

Adults and Housing Scrutiny Committee Agenda



10.00 am Tuesday, 3 July 2018
Committee Room No. 2, Town Hall,
Darlington, DL1 5QT

Members of the Public are welcome to attend this Meeting.

1. Introductions/Attendance at Meeting.
2. Declarations of Interest.
3. To consider times of meetings of this Committee for the Municipal Year 2018/19, on the dates as agreed in the calendar of meetings by Cabinet at Minute C1111/Feb/18.
4. Minutes of this Scrutiny Committee held on 10 April 2018. (Pages 1 - 2)
5. Healthy New Towns –
Presentation by Project Manager, Healthy New Towns
6. Quality Assurance - Domiciliary Care Contract –
Report of Director of Children and Adult Services
(Pages 3 - 6)
7. Homeless Reduction Act –
Report of Director of Economic Growth and Neighbourhood Services
(Pages 7 - 12)
8. Performance Indicators Q4 2017/18 and Proposed Indicators for 2018/19 –
Report of Performance Manager
(Pages 13 - 44)

9. Work Programme –
Report of Managing Director
(Pages 45 - 56)
10. SUPPLEMENTARY ITEM(S) (if any) which in the opinion of the Chair of this
Committee are of an urgent nature and can be discussed at this meeting.
11. Questions.



Luke Swinhoe
Assistant Director Law and Governance

Monday, 25 June 2018

Town Hall
Darlington.

Membership

Councillors Copeland, Mrs Culley, Grundy, Kane, Lister, Lyonette, Mills, M Nicholson, Storr, Knowles and York

If you need this information in a different language or format or you have any other queries on this agenda please contact Shirley Burton, Democratic Manager, Resources Group, during normal office hours 8.30 a.m. to 4.45 p.m. Mondays to Thursdays and 8.30 a.m. to 4.15 p.m. Fridays Email: shirley.burton@darlington.gov.uk or Telephone 01325 405998

ADULTS AND HOUSING SCRUTINY COMMITTEE

10th April, 2018

PRESENT - Councillor Knowles (in the Chair); Councillors Culley, Grundy, Kane, Lister, Lyonette, Mills, M Nicholson and Storr. (9)

APOLOGIES – Councillors Copeland and D Jones (2)

ABSENT –

ALSO IN ATTENDANCE –

OFFICERS IN ATTENDANCE – James Stroyan, Assistant Director, Adult Social Care, Pauline Mitchell, Assistant Director, Housing and Building Services and Barbara Copson, Performance Manager.

AH38. DECLARATIONS OF INTEREST – There were no declarations of interest reported at the meeting.

AH39. MINUTES – Submitted – The Minutes (previously circulated) of meetings of this Scrutiny Committee held on 13th February, 2018.

RESOLVED – That the Minutes be approved as a correct record.

AH40. ADULT SOCIAL CARE TRANSFORMATION PROGRAMME – The Director of Children and Adult Services submitted a report (previously circulated) updating Members on the progress of the Adults Social Care Transformation Programme, since last reported to this Scrutiny Committee.

The submitted report outlined the four workstreams being undertaken to develop a new operating model within Adult Social Care which was sustainable going forward, together with details of a number of cross-cutting projects that were required to support the changes in service delivery.

It was reported that, overall, the Programme was on track with further quantifiable progress in many areas, and the budget position also being in a much healthier position, with targets being over achieved in this financial year.

Particular reference was made to the good performance, in Darlington, in relation to Delayed Transfers of Care (DTC) and discussion ensued on the need to continue to work with NHS partners to maintain that position going forward.

References were also made to the implementation of the new social care casework system, Liquid Logic, which was now being embedded and to the need to provide support mechanisms and continue to work with staff to enable a changed culture and approach to service delivery to be adopted.

RESOLVED – That the progress on the Adults Social Care Transformation Programme be noted.

AH41. PERFORMANCE INDICATORS QUARTER 3 2017/18 – The Director of Neighbourhood Services submitted a report (previously circulated) updating Members on the current position against those key performance indicators under the remit of this Scrutiny Committee for the period October to December 2017.

Following a question by a Member in relation to HBS 013, rent arrears of current tenants in the financial year and whether the number of arrears would be likely to increase as a result of the roll-out of Universal Credit, the Assistant Director, Housing and Building Services reported that it was expected that there would be an increase in rent arrears once full Universal Credit was rolled-out in Darlington, in June, 2018 due to payment delays by the Department for Works and Pension (DWP), however work was being undertaken by Housing staff with tenants to mitigate against this, particularly to those tenants identified as most at risk. .

RESOLVED – That the performance information be noted.

AH42. WORK PROGRAMME – The Director of Neighbourhood Services and Resources submitted a report (previously circulated) requesting that consideration be given to this Scrutiny Committee's draft work programme for the Municipal Year 2018/19.

RESOLVED – That the work programme for the Municipal Year, as appended to the submitted report, be approved.

QUALITY ASSURANCE- DOMICILIARY CARE CONTRACT

SUMMARY REPORT

Purpose of the Report

1. To provide a further update to Adults and Housing Scrutiny Committee regarding the Home Care and Support Contract that commenced on 2 October 2017.

Summary

2. Following a full service review and re modelling of the service, commissioners successfully re tendered Home Care and Support Contract. The new 3 year contract commenced on 2 October 2017 and is operating under a new model with the borough divided into 2 geographical zones (east and west) with a single prime provider required to deliver support within each zone. The providers are Careline and Positive Life Choices (PLC). The providers are expected to accept 90% of all packages offered to them.
3. There is also a “safety net” of 10 additional framework providers who are offered packages in instances where either of the prime providers is unable to meet demand. For individuals who have more specific support needs there are a further 4 frameworks agreements to meet the needs of people with learning disabilities, mental health issues and dementia, autism and vulnerable families with children.
4. A smooth transition to the new contract was achieved and the contract commenced on 2 October 2017.
5. Individuals who have opted to take a Direct Payment rather than transfer to an alternative provider, have progressed with this option successfully and are now managing their own payments for support.
6. Contracts and commissioning continue to meet regularly with the 2 main zone providers to ensure that both performance in relation to the 90% package take up and the quality of the service delivery are maintained. The table below shows the performance of both providers.

Careline	Jan 18	Feb 18	Mar 18	April 18
No offered	31	14	40	43
No accepted	31	13	39	43
No declined	0	1	1	0
% Accepted	100%	93%	98%	100%

PLC	Jan 18	Feb 18	Mar 18	April 18
No offered	19	15	15	32
No accepted	17	12	11	28
No declined	2	3	4	4
% Accepted	89%	80%	73%	88%

In relation to PLC's performance Contracts and Commissioning have addressed this in their monthly meetings with PLC where there has been a reduction in provision, which was due to delays in staff recruitment and staff sickness at the time. This will continue to be monitored.

7. However all of the packages which PLC were unable to deliver have been picked up by Lot 3 providers, and in the main by Careline.
8. Monitoring visits were undertaken for all of the 19 framework providers during February and March 2018. Prior to the visits providers complete a self-assessment form and the information provided is verified during the monitoring visits. Contractual compliance is monitored in relation to the following areas: recruitment, training, supervision, and appraisal, medication, health and safety, business continuity plan, safeguarding, CQC registration, quality assurance and care planning. Reports are completed following the visits, with any requirements highlighted to the provider to achieve full contractual compliance.
9. Visits to the two prime providers were completed in February 2018.
 - Careline was found to be compliant with the contractual requirements; a number of areas of positive practice were noted and some actions/recommendations for good practice were highlighted. Careline have also had a CQC inspection in February 2018 and was rated "Good" in all areas.
 - The monitoring visit to PLC highlighted some concerns in relation to medication and staff supervision. The provider were asked to produce a time-bound action plan to demonstrate how full contractual compliance will be achieved, which was discussed in a subsequent meeting with the provider. The action plan will be signed off at the next monitoring meeting. When PLC had a CQC inspection after the Council's monitoring visit; the report has not yet been published, however positive verbal feedback has been given.
10. With regards to Lots 4 – 7, which meet the needs of people with learning disabilities, mental health issues and dementia, autism and families with children, the volume of packages are small, which is as anticipated given the nature of the client group. The results of the monitoring visits were positive and demonstrated contractual compliance.
11. The Home Care and Support Provider Forum continues to meet bi-annually. This will enable all providers under this contract to meet with the Commissioners and Contract Officers to: ensure contractual obligations are met; raise any issues and discuss and implement any potential service improvements.

Recommendation

12. It is recommended that :-

- (a) Members note the current contract service model continues to perform very well.
- (b) Members note the ongoing contract management arrangements.

Suzanne Joyner
Director of Children and Adults

Background Papers

There are no Background Papers

Jeanette Crompton: Extension 5855

S17 Crime and Disorder	No direct impact
Health and Well Being	Adult Social Care is central to Health and Well being
Carbon Impact	None
Diversity	This contract impacts on a whole range of people who receive home care and support.
Wards Affected	All wards are affected
Groups Affected	People in receipt of Adult Social Care
Budget and Policy Framework	No direct impact
Key Decision	This is not an Urgent Decision
Urgent Decision	This is not a Key Decision
One Darlington: Perfectly Placed	Good home care and support enables people to remain in their own home and be part of their community
Efficiency	The contract was competitively tendered and provides value for money
Impact on Looked After Children and Care Leavers	This report has no impact on Looked After Children or Care Leavers

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HOMELESS REDUCTION ACT

SUMMARY REPORT

Purpose of the Report

1. This report sets out the implications of the introduction of the Homelessness Reduction Act 2017 on delivering homeless related services.

Summary

2. The Homeless Reduction Act came into force on 3 of April 2018 and introduces a number of extensions to the homeless duty. There are thirteen new duties but arguably these are the most important:
 - (a) **Prevention duty:** a duty for Councils to try and prevent the homelessness of people who are at risk of becoming homeless in the next 56 days. This duty is irrespective of the applicant's connection to the local area.
 - (b) **Relief duty** (helping someone to secure accommodation): a duty to try and resolve the homelessness of people who are already homeless. To qualify for help the applicant must have a connection to the local area, otherwise they can be referred to another local authority.
 - (c) **Personal Housing Plan:** Everyone who approaches for assistance will have a personalised plan to provide a framework for the Council and applicants to work together to identify appropriate actions to prevent or relieve the applicant's homelessness.
 - (d) **Duty to refer** (*will come into effect from October 2018*): a duty on other public services to refer people to the local housing authority if they are working with people who are homeless or at risk of homelessness.
3. In recognition of the increased administration the Government have provided the Council with a total of £70,505 in additional funding spread over three years but this is unlikely to cover the true additional costs.
4. Members are asked to consider:
 - (a) The new duties the Homelessness Reduction Act places on local authorities and the actions being taken to address these.

- (b) That a further report be provided in a year that will set out the full impacts of the changes.

Ian Williams
Director of Economic Growth and
Neighbourhood Services

Background Papers
 Darlington Preventing Homelessness Strategy 2015-17
 Reducing Homelessness Act 2017

Pauline Mitchell: Extension 5832

S17 Crime and Disorder	There are links between homelessness and offending behaviour. The changes being introduced should reduce the risk of homelessness and therefore reduce the risk of crime
Health and Well Being	There are benefits to health by reducing the risk of homelessness
Carbon Impact	There is no direct Carbon Impact.
Diversity	There are significant issues concerning the vulnerability of those who may be affected by homelessness
Wards Affected	All wards
Groups Affected	Anyone who may be at risk of homelessness
Budget and Policy Framework	These proposals do not form part of the Council's Policy Framework as set out in the Constitution and therefore this report does not represent a change to the framework.
Key Decision	This is not a Key Decision
Urgent Decision	No
One Darlington: Perfectly Placed	The prevention of homelessness is a significant factor in the health and well-being of local people, improving "life chances" including access to training and employment, improving personal safety, and, reducing the likelihood of anti-social behaviour.
Efficiency	The homelessness preventative agenda reduces the damaging effects of homelessness to families, individuals and communities. Positively engaging with local people who are homelessness or are threatened with homelessness, can reduce the level of expenditure associated with homelessness and deliver positive results for customers.
Impact on Looked After Children and Care Leavers	There should be a positive impact

MAIN REPORT

Information and Analysis

5. As the Local Housing Authority, the Council has a duty to provide services to the homeless under Part 7 of the Housing Act 1996. The Homeless Reduction Act amends the existing homelessness legislation. There are 13 Sections that amend many of the existing duties and bring in a substantial number of new duties. The Chief Executive of Crisis has described the Act as “undoubtedly...one of the most important developments in homelessness for 40 years.”
6. The Homelessness Reduction Act requires council's to try and prevent people from becoming homeless, intervening early and encouraging other public sector bodies to actively assist in identifying and referring those at risk of homelessness. The Homelessness Reduction Act is intended to change the way councils are expected to support and guide homeless people and introduce support to those who were not entitled to help previously.

Homelessness Reduction Act – the key provisions:

- (a) **Prevention duty:** Requirement for the Council to carry out homelessness prevention work with all those who are eligible for help and threatened with homelessness within 56 days (previously 28 days). The Prevention Duty will apply regardless of priority need, intentionality or local connection.
- (b) In addition, there must be specific advice for groups who are more at risk of homelessness (those stated in the legislation are: care leavers; people leaving prison; former members of the armed forces; victims of domestic violence; people leaving hospital; people suffering a mental illness or impairment; and any other group identified as being particularly at risk of homelessness in the district).
- (c) **Relief duty:** Those who are assessed as being homeless are entitled to homelessness relief assistance for 56 days before a decision on what ongoing homeless duty is owed by the Council. This is regardless of intentionality, but local connection can be taken into account at this stage. If the household is believed to be priority need and is therefore eligible for interim accommodation pending a decision on their homelessness application, they will be provided with temporary accommodation whilst the relief duty is carried out. Therefore a decision about what duty is owed by the Council cannot be taken until after a priority need household has been in temporary accommodation for 56 days unless there has been an intervening event – chiefly an offer of accommodation.
- (d) A power to take reasonable steps to protect the homeless household's property is extended to include when a relief duty is owed so encompasses all eligible homeless whether or not they are priority need. Reasonable steps will depend on circumstances, however over a period of 56 days it is likely to include collecting and packaging the belongings, transporting them for

storage and then delivering them to the owner on termination of the duty. Termination of storage duties requires a notice period and variety of letters, so unless there is an address to deliver the belongings at the end of the 56 day period storage provision is likely to continue for longer than 56 days. The Council can charge for this service.

