

# AGENDA

## Adult Social Care and Strategic Housing Scrutiny Committee

Date: **Monday 22 June 2009**

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Time: **10.30 am**

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Place: **The Council Chamber, Brockington, 35 Hafod Road,  
Hereford**

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Notes: Please note the **time, date** and **venue** of the meeting.

For any further information please contact:

**David Penrose, Democratic Services Officer**

Tel: 01432 383690

Email: [dpenrose@herefordshire.gov.uk](mailto:dpenrose@herefordshire.gov.uk)

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# **Agenda for the Meeting of the Adult Social Care and Strategic Housing Scrutiny Committee**

## **Membership**

<b>Chairman</b>	<b>Councillor PA Andrews</b>
<b>Vice-Chairman</b>	<b>Councillor AE Gray</b>
	<b>Councillor ME Cooper</b>
	<b>Councillor H Davies</b>
	<b>Councillor BA Durkin</b>
	<b>Councillor MJ Fishley</b>
	<b>Councillor KG Grumbley</b>
	<b>Councillor MD Lloyd-Hayes</b>
	<b>Councillor JE Pemberton</b>
	<b>Councillor GA Powell</b>
	<b>Councillor RV Stockton</b>

<b>Non Voting</b>	<b>Mr R Kelly</b>
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## **GUIDANCE ON DECLARING PERSONAL AND PREJUDICIAL INTERESTS AT MEETINGS**

The Council's Members' Code of Conduct requires Councillors to declare against an Agenda item(s) the nature of an interest and whether the interest is personal or prejudicial. Councillors have to decide first whether or not they have a personal interest in the matter under discussion. They will then have to decide whether that personal interest is also prejudicial.

A personal interest is an interest that affects the Councillor more than most other people in the area. People in the area include those who live, work or have property in the area of the Council. Councillors will also have a personal interest if their partner, relative or a close friend, or an organisation that they or the member works for, is affected more than other people in the area. If they do have a personal interest, they must declare it but can stay and take part and vote in the meeting.

Whether an interest is prejudicial is a matter of judgement for each Councillor. What Councillors have to do is ask themselves whether a member of the public – if he or she knew all the facts – would think that the Councillor's interest was so important that their decision would be affected by it. If a Councillor has a prejudicial interest then they must declare what that interest is. A Councillor who has declared a prejudicial interest at a meeting may nevertheless be able to address that meeting, but only in circumstances where an ordinary member of the public would be also allowed to speak. In such circumstances, the Councillor concerned will have the same opportunity to address the meeting and on the same terms. However, a Councillor exercising their ability to speak in these circumstances must leave the meeting immediately after they have spoken.

## AGENDA

	Pages
<p><b>1. APOLOGIES FOR ABSENCE</b></p> <p style="padding-left: 20px;">To receive apologies for absence.</p>	
<p><b>2. NAMED SUBSTITUTES</b></p> <p style="padding-left: 20px;">To receive details of any Member nominated to attend the meeting in place of a Member of the Committee</p>	
<p><b>3. DECLARATIONS OF INTEREST</b></p> <p style="padding-left: 20px;">To receive any declarations of interest by Members in respect of items on the Agenda.</p> <p style="padding-left: 20px;"><b>GUIDANCE ON DECLARING PERSONAL AND PREJUDICIAL INTERESTS AT MEETINGS</b></p> <p style="padding-left: 20px;">The Council's Members' Code of Conduct requires Councillors to declare against an Agenda item(s) the nature of an interest and whether the interest is personal or prejudicial. Councillors have to decide first whether or not they have a personal interest in the matter under discussion. They will then have to decide whether that personal interest is also prejudicial.</p> <p style="padding-left: 20px;">A personal interest is an interest that affects the Councillor more than most other people in the area. People in the area include those who live, work or have property in the area of the Council. Councillors will also have a personal interest if their partner, relative or a close friend, or an organisation that they or the member works for, is affected more than other people in the area. If they do have a personal interest, they must declare it but can stay and take part and vote in the meeting.</p> <p style="padding-left: 20px;">Whether an interest is prejudicial is a matter of judgement for each Councillor. What Councillors have to do is ask themselves whether a member of the public – if he or she knew all the facts – would think that the Councillor's interest was so important that their decision would be affected by it. If a Councillor has a prejudicial interest then they must declare what that interest is and leave the meeting room.</p>	
<p><b>4. MINUTES</b></p> <p style="padding-left: 20px;">To approve and sign the Minutes of the meeting held on 25 March 2009.</p>	1 - 6
<p><b>5. SUGGESTIONS FROM MEMBERS OF THE PUBLIC ON ISSUES FOR FUTURE SCRUTINY</b></p> <p style="padding-left: 20px;">To consider suggestions from members of the public on issues the Committee could scrutinise in the future.</p>	
<p><b>6. LOCAL INVOLVEMENT NETWORK - OBSERVER</b></p> <p style="padding-left: 20px;">To consider inviting a representative of the Local Involvement Network to attend meetings of the Committee as an observer.</p>	7 - 8
<p><b>7. PRESENTATION BY THE CABINET MEMBER (ENVIRONMENT AND STRATEGIC HOUSING)</b></p> <p style="padding-left: 20px;">The Cabinet Member (Environment and Strategic Housing) will comment on the key achievements or topics for improvement in the past year in his</p>	

	programme area as it relates to the Committee; what matters will need to be addressed in the coming year and issues with which he may wish to involve Scrutiny in the future.	
<b>8.</b>	<b>REVENUE BUDGET OUTTURN 2008/09 AND THE BUDGET 2009/10</b>	<b>9 - 16</b>
	To advise the Committee on the final revenue outturn position for Adult Social Care and Strategic Housing for 2008/09 and to outline the agreed budget for 2009/10, highlighting the emerging budget pressures.	
<b>9.</b>	<b>INTEGRATED COMMISSIONING (SOCIAL CARE) PERFORMANCE OUTTURN 2008/09</b>	<b>17 - 42</b>
	To report on the national performance indicators position and other performance management information for the Integrated Commissioning, Social Care Division within the Joint Integrated Commissioning Directorate.	
<b>10.</b>	<b>STRATEGIC HOUSING PERFORMANCE OUT TURN 2008/09</b>	<b>43 - 48</b>
	To report on the national performance indicators position and other performance management information for the Strategic Housing Division within the Regeneration Directorate.	
<b>11.</b>	<b>WORK PROGRAMME</b>	<b>49 - 52</b>
	To consider the Committee's work programme.	

## **PUBLIC INFORMATION**

### **HEREFORDSHIRE COUNCIL'S SCRUTINY COMMITTEES**

The Council has established Scrutiny Committees for Adult Social Care and Strategic Housing, Childrens' Services, Community Services, Environment, and Health. A Strategic Monitoring Committee scrutinises corporate matters and co-ordinates the work of these Committees.

The purpose of the Committees is to ensure the accountability and transparency of the Council's decision making process.

The principal roles of Scrutiny Committees are to

- Help in developing Council policy
- Probe, investigate, test the options and ask the difficult questions before and after decisions are taken
- Look in more detail at areas of concern which may have been raised by the Cabinet itself, by other Councillors or by members of the public
- "call in" decisions - this is a statutory power which gives Scrutiny Committees the right to place a decision on hold pending further scrutiny.
- Review performance of the Council
- Conduct Best Value reviews
- Undertake external scrutiny work engaging partners and the public

Formal meetings of the Committees are held in public and information on your rights to attend meetings and access to information are set out overleaf

## **PUBLIC INFORMATION**

### **Public Involvement at Scrutiny Committee Meetings**

You can contact Councillors and Officers at any time about Scrutiny Committee matters and issues which you would like the Scrutiny Committees to investigate.

There are also two other ways in which you can directly contribute at Herefordshire Council's Scrutiny Committee meetings.

#### **1. Identifying Areas for Scrutiny**

At the meeting the Chairman will ask the members of the public present if they have any issues which they would like the Scrutiny Committee to investigate, however, there will be no discussion of the issue at the time when the matter is raised. Councillors will research the issue and consider whether it should form part of the Committee's work programme when compared with other competing priorities.

Please note that the Committees can only scrutinise items which fall within their specific remit (see below). If a matter is raised which falls within the remit of another Scrutiny Committee then it will be noted and passed on to the relevant Chairman for their consideration.

#### **2. Questions from Members of the Public for Consideration at Scrutiny Committee Meetings and Participation at Meetings**

You can submit a question for consideration at a Scrutiny Committee meeting so long as the question you are asking is directly related to an item listed on the agenda. If you have a question you would like to ask then please submit it **no later than two working days before the meeting** to the Committee Officer. This will help to ensure that an answer can be provided at the meeting. Contact details for the Committee Officer can be found on the front page of this agenda.

Generally, members of the public will also be able to contribute to the discussion at the meeting. This will be at the Chairman's discretion.

(Please note that the Scrutiny Committees are not able to discuss questions relating to personal or confidential issues.)

## **Remits of Herefordshire Council's Scrutiny Committees**

### **Adult Social Care and Strategic Housing**

*Statutory functions for adult social services including:  
Learning Disabilities  
Strategic Housing  
Supporting People  
Public Health*

### **Children's Services**

*Provision of services relating to the well-being of children including education, health and social care.*

### **Community Services Scrutiny Committee**

*Libraries  
Cultural Services including heritage and tourism  
Leisure Services  
Parks and Countryside  
Community Safety  
Economic Development  
Youth Services*

### **Health**

*Planning, provision and operation of health services affecting the area  
Health Improvement  
Services provided by the NHS*

### **Environment**

*Environmental Issues  
Highways and Transportation*

### **Strategic Monitoring Committee**

*Corporate Strategy and Finance  
Resources  
Corporate and Customer Services  
**Human Resources***

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- Inspect agenda and public reports at least five clear days before the date of the meeting.
- Inspect minutes of the Council and all Committees and Sub-Committees and written statements of decisions taken by the Cabinet or individual Cabinet Members for up to six years following a meeting.
- Inspect background papers used in the preparation of public reports for a period of up to four years from the date of the meeting. (A list of the background papers to a report is given at the end of each report). A background paper is a document on which the officer has relied in writing the report and which otherwise is not available to the public.
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- Have access to a list specifying those powers on which the Council have delegated decision making to their officers identifying the officers concerned by title.
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- Access to this summary of your rights as members of the public to attend meetings of the Council, Cabinet, Committees and Sub-Committees and to inspect and copy documents.



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## **HEREFORDSHIRE COUNCIL**

**BROCKINGTON, 35 HAFOD ROAD, HEREFORD.**

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HEREFORDSHIRE COUNCIL

**MINUTES of the meeting of Adult Social Care and Strategic Housing Scrutiny Committee held at The Council Chamber, Brockington, 35 Hafod Road, Hereford on Wednesday 25 March 2009 at 10.00 am**

**Present:** Councillor PA Andrews (Chairman)  
Councillor WLS Bowen (Vice Chairman)

Councillors: ME Cooper, H Davies, MJ Fishley, AE Gray, KG Grumbley,  
MD Lloyd-Hayes, JE Pemberton and RV Stockton

**In attendance:** Councillors P J Edwards

**98. APOLOGIES FOR ABSENCE**

Apologies were received from Councillor B Durkin. Councillor JG Jarvis (Cabinet Member, Environment & Strategic Housing) also submitted his apologies.

**99. NAMED SUBSTITUTES**

There were no named substitutes.

**100. DECLARATIONS OF INTEREST**

There were no declarations of interest.

**101. MINUTES**

**RESOLVED:** That subject to the alteration of Minute No. 90 to read *The Head of Strategic Housing reported that there were in the region of 28 Registered Social Landlords in the County*, the Minutes of the meeting held on 19 December 2008, be approved as a correct record and signed by the Chairman.

**102. SUGGESTIONS FROM MEMBERS OF THE PUBLIC ON ISSUES FOR FUTURE SCRUTINY**

Mr P Bladon raised concerns over the consultation process associated with the closure of the Widemarsh workshops and the usage of Widemarsh Common. It was agreed that he would meet the Chairman and Cabinet Member (Social Care, Adults) at a later date to discuss the matter further.

**103. ADULT SOCIAL SERVICES AND STRATEGIC HOUSING PERFORMANCE MONITORING**

The Committee received a report on the Adult Social Services and Strategic Housing Performance Monitoring to 31 March 2009.

The Director of Integrated Commissioning reported that the format of the report had been altered in order to help make interpretation easier. The priority indicators that described the core business of the Department were each presented as a 'report card', telling the story of the trend in performance over the year and provided a comparison with other local authorities.

The Performance Manager commented in more detail on the revised format. He reported that the format allowed the Committee to consider the trend of PI C31 through the whole year, for example, and provided a running comparison against the previous year. A range of data from

**ADULT SOCIAL CARE AND STRATEGIC HOUSING SCRUTINY COMMITTEE**  
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different sources was also included, as well as a direction of travel indicator. A Performance Indicator Review meeting was held monthly in order to consider key actions to improve service delivery.

