

# **ADULT AND COMMUNITY SERVICES SCRUTINY FORUM AGENDA**



**Monday 5<sup>th</sup> July 2010**

**at 2.00pm**

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

**MEMBERS: ADULT AND COMMUNITY SERVICES SCRUTINY FORUM**

Councillors Atkinson, Fleet, Griffin, Ingham, Lawton, A Marshall, McKenna, Preece, Shaw

Resident Representatives: Christine Blakey and Evelyn Leck

**1. APOLOGIES FOR ABSENCE**

**2. TO RECEIVE ANY DECLARATIONS OF INTEREST BY MEMBERS**

**3. MINUTES**

3.1 To confirm the minutes of the meeting held on 31<sup>st</sup> March 2010

**4. RESPONSES FROM THE COUNCIL, THE EXECUTIVE OR COMMITTEES OF THE COUNCIL TO FINAL REPORTS OF THIS FORUM**

4.1 Portfolio Holder's Response to the Investigation into 'Putting People First' – The Delivery of Personalised Adult Social Care Services - *Director of Child and Adult Services and Portfolio Holder for Adult and Public Health Services*

**5. CONSIDERATION OF REQUEST FOR SCRUTINY REVIEWS REFERRED VIA SCRUTINY CO-ORDINATING COMMITTEE**

No items.

6. **CONSIDERATION OF PROGRESS REPORTS / BUDGET AND POLICY  
FRAMEWORK DOCUMENTS**

No items.

7. **ITEMS FOR DISCUSSION**

- 7.1 The Role of the Adult and Community Services Scrutiny Forum – *Scrutiny Manager*
- 7.2 Determining the Scrutiny Forum's Work Programme for 2010/11 – *Scrutiny Manager*

8. **ISSUES IDENTIFIED FROM FORWARD PLAN**

9. **ANY OTHER ITEMS WHICH THE CHAIRMAN CONSIDERS ARE URGENT**

**ITEMS FOR INFORMATION**

**(i) Date of next meeting:-**

Monday, 2<sup>nd</sup> August 2010 at 2.00 pm in Committee Room B, Civic Centre, Hartlepool

# **ADULT AND COMMUNITY SERVICES SCRUTINY FORUM**

## **MINUTES**

31 MARCH 2010

The meeting commenced at 4.30 p.m. in the Civic Centre, Hartlepool.

### **Present:**

Councillor Chris Simmons (In the Chair)

Councillors: Kevin Cranney, Ann Marshall, Carl Richardson and David Young.

Also Present: Steve Thomas, Hartlepool Link

Officers: Jeanette Willis, Principal Finance Manager  
Sarah Ward, Social Care Team Manager  
Laura Starrs, Scrutiny Support Officer  
David Cosgrove, Democratic Services Team

### **88. Apologies for Absence**

Councillors Atkinson, Coward, Preece and Worthy and Resident Representative Evelyn Leck.

### **89. Declarations of interest by Members**

None.

### **90. Minutes of the meeting held on 24 March 2010**

Confirmed.

### **91. Responses from the Council, the Executive or Committees of the Council to Final Reports of this Forum**

No items.

### **92. Consideration of request for scrutiny reviews referred via Scrutiny Co-ordinating Committee**

No items.

### **93. Consideration of progress reports/budget and policy framework documents**

No items.

### **94. Investigation into 'Putting People First – The Delivery of Personalised Adult Social Care Services – Draft Final Report** *(Adult and Community Services Scrutiny Forum)*

The Chair presented the Forum's draft final report following its investigation into 'Putting People First – The Delivery of Personalised Adult Social Care Services'. The Chair focussed on the conclusions and recommendations set out in the report which had also been discussed at the informal meeting on 15 March 2010. The Chair also referred to the report circulated to Members from Manchester City Council which had been referred to during the investigation and in the draft final report.

Members questioned how public and service user awareness of the services available was to be raised. The Chair indicated that the investigation had shown that not everyone was fully aware of what they were entitled to but how that awareness was to be improved was for the department to set out in its action plan responding to the investigation report.

Members were also concerned that some of the negative comments were not highlighted clearly in the report, particularly in relation to the costs of service provision. The Chair considered that the report was intended to push the issue forward in other agendas. The government's paper on elderly care may also respond to some of the questions raised. Members indicated that they were concerned not to be seen as 'whitewashing' the negative points out of the report through promoting the benefits of the personal budgets; they were not suitable for everyone. Therefore, it was agreed that the negative comments in the conclusions would form the end section of the conclusions.

