

Agenda Item ?
Paper ?



RQIA Board Meeting - 14 May 2009

QUARTERLY REPORT

Aim and Purpose

This paper presents an overview of RQIA's activities and progress against the business plan objectives during the reporting period 01 January - 31 March 2009.

Recommendation

The Board is asked to **NOTE** the report.

MAURICE ATKINSON

Director of Corporate Services



Quarterly Report

Quarter 4

2008- 2009

Reporting period from 01 January - 31 March 2009

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Executive Summary

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EXECUTIVE SUMMARY

About Regulated Establishments and Agencies:

The total number of establishments and agencies registered increased from 664 at 31 December 2008 to 797 at 31 March 2009.

During the quarter 37 complaints were received by RQIA in relation to registered establishments, which is the same number as that reported in the last quarter. RQIA also received 8 complaints in relation to Children's Homes.

During the quarter, 2 failure to comply notices were issued to Nursing Homes, both of which are still ongoing.

Regulation:

During this quarter, 913 inspections of services were carried out, compared with 985 the previous quarter. The reduction in figures this quarter is mainly a reflection of how we schedule the bulk of inspections as early in the year as possible with the final quarter being used to complete our statutory obligations in terms of inspection frequency. The introduction of Inspection performance management has resulted in 93% compliance with our target to carry out all inspections on the scheduled date. This compares with a performance figure for the previous quarter of 95%. The main targets on inspection reporting have also been met.

Clinical and Social Care Governance:

Within this quarter, considerable progress has been made with the following reviews:

- Child Protection arrangements within Health and Social Care Services
- Review of Maternity Services within Health and Social Care Services
- Commissioned service review into Blood safety
- Commissioned service review into Paediatric IV Infusions- Hyponatraemia

Transfer of the functions of the Mental Health Commission (MHC) to the Regulation and Quality Improvement Authority (RQIA)

The transfer of the functions of the Mental Health Commission (MHC) took place on 1st April 2009. Work to achieve a seamless transfer was taken forward via 6 key work streams, namely:

1. Due Diligence Review
The Due Diligence review action plan was updated in March 2009. All Due Diligence Review recommendations have been actioned through the respective work streams
2. Clarification on Legal Framework
The Health and Social Care (Reform) Act (Northern Ireland) 2009 completed its passage through the NI Assembly and received Royal Assent on 21 January 2009. The Act is on course for implementation on 1 April 2009.
3. Development of the 'new' Board
In February, discussions took place with CSA regarding any statutory obligations arising from Section 75 of the Northern Ireland Act 1998 in the creation of an Expert Advisory Panel. An approach was approved at the March Project Board meeting which will ensure the promotion of equality when populating the panel.

4. Workforce and Financial Alignment

- A selection and recruitment process is now well progressed in appointing a range of full time and sessional professional and administrative staff.
- Three administration staff have been appointed to work with the mental health and Learning Disability team during November & December 2008.
- Interviews took place during February and March 2009 to fill a range of substantive and sessional posts which included a Senior Mental Health Officer, three Mental Health Officers, a Senior Administrator, a Committee Administrator, three Consultant Psychiatrists, two Approved Social Workers, two Registered Nurses, an Occupational Therapist and an Inspector (Dementia Care).
- A small number of outstanding posts were advertised in March 2009.
- Confirmation on the provision of transitional and recurrent funding has been received from the DHSSPS.

5. Operational Alignment

- Final meetings took place with Commissioners during February and March 2009 to hand over outstanding issues within MHC committees.
- An action plan has been agreed to take forward the recommendations from internal audit and the EQIA undertaken by the Commission into 'Access to Mental Health Commission Services for People with Mental Health Needs'.
- Files, databases and other information requirements were successfully transferred from the Commission to the RQIA.
- Structural alterations to the accommodation in the RQIA office in Riverside Tower to house the Mental Health and Learning Disability Team took place in March 2009.

6. Communications and Public Relations

- Seven public engagement workshops took place across Northern Ireland in February and March 2009.
- An information session for advocacy leads was held on 26 February 2009.

Prison Healthcare

Under the MOU, the RQIA participated in a joint unannounced inspection of HMP Maghaberry during 19-23 January 2009 with Her Majesty's Inspectorate of Prisons (HMIP) and the Criminal Justice Inspectorate of Northern Ireland (CJINI).

On 1 April 2008, responsibility for the commissioning and provision of healthcare within prisons transferred from the Northern Ireland Prison Service (NIPS) to the EHSSB and SEHSC Trust. This inspection provided the RQIA with an opportunity to assess the overall quality and availability of healthcare provided in HMP Maghaberry by the SEHSC Trust.

Follow-up meetings with the HSC Board and the SEHSC Trust are to take place following publication of the report in June 2009.

Services New to Regulation and New Inspection Methodology:

The registration of services new to regulation continues with a target to have the majority of pre-registration activities completed by the end of March 2009.

Implementation work on a new methodology for inspection had been slower than intended but a Regulatory Improvement Officer post was appointed on 01 December 2008 and this will have a significant impact on progress.

Following the appointment of a Regulation Improvement Officer on 1st January 2009 progress with the new methodology for inspection has gained momentum. Services included in the new methodology for the year 2009/10 are Domiciliary Care, Day Care, Residential Care and Nursing. Pharmacy, Estates and Finance will also implement the new methodology this year. All services have prioritised standards for the current inspection year using a prioritisation matrix. Workbooks have been developed in excel format for providers self assessment and for inspectors validation. A new report format has been developed which sets provider and inspector comments together against each element of the standards and includes comments made by service users. Six information road shows for providers have been arranged at various locations and a number of training and awareness sessions have been provided for staff.

About The Authority:

Staffing at 31 March 2009

At 31 March 2009, 156 members of staff were in post, (134.88 whole time equivalent) based in offices in Belfast and Omagh. The sickness rate of 2.66% is the lowest it has been throughout 2008/09.

Financial Position at 28 February 2009 and Forecast to Year End

The Department has provided additional revenue to meet specific cost pressures in 2008/09 while the capital allocation has been reduced to £50,000 in line with revised requirements.

The summary position is a revenue deficit of £16,452 (0.34%) for the 11 months to 28 February and a forecast to the year-end of a surplus of £9,047 (0.20%). A small underspend on the capital allocation of £2,637 is also forecast.

It is expected that discussions with the Department on revenue financing for 2009/10 and subsequent years will be satisfactorily concluded by 30 April 2009.

