

# PLEASE NOTE VENUE

## CABINET AGENDA



**Monday 4<sup>th</sup> December 2006**

**at 9:00 a.m**

**in Conference Room 1, Belle Vue Community Sports and Youth Centre, Kendal Road**

MEMBERS: CABINET:

The Mayor, Stuart Drummond

Councillors Hargreaves, Hill, Jackson, Payne, Tumilty and R Waller

**1. APOLOGIES FOR ABSENCE**

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

**3. MINUTES**

To receive the Record of Decision in respect of the meeting held on 20 November 2006  
(already circulated)

**4. BUDGET AND POLICY FRAMEWORK**

No items

**5. KEY DECISIONS**

5.1 Hartlepool Multi-Agency Carers' Strategy – *Director of Adult and Community Services*

**6. OTHER ITEMS REQUIRING DECISION**

No items

# PLEASE NOTE VENUE

## **7. ITEMS FOR DISCUSSION / INFORMATION**

- 7.1 Annual Review of Performance for Adult Social Care – *Director of Adult and Community Services*

## **8. REPORTS FROM OVERVIEW OF SCRUTINY FORUMS**

- 8.1 Formal Response to the Executive's Initial Budget and Policy Framework Consultation Proposals for 2007/08 – *Scrutiny Co-ordinating Committee*

### **EXEMPT ITEMS**

Under Section 100(A)(4) of the Local Government Act 1972, the press and public be excluded from the meeting for the following items of business on the grounds that it involves the likely disclosure of exempt information as defined in the paragraphs referred to below of Part 1 of Schedule 12A of the Local Government Act 1972 as amended by the Local Government (Access to Information) Act 1985

## **9. EXEMPT KEY DECISIONS**

- 9.1 Briarfields House and Associated Land, Elwick Road – *Director of Neighbourhood Services* (para 3)

# CABINET REPORT

4 December 2006



**Report of:** Director of Adult and Community Services

**Subject:** HARTLEPOOL MULTI-AGENCY CARERS' STRATEGY

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## SUMMARY

### 1. PURPOSE OF REPORT

To present the Hartlepool Multi-Agency Carers' Strategy for information and approval

### 2. SUMMARY OF CONTENTS

The report contains a brief introduction, and background, to the formation of Hartlepool Multi-Agency Carers' Strategy. The strategy itself is attached to the report at Appendix A.

### 3. RELEVANCE TO CABINET

Cabinet needs to approve the strategy so that it will be implemented tomorrow.

### 4. TYPE OF DECISION

Key test (i) and test (ii)

### 5. DECISION MAKING ROUTE

Cabinet

### 6. DECISION(S) REQUIRED

Cabinet are asked to approve the Strategy.

**Report of:** Director of Adult and Community Services

**Subject:** HARTLEPOOL MULTI-AGENCY CARERS' STRATEGY

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**1. PURPOSE OF REPORT**

- 1.1 To present the Hartlepool Multi-Agency Carers' Strategy for information and approval.

**2. BACKGROUND**

- 2.1 The Adult and Community Services Department of Hartlepool Borough Council has taken the lead in revising the Hartlepool Carers' Strategy. The Department recognises its duty for the social care delivery to informal carers, but also acknowledges that, in order to respond to recent legislation and deliver more effective, appropriate services and support to carers, it is essential to work in partnership with carers, and other statutory and voluntary agencies.
- 2.2 The new Multi-Agency Carers Strategy has been produced following consultation with informal carers and representative agencies.
- 2.3 The Strategy incorporates five key commitments, identified by carers as being of the most importance to them and requiring action and development.
- 2.4 A new Carer's Strategy Group has recently been set up to implement the Strategy, progress these commitments and ensure quality service outcomes for carers.
- 2.5 A Quality Audit Tool has been used by the Carer's Strategy Group to map current provision and set targets for action.
- 2.6 The Hartlepool Multi-Agency Carers' Strategy with action plan has been attached to this report at **Appendix A** for the consideration of Members of the Cabinet.
- 2.7 Carers, through consultation, identified five key areas for action and development. The audit of current provision identified an additional priority for action and provision: the need to develop support for emergencies. This is reinforced by the recent CSCI Inspection of Learning Disability Services.

### **3. FINANCIAL IMPLICATIONS**

- 3.1 It is proposed that the use of the Carers' Grant, allocated by Central Government to Hartlepool each year, will also come within the remit of the Strategy Group and that carers will have some influence on how the grant is spent.

### **4 RECOMMENDATIONS**

- 4.1 That Cabinet notes the Hartlepool Multi-Agency Carers' Strategy attached at **Appendix A**, and approves its contents.

### **CONTACT OFFICER**

**Nicola Bailey, Director, Adult and Community Services**

# **A MULTI-AGENCY STRATEGY FOR CARERS IN HARTLEPOOL**

**2006 – 2007**

**December 2006**

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## A MULTI AGENCY STRATEGY FOR CARERS IN HARTLEPOOL

### 1. INTRODUCTION

A carer is someone who looks after someone else, and who may or may not be living with the person for whom they are caring.

Some people dislike the word 'carer', believing it diminishes the relationship they have with the cared-for person as husband, wife, daughter, son or friend. Health and social care professionals use the word 'carer' as a shorthand to represent a whole range of people who look after others. This is not intended to devalue the uniqueness of the relationship with the person, but to recognise that looking after someone else brings with it particular features which professionals should take into account.

Carers play a vital role in the community – looking after those who are sick, disabled, vulnerable or frail. Carers can be any age and come from all backgrounds and communities.

Most carers are adults, family, friends and/ or neighbours, caring for another person but who are not paid to do this as their job.

There is also a significant number of children and young people who have taken on caring responsibilities within their families.

Thus, carers fall broadly into three categories:

- Adult carers – an adult caring for another adult such as spouse, partner, friend or relative
- Parent carers – an adult who cares for an ill or disabled child
- Young Carers – a child or young person who is carrying out significant caring tasks and assuming a level of responsibility for another person, which would usually be taken by an adult. The person they care for may be a sibling or a parent.

Young Carers are included within the Hartlepool Children and Young Persons' Plan, 'The Big Plan'. This is the strategic document, which sets the direction for planning, development and delivery of services for children and young people in Hartlepool. It is a published document and is available on the Hartlepool Borough Council website: [www.hartlepool.gov.uk](http://www.hartlepool.gov.uk)

We value the work that carers do and we aim to improve information, support and care for carers in Hartlepool.



