

QUARTERLY MONITORING REPORT

DIRECTORATE: Health & Community
SERVICE: Health & Partnerships
PERIOD: Quarter 4 to year-end 31 March 2008

1.0 INTRODUCTION

This quarterly monitoring report covers the Health & Partnerships Department fourth quarter period up to year end 31 March 2008. It describes key developments and progress against all objectives and performance indicators for the service.

Given that there are a considerable number of year-end transactions still to take place a Financial Statement for the period, which will be made available in due course, has not been included within this report in order to avoid providing information that would be subject to further change and amendment.

The way in which traffic lights symbols have been used to reflect progress to date is explained within Appendix 6

It should be noted that this report is presented to a number of Policy and Performance Boards. Those objectives and indicators that are not directly relevant to this Board have been shaded grey.

2.0 KEY DEVELOPMENTS

Performance and I.T

Corporate IT have commenced the Business Process Review for adult social care processes and Managers and Teams are actively engaged in working with them on the project. It is anticipated this will produce improved, effective streamlined business processes, which fully utilize the IT systems and innovative products that Corporate IT will make available.

Housing

News on the Halton/St Helens/Warrington Growth Point proposal is still awaited.

Planning consent has been granted for the Traveller transit site at Warrington Rd, Runcorn, and construction should commence soon.

Following a detailed service review, it has been decided to bring the homelessness assessment service back in house, and to re-tender the contract for the provision of management and housing support services at Grangeway Court (the Council's homelessness accommodation).

Consumer Protection

A major operation by the Birmingham based team that combats illegal money lending, and which works in partnership with all 22 North West Trading Standards authorities, resulted in a number of raids and arrests in Halton on 10 March 2008. The results of any Court actions flowing from this activity will be communicated to the Safer Halton Policy and Performance Board when it considers this monitoring report.

Commissioning

A Commissioning Master Plan has been developed to identify the key Commissioning priorities across Health and social care for 2008/9.

Direct Payments

The number of service users in receipt of Direct Payments continues to increase and in total has exceeded this year's target, with the number of carers receiving a break via direct payments exceeding all expectations. At the 31st March there were 191 service users (compared to 175 at 31.3.2007) and 440 carers (compared to 46 at 31.3.2007) receiving their service using a Direct Payment.

3.0 EMERGING ISSUES

Housing

The Housing Corporation has awarded grant investment totalling £11.8m for Housing Associations in Halton to develop new housing. Over the next 3 years this will see 144 new homes for rent and 147 for low cost home ownership. The only disappointment was the failure to secure funding for the development of an Extra Care Housing Scheme.

Government has recently announced changes to the framework for Disabled Facilities Grants. These include –

- increased flexibility in the way funds are used
- simplification of the means test
- the power to recover financial assistance in certain circumstances

Consumer Protection

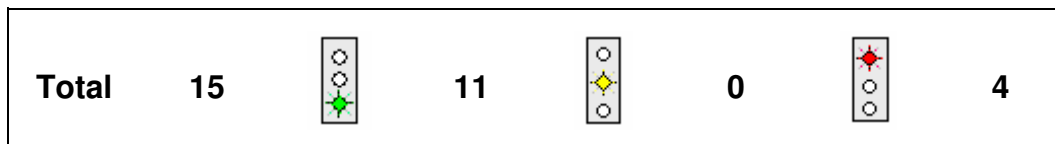
In recent years there has been a growing move by Government and by local authorities' national organisations such as LACoRS (the Local Authorities Coordinators of Regulatory Services) to relate to Trading Standards Services as regional groupings. In the North West there is a strong partnership between the 22 Trading Standards (Consumer Protection) services, which does benefit local service delivery.

Some financial strains are however beginning to materialise as central funding for key regional activities (e.g. regional coordination and the regional intelligence unit) is reduced. The fear is that other central funding for initiatives such as the "combating illegal money lending" partnership and a new "Scam busters" partnership will suffer a similar fate in years to come. The North West will therefore have to decide whether to wind-up these very beneficial regional initiatives or to meet any budget shortfall from within the region. The latter option could place a disproportionately higher burden on smaller services within the region.

Registration Service

The Service is exploring the possibility of offering a Nationality Checking Service. Those seeking British nationality, whether resident in Halton or not, would visit the office to ensure that the application, passport and supporting documents are correct. Offering this service will generate income, and thereby offset the anticipated loss of future "copy certificate" income resulting from Registration modernisation etc.

4.0 PROGRESS AGAINST KEY OBJECTIVES / MILESTONES



Of the fifteen milestones for the service, eleven have been achieved by their target date. Four milestones have incurred some slippage through the year and work continues on these. For further details, please refer to Appendix 1.

4.1 PROGRESS AGAINST OTHER OBJECTIVES / MILESTONES

There are no other objectives for the service. Nine milestones within the key objectives are designated 'non-key'. Those milestones are reported in Appendix 1 and are designated by the use of *italic* text.

5.0 SERVICE REVIEW

Registration Service

Compliance with the Good Practice Guide setting national standards for Registration is continually monitored. HM Deputy Chief Inspector has satisfied himself that Halton is meeting these standards. A stewardship report confirming this, covering the period 4 July 2007 to 31 March 2008, will be submitted to the Registrar General in April.

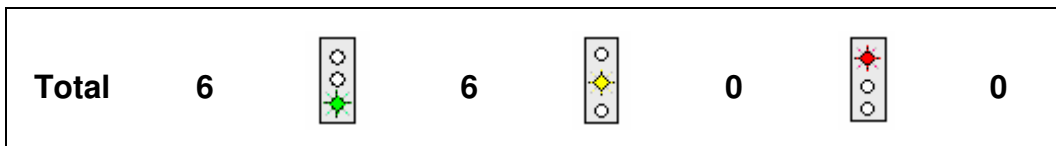
Contracts and Supporting People

Following the completion of the SP service review programme a new steady state contract for SP and joint SP/Social care services and revised service specifications have been produced for all SP and SP//Social Care contracts.

