

# Adult and Community Services Overview and Scrutiny Committee

2 March 2010

## Agenda

The Adult and Community Services Overview and Scrutiny Committee will meet at the **SHIRE HALL, WARWICK** on **TUESDAY, the 2 MARCH 2010 at 10.00 a.m.**

The agenda will be:-

### 1. General

- (1) Apologies for Absence
- (2) Members' Declarations of Personal and Prejudicial Interests

Note: Members are reminded that they should declare the existence and nature of their personal interests at the commencement of the relevant item (or as soon as the interest becomes apparent). If that interest is a prejudicial interest the Member must withdraw from the room unless one of the exceptions applies.

Membership of a district or borough council is classed as a personal interest under the Code of Conduct. A Member does not need to declare this interest unless the Member chooses to speak on a matter relating to their membership. If the Member does not wish to speak on the matter, the Member may still vote on the matter without making a declaration.

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The public reports referred to are available on the Warwickshire Web  
[www.warwickshire.gov.uk/committee-papers](http://www.warwickshire.gov.uk/committee-papers)

**(3) Remit of the Adult and Community Services Overview and Scrutiny Committee**

To review and or scrutinise the provision of public services in Warwickshire relating to adult social care services, leisure and cultural services including libraries, heritage and community education, tourism and countryside leisure.

**(4) Minutes of the Adult and Community Services Overview and Scrutiny Committee Meetings held on the 2 December 2009**

**(5) Feedback from Overview and Scrutiny Board**

**(6) Chair's Announcements**

- Introduction - Kathryn Downton, Interim Head of Local Commissioning

**2. Public Question Time**

Up to 30 minutes of the meeting is available for members of the public to ask questions on any matters relevant to the business of the Adult and Community Services Overview and Scrutiny Committee.

Questioners may ask two questions and can speak for up to three minutes each.

To be sure of receiving an answer to an appropriate question, please contact Jean Hardwick on 01926 412476 or e-mail [jeanhardwick@warwickshire.gov.uk](mailto:jeanhardwick@warwickshire.gov.uk) working days before the meeting. Otherwise, please arrive at least 15 minutes before the start of the meeting and ensure that Council staff are aware of the matter on which you wish to speak.

**3. Questions to the Portfolio Holders/Portfolio Holders Update**

Up to 30 minutes of the meeting is available for Members of the Committee to put questions to the Portfolio Holders (Councillor Colin Hayfield (Adult Social Care) and Councillor Chris Saint (Leisure, Culture and Housing) on any matters relevant to the Adult and Community Services remit and for the Portfolio Holders to update the Committee on relevant issues.

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## 4. Q3 - Corporate Performance Report 2009/10

Report of the Portfolio Holders for Adult Social Care and for Leisure, Culture and Housing.

This report presents third quarter performance for 2009/10 under the enhanced performance managements arrangements.

### **Recommendation**

That the Committee:

- Scrutinises the performance and improvement activity of services under the remit of the committee
- Make recommendations to the Portfolio Holder in relation to areas of under or over performance as part of the next round of the performance cycle.
- Request that the Portfolio Holder report back to the committee at the following meeting on the actions taken

For further information please contact Tricia Morrison, Head of Performance Tel: 01926 736319 email [triciamorrison@warwickshire.gov.uk](mailto:triciamorrison@warwickshire.gov.uk). or Kim Harlock, Head of Strategic Commissioning and Performance Management Tel: 01926 745101

## 5. Review and Refresh of the Warwickshire Performance Indicators.

Report of the Assistant Chief Executive, Partnership and Performance Unit.

*(This report was not available at the time the agenda was printed and will be forwarded separately).*

The performance management framework of the Council is undergoing a Review and Refresh process, which involves all the performance measures that the Council currently uses to assess its performance. The process seeks to ensure that the right performance measures are selected to reflect the council's priorities, appropriate targets are allocated and targets are set in alignment with resources in 2010-11.

This report presents the proposed measures for inclusion under the Portfolios relevant to the remit of the Committee.

### **Recommendation**

The Committee is asked to consider and challenge, where appropriate, the draft measures listed within Appendices A and B using the principles of good target setting and analysis contained within the report.

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For further information please contact: Tricia Morrison, Head of Performance  
Tel: 01926 736319 e-mail [triciamorrison@warwickshire.gov.uk](mailto:triciamorrison@warwickshire.gov.uk)

## **6. Supporting People Half-Year Performance Management Summary 2009/10**

Report of the Strategic Director of Adult, Health and Community Services.

This report provides the Overview and Scrutiny Committee with a summary of the Supporting People (SP) Half Year Performance Management Report 2009/2010. The report highlights areas of strength and improvement as well as identifying areas of weakness.

### **Recommendation**

It is recommended that the Overview and Scrutiny Committee consider and comment on the contents of the Supporting People Half Year Performance Management Report.

For further information please contact Rachel Norwood, Supporting People Acting Service Manager Tel: 01926 742965 e-mail [rachelnorwood@warwickshire.gov.uk](mailto:rachelnorwood@warwickshire.gov.uk)

## **7. Transformation of Library and Information Services Progress Report**

*(This report was not available at the time the agenda was printed and will be forwarded separately).*

Report of the Strategic Director of Adult, Health and Community Services.

This report outlines the progress made to date in relation to the Library and Information Service Transformation Programme.

### **Recommendation**

It is recommended that the Committee considers and comments on the progress of the transformation programme in the Library and Information Services and its future work programme and direction as outlined in this report.

For further information please contact Ayub Khan, Head of Libraries (Strategy) Tel: 01926 412657 e-mail [ayubkhan@warwickshire.gov.uk](mailto:ayubkhan@warwickshire.gov.uk) or Ron Williamson, Head of Communities and Wellbeing Tel: 01926 742964 e-mail [ronwilliamson@warwickshire.gov.uk](mailto:ronwilliamson@warwickshire.gov.uk)

## **8. Provisional Items for Future Meetings and Forward Plan Items Relevant to the Work of this Committee**

### **(a) Provisional Items for Future Meetings**

A table setting out provisional items for future meetings is attached.

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The public reports referred to are available on the Warwickshire Web  
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## **(b) Forward Plan Items Relevant to the Work of this Committee**

### **Cabinet 25/2/10**

Nuneaton Signs – Review of WCC Support - Exempt

## **9. Any Other Items**

which the Chair decides are urgent.

**JIM GRAHAM**  
Chief Executive

### **Adult and Community Services Overview and Scrutiny Committee Membership**

Councillors Peter Butlin, Les Caborn (Chair), Jose Compton, Richard Dodd, Mike Gittus, Bob Hicks, Barry Longden (S), Tilly May (Vice Chair), Kate Rolfe (S), Sid Tooth, Claire Watson, Sonja Wilson.

**Portfolio Holders:-** Councillor Colin Hayfield (Adult Social Care)  
Councillor Chris Saint (Leisure, Culture and Housing)

## **The reports referred to are available in large print if requested**

**General Enquiries: Please contact Jean Hardwick on 01926 412476**  
**E-mail: [jeanhardwick@warwickshire.gov.uk](mailto:jeanhardwick@warwickshire.gov.uk)**

Enquiries about specific reports: Please contact the officers named in the reports.

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## **Minutes of the Meeting of the Adult and Community Services Overview and Scrutiny Committee held on 2 December 2009 at Shire Hall, Warwick**

### **Present:**

#### **Members of the Committee**

Councillor Peter Butlin  
“ Les Caborn (Chair)  
“ Jose Compton  
“ Richard Dodd  
“ Bob Hicks  
“ Mike Gittus  
“ Barry Longden  
“ Tilly May (Vice Chair)  
“ Kate Rolfe  
“ Sid Tooth  
“ Claire Watson  
“ Sonja Wilson

#### **Other County Councillors**

Councillor Colin Hayfield (Portfolio Holder for Adult Social Care)  
Councillor Chris Saint (Portfolio Holder for Leisure, Culture and Housing)

#### **Officers**

Graeme Betts, Strategic Director  
Liz Bruce, Director of Integrated Health and Care Services  
Emma Curtis, Performance and Improvement Officer  
Tricia Morrison, Head of Performance  
Andrew Sharp, Intelligence Improvement and Partnerships Services Manager  
Rob Wilkes, Quality and Procurement Services Manager  
Edward Williams, Adult Protection Co-ordinator  
Tim Willis, Strategic Commissioning Project Lead  
Jean Hardwick, Principal Committee Administrator

Also present : Joan Appleby and Peter Jackson (Public Question) and David Gee and Roger Copping (Warwickshire Local Involvement Networks (LINKs)).

### **1. General**

The Chair welcomed everyone to the meeting and in particular Councillor Barry Longden who was attending for the first time. He also expressed his

thanks to Councillor Frank McCarney, who was no longer a member, for his contribution to the Committee's work.

- (1) Apologies for absence

None

- (2) Members Declarations of Personal and Prejudicial Interests

Members declared personal interests as set out below:

- (1) Councillor Colin Hayfield declared a personal interest as a Non-Executive Director of NHS Warwickshire;
- (2) Councillor Kate Rolfe declared a personal interest as a private carer not employed by Warwickshire County Council.
- (3) Councillor Richard Dodd declared a personal interest because he was employed by the Ambulance Trust;
- (4) Councillor Barry Longden declared a personal interest because his son-in-law worked for the Ambulance Service.

- (3) Remit of the Adult and Community Services Overview and Scrutiny Committee

Noted.

- (4) Minutes of the Adult and Community Services Overview and Scrutiny Committee Meetings held on 9 September 2009

The minutes of the meeting of the Adult and Community Services Overview and Scrutiny Committee meeting held on 9 September 2009 were agreed as a correct record and signed by the Chair.

Matters arising

None.

- (5) Feedback from Overview and Scrutiny Board

The key messages from the Overview and Scrutiny Board meeting held on 4 November 2009 were noted (copies having been circulated).

## **2. Public Question Time**

Question from Peter Jackson and Joan Appleby as follows -

“Further to the presentation given by Mr Veasey at the September meeting of this Committee, we now have available the National Audit Office report “Supporting people with Autism through Adulthood” and also the Autism Act 2009 has now been approved.

The National Audit Office report makes recommendations in clauses 12ai; 12bvi; 1.15; 3.14 & 3.48 for action specifically by Local Authorities.

I ask:

Which of the National Audit Office report recommendations have Warwickshire County Council already fully implemented and when can we expect the full implementation of any of those outstanding? How and when will information be made available to the public in respect of actions taken?

Bearing in mind the present financial situation, will it be necessary to abandon/curtail any current activities in order to fund any of the National Audit Office recommendations which are outstanding? If so which activities are involved?”

Reply from Simon Veasey, Service Delivery Manager (Learning Disability Local Commissioning)

The question asks about recommendations made in the NAO report and Warwickshire’s response to those actions notably:

*12ai ~ The organisations responsible for supporting people with autism need better awareness of the number of people with autism, both to plan and deliver services appropriately, and to measure how effectively services are meeting the needs of this group.*

*Most NHS organisations and Local Authorities lack robust data on numbers of people with autism in their area thus limiting their ability to identify need, plan capacity and commission appropriate services. Only 18 percent of Local Authorities and NHS partners responding to our survey were able to give precise numbers of adults with low-functioning autism know to services, while only 12 percent could do so for the high-functioning group.*

At the time of the NAO survey as far as I am aware there was no requirement to specifically monitor the numbers of people with high/low functioning autism independently from those with mental health needs and/or learning disabilities. Warwickshire provides a service to a significant number of people with Autism through its Local Commissioning teams especially the learning disability team although because at the time there was no way of flagging up Autism on the care first system our return was based on where practitioners had had recorded Autism alongside another assessed need such as a learning/physical or mental health need therefore we were only able to submit an estimated return. Similar issues existed within mental health services where practitioners often recorded the



“primary” need, which may have not been Autism. Steps are being taken with our staff in Strategic Commissioning to improve information gathering around Autism for existing customers.

In respects of young people in transition our information gathering over the past 18 months has been significantly improved and Warwickshire would be able to offer a much more accurate number to any future questionnaire including a break down of young people by year group and an accurate number of those going on to receive support from adult services. These figures were presented at the last Overview and Scrutiny Committee.

Our invitation to run a transition workshop at the NAO’s own national autism conference was as a direct result of our performance and being viewed as demonstrating best practice in this area.

*12bvi ~ Only 29 per cent of Local Authorities responding to our survey said training for staff assessing eligibility for care services covered high-functioning autism. Eighty per cent of GP’s feel they need additional guidance and training to manage patients with autism more effectively.*

Autism training is available to all Warwickshire County Council staff and we have on-going working relationships with a number of third and community sector organisations with autism expertise such as the National Autistic Society and also specialist support providers which we commission as needs arise. We have a specialist autism worker in adult’s services supported by a multi-agency steering/advisory group which also includes people with Autism and their families and a specialist Autism team as part of the Integrated Disability Team.

*1.15 ~ Department of Health guidance states that the Director of Adult Social Services in each Local Authority should ensure that it is clear which team, or manager has responsibility for assessing autism. Only 4% reported that they do have a named lead service for adults with low-functioning autism whilst this proportion rose to 31% for adults with high-functioning autism.*

Warwickshire responded positively to this section of the report and responsibility for assessing people with Autism rests within the Adult Learning Disability Team except where an individual has mental health needs which require treatment. Simon Veasey is the nominated lead officer for adult services.

*3.14 ~ In addition to the negative impacts on people with autism themselves, lack of diagnostic and support services also increase the burden placed on carers, particular aging parents of adult children living at home. Large numbers of adults are currently being supported solely by family carers and Local Authorities need to recognise that such arrangements will not be sustainable indefinitely and that specialised provision will need to be in place to prevent a crisis once circumstances change and family carers are no longer able to cope.*

Individuals with Autism who meet the criteria for support by adult services will receive support that is appropriate to their needs and their carers will

also be offered support in their caring role. The Local Authority also funds carers support services across the county with a brief to develop groups to provide support and information. The situation for families who do not meet the criteria for adult services is less clear although Warwickshire is one of a minority of local authorities to provide low level support to people on the autistic spectrum who do not meet the criteria for adult social care. The groundbreaking work that Sam Burkin is doing in this area has again been recognised nationally and extends to offering support to facilitate and develop self-help groups for families of people with high-functioning autism.

