the majority of its funding from the Learning and Skills Council; with a total LSC grant for 2006-2007 of approximately £900,000. Additional funding is received from other funding agencies such as the Single Regeneration Budget and European Social Fund.

In addition to over 50 staff, including 35 tutors, we employ development and support teams to ensure that under represented priority groups are not disadvantaged from accessing provision.



#### ***Culture and Leisure Services***

Culture and Leisure Services cover a wide range of facilities and activities provided by Libraries, Parks and Countryside, Sport and Recreation and Arts, Museums and Events. The total budget for these services is £6.1m, and over 300 staff are employed. Areas of work include:

- The provision of Museum and Heritage support services including the Museum of Hartlepool and Hartlepool Art Gallery, the PSS Wingfield Castle and the Hartlepool Historic Quay; in partnership with HMS Trincomalee. The Marina based attractions are marketed as the Hartlepool Maritime Experience.
- Town Hall Theatre and Borough Hall with associated arts events and activities. Main events include the biennial Maritime Festival and the Seaton Carew fireworks display.
- The central library and reference service is complemented with a six branch library network, a mobile library and a bookbus service and home library service.

- Access to open spaces through four parks, six Local Nature Reserves, fifteen playgrounds, 1040 allotments and Summerhill Country park.
- Opportunities for sport and recreation through sports development schemes and through facilities such as Mill House Leisure Centre, Eldon Grove, Headlands Sports Centre, a managing arrangement with Brierton Sports college, sports pitches and outdoor bowling greens.
- The archaeological service for Teesside; and the joint archive service for Teesside.
- Community Centres, available for use by voluntary organisations and the community, providing a wide range of services and facilities e.g. drop-in advice surgeries, benefit campaigns, training and workshops.
- Foreshore services, including beach lifeguards and amenities.

Much of the section's work is delivered in collaboration with external partners and significant funding is sourced from regeneration schemes, government agencies and income generation.

Our work not only responds to community interest in the core areas, but also plays an important role in contributing to health and well-being, tourism, lifelong learning and environmental management within the Borough. Cultural Services feature in the upper quartiles of 'Best Value Performance Planning' annual national tables.



## **Adult Social Care**

Strategies for Adult Social Care Services in Hartlepool are well developed through the work of local interagency planning teams. There is a rich and varied range of stakeholders involved in these planning processes, with user and carer participation being a strong feature. Adult Care Services, as measured by the Performance Assessment Framework, are rated as 2 Star (out of a maximum of 3).

There are plans to integrate Adult Social Care Services with the PCT and other NHS services. Older People's teams are already integrated into three geographic teams with PCT nursing colleagues. These teams will move to integrated management by 2008.

Plans are also in progress to integrate Physical Disability Services and PCT Long Term Conditions. By 2008 there will also be an integrated Learning Disability Service with the Tees Esk and Wear Valleys NHS Trust.

There is also a project called Connected Care with aims to provide a "locally owned" service comprising a multi-agency partnership between Hartlepool Council, the PCT and a range of community groups.

Finally Adult Social Care is a national pilot for "In Control" – Total Transformation which aims to ensure all service users/carers will have a right to choose an individual budget in order to purchase services for themselves. This will commence in 2007 and be phased in over 2 years.



## Older People Services

With a gross budget in excess of £19 million, we provide services to more than 3000 people and have over 220 staff, including a small in-house rapid response home care team. All other direct provision is purchased from independent providers.



The Multi-Link Team, who respond to assist hospital discharges and to prevent admission, has won a national award for excellence.

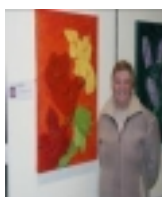
The Duty Team is the main first point of contact for people wishing to access support to meet the social care needs of themselves or others. It is based at the Civic Centre.

Assessment and care management is currently provided by three geographically based teams and a Long Term Care Management Team. They ensure support and services are provided to meet the eligible needs of older people and their carers.



Depending on their assessed needs people may be enabled to access home care, occupational therapy or other support to remain at home. In some cases they may be assisted to enter residential care.

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## Learning Disability Services

There are currently more than 250 people with learning disabilities receiving help and support from a social care team of around 60. The total gross budget for learning disabilities in 2005/6 is over £6 million, including money transferred from health services to provide for continuing needs. Direct provision by the Council is limited to the Day Opportunities Service.

Support Staff based at Warren Road enable people with learning disabilities to access a range of day opportunities in mainstream community settings of their choosing.



The emphasis is on including people in all aspects of community life, developing skills, building on social networks and gaining experiences which lead to fulfilling and rewarding lives (employment, education leisure and recreating, arts, drama, etc).

For people with more complex physical health care needs, therapy based services are available, including physiotherapy, speech therapy and other sensory programmes. However, support is also available on a one to one basis to enable people with more physical health care needs to access other community activities.

The service can be accessed following a community care assessment of need by a social worker or community nursing health professional in learning disability services.

The Employment Link Team have won the National Social Services Team of the Year Award.

## ***Mental Health Services***



Mental Health Services for adults under 65 are now fully integrated with the NHS Trust providing services to Hartlepool. The total Council mental health gross budget is £2 million, and the integrated service offers provision to over 1000 people. There are 35 local authority employees working in the integrated service at present.

A number of specialist teams provide assessment, care planning and support to people living in the community. The Integrated Day Service also provides assistance to people with a mental health problem and their carers.

There is hospital care available if required, along with post discharge support and rehabilitation.

The Dual Diagnosis Service, based in Whitby Street, provides advice, treatment and support for people who misuse alcohol and/or drugs.

Confidential emotional support can be accessed via the Mental health Matters Helpline (0845 045 7110).



## ***Service to People with Physical or Sensory Disability***

Services to people with disability are currently managed within the Disability Business Unit. With a gross budget of £1.8 million, we provide services to over 600 people with the help and support of 20 staff.

One Social Work/Care Management team provides assessment and care management support to people with learning disabilities, and another provides for people with physical disabilities.

The Community Support/Sensory Loss team supports people with learning disabilities in their own homes. This helps with personal care and daily living skills.

Sensory Loss provides specialist assessment and rehabilitation programmes including equipment for people across age ranges.

The Employment Link team supports disabled people and people with mental health problems into paid work.

A small Occupational Therapy team focuses on rehabilitation and promotion of independent living for people with a disability.

Support staff at Havelock Centre promote and enable people with physical disabilities to access opportunities within the centre and within the wider community.

The emphasis is on developing skills, building social networks and gaining experiences which lead to fulfilling and rewarding lives (employment, education, leisure and recreating, arts, drama, etc).

## ***Support Services***



Support Services provide specialist assistance at Departmental level. A restructure is currently underway, but the functions delivered will include:

- Management Information; information technology; and support to performance management.
- Financial planning and management; and creditor/debtor processes.
- Specialist support to commissioning, contracting and procurement processes.
- Planning of commissioning the Supporting People programme on behalf of the partnership.
- Workforce planning and development; Quality Assurance; and organisation development/governance.
- Safeguarding Adults; and complaints for the department.

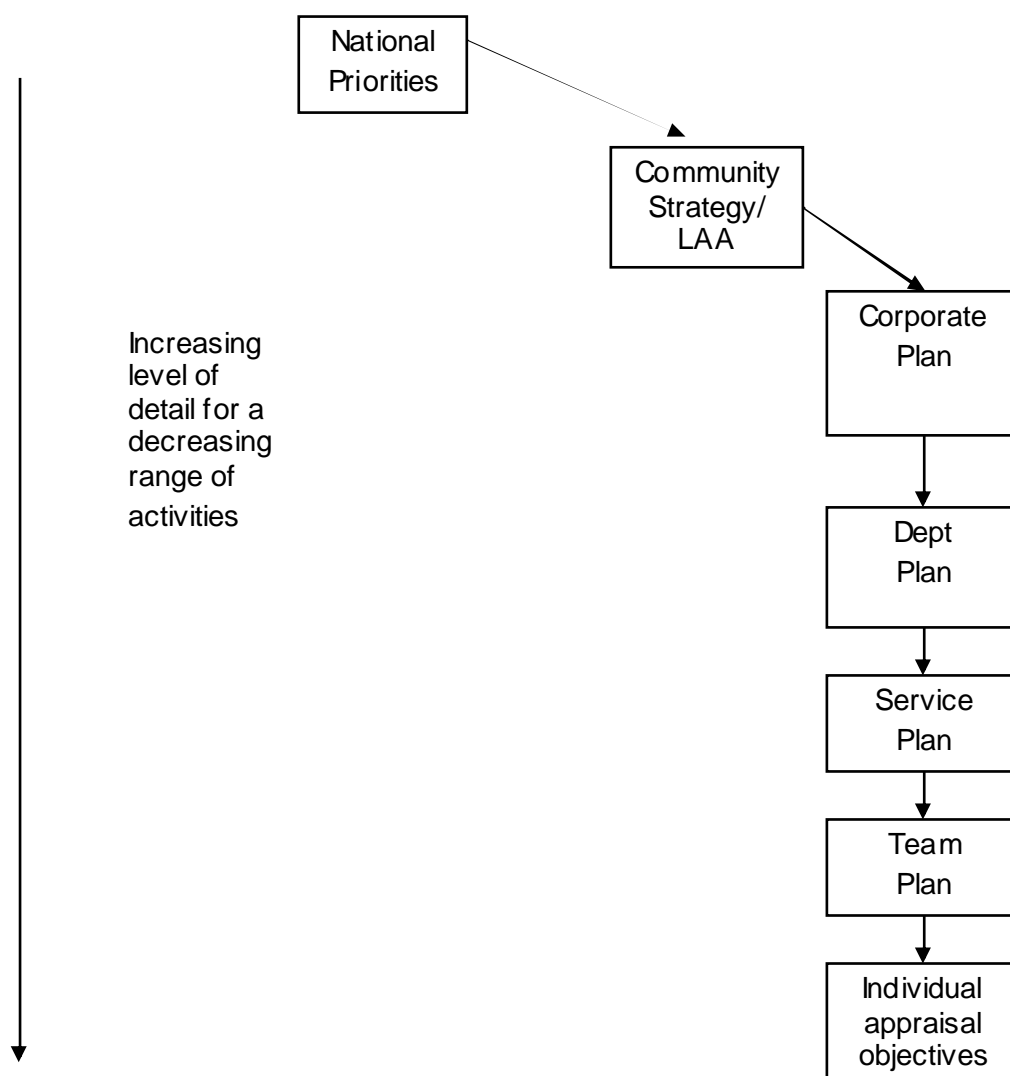
Our focus is on maintaining and improving services for those who use them, and ensuring that the Department works effectively within the wider local authority, and partnerships. This will include leading and ensuring efficiency savings, and re-engineering of business processes.

## CHAPTER 2

### Performance Management Framework

We have adopted a performance management framework to ensure that national and local targets are translated into departmental, service, team and individual objectives and targets. The Governments targets for Adult and Community Services have been adopted by the Local Strategic Partnership and are within the Local Area Agreement alongside locally agreed priorities and targets.

The following diagram illustrates how this framework cascades the national and local targets throughout the organisation.



Our challenge is to be more explicit about what we intend to do and ensure everyone within the department understands their responsibilities identified so they understand how and what they do contributes to the councils strategic objectives.

To this end as well as having Departmental and service plans, we will be:

- Developing Commissioning Strategies to identify how we are going to meet the future needs of people who require adult social care services
- Continue to develop service specific business cases for all new developments, eg, the H<sub>2</sub>O Centre
- Further develop Business Planning to engage our employees in developing team plans and targets
- Ensure our staff have access to regular support and appraisal opportunities linked to continuing personal and professional developments.

## ***External Performance Management***

In addition to internal performance management Adult Social Care is rigorously performance managed through CSCI (Commission for Social Care Inspections), with an annual DIS (Delivery and Improvement Statistics) process, Annual Review of Performance which examines PI Performance, and progress against a number of key areas this culminating with an annual performance rating.

In 2006 CSCI judged Hartlepool as 2 stars and serving most people well.

Adult Education is also subject to periodic inspection by the Adult Learning Inspectorate.

## ***Monitoring and Reporting***

The action plan detailing how the department will meet its main aims/objectives for the forthcoming year will be monitored constantly, and a quarterly report will be given to Portfolio Holders to update them on progress and highlight any key areas of achievement and concern.

Throughout the year, in certain circumstances, it may become necessary to either remove or amend an aim/objective or specific action from the annual departmental plan. This could be for a number of reasons, such as changing priorities or a delay in implementing a particular scheme through unforeseen circumstances.

Any amendments to the plan will only be made with full agreement of the relevant portfolio holder(s).

## *Communication*

The Department has developed a statement of communication standards. This detailed standards re. internal communications and will cover team meetings, minutes, management forum and the use of the department hard drive.

As a new department it is essential to have a coherent approach to internal communication. At the Management Forum we have looked at a number of issues which impact on the whole department but give managers across the whole department the opportunity to meet, work together and explore linkages. This will continue to be built on over the next year.



With our wider audience we have a Public Engagement strategy which was originally developed for Social Services Department. This has been developed to cover the whole department. We have a range of meetings with our providers of social care to discuss developments and policies.

We meet with key stakeholders to discuss performance as follows:

- CSCI regular quarterly meeting
- LSC (Leaming & Skills Council)
- LSP – themed partnership discuss their performance with the public via an annual event. These occur for the following themed partnerships:
  - Health & Wellbeing
  - Lifelong Leaming and
  - Culture and Leisure

They provide a valuable opportunity to discuss key issues and progress.

