
Meeting: Social Care, Health & Housing Overview & Scrutiny Committee

Date: 28 March 2011

Subject: Quarter Three Performance Report

Report of: Cllr Mrs Carole Hegley, Portfolio Holder Social Care and Health, and Cllr Mrs Rita Drinkwater, Portfolio Holder Housing

Summary: The report highlights the quarter three performance for Social Care, Health and Housing.

Advising Officer: Julie Ogle , 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 where 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 actions reported for Q2, have resulted in improvements during Q3.
4. The planned review of the definition of community based services has commenced and, as expected, has had a positive impact on the percentage of clients receiving self directed support (NI 130), together with the continuing increase in the number of clients receiving a personal budget. The review has also seen a positive effect on Carers' Assessments (NI 135). However, there is still concern about the number of joint assessments / reviews resulting in a carer's service or advice and information, as this continues to decline. Management action is being taken to identify the reasons for this and to implement the necessary actions to improve performance. As previously reported, this review has reduced the reported number of people supported by the Council to live independently (NI 136). This provides an accurate picture of the number of people receiving services or support to live independently and ensures we continue to meet the needs of our communities.

5. There has been an improvement in the length of time for SOVA investigations and long standing investigations are now regularly reviewed to ensure that all appropriate actions are being taken and cases are closed when appropriate.
6. Unfortunately the percentage of clients receiving a review of their needs within 12 months continues to decline. Management action is being taken to identify the reason for the decline in performance and to implement any necessary actions.
7. The national target for non-decent homes has been achieved. There has also been an improvement in the number of households in temporary accommodation, which can be attributed to the continuing success of the Council's approach to homelessness prevention.

Conclusion and Next Steps

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

Appendices:

Appendix A – (Quarter 3 Performance Indicators)

Background Papers: (open to public inspection)

None

Location of papers:

Priory House, Chicksands, Bedfordshire