













## Key to Performance Judgement

	Cannot judge performance
	Improving and target level reached
	Improving and target on track - Monitor
	Improving but off target - Caution
	Same and target level reached
	Same and target on track - Monitor
	Same but off target - Caution
	Declining but Target level reached
	Declining but target on track - Monitor
	Declining and off target - Caution
	If unable to compare previous year e.g. new indicator but Quarterly target has been met
	If unable to compare previous year e.g. new indicator but Quarterly target not met
<p><b>Note: Where performance judgement symbols are not printed in colour G denotes Green symbol, A denotes Amber and R denotes Red.</b></p>	

## Social Care, Health &amp; Housing

Director : Julie Ogley

Portfolio Holder Social Care and Health - Cllr Carole Hegley  
Portfolio Holder Housing - Cllr Rita Drinkwater

Indicators	Linked to LAA	Unit	Good is	Outturn 08/09	Quarter 1 June 09	Quarter 2 Sept 09	Quarter 3 Dec 09	Quarter 4 March 10	Year to Date	Performance Judgement (Q compared with Q)	Target 09/10
NI 125 - achieving independence through rehabilitation/intermediate care	NO	%	High	74.0%	ND	-	-	-	ND	-	N/A
NI 130 - Clients receiving Self Directed Support	YES	%	High	9.6%	10.3%	-	-	-	10.3%	Off track	18.0%
Number of clients/carers with Direct Payments	NO	No.	High	635	691	-	-	-	691	Off track	1200
Number of clients/carers with Individual Budgets	NO	No.	High	NEW	0	-	-	-	NEW	-	
NI 132 - Timeliness of social care assessment (all adults)	NO	%	High	91.7%	89.1%	-	-	-	89.1%	Monitor	92%
NI 135 - Carers receiving needs assessment or review and a specific carer's service, or advice & information	YES	%	High	23.8%	18.8%	-	-	-	18.8%	Off track	30%
Number of Carers included in NI 135	NO	No.	High	1,377	1115	-	-	-	1115	-	NT
NI 136 - People supported to live independently (per 100,000 population)	NO	No.	High	2835.20	3201.5	-	-	-	3201.5	Monitor	3205
NI 145 - Adults (Learning Disabilities) in settled accommodation	NO	%	High	60.2%	59.7%	-	-	-	59.7%	Monitor	65.0%
NI 146 - Adults (Learning Disabilities) in paid employment	NO	%	High	0.9%	1.1%	-	-	-	1.1%	Off track	4.0%