Complaints against the Authority

A complaint which was under review since Quarter 2 2008/09 is currently being investigated by the Ombudsman and all others have been resolved. The only complaint received in Quarter 3 has also been satisfactorily resolved. One new complaint, relating to the inspectorial approach of an RQIA staff member, was received this quarter and has been investigated and satisfactorily resolved by the RQIA.

SECTION 1: ACTIVITY INFORMATION

1.1 Registered establishments/agencies

The Authority has the function of registering services delivered by statutory and independent (private and voluntary) providers to ensure they are of an acceptable standard and meet all legal requirements.

The number and type of registered establishments and agencies at 31 March 2009 is presented in Table 1. This information has been derived from RQIA's central register. The total number of registered establishments and agencies increased from 664* at 31 December 2008 to 797 at the 31st March 2009.

Table 1: Number of registered establishments

Establishments/agencies registered by Trust 31 March 2009						
Type of establishment	BHSCT	NHSCT	SEHSCT	SHSCT	WHSCT	Total
Nursing homes	53	61	52	48	37	251
Residential care homes	46	95	66	49	46	241
Adult Placements						61**
Adult Placement Agencies						2***
Children's homes	13	12	9	10	11	55
Independent clinics	13	2	3	2	1	21
Independent hospitals / hospices	4	1	1	1	2	9
Nursing agencies						22
Day Care Settings	5	1	6	9	2	23
Domiciliary Care Agencies						110
Residential Family Centres	1	1				2
		2				
Total at 31 March 2009	135	175	137	119	99	797****

* Total 664 in last quarterly report was the sum of trust totals and 22 nursing agencies.

** These 61 services were previously included within the residential care homes total - 1 in BHSCT, 38 in NHSCT and 22 in SHSCT as they would have been registered under the preceding legislation and definitions within.

*** These 2 agencies co-ordinate adult placement schemes and have been registered under the new legislation and definition within.

**** Total is the sum of Trust totals and Adult Placements, Nursing Agencies and Domiciliary Agencies

The increase in services is primarily due to the registration of new services, in particular domiciliary care agencies. Details on additions and removals from the Register can be found in Sections 1.1.1 and 1.1.2.

Table 2: Number of registered bed places at 31 March 2009

Establishments/agencies registered places at 31 March 2009						
Type of establishment	BHSCT	NHSCT	SEHSCT	SHSCT	WHSCT	NI Total
Nursing homes	2150	2669	1980	2028	1511	10,338
Residential care homes	1262	1076	1375	504	765	4982
Children's homes	92	83	70	56	77	378
Total	3504	3828	3425	2588	2353	15,698

* including 453 residential beds in nursing homes

In terms of the number of bed places per sector in each of the new Trusts, bed numbers in nursing homes have decreased by 34 beds compared to the previous quarter whereas the bed numbers in residential care homes have increased by 29 beds.

1.1.1 Newly registered establishments/agencies

- Castle Lodge Residential Home in Antrim (formerly Orchard Manor Nursing Home) - 12.03.09 (39 beds)
- Guardian Residential Home in Dungannon - 13.01.09 (3 beds)
- Meadowfields Children's Home in Templepatrick - 09.01.09 (3 beds)

There were 3 new services registered during the last quarter - 2 residential homes (1 in the NHSCT area and 1 in the SHSCT area) and 1 children's home in the NHSCT area. RQIA is processing a substantial volume of registration applications in relation to the services new to regulation. The new registrations for this quarter related to 18 day care settings, 108 domiciliary care agencies, 3 independent clinics, 2 adult placement agencies and 1 residential family centre.

1.1.2 Deregistration of Services

- Todd Close / Oriel Small Residential Home in Antrim - 27.02.09 (3 beds)
- Orchard Manor Nursing Home in Antrim - 12.03.09 (40 beds)

There were 2 voluntary de-registrations during the quarter - 1 nursing home was re-registered as a residential home and 1 small residential home was de-registered.

1.2 Inspection Activity

Table 3 outlines the range and number of inspections carried out by RQIA in Quarter 4. It is notable that the number of inspections decreased by 7% from the last quarter however the inspection activity still represents increases of 35% from quarter 1 and 9% from quarter 2.

Table 3: Type and number of inspections conducted during quarter

Type and Number of Inspections 01 January - 31 March 2009							
Establishments	Care Inspections						Total
	Announced	Unannounced	Pharmacy	Estates	Financial	Additional	
Total 08-09 Qtr 1	120	136	180	159	31	39	665
Total 08-09 Qtr 2	141	104	276	150	48	121	840
Total 08-09 Qtr 3	172	141	225	197	44	206	985
Nursing homes	66	67	53	49	0	15	250
Residential care homes	52	78	21	45	0	7	203
Children's homes	13	22	10	8	0	2	55
Day care	0	0	46	13	0	82	141
Residential family centres	0	0	0	1	0	0	1
Domiciliary care	0	0	50	0	0	157	207
Hospice	2	0	2	1	0	0	5
Independent Clinic	5	0	0	2	0	0	7
Independent hospital	0	0	2	0	0	0	2
Nursing agency	5	0	1	0	0	0	6
Adult Placement Agency	0	0	0	0	0	3	3
Hospital	0	1	1	0	0	0	2
Total 08-09 Qtr 4	143	168	186	119	31	266	913*

* Total includes 31 Finance Inspections

RQIA continues to maintain excellent performance. The three main performance indicators are:

- Target 1. 90% of Inspections carried out on scheduled date;
- Target 2. 75% of draft reports issued within 20 working days of completed inspection;
- Target 3. 80% of open reports issued within 20 working days of draft report issue date.

From 1 January until 31 March 2009 Table 4 shows a 93% achievement within all teams of our target to carry out all inspections on the scheduled date. This compares with the same performance figure for the previous quarter of 95%.

In relation to Target 2, draft reports completed within 20 working days, the overall percentage of compliance with this target was 83% in comparison to 86% in the last quarter.

Target 3 shows a compliance rate of 99% for this quarter in comparison to 98% in the previous.

This is the sixth quarterly report in which RQIA has reported performance targets for the completion of draft and final reports. Despite capacity issues, RQIA remains confident in its ability to achieve performance targets and its statutory functions as outlined within the legislation.

