

Adult and Community Services Overview and Scrutiny Committee

29 July, 2009

Agenda

The Adult and Community Services Overview and Scrutiny Committee will meet at the **SHIRE HALL, WARWICK** on **WEDNESDAY, the 29 JULY, 2009 at 10.00 a.m.**

The agenda will be:-

1. General

- (1) Apologies for Absence
- (2) Members' Declarations of Personal and Prejudicial Interests

Note: Members are reminded that they should declare the existence and nature of their personal interests at the commencement of the relevant item (or as soon as the interest becomes apparent). If that interest is a prejudicial interest the Member must withdraw from the room unless one of the exceptions applies.

Membership of a district or borough council is classed as a personal interest under the Code of Conduct. A Member does not need to declare this interest unless the Member chooses to speak on a matter relating to their membership. If the Member does not wish to speak on the matter, the Member may still vote on the matter without making a declaration.

The public reports referred to are available on the Warwickshire Web
www.warwickshire.gov.uk/committee-papers

(3) Remit of the Adult and Community Services Overview and Scrutiny Committee

To review and or scrutinise the provision of public services in Warwickshire relating to adult social care services, leisure and cultural services including libraries, heritage and community education, tourism and countryside leisure.

(4) Minutes of the Adult and Community Services Overview and Scrutiny Committee Meetings held on the 18 March 2009 and the 23 June 2009 (copies attached)

(5) Feedback from Overview and Scrutiny Board

2. Public Question Time

Up to 30 minutes of the meeting is available for members of the public to ask questions on any matters relevant to the business of the Adult and Community Services Overview and Scrutiny Committee.

Questioners may ask two questions and can speak for up to three minutes each.

To be sure of receiving an answer to an appropriate question, please contact Ann Mawdsley on 01926 418079 or e-mail annmawdsley@warwickshire.gov.uk at least five working days before the meeting. Otherwise, please arrive at least 15 minutes before the start of the meeting and ensure that Council staff are aware of the matter on which you wish to speak.

3. Presentation on Overview and Scrutiny

A presentation from Louise Denton, Overview and Scrutiny Officer, outlining the principles of effective scrutiny, elements of an effective work programme and previous work undertaken by Overview and Scrutiny Committees and outcomes achieved.

4. Presentation on Challenges and Opportunities

Presentations from Councillor Colin Hayfield, Portfolio Holder for Adult Social Care and Councillor Chris Saint, Portfolio Holder for Leisure, Culture and Housing outlining challenges and opportunities for the next 12 months.

The public reports referred to are available on the Warwickshire Web
www.warwickshire.gov.uk/committee-papers

5. Quarter 4 Directorate Report Card 2008/09 (April – March 2009)

Report of the Strategic Director for Adult, Health and Community Services

This report provides an analysis of the [Adult, Health and Community Services](#) Directorate's performance at the year end point for 2008/09. It reports on performance against the key performance indicators as set out in the Directorate Report Card.

Recommendation

It is recommended that the Adult and Community Services Overview and Scrutiny Committee consider and comment on both the summary and detail of the performance indicators within the Directorate Report Card at Quarter 4 of 2008/09 (Appendix A).

For further information please contact Dr Graeme Betts, Strategic Director of Adult, Health and Community Services, Tel: 01926 742967 E-mail graemebetts@warwickshire.gov.uk or Andrew Sharp, Business, Performance and Information Service Manager, Tel: 01926 745610, E-mail andrewsharp@warwickshire.gov.uk.

6. Any Other Items

which the Chair decides are urgent.

7. Workshop Session

A workshop session with members working in groups to discuss/ identify priority issues to be addressed and appropriate scrutiny methods for doing so.

JIM GRAHAM
Chief Executive

The public reports referred to are available on the Warwickshire Web
www.warwickshire.gov.uk/committee-papers

Adult and Community Services Overview and Scrutiny Committee Membership

Councillors Peter Butlin, Les Caborn (Chair), Jose Compton, Richard Dodd, Mike Gittus, Bob Hicks, Tilly May (Vice Chair), Frank McCarney, Kate Rolfe, Martin Shaw, Claire Watson, Sonja Wilson.