*3.48 ~ Local Authority survey respondents while generally optimistic that personalised budgets would encourage flexibility, tailored services, choice and competition etc. also highlighted ... the need to provide support to manage budgets, the need for appropriate quality control, provide people with autism with choices.*

In respect of the above, individuals who meet the criteria to be able to use a personal budget would be supported to do so the same as any other individual accessing social care funds. The Framework Agreement which is currently in process will provide the option for a number of organisations that are specialist autism providers to work in Warwickshire if they choose to.

In answer to the actual question about which of the NAO recommendations have Warwickshire already fully implemented and when the questioner can expect the full implementation. The process of providing support to individuals with autism is an on-going process but Warwickshire has made significant advances against all the NAO recommendations mentioned with many of these advances actually being made before they became NAO recommendations. Warwickshire is working alongside people with autism and their families to provide support for people wherever they are on the spectrum and the positive work by officers with the full backing of elected members through overview and scrutiny committees has been recognised nationally. It is impossible to give exact timescales for full implementation as we see the development of autism services as an ongoing process. A countywide autism interest group is planned for the New Year to enable Warwickshire to respond positively to the introduction of the new Bill and Strategy.

How and when information will be made available to the public in respect of actions taken? The information is already in the public domain, our presentations to Adults and Children's Overview and Scrutiny Committees highlighted the work were undertaking as well as the work being carried out by our Autism service broker.

In respect of what other activities may need to be abandoned/curtailed to meet the NAO recommendations, I'm not sure there will be a need to abandon/curtail any as we have made good progress against the recommendations by changing existing services and processes. The new Autism Strategy and Bill may require us to do some things differently which may or may not have financial implications and how we respond to that as a

Local Authority may involve the redesign of some other services or activities to provide for example increased low level support services for people with autism but also other customer groups who would benefit from that type of support including people with a learning disability. I think it is hard to say at this time given that we need the detail of the Autism Bill. We will soon be starting work on agreeing our commissioning intentions in light of the Autism Bill and all commissioning decisions, any changes we do make that affect other services or client groups will be consulted on first and in line with agreed strategies and plans.

Mr. Appleby said that he had not had sufficient time to fully consider the response to ensure that his question had been fully answered and said he would consider it in greater detail after the meeting.

Liz Bruce undertook to look at the response and see whether she could add any other comments.

### **3. Update by Portfolio Holders**

Councillor Colin Hayfield (Adult Social Care) reported on the following issues –

#### **(1) Care Quality Commission (CGC) Announcement**

The CQC had announced its annual assessment of Warwickshire's Adult Social Care Services and found that the county continued to improve and sustain good standards. The report was positive about the good support provided for Warwickshire residents. He commended Graeme Betts and his staff for their hard work in improving outcomes for older people and adults with learning difficulties and for continuing to improve Service performance.

(2) Targets and Target Setting - a Corporate Performance report had been presented to Cabinet the previous week where it had been agreed that a 'review and refresh' of the indicators would be undertaken over the coming months. This would provide an opportunity to ensure the targets were both realistic and challenging and matched the Council's priorities.

(3) Budget - The Council was required to make a 20% saving over the next 4 years and, in addition, Adult Services faced demographic pressures (more elderly people wanting services). The budget discussions had highlighted difficult times ahead.

(4) Liz Bruce - Liz Bruce would be leaving the County Council to take up the post of Strategic Director with Manchester City Council. He added that this would be the last meeting she would attend and that she would be greatly missed. He commended her on the improvements she had

made to the Service. He added that her post had been shared with the PCT and the PCT had agreed a joint replacement for this post.

(5) Common Assessment Programme - Under his Portfolio Holder's decision making powers he had approved submission of a formal bid to the Department of Health for £5M funding to enable the Common Assessment Framework partnership to continue development and evaluation work for a further two years.

(6) Joint Services Prevention and Early Intervention Conference, Warwick University with the PCT - this was a successful event attended by all partner agencies.

(7) Tender for Community Support Services for People with Learning Disabilities – Cabinet on 17 December would be asked to authorise the award of the tender for a four year Framework Agreement.

Graeme Betts added the following comments with regard to –

- CQC Assessment – this assessment was a reflection of his staff's hard work. The Directorate's Management Team had laid out a plan for the future to achieve an excellent rating in all 4-assessment areas.
- Joint Services Prevention and Early Intervention Conference, Warwick University – this Conference was well attended by all agencies, including representatives from the Acute Hospitals, Mental Health, PCT, District and Borough Councils (including housing) and the County Council (130 attendees). The output from the Conference would be turned into a Prevention and Early Intervention Strategy for presentation to the Public Service Board. The jointly funded WCC and PCT post, to replace Liz Bruce, would be the link post in implementing this Strategy in terms of Prevention and Early Intervention.

The Chair congratulated Graeme Betts and his team for their achievements.

Councillor Chris Saint (Leisure, Culture and Housing) reported on the following issues –

(1) Seminar Extra Care Housing – He explained that, whilst this issue was outside the Committee's remit, it overlapped with its work, and outlined a recent seminar he had attended which addressed the provision of homes for people who required extra care and facilities. The discussion focussed on integration of this provision into developments by creating a new housing category (extra care schemes).

(2) One-Stop Shops – a Board had been set up to look at development of One-Stop Shops and integrating all public-facing services. Kenilworth

and Camp Hill were very good models of this Service. He had recently met Ron Williamson, new Head of Communities and Wellbeing Resources, who would be responsible for payment for services by Pay Pall.

(3) County Records Office Transformation – work was ongoing to facilitate digitising of the County Records. This work was being undertaken at no extra cost to the Service by using existing staff resources and restricting public opening times;

(4) Museums Service – Staff at St. Johns Museum continued to work well with schools. The Market Museum was currently closed for refurbishment and would re-open in the New Year.

(5) Arts Service – shaping of a new policy for this Service was taking place. Graeme Betts undertook to circulate a copy of the new Strategy.

#### **4. Update on Personalisation and Developing Prevention/Early Intervention in Warwickshire.**

Liz Bruce, with the aid of a power point presentation, copies circulated, highlighted –

- (1) Progress over 2008-2009 and explained that “personalization” and “Putting People First” included working with health partners to increase prevention and reduce hospital admission/institutional placements;
- (2) The next steps included –
  - Roll out of personal budgets across the county and all customers from January 2010
  - Secure Comprehensive Assessment Framework (CAF) monies from the Department of Health
  - Improve access, in partnership with corporate colleagues
  - Implement Social Work Strategy and Workforce.
- (3) That Warwickshire was seen as leading on personalization work in the West Midlands and was part of developing a Common Resource Allocation system nationally;
- (4) That Warwickshire’s self-assessment was seen as good practice and included on the Care Services Improvement Partnership (CSIP) website.
- (5) That Warwickshire’s CAF bid and subsequent work had been identified as “cutting edge” by the Department of Health
- (6) That Warwickshire represented the West Midlands on the Regional Social Work task force and leading new ways of working with carers;
- (7) Next Steps – to be “best in class” leading to excellence in 2010/11.

Liz Bruce also circulated a set of questions Members might wish to use in scrutinising the transformation of Adult Social Care.

In reply to questions she explained –

- (1) The safeguarding plans put in place to support vulnerable people;
- (2) That no services had been taken out to move the personalization agenda along;
- (3) That the Common Assessment Framework would be trialed in Alcester.

A LINKs representative commented that hospital discharges were no better now in South Warwickshire than they were previously. A Member sympathised with this comment, as there had been similar experiences in Nuneaton.

Graeme Betts undertook to examine the concerns expressed and to bring a further report on this issue to a future meeting.

Councillor Richard Dodd thanked Liz Bruce for her work and wished her well in her future career.

The Committee thanked Liz Bruce for her presentation and noted the offer of a further report on delayed discharges (to be added to the Committee's work programme, minute 9 below).

## **5. Dignity in Care/Quality Assurance in Home Care Services**

Rob Wilkes, with the aid of a power point presentation, copies circulated, highlighted–

- (1) That “Dignity in Care” was launched in November 2006, and was aimed at stimulating a national debate around dignity in care and creating a care system where there was “zero tolerance of abuse and disrespect of adults”;
- (2) The Domiciliary Care Charter and Electronic Visit Recording;
- (3) The report to Cabinet on 26 November 2009 on the Home Care Change Programme;
- (4) His role in quality and procurement and the change in procurement that was no longer price led.

In reply to questions he said that –

1. With regard to quality assurance a Domiciliary Care Charter was shortly to be launched;
2. Electronic visit recording added 20/30p per visit to the cost of the service but all providers had signed up to using that system.

In reply to a question from the LINKs representative Rob Wilkes explained the process used to ensure customer engagement and confidentiality. He would, however, welcome input from LINKs on this issue and undertook to speak to the representatives outside the meeting.

The committee thanked Rob Wilkes for his presentation.

## **6. Safeguarding Vulnerable Adults in Warwickshire**

Edward Williams presented the report of the Strategic Director for Adult, Health and Community Services, which outlined the local arrangement in Warwickshire to Safeguard Vulnerable Adults from abuse. He outlined the projected demand in this area of work over the coming four years together with recommendations for additional new resource that would be required to manage the area of work safely over this time period.

During discussion the following comments were noted:

1. The better reporting mechanisms within the partner organisations was welcomed;
2. That improved reporting would mean an increase in the number of referrals;
3. It was regretted that the comments of the University Hospital Coventry and Warwickshire National Health Trust (UHCW NHS Trust) had not been available for inclusion in the Review;
4. That raising public awareness and publicity was an important aspect of this issue to enable concerns to be reported.

In reply to questions –

- (1) Edward Williams –
  - i. Explained the range of methods used to raise public awareness and undertook to circulate to Members copies of the publicity material;
  - ii. Said that third-party referrals were accepted but that intervention in these cases (i.e. anonymous referrals) could be difficult.
- (2) Graeme Betts said that the next steps would be to obtain a Member steer on the Safeguarding Adults agenda.

The Committee –

- (1) Thanked the officers for a very good report:
- (2) Noted the budget pressures that will be generated over the next four years to manage this growing and critical area of demand safely;

- (3) Agreed to consider the “next steps” for progressing the Safeguarding Adults agenda during consideration of the Committee’s future work programme, item 9 below.

## **7. Care and Choice Accommodation Programme – Progress Report.**

The Committee considered the report of the Strategic Director for Adult, Health and Community Services which provided an update on the progress on the Care and Choice Accommodation Programme, including details of the first tender process for the procurement of Extra Care Housing on the site adjacent to Attleborough Grange in Nuneaton. It also outlined the current position of the tender for up to 5 Partners for inclusion on a County Council Preferred Partnership Framework for both the future provision of housing with care and support and specialist residential care and updates on care accommodation development in all five countywide Borough and Districts local partnership working.

During discussion the following comments were noted:

- (1) Support was expressed for the progress outlined in the report which Members considered to be very encouraging;
- (2) The new initiatives that would help the elderly to continue to live in their own village community were welcomed;
- (3) Concern was expressed about the review of Sheltered Housing Schemes in relation to disruption to residents and concern that this would result in fewer units.

In response to (3) above Tim Willis said that early in January 2010 the County Council and District and Borough Council’s would be meeting to consider how best to progress this issue and undertook to report back on the outcome of the discussions.

Resolved that the Committee –

- (1) Thanked the Strategic Director for his report;
- (2) Expressed its support for the progress of the Care and Choice Accommodation Programme with regard to the delivery of a range of care accommodation services that offer Warwickshire’s citizens improve choice control and independence;
- (3) Requested a further progress report to its June 2010 meeting on the outcome of the review of Sheltered Housing Schemes being undertaken by the County and District and Borough Councils.



## **8. Q2 Corporate Performance Report April-September 2009**

The Committee considered the report of the Partnership and Performance Unit, which presented mid-year performance for 2009/10 under the enhanced performance management arrangements.

Tricia Morrison reported that 3 areas under Adult Social Care (NI 131, NI 133 and LI 403 and) had missed their target for Qtr 2, 10 indicators had met their targets, 2 had exceeded their target and one target, NI 135, had exceeded its target by more than 10%. She highlighted that indicator –

NI 131 – Discharge from hospital –was missing its target by 25% and was being closely monitored on a weekly basis (the delays that were the responsibility of the NHS making up over two-thirds of the outturn);

NI 133 – Adults waiting over 4 weeks for this care package – the reason for this missed target was being investigated;

LI 403 – Reduce the number of people that fall (people 65+ with fractured neck of femur) – was the end of year figure, led by the PCT and being addressed through the “promoting good bone and health strategies”;

Councillor Colin Hayfield asked that the briefing note that he had been provided on Quarter 2 performance indicator activity would be circulated by email to Members for their information.

Resolved that the Committee noted -

- (1) the performance and improvement activity of services under the remit of the Committee;
- (2) that the Portfolio Holder’s briefing note will be circulated by email to the Committee.

## **9. Provisional Items for Future Meetings and Forward Plan Items Relevant to the Work of this Committee**

The Committee considered the table setting out the provisional items for future meetings.

Councillor Josie Compton referred to need to monitor the Dementia Strategy and reported that, in this connection a joint meeting with Health Overview and Scrutiny Committee Members had been arranged for 9 December 2009. The Chair would attend to represent this Committee.

Following discussion it was –

Resolved that -

(1) the following items were added to the Committee's Work Programme (to be considered by the Chair and party spokesperson after the meeting)

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- i. Progress Report on Implementation of the Dementia Strategy (see text above)(Committee date to be determined);
- ii. Government Consultation on Home Care – special meeting proposed;
- iii. Delayed Discharge (see minutes 4 and 8 above) - multi agency/joint meeting with Health O&S Committee (Liz Bruce to draw up framework)(representatives from the Acute Hospitals, PCT, LINKs to be invited to attend). The Chair undertook to discuss this proposal with Councillor Dave Shilton (Chair Health O&S Committee) (Special meeting date to be arranged).
- iv. Review of Sheltered Housing Schemes (see minute 7 above, Care and Choice Accommodation Programme) – June meeting.
- v. Safeguarding Vulnerable Adults (Minute 6 ) Member Steer to be sought – to follow-up with further report – Committee date to be determined).

