

CULTURE, LEISURE AND TOURISM PORTFOLIO

DECISION SCHEDULE



Tuesday, 22nd July 2008

at 10.00 am

**in Committee Room A,
Civic Centre, Hartlepool**

Councillor Tumilty, Cabinet Member responsible for Culture, Leisure and Tourism will consider the following items.

1. KEY DECISIONS

No items

2. OTHER ITEMS REQUIRING DECISION

- 2.1 Adult and Community Services Departmental Plan 2008/9 – 2010/11 – *Director of Adult and Community Services*
- 2.2 Mill House Leisure Centre – Learner Pool Operating Procedures – *Director of Adult and Community Services*
- 2.3 Loan of Painting 'Gala Day at Newlyn' by Stanhope Forbes – *Director of Adult and Community Services*

3. ITEMS FOR INFORMATION/DISCUSSION

- 3.1 Annual Diversity Report 2007/2008 – *Director of Adult and Community Services*
- 3.2 Sports Development – Development of Outdoor Activities Team Building Trainer – *Director of Adult and Community Services*
- 3.3 Annual Complaints Report 1st April 2007 - 31st March 2008 – *Director of Adult and Community Services*

4. REPORTS FROM OVERVIEW OF SCRUTINY FORUMS

No items

CULTURE, LEISURE AND TOURISM PORTFOLIO

Report to Portfolio Holder

22 July 2008



Report of: Director of Adult and Community Services

Subject: ADULT AND COMMUNITY SERVICES
DEPARTMENTAL PLAN 2008/9 – 2010/11

SUMMARY

1.0 PURPOSE OF REPORT

- 1.1 To submit the Departmental Plan for Adult and Community Services Department for Portfolio Holder consideration.

2.0 SUMMARY OF CONTENTS

- 2.1 The report outlines the key content of the Departmental Plan detailing the vision for the department, key objectives and performance indicators.

3.0 RELEVANCE TO PORTFOLIO MEMBER

- 3.1 The Departmental Plan is of relevance as outlines the strategic framework for the Department.

4.0 TYPE OF DECISION

- 4.1 Non-key

5.0 DECISION MAKING ROUTE

- 5.0 Culture, Leisure and Tourism Portfolio.

6.0 DECISION(S) REQUIRED

- 6.1 Portfolio holder is requested to endorse the proposed Departmental Plan.

Report of: Director of Adult and Community Services

Subject: ADULT AND COMMUNITY SERVICES
DEPARTMENTAL PLAN 2008/9 – 2010/11

1. PURPOSE OF REPORT

- 1.1 This report presents the Adult and Community Services Departmental Plan for Portfolio holder consideration. It highlights the direction of travel for the Department over the forthcoming three years.

2. BACKGROUND

- 2.1 Overview of the Plan - The Departmental Plan sets out the direction of travel for Adult and Community Services for the next three years. This is the second annual update and outlines progress on previous year's work. The plan enables us to ensure that we are able to respond to new initiatives and legislation that may affect the Council or the Department itself.
- 2.2 The unified approach to business planning which adopted previously has been updated within the Council this year. The explicit links between the Corporate Plan, the Local Area Agreement outcomes, and Departmental plans have been reinforced, together with the incorporation of diversity issues and workforce development.
- 2.3 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.
- 2.4 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.
- 2.5 The Departmental Plan for Adult and Community Services has been written in accordance with the agreed corporate format, and has clear linkages with the Corporate Plan. Moreover, within the Department, Service Plans, Team Plans and indeed individual officers' objectives can be clearly linked to the Corporate Plan.

- 2.6 The Department recognises the importance of the plan and regards it as essential to the delivery of services that achieve its strategic objectives. Additionally it is the means by which people at all levels of the organisation can understand how their work contributes to the achievements of those strategic objectives.
- 2.7 The following service plans are being developed under the strategic umbrella of the overall Departmental Plan:
- Older People
 - Disabilities
 - Mental Health
 - Support Services
 - Adult Education
 - Libraries
 - Sports & Recreation
 - Museums and Heritage
 - Parks & Countryside
 - Strategic Arts
 - Tall Ships 2010

Each team, or establishment will also have a plan where appropriate.

- 2.8 Strategic Direction for Adult Services – 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 people’s homes
 - Better co-ordination and integration with health services
 - Increased choice and control
 - Focus on prevention
- 2.9 A report to Cabinet was made on 27 February 2006 outlining the content and implications of the White Paper. This continues to be an important driver for our work.

- 2.10 The White Paper has been complemented by a paper from the LGA, ADASS and NHS called Putting People First. This protocol seeks to set out and support the Government's commitment to independent living for all adults and outlines the shared values and aims which will guide the transformation of social care.
- 2.11 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
 - Museums and Heritage
 - Strategic Arts and Events
 - Parks and Countryside
- 2.12 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 significant. The management of services within their own compartments is a thing of the past.
- 2.13 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.
- 2.14 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 that offer quality, independence and choice in line with what citizens of Hartlepool tell us they want.
- 2.15 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 Holder to update them on progress and highlight any key areas of achievement and concern.

- 2.16 Throughout the year, in certain circumstances, it may become necessary to either remove or amend an aim/objective or specific action from the annual 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).
- 2.17 Reviewing the Plan - The overall departmental plan 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 once a year.

3. FINANCIAL IMPLICATIONS

- 3.1 Nil.

4. RECOMMENDATIONS

- 4.1 The Portfolio Holder is requested to endorse the Departmental Plan.



HARTLEPOOL
BOROUGH COUNCIL

Adult and Community Services Department

Departmental Plan 2008/09 – 2010/11

(16.6.08)

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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 second 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.

In 2007 the Government produced the concordat 'Putting People First' which shapes the personalisation agenda.

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
- Strategic Arts and Events
- Museums and Heritage
- 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 and Joseph Rowntree Foundation have commenced building work on the 'Hartfields' Extra Care Retirement Village at Middle Warren. The first show homes are now open, work is nearing completion on Phase One. Handover of some homes, the Day Centre and Offices are scheduled for August 2008.
- 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. This trend is continuing across all groups.
- There has been an increase in the use of intermediate care to support early discharge and avoid hospital admissions. This is a positive step but has seen a shift in funding into short term residential support.
- The older peoples Housing, Care and Support Strategy has been completed and the Commissioning Strategy and Implementation Plan are completed.
- There has been a significant increase (over £175, 000 of ILF money claimed) in the number of people supported to access the Independent Living Fund, to pay for additional care needs.

- More people are accessing mainstream sports and leisure facilities.
- In Control went live in December 2007. This is a radical transformation of the way services are delivered to individuals and we now have over 450 people who have a personal budget, this is offered to all people eligible for social care services.
- 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. There are now over 170 people using Telecare and there are plans to introduce it into two Housing Hartlepool Older People Schemes.
- Low Level Support – The availability of housing related support has increased to help more people to live in their own homes. These services are known as ‘floating support’ because they focus on non-accommodation based support, have given people the opportunity to socialise and participate in community activity. A more specialised floating support service has been introduced for older people with mental health needs. This service responds flexibly to promote opportunities for Community engagement and to support carers to continue in their role.
- A contract has been established with the Hindu and Sikh Cultural Society to help us to promote culturally sensitive services for this section of our community.
- Work commenced on the integration of Health and Social Care Teams with all teams now being located together with plans in place for integrated management in summer 2008.
- 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 are now Connected Care Navigators and co-ordinators in place and the social enterprise itself is currently being set up.
- There has been an increase in the number of carers assessments which have resulted in an increased number of carers receiving services in their own right.
- In-house home care services received national recognition for its innovative approach to providing domiciliary care services.
- Exemplary performance has been maintained in relating to preventing delayed transfers of care.
- We have implemented a user led evaluation to determine the quality and effectiveness of the services we commission to meet people’s assessed needs.

- Increase in the number and range of NVQs delivered to employees.
- Introduction of the successful Skills for Jobs programme which assists unemployed people to become job ready and supports them to find suitable employment.

The Public Opinion of our Services

We collect vital feedback through the involvement of service users in evaluation of services. For example over 300 people contributed to the review of home care services, with most being satisfied with the privacy, choice and opportunity for fulfilment which the service offered.

Annual National Survey of Adult Social Care Service Users

The annual national survey of service users for 2008 concentrates on occupational therapy, equipment and adaptations. Early indications from local results suggest high levels of satisfaction with equipment or minor adaptations provided by Adult Social Care. Over 85 per cent of the survey respondents reported that they were very happy with the way they were treated by Adult Social Care staff and over 70 per cent found that the equipment or adaptation provided has made their quality of life much better.

Survey respondents advised that the provision of equipment or minor adaptations had helped maintain a quality of life. As one user noted "I am very pleased with the adaptations and equipment in my home. Although they do not help with every aspect of daily life as I need carers to give me my meals as I am partially sighted, they enable me to live in my own comfortable surroundings with ease. Grasp rails, extra banister, bath/shower seat, toilet raise all help to make my life easier at home."

Complaints

Complaints are used to improve services, but we also ask complainants for feedback on the handling of their complaint. The data for 2007/2008 shows:

The quality of investigation was said by 75% of respondents to be very satisfactory. The remaining 25% of respondents were said to be quite satisfied. In relation to the Department's response to their complaint:

- 100% of respondents said that they considered the response provided to be in sufficient detail.
- 100% of respondents concluded that the time taken to respond to their complaint was 'prompt'.
- 75% of respondents believe that the response they had received had been 'very sensitive' to the issues of their complaint with the remaining 25% of respondents saying that the response had been 'sensitive'.

Individual views of adult social care

Individual views are also important, and there are many examples of positive experiences and outcomes from our interventions:

"May I express my thanks and appreciation to all involved in the establishing of the ramps for exit and entrance to my dwelling at 56 HL. It improved my quality of life considerably. Thank you once again." (Service user, OT/Older Persons)

"I would not have been where I am in my life today without the care and attention you gave me to get my life together and you have offered in the future if I ever need you again. I now have a life to look forward to and am determined to live it to the full extent with a new confidence thanks to you." (Service User, Mental Health employment link)

"MH has shown me patience and understanding and I feel that this has helped me to get through my problem. Without this service I would dread to think what state I would be in." (Service User, Mental Health Support)

".... The settee has now been raised, and has given Mrs B a bit more freedom in getting off the settee by herself without any help. Once again thank you all." (Carer, OT/Older Persons)

Learning Disability

A consultation event was held in February to ask people with learning disability and their carers whether they agreed or disagreed with the Valuing People Now "Big Priorities". Information was collected through group work, individual presentations and discussions as well as pictorial expression. This information has been forwarded to the Department of Health so it can be considered in a National context. There was a really good turn out with over eighty people in attendance and through evaluation we found that in the main people had enjoyed the day. Some of the comments which were received include:-

Did you like the room	Was it accessible?	Did you like the lunch and refreshments	Did you enjoy your day?	Do you feel you have been listened to?	Did you find out anything new?
41 Yes	40 Yes	24 Yes	41 Yes	41 Yes	41 Yes
	1 No	13 No			
		1 okay			
		1 So So			
		2 blank			

Telecare

Testimonials gathered from Telecare users informed us that people feel safer living in their homes as a result of the service. An annual survey is starting in 2008/09 for Telecare users and will gather views on the service and feed into improvements for the future.

Older People

Work to develop strategies and plans for older people's service now routinely include older people themselves, as demonstrated by the widespread consultation and use of community meetings in the North, Central and South areas of the town in developing of the Older People's Housing Care and Support strategy. Feedback from participants strongly supported the development. This involvement is ongoing, through mechanisms such as the 50+ Forum who have actively supported the resulting development of extra care housing."

Carers

A full review of the Carers Strategy began in January 2008 and is due for completion by September 2008. Over 70 carers have been consulted so far and their views incorporated into the strategy. A list of priorities for carers has now been collated and this will be further developed to enable the commissioning of services for the next two years.

Key Achievements Last Year in Community Services

- Rights of Way Improvement Plan for Hartlepool adopted and published. This has been recognised by Natural England as "Good".
- Hosted the North East Regional Cross Country Championships at Summerhill plus two regional BMX Competitions and a Regional Archery Event for disabled sport in partnership with EFDS.
- Blue Flag for 2007 achieved and application for 2008 submitted in respect of the town's beaches.
- English Federation of Disability Sport (EFDS) "Count me In" accreditation for the Sport & Recreation service achieved – first Local Authority service in the country to achieve this award.
- Quest quality standard accreditation for Mill House Leisure Centre achieved.
- Race for Life in association with Cancer research attracted 1500 entrants in 2007, the event will be expanded and return in June 2008.

- Production of Indoor Sports Strategy for Hartlepool a key achievement with all partners working together
- Sustaining the AALA Outdoor Activity Service licence – a great achievement
- Refurbishment of Burbank Community centre completed with a successful transfer of activities / users from the former Bridge Centre.
- Tall Ships Manager recruited and Tall Ships 2010 Office established complete with 6 Workstreams
- Tees Archaeology published the Anglo Saxon Monastery of St Hilda, Hartlepool in partnership with English Heritage.
- Hartlepool Maritime Experience capital improvements continue towards completion with significant success in establishing the Education Suite within the PSS Wingfield Castle
- Exhibition highlights include the Robert Lenkiewicz show which attracted over 9,000 visitors averaging over 200 per day.
- Significant %'s of the Decorative Art, Costume and Numismatics collection digitised in readiness for the launch of the on-line Tees Valley SPA (Single Point of Access) which is due to be launched in May 2008.
- Complete review of the Library delivered services undertaken and successfully introduced within the year. Significant progress made in readiness for self issue and improved on-line access for library users.
- The Library Reference and Information Service achieved the prestigious Matrix Standard for provision of Information, Advice and Guidance.
- The Home Library Service exceeded targets in meeting demand, providing delivered library services to over 580 people helped to live in their home.
- The Big Wild Read was the most successful children's Summer Reading Challenge in Hartlepool ever, with 824 Hartlepool children starting the challenge, and 508 completing the top target of reading six books through the summer holiday.
- Successful 'Window on the World' event to celebrate the 200th Anniversary of the abolition of Slavery – Life of the Urban Tribesman and the role of HMS Trincomalee.
- Adult Education OFSTED inspection achieved Good (Grade 2)

- Introduction of the successful skills for Jobs Programme which assists unemployed people to become job ready and support them to find suitable employment.

Public Opinions of our Services

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%).



Nicola Bailey – Director of Adult & Community Services

The context for the Departmental Plan

This document is the Adult & Community Services Departmental Plan for 2008/2009 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 services 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.

