

# QUARTERLY MONITORING REPORT

**DIRECTORATE:** Health & Community  
**SERVICE:** Health & Partnerships  
**PERIOD:** Quarter 1 to period end 30<sup>th</sup> June 2008

## 1.0 INTRODUCTION

This quarterly monitoring report covers the Health & Partnerships Department first quarter period up to 30 June 2008. It describes key developments and progress against 'key' milestones and performance indicators for the service.

The way in which traffic light symbols have been used to reflect progress to date is explained in Appendix 4

## 2.0 KEY DEVELOPMENTS

### Consumer Protection

Bereavement and Registration staff took part in filming for "The Consumer Police" TV programme during the quarter. They made very positive and professional contributions and were a credit to themselves and to the Council.

The crematorium chapel benefited from upgraded oak furnishings and fittings in the previous quarter and there are plans to replace the oak panelling on the chapel interior walls later this financial year. Cremator No 1 will be re-lined during September / October 2008. Further Bereavement Services improvements are planned for later in the year, including new memorialisation in the form of a sundial containing granite plaques to be erected in the new memorial garden at Runcorn cemetery.

The project to transfer the service to Warrington makes good progress, but further work is still required to finalise some personnel issues and elements of the financial arrangements.

### **Housing**

A Project Team has been established to oversee the transfer back in house of the homelessness service, and to re-tender the management and housing support contract for Grangeway Court. The aim is to complete the handover of services from HHT by October 08.

Construction of the new Traveller transit site at Warrington Rd. is well underway, with completion expected by October 08, which will then allow the decommissioning of the temporary facility at Haddocks Wood.

The Halton/St Helens/Warrington proposal to be designated a Housing Growth Point has been successful, committing the partners to housing growth in excess of the targets contained within the draft Regional Spatial Strategy.

### **Supporting People and Contracts**

Work completed to progress tenders for Grangeway Court service for Homeless families and support service for BME clients. Discussions are ongoing with Liverpool city council regarding the potential to jointly commission work to develop a Single Point of Access Service for supported housing services.

### **Direct Payments & Appointee & Receivership Service**

The number of service users in receipt of Direct Payments continues to increase and in total has exceeded this year's target. At the 30<sup>th</sup> June there were 204 service users (compared to 191 at 31.3.2008) and 89 carers in the first quarter received their service using a Direct Payment.

The Appointee and Receivership service also continues to be very oversubscribed to meet existing demand (having 223 accounts actively managed) generating increased income from charges. This additional income will be used to fund a post in order to meet current demand and facilitate the transfer of appointee service users from Halton Supported Housing Network to the Appointee and Receivership section.

### **Performance Management and I.T**

Corporate ICT are working with the Health & Community Directorate on a number of key developments including, electronic monitoring of care, electronic document management systems, Carefirst 6 implementation and the introduction of streamlined electronic care assessment forms that pre populate care plans and review documents.

Corporate ICT will produce a short, 3 year and 5 year ICT strategy for the Directorate.

### 3.0 EMERGING ISSUES

#### **Consumer Protection**

In May new regulations came into force that will have a significant impact on the nature of the work and working methods for both the criminal enforcement and civil advice officers of the Consumer Protection Service.

The national web-based system for birth and death registration has not yet been re-introduced due to the lack of stability with the infrastructure. It could be the end of 2008 before all registration districts are back on line.




#### **Finance – Management Accounts Team**

As part of the Directorate Three Year Financial Strategy further work will be undertaken during next quarter on the use of Working Neighbourhoods Fund.

#### **Performance and I.T**

Continuing staff vacancies in the Performance & Data Team may compromise the speed at which Carefirst 6 and associated new systems and forms can be implemented. In addition the new National indicator Set and Joint Strategic Needs Assessment will require additional performance monitoring and review systems to be created.

### 4.0 PROGRESS AGAINST OBJECTIVES / MILESTONES

<b>Total</b>	<b>7</b>		<b>3</b>		<b>4</b>		<b>0</b>
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Of the six key milestones, three are progressing satisfactorily and four have been rated amber. For further details, please see the commentaries provided in Appendix 1.