In the course of the ensuing discussion, the following issues were addressed:

- In response to a request it was agreed that the names of the managers responsible for the PI areas would be included in future.
- It was confirmed that there would be real improvement by year-end for PI C32/NI 136 (People helped to live at home), as a number of clients had historically not been recorded on the current client monitoring system, Clix, and were now being manually entered into the new one, Frameworki. No clients would be missed, and 365 were already receiving services.
- In reply to concerns from a Member over complaints received regarding the direct payments system, PI C51, it was noted that there was now a strong permanent team in place, and the Department was now relying on its own resources rather than on managers on interim contracts. Performance would improve as a result.
- Not all data had been migrated from the Clix to the Frameworki system, which had impacted on the February data shown.
- That the indicators B17 (Cost of home care)/B12 (Cost of intensive social care) would not continue to be shown after March 2009 as they were discretionary indicators that were difficult to use in a rural county. The local market would continue to be monitored.

The Chairman stated that in future performance reports would be by exception, allowing greater emphasis on problem areas, for which full details would be provided.

The Director of Integrated Commissioning reported that the Council, in conjunction with Midland Heart, had won a national Health and Social Care award.

**RESOLVED: That the report be noted.**

**104. REVENUE BUDGET MONITORING 2008/09**

The Committee considered the projected outturn as of the end of January 2008-09 for Adult Social Care and Strategic Housing.

The Management Accounts Manager reported that the forecast outturn position on Adult Social Care showed a deterioration on the October position of £289k, which had resulted in a revised forecast outturn of an overspend of £566k.

There were a number of factors associated with the overspend position. The most significant one related to the assumption around Continuing Health Care, for which the October position had assumed that the PCT would provide £942k. A review of the cases in question had meant that 7 clients now did not meet the required criteria. There was a high probability that others would be in the same position, so the cost assumption had therefore been reduced to £500k.

The additional significant factor in the increased forecast was an increase in domiciliary care costs of £512k. This had been partly offset by the reductions in residential care, but there was also an emerging under-utilisation in the Rose Gardens block contract. The Council was contractually committed to pay for a fixed level of support, but out of a provision for 20 high care packages there were presently 12 voids. At the same time, the level of spot contracts for domiciliary homecare had increased rather than reduced.

In reply to a question from a Member, the Director of Integrated Commissioning said that that whilst the voids at the Rose Gardens had been reduced, this was an ongoing issue for the

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contract. In relation to Leadon Bank Care Home, Orchard Lane, Ledbury, the Council was working with the provider to ensure that they would improve their Care Quality Commission (CQC) rating the next time they were rated. He added that one of Councils domiciliary care providers had been zero rated by CQC, and clients were not being placed with this company at present. The Council would go back to the company in order to recover costs against the outstanding block contracts. He went on to say that in order to prevent a reoccurrence of this situation, the Council was moving to spot contracts for domiciliary care. There were now only a few long term contracts across the Council and PCT, one of which was with Shaw Healthcare.

The Management Accounts Manager went on to say that the overall forecast outturn for Strategic Housing had improved from the October report, with a decrease in the overspend from £321k to £148k. This was largely due to continued reductions in the use of bed and breakfast (B&B) accommodation.

The Head of Strategic Housing reported that the number of families in B&B accommodation had been reduced to zero in January 2009, and had remained at that level. He went on to say that there had been an increasing number of referrals to the Service, especially in the number of teenagers being excluded from home. Mediation interviews were being undertaken in order to help to reduce these occurrences.

In reply to a question from a Member, he said that the Landlord Accreditation Scheme would be launched shortly.

The Cabinet Member (Social Care Adults) said that the Homelessness Team was extremely small and that, considering their workload, they had performed miracles in achieving the results that they had.

**RESOLVED: That the Committee recognise the efforts made by the Homelessness Team and recommend that consideration should be given to improving their staffing levels and budgets.**

**105. HEREFORDSHIRE'S RENT DEPOSIT SCHEME**

The Committee noted the report on the Herefordshire Rent Deposit Scheme.

The Head of Strategic Housing reported that the Rent Deposit Scheme was a service designed to prevent homelessness. The Council had a duty under the Housing Act to provide accommodation to households that were deemed to be homeless. The rent deposit scheme allowed people to have access to private rented houses. Whilst the private rental sector had been difficult for the Council to access in the past, landlords had become more flexible in accepting tenants as a result of the economic downturn, allowing greater numbers of people to be housed. The deposit was recycled back into the scheme at the end of the tenancy agreement.

He went on to say that as budgets were extremely tight, and applications were now being looked at on a case by case basis, consideration was being given to a Bond Scheme rather than a deposit scheme. This provided for payment of the deposit and initial one month's rent, as under the rent deposit scheme, but the Council would make a Bond Agreement with the landlord whereby damages could be claimed against the Council should the applicant defaulted on rental payments.

He also commented that the Local Mortgage Rescue Scheme was a preventative measure adopted by the Council that had provided the inspiration for the Government to launch a national scheme. The Scheme had been operating since 2001 and had helped 43 households from losing their homes. The overall budget for the scheme was £3.2m. There were limits on the value of the property that could be helped as the grant element provided

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was, on average, £72k per property. If accepted onto the scheme, households were nominated to Elgar Housing Association to undertake a financial appraisal. Elgar would then buy 100% of the property and lease back a minimum of 25 % to a maximum of 75% of it, depending on what the household could afford.

In the ensuing discussion the following matters were raised:

- That there was at the present time a waiting list for the Mortgage Rescue scheme, and 15 households were expected to receive assistance during 2009/10.
- The Homes and Communities Agency was providing additional mortgage rescue funding through National Government. Funds were being delivered through a select number of agencies and were not providing funds to local authorities to run their own schemes. He believed that the intention was to encourage local authorities to set aside funds locally for such schemes. A bid to the Corporate Programme had been made for 900k to support the scheme.
- Priority was given to those that the Council had a statutory duty to house, but there was a budget of £66k for those who were not priority status. This had been fully spent.

**RESOLVED:**

**THAT;**

- (a) **the report be noted;**  
**and;**
- (b) **such a successful scheme should be supported and it therefore be recommended that additional funding should be made available for taking the scheme forward for the purposes of prevention of homelessness.**

**106. EXECUTIVE'S RESPONSE TO THE REVIEW OF THE MODERNISATION OF DAY CARE OPPORTUNITIES PROVIDED BY HEREFORDSHIRE COUNCIL**

The Committee received the Executive's response to the Scrutiny Review of the Modernisation of Day Care Opportunities.

The Review had been approved by the Committee on 24 July 2008 and had been considered by Cabinet on the 22nd January 2009

The Director of Integrated Commissioning said that the report laid out specific plans to progress the recommendations of the Committee concerning the review of day care, which had been approved by Cabinet. In reply to a question, he said that consultation was ongoing with users of the services.

**RESOLVED:**

**THAT;**

- (a) **It was noted that Cabinet was recommending that Norfolk House should be scheduled to close.**
- (b) **The Prevention Services Initiative was supported for a further period to evaluate its impact in terms of helping older people to remain living independently.**
- (c) **It be noted that the mobile day centres for older people at Arkwright Court, Canon Pyon, Dinedor, Longtown and Sellack had been identified for closure and service users would be relocated to another centre to**

be identified;

and;

- (d) To extend a proportion of current day services for older people provider contracts without variation, for an interim period of 12 months, to take effect from 1 April 2009.

**107. PROPOSED RESTRUCTURING OF HEREFORDSHIRE COUNCIL ADULT SOCIAL CARE AND PRIMARY CARE TRUST COMMISSIONING FUNCTIONS**

The Committee received an updated report on the proposed restructuring of the Adult Social Care and Primary Care Trust commissioning functions.

The Director of Integrated Commissioning reported that the paper set out the detailed structure of the new Integrated Commissioning Directorate. It was intended that the restructuring would be complete by April 2009.

During the course of the ensuing discussion the following points were raised:

- As part of the appointments process interim staff were being replaced by permanent members. Staff numbers needed to be at an appropriate level for the commissioning process to be effective.

**RESOLVED:**

**THAT;**

- (a) The Committee noted the next steps as set out in Section 4 of the report.
- (b) The Committee notes the appointments process timetable for new Directorate posts.
- and;
- (c) the staff briefing was noted that set out the proposed content and overall structure of the new Integrated Commissioning Directorate, the rationale for the structure, and the formal staff engagement process which be used to appoint staff to the new Directorate.

**108. WORK PROGRAMME**

The Committee noted the Work Programme.

It was agreed that the Home Care Services should be added to the Work Programme.

**RESOLVED: That the work programme as amended be approved and recommended to the Strategic Monitoring Committee.**

The meeting ended at 12.05 pm

**CHAIRMAN**





## LOCAL INVOLVEMENT NETWORK - OBSERVER

Report By: Democratic Services Manager

### Wards Affected

County-wide

### Purpose

1. To consider inviting a representative of the Local Involvement Network to attend meetings of the Committee as an observer.

### Financial Implications

2. There may be some financial implications arising from claims for travel, subsistence and dependent carer's allowances.

### Background

3. Scrutiny Committees have a statutory power to co-opt people who are not Members of the Council to participate in their work. Co-option implies regular attendance at meetings as a matter of course and is only one means of engaging partners and stakeholders. The Council's Standing Orders also provide for the Scrutiny Committees to invite public participation in their meetings and work and receive information, evidence and presentations from internal experts and other witnesses, as the nature of its enquiries require.
4. This Committee reviewed its approach to co-option in June 2007. The Committee agreed a formal representative of the Alliance of Voluntary Sector Organisations in Health and Social Care in Herefordshire be co-opted onto the Committee and that the term of office of the nominee be at the relevant organisation's discretion, subject to the nomination being reconfirmed after the four-yearly elections to this Council.

### Issues

5. A request has recently been received from the Local Involvement Network to send a representative to meetings of this Committee on the same basis that it sends an observer to meetings of the Health Scrutiny Committee.
6. Local Involvement Networks (LINKs) were introduced to help strengthen the system that enables communities to influence local health and care services. Their role includes: providing everyone in the community - from individuals to voluntary groups, with the chance to say what they think about local health and social care services, giving people the chance to influence how services are planned and run and feeding back to services what people have said about services so that things can be improved.
7. The Health Scrutiny Committee agreed in April 2008 to ensure a strong working relationship with the LINK it be invited to nominate up to two representatives to attend

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Further information on the subject of this report is available from  
Tim Brown, Committee Manager (Scrutiny) on 01432 260239

and contribute to meetings of the Committee. These representatives are invited to attend as observers rather than being formally co-opted onto the Scrutiny Committee. They have a right to speak at the Chairman's discretion but not to vote.

8. It is proposed that the LINK be invited to nominate representatives to contribute to meetings of this Committee on the same basis as they contribute to meetings of the Health Scrutiny Committee.
9. It would be a matter for the LINK to determine nomination(s) to this Committee. The LINK could nominate a substitute to attend if the nominee were unavailable. The term of office should be at the relevant organisation's discretion. However, to ensure a consistent approach the relevant organisation should be asked as a minimum to confirm their nomination after the four-yearly elections to this Council.

## **RECOMMENDATION**

**THAT (a) the Local Involvement Network be invited to nominate up to two representatives to attend and contribute to meetings of the Committee;**

**and**

**(b) the term of office of the nominee (s) should be at the relevant organisation's discretion, subject to the nomination being reconfirmed after the four-yearly elections to this Council.**

## **BACKGROUND PAPERS**

- None

**REVENUE BUDGET MONITORING 2008/09****Report By: Management Accounting Manager****Wards Affected**

County-wide

**Purpose**

To provide an update on the 2008-09 final outturn position for Adult Social Care and Strategic Housing and to outline the 2009-10 budget position.

**Financial Implications**

These are contained in the report.

**Background**

The Adult Social Care and Strategic Housing Scrutiny Committee receive regular budget monitoring reports, the most recent covering the period to January 2009.

**Final out-turn position 2008-09**

	<b>2008-09 Budget</b>	<b>Final outturn position Over or (-) Under</b>	<b>Projected Outturn January Over or (-) Under</b>
	<b>£m</b>	<b>£m</b>	<b>£m</b>
Adult Social Care	46.122	0.713	0.566
Supporting People	0.181	0.037	0.032
Strategic Housing	6.788	0.156	0.148
<b>Total</b>	<b>53.091</b>	<b>0.906</b>	<b>0.746</b>

**Adult Social Care**

1. The position on Adult Social Care shows a deterioration on the January position of 147k, resulting in a final outturn of £713k overspent. The detailed income and expenditure variances are set out in Appendix I.
2. The main area of over spend was Learning Disabilities (£726k) where several different factors impacted on the outturn position. The amount of expenditure assessed as meeting Continuing Healthcare criteria has been included in the accounts based on the application of agreed assessment criteria. There were 17 new residential packages agreed as well as increases in homecare and supported accommodation costs. These increases were partly offset by transport and vacancy savings and increased client contributions.