Director : Julie Ogley

Indicators	Full commentary
NI 125 - achieving independence through rehabilitation/intermediate care	Data not recorded on local (Swift) system. Performance Team to liaise with regional contacts to establish how data is collected in other areas. Update 30/07/09 - early feedback confirms that it is local staffing arrangements, and recording practice, rather than data system that is critical to monitoring this indicator. Need to identify local team responsible for rehabilitation and ensure that relevant activities are identified and recorded.
NI 130 - Clients receiving Self Directed Support	An ambitious target was set as part of Local Area Agreement. Previous attainment was below expectations so we have started from a very low baseline. Some progress has been made with Direct Payments but is slow at this stage until full action plan for Personalisation has been implemented. The Management Team and Interim Project Board have agreed a series of practical steps including profiled team targets and a focus on support planning. There are milestones attached to each of these actions. Action to accelerate the implementation of the Personalisation project plan is currently in hand with an expectation that significant progress will take-off from Sept 09.
Number of clients/carers with Direct Payments	See NI 130
Number of clients/carers with Individual Budgets	See NI 130
NI 132 - Timeliness of social care assessment (all adults)	To be established. Recording delays had been suggested but this is unlikely to impact on indication of timeliness. A new reporting format has been requested to provide a clearer indication of inconsistency between teams and enable corrective action to be taken. Ongoing activity to be routinely monitored by Team Managers through Swipe.
NI 135 - Carers receiving needs assessment or review and a specific carer's service, or advice & information	Recording has been identified as an area for attention. This was due to omissions in data entry due to a combination of changing work processes and locum staff remaining unfamiliar with recording practice following Swift Training. There have also been documentation issues with the Business Services Unit and clarity over what classes as a Carers Service. Free up Senior Practitioner time to enable them to better support new staff or established staff that are not yet familiar with appropriate recording practice. Time requirement has been estimated at 30 minutes per team to outline process for recording needs and the carers participation in assessments. Further improvement possible if Social Workers also review previous assessments and associated documentation.
Number of Carers included in NI 135	See NI 135
NI 136 - People supported to live independently (per 100,000 population)	June Performance is in line with target. Targets for individual service areas needs to be identified from management team discussion, significantly higher numbers are unlikely due to budget implications. Potential for living independently should be the first option except for clients whose high end needs mean that more specialist care is appropriate. Grant Funded Services are also counted in this indicator, the ability to update in year would enhance accuracy.
NI 145 - Adults (Learning Disabilities) in settled accommodation	The service approach ensures that the opportunity for a tenancy is offered in the first instance as part of the care management process. As an example, 25 transitions cases have transferred to Learning Disability team since 01/04/08, of those, 11 have been assessed as having high end physical/behavioural complex needs (as such, assessed as needing specialist residential support) 3 have been supported to take up their own tenancy since leaving education and 11 have continued to be supported at home.
NI 146 - Adults (Learning Disabilities) in paid employment	Year starts from low baseline. There have been historic difficulties in fully identifying learning disabled clients in employment outside the care management system. Information on SWIFT continues to be cleansed and appointment of Interim Project Manager will assist with accurate collation of data. Offer training/work opportunities to all customers with Learning Disabilities in receipt of Care Management to identify potential for progressing into employment.

## Social Care, Health &amp; Housing

Director : Julie Ogley

Portfolio Holder Social Care and Health - Cllr Carole Hegley  
Portfolio Holder Housing - Cllr Rita Drinkwater

Indicators	Linked to LAA	Unit	Good is	Outturn 08/09	Quarter 1 June 09	Quarter 2 Sept 09	Quarter 3 Dec 09	Quarter 4 March 10	Year to Date	Performance Judgement (Q compared with Q)	Target 09/10
NI 149 - Adults (Mental Health) in settled accommodation	NO	%	High	54.94%	N/A	-	-	-	N/A	-	N/A
NI 150 - Adults (Mental Health) in employment	NO	%	Low	6.71%	N/A	-	-	-	N/A	-	N/A
C72 - Admissions of supported residents aged 65+ (rolling 12 months)	NO	Per 10,000	Low	98.5	87.3	-	-	-	87.3	Off track	80
Occupational Therapy - Number waiting	NO	No.	Low	NEW	517	-	-	-	517	-	N/A
SOVA Number of current investigations - 2009/10	NO	No.	NEW	NEW	28	-	-	-	28	-	N/A
Average time taken for SOVA investigations (days) - 2009/10	NO	No.	NEW	NEW	53	-	-	-	53	-	N/A
NI 141 - Percentage of vulnerable people achieving independent living	YES	%	High	87.0%	89.5%	-	-	-	89.5%	On track	76.9%
NI 142 - Percentage of vulnerable people who are supported to maintain independent living	YES	%	High	99%	99.5%	-	-	-	99.5%	On track	98.0%
NI 156 - Number of households living in temporary accommodation	NO	No.	Low	47	25	-	-	-	25	On track	50
NI 156 - Number of households living in temporary accommodation (households with dependants / pregnant)	NO	No.	Low	30	11	-	-	-	11	On track	40

