

ADULT AND COMMUNITY SERVICES SCRUTINY FORUM AGENDA



Monday 13th September 2010

at 2.00pm

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

MEMBERS: ADULT AND COMMUNITY SERVICES SCRUTINY FORUM

Councillors Atkinson, Fleet, Griffin, Ingham, Law ton, A Marshall, McKenna, Preece, and 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 16th August 2010
- 4. RESPONSES FROM THE COUNCIL, THE EXECUTIVE OR COMMITTEES OF THE COUNCIL TO FINAL REPORTS OF THIS FORUM**

No items.
- 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**

Scrutiny Investigation into 'Safeguarding of Adults'

7.1 Setting the Scene

- (a) Covering Report – *Scrutiny Support Officer*
- (b) Safeguarding Adults – *Acting Assistant Director (Safeguarding and Vulnerability)*; and
- (c) Positive Outcome Cases Studies - *Assistant Director of Operations and Strategic Safeguarding Lead*

7.2 Evidence from the Portfolio Holder for Adult and Public Health Services

- (a) Covering Report – *Scrutiny Support Officer*
- (b) Verbal evidence from the Portfolio Holder for Adult and Public Health Services

7.3 Six Monthly Monitoring of agreed Adult and Community Services Scrutiny Forum's Recommendations - *Scrutiny Support Officer*

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, 18th October 2010 at 2.00 pm in Committee Room B, Civic Centre, Hartlepool

ADULT AND COMMUNITY SERVICES SCRUTINY FORUM

MINUTES
16 August 2010

The meeting commenced at 2.00 pm in the Civic Centre, Hartlepool

Present:

Councillor: Jane Shaw (In the Chair)

Councillors: Reuben Atkinson, Mary Fleet, Sheila Griffin, Patricia Lawton,
Ann Marshall and Arthur Preece

Resident Representative: Christine Blakey

Officers: Pam Simpson, Strategic Lead in Safeguarding and Vulnerability
John Lovatt, Acting Assistant Director, Child and Adult Services
Joan Stevens, Scrutiny Manager
Elaine Hind, Scrutiny Support Officer
Denise Wimpenny, Principal Democratic Services Officer

Also Present:: Tracy Jefferies, Hartlepool Carers

9. Apologies for Absence

Apologies for absence were submitted on behalf of Councillor Peter Ingham.

10. Declarations of interest by Members

None.

11. Minutes of the meeting held on 5 July 2010

Confirmed.

12. Responses from the Council, the Executive or Committees of the Council to Final Reports of this Forum

None

13. Consideration of request for scrutiny reviews referred via Scrutiny Co-ordinating Committee

None

14. Consideration of progress reports/budget and policy framework documents

None

15. Scrutiny Investigation into Safeguarding of Adults – Scoping Report *(Scrutiny Support Officer)*

The Scrutiny Support Officer presented a scoping report for the Forum's investigation into Safeguarding of Adults.

The aim of Investigation

To explore and evaluate the provision of adult safeguarding services in Hartlepool.

Proposed Terms of Reference

- (a) To gain an understanding of:-
 - (i) Legislation and policy relating to the provision of adult safeguarding services in Hartlepool;
 - (ii) The overall aim of the provision of adult safeguarding services in Hartlepool and what a positive outcome looks like.
- (b) To examine how adult safeguarding services are currently provided in Hartlepool (including areas of partnership working) and explore their effectiveness;
- (c) To gain an understanding of the challenges facing the provision of adult safeguarding services in Hartlepool, including demographic pressures and the increasing prevalence of dementia;
- (d) To gain an understanding of the impact of current and future budget pressures on the way in which adult safeguarding services are provided in Hartlepool;
- (e) To explore how the adult safeguarding services could be provided in the future, giving due regard to:-

- (i) Improving the effectiveness and efficiency of the way in which the service is currently provided; and
- (ii) If / how the service could be provided at a reduced financial cost (within the resources available in the current economic climate).

Potential Areas of Enquiry/Sources of Evidence

- (a) Member of Parliament for Hartlepool;
- (b) Elected Mayor;
- (c) Cabinet Member with Portfolio Holder for Adult and Public Health Services;
- (d) Director and / or appropriate officers of Child and Adult Services;
- (e) Independent Evidence (i.e. results / summary of the independent evaluation of the service);
- (f) Appropriate national/regional organisations and partner agencies
(i.e. Representatives from the Care Quality Commission, Tees-wide Safeguarding Board);
- (g) The Adult Protection Committee Board
(Membership of the Committee:- Hartlepool Borough Council officers, Police, NHS Hartlepool (Primary Care Trust), NHS Tees, Tees Esk & Wear Valleys NHS Foundation Trust, North Tees & Hartlepool NHS Foundation Trust, private sector provider representatives, Care Quality Commission, North East Ambulance Service, Hartlepool Local Improvement network (LINK), Cleveland Fire Brigade);
- (h) Local residents and people who use services
(i.e. Hartlepool Local Improvement Network (LINK), Hartlepool Carers, 50+ Forum, Older Persons Local Implementation Team, Hartlepool Mental Health Local Implementation Team, Learning Disability Partnership Board, Life Chances Partnership Board, Community Network; Community Consultation Group, (this will also include the use of case studies as evidence));
- (i) Another Local Authority as an example of 'good practice' (i.e. Middlesbrough Borough Council);
- (j) Representatives of minority communities of interest or heritage

(Expressions of interest to be sought from such groups through the HVDA [mailto:t.herrington@hvda.co.uk]; and

(k) Ward Councillors.