- (e) For the Prevention and Relief Duties, the Council will have to agree, with the applicant, a 'Personal Housing Plan'. This will set out the steps to be taken by the Council and the steps to be taken by the applicant to prevent or relieve their homelessness. This is a collaborative process that the applicant will be expected to participate in. The steps to be taken by the applicant must be 'reasonable', taking into consideration their individual circumstances and any support needs.
 - (f) **Cooperation:** people being helped under the prevention and relief duty will be expected to take reasonable steps to resolve their own homelessness.
 - (g) **Duty to refer:** a new duty on other public services to refer people to the local housing authority if they are working with people who are homeless or at risk of homelessness.
7. In addition to changes introduced through the Act the Government have taken the opportunity to change the way homeless statistics are recorded. This is a major change which introduces much more detailed and therefore accurate information.
8. The changes do not affect the Council's existing responsibilities to offer temporary accommodation but there are 2 primary operational changes:
- (a) Each homeless household is likely to be within the service, and in some cases temporary accommodation, for a longer period of time unless their homelessness is resolved.
 - (b) Every household, including non-priority households, needs to have a meaningful plan that has a reasonable prospect of success
9. Social housing that becomes available is already allocated to those most in need, and the numbers of homes becoming available to let are likely to be similar in the medium and longer term. At the moment there are 1580 applicants on the waiting list and about 20 properties (mainly apartments) per week become available for letting confirming that demand for social housing outstrips supply. The Allocations Policy is the means by which applications are prioritised. This is being revised by the partnership of Tees Valley Local Authorities and Housing Associations that administer it to reflect the new categories of homeless applicant created by the Act. Although there has been no noticeable increase in numbers in the short time the Act has been in operation careful monitoring will be required to see if there is any change in the numbers who need to be rehoused.

10. As shown in table 1 the numbers approaching the Council in 2017 and 2018 confirm that there has been no noticeable difference in numbers approaching:

Table 1: Homeless Presentations

April	2017	2018
Drop ins	27	25
Appointments	24	26
Emergency Presentations	67	67
Total	118	118

11. The requirement to take applications at an earlier point, i.e. within 56 days rather than 28 days, in combination with the requirement on public bodies to refer cases of homelessness will probably lead to an increase in formal applications. In Wales, where these new requirements have been in place since April 2015, there has been a 26% increase in Homeless Applications¹
12. The measures to prevent or relieve homelessness may include (but won't be limited to):
- (a) Mediation and dispute resolution with family members or landlords.
 - (b) Tenancy sustainment support with some possible impacts on the commissioned Housing Related Support services particularly concerning recording information.
 - (c) Referral to specialist support services for specific advice (e.g. domestic abuse, debt management, drug and alcohol support etc.) or supported housing.
 - (d) Assistance to access the Private Rented Sector (financial or otherwise).
 - (e) Assistance to maximise income, welfare advice, and budgeting advice.
 - (f) A Prevention Fund with officer discretion (within a framework) to make payments where these will prevent/relieve homelessness.
 - (g) Assistance to apply for Discretionary Housing Payments
 - (h) Assistance to apply for Community Support Grants (where relevant)
13. It is expected that the Prevention and Relief duties will most often be discharged by either resolving issues and enabling the applicant to stay in their current accommodation, or assisting them to access other accommodation. The main challenge however is likely to occur through the risk of increasing numbers who have to be offered temporary accommodation as a result of the extended requirements. The Council has a statutory duty to secure interim accommodation

¹ <http://locatahousingservices.org.uk/information/new-andy-gale-toolkits-prevention-homelessness/>

for a household it has reason to believe may be eligible, homeless and to have a priority need whilst the case is investigated and a decision is made. The decision will then give rise to further accommodation duties in most cases. In 2017/18 the Council placed 208 people in Bed and Breakfast and 33 families in temporary accommodation. The numbers going in to some form of temporary accommodation have been increasing in recent years as overall numbers approaching the Council for assistance has increased. The Homelessness (Suitability of Accommodation) (England) Order 2003 requires that households with family commitments should not be placed in Bed and Breakfast accommodation for longer than 6 weeks and the Council is currently generally able to comply with this.

14. Although there may not be any further increases in total numbers approaching for assistance we do anticipate a greatly increased workload in managing cases as a result of the enhanced requirements associated with the Personal Housing Plan. Again evidence from Wales suggested that 33% of cases were running to the full length of the prevention period, extending case management significantly. Also Applicants will have a right to challenge or appeal at more stages and this has the potential to lengthen the time that some cases are active.
15. The changes will also impact on consultation and coordination with other partner organisations. A review is taking place of the partnership arrangements that will be finalised once guidance on the duty to Refer is published. The Council will receive £70,505 up to 2019/20 (£20,327 for 18/19) in new burdens funding to support the delivery of new duties to the homeless. This is being used towards the costs of a full time front line member of staff to take account of the increased case management and to upgrade IT systems to support increased case recording and the changes in gathering statistical information.

Outcome of Consultation

16. No formal consultation has been carried out, but Officers have met with relevant partner agencies to formulate the planned services. However, changes to homeless procedures will form part of the consultation process associated with the finalisation of the new Preventing Homelessness Strategy. This will also include the development of a new consultative partnership to support the delivery of the strategy and the duty to refer.

Adults and Housing Scrutiny Committee
3 July 2018

ITEM NO.

PERFORMANCE INDICATORS Q4 2017/18 AND PROPOSED INDICATORS FOR 2018/19

Purpose of the Report

1. To provide Members with an update on performance against key performance indicators.
2. To provide Members with a proposed basket of performance indicators for 2018/19 and to seek feedback on that proposed basket.
3. To note the proposed schedule for performance reporting set out in para 14.

Report

Q4 (end of year) performance summary

4. This report provides quarter 4 (1 January – 31 March) (end of year) 2017/18 performance information in line with an indicator set and scrutiny committee distribution agreed by Monitoring and Coordination Group on 12 June 2017, and subsequently by scrutiny committee chairs.
5. The indicators included in this report are aligned with key priorities and the majority are used to monitor the Corporate Plan 2017/21. Other indicators may be referenced when appropriate in narrative provided by the relevant assistant directors, when providing the committee with performance updates.
6. It is suggested monitoring focuses on issues and exceptions, and relevant assistant directors will be in attendance at the meeting to respond to queries raised by the committee regarding the performance information contained within this report.
7. Some of the indicators included in this report are reported annually or at other points within the year, and therefore quarter 4 updates for these indicators are not available.

Housing

8. Six (6) Housing indicators are reported quarterly, four (4) of which have targets. Of those indicators with targets:
 - a) Four (4) indicators have achieved year-end targets:
HBS 034 Average number of days to re-let dwellings

HBS 072 % of dwellings not with a gas service within 12 months of last service date)

The following indicators achieved target within agreed tolerances:

HBS 016 Rent collected as a proportion of rents owed on HRA dwellings'

HBS 013 Rent arrears of current tenants

Two (2) indicators do not have targets, these are:

'HBS 025 Number of days spent in bed and breakfast' which is showing performance worse than at end of year last year

'HBS 027a Number of positive outcomes where homelessness has been prevented' is also showing performance worse than at end of year last year

9. A performance scorecard is attached at Appendix 1 providing an overview of performance of the Housing indicators, and a more detailed set of Housing reports is attached at Appendix 2.

Adult Social Care

10. Of the fourteen (14) key performance indicators identified by the committee for reporting, performance relating to nine (9) of these is included in this report. Data is unavailable for the remaining five (5) indicators for a number of reasons which are detailed at page 16 of Appendix 3, the Adult Social Care Q4 (end of year) performance report attached at appendix 3.
11. ASC 002 & ASC 003 – Proportion of adults admitted on a permanent basis to residential care. Both these indicators have performed extremely well during 2017/18 and are well within their annual targets. The improved robustness of the validation procedure has been a positive contributory factor in the performance of both these indicators.
12. ASC 045 – Proportion of adults with a learning disability who live in their own home or with their family. This indicator has performed well within target during 2017/18 and has seen the best performance during the past 3 years. The improvement in this performance has been achieved by the introduction of detailed guidance around monitoring this indicator and the work carried out by the Lifestages Team to ensure that all information is captured accurately and in a timely manner.
13. ASC 046 – Proportion of adults with learning disabilities in paid employment. In terms of actual numbers there has been 15 individuals who have had their employment status updated since April. This is one more individual in paid employment compared to 2015/16.
14. ASC 208/209 – Number of Safeguarding concerns received. This is a significant increase from 16/17 taking into account that the figure for each of the previous 4

quarters averaged 65%. The increase is useful indicator in measuring the impact of Making Safeguarding Personal in the local authority.

15. An overview of performance against the Adult Social Care indicators is included in the scorecard attached at Appendix 1, more detailed information is available in the report at Appendix 3.

Scrutiny indicators 2018/19

16. A review of the indicator set and scrutiny committee allocation is due to ensure the continued relevance of the indicator set to the scrutiny committee's work plan for 2018/19.

17. The 2017/18 baskets of indicators have therefore been reviewed by assistant directors for continued relevance, and some additional indicators are suggested for inclusion for 2018/19 across the whole indicator set monitored by scrutiny where they have been subject to discussion during 2017/18 or relate to current areas of interest of the scrutiny committees, and some have been recommended for deletion where no longer relevant. For this committee 2 (two) indicators are recommended for deletion, otherwise the indicator set for both Adult Social Care and Housing remain the same as 2017/18:

- a) ASC 008 (ASCOF 2A 1&2) 'Permanent admissions to residential and nursing care homes, per 100,000 of the 18+ population'. This indicator tends not to be reported as it is the total figure of ASC 002 and ASC 003 combined.
- b) ASC 021 'Percentage of people whose need for home care has reduced through provision of a reablement package', as a review in reablement indicators is underway.

18. Monitoring and Co-ordination group has reviewed and agreed the proposed set of indicators for 2018/19 and their allocation to individual scrutiny committees in accordance with their areas of responsibility and existing allocation, and also the proposed quarterly performance reporting schedule set out below:

- Q1 - October 2018
- Q2 - December 2018
- Q3 - March 2019
- Q4 - June / July 2019

19. The proposed indicator set for 2018/19 for Adults and Housing Scrutiny Committee is attached at **appendix 4**.

20. This scrutiny committee report is compiled by the Corporate Performance Team. All queries regarding the format of this report should be addressed to Barbara.Copson@Darlington.gov.uk

Recommendations:

21. It is recommended:

- a) that performance information provided in this report is reviewed and noted, and relevant queries raised with appropriate assistant directors;
- b) that the committee reviews the proposed basket of performance indicators for 2018/19 and provides feedback as appropriate;
- c) that the committee notes the proposed schedule for performance reporting for 2018/19.

Barbara Copson – Performance Manager x 6054

Background papers

No background papers were used in the preparation of this report.

S17 Crime and Disorder	This report supports the Councils Crime and Disorder responsibilities
Health and Well Being	This report supports performance improvement relating to improving the health and wellbeing of residents
Sustainability	This report supports the Council's sustainability responsibilities
Diversity	This report supports the promotion of diversity
Wards Affected	This reports supports performance improvement across all Wards
Groups Affected	This report supports performance improvement which benefits all groups
Budget and Policy Framework	This report does not represent a change to the budget and policy framework
Key Decision	This is not a key decision
Urgent Decision	This is not an urgent decision
One Darlington: Perfectly Placed	This report contributes to the Sustainable Community Strategy (SCS) by involving Members in the scrutiny of performance relating to the delivery of key outcomes
Efficiency	Scrutiny of performance is integral to optimising outcomes.
Impact on Looked After Children and Care Leavers	This report has no impact on Looked After Children or Care Leavers.