Portfolio Holders:- Councillor Colin Hayfield (Adult Social Care)
Councillor Chris Saint (Leisure, Culture and Housing)

The reports referred to are available in large print if requested

General Enquiries: Please contact Ann Mawdsley on 01926 418079

E-mail: annmawdsley@warwickshire.gov.uk

Enquiries about specific reports: Please contact the officers named in the reports.

The public reports referred to are available on the Warwickshire Web
www.warwickshire.gov.uk/committee-papers

Minutes of the Meeting of the Adult and Community Services Overview and Scrutiny Committee held on 18 March 2009 at Shire Hall, Warwick

Present:

Members of the Committee	Councillor Les Caborn “ Jose Compton “ Richard Dodd “ Michael Doody “ Anne Forwood “ Marion Haywood “ Nina Knapman “ Sue Main “ Raj Randev (replacing Councillor Frank McCarney in a non-voting capacity for this meeting) “ Ian Smith “ Sid Tooth (replacing Councillor Mota Singh for this meeting) “ John Wells
Other County Councillors	Councillor Colin Hayfield (Portfolio Holder for Adult, Health and Community)
Officers	Liz Bruce, Head of Local Commissioning Louise Denton, Overview and Scrutiny Officer Ann Mawdsley, Principal Committee Administrator Simon Robson, Head of Local Provider Services and Libraries, Learning and Culture

There was one member of the public in attendance.

1. General

As neither the Chair or the Vice Chair were in attendance, nominations for a Chair for this meeting were called. Councillor Anne Forward, seconded by Councillor Sid Tooth, proposed that Councillor John Wells be appointed Chair of the Committee.

A vote was taken and it was resolved that Councillor John Wells be appointed Chair of the Committee for this meeting.

(1) Apologies for absence

Apologies for absence were received on behalf of Councillor Frank McCarney (replaced by Councillor Raj Randev in a non-voting capacity for this meeting), Councillor Mota Singh (replaced by Councillor Sid Tooth for this meeting) and Graeme Betts.

(2) Members Declarations of Personal and Prejudicial Interests

Members declared personal interests as set out below:

- (1) Councillor Colin Hayfield declared a personal interest as a Non-Executive Director of NHS Warwickshire, and as the Chairman of the Commissioning Body for Supporting People.
- (2) Councillor Anne Forward declared a personal interest in Item 3 as a member of the Board of Management of Rowan Organisation, Atherstone.

(3) Minutes of the Adult and Community Services Overview and Scrutiny Committee Meeting held on the 14 January 2009

The minutes of the meeting of the Adult and Community Services Overview and Scrutiny Committee meeting held on 14 January 2009 were agreed as a correct record with the following correction:

Page 10 – 9. Provisional Items for Future Meetings and Forward Plan Items Relevant to the Work of this Committee

“Cabourn” to be changed to “Caborn”.

Matters arising

None.

Minutes of the Adult and Community Services Overview and Scrutiny Committee Meeting held on the 11 February 2009

The minutes of the meeting of the Adult and Community Services Overview and Scrutiny Committee meeting held on 11 February 2009 were agreed as a correct record with the following correction:

Page 1 – Present: Members of the Committee

Councillor Sue Main to be included in the list of Members present.

Matters Arising

Page 2 – 1. General (1) Apologies for absence

Councillor Richard Dodd thanked the Members of the Committee for the good wishes he had received.

Page 2 – 2. Select Committee to look at the Library Service

Louise Denton noted that a report outlining the views of the Committee on the proposals to transform Warwickshire's Library Service and drawing together the evidence gathered from consultation with the Area/Joint Committees, the select committee meeting 11 February 2009 and a visit to Malvern Library on 11 March 2009 would be brought to the April meeting.

2. Public Question Time

There were no public questions.

3. Continuing Health Care for Older People

The Committee considered the report of the Strategic Director for Adult, Health and Community Services giving an update on progress by the Local Authority and the joint improvement plan agreed by the Local Authority and the Primary Care Trust.

