

Social Care, Health & Housing

Director : Julie Ogley

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

Indicators	Linked to LAA	Unit	Good is	Outturn 08/09	Quarter 1 Apr-Jun 09	Quarter 2 Jul-Sept 09	Quarter 3 Oct-Dec 09	Quarter 4 Jan-Mar 10	Year to Date	Performance Judgement	Target 09/10	Comments
NI 125 - Achieving independence through rehabilitation / intermediate care	No	%	High	74.3% (BCC)	NA	NA	NA	-	NA	-	NT	We are dependent upon Bedfordshire NHS Community Health Services to provide relevant data. The Director of Social Care, Health and Housing is to write to the NHS Community Health Service Chief Executive on this matter.
NI 130 - Clients receiving Self Directed Support	Yes	%	High	9.6%	10.3%	11.1%	12.0%	-	12.0%	Off track	18.0%	Personal Budget implementation has been slower to progress than anticipated. There are at present approximately 64 Personal Budget in progress for Older Person and Physical Disability clients and approximately 10 for Learning Disability clients. It currently takes about 6 weeks to go through the process for a Personal Budget. Action is planned to ensure that all Personal Budgets are recorded on Swift from the beginning of February.
NI 132 - Timeliness of social care assessment (all adults)	No	%	High	91.7%	90.8%	87.4%	86.1%	-	87.6%	Monitor	92%	The waiting time for Occupational Therapy assessment has increased, partly due to staff vacancies. A management review is underway and will report to the Departmental Management meeting by the end of February. Further work is ongoing with relevant managers within the Mental Health Trust to address performance issues.
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%	15.7%	-	15.7%	Off track	30%	There continue to be issues about capturing carers assessments in an appropriate way. There is now a weekly process of reporting to the Assistant Director responsible, to ensure that practice and data quality accurately reflect the needs of the carer and improved performance. A review is underway to ensure that advice and information is made available wherever necessary.
NI 136 - People supported to live independently (per 100,000 population)	No	No.	High	2,835	3,202	3,186	3,273	-	3,273	On track	3,205	The Grant Funded Services submission is due at the end of January. We are looking at a significant increase in these services, which will be reported in the next report. No further action to be taken.

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NI 145 - Adults (Learning Disabilities) in settled accommodation	No	%	High	60.2%	59.7%	61.7%	61.3%	-	61.3%	Monitor	65.0%	The overall number of clients is relatively small and therefore any movement is likely to be significant in percentage terms. Data cleansing has taken place as some clients were incorrectly recorded, these have been addressed and this information is now accurate.
NI 146 - Adults (Learning Disabilities) in paid employment	No	%	High	0.9%	1.1%	3.0%	3.4%	-	3.4%	Monitor	4.0%	The overall number of clients is relatively small and therefore any movement is likely to be significant in percentage terms. An area for development is to identify appropriate employment opportunities within the Council, this is not likely to come to fruition until the new financial year.
NI 149 - Adults (Mental Health) in settled accommodation	No	%	High	54.9%	15.7%	30.6%	NA	-	NA	-	NT	Meetings have taken place with Bedfordshire and Luton Partnership Trust. It has been agreed to use this year as a future baseline. No further action is required.
NI 150 - Adults (Mental Health) in employment	No	%	Low	6.7%	38.1%	13.4%	NA	-	NA	-	NT	Meetings have taken place with Bedfordshire and Luton Partnership Trust. It has been agreed to use this year as a future baseline. No further action is required.
C72 - Admissions of supported residents aged 65+	No	Per 10,000	Low	98.5	76.9	74.1	70.2	-	70.2	On track	80	This indicator is performing well and will be kept under review.
Occupational Therapy - Number waiting	No	No.	Low	NEW	517	418	439	-	439	-	NT	We are awaiting finalisation of the report from the Occupational Therapy manager.
SOVA Number of current investigations - 2009/10	No	No.	NEW	NEW	28	27	44	-	44	-	NT	An alternate indicator has been agreed for future reports and an appropriate target will be established.
Average time taken for SOVA investigations (days) - 2009/10	No	No.	Low	NEW	53	50	41	-	41	Monitor	35	Average time taken to complete investigations has improved since last month. A target of 35 days has been agreed.
% 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%	NA	NA	NA	-	NA	-	80%	Data is not currently available.