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Adults and Housing
Performance Data
2017
2018

Scrut...
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Which ...
Adult S...
Housing...
Chief Exe...
Commis...
Commun...
Early Years

Key / ...
Key
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Corpo...
Delete
Key - O1
Key - O2


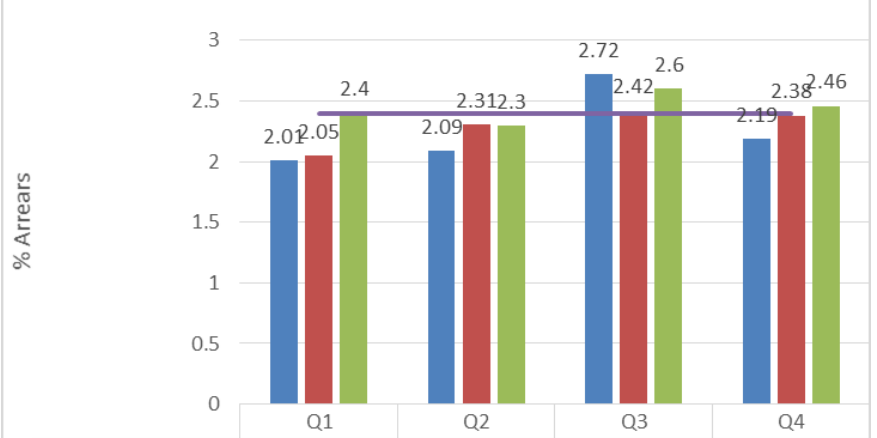
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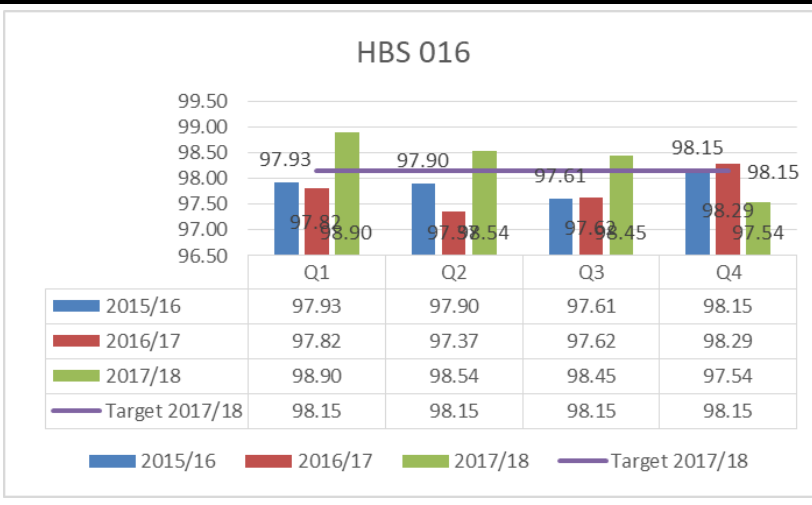
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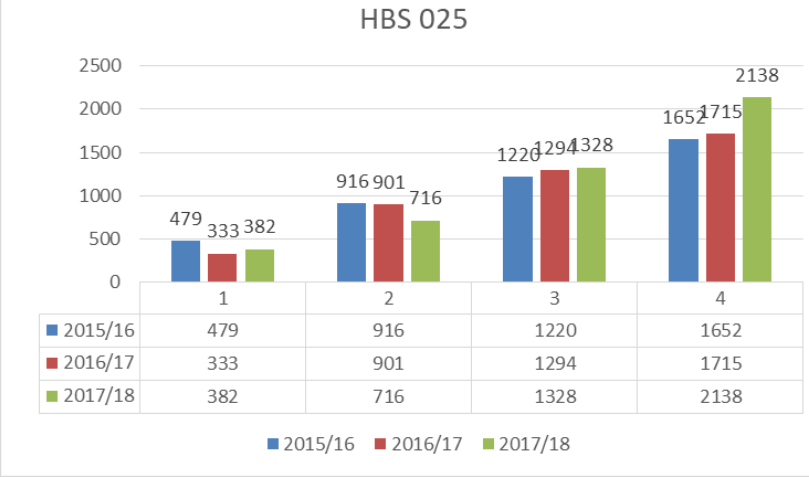
20	Total	20	20	20	Total
11	= Better than same period last year (↑) =	3	7	6	Better than target
	Better from when last reported (↑) =				
2	= The same as same period last year (↔) =	5	3	1	Achieving target
	The same from when last reported (↔) =				
5	= Not as good as same period last year (↓) =	4	5	4	Missing target
	Not as good from when last reported (↓) =				
2	Not comparable (blank)	8	5	9	No Target


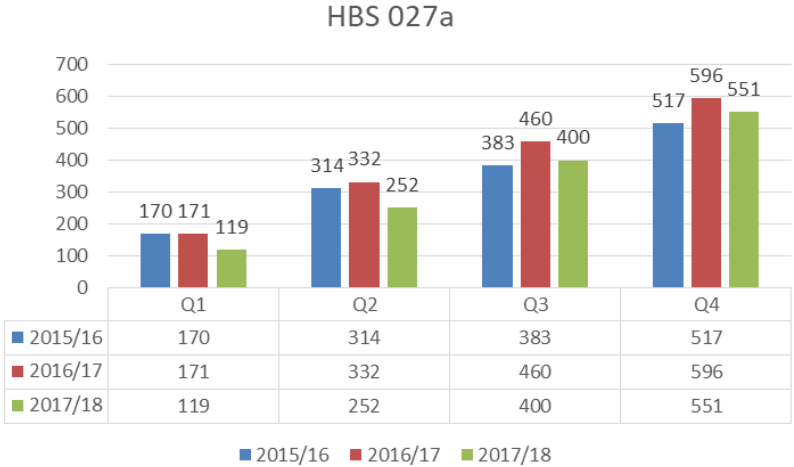
Indicator Num	Indicator Description	Reported	What is best	Measure of unit	Latest England Av	Latest North East Av	Latest other benchmark Av	2014/15	2015/16	2016/17	Data at same period last year	Latest data performance from same period last year	June	Sept	Dec	Mar	Mar - Num	Mar - Den	Trend from when last reported	Performance against target	March compare to target	Year End Target	Comments
ASC 002	(ASCOF 2A-2) Older people aged 65+ admitted on a permanent basis in the year to residential or nursing care per 100,000 of the 65+ population	Monthly	Smaller	Per 100,000 pop	611	838	639	788	843	796	843	↑	115	264	436	695	145	20,857	↑	↑	-	Qtr 4 .	
ASC 003	(ASCOF 2A-1) Adults aged 18 - 64 admitted on a permanent basis in the year to residential or nursing care homes, per 100,000 population	Monthly	Smaller	Per 100,000 pop	13	17	17	8.0	27	16	27	↑	0.0	1.6	3.2	3.2	2	62,270	↑	↑	-	Qtr 4 .	
ASC 008	(ASCOF 2A 1&2) Permanent admissions to residential and nursing care homes, per 100,000 of the 18+ population.	Monthly	Smaller	Per 100,000 pop	155	200	-	198	230	213	230	↑	29	67	112	177	147	83,197	↑	↑	-	Qtr 4 .	
ASC 019	Percentage of people who have no ongoing care needs following completion of provision of a reablement package.	Monthly	Bigger	%	-	-	-	73	67	67	67	↔	58	67	61	64	325	507	↔	↓	↓	-	Qtr 4 .
ASC 021	Percentage of people whose need for home care has reduced through provision of a reablement package.	Monthly	Bigger	%	-	-	-	48	54	56	54	↑	49						↑	↓	-	Qtr 4 .	
ASC 025	(ASCOF 1G) Proportion of adults with a learning disability who live in their own home or with their family	Monthly	Bigger	%	76	81	76	80	85	86	85	↑	7.2	14	59	94	286	303	↑	↑	-	Qtr 4 .	
ASC 046	(ASCOF 1E) Proportion of adults with learning disabilities in paid employment.	Monthly	Bigger	%	5.7	5.3	6.4	5.2	5.8	4.3	5.8	↓	0.3	1.3	4.7	5.0	15	303	↓	↓	-	Qtr 4 .	
ASC 049	(ASCOF 1C (1a)) Proportion of people using social care who receive self-directed support	Monthly	Bigger	%	89	97	92	90	92	98	92	↑	84	98	98	98	800	817	↔	↔	↔	-	Qtr 4 .
ASC 050	(ASCOF 1C (1b)) Proportion of carers using social care who receive self-directed support	Monthly	Bigger	%	83	88	85	87	97	96	97	↓	88						↑	↑	-	Qtr 4 .	
ASC 054	(ASCOF 3D (1)) The proportion of people who use Adult Care services who find it easy to find information about services.	Annual	Bigger	%	74	78	75	71	77	73	77		-	-	-				↓	↓	-	Qtr 4 .	
ASC 055	(ASCOF 3D (2)) The proportion of people who are carers who find it easy to find information about services.	Annual	Bigger	%	64	70	69	74	-	64	64		-	-	-				↔	↓	-	Qtr 4 .	
ASC 208	Number of Safeguarding concerns (initial enquiries) started - year to date	Monthly	Smaller	Num	-	-	-	-	1,004	831	1,004	↑	267	469	735	1,008	1,008				-	Qtr 4 .	
ASC 209	Number of Safeguarding concerns (initial enquiries) started - per month	Monthly	Smaller	Num	-	-	-	-	95	98	95	↓	72	61	99	97	97		↓		-	Qtr 4 .	
ASC 211	Number of strategy meetings undertaken i.e. concerns progressed to strategy per month	Monthly	Smaller	Num	-	-	-	-	14	12	14	↑	11	10.0	11	7.0	7		↓		-	Qtr 4 .	
HBS 013	Rent arrears of current tenants in the financial year as a percentage of rent debit (GNPI 34)	Quarterly	Smaller	%	2.7	2.6	2.6	2.0	2.1	2.4	2.1	↓	2.4	2.3	2.6	2.5	641,297	26,021,377	↑	↔	↓	2.4	Qtr 4 Arrears are 2.46% of debit, this is a slight rise in the same quarter last year. Welfare Reforms inc Universal Credit have had minimal impact but full implementation is due June 2018 so may affect next financial year
HBS 016	Rent collected as a proportion of rents owed on HRA dwellings *including arrears b/fwd	Quarterly	Bigger	%	97	-	98	98	98	98	98	↔	99	99	98	98	25,380,080	26,021,377	↔	↔	↓	98	Qtr 4 The collection rate is 94.54% which is a slight reduction on the same quarter last year.
HBS 025	Number of days spent in "Bed and Breakfast"	Monthly	Smaller	Num	-	-	-	-	1,652	1,715	1,652	↓	382	716	1,328	2,138	2,138				-	Qtr 4 This cumulative figure shows a marked increase at year end compared to last year. This is due to a) the prolonged period of cold weather; b) a large number of complex cases consisting of clients with Mental Health issues and or learning disabilities who took longer than usual to rehouse; and c) an increase in the number of Asylum seekers being given leave to remain in the darlington area and either choosing to stay or being referred back from other authorities.	


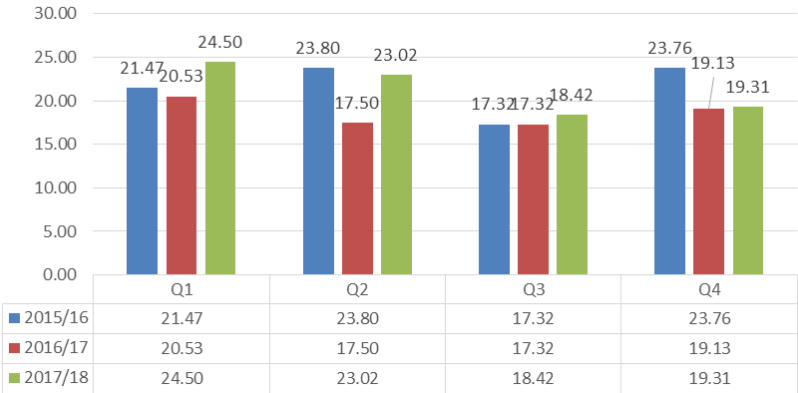
Indicator Num	Indicator Description	Reported	What is best	Measure of unit	Latest England Av	Latest North East Av	Latest other benchmark Av	2014/15	2015/16	2016/17	Data at same period last year	Latest data performance from same period last year	June	Sept	Dec	Mar	Mar - Num	Mar - Den	Trend from when last reported	Performance against target	March compare to target	Year End Target	Comments
HBS 027a	Number of positive outcomes where homelessness has been prevented	Monthly	Bigger	Num	-	-	-	-	517	596	517	↑	119	252	400	551	551					-	Qtr 4 There has been a slight decrease in the number of positive outcomes at year end compared to last year. This is largely due to the change in working practices which were brought in during March to ensure we were compliant with the implementation of the Homeless Reduction Act 2017 which became law at the beginning of April.
HBS 034	Average number of days to re-let dwellings	Monthly	Smaller	Num/Rate	-	-	-	33	24	19	24	↑	25	23	18	19	1,043	54	↓	↑	↑	25	Qtr 4 2 weekly bidding cycle reflect increase in figures for January. February was an exceptional month with prompt turnaround of voids.
HBS 072	% of dwellings not with a gas service within 12 months of last service date	Monthly	Smaller	%	-	-	-	0.3	0.5	0.4	0.5	↑	1.5	0.2	0.2	0.4	18	4,937	↔	↑	↑	1.5	Qtr 4 .