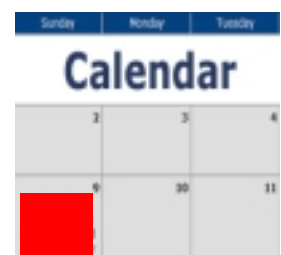
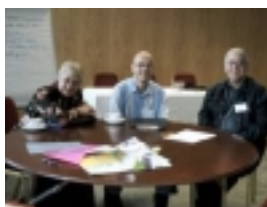
More formal links with the Voluntary Sector will also be developed.

The Community Portal and Council website have recently been replaced, and we will be using this as a medium for people to access information and services. An intranet provides a similar function for staff.

## *Reviewing the Plan*

As previously explained the annual action plan will be constantly monitored and reviewed, with any proposed changes being presented to portfolio holder for agreement.

The overall departmental plan also contains the key priorities for the next three years that will affect the department. Naturally these will change over time and will need to be reviewed and updated to reflect these changing priorities. As a revised Departmental Plan will be produced on an annual basis the overall priorities will be reviewed on an annual basis and reflected in future years departmental plans.



## CHAPTER 3

### *Priorities*



### *Vision Statement*

The Department's guiding vision is to encourage comprehensive and collaborative links across a wide number of services and agencies – thus providing greater opportunities for people to learn; to be better able to access relevant vocational, cultural and leisure activities; and for care to be delivered in responsive, person-centred ways.

Through this vision we aim to make social inclusion a reality for all; provide opportunities that will increase independence and choice for individuals; enhance environmental and economic well being; and, by means of greater involvement and control, provide a climate in which people will stay fit, involved and enjoy well being.

The Policy direction for the Department comes from the following initiatives:

- Implementing the Framework For the Future of the Libraries
- The Game Plan in Sports and Recreation
- Renaissance in the Regions in Culture
- Implementing the vision in the White Paper 'Our Health, Our Care, Our Say'.

### **Priorities**

The priorities for the Department are developed as a result of national and local priorities and the next 2 years they are as follows:

- Develop a Joint Commissioning Team in conjunction with Hartlepool Primary Care Trust (HPCT)
- Development of integrated teams with Hartlepool PCT, Tees Esk and Wear Valley NHS Trust for Older People and working age adults
- Supporting carers to continue to care via the development of new support, Direct Payments and short break options
- Implementing new commissioning models including Connected Care and examining regional efficiency approaches (eg. regional procurement)
- Modernisation of disability services to focus on social inclusion and community participation
- Development of self directed services for vulnerable adults



- Having a robust approach to risk and asset management which is firmly embedded in the business planning process
- Developing a public access strategy covering indoor facilities and sports facilities.
- Increasing access to cultural, leisure and community learning activities
- Review the Cultural Strategy
- Develop the H<sub>2</sub>O Delivery Plan
- Development of a Tall Ships Delivery Plan
- Responding to the Supporting People Inspection findings
- Development of a Department wide efficiency strategy which incorporates ICT and BPR (Business Process Re-engineering)
- Development of a Voluntary Sector Strategy
- Development of an Older People Housing care support and commissioning strategy in partnership with housing and Supporting People low level
- Development of a Preventative Strategy
- To develop a Department wide response to Business Continuity, Risk and Emergency Planning.
- Develop the Management Team to ensure the provision of synergy, and better ways of working.
- Achieve Investors In People Award
- Achieve Level 3 Equality Standard. Ensure INRAs/DIAs are completed
- Accommodation
- Information Sharing
- Links (Local Involvement Networks) Development (for public engagement re Health and Social Care)



# Workforce Planning

## Introduction

The Adult and Community Services Department employs over 650 people in a wide and diverse range of jobs. All of these jobs contribute to providing services or arranging responses to and with the people living in the town. The Department is committed to developing its workforce to enable us to deliver the highest quality service.

Nationally the government has set a challenging agenda designed to improve outcomes for people who use services. They have also set monitoring inspection and audit arrangements that provides feedback on performance. The department takes this accountability seriously and is committed to monitor quality and seek continuous development.

## Analysis of Workforce

The Department is fully committed to the IIP standard which provides an excellent framework for managing and developing the Department's most important asset which is its workforce. The three former departments were separately accredited to IIP. The Department will aim to obtain accreditation either in its own right, or as part of a corporate approach to gaining IIP.

The qualifications audit carried out in 2006/7 will allow us to provide staff data on:

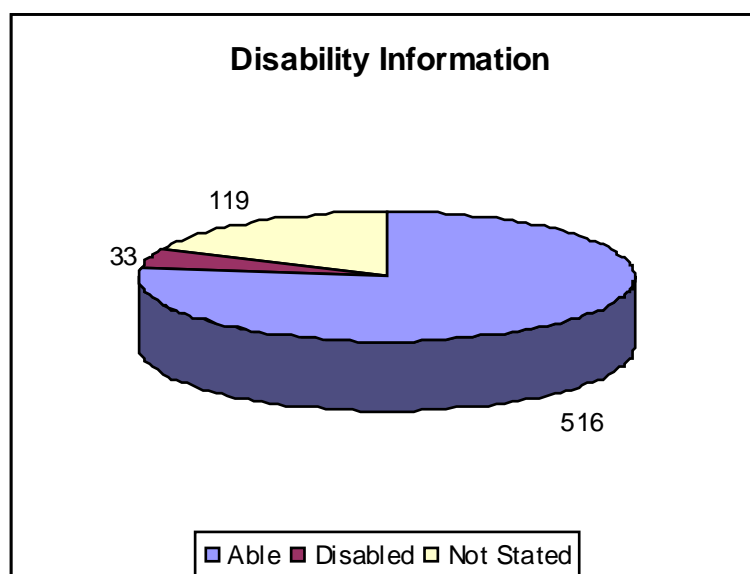
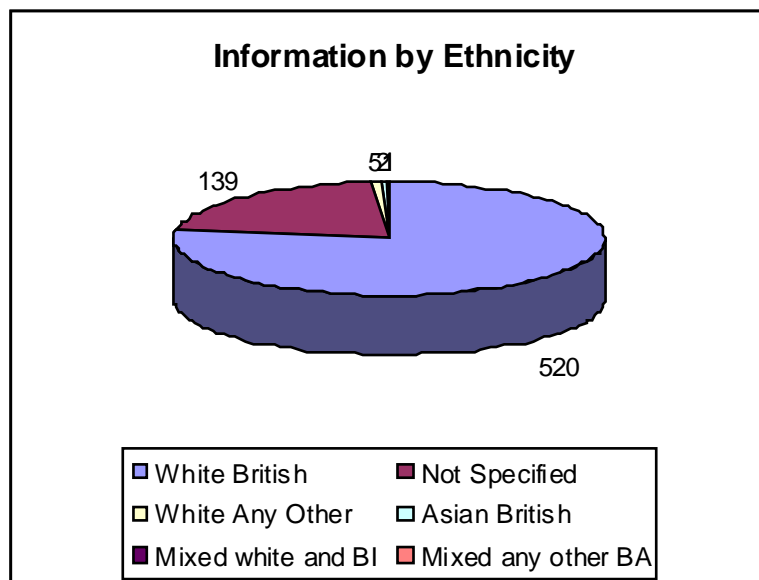
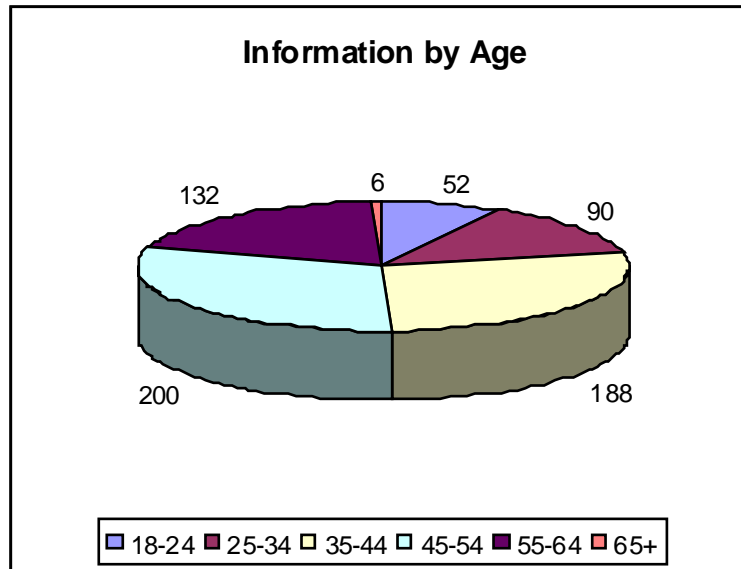
- Staff numbers
- Qualifications held
- Qualification needs

A database has been developed and work to input a complete set of staff data will be completed in the final quarter. From April 2007 data recorded on this system will also include records of training & development activity.

The information on the system can be accessed in detailed or summary formats as required and will be accessible to senior management for equality and financial monitoring. It will also provide statistical information to support departmental and service planning and government submissions.

Breakdown of grades cannot be provided by the database at this point but it is anticipated that as the system develops a field will be entered. Staff turnover will be recorded on the database. Information at this time suggests that a high percentage of staff hold or are working towards the appropriate qualification for their current post.

Total staff at April 2006 was 668 and various staffing information is detailed below.



## **Key Workforce Issues**

Traditionally there have been recruitment difficulties in Social Care. The Department has traditionally adopted a range of approaches to ensure we can recruit and retain social workers. This included a 'grow your own' approach.

## **Arrangements for Workforce Planning**

### ***What has been done***

Throughout the year there has been considerable activity in reviewing every aspect of the Department's operational activity, and several key strategic shifts have been captured in the Community Strategy/LAA corporate Plan.

Workforce Development in Adult and Community Services has been supported through the existing arrangements of the three departments that formed Adult & Community Services. In the first quarter of 2007/8 the establishment of a Workforce Development Team is planned for the department.

A key aim is to ensure consistency of approach in workforce development across the workforce. To ensure this could happen, a qualification audit of the whole department was carried out to capture information on the benchmarked qualifications. The resulting staff training database will continue to be updated and will be an essential tool for workforce and training planning for the future.

A scoping exercise to identify the size and profile of all agencies and partnership organisations that provide care services for adults in Hartlepool including private and voluntary providers of services has taken place. Partner agencies are consulted and involved in the identification and access of benchmarked qualifications and training. The qualifications and skills of the workforces within these organisations will be established and accessed through the National Minimum Data Set for social care database.

### ***What is planned***

In the next year the department expects to see changes:

- Through restructuring of posts to provide more specific service focus
- Moves in Adult Services Social Care to individualised budgets for service users and self directed care
- Integration of Health and Social Care teams
- Implementation of the white papers 'Our Health Our Care Our Say' and 'Strong and Prosperous Local Communities'.

Access to departmental training budgets will be through workforce development plans linked to operational plans. Each section's workforce development plan should capture their key workforce development needs, the plans and resources in place to meet them and how they link to the objectives identified in their service plans. The workforce development plan is focused on development needs at section level but some of the development needs may well be cascaded down into Personal Development Plans.

A workforce development plan will be included at the end of each operational plan. In addition, all the department's workforce development plans will be collated into a single Adult & Community Services workforce development plan.

### ***Succession planning arrangements***

We need to develop a recruitment and retention strategy that will address, amongst others, providing career development and comprehensive training opportunities to build on existing achievements of 'grow your own' opportunities. Further work will be undertaken during the year to progress this.

### ***Management development***

There have been considerable demands on all managers of the first year of operating after reorganisation and the LDMP programme has provided a solid base for those who have completed it. We aim to ensure managers have the resources and mechanisms required to enable them to get the best outcomes, manage talent and ensure sharing of knowledge.

### ***Development and Core***

Training to meet legislative requirements and departmental standards will continue to have high priority in budget allocation.

### ***Basic skill levels***

Basic skill levels are being raised through the introduction of a number of initiatives. Further work will be done to roll out this procedure in the department.

## **Priorities**

### ***What skills our workforce of the future will need***

Creation of the Adult & Community Services Department has seen many different professions brought together. The future workforce will require the ability to work flexibly in integrated and multi-agency settings.

### ***Where we are now***

Although the Adult and Community service workforce is embracing the ethos of joined-up integrated working, more work is needed to support this. At present different areas of the workforce have different profiles and access to qualification and development training.

In Adult Services there is also a lack of links between different professions' qualifications, leading to limited opportunities for people to move between professions. This may be addressed by national initiatives such as the planned Integrated Qualifications Framework (see below).

### ***How the gap will be filled***

Joint training and development programmes have been established in adult, disability and mental health services to support national minimum standards for care and improve integrated working and information sharing practice between agencies. This will continue in 2007/8 with joint training and development opportunities in areas such as safeguarding adults, mental capacity act, moving and handling, dementia awareness, and outcome focussed training, diversity and valuing people initiatives.

### ***Development of the wider social care workforce***

Part of the process will be the plan for working with the Independent Sector.

### ***How we will ensure that workforce planning is part of the planning process***

Operational planning mechanisms on workforce development for senior managers are being developed within the department. Workforce development and training planning by individual heads of business units and managers is being developed.

All Adult & Community Services in Hartlepool need to collaborate positively to develop effective workforce strategies and plans.