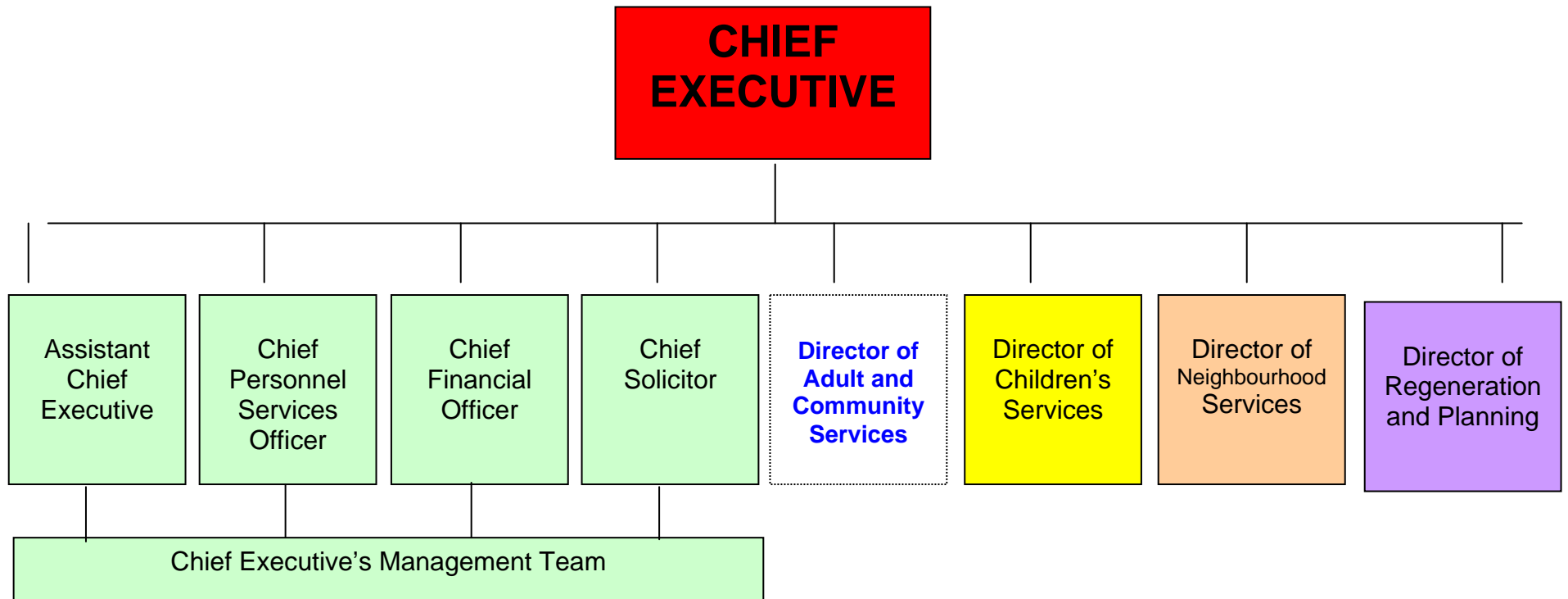
CHAPTER 1

Departmental Structure

This section contains the following:-

1. The Senior Officer structure – DMT and DST 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

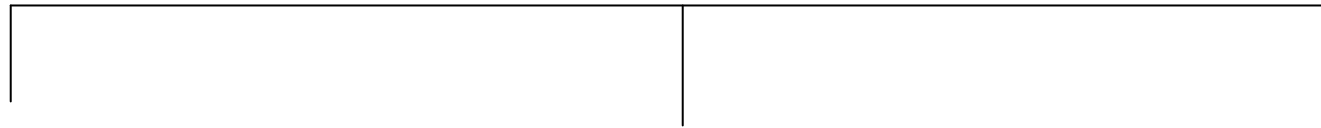


DMT



DIRECTOR OF ADULT & COMMUNITY
SERVICES

Nicola Bailey



ASSISTANT DIRECTOR
(ADULTS COMMISSIONING)
Jill Harrison

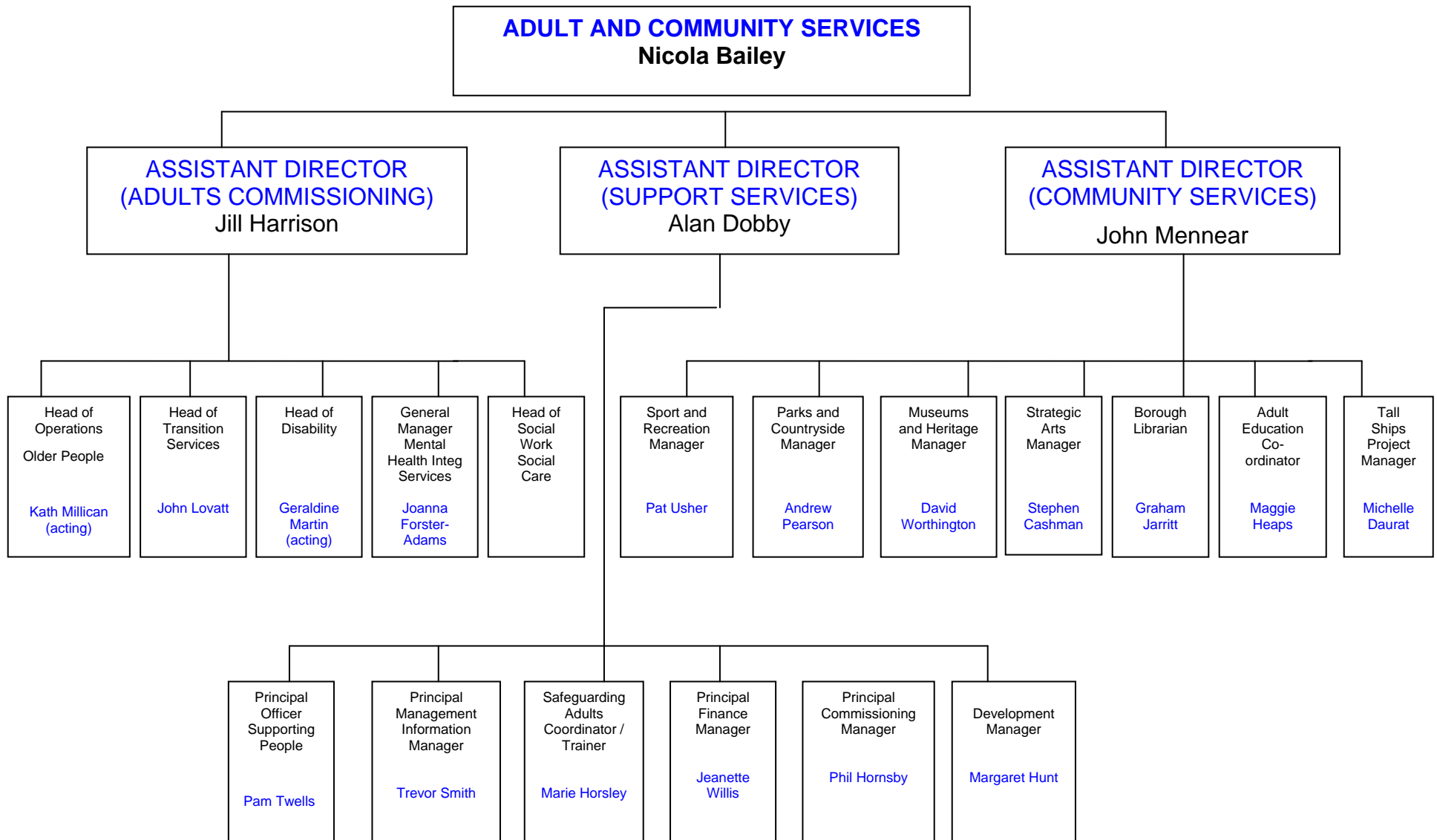


ASSISTANT DIRECTOR
(COMMUNITY SERVICES)
John Mennear



ASSISTANT DIRECTOR
(SUPPORT SERVICES)
Alan Dobby

DST STRUCTURE



Section 2

CHIEF OFFICER ACCOUNTABILITIES

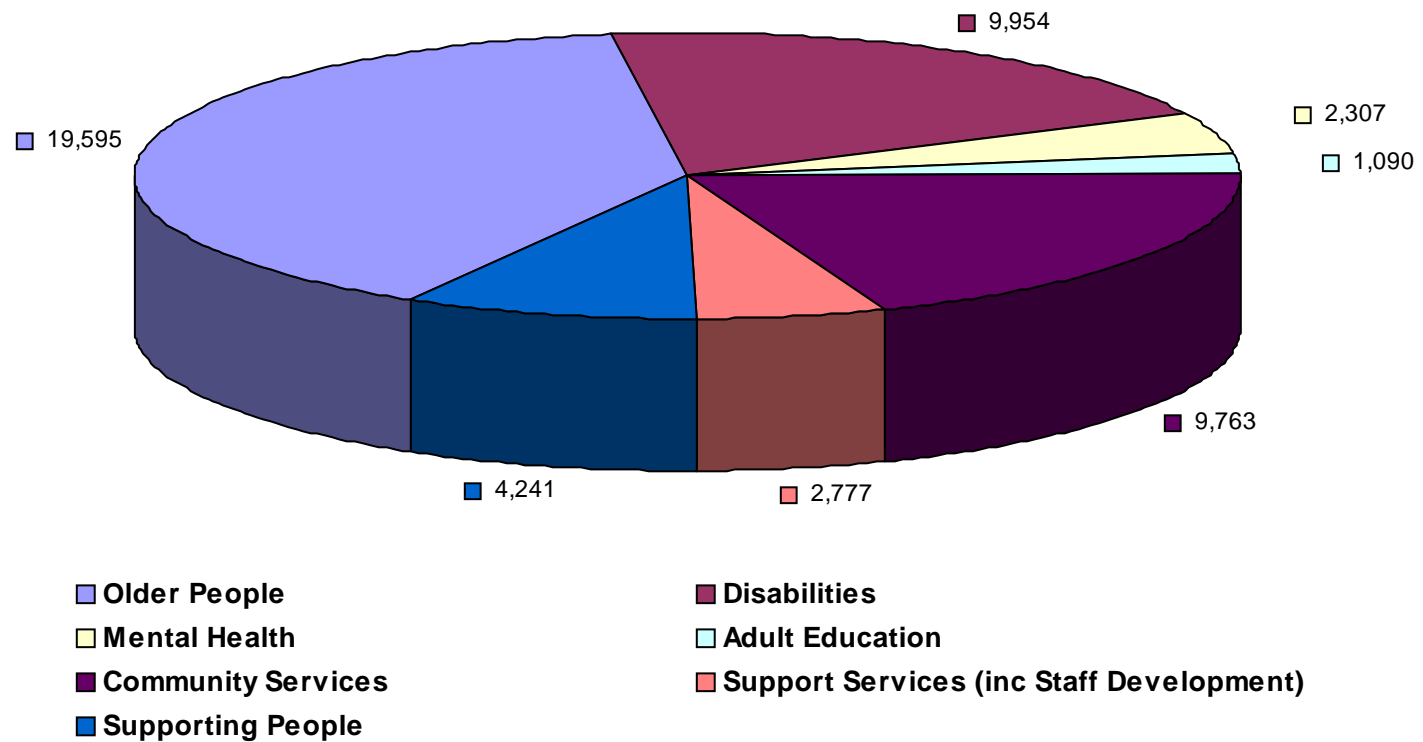
The new Adult and Community Services Department has a net budget in excess of £30m and over 600 staff working in the following divisions:

<i>Assistant Director Adult Commissioning</i>	<i>Adult Social Care services</i>	<i>Jill Harrison</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 Supporting People</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.

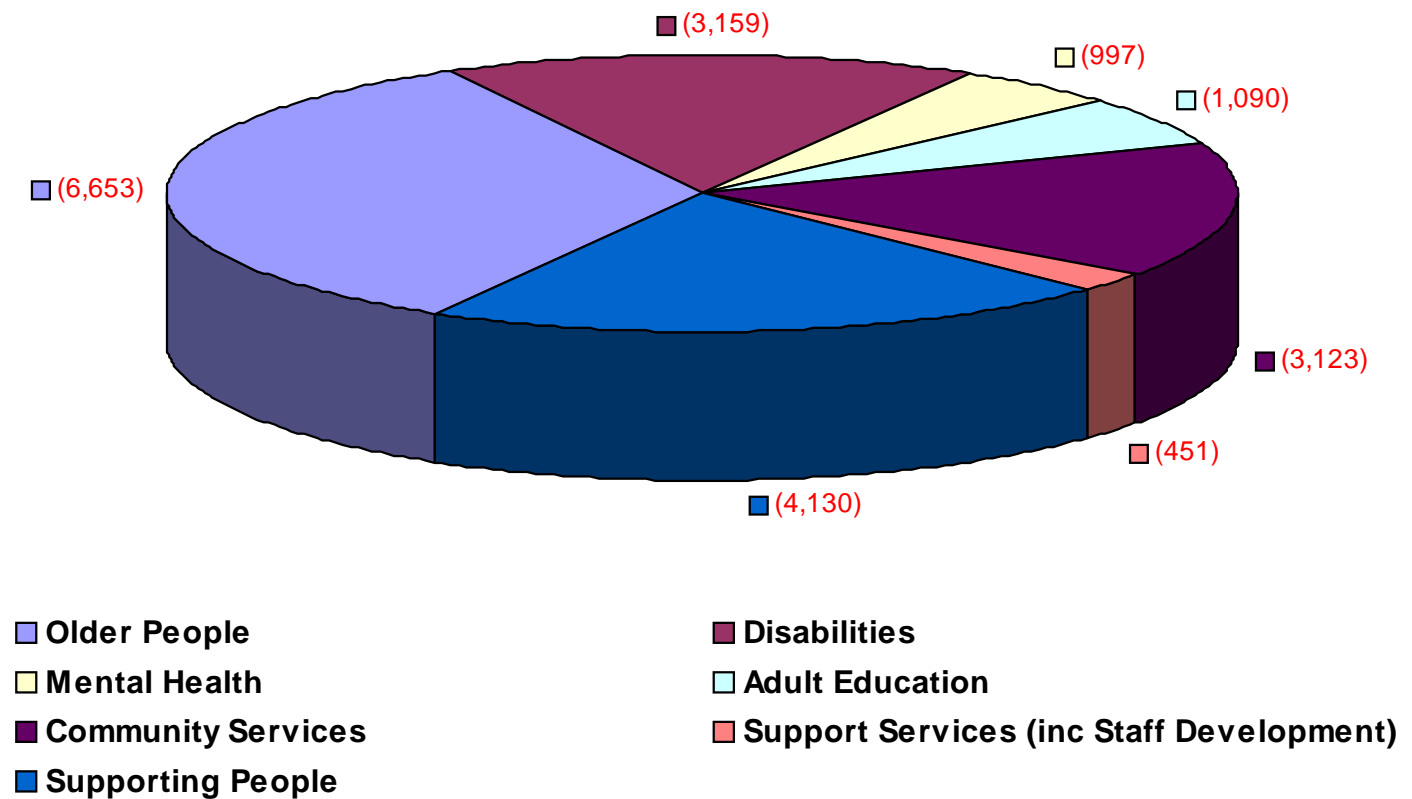
GROSS EXPENDITURE £ 000's - ADULT & COMMUNITY SERVICES
2008/2009

TOTAL GROSS EXPENDITURE - £49,728,000



INCOME £ 000's - ADULT & COMMUNITY SERVICES 2008/2009

TOTAL INCOME £19,603,000



SECTION 3

ADULTS DIVISION

ASSISTANT DIRECTOR
(ADULTS COMMISSIONING)
Jill Harrison



HEAD OF SOCIAL
WORK/SOCIAL CARE
Geraldine Martin



HEAD OF TRANSITION
SERVICES
John Lovatt



HEAD OF
DISABILITY
Geraldine Martin
(Acting)



GENERAL MANAGER
MENTAL HEALTH
Joanna Forster-Adams

HEAD OF OPERATIONS
OLDER PEOPLE
Kath Millican (acting)

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



TALL SHIPS
MANAGER

Michelle
Daurat

SUPPORT SERVICES



ASSISTANT DIRECTOR
(SUPPORT SERVICES)

Alan Dobby (CO)



PRINCIPAL
FINANCE
MANAGER

Jeanette
Willis



INFORMATION
MANAGER

Trevor Smith



PRINCIPAL
COMMISSIONING
MANAGER

Phil Hornsby



SAFEGUARDING
ADULTS
CO-ORDINATOR /
TRAINER

Marie Horsley



DEVELOPMENT
MANAGER

Margaret Hunt



PRINCIPAL
OFFICER
(SUPPORTING
PEOPLE)

Pam Twells

Section 4

SERVICES PROVIDED

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

COMMUNITY SERVICES

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 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. The December 2007 OFSTED resulted in the service delivering Inspection Grade 2 (Good).

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 Service receives the majority of its funding from the Learning and Skills Council; with a total LSC grant for 2007-2008 of approximately £900,000.

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.

Museums and Heritage

The provision of Museum and Heritage services includes the award winning Hartlepool Art Gallery in Church Square which hosts over 10 exhibitions per year in addition to providing a base for significant outreach activity.





The Gallery, based in the former Christ Church is a striking refurbishment which now hosts the Tourist Information Centre (TIC) and an intimate coffee shop, the tower is open to the public and allows panoramic views across the town and beyond.

The Hartlepool Maritime Experience is the Tees Valley's premier tourist attraction consisting of the Museum of Hartlepool, the paddle steamer PSS Wingfield Castle, the Hartlepool Historic Quay and the trust operated HMS Trincomalee. The combined site is a major functions venue and features significantly as Hartlepool's key visitor destination.

The service also assists voluntary sector heritage attractions through the Renaissance programme and gives advice to those such as St Hilda's Church visitor centre and the Heugh Gun Battery Trust.

Tees Archaeology is managed by HBC and provides archaeological services to the Borough's of Middlesbrough, Stockton and Redcar & Cleveland in addition to Hartlepool.

Parks and Countryside



This service manages the town's parks – the prestigious Ward Jackson Park, recently renovated via an HLF Grant to restore and improve this wonderful Victorian legacy complete with new Café and small function facilities.

The Burn Valley Gardens have undergone similar refurbishment in part and more will be achieved in future, this park provides a green wedge through the urban environment between Stranton Gardens and the western fringe linking with Summerhill Country park.

Summerhill is a new and improving gateway to the Tees Forest with extensive country recreational facilities. The visitor centre is host to a wide range of activities with many opportunities for larger events such as the Heritage days, Orienteering and more recently regional and national BMX competitions.

Other facilities include Seaton Park, Rossmere park, six Local Nature Reserves, fifteen playgrounds, sports pitches and bowling greens. The service manages a total of 1050 allotments over 15 sites townwide and responsibility for over 95 km of public footpaths including the Hart to Haswell walkway. The foreshore service includes seasonal Lifeguard service at Seaton and the Headland.

Arts and Events

Strategic Arts provides a wide variety of support to the growing arts community within Hartlepool, assisting and targeting opportunities for grant access and performance opportunities.

The facilities which are directly managed include the Town Hall Theatre and the Borough Hall, these provide the principal performing arts venues in town and host a wide variety of amateur and professional programming. Indeed the Town Hall regularly exceeds over 65,000 usages pa.



The Borough hall with a 1200 capacity is a very flexible venue and provides opportunity to maximise use by an extremely wide user base – ranging from International Boxing Championships to Radio and TV show recordings as well as being an ideal venue for community entertainment.

The Bi-annual Maritime festival is the most significant event to be held in 2008 and in 2010 it will be transformed into the spectacular Tall Ships Races which are being hosted by Hartlepool. Other events include the Seaton Fireworks and a host of smaller co-operative ventures working and supporting others.

Libraries

The Central Library provides the core Library service for Hartlepool complete with the reference and information section, the Children's Library and hosts ancillary partner service activity.

This is complemented by a branch library network at Seaton Carew, Owton Manor, Foggy Furze, Throston, West View and the Headland in addition to which the service provides a Home Library service to over 500 individuals who are classed as housebound or live in Elderly Persons Residential care homes.

Those areas of town not served by a local Library network are provided for by the Mobile Library which operates on a three weekly location schedule.

The joint archive service hosted by Middlesbrough Borough Council and is based in Middlesbrough town centre.

The Library service is a key community service and each outlet hosts a range of literacy and outreach activity and also serves to host meetings of related groups.

Sport and Recreation



Sport & Recreation provides a wide variety of opportunities for sport and physical activity and venues across the town for community participation. The section also provides the management and disbursement of the Council's Community pool fund for support to the voluntary and community sector.

Following new developments the focus for Sports Centre activity is now centred on Mill House Leisure Centre with the town's only public access swimming pool and a major sports hall, squash and

fitness gym, the Headland Sports Centre with a 4 court sports hall and multi station fitness suite and a close working relationship with Brierton Sports College which provides good facilities for club bookings out of school hours.

The Sports Development Team are based at the Carnegie Buildings on the Headland and provide a wide range of services across town, including Outdoor Activities further afield as occasion demands. Close working relationships are maintained with organisations such as West View Project, Sportability and individual sports clubs which have now joined the established Community Sports Network to further develop opportunities in sports excellence.

Six Community Centres are managed for open community access and these are complemented by meeting rooms in other buildings managed by the Department as a whole, providing a wide range of services e.g. drop in advice surgeries, training, workshops and community group meetings.

Tall Ships 2010

The Tall Ships team is now established and busy organising the development & delivery plan for the biggest event ever to be staged in Hartlepool.

Six work streams are established to deliver the event under the auspices of the Tall Ships Manager.

It is anticipated that Hartlepool will attract in excess of 100 tall ships with a crew complement nearing 3000, the event is estimated to attract around 1 million visitors and this will create many logistical challenges, particularly in terms of transport infrastructure, park & ride schemes and general town centre congestion.

However, the profile for Hartlepool will be splendid and everyone is looking forward to the Event.



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 are nearly complete 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 Summer 2008.

Plans remain in place to progress to integrate Physical Disability Services and PCT Long Term Conditions. There will also be an integrated Learning Disability Service with the Tees Esk and Wear Valleys NHS Trust by June 2008.

Connected Care aims to provide a 'locally owned' and joined-up service comprising a multi-agency partnership between Hartlepool Borough Council, the PCT and other community groups. This is a national pilot based in Owton Ward. Navigators are in place and the social enterprise model is being developed.

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 commenced in December 2007 and has resulted in many people having an individual budget.

Older People Services

Older People's Services have a gross budget in excess of £19 million. We provide direct support to more than 3,000 people and have over 220 staff. This includes a small in-house rapid response home care service and a 'floating support' service which offers low-level accommodation orientated support through Supporting People funding. All other direct provision is purchased from independent providers.



The older people's service is actively implementing Self Directed Care, to ensure that all older people who are eligible and needing support have an individual resource allocation. This allows the older person to develop their own support plans and significantly influence how they want their needs are to be met. They have the option of managing things for themselves or using support and brokerage services to help them do this. However in many instances people are being assisted by social workers.

The Duty Team is the main first point of contact for people wishing to access social care and it is based at the Civic Centre.

Social work support is provided by five teams. Three geographically based teams are based with health staff covering the same geographical location. Also the integrated health and social care “Multi-Link Team”, an award winning service, assists with hospital discharges, prevents unnecessary admissions into hospital or care facilities and coordinates intermediate care and recovery services. The Long Term Care Management Team ensures ongoing involvement with service users and reassess / reviews care services once they are well established and stable. Many of the teams and service areas in Older People Services work with people who are younger to ensure people receive as responsive a service as possible.

Older People’s needs for specialised equipment and adaptations are dealt with by the Occupational Therapy Service.



Learning Disability Services

There are currently more than 250 people with learning disabilities receiving support from a social care team of 60 staff. The total gross budget for learning disabilities in 2008/9 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 which is undergoing modernisation to access people to ordinary community resources wherever possible.

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, arts and drama). The services offer a wide range of structured and informal sessions aimed to maintain or increase people’s independence, skills and quality of life.

For people with more complex physical health care needs, therapy based services are available, including physiotherapy, speech therapy and other sensory programmes. 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. Increasingly, service users are choosing to use a Direct Payment to purchase their own support to meet their needs and secure the outcomes they want to see in their lives.

The Employment Link Team continue to be very successful in increasing the numbers of people who gain access to work and / or volunteering opportunities. The focus is on building strong links with the local community and potential employment providers as well as Job Centre Plus.

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. A recovery approach is used to connect people with their communities and encourage them to achieve the best quality of life for themselves. Increasingly service users are choosing a Direct Payment to purchase their own support.

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).

A review of the Hartlepool Borough Council / TEWV Mental Health Partnership is currently being reviewed and refreshed.



Service to People with Physical or Sensory Disability

Services to people with a physical 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.

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

The team provides assessment and support to people with physical disabilities and sensory loss.

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

The Employment Link team supports people with a disability into paid work, vocational courses and volunteering opportunities.

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. Plans are being progressed to establish a Centre for Independent Living in Hartlepool. If successful, this will increase the range of services and the opportunities available to people with disabilities.

The focus is on social inclusion and enabling people to use ordinary community resources wherever possible. People are supported to develop skills, build social networks and gain experiences which lead to fulfilling and rewarding lives.

Staff in the Disability Business Units (learning disability, physical disability/sensory loss and mental health services) are increasingly working with people to access them to self-directed support (Individual Budgets and Direct Payments). This new way of working with people has evidenced better outcomes related to people's needs and enabled them to develop choice, control and increased levels of independence in their lives.

Support Services



Support Services provide specialist assistance at Departmental level. The 6 Sections provide the following functions:

- Management Information: information systems and technology; statutory returns; and support to performance management.
- Finance: financial planning and management; creditor/debtor processes; and financial assessment and user's property.
- Commissioning: support to commissioning, contracting and procurement; monitoring and review; and market development.
- Supporting People: commissioning and managing a programme of housing related support on behalf of the partnership.
- Development: workforce development; public information and engagement, organisational development and quality; diversity; and administration.
- Safeguarding Adults; adult protection; and support to the complaints processes.