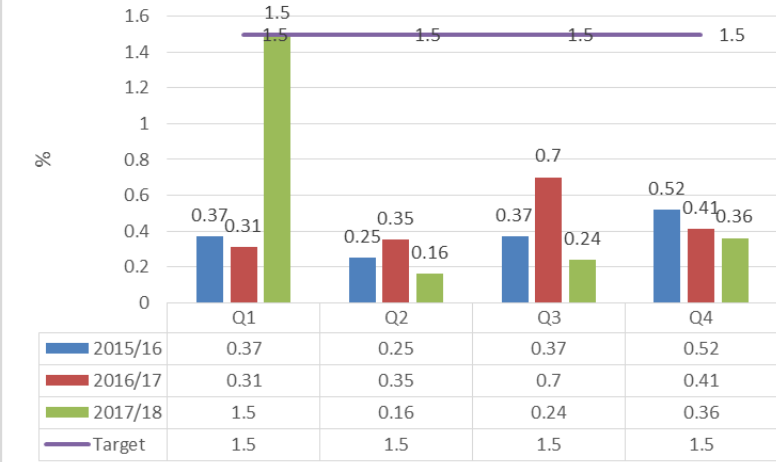
Indicator	HBS 013 Rent arrears of current tenants in the financial year as a percentage of rent debit (GNPI 34)																											
How we calculate this indicator	Current outstanding arrears of rent and service charges due from all current tenants as a proportion of the annual rent debit plus current tenant arrears brought forward from the previous financial year. 2017/18 target is 2.40% with a tolerance of 1%.	Q4 performance: Achieved within tolerance 																										
Why this indicator is important	This indicator along with HBS 016, is a key measure of the effectiveness and efficiency of the Council’s rent collection and arrears recovery service. An efficient rent collection service is important to ensuring that as much of the rent due, and therefore potential income to the council as a landlord, is collected and received. Tenant accounts managed inefficiently can result in further arrears. Rental income is a major source of finance and is used to meet the costs of managing and maintaining the housing stock. Arrears are monitored and managed against annual forecasting and organisational expectations.																											
What the data is telling us	Performance in quarter 4 was an improvement on quarter 3 and end of year target has been achieved within tolerance. Rent arrears have followed previous trends which show a rise in arrears because of Christmas followed by improvement in quarter 4 to bring us round close to target. We map arrears trends by individual geographical areas and by monthly direct debit payment cycles which allow us to monitor on a monthly basis the value of arrears and number of tenants in arrears. This allows us to target specific areas where arrears have increased. Additionally we have increased the number of homes in the housing stock which in turn increases the rent debit and therefore the value of arrears as more rents are due.	 <table border="1" data-bbox="1176 1173 2004 1308"> <thead> <tr> <th></th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>2.01</td> <td>2.09</td> <td>2.72</td> <td>2.19</td> </tr> <tr> <td>2016/17</td> <td>2.05</td> <td>2.31</td> <td>2.42</td> <td>2.38</td> </tr> <tr> <td>2017/18</td> <td>2.4</td> <td>2.3</td> <td>2.6</td> <td>2.46</td> </tr> <tr> <td>Target 2017/18</td> <td>2.4</td> <td>2.4</td> <td>2.4</td> <td>2.4</td> </tr> </tbody> </table>			Q1	Q2	Q3	Q4	2015/16	2.01	2.09	2.72	2.19	2016/17	2.05	2.31	2.42	2.38	2017/18	2.4	2.3	2.6	2.46	Target 2017/18	2.4	2.4	2.4	2.4
	Q1	Q2	Q3	Q4																								
2015/16	2.01	2.09	2.72	2.19																								
2016/17	2.05	2.31	2.42	2.38																								
2017/18	2.4	2.3	2.6	2.46																								
Target 2017/18	2.4	2.4	2.4	2.4																								
What we are doing about it	A recent restructure has been carried out within the Income team meaning a more focussed approach on current rent arrears and rent collection. Darlington will become a full service area for Universal Credit on 20th June 2018 which we expect to have an impact on rent collection due to the assessment periods for claims.																											

Indicator	HBS 016 Rent collected as a proportion of rents owed on HRA dwellings including arrears brought forward																										
How we calculate this indicator	Rent and service charges payments received from our current and former tenants, plus Housing Benefit entitlement received, as a proportion of the rent roll at the end of the period, plus current tenant arrears brought forward from the previous financial year. 2017/18 target is 98.15% with a 1% tolerance.	Q4 performance: Achieved within tolerance 																									
Why this indicator is important	This indicator along with HBS 013, is a key measure of the effectiveness and efficiency of the Council’s rent collection and arrears recovery service. An efficient rent collection service is important to ensuring that as much of the rent due, and therefore potential income to the council as a landlord, is collected and received. Rental income is a major source of finance and is used to meet the costs of managing and maintaining the housing stock. We benchmark our performance against Housing Quality Network and the North Income Benchmarking Group.																										
What the data is telling us	Quarter 4 performance reduced however the target was achieved within tolerance. Performance was also 0.75% below end of year last year. Benchmarking with the Housing Quality Network shows that top quartile is above 98.29% therefore our outturn performance is 0.75% below Housing Quality Network top quartile.	 <table border="1" data-bbox="1227 954 1982 1129"> <thead> <tr> <th></th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>97.93</td> <td>97.90</td> <td>97.61</td> <td>98.15</td> </tr> <tr> <td>2016/17</td> <td>97.82</td> <td>97.37</td> <td>97.62</td> <td>98.29</td> </tr> <tr> <td>2017/18</td> <td>98.90</td> <td>98.54</td> <td>98.45</td> <td>97.54</td> </tr> <tr> <td>Target 2017/18</td> <td>98.15</td> <td>98.15</td> <td>98.15</td> <td>98.15</td> </tr> </tbody> </table>		Q1	Q2	Q3	Q4	2015/16	97.93	97.90	97.61	98.15	2016/17	97.82	97.37	97.62	98.29	2017/18	98.90	98.54	98.45	97.54	Target 2017/18	98.15	98.15	98.15	98.15
	Q1	Q2	Q3	Q4																							
2015/16	97.93	97.90	97.61	98.15																							
2016/17	97.82	97.37	97.62	98.29																							
2017/18	98.90	98.54	98.45	97.54																							
Target 2017/18	98.15	98.15	98.15	98.15																							
What we are doing about it	Restructure in the department and loss of key members of the team caused some disruption. Arrears processes are being streamlined in readiness for Universal Credit roll out in June 2018 and staffing levels are increasing back to normal. Training is continuing for all new members of staff and those in new roles.																										

Indicator	HBS 025 Number of days spent in Bed and Breakfast																					
How we calculate this indicator	Total number of nights a household spends in bed and breakfast accommodation paid for by the local authority. The total is cumulative and performance is monitored and measured monthly, and reported at the end of each quarter. No target is set for this indicator.	Outturn performance compared with outturn performance last year 																				
Why this indicator is important	This indicator along with HBS 027a, is a key measure of the effectiveness and efficiency of the Council’s Housing Options service. The Council has a duty to secure accommodation for unintentionally homeless households in priority need. Households might be placed in temporary accommodation pending the completion of inquiries into an application, or they might spend time waiting in temporary accommodation after an application is accepted until suitable secure accommodation becomes available. Bed and breakfast (B&B) accommodation is one of the types of temporary accommodation available to the Council. B&B accommodation is an expensive option and disruptive for families, and therefore used when no other temporary accommodation is available. Nationally and in Darlington, the number of nights households spend in B&B is increasing.																					
What the data is telling us	No target is set for this indicator due to the reactive nature of the service. Performance comparison is made with performance at the same period last year which shows that the number of days in bed and breakfast increased by 25% this year compared with last year. Across the year we have performed well by keeping numbers low in Bed and Breakfast. However sustained periods of cold weather saw a rapid increase in presentations and length of stays in temporary accommodation - seeing an increase in numbers in quarter 4. This was unpreventable due to the reactive nature of the service.	 <table border="1" data-bbox="1256 1139 2018 1273"> <thead> <tr> <th></th> <th>1</th> <th>2</th> <th>3</th> <th>4</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>479</td> <td>916</td> <td>1220</td> <td>1652</td> </tr> <tr> <td>2016/17</td> <td>333</td> <td>901</td> <td>1294</td> <td>1715</td> </tr> <tr> <td>2017/18</td> <td>382</td> <td>716</td> <td>1328</td> <td>2138</td> </tr> </tbody> </table>		1	2	3	4	2015/16	479	916	1220	1652	2016/17	333	901	1294	1715	2017/18	382	716	1328	2138
	1	2	3	4																		
2015/16	479	916	1220	1652																		
2016/17	333	901	1294	1715																		
2017/18	382	716	1328	2138																		
What we are doing about it	Robust procedures are in place to prevent and monitor Bed & Breakfast usage. However this year sees the introduction of the Homeless Reduction Act some changes will be seen. Cases will likely to be open for longer periods and we anticipate that both numbers and length of stays in temporary accommodation will increase.																					

Indicator	HBS 027a Number of positive outcomes where homelessness has been prevented																					
How we calculate this indicator	Total number of households within the period where new positive outcomes have been recorded and homelessness has been prevented or relieved. The total is cumulative and performance is monitored and measured monthly and reported at the end of each quarter. No target is set for this indicator.	Outturn performance compared with outturn performance last year 																				
Why this indicator is important	This indicator along with HBS 025 is a key measure of the effectiveness and efficiency of the Council's Housing Options service. Homelessness can make it harder for individuals to find a job, stay healthy and maintain relationships. Communities can also be impacted by an increase in rough sleeping or demand on health or adult social care services. Addressing the immediate and long term costs of homelessness can be significant. Preventing homelessness can reduce costs and the potential impact on the individual, the community and service providers.																					
What the data is telling us	No target is set for this indicator due to the reactive nature of the service. Performance comparison is made with performance at the same period last year which shows that outturn performance this year is 8% lower than last year. The data tells us how many cases or households have had their homeless situation prevented or relieved. It shows a slight decrease from last year however the compatible data differs due to the reduction in support services following the Medium Term Financial Plan. Also note that part way through the year we introduced new working practices and procedures preparing for the introduction of the Homeless Reduction Act.	 <table border="1" data-bbox="1227 1082 2018 1214"> <caption>HBS 027a</caption> <thead> <tr> <th></th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>170</td> <td>314</td> <td>383</td> <td>517</td> </tr> <tr> <td>2016/17</td> <td>171</td> <td>332</td> <td>460</td> <td>596</td> </tr> <tr> <td>2017/18</td> <td>119</td> <td>252</td> <td>400</td> <td>551</td> </tr> </tbody> </table>		Q1	Q2	Q3	Q4	2015/16	170	314	383	517	2016/17	171	332	460	596	2017/18	119	252	400	551
	Q1	Q2	Q3	Q4																		
2015/16	170	314	383	517																		
2016/17	171	332	460	596																		
2017/18	119	252	400	551																		
What we are doing about it	This year sees the introduction of the Homeless Reduction Act this means working to new guidelines so there will be difficulty in comparing data. We will need to monitor and review performance throughout the coming year and ensure appropriate comparisons are made.																					

Indicator	HBS 034 Average number of days to re-let dwellings																					
How we calculate this indicator	This indicator measures the average time (in calendar days) to re-let vacant dwellings during the quarter. It is calculated by dividing the total number of days dwellings were vacant in the quarter, by the number of re-lets in the quarter. Dwellings requiring major works are not included in this calculation. 2017/18 target is 25 days.	Q4 performance: Target achieved 																				
Why this indicator is important	It is important to minimise the length of time a dwelling is empty to maximise the benefits of that property. When a property is empty (void) we are unable to receive income for that property through rent and service charges. Additionally the length of time those awaiting rehousing by the Council is increased by longer void times. To maximise income to the Housing Revenue Account and potential negative impact on tenants and prospective tenants, we need to re-let properties in the shortest time possible.																					
What the data is telling us	The target is 25 days however we seek to re-let dwellings in less time wherever possible. Since 2015/16 we have consistently re-let dwellings on average in less time than 25 days. Over the last 12 months we have built new homes which have been added to our existing housing stock. Over recent months we have seen an increase in the number of voids as existing council tenants move from their tenancies to new Council built homes. This has resulted in void numbers fluctuating month on month during the allocation process and this is likely to continue in the coming months as further new builds are made available. Tenancy management officers have worked hard to ensure performance is sustained. Performance continues to remain good and outturn performance is only very slightly worse than at outturn last year.	<p style="text-align: center;">HBS 034</p>  <table border="1" data-bbox="1234 1010 2029 1129"> <thead> <tr> <th></th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>21.47</td> <td>23.80</td> <td>17.32</td> <td>23.76</td> </tr> <tr> <td>2016/17</td> <td>20.53</td> <td>17.50</td> <td>17.32</td> <td>19.13</td> </tr> <tr> <td>2017/18</td> <td>24.50</td> <td>23.02</td> <td>18.42</td> <td>19.31</td> </tr> </tbody> </table>		Q1	Q2	Q3	Q4	2015/16	21.47	23.80	17.32	23.76	2016/17	20.53	17.50	17.32	19.13	2017/18	24.50	23.02	18.42	19.31
	Q1	Q2	Q3	Q4																		
2015/16	21.47	23.80	17.32	23.76																		
2016/17	20.53	17.50	17.32	19.13																		
2017/18	24.50	23.02	18.42	19.31																		
What we are doing about it	Performance continues to be good and below the performance target. Officers continue to work steadily however, we accept that there is an ongoing competitive housing market in which we need to ensure we remain pro-active. Officers are encouraged to promote both existing and new build properties via various mediums.																					

Indicator	HBS 072 % of dwellings not with a gas service within 12 months of last service date																										
How we calculate this indicator	<p>This indicator measures the percentage of dwellings which did not have a current gas safety record in place as at the end of the quarter, which had been reviewed by their anniversary dates. It is calculated by dividing the total number of dwellings without a current gas safety record in place at the end of the quarter, by the number of dwellings requiring a gas safety record. 2017/18 target is 1.5 days.</p>	<p>Q4 performance: Target achieved </p>																									
Why this indicator is important	<p>The Council is responsible for making sure gas appliances in Council dwellings work safely. An annual gas service and safety check is carried out on every dwelling once a year and tenants are required to provide access to engineers to do this. In addition to the safety implications of gas appliances working properly, correctly functioning appliances can help reduce gas bills.</p>																										
What the data is telling us	<p>We continue to do an excellent job in complying with gas servicing. Over 99.6% of Council owned properties have received an annual service. The target has been achieved and outturn performance is better than outturn performance last year.</p>	 <table border="1" data-bbox="1288 1029 2027 1189"> <thead> <tr> <th></th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>0.37</td> <td>0.25</td> <td>0.37</td> <td>0.52</td> </tr> <tr> <td>2016/17</td> <td>0.31</td> <td>0.35</td> <td>0.7</td> <td>0.41</td> </tr> <tr> <td>2017/18</td> <td>1.5</td> <td>0.16</td> <td>0.24</td> <td>0.36</td> </tr> <tr> <td>Target</td> <td>1.5</td> <td>1.5</td> <td>1.5</td> <td>1.5</td> </tr> </tbody> </table>		Q1	Q2	Q3	Q4	2015/16	0.37	0.25	0.37	0.52	2016/17	0.31	0.35	0.7	0.41	2017/18	1.5	0.16	0.24	0.36	Target	1.5	1.5	1.5	1.5
	Q1	Q2	Q3	Q4																							
2015/16	0.37	0.25	0.37	0.52																							
2016/17	0.31	0.35	0.7	0.41																							
2017/18	1.5	0.16	0.24	0.36																							
Target	1.5	1.5	1.5	1.5																							
What we are doing about it	<p>Compliance remains solid at less than 1% that have not had a gas service safety check. Officers continue to work well together updating a live excel sheet with up to date actions.</p>																										



Darlington Borough Council

Adult Social Care

End of Year Scrutiny Performance Report

2017-18

Performance Summary

ASC 002 & ASC 003 – Proportion of adults admitted on a permanent basis to residential care. Both these indicators have performed extremely well during 2017/18 and are well within their annual targets. The improved robustness of the validation procedure has been a positive contributory factor in the performance of both these indicators.

