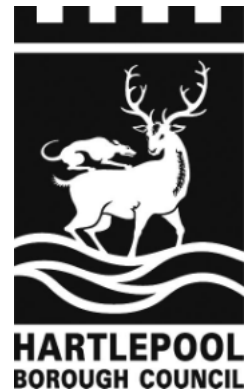


ADULT AND PUBLIC HEALTH SERVICES PORTFOLIO DECISION SCHEDULE



Monday, 15 November 2010

at 10.00 am

in Committee Room A, 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 2010/2011 – 2nd Quarter Monitoring Report – *Director of Child and Adult Services*
- 3.2 Joint Commissioning Arrangements – *Director of Child and Adult Services*

4. REPORTS FROM OVERVIEW OF SCRUTINY FORUMS

No items

ADULT AND PUBLIC HEALTH SERVICES PORTFOLIO

Report to Portfolio Holder
15 November 2010



Report of: Director of Child and Adult Services

Subject: ADULT AND COMMUNITY SERVICES
DEPARTMENTAL PLAN 2010/2011 – 2ND
QUARTER MONITORING REPORT

SUMMARY

1. PURPOSE OF REPORT

To inform the Portfolio Holder of the progress made against the Adult and Community Services Departmental Plan 2010/11 in the first two quarters of the year.

2. SUMMARY OF CONTENTS

The progress against the actions contained in the Adult and Community Services Departmental Plan 2010/11, the second 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 – 15 November 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 2010/2011 – 2ND
QUARTER MONITORING REPORT

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 2010/2011, progress of key performance indicators for the period up to 30 September 2010 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 2010/11 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 TWO 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: -

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

- 3.4 Within the Adult & Community Services plan there were a total of 38 actions and 41 Performance Indicators identified in the Departmental Plan. Table 1, below, summarises the progress made, to the 30th September 2010, towards achieving these actions and PIs.

Table 1 – Adult Services (APH portfolio) progress summary

	CLT Portfolio	
	Actions	PIs
Green – completed	-	8
Green – on track	38	19
Amber - acceptable	-	10
Red – Intervention required	-	2
Red – not completed	-	-
Annual	-	2
Total	38	41

- 3.5 A total of 38 actions (100%) are on track to meet year end targets. There are no actions which are not expected to be achieved.
- 3.6 It can also be seen that 8 (20%) of the Performance Indicators have reached their target, while 19 (46%) have been highlighted as being on track to hit the target. There are 10 (24%) of the Performance Indicators where progress is acceptable. There are 2 (5%) PI's that require intervention. Additionally, there are 2 (5%) 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 or target not met.

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	We have revised our system and process and expect the end of year figure (due to the increased number of permanent admissions) to be above the target.
P072	Clients receiving a review	75%	Currently low performance through the early part of the year, but actions have been put in place to remedy this.

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

Ref	PI	Milestone	Comment

NONE.

3.7 Up to the end of the second quarter, Adult Services are on track to achieve all 38 of its actions - a number of these are shown below:-

- Continue to develop housing and support options for older people through extra care housing, floating support and intermediate care. (CADHW 036).
- Increase Social Inclusion opportunities for Mental Health issues (CADHW043).
- Continue to demonstrate improvements in access to healthcare for people with learning disabilities through the annual health check process. (CADHW048).

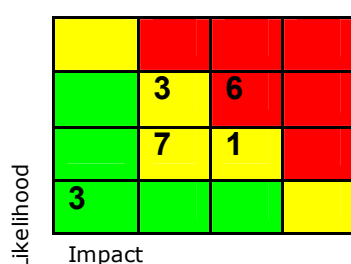
4. RISK MONITORING

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 20 risks. There are 3 risks on 'GREEN' status, 11 risks on an 'AMBER' status and 6 of these risks are highlighted as 'RED'.

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

Ref	Risk	Comment
ACS R001	Services damaged by insufficient budget allocation or changes in national funding	National changes to ILF allocation may be a potential risk.
ACS R009	Service disruption from financial shortfalls for ind/vol sector providers	Previous quarter update still applies. Service delivery reviews taking place in 2010 and 2011.
CADN EW005	Access to full IAPT service due to vacancies and training requirements over first twelve months	Due to requests from national project group IAPT staff have been requested to undertake a further period of training. This has lengthened the training time and impacts on delivering full service.(BT 20.10.10)

CADN EW012	Increased demand on services due to demographic pressures and current economic climate	A recent analysis of social care performance demonstrates a significant growth in demand for services over the past three years with referrals in all service areas increasing. This trend is expected to continue in the future due to an ageing population, increased prevalence of dementia and more people with disabilities and increasingly complex needs living longer. The current economic climate is likely to place increased pressure on these services, some of which are already struggling to cope. The likely impact will be increased waiting times for services, the need for further prioritisation and inability to maintain current performance.
CSD R011	Failure to secure sufficient funding to sustain services	Both the department and schools budgets have been set for 2010/11 and no obvious problems are envisaged. The dept holds a modest contingency sum and those schools with low grant settlements will be visited to ensure they are sustainable.
STR R045	Demographic changes to population causing increased demand	Continued monitoring of budgets and activity levels underway to ensure issues are flagged up in line with the budget pressures process via cabinet. Reports on activity continue to be presented to portfolio holder as required. Service Delivery Options in Year 3 for adult social care are being planned and aim for increased efficiency in how we deliver and commission services in the future.