## CHAPTER 5

ADULT & COMMUNITY SERVICES				
<b>Corporate Plan objective:</b> Links to Corporate Plan – LAA9 Improved health – reduce premature mortality rates and reduce inequalities in premature mortality rates between wards/neighbourhoods. (Independence, Well-being and Choice outcome)				
<b>Departmental Plan Objective:</b> To develop proactive approaches to prevention of ill health by implementing actions within the Public Health Strategy and Action Plan				<b>Associated Risks:</b>
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C1.1	Manage Health and Care NRF Programme effectively to ensure LAA targets are met and programme stays within budget,	March 08	MH	
A&C1.2	Deliver Physical Activity Actions(or the Public Health Strategy) set within 2007/08 Action Plan	March 08	PU	
A&C 1.3	Increase number of GP referrals completing 10 week programme of activity.	March 08	PU	
A&C 1.4	Develop Adult Mental Health Commissioning Strategy	July 07	CB	
A&C 1.5	Implement Action Plan of the Public Health Strategy, including those associated with Mental Health and Healthy Eating.	March 08	CB/MH	
A&C 1.6	Reduce mortality rates by 2010 from suicide by at least 20%.	March 08	CB	
A&C 1.7	Achieve general health screening in overview assessments.	March 08	EW	

<b>Corporate Plan objective:</b> Links to Corporate Plan LAA11 To support vulnerable adults to exercise choice and control and to retain dignity in all aspects of their life.				
<b>Departmental Plan Objective:</b> To ensure all service developments have involvement from service users and their carers.			<b>Associated Risks:</b>	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 2.1	Increasing the number of people with a disability accessing education, leisure, sports and recreation opportunities by 10%.	March 08	LB	PI
A&C 2.2	Implement plans for involving users and carers in: <ul style="list-style-type: none"> <li>Commissioning</li> <li>Service development &amp; evaluation</li> <li>Staff Training</li> </ul>	March 08	EW	
A&C 2.3	Undertake a review of advocacy services with a view to increasing quality and range.	September 07	EW	
A&C 2.4	Ensure agreed protocols are in place and implemented for the transition of Service Users between age specific services.	March 08	EW	
<b>Departmental Plan Objective:</b> To increase the proportion of people who commission their own services.			<b>Associated Risks:</b>	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 2.5	Increase the number of people using Direct Payments and Self Directed Care.	March 08	EW	
<b>Departmental Plan Objective:</b> To work with Landlords and Supporting People to increase the number and range of supported accommodation options.			<b>Associated Risks:</b>	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 3.1	Implement Supporting People Strategy			
A&C 3.2	Progress Hartfields development, via eligibility criteria for personal care.	June 07	JL	
A&C 3.3	Progress Hartfields development via contracts for Housing Support.	March 08	PT	

A&C 3.4	Review Adults Placement Schemes with a view to increasing the range and quality.	September 07	PH	
A&C 3.5	Implement the agreed actions from the Telecare Strategy.	March 08	EW	
A&C 3.6	Increase the nature and range of housing options for vulnerable adults.	March 08	EW	
<b>Departmental Plan Objective :</b> To ensure a culture of person centred practice so that service users and their carers are at the centre of planning their support.			<b>Associated Risks:</b>	
<b>Ref:</b>	<b>Action</b>	<b>Date to be Completed</b>	<b>Responsible Officer</b>	<b>Associated PIs</b>
A&C 4.1	Ensure all assessments are person centred and outcome focussed.	March 08	EW	
<b>Corporate Plan objective:</b> LAA12 Mental Wellbeing – To promote a positive approach to the mental wellbeing of Hartlepool residents.				
<b>Departmental Plan Objective :</b> To increase social inclusion for people with mental health issues.			<b>Associated Risks:</b>	
<b>Ref:</b>	<b>Action</b>	<b>Date to be Completed</b>	<b>Responsible Officer</b>	<b>Associated PIs</b>
A&C 5.1	Implement the social inclusion strategy and action plan to ensure increase social inclusion for people with mental health issues.	March 08	CB	
A&C 5.2	Ensure Community Services are easily accessible to vulnerable groups and contribute to the preventative mental wellbeing agenda.	March 08	GJ/AP	
<b>Corporate Plan objective:</b> LAA13 Access to Services – to support easier access to services which are integrated and tailored to individual need				
<b>Departmental Plan Objective :</b> To work with the community in Owton to design and implement a Connected Care Scheme.			<b>Associated Risks:</b>	
<b>Ref:</b>	<b>Action</b>	<b>Date to be Completed</b>	<b>Responsible Officer</b>	<b>Associated PIs</b>
A&C 6.1	Implement and evaluate the Connected Care Pilot in Owton	March 08	EW	
<b>Departmental Plan Objective :</b> To implement Vision for Care in conjunction with Hartlepool Primary Care Trust			<b>Associated Risks:</b>	
<b>Ref:</b>	<b>Action</b>	<b>Date to be Completed</b>	<b>Responsible Officer</b>	<b>Associated PIs</b>



A&C 7.1	Progress the implementation agenda	March 08	EW	
A&C 7.2	Develop joint commissioning team responsible to both the LA and PCT.	December 07	EW	
<b>Departmental Plan Objective:</b> To ensure that services are culturally sensitive and are able to respond flexibly to the diverse needs of the community.			<b>Associated Risks:</b>	
<b>Ref:</b>	<b>Action</b>	<b>Date to be Completed</b>	<b>Responsible Officer</b>	<b>Associated Pls</b>
A&C 8.1	Increase number of people from BMEC who have an assessment and receive culturally sensitive services.	March 08	EW	
A&C 8.2	Ensure assessment and Care Management Processes reflects Hartlepoons diverse community.	March 08	EW	
<b>Departmental Plan Objective:</b> To support easier access to universal services and targeted services which will be tailored to individual needs at a neighbourhood level.			<b>Associated Risks:</b>	
<b>Ref:</b>	<b>Action</b>	<b>Date to be Completed</b>	<b>Responsible Officer</b>	<b>Associated Pls</b>
A&C 9.1	Develop a strategy for neighbourhood working.	March 08	EW	
<b>Departmental Plan Objective:</b> To ensure services are fully compliant with the Disability Discrimination Act.			<b>Associated Risks:</b>	
<b>Ref:</b>	<b>Action</b>	<b>Date to be Completed</b>	<b>Responsible Officer</b>	<b>Associated Pls</b>
A&C 10.1	Implement buildings audit.	March 08	AD	
<b>Corporate Plan objective:</b> Links to Corporate Plan – To develop the capacity of the voluntary independent and community sector to respond to the challenges of the White Paper in supporting vulnerable members of society				
<b>Departmental Plan Objective:</b> To develop appropriate partnerships with the voluntary sector by developing a co-ordinated strategy.			<b>Associated Risks:</b>	
<b>Ref:</b>	<b>Action</b>	<b>Date to be Completed</b>	<b>Responsible Officer</b>	<b>Associated Pls</b>
A&C 11.1	Develop a comprehensive strategy with the voluntary sector outlining the plans for commissioning and delivery of services.	March 08	NB	

A&C 11.2	Provide targeted financial assistance to the voluntary sector through grant giving in accordance with established criteria for 2007/08.	March 08	PU	
<b>Departmental Plan Objective:</b> To ensure that carers are supported effectively to support their family members for as long as they wish.			<b>Associated Risks:</b>	
Ref:	Action	Date to be Completed	Responsible Officer	Associated Pls
A&C 12.1	Continue to implement Carers Strategy and action plan.	March 08	JW	
A&C 12.2	Review and revise contracts with Hartlepool Carers.	March 08	PH	
A&C 12.3	Increase: <ul style="list-style-type: none"> <li>- The number of carers who have a carer's assessment from 867 to 1600</li> <li>- The number of carers receiving services in their own right 282 to 420.</li> <li>- The range of information and short breaks to support carers.</li> </ul>	March 08	EW	
<b>Corporate Plan objective:</b>				
LAA25 Meeting Housing and Support Needs				
<b>Departmental Plan Objective:</b> To provide support services to increase the opportunity for residents to live independently in the community			<b>Associated Risks:</b>	
Ref:	Action	Date to be Completed	Responsible Officer	Associated Pls
A&C 13.1	Increase the number of people supported to live in their own home and enabling them to access mainstream services.	March 08	EW	

<b>Departmental Plan Objective :</b>				<b>Associated Risks:</b>
Ref:	Action	Date to be Completed	Responsible Officer	Associated Pls
A&C 14.1	Develop a strategic supported living plan for older people	September 07	EW	
<b>Departmental Plan Objective :</b> To carry out enforcement duties and deliver high quality services through efficient and effective use of resources.				<b>Associated Risks:</b>
Ref:	Action	Date to be Completed	Responsible Officer	Associated Pls
A&C 15.1	Review and implement the supporting people strategy (Strategic Housing Ref SH020)	September 07 March 08	Pam Twells	
<b>Departmental Plan Objective :</b> To provide accommodation and services for vulnerable people (including the homeless, disabled and mentally ill), and to increase the opportunities for residents to live independently in the community				<b>Associated Risks:</b>
Ref:	Action	Date to be Completed	Responsible Officer	Associated Pls
A&C 16.1	Actions included above.			
<b>Corporate Plan objective:</b> Links to Corporate Plan – LAA29 Enrich individual lives, strengthen communities and improve places where people live through enjoyment of leisure, culture and sport				
<b>Departmental Plan Objective :</b> Develop and improve cultural and leisure facilities and events.				<b>Associated Risks:</b>
Ref:	Action	Date to be Completed	Responsible Officer	Associated Pls
A&C 17.1	Provide support for the Culture and Leisure Theme Group Partnership to contribute to the Hartlepool LSP – including performance management.	March 08	JM	
A&C 17.2	Achieve service accreditation for at least two service areas at a total of four sites.	January 08	PU/AP	
A&C 17.3	Agree key milestones for the delivery of H2O by 2012.	July 07	JM	

A&C 17.4	Agree Action Plan and key milestones for the delivery of Tall Ships in 2010.	July 07	JM	
A&C 17.5	Develop milestones and strategies to deliver improvements of facilities and services areas.	March 08	PU/ DW/ GJ/ AP/SC	
A&C 17.6	Host at least two regional sporting and recreational events	December 07	PU	
A&C 17.7	Review Hartlepool Cultural Strategy	March 09	JM	
<b>Departmental Plan Objective:</b> To ensure the public have access to a wide range of information about leisure, culture and sporting opportunities in a variety of accessible mediums.				<b>Associated Risks:</b>
Ref:	Action	Date to be Completed	Responsible Officer	Associated Pls
A&C 18.1	Review of all Community Services service literature to be undertaken to confirm information availability and identify gaps.	March 08	SC/GJ/JM/ AP/PU/DW	
A&C 18.2	Establish key centralised information points across the town and publicise these.	March 08	SC/MHe/GJ/ AP/PU/DW	
<b>Corporate Plan objective:</b> Links to Corporate Plan – LAA30 Cultural and Leisure Services, including libraries, better meet the needs of the community, especially disadvantaged areas				
<b>Departmental Plan Objective:</b> To increase opportunities for participation in a wide range of cultural and leisure activity focussing on areas of disadvantage.				<b>Associated Risks:</b>
Ref:	Action	Date to be Completed	Responsible Officer	Associated Pls
A&C 19.1	Conduct review of concessionary charging policy across Community Services with a view to establishing one consistent approach.	July 07	SC/GJ/PU/A P/DW	
A&C 19.2	Develop Action Plan with key milestones for the targeted promotion of services and activities which embrace diversity and increase social inclusion.	March 08	JM	
A&C 19.3	Implement the delivered library services review and action plan.	July 07	GJ	
A&C 19.4	Deliver “Arts at the Strategic Centre”, action plan to improve arts promotion networking and partnership developments.	March 08	SC	

A&C 19.5	Provide Library services targeted towards hard to reach groups and individuals.	March 08	GJ	
A&C 19.6	Deliver Renaissance in the Regions initiatives to improve access to services and develop new audiences.	March 08	DW	
<b>Corporate Plan objective:</b> Links to Corporate Plan – To maximise the opportunities for disabled people to enter paid employment				
<b>Departmental Plan Objective:</b> (Service Plan) To increase the number of socially excluded adults in paid employment				<b>Associated Risks:</b>
<b>Ref:</b>	<b>Action</b>	<b>Date to be Completed</b>	<b>Responsible Officer</b>	<b>Associated Pls</b>
A&C 20.1	To ensure Disability and Mental Health services increase the numbers of socially excluded adults in paid employment.	March 08	EW	
<b>Corporate Plan objective:</b> Links to Corporate Plan – LAA8 Increase provision of high quality learning and skills opportunities that drive economic competitiveness, widen participation, and build social justice.				
<b>Departmental Plan Objective:</b> To increase universal access to high quality learning and skills opportunities.				<b>Associated Risks:</b>
<b>Ref:</b>	<b>Action</b>	<b>Date to be Completed</b>	<b>Responsible Officer</b>	<b>Associated Pls</b>
A&C 21.1	Increase percentage of adults holding nationally recognised qualifications.	March 08	MHe	
<b>Departmental Plan Objective:</b> To increase universal access to high quality learning and skills opportunities from disadvantaged/socially excluded groups.				<b>Associated Risks:</b>
<b>Ref:</b>	<b>Action</b>	<b>Date to be Completed</b>	<b>Responsible Officer</b>	<b>Associated Pls</b>
A&C 22.1	Increase participation in learning from priority groups.	March 08	MHe	