ASC 045 – Proportion of adults with a learning disability who live in their own home or with their family. This indicator has performed well within target during 2017/18 and has seen the best performance during the past 3 years. The improvement in this performance has been achieved by the introduction of detailed guidance around monitoring this indicator and the work carried out by the Lifestages Team to ensure that all information is captured accurately and in a timely manner.

ASC 046 – Proportion of adults with learning disabilities in paid employment. In terms of actual numbers there has been 15 individuals who have had their employment status updated since April. This is one more individual in paid employment compared to 2015/16.

ASC 208/209 – Number of Safeguarding concerns received. This is a significant increase from 16/17 taking into account that the figure for each of the previous 4 quarters averaged 65%. The increase is a useful indicator in measuring the impact of Making Safeguarding Personal in the local authority.

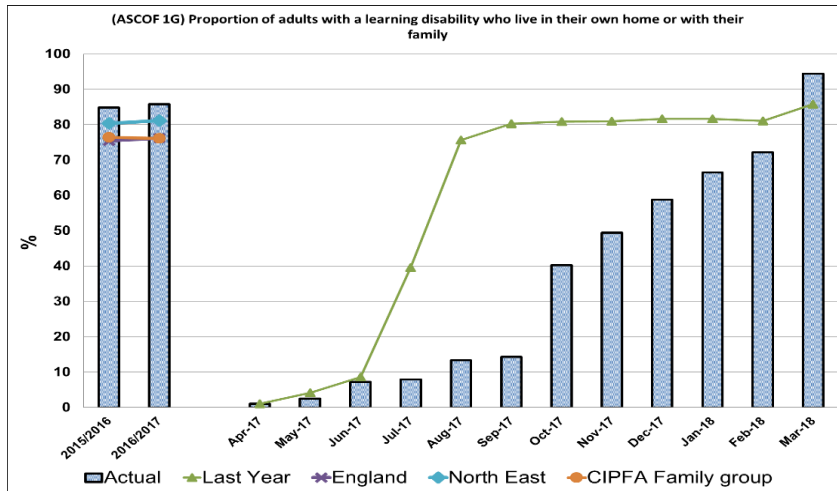
QUALITY OF LIFE: ASCOF 1G (ASCOF 1G) – Proportion of adults with a learning disability who live in their own home or with their family (Bigger is better)

Numerator: All people within the denominator who are “living on their own or with their family.” Source: SALT

Denominator: Number of working-age learning-disabled clients known to CASSRs during the period. This includes clients who received long term support during the year and with a primary support reason of learning disability support. All support settings should be included (i.e. residential, nursing and community settings)

ACTUAL: 94%

TARGET: 85%



What is the story the data is telling us?

	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2016/17	8.5% (25)	72% (211)	2.6% (8)	5.2% (16)
2017/18	7.2% (21)	7.6% (24)	44% (132)	40% (109)

The figures in brackets denote the actual number of accommodation statuses updated during each period.

Annual Trend	2015/16	2016/17	2017/18
	85%	86%	94%

Comparator Groups	2016/17
England Average	76%
North East Average	81%
Statistical Neighbours Average	76%

During 2017/18 94% of adults with a learning disability known to Social Services were either living in their own home or with family. This performance has exceeded the target by 9%. In terms of actual figures out of 303 clients receiving a service 286 accommodation statuses were captured as either living in their own home or with family. The remaining 17 clients were living in either residential / nursing care or staying with family or friends.

The improvement in this performance has been achieved by the introduction of detailed guidance around monitoring this indicator and the work carried out by the Lifestages Team to ensure that all information is captured accurately and in a timely manner.

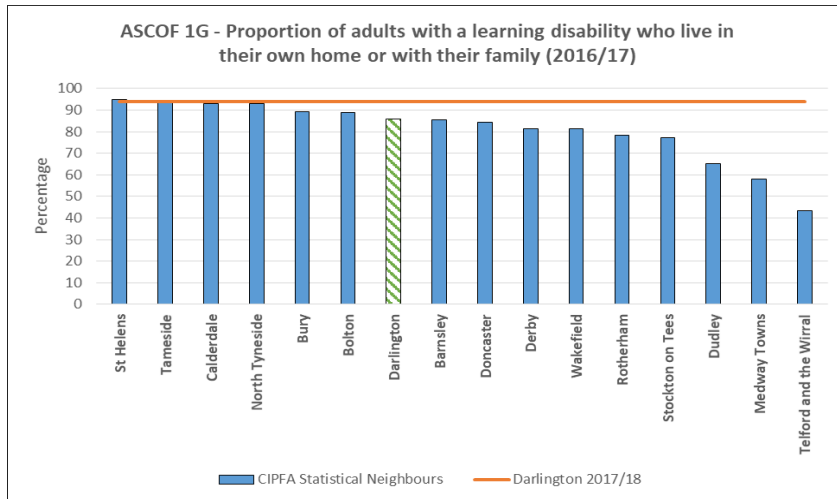


Table 1: Breakdown of the type of settled accommodation

Settled mainstream housing with family and friends	136
Supported accommodation, supported lodging	102
Tenant LA – Housing Association	25
Sheltered Housing / Extra Care Housing	9
Tenant Private Landlord	9
Shared Lives Scheme	4
Owner Occupier	1

Table 2: Breakdown of the accommodation type for those people not living in their own home or with family

Registered Care Home	14
Registered Nursing Home	2
Staying with friend / family	1

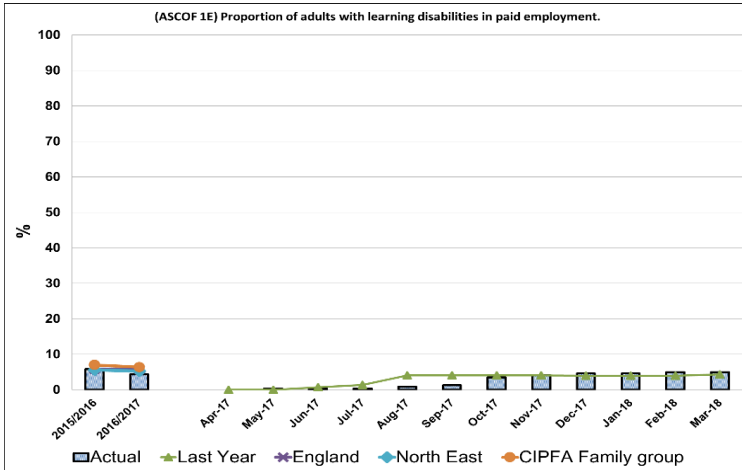
QUALITY OF LIFE: ASC 046 (ASCOF 1E) Proportion of adults with learning disabilities in paid employment. (Bigger is better)

Numerator: All people within the denominator, who are in employment. Source: SALT

Denominator: Number of working-age learning-disabled clients known to CASSRs during the period. This includes clients who received long term support during the year and with a primary support reason of learning disability support. All support settings should be included (i.e. residential, nursing and community settings)

ACTUAL: 5.0%

TARGET: 6%



What is the story the data is telling us?

	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2016/17	0.68% (2)	3.4% (10)	0% (0)	0.3% (1)
2017/18	0.34% (1)	0.95% (3)	3.3% (10)	0.3% (1)

The figures in brackets denote the actual number of employment statuses updated during each period.

Annual Trend	2015/16	5.8%
	2016/17	4.3%
	2017/18	5.0%

Comparator Groups	2016/17
England Average	5.7%
North East Average	5.3%
Statistical Neighbours Average	6%

During 2017/18 5% of adults with a learning disability known to Social Services were in paid employment. This performance is slightly lower than the annual target, however during the year 1 new client was recorded as being in paid employment all the other clients have carried over from 2016/17. In terms of actual figures out of 303 clients receiving a service 15 of these were in paid employment. A breakdown of the employer's name and type of job can be found in Table 3 on the following page.

3 people stopped receiving paid employment between 2016/17 and 2017/18. 1 moved to voluntary work, 1 was recorded as being unemployed and 1 client's long term support ended.

Work is currently ongoing to try and increase the performance for this indicator during 2018/19. The Life Stages Service employment pilot is promoting and raising aspirations around employment for people with learning disabilities. 10 individuals have now been matched with voluntary and commissioned support providers and meetings are now being arranged with the individuals and the matched providers to produce individual's plans and costing to be presented at validation.

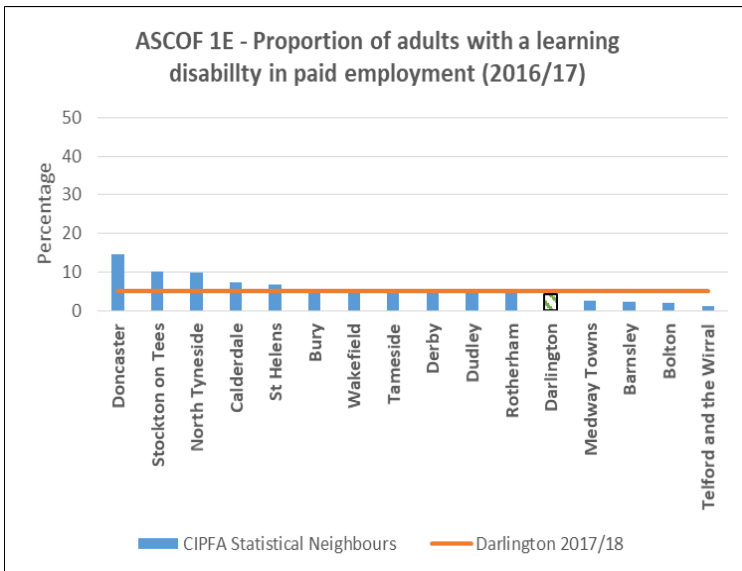


Table 3: Breakdown in the type of job each individual is employed in along with their employer.

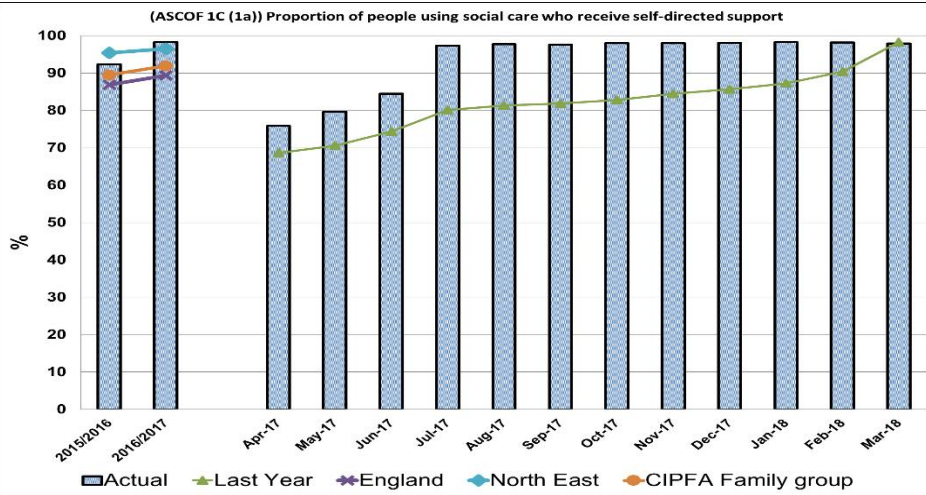
Client ID	Job Type	Employer
414124	Post Room Administrator Cleaner	Capita Hartshead Milburn House
415218	Cleaner	Dimensions
198005	Quality Assurance	Dimensions
400469	Kitchen Assistant	The Mowden
279811	Kitchen Assistant	Darlington College
305218	Office Assistant	Mencap
366259	Canteen Assistant	Magnet
186119	Café Staff	Sainsbury's
188380	Cleaner	Making Space
352135	Administrator	Foundations
361403	Retail Assistant	B&Q
401817	Grocery Assistant	Marks & Spencer's
415264	Cleaner	United Response
352431	Kitchen Porter	Thomas Ryhouse
194298	Recruitment Support	Dimensions

QUALITY OF LIFE: ASC 049 (ASCOF 1C (1a)) – Proportion of people using social care who receive self-directed support (Bigger is better)

Numerator: The number of users receiving either a) Direct Payment, b) Part Direct Payment or c) CASSR managed Personal Budget at the year-end 31st March: SALT

Denominator: Clients (aged 18 or over) accessing long term community support at the year end 31st March: SALT

ACTUAL: 98% TARGET: 98%



What is the story the data is telling us?

	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2016/17	74%	82%	86%	98%
2017/18	84%	98%	98%	98%

Annual Trend	2015/16	92%
	2016/17	98%
	2017/18	98%

Comparator Groups	2016/17
England Average	89%
North East Average	97%
Statistical Neighbours Average	92%

Performance has stayed consistently at 98% during the last 3 quarters of the year and the end of year performance for 2017/18 is higher than the most recent average figures from the 3 comparator groups.

