
Meeting: Social Care, Health & Housing Overview & Scrutiny Committee
Date: 30 July 2012
Subject: Quarter Four Performance Monitoring 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 4 of 2011/12.

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 promoting health and wellbeing and protecting the vulnerable.

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(S):

The Social Care, Health and Housing Overview and Scrutiny Committee is asked to note and consider this report.

Overview

12. Social Care, Health and Housing have been able to improve performance for the majority of indicators in the corporate set during 2011/12, against a difficult economic climate and whilst making changes to structures and services.
13. There have been noticeable improvements in the latter part of the year much due to planned management actions.
14. Performance in Quarter 4 has improved in comparison to Quarter 3. Four indicators were rated green in Quarter 4 as opposed to two in Quarter 3, two indicators were rated red as opposed to five in Quarter 3 and one indicator was rated amber.

15. Of the two indicators rated as red, the first, Clients receiving self directed support, achieved a positive outcome given there is a challenging national target of achieving 100% by the end of 2012/13. The year end result of 52.9% is below the local target set of 60% but shows a third successive year of improvement. A total of 2,430 customers were receiving a personal budget, 1,257 of those via a direct payment, 41 a combination of a direct payment and services arranged and paid for by the Council, with 1,132 solely receiving services arranged and paid for by the Council.
16. The second indicator rated as red was SOVA investigations completed within 35 days. Performance of this indicator improved in Quarter 4 to 59% and although this is below the target of 80%, is in line with the year end result for 2010/11.
17. The indicator rated as amber was the number of households living in temporary accommodation. This increased in Quarter 4 as more households have been directly affected by the tough economic conditions. The year end result of 46 households is within 10% of the target of 43 households and has therefore been reported as amber.
18. Performance of the indicator for the percentage of clients receiving a review (SCHH6) saw significant improvement in quarter 4, exceeding its target for the year of 80% with an end result of 82.65%.

Director's Summary

19. Although another challenging year for Adult Social Care, there has been a continued improvement in performance. The target for both carers' assessments (SCHH 3) and reviews (SCHH 6) have been exceeded and whilst outturn for self-directed support (SCHH 2) was not achieved, this is the third successive year of improvement. The improvement in performance can be attributed to the management action put in place to re-profile targets and proactively manage performance and productivity of staff, together with the additional resources secured to assist with the annual review of client's care packages.
20. Performance in relation to safeguarding (SCHH 4) has improved in the last quarter of the year, with an outturn similar to that of 2010/11. 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.
21. The Housing Service achieved the decent homes target (SCHH 9) with no properties being non-decent as at the 31 March. The target set for households living in temporary accommodation, with dependent children, was also achieved, against a backdrop in which there has been an increase in the overall number of households living in temporary accommodation, where the target was narrowly missed. There is pressure on the Service, mainly due to the prevailing economic environment.

Appendix:

Appendix – Quarter 4 Performance Indicators

Background papers and their location:

None