

ADULT SERVICES COMMITTEE AGENDA



Thursday 6 October 2016

at 10.00 am

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

MEMBERS: ADULT SERVICES COMMITTEE

Councillors Hamilton, Morris, Richardson, Sirs, Tempest, Tennant and Thomas.

1. APOLOGIES FOR ABSENCE

2. TO RECEIVE ANY DECLARATIONS OF INTEREST BY MEMBERS

3. MINUTES

- 3.1 To receive the Minutes and Decision Record in respect of the meeting held on 15 September 2016 (*for information as previously circulated*).

4. BUDGET AND POLICY FRAMEWORK ITEMS

No items.

5. KEY DECISIONS

No items.

6. OTHER ITEMS REQUIRING DECISION

No items.



7. ITEMS FOR INFORMATION

- 7.1 Strategic Financial Management Report – as at 31st July 2016 – *Director of Child and Adult Services and Chief Finance Officer*
- 7.2 Adult Safeguarding Performance Report – *Director of Child and Adult Services*
- 7.3 Adult Social Care User Survey Results - *Director of Child and Adult Services*

8. ANY OTHER BUSINESS WHICH THE CHAIR CONSIDERS URGENT

FOR INFORMATION: -

Date of next meeting – Thursday 3 November 2016 at 10.00 am, Committee Room B, Civic Centre, Hartlepool



ADULT SERVICES COMMITTEE

MINUTES AND DECISION RECORD

15 September 2016

The meeting commenced at 10.00 am in the Civic Centre, Hartlepool

Present:

Councillor: Steve Thomas (In the Chair)

Councillors: George Morris, Carl Richardson, Kaylee Sirs, Sylvia Tempest
and John Tennant

Also present:

Judy Gray, Stella and Gordon Johnson - Healthwatch
Representatives

Frank Harrison – Years Ahead Forum

Members of the Public – Sue Little and Evelyn Leck

Officers: Sally Robinson, Director of Child and Adult Services
Jill Harrison, Assistant Director, Adult Services
Jeanette Willis, Head of Strategic Commissioning
Denise Wimpenny, Principal Democratic Services Officer

Prior to the commencement of the main business, the Chair referred in terms of regret to the recent death of Health Watch Representative Maureen Lockwood who regularly attended the Committee and was also a former employee of the Council. Members stood in silence as a mark of respect.

20. Apologies for Absence

An apology for absence was submitted on behalf of Councillor Lesley Hamilton

21. Declarations of Interest

Councillor Steve Thomas declared a personal interest in Minutes 24, 25 and 26 as an employee of Healthwatch.

22. Minutes of the meeting held on 7 July 2016

Received.

23. Matters arising from the Minutes

Minute 13 – Access to Transport for People with a Disability - the Chair reported that following a referral made by this Committee, the Audit and Governance Committee had completed their investigation and a final report would be submitted to their next meeting, feedback from which would be received by this Committee in November.

Minute 14 – Service Provision at the New Centre for Independent Living – Members were advised that there had been a slight delay in the scheduled opening of the CIL and it anticipated this would now take place in early December. It was therefore envisaged that the site visit would be held in November prior to the opening of the centre. Officers would be in touch with Members and other attendees in due course.

Min 16 – Quality Ratings for Commissioned Services – In response to clarification sought as to when a report would be submitted on the Unison Ethical Care Charter, the Chair advised that discussion had commenced in this regard and a report would be presented to Committee in the near future.

Decision

That the information given be noted.

24. Services for Older People: Future Service Delivery Models *(Director of Child and Adult Services)*

Type of decision

No decision required – for information

Purpose of report

The purpose of this report is to provide the Adult Services Committee with an update on work that is underway to explore future service delivery models for services for older people.

Issue(s) for consideration

The Assistant Director reported on the background to the decision taken by the Committee in March that further work be undertaken by officers to explore alternative delivery models for services for older people.

A small Task and Finish Group had been established which researched models developed elsewhere and produced a summary of alternative delivery models that could be considered further, a summary of which was set out in the report. The Task and Finish Group concluded that a full feasibility study and options appraisal should be undertaken which takes into account the continuum of care needs for older people including domiciliary care but also focusing on residential care. A service specification had been developed outlining the requirement for external expertise to complete this work which was expected to take approximately six months to complete. This would be advertised and an appropriate provider selected through the relevant procurement process.

In response to concerns raised regarding the timescales for completion of this work, the Assistant Director advised that such timescales were required given the views expressed that there was a need to obtain external expertise and undertake a procurement process.

A Member expressed disappointment that there had not been an opportunity for Elected Member input in the Task and Finish Group. The Assistant Director outlined that the decision taken by this Committee was to establish a small officer group and there would be an opportunity, following completion of the commissioning process, for a small Governance Group to be established to bring together officers and Elected Members.

The Assistant Director responded to further issues raised in relation to the report and the background to discussions that had taken place in determining the need for external expertise.

In concluding the debate, the Chair provided assurances that the views of Members would be taken on board in moving forward and whilst concerns were shared in terms of the timescales for completion of the work, the importance of this issue receiving adequate consideration to ensure a robust model of care was emphasised given the current financial risks facing the Council. The Chair highlighted that it was essential that any decisions made in relation to future service delivery models did not further increase the significant financial pressures that were already being faced within Adult Services and across the Council as a whole.

Decision

The Committee noted the work underway to explore alternative delivery models and that a further report be received following the completion of the feasibility study/option appraisal.

25. Update: Care Homes for Older People (*Director of Child and Adult Services*)

Type of decision

No decision required – for information

Purpose of report

To provide the Adult Services Committee with an update in relation to care home provision for older people.

Issue(s) for consideration

The report provided background information in relation to the meeting on 12 October 2015, when representatives from the Care Quality Commission (CQC) and Hartlepool and Stockton on Tees Clinical Commissioning Group had provided a presentation to the Committee in relation to care home provision.

The Committee was referred to an update of CQC ratings of the care home sector in Hartlepool, attached as an appendix to the report. There had been further CQC reports published since an update was last provided, details of which were outlined in the report. A range of actions were being taken to support and improve standards within care homes, details of which were provided.

Following a request from a Member, an update on the latest position on the former Admiral Court site was provided.

In response to a request for clarification in terms of the powers available to the Council to ensure advice and standards were being met, the Head of Strategic Commissioning reported that whilst the Council had no enforcement powers as such, unless there was a breach of contract, there was a contractual requirement for care home providers to sign up to the quality standards framework. It was noted that generally care homes were responsive to the advice of the Council and relationships were positive, despite challenging financial circumstances.

A query was raised as to whether the minutes of meetings with care homes were available to this Committee. In response, Members were advised that the minutes were confidential in their current format. However, arrangements could be made to provide a summary if required.

Officers responded to further issues raised. Clarification was provided regarding the fee structures in place in relation to care home charges, the budget process in terms of reserves and the timescales for completion of CQC inspections. It was noted that a report would be presented to the next meeting of this Committee in relation to the current financial position which would include more detailed information on the use of reserves.

Concerns were raised regarding the lack of sufficient care home places for older people and the continuing need for out of borough placements. The Assistant Director advised that the report identified that there were significant risks associated with the availability of sufficient care home places for older people which was also a national problem. Work was ongoing with a view to increasing the current level of provision and encouraging new providers to enter the local market.

The Chair commented on the continuing financial pressures facing the Council in relation to adult social care. The Chair reiterated concerns previously expressed in terms of the lack of nursing care beds available in Hartlepool and was disappointed to note that this issue was at a crisis point. The Chair requested that the CCG, as the commissioner for nursing bed provision, investigate this issue as a matter of urgency given that this was a continuing all year pressure and that the pending winter months would add to the problem.

The Chair was pleased to report examples of effective joint working. Reference was made to the positive results around pharmacy support as a result of the Council working effectively with the CCG to address some of the issues and the Chair was keen to see similar work of this type around care planning. The need for the CCG to explore development work that was currently taking place with care homes through CCG's in other parts of the region on a regular basis was suggested. Whilst the excellent work of the Council's Adult Services was acknowledged in terms of supporting care homes through the Quality Standards Framework, it was considered that further work was needed to continue to raise standards across the care sector.

Decision

- (i) That the contents of the report and comments of Members be noted and further updates be received on a regular basis.
- (ii) That the CCG, as the commissioner for nursing bed provision, be asked to investigate this issue of lack of nursing care beds as a matter of urgency.

26. Implementation of the Care Act (*Director of Child and Adult Services*)

Type of decision

No decision required – for information

Purpose of report

The purpose of this report is to provide the Adult Services Committee with an update on the implementation of the Care Act.

Issue(s) for consideration

The report provided background information in relation to the Care Act and set out progress towards implementing the Care Act. The impact for Local Authorities of implementing the Care Act, the approach taken in Hartlepool as well as the National Care Act Stock Take was also included in the report. There had been six stock takes and the sixth stock take in July 2016 indicated no major concerns in relation to the Care Act implementation. Whilst a number of risks had been highlighted in relation to the proposed introduction of financial reforms from April 2016, implementation of financial reforms had now been delayed until 2020.

The Committee was referred to the financial implications of implementing the Care Act, as set out in the report. It was noted that the Care Act had now been implemented and embedded in every day practices.

In the discussion that followed presentation of the report a Member expressed some concerns in relation to the additional financial burden placed on local authorities by Central Government in terms of implementing legislation of this type. A query was raised as to whether there were any workforce or recruitment issues with regard to training carers or in relation to age profile issues. The Assistant Director advised that whilst there were no issues in relation to recruitment within the local authority, as highlighted during previous discussions, care homes often faced difficulties recruiting nursing staff due to the NHS offering more attractive terms and conditions of employment.

The Chair paid tribute to the fantastic work of the thousands of unpaid carers within the care sector.

Decision

The Committee noted progress in relation to implementation of the Care Act and feedback from the latest national stocktake.

27. Any Other Items which the Chairman Considers are Urgent

The Chairman ruled that the following item of business should be considered by the Committee as a matter of urgency in accordance with the provisions of Section 100(B) (4)(b) of the Local Government Act 1972 in order that the matter could be dealt with without delay.

28. Any Other Business – World Mental Health Day Event

The Chair advised Members of a World Mental Health Day Event to be held on 10 October at 1.00 pm in the Borough Hall to which all Members and attendees were encouraged to attend. There would be a tea dance, various mental health related activities together with light refreshments.

29. Date and Time of Next Meeting

It was reported that the next meeting would be held on 6th October at 10.00 am.

The meeting concluded at 11.00 am.

P J DEVLIN

CHIEF SOLICITOR

PUBLICATION DATE: 22nd September 2016

ADULT SERVICES COMMITTEE REPORT

6th October, 2016



Report of: Director of Child and Adult Services
and Chief Finance Officer

Subject: STRATEGIC FINANCIAL MANAGEMENT REPORT –
AS AT 31st JULY, 2016

1. TYPE OF DECISION/APPLICABLE CATEGORY

For Information.

2. PURPOSE OF REPORT

- 2.1 The purpose of the report is to inform Members of the 2016/17 Forecast General Fund Outturn, 2016/17 Capital Programme Monitoring and provide details for the specific budget areas that this Committee is responsible for.

3. BACKGROUND AND FINANCIAL OUTLOOK

- 3.1 As detailed in the Medium Term Financial Strategy Report submitted to the Finance and Policy Committee on 30th June 2016 the Government will implement further cuts in funding for Councils up to 2019/20. Over the next 3 years (2017/18 to 2019/20) this means a further grant cut of £9.8m. After reflecting the impact of inflation and legislative changes the council faces a net deficit for the next 3 years of £12.7m, which is predicated on annual Council Tax increases of 3.9% (inclusive of 2% Social Care Precept) and use of the Budget Support Fund.
- 3.2 In view of the ongoing financial challenges the Corporate Management Team will continue to adopt robust budget management arrangements during 2016/17 and as detailed in section 5 it is becoming increasingly difficult to manage the annual budget. This position will need to be managed carefully over the remainder of the financial year, particularly over the winter period where some services face their highest demand and the cost of providing services is most volatile.

