

SCHH 1 People supported to live independently (NI 136)																	
Unit	Good is	2009/10 Outturn	2010/11				2011/12				Latest comparator group average	3.588 CIPEA 2009/10	Report comparison	Quarter on Quarter	Performance Judgement	Not scored	
			Target (Outturn)	Qu 1	Qu 2	Qu 3	Qu 4	Outturn	Target (Outturn)	Qu 1							Qu 2
High		3,435	4,295	3,668	3,809.4	3,328	3,042.6	3,042.6	3,042.6	3,042.6	3,042.6	3,042.6	3,033.7	3,015.3	2,920.7	2,840.2	2,840.2

Comment: Performance continues to remain 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 Outturn	2010/11				2011/12				Latest comparator group average	29.8 CIPEA 2010/11	Report comparison	Quarter on Quarter	Performance Judgement	Not scored	
			Target (Outturn)	Qu 1	Qu 2	Qu 3	Qu 4	Outturn	Target (Outturn)	Qu 1							Qu 2
%	High	14.40	30.0	15.91	15.80	23.60	30.42	30.42	30.42	30.42	30.42	30.42	32.20	35.3	40.0	52.9	52.9

Comment: A challenging national target has been set for this indicator. Management action put in place during the year, to re-profile the target and proactively manage the performance and productivity of staff has resulted in a significant increase in performance in the latter part of the year. Whilst new customers are receiving self-directed support, through personal budgets/direct payments, at the end of the Reablement process, the challenge was 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. Additional resources were secured to assist with the annual reviews, which along with the management action has contributed to the final outturn. Whilst the target was not achieved, this is the third year of sustained improvement for this measure. Processes have been put in place to improve performance of our Mental Health partner and to achieve the ambitious target of 100% of clients receiving self-directed support by March 2013.

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 Outturn	2010/11				2011/12				Latest comparator group average	23.8 CIPEA 2010/11	Report comparison	Quarter on Quarter	Performance Judgement	Not scored	
			Target (Outturn)	Qu 1	Qu 2	Qu 3	Qu 4	Outturn	Target (Outturn)	Qu 1							Qu 2
%	High	23.90	30.0	22.21	18.90	21.40	31.39	31.39	31.39	31.39	31.39	31.39	31.40	30.4	29.1	43.7	43.7

Comment: Performance for this measure is heavily dependent upon sustained activity on reviews and improved performance has been achieved tackling staff productivity and redirecting resources to assist with annual reviews. Data recording has also been identified as an issue and processes are being put in place to ensure recording issues are identified at an earlier stage.

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	↑
		Outturn	Target (Outturn)	Qu 1	Qu 2	Qu 3					
%	High	59.0	80.0	67.2	69.0	55.8	59.7	59.7	59.7		R

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

Performance improved during the last quarter and although below target, is in line with the outturn for 2010/11. Of the 237 referrals to investigation completed during 2011/12, 96 took longer than 35 days to close. These are generally complex cases which require interventions involving other agencies. 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.

New, more sophisticated performance measures are under consideration for 2012/13, as an alternative to the 35 days threshold.

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 available
		Outturn	Target	Outturn	Target	Outturn	Target	Qu 1	Qu 2	Qu 3						
%	High	50.30	No target set	No target set	79.59	No target set	No target set	No target set	No target set	No target set	No target set					

Comment: Information is currently unavailable.

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	↑		
		Outturn	Target (Outturn)	Qu 1	Qu 2	Qu 3	Qu 4	Outturn	Target (Outturn)	Qu 1						Qu 2	Qu 3
%	High	76.2	80	-	73.40	71.90	73.80	73.80	73.80	80	72.80	72.2	72.90	82.65	82.65		G

Comment: Significant improvement in the performance of this measure has been achieved by management action in the latter part of the year focusing on the productivity of staff and supported by the redirection of resources to this area of activity.

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	↓	
		Outturn	Target (Outturn)	Qu 1	Qu 2	Qu 3	Qu 4	Outturn	Target (Outturn)	Qu 1							Qu 2
Number	Low	32	47	26	39	37	37	37	37	43	35	33	28	46	46		A

Comment: The increases in temporary accommodation have increased due to a combination of factors. The increase in demand for housing advice has been a consistent pattern over the last year. Many households are now being directly affected by the tough economic conditions.. The upward pressure will continue, although the Council is still successful in preventing homelessness.

SCHH 8		Number of households living in temporary accommodation (Households with dependents / pregnant) (NI 156b)													Performance Judgement		
Unit	Good is	2009/10				2010/11				2011/12				Latest comparator group average	Report comparison	Quarter on quarter	Performance Judgement
		Outturn	Target (Outturn)	Qu 1	Qu 2	Qu 3	Qu 4	Outturn	Target (Outturn)	Qu 1	Qu 2	Qu 3	Qu 4				
Number	Low	22	30	18	32	26	32	32	32	23	20	21	29	29	-		G
<p>Comment: The target set for households living in temporary accommodation, with dependent children, was 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.</p>																	

SCHH 9		Percentage of non decent homes (Council stock)													Performance Judgement			
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
		Outturn	Target (Outturn)	Qu 1	Qu 2	Qu 3	Qu 4	Outturn	Target (Outturn)	Qu 1	Qu 2	Qu 3	Qu 4					
%	Low	0.6	0	4.70	1.60	0	0	0	0	0	0.6	0.6	0	0				G
<p>Comment: The properties identified as being non-decent as part of the 40% stock condition survey conducted by Savills in early 2011/12 were scheduled for inclusion in the decent homes contract and all works were completed by the end of the financial year. The remaining housing stock will be surveyed during early 2012/13 and it is anticipated that a similar proportion of properties will be identified as being non-decent. These properties will then be scheduled for inclusion in the decent homes contract, for all works to be completed by March 2013.</p>																		