Key suggestions of documentary/internet sources were included in the report together with community engagement issues and details of the proposed timetable.

With regard to potential sources of evidence, it was suggested that Salford Council be approached to share examples of good practice and the Carers Strategy Group may also be an appropriate additional source of evidence for this investigation. Following further discussion and in order to facilitate the suggestion that examples of good practice be shared with Salford Council, the Forum was of the view that funding from the dedicated overview and scrutiny budget should be sought to fund this visit. The Scrutiny Manager agreed to facilitate this request with the Scrutiny Co-ordinating Committee, in consultation with the Chair.

In relation to (e) (ii) of the proposed terms of reference to explore how the adult safeguarding services could be provided at a reduced financial cost, whilst Members recognised the need to reduce costs of services, the importance of quality over cost was emphasised.

A resident representative outlined the importance of engaging with resident representatives in relation to scrutiny investigations and, in particular, their value in the community. The Scrutiny Manager outlined the engagement process and advised that the purpose of co-opting resident representatives on scrutiny forums was to act as a co-ordinating body and provide feedback to their fellow representatives on scrutiny activities. Scrutiny forums were open meetings to which all members of the community were encouraged to attend and participate in the process.

In response to a Resident Representative's request for details of previous scrutiny investigations, the Scrutiny Manager agreed to provide this information following the meeting.

Recommended

The proposed remit for the investigation, terms of reference and potential areas of enquiry/sources of evidence were agreed as detailed above with the addition of the following:-

- (a) That Salford Council and the Carers Strategy Group be included in the sources of evidence.
- (b) The Scrutiny Manager facilitate a funding request with the Scrutiny Co-ordinating Committee, in consultation with the Chair, in respect of a proposed visit to Salford Council to share examples of good

practice.

16. Issues Identified from Forward Plan

None

17. Date and Time of Next Meeting

It was noted that the next meeting would be held on Monday 13 September 2010 at 2.00 pm in Committee Room B, Civic Centre.

The meeting concluded at 2.50 pm.

CHAIR

ADULTS AND COMMUNITY SERVICES SCRUTINY FORUM

13 September 2010



Report of: Scrutiny Support Officer

Subject: SCRUTINY INVESTIGATION INTO
'SAFEGUARDING OF ADULTS' - SETTING THE
SCENE - COVERING REPORT

1. PURPOSE OF REPORT

- 1.1 To inform Members that the Assistant Director of Operations and the Strategic Lead in Safeguarding and Vulnerability have been invited to attend this meeting to provide evidence in relation to the ongoing investigation in to Adult Safeguarding.

2. BACKGROUND INFORMATION

- 2.1 Members will recall that at the meeting of this Forum on 16 August 2010, the Terms of Reference and Potential Areas of Inquiry / Sources of Evidence for this Scrutiny investigation were approved by the Forum.
- 2.2 Consequently the Assistant Director of Operations and the Strategic Lead in Safeguarding and Vulnerability from Hartlepool Borough Council have agreed to attend this meeting to provide a presentation giving an overview of adult protection structures and committees, details of current safeguarding legislation and a definition of the terms safeguarding and vulnerable adult.
- 2.3 As part of the evidence gathering session members of the forum will be asked to determine what a positive safeguarding outcome would be from a number of case studies. A group discussion will follow where Officers will provide feedback on the actual outcomes of the cases and the reasons behind these outcomes.

3. RECOMMENDATION

- 3.1 It is recommended that the Adult and Community Services Scrutiny Forum consider the evidence of the Assistant Director of Operations and the

Strategic Lead in Safeguarding and Vulnerability in attendance at this meeting and seek clarification on any relevant issues where required.

Contact Officer:- Elaine Hind – Scrutiny Support Officer
Chief Executive's Department – Corporate Strategy
Hartlepool Borough Council
Tel: 01429 523647

Email: elaine.hind@hartlepool.gov.uk

BACKGROUND PAPERS

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

- (i) Report of the Scrutiny Support Officer entitled 'Scrutiny Investigation into Adult Safeguarding – Scoping Report' Presented to the Adult and Community Services Scrutiny Forum on 16 August 2010.

ADULT AND COMMUNITY SERVICES SCRUTINY FORUM

13th September 2010



Report of: Acting Assistant Director (Safeguarding and Vulnerability)

Subject: SAFEGUARDING ADULTS

1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to inform Members of the Scrutiny Forum that Acting Assistant Director and Strategic Lead in Safeguarding and Vulnerability have been invited to attend the meeting on the 13th September in relation to raising awareness and understanding of how safeguarding services in Hartlepool are provided.