Finance- Management Accounts Team

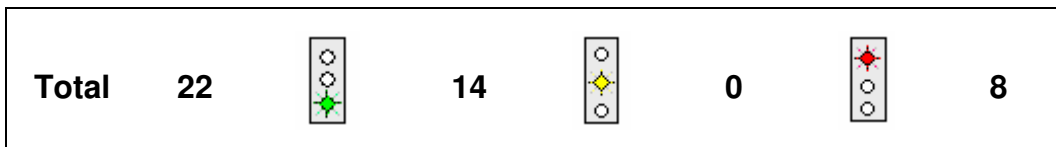
The Directorate Management Accounts Team is continuing to provide support to critically review all areas of spend and identify future efficiencies for external and in house services provided. Examples this quarter include modelling the impact of Supporting People retraction on ALD care services in particular, the potential impact of job evaluation on in house services, proposed changes to pooled budget arrangements for intermediate care, further support to the ALD team in reducing their overspend on care services; and agreeing service priorities for grants rolled into base, given a number of temporary staff were employed across the Directorate.

6.0 PROGRESS AGAINST KEY PERFORMANCE INDICATORS



All six key performance indicators for the service have hit target at the year-end point. For further details, please refer to Appendix 2.

6.1 PROGRESS AGAINST OTHER PERFORMANCE INDICATORS



Of the twenty-two other performance indicators for the service, fourteen have hit target at the year-end point. Eight indicators, spread across the functions of the service, have not achieved target at year-end. For further details, please refer to Appendix 3.

7.0 PROGRESS AGAINST LPSA TARGETS

There are no LPSA targets for this service.

8.0 RISK CONTROL MEASURES

During the production of the 2007-08 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. For further details, refer to Appendix 5




9.0 PROGRESS AGAINST HIGH PRIORITY EQUALITY ACTIONS



During 2006/07 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. For further details, please refer to Appendix 6.





10.0 APPENDICES



Appendix 1- Progress against Key Objectives/ Milestones
Appendix 2- Progress against Key Performance Indicators
Appendix 3- Progress against Other Performance Indicators
Appendix 4- Progress against Risk Control measures (Q2 & 4)
Appendix 5- Progress against high priority equality actions (Q2 & 4)
Appendix 6- Explanation of traffic light symbols



Service Plan Ref.	Objective	2007/08 Key Milestone <i>Italic = Q2 & Q4 only</i>	Progress to date*	Commentary
HP1	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>Develop and implement Joint Commissioning Strategy's to ensure that we identify our commissioning intentions linked to financial planning by September 2007</i>		3 year Financial Plan developed, along with implementation of joint commissioning strategy for PSD and review of the one for Mental Health. Timescale agreed for the review and update of the OP Commissioning Strategy-timescale to be aligned with completion of Domiciliary Care and Residential care strategies by Aug 08 New joint Health and Social Care masterplan produced- identifies priorities for 2008/9
		<i>Develop robust contract management and monitoring arrangements across all service areas by March 2008</i>		Good progress in most areas, however work is still ongoing to improve contract management of voluntary sector contracts