3. Older People over spent by £313k due to increased domiciliary costs, partly as a result of the 'red alert' in hospitals during December and January when patients were discharged earlier than normal. There were also cost increases due to more complex care needs and an increase in the level of 'top-up' payments. The review of outstanding income indicated that some costs could not be recovered.
4. Within Adults there was an over spend for the Emergency Duty Team of £106k due to a change in accounting arrangements where the previous contract was paid in arrears.
5. There were one-off over spends on management costs of £55k due to interim arrangements whilst the new structure was implemented.
6. Section 75 arrangements overspent by £187k, mainly due to the resolution of an issue with Shires nursing care, where the council and PCT jointly met the cost of writing off invoices.
7. Mental Health under spent by £503k due additional income received from client contributions, grant funding, one-off deferred property income and supporting people funding.
8. Physical Disabilities under spent by £30k due to reductions in residential packages.
9. There was an under spend of £40k within Prevention Services due to savings in the project team.
10. There was slippage within a number of modernisation projects which resulted in an under spend of £34k
11. The £70k under spend within Commissioning and Improvement was due to vacancy savings and the use of grant funding to cover some ICT costs.
12. Supporting people overspent by £37k due to unanticipated costs for the ICT system that supports the programme.
13. The Adult Social Care budget for 2009-10 is shown in Appendix 2. The budget includes additional funding allocated in the Medium Term Financial Management Strategy (MTFMS) of £275k for needs analysis. The outcome of the Performance Improvement Cycle (PIC) process allocated additional funding for brokerage and telecare, with an expectation of savings in residential and management costs. Efficiency savings of approximately £300k arising from Hereford Connects are expected to be achieved and the budget will be reduced accordingly. There has been an increase of £411k in the Social Care Reform Grant to fund further modernisation schemes.
14. The detailed service budgets will continue to be re-aligned to reflect the modernisation programme and the restructuring of Commissioning.
15. Adult Social Care faces a number of challenging budget pressures for 2009-10. The final outturn for 2008-09 was £713k overspent, and whilst some one-off costs contributed to this position a significant proportion of the overspend resulted from on-going commitments. Other pressures include a 5% reduction in Area Based Grant allocation of £203k which will have to be bid for against other partnership priorities, the cost of the 1.7% uplift agreed for provider contracts which equates to an increase of up to £700k and the impact of meeting the 2.5% uplift on council income targets which equates to £150k.

16. Social Care Managers and Financial Services meet regularly to monitor and review the budget position and the following measures have already been put in place to mitigate the position:
  - a. The assessment of two learning disability clients by other PCT's which would reduce costs by £93k.
  - b. The review of all high cost out of county placements with a view to bring these placements back in county.
  - c. The transfer of clients from residential care in supported accommodation
  - d. To ensure that financial assessments are completed for all clients `self referring` to day care centre's.
  - e. Maximization of contracts to ensure extra care facilities are fully optimised.
  - f. To review all high cost packages for CHC eligibility.
  - g. Savings generated by the Midland Heart contract which will mean more activity for the same value. This will avoid the need for additional `spot purchase` contracts.

### Strategic Housing

17. The final outturn position for Strategic Housing was £156k overspent, a slight deterioration on the position reported for January of £148k.
18. The main budget pressure remains homelessness, particularly the cost of providing temporary accommodation. The bed and breakfast accommodation numbers from December to March are shown below. Demand from families with children, the most expensive category, continues to be low.

Category	March	Jan	Dec
Families	1	1	3
Other(couples, siblings)	0	0	0
Single	7	11	2
<b>Total</b>	<b>8</b>	<b>12</b>	<b>5</b>

19. Homelessness overspent by £204k overall. The main cause of the overspend was temporary accommodation and staffing, however these costs were partly offset by housing benefit receipts, grant income, improvements in the level of rent deposits and loans recovered and an under spend on the prevention fund.
20. Management & Administration overspent by £8k. The £38k reduction in the repurchase and reinstatement grant was partly managed by one-off vacancy management savings.
21. Housing needs under spent by £15k due to staff vacancies and lower than expected costs on housing needs studies.
22. Private Sector Housing underspent by £41k. Whilst there was higher than expected demand for the home improvement and handyman services, vacancy management savings and lower than expected grant payments produced an underspend overall.
23. The Strategic Housing Budget for 2009-10 is shown in appendix 2. Homelessness continues to be the main pressure area and the current economic climate could further impact on the position. The Repurchase and Reinstatement grant drops out entirely

which reduces the available budget by £38k.

24. On-going action continues to ensure that all housing benefit is being claimed for those within bed and breakfast, and to ensure that all bed and breakfast clients have priority status and are actively bidding on properties. The position will continue to be closely monitored.
25. The 2009-10 capital programme has seen significant investment in longer-term solutions to housing needs and homelessness issues which should help mitigate future revenue pressures for Strategic Housing. These include the mortgage rescue scheme, low cost ownership scheme and empty property scheme.

## **RECOMMENDATION**

**THAT the final outturn position for 2008/09 is noted.**

## **BACKGROUND PAPERS**

- Appendix 1 & 2 attached

	Expenditure			Income			Net Totals		
	Annual Budget	Year End Actuals	Variance over / (under)	Annual Budget	Year End Actuals	Variance over / (under)	Annual Budget	Year End Actuals	Variance over / (under)
	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's
<b>Adult Services</b>									
Older People	19,191	20,022	831	(4,867)	(5,385)	(518)	14,324	14,637	313
Learning Disabilities	15,841	17,475	1,634	(5,600)	(6,508)	(908)	10,241	10,967	726
Mental Health	8,569	14,863	6,294	(2,322)	(9,119)	(6,797)	6,247	5,744	(503)
Physical Disabilities / Sensory Impairment	4,174	4,421	247	(388)	(665)	(277)	3,786	3,756	(30)
Section 75 Arrangements	2,502	2,317	(185)	(1,627)	(1,255)	372	875	1,062	187
Adults	4,123	4,735	612	(14)	(520)	(506)	4,109	4,215	106
Commissioning & Improvement	1,966	1,974	8	(661)	(739)	(78)	1,305	1,235	(70)
Modernisation	1,140	1,127	(13)	(14)	(35)	(21)	1,126	1,092	(34)
Service Strategy	4,437	4,604	167	(538)	(650)	(112)	3,899	3,954	55
Prevention Services	181	141	(40)	0	0	0	181	141	(40)
Adult Placement Scheme	0	0	0	0	2	2	0	2	2
Transport	29	30	1	0	0	0	29	30	1
<b>Total Adult Social Care</b>	<b>62,153</b>	<b>71,709</b>	<b>9,556</b>	<b>(16,031)</b>	<b>(24,874)</b>	<b>(8,843)</b>	<b>46,122</b>	<b>46,835</b>	<b>713</b>
<b>Strategic Housing</b>									
Homelessness	1,126	1,517	391	(64)	(251)	(187)	1,062	1,266	204
Management & Administration	417	392	(25)	(108)	(75)	33	309	317	8
Homepoint	298	321	23	(274)	(297)	(23)	24	24	0
Housing Needs	406	386	(20)	(60)	(55)	5	346	331	(15)
Private Sector Housing	6,907	6,991	84	(1,860)	(1,985)	(125)	5,047	5,006	(41)
<b>Total Strategic Housing</b>	<b>9,154</b>	<b>9,607</b>	<b>453</b>	<b>(2,366)</b>	<b>(2,663)</b>	<b>(297)</b>	<b>6,788</b>	<b>6,944</b>	<b>156</b>
<b>Supporting People</b>									
Programme	0	6,040	6,040	0	(6,040)	(6,040)	0	0	0
Pilot Projects	0	1,008	1,008	0	(1,008)	(1,008)	0	0	0
Admin	318	348	30	(136)	(129)	7	182	219	37
<b>Total Supporting People</b>	<b>318</b>	<b>7,396</b>	<b>7,078</b>	<b>(136)</b>	<b>(7,177)</b>	<b>(7,041)</b>	<b>182</b>	<b>219</b>	<b>37</b>





<b>Adult Social Care Budget Summary 2009-10</b>	<b>Expenditure</b>	<b>Income</b>	<b>Net Expenditure</b>
	<b>£000's</b>	<b>£000's</b>	<b>£000's</b>
<b>Base Budget 2009-10</b>	<b>59,476</b>	<b>(21,007)</b>	<b>38,469</b>
<b>Add:</b>			
Needs analysis funding allocated in MTFMS	275		275
Increase in Social Care Reform Grant	411	(411)	0
Additional funding for brokerage services and Telecare identified in PIC process	275		275
<b>Less:</b>			
Savings in residential care and management costs identified in PIC Process	(455)		(455)
Hereford Connects Savings	(300)		(300)
<b>Adult Social Care Budget 2009-10</b>	<b>59,682</b>	<b>(21,418)</b>	<b>38,264</b>

<b>Adult Social Care Budget by Service Area</b>	<b>Budgeted 2009/10 Expenditure</b>	<b>Budgeted 2009/10 Income</b>	<b>Net Budget 2009/10 Totals</b>
	<b>£000's</b>	<b>£000's</b>	<b>£000's</b>
Older People	19,387	(4,954)	14,433
Learning Disabilities	15,253	(5,123)	10,130
Mental Health Needs	8,320	(2,352)	5,968
Supporting People Legislation	6,073	(6,023)	50
Physical/Sensory Disabilities	4,122	(394)	3,728
Section 75 Arrangements	2,469	(1,572)	897
Commissioning & Improvement	1,547	(540)	1,007
Needs Analysis	1,504	(4)	1,500
Management Strategy - Adults	602	(442)	160
Adult Services	518	(14)	504
Preventative Management	187	0	187
	<b>59,982</b>	<b>(21,418)</b>	<b>38,564</b>
Less: Hereford Connects savings to be allocated	(300)	0	(300)
<b>Adult Social Care Budget 2009-10</b>	<b>59,682</b>	<b>(21,418)</b>	<b>38,264</b>

<b>Strategic Housing Budget By Service Area</b>	<b>Budgeted 2009/10 Expenditure</b>	<b>Budgeted 2009/10 Income</b>	<b>Net Budget 2009/10 Totals</b>
	<b>£000's</b>	<b>£000's</b>	<b>£000's</b>
Homelessness	1,330	(329)	1,001
Management & Administration	170	0	170
Homepoint	282	(282)	0
Housing Needs	375	(61)	314
Private Sector Housing	1,092	(610)	482
<b>Total Strategic Housing Budget 2009-10</b>	<b>3,249</b>	<b>(1,282)</b>	<b>1,967</b>



**INTEGRATED COMMISSIONING, SOCIAL CARE  
PERFORMANCE OUT TURN 2008/09****Report By: Associate Director of Integrated Commissioning****Wards Affected**

County-wide

**Purpose**

1. To report on the national performance indicators position and other performance management information for the Adult Social Care Directorate and to consider the subsequent plans to improve performance in 2009/10.

**Financial Implications**

2. No direct implications

**Background**

3. The Performance Improvement Framework of the Council requires reporting to Scrutiny Committee at 4, 6, 8, 10 and 12 months. This report covers the Performance Indicator out-turns as at 31<sup>st</sup> March 2009, against target figures for 2008-09, along with information about Forecast, Direction of Travel and Status, which are defined as:
  - Forecast – the anticipated out-turn at year end based on current information and intelligence,
  - Direction of Travel – indicates whether the current position demonstrates improvement against the previous year's out-turn,
  - Status – indicates (using traffic lighting) whether the current position demonstrates progress in line with the agreed target – G = Green, A = Amber, R= Red.
4. In this report data has been presented to offer a clear, 'easy to read' picture of performance. The priority indicators that describe the core business of the department are each presented as a 'report card', telling the story of the trend in performance over the year and how we compare to other local authorities so that a better evaluation can be made by scrutiny members.
5. The PAF system of performance indicators was replaced in 2008/09 by the National Indicator set, of which around 30 relate to the health and social care services. Where there is a close correlation between the old 'PAF' indicators and the new National Indicators, these have been signposted on the report card so that a trend can be maintained through into next financial year. The directorates will maintain the PAF

monitoring through 09/10 to ensure trend analysis pending UK benchmarking data being available in July 09

### **Adult Social Care - Analysis**

6. The end of year out turn position is generally positive, showing improvement across most indicators although many did not reach the target set. In some indicators, the target set was within or above top band 5 UK performance (eg D54 percentage of equipment and adaptations delivered within 7 working days), so failure to hit target may indicate a problem with target setting rather than performance.
7. Only 2 indicators failed to either maintain or improve their national banding for performance. Of these, C29 (People with physical disabilities helped to live at home) is measured by small numbers and so may indicate a statistical anomaly rather than a drop in performance. Further work is underway to explore and rectify potential problems. The other indicator to drop is C51, measuring the take up of direct payments. This indicator has been impacted by the success in driving take up of Individual Budgets (a similar process but not counted in the same way by the Department of Health). This is a temporary feature, because in the new National Indicator set both direct payments and Individual Budgets are included in the count of NI 130, and this indicator is looking healthy.
8. Further improvement action on each indicator is to be found at the bottom of the report cards.