Members did feel that personal budgets were working well and there should be additional and regular publicity particularly using local media including Radio Hartlepool and also by presentations to elderly and disabled groups. The Forum agreed to add this to conclusion (h). Members considered that it would be valuable to receive a report back in the future on the uptake of personal budgets and the Chair confirmed that a 'Closing the Loop' report from the Portfolio Holder would be received after the report was considered by the executive.

Members also raised concerns about the future of some of the services provided and indicated that the authority needed to be working with external providers now for those services that may eventually cease in the future. There was also concern at the falling take up of the 'traditional' services, such as day care centres. People with personal budgets who were then faced with

the real economic cost of attending such facilities were, in increasing numbers, choosing alternatives. There was concern that the department should not lose contact with these people as the regular attendance at day care centres also gave staff an ability to monitor individuals and address issues before they became significant. Officers did indicate that all vulnerable people were allocated a social worker who had a duty of care for them. While it was accepted that through personal budgets people would be making their own choices, there would still be the appropriate monitoring of their care and wellbeing. The Forum agreed that it would be beneficial to add to the end of recommendation (c) the wording 'specifically through universal services and early intervention and prevention'.

The Chair thanked all the Members, officers, and all the service users and providers that had contributed to the inquiry.

### **Recommended**

That the draft final report of the Forum's investigation into 'Putting People First – The Delivery of Personalised Adult Social Care Services, subject to the amendments detailed above, be approved for submission to the Scrutiny Coordinating Committee meeting on 23 April 2010.

## **95. Issues Identified from the Forward Plan**

No items.

The meeting concluded at 5.05 p.m.

CHAIR

## **ADULT AND COMMUNITY SERVICES SCRUTINY FORUM**

**5 July 2010**



**Report of:** Director of Child and Adult Services and Portfolio Holder for Adult and Public Health Services.

**Subject:** PORTFOLIO HOLDERS RESPONSE TO THE INVESTIGATION INTO 'PUTTING PEOPLE FIRST – THE DELIVERY OF PERSONALISED ADULT SOCIAL CARE SERVICES'.

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

- 1.1 The purpose of this report is to provide Members of the Adult and Community Services Scrutiny Forum with feedback on the recommendations from the investigation into Putting People First – The Delivery of Personalised Adult Social Care Services.

### **2. BACKGROUND INFORMATION**

- 2.1 The investigation into Putting People First – The Delivery of Personalised Adult Social Care Services conducted by this Forum falls under the remit of the Child and Adult Services Department and is, under the Executive Delegation Scheme, within the service area covered by the Adult Services and Public Health Portfolio Holder.
- 2.2 On 10 May 2010 Cabinet considered the Final Report of the Adult and Community Services Scrutiny Forum into Putting People First – The Delivery of Personalised Adult Social Care Services. This report provides feedback from the Portfolio Holder following Cabinet's consideration of, and decisions in relation to this Committee's recommendations.
- 2.3 Following on from this report, progress towards completion of the actions contained within the Action Plan will be monitored through the newly created Scrutiny Monitoring Database, with standardised six monthly monitoring reports to be presented to the Forum.

### **3. SCRUTINY RECOMMENDATIONS AND EXECUTIVE DECISION**

- 3.1 Following consideration of the Final Report, Cabinet approved the recommendations in their entirety. Details of each recommendation and proposed actions to be taken following approval by Cabinet are provided in the Action Plan attached at **Appendix A**.

### **4. RECOMMENDATIONS**

- 4.1 That Members note the proposed actions detailed within the Action Plan, appended to this report (**Appendix A**) and seek clarification on its content where felt appropriate.

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### **BACKGROUND PAPERS**

The following background papers were used in the preparation of this report:-

- (i) The Scrutiny Forum's Final Report 'Investigation into Putting People First – The Delivery of Personalised Adult Social Care Services' considered by Cabinet on 10 May 2010.
- (ii) Decision Record of Cabinet held on 10 May 2010.