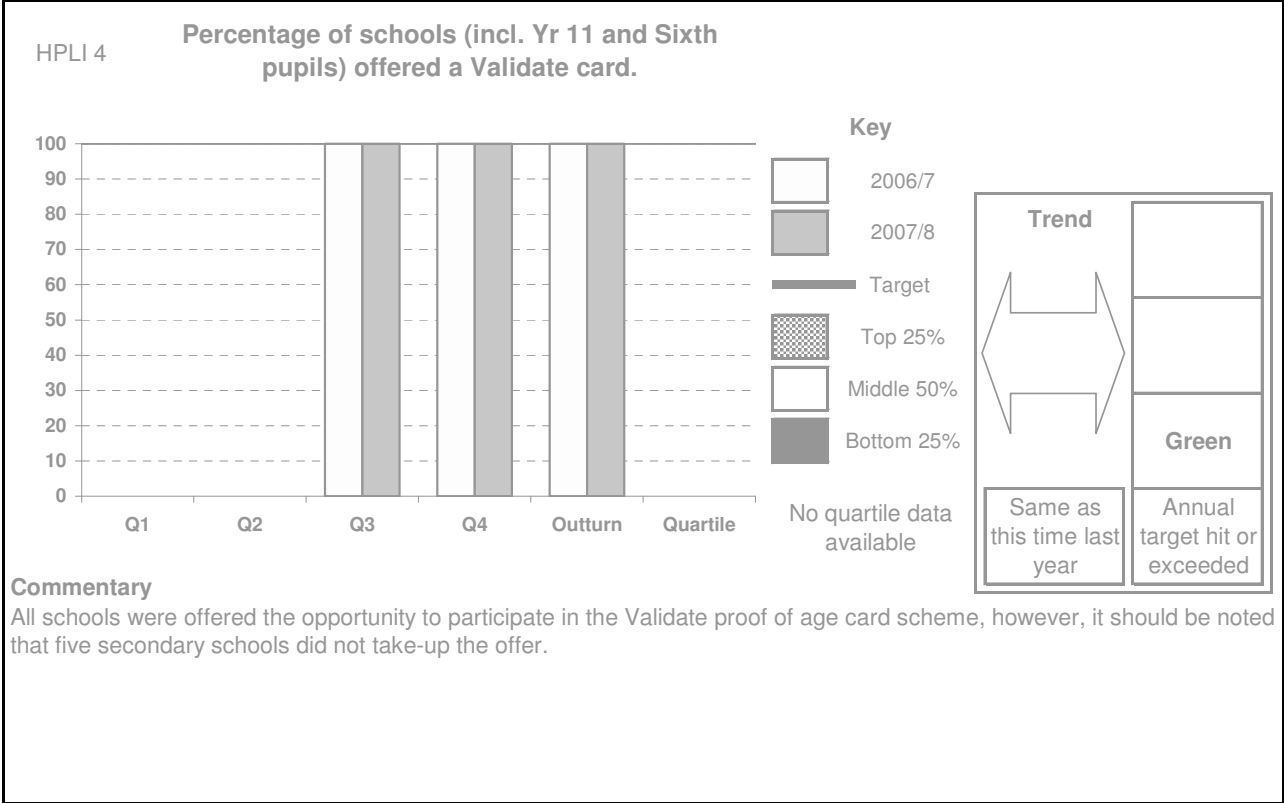
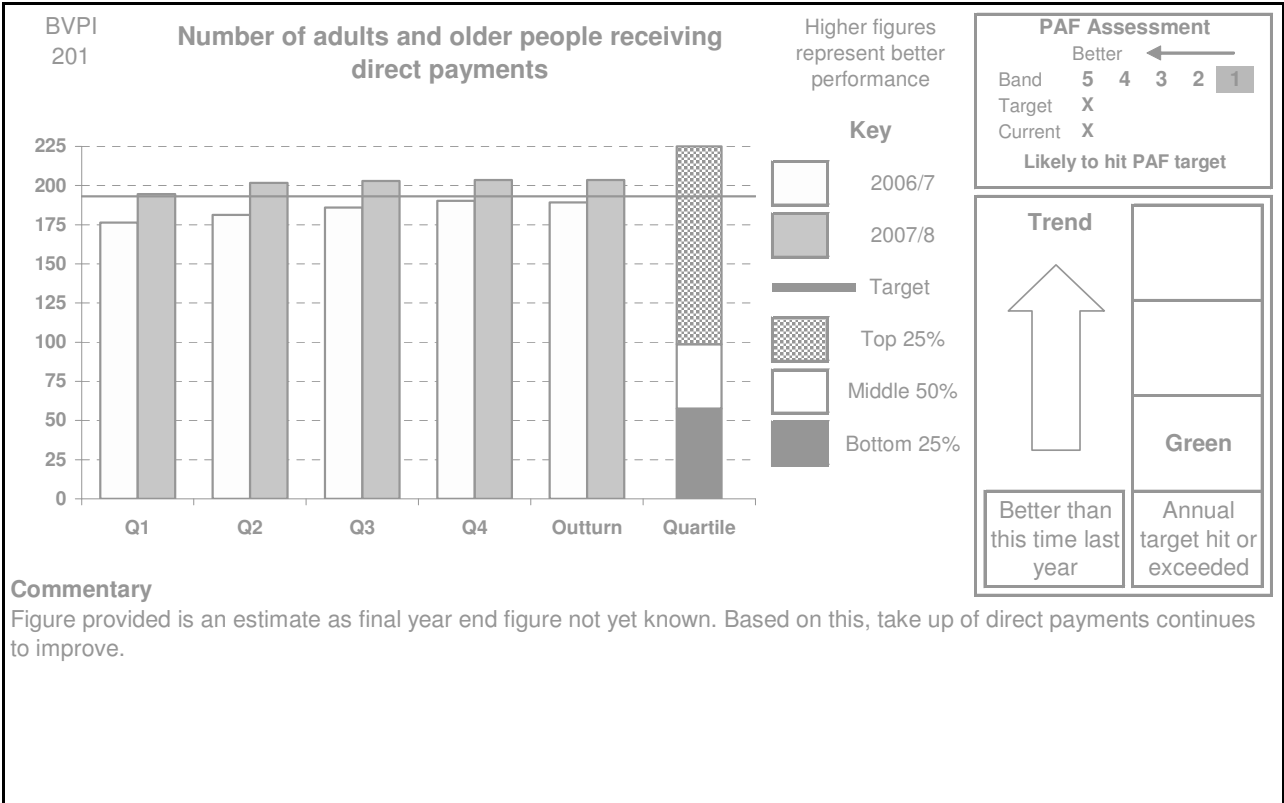
Service Plan Ref.	Objective	2007/08 Key Milestone <i>Italic = Q2 & Q4 only</i>	Progress to date*	Commentary
HP1 cont.		Update the Housing and Homelessness Strategy's to reflect findings of 2006 needs assessment and revised strategy and action plan by March 2008		<p>The housing strategy review has been completed and a consultation process is underway before bringing it to Board in early summer.</p> <p>The review of the homelessness strategy has been delayed due to the focus on the service review throughout 2007/08. It is now unlikely to complete this piece of work until the autumn.</p>
		Review 5 year Supporting People Strategy to ensure diverse and flexible housing support services are in place to support people to live at home by July 2007		As reported in previous quarter. Work commenced in q4 on a review of future of the SP programme ie governance and commissioning arrangements in anticipation of the transfer of the programme grant to the Area based Grant in 2009/10.
		<i>Develop a Training Plan to deliver effective and efficient learning interventions, to ensure staff are equipped with the appropriate skills and knowledge by October 2007</i>		Training Plan developed and approved by SMT in April 2007