<b>Corporate Plan objective:</b> Links to Corporate Plan – Improve the natural and built environment and ensure the proper planning of the area..				
<b>Departmental Plan Objective:</b> Develop the Councils Long Term Accommodation Strategy and manage the Councils asset base via an integrated “Capital Strategy / Asset Management Plan”				<b>Associated Risks:</b>
Ref:	Action	Date to be Completed	Responsible Officer	Associated Pls
A&C 23.1	Agree Capital Strategy/Asset Management Plan for the Department.	September 07	AD	
<b>Departmental Plan Objective:</b> Maximise funding contributions from developers and other funders for play and recreational service development.				<b>Associated Risks:</b>
Ref:	Action	Date to be Completed	Responsible Officer	Associated Pls
A&C 24.1	Develop and adopt the PPG17 open space strategy and indoor sports facility strategy.	September 07	JW/AP/PU	
<b>Corporate Plan objective:</b> Links to Corporate Plan – Strengthening Communities – Empower local people to have a voice, especially hard to reach groups.				
<b>Departmental Plan Objective:</b> Improve Public Engagement with hard to reach groups which will act on qualitative information/feedback from citizens				<b>Associated Risks:</b>
Ref:	Action	Date to be Completed	Responsible Officer	Associated Pls
A&C 25.1	Develop and implement the public engagement strategy.	March 08	AD	
A&C 25.2	Develop and implement LINKs public engagement	March 08	MH	

<b>Corporate Plan objective:</b>				
Links to Corporate Plan – Organisational Development Priorities				
<b>Departmental Plan Objective:</b> To implement a performance framework which includes, service and team planning process				<b>Associated Risks:</b>
<b>Ref:</b>	<b>Action</b>	<b>Date to be Completed</b>	<b>Responsible Officer</b>	<b>Associated Pis</b>
A&C 26.1	Produce department, service, and team plans, and monitoring arrangements.	March 08	MH	
<b>Departmental Plan Objective:</b> Ensure robust risk management arrangements are in place				<b>Associated Risks:</b>
<b>Ref:</b>	<b>Action</b>	<b>Date to be Completed</b>	<b>Responsible Officer</b>	<b>Associated Pis</b>
A&C 27.1	Department Risk register reviewed and monitored quarterly	March 08	AD	
<b>Departmental Plan Objective:</b> Develop and implement information security plans (departmental)				<b>Associated Risks:</b>
<b>Ref:</b>	<b>Action</b>	<b>Date to be Completed</b>	<b>Responsible Officer</b>	<b>Associated Pis</b>
A&C 28.1	Develop Department Information Security Action Plan.	September 07	TS	
<b>Departmental Plan Objective:</b> Ensure arrangements in place to deal with new and existing legislation (departmental)				<b>Associated Risks:</b>
<b>Ref:</b>	<b>Action</b>	<b>Date to be Completed</b>	<b>Responsible Officer</b>	<b>Associated Pis</b>
A&C 29.1	DMT receives reports on new legislation and guidance and ensure appropriate implementation	March 08	NB	

<b>Departmental Plan Objective :</b> Implement communication plans relating to key issues (departmental)				<b>Associated Risks:</b>	
<b>Ref:</b>	<b>Action</b>	<b>Date to be Completed</b>	<b>Responsible Officer</b>	<b>Associated Pis</b>	
A&C 30.1	Implement department Communication Strategy	March 08	NB		
<b>Departmental Plan Objective :</b> Implement a programme of service linkages for Contact Centre (departmental)				<b>Associated Risks:</b>	
<b>Ref:</b>	<b>Action</b>	<b>Date to be Completed</b>	<b>Responsible Officer</b>	<b>Associated Pis</b>	
A&C 31.1	Integrate agreed elements of Adult and Community Services into Contact Centre, including financial and efficiency measures/targets.	March 08	MH/JW		
<b>Departmental Plan Objective :</b> Develop Efficiency Strategy for Department (departmental) (To develop an effective approach to efficiency.)				<b>Associated Risks:</b>	
<b>Ref:</b>	<b>Action</b>	<b>Date to be Completed</b>	<b>Responsible Officer</b>	<b>Associated Pis</b>	
A&C 32.1	Develop and implement a medium term efficiency strategy.	March 08	AD/JW		
A&C 32.2	Develop programme of BPR activity.	March 08	AD		
<b>Departmental Plan Objective :</b> Deliver the ICT Strategy to support corporate and departmental objectives				<b>Associated Risks:</b>	
<b>Ref:</b>	<b>Action</b>	<b>Date to be Completed</b>	<b>Responsible Officer</b>	<b>Associated Pis</b>	
A&C 33.1	Agree ICT Strategy	July 07	TS		
A&C 33.2	Implement ICT Action Plan	March 08	TS	ASC15.2	



<b>Departmental Plan Objective:</b> Develop Strategic medium term Financial Plan for Adult and Community Services				<b>Associated Risks:</b>
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 34.1	Develop Financial Plans for the Department, in line with demand, eligibility and corporate codes.	March 08	JW	
<b>Departmental Plan Objective:</b> Implement new Governance Arrangements for health & well-being partnership, and culture and leisure partnership				<b>Associated Risks:</b>
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C35.1	Establish new structures for Health and Care Strategy Group and subgroups to fit LSP and integrated teams and Children's Trust.	March 08	MH	
A&C 35.2	Re-design the Culture and Leisure Theme Partnership and subgroups structure to incorporate changes to the lifelong learning partnership.	October 07	JM	
<b>Departmental Plan Objective:</b> Achieve overall financial balance for Department (departmental)				<b>Associated Risks:</b>
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 36.1	2007/8 outturn within budget, including appropriate use of resources	March 08	AD/JW	
<b>Departmental Plan Objective:</b> Development of Commissioning and Financial Systems (departmental)				<b>Associated Risks:</b>
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 37.1	Develop financial arrangements for new or integrated services.	March 08	AD/JW	
A&C 37.2	Review commissioning and financial systems for Supporting People	March 08	AD	

<b>Departmental Plan Objective:</b> Development of Commissioning and Financial Systems				<b>Associated Risks:</b>
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 38.1	Implement Corporate Procurement Strategy.	March 08	PH	
A&C 38.2	Implement contract management and financial monitoring IT system	August 07	PH/JW	
<b>Corporate Plan objective:</b> Links to Corporate Plan – Implement the People Strategy and the Workforce Development Strategy				
<b>Departmental Plan Objective:</b> Develop and promote active, visible and effective leadership				<b>Associated Risks:</b>
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 39.1	Develop and implement management standards.	December 07	MH	
<b>Departmental Plan Objective:</b> Continually Improve what we do				<b>Associated Risks:</b>
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 40.1	Implement Supervision and Appraisal Policy	March 08	GP	
A&C 40.2	Achieve IIP Standard	March 08	GP	
<b>Departmental Plan Objective:</b> Develop skills of the Workforce				<b>Associated Risks:</b>
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 41.1	Workforce Development Plan for department	April 07	GP	

<b>Departmental Plan Objective :</b> Promote Healthy Working				<b>Associated Risks:</b>
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 42.1	Implement Health & Safety Policy	March 08	MH	
A&C42.2	Implement departmental health stress check.	March 08	AD	
A&C 42.3	Lower Departmental Sickness levels	March 08	NB	
<b>Departmental Plan Objective :</b> Effectively Recognise, engage and reward the Workforce				<b>Associated Risks:</b>
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 43.1	Implement and contribute to corporate approach to reward.	March 08	MH	
<b>Departmental Plan Objective :</b> Effectively use resources and invest in the future.				<b>Associated Risks:</b>
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 44.1	Manage departmental training budget		GP	
<b>Corporate Plan objective:</b>				
<b>CORPORATE PLAN</b>				
Enhance Equality and Diversity arrangements and mainstream into all council activities.				
<b>Departmental Plan Objective :</b> Improve Equality & Diversity Leadership and Corporate Commitment				<b>Associated Risks:</b>
	Action	Date to be Completed	Responsible Officer	Associated PIs
A&C 45.1	Implement departmental elements of the Council's Diversity Action Plan through the Departmental Working Group	March 08	MH	

Departmental Plan Objective : Improve Consultation Community Development and Scrutiny				Associated Risks:	
	Action	Date to be Completed	Responsible Officer	Associated PIs	
A&C 46.1	Ensure effective consultation plan linked to INRA's / DIA's	March 08	MH		
Departmental Plan Objective : Improve Service delivery and Customer care			Associated Risks:		
	Action	Date to be Completed	Responsible Officer	Associated PIs	
A&C 47.1	Complete INRAs for all services and DIA's as agreed	March 08	MH		
Departmental Plan Objective : Improve Employment and Training arrangements			Associated Risks:		
	Action	Date to be Completed	Responsible Officer	Associated PIs	
A&C 48.1	Deliver Diversity training	March 08	GP		

## CHAPTER 6

Dept Indicator No.	Indicator Description	2006-07 Outturn	Target Quarter 1	Target Quarter 2	Target Quarter 3	Target Quarter 4	Overall	Annual
B11	Intensive HC as a % of intensive Home and Residential Care	26.94%	26	26	26	26	26	Qtr
D39	% of people receiving a statement of their needs and how met.	100%	-	-	-	-	100	Annual
A80	Retention in Drug Treatment programmes	117	-	-	-	-	TBC	Annual
C72	Supported admissions of older people to residential/nursing care	76.2	19	38	59	76	76	Qtr
C73	Supported admissions of adults aged 18-64 to Res/Nurs. care	1.1	0.27	0.54	0.81	1.1	1.1	Qtr
C28	Intensive Home Care	14.4	-	-	-	-	14	Annual
D37	Allocation/Availability of single rooms	100%	-	-	-	-	100	Annual
B17	Unit costs of Home care for adults.	15.18	-	-	-	-	15.6	Annual
ACSPI 8	Number of days sick per employee	16.93	16.5	15.5	14.5	13.5	13.5	Qtr
ACSPI 9	Number of Vulnerable Adults in paid or valued employment	81	83	85	87	89	91	Qtr
ACSPI 11	Percentage of public information in accessible format		42%	42%	42%	42%	42%	Qtr
D40	Clients receiving a review	78.2	78	78	78	78	78	Qtr
B12	Cost of intensive Social Care for Adults	456	-	-	-	-	456	Annual
ACSPI 3	Number of Intermediate Care referrals: percentage from the community	51.9	55	55	55	55	55	Qtr
D41	Delayed Transfers of Care (INTERFACE)	0	0	0	0	0	0	Qtr
D42	Carer assessments	36.6	37	37	38	38	38%	Qtr
D55	Acceptable Waiting times for assessments	88.4	89	89	90	90	90	Qtr
D56	Acceptable Waiting times for care packages	81.6	82	83	84	85	85	Qtr
D75	Practice Learning	16.34	-	-	-	-	22.38	Annual
E61	E61 Assessments of new clients aged 65 or over	83.1	83	83	83	83	83	Annual
ACSPI 2	No. users provided with 1 item of Telecare in their home during the year (all ages)	90	100	110	120	120	120	Qtr
ACSPI 5	Number of Extra Care Housing Places	0	2	5	7	10	10	Qtr
ACSPI 1	No. users provided with 1 item of Telecare in their home during the year (over 65)		70	80	90	100	100	Qtr
ACSPI 13	Number of people with disability accessing FE, Leisure, Sport and Recreation	69	73	75	77	79	79	Qtr

Dept Indicator No.	Indicator Description	2006-07 Outturn	Target Quarter 1	Target Quarter 2	Target Quarter 3	Target Quarter 4	Overall	Annual
LPI ACS 2	Number of families participating in learning	167	-	-	-	-	190	Annual
LPI ACS 4	Number of adults achieving level 1 and level 2 qualifications	57	-	-	-	-	945	Annual
LPI ACS 5	Number of adults achieving a basic skill qualification	31	-	-	-	-	200	Annual
LPI ACS 1	Number of adults in all forms of learning	2428	-	-	-	-	3100	Annual
LPI ACS 3	Number of adults participating in basic skill classes	432	-	-	-	-	450	Annual
LPI ED 5	Percentage of adults learners who are male	25%	-	-	-	-	27	Annual
LPI CS 13b	Level of grant aid provided to vol/comm groups	£4,914	109,441	109,441	109,441	109,441	437,762	Qtr
BVPI 119a	The percentage of residents satisfied with the Local Authority Cultural services: (a) sports and Leisure Facilities	61 (2006)	-	-	-	-	65 (2009-10)	Annual
BVPI 119b	The percentage of residents satisfied with the Local Authority Cultural services: (a) Libraries	80 (2006)	-	-	-	-	TBC	Annual
BVPI 119c	The percentage of residents satisfied with the Local Authority Cultural services: (a) Museums	70 (2006)	-	-	-	-	70 (2009-10)	Annual
BVPI 119d	The percentage of residents satisfied with the Local Authority Cultural services: (a) Arts activities & venues	54 (2006)	-	-	-	-	55 (2009-10)	Annual
BVPI 119e	The percentage of residents satisfied with the Local Authority Cultural services: (a) Parks and open spaces	78 (2006)	-	-	-	-	82.5% (2009-10)	Annual
BVPI 170a	No. Visits/usage of museums per 1000 population	577	612.5	612.5	612.5	612.5	2450	Qtr
BVPI 170b	No. Visits in person of museums per 1000 population	392	430	430	430	430	1720	Qtr
LPI CS 13a	No vol/comm groups supported by the council	0	29	29	29	29	29	Qtr
LPI CS 12a	No of Hsbound ppl rec home library service once evry 4 weeks	508	520	530	540	550	550	Qtr
LPI CS 10	% of residents satisfied with play areas	47	-	-	-	-	45%	Annual
LPI CS 9	Number of Local Nature Reserves	6	6	6	6	6	6	Qtr
LPI CS 2b	Proportion of Overall attendance from 9 Neighbourhood Renewal Fund Ward		56	56	56	56	56	Qtr
BVPI 170c	No pupils visiting museum's/galleries in school groups	1884	2450	2450	2450	2450	9800	Qtr
BVPI 178	% of total length of footpaths and other r.o.w which were easy to use	96.93	-	-	-	-	95	Annual
BVPI 220	Compliance against Public Library Service Stds (PLSS)	4	-	-	-	-	4	Annual
BVPI 226a	Total amount spent by LA on advice and guidance services provided by external orgs		£26,281	£26,281	£26,281	£26,281	£105,125	Qtr