(2) The nominations to the two In-Depth Reviews be noted as follows:  
- Carers Support - Councillors Gittus, Longden, Watson and Rolfe  
- Developing Low-Level Intervention and Prevention Services - Councillors Butlin, Dodd, Longden and Wilson.

(3) Noted the briefing notes circulated to Members electronically as follows

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- (i) Review of the Impact of Changes to the Learning and Skills Council (LSC) and the Funding for Adult Learning Activities.
- (ii) Briefing note on the Campus Agreement.
- (iii) Transfer of Responsibility for the Commissioning and Funding of Social Care for Adults with a Learning Disability

10. Any Other Items

None.

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Chair of Committee

The Committee rose at 5:00 p.m.

**AGENDA MANAGEMENT SHEET**

**Name of Committee**                      **Adult and Community Services Overview and Scrutiny Committee**

**Date of Committee**                      **2<sup>nd</sup> March 2010**

**Report Title**                                      **Quarter 3 - Corporate Performance Report 2009/10**

**Summary**                                      This report presents third quarter performance for 2009/10 under the enhanced performance management arrangements.

**For further information please contact:**

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**Would the recommendation decision be contrary to the Budget and Policy Framework? [please identify relevant plan/budget provision]**      No.

**Background papers**                      Cabinet - "Enhanced Performance Management Arrangements" - 28th May

**CONSULTATION ALREADY UNDERTAKEN:-**                      Details to be specified

- Other Committees
- Local Member(s)
- Other Elected Members                    Cllr May, Cllr Caborn, Cllr Dodd, Cllr Longden
- Cabinet Member                            Cllr Colin Hayfield, Cllr Chris Saint
- Chief Executive
- Legal                                            Alison Hallworth
- Finance

- |                          |                                     |                                |
|--------------------------|-------------------------------------|--------------------------------|
| Other Chief Officers     | <input checked="" type="checkbox"/> | Graeme Betts                   |
| District Councils        | <input type="checkbox"/>            |                                |
| Health Authority         | <input type="checkbox"/>            |                                |
| Police                   | <input type="checkbox"/>            |                                |
| Other Bodies/Individuals | <input checked="" type="checkbox"/> | Michelle McHugh, Paul Williams |

***FINAL DECISION***

***SUGGESTED NEXT STEPS:***

Details to be specified

- |   |                          |
|---|--------------------------|
| Further consideration by this Committee | <input type="checkbox"/> |
| To Council                              | <input type="checkbox"/> |
| To Cabinet                              | <input type="checkbox"/> |
| To an O & S Committee                   | <input type="checkbox"/> |
| To an Area Committee                    | <input type="checkbox"/> |
| Further Consultation                    | <input type="checkbox"/> |

**Adult and Community Services Overview and Scrutiny  
Committee – 2<sup>nd</sup> March 2010.**

**Quarter 3 - Corporate Performance Report 2009/10**

**Report of the Portfolio Holders for Adult Social Care and  
for Leisure, Culture and Housing**

**Recommendations**

That the committee:

- Scrutinises the performance and improvement activity of services under the remit of the committee
- Make recommendations to the Portfolio Holder in relation to areas of under or over performance as part of the next round of the performance cycle.
- Request that the Portfolio Holder report back to the committee at the following meeting on the actions taken

**1.0 Background**

- 1.1 On a national level, the Country is experiencing one of the most difficult financial times in recent history and pressures on public services are both considerable and growing.
- 1.2 At the same time the demands of residents and customers continue to grow. As people feel the financial squeeze, council services are sought out increasingly for help and advice.
- 1.3 Delivering high performing and cost effective services within this context is a challenge for Warwickshire County Council and places additional emphasis on the need for robust performance management of our services.
- 1.5 Within this context, this report presents the forecasted performance of the Council's Corporate Report Card for 2009/10 at Quarter 3
- 1.6 Performance data is drawn directly from measures included within the six Directorate Report Cards highlighting areas which are missing target and over-performing and identifying and monitoring supporting improvement activity which will get these areas 'back on track'. Exception measures and improvement activities which relate to the remit of the Committee have been provided in Appendix A.
- 1.7 In line with the underlying principles of our Performance Management Framework, this analysis is presented within the context of our wider improvement agenda, which includes messages from participation on the National Total Place pilot and performance within the Comprehensive Area Assessment Framework.

- 1.8 In this way the Corporate Performance report provides a broad and inclusive picture of performance across the organisation three quarters of the way through the financial year.

## **2 Portfolio Performance - Good news**

### **2.1 Adult Social Care**

- We have improved the speed at which we assess carer's needs and requirements. The % of carers receiving needs assessment or review and a specific carer's service or advice and information (NI135) has increased from 34.6% (08/09) to a forecasted 65% (Q3).
- Independent Living policies are having an impact with an increase in the numbers of vulnerable people achieving independent living (NI141) from a baseline (08/09) of 65.85% to 75% (Q3).

### **2.2 Children, Young People and Families**

- Given the dramatic increase in childhood obesity over the last few years and the expectation that the trend will continue at least in the short term, it is promising to see that the level childhood obesity in Warwickshire is forecast to have improved since 2008/9.

### **2.3 Community Safety**

- Good reductions in serious acquisitive crime have been achieved through positive partnership working and a focus on priority locations and individuals. This reduction is particularly worthy of note as it has been achieved during the economic downturn, when we may have expected to see an increase in acquisitive crime. A significant reduction has been seen in vehicle crime, which has reduced by 16.9% compared to the same period last year.
- Warwickshire has also so far exceeded its target to have 1,063 people or more in effective drug treatment (NI40) for the year 2009/10. As of September 2009 Warwickshire had 1,112 adults in effective treatment.
- The Fire and Rescue Service has seen the number of primary fires reduce by 41% from the 2001/02 baseline. The incidence of arson have also been low and is due to the excellent partnership work by schemes such as the Anti Social Fire Intervention Team (ASFIT) and Car Clear. This is an exceptional performance when it is considered that the levels of arson increase during a recession.
- The number of Home Fire Safety Checks (HFSC's) delivered during 2009/10 will increase to 6,000 from a baseline of 2916, ranking the Service 31st nationally and 7<sup>th</sup> as compared with other County Fire and Rescue Services (March 2008).

## 2.4 Economic Development

- It is promising to note that Warwickshire County Council has been able to assist the increasing number of investors and businesses seeking support. Whilst the target was to support 150 investors/businesses, at quarter 3 256 investors and businesses have been assisted. Whilst it is expected that the economic downturn would increase the number of businesses and investors seeking support, it may be that we need to explore in further detail what the messages behind this result contain.

## 2.5 The Portfolios with the highest percentage of indicators exceeding target are as follows:

- Adult Social Care (19%)
- Community Safety (21%)
- Economic Development (28%)

Whilst it is important to congratulate genuinely improved performance, it is also key that Directorates continue to review targets set.

## **3 Portfolio Performance – Areas for attention**

### 3.1 In summary, the Portfolios with the highest percentage of indicators forecast to miss target are as follows:

- Adult Social Care (31%)
- Community Safety (41%)
- Economic Development (39%)

### 3.2 Adult Social Care

- 5 Local Area Agreement indicators which relate to mortality have all missed target. These indicators are performance managed by the Healthier Communities and Older People Partnership Board, who have requested a report from the Director of Public Health to identify in more detail why we are underperforming and what steps are being taken to address both in the short and the long term. A joint lead commissioner has been appointed to take a lead on developing and implementing the health inequalities strategy.
- The number of admissions of older people to residential care has increased this year and the reasons for this are being explored in-depth. Through modernisation and personalisation of adult social care we are seeking to ensure that older people and those with disabilities are able to remain independent and living in their own homes for as long as possible.

### 3.3 Children, Young People and Families

- The reduction in teenage pregnancies continues to miss target. Involvement of young people is enabling more innovative approaches to improving services and enhancing education, however the impact of this work is difficult to measure. The only available data (nationally) is two years out of date, which makes it difficult to assess if targeted interventions are working.
- Government Office West Midlands is asking us to create a local indicator set as a matter of urgency. They have identified data gaps which need plugging so as to monitor the progress and impact of the programme and use this to inform future commissioning. The Respect Yourself Advisory Board are working towards this with a deadline of June for an acceptable data set.

### 3.4 Community Safety

- Of the 12 indicators forecast to miss target in the Community Safety Portfolio, 11 relate to the Fire and Rescue Service. Furthermore, 8 of the 11 indicators that have missed target in Quarter 3 are forecast to perform worse than the previous year. These include:
  - Number of primary fire fatalities per 100,000 population
  - No of accidental fire deaths per 100,000 population
  - No of fire injuries in accident fire's per 100,000 population
  - Smoke alarm fitted did not activate
- Whilst a number of improvement activities are being undertaken by the Fire Service to reverse this trend, the Service says that a lasting step change is dependent upon implementation of the Warwickshire Fire and Rescue Improvement Plan. Of the indicators that have missed target, 9 relate to the improvement plan of which, 7 are showing improved performance from the baseline. Further analysis is being undertaken to understand the causes of the 7 primary fire deaths recorded, which are traditionally low in the County.

### 3.5 Customers, Workforce and Partnership

- The level of resident satisfaction with the way that the council runs things (Li315) is still anticipated to miss the target of 50%, despite historically strong results averaging 58% over six years. This contrasts with satisfaction with Warwickshire as a place to live. This implies that the residents do not necessarily connect the work of the Council with improvements to an area.
- Planned improvement activity focuses on sending out positive messages about the Council and on delivering a series of media and marketing campaigns reflecting the Council's priorities.



### 3.6 Economic Development

- Economic development indicators have been reporting poor performance throughout the year and whilst some have performance better than last year, it is anticipated that a majority will miss target at year end. These indicators include:
  - % working age people on out of work benefits - Warwickshire (%)
  - Average earnings of employees in the area - Proportion of Warwickshire to South East average (%)

### 3.7 Environment

- The target for the number of journeys made by bus and light rail has been missed. Patronage has fallen for the first time since 2004/5 and has decreased since last year. The most notable fall in demand has been for peak services which are the often the most expensive and widely used. This demonstrates that the impact of the recession can be felt beyond areas such as skills, jobs etc.
- Whilst we have managed to reduce the level of residual household waste per household and increase the amount of household waste recycled, the level of municipal waste to landfill still needs reducing as we are forecast to miss target. Whilst our performance is strong compared to other county councils and we have recorded year on year improvement, we are still putting too much into Landfill.

### 5.8 Resources





- Suitability reviews of our Property stock have highlighted opportunities for improvement through both rationalisation and changes in working practices.

## 4.0 Overall Performance Summary for Quarter 3

4.1 The Council has 230 indicators with targets set against them. 212 or 92% of these have been reported for Quarter 3. This compares to Quarter 2 when 158 (72%) were reported. In part, the increase between Quarter 2 and 3 is explained by the inclusion of a number of Fire and Rescue indicators. These were not reported in Quarter 2 due to a technical fault with an external ICT system used by the Service.

4.2 The table below shows performance on a range of indicators for Quarter 3.

- 24% of indicators are forecast to miss target
- 48% of indicators are forecast to meet target
- 16% of indicators are forecast to exceed target within 10%.
- 12% of indicators are forecast to exceed target by more than 10%.

Portfolio	Total number of indicators (with targets)	Total reported for Qtr 2	Missed target 	Met Target 	Exceeded target (within 10%) 	Exceeded target (more than 10%) 
Adult Social Care	34	32	10	10	6	6
	85%	94%	31%	31%	19%	19%
Children, Young People and Families	26	23	1	20	1	1
	32%	88%	4%	87%	4%	4%
Community Safety	30	29	12	3	8	6
	59%	97%	41%	10%	28%	21%
Customers, Workforce and Partnerships	27	24	2	14	6	2
	61%	89%	7%	58%	25%	8%
Economic Development	18	18	7	5	1	5
	62%	100%	39%	28%	6%	28%
Environment	46	41	6	26	6	3
	85%	89%	15%	63%	15%	7%
Leisure, Culture and Housing	1	0				
	25%	0%				
Resources	48	45	12	24	7	2
	100%	94%	27%	53%	16%	4%
<b>Total</b>	<b>230</b>	<b>212</b>	<b>50</b>	<b>102</b>	<b>35</b>	<b>25</b>
		<b>92%</b>	<b>24%</b>	<b>48%</b>	<b>16%</b>	<b>12%</b>

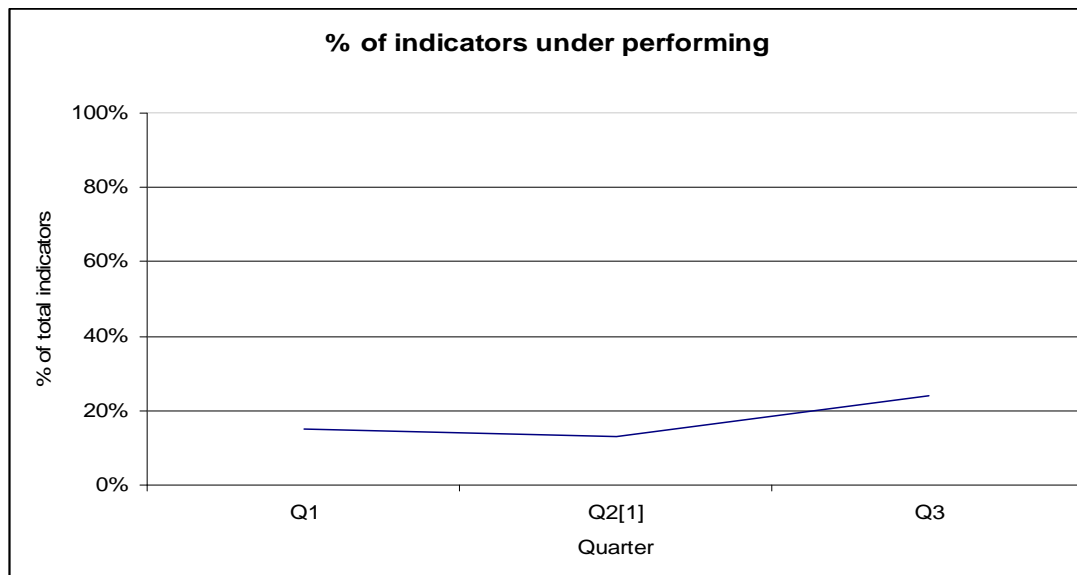
4.3 It is interesting to note that in total 351 indicators have been included in Directorate Business Plans however, only 65% (230) have targets.

