

# **ADULT AND PUBLIC HEALTH SERVICES PORTFOLIO DECISION RECORD**

16<sup>th</sup> October 2006

**Present:**

Councillor Ray Waller (Adult and Public Health Services Portfolio Holder)

Officers: Sylvia Pinkney, Consumer Services Manager  
Ewen Weir, Assistant Director (Commissioning)  
Jo Wilson, Democratic Services Officer

## **12. Annual Complaints Report – 1<sup>st</sup> April 2005 – 31<sup>st</sup> March 2006** *(Director of Adult and Community Services)*

**Type of decision**

Non-Key

**Purpose of report**

To present the first Annual Complaints Report of the Adult and Community Services Department on complaints and representations within Adult Care Services for the period 1<sup>st</sup> April 2005 to 31<sup>st</sup> March 2006.

**Issue(s) for consideration by Portfolio Holder**

The Director of Adult and Community Services presented the 1<sup>st</sup> Annual Complaints Report for the Adult and Community Services Department, covering the period 1<sup>st</sup> April 2005 to 31<sup>st</sup> March 2006. The report provided data and information about activity in relation to operation of the statutory Complaints Procedure in relation to Adult Care Services. Performance in a range of areas was outlined and areas for development were highlighted to ensure continued improvement in the management and handling of complaints and representations regarding Adult Care Services.

**Decision**

That the report be received and proposals for the development of the complaints framework be noted.

**13. Trading Standards Service Plan 2006/07** *(Head of Public Protection and Housing)*

**Type of decision**

Non-Key

**Purpose of report**

To consider the Trading Standards Service Plan for 2006/07, which is a requirement under the national performance framework for trading standards.

**Issue(s) for consideration by Portfolio Holder**

The Trading Standards Service Plan set out the Service aims and objectives, the background to the authority, Service delivery, resources, quality assessment and details of the review of the plan. The Portfolio Holder was advised that the number of programmed trading standards inspections carried out was on target with 100% of high risk premises inspected. Details were given of high priority areas for 2006/07 along with information on the Trading Standards Peer Review Process, involving a self assessment of the service, production of an improvement plan and evaluation of these documents by assessors.

**Decision**

That the Trading Standards Service Plan for 2006/07 be approved.

**14. Hartlepool Integrated Mental Health Services (HIMSHS)** *(Director of Adult and Community Services)*

**Type of decision**

Non-Key

**Purpose of report**

To update the Portfolio Holder on the current performance of Hartlepool Integrated Mental Health Services.

**Issue(s) for consideration by Portfolio Holder**

Hartlepool Mental Health Services (HIMSHS) is jointly provided by Hartlepool Borough Council (HBC and Tyne, Esk and Wear Valleys NHS Trust (TEWV). The National Services Framework (NSF) for mental health services Framework sets out national standards and services models covering key areas. As part of this an annual NSF assessment review was established nationally to monitor and evaluate service development using a

'traffic lights' system of measurement. In 2005 Hartlepool were awarded 34 green, 6 amber and 2 red indicators. Details were given in the report of a number of the services which were awarded green status.

In addition a National joint Healthcare Commission/ Commission for Social Care Inspection (CSCI) was held in June/July 2006 to assess community mental health services. Scores were rated as poor, fair, good and excellent. HBC, Hartlepool Local Implementation Team (LIT), Hartlepool PCT and TEWV were all rated as good.

Details were given of continued progress by HIMHS. The Portfolio Holder was advised that the values and principles of HIMHS were to make mental health care:

- Safe
- Effective
- Person-centred
- Timely
- Efficient
- Equitable

HIMHS had made progress in achieving the successful implementation of the NSF standards and Hartlepool's mental health services had been assessed as "good" by the Healthcare Commission/CSCI National Review. However business plans continued to be refined and developed in line with policy initiatives, service reviews and the needs of service users and carers. The result of future reviews would be reported to the Portfolio Holder.

### **Decision**

That the update report be noted.

**J A BROWN**

**CHIEF SOLICITOR**

**PUBLICATION DATE: 24<sup>th</sup> October 2006**