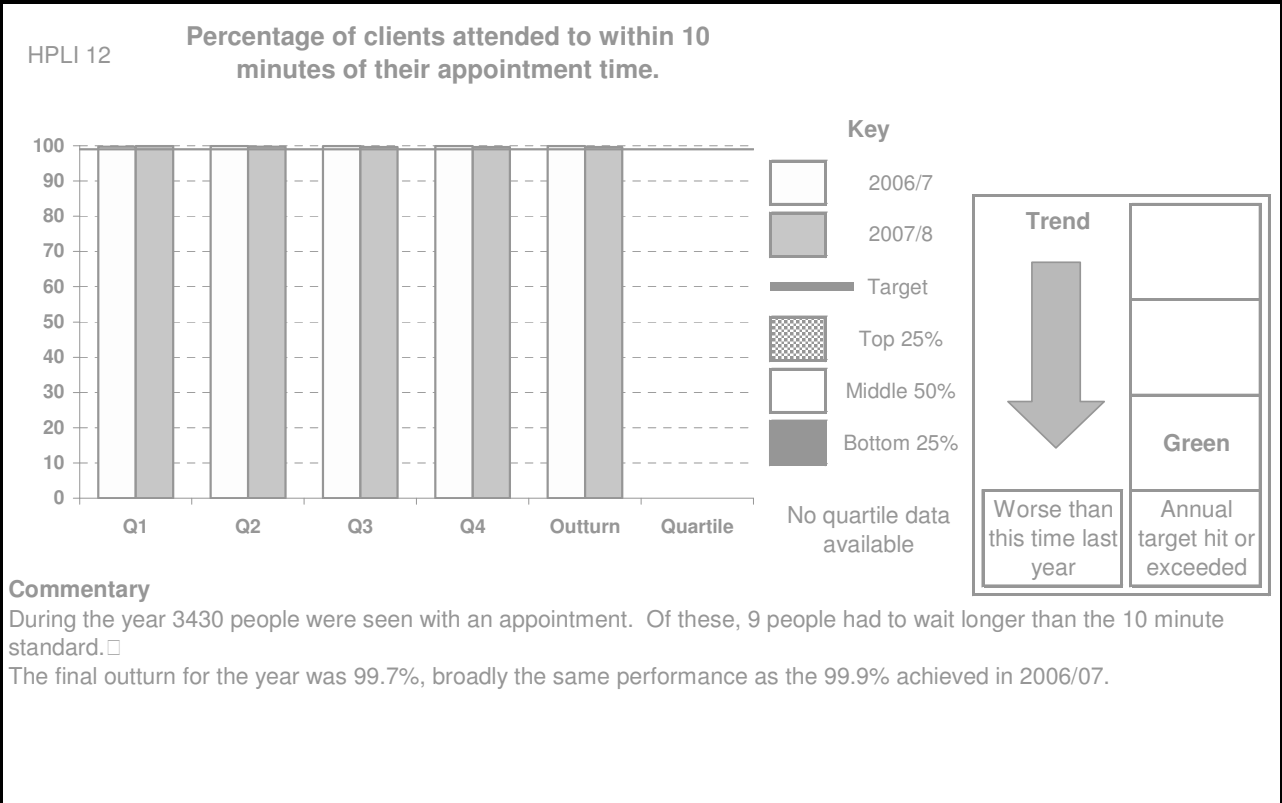
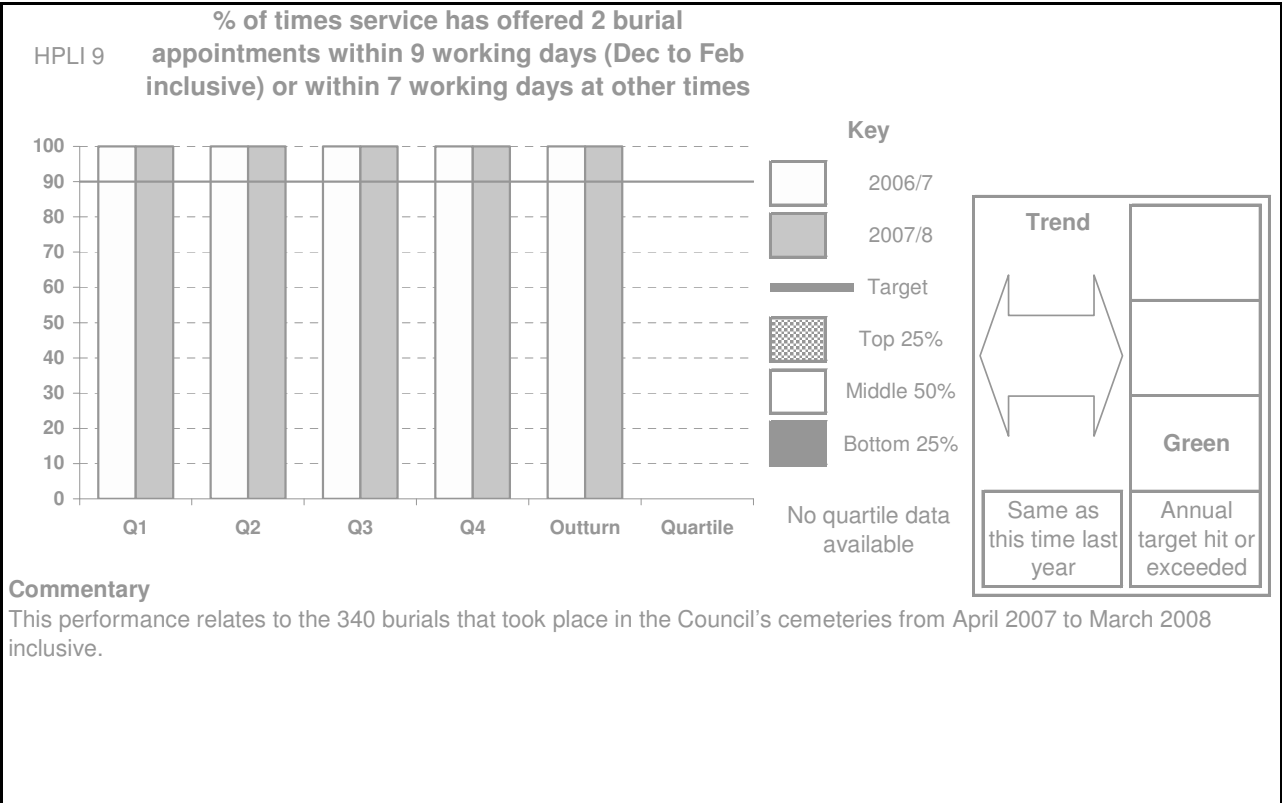
Service Plan Ref.	Objective	2007/08 Key Milestone <i>Italic = Q2 & Q4 only</i>	Progress to date*	Commentary
HP1 cont.		<i>Embed the guidance from the 2 White papers 'Our Health Our Care Our Say' and 'Strong and Prosperous Communities' in delivering the Health Strategy for Halton to improve partnership working and outcome measures by September 2007</i>		Members of the OHOCOS Outcomes working party concluded that the agreed action plan is now complete and the working party has now been disbanded. Ongoing monitoring to ensure services meet the OHOCOS objectives will be undertaken through the health Partnership Board.
HP2	Work with operational managers to design a performance management framework that will provide high quality performance monitoring and management information,	Develop a performance monitoring framework to meet the requirements of changing National priorities including outcomes and non care managed services by June 2007		Work has commenced and some training has been provided. Further work with Operational Directors to review the current framework is progressing.

