

## PERFORMANCE MONITORING 2003/04 – 12 MONTHLY REPORT

Report By: Head of Business Services

*(A short presentation on performance management processes will also be made to the meeting)*

### Wards Affected

County-wide

### Purpose

1. To report on the performance indicators position for the Social Care and Strategic Housing Directorate for the 12 months of 2003/4.

### Financial Implications

2. No direct implications however, top performing authorities will be rewarded by the relaxation of government grant conditions.

### Background

3. The Performance Management Framework of the Council requires regular reporting to Scrutiny Committees. This report covers the position for the 12 months of 2003/04. This is the provisional position as some information, measured in conjunction with health colleagues, is to be confirmed.
4. As outlined in previous reports to this Committee, the Department of Health (DH) publishes statistical information on the performance of all Social Services Departments. There is a national set of 50 indicators covering the two service groups, Adult Services and Children's Services. The DH ranks performance in five bands ranging from Band 1 - 'investigate urgently' to Band 5 - 'very good'.
5. Strategic Housing performance is monitored by Best Value indicators and regularly reported to the Government Office of the West Midlands and the Office of the Deputy Prime Minister.
6. There will be a short presentation to the meeting of how the performance management processes work in practice.

### Social Care

7. Overall performance for the Directorate for the year continues to improve. Of the 50 indicators used to assess the performance of the Directorate only 1 is in band 1 – "investigate urgently" and 15 appear in the top 2 bands. The detail of the performance is given in the attached appendix.

8. The indicator that appears in the “investigate urgently” category is that relating to community equipment. This indicator is one which has been highlighted in previous reports and has been changed this year. The “banding” levels have not yet been confirmed but our assessment is that we will need to investigate urgently to improve our performance in this area,. One particular change that has affected most indicator measurements was the issuing of new estimated population figures by the (DH) late in the year. The assumption has been made for performance scoring that the bands set for last year will be broadly the same again this year
9. The Delivery and Improvement Statement was sent to the Department of Health on 1st June 2004 and includes all the targets and a commentary on performance for 2003/04 and targets for 2004/05. The Annual Review meeting of Performance with the Commission for Social Care Inspection (CSCI) will take place in July 2004.
10. The emphasis of the Department of Health (DH) in performance measurements is changing from one based mainly on activity to one where outcomes for improvement in service users’ life prospects are assessed. To this end 5 of the indicators have been significantly revised and therefore have no bandings yet allocated to them.

### **Strategic Housing**

11. The detail of the housing indicators is shown in the attached appendix, including a commentary. The outturn assessment of performance indicates that performance has exceeded targets in two of the four Best Value performance indicator areas.
12. The main area of risk relates to BV183B (the average length of stay of households that include dependent children in hostel accommodation). The Council’s main focus is on avoiding the use of bed and breakfast accommodation and improving the quality of hostel accommodation. The shortage of affordable housing makes this area challenging but new hostel accommodation is expected to come on line over the next 2 years, which will have a positive impact.

### **Local Public Service Agreements (LPSA)**

13. Seven of the performance indicators shown in the appendices are used in the assessment of the Council in meeting its LPSA targets.
  - Target 1 *Enabling older people to live as independently as possible in the community –by providing community services.*  
Indicators B11, C28, C32 and C33 are used as a measure of the Council’s improvement in this target.
  - Target 5 *Improving the life chances of children in care by increasing the adoption rate.*  
Indicator C23 is used as a measure of the Council’s improvement in this target.
  - Target 6 *Improving life chances for children in care by improving their educational attainment*  
Indicators A4 and C24 are used as a measure of the Council’s improvement in this target.

14. Each of the targets has improved during the period of the LPSA although they have proven to be challenging. One of the difficulties which has arisen during the period of the agreement has been the redefinition of the client group included in some of the indicators. This has led the Directorate to engage in discussions with the Social Services Inspectors in how to ensure that improvements that have been achieved are correctly represented in the performance indicators.

## **RECOMMENDATION**

**THAT (a) the report on Herefordshire Social Care and Strategic Housing performance be noted**

**and**

**(b) areas of concern continue to be monitored.**

## **BACKGROUND PAPERS**

- None