In addition, there are thirteen milestones for this service that are designated 'non-key'. These milestones are routinely reported in quarters 2 and 4, however two of these milestones that are attached to objective HP2 are being reported by exception this quarter as some slippage against timescale has been incurred. These milestones are identified by the use of italic text and also appear in Appendix 1.

## 5.0 SERVICE REVIEW

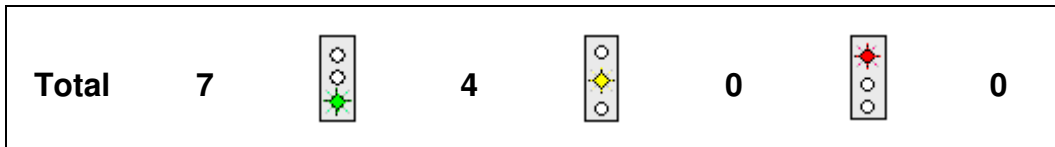
### Consumer Protection

Following the installation of a new registration scheme in July 2007, a stewardship report was submitted to the General Register Office on the delivery of the Service against key national and local objectives and targets. The Service achieved all targets.

### Finance- Management Accounts Team

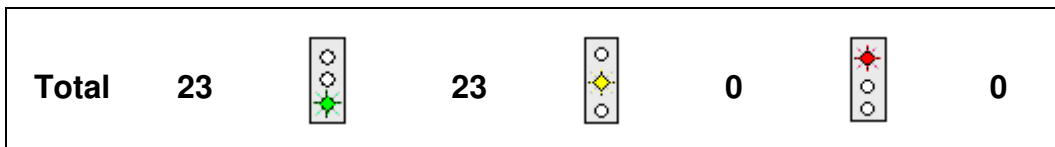
The Directorate Management Accounts Team is continuing to provide support to critically review all areas of spend and services provided and achieve cashable Gershon savings. In addition, the team is actively supporting Operational Services to identify ways of reducing the ALD overspend, providing financial support for the ALD team reconfiguration (staff transferring from the PCT on 1.8.2008 to HBC) and securing additional funding as part of the three year financial strategy from the PCT.

## 6.0 PROGRESS AGAINST KEY PERFORMANCE INDICATORS



Four of the seven indicators are being reported this quarter, and both are on target. For further details, please refer to Appendix 2. There are 3 remaining indicators that are not being reported this quarter. These are new National Indicators for which data protocols are currently being established (NI 127, 182, 183). Performance on these indicators will be reported at the earliest opportunity.

## 6.1 PROGRESS AGAINST OTHER PERFORMANCE INDICATORS



There are 23 other indicators for the service that are routinely reported in quarters 2 and 4. None of the 23 indicators are being reported by exception this quarter.

## **7.0 PROGRESS AGAINST LPSA TARGETS**

There are no LPSA targets for this service

## **8.0 RISK CONTROL MEASURES**

During the production of the 2008-09 Service Plan, the service was required to undertake a risk assessment of all Key Service Objectives.




Where a Key Service Objective has been assessed and found to have associated 'High' risk, progress against the application of risk treatment measures is to be monitored, and reported in the quarterly monitoring report in quarters 2 and 4.




## **9.0 PROGRESS AGAINST HIGH PRIORITY EQUALITY ACTIONS**




During 2007/08 the service was required to undertake an Equality Impact Assessment. Progress against actions identified through that assessment, with associated High priority are to be reported in the quarterly monitoring report in quarters 2 and 4.

