

Overview and Scrutiny Committee July 2010: **Adult and Community Services, Cabinet Member briefing**

The portfolio of Adult and Community Services encompasses the entirety of the **Adult, Culture and Community Services (ACCS)** directorate with the addition of the Corporate Voluntary Sector Team which currently sits in the **Policy, Performance and Communication Directorate**. *(For the purpose of this briefing the Voluntary Sector team has been included within ACCS)*

The Adult, Culture and Community Services Directorate is made up of three business units; Adult Services, Recreation Services, and Libraries, Culture and Adult Learning. The directorate has a strong record of delivering good quality, value for money services, and this has been demonstrated through recent performance assessments and Green flags in Recreation Services. The directorate recognises its crucial role and contribution to enhancing the health and wellbeing of Haringey residents and in protecting the most vulnerable, whilst promoting their independence and empowering them to help themselves.

1. Key Achievements and Projects

Adult Services and Commissioning

- All in-house residential and home care services Care Quality Commission (CQC) rated as good and performing well;
- CQC has rated Haringey as achieving excellence in terms all our externally commissioned home and residential care services and We are currently rated as achieving top quartile performance in the country;
- We have made it easier for people to get in touch with adult social care services with the launch of the [Integrated Access Team](#). This team is now the first point of contact for new Adult Social Care users and their carers and families, as well as for those looking for general advice and information about services and activities locally;
- Over 10% of adults eligible for services receive a personal budget and this figure will be significantly increased by October 2010. This maximises our users independence, choice and control;
- We have strengthened our safeguarding team;
- We have been involved in several very positive and constructive Overview and Scrutiny Reviews: Transition; Carers and Hard to Reach Groups;
- We have completed new joint strategic commissioning frameworks and delivery plans: Joint Adult Mental Health; Older People's Mental Health; and Personalised Services Commissioning Framework all further enhancing our joint working with key partners across the Borough;
- We have very robust and vibrant Partnership Boards which are improving empowerment amongst our users and carers and helping them to constructively influence and shape the social care and health agenda;
- We have significantly enhanced our joint stroke services and stroke care pathway across the Borough;
- By the summer of 2010 we will introduce an e-directory of social care and community support (plus the capability for e-shopping) to give wider access to information about support and services available in the borough;
- We have increased support to unpaid carers with over 800 receiving a 'one-off' direct payment/personal budget. This offers greater independence and choice to our carers;
- We have introduced the [Family Information Services Directory](#) where you can find services, support and activities in Haringey and national information to help parents, carers and their families. The directory won a National Customer Service Award.
- We have created the 'My Service @ 18' partnership, to provide a smoother transition from children's to adults' services for those with learning disability;

- We have set up [four patient panels across](#) the borough, which help local people to get involved with the running of their GP practice and share their views to improve services for fellow patients;
- We have opened Hornsey Neighbourhood Health Centre bringing 20 different health services under one roof, including GPs, an in-house pharmacy, Dementia Day Care centre and drop-in services for sexual health and family planning;
- Our Community Nutrition Assistants have provided advice on healthy eating to over 800 older people in their own community languages;
- We have piloted a Neighbourhood Wellbeing Network in Bounds Green, Harringay, Noel Park and Woodside to promote a range of services to residents over 75 years who are not already known to the Council's Adult Social Care Service or the Community. We have made contact with 178 residents, and helped 57 to receive the support and services to which they are entitled; and
- From 1 October 2010, a [new registration system](#) is being introduced under the Health and Social Care Act 2008 that applies to all providers of health and adult social care services in England. This includes, for the first time, NHS trusts and dental and GP practices. Providers will be registered for each of the regulated activities they provide (for example 'personal care'), rather than for their individual services (such as a care home or a hospital). The new registration system will act as a 'licence to provide services' and will replace the current quality assessment. The existing star ratings system will therefore no longer operate after this date. All Adult Social Care locations were registered on 24 June 2010.

Libraries, Culture and Adult Learning

Culture

- Delivers the highest number of cultural events and activities of any outer London borough; and
- Is working with Visit London and Arts Council England to develop Haringey as a cultural tourism destination for 2012.

Libraries

- TNS Residents Survey published in spring 2010 showed that 63% of residents rate Libraries as good or excellent (up from 61%). The survey also showed with 62% usage libraries were the third most used service provided by Haringey, after Recycling and Parks;
- DCMS has released interim results for National Indicator 9: Use of Public Libraries, which measures the percentage of adults who have used public libraries in the past 12 months. Haringey's interim value for 2009 is 57.8%, placing Haringey as the best of all London boroughs, and in the top 3 Local Authorities in England;
- Are in the lowest quartile for cost per visit and the highest quartile for performance
- The newly refurbished Muswell Hill children's library is open and will be formally launched on 16th July;
- The new Coombes Croft Library, funded by the Big Lottery Fund new library is nearing completion and will be open by 1st August;
- A Digital Library of ebooks and audio books are now available for online download from the Council website; and
- The Libraries for Health programme continues to expand with over 23,000 participants in 2009-2010.

Museum and Archives

- Museum and Archive Service jointly won the National Customer Service Award for Public Sector and Education 2009;
- The Museum Service has just been awarded the Sandford Award which states that “Bruce Castle is an excellent resource for schools and families to engage with their local heritage;
- Visits and outreach from the museum and archive service at Bruce Castle has increased by over one third in the last 7 years; and
- In 2009, our volunteers were highly commended for different awards including winning the Best Team in London at our Markfield Beam Engine and Museum.