Local carers, social care and health agencies and voluntary sector organisations have all contributed towards this strategy. It is a working strategy and will provide a framework for the development of information, care and services for carers in Hartlepool. It will be reviewed at least annually and modified to reflect changing circumstances in health and social care and the wider society. This will include the requirements and implications of any new legislation.

## **2. EQUALITY AND DIVERSITY**

A key outcome of this strategy is to improve the health and well being of carers and to ensure that they have equal opportunities to participate in and contribute to family and community life.

Services should:

- Be equally available to those who need it
- Be truly carer centred
- Offer equal access and be designed in partnership with stakeholders representing existing and potential carers
- Provide a model for the provision of services, which enables choice and reflects the diversity of the needs of the population of Hartlepool.

## **3. BACKGROUND**

Carers are a valuable resource. Nationally, they save the country £57 billion per annum and their contribution to community care far exceeds the combined efforts of statutory and voluntary agencies. The continued health and well being of carers themselves is, therefore, vital to the success of community care.

Caring responsibilities can have an impact on all aspects of a carer's life: employment, income, physical and emotional health and well-being, education, leisure and family contacts and commitments.

Carers are a source of important information for the planning, commissioning and provision of services both for themselves and for the people they care for. They are close to day to day problems and experience the range and quality of services provided at first hand. They are, therefore, ideally placed to feedback vital information regarding the effectiveness and quality of existing services, and suggest ways for improvement.

## **4. LEGISLATION**

The Children Act 1989 gives local authorities the duty to safeguard and promote the welfare of children and is, therefore, relevant both to young carers and parent carers of children with disabilities and special needs.

The Carers (Recognition and Services) Act 1995 built on previous legislation and gives carers the right to ask for their own assessment. Assessment is the key both to individual choice and provision of appropriate support. It is also integral to the development of a systematic collation of carers' needs to support service planning. It is, therefore, vital to ensure that carers' needs are considered and recorded as part of any assessment. However, the right to assessment was qualified by two main factors:

- The carer must be providing "substantial care on a regular basis"
- The person cared for must also have an assessment for community care

The Carers and Disabled Children Act 2000 (CDCA) expects agencies to consider the impact on carers' lives of their caring responsibilities. It gives the carer the right to an assessment even when the disabled person refuses an assessment. It also gives parents of children with disabilities the right to request an assessment and empowers local authorities to provide services.

Having listened to the carer's view, the Local Authority must take into account the result of the carer's assessment when deciding what services to provide to the person who is being cared for.

Many carers are probably still not aware of their right to a separate assessment. However, Department of Health guidance clearly states that local authorities should offer carers the right to a separate confidential interview i.e. it is not incumbent on the carer to ask.

The Carers (Equal Opportunities) Bill received Royal assent on the 22 July 2004 and became an Act of Parliament. Under this new law, carers will have to be told about their rights; will have more opportunities for work, education and life-long learning; and greater collaboration between statutory services to help them in their caring roles.

'Our health, our care, our say: a new direction for community services'. White Paper January 2006

The White Paper states that 'carers are a vital part of the whole health and social care system – we will give them more support' and proposes to:

- o Update and extend the 1999 National Strategy for Carers
- o Encourage councils and Primary Care Trusts to nominate leads for carers' services
- o Establish an information service/ helpline for carers, perhaps run by a voluntary organisation.
- o Ensure that short-term, home-based respite support is established for carers in crisis or emergency situations in each council area.
- o Allocate specific funding for the creation of an Expert Carers Programme to provide training for carers to develop the skills they need to take greater control over their own health and the health of those in their care.

## 5. CARERS IN HARTLEPOOL

For the first time in 2001, questions concerning carers were included in the National Census, thus providing a numerical picture of carers in Hartlepool. Questions were included in the 'Health' Section and concerned the number of people who provide unpaid care and the time spent caring each week.

9853 people in Hartlepool are providing unpaid care. This is 11.1% of Hartlepool's population and is above the national average.

2,680 carers in Hartlepool provide unpaid care for 50 or more hours per week. This is 3% of Hartlepool's population and is also above the national average.

Locally, information about carers is collected by a number of methods, including questionnaires, surveys, consultation events, joint planning events, Performance Assessment Framework and agency registers.

Population trends will increase the number of people with caring needs and thus the potential demand for and on informal carers.

## 6. CARER INVOLVEMENT

The National Strategy for Carers, 'Caring about Carers', (DOH 1998), stresses the need for carers to be offered adequate support, information and relevant services to enable them to continue to care, and to maintain their health, well-being and role in society. It also underlines the responsibility of the wider community for recognising and addressing the needs of carers. The need for carers to be included as partners in the planning and delivery of services.

The inclusion of carers as partners in the planning and delivery of services is a key factor in ensuring that provision meets demand and results in quality outcomes for carers' lives. Families and friends are a resource. Their active involvement can enhance information and support, lead to a better understanding of the impacts of caring, identify challenging issues and lead to a more appropriate use of funding.

Hartlepool demonstrates its commitment to carers by incorporating an objective for carers in the Hartlepool Community Strategy, which is: 'to improve the identification, range of support and training for carers, including young carers, meeting their needs and recognising the importance of their role'.

In Hartlepool, there is a joint planning mechanism which should ensure that carers have a say in the way services and support are planned and delivered to meet their needs.

Currently, carers are represented on some client/ user- specific joint planning groups such as the Older Persons' Local Implementation Team and the Partnership Board for people with learning disabilities. These groups have responsibility for addressing and meeting the standards set out in legislation and guidance relevant to specific user groups and their carers.

Consultation with carers, representing all user groups, during Carers Week 2005 has led to the development of this Multi-agency Carers' Strategy, which incorporates the five commitments identified by carers as requiring action and development. These form the basis for an action plan designed to deliver quality outcomes for all carers in Hartlepool.

In order to progress this work and ensure greater carer influence and multi-agency commitment on planning, commissioning and funding for carers, a new Carers' Strategy Group will meet for the first time in August 2006. Carers, corporate departments and other agencies with responsibilities which impact on carers' opportunities and quality of life will be represented on this.

Other ways in which carers can have a say and influence service provision include:

- Carer assessments and plans
- Voluntary groups, in particular Hartlepool Carers as the lead voluntary agency for carers in Hartlepool
- Visioning Days
- Surveys/ questionnaires
- Involvement in annual events, such as Carers' Week and Carers' Rights' Day
- Through Patient and Public Involvement structures

## 7. COMMITMENTS

These commitments will be reviewed at least annually using the mechanisms outlined in Section 4.