Service Plan Ref.	Objective	2007/08 Key Milestone <i>Italic = Q2 & Q4 only</i>	Progress to date*	Commentary
HP2 cont.	to help improve service delivery and assist services to continuously improve	Establish an IT strategy in conjunction with Corporate IT so that Carefirst6, Carestore and CareAssess are implemented in accordance with agreed timescales so that Carefirst users have access to more effective data input systems – October 2007		Carefirst 6 implementation has commenced and the Business Process Review is underway with teams.
		<i>Implement an electronic performance framework that is accessible to managers via the intranet to facilitate the availability of real time information to support decision making – May 2007</i>		Dashboard implemented operational. Training provided to managers
HP3	To deliver high quality Bereavement, Consumer and Registration Services, that are fit-for-purpose and meet the needs, dignity and safety of the Halton community	Ensure that sufficient longer-term cemetery provision exists to meet the needs of the Halton people, by initially completing an options appraisal and securing member decision by 31 March 2008		An initial options appraisal has been considered by the Safer Halton P & P Board and the Chief Officer's Management Team. Detailed cost benefit analysis work is ongoing to inform the final member decision – which is now anticipated to be made by summer 2008.
		<i>Research and develop an action plan by 31 December 2007, for the implementation of an intelligence-led approach to delivering Consumer Protection services</i>		Action plan complete, and includes reference to initial Strategic Assessment for the Service to be completed by end December 08.

Service Plan Ref.	Objective	2007/08 Key Milestone <i>Italic = Q2 & Q4 only</i>	Progress to date*	Commentary
HP3 cont.		<i>Progress the modernisation of the Registration Service by securing the installation of a new Registration Scheme by 30 September 2007</i>		The new scheme came into effect on 4 th July 2007. A stewardship report detailing the operation of the Scheme up to 31 March 08 is to be submitted to the Registrar General in April 08.
HP4	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	Develop, by April 2007, a 3-year financial strategy, to ensure that funding is matched to changing service requirements		Completed. Growth and savings proposals submitted to Corporate Services as part of 2008/09 budget setting round including details of all future proposed grant spend to be rolled into the base budget. This includes staff in temporary and permanent grant funded posts rolled into base and the LAA. Strategy to be further amended in 2008/9 to incorporate 3 year financial grant settlements awarded, which were better than anticipated with new grants such as the Social Care Reform Grant. This later grant will be central to supporting the redesign and reshaping of services/ systems to enable transformation, making personalisation the cornerstone of social services, with service users having greater choice and control over the shape of their support

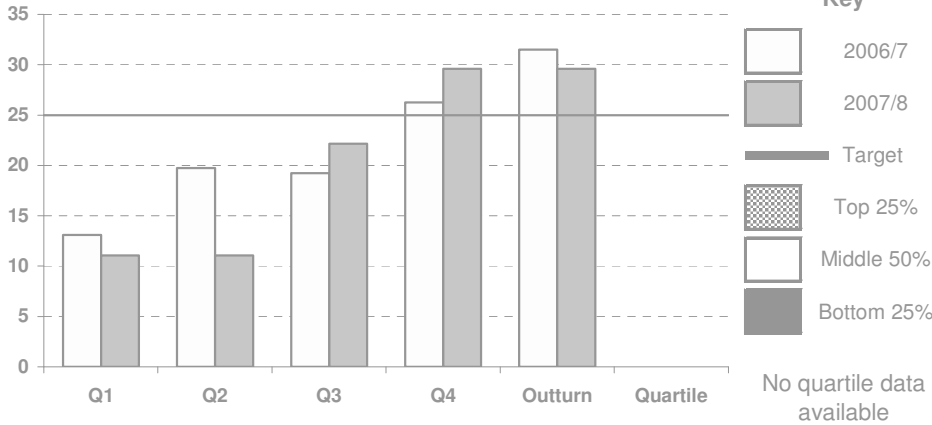
Service Plan Ref.	Objective	2007/08 Key Milestone <i>Italic = Q2 & Q4 only</i>	Progress to date*	Commentary
HP4 cont.		<i>Develop, by October 2007, financial products that support the modernisation of inclusive services</i>		A number of funding sources have been explored including Short-term bids for SP funding, with previous grant funding secured where new initiatives have delivered improvements in service quality. Support for the voluntary sector also reviewed with contract performance scrutinised for a number of these to ensure value for money is demonstrated
		<i>Review, by October 2007, the Fairer Charging Policy to ensure that charges meet strategic objectives</i>		Achieved. The potential increase in charges across a range of areas has been quantified as part of the budget setting exercise for 2008/9, which have been compared with neighbouring local authorities, and referenced to consultation conducted in February 2007. Proposals approved by full Council and Executive Board Sub Committee in line with corporate budget timescales.