**ACTION PLAN****NAME OF FORUM: Adult and Community Services Scrutiny Forum****NAME OF SCRUTINY ENQUIRY: Putting People First – The Delivery of Personalised Adult Social Care Services****DECISION MAKING DATE OF FINAL REPORT: May 2010**

	<b>RECOMMENDATION</b>	<b>EXECUTIVE RESPONSE / PROPOSED ACTION</b>	<b>FINANCIAL IMPLICATIONS</b>	<b>LEAD OFFICER</b>	<b>DELIVERY TIMESCALE</b>
(a)	<b>That the Council continue to raise awareness of the Putting People First agenda;</b>	A Communication Strategy is being developed relating to the Putting People First agenda and awareness raising is taking place through a range of methods including the Hartlepool Now website, Health & Wellbeing Partnership, Planning Groups, the Putting People First board and work stream groups and a number of internal and external publications.	Costs to be met from Social Care Reform Grant in 2010/11.	Jill Harrison	March 2011
(b)	<b>That the Council publicise the services which are available through self directed support along with the associated costs and how to access these services;</b>	The Council will continue to publicise the range of services available in the area through public information leaflets, the HBC website, Hartlepool Now, Hartbeat and the local press.  People who are eligible for social care services (other than those in crisis) will continue to be offered self directed support and a personal budget and provided with information about services available and the associated costs.	Costs to be met from Social Care Reform Grant in 2010/11.	John Lovatt / Leigh Keeble	March 2011

**ACTION PLAN****NAME OF FORUM: Adult and Community Services Scrutiny Forum****NAME OF SCRUTINY ENQUIRY: Putting People First – The Delivery of Personalised Adult Social Care Services****DECISION MAKING DATE OF FINAL REPORT: May 2010**

RECOMMENDATION	EXECUTIVE RESPONSE / PROPOSED ACTION	FINANCIAL IMPLICATIONS	LEAD OFFICER	DELIVERY TIMESCALE	
(c)	<p>That the Council work in partnership with the relevant organisations, partners and members of the public to deliver all the elements of the Putting People First agenda specifically through universal services and early intervention and prevention;</p>	<p>The Putting People First Project Board and the associated work stream groups bring together a range of organisations and partners along with people who use services to ensure that the Putting People First agenda is delivered. There are work stream groups focusing on universal services and early intervention and prevention as well as choice and control and social capital.</p>	<p>Within existing resources.</p>	<p>Jill Harrison</p>	<p>March 2011</p>
(d)	<p>That the Council monitor and evaluate the effect and impact that self directed support has on:-</p> <p>(i) existing providers and their ability to respond to the changing needs of users; and</p> <p>(ii) the individuals with a</p>	<p>The impact of self directed support on providers will be monitored through routine contract monitoring, regular provider events and monitoring of the market.</p> <p>The impact for individuals in terms of choice and control and quality of life is monitored through individual reviews (undertaken at least annually) and in some cases through monitoring of outcomes</p>	<p>Within existing resources.</p>	<p>Jill Harrison / John Lovatt</p>	<p>March 2011</p>

**ACTION PLAN****NAME OF FORUM: Adult and Community Services Scrutiny Forum****NAME OF SCRUTINY ENQUIRY: Putting People First – The Delivery of Personalised Adult Social Care Services****DECISION MAKING DATE OF FINAL REPORT: May 2010**

RECOMMENDATION	EXECUTIVE RESPONSE / PROPOSED ACTION	FINANCIAL IMPLICATIONS	LEAD OFFICER	DELIVERY TIMESCALE
	personal budget	based contracts (eg home care or extra care).		
(e)	<p><b>That the Council explore ways to stimulate and encourage the availability of appropriate services from both smaller and larger providers that reflect the evolving needs and requirements of service users.</b></p>	<p>There have already been examples of new providers and services developing within Hartlepool in response to changing needs of people using services, and the flexibility afforded by personal budgets. This approach will continue to be encouraged through provider information and events, tendering and maintenance of relationships with the voluntary and third sector.</p> <p>The development of the Centre for Independent Living (CIL) during 2010 will encourage a number of voluntary sector groups to come together on a single site, and it is hoped that this will further promote joint working and the development of new services to meet identified needs.</p>	Within existing resources (funding already secured for the CIL from a range of internal and external sources).	Jill Harrison Dec 2010

## **ADULT AND COMMUNITY SERVICES SCRUTINY FORUM**

**5 July 2010**



**Report of:** Scrutiny Manager

**Subject:** THE ROLE OF THE ADULT AND COMMUNITY  
SERVICES SCRUTINY FORUM

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

- 1.1 To give an overview of the role and functions of the Adult and Community Services Scrutiny Forum.

### **2. BACKGROUND**

- 2.1 The Council's approach to Overview and Scrutiny has been informed by government guidance, best practice nationally and experience of what works locally to ensure that the Scrutiny Forum's operate in an optimum scrutiny structure that will enable the Forums to add value and improve services for the residents of Hartlepool.
- 2.2 The role of the Scrutiny Co-ordinating Committee is briefly discussed in the following section. Following this in Section 4, there is a more detailed description of the roles and functions of this Forum.

