

Meeting: Social Care, Health & Housing Overview & Scrutiny Committee
Date: 29 July 2013
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 2012/13.

Advising Officer: Julie Ogley , Director of Social Care, Health & Housing
Muriel Scott, Director of Public Health

Contact Officer: Nick Murley, Assistant Director, Business & 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. 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 where 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

Social Care, Health & Housing - Medium Term Plan

12. The Directorate's performance for the Medium Term Plan priority of "Promote health and wellbeing and protecting the vulnerable" has proved to be strong throughout the year, with only one target not being achieved.
13. Whilst the challenging target of 100% of customers receiving self-directed support (C1 MTP) has not been achieved, it is pleasing to report that the revised national target of 70% has been exceeded. The number of customers has continued to increase throughout the year with 3,175 customers now receiving a personal budget, an increase of 871 during 2012/13. 1,069 of these customers are in receipt of direct payments, to enable them to manage their own support needs.
14. The target for 2013/14 will continue to challenge the service, but will also take into consideration the number of customers who receive services that would not be delivered through a personal budget (e.g. equipment).
15. The Decent Homes standard for Council owned housing has been achieved again.
16. Progress has been maintained in the other targets including the positive external audit report on safeguarding recording, continuing progress on the delivery of the extra-care units in Dunstable and Leighton Buzzard and the successful launch and implementation of the dementia accreditation and incentive scheme.

Social Care, Health & Housing - Key Performance Indicators

17. Performance has been challenging throughout the year and whilst a number of measures have not achieved their target, or performance has dipped, positive actions have been taken to improve performance in the coming year.
18. Management action continues to be taken to improve the data quality of the reporting of carers' services (SCHH 2), with the introduction of a new local measure during the year. The new measure has been devised to more accurately reflect our performance in ensuring that known informal carers are assessed and reviewed on an annual basis and are receiving the appropriate support and advice and/or services.
19. Performance in relation to safeguarding (SCHH 3) has dipped but there has been an increased management focus on the long-standing cases, causing the drop as these long-standing cases are closed.
20. Whilst the target for reviews has just been missed (SCHH 5), significant improvement in the management of this indicator throughout the year has ensured that reviews have been carried out in a planned and timely manner, without the need to bring in additional resources at the end of the year.
21. Performance regarding the use of Temporary Accommodation (SCHH 6 & 7) has continued to remain strong, by the use of the housing options approach and prevention of households becoming homeless, where temporary accommodation is used as a last resort.

Public Health – Medium Term Plan

22. The number of health checks offered (C7 MTP) in 2012/13 at 25,769 exceeded the Medium Term Plan target of 24,058 and is 4,300 higher than the number offered in 2011/12. This has involved the Public Health Team working closely with GP practices that had previously missed their health check targets, supported by an increase in the number of checks offered in community settings such as the Dunstable Travel Hub and workplaces.
23. This increased activity however has not translated into a rise in the number of health checks delivered, which at 10,487 remains consistent with 2011/12. National evidence suggests that the economic climate could be playing a part as people become more focused on immediate financial concerns rather than longer term health issues.
24. It is also possible that having run the health check scheme now for three years that there is a growing number of repeat offers to those not taking up the offer in previous years and that many of these people may be more challenging to encourage to take up the offer.
25. The Public Health Team are working closely with the Communications Team to further raise the profile of the importance of taking up the offer of a health check.

Appendices:

Appendix A – Q4 Performance Indicators.

Background Papers:

None

Location of papers:

Not Applicable