## 5.0 Performance by Exception – Summary of Overall Performance

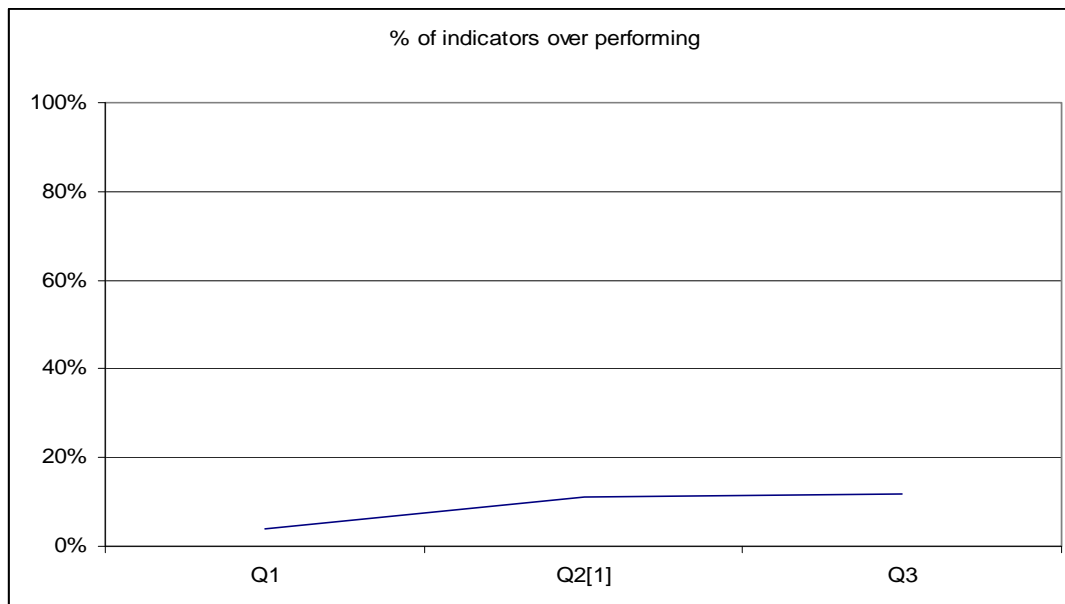
- 5.1 As we have moved throughout the year the overall trend of performance has been downward. 64% of indicators are performing within expected levels for Quarter 3, which compares to 81% in Quarter 1 and 76% in Quarter 2. This trend is likely to continue to the end of year as actual data becomes available and forecasts more accurate.
- 5.2 Reflective of this trend, the number of indicators that are forecast to under-perform or over-perform has increased substantially since Quarter 1.

Quarter	% indicators under performing	% indicators over performing
Q1	15% (27)	4% (8)
Q2 <sup>1</sup>	13% (21)	11% (17)
Q3	24% (50)	12% (25)

This is shown in graphical form below:



<sup>1</sup> Fire and Rescue data missing



5.3 Trend data suggests that the percentage of indicators underperforming or over-performing will increase by year end. This raises a number of questions:

#### Under-performing indicators

- Why are targets previously forecast to hit target now forecast to miss target? What has changed that was not anticipated?
- Is this due to inaccurate forecasting?
- Is this due to ineffective improvement activity?

#### Over-performing indicators

- Are we setting targets which are stretching enough?
- Do we have the remit to change the target in-year?
- How accurate is our forecasting? The performance data would suggest this is a skill that needs development across the Organisation.
- Where services/indicators are over-performing, would we wish to re-direct resources?

## **6.0 Ongoing Improvement and Next Steps**

6.1 Improvement activity will continue to be developed and managed between the Portfolio Holder and the relevant services to address areas of under or over performance.

6.2 Where measures are persistently reporting under or over performance this will be addressed as part of the Portfolio Holder 'Challenge' sessions.

6.3 Improvement activity identified by Services and Portfolio Holders continues to vary extensively. A large proportion of the commentary included in the Improvement Plan relates to target setting and the availability of data from external sources. This is being explored as part of the Review and Refresh process.

6.4 The Overview and Scrutiny Committees will be considering performance during the March meetings. This will be the final stage of the challenge

process for the Quarter 3 Corporate Performance Report and feedback from Members during these meetings will be incorporated into future improvement plans.

- 6.5 In an effort to improve the style of reporting performance, a Cross Party Working Group will meet on the 12<sup>th</sup> February to consider how improvements might be made. As part of this, we have started the process of rolling-out *Warwickshire Hub* access to Cabinet, SDLT and the political groups.

## **7 Recommendations**

It is recommended that the committee:

- Scrutinises the performance and improvement activity of services under the remit of the committee
- Make recommendations to the Portfolio Holder in relation to areas of under or over performance as part of the next round of the performance cycle.
- Request that the Portfolio Holder report back to the committee at the following meeting on the actions taken

Monica Fogarty  
Assistant Chief Executive  
November 2009

Shire Hall  
Warwick

### Adult Social Care Exception Report

2009/10 Quarter 3 Exception Report - all under performing indicators								
Ref	Indicator	Aim	Collection Frequency	Baseline	Cumulative Actual 31/12/2009	YE Forecast 31/12/2009	Target 31/03/2010	Directorate
Li403	Reduce the number of people that fall - People 65+ with fractured neck of femur (per 100,000)	Smaller is Better	Annually	403.50	465.00	465.00	442.10	Adult, Health and Community Services
NI120f	All-age all cause mortality rate - countywide female (Rate per 100,000)	Smaller is Better	Annually	477.00	486.59	486.59	476.00	Adult, Health and Community Services
NI120m	All-age all cause mortality rate - countywide male (Rate per 100,000)	Smaller is Better	Annually	666.00	664.61	664.61	628.00	Adult, Health and Community Services
NI122	Mortality from all cancers at ages under 75 (per 100,000)	Smaller is Better	Annually	?	107.74	107.74	103.94	Adult, Health and Community Services
NI130	Social care clients receiving Self Directed Support (per 100,000)	Bigger is Better	Annually	?	14.40	15.00	16.00	Adult, Health and Community Services
NI133	Timeliness of social care packages following assessment (all adults 18+)	Bigger is Better	Annually	?	90.90	92.00	94.00	Adult, Health and Community Services
NI149	Adults in contact with secondary mental health services in settled accommodation (%)	Bigger is Better	Annually	?	4.90	10.00	50.00	Adult, Health and Community Services
Li410	No. admissions of supported residents aged 65 or over to residential/ nursing care per 10,000 population	Smaller is Better	Quarterly	56.67	42.90	65.00	57.00	Adult, Health and Community Services
Li120a	All age all cause mortality - Males Nuneaton & Bedworth (Rate per 100,000)	Smaller is Better	Annually	753.00	767.32	767.32	700.00	Adult, Health and Community Services
Li120b	All age all cause mortality - Females Nuneaton & Bedworth (Rate per 100,000)	Smaller is Better	Annually	525.00	543.84	543.84	530.00	Adult, Health and Community Services

**2009/10 Quarter 3 Exception Report - all over performing indicators**

<b>Ref</b>	<b>Indicator</b>	<b>Aim</b>	<b>Collection Frequency</b>	<b>Baseline</b>	<b>Cumulative Actual 31/12/2009</b>	<b>YE Forecast 31/12/2009</b>	<b>Target 31/03/2010</b>	<b>Directorate</b>
NI141	Vulnerable people achieving independent living - Supporting People (%)	Bigger is Better	Quarterly	65.85	77.24	75.00	65.00	Adult, Health and Community Services
Li411	Working in partnership to reduce deaths from circulatory diseases in the area of highest mortality – Nuneaton & Bedworth for <75 year olds (per 100,000 population)	Smaller is Better	Annually	96.00	84.37	84.37	99.00	Adult, Health and Community Services
NI135	Carers receiving needs assessment or review and a specific carer's service or advice and information (%)	Bigger is Better	Annually	34.60	54.10	65.00	48.00	Adult, Health and Community Services
NI146	Adults with learning disabilities in employment (%)	Bigger is Better	Annually	?	2.30	7.00	6.00	Adult, Health and Community Services
Li402b	Improve emotional health in the workplace - Training Managers	Bigger is Better	Annually	0.00	92.00	92.00	65.00	Adult, Health and Community Services
Li120e	All age all cause mortality - Disparity within deprivation quintiles of Warwickshire	Smaller is Better	Annually	4.90	4.90	4.90	7.20	Adult, Health and Community Services

**Adult Social Care Improvement Plan**









Reference	Indicators that the improvement activity relates to	Status (Q1)	Status (Q2)	Status (Q3)	Context	Action to be taken	Progress to date against improvement activity	Completion Date	Directorate and Accountable Head of Service	Activity Owner
<b>Adult Social Care</b>										
Q3-09-007	NI130 - Social care clients receiving Self Directed Support (per 100,000)				The priority target for this indicator is to achieve 30% in 2010/11, the target of 16% was set to measure progress against this target. We are predicted to achieve 15% in 2009/10 so remain on target to achieve 30% next year.	An action plan is in place to roll out the Individual Budget programme to all Older People Physical Disability teams in early 2010. With all teams issuing individual budgets the target we are likely to meet target		31/03/2011	Adult, Health and Community Services - Kathryn Downton	Jowers, Gill
Q3-09-008	NI149 - Adults in contact with secondary mental health services in settled accomodation (%)	Not reported	Not reported		This indicator and the data is owned by Coventry and Warwickshire Partnership Trust. The reason for the low outturn is data quality as a result of consolidating to one recording system in 2009/10.	It is proposed that the 2009/10 indicator outturn be based on a sample of customers rather than whole population count		31/03/2010	Adult, Health and Community Services - Kathryn Downton	Soley, David
Q3-09-009	NI120f - All-age all cause mortality rate - countywide female (Rate per 100,000); NI120m - All-age all cause mortality rate - countywide male (Rate per 100,000)		Not reported			This indicator is performance managed by the Healthier Communities and Older People Partnership Board. The Chair has requested a report from the Director of Public Health to identify in more detail why we are underperforming on the targets and what steps are being taken to address this both in the short and the long term NHS Warwickshire are investigating the use of a proxy measure to monitor in-year performance"	A joint lead commissioner has been appointed to take a lead on developing and implementing the health inequalities strategy	31/03/2011	Adult, Health and Community Services	Linnane, John
Q3-09-010	Li120a - All age all cause mortality - Males Nuneaton & Bedworth (Rate per 100,000); Li120b - All age all cause mortality - Females Nuneaton & Bedworth (Rate per 100,000)		Not reported			This indicator is performance managed by the Healthier Communities and Older People Partnership Board. The Chair has requested a report from the Director of Public Health to identify in more detail why we are underperforming on the targets and what steps are being taken to address this both in the short and the long term NHS Warwickshire are investigating the use of a proxy measure to monitor in-year performance	A joint lead commissioner has been appointed to take a lead on developing and implementing the health inequalities strategy	31/03/2011	Adult, Health and Community Services	Linnane, John






**Adult Social Care Improvement Plan**

Reference	Indicators that the improvement activity relates to	Status (Q1)	Status (Q2)	Status (Q3)	Context	Action to be taken	Progress to date against improvement activity	Completion Date	Directorate and Accountable Head of Service	Activity Owner
Q3-09-011	NI141 - Vulnerable people achieving independent living - Supporting People (%)				This is Q2 information based on returns made by service providers. The targets for this indicator were revised down in agreement with GOWM as a result of benchmarking which showed WCC targets to be too stretching.	Reasons for increased performance are being investigated by analysing the performance of specific providers. A report on the over-performance will be considered by DLT Performance Board on 26th February		31/03/2011	Adult, Health and Community Services - Kim Harlock	Norwood, Rachel
Q3-09-012	NI146 - Adults with learning disabilities in employment (%)	Not reported			The predicted outturn is 7% with a target of 6%.			not set	Adult, Health and Community Services - Kathryn Downton	King, Diane
Q3-09-013	Li402b - Improve emotional health in the workplace - Training Managers				24 days training provided across public sector in 2009 funded by Big Lottery. 12 / 13 organisations accessed training, and many provided additional days			not set	Adult, Health and Community Services	Linnane, John
Q3-09-014	Li120e - All age all cause mortality - Disparity within deprivation quintiles of Warwickshire		Not reported		This indicator measure the gap in the level of mortality rate within Districts and Boroughs in Warwickshire. Low is best in this indicator, the low outturn in the indicator is evidencing that the mortality rate gap is being narrowed in Warwickshire.			not set	Adult, Health and Community Services	Linnane, John
Q3-09-015	Li411 - Working in partnership to reduce deaths from circulatory diseases in the area of highest mortality – Nuneaton & Bedworth for <75 year olds (per 100,000 population)	Not reported	Not reported		This is an LPSA indicator, the target for which has been met.			not set	Adult, Health and Community Services	Linnane, John
Q3-09-016	Li410 - No. admissions of supported residents aged 65 or over to residential/nursing care per 10,000 population					Reasons for increased admission rates in 2009/10 are currently being investigated		31/03/2010	Adult, Health and Community Services - Kathryn Downton	King, Diane