## **10.0 APPENDICES**

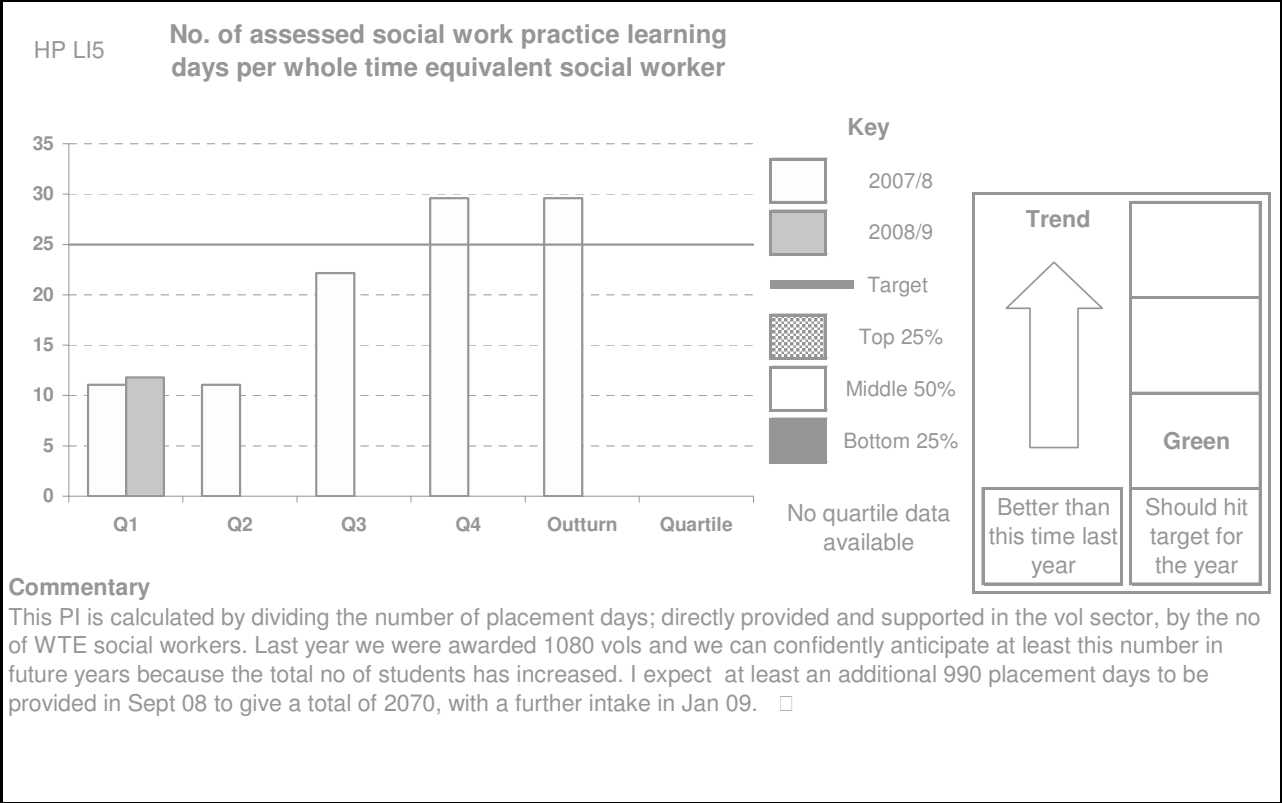
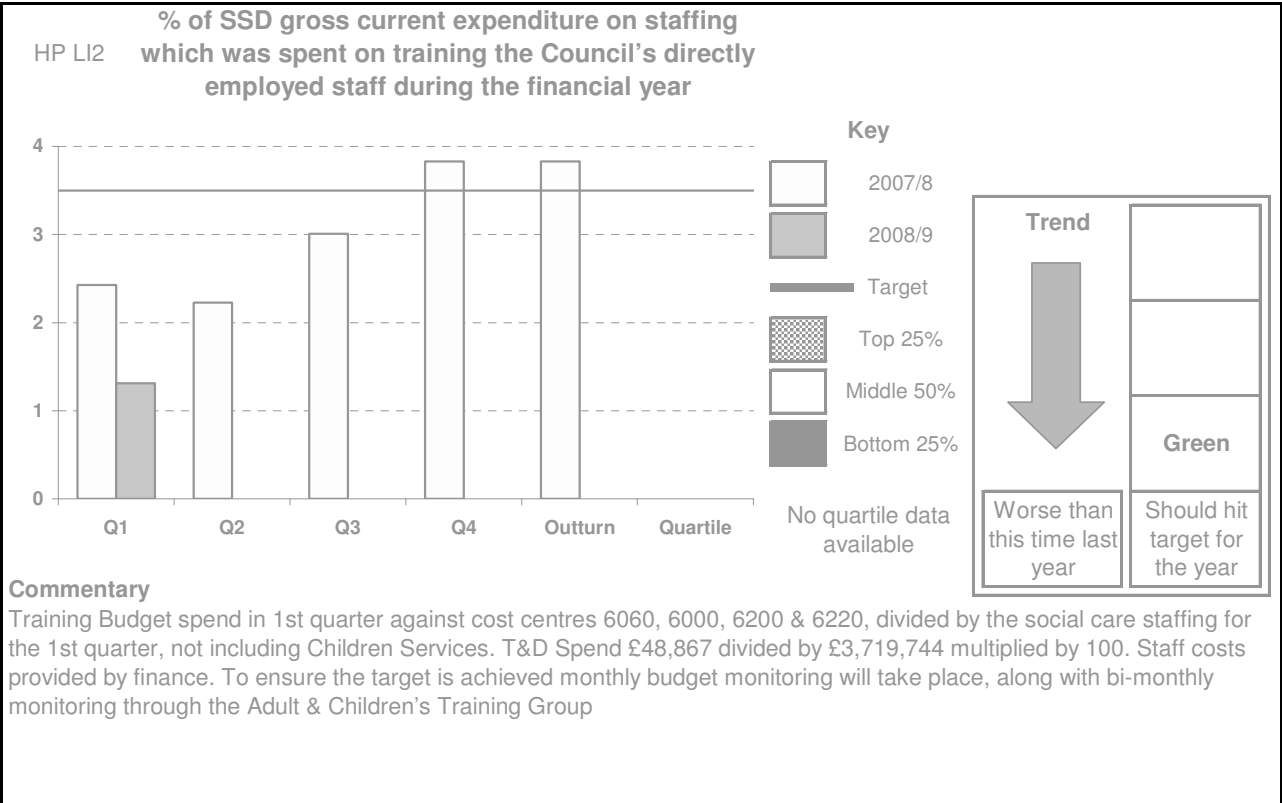
Appendix 1- Progress against Objectives/ Milestones  
Appendix 2- Progress against Key Performance Indicators  
Appendix 3- Financial Statement  
Appendix 4- Explanation of traffic light symbols