### **RECOMMENDATION**

**THAT:**

- (a) **the report on Adult Social Care performance be noted;**  
**and;**
- (b) **areas of concern continue to be monitored.**

### **BACKGROUND PAPERS**

- Appendix 1 Report cards

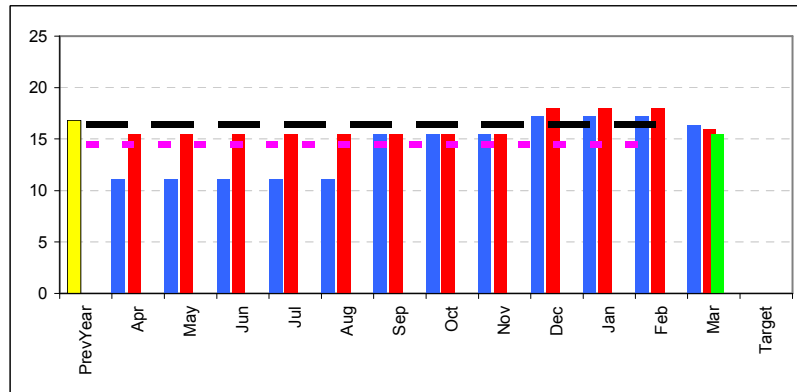
**B17**

**Blob rating = 2**

Title:- Unit cost of home care for adults and older people.

Definition:- Average gross hourly cost for home help/care.

Manager:- Wendy Fabbro



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
<b>This years performance:-</b>	11.1	11.1	11.1	11.1	11.1	15.5	15.5	15.5	17.2	17.2	17.2	16.4	15.5
<b>Last year performance:-</b>	14.8	14.8	14.8	14.8	14.8	16.84	16.84	16.84	15.31	15.31	15.31	16.84	
<b>Forecast performance:-</b>	15.5	15.5	15.5	15.5	15.5	15.5	15.5	15.5	18	18	18	16	
<b>Comparator Family:-</b>	16.4												
<b>England:-</b>	14.5												
<b>Money:-</b>	1710	1710	1710	1710	1710	3659	3659	3659	6098	6098	6098	7918	£ 1,000
<b>Last year:-</b>	1699	1699	1699	1699	1699	3866	3866	3866	5416	5416	5416	7939	£ 1,000
<b>Direction:-</b>	↑	↑	↑	↑	↑	↓	↓		↓	↓	↓	↓	
<b>Outturn 07/08:-</b>	16.8												
<b>Target 08/09:-</b>	15.5												

A major review of home care services is currently successfully engaging providers to work together on developing improved, best value home care. Although it is inappropriate to compare the cost of home care in urban areas with the cost of delivery in rural areas (as the national benchmarking will do) Herefordshire will have evidence of achieving best value via use of a fair pricing tool, electronic monitoring system and allocation of work by quality and cost

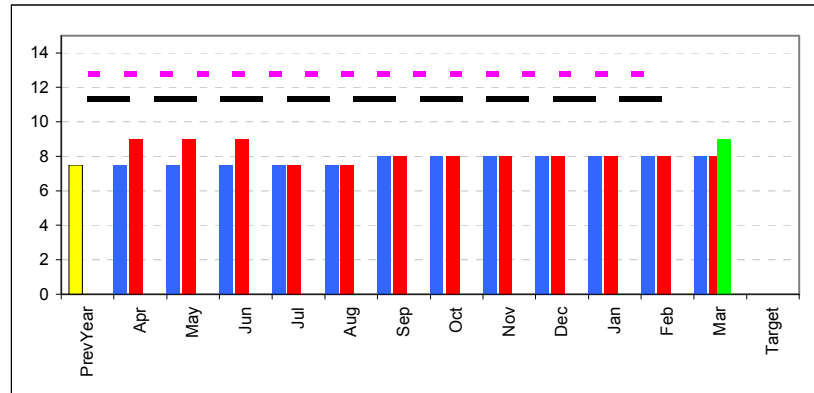
**C28**

**Blob rating = 3**

Title:- Intensive home care

Definition:- Households receiving intensive home care per 1,000 population aged 65 or over.

Manager:- Sara Keetley



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
This years performance:-	7.5	7.5	7.5	7.5	7.5	8.02	8.02	8.02	8.02	8.02	8.02	8.02	9
Last year performance:-	6.7	6.7	6.7	6.7	6.7	6.7	7.5	7.5	7.5	7.5	7.5	7.5	
Forecast performance:-	9	9	9	7.5	7.5	8.02	8.02	8.02	8.02	8.02	8.02	8.02	
Comparator Family:-	11.3												
England:-	12.8												
Households:-	271	271	271	271	271	291	291	291	291	291	291		
Last year:-	241	241	241	241	241	241	271	271	271	271	271	271	
Direction:-	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	
Outturn 07/08:-	7.5												
Target 08/09:-	9												

For 2008-2009 there were 291 households measured as having intensive home care during the survey week.

This represents an increase of 21% over the past two years.

At the same time the uptake of Direct Payments (C51) has lead to a potential loss of some 123 clients who are estimated as having the equivalent payments to that of intensive home care provision.

During the same two year period Telecare Service has gone from zero clients to 550.

It is estimated 25 of the Telecare Service clients would have had intensive homecare packages because the number of client contact hours and visits has fallen below the required trigger level of 5 or more visits and more that 10 hours of contact.

Taking both these factors into account the total number of households likely to be included as receiving intensive home care is 439 moving performance from the reported 8.02 to 12.09.

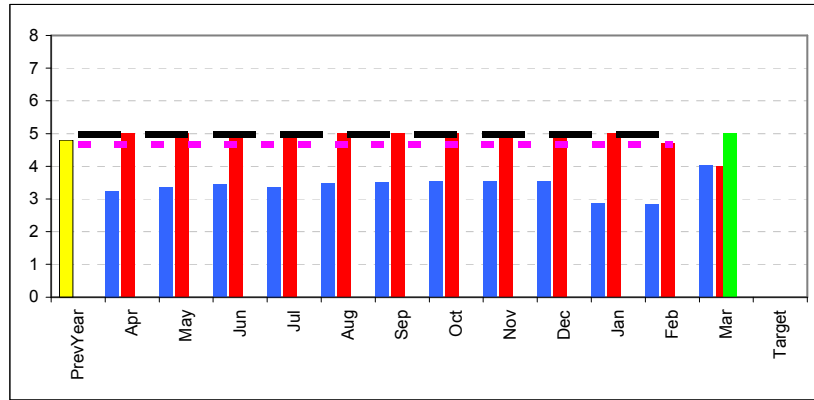
A project is to be set up designed to ensure a consistent approach across the organisation to delivery of care packages within this indicator.

**C29 Included in NI 136 Blob rating = 3**

**Title:-** Adults with physical disabilities helped to live at home.

**Definition:-** Adults with physical disabilities helped to live at home per 1,000 population aged 18-64.

Manager:- Sara Keetley



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
<b>This years performance:-</b>	3.24	3.37	3.44	3.37	3.48	3.51	3.52	3.52	3.52	2.89	2.85	4.03	5
<b>Last year performance:-</b>	2.86	3.09	2.95	3.01	2.95	3.2	3.18	3.37	3.3	3.3	3.25	4.8	
<b>Forecast performance:-</b>	5	5	5	5	5	5	5	5	5	5	4.7	4	
<b>Comparator Family:-</b>	4.98												
<b>England:-</b>	4.68												
<b>Clients:-</b>	340	353	360	353	365	368	369	369	369	303	300	425	524
<b>Last year:-</b>	302	326	311	318	311	338	333	353	346	342	341	503	
<b>Direction:-</b>	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	↓	↓	
<b>Outturn 07/08:-</b>	4.8												
<b>Target 08/09:-</b>	5												

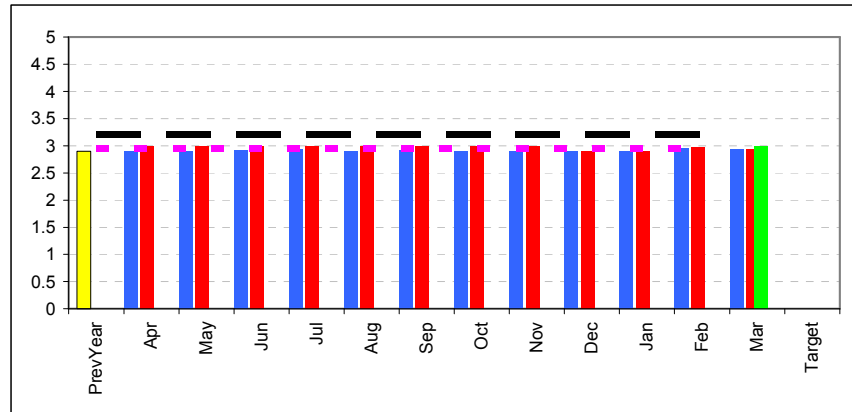
Staff are working on further detail to explain the apparent drop in performance and report back at the end of June. It is predicted that restricted access to head injury services, and day care due to staff shortages will be significant factors.

**C30 Included in NI 136 Blob rating = 4**

Title:- Adults with learning disabilities helped to live at home

Definition:- Adults with learning disabilities helped to live at home per 1,000 population aged 18-64.

Manager:- Billy McAlinden



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
This years performance:-	2.89	2.9	2.92	2.93	2.9	2.91	2.89	2.9	2.9	2.9	2.96	2.94	3
Last year performance:-	2.69	2.64	2.82	3.01	2.87	2.87	2.87	2.91	2.92	2.92	2.92	2.9	
Forecast performance:-	3	3	3	3	3	3	3	3	2.9	2.9	2.97	2.94	
Comparator Family:-	3.21												
England:-	2.95												
Clients:-	303	304	306	307	304	305	303	303	303	304	312	310	314
Last year:-	284	279	298	318	303	303	301	305	306	306	306	302	
Direction:-	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	
Outturn 07/08:-	2.9												
Target 08/09:-	3												

Indicators C29, C30, C31 and C32 are reported as single indicator

NI136 People supported to live independently through social services (all ages)

The strategy for Learning Disabilities will ensure that the organisation continues to deliver against target.

Continued development of the Award winning Midland Heart contract over the next year will produce further improvement

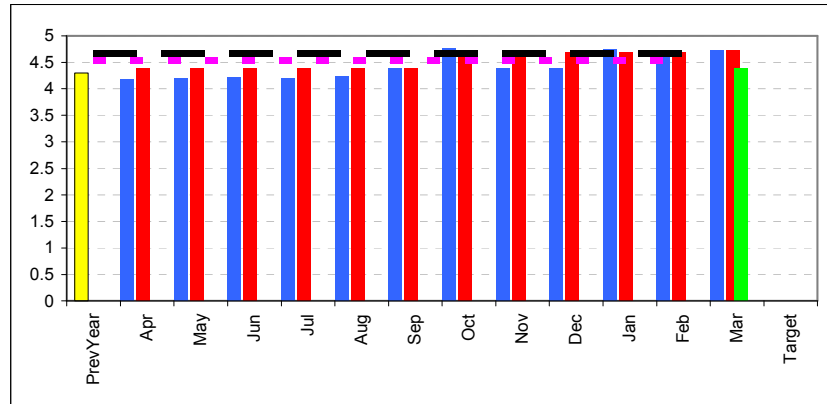


**C31 Included in NI 136 Blob rating = 5**

**Title:-** Adults with mental health problems helped to live at home.

**Definition:-** Adults with mental health problems helped to live at home per 1,000 population aged 18-64.

Manager:- Sara Keetley



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
<b>This years performance:-</b>	4.17	4.2	4.22	4.2	4.25	4.4	4.77	4.4	4.4	4.75	4.72	4.73	4.4
<b>Last year performance:-</b>	4.09	4.15	4.21	4.36	4.46	4.22	4.28	4.19	4.18	4.27	4.13	4.3	
<b>Forecast performance:-</b>	4.4	4.4	4.4	4.4	4.4	4.4	4.7	4.7	4.7	4.7	4.7	4.73	
<b>Comparator Family:-</b>	4.66												
<b>England:-</b>	4.54												
<b>Clients:-</b>	437	440	442	440	445	461	500	500	500	498	498	499	461
<b>Last year:-</b>	432	438	444	460	471	446	449	439	438	441	433	445	
<b>Direction:-</b>			↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	
<b>Outturn 07/08:-</b>	4.3												
<b>Target 08/09:-</b>	4.4												

We

Indicators C29, C30, C31 and C32 are reported as single indicator

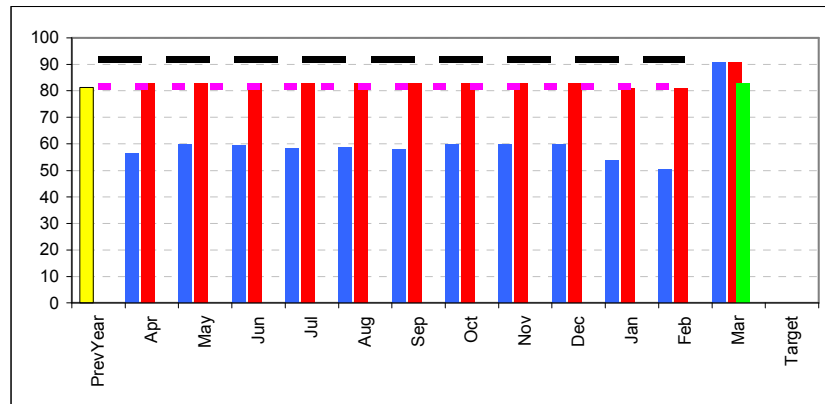
NI136 People supported to live independently through social services (all ages)

**C32 Included in NI 136 Blob rating = 4**

**Title:-** Older people helped to live at home.

**Definition:-** Older people helped to live at home per 1,000 population aged 65 or over.

**Manager:-** Sara Keetley



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
<b>This years performance:-</b>	56.5	59.7	59.4	58.5	58.8	57.8	59.7	59.7	59.7	53.8	50.5	90.7	83
<b>Last year performance:-</b>	50.13	49.83	51.08	53.22	53.13	53.5	53.77	55.12	55.45	55.23	55.5	81.3	
<b>Forecast performance:-</b>	83	83	83	83	83	83	83	83	83	81	81	90.7	
<b>Comparator Family:-</b>	91.7												
<b>England:-</b>	81.8												
<b>Clients:-</b>	2049	2166	2155	2123	2133	2099	2166	2166	2166	1953	1862	3347	3013
<b>Last year:-</b>	1803	1792	1837	1914	1911	1924	1952	2001	2013	2005	2013	2951	
<b>Direction:-</b>	↑	↑	↑	↑	↑	↑	↑	↑	↑	↓	↓	↑	
<b>Outturn 07/08:-</b>	81.3												
<b>Target 08/09:-</b>	83												

Indicators C29, C30, C31 and C32 are reported as single indicator  
NI136 People supported to live independently through social services (all ages)

Work is progressing to enhance the collection of data to include services recorded in the category in other local authorities

The main services currently included within this indicator are:-

- Domiciliary care • Day opportunities • Maintained Equipment • Telecare • Meals • Short term residential/nursing care • Transport
- Rehabilitation/ Intermediate care • Direct Payments• Professional support • Individualised budgets

Supporting People Clients who have the Careline alarm system are a potential addition to this client base.

