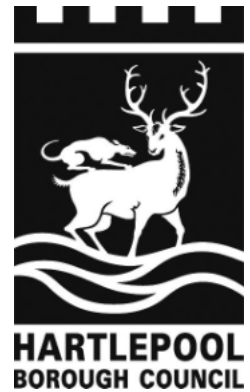


**ADULT AND PUBLIC HEALTH  
SERVICES PORTFOLIO  
DECISION SCHEDULE**



**Monday 1 March 2010**

**at 10.00 am**

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

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

**1. KEY DECISIONS**

No items

**2. OTHER ITEMS REQUIRING DECISION**

No items

**3. ITEMS FOR INFORMATION**

- 3.1 Adult And Community Services Departmental Plan 2009/2010 – 3<sup>rd</sup> Quarter Monitoring Report – Director of Child and Adult Services

**ADULT AND PUBLIC HEALTH SERVICES  
PORTFOLIO**

Report to Portfolio Holder  
1 March 2010



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

**Subject:** ADULT AND COMMUNITY SERVICES  
DEPARTMENTAL PLAN 2009/2010 – 3<sup>RD</sup>  
QUARTER MONITORING REPORT

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**SUMMARY**

**1. PURPOSE OF REPORT**

To inform the Portfolio Holder of the progress made against the Adult and Community Services Departmental Plan 2009/10 in the first three quarters of the year.

**2. SUMMARY OF CONTENTS**

The progress against the actions contained in the Adult and Community Services Departmental Plan 2009/10, the third quarter outturns of key performance indicators and associated risks.

**3. RELEVANCE TO PORTFOLIO MEMBER**

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

**4. TYPE OF DECISION**

Non-key

**5. DECISION MAKING ROUTE**

Adult and Public Health Services Portfolio – 1 March 2010.

**6. DECISION REQUIRED**

Achievement on actions, indicators and risks be noted

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

**Subject:** ADULT AND COMMUNITY SERVICES  
DEPARTMENTAL PLAN 2009/2010 – 3<sup>RD</sup>  
QUARTER MONITORING REPORT

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## **1. PURPOSE OF REPORT**

- 1.1 To inform the Portfolio Holder of the progress made against the key actions identified in the Adult and Community Services Departmental Plan 2009/2010, progress of key performance indicators for the period up to 31 December 2009 and associated risks.

## **2. BACKGROUND**

- 2.1 The Child and Adult Services Department includes Community Services, reporting to Culture, Leisure and Tourism Portfolio Holder, and Adult Services, Adult Education and Supporting People reporting to the Adult and Public Health Portfolio Holder, and Children's Services Portfolio reporting to Children's Services Portfolio.
- 2.2 The Adult and Community Services Departmental Plan 2009/10 sets out the key tasks and issues with an Action Plan to show what is to be achieved by the department in the coming year. The plan also describes how the department contributes to the Organisational Development Improvement Priorities as laid out in the Corporate Plan. It provides a framework for managing the competing priorities, communicating the purpose and challenges facing the department, and monitoring progress against overall Council aims.
- 2.3 In 2008-09, the Council introduced a new electronic Performance Management Database (Covalent) for collecting and analysing corporate performance. The database collects performance information detailed in the Corporate Plan and the five Departmental Plans. The aim is that the database will eventually collect performance information for all levels of the Council, including individual service/operational plans in each department.

## **3. QUARTER THREE PERFORMANCE**

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

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

<b>Red</b>	Action/PI target not completed or Action/PI intervention required
<b>Amber</b>	Action/PI progress acceptable
<b>Green</b>	Action/PI target on track or Action/PI target achieved.

- 3.4 Within the Adult & Community Services plan there were a total of 152 actions and 47 Performance Indicators identified in the Departmental Plan. Table 1, below, summarises the progress made, to the 31<sup>st</sup> December 2009, towards achieving these actions and PIs.

Table 1 – Adult Services (APH portfolio) progress summary

	CLT Portfolio	
	Actions	PIs
<b>Green – completed</b>	72	0
<b>Green – on track</b>	74	19
<b>Amber - acceptable</b>	6	10
<b>Red – Intervention required</b>	0	2
<b>Red – not completed</b>	0	1
<b>Annual</b>	0	15
<b>Total</b>	<b>152</b>	<b>47</b>

- 3.5 A total of 72 actions (47%) has been completed or achieved, and a further 74 actions (49%) are on track, with 6 actions (4%) having acceptable progress. There are no actions which are not expected to be achieved.
- 3.6 It can also be seen that 19 (40%) of the Performance Indicators have been highlighted as being on track to hit the target. There are 10 (21%) of the Performance Indicators where progress is acceptable. There are 2 (4%) PI's that requires intervention and 1 (2%) PI is not expected to hit the year-end target. Additionally, there are 15 (32%) of indicators that are only collected on an annual basis and therefore no

updates are available for those indicators (this includes those completed as part of an annual survey).

Table 2: Adult Services Actions – intervention required.

Ref	Action	Milestone	Comment

**NONE.**

Table 3: Adult Services PI's – intervention required.