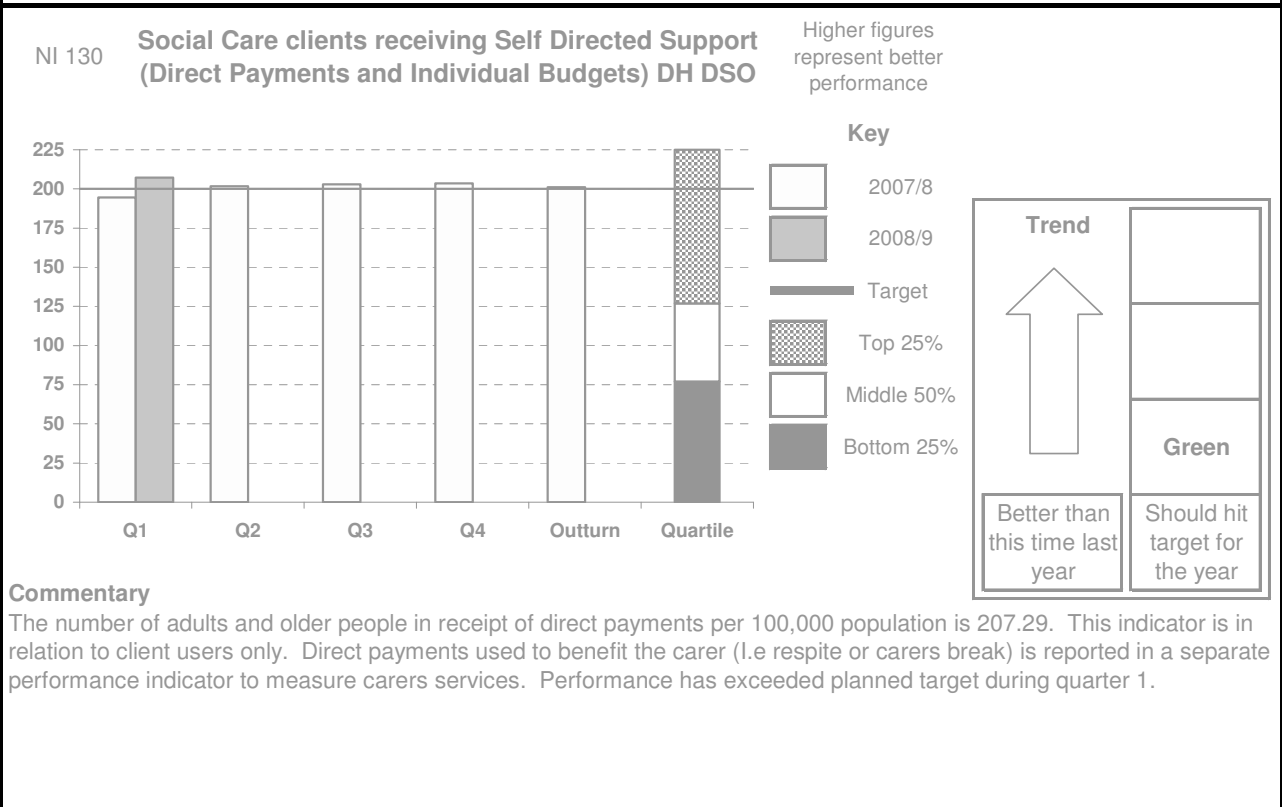
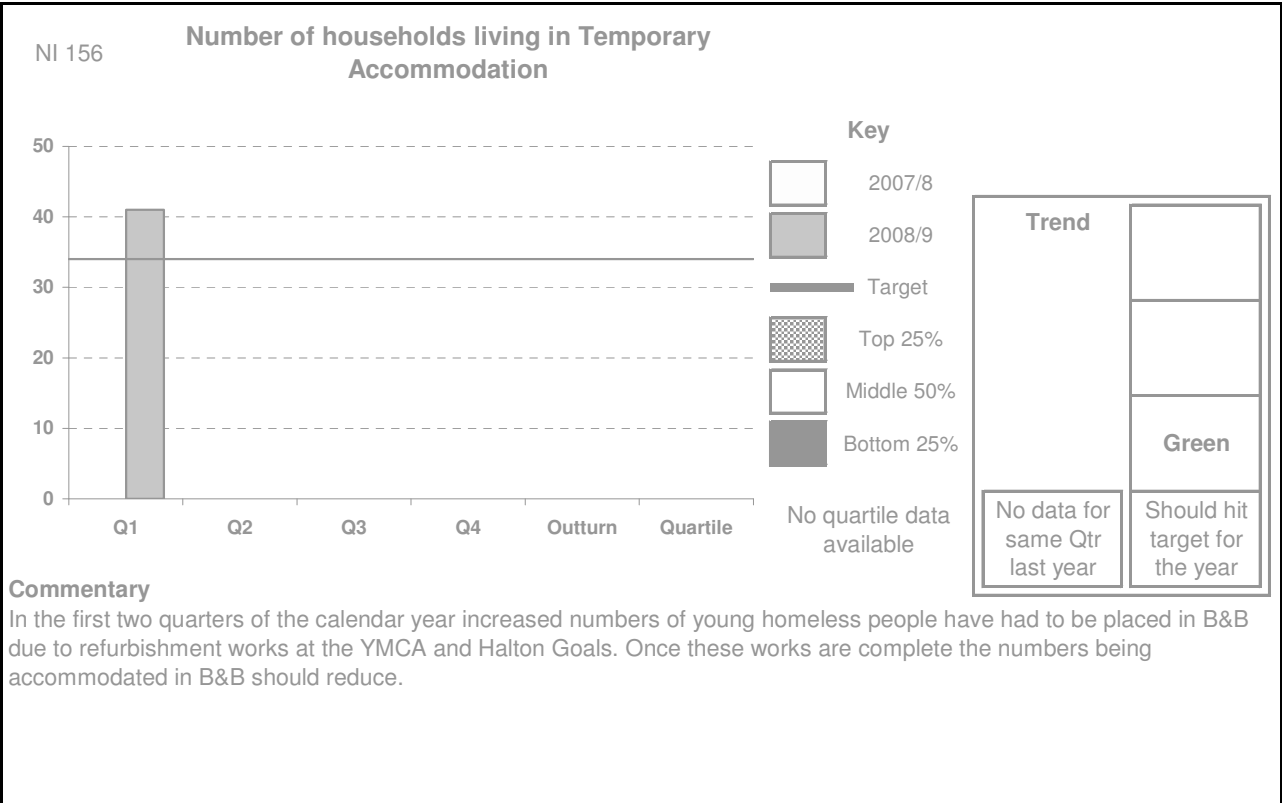
Service Plan Ref.	Objective	2008/09 Milestone	Progress to date	Commentary
HP 1	Ensure that high level strategies are in place, and working to deliver service improvements, and support frontline services to deliver improved outcomes to the residents of Halton	<i>Review Housing and Homelessness Strategies to ensure that the action plans are implemented and that identified needs are met within the resources available Mar 2009</i>		<p><i>Responses to the housing strategy consultation have now been received, and some significant changes will be required to reflect comments received from Government Office to take account of new guidance likely to emerge soon. It is hoped to present the Strategy to the PPB in September.</i></p> <p><i>Work on reviewing the Homelessness Strategy has been deferred due to the focus needed to ensure the bringing back in house of the homelessness service is achieved by October. The review will re-commence then, but this delay may prevent the March 09 target for completion being achieved.</i></p>
		<i>Review Supporting People Strategy to ensure any change to grant allocation is reflected in priorities Jul 2008</i>		<p><i>Draft 3 yr commissioning strategy completed.</i></p> <p><i>To be ratified at Board in Dec 08.</i></p>
		Review and update the Joint Strategic Needs Assessment (JSNA) to ensure that the outcomes, with identified priorities are incorporated into the LAA May 2008		Production of draft JSNA Sept 08. draft to include timescales for review.