There are 630 clients in receipt of this service of which 365 are already clients of Social Care.

Other sources used for this indicator at the end of each year, which are not recorded on the Client Index system, (CLIX – Framework) and which are added manually to the figures are:-

- Village Warden scheme • Able (within 6 weeks of year end) • Private Sector Housing (major adaptations) • Talking Books • Maintained equipment Home from Hospital • Promoting Independence • Minor adaptations (262 clients)

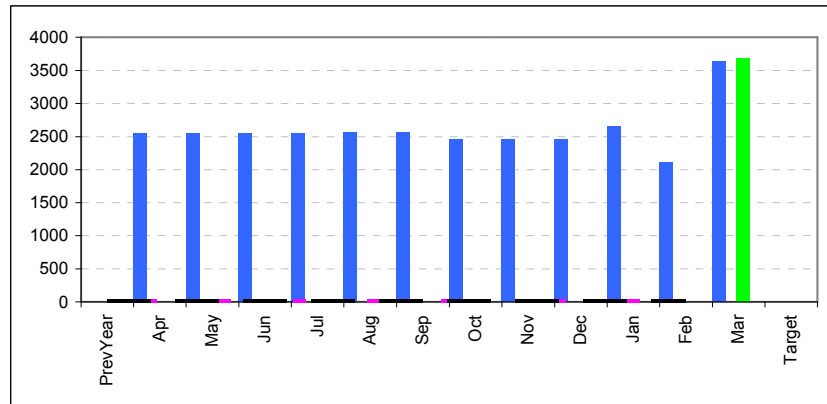
To ensure this additional information can be gathered throughout the year a project is to be set up to assess ways of real time recording of the ser

**NI136**

Title:- People supported to live independantly through social services (all adults )

Definition:- This indicator will measure the number of adults all ages per 100,000 population that are assisted directly through social services assessed/care planned, funded support to live independantly, plus those supported through organisations that receive social services grant funded services.

Manager:- Sara Keetley



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
This years performance:-	2550	2550	2550	2550	2566	2557	2459	2459	2459	2646	2109	3635	3687
Last year performance:-													
Forecast performance:-													
Comparator Family:-													
England:-													
Clients:-	3665	3665	3665	3665	3689	3675	3535	3535	3535	3804	2972	5115	
Last year:-													
Direction:-													
Outturn 07/08:-													
Target 08/09:-	3687												

This indicator replaces:-

- C29 Adults with physical disabilities helped to live at home.
- C30 Adults with learning disabilities helped to live at home
- C31 Adults with mental health problems helped to live at home.
- C32 Older people helped to live at home.

Further comparison with other local authorities will be available in July 2009

**C51**

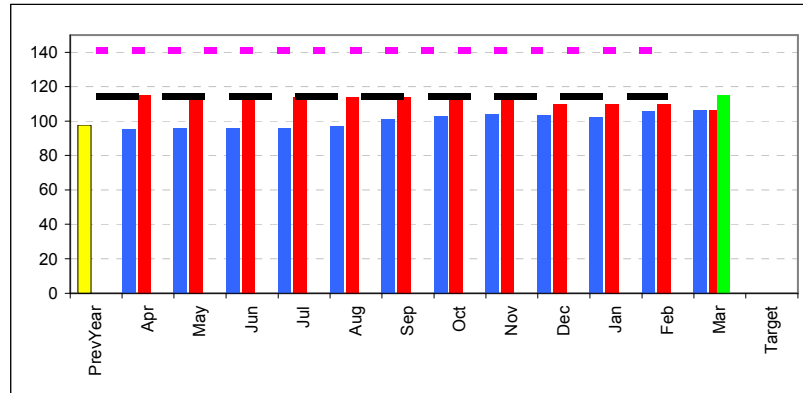
Included in NI130

Blob rating = 3

Title:- Direct payments

Definition:- Adults and older people receiving direct payments at 31 March per 100,000 population aged 18 or over (age standardised). This is a weighted average of four indicators which are calculated separately. The weight for each indicator is the percentage of the population of England aged 18 and over that falls into the relevant age group (this achieves the age standardisation).

Manager:- Sara Keetley



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
This years performance:-	95	96	96	95.5	96.8	101	103	104	103	102	106	106	115
Last year performance:-	83.8	84.92	91.8	79.83	81.12	85.83	85.69	91.66	88.85	88.85	89.83	97.57	
Forecast performance:-	115	115	114	114	114	114	114	114	110	110	110	106.34	
Comparator Family:-	115												
England:-	141												
Clients:-	136	137	137	136	138	144	147	148	147	145	152	151	162
Last year:-	121	122	130	113	115	122	121	131	127	127	128	138	
Direction:-	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	
Outturn 07/08:-	97.6												
Target 08/09:-	115												

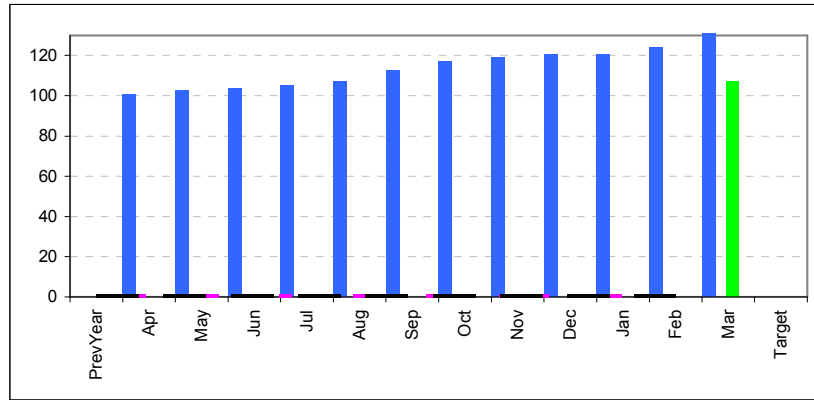
This indicator will form part of NI 130 and will be monitored via the Personalisation Programme Board and related projects

**NI130**

**Title:-** Social care clients receiving Self Directed Support (Direct payments and Individualised Budgets)

**Definition:-** Number of adults, older people and carers receiving social care through a Direct Payment (and/or an Individual Budget) in the year to 31st March per 100,000 population aged 18 or over (age standardised) (for population 18 – 64 and 65-74, 75-84 and 85+)

**Manager:-**



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
<b>This years performance:-</b>	101	103	104	105	107	113	117	119	121	121	124	131	107
<b>Last year performance:-</b>													
<b>Forecast performance:-</b>													
<b>Comparator Family:-</b>													
<b>England:-</b>													
<b>Clients:-</b>	144	147	149	151	154	162	168	171	173	173	180	189	
<b>Last year:-</b>													
<b>Direction:-</b>													
<b>Outturn 07/08:-</b>													
<b>Target 08/09:-</b>	107												

This indicator is on target for 2008/09.

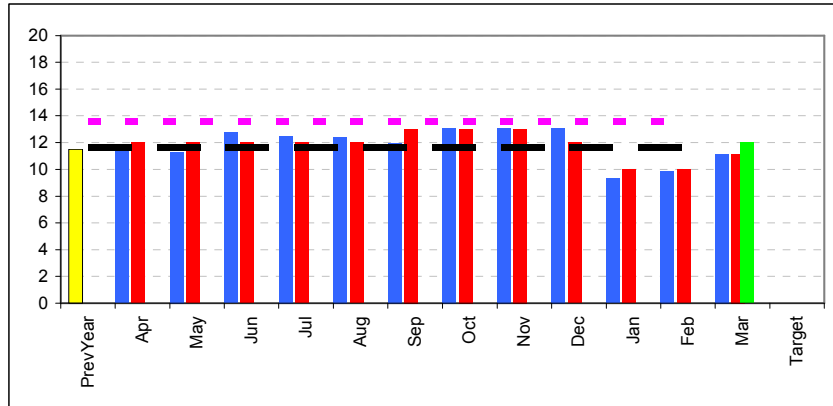
The indicator forms part of the Local Area Agreement and as such has stretching target set for 2009/10 and 2010/11 requiring us to provide self directed support service to at least 30% of our clients (1600 clients)

**C62 Included in NI 135 Blob rating = 4**

Title:- Services for carers.

Definition:- The number of carers receiving a 'carers break' or a specific carers' service as a percentage of clients receiving community based services.

Manager:-



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
<b>This years performance:-</b>	11.5	11.3	12.7	12.5	12.4	12	13.1	13.1	13.1	9.34	9.88	11.1	12
Last year performance:-	10.32	9.82	9.63	9.41	9.42	9.14	9.27	9.05	8.9	8.65	8.46	11.5	
Forecast performance:-	12	12	12	12	12	13	13	13	12	10	10	11.13	
Comparator Family:-	11.6												
England:-	13.6												
Clients:-	370	402	470	478	509	516	620	620	620	620	502	596	660
Last year:-	303	311	325	344	362	367	394	405	416	427	434	625	
Direction:-	↑	↑	↑	↑	↑	↑	↑	↑	↑	↓	↓	↓	
Outturn 07/08:-	11.5												
Target 08/09:-	12												

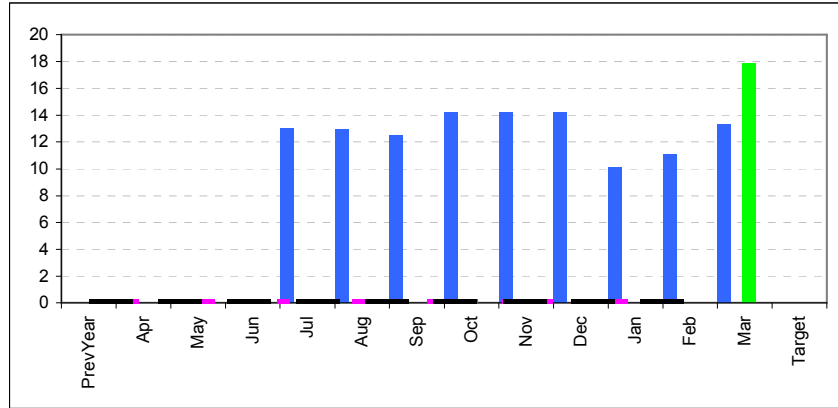
Redesign of the Commissioning Strategy will ensure that next year an improvement across the board for services users and in particular outcomes for carers.

**NI135**

Title:- Carers receiving a needs assessment or review and specific carer's service or advice and information

Definition:- The number of carers whose needs were assessed or reviewed by the council in a year who received a specific carer's service, or advice and information in the same year as a percentage of people receiving a community based service in the year.

