

Appendix B: Adult and Community Services SIAP Key Task Milestones Not Achieved – Quarter 3, 2009 - 2010

Ref:	Key Task Detail:	Reason for non-achievement:	Lead Officer:	SIAP Sub Unit:
AS1051	To deliver the Welfare Rights Service specific tasks in the project plan for the borough-wide review of advice services.	Task held up due to lack of progress in Chief Executive's. Further action required in relation to the decision around scope and lead of review.	Sue Browne	Culture & Community Services
AS1057	To provide Community Meals to meet the demands through Adult and Community Services.	The project has been delayed whilst considerations have been made in the Adult & Community Services Value for Money Review.	Christine Forster	
AS1011	Challenge and improve how well we provide for diverse communities.	In terms of the NES2 framework, the decision has been made corporately that the self assessment should be moved back to 2010-2011 year so actions cannot be completed. LGBT project is still to be move forward.	Matt Emerson	Strategy & Commissioning
AS1076	Transform our approach to commissioning.	Meeting with Marcoms planned to develop outline plan including actions to create a departmental commissioning webpage and other approaches to sharing the plans to develop commissioning. Service Provider Reference group development is also underway.	Tim Bryant	
AS1176	Implementation of Electronic Time Recording	No decision made regarding purchase of Finance Manager, awaiting further decision.	Wendy Harrison	
AS1099	To develop a Brokerage model for Self-Directed Support.	The relative importance of this timescale has changed and the work is now planned to be completed in January 2010.	Isabel Southern	Social Care
AS1098	To create a RAS (Resource Allocation System) to facilitate the implementation of Self-Directed Support.	This task will now be completed by the end of February.	Isabel Southern	

Ref:	Key Task Detail:	Reason for non-achievement:	Lead Officer:	SIAP Sub Unit:
AS1100	To establish an access information advice system to support Self-Directed Support.	This work is now being led by Culture and Community Services. A PID is now being developed that will include the milestones.	Isabel Southern	

APPENDIX C: Corporate Complaints

Corporate Complaints

General themes

Breakdowns can be found as below;

Community Safety- 1 complaint

- Anti-Social Behaviour complaint

Libraries- 6 complaints

- Use of mobile phones/ noise in the Library and response of staff indicating that not much that they could do (2 separate complaints)
- Lecture did not have booking system so user turned away, as lecture was full
- Objection to fines
- Access to inappropriate violent games on Castle Hill computers
- Lack of emergency access to disabled toilets

Museums – 1 complaint

- Concern that Islamic display but none on Christianity

Albert Halls – 1 complaint

- Staff attitude in Dido Suite

Adult Social Care – 2 complaints

- Staff conduct in Welfare Rights
- Staff attitude at Finance assessment

Learning

Learning was noted for 7 out the 11 complaints. For the remaining 4 complaints, the issues were surrounding ASB or issues where the correct procedure was followed initially but the customer did not feel that it met their needs. Therefore appropriate learning was completed in all cases where necessary.

Good examples include;

ADS6070- Lecture did not have booking system so user turned away at the door due to health and safety regulations surrounding maximum numbers for the room.

Learning: Always issue tickets for any event - so that we are aware of the number of people attending and don't disappoint customers.

ADS5469- Lack of equality of display content as customer felt there was too much emphasis on Islamic culture over Christian culture.

Learning: Try to ensure a sensitive and balanced opportunity for all members of our diverse community, where possible and review displays.

ADS6538- Customer was upset that she was not able to use the disabled toilet in the Library in an emergency, although investigation showed customer had not indicated it was an emergency.

Learning: Remind staff to be accommodating to customers needs where possible

Complaints in relation to Social Care are not included in these figures. Information for Social Care complaints can be found in Appendix D

APPENDIX D: Customer Care Standards 2009-2010

1. Social Care Complaints

- 1.1 Total number of social care complaints received in Quarter 3 of 2009-10 was 31.
- 1.2 Due to changes in regulatory requirements, each complainant is liaised with as to their deadline for response. 11 (35%) were responded to within the expected deadline for the complainant and none have fallen outside the customer's expectations. 20 (65%) have not yet had a response however response times are also now negotiable as long as the complainant agrees any changes.
- 1.3 The tables below provide further analysis:

Breakdown By Client Group	
Carers	1 (3%)
Learning disabled people	3 (10%)
Mental health	1 (3%)
Older people	17 (55%)
Other	1 (3%)
People with physical and/or sensory disability	8 (26%)
Total	31 (100%)

Breakdown By Area Of Complaint	
Assessment	6 (19%)
Childrens	1 (3%)
Domiciliary Care	10 (32%)
Equipment/ Adaptations	3 (10%)
Finance/ DP's	2 (6%)
Other	1 (3%)
Residential Care	3 (10%)
Social Worker	2 (6%)
Team specific	3 (10%)
Total	31 (99%)*

* 99% due to rounding

Breakdown by Home Care Agency	
C &D	1 (10%)
Carewatch	3 (30%)
EasyCare	1 (10%)
First Call	1 (10%)
Goldsborough	2 (20%)
Premier Care	1 (10%)
Sevaline	1 (10%)
Total	10 (100%)

Breakdown By Care Homes	
Firwood	1 (33%)
The Clough	1 (33%)

Within Care Home	1 (33%)
Total	3(100%)

2. Learning from Social Care- Key Messages

Themes	
Communication	8 (26%)
Delay	2 (6%)
Policy	3 (10%)
Service Failure	15 (48%)
Staff Conduct	3 (10%)
Grand Total	31 (100%)

Definitions of Themes

Service Failure

- 2.1 This is a wide term which in practice is applied to cases where the service received is not of a level expected or adequate for the service user's needs. This is where the majority of complaints lie as service users and their families often believe more needs to be done for them.

Policy

- 2.2 Policy provides a place for a large degree of challenge with service users and their families feeling that either the policy is not being fair to them or the application of it is not appropriate in their situation. Often additional information can alleviate concerns. The majority are based in financial considerations however concerns around Value For Money review are within this category also.

Communication

- 2.3 Clear theme throughout many complaints that communication is difficult. This has been seen both externally from the customer perspective and internally when attempting to answer complaints
- Key points are;
 - unanswered phones,
 - inadequate duty systems,
 - message-taking being poor,
 - messages not being responded to
 - not listening to what the client/customer is actually saying

3. Learning Affecting Service Design

- 3.1 **Complaint:** Service user was advised by the ward at RBH that he was going into intermediate care with a view to returning home. After 5 weeks on the ward he was informed this was not the case.

Lesson Learnt: Lack of communication between the ward and social care. Investigation determined that the ward did not alert social care that intermediate care was needed and led to the delay.

Action Taken: This has been raised with the hospital and ways to address this are being considered.

- 3.2 **Complaint:** Concerns raised by parent around placement at a Network House. Followed on from two other complaints relating to the property.

Lessons Learnt, Concerns need to be reviewed no matter who raises them and in some cases there is validity to the issues being raised.

Action Taken: Review of the network house as a whole put into place in order to consider underlying issues leading to quality issues, staffing problems and complaints.

Homecare

- 3.5 Clear theme again throughout the complaints around homecare is regarding the timing of visits. Complainants are concerned that visits do not fit with their required schedules, coming either too early or late and also a lack of flexibility which affects their independence.

Care Homes

- 3.7 There are only 3 complaints surrounding residential homes within our control this quarter, both with separate homes. Individual concerns and no themes.

4. Compliments

- 4.1 There have been 8 compliments in Quarter 3 of 2009/10. This is compared to 24 for Quarter 1 and 42 for Quarter 2 so a large decrease. We are unsure why there has been a drop although the Christmas period may have an impact. We will send out information encouraging compliments in the Customer Voice.
- 4.2 We acknowledge compliments where we have the person's details
- 4.3 Where the compliment has not been sent to the team, we send a thank you to the team members concerned for their efforts
- 4.4 Below are some of the most praised although others have received compliments

Services	
Disability Team	4 (all for Paula Kennedy)
Equipment	1
EMI Team	1
Goldsborough	1
Older People Teams	1
Total	8