There are 15 clients who are not currently recorded as receiving self-directed support. Personal budgets are only generated if 'Yes' is answered in response to the RAS question. There are 3 clients who answered 'Yes' in response to the RAS question therefore should have been recorded as receiving a personal budget, but are not included in the indicator's figure. The Systems Team are to investigate these 3 cases to determine why this has not happened.

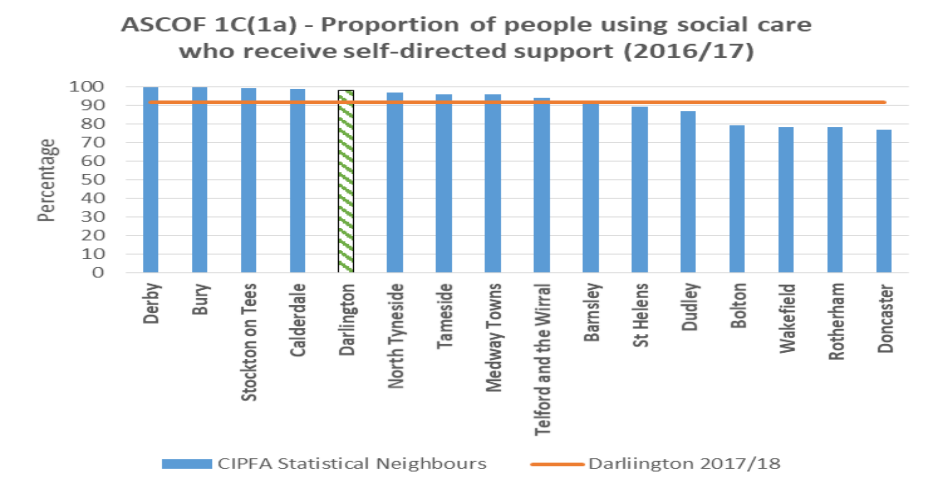


Table 4

18-64

TYPES OF SELF DIRECTED SUPPORT	
Direct Payments	217
CASSR Managed Personal Budget	157
Part Direct Payments	67
Total	441

Table 5

PRIMARY SUPPORT REASON	
Learning Disability Support	255
Physical Support – Personal Care Support	128
Mental Health Support	41
Social Support – Support for Social Isolation / Other	6
Physical Support – Access and Mobility Only	5
Social Support – Substance Misuse Support	2
Support with Memory and Cognition	2
Sensory Support – Support for Hearing Impairment	1
Sensory Support – Support for Dual Impairment	1
Sensory Support – Support for Visual Impairment	0
Total	441

Table 6

65+

TYPES OF SELF DIRECTED SUPPORT	
CASSR Managed Personal Budget	271
Direct Payments	76
Part Direct Payments	12
Total	359

Table 7

PRIMARY SUPPORT REASON	
Physical Support – Personal Care Support	239
Support with Memory and Cognition	45
Learning Disability Support	30
Mental Health Support	21
Physical Support – Access and Mobility Only	11
Social Support – Support for Social Isolation / Other	4
Sensory Support – Support for Visual Impairment	4
Sensory Support – Support for Hearing Impairment	2
Sensory Support – Support for Dual Impairment	2
Social Support – Substance Misuse Support	1
Total	359

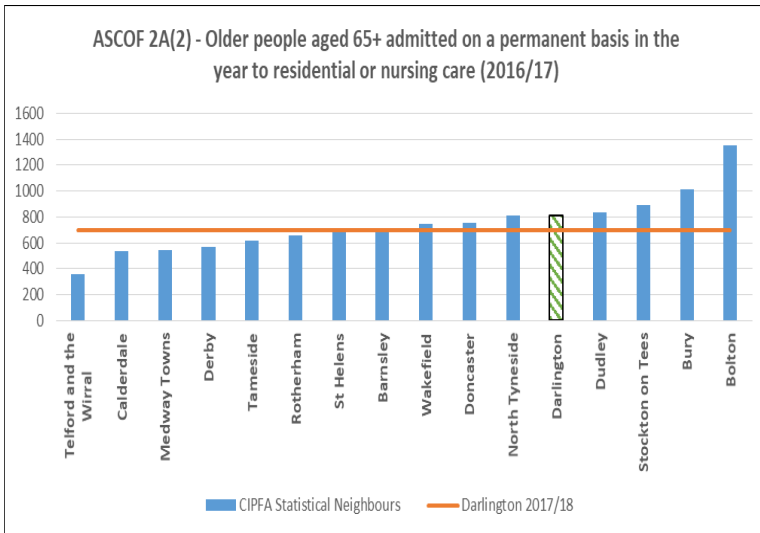
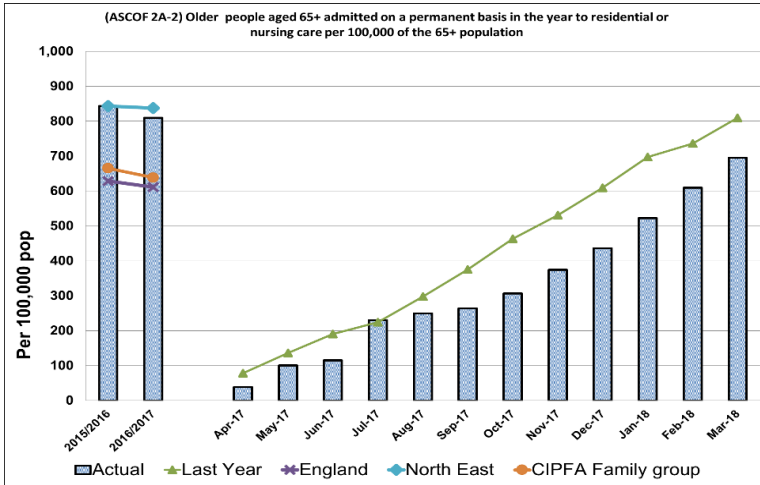
REDUCE THE NEED: ASC 002 (ASCOF 2A-2) – Older people aged 65+ admitted on a permanent basis in the year to residential or nursing care. (Smaller is better)

Numerator: The sum of the number of council-supported permanent admissions of older people (aged 65 and over) to residential and nursing care during the year (excluding transfers between residential and nursing care): SALT

Denominator: Size of older people population (aged 65 and over) in area (ONS mid-year population estimates).

ACTUAL: 695 (per 100,000 pop)

TARGET: 809 (per 100,000 pop)



What is the story the data is telling us?

	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2016/17	39	38	48	41
2017/18	24	31	36	54

Annual Trend	2015/16	2016/17	2017/18
	843 (173)	809 (166)	695 (145)

The figures in brackets denote the actual number admitted on a permanent basis to residential or nursing care for the year.

Comparator Groups	2016/17
England Average	611
North East Average	838
Statistical Neighbours Average	639

At the end of 2017/18 there were 145 older people (65+) who were admitted to residential or nursing care on a permanent basis. This is 21 individuals less than the previous year and 28 less than during 2015/16. The reduction in the number of permanent admissions demonstrates the positive impact that the improved robustness of the validation procedure is having on ensuring that all avenues are considered before permanency is agreed. The checking of data between Finance, Validation and Performance continues to take place to ensure that the figures for this indicator are accurate and up to date.

The increase in the number of reablement packages provided during the year (ASC017) and the use of Care Connect are both contributory factors in the reduction of the number of permanent admissions. Both these show how the preventative agenda is having a positive impact on the number of permanent admissions and how trying to ensure that clients remain in their homes for as long as possible is the primary goal.

Breakdown of data for 65+ admitted to residential or nursing care on a permanent basis.

Table 8: Breakdown of placement made per month for past 3 years

	April	May	June	July	August	September	October	November	December	January	February	March	Year Total
2017/18	10	16	14	11	9	8	13	8	14	14	14	14	145
2016/17	16	12	11	9	13	16	18	14	16	18	8	15	166
2015/16	19	13	12	17	14	22	17	17	14	14	8	7	174

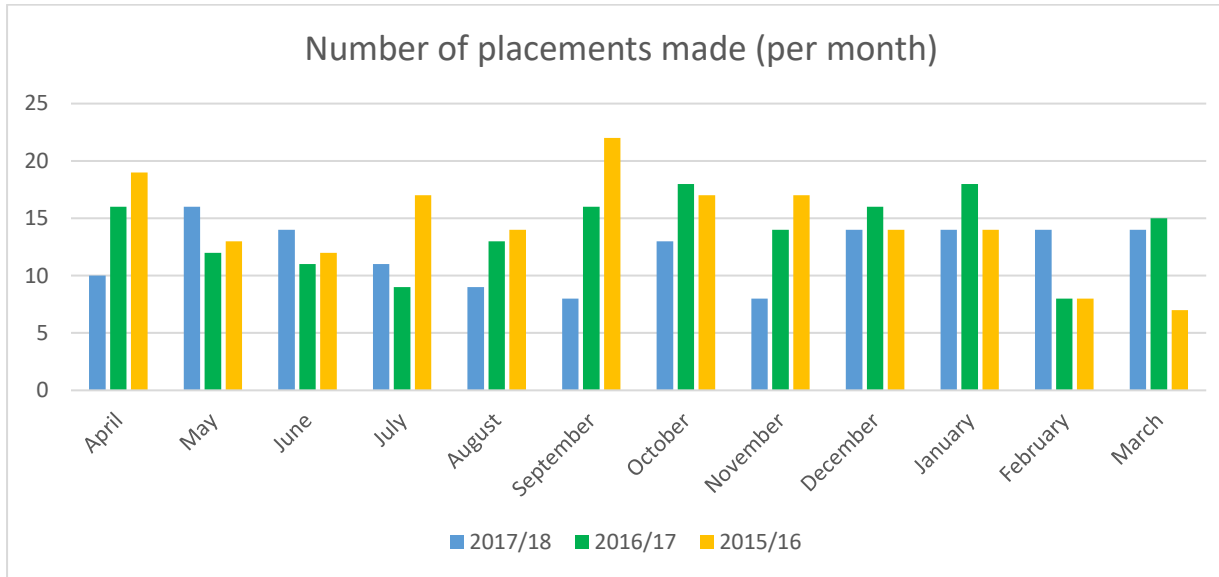


Table 9: Breakdown of Service Type for each placement

Service Type	Total
Permanent Residential Care	118
Permanent Nursing Care	27

Table 10: Breakdown of Service Element for each placement

Service Element	Total
OP Residential	76
EMI Residential	45
OP Nursing	19
EMI Nursing	5

Table 11: Breakdown of Long Term Support Reasons

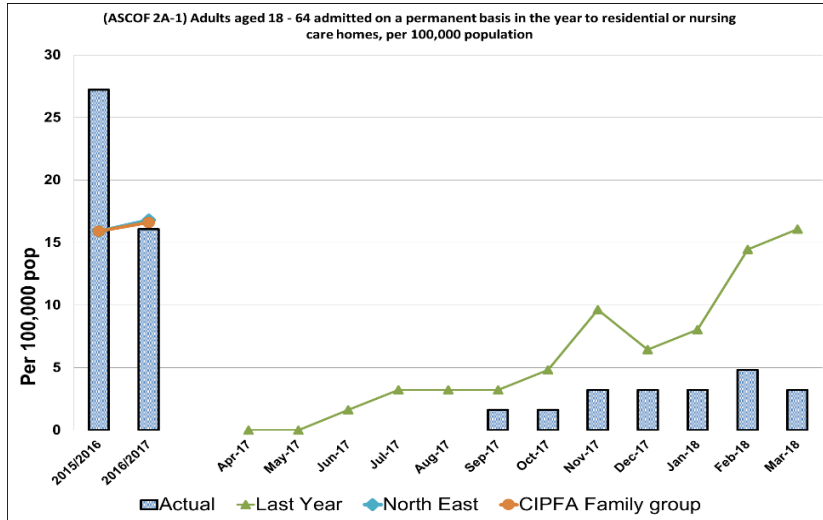
Long Term Support Reason	Total
Physical Support – Personal Care Support	71
Support with Memory and Cognition	43
Mental Health Support	15
Deceased	5
Physical Support – Access and Mobility Only	5
Social Support – Support for Social Isolation/ Other	5
Learning Disability Support	1

REDUCE THE NEED: ASC 003 (ASCOF 2A-1) – Adults aged 18-64 admitted on a permanent basis in the year to residential or nursing care homes (Smaller is better)

Numerator: The sum of the number of council-supported permanent admissions of adults (18-64) to residential and nursing care during the year (excluding transfers between residential and nursing care): SALT

Denominator: Size of population (aged 18-64) in area (ONS mid-year population estimates).

ACTUAL: 3.2 (per 100,000 pop) TARGET: 19 (per 100,000 pop)



What is the story the data is telling us?

	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2016/17	1	1	2	6
2017/18	0	1	0	1

Annual Trend	2015/16	2016/17	2017/18
	27 (17)	16 (10)	3.2 (2)

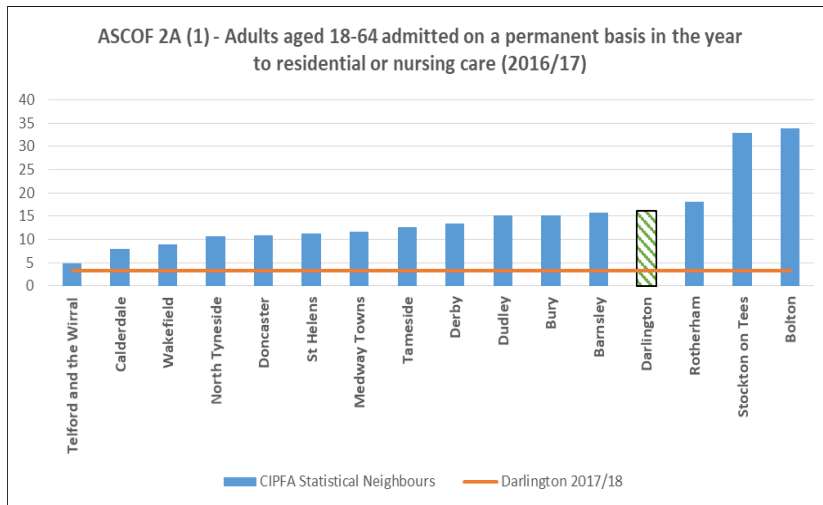
The figures in brackets denote the actual number admitted on a permanent basis to residential or nursing care for the year.