Manager:- Sara Keetley



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
This years performance:-				13	13	12.6	14.2	14.2	14.2	10.2	11.1	13.3	17.9
Last year performance:-													
Forecast performance:-													
Comparator Family:-													
England:-													
Clients:-				497	530	541	673	673	673	503	565	713	
Last year:-													
Direction:-													
Outturn 07/08:-													
Target 08/09:-	17.9												

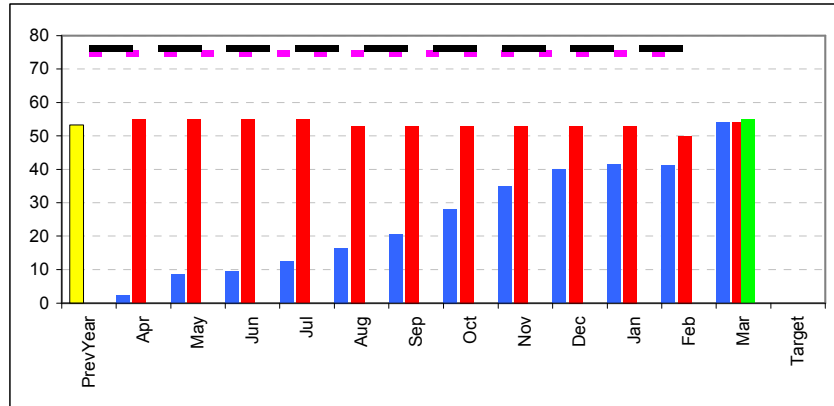
**C72**

**Blob rating = 5**

**Title:-** Older people aged 65 or over admitted on a permanent basis in the year to residential or nursing care.

**Definition:-** Older people aged 65 or over admitted on a permanent basis in the year to residential or nursing care.

**Manager:-** Denise Hawkins



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
<b>This years performance:-</b>	2.48	8.54	9.64	12.4	16.5	20.4	28.1	35	40	41.3	41.2	53.9	55
<b>Last year performance:-</b>	1.39	10.84	17.24	20.3	25.58	32.3	35.62	42.7	38.84	42.7	47.4	53.17	
<b>Forecast performance:-</b>	55	55	55	55	53	53	53	53	53	53	50	53.93	
<b>Comparator Family:-</b>	76.3												
<b>England:-</b>	74.5												
<b>Clients:-</b>	9	31	35	45	60	74	102	102	102	150	152	199	200
<b>Last year:-</b>	5	39	62	73	92	116	128	155	141	155	172	193	
<b>Direction:-</b>	↑	↑	↓	↓	↑	↑	↑	↑	↑	↑	↑	↓	
<b>Outturn 07/08:-</b>	53.2												
<b>Target 08/09:-</b>	55												

A project is to be created to resolve issues arising from commitments against reported activity.

Essential that progress within the Herefordshire Connects project delivers integrated financial aspects of client services.



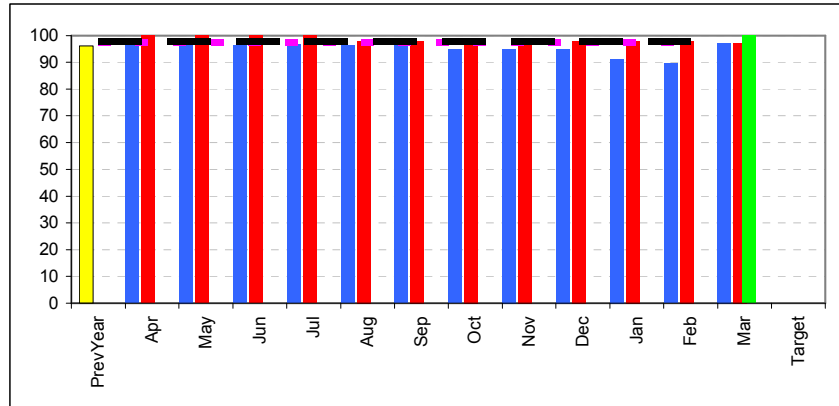
**D39**

**Blob rating = 4**

**Title:-** Percentage of people receiving a statement of their needs and how they will be met.

**Definition:-** The percentage of adults and older people receiving a statement of their needs and how they will be met.

**Manager:-** Denise Hawkins



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
<b>This years performance:-</b>	96.7	96.9	96.2	96.7	96.3	96.3	94.9	95	95	91.1	89.7	97.2	100
<b>Last year performance:-</b>	90.65	92.15	94.01	95.43	93.5	94.2	94.21	94.18	94.43	94.22	94.4	96.1	
<b>Forecast performance:-</b>	100	100	100	100	98	98	98	98	98	98	98	97.19	
<b>Comparator Family:-</b>	97.8												
<b>England:-</b>	97.5												
<b>Clients:-</b>	3690	4031	3901	4260	4498	4700	5021	5021	5021	5615	5331	6062	6030
<b>Last year:-</b>	3491	3699	3938	4220	4234	4425	4634	4854	5055	5267	5431	5838	
<b>Direction:-</b>	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	
<b>Outturn 07/08:-</b>	96.1												
<b>Target 08/09:-</b>	100												

We continue to score at 4 blobs out of a possible 5 blobs.

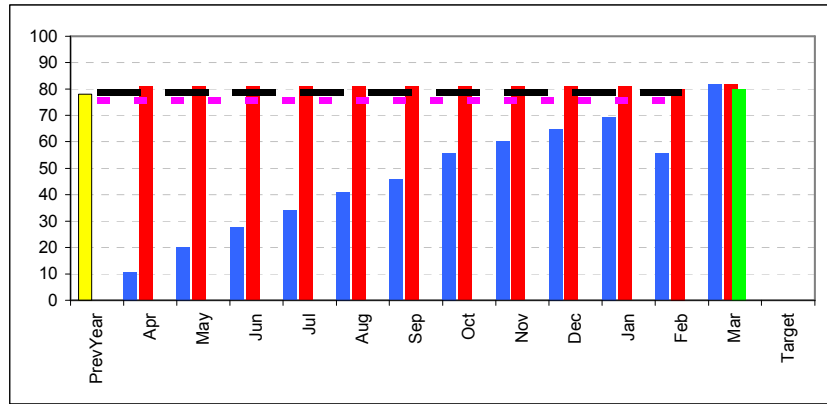
**D40**

**Blob rating = 4**

Title:- Clients receiving a review.

Definition:- Adult and older clients receiving a review as a percentage of those receiving a service.

Manager:- Denise Hawkins



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
<b>This years performance:-</b>	10.8	20.3	27.5	34	41.1	45.7	55.7	60	65	69.3	55.6	81.7	80
<b>Last year performance:-</b>	7.61	18.15	24.72	34.36	42.34	45.74	51.82	57.55	59.5	64.77	70.31	78.06	
<b>Forecast performance:-</b>	81	81	81	81	81	81	81	81	81	81	80	81.67	
<b>Comparator Family:-</b>	78.6												
<b>England:-</b>	75.7												
<b>Clients:-</b>	440	898	1256	1597	2042	2376	3137	3137	3137	4315	3339	5094	5543
<b>Last year:-</b>	293	742	1065	1579	2027	2271	2698	3080	3367	3840	4301	5018	
<b>Direction:-</b>	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	
<b>Outturn 07/08:-</b>	78.1												
<b>Target 08/09:-</b>	80												

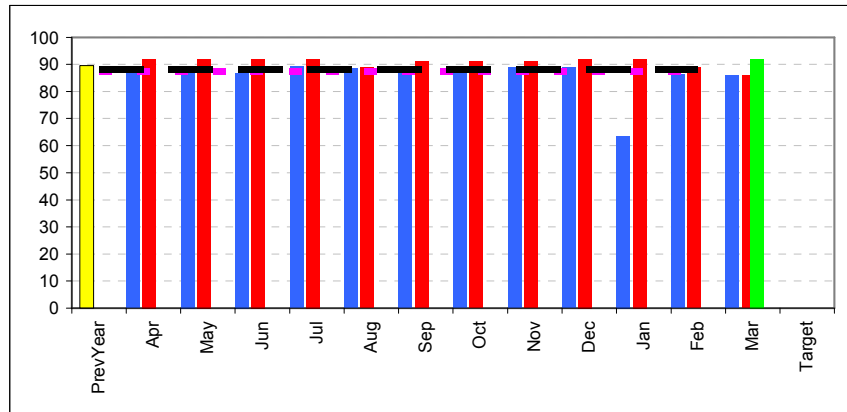
Target achieved and continue at 4 out of 5 blob rating.

**D55 Included in NI 132 Blob rating = 4**

Title:- Acceptable waiting times for assessments.

Definition:- For new older clients, the average of (i) the percentage where the time from first contact to contact with the client is less than or equal to 48 hours(that is, 2 calendar days), and (ii) the percentage where the time from first contact to completion of assessment is less than or equal to four weeks (that is, 28 calendar days).

Manager:- Denise Hawkins



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
This years performance:-	87.4	87	86.9	89.2	88.7	88	88.9	89	89	63.5	86.3	86	92
Last year performance:-	96.39	92.84	92.61	89.84	84.98	86.35	86.27	86.12	86.23	86.84	87.71	89.61	
Forecast performance:-	92	92	92	92	89	91	91	91	92	92	89	85.98	
Comparator Family:-	88.2												
England:-	87.5												
Ratio of clients:-	88.82	86.5	85.54	88.28	87.6	87.3	88.21	88.21	88.21	59.61	84.18	86.38	
Last year:-	92.78	89.57	89.8	86.14	81.65	83.06	82.78	82.37	82.51	83.3	84.25	87.09	
Direction:-	↑	↑	↑	↑	↓	↑	↑	↑	↑	↓	↓	↓	
Outturn 07/08:-	89.6												
Target 08/09:-	92												

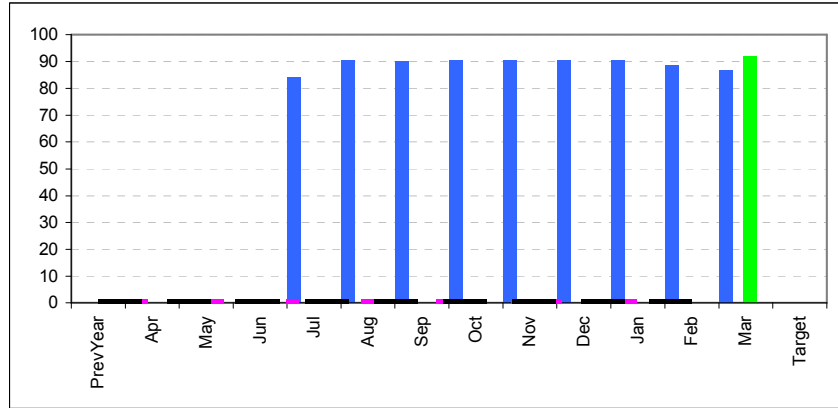
Although performance fell we continued to score 4 out of a possible 5 in blob rating

**NI132**

Title:- Timeliness of social care assessments (all adults)

Definition:- Acceptable waiting times for assessments: For new clients (aged 18+), the percentage from where the time from first contact to completion of assessment is less than or equal to four weeks

Manager:- Denise Hawkins



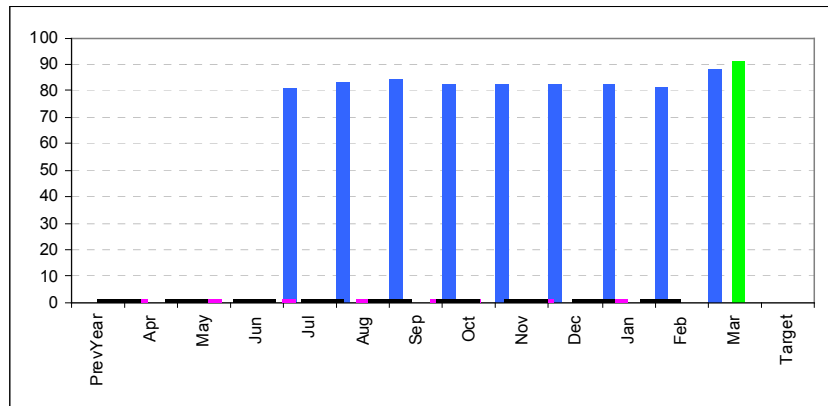
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
This years performance:-				84.2	90.6	90	90.5	90.5	90.5	90.5	88.6	86.8	92
Last year performance:-													
Forecast performance:-													
Comparator Family:-													
England:-													
Clients:-				700	987	1217	1575	1575	1575	1575	1674	2264	
Last year:-													
Direction:-													
Outturn 07/08:-													
Target 08/09:-	92												

**NI133**

**Title:-** Timeliness of social care packages following an assessment

**Definition:-** Acceptable waiting times for delivery of care packages following assessment: For new clients (For 2008/09: Adults aged 65+, from 2009/10 Adults all ages 18+) the percentage for whom the time from completion of assessment to provision of all services in the care package is less than or equal to 4 weeks.

Manager:- Denise Hawkins



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
<b>This years performance:-</b>				80.9	83.2	84	82.3	82.3	82.5	82.3	81.4	88.2	91
Last year performance:-													
Forecast performance:-													
Comparator Family:-													
England:-													
Clients:-				212	302	346	533	533	533	533	613	767	
Last year:-													
Direction:-													
Outturn 07/08:-													
Target 08/09:-	91												

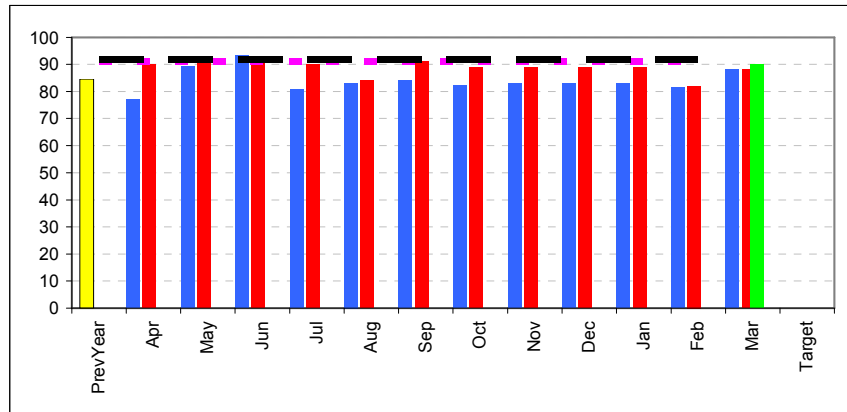
**D56**

**Blob rating = 4**

Title:- Acceptable waiting times for care packages.

