

## PERFORMANCE MONITORING

Report By: Performance Improvement Manager

### Wards Affected

County-wide

### Purpose

1. To report on the performance indicators position and performance management initiatives for the Adult Social Care and Strategic Housing Divisions within the Adult and Community Services Directorate.

### Financial Implications

2. No direct implications.

### Background

3. The Performance Management Framework of the Council requires reporting to Scrutiny Committee at 4,6,8,10 and 12 months. This report covers the position as at the end of December, 2005, with some updated information.
4. As outlined in previous reports to this Committee, the Department of Health (DH) publishes statistical information on the performance of all Social Care Departments. There is a national set of 27 indicators covering Adult Social Care Services. The DH ranks performance in five bands ranging from Band 1 – “investigate urgently” to Band 5 – “very good”.
5. Strategic Housing performance is monitored by Best Value indicators and regularly reported to the Government Office of the West Midlands and the Office of the Deputy Prime Minister.

### Social Care

6. Of the 27 Adult Social Care indicators used to assess the performance of the Directorate none are currently in Band 1 and only two are in Band 2 – nine of the PIs are returning in the top two Bands.
7. The out-turn figures represent a very positive step forward and are a reflection of the hard work in both Team Performance Appraisals and through the PI Champions clinics. Much work has been carried out to work with the operational teams to better understand how practice informs performance management, along with an injection of support to reconcile performance data contained on CLIX.
8. The detail of all 27 performance indicators is included as Appendix One.

9. The Delivery and Improvement Statement (DIS) was returned by 31<sup>st</sup> May, as required. This is the primary means of data collection by CSCI and includes details of our strategies to improve Social Care services to and for the people of Herefordshire. The DIS is our opportunity to inform CSCI about our intentions for the forthcoming year.

## **Strategic Housing**

10. The detail of the housing indicators is shown in Appendix Two.
11. A new Performance Improvement Officer working specifically with Strategic Housing Performance data took up post on 8th May, 2006.

## **RECOMMENDATION**

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

**and**

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

## **BACKGROUND PAPERS**

- None identified

## Appendix One – Adult Social Care

PAF	BVPI	Local Indicator	Definition	04-05 Out-turn	Target	End of Year Out-turn 2005-06 (Banding)	Plan 06-07 (DRAFT)	Status
AO/B11			Intensive Home Care as a percentage of intensive home	16%	22%	17% - (3)	TBC	☹
AO/B12			Cost of Intensive Social Care	£477	£442	TBC	TBC	
AO/B17			Unit cost of home care for adults and older people	£15.2	£14.5	TBC	TBC	
AO/C26 (old definition)			Admissions of supported residents aged 65 or over to resi	72.2	71	67 – (4)	-	
(C72) AO/C26 (new definition)			Admissions of supported residents aged 65 or over	n/a	n/a	70 - (5)	60	
AO/C27 (old definition)			Admissions of supported residents aged 18 - 64 to resi	2	2	2.7 – (5)	-	
(C73) AO/C27 (new definition)			Admissions of supported residents aged 18 - 64	n/a	n/a	2.8 – (3)	2.8	
C28	53		Households receiving intensive home care per 1000 population aged 65 or over	6.0	9.0	5.7 - (2)	7.5	☹
C29			Adults with physical disabilities helped to live at home per 1000 population aged 18-64.	4.3	4.2	4.8 – (4)	5.0	☺

PAF	BVPI	Local Indicator	Definition	04-05 Out-turn	Target	End of Year Out-turn 2005-06 (Bandings)	Plan 06-07 (DRAFT)	Status
C30			Adults with learning disabilities helped to live at home per 1000 population aged 18-64.	2.2	2.8	2.5 – (4)	2.8	☹
C31			Adults with mental health problems helped to live at home per 1000 population aged 18-64.	2.8	3	3.7 – (5)	4	☺
C32			Older people helped to live at home per 1000 population aged 65 or over.	65	80	82.9 – (3)	85	☺
C51	201		Adults and older people receiving direct payments per 100 000 population aged 18 or over.	61	100	79.8 – (3)	100	☹
C62			The number of carers receiving a specific carers' service as a percentage of clients receiving community based services.	1.8	2	10% - (4)	10%	☺
AO/D37			Availability of single rooms	88%	91%	88% - (3)	88%	☹
AO/D39			Percentage of people receiving a statement of their needs and how the	91%	95%	91% - (3)	98%	☹
AO/D40			Client receiving a review	67%	73%	75% - (3)	75%	☺
AO/41			Delayed transfers of care	18		Calculated Nationally		
D54			Percentage of equipment and adaptations delivered within seven days	81	86	94% - (5)	94%	☹
D59			Practice Learning	12	12	12.8 – (4)	TBC	☺