4. REPORTING ARRANGEMENTS 2016/17

- 4.1 The availability and reporting of accurate and up to date financial information is increasingly important as future budget cuts are implemented and one-off resources are used up.
- 4.2 The Finance and Policy Committee will continue to receive regular reports which will provide a comprehensive analysis of departmental and corporate forecast outturns, including an explanation of the significant budget variances. This will enable the Finance and Policy Committee to approve a strategy for addressing the financial issues and challenges facing the Council.
- 4.3 To enable a wider number of Members to understand the financial position of the Council and their service specific areas each Policy Committee will receive a separate report providing:
- a brief summary of the overall financial position of the Council as reported to the Finance and Policy Committee;
 - the specific budget areas for their Committee; and
 - the total departmental budget where this is split across more than one Committee. This information will ensure Members can see the whole position for the departmental budget.

5. SUMMARY OF OVERALL COUNCIL FINANCIAL POSITION

- 5.1 An early assessment of the forecast 2016/17 outturn has been prepared to reflect expenditure incurred to date and forecast to be incurred in the second half of the financial year. As Members will be aware from previous years significant elements of the Council's budget are demand led and affected by expenditure over the winter months, including care costs in relation to older people and winter maintenance. The outturn forecasts will be closely monitored and regular updates will be reported to Finance and Policy Committee and individual policy committees. The forecasts need to be considered in the context of the complexity of managing a gross General Fund budget of £213m and a net budget of £86m.
- 5.2 The latest report submitted to the Finance and Policy Committee on 5th September 2016 anticipated that the best case forecast outturn for departmental budgets is an under spend of £210,000 and the worst case is an over spend of £690,000. The range reflects seasonal and demand led factors.
- 5.3 The position in relation to corporate budgets is more positive and a net under spend of £540k is forecast.
- 5.4 After reflecting the above factors along with the uncommitted 2015/16 actual Outturn of £51k, the overall forecast position for departmental and corporate budgets is a best case potential net under spend of £801,000, or a worst case over spend of £99,000. The figures include £760,000 of grant income achieved by the Regeneration and Neighbourhoods department, therefore if the best case overall outturn is achieved it is recommended that the Council determines a

strategy for using these resources. This will need to include providing additional support for the 2017/18 budget if insufficient savings have been identified. Further details will be reported to a future Finance and Policy Committee for consideration.

6. 2016/17 FORECAST GENERAL FUND OUTTURN – ADULT SERVICES COMMITTEE

- 6.1 The following table sets out the overall budget position for the Child and Adult Services Department. Budgets are managed at a Departmental level and therefore a summary of the Departmental position is provided below broken down by Committee, together with a brief comment on the reasons for the forecast outturn.

Budgets Managed by the Director of Child and Adult Services

2016/17 Budget	Description of Expenditure	July Projected Outturn Adverse/ (Favourable) Worst Case	July Projected Outturn Adverse/ (Favourable) Best Case	Comments
£'000		£'000	£'000	
30,094	Adult Committee	312	102	This consists of significant historic and ongoing budget pressures within Learning Disability Services arising from a combination of an increase in the number of young adults transitioning from Children's Services and the number of users with complex needs. In addition the unbudgeted costs of DoLS following the Supreme Court Judgement (which will be funded from the specific DoLS reserve). These significant cost pressures are being offset by a number of 'one-off' underspends arising from incremental drift, 2017/18 savings in advance and vacant posts which have now been filled. This offset is only temporary and not sustainable.
17,666	Children's Committee	975	865	The overspend relates to a combination of historic budget pressures and an increase in LAC. Residential Placements have increased this financial year and were increasing during last financial year so there is the full year effect of these costs. In-House fostering placements have also been increasing over the last 15 months.
47,760	Total Child & Adult	1,287	967	
Release of Departmental Reserves for 2016/17 Savings Shortfall				
(725)	Departmental Reserves required to fund shortfall in 2016/17 savings.	0	0	This reflects the usage of departmental reserves which are required to fund the shortfall in the 2016/17 savings.
-	Adult Services - Release of DoLS Reserve	(337)	(337)	This reserve funds the unbudgeted DoLS costs.
(725)	Release of Specific Reserves Total	(337)	(337)	
47,035	Total Child & Adult - Net of Reserves	950	630	

- 6.2 Further details of the specific budget areas this Committee is responsible for are provided in **Appendix A**.
- 6.3 The net underspend is after releasing the DoLS reserve and reflects a number of one-off or non-sustainable underspends mainly relating to incremental drift within the Social Work staffing budgets. As all posts are now filled Social Workers will start to progress through the pay grades in accordance with Council policy.
- 6.4 These under-spends are offsetting the significant forecast overspend within Learning Disability Services of between £249k and £350k (£450k actual overspend in 2015/16). This is a permanent, significant and historic budget

pressure which is expected to increase over the coming years owing to a rise in the number of users with complex needs requiring significant care and support packages and an increase in the number and complexity of users transitioning from Children's Services.

- 6.5 This contributes significantly towards the budget pressures within Adult Services for which additional savings will need to be identified. Work is on-going to identify the impact and various options and a detailed report on future savings will be provided to this Committee later in the year.

7. CAPITAL MONITORING 2016/17

- 7.1 The 2016/17 MTFS set out planned capital expenditure for the period 2016/17 to 2017/18.
- 7.2 Expenditure against budget to the 31st July, 2016 for this Committee is summarised in the following table and further details are provided in **Appendix B**.

Department	2016/17 Budget including Future Years	2016/17 Budget	2016/17 Actual to 31/07/15	2016/17 Remaining Expenditure	2016/17 Re-phased Expenditure	2016/17 Total Expenditure	2016/17 Variance from Budget Adverse/ (Favourable)
	£'000	£'000	£'000	£'000	£'000	£'000	£'000
Adult Services	4,003	4,003	119	3,884	0	4,003	0
Total	4,003	4,003	119	3,884	0	4,003	0

8. CONSIDERATIONS / IMPLICATIONS

Financial Considerations and Risk Implications	Covered in detail in Sections 3 to 7
Legal Considerations	None
Child and Family Poverty Considerations	None
Equality and Diversity Considerations	None
Staff Considerations	None
Asset Management Considerations	Covered in detail in Section 7

9. CONCLUSIONS

- 9.1 An initial assessment of the forecast 2016/17 budget outturn has been prepared, reflecting expenditure to date and forecast over the remainder of the year. A significant number of these forecasts relate to seasonal services where higher levels of activity and expenditure occur over the winter months. The forecast

outturn position will be managed carefully over the remainder of the year and regular updates reported to this Committee.

- 9.2 The Corporate Management Team would continue to manage the overall budget carefully and if the forecast managed underspend is achieved the Finance and Policy Committee will recommend proposals for using these resources as part of the Medium Term Financial Strategy.

10. RECOMMENDATIONS

- 10.1 It is recommended that Members:-

(i) note the report.

11. REASONS FOR RECOMMENDATIONS

- 11.1 To update the Members on the Committees forecast 2016/17 General Fund Revenue budget outturn and provide an update on the Capital Programme for 2016/17.

12. APPENDICES

Appendix A attached.
Appendix B attached.

13. BACKGROUND PAPERS

Medium Term Financial Strategy 2016/17 to 2018/19 report to Finance and Policy Committee 23rd November, 2015.

Medium Term Financial Strategy 2016/17 to 2018/19 report to Finance and Policy Committee 11th January, 2016

Strategic Financial Management Report as at 31st July 2016 – Finance and Policy Committee 5th September, 2016

14. CONTACT OFFICERS

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REVENUE FINANCIAL MONITORING REPORT FOR FINANCIAL YEAR 2016/17 as at 31st July, 2016

Approved 2016/2017 Budget	Description of Service Area	July		Director's Explanation of Variance
		Projected Outturn Variance - Adverse/ (Favourable) Worst Case	Projected Outturn Variance - Adverse/ (Favourable) Best Case	
£'000		£'000	£'000	
Adult Committee				
0	Carers & Assistive Technology	0	0	
3,435	Commissioning & Adults General	20	11	
1,358	Commissioning-Mental Health	110	110	This reflects an increase in the number of service users over the last 12 months and has been identified as an on-going budget pressure.
10,272	Commissioning-Older People	0	(100)	Historic budget pressures have been funded from the Better Care Fund (BCF) as part of the programme to reduce care home and hospital admissions. The projected underspend relates to current expected levels of expenditure and increased income from the CCG for jointly-funded packages, however the winter period may result in additional expenditure so the projection will be closely monitored and updated as the year progresses.
0	Deprivation of Liberty Standards (DoLS) - Pressure	337	337	This relates to the unbudgeted costs arising from the Supreme Court Judgement which has resulted in a 1600% increase in activity. The costs are to be funded from the departmental DoLS reserve.
7,968	Commissioning-Working Age Adult	350	249	Historic and ongoing budget pressures within Learning Disability Services arising from a combination of an increase in the number of young adults transitioning from Children's Services and the number of users with complex needs. In addition, the impact of the National Living Wage on Sleepover allowances and payment rates for Individual Service Funds is still being finalised but will be higher than previously budgeted.
166	Complaints & Public Information	(5)	(5)	
730	Departmental Running Costs	(100)	(100)	These mainly relate to under spends across various supplies and services budgets reflecting early achievement of 2017/18 savings.
751	Direct Care & Support Team	(100)	(100)	A staffing restructure to enhance Telecare services will commence from Autumn 2016 therefore this underspend reflects the part year effect of the changes not yet being implemented.
403	LD & Transition Social Work	(30)	(30)	
2,611	Locality & Safeguarding Teams	(300)	(300)	Underspend mainly relates to new posts created within Teams (which have now been filled) and incremental drift with some early achievement of 2017/18 savings. Social Workers and Social Care Officers are on career grades which results in a range of bandings depending on qualifications and experience. Budgets are set prudently to reflect payment at the top of scale and the underspend reflects the fact there have been a number of new workers appointed at the lower end of the scale resulting in a short term saving of up to £10k per worker. A departmental salary abatement target was created as part of the 2016/17 budget savings proposals and this underspend is in addition to this target. The position is not sustainable as workers will move up the salary scales as they gain more experience.
672	Mental Health Services	(45)	(45)	
372	OT & Disability Equipment	75	75	Current usage and expenditure is higher than budgeted.
203	Workforce Planning & Dev	0	0	
1,153	Working Age Adult Day Services	0	0	
30,094	Sub Total	312	102	
0	Release of Departmental Reserve for DoLS	(337)	(337)	This reserve funds the unbudgeted DoLS costs.
30,094	Adult Committee Sub Total (after release of reserves)	(25)	(235)	
Use of Reserves				

ADULT SERVICES

(725)	Departmental Reserves required to fund shortfall in 2016/17 savings.	0	0	
29,369	Adult Committee Total - Net of Departmental Savings Reserves	(25)	(235)	

PLANNED USE OF RESERVES

The above figures include the 2016/2017 approved budget along with the planned use of Departmental Reserves created in previous years.
The details below provide a breakdown of these reserves

Approved 2016/2017 Budget £'000	Description of Service Area	Planned Usage 2015/2016 £'000	Variance Over/ (Under) £'000	Director's Explanation of Variance
Adult Committee				
50	CCG LD Transformation Funding	50	0	
933	Departmental Reserves to Fund 16/17 Savings Shortfall (Also shown in Children's Services Committee as cross-departmental reserve).	725	(208)	Additional Savings achieved through integration of Adult Services provision with health as part of the Better Care Fund. The balance of £725k will need to be found as part of the 2017/18 savings proposals.
50	Demand Management - Adults (Modern Apprentices)	50	0	
337	Deprivation of Liberty Safeguards (DoLS)	337	0	
50	BCF Project Management	50	0	
50	Demand Management - Adults (BCF Demand Review)	58	8	Actual Costs higher than initial estimate
43	Mental Health Services	0	(43)	Funding of post now covered from within base budget
31	Care Bill Implementation	31	0	
1,544	Adult Committee Sub Total	1,301	(243)	

ADULT SERVICES
7.1 APPENDIX B
CAPITAL MONITORING REPORT PERIOD ENDING 31ST JULY 2016

Project Code	Scheme Title	BUDGET		EXPENDITURE IN CURRENT YEAR					Type of Financing	2016/17 COMMENTS
		A	B	C	D	E	F	G		
		2016/17 and Future Years Budget £'000	2016/17 Budget £'000	2016/17 Actual as at 31/07/16 £'000	2016/17 Expenditure Remaining £'000	Expenditure Rephased into 2017/18 £'000	(C+D+E) 2016/17 Total Expenditure £'000	(F-B) 2016/17 Variance from Budget £'000		
Adult Committee										
7234	Chronically Sick and Disabled Persons Adaptations	309	309	10	299	0	309	0	MIX	
8108	Centre for Independent Living - New Build	3,694	3,694	109	3,585	0	3,694	0	MIX	
	Adult Committee Total	4,003	4,003	119	3,884	0	4,003	0		

Key

RCCO Revenue Contribution towards Capital
 MIX Combination of Funding Types
 UCPB Unsupported Corporate Prudential Borrowing
 SCE Supported Capital Expenditure (Revenue)

GRANT Grant Funded
 CAP REC Capital Receipt
 UDPB Unsupported Departmental Prudential Borrowing
 SPB Supported Prudential Borrowing

ADULT SERVICES COMMITTEE

6 October 2016



Report of: Director of Child and Adult Services

Subject: ADULT SAFEGUARDING PERFORMANCE REPORT

1. TYPE OF DECISION/APPLICABLE CATEGORY

No decision required, for information.

