
Meeting: Social Care, Health and Housing Overview and Scrutiny Committee
Date: 26 January 2015
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 2014/15

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

Contact Officer: Nick Murley, Assistant Director, Resources
Martin Westerby, Head of Public Health, Adults and Older People

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 and Public Health Directorates' contribution to the Medium Term Plan (MTP) is being met.

Overview

13. There are seven indicators in the current MTP for the Social Care, Health and Housing and Public Health directorates. Both Directorates continue to perform well against the MTP priority of "Promote health and wellbeing and protecting the vulnerable".
14. Overall performance remains consistent with the previous quarter. 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 remains Red as the likely delivery date of Summer 2015 for Priory View exceeds the MTP target of 2014. However work against the revised timescale for Priory View, Dunstable and Greenfields, Leighton Buzzard is progressing.
16. Performance for the measure C6 MTP, number of social care clients receiving self directed support remains Red. Although this performance is measured against the local stretch target of 100%, the indicator continues to perform well against the national target of 70%.
17. The Percentage of decent homes (Council stock) remains 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 be maintained. Alerts and referrals have continued to decrease in the quarter, with a proportional response to alerts being maintained.
20. The MTP target of 100% of Central Bedfordshire covered by a Village Care Scheme continues to be achieved, with 753 residents benefitting from the scheme, and increase of almost 200 residents on the previous quarter.
21. Good progress is being made on Council commissioned dementia care rated as good or excellent (C5a MTP). Using the ADASS quality workbook, 85% of dementia care providers are rated good or excellent.
22. Good progress continues to be made on the number of Health Checks offered (C7 MTP) with the target being exceeded and in line to deliver the MTP 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 continues to improve for the proportion of customers receiving self-directed support (C1 MTP). Local performance exceeds 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 both the Priory View and Greenfields builds, with 83 units being delivered in Summer 2015 in Dunstable and 82 units in early 2016 in Leighton Buzzard.
26. All wards continue to be covered by a village care scheme and the number of residents benefitting from the schemes has increased to 753, from 531 between July and September.

27. The percentage of providers rated as good to excellent for dementia care has continued to improve and now stands at 85%.
28. Progress has been maintained in the other targets.

Director's Summary – Public Health

29. The latest available full quarter is for Quarter 1 (April – June 2014) which shows that the percentage of Health Checks offered exceeded performance, reaching 129% of target during that period.
30. The conversion rate, which is the proportion of Health Checks delivered against invitations sent out, is lower than target. The higher rate of invitations increased pressure to deliver a good conversions rate, as the number of Health Checks delivered needs to match the proportion of residents invited, in order to get near the national target of 66%. The number of Health Checks delivered is below target, at approximately 70%, largely because a number of GP Practices continue to underperform.
31. Work is continuing to ensure that invitations for Health Check are consistent and targeted from the multiple GP practices which provide this service across CBC. These efforts are aimed at supporting Primary Care with effective strategies to engage and increase positive responses to invitation for Health Check. Performing providers are being encouraged to demonstrate and share what has worked well with their peers.
32. Public Health is supporting GPs from within the Core Commissioning Team by increasing capacity to deliver Health Checks in community venues, for example in workplaces. Central Bedfordshire Public Health are engaging with GPs both on a locality basis, and individually, in order to identify the barriers they face in the delivery of Health Checks and offer practical support to find effective solutions.

Appendices:

Appendix A – Quarter Performance Report Q2 2014/15

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

None