### **3. ROLE AND FUNCTIONS OF THE SCRUTINY CO-ORDINATING COMMITTEE**

- 3.1 The membership of the Scrutiny Co-ordinating Committee reflects both the Council's political make-up and the five standing Scrutiny Forums (which are equally represented on the Committee). A total of sixteen Elected Members serve on the Committee, consisting of the Chair (appointed by Council), Vice-Chair and one other Member from each of the five standing Forums. In addition to this, three Resident Representatives are also co-opted onto the Committee, one from each Neighbourhood Consultative Forums.
- 3.2 This approach enables the Scrutiny Co-ordinating Committee to draw on the experience of a variety of Members, represent a cross-section of political views and equally represent each of the five standing Forums. The Scrutiny Co-ordinating Committee is responsible for the overall management of

Overview and Scrutiny within the Authority. Other authorities' experience of scrutiny appears to have benefited from the establishment of such a body. Given the increasing importance of the scrutiny role under the new arrangements and the likely increase in workload of the scrutiny function the role of the Scrutiny Co-ordinating Committee is invaluable. The main roles and functions of the Committee are as follows:-

- (i) To work with the five Forums to decide an annual Overview and Scrutiny Work Programme, including the programme of any ad-hoc Forum that it appoints, to ensure that there is efficient use of the Forums and that the potential for duplication of effort is minimised;
- (ii) To lead the involvement of Overview and Scrutiny in the development of the budget and the plans and strategies that make up the policy framework and to delegate issues for consideration to the Forums;
- (iii) Where matters fall within the remit of more than one Overview and Scrutiny Forum, to determine which of them will assume responsibility for any particular issue and to resolve any issues of dispute between Overview and Scrutiny Forums;
- (iv) To receive requests from Members, the Executive and/or the Full Council for items (including those referred via the Councillor Call for Action mechanism) to be considered by Overview and Scrutiny forums and to allocate them, if appropriate to one or more Overview and Scrutiny Forum;
- (vi) To put in place and maintain a system to ensure reports from Overview and Scrutiny to the Executive are managed efficiently and do not exceed any limits set out in the Constitution (this includes making decisions about the priority of reports, if the volume of such reports creates difficulty for the management of Executive business or jeopardises the efficient running of the Council business);
- (vii) To exercise the power of call-in in relation to Executive decisions made as set out in Section 21 (3) of the Local Government Act 2000, or allocate them to the appropriate Overview and Scrutiny Forum for consideration; and
- (viii) Assessing, monitoring and advising on the role of the Council's central support services in supporting the Council's progress towards the Community Strategy's priority aims, including:-
  - General policies of the Council relating to the efficient use of resources (people, money, property, information technology); and
  - District Auditor performance reports, the District Auditor's Annual Audit Letter, Best Value Performance Indicators and health and safety issues.

#### **4. FUNCTIONS OF OVERVIEW AND SCRUTINY FORUMS**

4.1 The five standing Overview and Scrutiny Forums have three main functions and these are set out in the following paragraphs:-

(a) Policy Development and Review

Overview and Scrutiny Forums may:

- (i) Assist the Council and the Executive in the development of the budget and policy framework by in-depth analysis of policy issues;
- (ii) Conduct research, community and other consultation in the analysis of policy issues and possible options;
- (iii) Consider and implement mechanisms to encourage and enhance community participation in the development of policy options;
- (iv) Question members of the Executive and Chief Officers about their views on issues and proposals affecting the area; and
- (v) Liaise with other external organisations operating in the area, whether national, regional or local, to ensure that the interests of local people are enhanced by collaborative working.

(b) Scrutiny

Overview and Scrutiny Forums may:

- (i) Review and scrutinise the decisions of the Executive and Chief Officers both in relation to individual decisions and their overall strategic direction;
- (ii) Review and scrutinise the work of the Council in relation to its policy objectives, performance targets and/or particular service areas;
- (iii) Question members of the Executive and Chief Officers about their decisions, whether generally in comparison with the service plans and targets over a period of time, or in relation to particular decisions, initiatives or projects;
- (iv) Review and scrutinise the performance of other public bodies in the area, requesting them to attend and address relevant scrutiny Forums to speak about their activities and performance;
- (v) Investigate other issues of local concern, outside the control of the Council and other public bodies in the area, and make recommendations to the Council, the Executive and / or other organisations arising from the outcome of the scrutiny process;

- (vi) Question and gather evidence from any person (with their consent); and
- (vii) Make recommendations to the executive and / or the council arising from the outcome of the scrutiny process.

