

**Meeting:** Social Care, Health & Housing Overview & Scrutiny Committee  
**Date:** 17 December 2012  
**Subject:** Quarter Two 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 2 of 2012/13.

---

**Advising Officer:** Julie Ogley , Director of Social Care, Health & Housing  
**Contact Officer:** Nick Murley, Assistant Director, Business & Performance  
**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 area of promoting health and well being 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 and Housing 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.

**Sustainability:**

10. There are no direct sustainability implications.

**Procurement:**

11. There are no direct procurement implications.

**RECOMMENDATION: The Committee is asked to note and consider this report**

**Introduction**

12. This quarter sees the introduction of the monitoring of the Medium Term Plan (MTP) indicators, which have been put in place to support the Council monitor progress against its priorities. These indicators have replaced the set previously reported to the Overview & Scrutiny committee, although some indicators have been retained, to monitor the MTP.

**Overview**

13. Performance against the MTP priority of "Promoting health and well-being and protecting the vulnerable" is strong with only one indicator not currently on track.
14. Whilst the performance of C 6 MTP, Customers receiving self-directed support, is scored as red, it continues to show an improving performance. The percentage of clients has continued to increase up from 54.7% last quarter to 66.2% at the close of Quarter 2 and whilst this falls short of the demanding national target set for this indicator of 100% by the close of the year, it is significant improvement. Self directed support is being offered to all new customers and through the review process to existing customers.
15. The percentage Council housing stock meeting the Decent Homes Standard, at 99.6% at the close of Quarter 2, continues to exceed target. (C3 MTP)

16. The remaining indicators are reported to the Overview and Scrutiny Committee for the first time and are scored against the directorate's progress against a number of set milestones, as outline in Appendix A.
17. Performance against C 1 MTP, Protecting vulnerable adults, is progressing, with internal audits continuing to be undertaken and action taken on any cases found to be poor. The Annual Safeguarding Board report was presented to the last meeting of this committee and Safeguarding performance activity reports are also presented to the Executive and Deputy Executive Members for Social Care, Health & Housing on a monthly basis.
18. Progress is being made on C 2 MTP, Number of additional "Extra Care" flats provided, with site appraisals in progress.
19. Activity to increase the coverage of Village Care schemes, C 4 MTP, continues through the joint work with the Bedfordshire Rural Communities Charity (BRCC).
20. The report presented to the Executive on 6 November 2012 set out the progress made on C 6 MTP, Percentage of council commissioned dementia care classed as "good" or "excellent". It described the strategic approach to raising the standards and quality of dementia care.
21. In the revised set of indicators there is one Public Health indicator covered by this Committee. This is C7 MTP Percentage of 40 to 74 year olds offered a health check. The number of people offered a health check in Quarter 1 at 5,057 was below the target of 5,828. This is also reflected in the reduced number of checks delivered at 1,992 against a target of 2,914. This performance needs to be set in the context of the changes that have been made to the target for this year. The 2012/13 target for the number of people offered a health check is a 12% increase over the 2011/12 outturn and is a 30% increase on the 2011/12 target. In 2011/12 less than half of Primary Care Trusts achieved their targets (Central Bedfordshire was one of the ones that did), which gives an indication of the additional challenge resulting from a 12% increase this year.
22. To increase the take up of health checks action is being taken to further raise awareness of their availability and importance including articles in CBC publications and the use of bill board posters in prominent sites. It is recognised that repeated awareness raising with individuals is needed to increase up take. To support this Public Health has commissioned Horizon Health Choices to deliver additional health checks from the Active Transport Hub in Dunstable in collaboration with Central Bedfordshire Council's Active Transport Team, starting in November 2012. (C 7 MTP).

### **Director's Summary**

23. The Directorate's performance for the Medium Term Plan priority of "Promote health and wellbeing and protecting the vulnerable" is strong, with only one target not currently on track.

24. The performance on the target of the offer of personal budgets for adult social care support is currently red. The number of customers receiving self-directed support has continued to increase, with 3,001 customers now receiving support of which 1,296 (43%) are in receipt of direct payments. The year to date figure is currently 74.8%, a significant improvement since March 2012 and whilst it has been recognised that the target is unlikely to be achieved, efforts are being made to get as close to the target as possible. Over the next few months, consideration will be given on how to capture and report on the reasons customers refuse personal budgets, to enable the service to shape the future offer for our customers.
25. Progress in the other targets includes the continuing use of file audits for safeguarding cases demonstrating improvement to case recording, discussions continue of an identified site for an extra-care scheme and a report is to be presented to Executive on the strategic approach to raising standards and quality of dementia care.
26. Work continues on ensuring that all council-owned housing meets the decent homes standard.

**Appendices:**

Appendix A – Q2 Performance Indicators.

**Background Papers:**

None

**Location of papers:**

Not Applicable