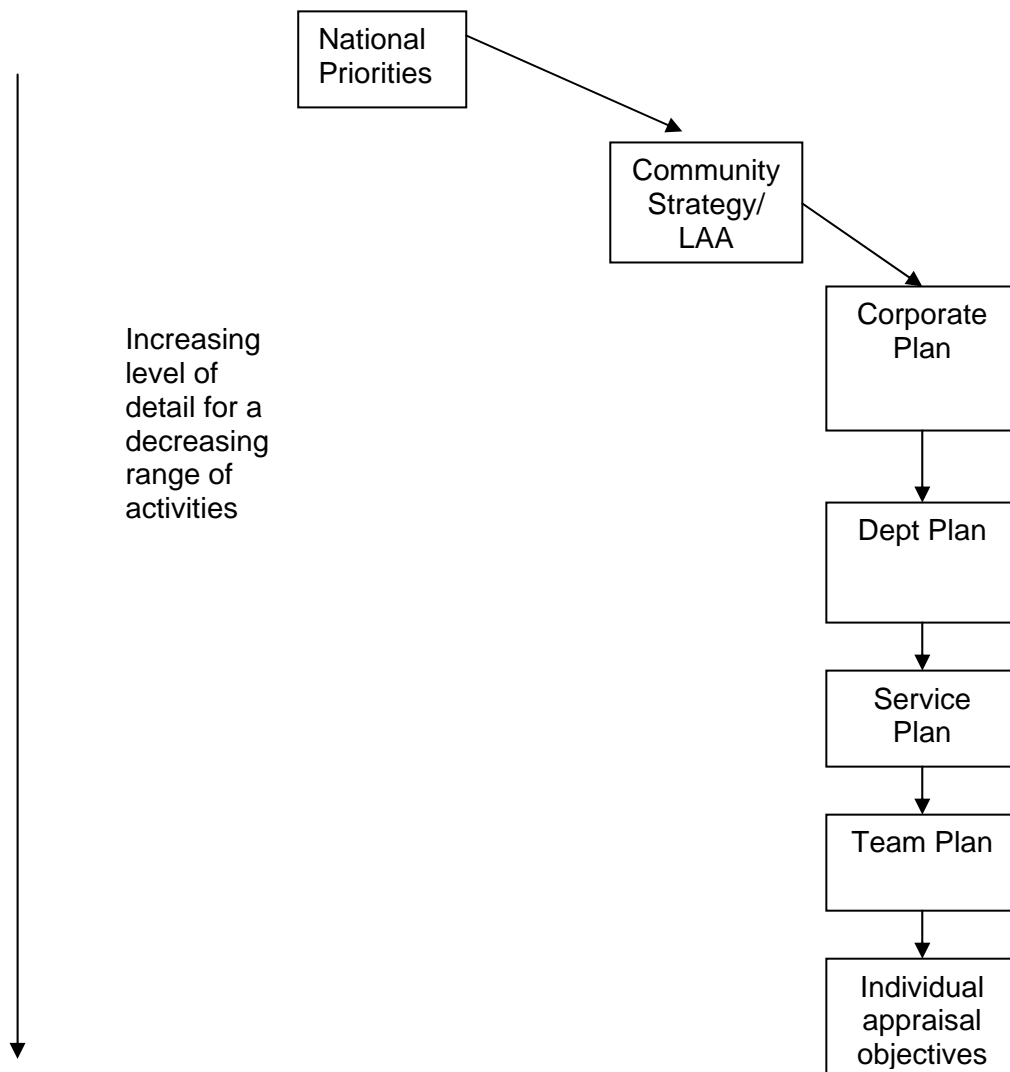
Our focus is on maintaining and improving services for those who use them, and ensuring that the Department works effectively within the wider local authority, and partnerships. This includes leading on ensuring efficiency savings, and re-engineering of business processes.

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, e.g., the H₂O 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. The December 2007 OFSTED judged the services, (Grade 2 Good). Community Services are subject to standards measures such as VAQAS, QUEST etc.

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. We have developed the 'Respect Values':

Accountability	Responsibility
Diversity and inclusion	Equality and fairness
Supportive	Supported
Team working	Partnerships and pride
Honesty and openness	Empowerment
Valuing staff	Contributions
Integrity	Trust



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:

- Commission for Social Care Inspection (CSCI) regular quarterly meeting
- LSC (Learning & Skills Council)
- Local Strategic Partnership (LSP) – themed partnership discuss their performance with the public via an annual event. These occur for the following themed partnerships:
 - Health & Wellbeing Partnership
 - Culture, Leisure and Community Learning Theme Partnership

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

More formal links with the Voluntary Sector will also be developed, via a voluntary sector strategy. This work is underway.

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:

- Framework For the Future for Libraries
- The Game Plan in Sports and Recreation
- Renaissance in the Regions in Museums and Heritage
- 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 H₂O Delivery Plan
- Development and delivery of the 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.
- Further develop the Departmental Strategy Team to ensure the provision of synergy, and better ways of working.
- Achieve Investors In People Award
- Maintain Level 3 Equality Standard. Ensure INRAs/DIAs are completed
- Improve the quality and efficient use of office accommodation
- Links (Local Involvement Networks) Development (for public engagement re Health and Social Care) to be implemented from April 2008

CHAPTER 4

Workforce Planning and Development

Introduction

The Adult and Community Services Department employs over 650 people in a wide and diverse range of jobs.

It recognises that its most important resource is its employees. It is committed to the training and development of its entire workforce so that they will gain the necessary skills to maximise their performance, commitment and contribution to the aims of the department and of the Council.

The Department is fully committed to the IIP standard for which it received reaccreditation in October 2007 and provides an excellent framework for managing and developing the Department's most important asset, which is its workforce.

The Department's guiding vision is to encourage comprehensive and collaborative links across a wide number of services and agencies.

The Purpose of Workforce Planning and Development

The purpose of Workforce Planning and Development is to link staff, their performance and development to the achievement of the department's operational and strategic objectives and its commitment to continuous improvement and excellence. Its guiding principles are:-

- Assist staff to learn from every activity
- Continuously improve services
- Promote equality
- Enhance job performance
- Support the management of change
- Assist individual development and team learning
- Provide opportunities for succession
- Make a contribution to recruitment and retention of staff
- Facilitate effective joint working with other agencies

The Workforce Planning and Development section is responsible for the support and co-ordination of Workforce Development for individual, teams and sections, ensuring that workforce planning and development needs are identified, implemented and evaluated.

Development is the term used to include all activities, which are undertaken by and for staff in order to maintain, up-date and enhance their work related knowledge, skills and capabilities

The individual training and development need is identified through:

- Induction
- Supervision
- Annual Performance Appraisal
- Requests From Employees
- Department, Service And Team Plans

Workforce Planning and Development Plans

Services heads are required to prepare service plans which identify training and development needs for their workforce.

An overarching plan, which will reflect the operational plans and the outcomes of the appraisal processes for different categories of staff, is then published by the workforce planning and development section.

This plan is approved by DMT and workforce planning and development priorities are agreed and reviewed by the Workforce Development Management Team.

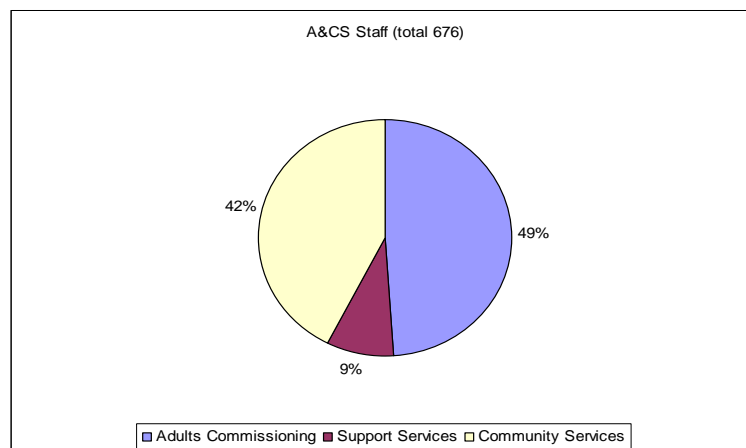
Analysis of Workforce

A priority is to understand the workforce, ensuring relevant and accurate data is available on a timely basis is a priority. This data provides invaluable information to plan for the challenges and changes ahead.

A&Cs have invested resources into developing a database to improve the availability of workforce data for the department and streamline the collection of data to ensure it is consistent and fit for purpose.

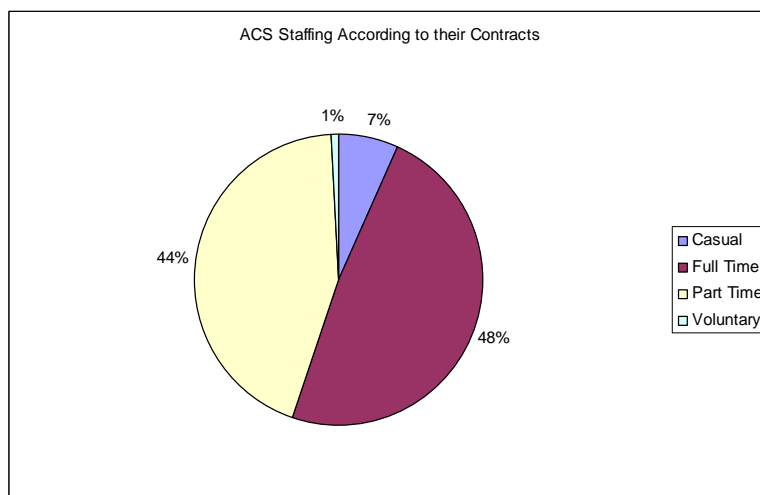
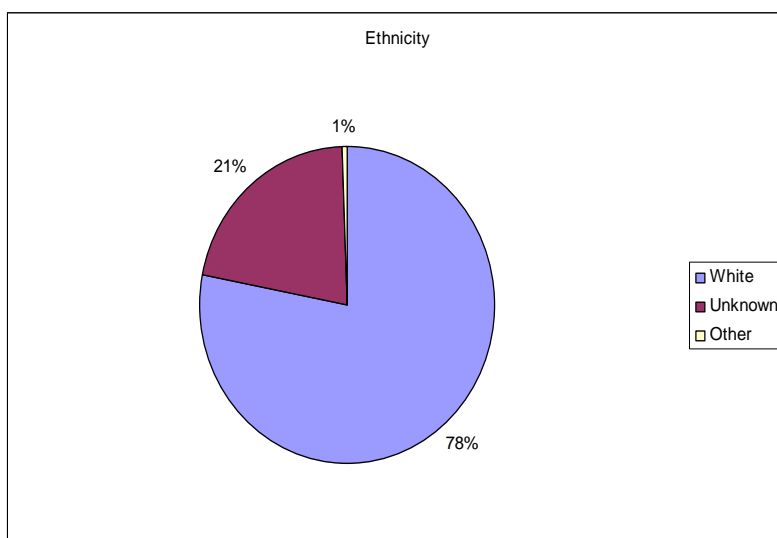
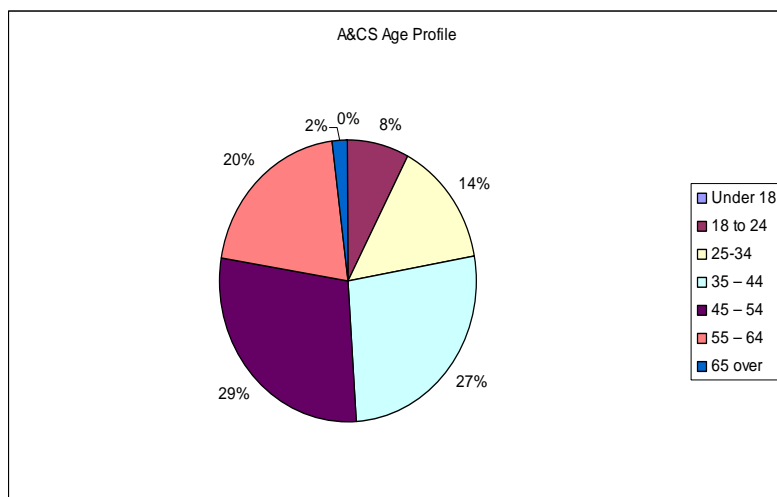
The information on the system can be accessed in detailed or summary formats as required and will be accessible to senior management for equality and financial monitoring. It will also provide statistical information to support departmental and service planning and government submissions.

Staffing at 1st April 2008 is recorded as 676 and the various staffing information required for workforce planning is detailed below.



Staffing Information for Workforce Planning as at April 2008

Detailed breakdowns for each service area are shown the Workforce Planning and Development Plan.



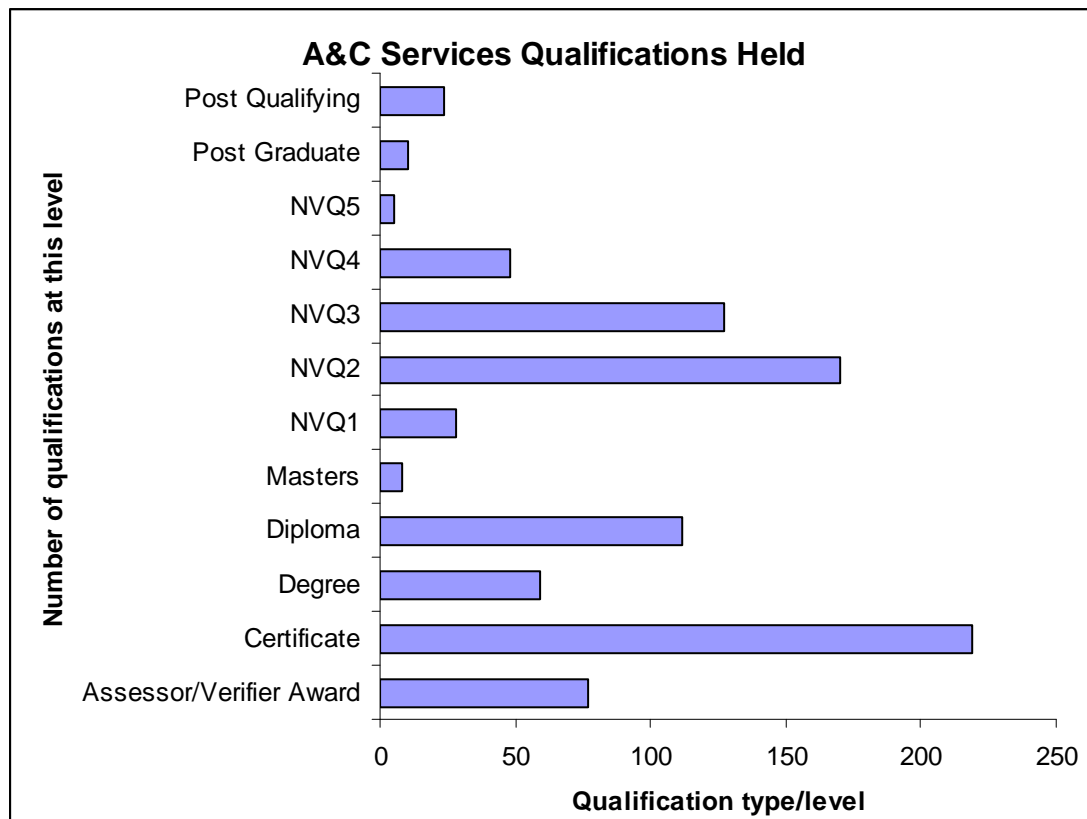
Priorities for Workforce Planning and Development

Identified strategic priorities for Development and training, in the short to medium term for 2008 are:

- Workforce training and development to meet registration requirements, minimum standards and competencies in all professions.
- Leadership and management development.
- Best practice in the management of people.
- Enhancing service delivery.

Qualifications and Training which the department plans to provide or access will directly link to the priorities above.

Numbers and Types of Qualification recorded as held by department staff are detailed below



Key Workforce Issues

The department employs a significant number of casual, sessional workers and voluntary staff. Ensuring that they are inducted and offered access to supervision and appraisal processes and opportunities to continuous development is a major challenge for managers.

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 services there are 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 QCA Framework as detailed below.

Professional and Managerial qualifications

The following qualifications are seen as appropriate for posts within the department in line with the National Qualification Framework.

Framework Level	Entry Criteria	Level Indicators	Examples of qualifications to be obtained at this level
Entry	Preferably some level of literacy and numeracy.	Entry level qualifications recognise basic knowledge and skills and the ability to apply learning in everyday situations under direct guidance or supervision. They are not occupationally specific.	Entry1 Entry 2 Entry 3 in range of subjects
Level1	To have completed secondary education; Entry Level 2 or 3	Level 1 qualification recognises basic knowledge and skills and the ability to apply learning with guidance or supervision. Learning at this level is about activities, which mostly relate to everyday situations and may be linked to job competence.	GCSE grades D-G; NVQ1; Pre-Apprenticeship qualifications; Foundations Level qualifications
Level 2	GCSE grades D-G; NVQ1; Pre-Apprenticeship qualifications; Foundation Level qualifications	Level2 qualifications recognise the ability to gain a good knowledge and understanding of a subject area of work or study and to perform varied tasks with some guidance or supervision. Learning at this level involves building knowledge and/or skills in relation to an area of work or subject and is appropriate for many job roles	5 GCSE grades A*-C; NVQ2; BTEC First Award; Intermediate Level qualifications
Level 3	5 GCSEs at grades A*-C; NVQ2; Intermediate Programme	Level 3 qualifications recognise the ability to gain and (where relevant) apply a range of knowledge, skills and understanding. Learning at this level involves obtaining detailed knowledge and skills. It is appropriate for those intending to progress to HE, work independently or (occupational) to supervise and train others	A Levels; NVQ3; BTEC National; Advanced level qualifications

Framework Level	Entry Criteria	Level Indicators	Examples of qualifications to be obtained at this level
Level 4	A Levels; NVQ3 BTEC National	Level 4 qualifications recognise specialist knowledge and involve detailed analysis of high levels of information in technical or professional knowledge	NVQ4; HNC; Certificates of Higher Education
Level 5	A Levels; BTEC National; NVQ4 HNC	Level 5 qualifications recognise the ability to increase depth and understanding of knowledge within an area of work or study to enable them the formulation of solutions and responses to complex problems and situations. Qualifications at this level are appropriate for higher grade technicians professionals or managers	NVQ5; HND; Foundation Degrees; Diplomas of Higher Education; CMS
Level 6	A Levels; BTEC National; HND; NVQ5; Foundation Degrees	Level 6 qualifications recognise a specialist high-level knowledge of an area of work or study to enable the use of an individuals own ideas and research in response to complex problems and situations. Quals at this level are appropriate for professional management positions with a degree of seniority.	BA/BSc (Hons) DMS
Level 7	BA/BSc (Hons) DMS	Level 7 qualifications recognise highly developed, complex specialist knowledge enabling the development of in-depth and original responses to complicated and unpredictable problems and situations.	MA/MSc/MBA
Level 8	MA/MSc/MBA	Level 8 qualifications recognise leading experts or practitioners in a particular field. Learning at this level involves the development of new and creative approaches that extend or refine existing knowledge or professional practice.	PhD; DPhil

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.

For instance, traditionally there have been recruitment difficulties in Social Work the Department has adopted a range of approaches to ensure we can recruit and retain social workers. This included a 'grow your own' approach, successions planning arrangements and offering (Continuous Professional Development) CPD opportunities to retain staff.

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.

Each service area will be guided by National and Local frameworks to develop staff to meet the challenges of the future for services in local government.

How will we ensure that the workforce have the skills needed for the future?

Develop a recruitment and retention strategy that will address, amongst others, providing career development and comprehensive training opportunities

A workforce development plan to be included in each service plan.

A single Adult & Community Services workforce development plan encompassing all information from service plans

Extract submissions of national minimum dataset for social care data to inform future planning.

Arrangements for Workforce Planning

There were three key aims for workforce development from the service plan in 2007-8

- 1) Implement corporate Appraisal Policy to complement Adult and Community Services Supervision Policy Implemented March 2007
2. Achieve IIP Standard
Set up IIP Steering Group
Apply for Assessment of Standard
3. Workforce Development Plan for Department
Publish Workforce Development & Training Plan

Implement corporate Appraisal Policy to complement Supervision Policy Implemented March 07

The corporate appraisal system was launched and implemented this year with input to corporate training section from Adult and Community Services Adult education.

Managers and staff were supported in accessing and attending relevant training by workforce planning and development section.

Appraisal dates of appraisal for all staff are recorded on the departments database to meet internal corporate indicators.

Personal Development Plan training and development requirements are also recorded to inform planning.

Achieve IIP Standard

An IIP Steering Group with representatives from all service areas in the department was formed to support the IIP process. Successful IIP accreditation for the department was achieved in October 2007. The group continues to meet to implement the action plan.

A key aim is to ensure consistency of approach in workforce development across the workforce. To assist this process a qualification audit of the whole department was carried out to capture information on the benchmarked qualifications.

Processes and associated paperwork for ensuring equality of access to training, evaluation and recording of continuous professional development have been established.

The Workforce Planning and Development Team successfully undertook an NVQ 2 in Business Improvement Techniques. This led to major improvements in administrative processes.

Workforce Planning and Development section maintains a page in the intranet which details guidance on accessing training.

Joint training and development programmes have been established to include private & voluntary sector, health and other partner agencies.

