

ADULTS AND HOUSING SCRUTINY COMMITTEE WORK PROGRAMME

OVERARCHING TOPICS

PERFORMANCE MANAGEMENT AND REGULATION

Lead Officer	Topic	SCS Outcome	Darlington Conditions	Link to PMF (metrics)	Stage 1 Approach	Stage 2 Approach	Evidence	Timescale
Sharon Raine	Performance Management	More people healthy and independent A safe and caring community Enough support for people when needed	Build strong communities. Spend every pound wisely	Full PMF suite of indicators	Continual half – yearly monitoring	ASCOF outturn results published November	Performance Management reports	January 2017
Performance Management Metrics								
All metrics within the Council's PMF			ASCOF and Annual Account					
Topics								
What is the impact on services within the borough?								
What is the impact on residents?								
How can this committee influence or assist in developments?								
Which organisations are involved?								

MANAGEMENT OF CHANGE PROGRAMME:

Lead Officer	Topic	SCS Outcome	Darlington Conditions	Link to PMF (metrics)	Stage 1 Approach	Stage 2 Approach	Evidence	Timescale
Sharon Raine/ Brian Boggon	Management of Change Programme	A safe and caring community Enough support for people when needed	Build strong communities.	N/A	Continual half yearly monitoring	Continual half yearly monitoring	Efficiency savings achieved supporting MTFP	6 /12 Plus Specials as required
Performance Management Metrics			N/A					
Topics								
What is the impact on services within the borough?								
What is the impact on residents?								
How can this committee influence or assist in developments?								
Which organisations are involved?								

DIRECTOR OF PUBLIC HEALTH ANNUAL REPORT 2016:

Lead Officer	Topic	SCS Outcome	Darlington Conditions	Link to PMF (metrics)	Stage 1 Approach	Stage 2 Approach	Evidence	Timescale
Miriam Davidson	Director of Public Health Annual Report	A safe and caring community Enough support for people when needed	Build strong communities.		To provide an annual update about key issues for this Scrutiny Committee	Ongoing annual report	Annual DPH report	Annually
Performance Management Metrics			Metrics within DPH Annual Report – source: PHE Darlington Healthy Profile (pub June)					
Topics								
What is the impact on services within the borough?								
What is the impact on residents?								
How can this committee influence or assist in developments?								
Which organisations are involved?								

DARLINGTON HEALTH WATCH:

Lead Officer	Topic	SCS Outcome	Darlington Conditions	Link to PMF (metrics)	Stage 1 Approach	Stage 2 Approach	Evidence	Timescale
To be confirmed	HealthWatch Darlington	Enough support for people when needed	Build strong communities.	To be identified	Current work programme for HealthWatch	Contextual information	Impacts on services	
Performance Management Metrics			N/A					
Topics								
What is the impact on services within the borough?								
What is the impact on residents?								
How can this committee influence or assist in developments?								
Which organisations are involved?								

ADULT SOCIAL CARE TOPICS:

BETTER CARE FUND/ADULT HEALTH INTEGRATION:

Lead Officer	Topic	SCS Outcome	Darlington Conditions	Link to PMF (metrics)	Stage 1 Approach	Stage 2 Approach	Evidence	Timescale
Pat Simpson	Better Care Fund/Adult Health Integration	More people healthy and independent	Spend every pound wisely	ASC 08 ASC 058 (ASCOF 3e) ASC 051 ASC 038 ASC 054 Inpatient Survey GP Survey	Progress report to identify areas for further enquiry	Deep dive on selected areas	Quarterly returns to NHS England Case Studies	

Performance Management Metrics:

ASC 08	(ASCOF 2A 1&2) Permanent admissions to residential and nursing care homes, per 100,000 population.
ASC 038	(ASCOF 2C (1)) Delayed transfers of care from hospitals overall per 100,000 population.
ASC 051	(ASCOF 2B (2)) Proportion of older people (65 and over) who are still at home 91 days after discharge from hospital into reablement / rehabilitation services (offered the service)
ASC 054	(ASCOF 1I (1)) Proportion of people who use social care services, who reported that they had as much social contact as they would like.
ASC 058 (ASCOF 3e)	(ASCOF 3E) Improving people's experience of integrated care

Topics	
What is the impact on services within the borough?	
What is the impact on residents?	
How can this committee influence or assist in developments?	
Which organisations are involved?	