(c) Finance

Overview and Scrutiny Committees may exercise overall responsibility for the finances made available to them. This presently consists of a dedicated overview and scrutiny budget of 50k. Applications for funding must be made through Scrutiny Co-ordinating Committee.

## 5. THE REMIT OF THIS FORUM

- 5.1 The strategic direction of the Scrutiny Forums will be to assess, monitor and advise on the Council's progress towards the 7 priority aims of the Community Strategy whilst the operational direction of the individual Scrutiny Forums will be governed by the remits outlined in the Constitution.

The remit of the Adult and Community Services Scrutiny Forum is as follows:-

*'To consider issues relating to specialist targeted and universal services in relation to adults, culture and leisure.'*

- 5.2 There will be, however, from time to time, be issues that could be considered by more than one Forum and it will be for the Scrutiny Co-ordinating Committee to determine which Forum should examine a particular issue. It is also open to the Scrutiny Co-ordinating Committee to appoint ad hoc Forums. For example, where an issue comes within the remit of two scrutiny Forums, the Scrutiny Co-ordinating Committee could decide to establish an ad hoc Forum made up of four Members from each of those two Forums.

## 6. SCHEDULE OF FORUM DATES FOR 2010/11

- 6.1 Detailed below, for Members information, are the scheduled dates for meetings of the Adult and Community Services Scrutiny Forum in 2010/11. Please note that all scheduled meetings will commence at 2.00 pm, in the Civic Centre, with the capacity for additional meetings to be arranged where required to accommodate the needs of individual inquiries.

5 July 2010  
 2 August 2010  
 13 September 2010  
 18 October 2010  
 8 November 2010  
 17 January 2010  
 28 February 2010

28 March 2010

## **7. CONCLUSIONS**

- 7.1 No specific action is required as a result of this report; however, Members may have questions about the role of the Forum.

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## **BACKGROUND PAPERS**

The following background papers were used in the preparation of this report:-

- i) Hartlepool Borough Council Constitution.

## **ADULT AND COMMUNITY SERVICES SCRUTINY FORUM**

5 July 2010



**Report of:** Scrutiny Manager

**Subject:** DETERMINING THE SCRUTINY FORUM'S WORK  
PROGRAMME FOR 2010/11

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

- 1.1 To provide the Members of the Adult and Community Services Scrutiny Forum with a range of information, extracted from various sources to assist in the consideration of suitable topics for inclusion into the Forum's Work Programme for the 2010/11 Municipal Year.

### **2. BACKGROUND INFORMATION**

- 2.1 The Adult and Community Services Scrutiny Forum needs to develop a Work Programme for the 2010/11 Municipal Year, together with a timeframe for each review, for consideration by the Scrutiny Co-ordinating Committee on 23 July 2010. Detailed terms of reference should be developed at the start of each review.
- 2.2 As such the Director of Child and Adult Services, Cabinet Members for Adult and Public Health Services and Culture, Leisure and Tourism; Corporate Plan; and consultation with the Local Involvement Network (LINK) have been the foundation sources for this report to enable the Forum to compile its Work Programme.
- 2.3 However, it should be appreciated that some of the areas detailed below are continually evolving and further details will emerge throughout the year.
- 2.4 In addition to establishing the Forum's Work Programme, the Forum may consider it appropriate to receive illustrations from service departments in relation to impending legislation and to respond on an ad hoc basis to emerging issues which would be considered appropriate for an investigation or review to be undertaken.

TOPIC	Director / Cabinet Member	LINK (To be advised at the meeting)	Member(s)	Referral	Member of the Public / resident representative / community Group
<b>Business Transformation – Service Delivery Options (SDO's)</b>  Further information in relation to this possible Work Programme item to be circulated following the Scrutiny Co-ordinating Committee meeting on the 25 June 2010, at which consideration is to be given to the process for Scrutiny consideration of SDO's.			X		
<b>Dementia Care</b>  To explore / evaluate the provision of dementia services in Hartlepool  For further details see <b>Appendix A.</b>	X				
<b>Safeguarding of Adults</b>  To explore / evaluate the provision of Safeguarding services in Hartlepool.  For further details see <b>Appendix B.</b>	X				
<b>Broadband Provision in Rural Areas</b>  To explore the provision / availability of broadband services in rural areas and how this can be improved. For further details see <b>Appendix C.</b>	X				

Suggested single meeting in conjunction with Regeneration and Planning Services Scrutiny Forum.					
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- 2.5 In setting the Work Programme for 2010/11 consideration also needs to be given to the following Budget and Policy Framework documents, which will be presented to the Forum during the course of the year.