Definition:- For new older clients, the percentage for whom the time from completion of assessment to provision of all services in the care package is less than or equal to 4 weeks.

Manager:- Denise Hawkins



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
This years performance:-	77.1	89.4	93.3	80.9	83.2	84	82.3	83	83	83	81.4	88.2	90
Last year performance:-	100	94.74	87.05	84.89	82.18	77.9	80.08	78.71	76.07	74.86	74.79	84.72	
Forecast performance:-	90	91	91	90	84	91	89	89	89	89	82	88.16	
Comparator Family:-	91.9												
England:-	90.9												
Clients:-	27	42	70	212	302	346	533	533	533	533	693	767	1200
Last year:-	32	90	195	309	438	511	627	743	766	911	979	1109	
Direction:-	↓	↑	↑	↑	↓	↑	↑	↑	↑	↑	↓	↑	
Outturn 07/08:-	84.7												
Target 08/09:-	90												

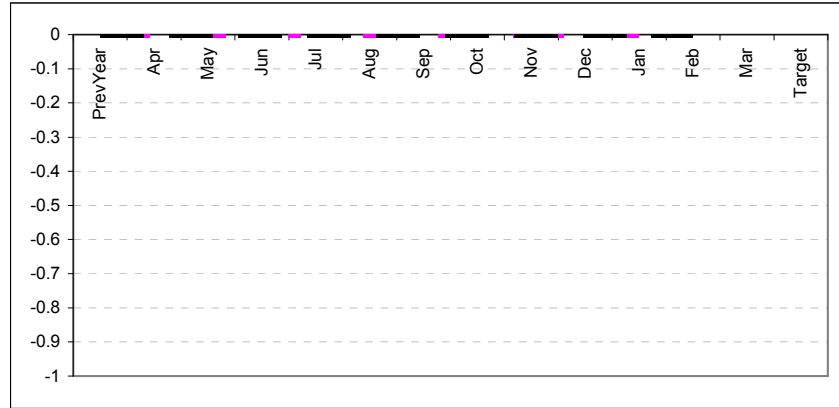
Performance improved and we increased our blob rating to 4 out of a possible 5

**NI125**

Title:- Achieving independence for older people through rehabilitation/intermediate care

Definition:- The proportion of older people discharged from hospital to their own home or to a residential or nursing care home or extra care housing bed for rehabilitation, with a clear intention that they will move on/back to their own home (including a place in extra care housing or an adult placement scheme setting) who are at home or in extra care housing or an adult placement scheme setting three months after the date of their discharge from hospital.

Manager:- Graham Taylor



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
This years performance:-												71.8	
Last year performance:-													
Forecast performance:-													
Comparator Family:-													
England:-													
Last year:-												140	
Direction:-													
Outturn 07/08:-													
Target 08/09:-													

The survey period for this indicator was from 01/09/2008 to 31/09/2008.

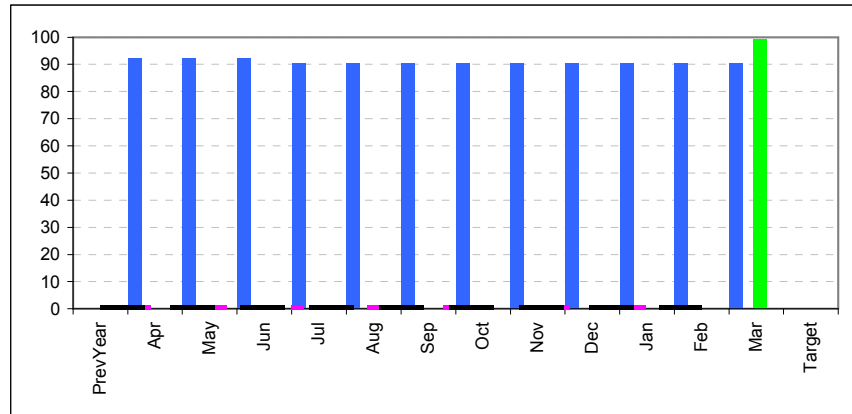
The indicator measures the number of clients who have not returned to hospital within 90 days of discharge if the discharge had been via an intermediate care service.

**NI142**

**Title:-** Number of vulnerable people who are supported to maintain independent living

**Definition:-** The number of service users (i.e. people who are receiving a Supporting People Service) who have established or are maintaining independent living, as a percentage of the total number of service users who have been in receipt of Supporting People services during the period.

**Manager:-** Dawn Stradling



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
<b>This years performance:-</b>	92.3	92.3	92.3	90.5	90.5	90.5	90.5	90.5	90.5	90.5	90.5	90.5	99.2
Last year performance:-													
Forecast performance:-													
Comparator Family:-													
England:-													
Ratio of clients:-													
Last year:-													
Direction:-													
Outturn 07/08:-													
Target 08/09:-	99.2												



Adult Social Care - March																
Ref.		2006-2007			2007/08				2008/09							
	Definition	Measured in	IPF	Excellent	Hereford	Target	Actual	Status	DoT	Target	Current Position	Forecast	Status	DoT	Intelligence/Actions	
A80	Drug misusers sustained in treatment	%	100.8	104.3	93.0		101.2	Measured by Department of Health and reported in autumn each year.								
B11	Intensive homecare as a percentage of intensive home and residential care.	%	26.0	34.0	18.0	22.0	19.8	R	↑	22	22.1	22.1	G	↑	Target achieved	
B12	Cost of intensive social care for adults and older people.	£	531	540	533	<500	570	R	↑	500	550.97	550	R	↓	End of year figures not available until July	
B17	Unit cost of home care for adults and older people.	£	15.9	13.9	17.0	15.0	16.8	R	↑	15.5	16.38	16	R	↓	End of year figures not available until July	
C28	Intensive home care	Number	10.4	21.8	6.7	8.1	7.5	R	↑	9	8.02	8.02	R	↑	Although we failed to reach target our performance improved sufficiently to increase the blob rating from 2 to 3 (out of a possible 5)	
C29	Adults with physical disabilities helped to live at home.	Number	4.8	5.9	6.0	6.0	4.8	R	↓	5	4.03	4	R	↓	one of two indicators where performance fell sufficiently to cause us to lose 1 blob rating from 4 to 3 blobs.	
C30	Adults with learning disabilities helped to live at home	Number	3.1	3.5	2.8	3.0	2.9	R	↑	3	2.94	2.94	R	↑	We have maintained an improvement in performance and continue to score 4 out of a possible 5 blobs.	
C31	Adults with mental health problems helped to live at home.	Number	4.4	6.1	4.1	4.4	4.3	R	↑	4.4	4.73	4.73	G	↑	We already performed well in this indicator and continue to score the maximum 5 blobs.	
C32	Older people helped to live at home.	Number	91.0	106.0	81.1	83.0	81.3	R	↑	83	90.70	90.7	G	↑	We have again improved performance and have moved form 3 to 4 blob rating for this indicator	
C51	Direct payments	Number	92.0	112.0	88.3	100.0	97.6	R	↑	115	106.34	106.34	R	↑	The change of focus to the Personalisation Agenda has meant we did not reach target even though we continued to improve performance.	
C62	Services for carers.	%	9.2	10.5	10.2	12.0	11.5	R	↑	12	11.13	11.13	R	↓	Although our performance fell over the year we still maintained a 4 blob rating for this indicator.	
C72	Older people aged 65 or over admitted on a permanent basis in the year to residential or nursing care.	Number	83.0	85.0	73.4	70.0	53.2	G	↑	55	53.93	53.93	G	↓	Achieve target and still stay at the highest blob rating of 5 blobs for this indicator	
C73	Adults aged 18-64 admitted on a permanent basis in the year to residential or nursing care.	Number	1.7	2.0	2.0	1.5	1.5	G	↑	1.5	0.66	.66	G	↑	Achieve target and still stay at the highest blob rating of 5 blobs for this indicator	
D37	Availability of single rooms.	%	96.0	98.0	90.1	90.0	95.6	G	↑	96	99.03	99.03	G	↑	Achieve target and still stay at the highest blob rating of 5 blobs for this indicator	
D39	Percentage of people receiving a statement of their needs and how they will be met.	%	91.0	96.0	98.0	100.0	96.1	R	↓	100	97.19	97.19	R	↑	We continue to score at 4 blobs out of a possible 5 blobs.	
D40	Clients receiving a review.	%	72.0	78.0	76.3	78.0	78.1	G	↑	80	81.67	81.67	G	↑	Target achieved and continue at 4 out of 5 blob rating.	
D41	Delayed transfer of care (interface).	Number	19.0	14.0	31.0	<20	31.0	R	Measured by Department of Health and reported in autumn each year.							
D54	Percentage of items of equipment and adaptations delivered within 7 working days.	%	89.0	93.0	96.3	96.0	96.4	G	↑	97	95.57	95.57	R	↓	Decrease in performance and failed to reach target we still perform at the highest 5 blob rating.	
D55	Acceptable waiting times for assessments.	%	85.0	87.0	83.6	90.0	89.6	R	↑	92	85.98	85.98	R	↓	Although performance fell we continued to score 4 out of a possible 5 in blob rating	
D56	Acceptable waiting times for care packages.	%	90.0	91.0	76.0	85.0	84.7	R	↑	90	88.16	88.16	R	↑	Performance improved and we increased our blob rating to 4 out of a possible 5	
D75	Practice Learning.	Number	17.9	17.1	19.4	15.0	26.0	G			37	37			We continue to score the maximum 5 blobs for this indicator	
E47	Ethnicity of older people receiving assessment.	Ratio	1.2	1.0	1.2	1.0	0.7	R	↓	1	1.1	1.1	G	↑	Performance improvement increased our blob rating to 3 blobs	
E48	Ethnicity of older people receiving services following an assessment.	Ratio	1.1	0.9	1.3	1.0	1.0	G	↓	1	1.0	1	G	↓	Target achieved with an improved blob rating of 3 out of a possible 5 blobs	
E82	Assessments of adults and older people leading to provision of service.	%	77.0	69.0	82.2	77.0	83.6	R	↓	78	82.68	82.68	G	↑	Improved performance this indicator is no longer banded	

Adult Social Care - March																											
Ref.	Definition	Measured in	2006-2007			2007/08				2008/09					Intelligence/Actions												
			IPF	Excellent	Hereford	Target	Actual	Status	DoT	Target	Current Position	Forecast	Status	DoT													
NI119	Self-reported measure of people's overall health and wellbeing		New Indicators from 2008/09 onwards												Survey results completed - meeting to set targets required.												
NI120	All-age all cause mortality rate	Rate per 100,000 population																				637	549.81				
NI121	Mortality rate from all circulatory diseases at ages under 75	Rate per 100,000 population																				58	63.84				
NI122	Mortality from all cancers at ages under 75	Rate per 100,000 population																				96	104.83				
NI123	16+ current smoking rate prevalence	Rate per 100,000 population																				808	355				
NI124	People with a long-term condition supported to be independent and in control of their condition	Percentage																				Survey to be carried out by PCT to calculate base level					
NI125	Achieving independence for older people through rehabilitation/intermediate care	Percentage																					71.8				
NI126	Early access for women to maternity services	Percentage																				80	80				
NI127	Self reported experience of social care users																					For introduction in 2009/10					
NI128	User reported measure of respect and dignity in their treatment																										
NI129	End of life care - access to appropriate care enabling people to choose to die at home	Percentage																				Awaiting results of Office of National Statistics survey results.					
NI130	Social care clients receiving Self Directed Support (Direct payments and Individualised Budgets)	Rate per 100,000																				107	130.77				
NI131	Delayed transfers of care from hospitals	Rate per 100,000																				30					
NI132	Timeliness of social care assessments (all adults)	Percentage																				92	86.78				
NI133	Timeliness of social care packages following an assessment	Percentage																				91	88.16				
NI134	The number of emergency bed days per head of weighted population	Number									5440																
NI135	Carers receiving a needs assessment or review and specific carer's service or advice and information	Percentage								17.9	13.31																
NI136	People supported to live independantly through social services (all adults )	Rate per 100,000								3687	3635																
NI137	Healthy life expectancy at age 65									Survey to be carried out in 2009/10																	
NI138	Satisfaction of people over 65 with both home and neighbourhood										89																
NI139	The extent to which older people receive the support they need to live independently at home										33																
NI141	Number of vulnerable people achieving independent living	Number									98.19																
NI142	Number of vulnerable people who are supported to maintain independent living	Number								99.24	90.48																
NI145	Adults with learning disabilities in settled accommodation	Percentage									33.45																
NI146	Adults with learning disabilities in employment	Percentage									3.27																
NI149	Adults in contact with secondary mental health services in settled accommodation	Percentage									46.0																
NI150	Adults in contact with secondary mental health services in employment	Percentage									6.5																

