
Meeting: Social Care, Health & Housing Overview & Scrutiny Committee
Date: 20 December 2010
Subject: Quarter Two Performance Report
Report of: Cllr Carole Hegley, Portfolio Holder Social Care and Health and Cllr Rita Drinkwater, Portfolio Holder for Housing
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):

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. Appendix A provides the detailed performance data.

Director's Summary

3. The software issues that impacted on reporting in Quarter 1 have been resolved.
4. The number of people supported by the Council to live independently has increased (NI 136). This has had a negative impact on the percentage of clients receiving self directed support (NI 130) and Carers' Assessments (NI 135), as it acts as the denominator for both of these indicators. Management action is being taken to review the definition of community based services, which will reduce the numbers reported in subsequent quarters for this indicator (NI 136). This will also have the affect of improving the performance reported for NI 130 and NI 135.
5. The length of time for SOVA investigation has increased as a result of a number of complex investigations being closed in the quarter, (8 cases took more than 50 days to investigate); 52% of cases were closed within the 30 days target.

6. The lower numbers of reviews carried out in this quarter was as a result of the team's response to an increase in demand to carry out assessment and support planning work. There will be a focus over the next quarter to increase the number of reviews.
7. The Housing Service remains confident that it will achieve the national Decent Homes target and is currently exceeding the milestone set for September. As a result of the current economic situation, there has been an increase in the number of families being housed in temporary accommodation. The performance of this indicator, particularly in relation to families, is dependent on the availability of family-sized accommodation.

Conclusion and Next Steps

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

Appendices:

Appendix A – (Quarter 2 Performance Indicators)

Background Papers: (open to public inspection)

None

Location of papers:

Priory House, Chicksands, Bedfordshire