### Themes and Commitments

#### *a. Information and communication*

Produce and widely circulate all relevant information in an appropriate range of formats and media, in a timely manner, edited and reviewed regularly with carers.

#### *b. Finance and emotional support*

Minimise the use of complicated terms and forms and provide carers with easily understood, accurate information and continuity in emotional support and financial services.

*c. Time off/flexibility and a life of their own*

To develop and provide easily accessible, flexible carers' services that fully consider and complement the carers' 'caring role' and help them to achieve and maintain a personal life-style of choice.

*d. A voice/Recognition and Assessment*

To have a process that clearly gives individual carers a continuous opportunity to participate and make decisions in the assessment, planning and provision of quality services that are consistent, timely and responsive.

*e. Training and support to care*

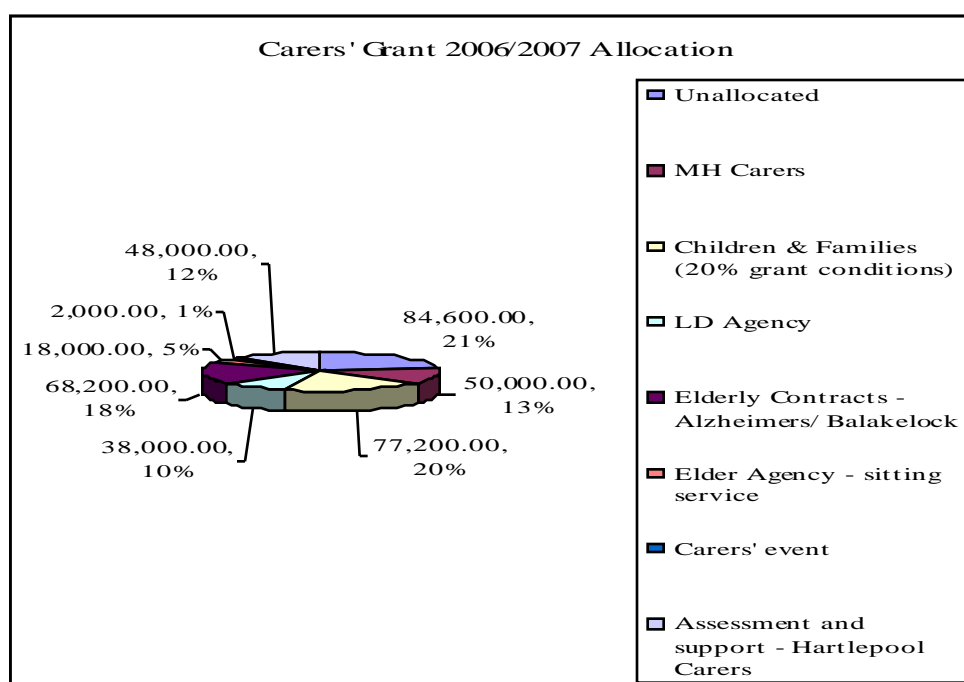
Include the expertise, knowledge and participation of carers in the planning and delivery of training for carers, professional practitioners and others, by providing a carer support service that helps achieve this and the carer's personal development.

## 8. CARERS GRANT AND RESOURCES FOR CARERS

### • Carers' Grant

This grant forms part of the Government's strategy for carers, set out in 'Caring about Carers'. It is designed to: stimulate diversity and flexibility in the provision of breaks for carers, or direct services to carers to support them in their caring role.

The Grant Allocation for 2006/07 is £386,160.00 and this has been allocated as follows:



The grant allocation for 2007/08 is £394,338.

It is proposed that the allocation and use of Hartlepool's Carers' Grant should be included within the remit of the Carers' Strategy Group.

The Department of Health (DH) provides guidance on the allocation of the grant and this could be used as an audit and monitoring tool.

- Other Resources committed to specific work with and support to carers

These include:

- Carers initiatives with Mind for mental health services;
- Hartlepool Partners for support to carers of people with learning disabilities.
- A forthcoming specific project for older family carers of people with learning disabilities.
- A Carers' Officer within the Department of Adult and Community Services
- Funding from Neighbourhood Renewal Funds

## 9. THE WAY FORWARD

Hartlepool will continue to pursue its commitment to listen to and respond to carers' needs and experiences.

The way forward will concentrate on the identification and performance monitoring of the required actions necessary to fulfil the commitments, agreed by carers and agency representatives and outlined within this strategy (Section 4).

The DH has recently published a Self Assessment Tool for Councils and their partners to establish how well they are supporting carers in their localities. The tool takes account of current legislative requirements and has, alongside the agreed commitments, provided a basis from which Hartlepool can audit current activity and plan to improve its support to carers.

**Hartlepool Carers Strategy Action Plan**

Theme & Associated commitment	Proposed Actions	Timescales	Key Contact & organisation	Outcomes
<b>a. Information and Communication</b>  - Ensure comprehensive guidance on carers for all front-line staff	Provide comprehensive information pack for all key public information points.	December 2006 – June 2007	J Wistow, Adult & Community Services/ Hartlepool Carers/Alzheimers	Carers know where and how to access relevant information in a range of formats appropriate to need.
	Ensure social workers/ assessors have up-to-date relevant information to give to carers as part of the assessment and care planning process.	April 2007	J Wistow, Adult & Community Services/ Hartlepool Carers/Alzheimers/ Team leaders	Carers are well informed of their rights, benefits, services and equal opportunities
	Explore the potential of GP surgeries/ pharmacies/ hospital wards for publicising and supplying information to carers. (50 plastic holders available for use)	March 2007	PCT/ Hartlepool Carers  Health representatives on Carers' Strategy Group	Carers are better equipped to continue caring and/ or accessing opportunities for personal development and leisure pursuits
	- Coordinate single carers' web-site or pages that link all the disparate information together	December 2006 and three monthly thereafter	J Wistow, Adult & Community Services/ Scott Jobson, Hartlepool Carers	All staff are able to support and sign post carers without duplication

## Appendix A

Theme & Associated commitment	Proposed Actions	Timescales	Key Contact & organisation	Outcomes
<ul style="list-style-type: none"> <li>- Collect evidence about how easy or difficult it is for carers to access relevant information.</li> <li>- Explore opportunities for extending access to carers' information</li> </ul>	<p>Use range of contact groups, carers' events, newsletters to collect evidence.</p> <p>Explore connections with project developments such as Connected Care, Extra Care, Telecare and New Deal low level service provision.</p>	<p>June 2007</p> <p>Dependent on project developments</p>	<p>Carers' Strategy Group</p> <p>J Wistow , Adult &amp; Community Services; M Diver , Hartlepool Carers</p>	