2. BACKGROUND INFORMATION

- 2.1 At a meeting of the Scrutiny Forum on 5 July 2010, Members determined their work programme for the 2010/11 Municipal Year. The issue of 'Safeguarding of Adults' was selected as the Scrutiny topic for consideration during the current Municipal Year. Members suggested that this investigation should form the major in-depth Scrutiny Inquiry for the Forum's 2010/11 work programme.

At a meeting of the Forum on 16th August 2010 the Terms of reference and potential areas of Inquiry/Sources of Evidence were approved by the Forum for this scrutiny investigation into 'Safeguarding Adults' The proposed timetable for the review to be undertaken was also agreed

13 September 2010

'Setting the Scene' – Presentation to cover *Term of Reference (a) and (b)* to include;

- (i) Details of legislation and policy documentation / requirements relating to the provision of the service;
- (ii) Provision of clear definitions of the terms 'safeguarding' and 'vulnerable adult' (to be agreed by the Forum for the purpose of the investigation);

- (iii) Clarification of the responsibilities of Councillors in the provision of the service;
- (iv) Clarification as to what a positive outcome would be, including:

The use of case studies to engage members (covering EMI, personalised budgets and learning disability cases).

- 2.2 The Presentation will be facilitated by the Acting Assistant Director, who will provide an overview of adult protection structures and committees, and Strategic Lead in Safeguarding and Vulnerability who will provide details of legislation, policy and procedures (definitions of terms etc)
- 2.3 The group will be split into three and each group will be given a case study with the remit of deciding what a positive outcome would look like
- 2.4 Feedback from the groups and Acting Assistant Director and Strategic Lead in Safeguarding and Vulnerability officers to detail the true outcomes of the case study, which can expand on why certain cases have to be handled in certain ways, drawing in legislation and how the department operates etc.

3. RECOMMENDATIONS

- 3.1 That Members of the Forum note the content of the report and where appropriate seek clarification.

Contact Officer:- Pamela Simpson
Strategic Lead Safeguarding and Vulnerability Adults
Child and Adult Services
Hartlepool Borough Council
Tel: 01429 284022
Email: pam.simpson@hartlepool.gov.uk.

BACKGROUND PAPERS

The following background paper was used in the preparation of this report:-

- (i) Minutes of the Adult and Community Services Scrutiny Forum, dated 5th July 2010 and 16th August 2010.

ADULT AND COMMUNITY SERVICES SCRUTINY FORUM

13 September 2010



Report of: Scrutiny Support Officer

Subject: SCRUTINY INVESTIGATION INTO
'SAFEGUARDING OF ADULTS' – EVIDENCE FROM
THE PORTFOLIO HOLDER FOR ADULT & PUBLIC
HEALTH SERVICES – COVERING REPORT

1. PURPOSE OF REPORT

- 1.1 To inform Members of the Forum that the Portfolio Holder for Adult & Public Health Services has been invited to attend this meeting to provide evidence in relation to the ongoing investigation into 'Safeguarding of Adults'.

2. BACKGROUND INFORMATION

- 2.1 Members will recall that at the meeting of this Forum on 16 August 2010, the Terms of Reference and Potential Areas of Inquiry / Sources of Evidence were approved by the Forum for this scrutiny investigation into 'Safeguarding of Adults'.
- 2.2 Consequently, the Authority's Portfolio Holder for Adult & Public Health Services has been invited to this meeting to provide evidence to the Forum in relation to their responsibilities, and views on 'Safeguarding of Adults'.
- 2.3 During this evidence gathering session with the Authority's Adult & Public Health Services Portfolio Holder, it is suggested that responses should be sought to the key questions below:-
- (a) What are your roles and responsibilities in relation to the safeguarding of adults in Hartlepool?
 - (b) What are your views on how Adult Safeguarding services could be provided effectively and efficiently going forward, given the following challenges facing service provision;

- current and future budgetary pressures
- an ageing population
- the increased prevalence of dementia

(c) How do you feel legislation and policy (such as the Mental Capacity Act and the implementation of personal budgets) will impact on the provision of Adult Safeguarding services?

(d) Do you have any other views / information which you feel maybe useful to Members in forming their recommendations?

3. RECOMMENDATIONS

- 3.1 That Members of the Forum consider the views of the Portfolio Holder for Adult & Public Health Services in relation to the questions outlined in section 2.3.

Contact Officer:- Elaine Hind – Scrutiny Support Officer
Chief Executive's Department - Corporate Strategy
Hartlepool Borough Council
Tel: 01429 523647
Email: elaine.hind@hartlepool.gov.uk

BACKGROUND PAPERS

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

- (i) Report of the Scrutiny Support Officer titled 'Scrutiny Investigation into 'Safeguarding of Adults' – Scoping Report,' presented at the meeting of the Adult and Community Services Scrutiny Forum of 16 August 2010.

