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

**Date:** 12 April 2012

**Subject:** Quarter Three Performance Report

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

**Summary:** The report highlights the performance for the Social Care, Health and Housing directorate for Quarter 3 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, more specifically in the areas of 'supporting and caring for and ageing population and those who are most vulnerable; keeping our communities safe' and 'promoting health and reducing health inequalities.

### **Financial:**

2. There are no direct financial implications.

### **Legal:**

3. There are no direct legal 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. There are no direct staffing 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.

**Public Health**

8. The report highlights performance against a range of Adult Social Care indicators that are currently in the corporate indicator set. The indicator set will change in the future when aspects of Public Health transfers to Council responsibility.

**Community Safety:**

9. There are no direct community safety implications. Safeguarding of Vulnerable Adults (SOVA) investigations completed within 35 days is reported.

**Sustainability:**

10. There are no direct sustainability implications. The number of households living in temporary accommodation and the percentage of non decent homes are reported.

**Procurement:**

11. There are no direct procurement implications.

**RECOMMENDATION:**

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

**Introduction**

12. The Council's framework for performance management supports the delivery of the Council's priorities.
13. The directorate continues to perform well across a wide range of services although this does not come without its challenges.

14. The Directorate continues to perform well in the provision of temporary accommodation with both indicators, SCHH7 and SCHH8, scored at green for quarter three. The Council continues to effectively manage the number of households living in temporary accommodation despite increasing pressure on the service, achieving this through a combination of homelessness prevention activity and ensuring that permanent accommodation is found in a timely manner.
15. The performance of the percentage of non-decent homes remains constant at 0.6% at the end of quarter three. The properties affected have all been scheduled into a work programme and work is due to be completed by the end of March 2012. (SCHH9)
16. Within Adult Social Care, there has been a continued increase in the percentage of clients receiving self directed support in this quarter. At 40% it is significantly up on the 30.42% at the end of 2010/11. As the target of 60% is challenging it means that this indicator has to be scored as Red, (SCHH2). Additional resources have been secured to assist with the annual reviews which will also help to improve performance on this measure.
17. The number of clients receiving a review increased slightly this quarter to 72.90%. Pressure on the staff capacity relating to Safeguarding of Vulnerable Adults (SOVA) work has limited the level of improvement, however, additional resources have been secured to assist with these reviews which will lead to further improvement, (SCHH6).
18. Performance of the percentage of carers receiving a needs assessment or review and a specific carer's service or advice, fell slightly this quarter from 30.4% to 29.1%, (SCHH3). It is anticipated that the additional resources secured to undertake annual reviews will also assist improved performance.
19. The percentage of SOVA investigations completed within 35 days, (SCHH4), fell in quarter three down from 69.0% to 55.8%. This performance reflects both the increase in the number of referrals received as well as the time taken to complete complex cases requiring interventions involving other agencies, as the overall time taken adversely affects this measure. Longstanding investigations continue to be reviewed on a regular basis, to ensure that the necessary actions are being taken and where appropriate cases are closed.

### **Director's Summary**

20. Performance in relation to Adult Social Care still continues to be challenging. The management action outlined in the quarter two report has started to have a positive impact on performance. Whilst still below target, there has been improvement in reported performance for both self-directed support (SCHH 2) and reviews (SCHH 6). Additional resources have been secured to assist with the annual reviews, which will also help to improve performance on these two measures, as well as the performance on carers' assessments (SCHH 3).

21. Unfortunately performance in relation to safeguarding (SCHH 4) has decreased in this quarter and is due to an increase in the number of safeguarding referrals received. 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.
22. Performance in Housing continues to be strong with the number of households in temporary accommodation (SCHH 7) continuing to fall, despite the current pressures on the service. Whilst the RAG score for decent homes (SCHH 9) has been scored as Amber, as there has been no change in the number of properties considered non-decent from quarter 2. Works to these properties are scheduled to be completed by the end of the financial year.

**Appendices:**

Appendix A – (Quarter 2 Performance Indicators)

**Background papers and their location:** None