<u>Indicator</u>	<u>Title</u>	<u>Plan Value</u>	<u>Outturn</u>	<u>Blob Rating</u>	<u>Last Year Blob</u>
A80	Drug misusers sustained in treatment	Measured by DH			4
B11	Intensive homecare as a percentage of intensive home and residential care.	22	22.1	3	3
B12	Cost of intensive social care for adults and older people.	500	551.0	2	2
B17	Unit cost of home care for adults and older people.	15.5	16.4	2	2
C28	Intensive home care	9	8.0	3	2
C29	Adults with physical disabilities helped to live at home.	5	4.0	3	4
C30	Adults with learning disabilities helped to live at home	3	2.9	4	4
C31	Adults with mental health problems helped to live at home.	4.4	4.7	5	5
C32	Older people helped to live at home.	83	90.7	4	3
C51	Direct payments	115	106.3	3	4
C62	Services for carers.	12	11.1	4	4
C72	Older people aged 65 or over admitted on a permanent basis in the year to residential or nursing care.	55	53.9	5	5
C73	Adults aged 18-64 admitted on a permanent basis in the year to residential or nursing care.	1.5	0.1	5	5
D37	Availability of single rooms.	96	99.0	5	5
D39	Percentage of people receiving a statement of their needs and how they will be met.	100	97.2	4	4
D40	Clients receiving a review.	80	81.7	4	4
D41	Delayed transfer of care (interface).	Measured by DH			4
D54	Percentage of items of equipment and adaptations delivered within 7 working days.	97	95.6	5	5
D55	Acceptable waiting times for assessments.	92	86.0	4	4
D56	Acceptable waiting times for care packages.	90	86.2	4	3
D75	Practice Learning.		37.0		
E47	Ethnicity of older people receiving assessment.	1	1.1	3	2
E48	Ethnicity of older people receiving services following an assessment.	1	1.0	3	2
E82	Assessments of adults and older people leading to provision of service.	78	82.7		



**STRATEGIC HOUSING SERVICE PERFORMANCE OUT  
TURN 2008/09****Report By: Director, Regeneration****Wards Affected**

County-wide

**Purpose**

1. To report on the national performance indicators position and other performance management information for the Strategic Housing Service within the Regeneration Directorate and to consider the subsequent plans to improve performance in 2009/10.

**Financial Implications**

2. No direct implications

**Background**

3. The Performance Improvement Framework of the Council requires reporting to Scrutiny Committee at 4, 6, 8, 10 and 12 months. This report covers the Performance Indicator out-turns as at 31<sup>st</sup> March 2009, against target figures for 2008-09, along with information about Forecast, Direction of Travel and Status, which are defined as:
  - Forecast – the anticipated out-turn at year end based on current information and intelligence,
  - Direction of Travel – indicates whether the current position demonstrates improvement against the previous year's out-turn,
  - Status – indicates (using traffic lighting) whether the current position demonstrates progress in line with the agreed target – G = Green, A = Amber, R= Red.
4. In this report data has been presented to offer a clear, 'easy to read' picture of performance. The priority indicators that describe the core business of the department are each presented as a 'report card', telling the story of the trend in performance over the year and how we compare to other local authorities so that a better evaluation can be made by scrutiny members.
5. The PAF system of performance indicators was replaced in 2008/09 by the National Indicator set, of which around 30 relate to the health and social care services. Where there is a close correlation between the old 'PAF' indicators and the new National Indicators, these have been signposted on the report card so that a trend can be

maintained through into next financial year. The directorates will maintain the PAF monitoring through 09/10 to ensure trend analysis pending UK benchmarking data being available in July 09

## **Strategic Housing**

6. Strategic Housing performance is monitored against the new National Indicators (NI's) that were introduced from April 2008 and current Best Value Performance Indicators (BVPI's), and regular reports to the Government of the West Midlands and the Department for Communities and Local Government.
7. The new National Indicators are being monitored alongside some existing Best Value Performance Indicators (BVPI's) for benchmarking purposes and to establish an appropriate baseline from which to compare performance.
8. The details of the Strategic Housing Indicators are shown in Appendix 1

## **Local Area Agreement**

9. The Local Area Agreement targets for 09/10 and 10/11 have been through a refresh in consultation with GOWM. Strategic Housing negotiated a reduction in NI155 – Number of Affordable Homes delivered. Due to the current economic downturn the targets agreed for the number of affordable homes to be delivered in 2009/10 and 2010/11 are 220 and 275 respectively. (A reduction on the original targets agreed at 300 and 350).
10. The target for NI156 – Number of Households in Temporary Accommodation has not been renegotiated and is set to reduce the number and households in temp to 82 by 2009/10; this is also a target that was set by the Department of Communities and Local Government to reduce the use of Temporary Accommodation by 2010.
11. A baseline has also been established for NI 187 – Tackling Fuel Poverty - % of People receiving income based benefits living in homeless with a low energy efficiency rating and will be monitored on an annual basis.

## **Strategic Housing Update**

12. **NI 155 (LAA)** – Target exceeded due to working in partnership with key housing providers across the county and regular monitoring of the delivery plan over the 12 month period, with 208 affordable homes being delivered. Strategic Housing is also working closely with the Homes and Communities Agency to secure funding support. The situation will continue to be closely monitored due to current financial market with Registered Social Landlords and Developers reluctant to commit to schemes which has resulted in some developments being delayed to future years. The target remains a challenge, it should be noted that the current financial market is likely to impact on targets for future years until there is a national recovery in house building.
13. Targets for 09/10 and 10/11 have been reduced downwards in consultation with the Government of the West Midlands to 220 and 275 respectively. Current strategies include working in partnership with the Homes and Communities Agency to fund additional delivery of affordable housing over and above section 106 thresholds and to deliver 100% affordable housing on some smaller sites that were due to provide

majority private market housing before the onset of the economic downturn. Approximately 126 additional units are being negotiated at present through these routes and a number of successes have been achieved.

14. **NI 156 (LAA)** - The Council has been swift to respond to the changes in the market, and is remodelling supply to meet demand. At the end of the year the target has been reached to reduce the numbers of households in temporary accommodation - this will continue to be a challenge for the forthcoming year as the Department for Communities and Local Government Target is to reduce the number of households further with the target being set at 82 for 2009/10. Work is continuing to increase temporary self-contained accommodation options via the private sector to minimise the use of bed & breakfast.
15. **NI 187 (LAA)** - The baseline and target setting for 2009/10 has now been agreed following the reporting of West Midlands energy consultant, HESTIA. They prepared an energy efficiency survey form which was sent out on behalf of Herefordshire Council in January 2009 and the survey results were fed into the SAP software provided by DEFRA and have provided the baseline and outturn for this indicator. The team will be working on a number of initiatives over the forthcoming year to ensure that the target can be achieved for 2009/10. The outturn for 2008/09 has been reported via the Department of Communities and Local Government data hub.
16. **BV64** - Delays in receiving information of potential properties that have been brought back into use delayed the reporting on this target during the year. Data has been received and validated, and the target has been exceeded due to regular monitoring of the delivery plan over the 12 month period and working in partnership with key housing providers across the county.
17. **BVPI 202** – A Rough Sleepers Count was undertaken in September 2008, 7 individuals were found on this night sleeping rough in Herefordshire. 5 of the 7 were foreign nationals. The homeless and housing advice service is currently consulting with representatives from the homelessness directorate of the DCLG on approaches which can prevent / resolve incidences of rough sleeping amongst migrant workers and in particular those with no recourse to public funds. The Head of Strategic Housing is to establish a Rough Sleepers Strategy Group to focus on reducing numbers.
18. **BVPI 213** - Case closure has been increased following a review of individual officers' case loads and the way cases are allocated. The team have met target for this indicator, this is due to the proactive work that continues to be carried out by the Homelessness & Housing Advice Team to prevent households from becoming homeless. In addition housing support providers provide prevention advice and assistance for potentially homeless households that are known to them.
19. **HCS 14** – The number of homelessness applications is up, due to the current economic climate, there continues to be an increased demand for services from the homelessness and housing advice team. Although the increase has meant that the target has not been achieved it should be noted that the number of households accepted as homeless has reduced slightly from the outturn of last year to 202 in 2008/09.
20. **DCLG 2010 - To reduce the use of Temporary Accommodation by 2010**

As reported previously the Council responded to the changes in the market, and is remodelling supply to meet demand. At the end of this year the target has been reached to reduce the numbers of households in temporary accommodation - this will continue to be a challenge for the forthcoming year as the Department for Communities and Local Government Target is to reduce the number of households further with the target being set at 82 for 2009/10.

## **RECOMMENDATION**

### **THAT:**

- (a) the report on Strategic Housing performance be noted;**  
**and;**
- (b) areas of concern continue to be monitored.**

## **BACKGROUND PAPERS**

- Appendix 1



# Appendix 1

Ref	PI Definition	Measured in	Latest WHMA	Hfids Out-turn 05-06	Hfids Out-turn 06-07	Hfids Outturn 07/08	End of Year Status 07/08	2008-09							DoT
								Target	Q1	Q2	Q3	Q4	End of Year Outturn	End of Year Status	
NI 155	Number of Affordable Homes Delivered	Number (Cumulative)						200	44	98	30	36	208	G	↑
NI 156	Number of Households in Temporary Accommodation	Number (Snapshot)						109	132	111	108	98	98	G	↓
NI 187	Tackling Fuel Poverty - % of People receiving income based benefits living in homeless with a low energy efficiency rating	Percentage						To establish a baseline					28.91% 20.98%	G	=
BV64	Private sector dwellings returned to occupation or demolition as a result of LA action	Number (Cumulative)	32	54	52	115	G	110	4	5	87	57	153	G	↑
BV202	No. of people sleeping rough on a single night in the LA area	Number (Snapshot)	4.6	<3	<3	<3	G	<3	<3	7	7	7	7	R	↑
BV213	No. of households who, considered themselves homeless, for whom casework resolved their situation	Number (per thousand households)	0.4	0.93	3.12	3.95	G	4	0.8	1.14	0.99	1.48	4.4	G	↑
BV214	% of households accepted as homeless who have been previously accepted by the same LA within the last 2 years	Percentage	2.72%	2.88%	4.05%	1.45	G	1%	1%	0%	0%	0%	1%	G	↓
HCS 14	Homeless acceptances	Number (Cumulative)	#	416	148	207	R	160	79	58	65	54	202	R	↓
DCLG 2010	Have the numbers of households in temporary accommodation by 2010	Number (Snapshot)	#	173	135	133	G	109	132	111	108	98	98	G	↓



**WORK PROGRAMME****Report By: Democratic Services Manager****Wards Affected**

County-wide

**Purpose**

- 1 To consider the Committee's work programme.

**Financial Implications**

- 2 None

**Background**

- 3 As reported to Council in May, work is ongoing on the response to the findings of the external healthcheck of the scrutiny function, undertaken by the Leadership Centre, which is also looking at the Council's governance arrangements as a whole and Member Development. Members of the Strategic Monitoring Committee have met informally to discuss the findings, some of which relate to the content of annual Work Programmes. Further work is being programmed. Work Programmes of all the Scrutiny Committees will need to be reconsidered in the light of these discussions. The Committee should have the opportunity to consider a revised work programme at its next meeting.
- 4 Pending the outcome of the above work, and in accordance with the Scrutiny Development Plan, a report on the Committee's current work programme is made to each of the scheduled quarterly meetings of this Scrutiny Committee. A copy of the work programme is attached as an appendix
- 5 The programme may be modified by the Chairman following consultation with the Vice-Chairman and the Director in response to changing circumstances.
6. Should any urgent, prominent or high profile issue arise, the Chairman may consider calling an additional meeting to consider that issue.
7. Should Members become aware of any issues they consider may be added to the scrutiny programme they should contact either the Director of Integrated Commissioning, the Director of Regeneration or the Democratic Services Officer to log the issue so that it may be taken into consideration when planning future agendas or when revising the work programme.

**RECOMMENDATION**

**THAT subject to any comment or issues raised by the Committee the Committee work programme be approved and reported to the Strategic Monitoring Committee.**

**BACKGROUND PAPERS**

- None identified.



**Adult Social Care and Housing Scrutiny Committee Work Programme 2008/09**  
**Work Programme Presented for Consideration on 22 June 2009**

<b>27 July 2009</b>	
Items	<ul style="list-style-type: none"> <li>• Presentation by the Cabinet Member (Social Care Adult)</li> <li>• Disabled Facility Grant</li> <li>• Safeguarding Adults – progress report</li> <li>• Implementation of Frameworki and Common Assessment Framework – progress report</li> <li>• Update on the contract for Learning Disability Services with Midland Heart</li> <li>• Affordable Housing</li> </ul>
Scrutiny Reviews	<ul style="list-style-type: none"> <li>• Carers' Review</li> </ul>
<b>2 October 2009</b>	
Items	<ul style="list-style-type: none"> <li>• Budget</li> <li>• Performance Monitoring</li> <li>• Joint Commissioning – progress report</li> <li>• Review of Cabinet's Response to the Joint Scrutiny Review Of The Transition From Leaving Care To Adult Life</li> </ul>
Scrutiny Reviews	<ul style="list-style-type: none"> <li>• Scoping Statement – Transfer from hospital to Home</li> </ul>
<b>Other issues</b>	
<ul style="list-style-type: none"> <li>• Home Care Services</li> </ul>	

**Further additions to the work programme will be made as required**