Theme & Associated commitment	Proposed Actions	Timescales	Key Contact & organisation	Outcomes
<p><i>b. Financial Security (access to work or benefits) and emotional support. Minimise the use of complicated terms and forms and provide carers with easily understood, accurate information and continuity in emotional support and financial services</i></p> <p><i>Financial Security</i></p> <ul style="list-style-type: none"> <li>- Ensure carers get money advice</li> </ul>	<p>Front-line staff to advise and refer appropriately.</p> <p>Audit carer assessments re inclusion of benefits advice</p> <p>Regularly review and update Carers' entry on HBC Portal Website and coordinate with Hartlepool Carers' Web site.</p>	<p>Continuously</p> <p>December 2006 – September 2007</p> <p>December 2006 and three monthly thereafter</p>	<p>Operational teams/ Hartlepool Carers</p> <p>J Wistow , A &amp; C Services</p> <p>J Wistow , A &amp; C Services/ Scott Jobson, Hartlepool Carers</p>	<p>Carers readily able to access information and advice about entitlements.</p> <p>Carers in receipt of appropriate entitlements Carers better supported to continue caring.</p> <p>Carers being offered and accessing back to work support</p> <p>More carers trained and working.</p> <p>An increase in flexible working and services to enable carers to remain in work alongside their caring responsibilities</p>

## Appendix A

Theme & Associated commitment	Proposed Actions	Timescales	Key Contact & organisation	Outcomes
<ul style="list-style-type: none"> <li>– Ensure carers get advice and support about back-to-work initiatives</li> <li>– Ensure HBC &amp; NHS work-life balance policies are well targeted and promoted to carers</li> <li>– Ensure employees are not leaving because they do not feel able to ask for flexibility, or because they are not accessing enough service</li> <li>– Explore if and how the needs of working carers are influencing service provision</li> </ul>	Hartlepool Carers commissioned to work with Economic Development and employment agencies and provide training to meet LAA targets	December 2006 – December 2008	HBC Economic Development & Hartlepool Carers	Carers' health and well being improved and opportunities for social inclusion improved
	Presentations to joint planning groups & operational teams to raise awareness of opportunities and support	January – August 2007	HBC Economic Development & Hartlepool Carers	
	A&CS to liaise with HBC and PCT HR to discuss ways of publicising & promoting HBC policies	September 2007	J Wistow , Adult & Community Services; W Stagg HBC. PCT Carers' lead	
	A&CS to liaise with HBC HR. Consider inclusion in employee survey	September 2007	J Wistow , Adult & Community Services; W Stagg HBC	
	Explore avenues for collecting data on working carers and services which would support continued employment	January 2007	J Wistow , Adult & Community Services; W Stagg HBC	

## Appendix A

Theme & Associated commitment	Proposed Actions	Timescales	Key Contact & organisation	Outcomes
<i>Emotional support</i> - Ensure front-line staff (incl health & housing) identify the need for informal support and are aware of resources they can refer on to if unable to provide informal support themselves  - What evidence is there that carers feel they have access to the right sorts of support in the right quantity? Where are the gaps?  - Is counselling through Primary Care available to carers and how do carers know about it? -	<p>Provide up-to-date information re voluntary and community support in a format agreed with front-line staff.</p> <p>Audit of carers' assessments and carer plans to note inclusion of emotional support needs and service provision. Identify gaps</p> <p>Draw up short questionnaire for Carers' Week to ascertain evidence of emotional support and gaps in provision</p> <p>Ascertain extent of counselling services available to carers through Primary Care</p>	<p>March 2007</p> <p>April 2007</p> <p>January – May 2007</p> <p>March 2007</p>	<p>J Wistow , A &amp; C Services; Voluntary Sector reps on Carers' Strategy Group</p> <p>J Wistow , A &amp; C Services</p> <p>Carers' Week Planning Group</p> <p>PCT rep on Carers' Strategy Group</p>	

# Appendix A

Theme & Associated commitment	Proposed Actions	Timescales	Key Contact & organisation	Outcomes
<p><b>c. Time off/ flexibility and a life of their own</b></p> <p><i>To develop and provide easily accessible, flexible carers' services that fully consider and complement the carers' 'caring role' and help them to achieve and maintain a personal life-style of choice</i></p> <ul style="list-style-type: none"> <li>Promote Direct Payments for carers and ascertain the potential of Individual Budgets for carers</li> <li>Ensure carers have the opportunity to manage their own breaks</li> </ul>	<p>Presentations to joint planning groups to raise awareness of Direct Payments for carers.</p> <p>Awareness raising sessions within integrated teams.</p>	<p>January -May 2007</p>	<p>Direct Payments Working Group</p>	<p>Carers will have easy access to a range of flexible, quality services to support them in their caring role.</p> <p>Services will be available which allow carers time for themselves.</p>
	<p>Consult re option of carers' champions within service units.</p>	<p>March 2007</p>	<p>A &amp; C S service units and Carers' leads HBC &amp; PCT</p>	<p>Carers will have a greater influence on the range and quality of services.</p>
	<p>Investigate examples of best practice of Individual Budgets and use to develop local response.</p>	<p>April 2007</p>	<p>A &amp; CS (Neil Harrison)</p>	<p>Carers will influence the development and commissioning of services, either individually or through representative carer groups.</p>
				<p>More carers will access Direct Payments and/ or individual budgets</p>

# Appendix A

Theme & Associated commitment	Proposed Actions	Timescales	Key Contact & organisation	Outcomes
<ul style="list-style-type: none"> <li>- Ensure evidence that carers feel they have the right sort of breaks in the right quantity and that gaps are identified</li> <li>- Ensure that carers' services are carer centred and flexible.</li> <li>- Ensure that carers are able to exercise choice and control about the way services are provided</li> <li>- Ensure carers influence the commissioning of carers' services</li> </ul>	Collate & prioritise information from Carers' Strategy Group September '06 questionnaire re carers' breaks' services.	November 2006 – May 2007	J Wistow & Carers' Strategy Group	
	Cost options for allocation of the 2007/08 Carers' Grant.	January 2007	A&CS Dept	
	Consult with carers reviews on current and planned services and report outcome to Carers' Strategy Group for further mandate. (through carers' groups, drop-ins, questionnaires, carers' events.)	December 2006 – June 2007 and systematically thereafter	Carers' Strategy Group	
	Identify representative carer group for inclusion within the roll-out of 'In Control'	TBC	Janet Wistow/ Neil Harrison, Adult & Community Services	
	Include carers and carers' views within commissioning process for use of the Carers' grant.	2007	HBC & PCT Commissioners	