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NI 141 - Percentage of vulnerable people achieving independent living	Yes	%	High	87.0%	89.47%	78.57%	NA	-	NA	-	76.9%	Quarterly data is available in arrears. Previous performance has exceeded target.
NI 142 - Percentage of vulnerable people who are supported to maintain independent living	Yes	%	High	99%	99.5%	99.73%	NA	-	NA	-	98.0%	Quarterly data is available in arrears. Previous performance has exceeded target.
NI 156 - Number of households living in temporary accommodation	No	No.	Low	47	25	37	37	-	37	On track	50	Performance in recent months reflects a stable position in terms of Temporary accommodation, that is within target. This success is due to effective homelessness prevention activity, and also higher numbers of homeless households successfully accessing a new home through Choice Based Lettings. However, the trend in homelessness demand is still strong and this figure is influenced by economic factors and is liable to increase at short notice. No further action is required.
NI 156 - Number of households living in temporary accommodation (households with dependants / pregnant)	No	No.	Low	30	11	26	28	-	28	On track	40	Performance in recent months reflects a stable position in terms of Temporary accommodation, that is within target. This success is due to effective homelessness prevention activity, and also higher numbers of homeless households successfully accessing a new home through Choice Based Lettings. However, the trend in homelessness demand is still strong and this figure is influenced by economic factors and is liable to increase at short notice. No further action is required.
NI 158 - Percentage of non-decent homes	No	%	Low	1.6%	1.5%	1.6%	1.5%	-	1.5%	Monitor	0% Dec 2010	Progress on delivering the Decent Homes Programme remains on track. The target at 31st March 2010 is 0.6% which is 31 homes; there being an additional 41 homes (0.8%) which are exempted because tenants have refused works to their homes. An additional 200 homes will become non-Decent on 1st April 2010, and shall be improved by 31st December 2010, when we expect to achieve 100% Decent Homes, excluding any refusals which are exempted. Plan to review and monitor property information. Proposed increase in budget by £0.5m from reserves for 2010/11 in order to ensure 100% Decent Homes standard is achieved.

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Choice Based Lettings - Households successfully obtaining a property of their choice	No	%	High	NEW	NEW	55%	24%	-	NA	-	NT	The decrease in this period is due to the fact there was only one bidding cycle during December and the holiday period saw a fall in overall participation. This figure is influenced by the availability of properties; relative need of higher banded groups; aspirations of households; and other economic and social factors. Overall the position still remains stable. This figure demonstrates success in meeting the housing needs of this group, within a relatively short period of time. Looking to 2010/11, this measure is likely to be included within a Balanced Scorecard, to reflect participation and support for vulnerable households, as well as success in meeting housing need within a defined timescale. Also, Overview and Scrutiny will review overall success of the Choice Based Lettings Scheme in May 2010. No Further action is required
Anti-Social Behaviour activity a) number of cases.	No	No.	Low	NEW	1	37	28	-	66	-	NT	Cases continue to be progressed by the Tenancy Enforcement Officer.
Anti-Social Behaviour activity b) % of cases	No	%	High	NEW	100%	92%	96%	-	94%	On track	75%	Cases continue to be progressed by the Tenancy Enforcement Officer.
Tenant Involvement in service development: a) Friends	No	%	High	NEW	30%	27%	27.9%	-	27.9%	On track	25%	On track. No further action is required.
Tenant Involvement in service development: b) Ambassadors	No	%	High	NEW	1.1%	1.1%	1.1%	-	1.1%	On track	1%	On track. No further action is required.