ADULT AND COMMUNITY SERVICES SCRUTINY FORUM

13 September 2010



Report of: Scrutiny Support Officer

Subject: SIX MONTHLY MONITORING OF AGREED ADULT AND COMMUNITY SERVICES SCRUTINY FORUM'S RECOMMENDATIONS

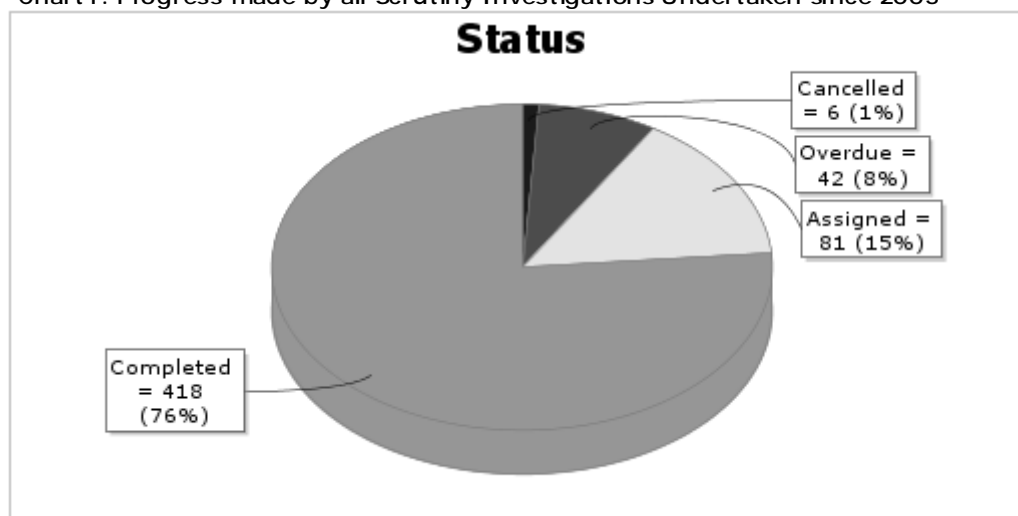
1. PURPOSE OF REPORT

- 1.1 To provide Members with the six monthly progress made on the delivery of the agreed scrutiny recommendations of this Forum.

2. BACKGROUND INFORMATION

- 2.1 In November 2007 the Scrutiny Co-ordinating Committee approved the introduction of the Scrutiny Monitoring Database, an electronic database, to monitor the delivery of agreed scrutiny recommendations since the 2005/06 Municipal Year.
- 2.2 In March 2010 Scrutiny Chairs noted and agreed for the movement of the Scrutiny Monitoring Database into the Covalent, which is the Council's Performance Management System. Members are asked to note that the transfer of data into Covalent took place during February – April 2010, this process updated notes made by Officers in the Scrutiny Monitoring Database with an automatically stamped date of transfer, this explains why some notes might appear more recent than the completion date.
- 2.3 In accordance with the agreed procedure, this report provides for Members details of progress made against each of the investigations undertaken by the Forum. **Chart1** overleaf is the overall progress made by all scrutiny forums since 2005 and **Appendix A** provides a detailed explanation of progress made against each scrutiny recommendation agreed by this Forum.

Chart1: Progress made by all Scrutiny Investigations Undertaken since 2005



3. RECOMMENDATIONS

3.1 That Members:-

- (a) Note progress against the Adult and Community Services Scrutiny Forum's agreed recommendations, since the 2005/06 Municipal Year, and explore further where appropriate; and
- (b) Retain **Appendix A** for future reference.

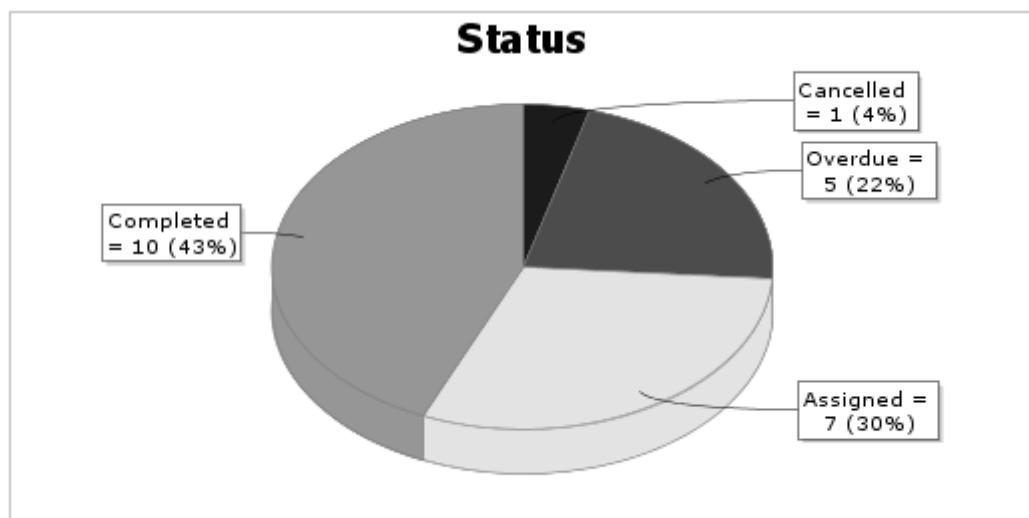
Contact Officer:- Elaine Hind – Scrutiny Support Officer
 Chief Executive's Department - Corporate Strategy
 Hartlepool Borough Council
 Tel: 01429 523647
 Email: Elaine.hind@hartlepool.gov.uk

BACKGROUND PAPERS

No background papers were used in the preparation of this report.