Service Plan Ref.	Objective	2008/09 Milestone	Progress to date	Commentary
HP 3	To deliver high quality Bereavement, Consumer and Registration Services, that are fit-for-purpose and meet the needs, dignity and safety requirements of the Halton community	Develop a project plan to deliver longer-term cemetery provision, based on member decision, and commence delivery in accordance with project plan timeframes, to ensure the continued availability of new grave space to meet the needs of the Community in 2015 and beyond Jun 2008.		Whilst the June milestone has not been met, a cost benefit analysis of the various options is nearing completion. This should result in decisions being made and the development of the project plan prior to calendar year end.
		Produce an initial Consumer Protection Strategic Assessment, in line with the National Intelligence Model, to support intelligence-led Trading Standards service delivery during 2009/10 Dec2008		On schedule. Some of the work undertaken for the joint Halton / Warrington project doubles as the background work for this milestone.
		Benchmark performance against national standards with relevant benchmarking group to inform improvement plan aimed at supporting continual service improvement Sep 2008.		The Service has benchmarked its performance against the national standards in the GRO/LACORS Good Practice Guide with other "new governance" services. It is hoped that a North West benchmarking exercise can be completed later in the year.

Service Plan Ref.	Objective	2008/09 Milestone	Progress to date	Commentary
HP 4	Ensure that effective financial strategies and services are in place to enable the Directorate to procure and deliver high quality value for money services that meet people's needs.	Commence procurement for new domiciliary care contracts, to enhance service delivery and cost effectiveness, with a view to new contracts being in place April 2008.		Draft commissioning strategy, contract and service specification complete. Resources needed to progress procurement process.
		Commence procurement for new residential care contracts, to enhance service delivery and cost effectiveness, with a view to new contracts being in place April 2008.		Work commenced with providers re future commissioning direction and potential changes to new contract. Work has commenced on financial modelling to establish new res care rate for Halton. Resources needed to progress procurement process.
		Review the usage of Direct Payments against performance target strategy to ensure that targets on uptake are being met March 2009		The number of service users in receipt of Direct Payments continues to increase and in total has exceeded this year's target. At the 30 <sup>th</sup> June there were 204 service users (compared to 191 at 31.3.2008) and 89 carers in the first quarter received their service using a Direct Payment.