BUDGET AND POLICY FRAMEWORK ITEMS	Estimated timetable for consideration by the Forum
Budget 2011/12	November 2010/December 2010, January 2011
Departmental Plans	January / February 2011

- 2.6 Having considered the above information together with topics identified by individual Members' for inclusion into the Work Programme, the Forum may wish to discuss various aspects contained within the Corporate Plan 2010/11 to raise potential areas for consideration. They could range from areas already identified as suitable for development through Commitments or areas where the specific performance is below the targeted level. For this purpose, **Appendices D and E** detail the relevant Sections of the Corporate Plan for the Panel's consideration as outlined below:-

**Appendix D** – Council's Priority Contributions to Community Strategy Themes 'Health and Wellbeing'; and 'Culture and Leisure'.

**Appendix E** – Performance Indicator Table: 'Health and Wellbeing'; and 'Culture and Leisure'.

- 2.7 The Forum may also wish to apply a degree of emphasis on a particular source for example, would the Forum consider issues which are clearly raised as a concern by the public to carry more weight than those considered important by the service provider? In practice the Forum will need to apply a considered opinion from all sources against the individual subject area.
- 2.8 Once the Forum has identified Scrutiny topics, anticipated time frames need to be applied. It is suggested to the Forum that a standard template for applying time allocations should be treated with caution as when scoping a subject a number of complexities may arise, therefore the anticipated duration should be allocated to the subjects on an individual basis.
- 2.9 The Forum is also advised to be cautious in setting an overly ambitious Work Programme for which it may be unable to deliver.

- 2.10 In addition to the above, the Forum may also consider establishing some small Sub-Groups, known as Working Groups to look at sharp focused areas of supplementary aspects of the main topic being scrutinised.

### **3. RECOMMENDATIONS**

- 3.1 The Adult and Community Services Scrutiny Forum is requested to consider the wide range of information detailed within this report (and the possible implications of Scrutiny consideration of SDO's) to assist in the determination of its 2010/11 Work Programme, to be approved by the Scrutiny Co-ordinating Committee at its meeting on 23 July 2010. Members may want to choose a maximum of two items for the coming year, which will allow for flexibility in its work programme for emerging issues and referrals from Council/Cabinet.

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### **BACKGROUND PAPERS**

The following backgrounds papers were used in the preparation of this report:-

- (i) Corporate Performance Plan for 2010/11
- (ii) Community Strategy

<p><b>Topic:</b></p> <p>Dementia Care</p>
<p><b>Aim</b></p> <p>To explore / evaluate the provision of dementia services in Hartlepool</p>
<p><b>Background Information</b></p> <p>Locally, there are growing numbers of people suffering from dementia with approximately 1 in 5 cases in active adult social work suffering from dementia or an associated condition.</p> <p>Suggested areas to examine / explore could be:-</p> <ul style="list-style-type: none"> <li>(a) What is the agreed overall 'aim' for the provision of dementia services;</li> <li>(b) To gain an understanding of the increase in the number of people suffering from dementia;</li> <li>(c) To explore how the service is currently provided;</li> <li>(d) To explore how effective the service provided is in achieving the overall 'aim';</li> <li>(e) To explore the operation of key early detection mechanisms and support for carers;</li> <li>(f) Should services continue to be provided in the existing way;</li> <li>(g) How services could be provided in the future to most effectively / efficiently achieve the overall 'aim' of the service.</li> </ul>
<p><b>What would be the desired area(s) of impact / benefit resulting from the investigation?</b></p> <ul style="list-style-type: none"> <li>(a) Improve quality of service provision</li> <li>(b) Identify the most effective / efficient ways of working</li> </ul>
<p><b>Corporate Plan Actions / Pi's and LAA targets to which the issue relates.</b></p> <p>Theme: Health and Wellbeing  Outcome: Improved Mental Health and Wellbeing  Action: Progress the implementation of the national dementia strategy and associated local action plan (CADHW040).</p>