**Adult Social Care Improvement Plan**

Reference	Indicators that the improvement activity relates to	Status (Q1)	Status (Q2)	Status (Q3)	Context	Action to be taken	Progress to date against improvement activity	Completion Date	Directorate and Accountable Head of Service	Activity Owner
Q3-09-029	NI122 - Mortality from all cancers at ages under 75 (per 100,000)		Not reported		This indicator is owned by the Director of Public Health in NHS Warwickshire. The outturn 2009/10 is the 3 year average of mortality 2006-2008. The figures are released annually from the Office of National Statistics	This indicator is performance managed by the Healthier Communities and Older People Partnership Board. The Chair has requested a report from the Director of Public Health to identify in more detail why we are underperforming on the targets and what steps are being taken to address this both in the short and the long term. NHS Warwickshire are investigating the use of a proxy measure to monitor in-year performance		31/03/2011	Adult, Health and Community Services	Linnane, John
Q2-09-016	NI 135 - Carers receiving a service or specific information and advice and an assessment or review				Targets for this indicator were originally set before the change in collection methodology for NI136. As low level support is no longer being counted toward NI136 the denominator for NI135 is smaller meaning a higher outturn. If the outturn for NI135 continues to greatly exceed target then increased targets will be suggested at the next LAA review		The over performance of this indicator was discussed at Overview and Scrutiny where it was agreed that the target would not be changed and carers services are a priority so resources would not be reduced	31/03/2010	Adult, Health and Community Services	Betts, Graeme
Q2-09-017	LI403 - Reduce the number of people that fall - People 65+ with a fractured neck of femur				The current figure is the final outturn for 2009/10 as the information is released once a year, meaning we have missed target for 2009/10	7 key actions have been set in the Warwickshire Falls and Bone Health Draft Implementation Plan. Including: Promoting good bone health and strategies for mitigating risks of falling; Using falls risk assessment tools for professional and self assessment to develop a risk register; Address falls risk issues; Countywide specialist falls service. The implementation plan is going to the Healthier Communities and Older People Partnership Board on 3rd November for approval	As stipulated in Q2 this is the final position for this indicator and there is nothing further that can be done this year to alter this position. Work is being undertaken to address this for 2010/11 and this work is being performance managed via the HCOP partnership board.	31/03/2011	Adult, Health and Community Services - John Linnane and NHS Warwickshire	Linnane, John

**Adult Social Care Improvement Plan**

Reference	Indicators that the improvement activity relates to	Status (Q1)	Status (Q2)	Status (Q3)	Context	Action to be taken	Progress to date against improvement activity	Completion Date	Directorate and Accountable Head of Service	Activity Owner
Q2-09-015	NI 133 - Adults waiting over 4 weeks for their care package				This year has seen increased levels of referrals for services. Due to the increased demand for services there is a lack of capacity from the private sector, particularly for complex packages and those in rural areas. Due to the restructuring of the internal home care service there has been a drop in capacity from internal providers leading to greater pressure on the private sector	Guidance on ""where does performance information come from"" will be revised and reissued to all operational teams. Teams not meeting the standards will be identified and worked with to improve processes where necessary"	Guidance has been reissued and under performing teams have been identified and are now being actively performance managed. The implementation of the reablement service will mean less customers will require traditional home care services which will mean lower waiting times	31/03/2010	Adult, Health and Community Services - Liz Bruce	King, Diane
PH-003	Action resulting from the Portfolio Holder Challenge Session	N/A	N/A	N/A		The appointment of external validation for Adults Safeguarding to be explored in relation to the work of WCC and the PCT.	The current position is that the appointment of an Independent chair is being explored via the Safeguarding Board. The PCT's Director of Quality and Innovation has been established as a Board member and quality assurance is set to be increased and enhanced.	not set	Adult, Health and Community Services - Liz Bruce	Hayfield, Colin

Leisure, Culture and Housing Improvement Plan										
Reference	Indicators that the improvement activity relates to	Status (Q1)	Status (Q2)	Status (Q3)	Context	Action to be taken	Progress to date against improvement activity	Completion Date	Directorate and Accountable Head of Service	Activity Owner
PH-030	NI011 - Engagement in the Arts	N/A	N/A	N/A	The County Arts Service has reviewed the information provided by Active People, using the Active People Diagnostic, with the Sub Regional Arts Partnership (Warwickshire districts & boroughs, Coventry and Solihull). We are aware that there are lower levels of participation in the northern parts of the county and will be ensuring that we work with partners to address this. Work currently being scoped, particularly for the lower-scoring districts, includes: ensuring arts organisations are supported to deliver targeted activities, facilitating increased draw down of external funding for arts activities, linking in with WCC's Narrowing the Gap priority areas to add value, use of new audience segmentation data to increase our understanding of why people in different areas engage (or don't engage) in the arts. We will need to work with colleagues in WCC to look for opportunities in existing and planned surveys and questionnaires, to embed questions that will allow us to monitor progress between reporting cycles of the Active People survey	Target to be reviewed with additional means of measurement/ supplementary information to be provided.	The County Arts Service have met with Warwickshire Observatory to discuss opportunities in existing and planned surveys and questionnaires, to embed questions that will allow us to monitor progress between reporting cycles of the Active People survey and are following up a conversation about embedding further questions within the Place survey.	not set	Adult, Health and Community Services - Head of Communities and Well-Being	Saint, Chris
PH-031	Action resulting from the Portfolio Holder Challenge Session	N/A	N/A	N/A	WCC has contributed to the latest draft of the Coventry, Solihull and Warwickshire Sub-Regional Housing Growth Strategy, outlining the anticipated first phase of the Care and Choice Accommodation Programme, which will see Extra Care Housing delivered to Warwickshire. WCC maintains a 'whole market' approach to Extra Care Housing, thus ensuring that the ratio of aspirational and social 'housing with care' models mirror the countywide profile of general housing. A number of tender processes and a pro-active approach to 'housing with care' is seeing WCC actively engage with RSLs, the 5 Borough and District Councils and the Homes and Communities Agency, with developments of Extra Care Housing now confirmed in Stratford-upon-Avon and Rugby, a development in Nuneaton confirmed subject to Planning permission, and numerous projects under serious consideration.	Clarify the strategic position for WCC on Housing, WCC Housing Strategy to be developed, with inclusion of Registered Social Landlords, for next time	Around 130 delegates attended a Stakeholder Day at Warwick Racecourse in November 12. The purpose of the day was to explore different ECH models and consider which might work best for Warwickshire, i.e. inform the Extra Care Housing Strategy Action Plan. The event, which was jointly-facilitated by the Institute of Public Care (IPC) and WCC brought together a wide range of interested parties and potential partner organisations including, County, District, Town and Parish Councillors, housing and planning officers, health and social care professionals, citizens, providers and developers. Prof. Andrew Kerslake from the IPC, which advises central Government on ECH, co-presented the event and showed several short films on extra care developments. One of the highlights of the day was a presentation by 'Village with a Vision', a community group from Harbury outlined in the 16 October briefing note, who want to ensure that members of their community, particularly older people, are not having to move away from the village if their care and support needs can no longer be met at home.	not set	Adult, Health and Community Services - Kim Harlock	Saint, Chris

Leisure, Culture and Housing Improvement Plan										
Reference	Indicators that the improvement activity relates to	Status (Q1)	Status (Q2)	Status (Q3)	Context	Action to be taken	Progress to date against improvement activity	Completion Date	Directorate and Accountable Head of Service	Activity Owner
PH-032	Action resulting from the Portfolio Holder Challenge Session	N/A	N/A	N/A	Schools environment as buildings: (1) We are exploring potential new builds/ refurbishments which fall within Building Schools for the Future initiative, as part of network review. Library Officers have met with colleagues in Children's service who are leading on this project. Also Head of Communities and well-being is on the project team for BFS. (2) Children's centres - development of Phase 3 builds have resulted in plans for joint library/ children's centres in Wolston and Wellesbourne. (3) Wi -If partnership with Kingsbury High School. Close working relationship developed.	Explore potential for future development of Libraries within the Schools environment	Feasibility study being carried out for Joint Services offer between Warwickshire and Solihull. Work underway to align Library Study Support offer with CYPF Study Support policy. Integrated service opened 28th September 2009. Complete.	not set	Adult, Health and Community Services - Head of Communities and Well-Being	Saint, Chris
PH-034	NI010 - Visits to museums and galleries	N/A	N/A	N/A	NI 10 measures visits to museums and galleries by respondents – the survey does not ask them which museum or gallery they visited, so what it reflects is museum and gallery visiting level among the population rather than usage of our own facilities. This indicator reinforces the need for heritage and cultural services to work together across the county and indeed the sub-region. We have 2 specific initiatives addressing this: Warwickshire Heritage Partnership – a member-level group actively exploring ways in which local authority funded services (and in due course other independent, voluntary and private-sector providers) can work together to improve both cost-effectiveness and customer experience, and the regional heritage network - WCC hosts the sub-regional Community Museums Officer (covering Warwickshire, Solihull and Coventry), funded through 'Renaissance in the Regions' grant from national government.	Rationalise the Museums portfolio so as to achieve increased cost-effectiveness	The Heritage Partnership is now working with the regional representative from the Museums Libraries and Archives Council who is supporting development of joint working across 2-tier authorities. The Community Museums Officer has held network events to promote joint working, and is leading on the contribution of museums across the sub-region to the BBC event, A History of the World, working closely with BBC Coventry and Warwickshire. This was launched on 18th Jan and will run for several months.	not set	Adult, Health and Community Services - Head of Communities and Well-Being	Saint, Chris
PH-035	Action resulting from the Portfolio Holder Challenge Session	N/A	N/A	N/A	A meeting is being arranged between Graeme Betts, Dave Clarke and the respective portfolio holders Cllr Saint and Cllr Heatley	Explore potential for on-line payments system for services	The meeting took place, County Record Office are seeking advice on constructing a business case from Chris Jukes and Steve Goddard from resources. Background information has been sent and awaiting feedback. The action is therefore ongoing.	not set	Adult, Health and Community Services	Saint, Chris

**AGENDA MANAGEMENT SHEET**

**Name of Committee**                      **Adult and Community Services Overview and Scrutiny Committee**

**Date of Committee**                      **2<sup>nd</sup> March 2010**

**Report Title**                                      **WCC Review and Refresh**

**Summary**                                      The performance management framework of the Council is undergoing a Review and Refresh process, which involves all the performance measures that the Council currently uses to assess its performance. The process seeks to ensure that the right performance measures are selected to reflect the council's priorities, appropriate targets are allocated and targets are set in alignment with resources in 2010/11.

This report presents the proposed measures for inclusion under the Portfolios relevant to the remit of the Committee.

**For further information please contact:**

Kim Harlock  
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Commissioning and  
Performance Management  
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**Would the recommendation decision be contrary to the Budget and Policy Framework? [please identify relevant plan/budget provision]**

No.

Background papers                      N/A

**CONSULTATION ALREADY UNDERTAKEN:-**

Details to be specified

Other Committees                     

Local Member(s)                     

Other Elected Members                            Cllr May, Cllr Caborn, Cllr Dodd, Cllr Longden

Cabinet Member                            Cllr Colin Hayfield, Cllr Chris Saint

Chief Executive

- |                          |                                     |                                |
|--------------------------|-------------------------------------|--------------------------------|
| Legal                    | <input checked="" type="checkbox"/> | Alison Hallworth               |
| Finance                  | <input type="checkbox"/>            |                                |
| Other Chief Officers     | <input checked="" type="checkbox"/> | Graeme Betts                   |
| District Councils        | <input type="checkbox"/>            |                                |
| Health Authority         | <input type="checkbox"/>            |                                |
| Police                   | <input type="checkbox"/>            |                                |
| Other Bodies/Individuals | <input checked="" type="checkbox"/> | Michelle McHugh, Paul Williams |

***FINAL DECISION***

***SUGGESTED NEXT STEPS:***

Details to be specified

- |   |                          |
|---|--------------------------|
| Further consideration by this Committee | <input type="checkbox"/> |
| To Council                              | <input type="checkbox"/> |
| To Cabinet                              | <input type="checkbox"/> |
| To an O & S Committee                   | <input type="checkbox"/> |
| To an Area Committee                    | <input type="checkbox"/> |
| Further Consultation                    | <input type="checkbox"/> |

# Adult and Community Services Overview and Scrutiny Committee

2<sup>nd</sup> March, 2010

## WCC Review and Refresh

### Report of the Assistant Chief Executive

#### Recommendation

- Consider and challenge, where appropriate, the draft measures listed within Appendices A and B using the principles of good target setting and analysis contained within the report.

#### 1.0 Background

- 1.1 At its meeting on the 21<sup>st</sup> October 2009, SDLT approved the adoption of a Review and Refresh approach as part of the 2010/13 Corporate Business Plan and Budget process for Warwickshire County Council.
- 1.2 The first draft of measures and targets were considered by members of the Corporate Performance Group, Directorate Performance Leads and Corporate Leads under the Chairmanship of Cllr Bob Stevens on the 2<sup>nd</sup> February. This led to a series of changes and principles being developed to strengthen the initial return of measures and targets.
- 1.3 This paper brings together the revised draft measures relevant to this Committee for inclusion within the respective Directorate Report Cards that have been developed to date. These are listed at Appendix A by Portfolio.

#### 2.0 Approach

- 2.1 All Directorates were provided with a set of key principles to support them in the Review and Refresh of measures and targets to ensure a consistent and robust approach. This is available on the Performance Management pages of the Warwickshire Intranet.
- 2.2 The following principles were established to guide the review and refresh process and should form the basis of judging whether the draft measures and targets are sound and are set out below:

Sound measures/targets should:-

- focus on improvement activity by providing a sound evidence base for exception reporting
- enable us to make rational decisions about money and resources
- enable us to manage and monitor our resources effectively



- allow us to communicate to the community and our users what we are trying to achieve and demonstrate what we have achieved,
- aid in motivating staff

### **3.0 Analysis**

3.1 In total 253 measures have been proposed for inclusion in the 2010/11 Corporate Performance Report as part of the Review and Refresh process.

3.2 The measures relevant to this Committee are attached at Appendix A and are presented by Portfolio. The full set of measures can be found on the Performance Management pages of the WCC Intranet which are accessible via the link below:

<https://intranet.warwickshire.gov.uk/ourcouncil/PerformanceManagement/Pages/WCCReviewandRefresh.aspx>

3.3 Set out below are the high level findings of analysis carried out on the measures:

- The majority of all measures are 'quantity' measures (70%) and the remainder are measures of quality. This highlights a potential imbalance given that the focus should be on outcomes and impact.
- The County Council is a member of the PWC Benchmarking Club. All National Indicators plus some others can be benchmarked through the club. It is questionable whether the benchmarking facility is being fully utilised.
- The collection frequency of the measures is important to maximise the opportunities offered through quarterly reporting. 47% of all measures can only be reported on an annual or on an even less frequent basis. This has obvious implications if reported through a quarterly framework which will show no change quarter on quarter and highlights the need for consistency of approach when reporting these measures.
- A large number of National Indicators (NIs) are not included within the draft suite of measures. The Corporate Performance Group has agreed a set of principles to ensure that statutory measures are monitored and performance managed to the necessary standards. These are:
  - Technical Appendices must be completed for all Nis regardless of whether they are in the Corporate Performance Report;
  - All Nis will be housed on the Warwickshire Hub with updates synchronised in line with quarterly reporting;
  - Clear rationale for all NIs not included will be made available to Members.