## **Key Performance Indicators not reported this quarter;**

### **NI 127, Self reported experience of Social Care Users**

This indicator cannot be reported on in quarter 1 as it is based on a survey, which has not taken place as yet.

### **NI 182, Satisfaction of Businesses with Local Authority Regulation Services**

This is a new indicator that forms part of the new National Indicator data set and systems are not currently in place to calculate the out-turn percentage. However, the indicator is based on survey data and in Quarter 1, 40% of Consumer Protection respondees gave the highest rating whilst 60 % gave the second highest rating in answer to the two relevant questions. The single, year-end return will also include the performance of the Environmental Health and Licensing functions of the Council.

### **NI 183, Impact of LA Regulatory Services on the Fair Trading Environment**

This is a new indicator that forms part of the new National Indicator data set. It is a year-end return based on four factors, two of which are to be provided to local authorities by central government at year-end. Hence it is not possible to provide quarterly performance information.

## HEALTH & COMMUNITY - HEALTH AND PARTNERSHIP

### Revenue Budget as at 30<sup>th</sup> June 2008

	Annual Revised Budget	Budget To Date	Actual To Date	Variance To Date (overspend)	Actual Including Committed Items
	£'000	£'000	£'000	£'000	£'000
<b><i>Expenditure</i></b>					
Employees	3,417	796	790	6	797
Premises Support	244	0	0	0	0
Other Premises	54	0	(2)	2	(2)
Supplies & Services	439	81	78	3	95
Training	117	2	2	0	7
Transport	15	4	5	(1)	5
Departmental Support Services	169	0	0	0	0
Central Support Services	602	0	0	0	0
Agency Related	429	44	50	(6)	50
Supporting People Payments to Providers	7,603	1,598	1,595	3	1,595
Specific Grants	155	0	0	0	0
Asset Charges	1,222	0	0	0	0
<b>Total Expenditure</b>	<b>14,466</b>	<b>2,525</b>	<b>2,518</b>	<b>7</b>	<b>2,547</b>
<b><i>Income</i></b>					
Sales	-13	-3	-3	0	-3
Receivership	-28	-15	-25	10	-25
Rents	-65	-65	-87	22	-87
Supporting People Main Grant	-7,659	-1,985	-1,984	(1)	-1,984
Disabled Facilities Grant	-40	-10	-11	1	-11
Departmental Support Services	-3,730	0	0	0	0
Other Grants	-624	-77	-88	11	-88
Re-imbursements	-160	-160	-171	11	-171
Other Income	-84	0	0	0	0
<b>Total Income</b>	<b>-12,403</b>	<b>-2,315</b>	<b>-2,369</b>	<b>54</b>	<b>-2,369</b>
<b>Net Expenditure</b>	<b>2,063</b>	<b>210</b>	<b>149</b>	<b>61</b>	<b>178</b>

#### **Comments on the above figures:**

In overall terms the revenue spending at the end of Quarter 1 is £61k below budget profile, due in the main to the overachievement of income targets.

Other premises costs, shows a credit balance due to the receipt of a NNDR refund relating to a previous year.

Specific Grants include £141k Adult Social Care Workforce Grant, which replaced both the NTS and HRD Grant. This grant is expected to be spent in full by the year end.

Both rental income and receivership income have continued to overachieve against budget profiles during the first quarter of the year. Continuing the trend from 2007/8 receivership income has exceeded budget to date as service users have changed from appointee to receivership status and the service has continued to be very oversubscribed to meet existing demand (having 223 accounts are actively managed), generating increased income from charges.

This additional income will be used to fund a post in order to meet current demand and facilitate the transfer of appointee service users from Halton Supported Housing Network to the Appointee and Receivership section.