Members discussed several aspects of the report. The following points were noted during the debate:

1. The term "lean methodology" referred to business methods used to reduce duplication and bureaucracy.
2. The Joint Action Plan to Deliver Continuing Health Care in Warwickshire had been agreed with the PCT, including the collection of data. The Action Plan set out a useful framework as continuing healthcare was like to be costly for both organisations and future reports to the Committee would include more data, which would help Members to identify trends. Clear timescales were planned but were still being negotiated by the Joint Chief Officer Group.
3. There was a need to continuously track and monitor the circumstances of older people, particularly those with dementia, to ensure people were transferred to continuing healthcare at the right time. At present it was estimated that 20% of Social Care customers would go into fully funded PCT continuing healthcare.

4. In response to a question regarding charging for delayed discharges, it was noted that in Warwickshire, the County Council was working with all acute hospitals to improve discharging without fining, through effective discharge planning. In terms of Warwick Hospital, negotiations were ongoing around fining, which was not felt to be in the spirit of partnership.
5. Following a discussion about jargon, it was agreed that wording had to be clearly understood by both organisations and it was noted that for the past 18 months the Directorate had taken on the role of advocates for patients, which included ensuring the public understood their full entitlement, such as free healthcare at the point of delivery. Members agreed that when documents were written for the public, there needed to be a greater focus on plain English.
6. Only 20% of patients leaving hospitals were the responsibility of the Local Authority, and each of these had clear discharge protocols and plans. It was agreed that all patients were entitled to a safe discharge plan.
7. Officers noted that the Action Plan had been developed in response to recommendations from the Audit Commission and while it was felt to be deliverable, there was some concern about the current capacity within the PCT to deliver all the activities. Members agreed this would need to be carefully monitored and in future the Action Plan should include a column with traffic lights to record progress.
8. In response to concern raised about not having clear monitoring arrangements, it was noted that before the merger of the three PCTs in Warwickshire there had been low delivery of continuing healthcare in Warwickshire with no audit trail. In line with the new National Framework, the Joint Strategy Group would collect information to allow for effective monitoring and identification of trends locally, regionally and nationally.
9. Audit Commission recommendations to the PCT included a direction that continuing healthcare had to be feature in all integrated or joint strategies with the Local Authority.
10. Warwickshire County Council had over 1,000 people using Direct Payments and were leading the way in the West Midlands with Individual Budgets, with more than 100 people trialling the system. The PCT was not as advanced in these areas, and work was ongoing to ensure that patients receiving Direct Payments or Individual Budgets, who then moved to continued healthcare, continued to receive their full support packages, within legal frameworks.

The Committee agreed to:

- Note the progress that has been made by Warwickshire County Council since the implementation of the new National Framework in October 2007
- Endorse the joint action plan recently agreed across Warwickshire County Council and NHS Warwickshire
- Receive further updates on completion of action plan objectives.

4. Absence Management within Local Provider Services: Six Monthly Update

The Committee considered the report of the Strategic Director for Adult, Health and Community Services updating members on current absence management performance across Local Provider Services, describing actions taken in the last six months and outlining specialist work currently being developed to contribute to improved performance in this key area.

Simon Robson reminded Members that the original report on absence management had resulted from generally poor absence within Local Provider Services and the County Council generally and the drive to improve attendance management as well as general health of staff. He added the following:

- i. Work had been done with HR colleagues as well as with Warwick University and Warwick Medical School resulting in a broader range of preventative measures as well as looking at triggers, cultures, carer needs and generally reducing stress and anxiety. Training and support had also been increased for carer staff to reduce musculoskeletal problems.
- ii. An analysis of the increased raw data available had enabled hot spots within Local Provider Services to be identified.
- iii. Officers within the Directorate had been proactively involved with the tender specifications and deployment of the new Occupational Health provision for the County Council, which was expected to impact on long-term sickness (more than 28 days) absence.
- iv. A lot of the activity reported previously had started to have an impact and trends continued to decrease.

