

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%	N/A	N/A	-	-	N/A	-	N/A
NI 130 - Clients receiving Self Directed Support	YES	%	High	9.6%	10.3%	11.1%	-	-	11.1%	Off track	18.0%
NI 132 - Timeliness of social care assessment (all adults)	NO	%	High	91.7%	89.1%	87.4%	-	-	88.2%	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%	16.9%	-	-	16.9%	Off track	30%
NI 136 - People supported to live independently (per 100,000 population)	NO	No.	High	2835.20	3201.5	3185.7	-	-	3185.7	Monitor	3205
NI 145 - Adults (Learning Disabilities) in settled accommodation	NO	%	High	60.2%	59.7%	61.7%	-	-	61.7%	Monitor	65.0%
NI 146 - Adults (Learning Disabilities) in paid employment	NO	%	High	0.9%	1.1%	3.0%	-	-	3.0%	Monitor	4.0%
NI 149 - Adults (Mental Health) in settled accommodation	NO	%	High	54.94%	N/A	N/A	-	-	N/A	-	N/A
NI 150 - Adults (Mental Health) in employment	NO	%	Low	6.71%	N/A	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	73.6	-	-	74.1	On track	80
Occupational Therapy - Number waiting	NO	No.	Low	NEW	517	418	-	-	418	-	N/A

NT = No Target, ND = Not Due, NR = Not Recorded

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Indicators	Comments
NI 125 - achieving independence through rehabilitation/intermediate care	Monitoring period should have started 01 July, with tracking to commence 91 days later. Business process, recording system and reporting process to be identified. Reporting data not due to be received and reported on until October.
NI 130 - Clients receiving Self Directed Support	Individual Budgets still not being progressed, there has been an improvement in Direct Payments. Although individual budgets can not yet be progressed as unit costs are still awaited from Finance. There may also be some technical issues regarding the recording of Individual Budgets on Swift. Unit Costs should be signed off by the 20th October. Procedures for personal budgets will be issued by 23rd October.
NI 132 - Timeliness of social care assessment (all adults)	Performance has dropped since last month. Both Mental Health (75%) and Occupational Health (37%) assessments are contributing to the reduced performance. Both areas are being targeted for improvement. High-level meeting with BLPT has been held to address issues for recording/performance. Interim manager employed to manage OT service and to review lists.
NI 135 - Carers receiving needs assessment or review and a specific carer's service, or advice & information	Following lists of data quality issues being distributed, this indicator has increased this month, the overall quarterly direction of travel was downward. The target set, based on historical data is high, due to interpretation used by BCC recording criteria. Use of agency staff who unfamiliar with SWIFT and increase in staff sickness and specialist Carer's Social Worker continuing to be off sick following surgery have impacted upon recent performance. Anecdotal evidence points to potential recording issues as activity has remained constant. James Robinson-Morley has been meeting with the teams to help clarify/address issues with recording on Swift. Plan to continue with last month's actions and ensure that all new/temporary staff are adequately inducted in terms of using SWIFT and ensuring that all necessary fields on SWIFT have been properly completed. We are reviewing existing records of activity to ensure that all activity relating to Carers assessments and reviews have been fully recorded.
NI 136 - People supported to live independently (per 100,000 population)	Indicator has fallen below 09-10 target, this could be due to data cleansing taking place. There are issues in relation to the clients groups that are being counted for this indicator. Work continues to identify which clients can be counted, the definition is to be revisited.
NI 145 - Adults (Learning Disabilities) in settled accommodation	Target is above previous and peer performance. Performance has improved. An additional five customers have entered into the service who are not in settled accommodation. Overall number is relatively small and therefore any movement is likely to be significant in percentage terms. We are seeing improvements in performance and continuing with current actions, including avoiding residential care.
NI 146 - Adults (Learning Disabilities) in paid employment	Target is between previous and peer performance. Performance has improved. Small number of customers have been identified as being in employment from outside care management system. We are seeing improvements in performance, continuing with current actions and ensuring that all data is captured and recorded.
NI 149 - Adults (Mental Health) in settled accommodation	Not recorded by Social Care staff on Swift system. Outturn data for 08/09 recently received, Q1 results anticipated in Q3. No peer performance information yet available. Meeting held on 1 October with BLPT to agree data set and targets.
NI 150 - Adults (Mental Health) in employment	Not recorded by Social Care staff on Swift system. Outturn data for 08/09 recently received, Q1 results anticipated in Q3. No peer performance information yet available. Meeting held on 1 October with BLPT to agree data set and targets.
C72 - Admissions of supported residents aged 65+ (rolling 12 months)	Now reported as year to date. Currently well below target (which is Good) however admissions are expected to rise through the winter months. Demand remains high with respect to Older People needing admission to long term care, who have got advanced diagnosis of dementia. Figures likely to increase during the winter months, where admissions generally increase. Continuing with current action plan, but recognising that this is a demand and needs a led service.
Occupational Therapy - Number waiting	The number of clients on the waiting list has fallen following an increase last month. There are now no clients classed as "Low" eligibility and one classed as "Moderate" (down from 172). "Substantial" has risen by 148. Average days waiting has reduced to 145 days. Interim manager employed to manage service and to review lists.