Table 4: Inspection Activity

Inspection Monitoring Information - 2008-2009 Quarter 4									
TEAMS	INSPECTIONS			DRAFT REPORTS			OPEN REPORTS		
	Total	On Time	% carried out on time	Total	On Time	% published on time	Total	On Time	% published on time
Agencies *	279	278	100%	319	257	81%	355	353	99%
Care Homes	216	202	94%	218	197	90%	221	219	99%
Children's	36	31	86%	48	38	79%	38	38	100%
Nursing **	339	299	88%	323	259	80%	333	328	98%
Independent Healthcare	12	9	75%	10	8	80%	12	9	75%
Totals / Overall %s	882 ^	819	93%	918	759	83%	959	947	99%

* The Agencies team also conducts Estates inspections. .

** The Nursing Team conducts all announced, unannounced and additional nursing inspections as well as Pharmacy inspections.

^ The total number of inspections does not reconcile with the total as appearing in table 4 since financial inspections are not recorded on IAMS.

1.3 Improvement through enforcement

During the last quarter of 2008-09 two notices of failure to comply with regulations were issued by RQIA to two nursing homes. At present both are ongoing and are detailed below.

Service	Date of issue	Details of 'Failure to comply' notice
Brooklands Private Nursing Home, Killeel	3 February 2009	Care issues Record keeping Staffing
The Model Care Centre, Private Nursing Home, Ballymoney	4 March 2009	Care and treatment issues Staffing Medicines Infection control Record keeping

2 NOTIFICATIONS

2.1 Deaths and Notifiable Incidents from Nursing and Residential Homes

The nursing home and residential care regulations require the notification of the death or untoward incident, involving a patient or resident, to RQIA. Over 90% of death notifications received were in respect of Nursing Homes.

Table 5: Number of deaths and incidents reported during Quarters 1- 4 2008/09

Type of Establishment	Deaths				Incidents			
	Qtr 1 Apr-Jun 08	Qtr 2 Jul- Sept 08	Qtr 3 Oct - Dec 08	Qtr 4 Jan - Mar 09	Qtr 1 Apr- Jun 08	Qtr 2 Jul- Sept 08	Qtr 3 Oct - Dec 08	Qtr 4 Jan - Mar 09
Nursing Homes	466	404	574	563	569	669	858	972
Residential Homes	64	46	54	57	456	444	407	369
Day Care	0	0	0	0	0	3	3	16
Total	530	450	628	620	1025	1116	1268	1357

2.2 Deaths and Notifiable Incidents from Children's Homes

The notifications required from children's homes are very clearly defined within the Children's (NI) Order Representations and Complaints Procedure. As a result they are presented separately in Table 6 so as to facilitate the level of detail required in terms of notifiable events.

Table 6: Notifications received from children's homes

Notifiable event	Jan 09 - March 09
Death of child accommodated in the home	0
Staff misconduct under POCVA: alleged abuse	0
Staff misconduct under POCVA: other unprofessional conduct	1
Serious illness or serious accident sustained by child	6
Outbreak of infectious disease: serious in nature	0
Allegation of serious offence by child	24
Involvement/Suspected involvement of child in sexual exploitation	2
Serious incident necessitating calling police to home	32
Serious complaint about home/employees	5
Child protection enquiry involving child accommodated	3
Total	73

During this quarter there were 73 events reported to the Authority. The figures and event patterns remain consistent with the majority of these allegations consisting of serious offences by children, and serious incidents necessitating calling police to the home.

A number of factors may have impacted on this.

The Western Trust commented that the new Divisional Officer of the PSNI was adhering to procedures relating to breaches in bail and this goes some way to explaining PSNI calls to residential homes and young people being held in Juvenile Justice Centre.

There were a number of serious disturbance incidents in two homes in the Northern Trust involving young people who locked themselves in their rooms causing child protection concerns resulting in PSNI being called into the homes. Joint Protocol and Child Protection procedures were initiated.

Child Protection and Joint Protocol were also appropriately initiated by two other Trusts due to inappropriate sexual conduct involving a stranger in the community and another when a young person received sexualised texts and images from her mother's ex partner.

All incidents are monitored by inspectors and follow up contact and/or visits to homes are undertaken as necessary.

3 REGULATION AND REVIEW TEAMS

3.1 MENTAL HEALTH AND LEARNING DISABILITY

3.1.1 Overview

The Mental Health and Learning Disability Team's function is to monitor governance and service reviews undertaken in mental health and learning disability services in HSC Trusts, Boards and Agencies. The team also has responsibility for project managing the functions which transferred from the Mental Health Commission (MHC) to the RQIA in April 2009. From April 2009 the team assumed responsibility for the discharge of those functions as outlined under the Mental Health (Northern Ireland) Order 1986.

3.1.2 Transfer of the functions of the Mental Health Commission

The transfer of the functions of the Mental Health Commission (MHC) took place on 1st April 2009. This work was taken forward via 6 key workstreams, namely:

AREA OF WORK	STATUS
Due Diligence Review	<ul style="list-style-type: none"> The recommendations of the due diligence review are being actioned through the respective workstreams.
Clarification on Legal Framework	<ul style="list-style-type: none"> Implementation of the Health and Social Care (Reform) Bill (2008) is on course for 1st April 2009.
Development of the 'new' Board	<ul style="list-style-type: none"> The creation of an Expert Advisory Panel has been approved and will be progressed during the next quarter.
Workforce and Financial Alignment	<ul style="list-style-type: none"> A selection and recruitment process has been set up to appoint a range of professional and administrative staff. Three administration staff have been appointed and took up post during November 2008. These administrative staff will be supplemented by a senior administrative officer and a committee administrator which are currently being recruited. Posts have been offered to a Senior Mental Health Officer as well as two Mental Health Officers. A range of other sessional and full-time professional officers are being recruited. Transitional costs and recurrent funding have now been calculated and have been secured from DHSSPSNI.
Operational Alignment	<ul style="list-style-type: none"> A programme of joint visits are continuing with the learning used to inform future visiting/inspecting models. Training arrangements for Part II doctors, GP's and medical records staff is under development. Joint meetings with the MHC commissioners have taken place. An action plan has been agreed to take forward the internal audit recommendations. A information management sub-group is overseeing the migration of files, databases and other information requirements. Work is also well advanced in the refinement of policies and procedures. Accommodation requirements are being managed with agreement to house the required staff in the RQIA office in Riverside Tower.

