

## PERFORMANCE MONITORING 2003/04

Report By: Information Systems Manager

### Wards Affected

County-wide

### Purpose

1. To report on statistical in year performance for the Social Care and Strategic Housing Directorate performance indicators for the first 6 months of 2003/4.

### Financial Implications

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

### Background

3. The Department of Health (DoH) publishes statistical Performance Assessment Framework (PAF) information on the performance of all Social Services Departments. This report provides an analysis of the national set of 49 indicators covering the two service groups, Adult Services and Children's Services for the period April to September 2003.
4. The DoH ranks performance in five bands ranging from Band 1 - 'investigate urgently' to Band 5 - 'very good'. In accordance with the Strategic Monitoring Committee's decision, information contained within this report is provided on an "exception-reporting basis". Only those indicators falling in the 'investigate urgently' or the 'very good' category are included in this report.
5. Strategic Housing performance is monitored by Best Value indicators and regularly reported to the Government Office of the West Midlands and the Office of the Deputy Prime Minister.

### Children's Services

6. Direct comparison with previous year's performance is difficult as the DoH continues to introduce new performance measures and refine existing indicators. In particular, banding for in year performance has to be carried out using the previous years banding values. Also some indicators can only be measured once a year.
7. During the reported period, Children's Services performance in Herefordshire for the 18 children's PAF indicators was maintained at a consistent level. In this report, we highlight certain indicators on an exception basis, as agreed at previous meetings of the Committee. The complete set of indicators is show in appendix 1. Those to be highlighted show:
  - 6 indicators are rated in the top two bandings.

- 2 indicators are rated in the lowest two bandings.

#### **“ Very Good” rating**

- 1 indicator received the top ‘very good’ rating:

**A1 Stability of placements of children looked after (BVPI 49)** – Herefordshire has remained in the top banding for this indicator for the last two years.

#### **“ Investigate Urgently” rating**

- 1 indicator received the lowest ‘Investigate Urgently’ rating:

**A3 Re registrations on the Child Protection Register** – Historically performance for this indicator has been in the top banding. However, a number of children from the same family were registered on the Child Protection Register at the end of 2002/03 which resulted in a poor performance rating. An improved performance is expected by the end of 2003/04.

## **Adult Services**

8. As with Childrens Services, direct comparison with previous year’s performance is difficult, as the DoH continues to introduce new performance measures and refine existing indicators. In particular banding for in year performance has to be carried out using the previous years banding values. Also some indicators can only be measured once a year. During 2003/04, Adult Services performance in Herefordshire for the 31 Adult PAF indicators remained constant. The complete set of indicators is shown in appendix 1. Those indicators to be highlighted based on exception reporting show:

- 7 indicators were rated in the top two bandings.
- 13 indicators were rated in the lowest two bandings.

#### **“ Very Good” rating**

2 indicators received the ‘very good’ rating:

**C27 Admissions of supported residents aged 18-64 or over to residential/nursing care** – Herefordshire has improved on performance during the period moving from a “good” banding to a “very good” banding.

**D43 Waiting time for care packages** – Herefordshire’s performance has maintained in the “very good” band.

#### **“ Investigate Urgently” rating**

2 indicators received the lowest ‘investigate urgently’ rating.

**D38 Percentage of equipments and adaptations delivered within 7 days** – The measurement criteria for this indicator has changed from 3 weeks to 7 days. Remedial action is in hand to ensure improved and timely management of the process to ensure delivery within required timescales.

**D39 Percentage of people receiving a statement of their needs and how they will be met (BVPI 182)** – Following the introduction of a revised Community Care Assessment form, performance has remained low. Evidence suggests that clients are receiving a statement of their needs; but that internal recording remains an issue. A performance presentation is being given to all Adult Teams to ensure Herefordshire's target of 85% is achieved for 2003/04.

## Housing Services

9. Following stock transfer to Herefordshire Housing, the number of Best Value Performance Indicators (BVPIs) has reduced to 3, although indicator BV183 is measured and reported in two parts - parts A and B. A summary of the quarter's performance up to September 2003, against target is as follows:

Exceeded target	2
Not achieved target	1
<b>Total</b>	<b>3</b>

10. Of the 3 indicators that can be reported on a quarterly basis, 2 indicators have exceeded target during the second quarter. These are:

**BVPI 64: Number of private sector vacant dwellings that are returned to occupation or demolished during 2003/2004 as a direct result of Local Authority action**– Performance for the second quarter at 12 dwellings has matched that of the first quarter at 13. Targeting long-term empty properties results in more complex issues to be resolved to enable the property to be brought back into use, therefore less completions are initially forthcoming. It is expected that the annual target of 30 units will be met during the last quarter.

**BVPI 183a: Average length of stay of households that include dependant children in:**

**A) Bed and Breakfast accommodation** – The target performance of 6 weeks has been exceeded in the second quarter with an average recorded stay of 4.8 weeks, this compares favourably with the second quarter's figure of 5.3.

**B) Hostel accommodation** – The target of 12 weeks has been exceeded with the second quarter performance recorded at 4 weeks compared to 29 weeks for quarter 1.

11. One indicator has not met target. This is:

**BVPI 62: Proportion of unfit private sector dwellings made fit or demolished as a result of direct action by the Local Authority** – The performance for the second quarter was 0.54%, which is an improvement on the first quarter performance which stood at 0.46%. With an annual target of 3.0% it is considered that the trend will lead to the meeting of the 2003/2004 target.

**RECOMMENDATION**

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

**BACKGROUND PAPERS**

- None