
Meeting: Social Care, Health and Housing Overview and Scrutiny Committee
Date: 29 April 2013
Subject: Quarter Three Performance Monitoring Report
Report of: Cllr Mrs Carole Hegley, Executive Member for Social Care, Health and Housing
Summary: The report highlights the performance for Social Care, Health and Housing directorate and Public Health for Quarter 3 of 2012/13

Advising Officer: Julie Ogley, Director of Social Care, Health and Housing
Muriel Scott, Director of Public Health
Contact Officer: Nick Murley, Assistant Director, Business and Performance
Celia Shohet, Assistant Director, Public Health
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. Not Applicable.

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, Housing and Public Health indicators that are currently in the corporate indicator set.

Community Safety:

9. Not Applicable.

Sustainability:

10. Not Applicable.

Procurement:

11. Not applicable.

RECOMMENDATION:

The Committee is asked to consider and note the report

Introduction

12. The report provides information on how the Social Care, Health and Housing and Public Health Directorates' contribution to the Medium Term Plan is being met.

Overview – Social Care, Health and Housing

13. The Directorate's performance for the Medium Term Plan priority of "Promote health and wellbeing and protecting the vulnerable" continues to remain strong, with only one target not currently on track.
14. The performance of C6 MTP, Customers receiving self-directed support (SDS), is scored as red, although it continues to show an improving performance. The percentage of customers receiving SDS continues to increase, from 66.2% at the end of September 2012, to 71.7% at the end of December. In October 2012, the Care Minister, Norman Lamb, revised the national target from 100% to 70%, as it had been recognised that Personal Budgets were not suitable for everyone. The local target remains at 100%, as the service has already exceed the new national target.
15. The remaining indicators are performing in line with the milestones set.
16. Performance against C1 MTP, Protecting vulnerable adults, continues to progress with regular audits taking place, including an external audit in January 2013. Actions continue to be taken on any cases found to be poor.

17. Progress continues to be made on C2 MTP, Number of additional “Extra Care” flats, with the business case for Dukeminster having been considered by this committee and the Executive. Proposals to deliver a second scheme in Leighton Buzzard are also on track.
18. The percentage of Council housing stock meeting the Decent Homes standard (C 3 MTP) continues to exceed the target, with only 11 homes not meeting the standard at the end of December.
19. Progress continues to be made in increasing the coverage of Village care schemes (C 4 MTP).
20. Proposals for the Dementia Accreditation and incentive schemes were approved by Executive and the sign-up for the new schemes started in January (C 5 MTP).

Director’s Summary – Social Care, Health and Housing

21. The Directorate’s performance for the Medium Term Plan priority of “Promote health and wellbeing and protecting the vulnerable” continues to remain strong, with only one target not currently on track.
22. The number of customers receiving self-directed support continues to increase, with 2,803 customers since April 2013. Of which 1,081 customers are in receipt of direct payments. Self-directed support is being offered to all new customers and through the review process to existing customers.
23. As previously reported, a challenging target had been set nationally for 2012/13, however in October the Care Minister, Norman Lamb, reduced the target to 70% by April 2013, as it had been recognised that personal budgets were not suitable for everyone. It was decided that the target of 100% would remain for this year, as the service had already exceeded the new target. However, consideration still needs to be given on how to capture and report on the reasons customers refuse self-directed support, to inform the new target for 2013/14.

Progress in the other targets includes the continuing use of file audits for safeguarding cases demonstrating improvement to case recording, progress is being made on the delivery of the extra-care units in Dunstable, with further sites being identified and the dementia accreditation and incentive scheme commenced in January 2013.

25. Work continues on ensuring that all council-owned housing meets the decent homes standard.

Overview – Public Health

26. Progress continues to be made on NHS Health checks (C 7 MTP). A range of measures, including wide scale advertising, have been put in place to increase numbers through the programme. Additional targeted measures began in January 2013; these include a series of programmes such as advertising, editorial and direct contact with General Practices to promote health checks. The targeted promotion of health checks and work with General Practitioners should not only see the numbers offered increase in the second half of the year but should also assist in ensuring that the number of health checks delivered increases in the second half of the year.

Director's Summary – Public Health

27. Quarter 3 has been busy and rewarding as work continues with the integration of Public Health into the services delivered by the Council. Even before the integration of Public Health into the Council in April 2013, the benefits of joined up working are showing themselves in the form of service delivery, focused specifically on the needs of Central Bedfordshire.
28. The target for the number of health checks offer to those aged between 40 and 74 years of age at 23,312 is challenging bearing in mind the increase this represents over the 20,822 offered last year. Already 10,035 have been offered and whilst this is behind target extra work initiated in January with General Practitioners and through targeted advertising should help to bring performance back on track. By the close of Quarter 2 4,390 health checks had actually been delivered, helping health services with earlier diagnoses and enabling greater scope for preventative measures such as changes in lifestyle and eating habits.

Appendices:

Appendix A – Quarter Performance Report Q3 2012/13

Background papers and their location: (open to public inspection)

None