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**Meeting:** Social Care, Health and Housing Overview and Scrutiny Committee  
**Date:** 17 November 2014  
**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 2014/15

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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, 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 comment on 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. Performance has been relatively consistent, with 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. Work continues on Priory View and work has started on site in Leighton Buzzard for the Greenfields scheme.
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 external auditor completed the annual case file audit during the end of April and the final report was received during May. The report identified predominately excellent to good outcomes. No poor outcomes were reported, although recording practice was highlighted as an area for development.
20. The MTP target of 100% of Central Bedfordshire covered by a Village Care Scheme continues to be achieved, with 531 residents benefitting from the scheme.
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.

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

23. The Directorate continues to perform well against the Medium Term Plan priority "Promote health and wellbeing and protecting the vulnerable".
24. Performance remains strong for the proportion of customers receiving self-directed support (C1 MTP), with performance still exceeding the national target and remains strong in comparison to neighbouring authorities and the Eastern region. The local aspiration to achieve 100% remains.
25. Work continues on the Priory View build and is due to start shortly on the Greenfields site in Leighton Buzzard. These schemes will deliver 165 extra care flats by 2016.
26. All wards continue to be covered by a village care schemes and 531 residents have benefitted from the schemes in the first quarter of the year.
27. Progress has been maintained in the other targets.

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

28. The latest data (March 2014) shows the number of Health Checks offered in the period 2013/14 exceeded expected performance, reaching 138% of target.
29. As the cumulative percentage of Health Checks delivered during 2013/14 was 87%, a similar level of performance to 2012/13, further focus in 2014/15 will be on delivering the target number of Health Checks, to a high and consistent standard, to achieve a high conversion rate.
30. Public Health relies largely on GPs to deliver NHS Health Checks and there have been differences in the number and quality of NHS Health Checks that each GP has delivered, due to existing workload and staffing levels, amongst other issues. Public Health is working to improve how GPs deliver NHS Health Checks and also look at other ways in which this service can be delivered. This will make NHS Health Checks easier to access and reduce some of the pressure on GPs, who have many demands on their time.

### **Appendices:**

Appendix A – Quarter Performance Report Q1 2014/15

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

None