## Appendix A

Theme & Associated commitment	Proposed Actions	Timescales	Key Contact & organisation	Outcomes
<ul style="list-style-type: none"> <li>- Ensure carers' views help set standards in the council and partners' services</li> <li>- Ensure carers are involved in audit and quality monitoring.</li> </ul>	Audit of carer assessments and plans to include discussions with carers	January to June 2007	J Wistow , A & CS Services	
	Include carers and carers' views within commissioning process for use of the Carers' grant.	2007	HBC & PCT Commissioners	
	Audit of carer assessments and plans to include discussions with carers	January to June 2007	J Wistow , A & CS Services	

Theme & Associated commitment	Proposed Actions	Timescales	Key Contact & organisation	Outcomes
<p><b>d. A voice/recognition and assessment</b></p> <p>To have a process that clearly gives carers a continuous opportunity to participate and make decisions in the assessment, planning and provision of quality services that are consistent, timely and responsive</p> <ul style="list-style-type: none"> <li>- Ensure carers are involved and/ or represented in the planning and commissioning of services</li> <li>- Ensure carers views are heard and acted upon in relation to assessment and care planning</li> </ul>	<p>Review membership of all relevant planning and commissioning groups and include carer representation where appropriate</p> <p>Continue audit process of carer assessments and care plans.</p> <p>Feedback audit results to operational heads &amp; teams and Carers' strategy Group. Agree &amp; monitor new performance targets.</p>	<p>30 June 2007</p> <p>May 2007</p> <p>October 2007</p>	<p>Task Group-Review role of planning groups/LITs; LSP</p> <p>J Wistow , A&amp;CS</p>	<p>Full carer representation on all relevant groups</p> <p>Carer views will be increasingly taken into account in assessment and care planning as demonstrated by subsequent audits</p>

# Appendix A

Theme & Associated commitment	Proposed Actions	Timescales	Key Contact & organisation	Outcomes
<ul style="list-style-type: none"> <li>- Ensure that carers are supported and trained to have a voice in the way services are planned and delivered</li> <li>- Ensure mechanisms are in place for carers to meet elected members and/or senior managers (have their say, managers to account for actions)</li> </ul>	Design a training and support programme to equip carers to have an effective voice.	Feb – April 2007	HBC & PCT Carer leads/ training sections/ H'pool carers	Increasingly effective carer contributions to decision making
	Provide continuing support through preparation for and review of involvement	May – 2007 onwards		
	Identify, with HBC Scrutiny Support Officers, opportunities for carers to contribute to scrutiny processes. Bring proposals to Carers' Strategy Group	March 2007	J Wistow / Scrutiny Officers	Carers being listened to by decision makers.
	Bring proposals to Carers Strategy Group	April 2007	J Wistow , A & CS	
	Arrange informal meetings with portfolio holders and Scrutiny Chairs	June 2007	HBC & PCT Carer leads/ Hartlepool Carers/ Vol. Sector reps	Elected members and senior managers more knowledgeable about carer issues and more accountable for decisions which effect the lives of carers in Hartlepool
	Support to carers in planning and conducting such meetings	August 2007 onwards	Carer leads/ Hartlepool Carers	



## Appendix A

Theme & Associated commitment	Proposed Actions	Timescales	Key Contact & organisation	Outcomes
<b>e. Training and support to care</b>  Include the expertise, knowledge and participation of carers in the planning and delivery of training for carers, professional practitioners and others, by providing a carer support service that helps achieve this and the carer's personal development	Carry out a review of opportunities for training carers and for carers to contribute to other relevant training programmes  Develop proposals for training	August – October 2007	Carers Leads HBC & PCT / training section	Proposed and costed training programme prepared for initial consideration by Carers' Strategy Group

Theme & Associated commitment	Proposed Actions	Timescales	Key Contact & organisation	Outcomes
<b>f. Preparing for Emergencies</b>  Research and commission an emergency scheme for carers when there is an out of hours emergency	Set up a working group to plan and commission a service, taking account of proposals in DH discussion document 'Direction of Travel for Urgent Care	February 2007	HBC & PCT Carer Leads	Carers will have written care plans including provision for emergencies which allows for carers to be ill, or have another family emergency, without the cared for person ending up in hospital or residential care

# CABINET REPORT

4 December 2006



**Report of:** Director of Adult and Community Services

**Subject:** ANNUAL REVIEW OF PERFORMANCE FOR ADULT SOCIAL CARE

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## SUMMARY

### 1. PURPOSE OF REPORT

- 1.1 To present the annual performance rating for Adults Social Care, provided by the Commission for Social Care Inspection (CSCI).

### 2. SUMMARY OF CONTENTS

- 2.1 The Council has maintained its two star rating for Adult Social Care, and is judged to be serving most people well, with promising capacity for improvement.
- 2.2 Specific areas for improvement are covered in this report.

### 3. RELEVANCE TO CABINET

- 3.1 The CSCI performance assessment is a key judgement on Council performance, and forms part of the annual CPA rating. It must be reported to an appropriate public meeting of the Council.

### 4. TYPE OF DECISION

- 4.1 Non key – for information.

### 5. DECISION MAKING ROUTE

- 5.1 Cabinet

### 6. DECISION(S) REQUIRED

- 6.1 To note the report.

**Report of:** Director of Adult and Community Services

**Subject:** ANNUAL REVIEW OF PERFORMANCE FOR ADULT SOCIAL CARE

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**1. PURPOSE OF REPORT**

- 1.1 To present the annual performance rating for Adult Social Care, provided by the Commission for Social Care Inspection (CSCI).

**2. PERFORMANCE APPRAISAL SYSTEM**

- 2.1 There is an extensive system of monitoring by the Inspectorate, including inspections, monitoring visits, returns, and performance indicators. This array of qualitative and quantitative data is used by CSCI to produce a Record of Performance Assessment (ROPA), which gives their views on our performance for the past year, and areas to improve for the year ahead.
- 2.2 National results will be published on the CSCI website on 30 November, but details of Hartlepool's own appraisal have been made available to the Council only, subject to a strict embargo.
- 2.3 A significant element in the assessment this year was the results of the learning disability inspection, recently reported to members.