2. PURPOSE OF REPORT

- 2.1 The purpose of this report is to present adult safeguarding performance information for 2015/16 and Quarter 1 of 2016/17, and to provide a progress update regarding implementation of the Tees-wide Safeguarding Adults Board (TSAB) strategic aims and objectives for the same period.

3. BACKGROUND

- 3.1 Throughout 2015/16, the main focus of the TSAB was on the implementation of the statutory safeguarding framework introduced under the Care Act 2014. Working with the TSAB, HBC implemented a wide range of activities to ensure local arrangements were fit for purpose and compatible with the new statutory safeguarding arrangements.
- 3.2 The Care Act, which came into force in April 2015, establishes that safeguarding is everybody's business with the Local Authority, as well as police, NHS, housing providers, the voluntary sectors and all other key statutory partner agencies, required to work together to ensure that adults who are or may be at risk from harm are protected. The new statutory framework for adult safeguarding is laid out in clauses 42-45 of the Care Act 2014 and these clauses can be summarised as follows:
- Leadership is required from the Local Authority to implement a multi-agency local adult safeguarding system that seeks to prevent abuse and neglect and stop it quickly when it happens.

- The Local Authority should make safeguarding enquiries, or cause enquires to be made by other stakeholders, if any concerns are raised and provide feedback to the safeguarding process in order to determine whether or not further action is required.
 - The Local Authority, Police, NHS and other core members must develop, share and implement a joint strategic safeguarding strategy.
 - The Local Authority and strategic partners must carry out Safeguarding Adult Reviews (SAR's) when someone with care and support needs dies as a result of abuse or neglect and there is concern that the Local Authority or its partners could have done more to protect them.
 - The Local Authority must arrange, where appropriate, for an independent advocate to be engaged to represent or support an individual who is the subject of a safeguarding enquiry where the individual has 'substantial difficulty' in being involved in the process and where there is no other appropriate adult who can help.
 - There is a new duty of co-operation between partners making it a legal requirement to share vital information related to abuse or neglect to protect the vulnerable.
- 3.3 Throughout 2015/16 Hartlepool's Local Executive Group for safeguarding continued to be responsible for coordinating and providing effective inter-agency working to safeguard local people whose circumstances made them vulnerable, and who were at risk of abuse and neglect. The LEG supported the strategic aims and objectives of the TSAB by providing operational leadership at a local level and by embedding the Tees-wide Policy, Procedures and Practice Guidance in front line practice.
- 3.4 Linked to safeguarding and protecting adults from abuse or significant harm are Deprivation of Liberty Safeguards (DoLS). These safeguards have been in place since April 2009 and they are linked to the Mental Capacity Act 2005. The Local Authority continue to be the lead agency and Supervisory Body for ensuring that people, who, for their own safety and in their own best interests, need to be accommodated under care and treatment regimes that may have the effect of depriving them of their liberty, but who lack capacity to consent, are only 'deprived' following the due legal process.
- 3.5 The Supreme Court judgment in March 2014 continues to have a major impact on the way DoLS are interpreted and applied, as has been reported to the Committee previously.

4. YEAR END PERFORMANCE

- 4.1 The Year End Performance Report for 2015/16 is attached as **Appendix 1**. The new reporting format was developed by the TSAB Business Unit and

includes information on safeguarding activity, categories of abuse and outcomes as well as DoLS activity and local developments / issues.

- 4.2 The report identifies that in comparison to 2014/15 there has been a significant increase in safeguarding concerns identifying possible cases of abuse of adults, but a reduction in the number of enquiries that then led to further investigation and action under safeguarding adult procedures. It is important to highlight that although 538 (compared to 430 in the previous year, increase of 25%) concerns required no specific further action in terms of safeguarding procedures, these concerns were genuine and reported to the Department and therefore each was examined and appropriately risk managed. These concerns were then managed through interventions by social work and care management teams or the Commissioned Services Team, dealt with as complaints or managed by providing more detailed information, advice or guidance at the contact point, usually in relation to sign-posting people to relevant health professionals. The increased number of concerns is positive as it reflects that people are more aware of potential abuse of vulnerable adults and better informed about how to raise any concerns. It also means that lower level concerns that do not meet the threshold for a safeguarding investigation, are brought to the Council's attention and appropriately addressed before potentially escalating further.
- 4.3 The report also highlights the impact of the changes in relation to DoLS, with referrals increasing from 38 in 2013/14, to 648 in 2014/15 and to 1006 in 2015/16 (a further increase of 58% in 2015/16). As reported previously, this has created a significant pressure for Adult Services in relation to staffing, with a new team created to manage the additional work, and budgets, as the costs for legal advice, additional applications to the Court of Protection and access to Section 12 Mental Health Assessments are all borne by the Local Authority. The same issues are being experienced by all Local Authorities in relation to DoLS, as the increased activity is due to the change in legislation.
- 4.4 Performance information for Quarter 1 of 2016/17 is also attached as **Appendix 2**. The report summarises safeguarding activity from April to June 2016 and highlights local issues and trends.

5. DEVELOPMENTS IN 2015/16

- 5.1 There were a number of significant developments in relation to adult safeguarding in 2015/16:
- 5.1.1 The TSAB now has a fully established Business Unit who work and support the safeguarding work across Tees. The Independent Chair and the four Local Authorities who made up the former Cleveland are represented on the TSAB by their Director with responsibility for Adult Services and their lead member for Adult Services.

5.1.2 The TSAB established the following sub-groups to take specific projects forward:

- Learning, Training and Development;
- Policy, Procedures and Practice;
- Performance, Audit and Quality;
- Communication and Engagement;
- Serious Adult Review;
- Operation Performance Managers meeting.

Each Sub-group has a work plan, which links into the TSAB Strategic Plan and outlines clear actions and timescales for completion. This information then forms the basis of the Annual Report.

5.1.3 Throughout 2015/16 each of the individual subgroups has updated practice issues and produced evidence to confirm compliance with the Care Act. One of the key improvements was the updating of the Decision Support Guidance, formally known as Safeguarding Threshold Tool, this was produced to assist providers and social care staff to better understand the new categories of abuse and whether or not enquiries meet the criteria for further investigation under safeguarding procedures.

5.1.4 The TSAB also agreed to commission the Virtual College to provide E-learning at Foundation Level on Safeguarding Adults, the Mental Capacity Act (MCA) and DoLS. 5,000 licences have been commissioned which will be promoted via the TSAB and also by each local authority to ensure that all providers, domiciliary care services, day care services and in house staff had access to free online training which was accessible to them and was Care Act compliant. This initiative was launched in February 2016.

5.1.5 In October 2015 Hartlepool Now was officially launched. This is a website that provides information about how to access local help and support. It currently holds information for over 100 providers and is widely accessible. There is a direct link to the TSAB website, which will assist in raising awareness of the TSAB among the general public and other users.

5.1.6 In December 2015 the new Hartlepool Borough Council Website was launched, with a more user friendly interface and easier navigation functions. All policies and procedures in relation to Safeguarding and Deprivation of Liberty Safeguards are accessible on the website and have been updated in line with the Care Act 2014 and there is also a direct link to the TSAB website.

5.1.7 There were two days of Care Act training specifically for Safeguarding Adult Board members in January 2016 in conjunction with ADASS, and a conference held to consider the emerging trend of self neglect cases that potentially could be dealt with under safeguarding procedures. HBC also facilitated safeguarding training and Mental Capacity Act and DoLS Legal updates to a range of staff.

5.1.8 The Operational Lead for Adult Safeguarding and the Principal Practitioner for the Early Intervention Service reviewed the detail in the concerns (alerts) that did not progress to the Enquiry Stage (safeguarding referral) to provide the Department with some assurance that the decisions were sound. This analysis confirmed that communication between both aspects of the process is positive and decisions were defensible.

5.1.9 In response to the Association of Directors of Adult Social Services (ADASS) and the Local Government Association (LGA) initiative Making Safeguarding Personal (MSP), Adult Services implemented a pilot scheme to assess and evaluate the experience and outcomes of people who use safeguarding services. The pilot scheme focused upon engaging with alleged victims (and / or their representatives) living in residential and nursing care due to the high proportion of reported safeguarding incidents from these settings, and the potential learning that could be gleaned from this initiative.

The feedback received through the pilot was very positive, although the numbers were relatively small. The main theme from the feedback gathered was that the initial outcomes stated at the beginning of the process changed as the expectations of those involved became more realistic or achievable. At the end of the process those who participated in the MSP pilot were very happy with the outcomes achieved via the safeguarding process and based on the feedback gathered throughout the pilot, it was agreed that the current approach would be extended to include all individuals affected by the safeguarding process in 2016/17.

5.1.10 A Serious Case Review was instigated in Hartlepool prior to the introduction of the LEG, but this was initially delayed due to legal proceedings, it has now been completed. This was in relation to the death of a vulnerable older person who died after falling from a window in a care home. An independent investigation has been completed and an executive summary report was approved and published by the TSAB.

5.1.11 In line with the new requirements of the Care Act, the TSAB has instigated a Safeguarding Adult Review in relation to the murder of a vulnerable female in Hartlepool in December 2014. This review has now commenced as legal proceedings have concluded. The SAR is scheduled to be completed in early 2017 and further details will be provided to the Adult Services Committee following its completion.

5.1.12 In response to concerns raised regarding service delivery to some vulnerable people in care homes, or as shortfalls in practice were identified by health and social care professionals, the TSAB's Serious Concerns Protocol was implemented and moratoriums were put in place for a number of care homes throughout 2015/16. Despite support being provided by Hartlepool Borough Council, North Tees and Hartlepool NHS Foundation Trust, the Clinical Commissioning Group and Tees, Esk and Weir Valleys NHS Foundation Trust several of the care homes closed.

Moratoriums and subsequent home closures throughout 2015/16 created significant pressures in terms of availability of care home beds and significantly limited choice for potential residents throughout this period. HBC continues to work closely with partners to address these concerns, which are reported to Committee on a regular basis.

6. RISK IMPLICATIONS

- 6.1 There are no specific risk implications in relation to this report. Risks associated with delivering statutory services to safeguard vulnerable adults are monitored quarterly through the Council's strategic risk register.

7. FINANCIAL CONSIDERATIONS

- 7.1 There is a financial pressure associated with the increased activity in relation to DoLS which has been reported previously. This is estimated to be £337,000 in 2016/17 and will be funded from departmental underspends or reserves.
- 7.2 The Council, along with all other statutory partners, contributes to the running costs of the TSAB Business Unit (which includes the TSAB Independent Chair). This is funded from additional resources within the Better Care Fund that were allocated to meet the costs of Care Act implementation.