HPPAF 59

No. of assessed social work practice learning days per whole time equivalent social worker



PAF Assessment

Better ←

Band	5	4	3	2	1
Target	X				
Current	X				

Likely to hit PAF target

Trend

↓

Worse than this time last year

Green

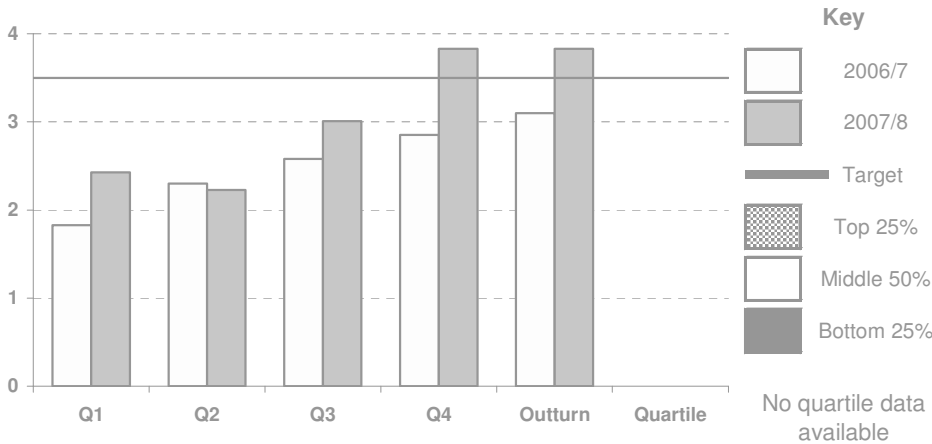
Annual target hit or exceeded

Commentary

PI is calculated by dividing the number of placement days; directly provided by HBC and placements provided in the vol sector, by the no of WTE social workers. Last year we were awarded 1080 vols placement days and we can confidently anticipate at least this number in future years because the total no of students has increased. (2710 divided by WTE 91.5=29.61)

% of SSD gross current expenditure on staffing which was spent on training the Council's directly employed staff during the financial year

HPLI 16



Trend

↑



Better than this time last year

Green

Annual target hit or exceeded

Commentary




Training Budget spend in 4th quarter, including Post Entry Training costs and Training Attendance costs, divided by social care staffing for Q4, not including Children Services. T&D Spend £575,269, including £73,460 Corporate Training recharge, divided by £15,016,584 multiplied by 100. (Doesn't include £52,277 spend on Indendent Sector)





Ref	Indicator	Actual 06 / 07	Target 07 / 08	Quarter 4	Progress	Commentary
Service Delivery Indicators.						
BVPI 166b	Score against a checklist of enforcement best practice for Trading Standards	100%	100%	100%		This 'year end' best value performance indicator provides an indication of the performance of Halton's Consumer Protection Service when measured against a checklist of enforcement best practice. The checklist has regard to written enforcement policies, risk based inspection programmes and sampling and surveillance regimes, educational and information programmes, customer complaint/enquiry processes, benchmarking and consultation arrangements and performance reporting mechanisms.
BVPI 64	Number of private sector dwellings returned into occupation or demolished as a direct result of action by the local authority.	2	2	1		Outputs against this BVPI have always been reliant on Council grants for Landlords to refurbish and let out previously empty dwellings that they acquired. Under current grants policy only accredited landlords can access assistance, and no such applications have been received. The one recorded outcome results from a grant approved under the old policy.




Ref	Indicator	Actual 06 / 07	Target 07 / 08	Quarter 4	Progress	Commentary
BVPI 183a	The average length of stay in B&B accommodation of homeless households that are unintentionally homeless and in priority need (weeks)	5.33	3.0	2.71 E		From a high of 5.33 weeks reported for 2006/07, performance against this BVPI has continued to improve throughout the year due to the introduction of a number of homelessness prevention initiatives. It is forecast that year-end performance will be within the target set. (These figures are based on the position up to the end of February)
BVPI 183b	The average length of stay in hostel accommodation of homeless households that are unintentionally homeless and in priority need ¹	0	0	0		As Grangeway Court fails to meet the definition of a hostel, and domestic violence refuges are excluded from the calculation, this BVPI will always be reported as zero.
BVPI 202	Number of Rough Sleepers	0	0	1		A formal rough sleeper count was undertaken in the early hours of the 27th March, and one rough sleeper is the official count figure.
BVPI 203	The % change in the average number of families placed in temporary accommodation	18.75%	-15%	-9.5% E		Based on the position at the end of quarter 3 (the most up to date available), a 9.5% reduction has been achieved. Whilst this is good when set against the +18.7% performance of the previous year, it fails to meet the target set. Performance in the final quarter will determine the final outcome but it is not expected to significantly change.



¹ Halton does not have any accommodation that falls within the definition of a hostel as stated in the guidance for this indicator.




