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

**Date:** 23 January 2012

**Subject:** Quarter Two Performance Report

**Report of:** Cllr Mrs Carole Hegley, Executive Member for Social Care and Health and Housing

**Summary:** The report highlights the performance for the Social Care, Health and Housing Directorate for Quarter 2 of 2011/12.

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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:**

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

### **Financial:**

2. No direct implications.

### **Legal:**

3. No direct implications.

### **Risk Management:**

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

### **Staffing (including Trades Unions):**

5. No direct implications.

### **Equalities/Human Rights:**

6. 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.

7. 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:**

8. No direct implications.

**Sustainability:**

9. No direct implications.

**Procurement**

10. No direct implications.

**RECOMMENDATION:**

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

**Introduction**

11. The Council's framework for performance management supports the delivery of the Council's priorities.
  - 11.1 The Directorate continues to perform well across a wide range of services.
  - 11.2 There has been a continued fall in the number of households living in temporary accommodation, which is down from 35 in Quarter 1 to 33 in Quarter 2. This is good performance and is the second successive fall in numbers despite the difficult economic position.
  - 11.3 In respect of the Council's housing stock only 34 properties have been identified as non decent and the work to rectify this position is included in the Decent Homes programme for this financial year.
  - 11.4 Within Adult Social Care there has been a slight dip in performance of customers receiving a review from 72.8% to 72.2%. This is due to a combination of staffing capacity, restructuring and an increase in Safeguarding of Vulnerable Adult (SOVA) alerts and referrals. This is being addressed through management action and re-profiling of monthly targets.
  - 11.5 Three indicators for the directorate are reported as red. Whilst there has been an increase in the percentage of clients receiving self directed support in this

quarter this is still off target. Performance has been affected by staffing capacity although this has now been addressed and we are expecting improved performance in the last quarter of the year.

- 11.6 There has been an improvement in the percentage of SOVA investigations completed within 35 days over the quarter 1 position although again this is still off target. There has been a large increase in the number of alerts and referrals although there are no evidence of any trends which need any direct attention. Close monitoring continues to be in place.
- 11.7 Whilst performance in respect of the percentage of carers receiving a needs assessment or review and a specific carer's service or advice, is up 11.5% on the same quarter in 2010/11, it is down by 1% when compared to Quarter 1 for 2011/12. Management action aimed at increasing reviewing activity has been agreed and it is anticipated that performance will improve.
- 11.8 Appendix A provides the detailed performance data.

### **Director's Summary**

- 12.0 Performance in relation to Adult Social Care continues to be challenging. The planned changes to the skill mix of the workforce, as previously mentioned, continues to have impacted on the performance of self-directed support (SCHH 2), carers' assessments (SCHH 3) and reviews (SCHH 6), as recruitment to the support planner posts has been slower than anticipated. The role of the support planner is vital in achieving the challenging target of 60% for self-directed support, as existing customers need to be converted from traditional packages to self-directed support through the review process. Management action has been agreed to re-profile the target for teams and individuals and proactively manage the performance and productivity of staff. This action should also deliver an improvement in the review and carers' assessments measures.
- 12.1 Whilst still below the target, the direction of travel for the safeguarding measure still continues to be positive. As previously reported, 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.
- 12.2 Performance in Housing continues to be strong with the number of households in temporary accommodation continuing to fall, despite the current pressures on the service. The works to the small number of non-decent homes, identified through the recent Stock Condition Survey has been scheduled and will be completed in this financial year.

### **Conclusion and Next Steps**

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

### **Appendices:**

Appendix A – (Quarter 2 Performance Indicators)

### **Background Papers:**

None

**Location of papers:** Priory House, Chicksands, Bedfordshire