

ADULT AND PUBLIC HEALTH SERVICES PORTFOLIO DECISION RECORD

17 November 2008

The meeting commenced at 9.00 a.m. in the Civic Centre, Hartlepool

Present:

Councillor Gerard Hall (Adult and Public Health Services Portfolio Holder)

Officers: Sylvia Tempest, Environmental Standards Manager
Trevor Smith, Principal Management Information Manager
(Support Services)
Leigh Keeble, Development Officer
Sarah Bird, Democratic Services Officer

20. Night Time Noise Patrol *(Environmental Standards Manager)*

Type of Decision

Non key

Purpose of Report

The report was presented in order to update the Portfolio Holder on the 'out of hours' noise patrol provided by the Procurement, Property and Public Protection Division between June and August 2008.

Issues for Consideration by Portfolio Holder

The Environmental Protection Team had undertaken an out of hours service to deal with night time noise complains during the period 1 June to 31 August 2008 following a successful pilot carried out in June 2007. Two Council officers were available each Friday and Saturday night between 10.00 pm and 4.00 am to respond to calls from members of the public via a dedicated mobile telephone number, through Richard Court or Cleveland Police Control Room. This number had been publicised widely prior to the implementation of the service.

142 calls had been received over the period, 116 resulted in a visit to the premises concerned. Of these 95 complaints were dealt with informally and 1 statutory notice was service. Police assistance had been requested for 21 visits to premises. However on some

occasions the Police had been unable to attend. The majority of these calls were for amplified music and parties which had become out of control. When Officers were not dealing with reactive complaints, they undertook monitoring of premises which had been subject to active noise and pollution investigation. This service had been well used and received by customers and the Police.

It was proposed that this service was provided again in 2009, and this time, consideration could be given to using the powers available under the provisions of the Noise Act 1996 which could utilise fixed penalty notices thereby providing an alternative means of dealing with noise complaints during night time hours. The procedures required to serve a fixed penalty notice were outlined in the report and it was noted that this course of action would only be taken where it was considered necessary and based on individual circumstances.

Fixed penalty notices have a penalty set between £75 and £110 for domestic premises and £500 for licensed premises. However, it was likely that the revenue from these would be low and not offset the cost of providing the service.

A specific procedures and risk assessment had been undertaken and it was outlined that there was still a need for Officers to access the 'employment protection register' available through Richard Court if necessary. Stab proof vests had been worn by officers during the operation.

The Environmental Standards Manager clarified that existing staff from the Environmental Protection and Health and Environment teams had worked overtime during the three month period that the service was provided but said that it would be difficult to provide cover if the service were extended any further.

The Portfolio Holder asked whether any areas had been shown to have a particular problem and was informed that no detailed analysis of that work had been done to date.. However, complaints were received from throughout the Borough with the Central area probably being the most active.

The Portfolio Holder asked why the patrols ended at 4.00 am when the Noise Act could be enforced up to 7.00 am and was informed that very few complaints were received between 3.00am and 4.00pm and it was considered that the time period up to 4.00 am would be when there were most problems.

The Environmental Standards Manager clarified how the noise levels could be monitored from within the complaint's dwelling as specified in the Noise Act.

Decision

The Portfolio Holder:-

- ❖ Noted the details of the out of hours patrol 2008
- ❖ Approved the provision of a night time noise patrol during summer 2009
- ❖ Agreed that Officers considered use of powers under the Noise Act 1996 in delivering the service where appropriate

21. Adult and Community Services Departmental Plan 2008/09 – 2nd Quarter Monitoring Report (Director of Adult and Community Services)

Type of Decision

Non key

Purpose of Report

The report was presented to inform the Portfolio Holder of the progress made against the key actions identified in the Adult and Community Services Departmental Plan 2008/09 and the progress of key performance indicators for the period up to 30 September 2008.

Issues for Consideration

The report looked in detail at how the Department had performed in relation to the key actions and performance indicators (PIs) that were included in the Adult and Community Services Departmental Plan for this Portfolio. These actions and performance indicators were monitored by Officers using the new Covalent system implemented recently.

Within the department there were a total of 102 actions and 66 performance indicators identified in the Departmental Plan. A total of 21 actions had been completed and a further 79 were on target to be completed by the target date. However two actions had been highlighted as not being on target. Of the PIs, 30 had achieved or were expected to hit the target with 1 indicator not expected to hit the year end target. The other 20 indicators were only collected on an annual basis and therefore no updates were available for those indicators.

Actions not completed on target were:-

- ❖ Ensuring that there was a range of brokerage and advocacy services available to support people to plan

- ❖ Development of departmental programme for employee wellbeing

The Performance Indicator not on target was:-

- ❖ Prescribing of anti-depressants (Hartlepool)

The reasons for these actions and performance indicators not being achieved on target were outlined in the report.

The Portfolio Holder stated that those actions and PIs which had been achieved should also be noted including the implementation of a new appraisal scheme in the department, an emergency respite service for carers, and the moving in of people to Hartfields. He stated that it was a very positive report.

Decision

The Portfolio Holder noted the achievement of key actions and second quarter outturns of performance.

22. The Personal Social Services (PSS) User Experience Survey *(Director of Adult and Community Services)*

Type of Decision

Non key

Purpose of Report

The report was presented in order to provide an overview of the findings from the 2008 PSS User Experience Survey of adults aged 18 and over receiving community equipment and minor adaptations funding by social services.

Issues for Consideration

The PSS User Experience for Hartlepool in 2008 is part of a rolling programme of surveys intended to benchmark how well services were meeting service users' and carers' needs within the performance framework for social care.

In 2000/01 Councils were required to carry out nationally comparable surveys of recently assessed social service clients, this being the first step in a broader programme of surveys from the Department of Health (DH). In 2003 the Social Services User Surveys Group was set up by the DH to recommend a programme of social service user experience surveys and it had been agreed

that in 2007/08 a survey of clients provided with community equipment or minor adaptations funding by social services. This would contribute to understanding the role of equipment and small adaptations in allowing service users to continue to live at home.

751 eligible users were identified i.e. those people receiving a piece of community equipment/minor adaptation to their home during the four month period September – December 2007 funded wholly or in part by social services. As this survey was directed at some of the most vulnerable members of the community steps were taken to enable support to be offered for completion of the survey by personal interviews. 15 service users were assisted in this way.

Of the 751 questionnaires sent out, 402 were returned, 10 were returned marked 'gone away' and 14 of the recipients had either gone into long term residential care or were deceased.

Respondents to the 2008 survey were as follows:-

- ❖ 97% were physically disabled, frail and/or had a sensory impairment
- ❖ 38% male and 62% female
- ❖ 85.5% were aged 55 years and over
- ❖ 6% received a Direct Payment
- ❖ 17% received other help from Adult Social Care
- ❖ 31% use a wheelchair
- ❖ 36% had had a major adaptation
- ❖ 24% used telecare

The Portfolio Holder stated that the findings of the survey had been very positive. It was clarified that the people who had participated in the survey were those that were Social Services clients and it was only the equipment given out by Social Services that was the subject of the survey, not any adaptations made by Housing Hartlepool.

It was established that most of the equipment was not costly e.g. tap turners, shower adaptations, bath rails, food preparation aid, but provided real benefits to users.

The Portfolio Holder stated that it was encouraging that many people had signed up to the Telecare service.

Decision

The Portfolio Holder noted the report.

P J DEVLIN
CHIEF SOLICITOR

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