Adult and Community Services Scrutiny Forum

Generated on: 23 August 2010



Year 2008/09

Investigation Access to Recreation Facilities for Vulnerable / Older People

| Recommendation | Action | Assigned To | Original Due Date | Due Date | Note | Progress |
|--|--|-------------|-------------------|-------------|---|---|
| SCR-ACS/6a That the Council continues to improve the way in which it raises public awareness of the available recreational activities through the increased promotion of activities on the Council's website and | Key Officers identified within each area with the responsibility to submit articles for each edition of Hartbeat. This will allow for a targeted campaign at key groups. | Pat Usher | 30 Apr 2009 | 30 Apr 2009 | 21 Apr 2010 Other designated Officers within the service area are responsible for the writing & submission of articles for Hartbeat. This work is progressing - Interesting to note that we have experienced circumstances where despite submitting | <div> <div>100%</div> <div>Completed</div> </div> |



7.3 Appendix A

| Recommendation | Action | Assigned To | Original Due Date | Due Date | Note | Progress |
|--|--|-------------|-------------------|-------------|--|--------------------------------------|
| in 'Hartbeat'. | | | | | articles, they cannot always be used. We frequently also have to pay for the articles/adverts and budgets are limited. | |
| SCR-ACS/6a That the Council continues to improve the way in which it raises public awareness of the available recreational activities through the increased promotion of activities on the Council's website and in 'Hartbeat'. | Work ongoing within the Department to make greater use of 'Hartlepool Now' website producing information in a more accessible format. | Pat Usher | 31 Jul 2009 | 31 Jul 2009 | 21 Apr 2010 The Department's Development Section are undertaking this work and the Sport & Recreation Section are making good use of this. | <div><div>100%</div></div> Completed |
| SCR-ACS/6b That in continuing to improve the way in which available recreational activities are publicised, the Council ensures that arrangements are formalised for increased promotion of activities in the local press and radio. | New marketing strategy to be developed for the Sport & Recreation service - key responsibility of a new post developed with the management structure, yet to be appointed. | Pat Usher | 31 Aug 2009 | 31 Aug 2010 | <p>13 Apr 2010 All on hold at present due to the restructuring of the Sport & Recreation service as from February 1st 2010. Community Centres and Grants have moved to Libraries and Communities and new services transferred include Summerhill, Borough Buildings, Grayfields Recreation Ground, Brinkburn Swimming Pool, Primary Swimming Provision and Carlton Outdoor Education service. New management structure virtually in place - Service review commencing April 1st.</p> <p>23 Feb 2010 Maxine Crutwell, Recreation Development Officer now in post from September 2009.</p> | <div><div>100%</div></div> Completed |

7.3 Appendix A

| Recommendation | Action | Assigned To | Original Due Date | Due Date | Note | Progress |
|--|--|-----------------|-------------------|-------------|--|--------------------------------------|
| | | | | | A brief for the development of a marketing strategy has been written and are seeking to procure the work. New branding for the Sport & Recreation service has been developed recently. Timescales have slipped - now expected in 2010. | |
| SCR-ACS/6b That in continuing to improve the way in which available recreational activities are publicised, the Council ensures that arrangements are formalised for increased promotion of activities in the local press and radio. | | Maxine Crutwell | 30 Apr 2009 | 30 Apr 2009 | | <div><div>100%</div></div> Completed |
| SCR-ACS/6c That the Council develops easy to read notices detailing forthcoming recreational activities to display in all leisure facilities, community and voluntary group buildings, libraries, doctors surgeries and schools. | As part of the new marketing strategy, this will be developed as a gradual process as and when targeted promotional campaigns are utilised. There are shelf-life implications to consider and the expense of developing these. | Maxine Crutwell | 31 Dec 2009 | 31 Dec 2009 | 23 Feb 2010 Marketing brief is currently being written and should be completed by Christmas to role out from January 2010 onwards. | <div><div>0%</div></div> Overdue |
| SCR-ACS/6c That the Council develops easy to read notices detailing forthcoming recreational activities to display in all leisure facilities, community and voluntary group buildings, libraries, | 'Flyers' and promotional literature is already distributed to the venues described but its availability is dependant on those individual venues putting these out on display. Where | Maxine Crutwell | 31 Dec 2009 | 31 Dec 2009 | 23 Apr 2010 Updated Sport and Recreation booklet has been produced and sent out across the town. This booklet incorporates Leisure Facilities, Sports Development and Community Resources. The booklet is also handed out | <div><div>100%</div></div> Completed |