The implementation of a Training Programme for front line social care staff funded by IDeA which is receiving positive feedback nationally.

Involvement in the overarching HBC workforce strategy saw the implementation of:-

- A revised corporate qualification based training contract.
- A corporate induction standard for all staff and managers.
- Identification of key personnel to support service and training initiatives from each department.

Monitoring and Review

The Workforce Planning and Development section holds a review each year; the review is chaired by the Workforce Planning & Development Manager and covers:

- The learning and development undertaken by Department staff in the previous year
- The key training initiatives that have been addressed
- An evaluation of the effectiveness of that training in meeting Department objectives
- The learning and development needs identified for the future
- A review of the Department Training Plan to ensure that it continues to support the objectives of the Department
- A written report of the review is presented to DMT.

Workforce Planning and Development priorities are regularly reviewed by the Workforce Development Management Team, which has responsibility for staff training and development policy.

ANNUAL ACTION PLAN 2008/2009 - CHAPTER 5

ADULT & COMMUNITY SERVICES				
Corporate Plan outcome: Improved Health				
Departmental Plan outcome: To improve the health and wellbeing of Hartlepool citizens by implementing the Public Health Strategy and Action Plan			Associated Risks: R002	
Ref:	Action	Date to be Completed	Responsible Officer	Associated Pis
1.1	Develop integrated sport and physical activity programmes and initiatives to improve health and health awareness among key groups.	March 2009	Pat Usher	
1.2	Manage <u>Working Neighbourhood Fund</u> effectively to ensure Targets are met and programme stays in budget	March 2009	Margaret Hunt	
1.3	Implement action plan of Public Health Strategy	March 2009	DPH	
1.4	Increase the number of active participants in Health Trainers Programme	March 2009	DPH	
1.5	Continue to reduce mortality rates by 2010	March 2009	DPH	NI 120
1.6	Ensure all assessments include general health screenings	March 2009	Jill Harrison	
Corporate Plan outcome: Increased choice and control and retention of personal dignity				
Departmental Plan outcome: To ensure all service developments have involvement from service users and their carers			Associated Risks:	
Ref:	Action	Date to be Completed	Responsible Officer	Associated Pis
2.1	Ensure the involvement of people and their families in all planning groups	March 2009	Jill Harrison	

2.2	Implement LINKs to ensure full involvement from people who use services	March 2009	Margaret Hunt	
2.3	Ensure involvement of people in service and contract reviews	March 2009	Jill Harrison	
2.4	Promote a range of ways to capture peoples views on services	March 2009	Jill Harrison	
2.5	Review advocacy services to ensure people receive effective support	March 2009	Jill Harrison	
2.6	Involve people in policy developments to ensure their voice is heard	March 2009	Margaret Hunt	
Departmental Plan outcome: To increase the proportion of people who commission their own services			Associated Risks: R002	
Ref:	Action	Date to be Completed	Responsible Officer	Associated Pis
3.1	Increase the number of people with Individual Budgets	March 2009	Jill Harrison	NI130
3.2	Increase number of people who are managing their own Individual Budget	March 2009	Jill Harrison	NI 130
Departmental Plan outcome: To increase the number and range of supported accommodation options			Associated Risks:	
Ref:	Action	Date to be Completed	Responsible Officer	Associated Pis
4.1	Support phase 1 of people moving into Hartfields	May 2008	John Lovatt	
4.2	Implement the allocations process	March 2009	John Lovatt	
4.3	Implement the agreed actions from the Telecare review	March 2009	Jill Harrison	
4.4	As before	March 2009	Jill Harrison	
Departmental Plan outcome: To ensure that service users and their carers are at the centre of planning their support			Associated Risks:	
Ref:	Action	Date to be Completed	Responsible Officer	Associated Pis
5.1	Support people to use their self-assessment process	March 2009	Jill Harrison	NI132/3

5.2	Ensure support plans and reviews are person-centred (transitions)	March 2009	Jill Harrison	
5.3	Ensure there is a range of brokerage and advocacy services available to support people to plan	October 2008	Jill Harrison	
5.4	Commission and evaluate an independent review of transitions in conjunction with Children's Services from a parents and young persons perspective	November 2008	Jill Harrison	
Corporate Plan outcome: Improved Mental Health and Wellbeing				
Departmental Plan outcome: To support people with mental health issues into paid employment				Associated Risks: R002
Ref:	Action	Date to be Completed	Responsible Officer	Associated Pis
6.1	Implement and evaluate the IAPT pilot	November 2008	Carl Bashford	
6.2	Encourage the take up of Mental Health First Aid Training across the Hartlepool locality	March 2009	DPH	
6.3	Increase the number of people with mental ill health to access employment or volunteering opportunities	March 2009	Carl Bashford	NI150
Departmental Plan outcome: To increase social inclusion for people with mental health issues				Associated Risks:
Ref:	Action	Date to be Completed	Responsible Officer	Associated Pis
7.1	Ensure people can access ordinary community resources and opportunities	March 2009	Carl Bashford	
7.2	Implement the reviewed social inclusion actions – plan in Mental Health Services	March 2009	Carl Bashford	
Corporate Plan outcome: Easier access to services				

Departmental Plan outcome: To ensure that carers are supported effectively to support their family members for as long as they wish				Associated Risks: R009
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
8.1	Implement the Review Carers Strategy and action plan with the Carers Strategy group	October 2008	Geraldine Martin	
8.2	Increase the numbers of carers receiving reassessments and support / from <u>a to b</u>	March 2009	Jill Harrison	NI 135
8.3	Commission an effective emergency respite service for carers that focuses on home-based support	October 2008	Geraldine Martin	
Departmental Plan outcome: To work with the community in Owton to implement the Connected Care Scheme				Associated Risks:
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
9.1	Implement and evaluate the Connected Care scheme in Owton	March 2009	Nicola Bailey	
9.2	Work with partners to develop a social enterprise	October 2008	Nicola Bailey	
9.3	Review the potential for Supporting People with long term needs	October 2008	Jill Harrison	
Departmental Plan outcome: To ensure that services are culturally sensitive and are able to respond flexibly to the diverse needs of the community				Associated Risks: R008, R010
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
10.1	Increase the number of people from BMEC who have an assessment and receive culturally sensitive services	March 2009	Jill Harrison	ACS PO54/5
10.2	Ensure that service planning and development have a DIA to inform understanding around diversity	March 2009	Margaret Hunt	
10.3	Implement the DDA and DRE	March 2009	Alan Dobby	
10.4	Evaluate and report to portfolio on the outcomes from Community Development Workers Services	October 2008	Carl Bashford	

Departmental Plan outcome: To ensure easier access to both universal and targeted services that are tailored to individual needs				Associated Risks: R009
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
11.1	Implement the findings of the <ul style="list-style-type: none"> - Low Level Preventative Strategy - IAPT - Older People Housing and Support Strategy 	March 2009 March 2009 October 2008	Jill Harrison Jill Harrison Jill Harrison	NI 139, 125
11.2	Develop the 'Hartlepool Now' information project	March 2009	John Lovatt	
11.3	Review the opportunities for a single point of access for health and social care services	March 2009	Kath Millican	
Departmental Plan outcome: To develop appropriate partnerships with the voluntary sector by developing a co-ordinated strategy				Associated Risks: R009
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
12.1	Develop a comprehensive strategy with the voluntary sector outlining the plans for commissioning and delivery of service	March 2009	Margaret Hunt	
12.2	Work with voluntary sector partners to develop a "National Centre for Independent Living"	March 2009	Geraldine Martin	
Departmental Plan outcome: Improve access to psychosocial interventions				Associated Risks:
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
13.1	Evaluate the 'Open Doors' IAPT pilot	November 2008	Carl Bashford	
13.2	Monitor the impact of sickness levels due to stress of council employees	March 2009	Nicola Bailey	
13.3	Raise awareness of the access routes to psychosocial interventions among local employers	March 2009	Carl Bashford	
Departmental Plan outcome: To ensure integrated services are delivered in conjunction with Health where appropriate				Associated Risks:STR R030/31

Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
14.1	Review and update Partnership arrangements for Mental Health and Learning Disabilities Services	July 2008	Jill Harrison	
14.2	Continue to develop joint commissioning approaches with Health	March 2009	Jill Harrison	
14.3	Implement integrated operational services with the PCT	October 2008	Jill Harrison	
Corporate Plan outcome: Meeting the housing needs of vulnerable people				
Departmental Plan outcome: To provide housing related support service which increase people's ability to live independently in the community			Associated Risks: R014	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
15.1	Increase the range of housing options for vulnerable adults	March 2009	Pam Twells	N141/N1142
Departmental Plan outcome: To ensure the delivery of high quality housing support services through effective and efficient contracts with providers			Associated Risks: R014	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
16.1	Develop short terms contracts for housing related support	September 2008	Pam Twells	
Corporate Plan outcome: Enrich individual lives, strengthen communities and improve places where people live through enjoyment of leisure, culture and sport				
Departmental Plan outcome: Develop and deliver strategies to improve cultural, leisure facilities and events			Associated Risks: R010	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
17.1	Provide chair, secretariat and work with the Culture, Leisure and Community Learning Partnership to contribute to the Hartlepool LSP	March 2009	John Mennear	

17.2	Provide the highest level of service possible through a programme of continuous improvement and service accreditation.	March 2009	Pat Usher / Andrew Pearson / Graham Jarritt	
17.3	Achieve key milestones for the delivery of H2O by 2013	January 2009	John Mennear	
17.4	Achieve key milestones for the delivery of Tall Ships races in 2010	March 2009	John Mennear	
17.5	Review Hartlepool Cultural Strategy	March 2009	John Mennear	
17.6	To put in place a multi-agency approach through the development of a Community Sports Network, providing a strategic lead for the delivery of sport and physical activity.	April 2008	Pat Usher	
17.7	Plan strategically to improve and make the best possible use of culture and leisure facilities and attract events of regional importance.	March 2009	Steven Cashman / Graham Jarritt / Andrew Pearson / Pat Usher / David Worthington / Maggie Heaps	
Departmental Plan outcome: To ensure the public have access to a wide range of information about leisure, culture and sporting opportunities in a variety of accessible mediums			Associated Risks:	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
18.1	Put in place a coordinated approach to raising the awareness of our role in the community, ensuring that we respond to the needs of both existing and potential customers/service users.	March 2009	Steven Cashman / Graham Jarritt / Andrew Pearson / Pat Usher / David Worthington / Maggie Heaps	

Corporate Plan outcome: Culture and Leisure Services, better meet the needs of the community, especially those from disadvantaged areas				
Departmental Plan outcome: To increase opportunities for participation in a wide range of cultural and leisure activity focussing on areas of disadvantage			Associated Risks: R002, R012, R008/9	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
19.1	Work with key partners to target groups and individuals to provide a more inclusive range of activities	March 2009	Steven Cashman / Graham Jarritt / Andrew Pearson / Pat Usher / David Worthington / Maggie Heaps/ Neil Harrison	
19.2	Work with the Equality and Diversity Group to ensure that statutory obligations and the Equality Standard are met in the delivery of services.	March 2009	Steven Cashman / Graham Jarritt / Andrew Pearson / Pat Usher / David Worthington / Maggie Heaps	P0161 NI11? NI9? ACSP07,18
19.3	Deliver Renaissance Programme to improve access to Museum service and develop new audiences	December 2008	David Worthington	NI10
19.4	Work closely with key partners and groups to deliver programmes of activity to meet the sport and physical activity needs of the Hartlepool community increasing participation by 1%.	March 2009	Pat Usher	NI8, PO59
19.5	Work in partnership with Children's Services Department to improve upon the delivery of PE & Sport for young people.	March 2009	Pat Usher	
19.6	Target and support the voluntary sector through the provision of grant funding and development initiatives in order to raise standards, training and increase the number of volunteers.	March 2009	Pat Usher	

Corporate Plan outcome: Links to Corporate Plan – To maximise the opportunities for disabled people to enter paid employment				
Departmental Plan outcome: To increase the number of socially excluded adults in paid employment			Associated Risk:	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
20.1	Increase number of work-related training projects using the Working Neighbourhood Fund for people with a disability	March 2009	Geraldine Martin	
20.2	Promote the opportunities for partnership working with local agencies to encourage the employment of people with a learning disability	March 2009	Geraldine Martin	NI 146
Corporate Plan outcome: Provision of high quality learning and skills opportunities that drive economic competitiveness, widen participation and build social justice				
Departmental Plan outcome: To increase universal access to high quality learning and skills opportunities			Associated Risks: R002	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
21.1	Increase percentage of adults holding nationally recognised qualifications	July 2009	Maggie Heaps	NI161-4
21.2	Increase participation in learning	July 2009	Maggie Heaps	ACSP053

Corporate Plan outcome: Deliver sustainable communities with high quality new build and sensitive conservation and protect and enhance the local natural environment

Departmental Plan outcome: Maximise opportunities for the protection and development of play, recreation and countryside sites

Associated Risks:

Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
22.1	Adopt PPG17 assessment and develop appropriate strategies to seek to achieve standards	March 2009	Andrew Pearson	

Corporate Plan outcome: To empower people to have a greater voice and influence over local decision making and the delivery of services

Departmental Plan outcome: Improve and co-ordinate Public Engagement with all sectors of the community acting on feedback

Associated Risks:

Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
23.1	Review the public engagement strategy for the Department	March 2009	Margaret Hunt	
23.2	Commission a LINKs host	July 2008	Margaret Hunt	

Corporate Plan outcome: Improve management and governance				
Departmental Plan outcome: Ensure robust risk management arrangements are in place			Associated Risks: STR/R011	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
24.1	Monitor and review departmental Risk Registers (quarterly) - Q1 - Q2 - Q3 - Q4	June 2008 September 2008 December 2008 March 2009	Alan Dobby	
Departmental Plan outcome: Develop and implement information security plans			Associated Risks: R008, R015	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
25.1	Monitor and review Information Security Action Plan - Q1 - Q2 - Q3 - Q4	June 2008 September 2008 December 2008 March 2009	Trevor Smith	
Departmental Plan outcome: Ensure arrangements in place in deal with new and existing legislation			Associated Risks: R011,R008	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
26.1	Monitor new legislation and guidance	March 2009	Nicola Bailey	
26.2	Ensure appropriate implementation	March 2009	Nicola Bailey	

Departmental Plan outcome: To improve management of departmental assets via a Capital Strategy and Asset Management Plan				Associated Risks: R012
Ref:	Action	Date to be Completed	Responsible Officer	Associated Pls
27.1	Review Service Asset Management Plan for the Department	March 2009	Alan Dobby	
27.2	Submit 2009/10 Capital programme proposals for the Department to SCRAPT	September 2008	Alan Dobby	
Departmental Plan outcome: To implement a performance framework which includes , service and team and planning process				Associated Risks: R002
Ref:	Action	Date to be Completed	Responsible Officer	Associated Pls
28.1	Produce Departmental plan for 2008/09	April 2008	Margaret Hunt	
28.2	Produce Service plans for 2008/09	May 2008	Margaret Hunt	
28.3	Quarterly monitoring/reporting of Departmental Plan and Service Plans - Q1 - Q2 - Q3 - Q4	June 2008 September 2008 December 2008 March 2009	Alan Dobby Alan Dobby Alan Dobby Alan Dobby	
Departmental Plan outcome: Improve Equality and Diversity Leadership and Corporate Commitment				Associated Risks:
Ref:	Action	Date to be Completed	Responsible Officer	Associated Pls
29.1	Lead on corporate self assessment process for Diversity	June 2008	Margaret Hunt	
29.2	Undertake Self assessment for Department	June 2008	Margaret Hunt	

29.3	Co-ordinate monitoring of Departmental Performance Management Actions on Diversity - Q1 - Q2 - Q3 - Q4		Margaret Hunt Margaret Hunt Margaret Hunt Margaret Hunt	
Departmental Plan outcome: Deliver the ICT Strategy to support corporate and departmental objectives			Associated Risks: R013	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
30.1	Update IS/IT Action Plan for Department	June 2008	Trevor Smith	
30.2	Implement and monitor IS/IT Action Plan for Department - Q2 - Q3 - Q4	September 2008 December 2008 March 2009	Trevor Smith Trevor Smith Trevor Smith	
Departmental Plan outcome: Implement programme of service reviews and standards			Associated Risks: R002	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
31.1	Implement programme of service reviews and standards for 2008/9		Nicola Bailey	
Corporate Plan outcome: Improve efficiency and financial management				
Departmental Plan outcome: Agree a programme of service integration with Contract Centre			Associated Risks:	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
32.1	Agree a programme of service integration with Contact Centre	June 2008	Margaret Hunt	

Departmental Plan outcome: Develop Efficiency Programme for Department				Associated Risks: R001
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
33.1	Agree Efficiency Programme for Department (including sickness)	June 2008	Jeanette Willis	
33.2				
33.3	Monitor programme of BPR activity - Q1 - Q2 - Q3 - Q4	June 2008 September 2008 December 2008 March 2009	Margaret Hunt Margaret Hunt Margaret Hunt Margaret Hunt	
Departmental Plan outcome: Develop Strategic medium term Financial Plan for Adult and Community Services				Associated Risks: R001
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
34.1	Develop medium term financial plan for 2009/10 onwards	February 2009	Jeanette Willis	
Departmental Plan outcome: Achieve overall financial balance for Department				Associated Risks: R003
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
35.1	Monitoring of budgets for Department - Q1 - Q2 - Q3 - Q4	July 2008 October 2008 January 2009 April 2009	Jeanette Willis Jeanette Willis Jeanette Willis Jeanette Willis	

Corporate Plan outcome: Improve access and understanding between the Council and the Public				
Departmental Plan outcome: Implement communication plans relating to key issues			Associated Risks:	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
36.1	Develop communication plan for Department	September 2008	Margaret Hunt	
36.2	Monitor and review communication plan actions	March 2009	Margaret Hunt	
Corporate Plan outcome: Improve elected member and workforce arrangements				
Departmental Plan outcome: Improve employment and Workforce Training opportunities			Associated Risks: R006,R007	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
37.1	Develop 2008/09 Workforce Plan for Department	June 2008	Gwenda Pout	
37.2	Monitor and report on Workforce Plan - Q2 - Q3 - Q4	September 2008 December 2008 March 2009	Gwenda Pout Gwenda Pout Gwenda Pout	
Departmental Plan outcome: Develop and promote active, visible and effective leadership			Associated Risks: R004,R005	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
38.1	Review "Respect" values and behaviour documents	September 2008	Alan Dobby	
38.2	Implement new Appraisal scheme in Department	July 2008	Alan Dobby	

Departmental Plan outcome: To promote a healthy workplace				Associated Risks: R007
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
39.1	Develop Departmental programme for employee wellbeing	September 2008	Margaret Hunt	
39.2	Implement Health and Safety Policy	March 2009	Margaret Hunt	
Departmental Plan outcome: Effectively recognise, engage and reward the workforce				Associated Risks:
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
40.1	Hold Department Award Ceremony 2008	December 2008	Gwenda Pout	
40.2	Complete Programme of Staff Seminars for Department	March 2009	Nicola Bailey	

Key Performance Indicators

The action plan detailed a number of Performance Indicators that will be used to measure the successful implementation of the actions. Those indicators are included in more detail in the table below, along with any other indicators from the Corporate Plan / LAA.

