
Meeting: Social Care, Health & Housing Overview & Scrutiny Committee
Date: 24 October 2011
Subject: Quarter One Performance Report
Report of: Cllr Mrs Carole Hegley, Executive Member for Social Care, Health and Housing
Summary: The report highlights 2011-12 quarter one performance for Social Care, Health and Housing.

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. At the end of quarter 1 there are two performance indicators within the Social Care, Health & Housing directorate with a 'Red status but improving' as follows:
 - the percentage of clients receiving self-directed support, where progress is being made but where a demanding target has been set for this year to enable us to be on track to meet the national target of 100% by 2013;
 - the percentage of Safeguarding of Vulnerable Adults (SOVA) investigations completed within 35 days, where performance in the quarter was 67.2% up from last year's outturn figure of 59%. Overall performance being reduced by the time needed to deal with a number of complex cases.

Director's Summary

3. Performance in relation to Adult Social Care has generally remained static over the first quarter of the year. The planned changes to the skill mix of the workforce have impacted on the performance of self-directed support (SCHH 2), carer's assessments (SCHH 3) and reviews (SCHH 6). Action plans have been drafted to improve the performance for self-directed support and whilst the Council achieved the national target of 30% of customers receiving personal budgets in 2010/11 the new national target of 100% of customers receiving personal budgets by 31 March 2013 is very challenging. The 2011/12 target of 60% is also very challenging with plans likely to see improved performance in quarters 3 and 4. Similarly, the action plans for reviews, and, the additional resources in relation to supporting carers will be in place in the autumn, which should see an improvement in performance in quarter 3.

4. A new local measure and target has been introduced for Safeguarding, which reports the percentage of investigations completed within 35 days. Whilst currently below the target, the direction of travel is positive. Long standing cases which usually involve the Police and other partners are regularly monitored to ensure that the individual is safeguarded and when appropriate the case is closed.
5. Performance in Housing continues to be on target with the number of households in temporary accommodation being maintained. A small number of non-decent homes have been identified through the recent Stock Condition Survey; the works to bring up the standard of these properties has been scheduled for this year.
6. Appendix A provides the detailed performance data.

Conclusion and Next Steps

7. 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