Director : Julie Ogley

Indicators	Full commentary
NI 149 - Adults (Mental Health) in settled accommodation	Data not recorded on local (Swift) system hence only available in arrears. Regular reporting process from PCT to be established.
NI 150 - Adults (Mental Health) in employment	Data not recorded on local (Swift) system hence only available in arrears. Regular reporting process from PCT to be established.
C72 - Admissions of supported residents aged 65+ (rolling 12 months)	There are concerns that admissions of supported residents has increased since last reporting period. Continue to engage Managers and Teams in pursuing goal of greater use of community alternatives to residential care. Plan to set targets at individual team level.
Occupational Therapy - Number waiting	Report to be developed. Update 30/07/09 - criteria confirmed and report developed. Will be first published in July report.
SOVA Number of current investigations - 2009/10	Indicator to be agreed and target established.
Average time taken for SOVA investigations (days) - 2009/10	Indicator to be agreed and target established.
NI 141 - Percentage of vulnerable people achieving independent living	Data not available at time of discussions at Departmental Management Team Meeting. The significant actions at this time are to verify that data is being recorded accurately and reliably for Central Bedfordshire.
NI 142 - Percentage of vulnerable people who are supported to maintain independent living	Data not available at time of discussions at Departmental Management Team Meeting. The significant actions at this time are to verify that data is being recorded accurately and reliably for Central Bedfordshire.
NI 156 - Number of households living in temporary accommodation	This figure reported on the specific month end date, irrespective of aggregate data for the quarter. The 09/10 target should be not greater than 40. This will reflect a likely increasing trend in the use of temporary accommodation due to increasing Homelessness pressures. Performance is currently strong but under pressure, in terms of the likely out-turn.
NI 156 - Number of households living in temporary accommodation (households with dependants / pregnant)	See above

## Social Care, Health &amp; Housing

Director : Julie Ogley













Portfolio Holder Social Care and Health - Cllr Carole Hegley  
Portfolio Holder Housing - Cllr Rita Drinkwater

Indicators	Linked to LAA	Unit	Good is	Outturn 08/09	Quarter 1 June 09	Quarter 2 Sept 09	Quarter 3 Dec 09	Quarter 4 March 10	Year to Date	Performance Judgement (Q compared with Q)	Target 09/10
NI 158 - Percentage of non-decent homes	NO	%	Low	1.6%	1.5%	-	-	-	1.5%	Monitor	0% Dec 2010
Households successfully obtaining a property of their choice	NO	%	High	NEW	NEW	-	-	-		-	N/A
Anti-Social Behaviour activity a) number of cases.	NO	No.	Low	NEW	8	-	-	-	8	-	NT
Anti-Social Behaviour activity b) % of cases	NO	%	High	NEW	100%	-	-	-	100%	On track	75%
% of relevant Adult Social Care staff in post who had training to identify and address risks to adults whose circumstances make them vulnerable	NO	%	High	52%	N/A	-	-	-	N/A	-	80%

Director : Julie Ogley

Indicators	Full commentary
NI 158 - Percentage of non-decent homes	No variance from planned trajectory to December 2010. No actions envisaged.
Households successfully obtaining a property of their choice	For information only. Early indications are that there is strong participation in the Choice Based Lettings Scheme. In the first two bidding cycles, 60 households were re-housed. However, this measure records the success in terms of participation and also meeting the needs of those Households whose Needs we should ideally be meeting.
Anti-Social Behaviour activity a) number of cases.	N/A
Anti-Social Behaviour activity b) % of cases	N/A
% of relevant Adult Social Care staff in post who had training to identify and address risks to adults whose circumstances make them vulnerable	Second draft of workforce strategy received. Further meetings with consultant arranged.

**Key to Performance Judgement:**

-  Cannot judge performance
-  Improving and target level reached
-  Improving and target on track - Monitor
-  Improving but off target - Caution
-  Same and target level reached
-  Same and target on track - Monitor
-  Same but off target - Caution
-  Declining but Target level reached
-  Declining but target on track - Monitor
-  Declining and off target - Caution
-  If unable to compare previous year e.g. new indicator but Quarterly target has been met
-  If unable to compare previous year e.g. new indicator but Quarterly target not met

**Note:** Where performance judgement symbols are not printed in colour G denotes Green symbol, A denotes Amber and R denotes Red.