7.3 Appendix A

| Recommendation | Action | Assigned To | Original Due Date | Due Date | Note | Progress |
|---|--|-----------------|-------------------|-------------|--|---|
| doctors surgeries and schools. | possible, staff will distribute these to sites but this is not always possible due to resource implications. | | | | at major events such as the community roadshow and children in need. Signage within Mill House is due to be produced early January which fits in with DDA requirements and will be produced in Braille. | |
| SCR-ACS/6d That the Council produce an easy to read information booklet detailing all the leisure facilities and activities available. | <p>Main leaflets and website information for facilities and generic activities already exist and have recently been revised. As commented previously, these are distributed to a variety of outlets but may not always be displayed.</p> <p>We would advise against producing one booklet containing information on everything – there are some real ‘shelf-life’ implications with this, particular where activities can be of a short-term nature. As a consequence, we would propose continuing with the use of targeted promotions and flyers when new activities are developed.</p> | Maxine Crutwell | 31 May 2009 | 31 May 2009 | <p>23 Apr 2010 Updated Sport and Recreation booklet has been produced and sent out across the town. This booklet incorporates Leisure Facilities, Sports Development and Community Resources. The booklet is also handed out at major events such as the community roadshow and children in need. Signage within Mill House is due to be produced early January which fits in with DDA requirements and will be produced in Braille. Leaflets are always handed out as an ongoing priority by staff.</p> |  Completed |
| SCR-ACS/6e That the Council continues to work in partnership with key organisations to develop new recreational activities / initiatives which will | This is a main area of work for the Section and new partnerships for the development of new activities and initiatives are constantly sought. This | Pat Usher | 31 Mar 2010 | 31 Mar 2010 | <p>23 Feb 2010 Work is progressing well in this respect. Wii Fit initiative is now being piloted in several care settings. Partner in a recent event ran by the Department which</p> |  Completed |

7.3 Appendix A

| Recommendation | Action | Assigned To | Original Due Date | Due Date | Note | Progress |
|---|--|-------------|-------------------|-------------|---|------------------------|
| improve the health and well being of the people in Hartlepool. | is very much linked to our service plan for 2009/10 and we will continue to deliver on this to a high level | | | | highlighted all the activities and initiatives available for older people. Refurbishment of the Mill House LC will help improve physical access to the Centre & it's facilities. Member of the Team now attending 50+ Forum meetings. | |
| SCR-ACS/6f That the Council supports the interim improvement measures and future investment in the town's leisure facilities to maintain and improve access, participation and satisfaction levels. | <p>Capital funding of approx. £700k has now been secured by the Section to improve access at MHL. This will involve the creation of a new 'changing village' as well as a new foyer and reception area. This will build on the recent improvements already made at the site.</p> <p>The recent MORI Household survey already indicates a 4% increase in satisfaction levels with sport and recreation facilities. This is expected to take hartlepool into the top quartile. (tbc)</p> | Pat Usher | 31 May 2010 | 31 May 2010 | <p>13 Jul 2010 Wetside changing village, Health Suite and Reception complete and operational. Conversion of the redundant cafeteria area to a newly equipped fitness suite complete and operational. CHP unit installed but awaiting commissioning.</p> <p>13 Apr 2010 Changing Viallge works virtually complete and should be available soon. Foyer/reception works complete and in use following a 12 day closure in March. Health Suite remedial works ongoing. CHP installation complete as well as pool tank repairs.</p> <p>Availabilty of additional funding has made it possible to convert the redundant cafeteria area to a new fitness suite provision with new equipment. Giventhat work progresses well, this should be availble for use by the end of May 2010.</p> | <div>95%</div> Overdue |

7.3 Appendix A

| Recommendation | Action | Assigned To | Original Due Date | Due Date | Note | Progress |
|--|--|---------------|-------------------|-------------|---|-------------------------|
| | | | | | 23 Feb 2010 Contractors now on site and work has started with the provision of a changing village for the swimming facilities. Once complete, the work will move on to redesigning the foyer/reception area layout. Target completion date for the works is April 2010. | |
| SCR-ACS/6g That the Council considers the value of partnership working in any future plans for the building of a new leisure facility within Hartlepool. | Discussions have already been held with potential key partners regarding the redevelopment of the physical infrastructure of the MHLC site. As detailed in recent Cabinet reports, It is intended to engage with consultants with the necessary expertise to take the plan to the next level, primarily around the procurement and management of such a development. | John Menneear | 01 Aug 2009 | 30 Sep 2010 | <p>19 Jul 2010 -- DTZ are undertaking consultations into the redevelopment options for the MHLC site including consulting with partner organisations present on site.</p> <p>23 Feb 2010 The advert to secure a consultancy has resulted in a strong shortlist and selection to appointment is underway. This will enable progress to be made on the capital scheme. In the meantime improvements to the changing facilities to Mill House Leisure Centre are underway and will enable better facilities in the short term.</p> | <div>40%</div> Assigned |

Year 2008/09

Investigation Quality of Care Home Provision in Hartlepool

| Recommendation | Action | Assigned To | Original Due Date | Due Date | Note | Progress |
|--|---------------------------------------|--------------|-------------------|-------------|------|---------------------------|
| SCR-ACS/5a That the Council, through its | The Council's contract with care home | Phil Hornsby | 01 Apr 2009 | 01 Apr 2009 | | <div>100%</div> Completed |

