

Central Bedfordshire Council

SOCIAL CARE, HEALTH AND HOUSING OVERVIEW AND SCRUTINY COMIITTEE – 25 January 2016

QUARTER TWO PERFORMANCE MONITORING REPORT

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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. Social Care, Health and Housing and Public Health Directorates contribute to the MTP priority “Promote health and wellbeing and protecting the vulnerable”.
3. There are seven indicators for this priority. 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	RAG	Date	DoT	RAG
...	C1 MTP Protecting Vulnerable Adults	Quarterly	Green	Sep 15	→	★
...	C2 MTP Additional 'Extra Care' flats provided	Quarterly	Red	Sep 15	→	▲
...	C3 MTP Percentage of decent homes (Council stock)	Quarterly	99.9 %	Sep 15	→	●
...	C4a MTP Village Care Scheme % Coverage	Quarterly	100 %	Sep 15	→	★
...	C5a MTP Percentage of council commissioned dementia classed as 'good' or 'excellent'	Quarterly	81.8 %	Sep 15	↓	★
...	C6a MTP % Adults 18+ receiving self directed support	Quarterly	91.8 %	Sep 15	↑	!
...	C6b MTP % Carers receiving self directed support	Quarterly	88.4 %	Sep 15	↑	!
...	C7 MTP Percentage of 40 to 74 year olds offered a health check	Quarterly	90.4 %	Sep 15	↑	●

4. Overall performance is good and is consistent with last year's outturn. Four 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 two are Amber, Percentage of decent homes (Council stock) (C3 MTP) and Percentage of 40-74 year olds offered a health check (C7 MTP).
5. 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. However building completion for Priory View remains on course and delivery on Independent Living Schemes continues.
6. C6 MTP, the number of social care clients receiving self directed support. 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 September 2015, the percentage of people using social care who received self directed support increased from 86% to 92% for service users and from 85% to 88% for carers.
7. C3 MTP The percentage of decent homes (Council stock) remains Amber. This remains a high performing measure at 99.9%. Work has commenced on the 3 Council owned properties which did not meet the decent homes standard, as reported in quarter one. Under the Asset Management Strategy, the focus is now on refurbishment and replacing elements within the homes when they are needed and not by the age of the element as required under the Decent Homes Standard. (Elements include kitchens, bathrooms, etc.)
8. C7 MTP Percentage of 40-74 year olds offered a health check (C7 MTP). Although below the local target, this remains as high performing measure. At the end of September, the percentage of health checks offered remained slightly below target at 90% (7448 invited against a target of 8242). Overall performance remains in line with national rates.
9. The remaining indicators are performing in line with the milestones set.
10. Performance against C1 MTP, Protecting vulnerable adults, continues to be maintained. The safeguarding team received 678 safeguarding reports during the quarter, which is an increase of 27% from the last quarter. Information sharing reports account for this increase, which constitute 66% of safeguarding activity in the quarter. Of the safeguarding enquiries concluded within the quarter, in 67% of cases the risk was reduced or removed. A review of enquiries made regarding safeguarding shows a higher proportion of reported good and excellent outcomes.
11. The MTP target of 100% of Central Bedfordshire covered by a Village Care Scheme continues to be achieved. The Good Neighbour and Village Care Scheme offers help and support to residents in There is in

every ward across Central Bedfordshire. In quarter two 815 volunteers completed 3152 jobs for over 600 residents. This was an increase of 603 jobs from last quarter. Approximately 70% of all the jobs were transport related and some of the increase was due to people being transported to receive flu vaccinations. Additional funding has been made to support the expansion of Village Care Schemes further across the south of Central Bedfordshire and to relaunch the Dunstable Scheme. A further scheme has been launched in Haynes.

12. Overall performance remains strong for Council commissioned dementia care rated as good or excellent (C5a MTP), however there was a slight drop from 84.5% to 82% of dementia care providers are rated good or excellent in quarter two. The Dementia Quality Mark (DQM) was relaunched at a workshop for Residential and Nursing Care Providers.
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 remains strong and helping to ensure timely response to safeguarding alerts. A review of enquiries made regarding safeguarding shows a higher proportion of reported good and excellent outcomes.
16. Although measures for reporting on people receiving self directed support has changed, local performance against national target remains strong. The number of people who received self directed support in quarter two increased for both service users and carers. This reflects the increased emphasis on person-centred care approach which is enabling more people to control how their care and support is delivered, particularly for carers.
17. C2 MTP Additional Extra Care Flats (Priory View) is anticipated for completion in January 2016. Good progress is being made on other independent living schemes such as Houghton Regis Central. Engagement with local residents will help to influence design of the Scheme.
18. The Village Care and Good Neighbour Schemes continue to expand across Central Bedfordshire. More jobs supporting people in their communities were carried out this quarter. Volunteers are also being trained by Trading Standards to protect vulnerable from cold callers.

The focus on commissioning for outcomes to improve the quality of care for people with dementia remains.

Director's Summary – Public Health

19. 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.
20. At the end of September the percentage of Health Checks offered remained slightly below target at 90% (7448 invited against a target of 8242). The conversion rate, which is the proportion of Health Checks delivered against those offered, at 43.2% is lower than our target of 66% but in line with national rates.
21. 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. A number of practices who have successfully delivered Health Checks have expressed an interest in providing this offer to the patients of other practices; the contractual arrangements to enable this to happen are being actively explored.

Council Priorities

22. 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

23. There are no direct legal implications.

Financial Implications

24. There are no direct financial implications.

Equalities Implications

25. 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.

26. 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 where further action is required to improve outcomes for vulnerable groups.

Risk Implications

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

Appendices

The following Appendix is attached.

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

Background Papers

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

None