## CHAPTER 7

### **MANAGING THE RISKS OF NOT ACHIEVING DEPARTMENTAL OBJECTIVES**

#### **STATEMENT OF INTERNAL CONTROL 2007/08**

Ref.	SECTION ONE - Departmental Plan Objectives	Milestone	Responsible Officer	Risk Register Ref
A+C 7.1	Progress the implementation agenda for vision for care.	March 08	EW	Ass7 – 1.1
A+C 33.2	Implement ICT action plan.	March 08	TS	ICT7 – 4.1
A+C 1.1	Manage Health + Care NRF Programme effectively to ensure LAA targets are met and programme stays within budget.	March 08	MH	POL7 – 1.3
A+C 1.6	Reduce Mortality rates by 2010 from suicide by at least 20%	March 08	CB	POL7 – 1.3
A+C 34.1	Develop financial plans for the department in line with demand, eligibility and corporate codes.	March 08	JW	FIN7 – 1.1
A+C 36.1	2007/8 outturn within budgets, including appropriate use of resources.	March 08	AD/JW	FIN7 – 1.1
A+C 37.2	Review commissioning and financial systems for Supporting People.	March 08	AD	PER7 – 1.1
A+C 3.1	Implement Supporting People Strategy.	March 08	AD	FIN7 – 1.1
A+C 3.5	Implement the agreed actions for the Telecare Strategy.	March 08	EW	CPS7 – 3.1
A+C 4.1	Ensure all assessments are person – centred and outcome focused.	March 08	EW	PER7 – 1.4
A+C 5.2	Ensure Community Services are easily accessible to vulnerable groups and contribute to the preventative mental wellbeing agenda.	March 08	GP/AP	ASS7 – 4.1
A+C 6.1	Implement and evaluate the Connected Care Pilot in Owton.	March 08	EW	CPS7 – 3.1 SOC7 – 2.1
A+C 7.2	Develop Joint Commissioning Team responsibility to both the LA + PCT.	Dec 07	EW	PER7 – 1.4

A+C 10.1	Implement buildings audit.	March 08	AD	ASS7 – 4.1
A+C 11.2	Provide targeted financial assistance to voluntary sector through grant giving in accordance with established criteria for 2007/8	March 08	PU	FIN7 – 2.3
A+C 12.1	Continue to implement Carers Strategy and Action Plan.	March 08	JW	PER7 – 1.1
A+C 12.3	Increase carers assessments, carers receiving services and information/breaks to support carers.	March 08	EW	POL7 – 1.3
A+C 17.5	Develop milestones and strategies to deliver improvement of facilities and service areas.	March 08	PU/DW/EJ/AP/SC	ASS7- 4.1
A+C 31.1	Implement agreed elements of A+CS into Contact Centre, including financial and efficiency measures/targets.	March 08	MH/JW	SOC7 – 2.1
A+C 19.3	Implement the delivered library services review and action plan.	July 07	GJ	SOC7 – 2.1
A+C 29.1	DMT receives reports on new legislation and guidance, and ensures appropriate implementation.	March 08	NB	PER7 – 1.4 FIN7 – 1.1
A+C 32.2	Develop programme of BPR activity.	March 08	AD	PER – 1.4
A+C 42.3	Lower departmental sickness levels.	March 08	NB	PER7 – 1.2
A+C 47.1	Complete INRA'S for all services and DIA'S as agreed.	March 08	MH	PER7 – 1.4
A+C 3.4	Review Adult Placement Scheme with a view to increasing the range and quality .	March 08	PH	CPS7 – 1.1



<b>Risk Register Ref</b>	<b>Departmental Plan Action (Ref)</b>	<b>Key risks to achieving departmental service objectives</b>	<b>Priority H/M/L</b>	<b>Procedures/processes/ management arrangements/ controls in place to mitigate identified risks</b>	<b>Method of Review</b>	<b>Date of Review Last/Next</b>	<b>Responsible Officer</b>
ASS7-1.1	A+C 7.1	Danger/Disruption to staff due to inadequate working conditions	H	Identify new offices and mobile/home working.	Quarterly DRR review and annual service plan process.	Quarterly	Margaret Hunt
CPS7-1.1	A+C 3.4	Inability to provide social care due to supply pressures	M	Developing market via good provider relations.	Quarterly DRR review and annual service plan process.	Quarterly	Ewen Weir
FIN7- 1.1	A+C 34.1 A+C 3.1 A+C 36.1 A+C 29.1	Services damaged by insufficient budget allocation	H	Careful budget management in year and active Efficiency/VFM programme.	Quarterly DRR review and annual service plan process.	Quarterly	Alan Dobby
PER7-1.1	A+C 37.2 A+C 12.1	Inability to provide effective services due to difficulties in recruitment and retention	H	Complete reviews and restructures. Manage risks from Job Evaluation. Succession planning and Workforce Development.	Quarterly DRR review and annual service plan process.	Quarterly	Nicola Bailey
PER7 - 1.2	A+C 42.3	Damage/Disruption to staff due to violence	L	Implement H+S policies and manual.	Quarterly DRR review and annual service plan process.	Quarterly	Margaret Hunt
PER7 – 1.4	A+C 4.1 A+C 29.1 A+C 7.2 A+C 47.1 A+C 32.2	Unable to meet changing service needs due to a skills shortage	M	Review Workforce Development processes and budgets.	Quarterly DRR review and annual service plan process.	Quarterly	Margaret Hunt
POL7 – 1.3	A+C 1.1 A+C 1.6 A+C 12.3	Failure to meet performance standards	M	Improve performance management arrangements and reporting.	Quarterly DRR review and annual service plan process.	Quarterly	Alan Dobby
POL7 - 1.4		Legal issues, costs and adverse publicity as a result of litigation					Nicola Bailey
FIN7 – 2.3	A+C 11.2	Service disruption from financial shortfalls for ind/vol sector	M	Co-ordinated approach to funding the sector.	Quarterly DRR review and annual service plan process.	Quarterly	Alan Dobby

<b>Risk Register Ref</b>	<b>Departmental Plan Action (Ref)</b>	<b>Key risks to achieving departmental service objectives</b>	<b>Priority H/M/L</b>	<b>Procedures/processes/ management arrangements/ controls in place to mitigate identified risks</b>	<b>Method of Review</b>	<b>Date of Review Last/Next</b>	<b>Responsible Officer</b>
SOC7 – 2.1	A+C 31.1 A+C 19.3 A+C 6.1	Adverse publicity and delay due to poor management of service reconfiguration	M	Leadership and management in change process. Regular assessment and reporting of progress. Assign project management resources.	Quarterly DRR review and annual service plan process.	Quarterly	Nicola Bailey
SOC7 – 2.2		Failure to deliver Tourism Strategy					John Mennear
CPS7 – 3.1	A+C 3.5 A+C 6.1	Failure of provision of service, under contract or direct service	H	Careful Commissioning process including choice of provider. Continue Dialogue.	Quarterly DRR review and annual service plan process.	Quarterly	Alan Dobby
ICT7 – 3.1		Disruption to service from failure of ICT service					Alan Dobby
ASS7 – 4.1	A+C 5.2 A+C 17.5 A+C 10.1	Service disruption due to premises being unfit for purpose	L	Improve asset management arrangements.	Quarterly DRR review and annual service plan process.	Quarterly	Alan Dobby
ICT7 – 4.1	A+C 33.2	Unable to meet need due to inadequate IT equipment/network or software	M	Ensure access to departmental/corporate resources.	Quarterly DRR review and annual service plan process.	Quarterly	Alan Dobby

## **ADULT AND PUBLIC HEALTH SERVICES PORTFOLIO**

Report To Portfolio Holder  
21<sup>st</sup> August 2007



**Report of:** Director of Adult and Community Services

**Subject:** ADULT AND COMMUNITY SERVICES  
DEPARTMENTAL PLAN 2007/2008 – 1<sup>ST</sup>  
QUARTER MONITORING REPORT

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### **SUMMARY**

#### **1. PURPOSE OF REPORT**

To inform the Portfolio Holder of the progress made against the Adult and Community Services Departmental Plan 2007/08 in the first quarter of the year.

#### **2. SUMMARY OF CONTENTS**

The progress against the actions contained in the Adult and Community Services Departmental Plan 2007/08, and the first quarter outturns of key performance indicators.

#### **3. RELEVANCE TO PORTFOLIO MEMBER**

The Portfolio Member has responsibility for performance management issues in relation to Adult Services.

#### **4. TYPE OF DECISION**

Non-key.

#### **5. DECISION MAKING ROUTE**

Portfolio Holder meeting 21<sup>st</sup> August 2007

#### **6. DECISION REQUIRED**

Achievement on actions and indicators be noted.

**Report of:** Director of Adult and Community Services

**Subject:** ADULT AND COMMUNITY SERVICES  
DEPARTMENTAL PLAN 2007/08 – 1<sup>ST</sup>  
QUARTER MONITORING REPORT

---

## **1. PURPOSE OF REPORT**

- 1.1 To inform the Portfolio Holder of the progress made against the key actions identified in the Adult and Community Services Departmental Plan 2007/08 and the progress of key performance indicators for the period up to 30<sup>th</sup> June 2007.

## **2. BACKGROUND**

- 2.1 The Adult and Community Services Department includes Community Services, reporting to Culture, Leisure and Tourism Portfolio Holder, and Adult Services, Adult Education and Supporting People reporting to the Adult and Public Health Portfolio Holder.
- 2.2 The Adult and Community Services Departmental Plan 2007/08 sets out the key tasks and issues with an Action Plan to show what is to be achieved by the department in the coming year. The plan also describes how the department contributes to the Organisational Development Improvement Priorities as laid out in the Corporate Plan. It provides a framework for managing the competing priorities, communicating the purpose and challenges facing the department, and monitoring progress against overall Council aims.
- 2.3 The Council has introduced an electronic Performance Management Database for collecting and analysing corporate performance. The database collects performance information detailed in the Corporate Plan and the five Departmental Plans. The aim is that the database will eventually collect performance information for all levels of the Council, including individual service/operational plans in each department.

## **3. QUARTER ONE PERFORMANCE**

- 3.1 This section looks in detail at how the Department has performed in relation to the key actions and performance indicators that were included in the Adult and Community Services Departmental Plan for this Portfolio.

- 3.2 On a quarterly basis officers from across the department are asked, via the Performance Management database, to provide an update on progress against every action contained in the Departmental Plan and, where appropriate, every Performance Indicator.
- 3.3 Officers are asked to provide a short commentary explaining progress made to date, and asked to traffic light each action based on whether or not the action will be, or has been, completed by the target date set out in the Departmental Plan. The traffic light system is: -

Red	- Action/PI not expected to meet target
Amber	- Action/PI expected to be meet target
Green	- Action/PI target achieved

- 3.4 Within the Adult Services there were a total of 86 actions and 65 Performance Indicators identified in the Departmental Plan. Table 1, below, summarises the progress made, to the 30<sup>th</sup> June 2007, towards achieving these actions and PIs.

Table1 – Adults Services progress summary

	Adults Services	
	Actions	PIs
Green	6	9
Amber	74	37
Red	2	6
Annual	4	13
Completed	0	0
<b>Total</b>	<b>86</b>	<b>65</b>

- 3.5 A total of 6 actions (7%) have been completed or achieved, and a further 74 (86%) are on target to be completed by the target date. However, two actions have been highlighted as not being on target. More information on these actions can be found in the relevant sections below.
- 3.6 It can also be seen that 46 (70%) of the Performance Indicators have been highlighted as being achieved or expected to hit the target. It can be seen that 6 indicators have been highlighted as not being expected to hit the year end target, and an explanation for this is given in the relevant sections below. There are 13 indicators that are only collected on an annual basis and therefore no updates are available for those indicators.

Table2: Adults Services Actions not completed on target / not on target

Ref	Action	Milestone	Comment
A&CS 38.2	Implement Contract Management and financial management system	Aug 07	The date has slipped, but the business case is now in hand.
A&CS 40.1	Agree Departmental Workforce Development Plan	Aug 07	The date has slipped, but work is now ongoing

Table3: Adults Services PI's not on target

Ref	PI	Milestone	Comment
ACS PI5	Commission 10 extra care places	Mar 08	Negotiating with RSL, but now seems unlikely that they will be in place this year.
LAA HC1	Life Expectancy (Females)	Mar 08	The National Support Team for Health and Inequalities visited Hartlepool in June and made valuable recommendations. An Action Plan is being developed with the PCT. There are several factors in improving life expectancy and mortality, and it is a long term project
LAA HC 2	Gap in Life Expectancy (Females) Hartlepool / England	Mar 08	
LAA HC5	Life Expectancy in NRA (Females)	Mar 08	
LAA HC6	Life Expectancy Gap in NRA (Females)	Mar 08	
LAA HC10	Mortality Rate from cancer in under 75's	Mar 08	

3.7 Within the first quarter Adult Services completed a number of actions, including: -

- A review of advocacy services with a view to increased quality and range of services
- Implementation of a revised supervision and appraisal policy and procedure.