Ref	Indicator	Actual 06 / 07	Target 07 / 08	Quarter 4	Progress	Commentary
BVPI 213	The number of households who considered themselves as homeless, who approached the LA housing advice service, and for whom housing advice casework intervention resolved their situation (expressed as the number divided by the number of thousand households in the Borough)	0.42	1.42	0		Whilst recently developed homelessness prevention initiatives have been successful in preventing homelessness in over 300 cases (equivalent to a BVPI of 2.7), the fact that the services are funded through Supporting People prevents these outcomes being included within the very tight definition for this BVPI.
BVPI 214	The proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same LA within the last 2 years	1.24%	1.20%	0.4% E		With only 1 recorded case of repeat homelessness up to February 08, the forecast is that year end performance will be better than the target.
HP LPI 18	Has there been a reduction in cases accepted as homeless due to domestic violence that had previously been re-housed in the last 2 years by that LA as a result of domestic violence (BVPI 225, part 8)	Yes	Yes	Yes		No repeat domestic violence homelessness applications have been received during 2007/08 as at the end of February 08.
HP/ LPI 1	Percentage of SSD directly employed staff that left during the year.	7.69%	8%	8.98%		The Directorate Exit Interview Policy, Procedure and Practice has been reviewed and a six monthly analysis of questionnaires was completed and reported to SMT. The numbers of exit interview questionnaires/interviews being completed is low and actions are continuing to promote these being completed for improvements to be made accordingly.



Ref	Indicator	Actual 06 / 07	Target 07 / 08	Quarter 4	Progress	Commentary
HP/ LPI 2	Percentage of Social Services working days/shifts lost to sickness absence during the financial year.	9.21%	8%	9.85%		The Health & Community Directorate have put in place a pilot sickness reporting process in a number of service areas, and have developed supplementary guidance for managers to help them manage absence within their teams more effectively. The supplementary guidance is awaiting final agreement from Corporate Services before it can be implemented.
HP/ LPI 3	% of Halton pupils completing a survey on the supply of age restricted products	70%	60% of appropriate school year	0%		This year's survey on knives and solvents and was aimed at year 9 pupils. Out of the eight schools in the Borough that were approached, only two schools agreed to take part. Three specifically said no and three did not respond. Without a higher take-up rate the sample would not be statistically significant enough or provide sufficient information to be a representative sample of the Borough. A number of avenues were utilised to attempt to convince the schools to support this initiative but these all proved to be unsuccessful.
HP/ LPI 11	Applications for current certificates processed on the day of receipt.	99.7%	99%	99%		Some 1069 applications for current certificates were received during the year and of these, 1055 were issued on the day of receipt.


Ref	Indicator	Actual 06 / 07	Target 07 / 08	Quarter 4	Progress	Commentary
HP/ LPI 17 (Based on BVPI 8)	The percentage of undisputed invoices which were paid in 30 days (BVPI 8)	96%	96%	97%		97% was achieved for quarter 4 and the year April 07 to March 08. Target achieved due to improved monitoring and weekly chasing by the Financial Services team to ensure prompt payment, with training provided in January 2008 also well received.
Quality of Service Indicators.						
HP/ LPI 7	Percentage of consumer service users satisfied with the Trading Standards Service, when last surveyed	80%	89%	91%		Despite offering entry into a prize draw for all returned surveys, the Service experienced a very low response rate.
HP/ LPI 8	Percentage of Business service users satisfied with the Trading Standards Service, when last surveyed	100%	89%	100%		Positive feedback received from businesses suggests that they find the enforcement / advisory visits from officers useful in helping them understand and comply with consumer law
HP/ LPI 10	Percentage of Bereavement Service users who rated the staff courteousness / helpfulness as reasonable / good / excellent when last surveyed	100%	92%	100%		The 64 survey forms that were returned included 54 responses to the relevant question about the staff's performance. All of these respondents rated this performance as reasonable / good / excellent.



Ref	Indicator	Actual 06 / 07	Target 07 / 08	Quarter 4	Progress	Commentary
HP/LPI 13	Percentage of couples who felt that they received an excellent or good service from staff on the day of their marriage / partnership, when last surveyed.	100%	90%	100%		The survey of marriages in September 2007 was reported last quarter. The figures reported here relate to a survey of the 7 civil partnerships that took place during 2007, from which we had 5 responses. One comment received was "It was an excellent location with lovely gardens. My partner, the guests and I were made to feel special on the day and also on the visits prior to our ceremony."
HP/LPI 14	Percentage of other Registration Service users who rated the staff's helpfulness / efficiency as excellent or good, when last surveyed.	100%	92%	100%		The above figures relate to the general survey that was conducted in February 2007. A similar survey is ongoing to cover a week in February 2008. This will be analysed during the next three months.
Fair Access Indicators.						
HP/ LPI 5	No. of initiatives undertaken to raise the profile of the Service in the 5 most deprived wards	13	4	16		The Service has focused activities in the 5 most deprived wards and worked with partners to secure funding for initiatives such as a Windmill Hill Calendar (delivered to every home in that Ward), a No Cold Calling Zone in Kingsway and promotional activities such as attendance on the mobile library on routes through the deprived wards.

Ref	Indicator	Actual 06 / 07	Target 07 / 08	Quarter 4	Progress	Commentary
Cost & Efficiency Indicators.						
HP/ LPI 15	% of SSD directly employed posts vacant on 30 September	11.78%	9.5%	14.40%		The % figure relates to vacancies as at 30 th September 2007 with Adult Services, Health and Partnerships and Older Peoples services/ILS and is based on the number of posts within all service areas. As part of the continued drive to improve retention in the Health and Community Directorate a new Recruitment and Retention Strategy is currently being produced.
HP/LPI 6	% of HR Development Strategy Grant spent on Council staff	73%	73%	74.5%		During 2007/08, the HR Development Strategy Grant spend has been allocated between Council staff and the Independent Sector, which in previous year's had not happened. This is a really important step forward in strengthening Halton Borough Council's links with the independent sector and recognising them as an important part of the social care workforce as a whole.