7.3 Appendix A

| Recommendation | Action | Assigned To | Original Due Date | Due Date | Note | Progress |
|---|---|--------------|-------------------|-------------|---|--------------------------------------|
| Adult and Community Services Department and relevant Portfolio Holder, works in partnership with LINKs to ensure that the statutory requirements in relation to care home inspection in Hartlepool are fully met. | providers requires them to give access to nominated persons (in this case LINKs representatives). Agreed with LINKs Co-ordinator that reports from 'Enter & View' visits will be posted on Council's website for access by Public | | | | | |
| SCR-ACS/5b That the Council re-establishes the Hartlepool Care Managers' Forum in consultation with Hartlepool PCT to ensure that regular dialogue is maintained between care home managers and key partners. | Care Home Managers are invited to provider forum meetings that are already established and meet 3 times a year. In addition, the managers will be offered the opportunity to meet and discuss good practice and development opportunities. | Phil Hornsby | 01 Jun 2009 | 01 Jun 2009 | 21 Apr 2010 Managers of care homes have generally welcomed the idea of establishing a forum. Workshops relating to flu pandemic/business continuity have recently taken place. | <div><div>100%</div></div> Completed |
| SCR-ACS/5c That the Council regularly publicises its gradings for individual Care Homes along with the Commission for Social Care Inspection quality ratings on the Council's website. | CSCI reports with gradings are available now, via a link, on the Council's website. http://www.hartlepool.gov.uk/site/scripts/documents_info.php?categoryID=4120&documentID=925 Further work on aligning the Council's grading of care homes and CSCI ratings | Phil Hornsby | 30 Apr 2010 | 30 Apr 2010 | 16 Jul 2010 The Care Quality Commission will discontinue the use of quality ratings from October 2010. The regional work on developing quality standards for regulated services, including care homes is due for completion in summer 2010. Hartlepool will use these quality standards to determine the gradings for care homes. 07 Apr 2010 RIEP project on developing core standards not yet completed causing delay in completion of this action | <div><div>70%</div></div> Overdue |



7.3 Appendix A

| Recommendation | Action | Assigned To | Original Due Date | Due Date | Note | Progress |
|---|--|--------------|-------------------|-------------|---|--|
| | | | | | 18 Feb 2010 The Regional Improvement & Efficiency Programme (RIEP) has commissioned work to develop a core set of quality standards for regulated services, including care homes. Councils across the North East are involved in developing these standards and work is due | |
| SCR-ACS/5d That the Council aligns its care home gradings with the Commission for Social Care Inspection quality ratings to provide an overall grading. | Work has started with providers to develop the quality gradings approach for care homes for older people | Phil Hornsby | 01 Oct 2009 | 30 Apr 2010 | 16 Jul 2010 The Care Quality Commission will discontinue the use of quality ratings from October 2010. The regional work on developing quality standards for regulated services, including care homes is due for completion in summer 2010. Hartlepool will use these quality standards to determine the gradings for care homes. | <div> <div></div> <div>70%</div> <div>Overdue</div> </div> |
| | | | | | 07 Apr 2010 The Regional Improvement & Efficiency Programme (RIEP) has commissioned work to develop a core set of quality standards for regulated services, including care homes. Councils across the North East are involved in developing these standards and work is due for completion in 2010. | |
| | | | | | 23 Feb 2010 Proposal to introduce a single quality grading system has been put to providers. Officers are researching other LAs | |

7.3 Appendix A

| Recommendation | Action | Assigned To | Original Due Date | Due Date | Note | Progress |
|--|--|--------------|-------------------|-------------|---|--|
| | | | | | approaches to inform Hartlepool's final model. The Regional Improvement & Efficiency Programme (RIEP) has commissioned work to develop a core set of quality standards for regulated services, including care homes. Councils across the North East are involved in developing these standards and work is due for completion in 2010. | |
| SCR-ACS/5e That the Council considers including within their service specifications the minimum standards which are not legally enforceable through the Care Homes Regulations 2001. | Revision of the current service specifications will include specific reference to the National Minimum Standards | Phil Hornsby | 01 Oct 2009 | 30 Apr 2010 | <p>16 Jul 2010 Service specifications have been reviewed and revised to include those National Minimum Standards that are not enforceable through the Care Home Regulations</p> <p>07 Apr 2010 The current specification and contract documents are being reviewed and will include specific reference to National Minimum Standards. The Care Quality Commission are consulting on changes to the Regulations and Standards. The Regional Improvement & Efficiency Programme (RIEP) has commissioned work to develop a core set of quality standards for regulated services, including care homes. Councils across the North East are involved in developing these standards and work is due for completion in 2010.</p> | <div> <div></div> <div>100%</div> </div> Completed |