#### 4. RECOMMENDATIONS

- It is recommended that achievement of key actions and first quarter outturns of performance indicators are noted.

CONTACT OFFICER: Alan Dobby, Assistant Director (Support Services)

## **ADULT & PUBLIC HEALTH SERVICES PORTFOLIO**

Report to Portfolio Holder  
21<sup>st</sup> August 2007



**Report of:** Director of Neighbourhood Services

**Subject:** **NEIGHBOURHOOD SERVICES DEPARTMENTAL  
PLAN 2007/08 – 1ST QUARTER MONITORING  
REPORT**

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### SUMMARY

#### **1. PURPOSE OF REPORT**

To inform the Portfolio Holder of the progress made against the Neighbourhood Services Departmental Plan 2007/08 in the first quarter of the year.

#### **2. SUMMARY OF CONTENTS**

The progress against the actions contained in the Neighbourhood Services Departmental Plan 2007/08 and the first quarter outturns of key performance indicators.

#### **3. RELEVANCE TO PORTFOLIO MEMBER**

The Portfolio Member has responsibility for adult and public health issues.

#### **4. TYPE OF DECISION**

Non-key.

#### **5. DECISION MAKING ROUTE**

Portfolio Holder meeting 21<sup>st</sup> August 2007.

#### **6. DECISION REQUIRED**

Achievement on actions and indicators be noted

**Report of:** Director of Neighbourhood Services

**Subject:** **NEIGHBOURHOOD SERVICES DEPARTMENTAL  
PLAN 2007/08 – 1ST QUARTER MONITORING  
REPORT**

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## **1. PURPOSE OF REPORT**

- 1.1 To inform the Portfolio Holder of the progress made against the key actions identified in the Neighbourhood Services Departmental Plan 2007/08 and the progress of key performance indicators for the period up to 30 June 2007.

## **2. BACKGROUND**

- 2.1 The Adult and Public Health Services Portfolio Holder agreed the Neighbourhood Services Departmental Plan in June 2007.
- 2.2 The Portfolio Holder for Adult & Public Health Services has responsibility for part of the Neighbourhood Services Departmental Plan.
- 2.3 The Neighbourhood Services Departmental Plan 2007/08 sets out the departments priorities along with an Action Plan to show how the department will achieve these over the coming year.
- 2.4 A number of performance indicators are also included within this plan showing how the department is performing in relation to both national and local performance indicators.
- 2.5 Each section within the department produces a Service Plan, detailing the key tasks and issues facing them in the coming year. Each plan contains actions, detailing how each individual section contributes to the key tasks and priorities contained within the Neighbourhood Services Departmental plan and ultimately those of the Corporate plan.

## **3. FIRST QUARTER PERFORMANCE**

- 3.1 This section looks in detail at how the Neighbourhood Services Department has performed in relation to the key actions and performance indicators that were included in the Neighbourhood Services Departmental Plan 2007/08 and which the Portfolio Holder for Adult and Public Health Services has responsibility for.
- 3.2 On a quarterly basis officers from across the department are requested, to provide an update on progress against every action contained in the performance plans and, where appropriate, every performance indicator.
- 3.3 Officers are requested to provide a short commentary explaining progress made to date, and to traffic light each action based on whether or not the action



will be, or has been, completed by the target date set out in the plans. The traffic light system is: -

<b>Red</b>	- Action/PI not expected to meet target
<b>Amber</b>	- Action/PI expected to be meet target
<b>Green</b>	- Action/PI target achieved

- 3.4 Within the Neighbourhood Services Departmental Plan there are a total of 62 Actions and 72 Performance Indicators identified. The Portfolio Holder for Adult & Public Health Services has responsibility for 7 of these actions and 13 of these performance indicators. Table 1, below, summarises the progress made, to the 30 June 2007, towards achieving these actions and performance indicators.

Table1 – Neighbourhood Services progress summary

	Departmental Plan		Adult & Public Health Services Portfolio	
	Actions	PIs	Actions	PIs
<b>Green</b>	6	2	-	-
<b>Amber</b>	55	37	7	9
<b>Red</b>	1	1	-	-
<b>Annual</b>	-	32	-	4
<b>Total</b>	62	72	7	13

- 3.5 All the actions identified within the Neighbourhood Services Departmental plan for which the Portfolio holder has responsibility are progressing satisfactorily.
- 3.6 A recent bid for funding for the proposed “Golden Apple” award from Communities for Health has not been successful, however work is still expected to continue as planned toward creating this ‘healthy food standard’.
- 3.7 All Performance Indicators have been identified as ‘expected to achieve target’.

#### 4. RECOMMENDATIONS

- 4.1 It is recommended that achievement of key actions and first quarter outturns of performance indicators are noted.

**ADULT AND PUBLIC HEALTH SERVICES PORTFOLIO**  
REPORT TO PORTFOLIO HOLDER  
21<sup>st</sup> August 2007



**Report of:** Director of Adult & Community Services

**Subject:** IN CONTROL UPDATE PROGRESS REPORT

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## SUMMARY

### 1.0 PURPOSE OF REPORT

To inform and update on the previous report sent to portfolio on the 18 September 2006.

### 2.0 SUMMARY OF CONTENTS

The report includes an update on the National In-Control Programme timescales for Hartlepool and an update on the progress so far.

### 3.0 RELEVANCE TO PORTFOLIO MEMBER

The report is to show the progress of In Control Programme.

### 4.0 TYPE OF DECISION

Non Key

### 5.0 DECISION MAKING ROUTE

Adult and Community Services Portfolio Holder.

### 6.0 DECISION(S) REQUIRED

To note the report agree the progress of the Adult and Community Services within the National Pilot of the In Control Programme.

**Report of:** Director of Adult and Community Services

**Subject:** IN CONTROL UPDATE PROGRESS REPORT

---

**1. PURPOSE OF REPORT**

- 1.1 To inform and update on the previous report sent to portfolio on the 18 September 2006.

**2. BACKGROUND**

- 2.1 Following the agreement to roll out the In Control Pilot across the department as per the previous report dated 18 September 2006.
- 2.2 Self Directed Support is about people organising and having control over their own support needs. In Control's system of self directed support allows people to self-assess their support needs and gives them the freedom to approach a range of different providers - including natural support from family and friends, where appropriate.
- 2.3 Details of the Hartlepool In Control Pilot are within the project plan (see **Appendix 1**).
- 2.4 The plan includes a brief outline of the targets of the following groups: -

Resource Allocation System (RAS)

Working Group designing Resource Allocation System (RAS), which is a system for allocating money or resources.

Support Planning

Working group looking at new processes / pathways / Self Assessment Questionnaire (SAQ) / workforce development.

Brokerage (self directed support)

Working Group to look at what the public will need / require from a support service to enable them to manage their individual budget and to work closely with Providers.

Monitoring and Reviewing

Working Group to explore various monitoring systems in order to track and evaluate both the economic effects and quality of life changes related to people being "In Control"

### Communications

The Communications Group shares Regional updates, networking and good practice and updates sub groups project and communication plans (**Appendix 1 and 2**)

## **3 FINANCIAL IMPLICATIONS**

- 3.1 Economics of self directed support research conducted in 2003-2005 highlighted that the work in the pilot sites demonstrated that self-directed support should not cost more than traditional services.
- 3.2 There has been a significant increase in the number of the people claiming Independent Living Fund and receiving Direct Payments.
- 3.3 The self-directed support team in Hartlepool has been set up to provide advice and maximise access to funding streams for individuals.

## **4 RECOMMENDATIONS**

- 4.1 To agree on the update and the support of the continuation of the “In Control Project”.

## **Hartlepool Borough Council**

### **Project Plan**

#### **Executive Summary**

**in Control's** mission is: to change the organisation of social care in England so that people who need support can take more control of their own lives and fulfill their role as full citizens: the complete transformation of social care into a system of Self-Directed Support.

Hartlepool Borough Council, Adult and Community Services have made a commitment to this ethos in that it has agreed to adapt its practices and services to meet these principles across all of its adult social care services.

#### **Introduction / Background**

Hartlepool Borough Council signed up to the In Control project in June 2006 with a commitment to follow the principles and provide individuals with the opportunity to take advantage of Self Directed support and access to their own individual budgets.

The seven key principles within In Control will enable people who access services to take control over their own lives, using individual budgets and assistance to develop their support plans.

In Control was first piloted in six local authorities to encourage people with learning disabilities to take control over their own life. Following its success there has been an extension to its pilot which saw an additional 15 local authorities taking part in adopting its principles of self directed support. Phase 3 of in Control now has over 75 Local authorities taking part in the pilot incorporating into all its disciplines of social care.

The In Control project is also offering support to the 13 D.O.H. Individual Budget Pilot sites which commenced in January 2006.

#### **Project Objectives**

Cabinet approval was agreed in March 2007 for the council to take forward its plans for Total Transformation. This was confirmed in a letter from In Control that Hartlepool is to be one of a number of sites which will receive support from the IN Control team to help develop a whole systems change and develop self directed support across Adult Services.

## Key Principles

In **Control** has distilled 7 ethical principles that underpin Self-Directed Support:

### 1. Right to Independent Living

If someone has an impairment which means they need help to fulfil their role as a citizen, then they should get the help they need.

I can get the support I need to be an independent citizen.

### 2. Right to an Individual Budget

If someone needs on-going paid help as part of their life they should be able to decide how the money that pays for that help is used.

I know how much money I can use for my support.

### 3. Right to Self-Determination

If someone needs help to make decisions then decision-making should be made as close to the person as possible, reflecting the person's own interests and preferences.

I have the authority, support or representation to make my own decisions.

### 4. Right to Accessibility

The system of rules within which people have to work must be clear and open in order to maximise the ability of the disabled person to take control of their own support.

I can understand the rules and systems and am able to get help easily.

### 5. Right to Flexible Funding

When someone is using their Individual Budget they should be free to spend their funds in the way that makes best sense to them, without unnecessary restrictions.

I can use my money flexibly and creatively.

## 6. Accountability Principle

The disabled person and the government both have a responsibility to each other to explain their decisions and to share what they have learnt.

I should tell people how I used my money and anything I've learnt.

## 7. Capacity Principle

Disabled people, their families and their communities must not be assumed to be incapable of managing their own support, learning skills and making a contribution.

Give me enough help, but not too much; I've got something to contribute too.

### Strategic Driver

The principles of In Control can be seen in National Policy / Strategies.

Policy / Strategies	Principles
<b>White Paper</b> <b>Valuing People</b>	The proposals in the white paper (linked below) are based on four key principles: civil rights, independence, choice and inclusion. Valuing People takes a life-long approach, beginning with an integrated approach to services for disabled children and their families and then providing new opportunities for a full and purposeful adult life. It has cross-Government backing and its proposals are intended to result in improvements in education, social services, health, employment, housing and support for people with learning disabilities and their families and carers.

<p><b>Green Paper</b></p> <p><b>Independence well being &amp; Choice</b></p>	<p>This Green Paper sets out a vision for adult social care over the next 10 to 15 years and how this might be realised. It invites everyone to give their views on the vision and the ideas set out in the document, as well as to contribute new ideas to the debate.</p> <p>The key proposals to deliver this vision include wider use of direct payments and the piloting of individual budgets to stimulate the development of modern services delivered in the way people want; greater focus on preventative services to allow for early targeted interventions, and the use of the local authority well-being agenda to ensure greater social inclusion and improved quality of life; a strong strategic and leadership role for local government, working in partnership with other agencies, particularly the NHS, to ensure a wide range of effective and well-targeted provision, which meets the needs of our diverse communities; and encouraging the development of new and exciting models of service delivery and harnessing technology to deliver the right outcomes for adult social care.</p>
<p><b>Joint report</b></p> <p><b>Improving Life Chances for Disabled People</b></p>	<p>The report proposes that the Government should set an ambitious vision for improving the life chances of disabled people. Future strategy for disabled people should seek to realise this vision through practical measures in four key areas. Firstly by helping disabled people to achieve independent living, secondly by improving support for families with young disabled children, thirdly by facilitating a smooth transition into adulthood and fourthly by improving support and incentives for getting and staying in employment. The strategy will be driven forward by a new Office for Disability Issues reporting to the Minister for Disabled People.</p>
<p><b>White Paper</b></p> <p><b>Our Health, Our care, Our Say</b></p>	<p>This White Paper sets a new direction for the whole health and social care system. It confirms the vision set out in the Department of Health Green Paper, Independence, Well-being and Choice. There will be a radical and sustained shift in the way in which services are delivered, ensuring that they are more personalised and that they fit into people's busy lives. We will give people a stronger voice so that they are the major drivers of service improvement.</p>



## Strategic Plan

### Monitoring and reporting

The Dept of Health's Performance Assessment Framework provides a variety of opportunities (including key performance indicators) to judge success and progress on a number of fronts, in particular the extent to which national and local objectives and targets are being addressed. Progress is monitored internally on a quarterly and half yearly basis as far as monitoring systems allow, and Dept of Health assessments are also reported to Members as they are received.

