

Report to:	Adult Social Care Scrutiny Committee
Date:	21 November 2006
Title of report:	Quarter Two (Q2) monitoring report against the 2006/07 Council Plan.
By:	Director of Law and Personnel
Purpose of report:	To provide an update on performance against the Council Plan for the 2nd quarter of 2006/07

RECOMMENDATIONS:

The Scrutiny Committee is recommended to:

- 1. note the selection of early successes and achievements made by the Adult Social Care Department; and**
- 2. consider the performance measures currently scored amber (appendix 1) and the action being taken to address them**

1. Financial implications

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

2. Early successes and achievements during quarter two

2.1 The following early successes and achievements have been noted during quarter two:

- The number of Carer Assessments has been significantly exceeded and stands at 2076 (target 1653).
- Older people helped to live at home per 1,000 population aged 65 or over, has increased from 57.6 in Q1 to 58.9 at Q2.
- Adults with mental health problems helped to live at home per 1,000 population aged 18-64 has increased from 1.72 in 2005/06 to 1.9 in 2006/07.
- Adults with physical disabilities helped to live at home per 1,000 population aged 18 - 64 stands at 5.3 (target 5.1)

3. Performance against Key Service Targets

3.1 Appendix 1 provides a summary of those performance measures which are recorded as amber for quarter two. These are either an early alert of potential problems or were a request to Cabinet that it supports the actions already underway to bring the target back on track.

3.2 The committee may wish to highlight those performance results which are of particular concern and ensure monitoring of these are timetabled into the committee's forward programme.

4. Performance Indicator Review Board

4.1 A Review Board, made up of Councillors Gubby, Mrs Tidy and Webb, will meet on 16 November 2006 to consider current performance around seven Performance Assessment Framework (PAF) Indicators. A verbal update on any feedback from the meeting will be provided during this item.

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Local Member: All

Background Documents

None

Key objective	Key Service Target	Performance measure	Q2 Commentary	Q2 RAG
1. Improve the experience of adults, older people and their carers accessing and using Adult Social Care services	1.5 Improve the user experience of assessment, care managements and review processes	1.5a The percentage of new older clients who had their assessment started within 48 hours and completed within 4 weeks of contacting the Department increased from 49.4% in 2005/06 to 65% in 2006/07. (PAF D55, BVPI 195)	Q2 Performance is 52.3% and is showing steady improvement. Recording process has been reviewed and implemented for Assessment and Care Management. The implementation of changes to Physical Disability recording process is in development and process changes will be reviewed 3 months after implementation. Recommendation to Cabinet, note the implementation of changes to the recording process	A
		1.5c Percentage of people receiving a statement of their needs and how they will be met maintained at greater than 92%. (PAF D39)	Q2 Performance has slightly improved at 89% - a reduction in 2005/06 activity levels. This is being reviewed as part of Business Transformation Operational Practice stream. Recommendation to Cabinet, note that this target is under review	A
		1.5e The percentage of assessments of adults and older people which lead to the provision of service increased from 57.4% in 2005/06 to greater than 58% in 2006/07 (PAF E50)	Q2 Performance is 51.1% a reduction when compared to Q1 and 2005/06 activity levels. This is being reviewed as part of Business Transformation Operational Practice stream. This is being reviewed as part of Business Transformation Operational Practice stream. Recommendation to Cabinet, note that this target is under review	A
1. Improve the experience of adults, older people and their carers accessing and using Adult Social Care services	1.8 Provide Carers with the information, advice and support they need to continue in their caring role	1.8a Increase the number of Carers who receive Services from 3.53% in 2005/06 to 8% in 2006/07 (PAF C62) (LAA 10.2.1)	There has been a small increase in the number of services being provided following assessment (up to 4.65) but this is below target. Work is being undertaken on the pilot to undertake carers' assessments through the voluntary community sector, which will enable a substantial quantity of existing provision within the count to be included. Recommendation to Cabinet, note the actions being taken	A