Ref	Definition	Responsible Officer	Outturn 2007/08	Target 2008/09
NI 8	Adult participation in sport and active recreation	Pat Usher	N/A	21.1%
NI 9	Use of Public Libraries	Graham Jarritt	N/A	52%
NI 10	Visit to Museums and Galleries	David Worthington	N/A	29%
NI 11	Engagement in the Arts	Stephen Cashman	N/A	N/A
NI 119	Self reported measure of peoples overall health and well being	Madeleine Johnson	N/A	N/A
NI 120	All age all cause mortality	-	-	Male 801 (2008) Female 579 (2008)
NI 121	Mortality rates for circulatory diseases aged under 75	-	N/A	87.15
NI 122	Mortality for all cancers aged under 75		N/A	
NI 123	Stopping smoking (current smoking prevalence 16+)	-	-	1769 (2008)
NI 124	People with LTC supported to be independent	-	-	-

Ref	Definition	Responsible Officer	Outturn 2007/08	Target 2008/09
NI 126	Early access for women to maternity services	-	-	-
NI 129	End of life care – choice of death at home	-	-	-
NI 130	Social Care clients receiving Self Directed Support (per 100,000)	-	-	50% (1544)
NI 131	Delayed transfers of care	J Lovatt	-	-
NI 132	Timelessness of social care assessments (all adults)	J. Lovatt	92.7	93.0%
NI 133	Timelessness of social care packages following assessment	J. Lovatt	88.7%	90.0%
NI 134	Emergency bed days per head of weighted population	-	-	-
NI 135	Carers receiving needs assessment / review, and services, advice or information	D. Owens	-	19%
NI 136	All adults supported to live independently by social services	J Harrison	-	3231
NI 137	Healthy life expectancy at 65	-	-	-
NI 138	Satisfaction of people over 65 with home / neighbourhood	-	-	-

Ref	Definition	Responsible Officer	Outturn 2007/08	Target 2008/09
NI 139	People over 65 receiving information and support to live independently	-	-	-
NI 141	Percentage of vulnerable people achieving independent living	P Twells	66.77%	72%
NI 142	Percentage of vulnerable people supported to maintain independent living	P Twells	99.14%	99.15%
NI 145	Adults with learning disabilities in settled accommodation	-	-	-
NI 146	Adults with learning disabilities in employment	-	-	4.1%
NI 149	Adults in contact with secondary Mental Health in settled employment	-	-	-
NI 150	Adults in contact with secondary Mental Health in employment	-	-	-
NI 161	Learners achieving Level 1 Literacy	M Heaps	-	400
NI 162	Learners achieving Level 3 numeracy	M Heaps	-	122
NI 163	Proportion of population qualified to Level 2 or higher	M Heaps	-	67.1%
NI 164	Proportion of population qualified to Level 3 or higher	M Heaps	-	44.2%
P005	People with a disability accessing Further Education, Leisure and Sport and Recreation	J Mennear	-	954

Ref	Definition	Responsible Officer	Outturn 2007/08	Target 2008/09
P008	Over 65's helped to live at home (BV 54)	J Lovatt	122.2	125.0
P009	Visits to museums per 1000 population (BV 170a)	D. Worthington	2500	2551
P010	Visits to museums in person per 1000 population (BV 170b)	D Worthington	1613	1644
P011	People in organised school trips to museums / galleries (BV170c)	D Worthington	12155	12500
P012	Footpaths and Rights of Way easy to use (BV 178)	C Scaife	78.2%	85%
P013	Compliance with Public Library Standards (BV 220)	G Jarritt	4	4
P016	Museum outreach engaged by under represented groups (CL1)	D Worthington	-	350
P017	Visit by C2DE visitors to Museum of Hartlepool (CL2)	D Worthington	-	41%
P018	Increase in Leisure Centre attendances (CL5)	P Usher	-	365,000
P019	Increase residents satisfied with museums / art	??	-	86%
P020	Increase residents satisfied with museum / art (NRF)	??	-	2%

Ref	Definition	Responsible Officer	Outturn 2007/08	Target 2008/09
P021	Increase residents satisfied with Park and Open Spaces	A Pearson	-	74%
P022	Increase residents satisfied with Parks and Open Spaces (NRF)	A Pearson	-	7%
P023	Increase residents satisfied with Libraries	G Jarritt	-	91%
P024	Increase residents satisfied with Libraries (NRF)	G Jarritt	-	1%
P050	Equipment delivered in 7 days (D54)	J Lovatt	90.2	91.0%
P053	Adults participating in all forms of learning	M Heaps	2071	3100
P056	Families participating in all forms of learning	M Heaps	139	200
P057	Adults participating in all forms of learning	M Heaps	299	450
P058	Physical visits to Libraries	G Jarritt	6561	6900
P059	Overall attendances at Leisure Centres	P Usher	430,144	365,000
P060	Proportion of attendances from NRF area	P Usher	51%	53%

Ref	Definition	Responsible Officer	Outturn 2007/08	Target 2008/09
P061	Leisure Card members attending 4 times in year	P Usher	1721	2250
P063	Voluntary / Community groups supported by Council.	S Rybak	33	31
P064	Grant aid to Voluntary / Community Groups	S Rybak	£418,681	£470,822
P065	Delayed Discharges	J Lovatt	6	0
P066	Admissions to residential care (65+)	J Lovatt	84.3	88
P067	Referrals for Intermediate Care	J Lovatt	48.3%	55%
P068	Adults with Learning Disabilities helped to live at home	G Martin	3.9	4
P069	Adults with Mental Health problems helped to live at home	J F Adams	5.5	5.5
P070	Supported admissions to residential / nursing care (under 65)	G Martin	1.6	1.5
P071	Physical Disabilities supported to live at home	G Martin	10	11
P072	Clients receiving a review as a proportion	J Lovatt	77.0%	77%

Associated Risks

Within the action plan each objective had identified risks that could effect the successful implementation of the objective and associated actions. Those risks are included in more detail in the table below.

Risk Register Ref	Departmental Outcome (Ref)	Key risks to achieving departmental service outcome	Priority H/M/L	Procedures/processes/ management arrangements/ controls in place to mitigate identified risks	Method of Review	Date of Review Last/Next	Responsible Officer
ACS R001	33, 34, 4	Services damaged by insufficient budget allocation	M	Careful budget build and management. Efficiency programme. CONTROCC System.	DMT Quarterly	Quarterly	Alan Dobby
R002	1, 3, 6, 19, 30, 31, 8, 21, 28	Failure to meet performance standards	H	New performance management system and reporting arrangements. Clear Action Plans and responsibilities. Review services and standards	DMT Quarterly	Quarterly	Alan Dobby
R003	35	Market pressures on placements	H	Developing the provider markets, and maintain partnership working. Fair price agreement	DMT Quarterly	Quarterly	Jill Harrison
R004	39	Danger / disruption to staff from inadequate working conditions	M	Office moves and improvements. Asset Management plan, and Health and Safety networks	DMT Quarterly	Quarterly	Margaret Hunt
R005	39	Danger / disruption to staff from violence	M	Health and Safety policies and guidance. EPR System	DMT Quarterly	Quarterly	Margaret Hunt
R006	37	Unable to meet charging service needs due to skills shortage	M	Workforce development plans, linked to service plans and appraisals	DMT Quarterly	Quarterly	Margaret Hunt

Risk Register Ref	Departmental Outcome (Ref)	Key risks to achieving departmental service outcome	Priority H/M/L	Procedures/processes/ management arrangements/ controls in place to mitigate identified risks	Method of Review	Date of Review Last/Next	Responsible Officer
R007	37, 40	Inability to provide effective services due to recruitment difficulties	M	Job Evaluation, in-house staff development, succession planning. Reward and engage workforce	DMT Quarterly	Quarterly	Nicola Bailey
R008	25, 10, 19, 26	Legal issues, costs and adverse publicity from litigation	M	Monitor new legislation. Deliver on DDA and Diversity Legislation	DMT Quarterly	Quarterly	Nicola Bailey
R009	11, 12, 19	Serious disruption from financial short falls for voluntary sector	M	Co-ordinated efforts on funding sector via grants and contracts. New contracts and strategy	DMT Quarterly	Quarterly	Alan Dobby
R010	17	Failure to deliver Tourism Strategy	M	New strategies, facilities and event management for Tall Ships (with risk register)	DMT Quarterly	Quarterly	John Mennear
R011	26	Adverse publicity and delay due to poor management / configuration of services	L	LMDP Programme. Restructures	DMT Quarterly	Quarterly	Nicola Bailey

Risk Register Ref	Departmental Outcome (Ref)	Key risks to achieving departmental service outcome	Priority H/M/L	Procedures/processes/ management arrangements/ controls in place to mitigate identified risks	Method of Review	Date of Review Last/Next	Responsible Officer
R012	19, 27, 10	Service disruption due to premises being unfit for purpose	M	Asset Management via SCRAPT and departmental plan. New investment and capital programme. Mobile working	DMT Quarterly	Quarterly	Alan Dobby
R013	13	Unable to meet needs due to inadequate IT / Software	M	Increased IT budget, new investment, new IS/IT Strategy and Plan	DMT Quarterly	Quarterly	Alan Dobby
R014	16, 15	Failure of service provision, under contract or direct	H	Commissioning and contract management. New contracts and CONTROCC system	DMT Quarterly	Quarterly	Alan Dobby
R015	25	Disruption to services from failure of IT system	H	Business Continuity plans, Information Security Plans	DMT Quarterly	Quarterly	Alan Dobby
STR R011	24	Failure to provide Council services in emergency	H	Emergency plans, Business Continuity plans	DMT Quarterly	Quarterly	Nicola Bailey
STR030	14	Failure to work in partnership with Health Services	L	Closer working in all areas and levels	DMT Quarterly	Quarterly	Jill Harrison

Risk Register Ref	Departmental Outcome (Ref)	Key risks to achieving departmental service outcome	Priority H/M/L	Procedures/processes/ management arrangements/ controls in place to mitigate identified risks	Method of Review	Date of Review Last/Next	Responsible Officer
STR031	14	Potential for cost shunting between HBC/PCT regarding Continuing Health Care	L	Clear protocols and criteria with panel and arbitration arrangements	DMT Quarterly	Quarterly	Jill Harrison

CULTURE, LEISURE AND TOURISM PORTFOLIO

Report To Portfolio Holder

22nd July, 2008



Report of: Director of Adult and Community Services

Subject: MILL HOUSE LEISURE CENTRE - LEARNER POOL
OPERATING PROCEDURES

SUMMARY

1.0 PURPOSE OF REPORT

Following the review of pool operating procedures at Mill House Leisure Centre, the report seeks to update the Portfolio Holder on recommendations/guidelines, produced by the Health and Safety Executive, in relation to minimum lifeguard numbers required to supervise swimming pools.

The report seeks approval for the adoption of these guidelines and hence an alteration in Learner Pool availability to the public.

2.0 SUMMARY OF CONTENTS

The Health and Safety Executive (HSE) document “Managing Health and Safety in Swimming Pools” is recognised as the “bible” for pool designers and operators. It sets the industry standards for several aspects of pool operations, including amongst other things, supervision arrangements.

As part of an ongoing review relating to the implementation of Quest quality assurance systems at Mill House Leisure Centre, recently we have reviewed our pool operations. As a consequence, we will be required to consider options concerning the availability of the learner pool to the public to take account of available Lifeguards on duty in alignment with HSE guidance.

3.0 RELEVANCE TO PORTFOLIO MEMBER

Sport and Recreation is part of the Culture, Leisure and Tourism Portfolio.

4.0 TYPE OF DECISION

Non-key.

5.0 DECISION MAKING ROUTE

Culture, Leisure and Tourism - 22nd July, 2008.

6.0 DECISION(S) REQUIRED

1. Note the recommendations of the HSE in relation to the operation of Swimming Pools.
2. Approve the closure of the Learner Pool to the public as follows:-

Mornings	Monday to Friday up to 10.00 am
Evenings	Mondays/Wednesdays/Fridays - 9.00 pm - 10.00 pm
	Tuesdays/Thursdays - 8.45 pm - 9.45 pm

Report of: Director of Adult and Community Services

Subject: MILL HOUSE LEISURE CENTRE - LEARNER POOL
OPERATING PROCEDURES

1. PURPOSE OF REPORT

- 1.1 Following the review of pool operating procedures at Mill House Leisure Centre, the report seeks to update the Portfolio Holder on recommendations/guidelines, produced by the Health and Safety Executive, in relation to minimum lifeguard numbers required to supervise swimming pools.
- 1.2 The report seeks approval for the adoption of these guidelines and hence an alteration in Learner Pool availability to the public.

2. BACKGROUND

- 2.1 Swimming pools are potentially high risk environments and in view of this, it is essential that premises operating swimming pools and swimming activities carefully plan and manage them effectively in order to ensure safety at all times.
- 2.2 The Portfolio Holder will be aware that in the provision of swimming facilities and activities at the Council's Mill House Leisure Centre, these are conducted within recognised safety standards of the swimming pool industry. As such, the Health and Safety Executive (HSE) document "Managing Health and Safety in Swimming Pools (HSG170)" is recognised as the "bible" for pool designers and operators.
- 2.3 First produced in 1988, the publication is periodically revised to provide up to date guidance to designers and operators with changes in health and safety law and new developments in relation to equipment, facilities and pool supervision arrangements.
- 2.4 As part of our Quest quality assurance systems in place at Mill House Leisure Centre and an update of the HSE guidance therefore, Officers have recently revised the swimming pool operation and the precautions taken to ensure a safe environment for members of the public using the facilities.

3. CURRENT SITUATION

3.1 The review of pool operating procedures highlighted an area of lifeguarding requirements that in accordance with HSE recommendations, now needs to be addressed. This specifically focuses on the operation of the Learner Pool during Adult Only sessions.

3.2 Currently, Adult Only swimming sessions are offered both in the Main Pool and Learner Pool at the following times:-

Mornings	Monday to Friday	up to 10.00 am
Evenings	Mondays/Wednesdays/Fridays	9.00 pm - 10.00 pm
	Tuesdays/Thursdays	8.45 pm - 9.45 pm

3.3 Due to the fact that the learner pool has little or no use during the Adult Only sessions, lifeguards supervising the main pool have, until now, supervised the learner pool during these times. Lifeguards provided are as follows:-

Mill House Leisure Centre - Lifeguard Numbers During Adults Only Sessions Main Pool and Learner Pool		
Approximate Pool Size Mill House Leisure Centre	Area M ²	Number of Lifeguards on Pool Duty
Main Pool Irregular L Shaped	570	} 2
Learner Pool 13.7m x 7.3m	100.1	

3.4 Taking account of the HSE recommendations/guidelines, the minimum number of Lifeguards required to supervise swimming pools are as follows:-

Approximate Pool Size M	Area M2	Minimum Number of Lifeguards	Recommended Minimum Number of Lifeguards in Busy Conditions
20.0 x 8.5	170	1	2
25.0 x 8.5	212	1	2
25.0 x 10.0	250	1	2
25.0 x 12.5	312	2	2
33.3 x 12.5	416	2	3
50.0 x 20.0	1000	4	6

3.5 This, however, sets out those numbers for certain standard sizes of rectangular pools when used for unprogrammed swimming and without the use of pool features, such as diving boards that potentially contribute to hazardous situations.

3.6 At Mill House Leisure Centre, whilst the diving boards and slide are already closed from use during the Adult Only sessions, the Main Pool is an irregular shape, amounting to 570m². Coupled with the Learner Pool, a totally separate pool providing an additional 100m², our assessment in line with this guidance is that three Lifeguards are required, as opposed to the existing

two, if we wish to keep the Learner Pool open during the Adult Only sessions.

4. FUTURE OPTIONS

4.1 There are three options therefore available in relation to the future operation of the Learner Pool during Adult Only sessions:-

(a) Option One - Status Quo

Do nothing and keep existing Lifeguarding arrangements and pool opening hours. Officers would, however, not recommend this option as it would be infringing HSE recommendations and guidelines.

(b) Option Two - Increase Lifeguards on Duty

In order to provide the safe operation of the Learner Pool, an additional Lifeguard be placed on duty during the Adult Only session times. This, however, would have a financial implication in the region of £5,000 per annum and would create a budgetary pressure with the operation of Mill House Leisure Centre.

(c) Option Three - Close Learner Pool during Adult Only Sessions

To avoid a financial impact in meeting HSE requirements, an option would be to keep the number of Lifeguards on duty at two and close the Learner Pool from use, during Adult Only sessions.

4.2 As Option three could potentially could have an impact on the public, staff at the Leisure Centre have been monitoring usage of the Learner Pool as follows:-

	Nos - Adults AM Session	Nos - Adults PM Session
Tuesday, 5th February 2008 to Monday, 14th April 2008	99 (10 Weeks) (44 Sessions)	59 (10 Weeks) (46 Sessions)

4.3 These figures clearly demonstrate that the use of the Learner Pool is relatively low with some customers being observed to only use it to wade through on the way back to the changing room facilities. Some use of the pool is made, however, by those less able customers who may encounter some difficulties in entering the main pool. However, adapted facilities are already available to assist those who may require help with access.

5. CONCLUSIONS

- 5.1 In order to meet HSE guidelines, a change in the operation of the Learner Pool during Adult Only sessions is required. As highlighted in Section 4, several options could be considered.
- 5.2 Option one is not recommended by officers as it infringes HSE guidance. Option two; to increase Lifeguard numbers, has a financial impact whilst Option three, to close the Learner Pool given the relatively low levels of usage would appear to be a reasonable approach to take, recognising some, but minimal impact on the public.

6. RECOMMENDATIONS

The Portfolio Holder is requested to:-

1. Note the recommendations of the HSE in relation to the operation of Swimming Pools.
2. Approve the closure of the Learner Pool to the public during Adult Only sessions as follows:-

Mornings Monday to Friday up to 10.00 am

Evenings Mondays/Wednesdays/Fridays - 9.00 pm - 10.00 pm
Tuesdays/Thursdays - 8.45 pm - 9.45 pm

CONTACT OFFICER: Pat Usher, Sport and Recreation Manager

Background Papers

Managing Health and Safety in Swimming Pools (HSG179) - Health and Safety Executive.

Culture, Leisure and Tourism Portfolio

Report To Portfolio Holder

22 July 2008



Report of: Director of Adult and Community Services

Subject: LOAN OF PAINTING 'GALA DAY AT NEWLYN'
BY STANHOPE FORBES

SUMMARY

1. PURPOSE OF REPORT

To inform on possible loan of the painting 'Gala Day at Newlyn' by Stanhope Forbes.

2. SUMMARY OF CONTENTS

The report focuses on the possible loan of the painting 'Gala Day at Newlyn' by Stanhope Forbes from the permanent collection for an exhibition about Newlyn at Penlee House, Gallery and Museum, Penzance, Cornwall.

3. RELEVANCE TO PORTFOLIO MEMBER

The portfolio member has responsibility for museum issues

4. TYPE OF DECISION

Non key

5. DECISION MAKING ROUTE

Culture Leisure and Tourism Portfolio – 22 July 2008

6. DECISION(S) REQUIRED

To approve the loan of the painting

Report of: Director of Adult and Community Services

Subject: LOAN OF PAINTING 'GALA DAY AT NEWLYN'
BY STANHOPE FORBES

1. PURPOSE OF REPORT

- 1.1 To inform on possible loan of the painting 'Gala Day at Newlyn' by Stanhope Forbes from the museum collections.

2. BACKGROUND

- 2.1 Hartlepool Museums service has been approached to loan the painting 'Gala Day at Newlyn' by Stanhope Forbes, which is part of the museums permanent collections for a temporary exhibition about the village of Newlyn titled '*A Village in Focus: Newlyn*'.
- 2.2 The exhibition is on show at Penlee House, Gallery and Museum, Cornwall 17th January 2009 – 14th March 2009.
- 2.3 The gallery has completed a UK Registrars Group facilities report – detailing environmental conditions, security, location, access and handling.
- 2.4 The work was recently valued by Anderson & Garland auction house of Newcastle and will be fully insured for the duration of the loan by the gallery.
- 2.5 All transport costs will be covered by Penlee House and transported by fine art carriers.
- 2.6 The loan would help raise the profile of the collections of Hartlepool Museums and Heritage Service, as well as giving the opportunity to develop links with other arts organisations.

3. FINANCIAL IMPLICATIONS

- 3.1 None

4. RECOMMENDATIONS

- 4.1 That approval for the loan is given

Culture, Leisure and Tourism Portfolio

Report To Portfolio Holder

22 July 2008



Report of: Director of Adult and Community Services

Subject: ANNUAL DIVERSITY REPORT 2007/2008

SUMMARY

1. PURPOSE OF REPORT

To provide Portfolio Holder with an update on diversity actions completed in 2007/2008 and to provide an overview of key diversity issues for 2008/2009.

2. SUMMARY OF CONTENTS

The report includes an analysis of key achievements and the approach to Diversity in 2008/2009, which is more mainstreamed by being linked to the Business Planning Process. The report also highlights some of the key activities to be undertaken next year.

3. RELEVANCE TO PORTFOLIO MEMBER

Diversity is a major stream of activity.

4. TYPE OF DECISION

Non-key

5. DECISION MAKING ROUTE

Culture, Leisure and Tourism Portfolio – 22nd July 2008

6. DECISION(S) REQUIRED

Portfolio Holder is requested to note the contents of this report.

Report of: Director of Adult and Community Services

Subject: Annual Diversity Report 2007-2008

1. PURPOSE OF REPORT

- 1.1 To provide Portfolio Holder with an update on diversity actions completed in 2007/2008, and to provide an overview of key diversity issues for 2008/2009.