5. RECOMMENDATIONS

- 5.1 It is recommended that achievement of key actions and second 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

ADULT AND PUBLIC HEALTH SERVICES PORTFOLIO

Report to Portfolio Holder
15 November 2010



Report of: Director of Child & Adult Services

Subject: JOINT COMMISSIONING ARRANGEMENTS

SUMMARY

1.0 PURPOSE OF REPORT

To inform the Portfolio Holder for Adult and Public Health Services of changes to the joint commissioning arrangements between Hartlepool Borough Council and NHS Hartlepool.

2.0 SUMMARY OF CONTENTS

The report outlines the background to the joint arrangements, achievements and challenges to date and the way forward.

3.0 RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Holder has responsibility for the commissioning of adult social care services.

4.0 TYPE OF DECISION

Non key – for information only.

5.0 DECISION MAKING ROUTE

No decision required – for information.

6.0 DECISION(S) REQUIRED

No decision required – report to be noted.

Report of: Director of Child and Adult Services

Subject: JOINT COMMISSIONING ARRANGEMENTS

1. PURPOSE OF REPORT

- 1.1 This report is intended to provide the Portfolio Holder for Adult and Public Health services with an update on joint commissioning arrangements between Hartlepool Borough Council and NHS Hartlepool and changes which will be implemented from 1 January 2011.

2. BACKGROUND

- 2.1 An integrated commissioning structure across NHS Hartlepool and Hartlepool Borough Council was agreed in the summer of 2008 and implemented from 1 January 2009.
- 2.2 A jointly appointed Assistant Director of Commissioning post was created to work across both organisations, supported by three jointly appointed Strategic Commissioners leading on Older People, Mental Health and Working Age Adults (Learning Disabilities, Physical Disabilities and Long Term Conditions).
- 2.3 The jointly appointed posts were based within Hartlepool Civic Centre along with other PCT commissioning functions (Practice Based Commissioning, Continuing Healthcare and latterly Personal Health Budgets) and the Council's Social Care Transformation Team, to form an integrated commissioning team covering both organisations.
- 2.4 A Partnership Agreement for the commissioning of services was agreed by NHS Hartlepool and Hartlepool Borough Council, and an Adult Management Board was established to oversee the joint arrangements.

3. ACHIEVEMENTS

- 3.1 In the relatively short time that the joint commissioning arrangements have been in place there have been a number of positive developments resulting from closer working between the two organisations. These have been recognised within the PCT's assessments in relation to World Class Commissioning and within the Council's Annual Performance Assessment for Social Care.

3.2 Examples of what has been achieved include:

- Joint commissioning of services supporting prevention and early intervention including Connected Care, support for people with dementia and respite provision to support carers.
- Joint funding for a range of initiatives such as purchase of Wii Fit equipment for use in care homes giving older people access to physical exercise and social interaction as well as linking to the falls prevention agenda. Other initiatives have included person centred planning for people with learning disabilities, engagement of older people in lay assessment of services and support for an allotment project that allows people with mental health, learning or physical disabilities or drug problems to enjoy physical activity, social interaction and opportunities for healthy eating.
- A joint approach to the Mental Capacity Act and Deprivation of Liberty Safeguards through creation of a jointly funded post and a single process across the two organisations.
- A successful joint application to pilot Personal Health Budgets, which resulted in Hartlepool and Stockton being selected as one of the twenty national in depth evaluation sites.
- Development of a joint Assistive Technology Strategy which brings together initiatives within telecare and telehealth.
- A joint approach to the Learning Disabilities Health Self Assessment in 2009/10 demonstrated real improvements in access to health services for people with learning disabilities and Hartlepool's performance was the best in the North East.

4. CHALLENGES

- 4.1 It has been recognised throughout the process that joint arrangements have not always been easy to manage effectively. The difficulties of being accountable to two organisations, and the inevitable duplication that this can bring in terms of reporting arrangements, budgets and funding processes and assessment and inspection regimes have been acknowledged, along with the practical problems caused by issues such as accommodation and access to IT systems.

5. THE WAY FORWARD

- 5.1 Following a number of internal changes within both organisations including the merging of Departments within the Council (Children's Services and Adult & Community Services coming together to form a new Child & Adult Services Department) and the PCT management restructure, as well as changes to integrated operational services, a decision has been taken to withdraw from the joint commissioning arrangements from 31 December 2010.

- 5.2 The four jointly appointed post holders will revert to posts within their employing organisation. The Assistant Director role and Strategic Commissioners for Older People and Working Age Adults will be part of a new structure within the Council while the Strategic Commissioner for Mental Health is part of the wider PCT management restructure.
- 5.3 Both organisations have expressed a commitment to continue to work collaboratively for mutual benefit in the challenging times ahead and it is hoped that the new PCT locality structures will provide this opportunity.

6. RECOMMENDATIONS

- 6.1 The Portfolio Holder for Adult and Public Health services is asked to note the contents of the report.