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**Meeting:** Social Care, Health and Housing Overview and Scrutiny Committee  
**Date:** 16 December 2013  
**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 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 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. This report provides information on how the Social Care, Health and Housing Directorate and Public Health 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 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. As previously reported C2 MTP, Number of additional “Extra Care” flats is scored Red as the likely delivery date for Dukeminster is Summer 2015, outside of the MTP target of 2014. However progress continues to be made, including the securing of £1.7m of Homes & Communities Agency grant funding for Dukeminster scheme where work is planned to commence in January 2014. A planning application for the Leighton Buzzard site was submitted in August and Aldwyck Housing Group have advised that they also propose to start on site early in 2014 with a completion date of Summer 2015.
16. The performance of C6 MTP, Customers receiving self-directed support (SDS), is scored as Red, although it continues to show an improving performance (77.5%) The number of people receiving self-directed support increased with 3,363 people receiving support between October 2012 and September 2013. Of which 1,475 customers are in receipt of direct payments. Although the local target is 100%, the overall performance of indicator continues to exceed the national target of 70%
17. The Percentage of decent homes (Council stock) is scored as Amber (99.7%). However the number of properties not meeting the Decent Homes Standard fell from 21 in Quarter One to 13 in Quarter Two. As previously reported the replacement of elements within Council properties (e.g. kitchens, bathrooms, etc) is no longer based on failure of the Decent Homes Standard, but on the life expectancy of the element. This approach will affect the rate at which the MTP 100% target is achieved
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. In Quarter 2 the safeguarding team completed 26 case file audits of which four were excellent, 12 good, nine adequate and one poor. The poor outcome was escalated to the Assistant Director and line managers of the team for action. 33% of the closed case files were audited in Quarter 2, exceeding the 25% target.
20. The annual Safeguarding Report was presented to this Committee in October 2013.
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. The new performance framework will be reported in November.
22. Progress continues to be made in increasing the coverage of Village care schemes (C 4a MTP), with 87% of Central Bedfordshire is covered by a Village Care scheme, which represents 27 out of 31 wards. The four wards that are not covered by a Village Care scheme are Sandy and Leighton Buzzard/Linlode. Two schemes for these areas are currently being set up and will go live between December 2013 and March 2014. The MTP target of 100% is therefore on course to be met.

23. Good progress is being made on Council commissioned dementia care rated as good or excellent (C 5a MTP). Using the ADASS quality workbook, 61% of dementia care providers are rated as Good or Excellent. Progress continues to be made with the Dementia Accreditation Scheme with seven providers been awarded the scheme between July and September, making a total of eight providers awarded the scheme. Two providers are also currently going through the probation period.
24. Good progress continues to be made on the number of Health Checks offered (C 7 MTP) with revised target being exceeded and in line to deliver the Medium Term Plan target.
25. In addition to the figures relating to those having been offered Health Checks, the percentage of people accepting this offer and actually having their Health Check remains high, at 91.1% cumulatively for the first two quarter of 2013/14. However, work to identify the reasons for this number not achieving either quarterly or 6 monthly targets indicates that there are some providers significantly underperforming and work is underway to support Primary Care with remedial action in the second half of the year to ensure that this target is met.

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

26. The Directorate continues to perform well against the Medium Term Plan priority of "Promote health and wellbeing and protecting the vulnerable".
27. Progress continues to be made in the proportion of customers receiving self-directed support (C1 MTP The proportion of customers (34.0%) receiving support as a Direct Payment also continues to improve and met the profile target for Quarter 2.
28. The Council has secured £1.7m of HCA funding for Dukeminster and, once the preferred construction supplier is approved by the Executive in December 2013, work on the site is scheduled to start in January 2014 with the scheme being completed in Summer 2015.
29. Planning application for the Leighton Buzzard site was submitted in August and Aldwyck Housing Group have advised that they also propose to start on site early in 2014, with a completion date of Summer 2015.
30. Performance information is reported for the first time this quarter for the Village Care Scheme (C4 MTP) and commissioned dementia services (C5 MTP).
31. As at the end of Quarter Two, 87% of the wards in Central Bedfordshire have access to a Village Care Scheme, with schemes being established for the remaining wards, Sandy and the Leighton Buzzard/Linslade wards by March 2014.

32. The Directorate uses the ADASS quality workbook to rate the quality of providers of Adult Social Care, with 61% of dementia care providers being rated as good or excellent, thereby achieving the Medium Plan target of 60%. The Dementia Accreditation Scheme continues to be rolled out with providers, with a total of eight providers accredited to the scheme and two providers currently going through a probationary period.
33. Progress has been maintained in the other targets.

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

33. The number of Health Checks offered continues to exceed the quarterly targets set for 2013/14, with 65.36% of the annual target achieved in the first half of the year. As in previous years the challenge is in ensuring that as many of these offers as possible result in the take up of a Health Check. In the first six months of the year we have achieved 45.6% of our annual delivery target, so are slightly behind target. However with 5,042 Health Checks delivered in the first six months of this year we have already delivered 652 more than we did in the same period last year. Public Health are keen to further improve the up take of Health Checks and are working closely with Primary Care to support those providers who have been underperforming in the first six months of the year.
34. This sustained delivery in the provision of Health Checks continues to aid the early diagnosis of health issues leading to more effective treatment. Health Checks are also able to provide recipients with extremely valuable preventative advice which if taken will help them not only improve or maintain their health, but will also enable health services to make more effective use of their resources in the longer term.

### **Appendices:**

Appendix A – Quarter Performance Report Q2 2013/14

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

None