During the ensuing discussion the following points were highlighted:

1. Members were pleased to see the progress and congratulated Simon Robson and his team on their achievements.
2. It was agreed that in the current economic climate staff may fear for their jobs and there needed to be continued support for genuine issues.
3. Members agreed that when levels of sickness absence were high, both the individual and their role needed to be considered. Where a consistent pattern was identified with a particular role, the County

Council had a responsibility as an employer to ensure the right tools, support and ability to do the job were in place.

4. Managers were receiving training to ensure that 'returning to work' interviews were meaningful and covered possible hidden factors and that managers were confident and better informed to deal with long-term sickness.

The Adult and Community Services Overview and Scrutiny Committee agreed to:

1. Note the progress described in the report.
2. Support the approach taken and being further developed to improve absence management performance in Local Provider Services.
3. Receive a further update report in six months time.

5. Quarter 3 Directorate Report Card 2008/09 (April – December 2008)

The Committee considered the report of the Strategic Director for Adult, Health and Community Services providing an analysis of the Adult, Health and Community Services Directorate's performance at the mid-year point for 2008/09 and reporting on performance against the key performance indicators as set out in the Directorate Report Card.

There was broad agreement that much of the data was old or in many cases not yet available. Where there were new indicators that had not yet been defined or criteria interpreted, this distorted the figures that were available.

It was agreed that on page A5, Ref LI410 – "No. admissions of supported residents aged 65 or over to residential/nursing care per 10,000 population", that the aim should be changed to "Smaller is Better".

The Adult and Community Services Overview and Scrutiny Committee, having considered both the summary and detail of the performance indicators within the Directorate Report Card at Quarter 3 of 2008/09 that their comments above should be noted.

6. Bi-Monthly Performance Monitoring Update – December 2008

The Committee considered the report of the Strategic Director for Adult, Health and Community Services on the adult social care performance for December 2008. Members agreed this report was a more useful indicator of the way the Service was progressing than the Report Card and there needed to be a more consistent way of reporting performance.

Councillor Colin Hayfield noted that overall progress had been good, showing a gradual upward trend across most areas.

Simon Robson reported that Section 2 outlined the new National Indicator set which was being introduced and would eventually replace the PAF Indicators.

Members discussed several aspects of the report and noted the following points:

1. The D55 indicator had two parts to the target – the first being the initial contact with the customer and the second covering the four weeks allowed to carry out the full assessment. There were more problems arising in the second part of this target as priorities were set on needs and the volume of people being assessed could alter the assessment times.
2. It was reported that performance in relation to D55 was generally good, but the Red Indicator put in place was an indicator of the high standards and efforts made to further improve.
3. The client group covered by C30 (Adults with Learning Disabilities) was a small group, impacting on the percentages.
4. Members noted the positive impact that PHILLIS had made on services, picking up people who had previously ‘fallen through the net’.
5. Following a general discussion about exception reporting, it was broadly agreed that achievements need to be reported as well as areas needing improvement, in order to get a balanced picture.
6. Members congratulated Liz Bruce and her team on the progress and outcomes that had been achieved.

The Committee agreed to note the report.

7. Provisional Items for Future Meetings and Forward Plan Items Relevant to the Work of this Committee

Members of the Committee noted the Items for Future Meetings with the following change:

The ‘Home Care Electronic Monitoring Systems’ report would form part of a wider ‘Development in the in-house Home Care Services’ report, to be reported on a date still to be agreed.

Councillor Nina Knapman reported that only two elected members had gone on the visit to Malvern Library on 11 March, which had been disappointing as the visit had been extremely useful. Simon Robson added that the cancellation of the initial arrangements due to snow had resulted in a limited

choice of alternative dates in order to enable feedback before the close to the consultation exercise on Friday, 20 March.

8. Any Other Items

None.

9. Reports Containing Confidential or Exempt Information

It was Resolved that members of the public be excluded from the meeting for the item mentioned below on the grounds that their presence would involve the disclosure of confidential or exempt information as defined in paragraph 3 of Schedule 12A of the Local Government Act 1972.

