

**SOCIAL CARE, HEALTH AND HOUSING
CABINET BOARD**

9th FEBRUARY 2017

**PUBLIC REPORT OF THE HEAD OF COMMISSIONING AND
SUPPORT SERVICES – A. Thomas**

SECTION B – FOR INFORMATION

WARD(S) AFFECTED: ALL

**WESTERN BAY AREA PLANNING BOARD REGIONAL
COMMISSIONING AND SUPPORT TEAM
SERVICE REPORT CARD 2016/17**

PURPOSE OF REPORT

To provide Members with information to assist them to scrutinise the performance of the Western Bay Area Planning Board's Regional Commissioning and Support Team.

BACKGROUND

The Council introduced a revised Performance Management Framework in 2014/15. One of the requirements within that Framework is the production of service report cards by service managers which will enable Members to scrutinise the performance of all services within its remit.

This report will also enable the Cabinet Board and Scrutiny Members to discharge their functions in relation to performance management.

REPORT CARD

The following report card provides members with details of the Work of the Western Bay Area Planning Board's Regional Commissioning and Support Team, which is employed by Neath Port Talbot County Borough Council.

The Regional Commissioning and Support Team has developed the service report card to demonstrate what is being achieved and delivered for the funding invested in that service area.

The funding for the service comes from a number of different Sources, which includes Welsh Government Substance Misuse Action Funding and Joint Commissioning funding from Neath Port Talbot County Borough Council, the City and County of Swansea, Bridgend County Borough Council and the Abertawe Bro Morgannwg University Health Board. This is detailed in the service report card.

This is a relatively new Team (created January 2015) and therefore more emphasis is given in the service report card to priorities for 2016/17 and the Team's progress against them.

APPENDICES

Western Bay Area Planning Board – Regional Commissioning and Support Team - Service Report Card.

LIST OF BACKGROUND PAPERS

None

OFFICER CONTACT

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Service Report Card 2016-2017

Western Bay Area Planning Board Regional Commissioning and Support Team

Period 1st April 2016 – 30th November 2016

Section 1: Brief description of the service

The Western Bay Area Planning Board has been in place for around 5-6 years. The main role of the Board is to collaborate on the delivery of substance misuse services across the Western Bay area. Welsh Government created Area Planning Boards to promote regional working and they determined that Substance Misuse Action Funding (SMAF) that they had previously distributed to individual Local Authorities would be delivered on a regional basis only. There are seven Area Planning Boards in Wales. A copy of the structure of the Western Bay Area Planning Board is attached to this report as Appendix I.

The day to day work of the Western Bay Area Planning Board is undertaken by a Regional Commissioning and Support Team.

The Regional Commissioning and Support Team, is employed by Neath Port Talbot County Borough Council under a hosting arrangement between Neath Port Talbot County Borough Council, the City and County of Swansea and Bridgend County Borough Council. The team has four members of staff (3.8FTE) and they are based at Neath Civic Centre, having recently moved from Cimla Hospital. The Team is non-statutory; however, the Area Planning Board would not function without it.

The role of team includes:-

- Contracting of substance misuse services across the Western Bay area
- Contract monitoring
- Performance monitoring in relation to the National Key Performance Indicators for substance misuse in Wales and the Core Standards for substance misuse providers.

- Commissioning
- Communication, engagement and liaison with service users, service providers and other stakeholders
- Budgetary control of substance misuse funding
- Co-ordination role in relation to the harm reduction database
- Service Development
- Secretariat support to the Area Planning Board and its sub-groups

The Team was created in January 2015, although the Team members started at different points during 2015/16 (Two in April, one in July and one in November).

Section 2 : Overall Summary of Performance for 2015-16 Financial Year

- As a new Team, no service targets were set for 2015/16.
- Overall spend was within budget.
- There were no sickness issues within the Team that required any form of action.
- Employee development reviews were commenced.
- No complaints were received about the service.
- No surveys of customer satisfaction were undertaken.