Ref	PI	Milestone	Comment
P066	Admissions to residential care – age65+	99.7 per 100,000 population	Predicted year end score is 101.5 (based on full year performance so far). Measures have been put in place to reduce the number of admissions in the final quarter in order to meet expected performance levels.
NI130	Social care clients receiving self directed support (per 100,000)	70%	This figure has been recalculated to improve accuracy. The national target of achievement of NI 130 for 2011 is 30% - the dept exceeds this (as a proportion of all possible cases who could receive direct payments or personal budgets).

Table 4: Adult Services PI's – Target not met.

Ref	PI	Milestone	Comment
P079	Number of safeguarding adults referrals during the year	133 Referrals in year	<p>This is the first year that this performance indicator has been collected; the target of 130 (further action) referrals was produced using the previous year's figures. The target has already been exceeded with 137 referrals received by 31/12/2009. Physical Abuse remains the highest referral category in all quarters, and the majority of referrals are received from Care Homes.</p> <p>It is felt that referral activity has increased for a number of reasons:</p> <ul style="list-style-type: none"> <li>• In the first quarter 12 referrals were received from one home</li> <li>• The new safeguarding and vulnerability unit was established in July 2009 which gave safeguarding issues a higher profile in the locality.</li> <li>• The safeguarding lead and</li> </ul>

			<p>safeguarding officer have worked more closely with the commissioning team, Care Quality Commission Inspector and in turn care homes which have increased the understanding of when referrals should be made.</p> <ul style="list-style-type: none"> <li>• The safeguarding lead has completed awareness training with hospital staff.</li> <li>• Increases in referrals in care homes, where one service user has assaulted another service user (in the main older people with dementia.)</li> </ul>
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3.7 Up to the end of the third quarter, Adult Services have completed 72 out of 152 actions in the departmental plan – a number of these are shown below:-

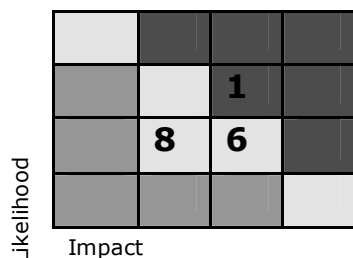
- Review current day service provision at Hartfields (CORP HW07.1.1).
- Implement Deprivation of Liberty (DOL's) standards (CORP HW09.2).
- Issue a tender for Learning Disability short break provision (CORP HW10.3.2).
- Establish North of Tees Management Board to oversee integrated services and ensure that they are safe and effective (CORP HW12.2.5).

**4. RISK MONITORING**

- 4.1 It is the policy of Hartlepool Council to take an active and pragmatic approach to the management of risks that could prevent the achievement of corporate and departmental objectives. On a quarterly basis the Adult Services division assesses the risks identified within the Adult & Community Services Risk Register. The Council's approach acknowledges that the purpose is not to remove all risks (this is neither possible nor, in many cases, desirable), rather it is to ensure that potential 'losses' are prevented or minimised and that 'rewards' are maximised.
- 4.2 This summary is reported to the Portfolio Holder within the quarterly monitoring report to provide an overview of risks being addressed by the Adult Services Division of the Child & Adult Services Department.

4.3 The diagram below shows the distribution of risks according to their risk rating. Detail of the rating system is in **Appendix A**.

*Diagram 1 –Risk Register Heat Map for Adult Services division of Child & Adult Services Department*



See Appendix A for key to diagram above

4.4 There are a total of 15 risks. There are 14 risks on an ‘AMBER’ status and 1 of these risks is highlighted as ‘RED’.

Table 5: Adult Services risk’s – highlighted red.

Ref	Risk	Comment
R009	Serious disruption from financial short falls for voluntary sector	Service delivery reviews will identify potential areas for savings/efficiencies which may impact on voluntary and independent sector providers. Impact has increased from Medium to High, while likelihood has increased from possible to likely.

**5. RECOMMENDATIONS**

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

CONTACT OFFICER: Trevor Smith,  
Performance Information Manager (Adults)  
Support Services

APPENDIX A

**HARTLEPOOL BC  
RISK ASSESSMENT MATRIX AND VALUE GUIDES**

LIKELIHOOD		IMPACT			
		1	2	3	4
		Low	Medium	High	Extreme
Almost certain	4	AMBER 4	RED 8	RED 12	RED 16
Likely	3	GREEN 3	AMBER 6	RED 9	RED 12
Possible	2	GREEN 2	AMBER 4	AMBER 6	RED 8
Unlikely	1	GREEN 1	GREEN 2	GREEN 3	AMBER 4

Use the following suggested value guides to help rate the level of the **controlled risk**.

**IMPACT**

Extreme Total service disruption / very significant financial impact / Government intervention / sustained adverse national media coverage / multiple fatalities.

High Significant service disruption/ significant financial impact / significant adverse Government, Audit Commission etc report / adverse national media coverage / fatalities or serious disabling injuries.

Medium Service disruption / noticeable financial impact / service user complaints or adverse local media coverage / major injuries

Low Minor service disruption / low level financial loss / isolated complaints / minor injuries

**LIKELIHOOD**

Expectation of occurrence ***within the next 12 months*** -

- Almost certain
- Likely
- Possible
- Unlikely