

Departmental Quarterly Monitoring Report

Directorate: Adult and Community Directorate

Department: Complex Care Services

Period: 1st April 2010 – 30th June 2010

1.0 Introduction

This monitoring report covers the Complex Services first quarter period up to period end 30th June 2010. It describes key developments and progress against key objectives and performance indicators for the service. With regard to 'other' objectives and performance indicators it provides details of those that are either amber or red.

The way in which the Red, Amber and Green, (RAG), symbols and Travel Indicator symbols have been used to reflect progress to date is explained in Appendix 6.

2.0 Key Developments

Halton Home Improvement and Independent Living Services

Contract with Safe Partnerships for provision of Handyperson service launched.

LSP funding for Affordable Warmth Coordinator agreed and recruitment process underway.

Halton Supported Housing Network

A project is currently underway to investigate options for the future delivery of the service and will be presented to senior management and Members in due course.

Mental Health Services

Review of community mental health services: a number of reviews are taking place both locally and across the footprint of the 5BoroughsPartnership. The purpose of these reviews is to provide an improved crisis response, a consistent and efficient community mental health service which is close to people's needs, and which intervenes at the earliest possible stage to prevent significant deterioration. These reviews have different end dates but are being connected together.

Personalisation: two successful events took place in 2010 with commissioners, and senior managers from the 5BoroughsPartnership and local authorities. These were aimed at improving awareness of personalisation and identifying actions which ensured delivery across all mental health services. Clear actions are to be identified and taken forward across the sectors.

Mental Capacity Act/Deprivation of Liberty Safeguards: a programme of work is being developed with residential and nursing care providers to ensure they are fully aware of their roles and responsibilities under these pieces of legislation.

Older People’s Mental Health Services: work continues to develop and deliver an Assessment, Care and Treatment Service (ACTS) for people diagnosed with dementia. A project manager has been appointed and a project plan is being developed. The purpose of this service will be to intervene and assess people at an earlier stage, with a range of multidisciplinary and specialist service responses which will provide a needs-led and integrated service.

3.0 Emerging Issues

Halton Home Improvement and Independent Living Services

An independent review of Supported Housing Network tenants’ finances to be commissioned to ensure that tenants have flexible access to and control of their finances and are assisted appropriately.

Mental Health Services:

Police referrals: Cheshire Police are often the first point of contact in the community for identifying people with complex needs who may be vulnerable. They have a referral system which alerts authorities to these needs, but these are not currently being managed effectively. This is an opportunity for service redesign to ensure that current resources are used as effectively as possible, and this will be developed further in the next Quarter.

Deprivation of Liberty Safeguards: as case law continues to define how DoLS should be applied, it is clear that the scope of this legislation is widening. The implications of this for Halton will be evaluated.

4.0 Service Objectives / milestones

4.1 Progress against ‘key’ objectives / milestones

Total	3		3		0		0
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All key objectives are performing on or above target as detailed in Appendix 1

4.2 Progress against 'other' objectives / milestones

Total	1		0		1		0
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For quarter 1 information is available on the 1 amber indicator as detailed in Appendix 2

5.0 Performance indicators

5.1 Progress Against 'key' performance indicators

Total	1		0		1		0
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This indicator is reported in Appendix 3

5.2 Progress Against 'other' performance indicators

Total	9		0		5		4
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Currently there are 5 amber indicators to report and 4 red indicators this quarter as detailed in Appendix 4.

6.0 Risk Control Measures

Where a Key Service Objective has been assessed and found to have an associated 'High' risk, progress against the application of risk treatment measures will be reported in quarters 2 and 4

7.0 Data quality statement


The author provides assurance that the information contained within this report is accurate and valid and that every effort has been made to avoid the omission of data. Where data has been estimated, sourced externally, or where there are any concerns regarding the limitations of its use this has been clearly annotated.

8.0 Appendices


- Appendix 1 Progress Against 'key' objectives / milestones
- Appendix 2 Progress against 'other' objectives / milestones
- Appendix 3 Progress against 'key' performance indicators
- Appendix 4 Progress against 'other' performance indicators
- Appendix 5 Financial Statement
- Appendix 6 Explanation of use of symbols

Appendix 1: Progress Against 'key' objectives / milestones

Ref	Objective
CCS 1	Working in partnership with statutory and non statutory organisations, evaluate, plan, commission and redesign services to ensure that they meet the needs and improve outcomes for people with Complex Care needs


Milestones	Progress Q 1	Supporting Commentary
Implement the Local Dementia Strategy, to ensure effective services are in place Mar 2011 . (AOF6 & 7)		Project Manager now appointed and multi-agency agreement to project plan.