Section 3: Service Priorities 2016-17

Priority	Actions to deliver priority	Officer Responsible	Timescale	What will be different? Measures and/or Outcomes
1: To create a S.33 agreement between partners and obtain signed agreement to it.	<ul style="list-style-type: none"> • Arrange for draft agreement to be created. • Circulate for comments • Amend in light of comments • Agree with relevant Boards • Arrange signing of agreement. 	Steve Adie	By 31.03.17	This will form the legal basis for pooling of resources for commissioning purposes.
2: To conclude and implement a commissioning strategy to include recommissioning of substance misuse services across the Western Bay area.	<ul style="list-style-type: none"> • Conclude commissioning strategy, following consultation. • Begin process of re-commissioning once S.33 agreement has been signed. 	Steve Adie	During course of 2017/18	The aim is to obtain the best value for money services that reduce any current inequities in service provision and improve service user access.

3: To ensure that performance across the National Key Performance Indicators for substance misuse services is improved.	<ul style="list-style-type: none"> • Improve data recording • Improve data quality • Monitor via service user meetings and sub-group meetings. 	Steve Adie	Ongoing	Improvement in these will demonstrate that service users are attending appointments, are able to access services quickly, their quality of life is improving and that they are completing treatment.	
4: To develop and implement a Capital Estates Strategy for substance misuse services across Western Bay.	<ul style="list-style-type: none"> • Create Capital Estates Strategy. • Bid for capital funding. 	Steve Adie	Complete	This will provide a picture of the current buildings used to deliver substance misuse services across Western Bay, to include details of ownership, leasing, and their condition.	
5: To monitor and report on the activities of substance misuse services across Western Bay, ensuring that they are meeting the core standards for substance misuse and performance indicators.	<ul style="list-style-type: none"> • Quarterly monitoring of service providers • Quarterly reporting to Welsh Government and the Western Bay Area Planning Board. 	Steve Adie	Ongoing	This will ensure that service providers are accessing good quality services.	

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**Section 4:
Service Performance Quadrant 2016-17**

Priority 1: To create and implement a S.33 Agreement between partners

- A draft s.33 Agreement has been created by Legal Services (NPTCBC)
- Following consultation with partners all comments have now been received and the document is being amended accordingly, following which it will be recirculated.

Priority 2: To conclude and implement a Commissioning Strategy

- The Commissioning Strategy for the Western Bay Area Planning Board was approved by that Board in April 2016.
- Proposals for re-commissioning were presented to that Board by the Regional Commissioning and Support

Team in July 2016.

- The Board have indicated that they would like recommissioning of a low threshold prescribing service for substance misuse clients and the extension of the Child and Adolescent Mental Health Service (CAMHS) from Bridgend only to across the Western Bay area.
- The Regional Commissioning and Support Team have reviewed prescribing services across the Western Bay area and a report is currently out for consultation. The recommendations in the report will help to inform recommissioning decisions that the Board will take.
- The Regional Commissioning Support Team is currently drafting a set of specifications for a potential low threshold prescribing service and they are meeting with Legal Services (NPTCBC) soon to discuss contract terms.

Priority 3: To Ensure Performance is improved for the National Key Performance Indicators (NKPI's)

See Table within Section 4 below.

Service Provider performance is monitored monthly, and also at bi-monthly Key Performance Indicators and Data Sub Group Meetings. Every Service Provider now has an action plan to improve performance against these indicators and a considerable amount of work has already been undertaken to improve data recording and data quality. The Western Bay Area Planning Board's Regional Commissioning and Support Team report quarterly to Welsh Government on a range of matters which include performance against the National Key Performance Indicators.

Priority 4: To develop and Implement a Capital Estates Strategy across Western Bay

- A Capital Estates Strategy was drafted by the Regional Commissioning and Support Team and approved by the Area Planning Board in July 2016.
- The Capital Estates Strategy has been submitted to Welsh Government
- Five capital bids for projects across Western Bay were submitted to Welsh Government for 2016/17, and subsequently approved. On this occasion none of the bids were for properties in the Neath Port Talbot area.

Priority 5: To monitor and report on the activities of substance misuse service providers across Western Bay

- The Regional Commissioning and Support Team undertake quarterly monitoring of substance misuse service providers across the Western Bay.
- Monitoring records are submitted to Welsh Government.
- A dashboard of measures (including National Key Performance Indicators) is also submitted quarterly to Welsh Government.
- Progress on the dashboard, the work plan for the Area Planning Board Regional Commissioning and Support Team and sub-group reports are presented to the Area Planning Board quarterly.