APPENDIX E

Place Survey Action Plans – Update for Q3 2009-10

Theme	Indicator	Key Tasks (number)	On Track (number)	Off Track (number)	Comments	Lead
Strong & Confident	NI 138 - Satisfaction of people over 65 with both home & neighbourhood (% satisfied with both)	5	5	0	SIAPs on track. Information, Active Ageing and Engagement related improvements seeking to positively influence this perception indicator and progressing well.	Kevin Durkin
	NI 139 - The extent to which older people receive the support they need to live independently at home (% saying yes)	4	4	0		
	BVPI 119B: Libraries					Julie Spencer
	BVPI 119C: Museums & galleries	5	5	0	All tasks on track.	Liz McNabb
Healthy	NI119 - Self-reported measure of people's overall health & well-being (% saying good)	12	7	0	Information is based on indicators within the Health Theme within NHS Bolton.	Lesley Jones
	NI27: Understanding of local concerns about anti-social behaviour and crime by the local council and police (% agreeing)					

The Performance Team are still awaiting updates for the remaining indicator

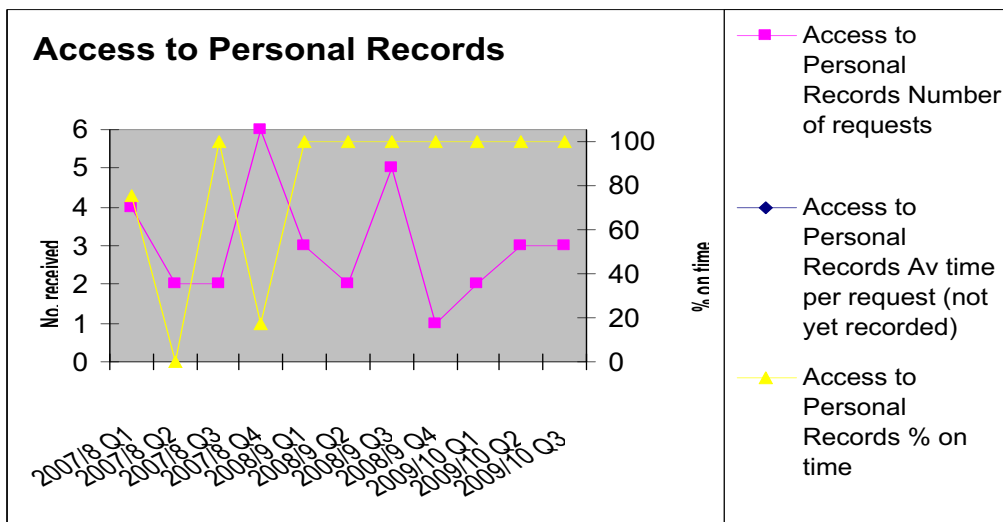
APPENDIX F: REQUESTS FOR INFORMATION

Access to personal records

The table below details the number of Access to Personal Records requests received between April 2009 and December 2009, including the percentage responded to within the statutory timescales: -

Access To Personal Records	Adult Social Care	Comm. Safety	Culture & Comm.	S&C	Fin	Total
Total No. of requests received	8	0	0	0	0	8
No. dealt within timescales (i.e. within 40 days)	7	0	0	0	0	7
No. dealt with outside timescales	0	0	0	0	0	0
In progress	1	0	0	0	0	1
% On time (assumes all 'in progress' will be delivered on time)	100%	n/a	n/a	n/a	n/a	100%

Performance was 100% for the 8 requests received, assuming that the one request in progress at the time of writing is delivered on time.



Freedom of Information

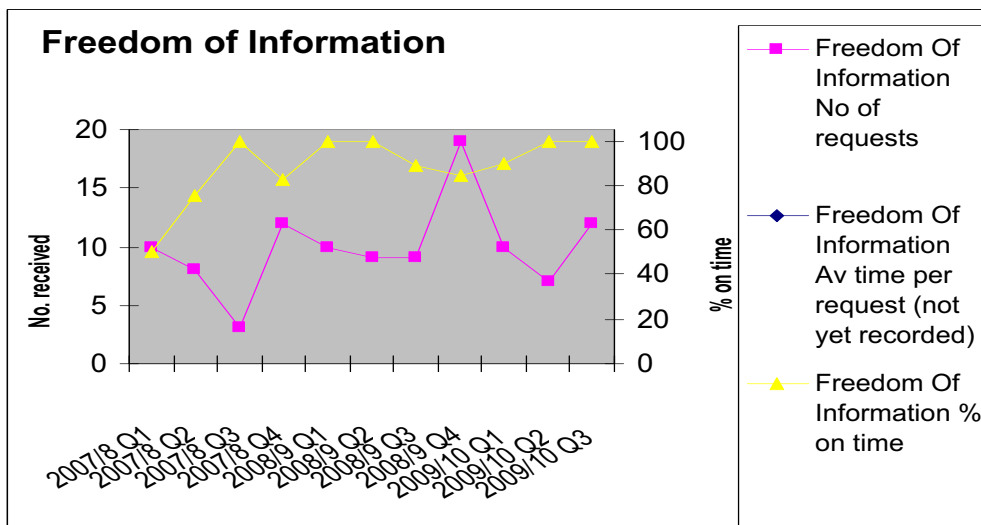
The table below details the number of Freedom of Information requests received between April 2009 and December 2009, including the percentage responded to within the statutory timescales:

Freedom Of Information	Adult Social Care	Comm Safety	Culture & Comm	S&C	Finance	Total
Total No. of requests received	14	6	3	5	1	29
No. dealt within timescales (i.e. within 20 working days)	13	6	3	4	1	27
No. dealt with outside timescales	0	0	0	1	0	1
In progress	1	0	0	0	0	1
% On time	100%	100%	100%	80%	100%	97%

Performance was 97% on target for the 29 requests received; assuming the one request currently in progress is delivered on time.

- Quarter 1 dashboard has more detail around the

one request that was delivered outside of the timescale.



Correction: due to an administrative error, 2 requests previously reported as received in Q2 were in fact received in Q3. This has no effect on our cumulative performance.

Full list of Freedom of Information requests received:

AD area	Brief description	Page 10 of 17	On time?	Ref
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Adults	Value of commissioned Adult Learning disability services and Mental Health services	Yes	1215
	Adult Personal Social Service Expenditure 2008-2009	Yes	1236
	Adult Treatment Plan for the Drug Action Team	Yes	1243
	Meals on Wheels cost, eligibility and volumes.	Yes	1257
	Learning Disability commissioning through framework agreements	Yes	1266
	Dementia services and spend	Yes	1267
	2008-9 expenditure on 'mental health residential care' & proportion in/out of borough	Yes	1308
	Which adult Learning Disability services will be put out to tender in 2009-10 and approximate contract value	Yes	1309
	Residential care placements funded by the council including names of specific homes.	Yes	1356
	Contact details of Head of Personalisation	Yes	1376
	Homecare average costs; current and 5-year projection for numbers of people with 'critical' and 'substantial' needs; value of efficiency savings from social care budget 2008-09.	Yes	1458
	Home adaptations waiting time, number of people taken into permanent residential care whilst waiting, and reasons.	Yes	1476
	Learning disability budget, market share per provider, number of service users, whether we have a Framework Agreement, if so how many providers are listed and when can a new provider apply?	Yes	1550
	LINK details e.g. number of patient groups, how success is measured, performance against DH requirements, breakdown of spend.	in progress	1593
Culture	Armana Princess: Documents relating to purchase & refund	Yes	1310
	Pantomimes contracts, venues, correspondence, and constraints imposed due to health and safety rules, content restrictions, and so on.	Yes	1543
	List of paintings, sculptures, and artworks owned, including artist, value, and acquisition date.	Yes	1574
Finances	Domiciliary care charges	Yes	1235
Social Care	Individual scores given during LINKs host procurement interviews	No	1188
	Residential care top-ups	Yes	1234
	Departmental structure	Yes	1256
	Cost of accommodation at Gorsey Clough Nursing Home	Yes	1483
	Spend on and providers of community engagement, service redesign, and commissioning support services.	Yes	1542

<u>Efficiency Measures / Value for Money Reviews</u>	Narrative	Savings Target £k	Projected savings (£k) / Comments
Residential care provision and placements	Review residential care in light of the reducing number of placements and the development of alternative models of service provision. Reduce the Residential Care budget.	450	Residential home placements have reduced from April 2009 to December 2009, so the savings target is expected to be achieved.
Day Care	Review contracts and day care provision to achieve better value for money. In 2009 we aim to commence a review of existing day service provision, and explore a range of options and models, both internal and external that will be flexible and personalised enough to meet current <u>and</u> future demand near to where people live.	130	£100k achieved through staff vacancies
Commissioned contracts	Efficiency target applied to a range of block contracts. Through ongoing and regular contract monitoring we have discussed and continue to negotiate with very specific providers that this reduction is achievable without any adverse effect on quality.	20	Achieved
Miscellaneous efficiencies	Review of the handyperson service; full year effect of efficiency savings in 08/09 from staffing restructures in Performance Team	65	£60k achieved