AREA OF WORK	STATUS
Communications and Public Relations	<ul style="list-style-type: none"> • Preparation is underway for five public engagement workshops which will take place across Northern Ireland in February 2009 • Similarly preparation for an information session for advocacy leads in Feb 2009 is underway. • Liaison with HSC Trust Directors and senior services continues.

3.2 PRIMARY CARE

3.2.1 Overview

The Primary Care Team also forms part of the wider Clinical and Social Care Governance Team. Its main function is to manage governance and service reviews in the area of primary care.

3.2.2 Primary Care progress within the quarter

AREA OF WORK	STATUS
Discharge information workshop	Membership of working group established.
Review of intravenous sedation in general dental practices	Report with DHSSPSNI. Report to be published in May 2009. Further work to be undertaken by way of follow-up inspections.
IRMER	PID developed. Business case accepted by DHSSPSNI. Information session for providers on 24/03/09.
Out of hours	Methodology for medical OOH developed.
Revalidation pilots	Post 5-nations meeting in Jan, develop methodologies for GMC pilots.
Controlled drugs prescribing *	System developed to allow for practitioners to privately prescribe schedule 2 and 3 controlled drugs. 0 requests in last quarter.

* An amendment to the Misuse of Drugs Regulations (Northern Ireland) which came into force on 1 July 2006 made it a requirement that all private prescriptions for schedule two and schedule three controlled drugs must be written on a dedicated private controlled drug prescription form (PCD1) issued by the CSA. RQIA in conjunction with DHSSPS Medicines Inspectorate, CSA and Board Prescribing Advisors have final responsibility for deciding on validity of these requests.

3.3 CLINICAL AND SOCIAL CARE GOVERNANCE

3.3.1 Child Protection arrangements within Health and Social Care Services

The review of Child Protection across all five HSC Trusts is being conducted, using a range of methodologies which includes a self-assessment process and validation by a single review team. The review team was drawn from an expert panel from across the United Kingdom and included lay representation.

The review is being managed via a staged approach, as outlined:

Stage 1 - Interviews

Stage 2 - Service User Involvement

Stage 3 - Records Audit

Stage 4 - Review Visit

Supervision questionnaire

Facilities audit tool

Identification of lay reviewers

Plan for review visits

Stage 5 - Interagency Summits

Stage 1 - Validation interviews took place in January 2009 with key officers in each Trust. An interview with representatives from the 4 health and social services boards and a representative from the new Safeguarding Board also took place.

The six reports in draft form need to be finalised and an overview report needs to be written (based on the finalised versions of the six reports).

A workshop on the role of named and designated doctor is to be set up in September 2009 facilitated by Dr Rosalyn Proops a member of the expert interview panel.

Stage 2 - This stage is looking at the views of service users against relevant recommendations in the SSI Overview report. RQIA has commissioned VOYPIC to do a piece of work on obtaining the views of parents. A report is due from VOYPIC in May 2009.

Stage 3 - The records audit has focused on recommendation 29 and 30 from the SSI Overview report. Two audit tools were designed, with the children's inspection team leading this work.

Fieldwork was carried out from January to March 2009 and included a five day visit to each Trust. The teams included inspectors from RQIA, HIQA and SSI Wales. Due to concerns escalation procedures had to be invoked and a highlight report was sent to the DHSSPS after each visit.

Stage 4 - This stage was planned for May/June 2009, but some slippage in these dates can be expected with this part of the review likely to take place in August/September 2009.

Stage 5 - This stage of the review is planned to take place in August, however some slippage in the dates planned can be expected.

3.3.2 Review of Maternity Services within Health and Social Care Services

The review of Intrapartum care services in Northern Ireland is being conducted, using a range of mixed methodologies as employed by RQIA which includes a self-assessment process and validation by a single review team. The review team was drawn from an expert panel from across the United Kingdom and included lay representation.

The review is being managed via a staged approach, as outlined:

STAGE 1: Profiling of service provision.

STAGE 2: Self assessment of Intrapartum Care Services and Expert Review Visits

STAGE 3: Staff Survey

STAGE 4: Assessment of Women's Experience

STAGE 5: Assessment of the Care Environment

This review commenced in September 2008; work on four of the five stages has concluded whilst Stage 4: Assessment of Women's Experience is drawing to a close. Findings from each stage of the review are currently being collated and it is anticipated that the Regulation and Quality Improvement Authority will publish their final report in June/July 2009.

3.3.3 Commissioned service review into Blood safety

This review has been completed during the week of April 20th - 24th and the report of this review will be available in June 2009.

3.3.4 Commissioned service review into Paediatric IV Infusions- Hyponatraemia.

The report into this review was completed and forwarded to the Department which has subsequently issued the report along with a request to the RQIA to conduct a broader review across all services following on from the recommendations contained in the commissioned review.

Table 7 Health and Social Care Governance Reviews

Trust	Type of Review	Review Visit Dates	Status	Reporting Date
All HSC Trusts	Commissioned service review Paediatric IV Infusions-Hyponatraemia	Review report completed October 2008	Review complete - report approved by Board in September	Report issued by the Department to services along with Circular advising potential further review in the future.
All HSC Trusts	Maternity Services Intrapartum care Review	March/April 2009.	4 of 5 stages completed.	June/July 2009
All HSC Trusts	Child Protection Review	Visits as part of Records audit completed. Review visits to take place later in the year.	4 of 5 stages completed.	May/June 2009 and subsequently August/September 2009
All HSC Trusts	Blood Safety Review	Review visits completed during the week of 20th April 2009.	Review completed report pending in June 2009	June 2009

3.4 Hygiene Inspection Programme

The new Hygiene Inspection Team has been appointed and a programme of unannounced inspections has commenced within acute and psychiatric hospitals. The reports of these inspections when finalised, will be published and available on the RQIA's website. In addition the team has commenced work in the review of maternity services with a focus on hygiene practices in this area.

The methodology for these inspections takes account of the policy and practice in relation to infection control, environmental cleanliness and other related areas. Where significant concerns become apparent these are urgently escalated through to the relevant Trust responsible for the service and an immediate response is sought, that assures the necessary action will be taken to address the concerns.

