

Health and Well-being						
Ref.	Change/Improvement Priority Actions	Outcome/Success Criteria	Responsibility	Progress Indicator	Progress during 2008/9 to date	Slippage/Remedial action required
22) Improved health and emotional well-being.						
22.1	Support delivery of health projects to targeted areas including additional services for hard to reach groups, ie floating support for new alcohol services; books on prescription; new domestic violence services	Reduce the mortality rate from all circulatory diseases at ages under 75 target of 74.84 per 100,000 population for 2010/11 (NI 121)	CESC	3	92.77 per 100,000 population (2008/09 outturn)	Measures to secure long term improvement in health inequalities will be delivered through the new Health & Wellbeing Strategy and in particular, active aging programmes
22.2	Address health inequalities via smoking cessation, exercise, diet and health programmes, screening and life checks.	Stopping smoking - Increase the number of people using the Smoking Cessation service and who are still 'quitters' after four weeks - target of 1092 in 2008/09 (NI 123)	CESC	4	944.408 per 100,000 population.	Continued drive through the Smoking cessation Action Plan to encourage smokers to quit . Additionally new pharmacy services have been set up set up across the Stockton area .
22.3	Improve access to substance misuse support services Implement recommendations of Scrutiny Review of alcohol services	Increase the number of drug users recorded as being in effective treatment by 9.01%, by the end of March 2009, from current baseline of 1135 (NI 40)	CESC	1	Developments in the DAT (Drugs Action Team) during 08/09 including the commissioning of new services, have supported improvement in this indicator. The number of drug users recorded as being in effective treatment (NI 40 and a LAA indicator) has risen, and a good proportion of them are being retained in treatment for a substantial period (increased to 1334 at 08/09 from a baseline of 1135). This represents an actual increase over baseline of 14.91% against the target of 9.01%. Overall, the NTA rating for our DAT is green reflecting strong performance across the board (including 100% of clients given a general healthcare assessment, and 97% of clients offered and received Hepatitis vaccinations which is the best % in the North East Region).	

22.4	Implement Falls Strategy	Annual review of action plan.	CESC	1	Annual review of action plan completed. The Falls Service has been making good progress in supporting the long term health of vulnerable adults and older people. Of 419 referrals to the service in 08-09, 71% received multifactorial assessment and intervention, and of these 132 (Approximately 70%) have had their problems resolved and the risks of falling reduced.	
22.5	Develop & implement Long Term Care Strategy and Action Plan, including expansion of Community Matron scheme	14 community matrons to be in place by the end of 2008.	CESC	1	Posts agreed and established. Community Matrons providing case-management in primary and community settings for the people with complex long-term conditions and high intensity needs	
22.6	Review FACS bandings (criteria for access to services) to assess impact on well-being and prevention	Maintain at '0' the number of delayed transfers of care for which the Council is responsible	CESC	1	Continued strong performance with 0 delays	

23) Improved quality of life						
23.1	Further develop access to assistive technology including telecare and remodelled community alarms	Increase the proportion of people (18-64 / 65+) supported to live independently through social services (NI 136)	CESC	2	3911.60 people supported to live independently. Baselines and targets to be agreed following 2008/09 outturn.	
23.2	Commission a broader range of services to support independent living, and de-commission services, in link with recommendations of the Service Review Group	Increase the number of homes with assistive technology to 300 by April 2009	CESC	1	300 homes receiving services at March 2009. (this is in addition to the increase in Care Call community alarm installations).	
		Home Improvement Agency to be available from April 2009	CESC	1	Home Improvement Agency established November 2008. (201 minor repair jobs completed in the quarter Jan to March '09);	
23.3	Develop the Supporting People programme in line with post inspection improvement plan and revised SP key lines of enquiry.	Sustain at 97.5%+ the number of vulnerable people who are supported to maintain independent living (NI 142)	CESC	1	98.8% (Q3), we have exceeded the target of 97.8% set for 2010/2011.	Annual outturn expected July 2009
23.4	Improve access to supported living for vulnerable groups, including Extra Care provision.	120 Extra Care places to be available by 2010.	CESC	2	50 additional care places with Aspen Gardens coming on stream and plans for further provision remain on track.	
23.5	Review current arrangements for the community equipment service and agree model for future service delivery	Items of equipment and adaptations delivered within 7 working days: increase to 90% by April 2009	CESC		85.20%	Figure is understated. There have been delays in receipt of delivery notes from equipment supplier TCES impacting on performance with a at least a month's activity missing. Daily delivery sheets for equipment will be used in lieu of delivery notes.
23.6	Review Learning Disability (LD) strategy, following national consultation on 'Valuing People Now'	Increase to 100 the number of LD service users receiving short-term breaks, by April 2009.	CESC	1	132 users LD service users received short term breaks recorded 2007/08 exceeding target.	Awaiting 2008/09 performance