<u>Efficiency Measures / Value for Money Reviews</u>	Narrative	Savings Target £k	Projected savings (£k) / Comments
	and property management efficiencies.		
Value for Money Review of Care Services	VFM review of the services We aim to specifically review two existing services, namely; STAS and EMI Home Care. Both services presently support older people to live in their own home. In doing so, this facilitates for some an earlier discharge from Hospital. The aim of the reviews will be on <u>redesign</u> , enabling more people to return to a position of independence.	1,000	£852k savings are expected to be achieved in 2009/10, with the full savings achieved from 2010/11 onwards.
Home Care Electronic Monitoring	Implementation of the system, including a new pricing structure, from 1 st March 2009, and regular review throughout the year of individual packages and of associated costs across the whole 'home care' system.	750	Projected savings £415k. The changes are being reviewed to understand the impact on the costs of home care packages
Cash limiting supplies and services budgets	Budgets will be cash limited at 2008/09 levels	100	Achieved
Total Efficiencies		2,515	1,997
Staffing Changes			
Review of Care Management	Review the role and function of social work in light of the personalisation agenda. This to include community mental health teams/services. We	250	Projected saving £199k from staffing vacancies, conversion of residential support worker to community support worker posts and reduction in a mental health contract price.

<u>Efficiency Measures / Value for Money Reviews</u>	Narrative	Savings Target £k	Projected savings (£k) / Comments
	will review the Care Management process from the customer experience and eradicate unhelpful steps or bureaucracy.		
Social Worker Secondments	Stop secondments onto the Social Work Degree course as no recruitment and retention difficulties.	35	Achieved.
Total Staffing Changes		285	234
TOTAL ADULT SOCIAL CARE		2,800	2,231

CULTURE AND COMMUNITY SERVICES 2009/10 BUDGET OPTIONS

<u>Efficiency Measures / Value for Money Reviews</u>	Narrative	Savings Target £k	Projected savings (£k)/ comments
Arts Team Leader post	Disestablish the post, with the remaining team (2 part-time staff) managed by the Communities and Learning Libraries Team Leader	39	Post disestablished.
Team Librarian post	Disestablish the post on retirement of the current post holder	29	To be disestablished when the postholder reaches retirement age during 2009/10. Balance of saving achieved through vacancy elsewhere.
School Library Service and the Stock Support Unit	Relocation from Castle Hill to Pike Nook	50	Move has taken place.
Mobile Library service	Change from a vehicle based service to one which delivers a home delivery to vulnerable customers	95	The change took place from 1 st April
Museum Service	Reconfigure the patterns of opening at	45	Achieved. Staff informed and seasonal staff not re-engaged

<u>Efficiency Measures / Value for Money Reviews</u>	Narrative	Savings Target £k	Projected savings (£k)/ comments
	Hall i'th Wood, and arrange visits via a programme of specialist visits; deliver new visitor and learning offers at Smithills Hall and the Central Museum		
Schools Museum Loans service	Deliver the service from Smithills Hall instead of Castle Hill	14	Vacant post disestablished
Albert Halls admin post	The merger with the Civic Catering service allows this post to be disestablished on retirement of the current post holder.	20	Staff member retained until maternity cover ends, so no saving in 2009/10.
Home visiting grant payment	Review the level of grant for the home visiting service.	28	Grant reduction achieved.
Community Facilities Development Manager post	Disestablish the post as responsibility for the Centres transfer to Corporate Property in 09 and the operation of the Centres is already managed by the Albert Halls Team	42	Post disestablished.
Efficiencies in funding and unclaimed grants within the Community Centres budgets	The grant has been unclaimed for several years	3	Budget deleted
TOTAL		365	345

APPENDIX K: Equality SIAP Key Tasks Progress – Quarter 3, 2009 – 2010

SIAP Sub Unit	Ref:	Key Task Detail:	Milestone Achieved at Q3	Lead Officer:
Culture & Community Services	AS1003	Developing Active Ageing to meet the needs and aspirations of Bolton's older people	Yes	Kevin Durkin
	AS1004	Strengthening Bolton's approach to engaging citizens in service design to meet the challenges of an ageing population	Yes	Kevin Durkin
Strategy & Commissioning	AS1011	Challenge and improve how well we provide for diverse communities	No	Mel Foster