Quarter 4 included significant activity in relation to hygiene inspection including:

Inspection Date	Location
06.01.09	Abbey Lands Nursing Home
15.01.09	Mater Hospital
21.01.09	Lagan Valley Hospital
28.01.09	Newtownards Mental Health Unit
05.02.09	Inspection cancelled
11.02.09	Whiteabbey Mental Health Unit
19.02.09	Daisy Hill Hospital
25.02.09	Gransha Mental Health Unit
04.03.09	Mid Ulster Hospital
11.03.09	Windsor Mental Health Unit
23.03.09	Tyrone County Hospital
31.03.09	Royal Jubilee & Ulster Maternity Units
02.04.09	Antrim Maternity & Craigavon Maternity Units
06.04.09	Coleraine Maternity Unit
07.04.09	Erne Maternity Unit
09.04.09	Altnagelvin Maternity & Daisy Hill Maternity Units
06.03.09	Drummaul House Nursing Home
18.04.09	Drummaul House Nursing Home
21.04.09	Drummaul House Nursing Home

4 QUALITY ASSURANCE TEAM

4.1 Complaints

RQIA believes that a robust and accessible complaints procedure is an important part of its duties as a fair and effective regulator. It recognises that the information gathered through complaints activity provides important information on the quality of services and on the experience of service users. Complaints help in the identification of areas and aspects of services which need regulatory action.

The figures below (at Tables 8 and 9) reflect the numbers and sources of complaints received by the RQIA, but not those dealt with through local resolution.

During quarter four, 37 complaints about regulated establishments and agencies were received by the RQIA.

4.2 Complaints in relation to Adult Services

Table 8: Types of establishment about which complaints were received

Type of establishment	2008-2009 Q1	2008-2009 Q2	2008-2009 Q3	2008-2009 Q4
Nursing homes	45	45	29	29
Residential care homes	7	10	6	7
Independent health care	2	1	1	0
Domiciliary	N/A	1	1	0
Day care settings	0	0	0	1
Total	54	57	37	37

Table 9: Sources of complaints received

Source of Complaints	2008-2009 Q1	2008-2009 Q2	2008-2009 Q3	2008-2009 Q4
Relative/ Friend	23	30	20	15
Anonymous	22	11	8	13
Professional	5	5	4	1
Staff Member	2	5	2	3
Public	0	2	1	1
Resident	1	1	0	1
Proprietor	1	1	0	1
Ex staff	0	1	2	0
Other	0	1	0	2
Total	54	57	37	37

Table 10: Issues raised within complaints

Issues identified	2008-2009 Q1	2008-2009 Q2	2008-2009 Q3	2008-2009 Q4
Care practice	35	34	27	21
Patient/residents rights	0	4	1	4
Management of establishment	13	9	12	11
Staffing	23	16	12	9
Financial arrangements	0	0	0	1
Environment	12	15	6	4
Personal care	14	20	13	10
Infection control	2	8	5	6
Medication issues	4	3	5	5
Health and safety	4	5	3	3
Allegation of abuse	3	2	0	3
Catering	5	9	7	4
Activities	2	1	1	3
Incidents	0	0	6	2
Other	12	18	11	12
Total	129	144	109	98

The figures in Table 10 indicate the most commonly cited complaint issues. The number of issues is often greater than the actual number of complaints as cases can involve several issues. Overall there has been a reduction in the number of complaints at the year end. The figures in Table 10 indicate that the issues raised within complaints about regulated sector services in relation to care practice, staffing and personal care have reduced. Infection control has shown an upward trend since the first quarter, which may reflect an increased awareness amongst members of the public in relation to this issue.

4.2.1 Stage 2 Investigations by the RQIA.

Two Stage 2 Investigations were undertaken by the RQIA during this quarter. These both concerned poor quality investigations of complaints by the provider.

A final response has been provided to both complainants advising them of our findings and indicating that if they remain dissatisfied they may refer their complaint to the Northern Ireland Ombudsman.

RQIA has ensured that the recommendations and requirements made as a result of these investigations have been followed up by the relevant inspectors.

4.3 Complaints received in relation to Children's Homes

Under the provisions of The Children's (NI) Order Representations and Complaints Procedure, complaints are investigated by the Trust in whose area the child is placed. Through monthly monitoring reports and the inspection process, the Trust's management of complaints is audited by RQIA Inspectors. A total of 8 complaints (Table 11) were reported to the Authority for the period under review. Two complaints under investigation in the last quarter have now been resolved.

Table 11: Complaints in relation to Children's Homes

No of complaints	Nature of Complaint	Status	Comment
1	Allegation that a member of staff made a sectarian comment	Resolved	Fully investigated. Care worker admitted to making a comment with the intention of supporting the young person.
1	Young person complained of being bullied by another young person	Ongoing	Currently under investigation by Trust
1	Young person complained that there were insufficient staff to accommodate outings	Resolved	Fully investigated and satisfactorily resolved.
1	Young person complained of inappropriate use of restraint	Ongoing	POCVA informed and Trust investigating
1	Young person complained of how a member of staff talked to and treated them. No indication of abuse	Resolved	Member of staff to receive more training and enhanced supervision
1	Young person dissatisfied with the home's mobile phone policy.	Ongoing	Currently being investigated by the Trust.
2	Two male residents complained about sexual comments directed at them by another female resident	Ongoing	Currently being investigated by the Trust and Child Protection procedures have been invoked.

4.4 Complaints against the Authority

One complaint from Quarter 2, 2008/09 is currently being investigated by the NI Ombudsman.

One complaint received during the last quarter (Quarter 3, 2008/09) was investigated internally and resolved satisfactorily by the RQIA. This complaint related to the inspectorial approach used by an inspector in the interviewing of a relative during the course of an inspection. The inspectorial practice causing this complaint was raised with the inspector and a letter of apology was sent to the complainant, which brought resolution to the complaint.

One new complaint about the RQIA was received in this quarter (Quarter 4, 2008/09). This complaint related to the inspectorial approach of a member of RQIA inspection staff, with staff of a nursing home, during an inspection. This complaint was investigated internally and resolved satisfactorily with the complainant.

4.5 New Guidance on Complaints Handling in Regulated Establishments and Agencies.

New guidance on Complaints Handling in Regulated Establishments and Agencies will come into effect on 1 April 2009. The RQIA will revise their Complaints Policy and Procedure accordingly. The revised policy and procedure will be submitted to the RQIA Board for approval.

4.6 Policy, Procedures and Protocols

A range of policies and procedures within the RQIA were progressed during the quarter.