Measure	2014-15 Actual (Full Year)	2015-16 Actual (Full Year)	Comparative Performance	2015-16 Qtr. 2 (cumulative)	2016-17 Qtr. 2 (cumulative)
Service Measure 1: To reduce the number of people who do not attend their appointments to below 20%	34%	31%	-	29%	41%
Service Measure 2: More than 80% of clients should not wait more than 20 days between referral and treatment.	70%	81%	-	78%	99%
Service measure 3: More than 73.7% of clients should report reduced use of problematic substances.	65%	66%	-	57%	60%

	Service Measure 4: More than 56% of clients should confirm that their quality of life has improved.	79%	57%	-	52%	66%
	Service Measure 5: More than 67.1% of cases closed should be as a result of treatment being complete.	36%	51%	-	61%	44%
	Corporate measure (CM01): a) Number of transactional services fully web enabled	N/a	N/a	If available	N/a	N/a
	b) Number of transactional services partially web enabled	N/a	N/a		N/a	N/a

**Section 5:
Financial Quadrant 2016-17**

Measure	2014-15 Actual (Full Year)	2015-16 Actual (Full Year)	2016-17 Qtr. 2 (projected to year end)
Corporate Measure (CM02): % revenue expenditure within budget	96.5%	100%	100%
Gross Expenditure £	£4,350,412	£4,356,366	£4,410,800
Gross Income £	£4,310,072	£4,323,803	£4,345,750
Net Expenditure £	£40,340	£32,563	£65,050
	Net budget was £38,940 therefore £1,400 overspend	Net budget was £48,510 therefore £15,947 underspend	Net budget is £65,050
Corporate Measure (CM03):			£
Amount of FFP savings			0
Amount of FFP savings at risk			0

The Regional Commissioning and Support Team of the Area Planning Board administer a £4.3m budget for substance misuse service delivery across the Western Bay area. This is comprised of the following:-

Substance Misuse Action Funding (Welsh Government) - £3.6m

Voluntary Joint Partner Contributions - £721k.

For the Joint Partner Contributions the £721k is comprised of the following:-

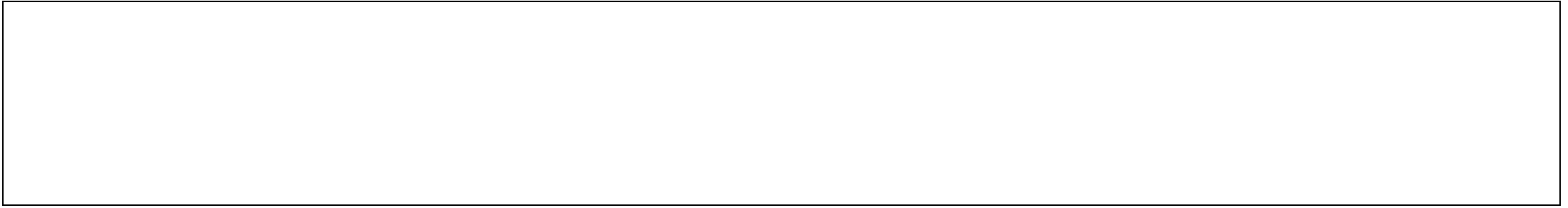
Neath Port Talbot CBC - £46K

Bridgend CBC - £128K

CC Swansea - £143k

ABMU (Abertawe Bro Morgannwg University Health Board) - £403k

A breakdown of how the £4.3m is spent across each of the three Local Authority Areas is attached as Appendix II.