8. LEGAL CONSIDERATIONS

- 8.1 There are no legal considerations associated with this update.

9. CHILD AND FAMILY POVERTY CONSIDERATIONS

- 9.1 There are no child and family poverty considerations associated with this update.

10. EQUALITY AND DIVERSITY CONSIDERATIONS

- 10.1 The TSAB and member partners aim to raise awareness of adult safeguarding with all potentially vulnerable adults, including minority and hard to reach groups, and to improve access to services for those who are at risk of abuse.
- 10.2 Age, gender and ethnicity of people who are the subject of safeguarding enquiries or concerns is recorded and trends are monitored on a quarterly basis. The Board has also recently considered safeguarding issues in relation to asylum seekers and refugees.

11. STAFF CONSIDERATIONS

- 11.1 There are no staffing considerations associated with this report.

12. ASSET MANAGEMENT CONSIDERATIONS

- 12.1 There are no asset management considerations associated with this report.

13. RECOMMENDATIONS

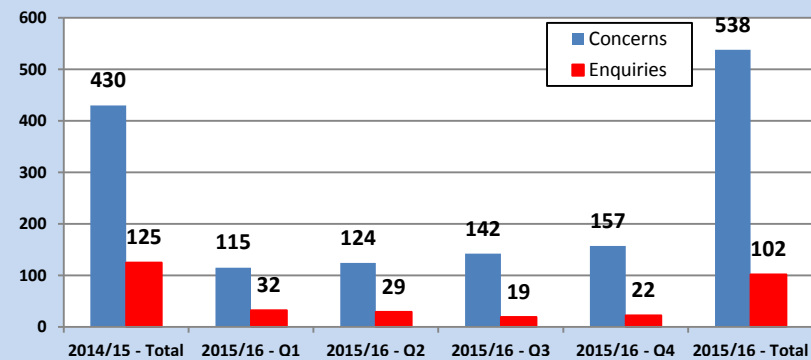
- 13.1 It is recommended that the Adult Services Committee:
- note the contents of this report;
 - note the ongoing impact of the Supreme Court judgment in relation to Deprivation of Liberty Safeguards and the associated pressures for the department; and
 - receive the Teeswide Safeguarding Board Annual Report for 2015/16 once finalised.

14. REASONS FOR RECOMMENDATIONS

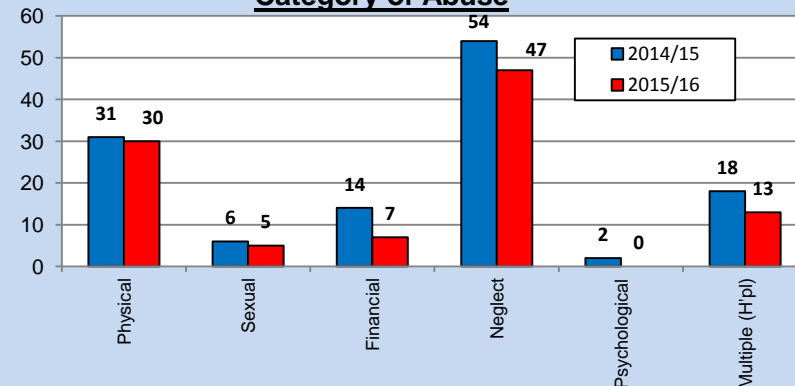
- 14.1 The Local Authority has the lead responsibility for the co-ordination of adult safeguarding arrangements and the implementation of Deprivation of Liberty Safeguards.

15. CONTACT OFFICER

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Number of Concerns / Enquiries

Concerns (alerts) have increased from 430 in 2014/15 to 538 in 2015/16, while enquiries (referrals) have slightly reduced (125 down to 102). Concerns have increased in each of the last 4 quarters during 2015/16.

Category of Abuse

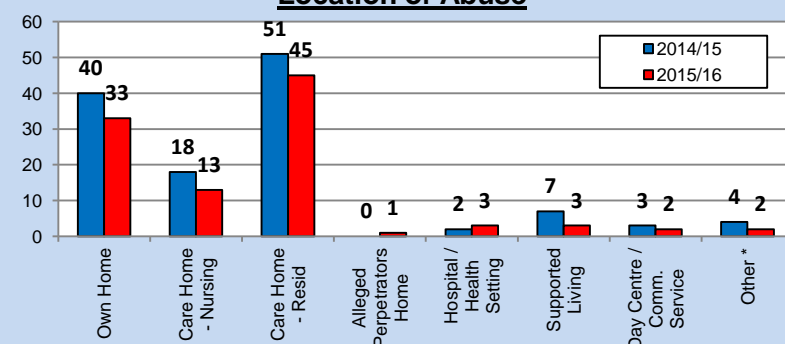
In comparison to last year the information indicates that referrals relating to physical abuse, financial abuse or neglect have slightly reduced in 2015/16.

Demographics

Ethnicity - In 2015/16 3% of enquiries were from people other than White (in line with population) - this equates to 3 cases out of 102 and is similar to 2014/15, which was 1%.

Age - 74% of enquiries in 2015/16 relate to people aged over 65 - a increase on the same period in the previous year.

Gender - 67% of enquiries in 2015/16 relate to females - which is in an increase from 61% in 2014/15.

Location of Abuse**End of Year Summary 2015-16**

This report provides an overview on the Safeguarding Adults activity in Hartlepool during the reporting year of 2014/15. Key areas during this year include:

(1) Regarding the continued increase in Concerns (Alerts) the Department considers there is a direct correlation between this increase and the awareness raising work that has been undertaken via promoting access to the Hartlepool Now website. This makes it easier for the general public and health and social care professionals to understand what constitutes abuse and how best to seek advice about sharing any concerns.

(2) In response to the ADASS and LGA sponsored Making Safeguarding Personal initiative Hartlepool Borough Council implemented a pilot within the Safeguarding, Quality & Review Team to assess and evaluate the experience and outcomes of people who use safeguarding support services. This was initially focused on people living in residential and nursing care due to the high proportion of safeguarding referrals from these settings, and the potential learning that could improve outcomes for this vulnerable group. An independent evaluation of this project has been completed and an evaluation reported to TSAB.

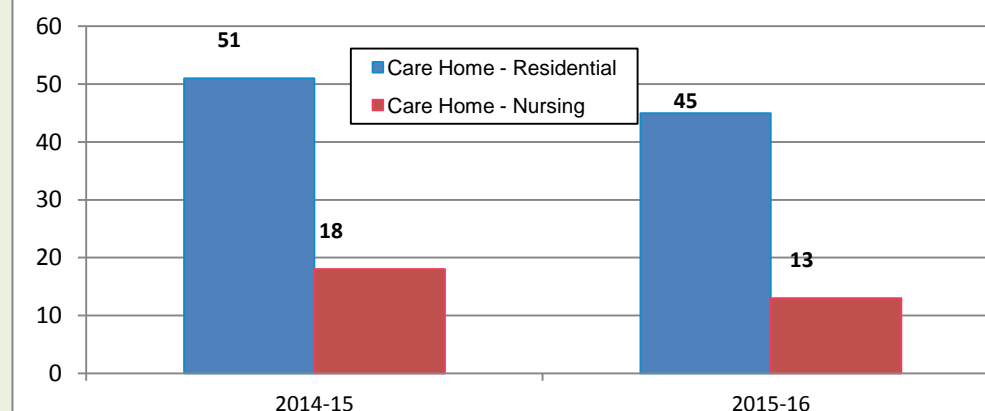
(3) The increasing activity in relation to Deprivation of Liberty Safeguards (DoLS) continues to cause concern in relation to the impact on staffing and financial resources. All partners responded to the Law Commission's consultation paper about potential changes to DoLS going forward.

(4) A Serious Case Review previously delayed due to legal proceedings, has now been completed by an Independent Investigating Officer and the executive summary has been reported and approved by the TSAB.

Residential & Nursing Care

Safeguarding enquiries from nursing homes have reduced from 14% in 2014/15 (18 out of 125 safeguarding enquires) to 13% in 2015/16 (13 out of 102). This is still a relatively high proportion of all people in nursing care, as the overall numbers in nursing care over the last year have varied between 150 and 170 people.

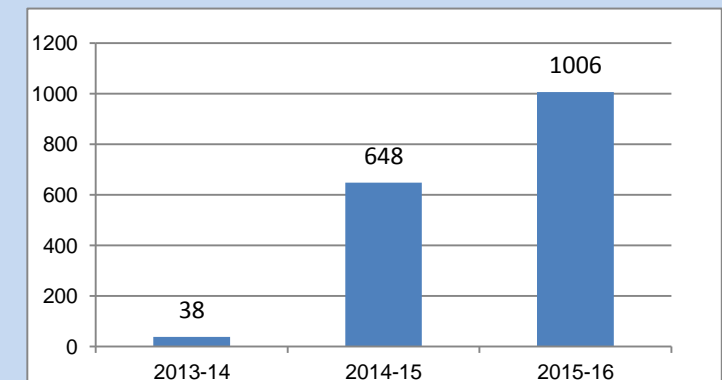
The proportion of safeguarding enquires relating to residential homes has slightly increased from 41% in 2014/15 (51 out of 125) to 44% in 2015/16 (45 out of 102), but the actual number has reduced (51 down to 45).

**Note:**

The overall use of nursing beds has reduced from approx 163 (March 2015) to 152 (March 2016). Over the same period use of all residential care beds has reduced from 530 to 520.

DoLS

The number of DoLS referrals has continued to greatly increase, over this 3 year period creating significant pressures for the Council as the responsibility body.

**Outcomes****Outcomes for Adults at Risk**

In 2015/16, 20% of cases resulted in increased monitoring (compared to 22% in 2014/15) with a further 8% resulting in a 'move to increased or different care' (7% in 2014/15).

Outcomes of Episodes

In 2015/16, 42% of cases with identified outcomes were either substantiated or partly substantiated, a slight increase from 41% in 2014/15.

Local Perspective & Operational Views

(1) In response to concerns raised regarding service delivery to vulnerable people in care homes, the Teeswide Safeguarding Adults Board's Serious Concerns Protocol was implemented for a number of care homes and moratoriums were put in place. CQC action to address concerns resulted in the closure of a number of care homes during the year, as has previously been reported. These home closures and the use of moratoriums have created significant pressures in terms of availability of care home beds and choice for potential residents throughout 2015/16. HBC continues to work closely with partners to address these concerns.

(2) The Operational Lead for Adult Safeguarding and the Principal Practitioner for the Early Intervention Service reviewed the detail in the Concerns (alerts) that did not progress to the Enquiry Stage (safeguarding referral) to provide the Department with assurance that the decisions were sound. This analysis confirmed that communication between both aspects of the process is positive and decisions were defensible.

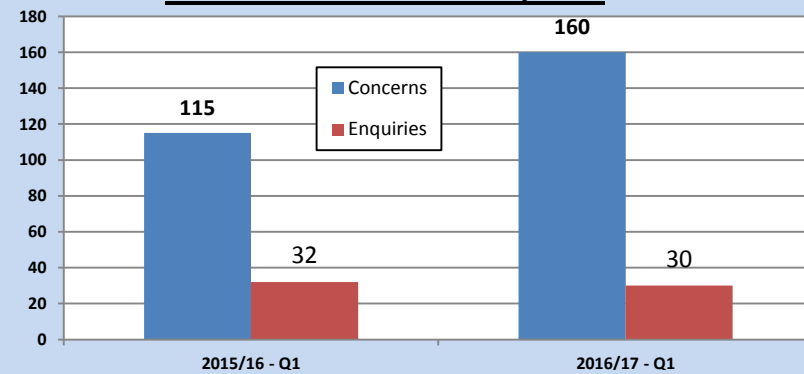
(3) In 2015/16 safeguarding training was provided to a range of staff:

April	Safeguarding Foundation	(2 Sessions)
May	Safeguarding Foundation	(2 Sessions)
June	Safeguarding Foundation	(2 Sessions)
September	Safeguarding Foundation	(2 Sessions)
November	Safeguarding Foundation	(2 Sessions)
January	Safeguarding Adults Intermediate	(1 Session)
February	Safeguarding Adults Foundation	(2 Sessions)

Identified staff members attended training in January 2016 organised by the TSAB. This was a module based two day training event covering the implications of the Care Act with the intention of promoting best practice across Tees.