<p><b>Topic:</b></p> <p>Safeguarding of Adults</p>
<p><b>Aim</b></p> <p>To explore / evaluate the provision of adult Safeguarding services in Hartlepool</p>
<p><b>Background Information</b></p> <p>Councils have a key responsibility in relation to safeguarding adults. In practice the term 'safeguarding' is used to mean both specialist services where harm or abuse has, or is suspected to have, occurred and other activity designed to promote the wellbeing and safeguard the rights of adults. In its broadest sense it is everybody's business: the public, volunteers and professionals. It covers a wide range of activities and actions taken by a large number of people, not least by people in the community.</p> <p>Suggested areas to examine / explore could be:-</p> <ul style="list-style-type: none"> <li>(a) What is the agreed overall 'aim' for the provision of Safeguarding services;</li> <li>(b) To highlight what a 'positive outcome' looks like in terms of the provision of safeguarding services;</li> <li>(c) To gain an understanding of the peak in safeguarding figures in Hartlepool;</li> <li>(d) To explore how the service is currently provided;</li> <li>(e) To explore how effective the service provided is in achieving the overall 'aim';</li> <li>(f) To explore the impact of current and potential future budgetary restrictions on the provision of services;</li> <li>(g) Should services continue to be provided in the existing way; and</li> <li>(h) How services could be provided in the future to most effectively / efficiently achieve the overall 'aim' of the service.</li> </ul>
<p><b>What would be the desired area(s) of impact / benefit resulting from the investigation?</b></p> <ul style="list-style-type: none"> <li>(a) Improved outcomes for adults</li> <li>(b) An evaluation of the existing services resulting in improved ways of working that are both efficient and effective</li> </ul>

**Corporate Plan Actions / Pi's and LAA targets to which the issue relates.**

Theme: Health and Wellbeing

Outcome: Exercise of Choice and Control and retention of personal dignity

Action: Continue to safeguard and protect vulnerable people by increasing awareness and understanding of what constitutes abuse and advising people how to appropriately respond if they feel at risk by actively promoting the empowerment of vulnerable adults (CADHW035)

<p><b>Topic:</b></p> <p>Broadband Provision in Rural Areas</p>
<p><b>Aim</b></p> <p>To explore the provision / availability of broadband services in rural areas and how this can be improved</p> <p>Suggested single meeting in conjunction with Regeneration and Planning Services Scrutiny Forum</p>
<p><b>Background Information</b></p> <p>Some rural areas are disadvantaged by existing broadband provision, which not only affects residents and existing businesses but also stops new enterprises relocating and creating employment.</p> <p>Suggested areas to examine / explore could be:-</p> <ul style="list-style-type: none"> <li>(a) What broadband provision is available in rural areas;</li> <li>(b) How does this compare to broadband provision in urban areas;</li> <li>(c) How can broadband provision in rural areas be improved; and</li> <li>(d) How does lack of broadband provision affect the lives of residents and local businesses and their ability to communicate (to incorporate an evaluation of the results of Elwick questionnaire).</li> </ul>
<p><b>What would be the desired area(s) of impact / benefit resulting from the investigation?</b></p> <ul style="list-style-type: none"> <li>(a) Enhance communication in rural areas</li> </ul>
<p><b>Corporate Plan Actions / Pi's and LAA targets to which the issue relates.</b></p> <p>No Corporate Plan Actions / Pi's / LAA targets relate to this topic.</p>

## Adult and Community Services - Corporate Plan 2010/11

This Forum's remit covers Actions under the following Community Strategy Themes / Council Priority areas:

- Health and Wellbeing; and
- Culture and Leisure;

The information provided in the appendix includes the relevant Community Strategy Themes, which are divided into the Corporate Plan Objectives that have some relevance to this Forum. Under each Corporate Plan Objective there are a number of Actions.

Theme: <b>Health and Wellbeing</b>			
Outcome: <b>Exercise of choice and control and retention of personal dignity</b>			
Code	Action	Date to be Completed	Responsible Officer
CADHW034	Continue to increase the number of people accessing personal budgets and directing their own support	31 Mar 2011	Sarah Ward
CADHW035	Continue to safeguard and protect vulnerable people by increasing awareness and understanding of what constitutes abuse and advising people how to appropriately respond if they feel at risk by actively promoting the empowerment of vulnerable adults	31 Mar 2011	John Lovatt
Theme: <b>Health and Wellbeing</b>			
Outcome: <b>Improved Mental Health and Wellbeing</b>			
Code	Action	Date to be Completed	Responsible Officer
CADHW038	Review the Mental Health Local Implementation Team (LIT) and agree a way forward in light of New Horizons guidance.	31 Oct 2010	Bev Thompson
CADHW040	Progress the implementation of the national dementia strategy and associated local action plan.	31 Mar 2011	Bev Thompson

Theme: **Health and Wellbeing**

Outcome: **Easier Access to Services**

Code	Action	Date to be Completed	Responsible Officer
CADHW047	Improve access to assessment and support for carers through implementation of the Carers Strategy.	31 Mar 2011	Steve Thomas
CADHW049	Develop a Centre for Independent Living bringing together statutory and voluntary sector organisations focused on supporting working age adults with disabilities.	31 Dec 2010	Neil Harrison

