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**Meeting:** Social Care, Health and Housing Overview and Scrutiny Committee  
**Date:** 28 July 2014  
**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 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's contribution to the Medium Term Plan is being met.

#### **Overview**

13. The Directorate continues to perform well against the Medium Term Plan priority of "Promote health and wellbeing and protecting the vulnerable".
14. There has been some improvement since Quarter 3 with only three of the measures are under performing. Two are Red: Number of Additional "Extra Care" flats provided (C2 MTP) and Clients receiving self directed support (C6 MTP) and one is Amber, Percentage of decent homes (Council stock) (C3 MTP).

15. C2 MTP, Number of additional "Extra Care" flats is Red as the new likely delivery date of Summer 2015 for Priory View exceeds the MTP target of 2014. A Ground breaking event to mark start on site took place in April 2014.
16. The performance of C6 MTP, the number of social care clients receiving self directed support remains red against the local stretch target of 100%. This indicator however continues to perform well against the national target of 70%.
17. The Percentage of decent homes (Council stock) is Amber. As previously reported, the MTP target of 100% decent homes may not be achieved because replacement of elements within Council properties (e.g. kitchens, bathrooms, etc) are no longer be based on failure of the Decent Homes Standard, but on the life expectancy of the element.
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 continuing on a rolling monthly basis, using a combination of "peer audit" and safeguarding team case file audit. The external audit of safeguarding files took place in April and the initial feedback is positive.
20. The MTP target of 100% of Central Bedfordshire covered by a Village Care Scheme was achieved in Quarter 4, with two schemes covering Sandy and Leighton/Linslade becoming operational.
21. 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.
22. Good progress continues to be made on the number of Health Checks offered (C 7 MTP) with the target being exceeded and in line to deliver the Medium Term Plan target. The proportion of health checks completed during the year, is at a similar level to 2012-13.

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

23. The Directorate has performed well during 2013-14 against the Medium Term Plan priority "Promote health and wellbeing and protecting the vulnerable".
24. Performance remained consistently strong for the proportion of customers receiving self-directed support (C1 MTP). There was a slight drop in the proportion of customers receiving self-directed support, compared to the previous year, however overall performance still exceeded the national target and remains strong in comparison to neighbouring authorities and the Eastern region. The local aspiration to achieve 100% remains.
25. A Ground Breaking event marking the start of the construction work at the Priory View Extra Care development site took place on the 11th April 2014. The anticipated completion date for Priory View is August 2015.

26. The Village Care Schemes for Sandy and Leighton/Linslade came into being in February and March 2014, with the Leighton/Linslade scheme covering the three wards in Leighton Buzzard and Linslade. All Wards in Central Bedfordshire are now covered by a Village Care scheme, achieving the target of 100% coverage.
27. Progress has been maintained in the other targets.

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

28. The number of Health Check invitations offered exceeded the revised target set as stated in the Medium Term Plan reaching 132% by the end of the full period.
29. In addition to the figures relating to those having been offered Health Checks, the cumulative percentage of Health Checks delivered was 87% for the period, a similar level of performance from 2012/13.
30. The reasons for not achieving the annual target for Health Checks delivered included some significant underperformance by some providers. This under-activity could not be fully supplemented by either alternative GP providers or alternative commissioned services. Work will continue to support the underperforming Primary Care providers with as well as exploring alternative methods of delivery, including clustering delivery around high-performing providers within GP localities. Horizon Health Choices will also be contracted to increase delivery options, both in supporting under-performing providers and ensuring supplementary delivery of the NHS Health Check service in a range of community settings.

### **Appendices:**

Appendix A – Quarter Performance Report Q4 2013/14

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

None