ADULTS' SAFEGUARDING:

Lead Officer	Topic	SCS Outcome	Darlington Conditions	Link to PMF (metrics)		Stage 1 Approach	Stage 2 Approach	Evidence	Timescale
Suzanne Joyner/ Kevin Kelly	Multi-agency Safeguarding Hub	A safe and caring community Enough support for people when needed	Build strong communities.	ASC 028 ASC 029 ASC 059 ASC 061 ASC 062 ASC 199 ASC 200 ASC 201 ASC 202	ASC 203 ASC 204 ASC 205 ASC 206 ASC 207 ASC 209 ASC 210 ASC 213 ASC 214	Outline report to include statistical data and outcomes	Contextual information	Case Studies/ Journey	
Emma Chawner	Safeguarding Adults Board (SAB)	A safe and caring community	Build strong communities	ASC 028 ASC 029 ASC 059 ASC 061 ASC 062 ASC 199 ASC 200 ASC 201 ASC 202	ASC 203 ASC 204 ASC 205 ASC 206 ASC 207 ASC 209 ASC 210 ASC 213 ASC 214	Background to adult safeguarding Contextual information Priorities	Interview Chair undertaken 2/2/16 as part of Task and Finish Group. Annual report publication June/July	Business Plan 2015-16 Annual Report 2015-2016 Quarterly Performance Reports	1 st Nov 16 3/12
Emma Chawner/ Kevin Kelly	Making Safeguarding Personal	A safe and caring community	Build strong communities	ASC 028 ASC 029 ASC 059 ASC 061 ASC 062 ASC 199 ASC 200 ASC 201 ASC 202	ASC 203 ASC 204 ASC 205 ASC 206 ASC 207 ASC 209 ASC 210 ASC 213 ASC 214	Report to provide background to subject			tbc

Performance Management Metrics	PROXY INDICATORS USING SAFEGUARDING ADULTS INDICATORS
ASC 028	Number of completed Safeguarding referrals per 1,000 of the population.
ASC 029	Percentage of Safeguarding referrals that are substantiated or partly substantiated
ASC 059	(ASCOF 4C) Proportion of completed safeguarding referrals where people report that they feel safe
ASC 061	Rate of safeguarding referrals per 100,000 population aged 18+
ASC 062	Repeat Safeguarding Concerns year to date
ASC 199	Repeat Safeguarding Concerns per month
ASC 200	Number of concerns received i.e. alerts year to date
ASC 201	Number of concerns received i.e. alerts per month
ASC 202	Number of referrals undertaken i.e. alerts progressed to strategy year to date
ASC 203	Number of referrals undertaken i.e. alerts progressed to strategy per month
ASC 204	Concerns entered but not yet completed i.e. alerts year to date
ASC 205	Concerns entered but not yet completed i.e. alerts per month
ASC 206	Referral/Strategy entered but not yet fully completed year to date
ASC 207	Number of safeguarding concerns / referrals / enquiries per allocated Safeguarding Adult Manager year to date
ASC 209	Number of safeguarding concerns / referrals / enquiries per allocated Safeguarding Adult Manager per month
ASC 210	Making safeguarding personal outcomes (four indicators) year to date
ASC 213	Making safeguarding personal outcomes (four indicators) per month
ASC 214	Number of completed Safeguarding referrals per 1,000 population
Topics	
What is the impact on services within the borough?	
What is the impact on residents?	
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Which organisations are involved?	