Table 12: Policies and Procedures

Title of policy/procedure	Status
Open reporting Policy	The policy is completed and is awaiting approval by the Executive Team Policy Group meeting on 23rd April 2009. The policy will be referred to the May Board for approval and disseminated to staff by the Director of Corporate Services.
Enforcement Policy and Procedure - Regulated sector	The policy will be resubmitted to the Executive Team Policy Group on 2nd April following legal advice, and is expected to be ratified by Board members on 9 April 2009. The policy will be disseminated to RQIA staff and training sessions for all relevant staff will take place in May/June 2009.

4.7 Training and Development

Two awareness training sessions to update staff in relation to the revised Complaints Procedure were held on 2nd February 2009 and 20th March 2009.

Awareness training on the monitoring of finance issues was provided for staff on 16th January 2009. Facilitated by the Finance and ICT Manager and the Financial Inspectors, this training focused on the role of the Care Inspector in relation to the inspection of service user finances and other financial matters required to be noted in the inspection of both registered establishments and agencies.

Between 2nd and 11th March 2009, the Quality Assurance Directorate assisted in the facilitation of five workshops in relation to the proposed workbook to be used by inspectors as part of the New Inspection Methodology.

In addition, three awareness training sessions were arranged for RQIA staff on 6th, 12th and 20th March 2009 regarding the transfer of functions of the Mental Health Commission to the RQIA on 1st April 2009.

4.8 Journal Club

The RQIA Journal Club is facilitated by the Senior Quality Reviewers and continues to provide monthly seminars for staff in relation to topics of interest regarding best practice.

A Journal Club seminar was held on 20th February 2009 to provide staff with an overview of the outcomes of the "Clostridium difficile" review undertaken by the RQIA new Hygiene Inspection Team. A further meeting held on 13th March 2009 focused on the outcomes from research on Dementia and Falls carried out by the Dementia Centre.

4.9 Audit of Inspection Practice

An internal audit using an agreed standard and internal quality audit tool developed for inspection reports was commenced in January 2009. The audit involved reviewing 40 "open" reports (completed during September and October 2008) from the Nursing, Residential, Children's Teams and Independent Healthcare/ Nursing Agencies. An overview report and operational team report of the key findings and recommendations are in preparation for consideration by Executive Management Team.

Work was undertaken to develop staffing guidelines for nursing and residential care homes. Final approval for implementation will be sought from the Executive team in April 2009.

RQIA was approached by ARC to commence a project to scope mandatory training within registered establishments/agencies. A plan is currently being developed to take this project forward within the Authority and consultation has taken place with the Senior Estates Officer to progress specific areas for further consultation with inspection staff.

4.10 Quality Assurance Strategy / Framework

An internal draft Quality Assurance Strategy for the Authority is being drawn up for initial discussion with the Executive Team and will be subject to further discussion and consultation with all other teams in the Authority and the Board.

5 SERVICE IMPROVEMENT

5.1 Information Sourcing Project

The project has identified a wide range of relevant sources of information which can inform the work of RQIA. Access to the Queens University Belfast Health on the Net (HONNI) website has been promoted to all RQIA staff. RQIA is developing MOUs with a number of organisations and this will facilitate sharing of information.

5.2 Incident Reporting Project

A project has been established to put in place new arrangements for the reporting, recording and analysis of incidents from the regulated sector to RQIA for implementation by September 2009. New reporting templates have been developed and guidance prepared for provider organisations. Under the new arrangements all incidents will be entered onto a common database

5.3 Infection Control Project

Following a short delay due to the focus on the *Clostridium difficile* Review, a new Hygiene Inspection Team has been appointed and a programme of unannounced inspections has commenced within acute and psychiatric hospitals, in addition the team will be involved in the review of maternity services with a focus on hygiene practices in this area.

6 Corporate Development

6.1 Information and Records Management

The Records Management Strategy and Improvement Plan are being progressed with consultation amongst staff on a corporate retention and disposal schedule and policy for records management. File Identification and tracking mechanisms are also currently being piloted. The draft business case for the procurement of an Electronic Documents and Records Management System (EDRMS) has been updated for submission to DFP in Qtr 1, 2009/10.

New user-friendly, performance monitoring versions of the register and Inspection Activity Monitoring System (IAMS) were launched in Dec 2008 and Mar 2009. The Registration Improvement Plan approved by executive team at the beginning of November 2008 had already identified and addressed many of the recommendations made in the internal audit at the end of November 2008. Additional actions have been added to the overall improvement plan. The Validation Checklist Mechanism introduced in January 2009 has already identified and produced significant improvements in the accuracy of registration information held by the Authority.

6.2 Human Resources

6.2.1 Headcount

RQIA staff are key to ensuring the delivery of the organisation's corporate objectives and the increasing work programme. At 31 March 2009 there were 13 Board members and 139 employees in post. This includes 17 Bank Inspectors and equates to a whole time equivalent of 117.88 which represents an increase of 1.4 WTE compared to the previous quarter.

31 March 2009	WTE	Heads
Total	134.88	156
ADD secondment in	1.00	1
LESS Board	-13.00	-13
Secondments out	<u>- 5.00</u>	<u>- 5</u>
Total	117.88	139

6.2.3 Sickness absence

RQIA is committed to the proper management of sickness absence and the achievement of the optimum attendance at work. All episodes of sickness must be managed to ensure that the appropriate level of support is in place to meet individual need. Table 13 details short and long term sickness absence by quarter.

Table 13: Information on working days lost due to sickness

Working days lost due to sickness				
	Type of sickness	Number of sickness days lost	Occurrence	% sickness rate
2008-2009 Qtr 1	Short term	100.5	16	
	Long term	408.3	9	
	Total	508.8	25	7.3
2008-2009 Qtr 2	Short term	151	26	
	Long term	278	10	
	Total	429	36	5.9
2008-2009 Qtr 3	Short term	194	41	
	Long term	112	8	
	Total	306	49	4.43
2008-2009 Qtr 4	Short term	120	42	
	Long term	74	2	
	Total	194	44	2.66

* Short-term absenteeism is generally defined as an episode of sickness lasting between 1 day and 4 weeks.

** Long-term absenteeism is defined as an episode of sickness lasting more than 4 weeks.

The information in the above table demonstrates a steady decrease in the total number of working days lost due to sickness. This quarter has seen a decrease in both long and short term absence. There will continue to be increased management focus on short term absence in the forthcoming quarter.

6.3 Communication

During the period considerable communications activities were focused on the transfer of the functions of the Mental Health Commission to RQIA. This included planning and support for a series of seven information events held across Northern Ireland for service users, carers and providers. The events attracted good interest from a cross-section of carer and user groups, advocates and service providers. A number of events also attracted interest from the local media. In addition, a draft information leaflet and accompanying poster have been developed to advise service users, carers and providers of changes around the transfer of functions to RQIA.

