

6 OCTOBER, 2011

Social Care and Inclusion 1st Quarter Performance Report 2011

Ward(s) All

Portfolio: Cllr Barbara McCracken, Social Care and Health

Executive Summary:

Present scrutiny with details of performance measures across the directorate, to enable review .

Reason for scrutiny:

- To enable scrutiny of key performance and outcome indicators in accordance with statutory guidance
- Enable scrutiny panel to fulfil its function of holding cabinet to account for the delivery of the Council's strategic goals

Background papers:

- Social Care and Inclusion Scorecard 2011-12 (Appendix one)

Resource and legal considerations:

Any resource implications arising from improving performance to maximise service user outcomes will be found from within approved budgets. There are no legal considerations arising from this report.

Citizen impact:

Improved service delivery will impact on improved outcomes for citizens across the borough.

Environmental impact:

There is no specific environmental impact

Performance management:

The scrutiny and performance panels scorecard contains outcomes and management information that supports the delivery of efficient, quality adult social care services. Any risks identified in relation to the progressing of performance can be found in directorate service plans and the risk register which are subject to regular review.

Equality Implications:

The performance targets include actions that ensures delivery of equitable services

Consultation:

There are no specific consultation requirements relating to this report

Contact Officer:

Anne Doyle – Commissioning Manager, Strategic Development, Social Care & Inclusion Directorate

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1. Report

Please note:

In this section of the report, you should take note of the following points:-

- There is no need to reproduce the title of the report at the top of the page
- Avoid the use of title “background”.
- Use relevant headings to explain the issues
- Number paragraphs in each section e.g. 1.1
1.2
1.3
- Keep it short and to the point
- Avoid jargon
- Use diagrams, flow charts, etc, where appropriate, to break up the text
- Use bullet points where you can
- Would a presentation support the report?
- Use Arial font, point size 12

Social Care and Inclusion Scrutiny Panel Scorecare 2011-12: Quarter 1 Appendix 1											
Lead Officer	Q1 10/11	Q1 10/11 Num/Den	2011-12 Q1	2011-12 Q1 Num/Den	2011-12 Q2	2011-12 Q2 Num/Den	2011-12 Q3	2011-12 Q3 Num/Den	2011-12 Q4	2011-12 Q4 Num/Den	Targets
Service Area : 2011/12 Adult Social Care Outcomes Framework											
Indicator Ref No : 2A Permanent admissions to residential and nursing care homes, per 100,000 population for Older people											
Paul Davies			16.3	N:32 D:196313							
Comments:											
Indicator Ref No : 2B (NI125) Proportion of Older people (65+) who are still at home 91 days after discharge from hospital into reablement and rehabilitation services.											
Paul Davies	80	N:88 D:110	89.8	N:79 D:88							
Comments:											
Indicator Ref No : 1C PART ONE (NI130) Proportion of people using social care who receive self-directed support.											
Paul Davies	6.97	N:431 D:6181	21.24	N:611 D:2877							
Comments:											
Indicator Ref No : 1C PART TWO (NI130) Proportion of people using social care who receive direct payments.											
Paul Davies			10.5	N:302 D:2877							
Comments:											
Indicator Ref No : 2C PART ONE (NI131) Total delayed transfers.											
Paul Davies			10.74	N:21 D:195357							
Comments: Further data cleansing in progress to finalise quarter 1 performance											
Indicator Ref No : 2C PART TWO (NI131) Delayed transfers attributable to social care.											
Paul Davies			6.48	N:12.7 D:195357							
Comments: Further data cleansing in progress to finalise quarter 1 performance											
Indicator Ref No : 1E (NI146) Proportion of adults with Learning disabilities in paid employment.											
DWMT			8.99	N:54 D:601							
Comments: Further data cleansing in progress to finalise quarter 1 performance											
Indicator Ref No : 1G (NI145) Proportion of adults with Learning disabilities who live in their own home or with their family.											
Sean Cook	13.9	N:85 D:611									
Comments: data cleansing underway to support greater accuracy in reporting											
Indicator Ref No : 1F (NI150) Proportion of adults in contact with secondary mental health services in paid employment.											

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Lead Officer	Q1 10/11	Q1 10/11 Num/Den	2011-12 Q1	2011-12 Q1 Num/Den	2011-12 Q2	2011-12 Q2 Num/Den	2011-12 Q3	2011-12 Q3 Num/Den	2011-12 Q4	2011-12 Q4 Num/Den	Targets
DWMT											
Comments: Data not available for quarter one due to upgrading in systems.											
Indicator Ref No : 1H (NI149) Proportion of adults in contact with secondary mental health services living independently, with or without support.											
DWMT											
Comments: Data not available for quarter one due to upgrading in systems.											
Service Area : 2. Consultation and Feedback Social Care & Inclusion											
Indicator Ref No : CC1 % of complaints resolved within the timetable indicated on the complaint plan											
Stuart Fletcher	86	N:30 D:35	72	N:21 D:29							75
Comments:											
Indicator Ref No : CC4 % investigated by the LGO following local authority investigation											
Anne Draper	9	N:1 D:36	0.03	N:1 D:29							<5
Comments:											
Service Area : 3. Learning and Growth Workforce Profile Social Care & Inclusion											
Indicator Ref No : HRD6.18 Number of long term open sickness absences cases open for 1-3 months											
Julian Mellor	25		12								10
Comments:											
Indicator Ref No : HRD6.2 SC&I directly employed - Average working days/shifts lost per employee due to sickness absence											
Julian Mellor	3.59		2.73								3.25
Comments: 10/11 outturn 16.08. Decreased compared to 3.59 same quarter last year.											