Comparator Groups	2016/17
England Average	13
North East Average	17
Statistical Neighbours Average	17

There has been a significant improvement in the number of adults aged 18-64 admitted on a permanent basis during 2017/18. During 2017/18 there have been 2 permanent admissions 8 less than the previous year. When Darlington's current performance is compared to the most recent figures it shows that we are performing significantly better than the 3 comparator groups.

To ensure that figures continue to remain low scrutiny will continue those clients who are put forward to be considered for permanent residential care via the validation panel. The details of the 2 clients in permanent residential care can be found in Appendix 1.

One person was removed from permanent residential care during February. They were moved to a placement under s17 in February but was recalled 6 days later. The placement has been cancelled as due to the instability in both her physical and mental health needs she remains detained under the MHA in hospital.

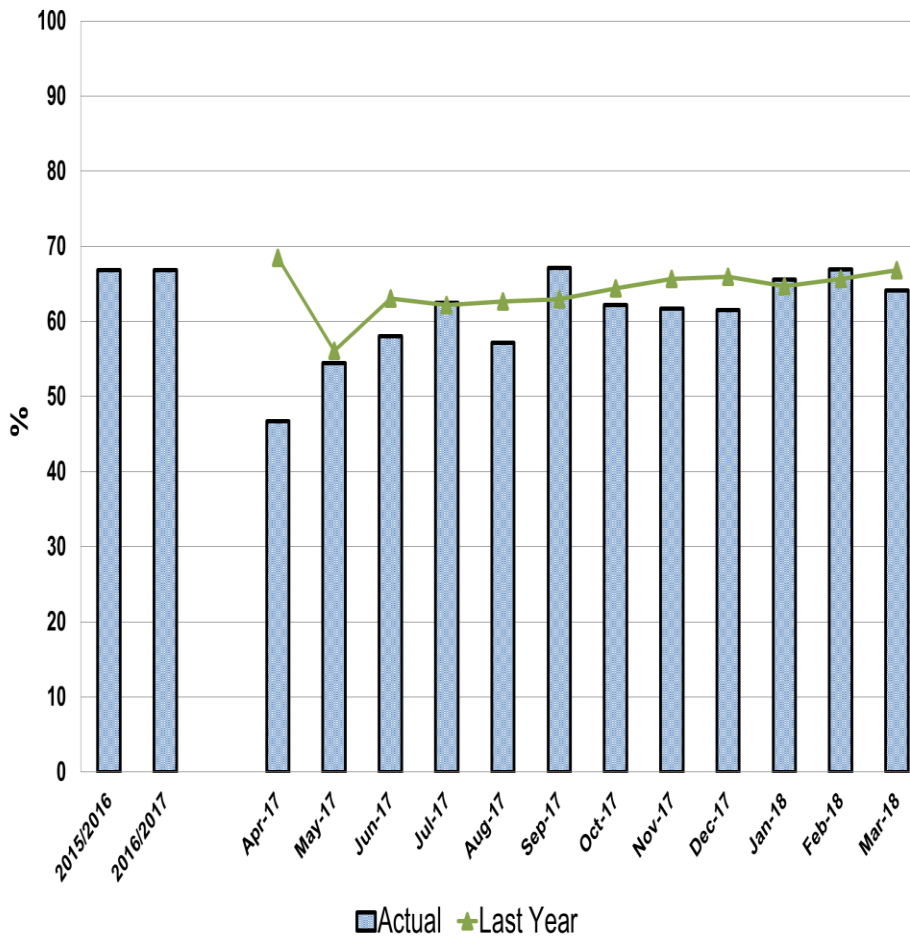


REDUCE THE NEED: ASC 019 – Percentage of people who have no ongoing care needs following completion of provision of a reablement package (Bigger is better)

Numerator: Of those in the denominator, those who have had a completed reablement review with outcomes of 'No Services Provided or Identified, Long Term Support Ended, Universal Services/Signposted'

Denominator: The total number of clients completing a reablement package during the period **ACTUAL: 64%** **TARGET: 70%**

ASC 019 - Percentage of people who have no ongoing care needs following completion of provision of a reablement package



What is the story the data is telling us?

	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2016/17	63%	63%	72%	69%
2017/18	67%	59%	61%	68%

Annual Trend	2015/16	67%
	2016/17	67%
	2017/18	64%

The percentage of clients with no ongoing care needs following the completion of a reablement package is 3% lower than during 2016/17. The increase in the number of cases receiving reablement packages, and who required a high level of care need will have had an impact on this indicator. It would be unrealistic to expect that all these cases would have no ongoing care following the completion of a reablement package. To get a complete picture of how reablement packages are having a positive impact then a new indicator needs to be developed to run alongside this one which measures the increase or decrease in the level of care needed once the reablement package has been completed.

The increase in the eligibility threshold to receive reablement services has also impacted on the performance of this indicator as the 2017/18 figure is not comparable to the 2016/17 figure when the threshold was lower.

Considering that there has been an increase in cases with high level care needs receiving a reablement package, achieving over 60% of cases where there has been no ongoing care needs shows that the reablement service continues to successfully prevent and delay the need for long term care.

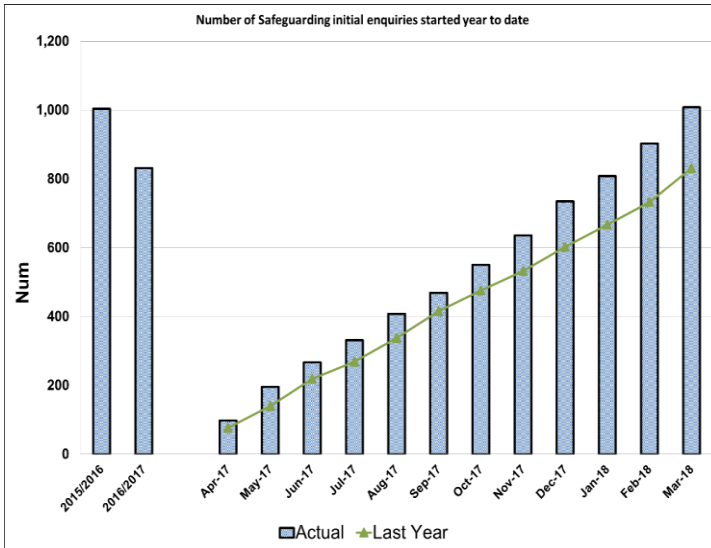
SAFEGUARDING:

ASC 208 – Number of Safeguarding initial enquiries started year to date

ASC 209 – Number of Safeguarding initial enquiries started per month

ACTUAL: 1008

ACTUAL: 97



What is the story the data is telling us?

There have been 1,008 safeguarding initial enquiries started since April 2017, with 97 during March, this is comparable to the same period last year (98) Between April 2016 and March 2017 there had been 831 safeguarding initial enquiries in total, 177 initial enquiries less than the same period this year.

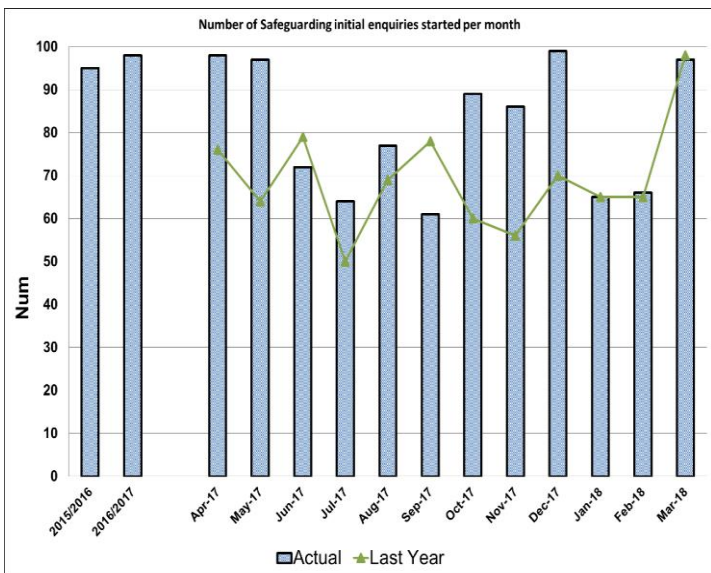
Throughout each quarter there has been an increase in the numbers where the individual, family representative or advocate were involved in discussions prior to a concern being submitted

Q1-66%

Q2-92%

Q3-92%

Q4-86%



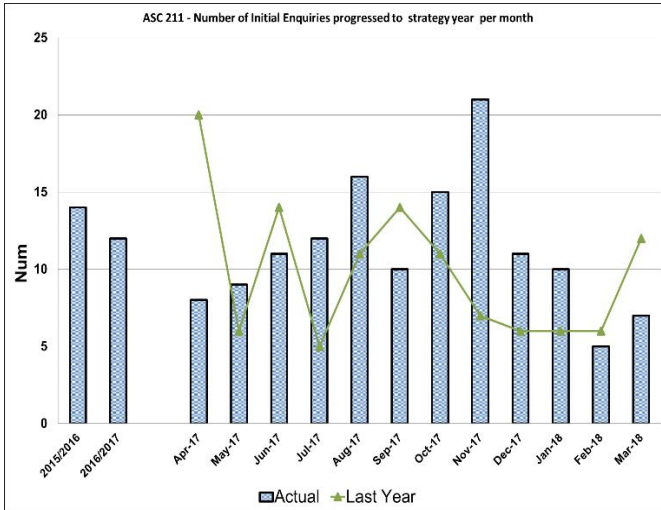
This is a significant increase from 16/17 taking into account that the figure for each of the previous 4 quarters averaged 65%. The increase is useful indicator in measuring the impact of Making Safeguarding Personal in the local authority.

Work has recently been completed to align the indicators to reflect the journey of the individual through the safeguarding process. The suggested indicators set out in Appendix 2 will allow for a more robust way of managing performance. Guidance for practitioners has recently been developed to ensure that SAMs are clear about expectations. Guidance and support is being rolled through the regular monthly SAMs meetings.

SAFEGUARDING:

ASC 211 – Number of initial enquiries progressed to strategy per month

ACTUAL: 7



What is the story the data is telling us?

The percentage of cases that have progressed to a safeguarding strategy meeting has again fallen this year.

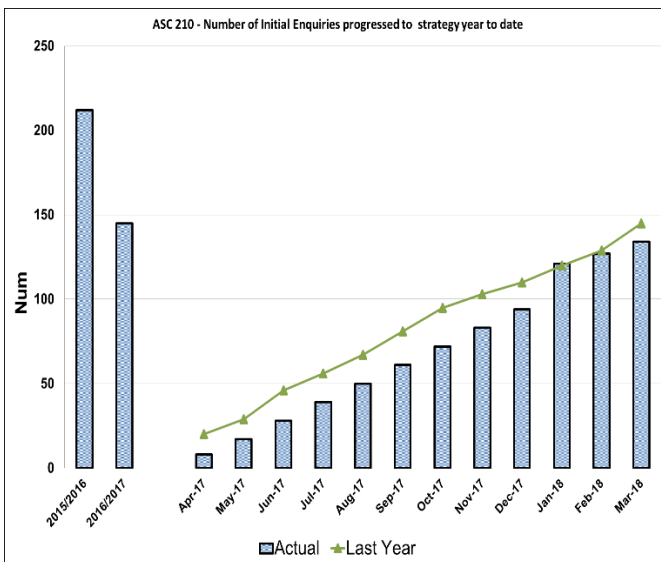
It is thought that part of the reason for the fall last year and again this year is due to the introduction of the 5 days to complete an initial enquiry. This allows SAMs longer to gather information which often means sufficient information is available to make a final decision at that point. However, it has been identified that there is a risk that SAMs are keeping initial enquiries open too long to gather information when they could have been progressed to a strategy meeting.

Analysis by SAMs suggests that there have been several cases which have progressed to a safeguarding strategy meeting but this will not be recorded on Liquid Logic because the initial enquiry has not been ended. If the initial enquiry is not ended, it will not allow a safeguarding meeting to be entered. The work to ensure initial enquiries are completed in a timely manner has included discussion around how long the initial enquiry should be kept open waiting for information. It has been identified that there are a significant number of initial enquiries which have been open for well over the 5 day timescale.

Discussions at SAMs meetings highlighted that some may be carrying our safeguarding discussion meetings (telephone strategies) in the initial enquiry. These should be progressed to a safeguarding strategy (could still be recorded as telephone strategy discussion). This would increase the percentage progressed to safeguarding discussion/meeting and probably give a more accurate reflection of the conversion rate from initial enquiry to strategy. The percentage progressed to initial enquiry will also be affected by the number of concerns submitted which should not have come to LA. If these had not come in the conversion rate would be higher.

To ensure these issues are addressed a range of interventions will be put in place

- Audit of decision making around concerns and whether they progress to a strategy meeting or not.
- Weekly performance reports to highlight open initial enquiries to support SAMs to complete them in a reasonable timescale.
- Work with SAMS to ensure initial enquiries are used appropriately and not replacing strategy meetings
- Identify cases where meetings have been held but this is not recorded on Liquid Logic because the initial enquiry has not been completed on Liquid Logic.