Key Objective (Service Plan Ref. Only)	Risk Control Measures	Target / Deadline	Progress	Commentary
HP2	<p>Risk Identified: Failure to provide IT systems that record activity and care services provided places both the organisation and service users/carers at risk</p> <p>Risk Treatment Measures Data quality checking mechanisms to reconcile data to care arranged and payments made.</p> <p>Managerial control of data inputters to ensure data is loaded accurately in a timely manner.</p> <p>Quarterly performance monitoring reports to SMT</p>	<p>March 2008</p> <p>March 2008</p> <p>March 2008</p>	<p></p> <p></p> <p></p>	<p>A report timetable has been drawn up to clearly identify all Data Quality Checks currently taking place within the IT Systems and Performance Management Team.</p> <p>Where appropriate all reports are sent out to Data Inputters and a response monitored.</p> <p>The temporary extended responsibilities for the Data Quality Project Co-ordinator post, concerning supervisory management of data inputting staff have now been confirmed as critical for the success of the post. The current post holder will continue to undertake these extended responsibilities under the revised scope of the post.</p> <p>Quarterly Monitoring Reports are used to communicate to Senior Management Team on a regular and timely basis of any issues regarding IT Systems and data processing of operational data.</p>



HP1	<p>Risk Identified: Review 5 year Supporting People Strategy</p> <p><i>All risk control measures have been adhered to/implemented. Following quarterly updates, only 2 risks associated with the 5 year Supporting People Strategy remain in the Directorate Risk Register. These are identified below.</i></p> <p>Risk Treatment Measures 1a) work with partner agencies to agree alternative funding sources 1b) work with providers on development of exit strategies</p>	Dec 2008		1a) funding for joint services agreed for 2008/09 negotiations will be ongoing as SP grant is reduced on an annual basis – to be reviewed each Dec following funding announcement 1b) ongoing
	<p>2a) work with strategic partners to prioritise SP services in LAA 2b) review governance arrangements for delivery of SP services to ensure maximum organisational fit to achieve with targets in LAA</p>	June 2008		2a) Business case developed and issued to LAA Lead for Healthier Communities and OP and Safer Communities Blocks 2b) Health check currently being carried out on SP programme to include review of governance arrangements and transfer of programme to LAA

HIGH Priority Actions	Target (Resp. Officer)	Progress (Traffic lights)	Commentary
Undertake a mapping exercise of informal and formal networks for BME groups	Sept 2007 (Sue Rothwell)		<p>A project worker was employed for eight months and formed part of the Community Bridge Building Team. The project was aimed at working with people from black and minority ethnic groups to enable us to identify what groups of people are currently using BME services outside of Halton in surrounding areas. Initially the Project Worker spent quite a lot of time mapping what was available locally for people from BME communities and networking with organisations that provide services to Halton residents. The worker also undertook discussions and contacts with CHAWREC.</p> <p>An audit of eight cases across all service areas was also undertaken to ascertain if the ethnicity was identified correctly, cultural needs and the services provided were appropriate to needs. A report was presented to the senior management team and then the equalities board and this is now being taken forward by service planning.</p>

<p>Improve Corporate website to ensure basic information/welcome in the four main languages in Halton, highlighting language and sources of information</p>	<p>Nov 2007 (John Gibbon)</p>		<p>Completed - a welcome button on the front page of the website in 5 main languages (including Polish) now links to the attached</p> <p>यदि आप की पहली भाषा अंग्रेजी नहीं है और आप हमारी सेवाओं के बारे में जानकारी किसी अन्य भाषा में चाहते हैं तो कृपया हमें 0151 907 8300 पर फोन करें या hdl@halton.gov.uk पर ई-मेल भेजें</p> <p>Jeżeli angielski nie jest Twoim pierwszym językiem i potrzebujesz informacji o naszych usługach w innym języku, prosimy o zatelefonowanie do nas pod numer: 0151 907 8300 lub wysłanie maila do: hdl@halton.gov.uk</p> <p>如果你的母语不是英语，而你希望得到有关我们服务的其它语言版本的信息，请致电0151 907 8300或者发送电邮至 hdl@halton.gov.uk联系我们。</p> <p>اگر آپ کی پہلی زبان انگریزی نہیں ہے اور آپ ہماری خدمات کے بارے میں معلومات کسی دوسری زبان میں چاہتے ہیں تو براہ کرم ہمیں 0151 907 8300 پر فون یا hdl@halton.gov.uk پر ای میل کریں</p> <p>If your first language is not English and you would like information about our services in another language, please call us on 0151 907 8300 or email hdl@halton.gov.uk</p>
<p>Revisit original DDA audit of buildings to assess current situation and develop costed, prioritised programme of improvements</p>	<p>Mar 2008 (Janet Wood)</p>		<p>The proposals have been costed at approximately £ 7,000 to £10,000.</p> <p>This work will now be programmed into the Community Centres Minor Works programme and the Community Centre management will request our intervention, if required.'</p>

Please note that these actions apply to all three adult social care services (Adults of Working Age, Older People's Services and Health & Partnerships), and are detailed in each of the three plans.

The traffic light symbols are used in the following manner:

	<u>Objective</u>	<u>Performance Indicator</u>
<u>Green</u>	 <p>Indicates that the <u>objective has been achieved</u> within the appropriate timeframe.</p>	<p>Indicates that the annual 07/08 target <u>has been achieved or exceeded.</u></p>
<u>Red</u>	 <p>Indicates that the <u>objective has not been achieved</u> within the appropriate timeframe.</p>	<p>Indicates that the annual 07/08 target <u>has not been achieved.</u></p>