2. BACKGROUND

- 2.1 Diversity issues are of paramount importance to the provision of services, which are fully inclusive, and are provided equally to all sections of the community.
- 2.2 The Council aims to develop an inclusive society and is committed to ensuring all council services are accessible and their provision is free from prejudice and unlawful discrimination and sensitive to the need of all local communities.
- 2.3 Adult and Community Services is contributing to the self-assessment process following the declaration by the Council of achieving the Level 3 Equality Standard for Local Government. The department continues to fully participate in the corporate Diversity Steering Group, and has a well established Diversity Working Group to ensure Diversity issues are fully addressed in the department, Diversity issues are reported on a quarterly basis to DMT.
- 2.4 The department is contributing to the development of the Equality and Diversity Scheme 2008-2011.
- 2.5 Training has been undertaken for staff and managers to ensure diversity issues are understood and addressed. Consultation on a range of issues including reviewing and planning the library service, children's views of the library service and satisfaction levels of sport and leisure centres, occurred in 2007/2009.

3. KEY ACTIONS AND ACHIEVEMENTS 2007/2008

- 3.1 **Appendix A** provides a summary of the key achievements, and actions completed in 2007/2008, this is extracted from the Corporate Annual Diversity Report.

4. ISSUES AND ACTONS 2007/2008

- 4.1 In order to ensure diversity issues are fully mainstreamed Diversity issues have been included within the service planning process for 2008/2009.
- 4.2 Each Service Plan includes diversity objectives, the proposed Diversity Impact Assessments, highlights proposed consultations and includes an Impact Needs Requirement Assessment process which enables departments to assess their services and functions every three years and update this assessment on an annual basis.
- 4.3 The actions identified are then included in the service plans. A summary is included at **Appendix B**.
- 4.4 Diversity actions will therefore be monitored as part of the corporate service-planning database.

6. RECOMMENDATIONS

- 6.1 Portfolio Holder is requested to note the contents of this report.

Appendix A	
<p>Key diversity achievements of the department are:</p> <p>Diversity Objectives 2007/2008</p> <p>Community Services Division</p> <p>Libraries:</p> <ul style="list-style-type: none"> • To work with Adult Services to source funding to deliver reading group for people who receive vehicle delivered library services • To hold the 'Made in Britain' promotion of African, Caribbean and Asian literature in the library • To hold a reading group for people with Mental Health issues and to work providing reading and literature services at Sandwell Court • To develop reading and literacy services to people suffering from Alzheimer's disease • To work with NDC in developing the Connecting Cultures project <p>Sport and Recreation:</p> <ul style="list-style-type: none"> • To consult with users whose first language is not English to improve and expand range and availability of services • To gain English Federation of Disability (EFDS) via its 'Count Me In' initiative. • To develop a football tournament 	<p>Progress Made</p> <p>Some work has been done in this area but as yet no funding has been secured.</p> <p>This was held successfully as a promotional display which was circulated around all library service points. A variety of reading based services have been established on a regular footing and have received recognition from such external observers including a mention on Radio 4.</p> <p>This has been established.</p> <p>The first phase of the project was run successfully with good attendance and contributions from the Polish, Philipino, Pakistani and Bangladeshi communities.</p> <p>Staff have liaised with Talking with Communities in Autumn 2007. In particular, links have been made with the Chinese community. GP referral Coordinators have liaised with the Salaam Centre and are now providing women only sessions as a pilot on the Hartlepool Exercise for Life Scheme.</p> <p>Accreditation has been achieved.</p> <p>A Football Festival was held as part of</p>

<p>as part of the Special Olympics programme</p> <ul style="list-style-type: none"> • To revise all promotional material to ensure that it is available in a range of accessible formats • To work with Adult Care to provide a better range of services and activities for older people <p>Parks and Countryside</p> <ul style="list-style-type: none"> • Consolidate the Summerhill Tea Shop café and meeting catering project in conjunction with the Havelock Centre 	<p>the Special Olympics program in July 2007. The event spanned two days and involved 25 teams.</p> <p>The Pool Programme for Mill House Leisure Centre has been revised and is available in large print and other languages on request. The main activity programme for Mill House and The Headland Sports hall are available in large print and other languages on request.</p> <p>Grants have been approved for Shopmobility (access, advice and information for disabled adults and their families and carers) Epilepsy Outlook (support for adults with the condition, their families and carers), Hartlepool Deaf Centre (support for young people and adults, their families and carers). The Communities Activities Network has been linking with the 50+ forum to aid the development of activities for older people. The Walks programme has been successful in receiving funding to develop walks of higher difficulty targeting the over 45s. Staff from Sport and Recreation have met with social care staff regarding the promotion of their services to service users with mental health problems. Sessions in sheltered accommodation have been offered and a number of chair mobility sessions are currently available in a number of locations. The Sportability Club (adults with disabilities) have been supported by Sports Development in terms of providing staff, transport and venues at reduced rates.</p> <p>The Summerhill Café continues to be run in conjunction with the Havelock Centre. The shop provides catering at the Summerhill visitor centre at weekends and on holidays. The Tea Shop also provides catering for meetings at Summerhill.</p>
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<ul style="list-style-type: none"> • Host part of the 2007 Kannada Balaga event at Summerhill 	<p>A successful Kannada Balaga event was held in May 2007 with approximately 400 people attending</p>
<ul style="list-style-type: none"> • Stage archery activities at Summerhill as part of the EFDS key sports initiative 	<p>An event was held in September 2007 in partnership with the English Federation of Disability Sport (EFDS)</p>
<ul style="list-style-type: none"> • Continue to develop Countryside Volunteer Service linking with HVDA and Mental Health Service Providers 	<p>Countryside Volunteers have developed closer links with the Havelock Centre with two new volunteers currently in the vetting system. Work with the Brougham Centre has begun making bird and bat boxes.</p>
<ul style="list-style-type: none"> • Conduct a Visitor Survey of all Local Nature Reserves 	<p>An initial visitor survey questionnaire has been completed.</p>
<ul style="list-style-type: none"> • Ensure that countryside events are accessible to all including wheelchair users and listed in the Wild About Hartlepool Leaflet. This would include promotion of the Forest Mobility Scheme in Summerhill 	<p>Continue to aim to make events accessible to all and have continued to promote forest mobility via Hartlepool Voluntary Development Agency (HVDA).</p>
<ul style="list-style-type: none"> • To support the development of the Allotment Project at Waverley Allotments involving Service Users and Volunteers for the Integrated Mental Health Service 	<p>Work on the allotment project continues. There are currently a range of people involved in this developing project including older people, people with disabilities people and people recovering from substance misuse.</p>
<ul style="list-style-type: none"> • To achieve the Green Flag Award for Summerhill 	<p>Not achieved for 2007 but following improvements to parks, have entered the scheme for 2008.</p>
<p>Adult Education</p> <ul style="list-style-type: none"> • Ensure access to a range of accredited learning to allow adults to achieve a national qualification 	<p>Ongoing</p>
<ul style="list-style-type: none"> • Ensure access to a range of learning activities to encourage participation 	<p>Ongoing</p>
<ul style="list-style-type: none"> • Ensure access to a range of support activities to remove barriers to learning 	<p>Ongoing</p>

<ul style="list-style-type: none"> • Provide access to outreach information, advice and guidance. <p>Museums and Heritage</p> <ul style="list-style-type: none"> • Development of Arts, Museums and Events service activities on HBC Community Portal • Promotion of regular new exhibitions at Hartlepool Art Gallery and Museum of Hartlepool to diverse audiences. • Promotion of Renaissance in the region. • Provide opportunities for members of the public to visit archaeological sites and to become involved in archaeological work. • Provide interpretation for culturally diverse audiences. • Install audio/visual kiosks in Hartlepool and partner Museums. <p>Strategic Arts and Events</p> <ul style="list-style-type: none"> • Deliver programme of accessible events and arts development activity. 	<p>Ongoing</p> <p>Ongoing</p> <p>Draft of the exhibitions programming policy has been prepared. Currently undergoing internal consultation.</p> <p>Renaissance is continually promoted with a number of outreach educational projects being targeted at key audiences of C2DE, BME and people with disabilities.</p> <p>Opportunities to visit sites and become involved in the work were provided at the Summerhill Romano-British Excavation and with an open day at the Catcote site.</p> <p>Relevant improvements to interpretation at the Museum of Hartlepool are to be incorporated in to the museum redisplay project.</p> <p>The procurement of hardware and software is now complete. Installations dates are being planned.</p> <p>A number of events and initiatives have been held during 2007/2008 and include:</p> <ul style="list-style-type: none"> • 'Across the Sea to New Horizons' – a mini festival of events to celebrate the two hundredth anniversary of the abolition of Transatlantic slavery. • The formation of Flex Hartlepool – a dance group for people with learning disabilities. • A sequence of workshops with a concluding performance of the
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<p>Support Services Supporting People</p> <ul style="list-style-type: none"> • Collate information regarding housing related support needs of diverse communities in Hartlepool • Assess services for compliance with the Disability Discrimination Act • Seek to have representative on Partnership Board representing disability and/or BME groups • Ensure 20% of Supporting People services are at a Level B (denoting good practice) in the Quality Assessment Framework (QAF) for Diversity • Carry out and assessment of accessibility on all Supporting People services 	<p>traditional South Asian sacred dance from Kathakali, by the Kala Chethena Kathakali Company at High Tunstall College of Technology.</p> <ul style="list-style-type: none"> • The creation of 'Let's make a Burbank Pantomime' community arts development project being run in partnership with Momentum Arts with the intention of using arts skills to enhance confidence. • Also with Momentum Arts, the start of an intergenerational visual arts project 'artpool' intended to bring young and elderly people together to address issues relating to the exclusion of older people. <p>Have started gathering this information as part of the Housing Needs Assessment and review of Supporting People strategy.</p> <p>Services provide details of accessibility</p> <p>The Diversity Officer attends the Partnership Board together with a service user with physical disabilities.</p> <p>The review programme for Supporting People is set out over a three year period up to 2010. The total figure will not be known until all reviews are completed. The target for achieving Level B will be increased to 30% for achievement by 2010.</p> <p>All providers have been requested to provide information on what arrangements are in place to cater for different needs. This information has been incorporated in to the revised service directory which is now available.</p>
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<p>Adult Services Division</p> <p>In December 2007 the department launched 'In Control – Total Transformation Pilot'. The pilot provides policies and tools for self-directed support. The service promotes and supports independence and access to services dependant upon individual need. Such individualised services promotes equality and recognises diversity by increasing awareness and access to culturally and/or gender sensitive and diverse services and information.</p> <p>Disabilities</p> <ul style="list-style-type: none"> • Update ESAT documentation and collate supporting evidence for level 3 • Ensure DIA & INRA training is refreshed to team managers • Identify key people responsible for updating policy and reviewing DIA's <p>Older People</p> <ul style="list-style-type: none"> • Update of Older People's Strategy Action plan – May 2007 then quarterly, reporting to Older People' Local Implementation Team and to 50+ Forum 	<p>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. This trend is continuing across all groups.</p> <p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Strategy reviewed and reported to the Local Implementation Team and 50+ Forum.</p>
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3.1 Appendix B

Key Diversity objectives and targets set for 2008/2009

Adult Service Division:

- Revise telecare strategy to increase capacity to 200 units and include Extra Care.
- Revise carers strategy to ensure carer involvement and increased participation.

Disabilities and Mental Health

- Promote social inclusion by ensuring that service response is in line with person-centred plans.
- Explore staff understanding of the links between spirituality and mental health.
- Tackle social exclusion by ensuring robust information systems/data collection systems are in place to track the numbers of people helped to gain/retain work and access vocational opportunities and mainstream services.

Older People

- Review of Older People's Strategy Action Plan – ongoing process, reporting to the Older People's Local Implementation Team and 50+ Forum.
- Continue to increase awareness of the Older People's strategy.

Support Services

Supporting People:

- Ensure 30% of Supporting People services are at a Level B (denoting good practice) in the Quality Assessment Framework (QAF) for Diversity by 2010.
- Assess the cultural sensitivity of Supporting People services in Hartlepool
- Continue to carry out assessments of accessibility on all Supporting People services

Community Services

Parks and Countryside

- To achieve the Green Flag Award for Summerhill
- To achieve the Green Flag award for Ward Jackson Park
- Conduct Visitor Surveys of all Local Nature Reserves
- To undertake a countryside access questionnaire for young people in Hartlepool to determine existing use of the countryside and help to develop future services.
- Work with the organisations dealing with vulnerable groups to provide 30 activities at Summerhill, including Archery, Walking, Orienteering, Climbing and High Ropes

Sport and Recreation

- Develop opportunities for BME women to access the Hartlepool Exercise for Life Scheme (HELP)
- Produce easy guides and programmes of activity for display at key sites for users accessing Mental Health services

- Source further funding to continue the Drug Intervention Programme and Disability Community Sports Coach posts for a further year.
- Deliver the 'Women's Begin to ...' Programme working in specific areas of the town

Work with Hart Gables to deliver the Gay Olympics

Adult Education

- Ensure access to a range of accredited learning to allow adults to achieve a national qualification
- Ensure access to a range of learning activities to encourage participation
- Ensure access to a range of support activities to remove barriers to learning
- Provide access to outreach information, advice and guidance

Libraries

- Attend LGBT meeting to discuss library services
- Increase participation of boys in Summer Reading Challenge
- Review access and support to the profoundly deaf

Museums and Heritage

- Continue to develop the Museums and Heritage presence on the HBC Community Portal
- Continue to work with stakeholders and other organisations to maximise visitors/audiences through new initiatives/promotions.
- Continue to promote Renaissance in the region.
- Install the Audio/Visual kiosks and explore using the kiosks to showcase art collections
- Deliver an anti-bullying project.

Strategic Arts and events

- Deliver the Hartlepool Maritime Festival 2008
- Support and deliver live theatre performances in Ward Jackson Park
- Devise and deliver October mini-festival of inclusion
- Create Community Arts Forum and devise and run two pilot projects
- Devise, support and encourage Youth Drama Inclusion initiative

The Department has undertaken 11 impact assessments on the following services-

Mental Health

Disability

Older People

Adult Education

Sport and Recreation

Libraries

Museums and Heritage

Strategic Arts and Events

Parks and Countryside

Support Services

Supporting People

CULTURE, LEISURE AND TOURISM PORTFOLIO

Report To Portfolio Holder

22nd July, 2008



Report of: Director of Adult and Community Services

Subject: SPORTS DEVELOPMENT - DEVELOPMENT OF
OUTDOOR ACTIVITIES TEAM BUILDING TRAILER

SUMMARY

1. PURPOSE OF REPORT

To inform the Portfolio Holder of the development of a Team Building Trailer as part of Sport and Recreation's Sports Development Outdoor Activities Service.

2. SUMMARY OF CONTENTS

The following report outlines the development of a Team Building Trailer as part of the Outdoor Activities Service and serves to update the Portfolio Holder on progress made to date.

3. RELEVANCE TO PORTFOLIO MEMBER

Culture, Leisure and Tourism Portfolio includes Sport and Recreation.

4. TYPE OF DECISION

Non-key.

5. DECISION MAKING ROUTE

Culture, Leisure and Tourism Portfolio - 22nd July, 2008.

6. DECISION(S) REQUIRED

Comments from the Portfolio Holder are welcomed.

Report of: Director of Adult and Community Services

Subject: SPORTS DEVELOPMENT - DEVELOPMENT OF
OUTDOOR ACTIVITIES TEAM BUILDING TRAILER

1. PURPOSE OF REPORT

- 1.1 To inform the Portfolio Holder of the development of a Team Building Trailer as part of Sport and Recreation's Sports Development Outdoor Activities Service.

2. BACKGROUND

- 2.1 As the Portfolio Holder will be aware from a report previously submitted to Culture, Leisure and Transportation Portfolio on 15th August, 2006, the Outdoor Activities Service is an integral element of the Sports Development Team's service delivery, operating under a licence from the Adventurous Activity Licensing Authority (AALA).
- 2.2 The delivery of outdoor activities, as such, is commonly recognised as something that requires the full and thorough attention of highly trained and professional instructors. This is in order to ensure that users can participate in a safe and appropriate manner. However, at times, whilst this is absolutely fundamental to the delivery of activities, the safety constraints do, on occasions, prove to be a limiting factor to the wider accessibility of the service.
- 2.3 The main area of concern specifically has been around participant to instructor ratios that the service has to adhere to. This reduces our capacity to be able to offer opportunities to participate to a wider audience and thus Officers have examined new ideas to overcome this taking account of the following:-
- Increasing the opportunities available to the general public to participate in outdoor activities, thus increasing participation.
 - Removing the element of risk so that qualified outdoor activity instructors are not required to run the activities.
 - Limiting or reducing the need for the core outdoor activities staff to be involved in the activity so that it can be self sustaining, running alongside some other activity/development.

3. TEAM BUILDING TRAILER DEVELOPMENT

- 3.1 As a result of the challenges detailed at paragraph 2.3, the concept of a mobile team building resource facility was developed.
- 3.2 Whilst many target groups were identified who maybe interested in making use of such a resource, Officers saw an opportunity to target schools, where they have a responsibility for the personal and social development of young people. Owing to this, Officers saw the potential for teaching and learning opportunities to be made through team building activities and experiences.
- 3.3 Through a shared funding partnership arrangement with the Partnership Development Manager for Hartlepool's School Sport Partnership, the mobile trailer unit was thus developed at a cost of £2,000, creating a resource that could be placed at a school site and left for trained teachers to deliver.
- 3.4 The Unit offers the ability to deliver fourteen different activities. Examples of these are as follows:-
- **Egg Drop** – Group/s are required to drop an egg from a height without the egg breaking. In order to do this they have a range of equipment available to them, e.g. string, cotton wool etc. Each group receives the same amount of equipment and are set apart so they cannot copy one another. They have 40 minutes to complete their task when all groups come together to test their theories and equipment.
 - **Swamp Cross** – This is a team challenge where the aim is for the whole group to cross from one side of a 'swamp' to the other. Using a series of 'rocks' (carpet tiles/crates etc.), the group have to move across without "falling in".
- 3.5 Any teaching staff wishing to make use of the trailer have to be trained by our Outdoor Activities staff, which is mandatory and a syllabus has been specifically developed to cover such things as team development, speaking and listening skills etc.
- 3.6 Resource packs have also been developed for individual participants. These consist of laminated activity cards for the purpose of enabling staff and students to run sessions and fully understand the tasks involved
- ### 4. CURRENT PROGRESS
- 4.1 To date, four training days have been held for schools, resulting in 31 trained teachers, who can now make use of this service.
- 4.2 The first two day hire period in March by St Cuthbert's School resulted in 163 children accessing the trailer, a participation figure far surpassing anything we have been able to offer previously within the Outdoor Activities Service.

4.3 Further bookings have been made for this financial year by Hartlepool schools for a total of 33 days. We anticipate therefore that nearly 2,500 children will be accessing the service throughout these hire periods.

4.4 The trailer has proved to be a resounding success amongst the schools and we have received some excellent feedback from them in this respect:-

"We have had a fantastic two days with the Team Building Trailer. All of the children (including Y1, as activities can easily be differentiated) have experienced three or four activities. All teachers have to do is 'point the children in the right direction' and let them complete the task! The challenges have brought out important issues for the older children, such as the value of teamwork and accepting other people's ideas." Mrs. Cronin PLT Elwick Primary.

"All Y1/2 children loved the activities and started to show signs of great teamwork. The hardest thing as a teacher is to 'step back' and let them get on with it, but it is so important to do this and the rewards for the children are immense." Miss Pickles Y1/2 teacher.

"The children thoroughly enjoyed the activity and wished they could have done more. Some of the children really shone and demonstrated great leadership qualities! It enabled them to realise the benefits of team work." Mrs. Murphy Y3/4 teacher.

4.5 During a recent routine inspection visit by AALA, whilst the Team Building Trailer activities are not classed as licensable, the Inspector showed great interest in the development of this service. Comments in relation to the innovative approach taken were made as well as a suggestion of it being a model of best practice were very pleasing to be received.

5. FINANCIAL IMPLICATIONS

5.1 Apart from the initial cost of £2,000 to establish the trailer, part-funded by Hartlepool's School Sports Partnership, the trailer has proved to be self sustaining through the level of income generated.

5.2 Training for staff is charged at £45.00 per person, the hire charge for the trailer is £45.00 per day and resource packs for individuals are charged at a fee of £7.40 per person. To date (July 2008), income generation amounts to £2,925.

6. RECOMMENDATIONS

Comments from the Portfolio Holder are welcomed.

CONTACT OFFICER: Pat Usher, Sport and Recreation Manager

Background Papers

Culture, Leisure and Transportation Portfolio, 15th August, 2006 - Outdoor Activities
- Development and Staffing.

CULTURE, LEISURE AND TOURISM PORTFOLIO

Report To Portfolio Holder

22 July 2008



Report of: Director of Adult & Community Services

Subject: ANNUAL COMPLAINTS REPORT
1 APRIL 2007 – 31 MARCH 2008

SUMMARY

1. PURPOSE OF REPORT

To present the third Annual Complaints Report of the Adult & Community Services Department on complaints and representations for the period 1 April 2007 to 31 March 2008.