DEMENTIA SERVICES:

Lead Officer	Topic	SCS Outcome	Darlington Conditions	Link to PMF (metrics)	Stage 1 Approach	Stage 2 Approach	Evidence	Timescale
Kevin Kelly	Dementia Services	More people healthy and independent A safe and caring community	Spend every pound wisely	ASC 057	Setting the Scene/National and Regional Context	Interviews :- <ul style="list-style-type: none"> • DBC Officers • Tees, Esk and Wear Valley NHS Trust • Co. Durham and Darlington NHS Foundation Trust • HealthWatch Darlington • Darlington Dementia Action Alliance • Darlington CCG 	Meet with Focus Groups Case Studies Visits to care homes Providers Voluntary Sector e.g. Age UK	Review Group 2015/16
						Visits to Extra Care and Sheltered Housing at Hanover Dementia Wing at Rosemary Court.		Summer 2016
Performance Metrics								
ASC 057			(ASCOF 2F) Dementia – a measure of the effectiveness of post-diagnosis care in sustaining independence and improving quality of life					

Topic	
What is the impact on services within the borough?	
What is the impact on residents?	
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Which organisations are involved?	

RIACT SERVICE/INTERMEDIATE CARE:

Lead Officer	Topic	SCS Outcome	Darlington Conditions	Link to PMF (metrics)		Stage 1 Approach	Stage 2 Approach	Evidence	Timescale
Kevin Kelly	RIACT	More people healthy and independent	Spend every pound wisely.	ASC 016 ASC 017 ASC 051 ASC 097 ASC 098 ASC 121 ASC 122 ASC 145 ASC 146	ASC 169 ASC 170 ASC 225 ASC 226 ASC 227 ASC 228 ASC 229 ASC 230	Report	Contextual information Further report tabled for 21/6/16	<ul style="list-style-type: none"> ▪ Case Studies ▪ Performance Management Information ▪ Interviews with RIACT managers ▪ Feedback from Service Users 	21 June 2016
Performance Metrics									
ASC 016	The number of people provided with a reablement package as a percentage of those referred for community care assessment:								
ASC 017	The number of people provided with a reablement package per 1,000 population								
ASC 051 (ASCOF 2B (2))	Proportion of older people (65 and over) who are still at home 91 days after discharge from hospital into reablement / rehabilitation services (offered the service)								
ASC 097	% of referrals to RIACT year to date								
ASC 098	% of referrals to RIACT within the month								
ASC 121	% of assessments to RIACT year to date								
ASC 122	% of assessments to RIACT within the month								
ASC 145	% of reviews to RIACT year to date								
ASC 146	% of reviews to RIACT within the month								
ASC 169	% of cases open to RIACT year to date								
ASC 170	% of cases open to RIACT within the month								
ASC 225	Still at home 30 days after RIACT year to date								
ASC 226	Still at home 30 days after RIACT per month								

ASC 227	Still at home 60 days after RIACT year to date
ASC 228	Still at home 60 days after RIACT per month
ASC 229	Still at home 90 days after RIACT year to date
ASC 230	Still at home 90 days after RIACT per month
Topic	
What is the impact on services within the borough?	
What is the impact on residents?	
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Which organisations are involved?	

LIQUID LOGIC:

Lead Officer	Topic	SCS Outcome	Darlington Conditions	Link to PMF (metrics)	Stage 1 Approach	Stage 2 Approach	Evidence	Timescale
Sharon Raine	Liquid Logic	More people healthy and independent. Enough support for people when needed.	Spend every pound wisely.	No specific PMF indicators for LL implementation. Successful implementation will result in better collection of information to support performance management.	Presentation	Meet with users	Performance Management Information	

Performance Management Metrics: There are no specific PMF indicators for Liquid Logic. Successful implementation will result in better collection of information to support good case management and oversight; and in turn better outcomes for individuals.

Topics	
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TELECARE/TELEHEALTH/HOME EQUIPMENT LOANS:

Lead Officer	Topic	SCS Outcome	Darlington Conditions	Link to PMF (metrics)	Stage 1 Approach	Stage 2 Approach	Evidence	Timescale
Stephen Bennett	Telecare/Telehealth	More people healthy and independent A safe and caring community	Spend every pound wisely.	ASC 223 ASC 224 [Two new metrics yet to be added to the PMF.]	Report	Interviews with: <ul style="list-style-type: none"> • Social workers • Lifeline staff • Service users 		
Kevin Kelly/ Jeanette Crompton	Home Equipment Loans - Community Equipment Service.	More people healthy and independent. More people active and involved.	Spend every pound wisely. To review how the new contract is working six months following implementation.	ASC 005 ASC 015	Report	<ul style="list-style-type: none"> • Visit to MedEquip • Contextual information 	Case Studies	21 Jun '16

