

Committee: **Scrutiny Committee for Adult Social Care**

Date: **23 June 2005**

By: **Director of Law and Performance Management**

Title: **Quarter Four (Q4) monitoring report against the 2004-05 Council Plan**

Purpose: **To provide the scrutiny committee with an end of year summary of performance against the 2004-05 Council Plan and to consider whether to establish a scrutiny review board to consider performance against critical best value performance indicators (BVPIs)**

RECOMMENDATIONS - the Scrutiny Committee is recommended to:

- 1) **note the achievements during 2004/05 and the end of year monitoring results of both Key Service and PSA Targets; and**
 - 2) **establish a scrutiny review board to investigate in detail a number of critical BVPIs and/or PAFS and report back to the next committee with its findings and recommendations.**
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1. Financial Implications

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

2. Council Plan 'fourth quarter monitoring' achievements of note include:

Adult Social Services

2.1 The number of carers' assessments increased by 40%, and 72% of care packages were delivered within four weeks of assessment against a target of 55%. The total number of people provided with intensive support to live at home was 688 against a target of 626. Funding was secured for 20 Extra Care units. The number of people using Direct Payments went up by 23%, double the original target.

3. Performance against Key Service Targets

3.1 Appendix 1 provides a summary of measures which have been scored red in the fourth quarter. Appendix 2 contains details of a performance measure which was identified earlier in the year as unlikely to succeed in their original form. The two appendices provide a summary of all targets that have not been fully achieved at the end of the year. A full commentary is provided for each measure along with a percentage score indicating the, often very high, degree of partial achievement.

4. Public Service Agreements (PSA) targets

4.1 Appendix 3 shows PSA progress, at the end of Year 2, together with a more detailed commentary and graphical representations of performance where appropriate.

5. Convening BVPI and/or PAF Scrutiny Boards

5.1 In July 2004 a Best Value Performance Indicators (BVPI) review board, established by the Transport and Environment Scrutiny Committee, successfully challenged performance against BVPIs and identified some indicators that the committee should monitor carefully in future. These

were incorporated into the future programme for the committee and subsequent quarterly Council Plan performance monitoring reports. Both Members and officers found the sessions to be very informative in identifying and examining areas of poor performance.

5.2 A further set of performance indicators is the Department of Health Performance Assessment Framework (PAF). The PAF indicators provide a tool for investigating Social Services performance, allowing comparison between councils and over time. The set of PAF indicators is designed to cover as many aspects of performance as possible, and are structured around the Best Value principles including cost and efficiency; quality of service for users and carers and fair access. The Best Value Performance Indicators (BVPIs) are a subset of the PAF indicators. The Commission for Social Care Inspectorate (CSCI) uses the indicators as part of the evidence to inform their assessments of a council's performance. The indicators are considered as part of a broader set of performance evidence which result in the annual Social Services performance (star) ratings. The performance ratings are then combined with other ratings to produce the Comprehensive Performance Assessment for council services overall.

5.3 It is recommended that the Committee establishes a scrutiny review board of three members to examine a number of the most critical current BVPIs and PAFs in detail, especially those showing poor performance; and to report its findings and recommendations to the Scrutiny Committee in September.

5.4 Recommendations may address: changes to services to help better meet targets, changes to the way performance data is presented to assist Members with performance information and interpretation; and, any further training considered necessary to assist Members with interpretation of performance information.

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BACKGROUND DOCUMENTS:
Council Plan 2004/2005