Hartlepool - Any further key issues to highlight

- (1) Following the implementation of the Care Act 2014, HBC has worked alongside the TSAB to ensure all policies and procedures are Care Act compliant.
- (2) Due to the implications of the application of the legislative framework between the Mental Health Act (MHA) and the Mental Capacity Act (MCA), legal training was delivered to identified staff to address this issue.
- (3) In October 2015 Hartlepool Now was officially launched. This is a website that provides information for local help and support. It currently holds information for over 100 providers and is widely accessible. Since the launch in October a further two developments have been added including the Equipment Finder and Dementia Friendly Hartlepool. On the front page carousel there is a direct link to the TSAB website, which will assist in raising awareness of the Teeswide Safeguarding Adults Board (TSAB) to the general public and other users. For more information please visit www.hartlepoolnow.co.uk
- (4) December 2015 saw the launch of the new Hartlepool Borough Council Website, with a more user friendly approach and easier navigation functions with a reduction in the number of pages. All policies and procedures in relation to Safeguarding and Deprivation of Liberty Safeguards are accessible on the pages and updated as required. There is also a direct link to the TSAB website.

Number of Concerns / Enquiries

Concerns (Alerts) reported to the Council, have increased by 39% compared to the same period last year. However actual Safeguarding Enquiries (Referrals) have decreased by 6%. This demonstrates that concerns are being managed appropriately using alternative methods when the threshold for a formal safeguarding enquiry is not met.

Summary

This report provides an overview of the Safeguarding Adults activity in Hartlepool in Q1 of 2016/17.

Following the implementation of the Care Act in April 2015, there has been a clear increase in the number of Concerns being reported. Although the number of Enquires have slightly decreased, from the same period last year, HBC is confident that all Concerns have been dealt with via other pathways rather than via the safeguarding investigating process.

Although physical abuse and neglect continue to be the main categories of abuse reported, Q1 of 2016/17 has seen the first recorded cases of abuse under the new categories that the Care Act introduced.

The main locations of reported abuse continue to be care homes and people's own homes.

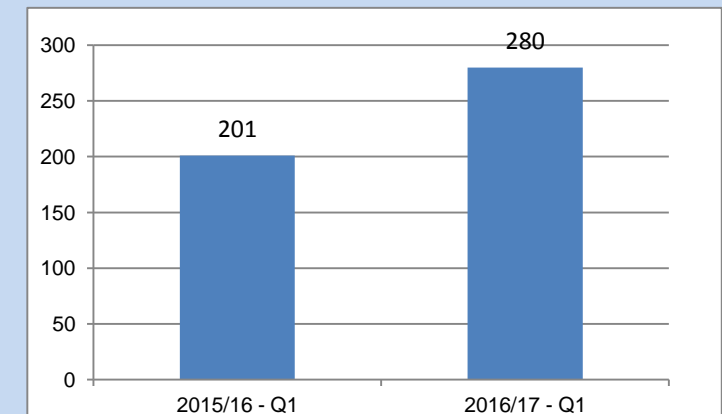
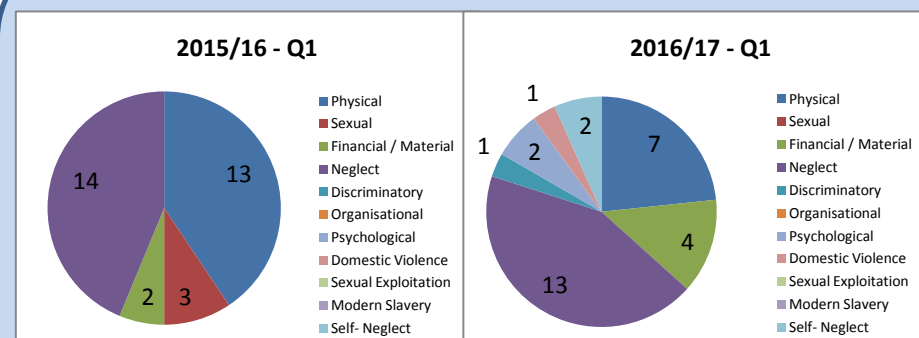
From May 2016 the Making Safeguarding Personal (MSP) pilot will be rolled out across all areas following the initial pilot focussing on permanent residents of residential and nursing care.

In relation to DoLS a continued rise in the number of referrals in Q1 of 2016/17 highlights further financial and workload pressure to Adult Services in 2016/17.

DoLS

The number of DoLS referrals continues to increase. In Q1 of 2015/16 there were 201 referrals compared to 280 in Q1 of 2016/17; a 39% increase in activity.

It is anticipated that the year-end figure could be in the region of 1,120 referrals in comparison to 1,006 for the year-end in 2015/16 - an anticipated further increase of 11%.

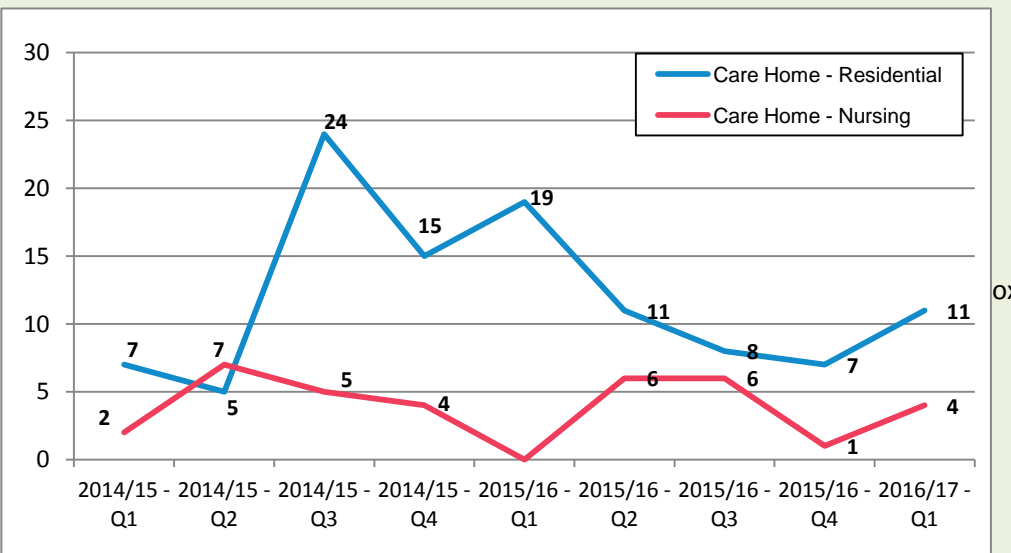
**Category of Abuse**

In comparison to last year, referrals relating to physical abuse or neglect have slightly reduced in Q1 of 2016/17. Q1 has seen the first recorded cases of potential abuse in the categories of Self Neglect and Domestic Violence.

Residential & Nursing Care

In relation to residential care the information outlined confirms that Enquires (Referrals) peaked during Q2 of 2014/15 and since then had gradually reduced until Q1 of 2015/16. With regards to the slight increase in Q1, there is no identified pattern to explain this, and activity will continue to be monitored throughout the year. The overall use of residential care beds by Hartlepool Adult Services has remained stable from 531 (June 2014) to 530 (June 2016), in the context of support being provided to over 4,620 adults.

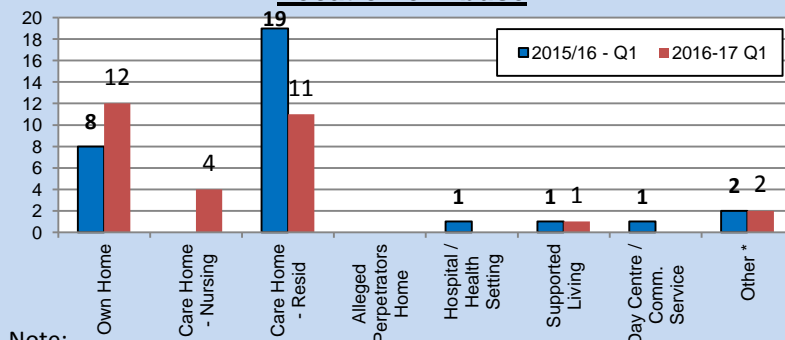
Regarding nursing care provision, the numbers in the information seem relatively low but the number of people in receipt of nursing care is much lower than those in receipt of residential care or other services that the Council commissions. For example, there were 166 adults in receipt of nursing care in June 2014 and 155 in June 2016.

**Demographics**

Ethnicity - In the Q1 of 2015/16 1% of Enquiries (Referrals) related to people other than White British, whereas in Q1 of 2016/17 there were no Enquiries involving people other than White British. Although usually a low % of the activity, no enquiries is a little unusual but given the small numbers it must be recognised that the % of activity can fluctuate.

Age - In Q1 of 2015/16 73% of Enquiries focused on people aged over 65 whereas in Q1 of 2016/17 60% of Enquiries related to people in this age category.

Gender - In Q1 of 2015/16 67% of Enquires related to females, compared to 37% in Q1 of 2016/17.

Location of Abuse

Note: Where items in the above chart do not appear, this is because they are zero.

Outcomes**Outcomes for Adults at Risk**

In Q1 of 2016/17, 41% of cases completed resulted in 'Increased Monitoring', with a further 35% resulting in 'No Further Action'.

Outcomes of Episodes

In Q1 of 2016/17, 10 out of 16 cases (63%) with identified outcomes were either substantiated or partly substantiated. This is the same level as reported in 2015/16 in Q1.

Local Perspective & Operational Views

(1) In line with the new requirements of the Care Act, the Safeguarding Adult Review (SAR) in relation to the murder of a vulnerable female in Hartlepool in December 2014, has now commenced as legal proceedings have concluded.

(2) Due to concerns raised from various providers, following the death of a person subject to DoLS, a discussion with the coroner was organised as part of a routine provider meetings. At this meeting, along with providers, there was representation from both GP services and the police, and a consistent process was agreed with the coroners office.

(3) Via the Regional Safeguarding Group, the Communication and Engagement Group and the TSAB, a radio campaign and two road show events are planned to promote and raise awareness of safeguarding.

(4) Work is underway with Cleveland Police around sharing information and HBC is currently in the process of introducing E-CINS. This is a web based system that allows organisations to share information on cases where multiple agencies are involved.

Hartlepool - Any further key issues to highlight

(1) During Q1 the following training has been provided:

April 2016 Safeguarding Foundation Level - 9 x HBC staff, 30 x provider services

June 2016 Safeguarding Foundation Level - 15 x HBC staff, 10 x provider services

ADULT SERVICES COMMITTEE

6 October 2016



Report of: Director of Child and Adult Services

Subject: ADULT SOCIAL CARE USER SURVEY RESULTS

1. TYPE OF DECISION/APPLICABLE CATEGORY

No decision required, for information.

2. PURPOSE OF REPORT

- 2.1 The purpose of this report is to provide the Adult Services Committee with a summary of the results from the 2015/16 Adult Social Care Survey, which contributes to the Adult Social Care Outcomes Framework, identifying how performance compares with previous years and showing comparison data from other Councils in the North East.

3. BACKGROUND

- 3.1 The Adult Social Care Outcomes Framework (ASCOF) was introduced in 2011/12 and aims to measure how well social care services are delivering outcomes for people, with a focus on the issues that people have identified as being important for themselves and their friends and relatives such as:
- treats people with dignity and respect;
 - supporting people to stay well and independent; and
 - supporting people to play an active part in their local communities.
- 3.2 The ASCOF measures are influenced by feedback from people using services and their carers through the annual Adult Social Care Survey and the Adult Social Care Carers Survey (which is completed every two years, and was not undertaken in 2015/16).