Ref	Objective
CCS 2	Effectively consult and engage with people who have Complex Care needs to evaluate service delivery, highlight any areas for improvement and contribute towards the effective re-design of services where required

Milestones	Progress Q 1	Supporting Commentary
Continue to survey and quality test service user and carers experience of services to evaluate service delivery to ensure that they are receiving the appropriate outcomes Mar 2011 (AOF 32)		Review and revision of surveys underway.

Appendix 1: Progress Against 'key' objectives / milestones

Ref	Objective
CCS 3	Ensure that there are effective business processes and services in place to enable the Directorate to manage, procure and deliver high quality, value for money services that meet people's needs


Milestones	Progress Q 1	Supporting Commentary
Consider with our PCT partners the recommendations and implications of the review of Halton's section 75 agreement Mar 2011 (AOF 33,34 and 35)		Detailed proposals for new governance and commissioning arrangements produced. Subject to final agreement by senior managers. White paper on future of NHS will impact.

Appendix 2: Progress against 'other' objectives/milestones

Ref	Objective
CCS 1	Working in partnership with statutory and non statutory organisations, evaluate, plan, commission and redesign services to ensure that they meet the needs and improve outcomes for people with Complex Care needs

Milestones	Progress Q 1	Supporting Commentary
<i>Contribute to the implementation of the Council wide Volunteering Strategy as a means to improving services to communities</i> Mar 2011 (AOF 21)	?	Resource implications currently being considered.



Appendix 3: Progress against 'key' performance indicators

Ref	Description	Actual 2009/10	Target 2010/11	Quarter 1	Current Progress	Direction of Travel	Supporting Commentary
Service Delivery							
<u>NI 145</u>	Adults with Learning Disabilities in Settled accommodation	81.99%	90%	79.57%	?		The data for this is dependent on the ALD team loading client level data against the appropriate Carefirst categories. This information is not routinely collected at present and is currently subject to a year-end manual data collection process.



Appendix 4: Progress against 'other' performance indicators

Ref	Description	Actual 2009/10	Target 2010/11	Quarter 1	Current Progress	Direction of Travel	Supporting Commentary
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Cost & Efficiency

CCS 1	% of client group expenditure (MH) spent on domiciliary care services (Previously AWA LI1)	24%	-	28%			Q1 for 10/11 actual is lower than Q1 09/10 actual. Due to creditor invoices outstanding it is difficult to compare.
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Fair Access

CSS 2	Number of learning disabled people helped into voluntary work in the year (Previously AWA LI5)	56	43	8			In Q1 2009/10 40 people were helped into voluntary employment. The variance has resulted in a downward trend in Q1.
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Service Delivery






CSS 6	Adults with physical disabilities helped to live at home (Previously AWA LI11)	8.15	8.00	7.88			Q1 performance relates to 593 clients, 10 less than the previous year.
CSS 7	Adults with learning disabilities helped to live at home (Previously AWA LI12)	4.24	4.30	4.20			Q1 performance relates to 316 clients, 25 less than the previous year.

Appendix 4: Progress against 'other' performance indicators





Ref	Description	Actual 2009/10	Target 2010/11	Quarter 1	Current Progress	Direction of Travel	Supporting Commentary
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Area Partner National Indicators:

The indicators below form part of the new National Indicator Set introduced on 1st April 2008. Responsibility for setting the target, and reporting performance data, will sit with one or more local partners. As data sharing protocols are developed, baseline information and targets will be added to this section.

NI 39	Hospital Admissions for Alcohol related harm	2548.6E	2309	616		N/A	Data based on a two year average has been used as the data warehouse is in the final stage of an essential upgrade. Direction of Travel cannot be determined as no data was available for Q1 2009 to allow a year on year comparison to be made.
NI 120	All-age all cause mortality rate	Male: 803.8e Female: 597.3e	Male 755 Female 574	Male 831.9 Female 565.5			The data for quarter 1 shows an annual figure for mortality up until the May 2010. The figures show promising reductions in mortality for females in particular. Both Male and Female rates continue to drop in comparison to 2007/08 baseline figures resulting in a positive direction of travel.
NI 121	Mortality rate from all circulatory diseases at ages under 75	88.8e	78.31	92.7			Data for Q1 is based on an annual rate up until the end of May 2010. Since the year end 2009 (unverified data) there has been a slight rise in CVD mortality under the age of 75. This may be due to natural variation but needs to be monitored closely. However there has been an overall trend downward but there would need to be accelerated to meet the year end target.

Appendix 4: Progress against 'other' performance indicators

Ref	Description	Actual 2009/10	Target 2010/11	Quarter 1	Current Progress	Direction of Travel	Supporting Commentary
NI 122	Mortality from all cancers at ages under 75	166.8e	126.41	146.4			The current reduction to 146.4 looks promising but should be viewed cautiously as it may be due to natural fluctuations in deaths rather specific interventions. However the programmes in place to deliver on this target should be starting to impact on the rate.
NI 126	Early access for women to maternity services	1319e	3229 85.5%	83.21%			The definition for this line states that it should be reported as a percentage. The Vital Signs target for the PCT is 85.5%.