24) Making a positive contribution						
24.1	Implement and embed the Carers Strategy to increase access to a range of support for carers	Carers Strategy developed and agreed by June 2008	CESC	1	Carers Strategy developed and in place.	
		Increase the proportion of carers receiving needs assessment or review and a specific carer's service, or advice and information - target of 19% for 2008/09 (NI 135)	CESC	1	Annual outturn of 19.6% against target for the year of 19%	
24.2	Establish the LINK (Local Involvement Network) in line with new statutory programme	LINK established by September 2008	CESC	1	2.9 Stockton Local Involvement Network (LINK) has now replaced the Patient and Public Involvement Forums, embracing the wider responsibility of the PPI Forums. Led by the Shaw Trust, they are a key challenge to Social Care issues as well as Health Care issues, and although in their infancy, have begun to look into statutory services across Stockton	
24.3	Further develop service user consultation mechanisms, including the Over 50's Assembly and Are You Being Served event, to include representation of hard to reach groups and BME communities.	Terms of reference for Over 50s Assembly agreed by July 2008.	CESC	1	The Over 50's Assembly meets on a monthly basis, consists of approx 30 members (organisations and individuals), undertaking consultation on a range of issues impacting on older people across health and social care services. Has developed own constitution and committee, with chair and vice chair positions.	

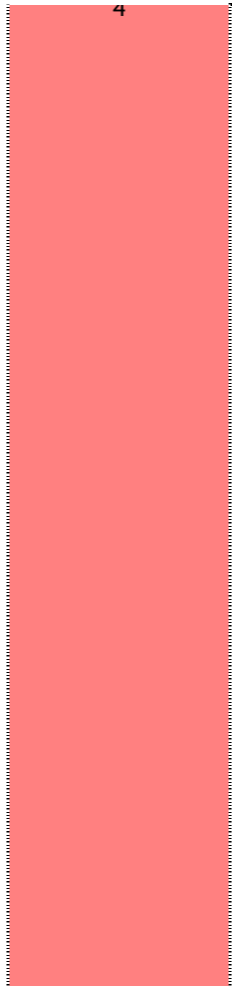
	<p>Golden Guide reviewed and published by October 2008.</p>	<p>CESC</p>	<p>1</p>	<p>The 2nd edition of the 84 page Golden Guide has been published - commissioned work (in partnership with Age Concern, Teesside) to produce a comprehensive guide for older people of the wide range of services available within the Borough. 6,000 copies printed, distributed widely through key access points and libraries</p>
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25) Increased choice and control						
25.1	Improve processes for managing care pathways in line with outcomes for Care Services Efficiency Delivery (CSED) project	Timeliness of social care assessments Assessments completed within 4 weeks - target of 60% for 08/09 (NI 132)	CESC	1	Annual outturn of 70.3%	
		Care packages provided within 4 weeks from completion of assessment - target of 87% for 08/09 (NI 133).	CESC	4	Annual outturn of 83.8%. Figure is below target of 88% but remains consistent with 2007/08 performance.	Remedial actions continue to be developed and monitored through regular Adult Care Performance Clinics
25.2	Embed personalisation of care across all user groups via direct payments and an 'In Control' strategy	Increase the proportion of older people achieving independence through rehabilitation / intermediate care (NI 125) target to be determined.	CESC	1	Annual outturn of 62%	New indicator based on performance at Q3 for Year 1 monitoring. As a result no comparative data is available
		Increase the proportion of social care clients receiving self-directed support (direct payments and individual budgets) - target of 200 clients per 100,000 by April 2009 (NI 130)	CESC	1	Provisional annual outturn of 267.3 exceeding target	
25.3	Develop business case for respiratory beds in conjunction with health partners at Rosedale, to provide alternative to hospital admission	In Control Strategy to be developed by April 2009	CESC	2	"In control strategy" has been developed. Council and PCT have received pilot status from the Department of Health for progressing the delivery of personal health budgets under the Putting People First concordat. This is a three year project, supported by funds from the DH through the Social Care Reform Grant. The project is managed through the Personalisation Project Board, a project plan and project manager	

		Learning Disabled service users with Person Centred Plans: increase to 50% by April 2009.	CESC	3	The number of people with a Learning Disability with a PCP has increased to 310 in 2008/09, which is a 20% increase in LD clients taking up PCP in 2008/09.	Continuing development of personalisation agenda will support the drive to person centre planning.'
25.4	Further develop access to information and advice services, particularly for vulnerable groups, including consideration of a 'one stop shop' approach	Transition plans will be in place for all those with complex needs transferring to adult services by the end of 2008-09	CESC	1	All young people have a transition plan.	
		Independent Living website to be in place from January 2009.	CESC	1	Website is now in place	
25.5	Develop a Transitions Strategy to support improvements in arrangements for transition of young people with complex needs to Adult Services.	Strategy developed.	CESC	1	Draft strategy now in place and due to be agreed.	