**3. RESULTS FOR 2006**

- 3.1 Hartlepool is judged to be serving **most** adults well, and to have **promising** capacity for improvement, which equates to a **2 star** rating out of a maximum of three. This is similar to the ratings received in previous years.
- 3.2 The suite of performance indicators shows continued good results, with all indicators banded as stable or improving, and 92% rated "acceptable" (●●●) or better (**Appendix 1**). Of the 25 banded indicators, 12 achieved the top band, and 2 were given the bottom band.
- 3.3 Comparative analysis with other authorities will be available at the meeting.

**4. RECORDS OF PERFORMANCE ASSESSMENT (ROPA)**

- 4.1 A fuller record of performance is provided by the ROPA for 2005/6. Amongst the service improvements acknowledged in the report are:
- Close working arrangements with the PCT, with a good record on delayed transfers from hospital

- Connected Care approach being introduced in Owton Ward, including residents involved in development of low level services.
- Assessments have been undertaken more quickly, and all users receive a statement of their needs and how they will be met.
- Numbers of reviews have continued to improve.
- More people were helped to live at home, with every good performance across all service user groups, and equipment for physical disabilities is delivered promptly
- Support to younger adults moving into employment, further education and leisure was again good.
- There were some positive findings in the learning disability inspection, including some well managed and forward thinking projects.

#### 4.2 However, the Commission noted some areas for improvement:

- Commissioning Strategies were under development, but not yet jointly produced with the PCT. Formal integration of budgets was hampered by uncertainty around PCT finances and structures.
- Take up of Direct Payments had improved, but the need for further increases has been identified
- Service users are involved in service planning, but feedback on services is not collected systematically from users and carers.
- The Learning Disability inspection made some recommendations regarding day services, advocacy services, complaints information, and the operation of the LD Partnership Board.

## 5. ACTION PLANS

- ### 5.1
- Action plans are being pursued in respect of all areas for improvement noted by the Commission, and these will be monitored throughout the year via their monitoring visits.

## Summary of Performance Assessment Indicators - 2005-06

Hartlepool						
Adults	Changes in Definition		2002-03	2003-04	2004-05 (revised 2006)	2005-06 Final
AO/A60		Participation in drug treatment programmes (BVPI 198) (new definition)				61 - L
AO/B11	2003-04	Intensive home care as a percentage of intensive home and residential care	32	30	26 - L	28
AO/B12	2003-04	Cost of intensive social care for adults and older people (BVPI 52)		354	352	390
AO/B17	2000-01 **	Unit cost of home care for adults and older people	9.7	12.1	13.0 - H	15.0 - H
AO/C26	2000-01	Admissions of supported residents aged 65 or over to residential/nursing care (KT)	128 - H	54 - L	21 - L	-
AO/C72	New	Older people aged 65 or over admitted on a permanent basis in the year to residential or nursing care				57
AO/C27	2000-01	Admissions of supported residents aged 18-64 to residential/nursing care	2.4	1.9 - L	2.0	-
AO/C73	New	Adults aged 18-64 admitted on a permanent basis in the year to residential or nursing care				0.37
AO/C28		Intensive home care (BVPI 53) (KT)	18.7	17.1	15.2 - L	15.7 - L
AO/C29		Adults with physical disabilities helped to live at home	10.4	10.1	9.7	9.9
AO/C30		Adults with learning disabilities helped to live at home	3.1	3.4	3.4	3.6
AO/C31		Adults with mental health problems helped to live at home	4.1	4.1	3.4	2.9
AO/C32		Older people helped to live at home (BVPI 54)	122	123	119	123
AO/C51		Direct payments (BVPI 201) (KT)	18 - L	24 - L	46 - L	-
AO/C62		Services for Carers			7.6	9.0 - L
AO/D37		Availability of single rooms	100	100	100	100
AO/D39		Percentage of people receiving a statement of their needs and how they will be met	99 - L	93 - L	97 - L	100
AO/D40	2003-04	Clients receiving a review		59 - L	63	74
AO/D41		Delayed transfers of care	14	11	12	5
AO/D52		Older people home care user survey - satisfaction with services	64			58 - L
AO/D54		Percentage of items of equipment and adaptations delivered within 7 working days (BVPI 56) (KT)		77 - L	74 - L	80 - L
AO/D55		Acceptable waiting times for assessments (BVPI 195) (old definition)		56 - L	76 - L	
AO/D55	2005-06	Acceptable waiting times for assessments (BVPI 195) (KT) (new definition)				83 - L
AO/D56		Acceptable waiting times for care packages (BVPI 196) (KT)		81 - L	70 - L	81 - L
AO/D71	New	Choice and control in home care				64 - L
AO/E47	2001-02	Ethnicity of older people receiving assessment (old definition)	1.20	0.80 - L	0.63 - L	
AO/E47	2005-06	Ethnicity of older people receiving assessment (new definition)				0.86 - L
AO/E48	2003-04	Ethnicity of older people receiving services following an assessment (old definition)		-	-	
AO/E48	2005-06	Ethnicity of older people receiving services following an assessment (new definition)				-
AO/E50	2003-04****	Assessments of adults and older people leading to provision of service (old definition)		45	32	
AO/E82	2005-06	Assessments of adults and older people leading to provision of service (new definition)				55
AO/D59		Practice learning (adults element) (old definition)		25.0	6.2 - L	
AO/D59	2005-06	Practice learning (adults element) (new definition)				12.0 - L
MR/D59		Practice learning (old definition)		17.1	10.3 - L	
MR/D59	2005-06	Practice learning (new definition)				15.6 - L

Colour Key	
Band	●
Band	●●
Band	●●●
Band	●●●●
Band	●●●●●

# CABINET REPORT

4 December 2006



**Report of:** Scrutiny Co-ordinating Committee

**Subject:** Formal Response to the Executive's Initial Budget and Policy Framework Consultation Proposals for 2007/08

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## SUMMARY

### 1. PURPOSE OF REPORT

- 1.1 To provide the formal response of the Scrutiny Co-ordinating Committee in relation to the Executive's Initial Budget and Policy Framework Consultation Proposals for 2007/08.