Theme: **Culture and Leisure**

Outcome: **Enrich individual lives, strengthen communities and improve places where people live through enjoyment of culture, leisure and sport**

Code	Action	Date to be Completed	Responsible Officer
CADCL002	Implement quality improvement action plans to achieve and maintain service accreditations	31 Mar 2011	Graham Jarritt; Pat Usher; Chris Wenlock; David Worthington
CADCL007	Implement the Hartlepool Playbuilder initiative	31 Mar 2011	Chris Wenlock
CADCL010	Deliver the Tall Ships Event	31 Aug 2010	John Mennear

Theme: **Culture and Leisure**

Outcome: **Cultural and leisure services, better meet the needs of the community, especially those from disadvantaged areas**

Code	Action	Date to be Completed	Responsible Officer
CADCL012	Undertake a strategic lead for the delivery of Sport and physical activity through the Community Activities Network	31 Mar 2011	Pat Usher
CADCL013	Deliver Renaissance Programme to improve access to Museum Services and develop new audiences	31 Mar 2011	Graham Jarritt; Pat Usher; David Worthington

## PERFORMANCE INDICATORS

Every council is required by the Department for Communities and Local Government to collect and publish a range of National performance indicators (NI's). In addition to these Government indicators, services in Hartlepool Borough Council have also set 'Local indicators,' these statutory and non-statutory indicators are set out in the pages that follow.

Four of the Community Strategy themes have some relevance to this Forum, and are listed below:-

⇒ **Health and Wellbeing**

⇒ **Culture and Leisure**

NI's are set by the government and information for these are included in the Corporate Plan. Some of the NI's have additional uses these include:-

- **Comprehensive Area Assessment (CAA)**

The means of assessing the Council's performance and how well it works together with other public bodies to meet the needs of Hartlepool residents. Replaced the Comprehensive Performance Assessment in April 2009.

- **Public Service Agreement (PSA)**

Agreement between local and central government to improve performance across a range of indicators based upon national and local priority

Theme: <b>Health and Wellbeing</b>			
Outcome: <b>Exercise of choice and control and retention of personal dignity</b>			
Code	Indicator	2009/10	Annual
		Value	2010/11
ACS P003	Number of Extra Care Housing Places (ACSPI 5)	350	430
NI 136	People supported to live independently through social services (all adults)	4616.40	4698.00
Theme: <b>Health and Wellbeing</b>			
Outcome: <b>Improved Mental Health and Wellbeing</b>			
Code	Indicator	2009/10	Annual
		Value	2010/11
NI 149	Adults receiving secondary mental health services in settled accommodation		70.0%
NI 150	Adults receiving secondary mental health services in employment		7.0%
LAA HW P004	Improving Access to Psychological Therapies		
Theme: <b>Health and Wellbeing</b>			
Outcome: <b>Easier Access to Services</b>			
Code	Indicator	2009/10	Annual
		Value	2010/11
NI 133	Timeliness of social care packages following assessment (BVPI 196)	89.1%	87.0%
NI 135	Carers receiving needs assessment or review and a specific carer's service, or advice and information	39.4%	21.0%
Theme: <b>Culture and Leisure</b>			
Outcome: <b>Enrich individual lives, strengthen communities and improve places where people live through enjoyment of culture, leisure and sport</b>			

Code	Indicator	2009/10	Annual 2010/11
		Value	
ACS P016	Engagement in museum outreach activity by under-represented groups (LAA CL1)	5,228	390
ACS P017	Visits by C2DE (MORI definition of Working Class) visitors to the Museum of Hartlepool (based on Renaissance funded MORI visitor survey) (LAA CL2)		43
NI 8	Adult participation in sport and active recreation	19.0%	22.1%
NI 10	Visits to museums and galleries		54.7%
NI 11	Engagement in the Arts	36.0%	37.4%
ACS P053	Number of learners participating in Adult Education Programmes (LAA LLS23)	2,507	3,500
Theme: <b>Culture and Leisure</b>			
Outcome: <b>Cultural and leisure services, better meet the needs of the community, especially those from disadvantaged areas</b>			
Code	Indicator	2009/10	Annual 2010/11
		Value	
LAA CL P002	Resident satisfaction with Sport and Leisure		65
LAA CL P003	Annual leisure centre attendances	445,029	385,000
NI 9	Use of public libraries		51.1%