The Best Value Performance Plan (BVPP) is the public document which articulates the Council's approach to progressing our objectives. Progress is partly demonstrated through the BVPI's, which are a subset of the CSCIPAF key performance indicators.

The BVPP includes challenging targets for BVPIs in 2006/07. These are reflected in business planning for 2006/07, and relate back to the Health and Social Care objective. In Controls principles and ethos directly influence these indicators and initial reports suggest that they will be included in future performance targets.

Recommendations from the Annual review meeting (ARM) are listed in a single action plan. The actions are being progressed appropriately via the business plans for the business units, which are monitored by senior management through the year. Again a greater emphasis on self directed support and individualised budgets can be seen in these indicators.

### Project group

The In Control project group will meet monthly and will be chaired by Ewen Weir. The remit of the group will be to identify priorities for action, update on local and national policy, and collate feedback from the sub groups of the project group. The 4 sub groups will be chaired by a member of the project group whose responsibility will be in meeting and delivering the targets set for it by the project group.

The following 4 sub group areas have been designed to reflect those identified in the In Control National Pilot

- Resource allocation system (RAS)
- Support Planning
- Brokerage
- Monitoring and Reviewing (Quality)

**Project Group (*sub group leads*)**

<b>Name</b>	<b>Area</b>	<b>Responsibilities</b>
Ewen Weir	Project lead – In Control.	Chairing of the steering group. Strategic planning, performance management
Neil Harrison	Implementation, model coherence, National Policy. Self assessment questionnaire	Developing self assessment, National , Local policy, lead officer (In Control, North East)
Jeanette Willis	Resource Allocation System ,	Developing effective control measures for finance, Equity and sustainability. ( <i>RAS Sub group lead</i> )
Phil Homsby	Brokerage and Commissioning	Commissioning, brokerage, quality monitoring. ( <i>brokerage Sub group lead</i> )
Sarah Ward	Implementation, Support planning, carer's support	Care management change, practitioner involvement. Accessible information. ( <i>Support planning sub group lead</i> )
Trevor Smith	Support systems and cohesion	ICT, information and communication, Data collection and monitoring. Developing effective systems. ( <i>Monitoring &amp; review Sub group lead</i> )
John Lovatt	Provision, commissioning 65+	Feedback to local implementation teams, Partnership boards and private and voluntary organisation (Older People)
Liz Bruce	Provision, Commissioning Adults working age.	Feedback to local implementation teams, Partnership boards and private and voluntary organisation (Disabilities)
Gwenda Pout	Workforce training & development. Members involvement	Private and voluntary sector involvement, workforce learning.
Team Managers	Service user involvement, Cultural change, workforce development	Communication and inclusion, Families and citizenship, Managing change.

### **Communication and Implementation**

The In Control project takes its lead from the national project. The north east consortium includes representatives from the following local authorities.

- Sunderland
- Newcastle
- North Tyneside
- South Tyneside
- Durham
- Middlesbrough
- Redcar & Cleveland
- Hartlepool
- Gateshead

The regional events are currently held monthly and are represented by 2 local champions from each authority. John Waters is the chair of the local consortium and has specific responsibility for developing an effective Resource allocation for in control. The purpose of the consortium is to enable members to share good practice and resources and to inform them of development by the national project.

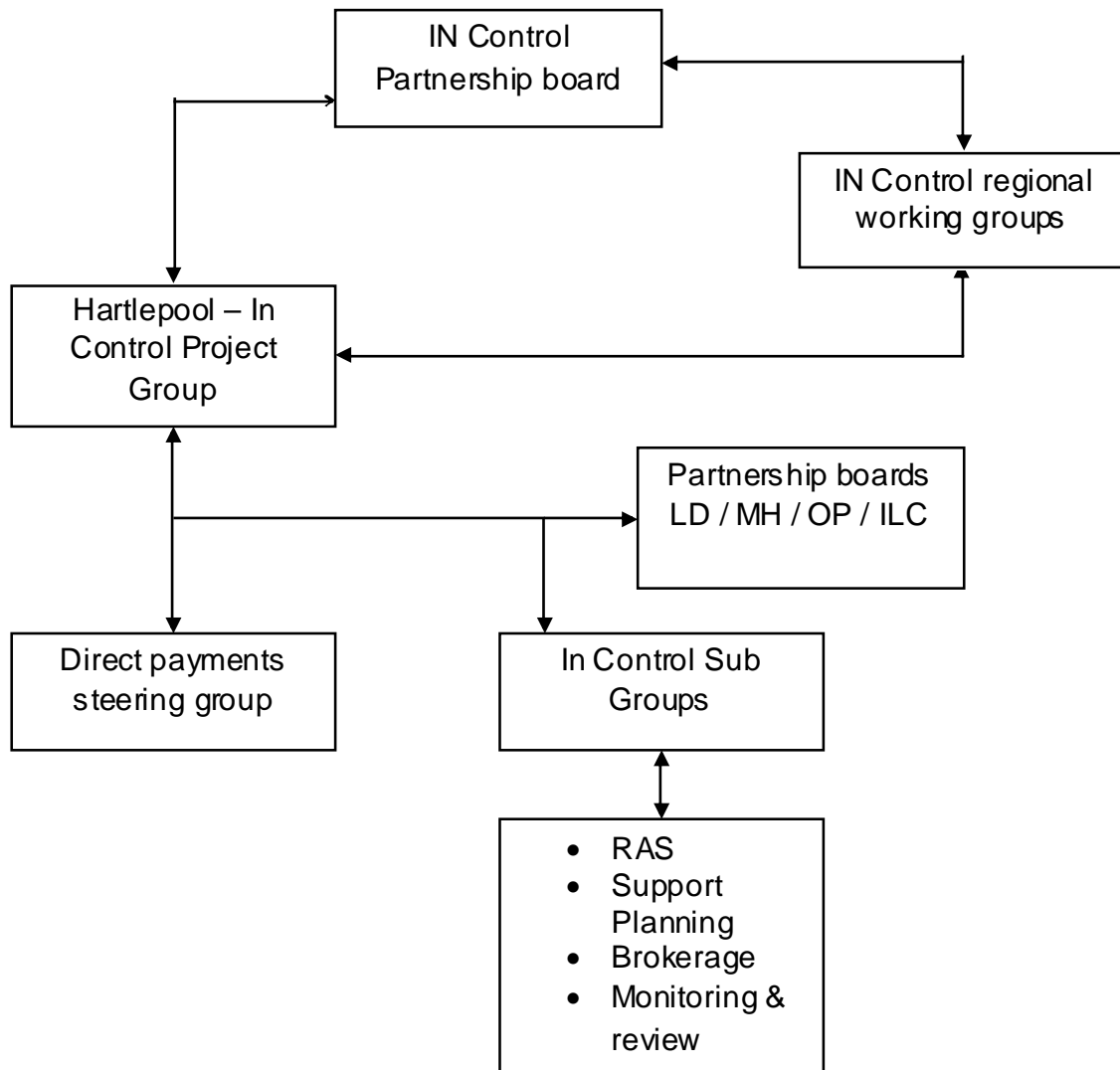
Information is received from the consortium and will be feedback to the local project group, on local and national developments, and this in turn will influence local decision making.

The local project group will be responsible for interpretation at a local level and effective communication within this area of responsibility, to ensure effective communication to its Elected Members, staff, service users, family and carer reps, and the private and voluntary sector. The group will also feedback to the Direct payments internal steering group, and will use this group to explore its performance and utilize its networks for consultation

The local project group and sub group will establish over the remainder of the financial year an effective resource allocation system based on its local interpretation of data and identify an indicative resource allocation for its user groups. Due to the equity and equality of provision allocations will need to be weighted to reflect local and national spending trends.

The local project group will review its business and objectives in March 2007 with the purpose being to identify its targets for the next financial year, and ensure its purpose is implemented into the departments business planning and quality management systems.

Flowchart – communication



**Measures Outcome and Evaluation**

**Sub groups**

<b><u>Resource Allocation Sub Group</u></b>		
<b>Area</b>	<b>Action</b>	<b>Comments</b>
Role & remit	Identify core group members , frequency of meetings	Completed
What is a RAS	Present accessible FAQ sheet for Social care staff	Completed
RAS Framework	Interpretation of RAS data	
Financial framework	Identify Bands and Weightings for client group	
Reporting to Project group	Identify and develop tool for updating group	
<b><u>Support Planning</u></b>		
<b>Area</b>	<b>Action</b>	<b>Comments</b>
Role & remit	Identify core group members , frequency of meetings	Completed
What is a Support Plan	Present accessible FAQ sheet for Social care staff	
Developing a support plan	Identify data set from SAQ	
Quality and Accountability	Monitoring and reviewing a support plan, systems and information	
Reporting to Project group	Identify and develop tool for updating group	

<b><u>Brokerage</u></b>		
<b>Area</b>	<b>Action</b>	<b>Comments</b>
Role & remit	Identify core group members, frequency of meetings	Completed
What is a Broker	Present accessible FAQ sheet for Social care staff	
Commission / Provision	National Brokerage database, develop local market	
Private and Voluntary sector capacity	Identify and commission local brokers	
Reporting to Project group	Identify and develop tool for updating group	
<b><u>Monitoring &amp; Review</u></b>		
<b>Area</b>	<b>Action</b>	<b>Comments</b>
Role & remit	Identify core group members, frequency of meetings	Completed
How and when do we monitor	Present accessible FAQ sheet for Social care staff	Completed
Systems and Process	Developing database to populate care first	
Electronic support plans	Link with ESCR data & SAP guidance	
Reporting to Project group	Identify and develop tool for updating group	

The In control project has produced 7 guides for local authorities, it is anticipated that these guides will form the framework for assisting the sub group and project group to identify its project plan and overarching strategies. Further information is available from the IN Control Website.

<http://www.in-control.org.uk/home.php>

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Appendix 1	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Comments
<b>communication</b>													
Public Awareness													ongoing
SDS Surgeries													ongoing
CSCI - PCT updates													Linda Robinson
<b>ICT</b>													
Quarterly stats													
<b>RAS</b>													
<b>Workforce</b>													
<b>Quality</b>													
<b>Finance</b>													
Transfer Direct Payemtns to IB													from 07
<b>Commissioning</b>													
Review Timescales & Targets													
<b>Legal</b>													

## Communication Plan

### In Control Steering group Updated 23<sup>rd</sup> July 2007



The communication sub group have done some work around a proposed timeline in order to diary our dates and work towards the September 2007 target for rolling out in-control, subject to the outcomes of the Pilot and subsequent Cabinet report.

Request made to sub group leads to add to timeline in order for the communication sub group to prioritise and present to Andrew Tyson for In Control “storyboard”

KEY:	
	Work Complete
	Deadline not met

Date	Action	Outcome	Who
Jun 06	Sign up for In Control as Total Transformation pilot site	Portfolio Report to inform elected members (completed Sep 2006)	L Bruce
Jun 06	Network and Intro Meeting (Coventry)	SW & KM attended 2 day intro event confirmed our commitment to the Pilot	S Ward K Millican
Jul 06	North East Regional(Sub Group)	NH attended – Identified IC leads from other local authorities	N Harrison
Aug 06	Andrew Tyson (Policy Director) In Control – Baseline Reporting	SW co-ordinated 1 day event to enable AT to extract baseline information to record our Journey through In Control.	S Ward
Aug 06	North East Regional(Sub Group)	John Waters presented info on RAS 4.1 and sustainability Data	N Harrison
Sep 06	Portfolio report explaining In Control Pilot	Portfolio report agreed 18/09/06	L Bruce
Sep 06	Steering group, sub groups, role and remit of the project and purpose	Groups formed, draft remit agreed, meetings and key personnel identified	N Harrison
Oct 06	North East Regional(Sub Group)	C Williams CSIP in attendance explained money available to fund elected member training for Hartlepool	N Harrison E Weir
Oct 06	Communication sub group – Draft Communication strategy	Group met with S Hilton, agreed draft strategy and process. Group to pursue with PR and information Internal / External	N Harrison S Ward T Noble P Dale
Oct 06	Sub Group Updates	Sub groups updates to inform steering group of progress	N Harrison

## Appendix 2

		(ongoing)	
Nov 06	Andrew Tyson – Updates	Completed Baseline Assessment	N Harrison
Nov 06	Helpline to pursue	Portal update in progress, public info being presented, Newsletter and promotion packs	T Noble
Nov 06	Desk top exercise 20 people to complete	10 Completed	S Ward K Millican J Willis
Nov 06	John Waters – Visit – to meet sub group leads (9 <sup>th</sup> Nov)	Completed, Discussed action plan, sub group leads briefed on RAS and SDS	N Harrison
Nov 06	Oldham Conference	NH, SW, JW, KM – in attendance workshops and key speaker Ivan Lewis confirmed commitment to IC pilots	N Harrison
Nov 06	Draft Communication plan – to present to IC steering group	To identify (WTD) strategy	N Harrison S Ward
Nov 06	Prepare resource pack (accessible) for councillors, staff, service users and carers.	P Dale pulling together a resource pack for agreement In Draft – agreed funding to printers in Marc 2007	P Dale T Noble
Dec 06	Plan Providers Event (Historic Quay) 12/12/06	Confirmed Sam Newman attending to give overview of in control to private and voluntary sector. Alex McNeil to possibly deliver workshop	N Harrison D Lovatt P Hornsby
Dec 06	Plan Article in Hartbeat on In-control	Potential to explore for November deadline, ? Calendar and pricing for these	T Noble
Feb 07	Prepare for review of A4E and potential for brokerage	Review due in March 07, A4E and Direct payment support service. Contract extended til March 08. Questionnaire gone out to Services asking what it is they will require from a support service	P Hornsby L Bruce  L Bruce A Davies Sarah Ward
Mar 07	Desk top exercise 100 people	K Millican. S Ward to co-ordinate – 300 completed	S Ward K Millican
Mar 07	Test RAS with 10 people	S Ward – Principal practitioners	N Harrison
Mar 07	Update social work teams on In Control	Duty, MH, OT, PLD, Havelock, CMT 1,2,3, Children's services, LTCMT, Briefed	N Harrison S Ward T Noble