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| Recommendation | Action | Assigned To | Original Due Date | Due Date | Note | Progress |
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| | | | | | 23 Feb 2010 The current specification and contract documents are being reviewed and will include specific reference to National Minimum Standards. The Care Quality Commission are consulting on changes to the Regulations and Standards. The Regional Improvement & Efficiency Programme (RIEP) has commissioned work to develop a core set of quality standards for regulated services, including care homes. Councils across the North East are involved in developing these standards and work is due for completion in 2010. | |
| SCR-ACS/5f That, where possible, the Council influence future residential care developments to locate dementia units on the ground floor of any new development in Hartlepool. | The Council in consultation with Planning and CSCI to consider whether this recommendation can be implemented. | Phil Hornsby | 01 Jun 2009 | 01 Jun 2009 | 21 Apr 2010 Informal discussions have concluded that frail older people, who may be immobile, are just as vulnerable as those with dementia. Therefore, it is felt it would not be beneficial to insist that dementia units be located on the ground floor of any development. |  Cancelled |
| SCR-ACS/5g That the Portfolio Holder for Adult and Public Health lobby the Government to review the personal expenses allowance so that it is reflective of a person's needs and abilities. | The Portfolio Holder for Adult and Public Health to approach the MP for Hartlepool to seek his support and write to the Department of Health requesting a review of the personal expenses allowance to reflect the person's | Jeanette Willis | 01 Jul 2009 | 01 Jul 2010 | 23 Feb 2010 A review Hartlepool's policy for disability related expenditure relating to personal allowances for individuals in Care Homes has been completed. A meeting is arranged with Portfolio holder to discuss a way forward. |  Overdue |

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| Recommendation | Action | Assigned To | Original Due Date | Due Date | Note | Progress |
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| | needs and abilities. | | | | | |

Year 2009/10 Investigation Putting People First

| Recommendation | Action | Assigned To | Original Due Date | Due Date | Note | Progress |
|--|---|---------------------------|-------------------|-------------|--|-------------------------------------|
| SCR-ACS/7a That the Council continue to raise awareness of the Putting People First agenda; | 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. | Jill Harrison | 01 Mar 2011 | 01 Mar 2011 | 07 Jul 2010 Awareness of the Putting People First agenda continues to be raised through Hartlepool Now, the Health and Wellbeing Partnership which will focus on Universal Services at the July meeting and the various workstream groups. Citizen leaders are being developed through the Making a Difference programme and will play a role in raising awareness, and an event 'This Time It's Personal' was held in June to raise awareness of Putting People First and the personalisation agenda for people with mental health needs, carers and professionals. | <div><div></div></div> 00% Assigned |
| SCR-ACS/7b That the Council publicise the services which are available through self directed support along with the associated costs and how to access these services; | 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 | Leigh Keeble; John Lovatt | 01 Mar 2011 | 01 Mar 2011 | 09 Jul 2010 Work continues on the development of Hartlepool Now. We are also continuing to review our public information. In particular, we are working with the service user focus group to develop factsheets on the role of staff, finance information and defining terms used in services. | <div><div></div></div> 25% Assigned |

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| Recommendation | Action | Assigned To | Original Due Date | Due Date | Note | Progress |
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| | 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. | | | | <p>Work to promote services is ongoing. In particular, we are running sessions in the Ship in the Shop including workshops on Hartlepool Now.</p> <p>07 Jul 2010 Communication group set up as part of the Putting People First board. Continued development of Hartlepool Now and the HBC website to publicise the available services.</p> | |
| SCR-ACS/7c 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 | 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. | Jill Harrison | 01 Mar 2011 | 01 Mar 2011 | 07 Jul 2010 The Council continues to work with a range of partners to deliver the Putting People First agenda. Workstream groups involve representatives from across the Council as well as health partners and voluntary sector groups. Examples of successful partnership working include the development of Personal Health Budgets with the PCT and the development of the Centre for Independent Living, involving voluntary sector groups, local residents and elected members. | <div> <div></div> 25% </div> Assigned |
| SCR-ACS/7d/i That the Council monitor and evaluate the effect and impact that self directed support has on: - (i) existing providers and their ability to respond to the | The impact of self directed support on providers will be monitored through routine contract monitoring, regular provider events and monitoring of the | Brian Ayre; Jill Harrison | 01 Mar 2011 | 01 Mar 2011 | 07 Jul 2010 The impact of self directed support on providers continues to be monitored on an ongoing basis through routine contract monitoring. Existing providers receive regular updates through provider | <div> <div></div> 25% </div> Assigned |

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| Recommendation | Action | Assigned To | Original Due Date | Due Date | Note | Progress |
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| changing needs of users; and | market. | | | | events and new providers have come into the area as a result of people having more flexibility, choice and control over how their support is provided. | |
| SCR-ACS/7d/ii That the Council monitor and evaluate the effect and impact that self directed support has on: - (ii) the individuals with a personal budget | 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 based contracts (eg home care or extra care). | Jill Harrison; John Lovatt | 01 Mar 2011 | 01 Mar 2011 | 07 Jul 2010 Regular and robust mechanism of reviews is built into the care management process - this is monitored by monthly and quarterly reports, which is also broken down to individual team level. More comprehensive analysis is underway as part of the 'Putting People First (PPF)' programme to look at the frequency and detail of reviews of those getting self directed support. | <div><div></div><div>25%</div></div> Assigned |
| SCR-ACS/7e 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. | 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. The development of the Centre for Independent Living | Jill Harrison | 01 Dec 2010 | 01 Dec 2010 | 07 Jul 2010 Tenders for services continue to attract potential new providers to work in Hartlepool, including the recent tender for domiciliary support. Market development will continue to be encouraged through provider information and events, tendering and close working with the voluntary sector through developments such as the Centre for Independent Living and support for User Led Organisations. | <div><div></div><div>25%</div></div> Assigned |

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| | (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. | | | | | |