

**Meeting:** Social Care, Health & Housing Overview & Scrutiny Committee  
**Date:** 1 August 2011  
**Subject:** Quarter Four Performance Report  
**Report of:** Cllr Mrs Carole Hegley, Portfolio Holder Social Care and Health and Housing  
**Summary:** The report highlights the quarter four performance for Social Care, Health and Housing.

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**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:**

**That the Social Care, Health and Housing Overview and Scrutiny 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 Council continues to enhance its support to vulnerable adults through the provision of decent housing, temporary accommodation, advice to carers and greater uptake of personalised budgets.
4. The planned review of the definition of community based services has been completed, with only those receiving regular support being recorded and, as previously reported, has had a positive impact on the percentage of clients receiving self directed support (NI 130) and Carers' Assessments (NI 135). As anticipated, this has resulted in the target for the number of people being supported by the Council to live independently (NI 136) not being achieved, but provides a more accurate picture of the number of people receiving support to live independently.
5. Whilst at present only provisional data is available, both the targets for NI 130 and NI135 have been met. There continues to be an increase in the number of people receiving a personal budget (an increase of over 300 since December 2010), which has helped achieve the national target and a review of the decline in carers' assessment identified a recording issue, which has since been rectified, resulting in the correct reporting of performance.
6. The performance in the number of SOVA cases completed within 35 days has decreased, but as reported previously, the completion of a number of complex SOVA investigations continues to have an effect on this measure. Long standing investigations continue to be reviewed on a regular basis, to ensure that the necessary actions are being taken and, where appropriate, cases are closed.
7. There has been some improvement from last quarter in the percentage of reviews being undertaken, performance is still below target. During the year, the resources available within the Review Team were redirected to other parts of the service, including developing support plans for service users and activity relating to serious concern cases, which has had an adverse affect on performance. Following the ASC Workforce Review, the reviewing capacity within the community teams will be strengthened, which will result in improvements in performance.

8. Performance in the number of households in temporary accommodation has been maintained due to the continuing successful homelessness prevention; however, there has been an increase in the number of households with children. There is an increasing demand on the Housing Options service as the number of properties available continues to decrease, coupled with tough economic conditions, more households have been inevitably forced into a situation of homelessness.

### **Conclusion and next steps**

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

### **Appendices:**

Appendix A – (Quarter 4 Performance Indicators)

**Background Papers:** (open to public inspection)

None

### **Location of papers:**

Priory House, Chicksands, Bedfordshire