## 4.0 Corporate & Shared Measures

4.1 Since 2007/08, corporate measures have been included as part of the performance reporting process. This suite of indicators is made up of customer satisfaction, budget variance, HR and staff satisfaction measures. The Corporate Performance Group felt a need to further refresh the suite of measures to ensure that they provide a thorough picture of the overall health of the Organisation. It was further felt that the suite should be reframed into:

- Shared measures – Corporate Total and measures broken down by directorates,
- Organisation-wide – A single corporate total figure, but related to the performance of the whole organisation.

4.2 The majority of the corporate / shared measures are still in development with those currently available presented at Appendix B. Work is underway to develop organisational wide measures to capture information about our levels of customer satisfaction and our approach to HR and Organisational Development:

- **Customer Measures** – The Customer Service and communications Division is currently working with the Environment and Economy Directorate to develop a robust approach to measuring customer satisfaction levels across the Organisation. It is proposed that the methodology is initially piloted within the Environment and Economy Directorate before being rolled out across the Organisation. The approach is being developed to take into account the current lack of customer satisfaction measures which makes cross organisation comparison difficult.
- **Workforce Measures** – A suite of HR measures is in development and being aligned to the Framework for Transformation and Development and the Workforce Plan. It is intended that the final suite will include organisational wide measures as well as measures which can be broken down to individual Directorate level to provide an overall picture of the performance of the Warwickshire County Council workforce.

**5.0 Alignment of the Corporate Performance Report to the Corporate Business Plan 2010-13**

- 5.1 This year marks significant change for the business and financial planning process in response to the continuing financial pressures within which the Authority is operating. This has necessitated a more in-depth review of the current Corporate Business Plan (CBP) which is still ongoing. Hence the proposed measures against the draft corporate Business Plan is still work in progress.
- 5.2 Cabinet has developed its vision for change to respond to the challenges. This will form the basis of the final Plan which will be considered by Full Council on 30<sup>th</sup> March 2010.
- 5.3 Subsequently any realignment of measures to the CBP will be undertaken.

**6.0 Next steps**

- 6.1 The Review and Refresh process will culminate in Portfolio Holders signing off Directorate Business Plans with the associated measures and targets and supporting Technical Appendices at the end of March to enable publication on the intranet in early April. Between now and this date the draft measures and targets will undergo a series of challenge and scrutiny, the process of which is outlined in the table below.

2 <sup>nd</sup> February	The Corporate Performance Group, Directorate Performance Leads and Corporate Indicator Owners will consider the draft measures and targets returned to date.
16 <sup>th</sup> – 26 <sup>th</sup> February	Portfolio Holder Challenge Sessions to consider the suite of measures relevant to the Portfolio.
24 <sup>th</sup> February	Strategic Directors Leadership Team to challenge suite of measures.
2 <sup>nd</sup> - 10 <sup>th</sup> March	Each Overview and Scrutiny Committee considers the draft measures relevant to the remit of the Committee.
Start of April	Portfolio Holders sign off Directorates Business Plans with associated measures and targets and supporting Technical Appendices at the end of March to enable publication on the Intranet for April.

**7.0 Recommendation**

- Consider and challenge, where appropriate, the draft measures listed within Appendices A and B using the principles of good target setting and analysis contained within the report.

## Appendix A – 2010/11 Draft Measures (by Portfolio)

The following table sets out those measures proposed for inclusion in the 2010/11 Directorate Report Cards from which the exception reports to Overview and Scrutiny will be drawn. Please note that this is presented by statutory measures (indicators drawn from the National Indicators Set) and by local indicators.

Those measures which have not been proposed for inclusion have been included in the table for information. Please note that this includes all National Indicators which have not been proposed for inclusion.

Adult Social Care			
Indicator Type	Directorate	Ref	Indicator
Statutory	AHCS	NI013	<ul style="list-style-type: none"> <li>Migrants English language skills and knowledge – Successful completion of course (%)</li> </ul>
		NI119	<ul style="list-style-type: none"> <li>Self-reported measure of people's overall health and wellbeing (%)</li> </ul>
		NI120f	<ul style="list-style-type: none"> <li>All-age all cause mortality rate – countywide female (Rate per 100,000)</li> </ul>
		NI120m	<ul style="list-style-type: none"> <li>All-age all cause mortality rate – countywide male (Rate per 100,000)</li> </ul>
		NI123	<ul style="list-style-type: none"> <li>16+ current smoking rate prevalence (number of 4 week quitters)</li> </ul>
		NI124	<ul style="list-style-type: none"> <li>People with a long-term condition supported to be independent and in control of their condition (%)</li> </ul>
		NI125	<ul style="list-style-type: none"> <li>Achieving independence for older people through rehabilitation/intermediate care (%)</li> </ul>
		NI127	<ul style="list-style-type: none"> <li>Self reported experience of social care users</li> </ul>
		NI128	<ul style="list-style-type: none"> <li>User reported measure of respect and dignity in their treatment</li> </ul>
		NI130	<ul style="list-style-type: none"> <li>Social care clients receiving Self Directed Support (per 100,000)</li> </ul>
		NI131	<ul style="list-style-type: none"> <li>Delayed transfers of care (per 100,000)</li> </ul>
		NI132	<ul style="list-style-type: none"> <li>Timeliness of social care assessment – all adults (%)</li> </ul>
		NI133	<ul style="list-style-type: none"> <li>Timeliness of social care packages following assessment (all adults 18+)</li> </ul>
		NI134	<ul style="list-style-type: none"> <li>The number of emergency bed days per head of weighted population (Number)</li> </ul>
		NI135	<ul style="list-style-type: none"> <li>Carers receiving needs assessment or review and a specific carer's service or advice and information (%)</li> </ul>
		NI136	<ul style="list-style-type: none"> <li>People supported to live independently through social services – all adults (per 100,000)</li> </ul>

**Adult Social Care**

Indicator Type	Directorate	Ref	Indicator
<b>Statutory</b>	AHCS	NI138	<ul style="list-style-type: none"> <li>Satisfaction of people over 65 with both home and neighbourhood (%)</li> </ul>
		NI139	<ul style="list-style-type: none"> <li>The extent to which older people feel they receive the support they need to live independently (%)</li> </ul>
		NI140	<ul style="list-style-type: none"> <li>Respondents who felt they had received fair treatment by local services (%)</li> </ul>
		NI141	<ul style="list-style-type: none"> <li>Percentage of vulnerable people who are supported to maintain independent living (%)</li> </ul>
		NI142	<ul style="list-style-type: none"> <li>Number of vulnerable people who are supported to maintain independent living (%)</li> </ul>
		NI145	<ul style="list-style-type: none"> <li>Adults with learning disabilities in settled accommodation (%)</li> </ul>
		NI146	<ul style="list-style-type: none"> <li>Adults with learning disabilities in employment (%)</li> </ul>
		NI149	<ul style="list-style-type: none"> <li>Adults in contact with secondary mental health services in settled accommodation (%)</li> </ul>
<b>Local</b>	AHCS	NI150	<ul style="list-style-type: none"> <li>Adults receiving secondary mental health services in employment (%)</li> </ul>
		Li403	<ul style="list-style-type: none"> <li>Reduce the number of people that fall – People 65+ with fractured neck of femur (per 100,000)</li> </ul>
		Li408	<ul style="list-style-type: none"> <li>% of adults accommodated in single rooms</li> </ul>
		Li402a	<ul style="list-style-type: none"> <li>Improve emotional health in the workplace – Policy</li> </ul>
		Li402b	<ul style="list-style-type: none"> <li>Improve emotional health in the workplace – Training Managers</li> </ul>
		Li402c	<ul style="list-style-type: none"> <li>Improve emotional health in the workplace – Awareness</li> </ul>
		Li409	<ul style="list-style-type: none"> <li>% users satisfied with the Home Care Service</li> </ul>

Adult Social Care			
Indicator Type	Directorate	Ref	Indicator
Local	AHCS	Li120a	<ul style="list-style-type: none"> <li>All age all cause mortality – Males Nuneaton &amp; Bedworth (Rate per 100,000)</li> </ul>
		Li120b	<ul style="list-style-type: none"> <li>All age all cause mortality – Females Nuneaton &amp; Bedworth (Rate per 100,000)</li> </ul>
		Li120e	<ul style="list-style-type: none"> <li>All age all cause mortality – Disparity within deprivation quintiles of Warwickshire</li> </ul>
		Li400	<ul style="list-style-type: none"> <li>Increase the consumption of fruit &amp; vegetables to at least 5 a day (%)</li> </ul>
		Li401	<ul style="list-style-type: none"> <li>% Increase in 5 week physical activity</li> </ul>
		Li415	<ul style="list-style-type: none"> <li>Social Care (Adults) APA Score (1=unsatisfactory, 2=fair, 3=good, 4=excellent)</li> </ul>
New	AHCS	N/a	<ul style="list-style-type: none"> <li>% of users allocated “good” or “Excellent Domicillary Care Agencies</li> <li>% of users placed in “Good” or “Excellent” Residential or Nursing homes</li> <li>Outstanding Debt - % debt not recovered within 42 days</li> <li>Timely Creditor Payments - % invoices paid within 30 days</li> </ul>

Adult Social Care– Indicators proposed for deletion/ NIs not proposed for inclusion			
Indicator Type	Directorate	Ref	Indicator
Local	AHCS	Li410	<ul style="list-style-type: none"> <li>No. admissions of supported residents aged 65 or over to residential/ nursing care per 10,000 population</li> </ul>
		Li411	<ul style="list-style-type: none"> <li>Working in partnership to reduce deaths from circulatory diseases in the area of highest mortality – Nuneaton &amp; Bedworth for &lt;75 year olds (per 100,000 population)</li> </ul>

Leisure, Culture & Housing			
Indicator Type	Directorate	Ref	Indicator
Statutory	EE	NEW – NI157a	<ul style="list-style-type: none"> <li>Percentage of “County Deemed Major” planning applications processed within 13 weeks.</li> </ul>
		NEW – NI157b	<ul style="list-style-type: none"> <li>Percentage of “County Deemed Minor” planning applications processed within 8 weeks.</li> </ul>
NEW – NI157d		<ul style="list-style-type: none"> <li>Percentage of “County Matter” planning applications processed within 13 weeks.</li> </ul>	
Statutory	AHCS	NI008	<ul style="list-style-type: none"> <li>Adult Participation in Sport (%)</li> </ul>
		NI009	<ul style="list-style-type: none"> <li>Use of public libraries (%)</li> </ul>
		NI010	<ul style="list-style-type: none"> <li>Visits to museums or galleries (%)</li> </ul>
		NI011	<ul style="list-style-type: none"> <li>Engagement in the arts at local level (%)</li> </ul>
New	EE	EE115	<ul style="list-style-type: none"> <li>Gypsies &amp; Travellers – Number of unauthorised encampments</li> </ul>
		NEW	<ul style="list-style-type: none"> <li>Minimum occupation of WCC owned Gypsy and Traveller sites</li> </ul>

Leisure, Culture & Housing – Indicators proposed for deletion/ NIs not proposed for inclusion			
Indicator Type	Directorate	Ref	Indicator
Statutory	EE	NI155	<ul style="list-style-type: none"> <li>Number of affordable homes delivered – gross (Number)</li> </ul>
		NI157	<ul style="list-style-type: none"> <li>Planning applications determined in 13 weeks (%)</li> </ul>

## Appendix B – 2010/11 Draft Corporate / Shared Measures

All Portfolios			
Indicator Type	Directorate	Ref	Indicator
<b>Local</b>	CWG	Li830	<ul style="list-style-type: none"> <li>Percentage satisfaction with internal publications and communications (Organisational wide Shared Corporate Measure)</li> </ul>
		Li841	<ul style="list-style-type: none"> <li>% of staff awareness of the corporate learning and development offer (Organisational wide Shared Corporate Measure)</li> </ul>
		Li828	<ul style="list-style-type: none"> <li>No findings of maladministration or similar adverse outcomes against the Council from other legal challenges (Shared corporate measure)</li> </ul>
		Li316	<ul style="list-style-type: none"> <li>% Achievement of WCC Customer Care Standards</li> </ul>
		Li317	<ul style="list-style-type: none"> <li>% Satisfaction with Mystery Shopping experience rating</li> </ul>
		Li331	<ul style="list-style-type: none"> <li>% Compliance with the Corporate Governance Action Plan</li> </ul>
	RE	Li320	<ul style="list-style-type: none"> <li>% End year variance from budget</li> </ul>
	CWG	Li321	<ul style="list-style-type: none"> <li>No of Adverse Ombudsmen Complaints</li> </ul>
		Li315	<ul style="list-style-type: none"> <li>% Residents satisfied with the way the Council runs things (Organisational wide Corporate Measure)</li> </ul>
		Li318	<ul style="list-style-type: none"> <li>% Mystery shopping indicators in the local government benchmarking top 2 quartiles of results (Organisational wide Corporate Measure)</li> </ul>
Li846		<ul style="list-style-type: none"> <li>Overall customer satisfaction (Organisational wide Corporate Measure)</li> </ul>	
Li333		<ul style="list-style-type: none"> <li>Equalities Standard level (Organisational wide Corporate Measure)</li> </ul>	
	Li831	<ul style="list-style-type: none"> <li>% of staff using the intranet (Organisational wide Corporate Measure)</li> </ul>	
<b>New</b>	CWG	NEW	% staff and Members who believe the Council encourages high standards of conduct (Organisational and Shared Corporate Measures)



**AGENDA MANAGEMENT SHEET**

**Name of Committee**                      **Adult and Community Services Overview and Scrutiny Committee**

**Date of Committee**                      **2<sup>nd</sup> March 2010**

**Report Title**                                **Supporting People Half Year Performance Management Report 2009/2010**

**Summary**                                      This report provides the Overview and Scrutiny Committee with a summary of the Supporting People (SP) Half Year Performance Management Report 2009/2010. The report highlights areas of strength and improvement as well as identifying areas of weakness.