During the quarter, RQIA handled a number of local and national media queries. In February a 'vulnerable adult' issue at Camphill Private Nursing Home in Ballymena received coverage on BBC Newsline. Also in February, The Irish News included a full-page feature on the importance of the

work of RQIA, with particular emphasis on unannounced hygiene inspections and the inspection of care homes.

Following the approval of the Public Participation Strategy by the Board in December 2008, an action plan to support its implementation has been developed with support from the public participation steering group.

Efforts to engage with political representatives have continued, with RQIA requesting meetings with a range of political representatives. This engagement will continue in the months ahead, particularly to support consultation on RQIA's Corporate Strategy 2009-2012.

Development of RQIA's website has also continued with new content added in relation to mental health and learning disability and infection control.

6.4 Equality Issues

Three Equality Screenings have been conducted this quarter:

- RQIA Open Reporting Policy
- Updated RQIA ICT policy (to incorporate use of iron key guidance)
- An initial screening on RQIA Corporate Strategy has been carried out and will be completed following public consultation

Screening of the Open Reporting and ICT policies did not identify the need to conduct a full equality impact assessment. The need for a full equality impact assessment for the RQIA Corporate Strategy has yet to be determined.

6.5 Freedom of Information

From 1 January to 31 March 2009, RQIA received 11 Freedom of Information requests. All cases were responded to within the 20 day deadline.

SECTION 2: FINANCE

1. Financial Summary

The summary position is that there is a deficit of £16,452 or 0.34% for the period to 28 February 2009 (Table 1, col C, line 9.2) and a forecast at this stage of a surplus of £9,047 or 0.2% (Table 1, col F, line 9.2) to the year-end. The forecast out-turn has improved in part through additional funding from the Department for essential expenditure in 2008/09.

2. Income

Annual fee income is broadly in line with the budget and has been profiled over the year. The ad hoc income from registrations is less than had been forecast based on the previous year's history. There is an under-receipt of £10,442 or 1.44% at the end of the current period (Table 1, col C, line 1.3) which is forecast to be an under receipt of £5,909 at the year-end. This is a heading which is outside our control and depends on the level of registration activity that arises.

3. Payroll

There is a surplus of £212,174 or 4.9% (Table 1, Col C, line 2.1) for the period. This arises from funded posts that have not been filled for the whole of the year and, particularly, the Chief Executive vacancy. The resulting savings are off-set by the fees and expenses paid to the interim Chief Executive which are included in the non-pay expenditure (Table 4, Col C, line 2.1). The forecast surplus at 31 March 2009 is £216,142 or 4.6%.

4. Non-Pay

For the period to 28 February 2009, non-pay expenditure is showing an overall deficit against the budget of £229,183 or 19% (Table 1, Col C, line 2.2).

Table 2 sets out the detail of the non-pay budget variances.

The cost of the interim Chief Executive is largely the cause of an overspending on fees of £90k but this is off-set by a corresponding surplus in the pay cost as the Chief Executive post was not filled until March 2009.

The training and development deficit should have been reduced by the allocation of £27k for a specific course which has now been received; the remaining deficit of £19k follows the trend for the year caused by a budget which was not adequate for the training requirements.

Exceptional items totalling £111k included expenditure on the recruitment of the Chief Executive, legal settlements and cost pressures in year caused by additional functions and activities which are estimated at £81k and facilitation of Board Corporate Strategy workshops.

The forecast overall deficit to the year-end is that there will be a small reduction to £213,186 or 13.9% (Table 1, Col F, line 2.2) resulting from the provision of additional funds.

5.0 Summary - Revenue

The pay surplus will increase at a slower rate owing to the filling of posts but the non-pay deficit will decrease owing to additional funds being provided for essential expenditure in 2008/09. This is forecast to result in a small overall surplus of £9,047 or .0.16%.

Discussions are being held with the Department to confirm the recurrent funding required for 2009/10. Cost-reduction measures continue to be actively followed to meet the efficiency savings target of £85,000 to be made in 2009/10.

6.0 Capital

Capital funding was reduced to £50,000 as RQIA was able to benefit from a software Enterprise agreement negotiated and funded by the Department. These funds will be spent by 31 March 2009.

7.0 Balance Sheet

The attached Balance Sheet shows the position at 28 February 2009; the net expenditure of £4,857,369 shown in Table 1 (Col. A, line 9.2) agrees to the revenue deficit figure in the Revenue I & E Reserve of £4,817,036 plus the non-cash item of depreciation of £40,333. This is the net financing requirement for the year to date.

The creditors' figure includes balances brought forward from the previous year for Agenda for Change arrears that have not yet been discharged.

The CSA balance is caused by a timing difference as the re-imbusement lags behind the actual payments made on behalf of RQIA.

Table 1 INCOME AND EXPENDITURE ACCOUNT	Year to Date			End of Year		
	Actual A	Plan B	Variance C	Forecast D	Plan E	Variance F
	£	£	£	£	£	£
Income						
1.1 Revenue grant from DHSSPS (see Table 1B)	0	0	0	0	0	0
1.2 Other Income (Table 2)	713,724	724,167	-10,442	784,091	790,000	-5,909
1.3 Total Income	713,724	724,167	-10,442	784,091	790,000	-5,909
Expenditure						
2.1 Pay expenditure (Table 4)	4,106,192	4,318,365	212,174	4,511,802	4,727,944	216,142
2.2 Non-pay expenditure (Table 4)	1,424,568	1,195,385	-229,183	1,742,242	1,529,056	-213,186
2.3 Total Expenditure	5,530,760	5,513,750	-17,010	6,254,044	6,257,000	2,956
2.4 Surplus/(deficit)	-	-	-	-	-	-
2.5 RAB* Items : Depreciation	40,333	51,333	11,000	44,000	56,000	12,000
2.6 3.5% cost of capital			0			0
2.7 Impairments			0			0
2.8 (Profit)/ Loss on sale of fixed assets			0			0
2.9 Other notional costs			0			0
3 Total Resource Accounting & Budgeting Expenditure	40,333	51,333	11,000	44,000	56,000	12,000
4 Total Expenditure (including RAB items)	5,571,093	5,565,083	-6,010	6,298,044	6,313,000	14,956
5 Surplus/ (deficit) before provisions	-	-	-	-	-	-
6 Provisions for future obligations	4,857,369	4,840,917	-16,452	5,513,953	5,523,000	9,047
7 Surplus/Deficit after provisions	0	0	0	0	0	0
8.1 Adjustment to add back notional cost of capital	-	-	-	-	-	-
8.2 Adjustment to add back other notional costs	4,857,369	4,840,917	-16,452	5,513,953	5,523,000	9,047
8.3 Adjustment re release from government grant reserve to cover depreciation and impairments	0	0	0	0	0	0
9 Surplus/ (deficit) for the period on ordinary activities excluding notional costs	-	-	-	-	-	-
9.1 Surrender of Funds (Revenue)	4,857,369	4,840,917	-16,452	5,513,953	5,523,000	9,047
9.2 Surplus/ (deficit) for the period on ordinary activities excluding notional costs	-	-	-	-	-	-

