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**Meeting:** Social Care, Health and Housing Overview and Scrutiny Committee  
**Date:** 21 October 2013  
**Subject:** Quarter One 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 1 of 2013/14

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**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, AD, 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 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, 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. This report provides information on how the Social Care, Health and Housing Directorate's contribution to the Medium Term Plan is being met.

**Overview**

13. The Directorate's performance for the Medium Term Plan priority of "Promote health and wellbeing and protecting the vulnerable" is being maintained.
14. Three of the measures are currently under performing. Two are Red: Number of Additional "Extra Care" flats provided (C2MTP) and Clients receiving self directed support (C6 MTP) and one Amber, Percentage of decent homes (Council stock)
15. Although progress continues to be made on delivering C2 MTP, Number of additional "Extra Care" flats. This measure is scored as Red, as the likely delivery date for Dukeminster is Summer 2015, outside of the MTP target of 2014. The proposal for 83 flats at Dukeminster, Dunstable was approved by Development Management Committee on 19 June 2013 and a planning application for 80 flats at Leighton Buzzard is also being made by Aldwyck Housing Association.

16. The performance of C6 MTP, Customers receiving self-directed support (SDS), is scored as red, although it continues to show an improving performance. The number of people receiving self-directed support continues to rise with 3,316 people receiving support between July 2012 and June 2013. Of which 1,449 customers are in receipt of direct payments. Central Bedfordshire Council's outturn for 2012/13 of 75.9% exceeded the national target of 70%, out performing both the regional, and England average as well as in its comparator group.
17. The Percentage of decent homes (Council stock) is scored as Amber as the MTP target of 100% decent homes may not be achieved. Following the adoption of the Council's Housing Asset Management Strategy, replacement of elements within Council properties (e.g. kitchens, bathrooms, etc) will no longer be based on failure of the Decent Homes Standard, but on the life expectancy of the element. 21 properties were identified as not meeting the Decent Homes Standard as at the end of June 2013.
18. The remaining indicators are performing in line with the milestones set.
19. Performance against C1 MTP, Protecting vulnerable adults, continues to progress. The audit of Safeguarding cases is now being carried out on a rolling monthly basis, using a combination of "peer audit" and safeguarding team case file audit. In total 25% of safeguarding cases will be audited by the safeguarding team.
20. The annual safeguarding report has been produced and presented to the Safeguarding Board in August and will be presented to this committee later in the year.
21. The necessary changes to the Adult Social Care database (Swift) for the new reporting framework have been implemented and a data quality framework is currently being developed.
22. Progress continues to be made in increasing the coverage of Village care schemes (C 4 MTP), with 90% ward coverage in Central Bedfordshire covered to date. The Council is on course to meet the MTP target for 100% coverage by 2014.
23. Good progress is being made on Council commissioned dementia care rated as good or excellent. One provider has been accredited through the Council's Dementia Accreditation Scheme and three providers applications were deferred to July accreditation panel for approval. Three further providers have submitted their self-assessment forms to register an interest in the scheme.
24. The number of health checks offered has exceeded this quarter's target, whilst the number accepting this offer is just slightly below the target.

#### **Director's Summary – Social Care, Health and Housing**

25. The Directorate continues to perform well against the Medium Term Plan priority of "Promote health and wellbeing and protecting the vulnerable".

26. Progress continues to be made in the proportion of customers receiving self-directed support (C1 MTP). The current performance of 77% is significantly above the national target of 70% and our finalised outturn for 2012/13 of 76% outperformed both the regional and national averages. The MTP target of 100% for 2013/14 still remains a challenging one. It has been recognised that not all services that customers receive require a support plan and therefore self-directed support is not applicable. These services include meals, equipment and professional support. Under these circumstances, it is likely that the maximum outturn that can be achieved is 86%. This will represent 100% of those clients that are eligible for self-directed support and therefore it is deemed that the target will have been achieved if this proportion is reached.
27. Following the adoption of the Housing Asset Management Strategy, by Executive on 14 May 2013, the replacement of elements within Council properties (e.g. kitchens, bathrooms, roofing, etc) will no longer be based on the failure of the Decent Homes Standard. Instead the capital programme will be informed by a repairs led programme of addressing elements in poor condition or where there has been a prevalence of repairs requests, coupled with a programme of more intensive refurbishment where required. As a result, the target of all Council-owned stock meeting the Decent Homes Standard (C3 MTP) may not be met by March 2014.
28. Planning permission for the extra-care units at Dukeminster (C2 MTP) has been achieved, but it is likely that the delivery date will be the Summer of 2015, thereby missing the Medium Plan target of December 2014.
29. Progress has been maintained in the other targets.

#### **Director's Summary – Public Health**

30. The number of Health Checks offered continues to exceed the target set, with more offered in Quarter 1 than were offered in the same quarter last year. It is also important to note that performance was also good during the quarter in terms of the number of people accepting the offer with 2,714 people actually taking up the health check during the quarter.
31. The Public Health Team have continued to work closely with those practices that have been unable to meet their 'Health Checks' targets, both directly and through the Clinical Commissioning Group. Alongside this work, Health checks continue to be offered in workplaces and other community settings, including to Council staff at the council offices, and these are proving to be very popular.

#### **Appendices:**

Appendix A – Quarter Performance Report Q1 2013/14

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

None