Adult Learning

- During the year to date, Haringey Adult Learning Service (HALS) recorded 3606 enrolments in 2009-10. These learners evidenced 93% achievement in their courses. HALS delivered 424 courses during this period; of these 101 courses were Skills for Life courses (literacy, numeracy and ESOL) with 435 (92% for Term 1 & 2) learners successfully achieving accredited modules. These figures all show considerable improvement on previous years.

Recreation

- The refurbishment of the filtration system, changing facilities and reception at Tottenham Green Leisure Centre has successfully been completed;
- The ‘My Active Haringey’ promotional programme has now been linked to the national [‘Change for Life’](#) and local ‘Make a Change’ campaigns to further help promote an active lifestyle for our residents;
- Over the last year we have developed and launched of Aquatics, Tennis and Football development plans for the Borough; and
- Our Parks Improvement Programme has successfully upgraded and refurbished facilities at Markfield, Paignton, Fairland, Russell Parks, and Muswell Hill Playing Fields;
- We have developed and launched of the Borough’s Biodiversity Action Plan which aims to protect and increase the diversity of wildlife within Haringey;
- Leisure usage for the first quarter of 2010/11 has reached 225,000 against a target of 215,000 and Active Card memberships have reached 24,400 against a target of 24,500.
- The Borough has submitted 19 Green Flags (16 LBH) and 8 Green Pennant applications; for 2010, the results of which will be announced at the end of July, and Resident satisfaction with Parks and Open Space has increased by 4%, from 65% to 69%.

Key projects for Recreation over the coming year are as follows:

- Lordship HLF award and implementation of restoration scheme;
- Enfield Crematorium and Burial provision;
- Wolves Lane Horticultural Nursery masterplan development;
- Delivery of Phase 2 of the Playbuilder programme;
- Management of Broadwater Farm Community Centre.;
- Developing 5-a-side football in Finsbury Park;
- Sports and Leisure investment programme at Park Road Leisure Centre;
- Down Lane Recreation Ground masterplan preparation;
- Investment in Allotments, Tree and small open space;
- Implementation of the Borough’s Biodiversity Action Plan; and
- Secure QUEST accreditation for White Hart Lane Community Sports Centre.

Corporate Voluntary Sector Team

- The annual Pro-Forma of Assessment and Accountability for core grant funded voluntary/community organisations will be issued July 2010 to 38 core organisations. The self-assessment form will particularly focus on assessing organisational ability to evidentially support the Council's key priority areas. Failure to demonstrate effective benefit will be addressed through the Terms and Conditions of Revenue Grant Aid default process. An annual report on the assessment outcome will be brought to the Voluntary Sector Committee in December 2010/January 2011; and
- At the request of the Cabinet Member, the CVST will explore the feasibility of creating a Haringey Voluntary Sector (VS) Strategy that is Compact compliant. The Strategy will be developed with support from the Policy Service, in partnership with the voluntary and community sector and other council Services, including Adults and Property Services. Research is currently being undertaken on VS Strategies put in place by other London Boroughs.

2. Context and Challenges:

Reducing the national budget deficit.

The Coalition Government published its [Emergency Budget](#) on 22 June 2010, setting out its intention to reduce spending by £30 billion per year by 2014-15, on top of existing reductions. The Chancellor also launched [The Spending Challenge](#), a consultation with public sector workers and the public. This will contribute to the national [Spending Review](#) to be announced on 20 October setting out spending plans for the life of this Parliament.

This followed the publication, in mid-June, of the £1.166bn [Local Government contribution](#) to the £6.2bn cross government savings for 2010-11 to tackle the UK's record deficit. The Area Based Grant for Haringey has been reduced by £3.309m, 0.9%.

In addition, a number of [funding cuts or suspensions](#) are already affecting a wide range of projects nationally, including:

- Active Challenge Routes - Walk England: £2m.
Department of Health project to map walking routes and promote them on an interactive website enabling people to record their fitness
 - Libraries Modernisation Programme: £12m
Plan to reverse decline in library usage, to offer flexible opening hours, free internet access and entitlement to membership from birth.
 - The end of central government funding for free swimming for under-16s and over-60s in England from the end of July, saving £40million of the £140million scheme, this will mean redesigning our scheme within the borough.
- Budget and economic challenges including planned NHS efficiencies as a key partner agency will have a medium to high impact on performance and service quality and delivering key policy requirements. Planned mitigation through clear, detailed financial action plans, with clear project management to deliver any required budgetary changes;
 - Ongoing Asset Management/maintenance and related capital investment needs in Recreation services to sustain quality of service delivery, user satisfaction and income generation;
 - Sustaining viable delivery of Bereavement Services, whilst meeting challenging environmental protection legislation;
 - Increase sport and physical activity participation, to support health and well-being outcomes and reduce inequalities;
 - Funding to support the provision of cultural opportunities in Haringey;

- Comply with duty of care to preserve and make available the heritage of Haringey, including archives and artefacts;
- Within Adult Education, 2010/11 will see considerable changes with the removal of the LSC; the Skills Funding Agency and the Children & Young People's Learning Agency has replaced the LSC and the latter will be located within the local authority. This should support closer working arrangements .The academic year 2010/11 is also the last year of guaranteed income for Adult safeguarded Learning and decisions will be taken later this year on any replacement funding available alongside the development of Informal Adult learning.
- Taking forward integration with Health and shared services;