## Appendix 2

Mar 07	Develop Action Plan for TT Criteria	NH SW – sub group leads, develop draft process map	N Harrison
Mar 07	Check against criteria for membership of TT	Council support, Directorate sign up, Baseline assessment & Data collection tool developed with A Tyson (Quality of life & Economic effect Developed)	N Harrison E Weir S Ward
April 07	Proposed date for Cabinet report to full council, key decision – Completed March 2007, TT – Cabinet report – completed March 2007	Pending outcome to pursue and continue with action plan for full roll out September 2007	E Weir
May 07	Extract data from desktop exercise to gather info for RAS and weightings.- Mar 07 completed to review June 2007	Price point index, developed with data from 300 people, to review in June 2007	J Willis S Smith K Millican S Ward
May 07	May elections, possible change for portfolio holder	Update to new portfolio holder	S Ward
June 07	FACs Guidance to be produced for staff	Distribution – Heads of Business Units JL / LB / GM	J Lovatt
June 07	Subject to outcome of pilot – Launch event, moveable feast, Simon Duffy, John Waters, Caroline Tomlinson,	Subject to April Cabinet Report – 2 Events booked in April for elected member training – April to also invite Team managers / Principal practitioners.	S Ward N Harrison T Noble
June / Jul 07	Andrew Tyson's Review	Follow up review of progress. A Tyson moved to October 2007.	S Ward
Jun 07	Update to Portfolio required, to include 1 page briefing sheet, update to mayor informal cabinet, review progress against outcomes	May elections could see changes to cabinet. Updated report to go to next Portfolio – August 2007	N Harrison
Sep 07	Roll out of in-control and RAS		

Sub Group Updates and actions.  
Communication Plan

ELECTED MEMBERS			
Date	Action	Outcome	Who
Sep 06	Portfolio report	Agreed – outline proposal for launch of IC pilot agreed	L Bruce
Nov 06	Resource pack for Councillors and briefing session	P Dale preparing pack. S Ward, S Hilton to set up briefing session (Dec 06)	S Ward S Hilton
Apr 07	Cabinet Report	Completed – approved	N Harrison S Ward
April 07	Elected Members training	7 <sup>th</sup> June 07 + early July 2007	S Ward T Noble

## Appendix 2

Aug 07	Follow up launch event (following May elections)	"Sessions with elected members, Team Managers & PP's. Arranged for September 2007	S Ward T Noble
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INTERNAL STAFF			
Date	Action	Outcome	Who
Dec 06	Awareness raising,	Newsline, Team meetings, BUMT & Supervision sessions	G Pout S Ward
Jan 07	Prepare information packs.	Agreed content of pack.	T Noble S Ward
Feb 07	Desk top exercise with SW teams - 1 <sup>st</sup> Week	Completed 300 desk top Self assessment questionnaires	S Ward S Smith N Harrison T Noble
Jun 07	Launch Event ( pending outcome of Cabinet report)	Confirmed – cabinet approval, to develop Cascade training to teams June – September 2007	N Harrison S Ward Team Managers
Jun 07	Develop Support Planning Training – potential to explore training with Helen Sanderson Associates	Identifying course contents and costs (Covered in the In Controls plan of support over the next year)	N Harrison S Ward Team Managers
Jul 07	Commence cascade training and develop key skills for care managers / social care officers, team clerks, duty	Need to agree training potentially 1 day to include, brief overview of SDS including legislation, process to follow, and documentation.	N Harrison S Ward T Noble G Pout

EXTERNAL			
Date	Action	Outcome	Who
Oct 06	Awareness raising,	Provider forum, gave brief overview of pilot	G Pout S Ward
Dec 06	Prepare information packs.		S Ward T Noble
Dec 06	Provider forum	Awareness session and workshop, Sam Newman confirmed re total transformation	PHornsby D Lovatt
Apr 07	Elected member training – booked 7 <sup>th</sup> June then early July 2007	Training to booked at EDC	S Ward T Noble
Jun 07	Additional 2 sessions to be planned with Elected Members, Team Managers & PP's	CSIP – Agreed in principal, awaiting confirmation of dates and availability of moveable feast	S Ward T Noble

## Appendix 2

		1 <sup>st</sup> Seminar – June 07 2 <sup>nd</sup> Seminar – Sept 07	
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FINANCE			
Date	Action	Outcome	Who
Feb 07	Desk top exercise carried out over 3 days.	Approx 300 SAQ's completed	CM's JW SW / TN
Jan 07	Unit costs for services identified to input into RAS		SS JW
March 07	Weighting / pointing system attached to RAS	SAQ includes points	KM GL DW TN ST TM's
June 07	Define points for each SAQ sample	Points on each SAQ inputted into RAS (approx 300)	TN / SW
July 07	Gross unit costs clarified and inputted into RAS	To identify IB for sample SAQ's and create price point	SS JW
August 07	To study / adapt information inputted into RAS	Working RAS	JW
September 07	To commence testing RAS	Provide IB's to pilot / sample cases	JW SW / TN NH
October 07	To monitor and review effectiveness of RAS	Make changes where necessary	JW NH SW / TN

COMMISSIONING			
Date	Action	Outcome	Who


IN CONTROL TOTAL			
Date	Action	Outcome	Who
May 07	ICt 1 <sup>st</sup> Network Meeting	Receive Events / training input from IC for next year.	
July 07	ICt Support Manager to visit Hartlepool to discuss HBC's needs	Develop Strategic and Operational Plans	J Stansfield HOBUs Commissioning Finance

Stakeholders to develop and add to draft communication plan

- Audit, Finance director
- Health – Hartlepool PCT
- TEWV – NHS Trust
- A4E
- CMT
- CSCI – Business relations Manager
- CSIP – Colin Williams
- Julie Stansfield (In Control)
- Workforce training Development
- Staff side representatives

Communication Methods to explore

- Calendar
- Newslines
- Hartbeat
- Portal
- Awareness sessions
- Council briefings
- Provider forums
- Translation and easy read information

## **ADULT AND PUBLIC HEALTH SERVICES PORTFOLIO**

Report to Portfolio Holder  
21st August, 2007



**Report of:** Director of Adult and Community Services

**Subject:** DISABILITY SPORTS DEVELOPMENT OFFICER -  
PROGRESS UPDATE

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### **SUMMARY**

#### **1.0 PURPOSE OF REPORT**

To update the Portfolio Holder of progress made by the Development Officer with the remit for Disability Sport and the development of inclusive sporting and physical activity opportunities in Hartlepool.

#### **2.0 SUMMARY OF CONTENTS**

The Learning Disability Partnership Board currently funds the Disability Sports Officer post via their LD Development Fund. The current postholder commenced in June 2006 and since this time, significant progress has been made with the development of inclusive sport and physical activity opportunities across Hartlepool. This report serves to update the Portfolio Holder on progress made and highlights key achievements.

#### **3.0 RELEVANCE TO PORTFOLIO MEMBER**

The Sport and Recreation Service directly impacts on Public Health issues and seeks through physical activity initiatives to tackle health and well-being inequalities.

#### **4.0 TYPE OF DECISION**

Non-Key.

#### **5.0 DECISION MAKING ROUTE**

Adult and Public Health Services Portfolio, 21st August, 2007.

#### **6.0 DECISION(S) REQUIRED**

Comments from the Portfolio Holder are welcomed.



**Report of:** Director of Adult and Community Services

**Subject:** DISABILITY SPORTS DEVELOPMENT OFFICER -  
PROGRESS UPDATE

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## **1. PURPOSE OF REPORT**

- 1.1 Since the establishment of the Disability Sports Officer post, significant progress has been made with the development of inclusive sport and physical activity opportunities across Hartlepool. This report serves to update the Portfolio Holder on progress made and highlights key achievements.

## **2. BACKGROUND**

- 2.1 The Disability Sports Officer post was originally established in 2005 as an essential development officer post within our Sports Development service. The purpose of the post was not solely concerned with developing new and exclusive activities for people with disabilities, although this formed part of the role, but more fundamentally about ensuring inclusiveness within Hartlepool's existing facility and activity infrastructure, whether Council led or run by local clubs.
- 2.2 Funding for the post and associated development programme has come via the Learning Disability Partnership Board and their development fund. Currently, there is enough revenue funding to support the Officer and her development programme until June 2008.

## **3. PROGRESS TO DATE**

- 3.1 Since taking up post in June, 2006, the Disability Sports Officer has focused on ensuring that people with disabilities have open access to sport and physical activity opportunities, underlining the Sport & Recreation service's commitment to the inclusion of disabled people in all activities.
- 3.2 Work has been progressing both within the Adult & Community Services Department Sport and Recreation Section as well as with external partners. New opportunities have been developed, for example, as follows:-
- **Mencap** – Building on the extensive partnership work in relation to the walks programme, several further discussions have been held in relation to hosting a Disability Sports Festival.

- **Springwell School** – In partnership with the school, an after-school club offering a variety of activities has been successfully developed.
- **Kool Kids** – This started originally as a football scheme for young people with learning disabilities at Brierton Community Sports Centre and has now developed into a properly constituted club offering wide variety of sports activities. The Disability Sports Officer has assisted in the club's development and has created a direct link between the Club and local schools. Assistance has also been given with a funding application allowing the Club to expand upon its equipment range.
- **Hartlepool Special Needs Group** – A summer Sports programme was organised and operated last Summer and such was the success of this that this is being repeated this year.
- **Havelock Day Care Centre** – Working in partnership with the Havelock Day Centre, a Boccia court has now been permanently marked out in the Headland Sports Hall. This will allow for the development of the sport and give current players an excellent opportunity to practice and train properly for the Paralympics. This is the first and only official Boccia court of this nature to be made available in the North East.
- **Warren Road Day Care Centre** – Currently, to assist directly with internal partnership working within Adult & Community Services, we have a member of staff from Warren Road Learning Disabilities Team working a part-time secondment arrangement within Sport & Recreation's Sports Development Team. Through the partnership arrangement, many more sporting opportunities have been developed and delivered and as the Portfolio Holder is aware, one of the highlights of this is that a two-day Football Festival sponsored by Coca-Cola as part of the Special Olympics programme will be held at Grayfields in July.

3.3 In November 2006, a grant application was also made to the national Community Sports Coach Scheme to provide two part-time Community Coaches to work at a local level in Hartlepool, one of these specifically to work in disability sport. The funding application was successful, largely due to the ongoing development of activities in Hartlepool and we have recently appointed to both posts. Obviously, the addition of a disability specific coach will only further serve to enhance the services on offer.

- 3.4 Of particular significance, in order to ensure that the Sport and Recreation Services give disabled people a sporting chance and equal access to opportunities, a large part of the Disability Sports Officers remit has been to work across the Section enabling the further development of inclusive facilities and activities. One of the many initiatives carried out has been to ensure that all front-line delivery staff within the service area are given disability equality training allowing them to be better suited to disabled users and this training continues as part of an ongoing programme.
- 3.5 “Count Me In” is a new high profile award from the English Federation of Disability Sport (EFDS) that recognises success in creating and extending access to sport and physical activity for disabled people. It is similar to “Positive About Disabled People” and recognises Local Authorities that have embraced the specific recommendations that EFDS have highlighted as important to disabled people. Owing to the work of the Disability Sports Officer, we recently applied for “Count Me In” accreditation, being confident that we could evidence a range of good practice that demonstrates our commitment to disability equality.
- 3.6 It is very pleasing therefore, to be able to inform the Portfolio Holder that we have just been advised by the EFDS that not only have we secured “Count Me In” accreditation, but also we are the first Local Authority Sport and Recreation Service in the country to have achieved this. Whilst this is a significant achievement for us and something of which we are very proud, it is largely owing to the work of the Officer concerned.

#### **4. FINANCIAL IMPLICATIONS**

- 4.1 There are no financial implications arising out of this programme for the Council. However, it should be noted that funding is only currently available until June 2008 and whilst a key area of the development programme is to create sustainability, the post and development programme will cease unless alternative funding can be found.
- 4.2 A lot more development work around inclusion could be achievable with more resource. Whilst this report has served to highlight what is being achieved through having a dedicated officer, we are particularly keen to also spend more time to developing teams for the Paralympics, as well as the Special Olympics, giving more opportunities for disabled people to achieve their goals.

#### **5. RECOMMENDATIONS**

Comments from the Portfolio Holder are welcomed.

CONTACT OFFICER: Pat Usher - Sport and Recreation Manager

Background Papers

Culture, Leisure and Transportation Portfolio 15th May 2007 – Northern Region Special Olympics, proposed Football Festival at Grayfields Recreation Ground.

Culture, Leisure and Transportation Portfolio 14th November 2006 – Community Sports Coach Scheme Application.

Culture, Leisure and Transportation Portfolio 10th July 2007 - Disability Sports Development Officer - Progress Update.