The Annual report is attached as **Appendix A** to this report.

The Annual Report is a means by which information is provided on the complaints framework. To this end, it draws together information in relation to complaints that have been received and dealt with during the reporting period.

Complaints relating to Community Services come within the Authority's Corporate Complaints Framework which is also reported to the Performance Management Portfolio.

2. SUMMARY OF CONTENTS

The report provides an overview of complaints, compliments and representations received during the reporting period.

The report offers an opportunity to demonstrate learning that has occurred from complaints and also consideration of trends emerging through the year's activity within the Complaints Framework.

The content of the Report includes the following areas:

- Types of complaints and representations received 2007/08
- Profile data on complainants
- Outcomes of complaints
- Compliance with timescales
- Learning lessons and service improvement

The Report provides an analysis of recorded complaints, compliments and representations and draws comparisons with the previous year. To this end, performance is highlighted in a range of areas and practice issues are considered.

3. RELEVANCE TO PORTFOLIO MEMBER

Service is within the Portfolio Member's responsibility.

4. TYPE OF DECISION

Non-key

5. DECISION MAKING ROUTE

Culture Leisure and Tourism Portfolio – 22 July 2008

6. DECISION(S) REQUIRED

That the Report be received and proposals for development of the Complaints Framework be noted.

Report of: Director of Adult & Community Services

Subject: ANNUAL COMPLAINTS REPORT
1 APRIL 2007 – 31 MARCH 2008

1. PURPOSE OF REPORT

- 1.1 To present the third Annual Complaints Report of the Adult & Community Services Department on complaints, compliments and representations for the period 1 April 2007 to 31 March 2008.

2. BACKGROUND

- 2.1 The Annual Complaints Report provides data and information about activity in relation to operation of the Complaints Procedures for both Adult Care Services and Community Services.
- 2.2 The Annual Report outlines performance in a range of areas and also highlights areas for development to ensure continued improvement in the management and handling of complaints and representations.

3. FINANCIAL IMPLICATIONS

- 3.1 There are no financial implications of the report.

4. RECOMMENDATIONS

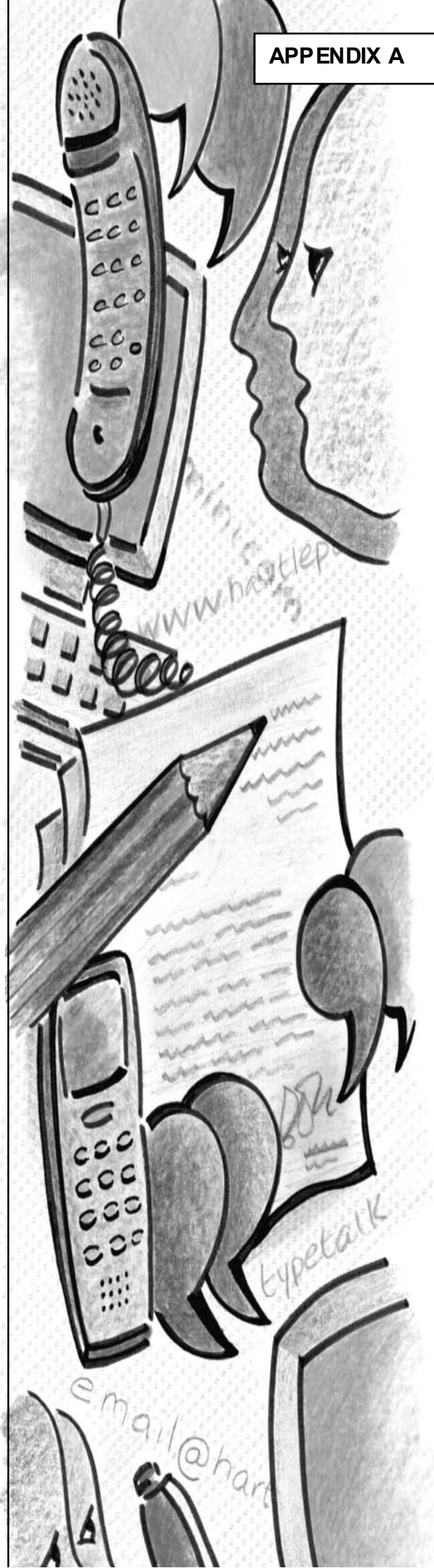
- 4.1 That the Report be received and proposals for development of the Complaints Framework be noted.

Complaints, Compliments and Representations

Annual Report

1 April 2007 –
31 March 2008

Adult and Community Services Department



Complaints, Compliments and Representations Annual Report 1 April 2007 – 31 March 2008

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Complaints, Compliments and Representations Annual Report 1 April 2007 – 31 March 2008

1. Introduction

Welcome to Hartlepool Borough Council's Adult & Community Services Department's 3rd Complaints, Compliments and Representations Annual Report. The report covers the period 1 April 2007 to 31 March 2008.

This report will be presented to the Portfolio Holders for Adult & Public Health Services and Culture, Leisure and Tourism. It will also be provided to the Commission for Social Care Inspection (CSCI) and be made available to members of the public and the Adult & Community Services workforce.

The report outlines:

- Representations and their outcome during the reporting period;
- Lessons learned and resulting improvements following enquiry into complaints;
- Performance in relation to our handling of complaints.

2. Background

Complaints and compliments are valued as an important source of feedback on the quality of services. Each complaint is investigated and, where appropriate, redress made. Equally important is the work to learn lessons to prevent a repeat of any failure in service quality.

3. Complaints Framework: Adult Social Care and Community Services

The framework within Hartlepool Borough Council's Adult & Community Services combines the Statutory Complaints Procedure relating to Adult Social Care; also the Corporate Complaints Procedure relating to Community Services.

The overall responsibility for both areas rests with the Department's Complaints Manager/Assistant Director (Support Services).

The frameworks cover situations where there is dissatisfaction about actions, decisions or apparent failings of services within the Department.

The Statutory Complaints Framework is derived from the following legislation:

- Health and Social Care (Community Health & Standards) Act 2003;
- Local Authorities Social Services Complaints (England) Regulations 2006. Guidance, issued by the Department of Health, entitled '*Learning from Complaints, Social Services Complaints Procedure for Adults*' accompanies the legislation.

4. Principles and Outcomes

Good handling of complaints and representations involves:

- Keeping the complainant at the centre of the complaints process;
- Being open and accountable;
- Responding to complainants in a way that is fair;
- Being committed to try to get things right when they go wrong;
- Seeking to continually improve services.

Both statutory complaints regarding the Department's Adult Social Care, also, Corporate Complaints regarding Community Services are underpinned by the following:

- A procedure that aims to be fair, clear, robust and accessible;
- Support being available to those wishing to make a complaint;
- Timely resolution following enquiry into complaints/representations;
- Lessons being sought following complaints and services being improved;
- Monitoring being used as a means of improving performance.

5. Adult Social Care Complaints

There are up to 3 stages to the Statutory Complaints Procedure as follows:

- | | |
|---------|---|
| Stage 1 | Known as 'Local Resolution', this is an informal problem-solving stage at which most complaints are resolved. |
| Stage 2 | Known as 'Investigation', this is a formal stage where an independent investigation is undertaken by an officer who is not an employee of the Council. |
| Stage 3 | Known as 'Review Panel', this is where consideration is given to the thoroughness and fairness of the Stage 2 investigation and the Department's response to the investigation. |

6. Community Services Complaints

The process in relation to Corporate Complaints within Community Services is as follows:

- | | |
|------------------|--|
| Formal Complaint | Where a person remains dissatisfied with the service they have received or a decision made, they have the right to take their complaint to a formal stage. The complaint will be investigated by an Officer not directly connected with the action or decision being complained about. |
|------------------|--|

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Appeal

If a person remains dissatisfied with the response to their formal complaint, they have the right for the matter to be referred to the relevant Portfolio Holder who will review the documentation connected with the complaint and decide whether or not the appeal should be heard by the General Purposes (Appeals) Committee.

7. Training

Although 4 training sessions would ordinarily be held during the year, only one training session was provided during the reporting period to 7 members of the Department's Adult Social Care workforce in February 2008. This was due to a Departmental restructure (June 2007) and new arrangements/staff responsibilities in relation to the handling of the Department's complaints and representations.

Three members of staff from Community Services have taken up the offer of a one-day training session, '*Good Complaint Handling Course*', which was commissioned corporately and run by the Local Government Ombudsman's office in September 2007.

8. Public Information

Information about the Complaints and Representations framework is accessible via the Council's public access points and also the Council's website. Additionally, carers and service users of Adult Social Care are provided with leaflets when they take up a new service and also when care plans are agreed and reviewed.

Information in other formats such as large print, Braille, audio tape or translation in languages other than English are made available upon request. There is also available an easy-read format of the Statutory Adult Social Care Complaints Procedure.

9. Summary of Representations in Adult Social Care

(a) Compliments

Compliments are generally recognised to be an indicator of good outcomes for service users and carers. They also serve to provide wider lessons regarding the quality of services.

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During the reporting period, 74 compliments have been received relating to Adult Social Care. Table 1 provides some examples of compliments received during 2007/08.

(b) Concerns

One service user and a carer made representations that were not formal complaints. These were dealt with seriously and thoroughly so that they could afford opportunities to improve services. Table 2 provides details of the concerns received during the year.

(c) Summary and Analysis of Complaints

Complaints Received

In comparison to last year, the number of complaints investigated has increased by one with 14 complaints being investigated. There were no occasions during the reporting period where complaints were subsequently withdrawn.

Business Units

The table below provides a comparison of the number of complaints received by individual Adult Social Care Business Units with those of the previous year.

ADULT SOCIAL CARE		
	2007/08	2006/07
Older Persons	6	7
Disabilities	4	6
Adult Mental Health (Integrated Service)	0	3
Support Services	4	2
Sub total	14	18
Less complaints withdrawn	0	5
Total investigated	14	13

In summary, there were no complaints received this year relating to Mental Health Services. Complaints about Disabilities Services have slightly decreased in comparison to the previous year. The slight increase in complaints relating to Support Services and decrease in those relating to the Older Person's Service may be attributable to the User Property and Finance Service having been transferred to Support Services from the Older Person's Business Unit during the reporting period.

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Nature of Complaints

Table 3 outlines factors giving rise to complaints. Also detailed is the action taken and lessons learned in relation to them.

Origin and Contact Method

The source of complaints received during the year is as follows:

- 2 (14%) from males
- 12 (86%) from females

- 3 (21%) from service users (one of whom was supported by an Advocate)
- 11 (79%) from relatives (one of who was supported by an Advocate)

- 5 (36%) via completion of a complaints form
- 7 (50%) via a letter
- 2 (14%) via a telephone call

In comparison to last year, this represents a slight decrease in the number of complaints from males and fewer complaints directly from service users. No complaints were received this year by electronic means.

Stages 1, 2 and 3

Efforts have continued by Officers to resolve complaints as quickly as possible at the closest point of contact with service users and their carers.

Eleven (79%) of the 14 complaints received were resolved and concluded at Stage 1. This is a decrease on the past 2 years where 85% of complaints were resolved and concluded at Stage 1. However, 2 (14%) of the 14 complaints received progressed straight to Stage 2 without first being considered at Stage 1.

Stage 2 of the complaints procedure represents a formal process for investigation and resolution of complaints. During the year, 3 complaints were investigated at Stage 2. This included 2 complaints from this reporting period that were *not* first considered at Stage 1; also, a complaint that progressed to Stage 2 from 2006/07. One complaint considered at Stage 1 is currently ongoing at Stage 2 and will therefore be carried forward into the next reporting period (2008/09).

Of the 3 complaints investigated at Stage 2, one was resolved. In the 2 remaining complaints, one was progressing Stage 3 but, sadly, the complainant died before the scheduled Stage 3 Review Panel had taken place. The remaining complaint has not progressed to Stage 3 but has

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been progressed by the complainant to the Local Government Ombudsman.

Two Stage 3 Review Panels were held in this reporting period (April and June 2007). However, these related to complaints which were carried forward from previous reporting periods.

Interim Costs

Costs associated with Adult Social Care Stage 2 investigations completed during the year totalled £9,272. Additional costs incurred in connection with Independent Investigating Officers' attendance at Stage 3 Review Panels totalled £353. These costs do not include any projected costs that are ongoing for Stage 2 investigations beyond this reporting period.

Compensation

A sum of £12,401 was awarded to a complainant where injustice was identified in relation to a complaint made in 2005/06.

Time Taken to Respond to Complaints

RESPONSE TIMES	ADULT SOCIAL CARE	
No. of Working Days	No. of Complaints	
	Stage 1	Stage 2
0 - 20 working days	7	0
21 – 40 working days	2	0
40 – 65 working days	2	2
Over 65 working days	0	1
Total	11	3

Stage 1

The Complaints Procedure is required to operate within specified statutory timescales. It is envisaged most complaints at Stage 1 will be concluded within 10 working days, although there is scope for this to be extended to a maximum of 20 working days.

There were 4 Stage 1 complaints where the response fell outside the required timescale. The table above shows that 7 (63%) of complaints were dealt with within requisite timescales. Of the remaining 4 complaints: 1 was dealt with within 23 working days, 1 within 31 working days and the remaining 2 within 42 working days. The latter 2 complaints were delayed due to pacing the enquiries to meet the complainant's needs and one being particularly complex and having 12 separate elements.

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Stage 2

A Stage 2 investigation should be completed within 25 working days from the date on which the complainant's request for a Stage 2 investigation is received. However, this can be extended to a maximum of 65 working days where it is not possible to complete an investigation within 25 working days.

There was one Stage 2 complaint where the response was outside the required timescale. The table shows that 2 of the 3 completed Stage 2 complaints were completed within the requisite timescale of 65 working days. The remaining Stage 2 investigation was concluded within 133 working days. Delays encountered in the investigation were owing to a number of factors which included:

- Complainant's request for delay in the Stage 2 investigation beginning;
- Protracted process for meetings to clarify the numerous elements of complaint for investigation and also desired outcomes;
- Unforeseen circumstances necessitating the complainant's Advocate to cancel and rearrange meeting;
- Royal Mail postal strikes;
- Holiday commitments of both the complainant and Independent Investigating Officer appointed at Stage 2;
- Non availability of individuals for interview during peak holiday period;
- Arrangements unavoidably cancelled/delayed owing to the complainant's ill health.

Complaint Outcomes

All complainants received written findings and conclusions following investigation into their complaints. Outcomes of complaints received during the year are summarised at Table 3.

Of the 11 complaints concluded during the year at Stage 1:

- 2 were upheld
- 5 were partially upheld
- 3 were not upheld
- 1 was inconclusive

Of the 3 complaints investigated during the year at Stage 2:

- 1 was partially upheld (carried forward from 2006/07)
- 2 were not upheld

Some of the service improvements resulting from complaints during the year are detailed at Table 3.

10. Summary of Representations in Community Services

(a) Compliments

During the year, 7 compliments relating to Community Services have been recorded; 2 related to Strategic Arts and 5 related to Museums and Heritage. Table 4 provides some examples of compliments received during 2007/08.

(b) Summary and Analysis of Complaints

Complaints Received

In comparison to last year, the number of Community Services complaints received have decreased; with 8 complaints being received compared to 13 in the previous year (2006/07). One complaint was withdrawn during the reporting period and is expected to progress via an insurance claim route.

Business Units

COMMUNITY SERVICES		
	2007/08	2006/07
Adult Education	0	0
Parks & Countryside	2	1
Libraries	0	1
Sports & Recreation	4	8
Museums and Heritage	1	1
Strategic Arts	1	2
Total investigated	8	13

The table above provides comparison of complaints received by individual business units.

Nature of Complaints

Table 5 provides factors giving rise to complaints and, from these, some of the lessons that have been learned.

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Origin and Contact Method

The source of complaints received during the year is as follows:

- 2 (25%) from males
- 6 (75%) from females

- 3 (37.5%) via completion of a complaints form
- 1 (12.5%) via letter
- 1 (12.5%) via e mail
- 3 (37.5%) via telephone

Costs

One complainant had their entry fee to an attraction reimbursed. There have been no other costs connected with investigating and responding to Corporate Complaints.

Time Taken to Respond to Complaints

The Corporate Complaints Procedure is required to operate within a timescale of 15 working days. Of the 8 complaints investigated, 6 complaints, (75%), were responded to within the requisite timescale. The remaining 2 complaints were responded to within 26 working days and 63 working days respectively. The complainant, in relation to the latter, was regularly kept fully informed and updated regarding progress.

Complaint Outcomes

All complainants received written findings and conclusion following enquiry into their complaints. The outcomes of complaints received during the year are summarised at Table 5.

11. Local Government Ombudsman

Complainants who are dissatisfied with the investigation and/or outcome of their complaint may refer to the Local Government Ombudsman for adjudication.

During the year, there have been 2 complainants who have approached the Local Government Ombudsman's Office for consideration of their complaints. One related to a Community Services complaint that was resolved locally. The other was covering Adult Social Care and had *not* first been considered at a Stage 3 Review Panel. The latter is currently being considered by the Local Government Ombudsman. The outcome, following the Ombudsman's investigation, will be included within the next Annual Report (2008/09).

12. Satisfaction Surveys

Complainants' views are sought on the way the Complaints Procedure operates in Adult Social Care. They are routinely asked to give feedback about their experiences in using the Complaints Framework.

Responses are provided through completion of questionnaires by complainants. During the year, 9 complainants were issued with a complaints satisfaction survey; 44% of whom provided feedback. Reasons for non issuing of the survey/non return includes situations where the complaint investigation was ongoing or progressed directly to the next stage.

Results from 2007/08 Complaints Satisfaction Survey are detailed at Table 6.

13. Lessons Learned

Lessons learned are an important aspect of the Complaints Framework. Tables 3 and 5 respectively outline the context of some improvements that have been put in place as a direct result of complaints and representations received in both Adult Social Care and Community Services.

14. Advocacy

Advocacy provision is routinely highlighted to complainants when their complaint is acknowledged. To this end, they are provided with a copy of the Department's public information material.

Advocacy services are available through local advocacy providers. These include:

- Citizens Advice Bureau (CAB)
- Advocacy Information Foundation
- Hartlepool MIND
- Hartlepool Carers

During 2007/08, a total of 3 complainants (this included one complaint carried forward from 2006/07) sought use of an Advocate to support them with their complaints. Two utilised the services of CAB and the other used the services of Advocacy Information Foundation.

15. Conclusions and Way Forward

At the centre of each representation we strive to achieve a person-centred approach with a plan for handling/progressing each complaint. Particular areas of importance will continue to be the provision of an explanation to

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complainants, appropriate apology and any subsequent service improvements.

Effective handling of complaints is due in part to appropriate consideration and planning as to how a complaint will be handled. To this end, training and briefings to members of the workforce during the coming year will include a focus on this aspect of complaints management. Included in this will be systematic consideration of risk in terms of the likelihood of recurrence of incidents or events giving rise to complaints.

Activity during the coming year will include:

- Promoting staff awareness in relation to compliments; also enabling lessons to be learned and thereby helping to improve services.
- Extension of current satisfaction survey feedback to include corporate complaints/representations.
- Undertaking work to ensure appropriate preparation for national changes to the Statutory Complaints Framework during 2008/09.

TABLE 1

**EXAMPLES OF COMPLIMENTS RECEIVED ACROSS
ADULT SOCIAL CARE BUSINESS UNITS**

“I had to write to you a short note to express my thanks for the help and care received from the OT. She visited my home and listened with patience and understanding and I felt so confident of her advice and knowledge. She really has been a great help to me and my husband. It is easy to complain about public services, but I want you to know I have nothing less than praise for this lady. Please thank her for me.” **(From a Service User regarding an Occupational Therapist)**

“I would like to say a very big thank you for all the help, patience and care you have given me in the time we have spent together. I would not have been where I am today without the care and attention you gave me to get my life together and you have offered in the future if I ever need you again. I now have a life to look forward to and am determined to live it to the full extent with a new confidence thanks to you.” **(From a Service User regarding Mental Health Services)**

“I would just like to say how grateful I am for the support and motivation of your team from the Adult and Community Services Intensive Care Support Team. Very special thanks go out to my support worker. Without the help and guidance I would be really “stuck in a rut”. She deserves the utmost accolade and praise as she pulls all the stops out to help anyone and her caring nature is second to none.” **(From a Service User regarding a Support Worker from the Intensive Support Team)**

“Since I have needed help with agoraphobia I would like to state the help and support has been second to none. The Worker has shown me patience and understanding and I feel that this has helped me get through my problem. Without this service I would dread to think what state I would be in. I would like to say thank you to all concerned. Carry on the good work!” **(From a Service User regarding Mental Health Services)**

“I am writing to express my sincere thanks to all the ladies who have attended me during the last 6 weeks. They have been most efficient, pleasant and obliging and I am truly grateful to them all.” **(From a Service user to the Registered manager regarding the Home Care Team)**

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TABLE 2

ADULT SOCIAL CARE CONCERNS AND ACTIONS TAKEN/LESSONS LEARNED
IDENTIFIED BY BUSINESS UNITS

OLDER PERSONS BUSINESS UNIT		
Ref	Concern	Action Taken/ Lessons Learned
SCC002	The daughters of a Service User, who was a resident in an independent sector residential care home, were unhappy with the standard of care their mother received and raised 8 issues for response.	<ul style="list-style-type: none"> • A response was issued to the daughters by the independent sector residential care home but, sadly, their mother died whilst the home's investigation into their concerns were ongoing. The daughters did not progress matters further.
DISABILITIES BUSINESS UNIT		
Ref	Concern	Action Taken/ Lessons Learned
SCC001	The sisters of a Service User were concerned about receiving bills when they thought all finances were now handled by the Department. Also, the Service User's sisters requested that they were present to offer support when the Social Worker visited their sister.	<ul style="list-style-type: none"> • Joint visit arranged to explain how an 'Appointee' operates. • Explanation provided regarding the Service User's wishes about home visits and reviews.