**Section 6:
Employee Quadrant 2016-17**

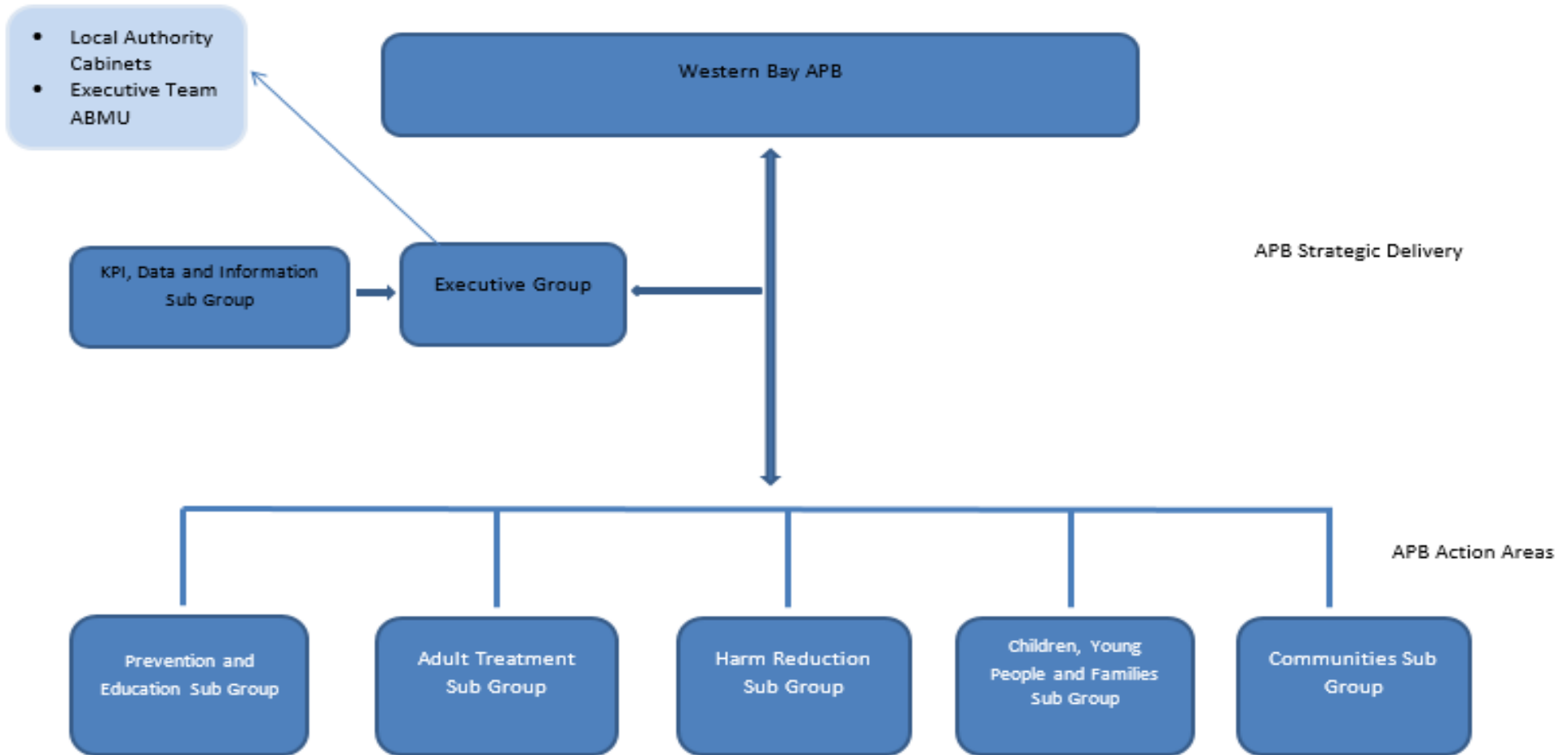
Measure	2014-15 Actual (Full Year)	2015-16 Actual (Full Year)	2015-16 QTR. 2 (cumulative)	2016-17 QTR. 2 (cumulative)
Corporate Measure (CM04): Average FTE (Full time equivalent) working days lost due to sickness absence				
Service: Western Bay Area Planning Board Regional Commissioning & Support Team	6 days	5.4 days	0 days	1.9 days
Total Service FTE days lost in the period	6 days	13 days	0	6.6 days
Directorate: SSHH	11.7 days	13.0 days	5.1 days	6.7 days
Council:	9.4 days	9.7 days	4.2 days	4.6 days
		2015-16 Actual (Full Year)	2015-16 QTR. 2 (cumulative)	2016-17 QTR. 2 (cumulative)
Corporate Measure (CM11): Staff engagement Measure				
Corporate Measure (CM05): % of staff who have received a performance appraisal during 2016-17 (Target 100%) Number of staff who have received a performance		N/a	N/a	100%

appraisal during 2016-17			
Corporate Measure (CM06): Number of employees left due to unplanned departures	N/a	N/a	0