Please note the following indicators have not been included in the End of Year Scrutiny Report:

ASC 008 – (ASCOF 2A 1 & 2) – Permanent admissions to residential and nursing care homes per 100,000 of the 18 + population

This indicator tends not to be reported as it is the total figure of ASC 002 and ASC 003 combined.

ASC 021 - Percentage of people whose need for home care has reduced through provision of a reablement package

This indicator has not been reported on since the introduction of Liquid Logic

ASC 050 - (ASCOF 1C (1b)) – Proportion of carers using social care who receive self-directed support.

This indicator will be included in the 2018/19 Quarter 1 Scrutiny Report.

ASC 054 – The proportion of people who use Adult Care services who find it easy to find information about services.

The results for this indicator are taken from the Carer's Survey. The results have only recently been recorded and still need to be validated. Provisional data will be included in the 2018/19 Quarter 1 Scrutiny Report.

ASC 055 - The proportion of people who are carers who find it easy to find information about services.

The results for this indicator are taken from the Carer's Survey. The results have only recently been recorded and still need to be validated. Provisional data will be included in the 2018/19 Quarter 1 Scrutiny Report.

Appendix 4 – Proposed Scrutiny Indicators 2018-19 – Adults and Housing

	Indicator reference	Indicator Description	Reported
Adults and Housing Scrutiny Committee			
1	ASC 002	(ASCOF 2A-2) Older people aged 65+ admitted on a permanent basis in the year to residential or nursing care per 100,000 of the 65+ population	Quarterly
2	ASC 003	(ASCOF 2A-1) Adults aged 18 - 64 admitted on a permanent basis in the year to residential or nursing care homes, per 100,000 population	Quarterly
3	ASC 019	Percentage of people who have no ongoing care needs following completion of provision of a reablement package.	Quarterly
4	ASC 045	(ASCOF 1G) Proportion of adults with a learning disability who live in their own home or with their family	Quarterly
5	ASC 046	(ASCOF 1E) Proportion of adults with learning disabilities in paid employment.	Quarterly
6	ASC 049	(ASCOF 1C (1a)) Proportion of people using social care who receive self-directed support	Quarterly
7	ASC 050	(ASCOF 1C (1b)) Proportion of carers using social care who receive self-directed support	Quarterly
8	ASC 054	(ASCOF 3D (1)) The proportion of people who use Adult Care services who find it easy to find information about services.	Annually
9	ASC 055	(ASCOF 3D (2)) The proportion of people who are carers who find it easy to find information about services.	Annually
10	ASC 208	Number of Safeguarding concerns received i.e. alerts year to date	Quarterly
11	ASC 209	Number of Safeguarding concerns received i.e. alerts per month	Quarterly
12	ASC 211	Number of referrals undertaken i.e .alerts progressed to strategy per month	Quarterly
13	HBS 013	Rent arrears of current general needs tenants in the financial year as a percentage of rent debit (GNPI 34)	Quarterly
14	HBS 016	Rent collected as a proportion of rents owed on HRA dwellings *including arrears b/fwd	Quarterly
15	HBS 025	Number of days spent in "Bed and Breakfast"	Quarterly
16	HBS 027a	Number of positive outcomes where homelessness has been prevented	Quarterly
17	HBS 034	Average number of days to re-let dwellings	Quarterly
18	HBS 072	% of dwellings not with a gas service within 12 months of last service date	Quarterly

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WORK PROGRAMME

SUMMARY REPORT

Purpose of the Report

1. To consider the work programme items scheduled to be considered by this Scrutiny Committee and to consider any additional areas which Members would like to suggest should be added to the previously approved work programme.

Summary

2. Members will recall that, at previous meetings of this Scrutiny Committee, discussions have been held and agreement reached on areas which this Scrutiny Committee wished to undertake a number of pieces of work. Although there are a couple of areas where work is still on-going, the majority of this work has now been completed and Members are requested to consider areas where it would like to focus its work over the next Municipal Year.

Recommendations

3. It is recommended that Members note the current status of the Work Programme and consider any additional areas of work they would like to include.
4. Members' views are requested.

Paul Wildsmith
Managing Director

Background Papers

No background papers were used in the preparation of this report.

Author: Shirley Burton

S17 Crime and Disorder	This report has no implications for Crime and Disorder
Health and Well Being	This report has no direct implications to the Health and Well Being of residents of Darlington.
Carbon Impact	There are no issues which this report needs to address.
Diversity	There are no issues relating to diversity which this report needs to address
Wards Affected	The impact of the report on any individual Ward is considered to be minimal.
Groups Affected	The impact of the report on any individual Group is considered to be minimal.
Budget and Policy Framework	This report does not represent a change to the budget and policy framework.
Key Decision	This is not a key decision.
Urgent Decision	This is not an urgent decision
One Darlington: Perfectly Placed	The report contributes to the Sustainable Community Strategy in a number of ways through the involvement of Members in contributing to the delivery of the eight outcomes.
Efficiency	The Work Programmes are integral to scrutinising and monitoring services efficiently (and effectively), however this report does not identify specific efficiency savings.
Impact on Looked After Children and Care Leavers	This report has no impact on Looked After Children or Care Leavers

MAIN REPORT

Information and Analysis

5. The format of the proposed work programme has been reviewed to enable Members of this Scrutiny Committee to provide a rigorous and informed challenge to the areas for discussion.
6. Each topic links to the outcomes and the conditions in the Sustainable Community Strategy – One Darlington Perfectly Placed:-

SCS Outcomes:

- a) Children with the best start in life
- b) More businesses more jobs
- c) A safe and caring community
- d) More people caring for our environment
- e) More people active and involved
- f) Enough support for people when needed
- g) More people healthy and independent
- h) A place designed to thrive

Three Conditions:

- a) Build strong communities
- b) Grow the economy
- c) Spend every pound wisely

7. In addition, each topic links to performance indicators from the Performance Management Framework (PMF) to provide robust and accurate data for Members to use when considering topics and the work they wish to undertake. There are some topics where appropriate PMF indicators have not yet been identified however; these can be added as the work programme for each topic is developed.
8. The topics have been grouped into three sections as follows:
 - a) Overarching e.g. Health Watch; Performance Management
 - b) Adult Social
 - c) Housing

In some cases topics have been grouped together where they are closely related such as Welfare Reform and Universal Credit.

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ADULTS AND HOUSING SCRUTINY COMMITTEE WORK PROGRAMME

2018/19

Topic	Timescale	Lead Officer	SCS Outcome	Darlington Conditions	Link to PMF (metrics)	Scrutiny's Role
<p>Performance Management and Regulation</p> <p>Regular performance reports to be programmed</p> <p>End of Year Performance (including Compliments, Comments and Complaints)</p>	<p>Quarter 1 – 11th September, 2018</p> <p>Quarter 2 – 18th December, 2018</p> <p>Quarter 3 – 12th March, 2019</p> <p>Quarter 4 – End of Year – 3rd July, 2019</p>	<p>Pauline Mitchell/ James Stroyan/ Christine Shields</p>	<p>More people healthy and independent</p> <p>A safe and caring community</p> <p>Enough support for people when needed</p>	<p>Build strong communities</p> <p>Spend every pound wisely</p>	<p>Full PMF suite of indicators</p>	<p>To receive quarterly monitoring reports and undertake any further detailed work into particular outcomes if necessary.</p>
<p>Support for Adults with a learning disability or impairment (including autism)</p>	<p>Review to commence June 2017.</p> <p>Completion date September, 2018</p>	<p>Christine Shields</p>	<p>More people healthy and independent</p> <p>A safe and caring community</p>	<p>Spend every pound wisely</p>	<p>ASC 023 ASC 043 ASC 044 ASC 089 ASC 113 ASC 131 ASC137 ASC 155 ASC 161</p>	<p>To undertake an in-depth review into the support pathway within Darlington.</p> <p>Task and Finish Review Group established.</p>

Adult Social Care Transformation Programme	30 th October, 2018	Christine Shields/ James Stroyan	A safe and caring community Enough support for people when needed	Building strong communities		Update on progress of all work streams
Support to Carers	3 rd July, 2018 Deferred to 11 th September, 2018	Christine Shields	More people healthy and independent Enough support for people when needed	Building strong communities		To look at the Carers Strategy and Implementation Plan and ensure that structures and services are in place to support carers in their role and to allow them to live a life of their own alongside their caring role.
Adult Transport Service	TBC	James Stroyan	Enough support for people when needed	Spend every pound wisely		To look at the revised policy
Advocacy	11 th September, 2018	Christine Shields	More people healthy and independent Enough support for people when needed	Building strong communities		To look at the advocacy services provided to support individuals to get the social care support that they need Scene setting – Members mystery shopping. Possible Task and Finish review

<p>Darlington Adults Safeguarding Board – Annual Report</p>	<p>30th October, 2018</p>	<p>Ann Baxter</p>	<p>A safe and caring community</p>	<p>Build strong communities</p>	<p>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</p>	<p>To consider the Annual Report on the work of the Board and to receive reassurance that adult safeguarding is being addressed and an effective approach is in place.</p> <p>To be advised of the key issues for the Board and funding.</p>
<p>Quality Assurance Arrangements – Domiciliary Care</p>	<p>3rd July, 2018</p>	<p>Christine Shields</p>	<p>More people healthy and independent</p> <p>Enough support for people when needed</p>	<p>Building strong communities</p> <p>Spend every pound wisely</p>	<p>ASC 157 ASC 158</p>	<p>To look at the quality of care of commissioned services within Darlington for residents in domiciliary care.</p> <p>Domiciliary Care – Update on new contract/commissioned services/reassurance demand being met</p>
<p>Quality Assessment – Annual Monitoring of local care homes for older people</p>	<p>11th September, 2018</p>	<p>Christine Shields</p>	<p>Enough support for people when needed</p>	<p>Spend every pound wisely</p>		<p>To look at the outcome of the assessment and undertake any further work if necessary</p>

Customer Engagement in Housing Services	11 th September, 2018	Pauline Mitchell	More people active and involved	Build strong communities		To look at work being done within communities and how the Customer Panel engage with new communities.
Homelessness Strategy and the Homelessness Reduction Act	3 rd July, 2018	Pauline Mitchell	A safe and caring community Enough support for people when needed	Build strong communities	HBS 027	To look at the impact following the introduction of the Act. Update on current position within Darlington
Syrian Refugees	18 th December, 2018	Pauline Mitchell	Enough support for people when needed	Build strong communities		To look at the support services provided.
Housing Business Plan and Housing Revenue Account	18 th December, 2018	Pauline Mitchell	A place designed to thrive	Build strong communities Spend every pound wisely. Grow the Economy		To monitor the Housing Strategy and ensure it delivers and meets its objectives. To look at the priorities for maintenance
New Build Housing	18 th December, 2018	Pauline Mitchell	A place designed to thrive	Building Strong Communities		To review new build housing and undertake visits.

Healthy New Towns	3 rd July, 2018	Miriam Davidson/ Hilary Hall	Enough support for people when needed A safe and caring community More people active and involved	Building Strong Communities		To consider how Scrutiny can be involved
Community Equipment Service	18 th December, 2018	Christine Shields	More people healthy and independent. More people active and involved	Spend every pound wisely	ASC 005 ASC 015	To monitor spend and review the operation of the contract following its award in 2015. Case studies
Welfare Reforms and Universal Credit Welfare Reforms Update	11 th September, 2018	Pauline Mitchell/ Anthony Sandys	Enough support for people when needed More businesses and more jobs	Build strong communities Grow the economy		To look at the impact of the roll-out of Universal Credit in Darlington and the potential impact on residents and Council services.

Deprivation of Liberty Safeguards (DoLS)/Mental Capacity Act	11 th September, 2018	James Stroyan	A safe and caring community Enough support for people when needed	Build strong communities	ASC 063 ASC 064	To look at the outcomes and experiences of those who lack capacity and are subject to a DoLS and to look at how partners work together to ensure high quality services and outcomes. Update on impact following new legislation
Better Care Fund	11th September, 2018	James Stroyan/ Christine Shields	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 through metrics. To monitor the impact and delivery of the Better Care Fund in achieving better care for residents by preventing unnecessary hospital and care homes admissions by allowing people to live more independently in the community.

JOINT COMMITTEE WORKING – HEALTH AND PARTNERSHIP SCRUTINY COMMITTEE

Topic	Timescale	Lead Officer/ Organisation Involved	SCS Outcome	Darlington Conditions	Link to PMF (metrics)	Scrutiny's Role
Telecare and Telehealth Health and Partnerships to lead	Date to be advised	Christine Shields	More people healthy and independent More people active and involved	Spending Every Pound Wisely Build Strong Communities	To be determined	To scrutinise and challenge New Models of Care
End of Life and Palliative Care Health and Partnerships to lead	Date to be advised	CDDFT/CCG	A safe and caring community Enough support for people when needed.	Spending Every Pound Wisely Build Strong Communities	To be determined	To scrutinise processes in place across agencies
Better Health Programme Health and Partnerships to lead	Date to be advised	DBC/CCG/ CDDFT	More people healthy and independent	Build Strong Communities Spend Every Pound Wisely	To be determined	To scrutinise and challenge processes in place

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JOINT COMMITTEE WORKING – HEALTH AND PARTNERSHIPS AND CHILDREN AND YOUNG PEOPLES SCRUTINY COMMITTEES

Topic	Timescale	Lead Officer/ Organisation Involved	SCS Outcome	Darlington Conditions	Link to PMF (metrics)	Scrutiny's Role
<p>Domestic Abuse</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 56</p>	Date to be advised	Miriam Davidson	<p>More people healthy and independent</p> <p>More people active and involved</p> <p>Children with the best start in life</p>	<p>Spending Every Pound Wisely</p> <p>Build Strong Communities</p>	To be determined	