Appendix 5: Financial Statement

ADULTS & COMMUNITY – COMPLEX CARE

Revenue Budget as at 30th June 2010

	Annual Revised Budget	Budget To Date	Actual To Date	Variance To Date (overspend)	Actual Including Committed Items
	£000	£000	£000	£000	£000
<i>Expenditure</i>					
Employees	5,177	1,206	1,128	78	1,189
Premises Support	32	0	1	(1)	1
Other Premises	76	12	11	1	1
Food Provisions	4	1	0	1	0
Supplies & Services	1,671	263	261	2	295
Transport	707	176	170	6	233
Departmental Support Services	193	2	1	1	1
Emergency Duty Team	100	0	0	0	0
Aids & Adaptations	113	29	48	(19)	58
Contribution to Joint Equipment Service	231	0	0	0	0
Community Care:					
Residential Care	594	137	133	4	133
Nursing Care	136	31	35	(4)	35
Home Care	198	46	62	(16)	62
Supported Living	142	33	13	20	13
Direct Payments	52	12	27	(15)	27
Day Care	3	1	3	(2)	3
Asset Charges	1,372	0	0	0	0
Total Expenditure	10,801	1,949	1,893	56	2,051
<i>Income</i>					
Residential Fees	-90	-19	-6	(13)	-6
Fees & Charges	-64	-14	-18	4	-18
Rents Income	-28	0	0	0	0
PCT Contribution to Care	-362	0	0	0	0
Health Contribution to care	-148	0	0	0	0
HBC Support Costs Income	-21	0	0	0	0
PCT Reimbursement	-1,360	0	0	0	0
Capital salaries	-84	0	0	0	0
Government Grants:					
Supporting People Grant	-1,076	-268	-260	(8)	-260
Preserved Rights Grant	-90	0	0	0	0
Handyman Grant	-70	-70	-70	0	-70
DFG	-40	-40	-44	4	-44
Other Income	-205	0	-1	1	-1
Total Income	-3,638	-411	-399	(12)	-399
Net Expenditure	7,163	1,538	1,494	44	1,652

Appendix 5: Financial Statement

Comments on the above figures:

In overall terms revenue spending at the end of quarter 1 is under budget profile by £44k. This is due to expenditure on the staffing budget being less than anticipated during the first quarter of the financial year. There are several vacant front line service posts which are expected to be filled during the next quarter so this under spend is not likely to continue for the remainder of the year. The community care budget, however is currently £22k over budget profile, resulting in a lower under spend overall for the department at this point of the year. In particular the Homecare & Direct Payments budgets are under pressure as an increasing number of service users are being supported at home using home care and telecare services or opting to choose a direct payment to enable them to arrange their own care package as this offers more flexibility and choice. The corresponding reduction in residential care has also led to a reduction in residential income. Work is currently underway to realign the community care budgets across the Directorate and should be completed by quarter 2 report. This will reflect, more accurately, the services provided to service users.

Food provisions budget is under budget profile due to the Meals on Wheels service delivering more hot meals and tea packs resulting in additional income.

The Aids & adaptations budget continues to be under pressure, as expected, as more service users are supported within their own homes as opposed to residential placements. This budget will be closely monitored throughout the year to ensure it is contained within the departments budget.




COMPLEX CARE

Capital Budget as at 30th June 2010

	2010/11 Capital Allocation £000	Allocation To Date £000	Actual Spend To Date £000	Allocation Remaining £000
Mental Health Centre	101	25	0	101
Total Spending	101	25	0	101




Appendix 6: Explanation of Symbols

Symbols are used in the following manner:

Progress	<u>Objective</u>	<u>Performance Indicator</u>
Green	 Indicates that the <u>objective is on course to be achieved</u> within the appropriate timeframe.	<i>Indicates that the annual target <u>is on course to be achieved</u>.</i>
Amber	 Indicates that it is <u>uncertain or too early to say at this stage</u> , whether the milestone/objective will be achieved within the appropriate timeframe.	<i>Indicates that it is <u>uncertain or too early to say at this stage whether the annual target is on course to be achieved</u>.</i>
Red	 Indicates that it is <u>highly likely or certain</u> that the objective will not be achieved within the appropriate timeframe.	<i>Indicates that the target <u>will not be achieved unless there is an intervention or remedial action taken</u>.</i>

Direction of Travel Indicator

Where possible performance measures will also identify a direction of travel using the following convention

Green	 Indicates that performance is better as compared to the same period last year.
Amber	 Indicates that performance is the same as compared to the same period last year.
Red	 Indicates that performance is worse as compared to the same period last year.
N/A	Indicates that the measure cannot be compared to the same period last year.