Section 7: Customer Quadrant 2016-17

Measure	2015-16 Actual (Full Year)	2015-16 Qtr. 2 (cumulative)	2016-17 Qtr. 2 (cumulative)
Corporate Measure (CM07): Total number of complaints			
Internal	0	0	0
External (from the public)	0	0	0
Corporate Measure (CM08): Total number of compliments			
Internal	0	0	0
External (members of the public)	0	0	2
Corporate Measure (CM09): customer satisfaction measure/s		Survey to be undertaken before end Mar 17.	

Appendix I



APB Funding 2016/17

	Swansea	Bridgend	NPT	total
Population	241000	139,000	139000	519000
Percentage	46.43545279	26.78227	26.78227	100

Project	Provider	SMAF	JC	Total	Areas	Swans	Bridg	NPT
AADAS Single Assessment Service (WB)	ABMU CDAT	170,715	28,943	199,658	all	92,712	53,473	53,473
Adult Services (WB)		840,084	100,985	941,069	all	436,990	252,040	252,040
Detox Unit (WB)		72,600		72,600	all	33,712	19,444	19,444
Supervised consumption (WB)		169,084	18,866	187,950	all	87,275	50,337	50,337
Children and Young People's Service (WB)		71,868		71,868	all	33,372	19,248	19,248
Needle Exchange Coordination/Provision (WB)		150,200		150,200	all	69,746	40,227	40,227
Social Work Service (WB)		173,242		173,242	NPT & Bridg	0	86,621	86,621
Tier 2 & 3 - Adult Services (Sw)	Drugaid	161,170	53,175	214,345	Swans	214,345	0	0
Tier 2 - Children young people service (Swansea)		314,894	13,568	328,462	Swans	328,462	0	0
Tier 2 - Family Service (Swansea)		10,132	19,868	30,000	Swans	3,000	0	0
Tier 2 & 3 - Adult Services (WB)	WCADA	344,543	402,833	747,376	all	347,047	200,164	200,164
Tier 2/3 - Children young people service (SWITCH) (NPT & Bridgend)		199,853		199,853	NPT & Bridg	0	99,927	99,927
Youth Offending Substance Misuse Worker (Bridgend 7NPT)		70,000		70,000	NPT & Bridg	0	35,000	35,000
Family Service (NPT & Bridgend)		161,079	9,345	170,424	NPT & Bridg	0	85,212	85,212
Out of hours Children and Young People Service (Bridgend)	DASH	50,826		50,826	Bridg	0	50,826	0
Counselling service		46,189		46,189	all	21,448	12,370	12,370
Hartshorn House (Bridgend)	G4S	38,926		38,926	Bridg	0	38,926	0
Tier 3 YDAS Substance Misuse Service (Bridgend)	Cwm Taff HB	76,255		76,255	Bridg	0	76,255	0
Prevention and Education Officer (WB)	PHW	43,811		43,811	all	20,344	11,734	11,734
Oral Health Project (WB)	ABMU	17,986		17,986	all	8,352	4,817	4,817
Dual Diagnosis	ABMU	13,000		13,000	all	6,037	3,482	3,482
APB Commissioning Support Team (WB)	NPT CBC	136,096	58,228	194,324	all	90,235	52,044	52,044

Data Management/Integrated Information system support (WB)	CCoS	61,718		61,718	all	28,659	16,529	16,529
Service User Involvement	BAVO	28,523		28,523	all	13,245	7,639	7,639
Prescribing Service (Swansea)	PSALT	72,604	15,545	88,149	Swans	88,149	0	0
Residential Rehabilitation fund (Wb)	APB	93,300		93,300	all	31,100	31,100	31,100
Out of Work Scheme Match Funding	tbc	16,573		16,573	all	7,696	4,439	4,439
Totals		3,605,271	721,356	4,326,627		1,961,926	1,251,854	1,085,847