4. PERFORMANCE OF HARTLEPOOL BOROUGH COUNCIL

- 4.1 Performance and comparison data from the Adult Social Care Survey (for users of social care services) is attached as **Appendix 1**.
- 4.2 The data shows that Hartlepool's performance is above the national average and above the North East average in all seven indicators. Further analysis of the national position indicates that Hartlepool's performance is second highest in the country for two measures, fourth highest in the country for a further two measures and sixth highest in the country for a fifth measure.
- 4.3 Hartlepool is the best performing authority in the region for four of the seven measures:
- 1A Social care related quality of life;
 - 1B Proportion of people who use services who have control over their daily life;
 - 1L Proportion of people who use services who have as much social contact as they would like; and
 - 3D Proportion of people who use services who find it easy to find information about services (%).
- 4.4 Performance has improved in each of the three remaining measures:
- 3A Overall Satisfaction of people who use service with their care and support (%) – increased from 64.6% in 2014/15 to 67.9% in 2015/16.
 - 4A Proportion of people who use services who feel safe (%) – improved from 68.8% in 2014/15 to 72.7% in 2015/16
 - 4B Proportion of people who use services who say that those services have made them feel safe and secure (%) – improved from 87.9% in 2014/15 to 94.1% in 2015/16 (second best performance in the region).

5. RISK IMPLICATIONS

- 5.1 There are no risk implications in relation to this report.

6. FINANCIAL CONSIDERATIONS

- 6.1 There are no financial implications associated with this report.

7. LEGAL CONSIDERATIONS

- 7.1 There are no legal considerations associated with this report.

8. CHILD AND FAMILY POVERTY CONSIDERATIONS

- 8.1 There are no child and family poverty considerations associated with this report.

9. EQUALITY AND DIVERSITY CONSIDERATIONS

- 9.1 There are no equality and diversity implications associated with this report. The user survey is sent to a random sample of all people who use services, so the sample should be representative of all groups.

10. STAFF CONSIDERATIONS

- 10.1 There are no staffing considerations associated with this report.

11. ASSET MANAGEMENT CONSIDERATIONS

- 11.1 There are no asset management considerations associated with this report.

12. RECOMMENDATIONS

- 12.1 It is recommended that the Adult Services Committee note the contents of this report and the continued positive feedback from users of services.

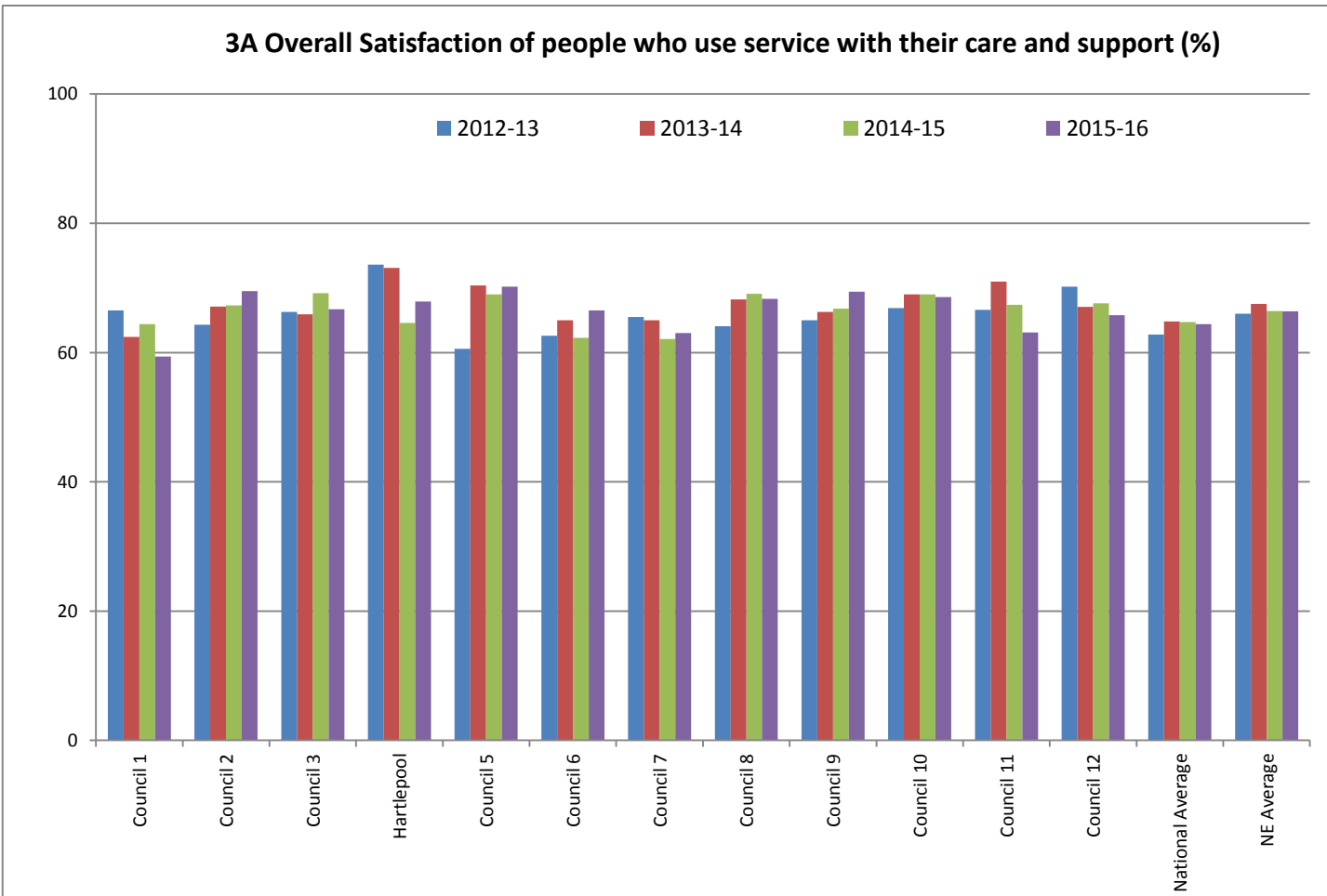
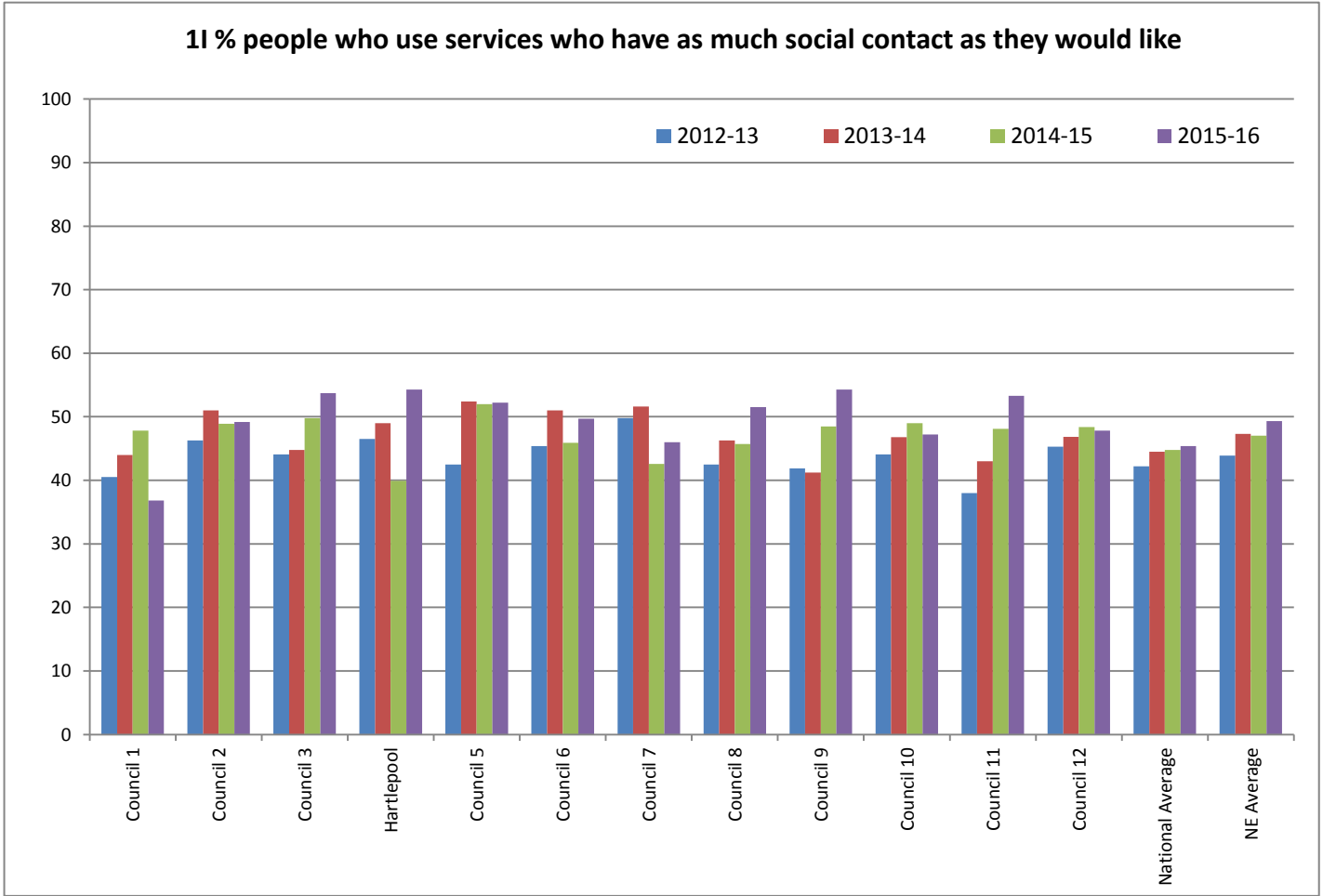
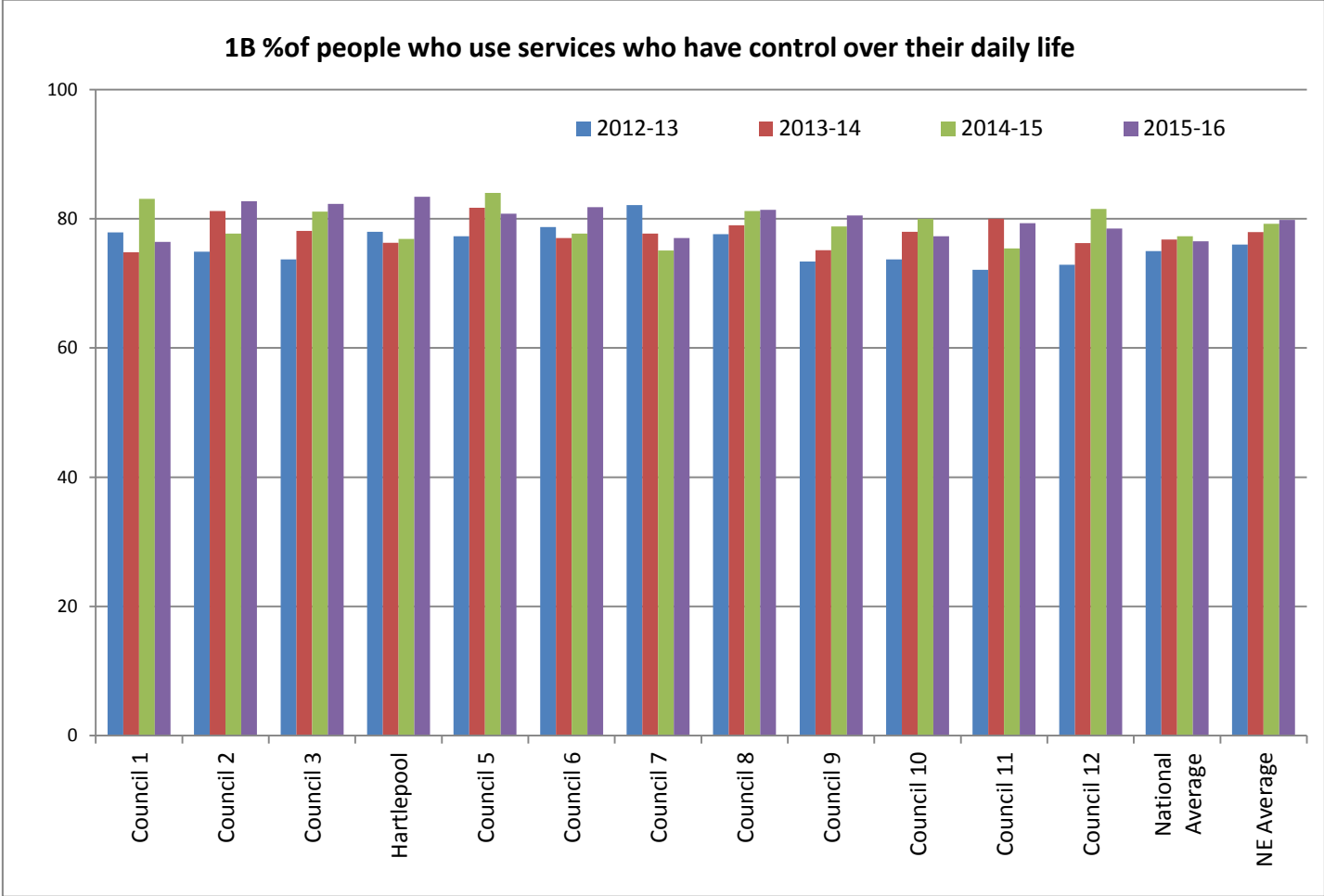
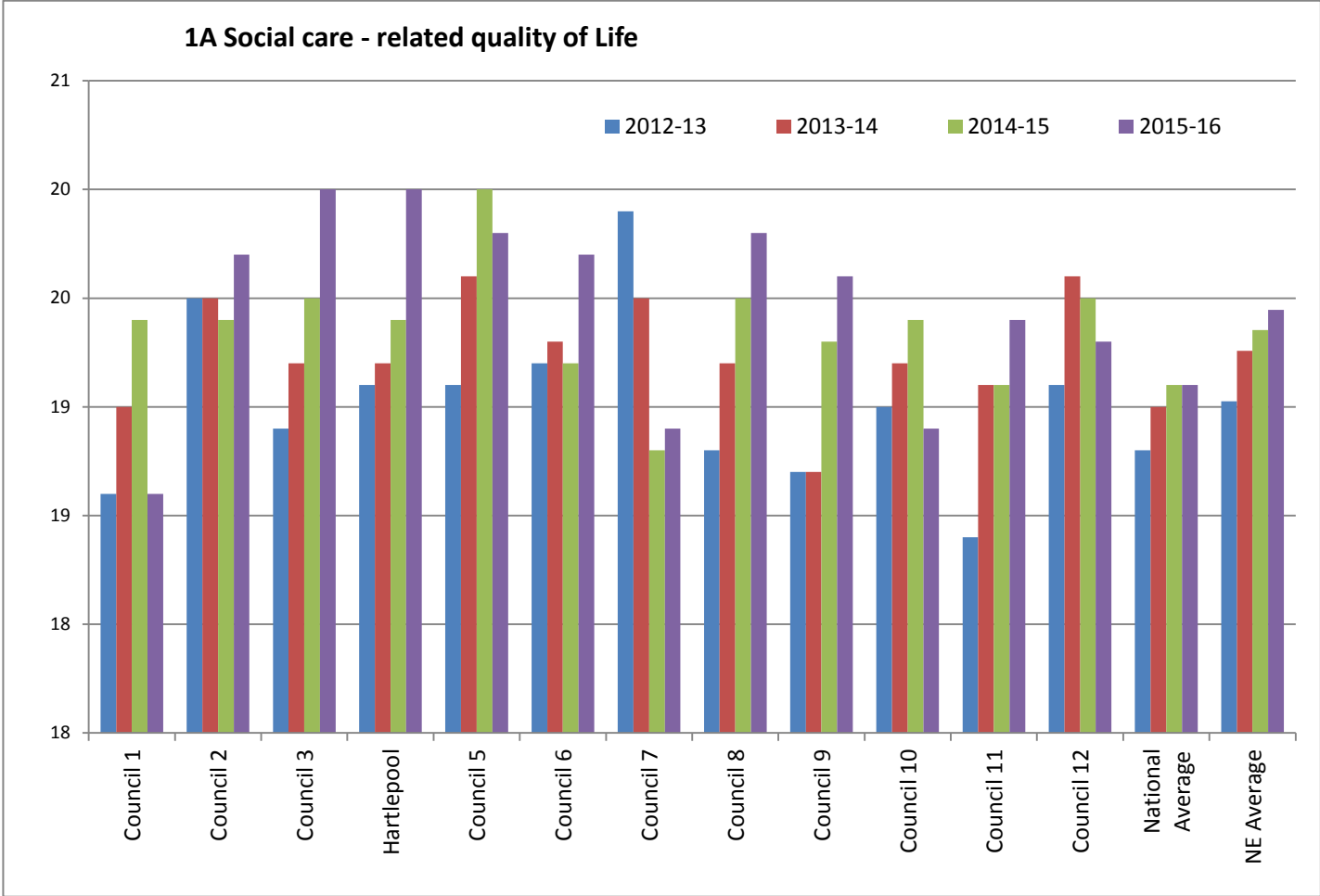
13. REASONS FOR RECOMMENDATIONS

