

Committee: **Scrutiny Committee for Social Services and Health**  
Date: **17 March 2005**  
Report by: **Director of Law and Performance Management**  
Title: **Quarter 3 (Q3) monitoring report against the 2004-05 Council Plan**  
Purpose: **To provide a summary of performance after 9 months against the 2004-05 Council Plan.**

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**RECOMMENDATIONS - the Committee is asked to:**

- (1) note the achievements in paragraph 2; and**
  - (2) consider and the recommendations in Appendix 1 and recommend further action where appropriate**
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**1.0 Financial Implications**

1.1 There are no financial implications directly associated with this report.

**2.0 Achievements update**

**2.1 Corporate;** 75% of residents stated that they were satisfied with overall services that ESCC provided making the county the joint top performer nationally against other County Councils and third against all Councils. ESCC is also the seventh highest authority in the Country and the third highest County Council for public satisfaction with the way complaints are handled.

**2.2 Social Services: Children's Social Care;** The target of 30 new adopters is on track for 100% achievement (Council Plan 1.2d). 100% of children protection conferences held within required timescales (Council Plan 1.1c). **Older People's Services;** The number of adults and older clients receiving a review as a percentage of those receiving a service has increased from 45% to over 60%, against a target of 50% (Council Plan 1.1d). 72.4% of care packages have been delivered within 4 weeks of assessment against a target was 55% (PAF D56 BV197 – Council Plan 1.2e); 5.8 households now receive intensive home care per 1,000 population aged 65 or over, against the target of 5.5 (PAF C28 BV53 – Council Plan 1.3a).

2.3 Appendix 1 contains details of those key service targets assessed as amber or red within the remit of this scrutiny committee together with an explanatory commentary and recommendations where appropriate.

**3.0 PSA targets**

3.1 The following performance judgements are taken from Appendix 2: PSA targets, not the Council Plan exception report in which the scoring is often based on more subjective criteria. Areas of concern at this stage appear to be:

PSA5: b) People aged 65 and over receiving community based services – 1 x red (Q2 – 1 x red); c) households receiving intensive home care – 1 x amber (Q2 green)

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