Performance Management Metrics:

NEW	% of Assistive Technology Toolkits successfully installed following assessment
NEW	% of RIACT Assistive Technology Toolkits successfully installed following assessment
ASC 223	Number of individuals referred for assistive technology year to date
ASC 224	Number of individuals referred for assistive technology per month
ASC 005	The percentage of items of equipment delivered within seven days
ASC 015	The percentage of pieces of HELS equipment fitted within seven days after delivery

Topic	
What is the impact on services within the borough?	
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SUPPORT FOR ADULTS LIVING WITH AUTISM:

Lead Officer	Topic	SCS Outcome	Darlington Conditions	Link to PMF (metrics)	Stage 1 Approach	Stage 2 Approach	Evidence	Timescale
Kevin Kelly	Support for adults with a learning disability	More people healthy and independent A safe and caring community	Spend every pound wisely. To look at the services provided and the outcomes for residents.	ASC 023 ASC 043 ASC 044 ASC 089 ASC 113 ASC 131 ASC137 ASC 155 ASC 161	Report from Commissioner and JSNA Information	Contextual information	Case Studies/ Journey	April 19 th 2016
Performance Management Metrics:								
ASC 023			Adults aged 18-64 with a learning disability helped to live at home. (Part NI 136)					
ASC 043			(ASCOF 1G) Proportion of adults with a learning disability who live in their own home or with their family					
ASC 044			(ASCOF 1E) Proportion of adults with learning disabilities in paid employment.					
ASC 089			% of referrals to Learning Disability Team 26+ and Life Stages year to date					
ASC 113			% of assessments to Learning Disability Team 26+ and Life Stages year to date					
ASC 131			% of reviews to Disabled Children and Young Adults Team year to date					
ASC 137			% of reviews to Learning Disability Team 26+ and Life Stages year to date					
ASC 155			% of cases open to Disabled Children and Young Adults Team year to date					
ASC 161			% of cases open to Learning Disability Team 26+ and Life Stages year to date					
Topic								
What is the impact on services within the borough?								

What is the impact on residents?	
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Which organisations are involved?	

SUPPORT FOR ADULTS WITH A LEARNING DISABILITY OR IMPAIRMENT:

Lead Officer	Topic	SCS Outcome	Darlington Conditions	Link to PMF (metrics)	Stage 1 Approach	Stage 2 Approach	Evidence	Timescale
Kevin Kelly	Support for adults with a learning disability	More people healthy and independent A safe and caring community	Spend every pound wisely. To look at the services provided and the outcomes for residents.	ASC 023 ASC 043 ASC 044 ASC 089 ASC 113 ASC 131 ASC137 ASC 155 ASC 161	Report	Contextual information Visit to South Tyneside Council 'Street Model' for learning disabled people.	Case Studies/ Journey	
Performance Management Metrics:								
ASC 023			Adults aged 18-64 with a learning disability helped to live at home. (Part NI 136)					
ASC 043			(ASCOF 1G) Proportion of adults with a learning disability who live in their own home or with their family					
ASC 044			(ASCOF 1E) Proportion of adults with learning disabilities in paid employment.					
ASC 089			% of referrals to Learning Disability Team 26+ and Life Stages year to date					
ASC 113			% of assessments to Learning Disability Team 26+ and Life Stages year to date					
ASC 131			% of reviews to Disabled Children and Young Adults Team year to date					
ASC 137			% of reviews to Learning Disability Team 26+ and Life Stages year to date					
ASC 155			% of cases open to Disabled Children and Young Adults Team year to date					
ASC 161			% of cases open to Learning Disability Team 26+ and Life Stages year to date					
Topic								
What is the impact on services within the borough?								

