

## ADULT SERVICES & STRATEGIC HOUSING PERFORMANCE MONITORING

Report By: 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 the Scrutiny Committee at 4, 6, 8, 10 and 12 months. This report covers the end of year position, along with a selection of data available as at the end of June, 2006.
4. As outlined in previous reports to this Committee, the Department of Health (DH) publishes statistical information on the performance of all Adult 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 reports to the Government Office of the West Midlands and the Department for Local Government and Communities.

### Social Care

6. Of the 27 Adult Social Care indicators used to assess the performance of the Directorate none were in Band 1 and ten of the Performance Indicators ( PIs) returned in the top two Bands for 2005-06.
7. The out-turn figures for 2005-06 represented a very positive step forward and were 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.

### **Annual Review Meeting**

9. The Annual Review Meeting (ARM) with the Commission for Social Care Inspection (CSCI) took place on 6<sup>th</sup> September. The ARM is the meeting at which CSCI reviews our self-assessment data and PI out-turns and challenges and scrutinises the Council's practice and priorities for Adult Social Care. Based on CSCI's assessment from this meeting, Adult Social Care will be awarded a judgement as to how well we are serving the people of Herefordshire and what our capacity for improvement is, which in turn informs the Star Ratings.
10. The Council is currently rated as zero stars – Adult Social Care was judged to be serving **some** people well, with **uncertain** prospects for 2004-05.
11. A lot of hard work and effort went into preparing for the ARM this year, which enabled a realistic assessment of our strengths and areas for improvement.
12. As part of the preparations for the ARM a Record of Achievement (entitled Striving to Improve: Aspiring to be Excellent) was compiled for our Business Relationship Manager from CSCI – this presents a balanced and clear view of the Directorate's performance in 2005-06. The Record of Achievement includes within it a deal of benchmarking comparisons with our Institute of Public Finance family, many of which we compare favourably against. Copies of the Record of Achievement are available upon request.

### **Adult Social Care Improvement Plan**

13. Good progress is being made to take forward the Department of Health sponsored Adult Social Care Improvement Plan. Interviews with consultants take place on 26th and 27th September to select partners to drive forward the five work-streams; Performance Data, Market Management, Workforce Planning, Fair Access to Care, and Fairer Charging.
14. The main thrust of the Improvement Plan will take place between October and January with all completed reports submitted by March 2007. A Project Board with both Member and Officer involvement has been established and project management arrangements are in place.

### **Herefordshire Connects**

15. The Connects programme is progressing as planned and it is anticipated that a new electronic project management solution for Adult Social Care will be in place during 2008; this will enable replacement of the CLIX system. Until a new electronic solution is in place we will continue to reconcile records manually using CLIX Audit Clerks – this has and will continue to enable us to ensure the integrity and accuracy of data used for the PIs.

### **Service Planning**

16. In line with the Corporate Planning process, work has commenced on the three-year Performance Improvement Cycle within the Directorate. This work will link directly to the Directorate, Divisional and Service Plans that will be developed during the next 2-3 months. A programme of work to ensure a fully joined-up approach to planning within the Directorate has already started and facilitated sessions are planned with each Head of Service and their Service Managers.

## **Strategic Housing**

17. The detail of the housing indicators is shown in Appendix Two.
18. 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	Out-turn 05.06	Target 06.07	Q1	Q2	Q3	Q4	Status
C28	53		Households receiving intensive home care per 1000 population aged 65 or over	5.7	7.5	N/A				
C29			Adults with physical disabilities helped to live at home per 1000 population aged 18-64.	4.8	5.0	2.9				☹
C30			Adults with learning disabilities helped to live at home per 1000 population aged 18-64.	2.5	2.8	2.2				☹
C31			Adults with mental health problems helped to live at home per 1000 population aged 18-64.	3.7	4	3.4				☹
C32			Older people helped to live at home per 1000 population aged 65 or over.	83.0	85	48.0				☹
C51	201		Adults and older people receiving direct payments per 100 000 population aged 18 or over.	80.0	100	66.3				☹
C62			The number of carers receiving a specific carers' service as a percentage of clients receiving community based services.	10%	10%	12%				☺
AO/D37			Availability of single rooms	88%	88%	88.4%				☺

**ADULT SOCIAL CARE AND STRATEGIC HOUSING  
SCRUTINY COMMITTEE**

**2ND OCTOBER, 2006**

PAF	BVPI	Local Indicator	Definition	Out-turn 05.06	Target 06.07	Q1	Q2	Q3	Q4	Status
AO/D39			Percentage of people receiving a statement of their needs and how the	91%	98%	90%				
AO/D40			Client receiving a review	75%	75%	44.8%				
D54			Percentage of equipment and adaptations delivered within seven days	94%	94%	97%				
D55	195		Acceptable waiting time for assessments (new older clients).	70	85	96				
D56	196		Waiting time for Services	79	83	81				

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Further information on the subject of this report is available from  
Andrew Hasler, Improvement Manager on 01432 260655

**ADULT SOCIAL CARE AND STRATEGIC HOUSING  
SCRUTINY COMMITTEE**

**2NOVEMBER, 2006**

**Appendix Two – Strategic Housing**

PAF	BVPI	Local Indicator	Definition	Out-turn 05.06	Target 06.07	Q1	Q2	Q3	Q4	Status
	64		Number of private sector dwellings returned to occupation	54	50	9				☹
	183a		Average length of stay for FWC in B&B	10.65 weeks	0 weeks	18				☹
	183b		Average length of stay for FWC in hostel accommodation	29.3 weeks	12 weeks	12				☺
	202		Number of people sleeping rough	Less than three	NA	NA	NA	NA	NA	☺
	203		% change in FWC in temporary accommodation compared to previous year	+26%	0%	-10.65%				☺
	213		Number of homeless households where casework resolved situation (measured per 1000 households)	0.93 (300 hseholds)	4	Not available				☹
	214		% households accepted as homeless who have been previously accepted within last 2 years	+2.88%	2%	1 repeat case				☺

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## **Enabling Section**

### Successes

Enabling and Housing Needs have been in negotiations with developers on a number of S106 planning gain sites which will provide over 200 affordable homes.

### 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. These issues and concerns are to be addressed at the Private Landlords Forum.

## **Private Sector Housing**

The HMO and Enforcement team continue to implement national HMO licensing and the transfer of all properties previously Registered into the national scheme.

The team are also adjusting to the new inspection and enforcement regimes also introduced this year.

The Government aim is to limit the number of enforcement notices served on landlords, to underline effective working partnerships between local authorities and landlords.

The team will, however, act in accordance with regard to the new enforcement policy and take appropriate action which includes a wide range of actions to deal with any hazards found within a property.

In addition the team are seeking compliance of all notices previously issued under earlier legislation as soon as practicable.

## **Homelessness**

Progress on the number of units in temporary accommodation continues. At the beginning of September 2006 the number of families in Bed and Breakfast had fallen to 12. The number of families in Bed and Breakfast for more than 6 weeks has dropped to 2.

The number of homelessness applications and acceptances has continued to fall, and we are confident we will meet the 06/07 targets.