Table 1a

Revenue	
Financing 2008/09 per Dept	5,040,000
Additional funding of superannuation costs	170,000
Additional funding of Hygeine Inspectors Oct 08/Mar09	77,000
Additional funding In year allocation Staff Vetting	1,000
Additional funding CIPFA Training Course Mar 09	27,000
Additional funding In year pressures Jan 09	50,000
Additional funding Enterprise Agreement Feb 09	110,000
Additional funding for MHC transitional costs	48,000
Revised Financing per Dept	5,523,000
	-
Less Forecast Expenditure to 31 March 08	5,513,953
Forecast Surplus/(deficit) at 31 March 2008	9,047

Table 1b

Capital	
Financing 2008/09 per Dept letter	80,000
Surrender of funds Mar 09	-30,000
Revised Financing per Dept	50,000
Less Forecast Expenditure to 31 March 08	-47,363
Forecast Surplus/(deficit) at 31 March 2008	2,637

Table 1c

Summary - Forecast Revenue & Capital Position to 31 Mar 09	
Financing - Revenue and Capital	5,573,000
	-
Less Forecast Revenue Expenditure to 31 March 09	5,513,953
Less Forecast Capital Expenditure to 31 March 09	-47,363
Forecast Overall Surplus/(deficit) at 31 March 2009	11,684

Forecast Overall Surplus/(deficit) at 31 March 2009	11,684
Indexation Charge per accounts	
Forecast Overall Surplus/(deficit) at 31 March 2009	11,684

TABLE 2

Period Ended: 28th Feb 2009

RQIA

- - - - PAY EXPENDITURE	Year to Date			End of Year		
	Actual	Plan	Variance	Forecast	Plan	Variance
	A	B	C	D	E	F
	£	£	£	£	£	£
1.6 Total pay expenditure (to Table 1)	4,106,192	4,318,365	212,174	4,511,802	4,727,944	216,142

- - - - NON-PAY EXPENDITURE	Year to Date			End of Year		
	Actual	Plan	Variance	Forecast	Plan	Variance
	A	B	C	D	E	F
	£	£	£	£	£	£
2.1 Other Fees	159,738	69,344	-90,394	166,447	75,648	-90,799
2.2 Internal Audit	1,425	11,458	10,033	12,500	12,500	0
2.3 Training & professional development	67,766	21,990	-45,776	75,000	50,989	-24,011
2.4 Rent, Rates, Insurance and Water	296,668	281,804	-14,864	325,000	307,422	-17,578
2.5 Heat, Light and Power	2,436	4,583	2,148	2,697	5,000	2,303
2.6 Cleaning, Catering and Hospitality	15,812	15,937	125	17,540	17,386	-154
2.7 Building and Engineering	72,303	64,819	-7,484	90,205	100,712	10,507
2.8 Printing, Stationary & Advertising	175,812	95,834	-79,978	190,000	104,546	-85,454
2.9 Postage & Telephone	60,165	50,417	-9,749	66,741	55,000	-11,741
3 Travel & Subsistence	228,566	201,667	-26,900	265,000	220,000	-45,000
3.1 Furniture and Office Equipment	11,205	50,562	39,357	19,430	64,159	44,729
3.2 Comissioned Work	37,060	61,834	24,773	42,000	67,455	25,455
3.3 Publications	7,339	1,833	-5,505	8,141	2,000	-6,141
3.4 Legal outlay	38,243	10,157	-28,087	40,000	11,080	-28,920
3.6 Central Computer Costs	109,029	122,979	13,950	254,000	253,159	-841
3.8 Internal Management Fees	126,240	121,000	-5,240	135,064	132,000	-3,064
3.9 Miscellaneous	14,761	9,167	-5,594	16,374		-16,374
Contingency		0	0	16,103	50,000	33,897
4 Total non-pay expenditure (to Table 1)	1,424,568	1,195,385	-229,183	1,742,242	1,529,056	-213,186

Balance Sheet Monthly	Current
	<u>419,288.82</u>
Fixed assets	
Cost	475,160.00
Depreciation	<u>(159,611.00)</u>
	<u>315,549.00</u>
Stock	
Stock	<u>0.00</u>
Debtors	
HPSS Debtors	471,724.41
Other Debtors	0.00
Other Prepayments and accrued income	<u>0.00</u>
	<u>471,724.41</u>
Bank & cash	
Bank & cash	5,699.24
CSA Balance	<u>(216,992.40)</u>
	<u>(211,293.16)</u>
Current assets	<u>260,431.25</u>
Creditors due within one year	
HPSS/NHS Creditors	187,130.10
Income tax and National Insurance	0.00
Other Creditors	<u>(30,438.67)</u>
Accruals	0.00
Miscellaneous Creditors	<u>0.00</u>
	<u>156,691.43</u>
Net Current Assets	<u>103,739.82</u>
Provisions for liabilities & charges	
Pensions Former Directors	0.00
Pensions Other Staff	0.00
Legal Claims	<u>0.00</u>
	<u>0.00</u>
Net Assets	<u>419,288.82</u>
Represented by	
Government Grant Reserve	139,187.00
Revaluation Reserve	0.00
Capital I&E Reserve	
Capital - Balance brought forward	0.00
Capital Surplus/Deficit) in period	<u>0.00</u>
	<u>0.00</u>
Revenue I&E Reserve	
Revenue - Balance brought forward	5,097,137.35
Revenue Surplus/Deficit) in period	<u>(4,817,035.53)</u>
	<u>280,101.82</u>