What is the impact on residents?	
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THE CARE ACT:

Lead Officer	Topic	SCS Outcome	Darlington Conditions	Link to PMF (metrics)	Stage 1 Approach	Stage 2 Approach	Evidence	Timescale
Suzanne Joyner/ Kevin Kelly	The Care Act	More people healthy and independent A safe and caring community Enough support for people when needed	Building strong communities Spend every pound wisely Growing the economy	To be identified	The Care Act has been part of the work programme 2015-16. Consider use of Task and Finish groups to look particular elements of the Act.			
Performance Management Metrics			To be identified					
Topic								
What is the impact on services within the borough?								
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Which organisations are involved?								

DOMICILIARY CARE/CONTRACTING/MARKET DEVELOPMENT/CONTRACTING:

Lead Officer	Topic	SCS Outcome	Darlington Conditions	Link to PMF (metrics)	Stage 1 Approach	Stage 2 Approach	Evidence	Timescale
Sarah Parker?	Domiciliary Care	More people healthy and independent Enough support for people when needed	Building strong communities Spend every pound wisely	ASC 157 ASC 158	Contextual information to decide KLOEs		Market Position Demand	
Performance Management Metrics								
ASC 157			% of cases open to Domiciliary cases open for the year					
ASC 158			% of cases open to Domiciliary cases open within the month					
Topic								
What is the impact on services within the borough?								
What is the impact on residents?								
How can this committee influence or assist in developments?								
Which organisations are involved?								

DEPRIVATION OF LIBERTY SAFEGUARDS (DoLS)/MENTAL CAPACITY ACT:

Lead Officer	Topic	SCS Outcome	Darlington Conditions	Link to PMF (metrics)	Stage 1 Approach	Stage 2 Approach	Evidence	Timescale
Suzanne Joyner/ Kevin Kelly	Deprivation of Liberty (DoLS)	A safe and caring community Enough support for people when needed	Build strong communities.	ASC 063 ASC 064	Report updating on changes and any key legal rulings	Contextual information	Published criteria Legal rulings	
Performance Management Metrics								
ASC 063			Rate of DoLS applications granted for individuals per 100,000 18+ population					
ASC 064			Percentage of DoLS applications granted for individuals per 100,000 of the population					
Topics								
What is the impact on services within the borough?								
What is the impact on residents?								
How can this committee influence or assist in developments?								
Which organisations are involved?								

END OF LIFE AND PALLIATIVE CARE:

Lead Officer	Topic	SCS Outcome	Darlington Conditions	Link to PMF (metrics)	Stage 1 Approach	Stage 2 Approach	Evidence	Timescale
Kevin Kelly	End of Life and Palliative Care – Strategy for Adult Palliative and End of Life Care Services	A safe and caring community Enough support for people when needed	Build strong communities	ASC 006 ASC 009	Report updating on changes and any key legal rulings	Contextual information	Published criteria Legal rulings	
Performance Management Metrics								
ASC 006 (ASCOF 1B)			The proportion of people who use services who have control over their daily life					
ASC 009 (ASCOF 3A)			Overall satisfaction of people who use services with their care and support					
Topics								
What is the impact on services within the borough?								
What is the impact on residents?								
How can this committee influence or assist in developments?								
Which organisations are involved?								

HOUSING TOPICS:

CUSTOMER ENGAGEMENT IN HOUSING SERVICES:

Lead Officer	Topic	SCS Outcome	Darlington Conditions	Link to PMF (metrics)	Stage 1 Approach	Stage 2 Approach	Evidence	Timescale
Pauline Mitchell Val Rutherford	Customer Engagement in Housing Services	More people active and involved	Build strong communities	Report going to A&H Scrutiny New PI % of tenants signed up to Housing Connect – (target 10% by 31.3.16)	Report	<ul style="list-style-type: none"> Interviews with Residents Panel Contextual information 	Local Offer Statutory requirement to consult	
Performance Management Metrics								
None within PMF as yet			Suggested measure - % of tenants signed up to Housing Connect – (target 10% by 31.3.16)					
Topic								
What is the impact on services within the borough?								
What is the impact on residents?								
How can this committee influence or assist in developments?								
Which organisations are involved?								