### 2. SUMMARY OF CONTENTS

- 2.1 The report provides an overview of Scrutiny involvement in the Authority's budget setting process for 2007/08 together with their formal response to the Executive's Initial Budget and Policy Framework Proposals.

### 3. RELEVANCE TO CABINET

- 3.1 Cabinet are requested to consider the formal response of the Scrutiny Co-ordinating Committee in relation to the Executive's Initial proposals, prior to determining their finalised proposals on 18 December 2006.

### 4. TYPE OF DECISION

- 4.1 Not applicable in this instance.

### 5. DECISION MAKING ROUTE

- 5.1 Cabinet meeting of 4 December 2006 to assist the Executive in the finalisation of their Budget and Policy Framework Proposals for 2007/08 to be considered by Full Council on 15 February 2007.

**6. DECISION(S) REQUIRED**

6.1 It is recommended that the Cabinet-

- (a) considers the formal response of the Scrutiny Co-ordinating Committee as outlined in Section 3 of this report; and
- (b) provides feedback to the Scrutiny Co-ordinating Committee in relation to the formal response, as outlined in Section 3, during the consideration of the Executive's finalised Budget and Policy Framework Proposals for 2007/08 (paragraph 2.4 refers).

## **CABINET**

**4 December 2006**



**Report of:** Scrutiny Co-ordinating Committee

**Subject:** FORMAL RESPONSE TO THE EXECUTIVE'S  
INITIAL BUDGET AND POLICY FRAMEWORK  
CONSULTATION PROPOSALS FOR 2007/08

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

- 1.1 To provide the formal response of the Scrutiny Co-ordinating Committee in relation to the Executive's Initial Budget and Policy Framework Consultation Proposals for 2007/08.

### **2. BACKGROUND INFORMATION**

- 2.1 At a meeting of the Scrutiny Co-ordinating Committee held on 27 October 2006, consideration was given to the Executive's Initial Budget and Policy Framework Consultation Proposals for 2007/08.
- 2.2 At this meeting it was agreed that the initial consultation proposals were to be considered on a departmental basis by the appropriate Scrutiny Forum. With any comments/observations being fed back to the additional meeting of the Scrutiny Co-ordinating Committee held on 17 November 2006 to assist in the formulation of this Committee's formal response (as outlined further on within this report) to be considered during this meeting of the Cabinet.
- 2.3 Following the consideration of the Scrutiny Co-ordinating Committee's formal response during this meeting along with the finalisation of the Executive's Budget and Policy Framework Proposals for 2007/08 at their meeting on 18 December 2006, further consideration will be given to the finalised proposals by the Scrutiny Co-ordinating Committee at their meeting on 19 December 2006.
- 2.4 The Scrutiny Co-ordinating Committee and the four standing Scrutiny Forums will then repeat the same process followed for the initial budget consultation proposals to enable consideration to be given to the Executive's finalised budget proposals for 2007/08 on the below-mentioned dates with the intention



of presenting a formal response to the meeting of Cabinet on 5 February 2006:-

Scrutiny Forum	Date of Meeting
Scrutiny Co-ordinating Committee	19 December 2006, 5.00 pm
Children's Services Scrutiny Forum	To be held w/c 8 January 2007 – date to be confirmed
Neighbourhood Services Scrutiny Forum	10 January 2007, 2.00 pm
Adult and Community Services and Health Scrutiny Forum	To be held w/c 8 January 2007- date to be confirmed
Regeneration and Planning Services Scrutiny Forum	18 January 2007, 10.00 am

- 2.5 During the consideration of the Executive's finalised Budget and Policy Framework Proposals for 2007/08, Cabinet Members are invited to attend the appropriate Scrutiny meeting(s) as outlined above.
- 2.6 Whilst it was acknowledged that the Scrutiny Co-ordinating Committee received detailed Budget Outturn reports on a quarterly basis it was suggested that it would also be useful for the four standing Scrutiny Forums to also see these reports in the future.
- 3. FORMAL RESPONSE OF SCRUTINY TO THE EXECUTIVE'S INITIAL BUDGET AND POLICY FRAMEWORK CONSULTATION PROPOSALS FOR 2007/08**
- 3.1 Members of the Scrutiny Co-ordinating Committee and the four standing Scrutiny Forums considered in detail the budgetary pressures and priorities, grant terminations and proposed savings as part of the Executive's Budget and Policy Framework initial consultation proposals for 2007/08.
- 3.2 Members were largely supportive of the identified budgetary pressures and priorities, grant terminations and proposed savings, however, a number of concerns/comments were made, as outlined overleaf:-

### 3.3 Adult and Community Services Department:-

- (a) In respect of the proposed closure of Eldon Grove Community Sports Centre, Members were keen to ensure that alternative uses for the building are sought to prevent future problems of dereliction and vandalism;
- (b) Members discussed the People's Network' PC's and were keen to support continued public access to PC's in Libraries. Members considered that this was a valuable public service and should not be withdrawn;
- (c) Members discussed the two budget savings in relation to Homecare including the reduction from three geographical areas to two and, the reduction in the service by 200 hours, and considered that this would result in a loss of flexibility and present an undue pressure on service users;
- (d) It was argued that the proposal to close the Art Gallery and Tourist Information Centre on Sundays and Bank Holidays would have a detrimental impact on tourism in Hartlepool. Members considered that this should be reviewed and suggested that alternative opening / closing times be considered, including the possibility of mid-week closures;
- (e) Members discussed the proposal in relation to the Community Pool and recognised the valuable service provided by the Voluntary and Community Sector in Hartlepool. It was agreed that cutting the community pool was not a preferred option. Comments were also made upon the fact that a current scrutiny enquiry into the withdrawal of other funding streams to the community sector had contributed to the underspend in the community pool and that this should be taken into account in any decision on the overall pot of money available;
- (f) The proposed closure of St Cuthbert's Day Centre was discussed by Members and it was agreed that this proposal should be resisted as the day centre provides a valuable service for the community; and
- (g) Members noted the proposed implementation of Fair Access to Care Services within the budget proposals. As the appropriate Scrutiny Forum is presently engaged in consultation around this proposal Members reserved comment in relation to this issue.