26) Freedom from discrimination and harassment						
26.1	Develop and implement programme of Equality Impact Assessments	Deliver Health and well-being related actions from the Single Equality Scheme	CECSC	2	2008 APA self assessment score of 3 across "Be Healthy". Continued progress on key actions into 2009 against the health and wellbeing actions of the Single Equality Scheme. Website updated to reflect ISA areas and ISA profiles developed including diversity profile	
	Review and update website information to support access to services, linked to roll-out of Integrated Services project					
	Review Diversity Profile data relating to age, race and disability, to clarify proportionality of assessments and services for BME groups	Carry out Equality Impact Assessments on all Health and well-being services by 2010.	CECSC	2	EIA programme agreed by SGM. Required assessments to date completed. Future changes to either health agenda or delivery of services will be covered by revised EIA	

27) Economic well-being					
27.1	Increase the number of training and employment places for vulnerable groups	Increase to 60 the number of adults with learning disabilities in employment by April 2009 (NI 146).	CECSC	Annual outturn 3.4% equating to 18 clients	<p>Positive outcomes from initiatives to support service users into employment include the following.</p> <p>The MAZE mentoring project helps and supports people to develop skills to facilitate people becoming employed or volunteering. 14 mentors were recruited during 08-09, 9 of whom have mental health difficulties or learning disability.</p> <p>2.3 Further funding has been secured (LDDF) to support the Work Preparation Service 'Enterprising STEPs'. To date 60 people have benefited from work preparation training and a further 15 have been identified to attend the next intake. First STEPs continues to develop Job carving opportunities for people with disabilities within SBC (in line with recommendations from a Scrutiny Review) - 7 people in Supported Employment through this scheme to date.</p> <p>WORKSTEP progression rates into unsupported sustained jobs are above the national and regional average</p>

				<p>the regional average is 17% and the national average is 13%.</p> <p>WORKSTEP programme is working with a range of employers on staff retention for employees who have or have had long-term sickness and/or disabilities arising whilst in employment. This has supported improved employee retention; in 08/09 STEPs supported 21 individuals to remain in employment. In addition STEPs supported 17 individuals not eligible for the WORKSTEP programme to retain their employment. Community STEPs were one of nine projects commissioned through the Working Neighbourhoods Fund (WNF) programme, aimed at tackling worklessness and low levels of skills and enterprise within some of the most disadvantaged communities. Community STEPs have achieved jobs for 60 people through the scheme in 08/09, with a 6% BME representation amongst those supported (compared to nearly 4.0% BME population as a whole).</p>
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27.2	<p>Deliver 'Brighter Futures' community Learning Disability services</p> <p>Increase the participation and achievement of disabled learners in adult education courses</p>	<p>Targets in the Adult Education Service Development Plan, for disabled learner participation, are achieved</p> <p>Increase the number of older people accessing benefit advice and support - target to be determined</p>	CESC	2	<p>Good progress is being made against targets in the Adult Education Plan. Welfare Rights campaigns have been effective in maximising benefits for targeted groups; 08/09 work with Tristar (Housing ALMO) focused on tenants over 60 with a disability, resulting in an average increase per claim per week of £35.63 and an average arrears per claim of £427. Overall, the campaign raised over £337k for sick/disabled Tristar tenants in the Borough. There are currently 56 people on ILF, receiving £708K yearly. As above Welfare Rights campaigns are targeting the most vulnerable groups to ensure increased uptake.</p>	
			CESC	2		
27.3	Further develop Independent Living Fund initiative and Welfare Rights	By March 2009	CESC	1		
27.4	Develop Working Neighbourhoods Fund (WNF) bids for projects to support access to employment and training	By March 2009	CESC	2		<p>Community STEPs were one of nine projects commissioned through the Working Neighbourhoods Fund (WNF) programme, aimed at tackling worklessness and low levels of skills and enterprise within some of the most disadvantaged communities. Community STEPs have achieved jobs for 60 people through the scheme in 08/09</p>