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SOVA Number of current investigations - 2009/10	NO	No.	NEW	NEW	28	27	-	-	27	-	N/A
Average time taken for SOVA investigations (days) - 2009/10	NO	No.	NEW	NEW	53	50	-	-	50	-	N/A
NI 141 - Percentage of vulnerable people achieving independent living	YES	%	High	87.0%	89.5%	N/A	-	-	N/A	-	76.9%
NI 142 - Percentage of vulnerable people who are supported to maintain independent living	YES	%	High	99%	99.5%	N/A	-	-	N/A	-	98.0%
NI 156 - Number of households living in temporary accommodation	NO	No.	Low	47	25	37	-	-	37	On track	50
NI 156 - Number of households living in temporary accommodation (households with dependants / pregnant)	NO	No.	Low	30	11	26	-	-	26	On track	40
NI 158 - Percentage of non-decent homes	NO	%	Low	1.6%	1.5%	1.6%	-	-	1.6%	Monitor	0% Dec 2010
Households successfully obtaining a property of their choice	NO	%	High	NEW	NEW	55%	-	-	55%	-	N/A
Anti-Social Behaviour activity a) number of cases.	NO	No.	Low	NEW	8	37	-	-	37	-	NT
Anti-Social Behaviour activity b) % of cases	NO	%	High	NEW	100%	92%	-	-	92%	On track	75%
Tenant Involvement in service development: a) Friends	NO	%	High	NEW	30%	27%	-	-	27%	On track	25%

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Indicators	Comments
SOVA Number of current investigations - 2009/10	Choice of alternate indicator has been agreed for future reports and an appropriate target will be established.
Average time taken for SOVA investigations (days) - 2009/10	Average time taken to complete investigations has dropped since last month. New measures to be developed.
NI 141 - Percentage of vulnerable people achieving independent living	Quarter 2 performance should be available for the next performance board. Quarter 1 was an improvement on Q4 08/09 performance. Need to understand what has generated the improved result. Information will be requested from the Supporting People Team.
NI 142 - Percentage of vulnerable people who are supported to maintain independent living	Quarter 2 performance should be available for the next performance board. Quarter 1 was an improvement on Q4 08/09 performance. Need to understand what has generated the improved result. Information will be requested from the Supporting People Team.
NI 156 - Number of households living in temporary accommodation	Figures reported for Central Bedfordshire including Aragon and Council Temporary Accommodation figures. Performance is currently strong but under pressure, in terms of the likely out-turn. Systems have been put in place to ensure that Aragon's figures are available on a monthly basis. There is no variance at this time, and the out-turn is expected to be consistent with the proposed target. The main action is to review and monitor regularly, to gauge whether the trend changes or changes in terms of composition (i.e. the specific Need for temporary accommodation - for example, a higher proportion of families with dependent children). The current approach is rigorous, plan to be more rigorous in terms of gate keeping.
NI 156 - Number of households living in temporary accommodation (households with dependants / pregnant)	See above
NI 158 - Percentage of non-decent homes	Increased number of decent homes due to dwellings identified as not meeting the Decent Homes Standard following the Tenant Conference. Performance is strong. Approximately 200 properties become non-Decent in April 2010 (6%), however, this is programmed and to be expected. Also, all refusals to works (approx 45 currently) will be asked again during 2010. These are exempt from target which relates to Council properties. Overall, on track. No variance from planned trajectory to December 2010.
Households successfully obtaining a property of their choice	Report is being developed by Home Connections, but an accurate bespoke report has been created to cover CBC. The measure indicates that Choice Based Lettings (CBL) is generally meeting the housing needs of the group that is at the margins of the Allocations Policy and doing so within a reasonable period, that is, three months. Overall participation in this group is high and stands at 84% during the three month period. Monitoring is underway for the households who have not bid at all during this period. Over 70% of the unsuccessful group had a failed bid due to the fact they bid for an incorrect property that did not meet their housing need. Others in the group were unsuccessful for a number of other reasons. This indicator is liable to fluctuation due to a number of reasons such as customer aspiration, lack of suitable properties and further development of this indicator.
Anti-Social Behaviour activity a) number of cases.	Cases being referred for action have been increasing, which is good. A large increase in cases opened in March, that did not require any further action after investigation, resulted in 8 cases being closed in July 2009. However, there are still a large number of other cases still being progressed. Action continues to work with other partners, and seek positive interventions with the families involved. Cases continue to be progressed.
Anti-Social Behaviour activity b) % of cases	See above
Tenant Involvement in service development: a) Friends NT = No Target, ND = Not Due, NR = Not Recorded	Reduction in involvement could be contributed to the reduction of the number of Repair Satisfaction Surveys being completed by the Customer Service Team and the lateness of the data provided to the Tenant Participation (TP) team. The menu of involvement means that more and more tenants are coming forward. Tenants conference is planned for September 2009.

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Tenant Involvement in service development: b) Ambassadors	NO	%	High	NEW	1.1%	1.1%	-	-	1.1%	On track	1%
% 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	-	-	N/A	-	80%

Indicators	Comments
Tenant Involvement in service development: b) Ambassadors	See above
% of relevant Adult Social Care staff in post who had training to identify and address risks to adults whose circumstances make them vulnerable	A figure of 43% was reported in July. This measure needs to be reviewed. The training programme for 09-11 has been agreed. A SOVA competencies framework has been drafted and feedback is awaited. The 5th draft of the workforce strategy was received following the workshop held in mid September, the feedback from this is being considered.