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TABLE 3

**ADULT SOCIAL CARE COMPLAINTS AND ACTIONS TAKEN/LESSONS LEARNED
IDENTIFIED BY BUSINESS UNITS**

OLDER PERSONS BUSINESS UNIT		
Ref	Complaint	Action Taken/ Lessons Learned
SO0261	<p>The complainant, the daughter of a service user, is unhappy with the level of service provided to her late father. Namely:</p> <ul style="list-style-type: none"> • Delays in relation to aids and equipment; • It is alleged the complainant's mother had to purchase a stairlift independently as there was an 18 month waiting list for provision of a stairlift by the local authority; • It is alleged that the complainant's father received physiotherapy for 6 weeks but this ceased despite the complainant feeling there was some improvement in his mobility. • The complainant expressed concern about the contribution her mother had to make to her late father's residential placement. <p>STAGE 1: NOT UPHELD</p>	<ul style="list-style-type: none"> • Improved lines of communication when orders are being made between different organisations for aids and adaptations. • More time to be taken by professionals involved to explain clearly the reasons why equipment (eg Stairlift) would not be suitable. • Professionals to have improved lines of communication with service users and their families to ensure they have a clear understanding of decisions made and the reasons for them.
SO0262	<p>The complainant alleges that a Social Worker spoke to her in an unprofessional manner during a home visit in approximately September 1999.</p> <p>STAGE 1: PARTLY UPHELD</p>	<ul style="list-style-type: none"> • Greater care needs to be taken when asking newly qualified Social Workers to undertake visits on their own.

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OLDER PERSONS BUSINESS UNIT		
Ref	Complaint	Action Taken/ Lessons Learned
SO0264	<p>The complainant, a Service User, is unhappy with matters relating to the installation of a level-access shower. Namely:</p> <ul style="list-style-type: none"> • That the assessments made by the Council Officers were not properly carried out and should have taken his views and wishes into account; • That the work carried out using funding obtained through the Council was not of a standard that should be expected and the materials used do not justify the money spent; • That the Council Officer who refused funding for the front bedroom window was wrong to give the reason that the window in place is a damaged double-glazed unit (and therefore is a maintenance problem for which the Service User is responsible) when the window is clearly a single pane glass window; • That the signature confirming approval for the work that was done dated 16 March 2000, said to be the signature of the Service User, is a forgery. <p>STAGE 2: NOT UPHELD</p>	<ul style="list-style-type: none"> • No recommendations were made by the Independent Investigating Officer as all elements of the complaint were found to be unsubstantiated.
SO0267	<p>The complainant, the son of a Service User, is unhappy with the quality of care being delivered to his mother in an independent sector residential care home. Namely:</p> <ul style="list-style-type: none"> • The wounds observed by the complainant on his mother's arm when he visited her on the 25th August 2007 were not investigated nor reasons sought as to how the wounds might have occurred. • That the statutory procedures were not followed by the Complaints Manager following the complainant's notification of the complaint. • That it should not have been inferred in the letter to the complainant from the independent sector residential care home that the complainant was responsible for having caused the injuries to his mother or that he knew how the injuries had occurred. <p>STAGE 2: NOT UPHELD</p>	<ul style="list-style-type: none"> • Officers from the Department and the independent sector residential care home provider offered to meet with the complainant to agree to appropriate protocols for dealing with issues. This has not so far been taken up by the complainant. The Ombudsman is currently considering this complaint.

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OLDER PERSONS BUSINESS UNIT		
Ref	Complaint	Action Taken/ Lessons Learned
SO0272	<p>The complainant, the daughter of a service user, was unhappy following contact with the Emergency Duty Team Service. The complainant alleges that the provision of a night-sitting service to her mother was not explored on the evening of 28.1.08.</p> <p>STAGE 1: NOT UPHELD</p>	<ul style="list-style-type: none"> All possible options available out of hours should be considered supported by appropriate dialogue with other involved professional colleagues.
DISABILITIES BUSINESS UNIT		
SO0268	<p>The complainant, a Service User, alleges that the attitudes of the Care Assistants are inappropriate at the Day Centre she attends.</p> <p>STAGE 1: INCONCLUSIVE</p>	<ul style="list-style-type: none"> Discussion/exploration with complainant (supported by Advocate) and staff did not provide any aspects of the complaint that could be supported and therefore acted upon.
SO0260	<p>The complainant, the daughter of a Service User, is unhappy with the service she, and her mother, have received from the Department and a Service Provider. Namely:</p> <ul style="list-style-type: none"> Workers who saw both your mother and yourself were not clear and did not give you enough information as to what would happen. You felt that having 3 different Social Workers within 6 months was confusing and inconsistent which you felt contributed to you feeling that this was traumatic as in-depth information had to be shared at each point and this had contributed to your mother's anxiety. You are unclear as to why the focus of assessment and response went from your mother to yourself when you had cancelled your mother's care. Completion of a financial assessment resulted in a £600 bill in contribution which you say was the decision to end your mother's care. You felt that the information that was given to you was misleading and has left you with a bill which neither you nor your mother were expecting to pay. <p>STAGE 1: UPHELD</p>	<ul style="list-style-type: none"> Department's response to complainant acknowledged issues regarding the number of Social Workers who had been involved. The complainant agreed for her case as a carer to be reopened, revisit the Carer's Assessment and Carer's Care Plan and the consequent setting up of a Direct Payment which would enable support to the complainant in her caring role whilst continuing her work and studies. Revisited the complainant's mother's original Care Plan and concluded that the Social Worker at the time of the original assessment should not have put forward a financial assessment to the User Property and Finance Team as the services agreed were non-chargeable (ie were not for personal care). The £600 bill was cancelled. Clarity was provided over confusion that existed regarding the role and purpose of a contracted service provider - a support service for Direct Payments.

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DISABILITIES BUSINESS UNIT		
Ref	Complaint	Action Taken/ Lessons Learned
SO0269	<p>The complainant, the sister of a Service User, alleges that her brother's Social Worker neglected his needs and did not provide him with the help and support he needed.</p> <p>STAGE 1: NOT UPHELD</p>	<ul style="list-style-type: none"> • An explanation was provided as to a fine balance between helping a person remain independent and intervening to protect them from risks. • Reinforced with staff that assessments must thoroughly check out all areas of concern voiced by family members/carers. The assessment must be detailed enough to show these concerns have been addressed.
SO0266	<p>The complainant, the wife of a Service User, is unhappy with the standard of care her husband is receiving in a contracted care home. Twelve separate elements of complaint were investigated.</p> <p>STAGE 1: PARTLY UPHELD</p>	<ul style="list-style-type: none"> • The Manager should reinforce with all staff that the rubber mat must always be used to secure the Service User's plate on his wheelchair tray. • The Manager should reinforce with all staff they do not take priority over residents to receive a meal. Also, staff should only eat their meals during specified meal breaks. • The Manager is to ensure that the Service User's personal property is labelled appropriately. • The Manager will carry out spot checks of the Service User's bedroom to ensure the standard is appropriate. This will include checks for any out-of-date food stored in the fridge. • The Manager will ensure that night staff switch the television set back on before their shift ends the next morning so that the Service User is able to use the remote control to access the television independently. • The Manager will reinforce with all staff that the bed should always be 'low' when not in use. • The Manager will ensure the complainant is given the opportunity to have her concerns addressed immediately to minimise the distress to both herself and her husband. • The Manager will ensure that the Home always has the correct ratio of staff on duty. • The Department's Contracts Section will pass on the information to CSCI regarding the low-level staffing. • The Department's Contracts Team will oversee the above actions are implemented.

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DISABILITIES BUSINESS UNIT		
Ref	Complaint	Action Taken/ Lessons Learned
SO0255	<p>The complainant, a Service User, is unhappy with the Direct Payments Scheme and Direct Payments Support Service. Namely:</p> <ul style="list-style-type: none"> • That the contracted service provider is an organisation that considers themselves non accountable to anybody; • There was an unacceptable delay in receiving accounts. This was a number of weeks after a meeting and subsequent telephone calls to the contracted service provider by the complainant. • Hand delivery method of bringing the accounts to the complainant and the subsequent inability to explain the detailed contents of the accounts and failure to account for a contingency fund. This is despite commitment made at a previous meeting. • The accounts are presented in such a way that it remains unclear as to the management of the Carer's payroll, taxation paid and the amounts remaining in the contingency fund that should have been repaid to Hartlepool Borough Council. • It appears that Hartlepool Borough Council have not undertaken responsibility for oversight of the contracted service provider to ensure smooth running and accountability of the organisation. <p>STAGE 2: PARTLY UPHELD</p>	<ul style="list-style-type: none"> • Complainant to receive an apology for difficulties encountered. • Information requested in relation to Direct Payment Accounts provided to complainant. • Outstanding payment to complainant's employee to be made. • Information coming out of complaint enquiry to be used to assist in annual review of provider contract. • Support provided to complainant in relation to Direct Payment Employer/Employee issues including support to complainant's employee provided in relation to tax issues. • Provider to correct information held on computer. • Review of complainant's Care Plan to consider contingency planning. • Consideration of alternative monitoring/accounting services for users of Direct Payments. • Recompense for additional incurred expense to complainant.

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SUPPORT SERVICES BUSINESS UNIT		
Ref	Complaint	Action Taken/ Lessons Learned
SO0265	<p>The complainant, the daughter of a Service User, is unhappy with a contracted service provider. Namely:</p> <ul style="list-style-type: none"> • There was a delay in relation to the payment to the Carer; • There were communication difficulties in relation to both contacting and receiving a response from contracted service provider. • There were difficulties encountered with the payment methods. • The management of the situation has resulted in the complainant having less confidence in the professionalism of the agency. <p>STAGE 1: UPHELD</p>	<ul style="list-style-type: none"> • Contracted service provider to write to the complainant offering an apology on behalf of the Agency and rectify areas of poor practice. • The Department's Commissioning Team to oversee that improvements are made in areas where poor practice was highlighted.
SO0263	<p>The complainant, the daughter of a Service User, alleges that:</p> <ul style="list-style-type: none"> • Expenses were not taken into account in the financial assessment in relation to Life Assurance, home related insurance, television/phone costs, Stay Warm heating costs; • You feel you have received conflicting information around the Policy for disregarding the expenses outlined above; • There has been unacceptable delays in the Department's internal processes over recent months in coming to a satisfactory conclusion around the Policy/disregards. <p>STAGE 1: PARTLY UPHELD</p>	<ul style="list-style-type: none"> • Apology issued for the delay in not responding satisfactorily to the issues raised in the first instance. • Explanation and agreement around what was considered to be reasonable expenses to be included in the financial assessment as disregards. Agreement also reached for the complainant to contact providers to transfer to contracts that would better meet current needs, and minimise, if not eliminate, expenditure. • Costs accrued from date of admission into residential care up to 9th September 2007 will be refunded. • Charging Policy to be reviewed.

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SUPPORT SERVICES BUSINESS UNIT		
Ref	Complaint	Action Taken/ Lessons Learned
SO0271	<p>The complainant, the daughter of a Service User, is unhappy that was no advance warning was provided in relation to a fee-level increase and there was no information previously provided about fee-level calculations.</p> <p>STAGE 1: PARTLY UPHELD</p>	<ul style="list-style-type: none"> • Explanation provided around how the residential care fees had been calculated and how the fee structure had been implemented. • Apology issued to complainant for not providing appropriate written information on fee levels at the time the complainant's mother was admitted to the residential care home. • Confirmation that the Procedure is amended to ensure written information is provided in a timely manner to those people who pay the full costs or their representatives.
SO0270	<p>The complainant, the daughter-in-law of a Service User, is unhappy with the service received from a contracted service provider. Namely:</p> <ul style="list-style-type: none"> • A letter for the complainant was addressed to someone else. Upon contact with the service provider, they confirmed that this was an error and the intended recipient was the complainant. An apology was not provided and there was no explanation regarding what measures the service provider intended to put in place to ensure that no such error reoccurred; • There was insufficient notification given regarding an appointment being made; • No notification was provided that 2 members of staff undertaking the home visit; • No form of identification was provided and no introductions were made; • The paperwork provided to the contracted service provider was not returned within the agreed timescale; • The contracted service provider's representative informed the complainant that they would stop the direct payment because the monies could not be used for the purpose they had been used for. <p>STAGE 1: PARTLY UPHELD</p>	<ul style="list-style-type: none"> • All correspondence will be checked in future by the Manager before despatch. • Strategies have been implemented to supply Service Users and their families with sufficient notice of appointments. • To ensure in future that service users/carers are contacted prior to the meeting to establish confirmation/permission for more than one member of staff to visit. • Staff to carry headed notepaper at all times so a note can be posted if the service user/carer is out at the time of the planned visit. • The Department's Commissioning Team will oversee that improvements are made in areas where poor practice was highlighted.

TABLE 4

**EXAMPLES OF COMPLIMENTS RECEIVED ACROSS
COMMUNITY SERVICES BUSINESS UNITS**

“I had the great pleasure of visiting your experience last week. Put simply, in my opinion, its head and shoulders above any other similar attraction in the UK (Chatham, Portsmouth, Greenwich etc) – and a brilliant day out. I would particularly like to praise the quality and interactivity of the exhibitions, the excellent customer service and the knowledge of the team there, the quality. **(From a Visitor regarding the Hartlepool Maritime Experience)**

“Myself, Rose and my mam and Dad attended the Halloween night and we thoroughly enjoyed the experience. It was fun from the moment we entered, the actors and actresses were amazing, their costumes were great and the story telling for the children was really good. They all looked like they enjoyed the involvement and were having lots of fun. Rose particularly enjoyed the stand with the fake fire and the spooky music which she danced to and the face painting was a hit. We did miss the fire eater but I am sure he was very good. Well done to all who made the night possible.” **(From a Visitor regarding the Halloween Theme Event at Hartlepool Maritime Experience)**

“I wanted to say a big thank you and the team for a fantastic night. I attended with my family and they had a great time. Excellent entertainment, excellent value for money in a safe and secure environment. The quay is a great ‘spooky’ setting at night.” **(From a Visitor regarding the Halloween Theme Event at Hartlepool Maritime Experience)**

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TABLE 5

**COMMUNITY SERVICES COMPLAINTS AND ACTIONS TAKEN/LESSONS LEARNED
IDENTIFIED BY BUSINESS UNITS**

PARKS & COUNTRYSIDE BUSINESS UNIT		
Ref	Complaint	Action Taken/Lessons Learned
CS0072	The complainant, an allotment holder, is unhappy with the erection of a temporary demarcation line between his and his neighbouring allotment plot. NOT UPHELD	<ul style="list-style-type: none"> • Letter issued which reaffirmed 2 possible options for resolution between neighbouring plots.
CS0074	The complainant, an allotment holder, alleges that the Council failed to honour its obligations and covenant as Landlord. UPHELD	<ul style="list-style-type: none"> • Letter issued which reaffirmed 2 possible options for resolution between neighbouring allotment holders. • Portfolio Holder reviewed the complaint and met all parties involved. • Complainant approached the Local Government Ombudsman and agreement was reached with the complainant that the legal tenancy of the complainant's plot be confirmed in its entirety.

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SPORTS & RECREATION BUSINESS UNIT		
Ref	Complaint	Action Taken/Lessons Learned
CS0078	<p>The complainant, a frequent user of the leisure centre facility, alleges that the water temperature is below normal levels.</p> <p>UPHELD</p>	<ul style="list-style-type: none"> • Explanation provided to the complainant as to the reasons why the water temperature was below normal levels (ie electrical fault in plant room coupled with fluctuations that do occur when fresh water is introduced to the pool to top-up levels). • Apology issued to the complainant.
CS0075	<p>The complainant, the user of a leisure centre, alleges that a member of staff made inappropriate comments.</p> <p>UNSUBSTANTIATED</p>	<ul style="list-style-type: none"> • Investigation undertaken in conjunction with HR. • Signage to be erected relating to 'Codes of Conduct' for leisure centre users.
CS0076	<p>The complainant, the user of a leisure centre, is unhappy with the:</p> <ul style="list-style-type: none"> • Lack of communication/consultation relating to induction sessions; • Attitude of a member of staff; • Payment for 'unlimited access' which appears not to be the case. <p>PARTLY UPHELD</p>	<ul style="list-style-type: none"> • Explanation of each point provided to the complainant including an apology in relation to appropriate aspects. • Review the programme activity with particular emphasis on Tuesdays; including consultation regarding 'freeing up' limited places between 7 pm and 9 pm.
CS0079	<p>The complaint, a potential user of a leisure centre, is unhappy with the pricing tariff, lack of crèche-type facilities and no option for credit card payment.</p> <p>PARTLY UPHELD</p>	<ul style="list-style-type: none"> • Explanation provided of swimming pricing tariff, Active Card membership scheme, Stamps Savings Scheme and crèche-type facilities. • Complainant advised that on-line booking and credit card facility is currently being looked into by the Council's IT partners and it is expected such facilities will be available by December 2008.

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SPORTS & RECREATION BUSINESS UNIT		
Ref	Ref	Ref
CS0077	<p>The complainant, a visitor to a tourist attraction, was unhappy with the:</p> <ul style="list-style-type: none"> • Attitude of a member of staff; • Alleged that 3 areas were all closed early <p>PARTLY UPHELD</p>	<ul style="list-style-type: none"> • Apology issued to the complainant for the one area that was found to be closed early. • Full refund of fee provided. • Reinforced with staff to adhere to good practice and ensure all customers are off site before closing down elements of an attraction.
STRATEGIC ARTS BUSINESS UNIT		
Ref	Complaint	Action Taken/Lessons Learned
CS0080	<p>The complainant, a user of the Headland Sports Hall, allege that her car was damaged whilst parked outside the Headland Sports Hall and Borough Buildings. The complainant was of the view that liability for the damage should be taken by the Department. Also that warning notices should be erected to alert people to potential parking risks.</p> <p>NOT UPHELD</p>	<ul style="list-style-type: none"> • Investigation could not find any direct evidence which supported or identified when and how the damage was caused to the complainant's vehicle. • This matter is being progressed as an insurance claim.

TABLE 6

2007/08 ADULT SOCIAL CARE SATISFACTION SURVEY RESULTS

% Results for 2007/08	
<ul style="list-style-type: none">• 25% of respondents said that they were aware of the Department's Complaints Procedure prior to making their complaint.• Of these, information about the procedure had been provided by:<ul style="list-style-type: none">- Staff members 75%- Another person Nil- Information leaflets Nil- Other 25%• Feedback about ease of finding information and clarity of information indicated:<ul style="list-style-type: none">- 75% of respondents said they found that this was easy to obtain.- 100% of respondents said they found the information clear and easy to understand.• In relation to actually making their complaint:<ul style="list-style-type: none">- 100% said this was very easy.- 100% said they were given an opportunity to discuss their complaint with someone from the Department.- 100% said that the process was explained to them.• The quality of investigation was said by 75% of respondents to be very satisfactory. The remaining 25% of respondents were said to be quite satisfied.• In relation to the Department's response to their complaint:<ul style="list-style-type: none">- 100% of respondents said that they considered the response provided to be in sufficient detail.- 100% of respondents concluded that the time taken to respond to their complaint was 'prompt'.- 75% of respondents believe that the response they had received had been 'very sensitive' to the issues of their complaint with the remaining 25% of respondents saying that the response had been 'sensitive'.	