**For further information please contact:**      Rachel Norwood –  
Supporting People Acting  
Service Manager  
Tel: 01926 742965

**Would the recommended decision be contrary to the Budget and Policy Framework?**      No.

**Background papers**                      Warwickshire Supporting People Annual Performance Management Report 2008/09 (available on request)

**CONSULTATION ALREADY UNDERTAKEN:-**                      Details to be specified

- Other Committees                       .....
- Local Member(s)                       Not Applicable
- Other Elected Members               Councillor L Caborn, Councillor B Longden, Councillor R Dodd, Councillor T May
- Cabinet Member                       Councillor C Hayfield
- Chief Executive                       .....
- Legal                                       Alison Hallworth, Adult and Community Team Leader
- Finance                                     Chris Norton, Strategic Finance Manager
- Other Chief Officers                     .....
- District Councils                       .....

- Health Authority  .....
- Police  .....
- Other Bodies/Individuals  Jean Hardwick, Principal Committee Administrator

**FINAL DECISION YES**

**SUGGESTED NEXT STEPS:**

Details to be specified

- Further consideration by this Committee  Half-yearly update reports.
- To Council  .....
- To Cabinet  .....
- To an O & S Committee  .....
- To an Area Committee  .....
- Further Consultation  .....

**Adult and Community Services Overview and Scrutiny  
Committee – 2<sup>nd</sup> March 2010**

**Supporting People Half Year Performance Management  
Report 2009/2010**

**Report of the Strategic Director of Adult, Health and  
Community Services**

**Recommendation**

It is recommended that the Overview and Scrutiny Committee consider and comment on the contents of the Supporting People Half Year Performance Management Report 2009/10.

**1. Purpose of the Report**

- 1.1 This report has been completed in respect of performance information for the Warwickshire Supporting People Programme for 2009/2010 for the 6-months of April 2009 to September 2009.
- 1.2 The purpose of the report is to provide the Overview and Scrutiny Committee with a summary of the Supporting People (SP) Half Year Performance Management Report 2009/2010. The report highlights areas of strength and improvement as well as identifying areas of weakness. There is also an update on more recent developments in Supporting People.

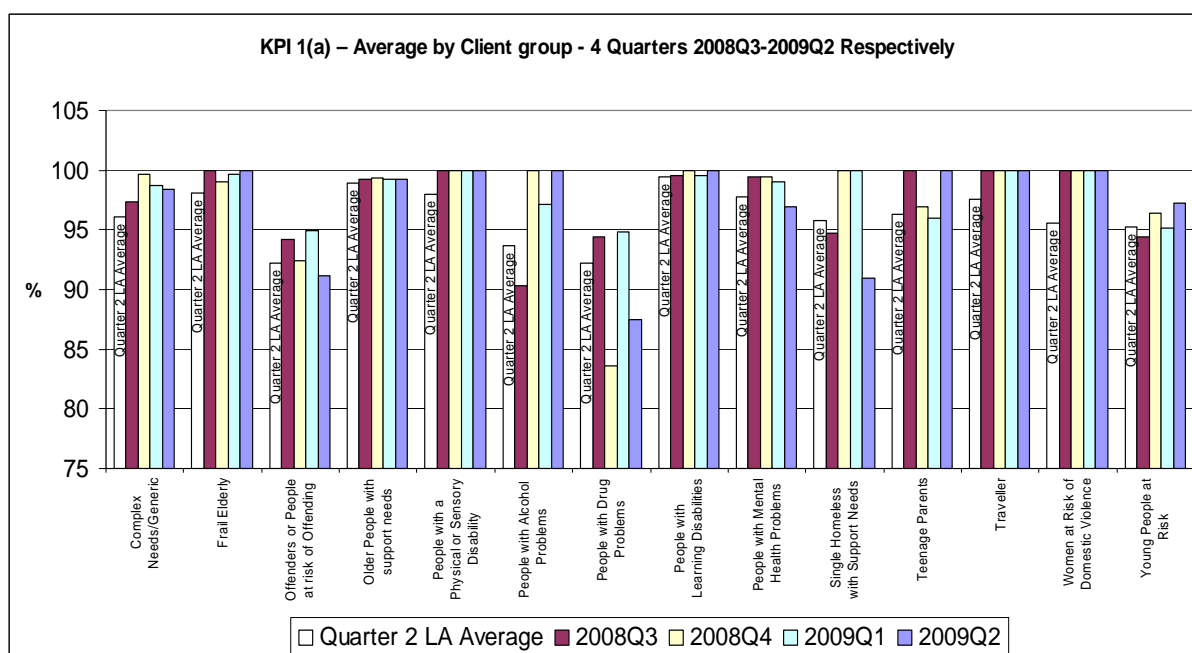
**2. Background**

- 2.1 Supporting People funds housing related support for people over the age of 16 and is a partnership between: County Council, District and Borough Councils, The Probation Service, Health services, Voluntary and Community Agencies , Service Users and Service Providers. The Commissioning Body, which oversees the Supporting People programme, comprises both elected members and senior officers.
- 2.2 The aims of Supporting People are to:
  - Prevent problems that can cause homelessness, hospitalisation or institutional care.
  - Support people to live as independently as possible.
  - Deliver high quality, planned and cost effective support services through the Supporting People Partnership.

### 3. National Indicators (NI's)

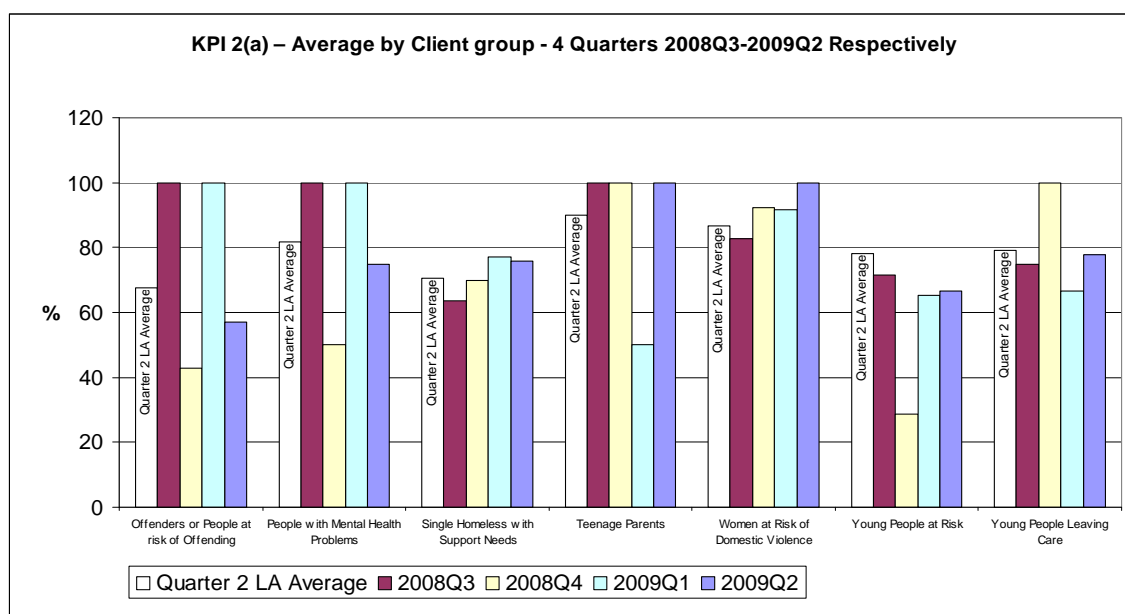
3.1 NI 142 measures the degree to which service users have maintained independent living for floating support services, sheltered housing and other long-term accommodation based services. The NI 142 indicator for Warwickshire in Quarter 2 2009/10 is 98.8% and the cumulative for the half year in 2009/10 is 98.96%. This is compared to a national average of 98.34% for the second quarter of 2009/10. The following graph shows this broken down by client group. In quarter 2, Warwickshire is above the national average for quarter 2 in 10 of the 14 client groups.

3.2



3.3 This NI 141 indicator measures the extent to which departures from short term accommodation based services were planned and to more independent accommodation. The national average for the NI 141 indicator in quarter 2 is 75.70% compared with Warwickshire's figure for quarter 2 2009/10 of 77.97%. The cumulative average for Warwickshire in 2009/10 is 77.24%. The following graph shows this broken down by client group compared the national average for quarter 2.

3.4



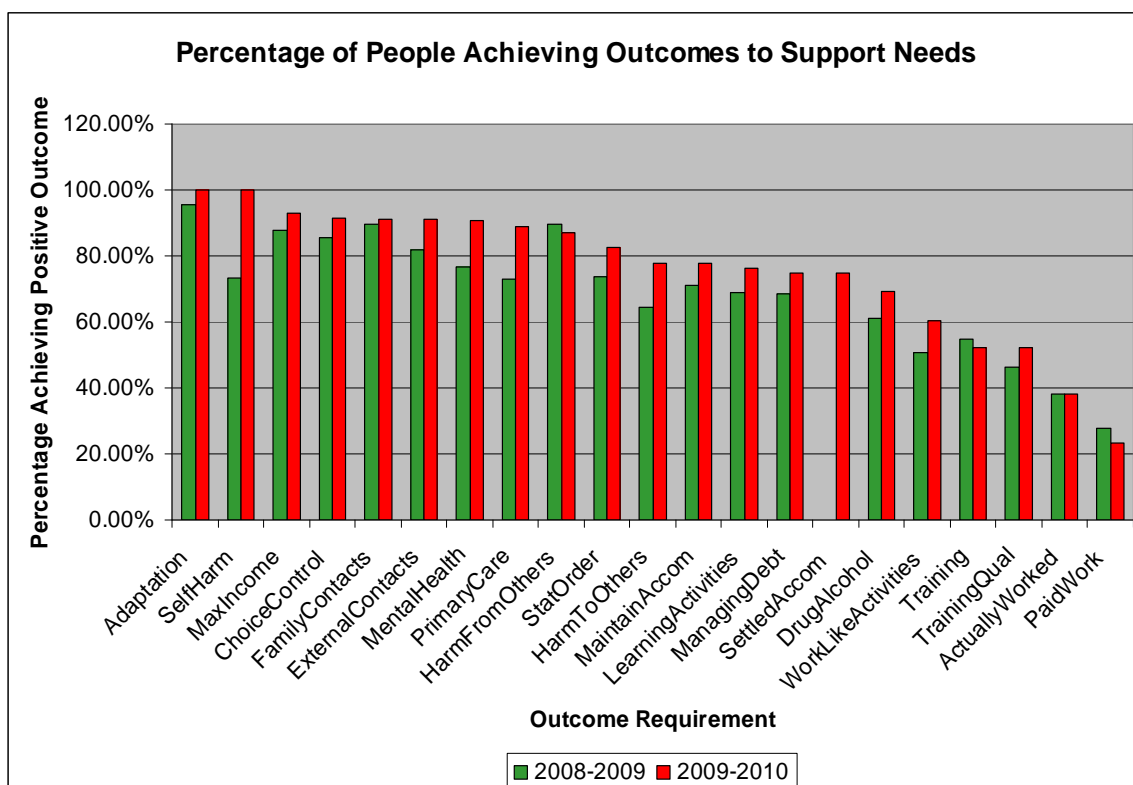
3.5 There has been a reduction in the percentage achieved this quarter compared to quarter 1 for the client groups of offenders, people with mental health problems and single homeless. However, there have been improvements in the client groups of teenage parents, women at risk of domestic abuse, young people at risk and young people leaving care.

3.6 The target in the Local Area Agreement for NI 141 for 2009/10 is 65%. The current cumulative percentage for NI 141 in Warwickshire for the half year in 2009/10 is 77.24%. This target was refreshed in 2008/09 based on sound evidence. Although Supporting People is now over performing in the target, it was agreed not to re-refresh the target again this year. This NI can fluctuate between quarters so any proposed refresh should be on the basis on trends and annual cumulative and not one or two quarters. The Supporting People team has done a lot of work in improving this indicator with providers so a sustained improvement may be seen but it is too early to make a decision on this. These indicators may also be affected negatively from March/April 2010 as 2 new services, for single homeless and young people at risk and leaving care, become operational and will report against NI 141.

#### 4. National Outcomes Framework -short term services (up to 2 years) only

4.1 Between April and September 2009 there were 1324 support needs identified as requiring attention. Of these, 1034 (78%) of needs were met with a positive outcome. The graph below summarises the positive outcomes achieved.

4.2 The highest percentages of positive outcomes for each of the areas of support have been achieved in the areas of client maintaining independent living as a result of assistive technology or adaptation (100%), client supported to better manage self harm (100%) and client supported to maximise income (92.81%). The highest numbers of people achieving positive outcomes were in client supported to maximise income (142 people) and client support to in developing confidence and ability to have greater choice, control and involvement (126 people).



4.3 The three lowest performing outcomes were in client gaining a qualification (52.17%), client actually worked (38.30%) and client supported to obtaining paid work (23.40%). This represents a 4% reduction on the annual percentage in the outcome to obtain paid work for 2008/09. However, at the half year point for 2009/10 there has been a 6% increase from the annual percentage for 2008/09 for clients gaining a qualification.

4.4 Warwickshire’s performance has been compared to both the West midlands averages and England averages for the percentages of people achieving a positive outcome for the current year to date (April 2009 – Sept 2009).

The table below compares Warwickshire performance with the West Midlands and England performance for the three outcomes which Warwickshire performs least well on. Although they are the areas where Warwickshire performs least well in all three cases Warwickshire still performs better both locally and nationally.

4.5

Support Requirement	Warwickshire			West Midlands			England		
	Number Requiring Support	Positive outcome (number)	Positive outcome (percentage)	Number Requiring Support	Positive outcome (number)	Positive outcome (percentage)	Number Requiring Support	Positive outcome (number)	Positive outcome (percentage)
Client actually worked	47	18	38%	505	147	29%	4709	1493	32%
Client Supported to Obtain Paid Work	47	11	23%	505	106	21%	4709	1057	22%

Client gain qualification	23	12	52%	876	138	16%	8473	1432	17%
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4.6 With regard to Primary Client Group, there are some significant instances of disproportionate representation of those who failed to achieve positive outcomes, namely “Generic/Complex needs”, “Offenders at risk of offending” and “Single homeless with support needs”. Aligned with this are the major reasons for not achieving the outcomes that come generally under the two heading of “Not willing to engage” or “Client left service before conclusion”.