PAF	BVPI	Local Indicator	Definition	04-05 Out-turn	Target	End of Year Out-turn 2005-06 (Bandings)	Plan 06-07 (DRAFT)	Status
D55	195		Acceptable waiting time for assessments (new older clients).	70	71	70 – (3)	85	☹
D56	196		Waiting time for Services	81	83	81 – (4)	83	☹
E47			Ethnicity of older people receiving assessment	0.7	0.8	0.6 – (2)	1.1	☹
E48			Ethnicity of older people receiving services following an assessment	1.1	1.1	1.1 – (3)	1.1	☹
E50			Percentage of assessments of adults and older people leading to a service	28	70	84% - (Not known)	84	☺
D52			Older people home care user survey (service satisfaction)	n/a	n/a	n/a	n/a	
D71			Older people home care user survey (PI to be decided)	n/a	n/a	n/a	n/a	

## Appendix Two – Strategic Housing

PAF	BVPI	Local Indicator	Definition	04-05 Out-turn	Target	Actual Q1	Actual Q2	Actual Latest Data	Actual Q4	Status
	64		Number of private sector dwellings returned to occupation	33	45	14	29	45	54	😊
	183a		Average length of stay for FWC in B&B	4	0	8.65	9.61	9.74	10.62	😞
	183b		Average length of stay for FWC in hostel accommodation	15	12	20	29.29	0	0	
	202		Number of people sleeping rough	0	0	0	0	0	0	😊
	203		% change in FWC in temporary accommodation compared to previous year	14.40%	0%	21.15%	23.76%	27.41%	26.10%	😞
	213		Number of homeless households where casework resolved situation	N/A	No target	0	1	2	68	
	214		% households accepted as homeless who have been previously accepted within last 2 years	0	2.00%	2.61%	2.23%	2.52%	2.88%	😐

## **Enabling Section**

### **Successes**

Enabling & Housing Needs have exceeded the target of bringing 45 properties into use by working with a number of internal and external partnerships. All the properties have been in areas of identified housing need and have assisted the homelessness prevention team in reducing the need for B & B accommodation.

### **Issues and Concerns**

It is becoming increasingly noticeable that private landlords are reluctant to assist those households who are vulnerable and in receipt of benefits. Additional partnership working will be crucial through existing networks, if the target of 50 is to be achieved during 2006/7. It is proposed to address these issues through the private landlords forum during the course of the year.

## **Private Sector Housing**

### **Successes**

With the introduction of national HMO licensing this year, Herefordshire has received consent to transfer all HMO properties within its successful HMO Registration Schemes to an additional licensing scheme for a 3-year period. Those properties meeting the stricter criteria for mandatory licensing will remain licensed indefinitely on a renewable 5-year cycle.

The [You@Home](#), Home Improvement Agency service was successfully transferred in-house in October 2005, following withdrawal of the service by the previous provider, Anchor Staying Put. The team, located at 84 Whitecross Road, provides a comprehensive service to vulnerable people, assisting them to access grants, services and other forms of assistance, and includes a handyman service.

### **Issues and Concerns**

The only Best Value Performance Indicator applicable to Private Sector Housing has been deleted due to a significant change in the assessment of housing standards from the fitness standard to a risk assessment based system. It is to be hoped that a new indicator will be issued in due course.

A recent House Condition Survey indicates that Herefordshire's progress towards the psa7 'decent homes' target is much less than previously thought. Baseline data had been set on the previous survey undertaken in 2001 in conjunction with a government approved 'ready reckoner' formula. On this basis Herefordshire had been on course to achieve the target of 'ensuring that 65% of vulnerable households occupy a decent home' by 2006,(where vulnerability and decency are clearly defined) However the new House Condition Survey results indicate that the figure is nearer 51%.

## **Homelessness**

Progress on the number of units in temporary accommodation continues. By late May, the number of families in Bed and Breakfast had reduced to 31. The number of families in Bed and Breakfast for more than 6 weeks has dropped to 20.

The number of homelessness applications and acceptances has also continued to fall, and we are confident we will meet the targets set for this area of our work during 2006/07.