- 13.1 ASCOF is the national approach to measuring performance in adult social care, and the data provided enables the Adult Services Committee to understand how Hartlepool Borough Council is performing and how this compares with other councils.

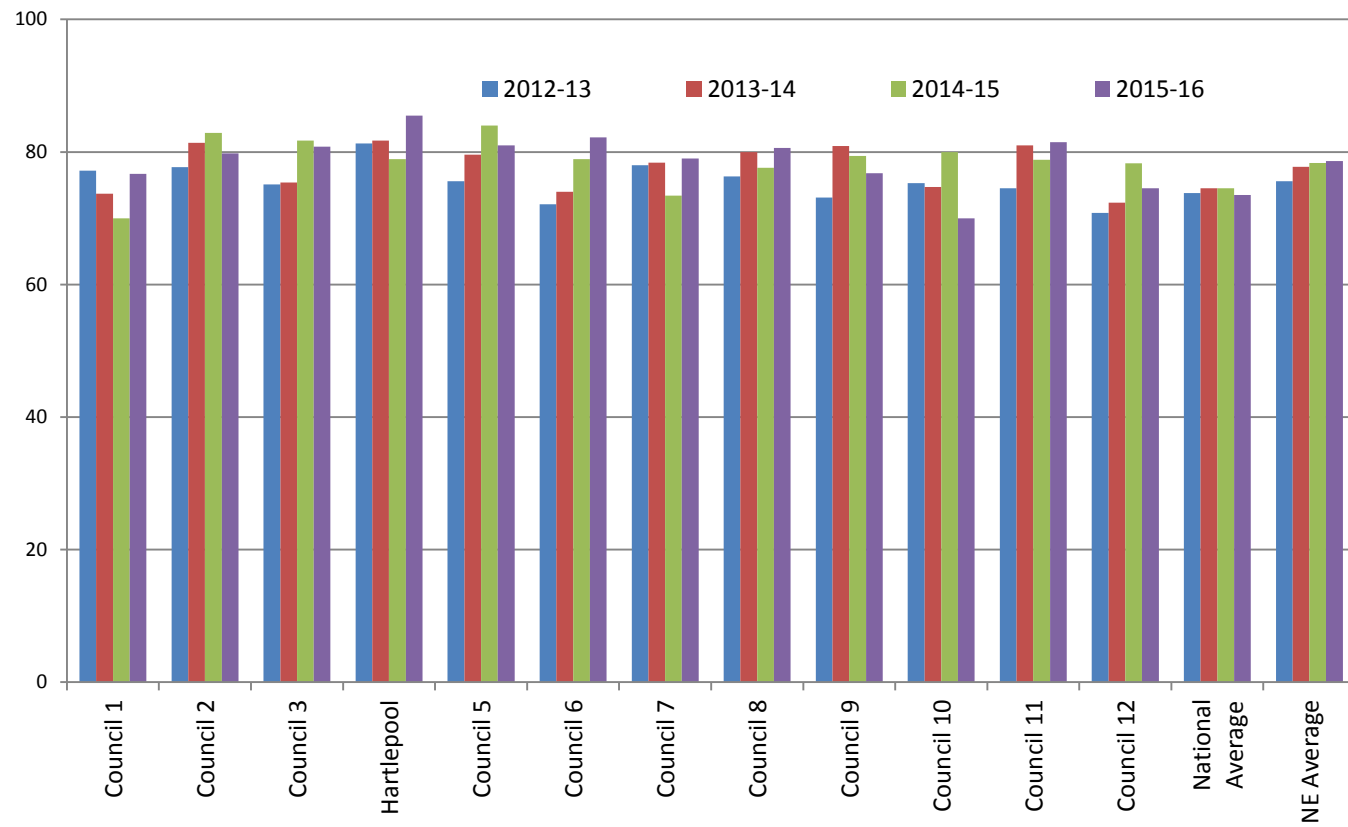
14. CONTACT OFFICER

Jill Harrison
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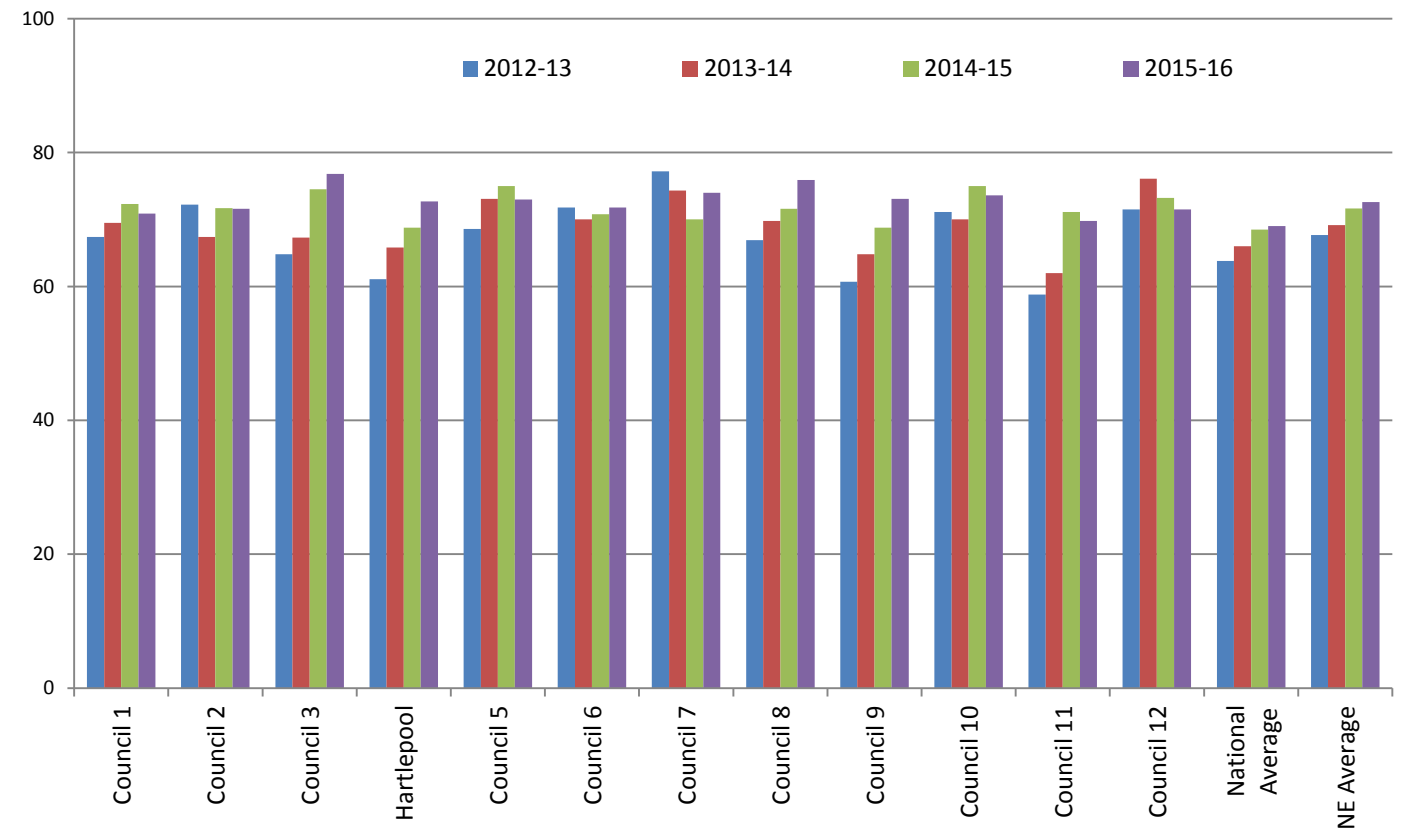
PSS Survey (ASCOF) Charts