Rents from the Riverview site continue to be higher than anticipated at budget setting time.

## Health and Partnerships

### Capital Projects as at 30<sup>th</sup> June 2008

	2008/9 Capital Allocation £'000	Allocation To Date £'000	Actual Spend To Date £'000	Allocation Remaining £'000
<b><u>Private Sector Housing</u></b>				
<b><u>Housing Grants/Loans</u></b>	284	65	79	205
Disabled Facilities Grants	1,573	40	40	1,533
<b><u>Travellers' Transit Site</u></b>	474	201	54	420
<b><u>Home Link</u></b>	10	0	0	10
<b><u>Energy Promotion</u></b>	100	0	0	100
<b><u>Riverview</u></b>	55	2	2	53
<b><u>Adaptations Initiative</u></b>	92	10	0	92
<b><u>Unallocated</u></b>	194	0	0	194
<b><u>Total Expenditure</u></b>	<b>2,782</b>	<b>318</b>	<b>175</b>	<b>2,607</b>

## HEALTH & COMMUNITY – LOCAL STRATEGIC PARTNERSHIP BUDGET

Budget as at 30<sup>th</sup> June 2008

	Annual Budget	Budget To Date	Actual To Date	Variance To Date (Overspend)	Actual Including Committed Items
	£'000	£'000	£'000	£'000	£'000
<b>Priority 1 Healthy Halton</b>					
Vulnerable Adults Task Force	475	119	0	119	0
<b>Vol. Sector Counselling Proj.</b>	40	10	0	10	0
Info. Outreach Services	34	9	0	9	0
Reach for the Stars	35	9	0	9	0
<b>Health &amp; Comm Care &amp; Vol Sector Carers' Forum</b>	40	10	0	10	0
Healthy Living Programme	20	5	0	5	0
Advocacy	64	16	21	(5)	21
<b>Priority 2 Urban Renewal</b>					
Landlord Accreditation Programme	30	7	9	(2)	9
<b>Priority 4 Employment Learning &amp; Skills</b>					
Halton Family Group	31	8	0	8	0
Voluntary Sector Sustainability	7	2	0	2	0
<b>Priority 5 Safer Halton</b>					
Good Neighbour Pilot	10	2	0	2	0
Grassroots Development	9	2	0	2	0
<b>Total Expenditure</b>	<b>817</b>	<b>204</b>	<b>30</b>	<b>174</b>	<b>30</b>

## HEALTH & COMMUNITY




### Capital Budget as at 30<sup>th</sup> June 2008

	2008/09 Capital Allocation £000	Allocation To Date £000	Actual Spend To Date £000	Allocation Remaining £000
<b><i>Social Care &amp; Health</i></b>				
Redesign Oakmeadow Communal Spaces & Furnishings	72	0	0	72
Major Adaptations for Equity release/Loan Schemes	100	0	0	100
Pods utilising DFG	40	0	0	40
Women's Centre	19	0	0	19
DDA	24	0	0	0
<b>Total Spending</b>	255	0	0	255

It is anticipated the capital budget will be fully committed by the end of the year.



The traffic light symbols are used in the following manner:

	<u>Objective</u>	<u>Performance Indicator</u>
<b><u>Green</u></b>	 <p>Indicates that the <u>objective</u> is <u>on course to be achieved</u> within the appropriate timeframe.</p>	<p>Indicates that the <u>target is on course to be achieved</u>.</p>
<b><u>Amber</u></b>	 <p>Indicates that it is <u>unclear</u> at this stage, due to a lack of information or a key milestone date being missed, <u>whether the objective will be achieved</u> within the appropriate timeframe.</p>	<p>Indicates that it is either <u>unclear</u> at this stage or too early to state whether the target is on course to be achieved.</p>
<b><u>Red</u></b>	 <p>Indicates that it is <u>highly likely or certain that the objective</u> will not be achieved within the appropriate timeframe.</p>	<p>Indicates that the <u>target</u> will not be achieved unless there is an intervention or remedial action taken.</p>