28) Maintaining personal dignity and respect						
28.1	Implement 'Dignity in Care' principles across all services Further develop joint work between Contracts Team, Protection of Vulnerable Adults (POVA) lead and service providers to ensure appropriate safeguarding arrangements and training provision are in place	Maintain the number of Protection of Vulnerable Adults referrals at >100.	CESC	1	202 referrals received for 2008/09. All referrals progressed to completed cases. A recent external review of safeguarding concluded that, "There is a high degree of confidence in adult safeguarding within Stockton from external partners as a result of the work of the co-ordinator in terms of both the service delivered and the support received".	
29) Leadership						
29.1	Review and update the Adults Vision to reflect the personalisation agenda	Adults Vision revised and agreed by September 2008.	CESC	1	Alignment of the Adult Care Management Team (ACMT) which includes relevant officers across the council and PCT, councillors and the Chair of the PCT with the wider Health & Wellbeing Partnership. Its role has been establishing a clear strategic approach across health and social care in Stockton. ACMT have been pivotal in supporting the re fresh / development of a number of key plans and strategies through 2008/09 including the Carers strategy (including young Carers), Supporting People re fresh, World Class Commissioning, the Adult Vision and the Older People's Strategy.	Work has progressed and a draft vision has been developed with a view to approval by ACMT by September 2009
29.2	Implement the Integrated Services (IS) strategy.	Full implementation of IS strategy by April 2009	CESC	1	IS strategy fully implemented, although accommodation issues are in process of being resolved.	
29.3	Develop phase 2 of ISA (Integrated Service Area) Profiles project to support the IS strategy.	ISA profiles linked with Stats@Stockton by April 2009	CESC	3	Project on hold. Development of PMF project will influence progress of Stats@Stockton	
29.4	Complete scoping of new IT system	IT system scoped by September 2008	CESC	1	Scoping of IT system completed. OJEU notice (Official Journal of the European Union) agreed and invitations to tender for 5 companies. Presentations will begin in June	

29.5	Implement revised governance and performance management framework for the Health & Well-being Partnership.	New Health and well-being Strategy agreed by October 2008	CEC	3	Draft Strategy developed. Awaiting sign off by Health & Wellbeing partnership
29.6	Co-ordinate and monitor implementation of the Older People's Strategy Action Plan.	Older People Strategy is delivered in line with the agreed action plan.	CEC	1	The Older People Strategy has been implemented. The recent annual review of progress in delivery of the strategy has illustrated broad ownership of initiatives embedded across strategic planning for housing, transport, regeneration, culture, and community safety, along with health and care. The strategy is now moving on to a more targeted phase of activity around key priorities.
29.7	Complete Care Services Efficiency Delivery project and implement action plan to achieve improved efficiencies in care management processes.	Project complete by March 2009	CEC	1	Action plan developed and in place. Plan will be monitored annually to determine level of efficiencies achieved.

30) Commissioning and use of resources						
30.1	Further develop capacity and expertise for the effective commissioning of services Continue the Service Reviews programme, to shape future service provision, inform commissioning plans, and identify opportunities for savings to be re-invested in targeted support services.	Implementation of the Adults Vision and Strategy is underpinned by the effective use of resources, in line with Gershon efficiencies	CESC	2	Strategy and action plan in place with services being reviewed through EIT programme. This will inform commissioning plans for the future development of services as per the strategy. CESC year 1 review programme agreed	
30.2	Complete the revision of the Service Level Agreement (SLA) with Tees, Esk and Wear Valleys Mental Health NHS Trust (TEWV), and review the approach to commissioning of mental health provision.	Revised mental health commissioning arrangements in place by March 2009	CESC	3	SLA work is continuing. Meetings will take place in June to resolve remaining funding issues. Work is also underway with Hartlepool Council to address common themes and issues	

30.3	Develop role of the Local Services Group, to work with local providers for people with a learning disability as an alternative to high cost placements out of area.	Improved local access to care packages for service users with complex needs is available by 2010	CESC	2	Action is being taken to address gaps previously identified in services for people with profound and multiple learning disabilities. Newer individualised and specialist services are being developed, particularly for the small group of people who need to be resettled out of hospital campus based provision. Improvements to date include a number of clients with complex needs have been supported in to more appropriate accommodation arrangements: 4 people have moved from 'out of area' residential care: 1 into his own tenancy; 1 into a supported living scheme; and 2 into their own housing association or Tristar tenancies.	
30.4	Implement new systems / tools for assessing the effectiveness of care services	Improved information on value for money of placements supports more effective commissioning	CESC	1	The use of benchmarking tools in Learning Disabilities as an example has enabled an assessment of resources and VFM which led to an agreement for additional investment for a provider. Working closely with the PCT the Council successfully negotiated a legal dispute on fees with a large care home provider.	