## 5. New Supporting People Services in 2009/10

5.1 Four new Supporting People services have been tendered for between April and September 2009. Two of these services were new services for Warwickshire and two were re-commissioned services following decisions by the Commissioning Body to decommission existing services.

5.2 These new services are:

- A Women’s Refuge service in Nuneaton and Bedworth with 7 units. This contract was awarded to Refuge and will commence in April 2010.
- An accommodation based service for single homeless people with 8 units, with outreach and resettlement support. This will be located in Stratford on Avon. This contract was awarded to Cyrenians and will commence in March 2010.
- An accommodation based service for young people at risk and young people leaving care located in Nuneaton and Bedworth with 5 units of accommodation and 4 units of resettlement support for people moving on from the accommodation service. This contract was awarded to Cyrenians and the service will commence in March 2010.
- A countywide Handyperson service for older people and people with disabilities. This contract was awarded to Age Concern and utilises 2 year government funding awarded to Warwickshire County Council specifically for a Handyperson service. (see section 7)

## 6. Supporting People Strategic Reviews

6.1 The Supporting People Five-Year Strategy 2008-2013 committed us to conducting a Strategic Review of housing related support services for all client groups in Warwickshire. The challenge is to develop flexible services that provide choice and support independent living, whilst meeting the needs of increasing numbers of people. Housing related support services have an important role driven by the demographic growth in numbers of older people, and providing preventative services to support independent living for all client groups.

6.2 In order to improve the strategic commissioning of housing related support services, there is a need to challenge and improve the way in which we commission services, with an emphasis on better joint working between agencies and improving existing service provision and deliver, within limited resources.

6.3 There will be challenges in improving and changing services and delivery in the future and it is crucial that any changes are made from a firm knowledge base. The

purpose of the Strategic Reviews is to build up that knowledge base to enable the Partnership to identify service models that will provide housing related support services that are fit for purpose for the future and meet the diverse needs of the communities and individuals we serve and the aspirations and desired outcomes of those people who access our services.

6.4 The Strategic Review of services for People of Mental Ill Health has been completed and the recommendations agreed by all Partners. An implementation plan is being developed. The Strategic Review of services for Older People draft report has been approved by the Supporting People Partnership and is due to go out for wider consultation for 3 months between April and June 2010.

6.5 Strategic Reviews have commenced and are ongoing in:

- Support services for People at Risk of Domestic Abuse – this is being funded and carried out jointly with partners in the District/Borough Councils, Community Safety, the Police and Children, Young People and Families. It is anticipated that by carrying out a joint strategic review, future domestic abuse support service provision in Warwickshire will be commissioned in a more coordinated and joined up way to provide a more seamless service provision to service users through more joined up services delivering improved outcomes.
- Housing support services for Young People – this includes services for young people at risk, young people leaving care, teenage parents and young offenders. The Project Team has representatives from Children, Young People and Families, Young Offender Service and a District housing representative.
- Housing support services for offenders and housing support services drug and alcohol mis users. The Project Team has representatives from the Probation Trust and DAAT as well as a District housing representative.
- Housing support services for People with a Learning Disability. This is being carried out as a joint Strategic Review of accommodation and housing related support with colleagues in Strategic and Local Commissioning.

## **7. Developments in Home Improvement Agency and, Handyperson Services and a Pilot Housing Options Service**

7.1 Supporting People has commissioned a 2 year Countywide Handyperson service for older people and for people with learning, physical or sensory disabilities. This was following the award of monies from the Communities and Local Government (CLG) department. Service user consultation informed the commissioning process and evidenced a need from respondents for a handyperson service. Much of the specification and commissioning was informed by good practice outlined in the Foundations national report The Future Home Improvement Agency – Handyperson Services.

7.2 The need, vision for the Handyperson service and strategic relevance was embedded within the National Strategy, Lifetime Homes, Lifetime Neighbourhoods. Warwickshire's Supporting People Needs Analysis evidences a need within the County and a recent consultation with older people highlighted it as a service older people needed.

7.3 The Handyperson service was commissioned with Partners in alignment with the outcome of a countywide Home Improvement Agency (HIA) Strategic Review and



restructure. The implementation of the outcome of the HIA review is being carried out in a partnership between the County Council, five District and Borough Councils, and NHS Warwickshire over the next two years.

- 7.4 This wider review of HIA service sits within an overall programme of work being carried out by Warwickshire County Council and the Districts and Boroughs in other housing related areas. This programme is establishing an evidence base on costs and benefits of adaptations (both private and public), Assistive Technology and preventative handy-person services.
- 7.5 The HIA review and the transformation work being undertaken to improve the delivery of adaptations have indicated that customers would benefit from a shared vision for a holistic countywide service. The Handyperson service will be integral to that wider service model. This vision was commended by the Supporting People Commissioning Body. It also ties in with a 2 year pilot Housing Options & Advice Service being developed in Warwickshire, with FirstStop, utilising further CLG funding.
- 7.6 FirstStop provides a national telephone options and advice service for older people as well as written literature. The organisation holds a database of the housing and care options for older people available in each Local Authority. Its priorities for 2009/10 are to explore local partnerships. The FirstStop website can be found at [www.firststopadvice.org.uk](http://www.firststopadvice.org.uk).
- 7.7 The proposal for a comprehensive county wide housing options and advice service in Warwickshire was developed by the County Council, Social Care, Health and the Districts/Boroughs. Partners are keen for this housing options pilot project to help deliver key objectives set out in the vision for future services. This housing options pilot will be taking place while work to progress the other elements within the overall model continues.
- 7.8 The Supporting People Partnership has been awarded a National Award by Foundations as the winner in the category of Best Approach to Commissioning Home Improvement Agency Services. The judges were impressed by the approach to commissioning HIA services demonstrated in the entry, which is changing the nature of services that support vulnerable people to live independently across Warwickshire. Warwickshire's approach to commissioning using First Stop, Future HIA and 'Lifetime homes, lifetime neighbourhoods' as the basis for rebuilding services across the county in a way that puts preventative services and support for choice at the centre. The award ceremony will take place at the House of Commons on 1 March 2010.
- 7.9 To reflect this wider housing support model, the Supporting People Commissioning Body has agreed to widen its remit as a strategic Partnership. This has been reflected in a revision of the Memorandum of Understanding and Terms of Reference of the Commissioning Body Partnership.

## **8. Cost Benefit Analysis of Supporting People in Warwickshire**

- 8.1 The Communities & Local Government (CLG) commissioned Capgemini to build a financial benefits model to enable local authorities to calculate an estimate, for the majority of client groups, of the financial benefits of Supporting People funded

services.

- 8.2 The model does this by considering two alternative scenarios; a baseline scenario where clients are supported with packages that involve Supporting People funding and an alternative scenario, where clients are supported with packages that do not involve Supporting People funding. The benefit provided to the client group by Supporting People services is the total cost of the alternative scenario *minus* the baseline scenario total cost.
- 8.3 The modelled client groups are those currently receiving Supporting People funding, and which account for a majority of the overall funding. The client groups funded in Warwickshire which have not been included in the model are Gypsies and Travellers and Generic/Complex Needs client groups.
- 8.4 Overall for Warwickshire specifically, with an investment of £9.2 million, the financial benefit of the Supporting People programme in Warwickshire for 2009/10 is **£21.5 million**, based on current spend and number of support units.
- 8.5 It should be remembered that there are also non-financial benefits provided by Supporting People services.  
Non financial benefits of the programme include:
- Improved quality of life, including greater independence, decreased vulnerability, improved health, and greater choice of options on where and how to live;
  - Greater stability
  - Reduced fear of crime
  - Reduced anti social behaviour
  - Improved involvement in the community (benefiting both the individual and society) and also labour market participation.
  - Improved educational achievement
  - Less reliance on carers and reduced burden for carers
  - Access to appropriate services and reduced social exclusion.

GRAEME BETTS  
Strategic Director of Adult,  
Health and Community Services

Shire Hall  
Warwick

February 2010

**AGENDA MANAGEMENT SHEET**

**Name of Committee**                      **Adult and Community Services Overview and Scrutiny Committee**

**Date of Committee**                      **2 December 2009**

**Report Title**                                **Work Programme containing Items for Future Meetings**

**Summary**                                      A table setting out items for future meetings is attached.

**For further information please contact:**                      Jean Hardwick  
Principle Committee Administrator  
Tel: 01926 412476  
jeanhardwick@warwickshire.gov.uk

**Would the recommended decision be contrary to the Budget and Policy Framework?**                      No.

**Background papers**                      None

**CONSULTATION ALREADY UNDERTAKEN:-**

Details to be specified

- Other Committees                       .....
- Local Member(s)
- Other Elected Members                       Councillor Les Caborn  
Councillor Tilly May  
Councillor Richard Dodd (now replaced by Cllr. Kate Rolfe)  
Councillor Barry Longden
- Cabinet Member
- Chief Executive                       .....
- Legal                                       .....
- Finance                                     .....
- Other Strategic Directors                       .....
- District Councils                       .....

- Health Authority  .....
- Police  .....
- Other Bodies/Individuals  .....

**FINAL DECISION YES**

**SUGGESTED NEXT STEPS:**

Details to be specified

- Further consideration by this Committee  .....
- To Council  .....
- To Cabinet  .....
- To an O & S Committee  .....
- To an Area Committee  .....
- Further Consultation  .....

## Work Programme for Adult and Community Services Overview and Scrutiny Committee 2009/10 –2010/11

MEETING DATE	ITEM AND RESPONSIBLE OFFICER	OBJECTIVE OF SCRUTINY									Cross cutting themes/ LAA
			Performance Management	Holding Executive to Account	Policy Review/Development	Overview	Raising Levels of Educational Attainment	Maximising independence for older people and adults with disabilities.	Pursuing a Sustainable Environment and Economy	Protecting the Community and making Warwickshire a safer place to live	
02 March 2010	Portfolio Holder Update/Question time										
	Q3 Performance Improvement Plan (Portfolio Holder)	To scrutinise plans to improve areas of poor performance	✓	✓			High			High Running effective and efficient services	
	Review and Refresh of WCC performance measures	To ensure that the right performance measures are selected to reflect the priorities contained in the Corporate Business Plan, appropriate targets are allocated to the performance measures and targets are set in alignment with resources	✓	✓			High				
	Library Service Transformation – Progress Report (Ayub Khan)	To review and monitor the impact of the library service transformation programme.	✓	✓	✓		High			High Running effective and efficient services	
	Supporting People Half-Year Performance Management Summary	To review the Q 3 (April-December 2009) analysis of the improvement activity, resulting from the performance of National and Local Indicators	✓			✓	Low			Low Running effective and efficient services.	

MEETING DATE	ITEM AND RESPONSIBLE OFFICER	OBJECTIVE OF SCRUTINY	Performance Management	Holding Executive to Account	Policy Review/Development	Overview	Raising Levels of Educational Attainment	Maximising independence for older people and adults with disabilities.	Pursuing a Sustainable Environment and Economy	Protecting the Community and making Warwickshire a safer place to live	Cross cutting themes/ LAA
	Briefing Note Rowan Organisation – Monitoring Report (Rob Wilkes)	To monitor the contract for Direct Payments.									Running effective and efficient services
	Briefing Note Autistic Spectrum) and Transitions Update (Rebecca Hale and Simon Veasey)	To monitor progress and current work around providing services for individuals on the Autistic Spectrum and those who are in transition									Maximising independence for older people and adults with disabilities
	Briefing Note Progress on the development of a “Living Well with Dementia” Strategy for Warwickshire (as part of the refresh of the “Warwickshire Joint Older People with Mental Health Strategy 2010 to 2015) (Lorna Ferguson)	To monitor progress of the Dementia Task Group established in June 2009									
	Briefing Note Delayed Discharges (Joyce Woodings)	Requested at November meeting									
16 June 2010	Portfolio Holder Update/Question time	.									

	PHILLIS Progress Report (Joyce Wooding)				✓	✓		✓			High
	Commissioning Strategies – Progress Report (Kim Harlock)			✓	✓	✓					High
	Supporting People Annual Performance Management Summary (Rachel Norwood)		✓			✓				Low	Low Running effective and efficient services.
	Workshop Session – to identify priorities for the Committee’s Annual Work programme. (Scrutiny Officer to arrange)										
	Care and Choice Accommodation Programme – to report outcome of review of sheltered house schemes (follow-up from December 2009 meeting) – possibly briefing note										
	Presentation by Nick Gower-Johnson on his role in relation to LiNKS and update on current position										
8 Sept 2010	Portfolio Holder Update/question time Session										
22 Dec 2010	Portfolio Holder Update/question time Session										

<b>Date to be set</b>	Telecare Progress Report (Kim Harlock to determine deadline)	Update on Areas Requiring Improvement and Ideas for the Future (paragraphs 2.8 and 2.9 of the report). Requested at meeting on 09/09/09	✓		✓			High		High LAA NI 124 People with long term condition supported to be independent
	County Records Office Transformation (Caroline Sampson)	Update report in 3-6 months to include: - a review of the performance indicators - development of links with one stop shops - a business case for development of payment systems. Requested at meeting on 09/09/09	✓		✓			Low		Low Running effective and efficient services

Record of Briefing Notes sent

Delayed Discharges – Update on performance for the committee/LINK (Liz Bruce)

Carer’s Support – Members nominated to the In-Depth Review (Paul Williams) (commenced Dec 2009)

Supporting People Annual Performance Management Summary (Rachel Norwood) – *Sent on 28 Aug 09*

Physical Disability and Sensory Impairment Strategy – Update (Julie Humphries) – *Sent on 28 Aug 09*

Fairer Charging – Update for the Chair/Spokes Work Programming Meeting in Sept (Ron Williamson)

Care and Support Green Paper – Re-circulate summary in preparation for a working group (Kim Harlock)



Adult and Community Learning –To review the impact of changes to the LSC and the funding for adult learning activities – briefing note circulated with 2 December agenda papers

Learning Disabilities and the Campus Revenue Agreement - To scrutinise the challenges relating to the transfer of funding from Health for learning disability services and issues regarding the Campus Revenue Agreement.- briefing notes (2)circulated with the 2 December agenda papers