Social Care, Health and Housing

Director: Julie Ogley

Executive Member for Social Care, Health and Housing - Councillor Mrs Carole Hegley
Deputy Executive Member for Social Care, Health and Housing - Councillor Andrew Michael Turner

Seasonal = Compared to the same time in the previous year
Quarter on quarter = Compared to the previous quarter
Annual = Compared to one fixed point in the previous year

SCHH 1 People supported to live independently (NI 136)

Unit	Good is	2009/10	2010/11						2011/12					
		Outturn	Target (Outturn)	Qu 1	Qu 2	Qu 3	Qu 4	Outturn	Target (Outturn)	Qu 1	Qu 2	Qu 3	Qu 4	Outturn
Number of people per 100,000 population	High	3,435	4,295	3,668	3,809.4	3,328	3,042.6	3,042.6	No target set	3,033.7	3,015.3			

Latest comparator group average	3,558 CIPFA 2009/10	Report comparison	Quarter on Quarter	Performance Judgement	⇩	Not scored

Comment: Performance remains relatively static for this measure and is a reflection on the success of the Reablement programme, where after a period of intensive support, an individual is able to live independently without social care support.

SCHH 2 Clients receiving self directed support (NI 130)

Unit	Good is	2009/10	2010/11						2011/12					
		Outturn	Target (Outturn)	Qu 1	Qu 2	Qu 3	Qu 4	Outturn	Target (Outturn)	Qu 1	Qu 2	Qu 3	Qu 4	Outturn
%	High	14.40	30.0	15.91	15.80	23.60	30.42	30.42	60.0	32.20	35.3			

Latest comparator group average	29.8 CIPFA 2010/11	Report comparison	Quarter on Quarter	Performance Judgement	⇧	R

Comment: A challenging national target has been set for this indicator. Recruitment to support planner roles following the restructure has been slower than anticipated and the service will not be at full capacity until mid November. Whilst new customers are receiving self-directed support, through personal budgets/direct payments, at the end of the Reablement process, the challenge is to convert existing customers from traditional packages through to self-directed support. This process forms part of the annual review of the person's care package.

Management action has now been agreed to re-profile the target and to proactively manage performance and the productivity of staff towards achieving these.

SCHH 3 Carers receiving needs assessment or review and a specific carer's service or advice and information (NI 135)

Unit	Good is	2009/10	2010/11						2011/12					
		Outturn	Target (Outturn)	Qu 1	Qu 2	Qu 3	Qu 4	Outturn	Target (Outturn)	Qu 1	Qu 2	Qu 3	Qu 4	Outturn
%	High	23.90	30.0	22.21	18.90	21.40	31.39	31.39	40.0	31.40	30.4			

Latest comparator group average	23.8 CIPFA 2010/11	Report comparison	Quarter on Quarter	Performance Judgement	⇩	R

Comment: This indicator is heavily dependent upon sustained activity on reviews and has been affected by a dip in performance.

Staffing capacity, restructuring and an increase in SOVA work has combined to increase pressures on the teams and reviewing activity has suffered accordingly.

Management action to increase reviewing activity is expected to assist in recovery of performance against this indicator.

SCHH 4 — SOVA investigations completed within 35 days

Unit	Good is	2010/11	2011/12						Latest comparator group average	-	Report comparison	Quarter on Quarter	Performance Judgement	⇧	R
		Outturn	Target (Outturn)	Qu 1	Qu 2	Qu 3	Qu 4	Outturn							
%	High	59.0	80.0	67.2	69.0										

Comment: This is a locally set measure, and the target of 35 days is in line with good practise.

As reported previously, the completion of a number of complex cases which require interventions involving other agencies take longer and still continue to have an adverse effect on this measure. 55 out of 187 cases took longer than 35 days to close. 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.

SCHH 5 — Achieving independence for older people through rehabilitation / intermediate care (NI 125)

Unit	Good is	2009/10	2010/11		2011/12		Latest comparator group average	82.3 CIPFA 2010/11	Report comparison	Annual	Performance Judgement	Not scored	Not scored
		Outturn	Target	Outturn	Target	Outturn							
%	High	50.30	No target set	79.59	No target set								

Comment: Annual return

SCHH 6 — Clients receiving a review (D40)

Unit	Good is	2009/10	2010/11						2011/12						Latest comparator group average	-	Report comparison	Quarter on quarter	Performance Judgement	⇩	A
		Outturn	Target (Outturn)	Qu 1	Qu 2	Qu 3	Qu 4	Outturn	Target (Outturn)	Qu 1	Qu 2	Qu 3	Qu 4	Outturn							
%	High	76.2	80	-	73.40	71.90	73.80	73.80	80	72.80	72.2										

Comment: As reported above, staffing capacity, restructuring and an increase in SOVA work has combined to increase pressures on the teams and reviewing activity has suffered accordingly.

Management action has been taken to re-profile monthly targets and manage performance pro-actively towards the achievement of these.

SCHH 7 — Number of households living in temporary accommodation (NI 156a)

Unit	Good is	2009/10	2010/11						2011/12						Latest comparator group average	107 CIPFA 2009/10	Report comparison	Quarter on quarter	Performance Judgement	⇧	G
		Outturn	Target (Outturn)	Qu 1	Qu 2	Qu 3	Qu 4	Outturn	Target (Outturn)	Qu 1	Qu 2	Qu 3	Qu 4	Outturn							
Number	Low	32	47	26	39	37	37	37	43	35	33										

Comment: The number of households in temporary accommodation continues to fall, in a time of increasing pressure on the service, as a result of homelessness prevention activity and ensuring households move into permanent accommodation, through the CBL scheme, in a timely fashion.

SCHH 8	Number of households living in temporary accommodation (Households with dependents / pregnant) (NI 156b)																			
Unit	Good is	2009/10	2010/11						2011/12						Latest comparator group average	-	Report comparison	Quarter on quarter	Performance Judgement	⇧	G
		Outturn	Target (Outturn)	Qu 1	Qu 2	Qu 3	Qu 4	Outturn	Target (Outturn)	Qu 1	Qu 2	Qu 3	Qu 4	Outturn							
Number	Low	22	30	18	32	26	32	32	35	23	20										

Comment: The number of household is temporary accommodation continues to fall, in a time of increasing pressure on the service, as a result of homelessness prevention activity and ensuring households move into permanent accommodation, through the CBL scheme, in a timely fashion.

SCHH 9	Percentage of non decent homes (Council stock)																			
Unit	Good is	2009/10	2010/11						2011/12						Latest comparator group average	17.6 CIPFA 2009/10	Report comparison	Annual (Quarter 4)	Performance Judgement	⇧	G
		Outturn	Target (Outturn)	Qu 1	Qu 2	Qu 3	Qu 4	Outturn	Target (Outturn)	Qu 1	Qu 2	Qu 3	Qu 4	Outturn							
%	Low	0.6	0	4.70	1.60	0	0	0	0	0.7	0.6										

Comment: A number of properties (34) have been identified as being non-decent in the recent stock condition survey carried out by Savills. These properties have now been included in the Decent Homes programme for this year and will be made decent over the following months.