HOMELESSNESS STRATEGY:

Lead Officer	Topic	SCS Outcome	Darlington Conditions	Link to PMF (metrics)	Stage 1 Approach	Stage 2 Approach	Evidence	Timescale
Pauline Mitchell/ Hazel Neasham	Homelessness Strategy	A safe and caring community Enough support for people when needed	Build strong communities.	HBS 027	Report with statistical data	Contextual information	Case Studies/ Journey	
Performance Management Metrics								
HBS 027			Percentage of outcomes where homelessness has been prevented					
Topics								
What is the impact on services within the borough?								
What is the impact on residents?								
How can this committee influence or assist in developments?								
Which organisations are involved?								

WELFARE REFORMS AND UNIVERSAL CREDIT:

Lead Officer	Topic	SCS Outcome	Darlington Conditions	Link to PMF (metrics)	Stage 1 Approach	Stage 2 Approach	Evidence	Timescale
Pauline Mitchell/ Anthony Sandys	Welfare Reforms Universal Credit	Enough support for people when needed	Build strong communities.	HBS 004 HBS 005 HBS 006 HBS 007 HBS 008	Report with statistical data		Case Studies/ Journey	12 Jan '16
		More businesses and more jobs	Grow the economy		First report since UC began in Darlington in November 2015			Further report to update on rollout and impacts of changes to PIP and UC to be scheduled
Performance Management Metrics								
HBS 004			Percentage of Crisis Support Applications resolved in 1 working day					
HBS 005			Amount in £'s of DHP Expenditure					
HBS 006			Average number of days to process a Housing Benefit claim					
HBS 007			Average number of days to decide benefit changes					
HBS 008			Percentage of new claims processed in 1 day					
Topics								
What is the impact on services within the borough?								
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Which organisations are involved?								

COMPASS – TEES VALLEY COMMON ALLOCATION SCHEME:

Lead Officer	Topic	SCS Outcome	Darlington Conditions	Link to PMF (metrics)	Stage 1 Approach	Stage 2 Approach	Evidence	Timescale
Ken Davies	COMPASS	Enough support for people when needed More people healthy and independent	Build strong communities.	HBS 028 HBS 029	Initial report to provide overview to Members on COMPASS scheme		Compass Strategy	Sept 15
						Update report to advise of the changes in tenancy arrangements resulting from the Housing and Planning Bill	Report	Sept 16

Performance Management Metrics

HBS 028	Rent loss in the month due to MAJOR and IPM voids
HBS 029	Rent loss in the month due to RELET and Extra Care voids

Topics	
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HOUSING PLUS SERVICE:

Lead Officer	Topic	SCS Outcome	Darlington Conditions	Link to PMF (metrics)	Stage 1 Approach	Stage 2 Approach	Evidence	Timescale
Veruta Barlow	Housing Plus Service	Enough support for people when needed	Building strong communities	To be identified	To provide an update on progress of the new service and outcomes for residents	Contextual information	Case Studies/Journey	
Performance Management Metrics			To be identified					
Topics								
What is the impact on services within the borough?								
What is the impact on residents?								
How can this committee influence or assist in developments?								
Which organisations are involved?								

HOUSING STRATEGY, HOUSING BUSINESS PLAN AND NEW BUILD PROGRAMME:

Lead Officer	Topic	SCS Outcome	Darlington Conditions	Link to PMF (metrics)	Stage 1 Approach	Stage 2 Approach	Evidence	Timescale
Pauline Mitchell/ Ken Davies	Housing Strategy, Housing Business Plan and New Build Programme	Enough support for people when needed More businesses and more jobs	Build strong communities. Grow the economy	To be identified	Progress against strategic priorities Business Plan Annual Report. New Build Housing programme	Contextual information	Case Studies/ Journey	
Performance Management Metrics			To be identified					
Topics								
What is the impact on services within the borough?								
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RED HALL NEIGHBOURHOOD RENEWAL STRATEGY:

Lead Officer	Topic	SCS Outcome	Darlington Conditions	Link to PMF (metrics)	Stage 1 Approach	Stage 2 Approach	Evidence	Timescale
Pauline Mitchell	Redhall Neighbourhood Renewal Strategy	Enough support for people when needed	Build strong communities. Grow the economy	To be identified	To review strategy	Contextual information		
Performance Management Metrics			To be identified					
Topics								
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