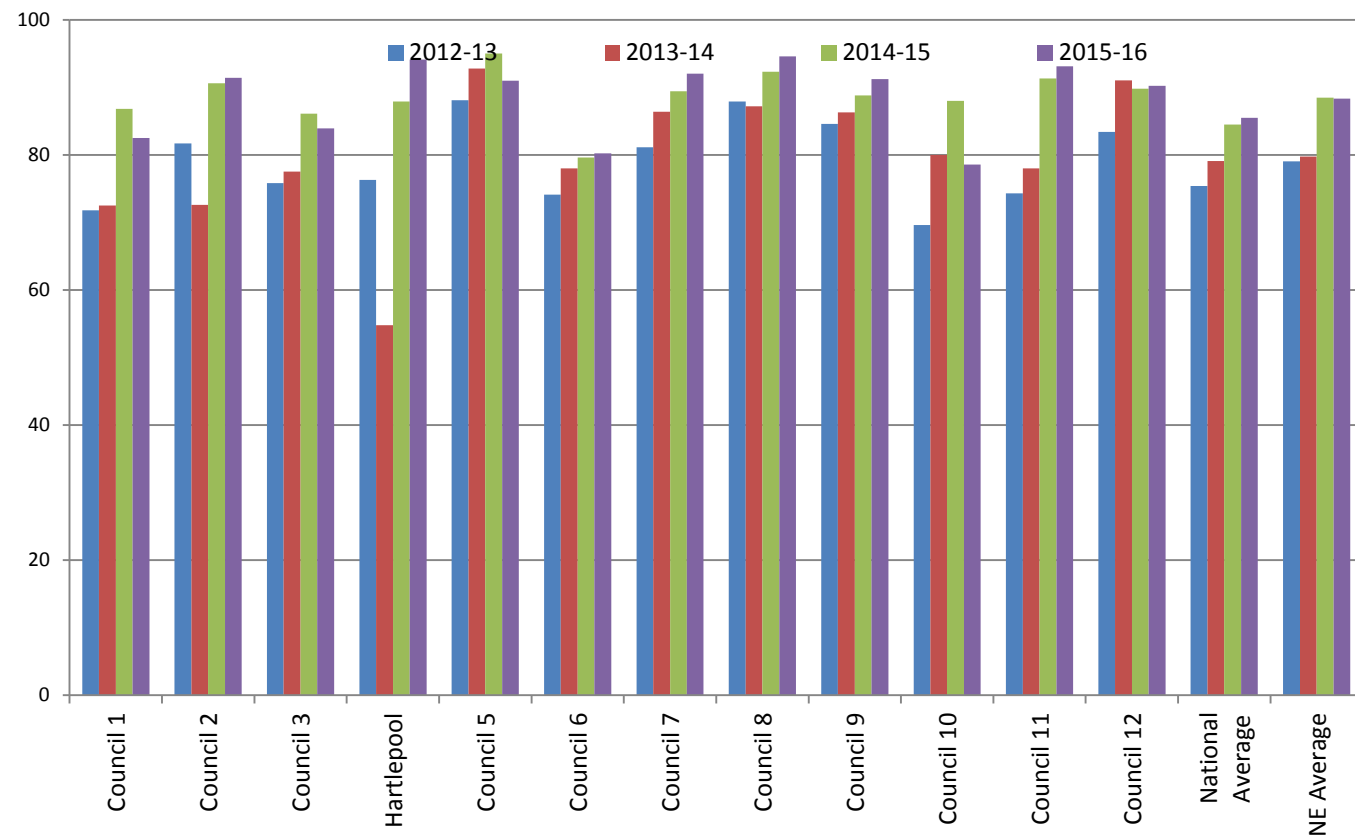
3D % people who use services & carers who find it easy to find info about services



4A % people who use services who feel safe (%)



4B % people using services who say those services made them feel safe & secure





1					2				3				4				5				6				7				No improved' in 2015-16
1A Social care - related quality of Life					1B Proportion of people who use services who have control over their daily life (%)				1I Proportion of people who use services who have as much social contact as they would like (%)				3A Overall Satisfaction of people who use service with their care and support (%)				3D Proportion of people who use services who find it easy to find information about services (%)				4A Proportion of people who use services who feel safe (%)				4B Proportion of people who use services who say that those services have made them feel safe and secure (%)				
ASCOF Indicator	2012-13	2013-14	2014-15	2015-16	2012-13	2013-14	2014-15	2015-16	2012-13	2013-14	2014-15	2015-16	2012-13	2013-14	2014-15	2015-16	2012-13	2013-14	2014-15	2015-16	2012-13	2013-14	2014-15	2015-16	2012-13	2013-14	2014-15	2015-16	
Council 1	18.6	19.0	19.4	18.6	77.9	74.8	83.1	76.4	40.5	44.0	47.8	36.8	66.5	62.4	64.4	59.4	77.2	73.7	70.0	76.7	67.4	69.5	72.3	70.9	71.8	72.5	86.8	82.5	1
Council 2	19.5	19.5	19.4	19.7	74.9	81.2	77.7	82.7	46.3	51.0	48.9	49.2	64.3	67.1	67.3	69.5	77.7	81.4	82.9	79.8	72.2	67.4	71.7	71.6	81.7	72.6	90.6	91.4	5
Council 3	18.9	19.2	19.5	20.0	73.7	78.1	81.1	82.3	44.1	44.8	49.8	53.7	66.3	65.9	69.2	66.7	75.1	75.4	81.7	80.8	64.8	67.3	74.5	76.8	75.8	77.5	86.1	83.9	4
Hartlepool	19.1	19.2	19.4	20.0	78.0	76.3	76.9	83.4	46.5	49.0	39.9	54.3	73.6	73.1	64.6	67.9	81.3	81.7	78.9	85.5	61.1	65.8	68.8	72.7	76.3	54.8	87.9	94.1	7
Council 5	19.1	19.6	20.0	19.8	77.3	81.7	84.0	80.8	42.5	52.4	52.0	52.2	60.6	70.4	69.0	70.2	75.6	79.6	84.0	81.0	68.6	73.1	75.0	73.0	88.1	92.8	95.0	91.0	2
Council 6	19.2	19.3	19.2	19.7	78.7	77.0	77.7	81.8	45.4	51.0	45.9	49.7	62.6	65.0	62.3	66.5	72.1	74.0	78.9	82.2	71.8	70.0	70.8	71.8	74.1	78.0	79.6	80.2	7
Council 7	19.9	19.5	18.8	18.9	82.1	77.7	75.1	77.0	49.8	51.6	42.6	46.0	65.5	65.0	62.1	63.0	78.0	78.4	73.4	79.0	77.2	74.3	70.0	74.0	81.1	86.4	89.4	92.0	7
Council 8	18.8	19.2	19.5	19.8	77.6	79.0	81.2	81.4	42.5	46.3	45.7	51.5	64.1	68.2	69.1	68.3	76.3	80.0	77.6	80.6	66.9	69.8	71.6	75.9	87.9	87.2	92.3	94.6	6
Council 9	18.7	18.7	19.3	19.6	73.4	75.2	78.8	80.5	41.9	41.2	48.5	54.3	65.0	66.3	66.8	69.4	73.1	80.9	79.4	76.8	60.7	64.8	68.8	73.1	84.6	86.3	88.8	91.2	6
Council 10	19.0	19.2	19.4	18.9	73.7	78.0	80.0	77.3	44.1	46.8	49.0	47.2	66.9	69.0	69.0	68.6	75.3	74.7	80.0	70.0	71.1	70.0	75.0	73.6	69.6	80.0	88.0	78.6	0
Council 11	18.4	19.1	19.1	19.4	72.1	80.0	75.4	79.3	38.0	43.0	48.1	53.3	66.6	71.0	67.4	63.1	74.5	81.0	78.8	81.5	58.8	62.0	71.1	69.8	74.3	78.0	91.3	93.1	5
Council 12	19.1	19.6	19.5	19.3	72.9	76.3	81.5	78.5	45.3	46.8	48.4	47.8	70.2	67.1	67.6	65.8	70.8	72.3	78.3	74.5	71.5	76.1	73.2	71.5	83.4	91.0	89.8	90.2	1
National Average	18.8	19.0	19.1	19.1	75.0	76.8	77.3	76.5	42.2	44.5	44.8	45.4	62.8	64.8	64.7	64.4	73.8	74.5	74.5	73.5	63.8	66.0	68.5	69.0	75.4	79.1	84.5	85.5	3
NE Average	19.0	19.3	19.4	19.4	76.0	77.9	79.2	79.8	43.9	47.3	47.0	49.3	66.0	67.5	66.4	66.4	75.6	77.8	78.3	78.6	67.7	69.2	71.6	72.6	79.1	79.8	88.5	88.3	
NE Max	19.9	19.6	20.0	20.0	82.1	81.7	84	83.4	49.8	52.4	52.0	54.3	73.6	73.1	69.2	70.2	81.3	81.7	84.0	85.5	77.2	76.1	75.0	76.8	88.1	92.8	95.0	94.6	
NE Min	18.4	18.7	18.8	18.6	72.1	74.8	75.1	76.4	38.0	41.2	39.9	36.8	60.6	62.4	62.1	59.4	70.8	72.34	70	70.0	58.8	62	68.5	69.0	69.6	54.8	79.6	78.6	

North East Rankings

Council 1	11	11	5	12	4	12	2	12	11	10	8	12	5	12	10	12	4	11	12	10	7	7	5	11	11	11	10	10
Council 2	2	3	5	5	7	2	8	2	3	3	4	8	9	6	7	2	3	2	2	7	2	8	6	9	5	10	4	5
Council 3	8	6	2	1	8	5	5	3	6	9	2	3	6	9	1	7	8	8	3	5	9	9	3	1	8	9	11	9
Hartlepool	4	6	5	1	3	9	10	1	2	5	12	1	1	1	9	6	1	1	6	1	10	10	11	7	7	12	9	2
Council 5	4	1	1	3	6	1	1	6	8	1	1	5	12	3	3	1	6	6	3	1	6	3	1	6	1	1	1	7
Council 6	3	5	10	5	2	8	8	4	4	3	9	7	11	10	11	8	11	10	6	2	3	4	9	8	10	7	12	11
Council 7	1	3	12	10	1	7	12	11	1	2	11	11	7	10	12	11	2	7	11	8	1	2	10	3	6	4	6	4
Council 8	9	6	2	3	5	4	4	5	8	8	10	6	10	5	2	5	5	5	10	6	8	6	7	2	2	3	2	1
Council 9	10	12	9	7	10	11	7	7	10	12	5	1	8	8	8	3	10	4	5	9	11	11	11	5	3	5	7	6
Council 10	7	6	5	10	8	6	6	10	6	7	3	10	3	4	3	4	7	9	4	12	5	4	1	4	12	6	8	12
Council 11	12	10	11	8	12	3	11	8	12	11	7	4	4	2	6	10	9	3	8	3	12	12	8	12	9	7	3	3
Council 12	4	1	2	9	11	10	3	9	5	6	6	9	2	7	5	9	12	12	9	11	4	1	4	10	4	2	5	8

Notes:

1 All of the above measures are reported in ASCOF (Adult Social Care Outcomes Framework) and are produced via the PSS User Survey

2 All figures above are %, except 1A, which is a weighted response to 8 questions

3 Figures shown in bold are the highest scores in each year