

## Central Bedfordshire Council

### SOCIAL CARE, HEALTH AND HOUSING OVERVIEW AND SCRUTINY COMIITTEE – 26 October 2015

## QUARTER ONE PERFORMANCE MONITORING REPORT

Advising Officers: Julie Ogley, Director of Social Care, Health and Housing ([julie.ogley@centralbedfordshire.gov.uk](mailto:julie.ogley@centralbedfordshire.gov.uk)); Muriel Scott, Director of Public Health ([Muriel.scott@centralbedfordshire.gov.uk](mailto:Muriel.scott@centralbedfordshire.gov.uk)) and Nick Murley, assistant Director, Resources and Martin Westerby, Head of Public Health, Adults and Older People

### Purpose of this report

1. This report provides information on how the Social Care, Health and Housing and Public Health Directorates are contributing to the Medium Term Plan (MTP).

### RECOMMENDATIONS

The Committee is asked to consider and comment on the report.

### Overview

2. There are seven indicators in the current MTP for the Social Care, Health and Housing and Public Health directorates.

3. The arrows in the scorecard shows the performance “direction of travel” and the RAG symbols show whether or not agreed targets are being met.

Performance Judgement		
Direction of travel (DoT)	RAG score (Standard scoring rules unless the indicator specifies alternative scoring arrangements)	
↓ Performance is worsening	▲	Target missed by 10% or more
→ Performance remains unchanged	●	Target missed by less than 10%
↑ Performance is improving	★	Target achieved

Promote health and wellbeing and protect the vulnerable						
Indicator	Frequency	Score	Target Date	Direction of Travel	RAG	Target
C1 MTP Protecting Vulnerable Adults	Quarterly	Green	Jun 15	→	★	
C2 MTP Additional 'Extra Care' flats provided	Quarterly	Red	Jun 15	→	▲	
C3 MTP Percentage of decent homes (Council stock)	Quarterly	99.9 %	Jun 15	↑	●	
C4a MTP Village Care Scheme % Coverage	Quarterly	100 %	Jun 15	→	★	
C5a MTP Percentage of council commissioned dementia classed as 'good' or 'excellent'	Quarterly	84.5 %	Jun 15	↑	★	
C6 MTP % clients receiving self directed support	Quarterly	74.9 %	Mar 15	↓	▲	
C7 MTP Percentage of 40 to 74 year olds offered a health check	Quarterly	106.7 %	Mar 15	↓	★	

4. The Directorates continues to perform well against the MTP priority of “Promote health and wellbeing and protecting the vulnerable”.
5. Overall performance is good and is consistent with last year’s outturn.. Three of the measures under performed against local targets. Two of

these 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).

6. C2 MTP, Number of additional “Extra Care” flats remains Red as the revised delivery date of January 2016 for Priory View exceeds the MTP target of 2014. Work continues on Priory View, Dunstable and Greenfields, Leighton Buzzard. Additional sites across Central Bedfordshire are being considered for Independent Living schemes (previously known as extra care), including provisions in Houghton Regis.
7. C6 MTP, the number of social care clients receiving self directed support scored red against the local stretch target of 100%, although continues to perform well against the national target of 70%. This measure has now been replaced by two measures which reports separately on the proportion of people using social care and the number of carers receiving self-directed support. In June 2015, 86% of people using social care and 85% of carers received self directed support.
8. The percentage of decent homes (Council stock) remains Amber. This is a high performing measure, with only three Council owned properties not currently within the decent homes standard, however the condition of the elements within the homes (e.g. kitchens, bathrooms, etc.) remain fit for purpose. Under the Asset Management Strategy, the focus is on refurbishment and replacing these elements when are needed and not by age of the element as required under the Decent Homes Standard.
9. The remaining indicators are performing in line with the milestones set.
10. Performance against C1 MTP, Protecting vulnerable adults, continues to be maintained. There is a high level of information sharing between agencies and a proportional response to safeguarding is being maintained.
11. The MTP target of 100% of Central Bedfordshire covered by a Village Care Scheme continues to be achieved. There is now a scheme in every ward in Central Bedfordshire. More people are being supported by the Schemes and newer schemes are reporting more clients requesting support. Between April and June 2015, 831 volunteers completed 2,549 jobs for 672 residents. Transport continues to be the most common request for help.
12. Performance remains strong for Council commissioned dementia care rated as good or excellent (C5a MTP), with 84.5% of dementia care providers are rated good or excellent.

13. End of year data shows over achievement in performance for the number of residents invited for health checks. (C7 MTP).

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

14. Overall performance remains good against the Medium Term priority "Promote health and wellbeing and protecting the vulnerable".
15. Safeguarding awareness is improving. Information sharing across local partner agencies is helping to ensure timely and proportionate response to safeguarding alerts.
16. Measures for reporting proportion of clients receiving self directed support has changed, although performance against national targets remains good. Future reporting will separate service users from carers.
17. C2 MTP Additional Extra Care Flats (Priory View) is anticipated for completion in January 2016. The Council is also pursuing other opportunities for expansion of independent living schemes across Central Bedfordshire.
18. People across all wards in Central Bedfordshire have access to a Village Care scheme, with increasing uptake of support.
19. Progress has been maintained in the other targets.

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

20. Health Checks continue to be an effective way to identify residents who are at high risk of developing cardio-vascular disease and then to provide them with support to reduce this risk through changing lifestyle behaviours and/or medication.
21. At end of year, the percentage of Health Checks offered exceeded target at 106.7% (17,281 invited against a target of 16,195). The conversion rate, which is the proportion of Health Checks delivered against those offered, at 47.7% is lower than our target of 66% but in line with national rates and higher than the outturn in 2013/14. New initiatives have been put in place within General Practice to help target the invitations better, including to those at highest risk and those yet to be offered a Health Check.
22. Work has continued to support GP practices including improved promotional literature for patients and sharing best practice. Point of care blood testing has been introduced in practices to reduce the number of appointments and therefore increase uptake of the health check.

### **Council Priorities**

23. 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.

### **Corporate Implications**

#### **Legal Implications**

24. There are no direct legal implications.

#### **Financial Implications**

25. There are no direct financial implications.

#### **Equalities Implications**

26. 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.
27. 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.

#### **Risk Implications**

28. Areas of ongoing underperformance are a risk to both service delivery and the reputation of the Council.

### **Appendices**

None

The following Appendix is attached.

29. Appendix A – Social Care, Health and Housing and Public Health measures

**Background Papers**

30. The following background papers, not previously available to the public, were taken into account and are available on the Council's website:

None