
Meeting: Social Care, Health & Housing Overview & Scrutiny Committee
Date: 18 October 2010
Subject: Quarter One Performance Report
Report of: Cllr Mrs Rita Drinkwater, Portfolio Holder for Housing and Cllr Mrs Carole Hegley, Portfolio Holder for Social Care and Health
Summary: The report highlights the Quarter One performance for Social Care, Health and Housing for the Council.

Advising Officer: Julie Ogley , Director of Social Care, Health & Housing
Contact Officer: Althea Mitcham, Head of Business Infrastructure
Public/Exempt: Public
Wards Affected: All
Function of: Council

CORPORATE IMPLICATIONS

Council Priorities:

The quarterly performance report underpins the delivery of the Council's priorities.

Financial:

No direct implications.

Legal:

No direct implications.

Risk Management:

Areas of ongoing underperformance are a risk to both service delivery and the reputation of the Council.

Staffing (including Trades Unions):

No direct implications.

Equalities/Human Rights:

This report highlights performance against performance indicators which seek to measure how the Council and its services impact across all communities within Central Bedfordshire, so that specific areas of underperformance can be highlighted for further analysis/drilling down as necessary.

As such it does not include detailed performance information relating to the Council's stated intention to tackle inequalities and deliver services so that people whose circumstances make them vulnerable are not disadvantaged. The interrogation of performance data across vulnerable groups is a legal requirement and is an integral part of the Council's equalities and performance culture which seeks to ensure that, through a programme of ongoing impact assessments, underlying patterns and trends for different sections of the community identify areas whether further action is required to improve outcomes for vulnerable groups.

Community Safety:

No direct implications.

Sustainability:

No direct implications.

RECOMMENDATION(S):

- 1. That the committee notes and considers this report.**

Introduction.

1. The Council's framework for performance management supports the delivery of the Council's priorities.
2. Those indicators identified by the Director as 'critical' form the quarterly corporate performance suite – included at Appendix A.
3. SCHH has demonstrated a significantly improved level of performance regarding the average time taken for SOVA investigations. Although there has been an increase in the demand for services and the numbers of cases progressing to SOVA inspections, the average time taken to complete an investigation is good and has improved when compared to the previous quarter. This improved performance is as a direct result of effective strategic management, process design and the effective professional development of Social Care staff.

Director's Summary

4. Following a review of the information reported to the council, Social Care, Health and Housing are presenting a more condensed set of indicators that reflects the priorities of the directorate

5. However as a result of the disaggregation of Swift, to create a separate Social Care database for Central Bedfordshire, there have been problems obtaining some performance information for Adult Social Care for this report. ICT are working with Igneous, the suppliers of the reporting software, to resolve the problem.
6. Where performance information has been obtained, performance continues to improve for clients receiving self directed support and SOVA investigation. Due to the reporting issues, the causes for the dip in performance on carers' reviews can not be identified, but will be investigated once the information is available.
7. Performance information on achieving independence (NI 125) will be available from Q2, following the resolution of the issues in relation to definition and methodology of the indicator with Health.
8. Whilst decent homes performance appears to have deteriorated, this is as a result of properties becoming non-decent in April. This increase was anticipated and these properties were included in the decent homes programme this year. The service is confident that it can achieve the national target of no non-decent homes by the end of 2010.

Areas of strong performance

9.
 - Average time taken for SOVA investigations has seen a marked improvement.
 - People supported to live independently has seen a marked improvement.
 - Number of households living in temporary accommodation shows improved performance with its target having been reached.

Conclusion and Next Steps

10. That Social Care, Health and Housing Overview and Scrutiny Committee notes and considers this report.

Appendices:

Appendix A – (Quarter 1 Performance Indicators)

Background Papers: (open to public inspection)

None

Location of papers:

Priory House, Chicksands, Bedfordshire