### 3.4 Chief Executive's Department:-

- (a) Members made a number of comments about the funding of the Hartbeat magazine and asked that consideration be given to the potential for additional funding through advertising and exploring the potential to reduce printing costs;

- (b) Whilst it was acknowledged that the resourcing of the Scrutiny Function was identified by Scrutiny Members at a Joint Cabinet/Scrutiny Event held on 21 September 2006, Members reiterated the importance of a dedicated budgetary provision for the function to assist in the maintaining of its independence and future development;
- (c) Members were supportive of the annual review into the reduction of the number of single person discounts to increase the Council Tax income; and
- (d) Concern was expressed in relation to the ad hoc approach currently adopted in the recovery of training costs from employees leaving the Authority and supported the proposal to implement the policy council-wide.

### 3.5 Children's Services Department:-

- (a) Whilst Members were supportive of the budget pressures, priorities and savings identified up to the level of 3%, it was felt that the savings identified at 4% and 5% would have a seriously detrimental effect on the services provided by the Children's Services Department;
- (b) In looking at the savings identified at 4% and 5% particular concern was expressed regarding proposed savings outlined under the Attendance Team, School Improvement Team and School Improvements headings. Members were concerned that the proposed savings could jeopardise the significant improvements made through each of these teams and it was suggested that savings should not be made in these areas. It was also suggested that this should not result in the need for additional savings from another area of the Departments budget and that additional resources should be identified; and
- (c) In addition to the comments above Members also highlighted the need for close monitoring of any over/underspend on the Budget and Policy Framework proposals.

### 3.6 Neighbourhood Services Department:-

- (a) Car Parking (£90,000 saving) – Concern was expressed regarding this proposed saving and the impact it would have on residents. The Forum suggested that an alternative option be explored to avoid the need for the increase by either moving savings with a green risk, as identified in the 4% or 5% savings, to be included as part of the proposed 3% savings or exploring other ways of identifying resources from motorists;

Concern was expressed that the Residents and Business Panel, which was established as a result of the Parking Permits Scrutiny Enquiry undertaken by the former Resources Scrutiny Enquiry, appeared to

have not participated in the recommendations presented to Neighbourhood Services Scrutiny Forum. It was also been noted that the requested review of the Panel's findings had not been reported to the Scrutiny Co-ordinating Committee as agreed.

- (b) Closure of all public conveniences (£110,000 saving) – Members were strongly opposed to this proposal and asked that Cabinet examine the proposals put forward within the Neighbourhood Services Scrutiny Forum's report on Public Convenience Provision in Hartlepool, with emphasis on improving provision in tourist areas;
- (c) Grant Regimes Terminating during 2006/07 (ERDF Community Environmental Action Initiative - £59,000) – Whilst the Forum supported the mainstreaming of this grant for this year it was felt that sponsorship should be looked into for future years;

In addition it was noted that this service could also be delivered under contract with the CVS.

- (d) Second Level Budget Priorities 2007/08 (Environmental Protection – Development of Pest Control Service - £20,000) – Considerable concern was expressed regarding increasing pest numbers and in particular pigeons and sea gulls. Members suggested that Cabinet explore further strategies for the reduction of pigeon and sea gull numbers in Hartlepool.

### 3.7 Regeneration and Planning Services Department:-

- (a) It was argued that the Special Needs Housing Team Pressure should be supported and moreover that additional funding should be sought to enhance the service further to the benefit of vulnerable individuals and communities;
- (b) It was argued that the Landlord Registration Officer (LRO) Second Level Priority should not only be met but additional funding should be identified for this scheme. Members argued that the enhanced powers available through this scheme should be supported with additional funding so that the Council could fully utilise these to the benefit of vulnerable individuals and communities;
- (c) Members discussed the potential Proposed Savings for the Economic Development Marketing Budget and argued that reductions here should be avoided and, therefore, not be used for savings due to the importance of this activity to achieving inward investment, in-migration and tourism, and the economic benefits that this brings into the town;
- (d) Members argued that the Economic Development Business Grants potential Proposed Saving (which were identified as a 'Red Risk' amongst the potential Proposed Savings) should be avoided and, therefore, not be used for savings, due to the importance of this to the

economy and well-being of the town and recognising the importance of economic development to the community;

- (e) Members discussed the potential Proposed Savings for Development Control through an increased target for fee income from the volume of planning applications processed. It was argued by Members that the higher target carried a high risk given the property market and economic cycle and they would not want to see any cuts in related services if the proposed increased fees target could not be achieved;
- (f) The loss of staff as part of the potential Proposed Savings was not considered appropriate and was not supported; and
- (g) Members also wanted the Department to explore the possibility of using the Council's Printing Services (if there was sufficient capacity to do so) to contract-in investment to the Council.

#### **4. RECOMMENDATION**

4.1 It is recommended that the Cabinet:-

- (a) considers the formal response of the Scrutiny Co-ordinating Committee, as outlined in Section 3 of this report; and
- (b) provides feedback to the Scrutiny Co-ordinating Committee in relation to the formal response, as outlined in Section 3, during the consideration of the Executive's finalised Budget and Policy Framework Proposals for 2007/08 (paragraph 2.4 refers).

November 2006

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#### **BACKGROUND PAPERS**

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

- (i) Report of the Chief Financial Officer entitled 'Budget and Policy Framework Initial Consultation Proposals 2007/2008' presented to the Scrutiny Co-ordinating Committee held on 27 October 2006;
- (ii) Report of the Scrutiny Manager entitled 'Feedback from the Authority's Overview and Scrutiny Committees: Initial Budget and Policy Framework

Consultation Proposals 2007/08 – Covering Report’ presented to the Scrutiny Co-ordinating Committee held on 17 November 2006;

- (iii) Report of the Children’s Services Scrutiny Forum entitled ‘Children’s Services Department: Budget and Policy Framework Initial Consultation 2007/08’ presented to the Scrutiny Co-ordinating Committee held on 17 November 2006;
- (iv) Report of the Regeneration and Planning Services Scrutiny Forum entitled ‘Regeneration and Planning Services Department: Budget and Policy Framework Initial Consultation 2007/08’ presented to the Scrutiny Co-ordinating Committee held on 17 November 2006;
- (v) Report of the Adult and Community Services and Health Scrutiny Forum entitled ‘Adult and Community Services Department: Budget and Policy Framework Initial Consultation 2007/08’ presented to the Scrutiny Co-ordinating Committee held on 17 November 2006;
- (vi) Report of the Neighbourhood Services Scrutiny Forum entitled ‘Neighbourhood Services Department: Budget and Policy Framework Initial Consultation 2007/08’ presented to the Scrutiny Co-ordinating Committee held on 17 November 2006; and
- (vii) Minutes of the Scrutiny Co-ordinating Committee held on 27 October 2006 and 17 November 2006.