10. Exempt Minutes of the Meeting held on 14 January 2009

The exempt minutes of the meeting of the Adult and Community Services Overview and Scrutiny Committee held on 14 January 2009 were agreed as a correct record.

Members agreed that when reference was made to charges, the overall figures and where possible, impact on revenue needed to be included for clarification.

Chair of Committee

The Committee rose at 11.25 pm.

MINUTES OF A MEETING OF THE ADULT AND COMMUNITY SERVICES OVERVIEW & SCRUTINY COMMITTEE HELD ON 23 JUNE 2009

Present:

Councillors Peter Butlin
Les Caborn
Jose Compton
Richard Dodd
Mike Gittus
Bob Hicks
Tilly May
Frank McCarney
Kate Rolfe
Martin Shaw
Clair Watson
Sonja Wilson

Other members in attendance:

Councillors John Appleton, Martyn Ashford, Peter Balaam, Peter Barnes, Martin Barry, Sarah Boad, Penny Bould, David Bryden, Richard Chattaway, Alan Cockburn, Ron Cockings, Chris Davis, Alan Farnell, Jim Foster, Peter Fowler, Carol Fox, Eithne Goode, Colin Hayfield, Robin Hazelton, Martin Heatley, Richard Hobbs, Clare Hopkinson, Julie Jackson, David Johnston, Bernard Kirton, Joan Lea, Barry Lobbett, Phillip Morris-Jones, Brian Moss, Tim Naylor, Mike Perry, Carolyn Robbins, Jerry Roodhouse, John Ross, Chris Saint, Izzi Seccombe, Dave Shilton, Bob Stevens, Ray Sweet, June Tandy, Heather Timms, Sid Tooth, John Vereker, CBE, Helen Walton, Angela Warner, John Whitehouse, Chris Williams and David Wright.

An apology for absence were submitted on behalf of Councillor Mike Doody.

1. **Appointment of Chair**

Councillor Jose Compton, seconded by Councillor Claire Watson, proposed that Councillor Les Caborn be appointed Chair of the Committee.

A vote was taken and it was resolved that Councillor Les Caborn be appointed Chair of the Committee.

2. **Appointment of Vice-Chair**

Councillor Les Caborn, seconded by Councillor Sonja Wilson, proposed that Councillor Tilly May be appointed Vice-Chair of the Committee.

A vote was taken and it was resolved that Councillor Tilly May be appointed Vice-Chair of the Committee.

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Chair

The Committee rose at 12.23 p.m.

AGENDA MANAGEMENT SHEET

Name of Committee **Adult and Community Services Overview and Scrutiny Committee**

Date of Committee **29th July 2009**

Report Title **Quarter 4 Directorate Report Card 2008/09 (April – March 2009)**

Summary This report provides an analysis of the [Adult, Health and Community Services](#) Directorate’s performance at the year end point for 2008/09. It reports on performance against the key performance indicators as set out in the Directorate Report Card.

For further information please contact:

Dr Graeme Betts Strategic Director of Adult, Health and Community Services Tel: 01926 742967 graemebetts@warwickshire.gov.uk	Andrew Sharp Business, Performance and Information Service Manager Tel: 01926 745610 andrewsharp@warwickshire.gov.uk
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Would the recommended decision be contrary to the Budget and Policy Framework? No.

Background papers None.

CONSULTATION ALREADY UNDERTAKEN:- Details to be specified

- Other Committees
- Local Member(s) Not Applicable
- Other Elected Members Councillor L Caborn, Councillor T May, Councillor F McCarney, Councillor R Dodd
- Cabinet Member Councillor C Hayfield
- Chief Executive
- Legal Alison Hallworth, Adult and Community Team Leader
- Finance Chris Norton, Strategic Finance Manager
- Other Chief Officers

- District Councils
- Health Authority
- Police
- Other Bodies/Individuals Louise Denton, Overview and Scrutiny Officer

FINAL DECISION YES

SUGGESTED NEXT STEPS:

Details to be specified

- Further consideration by this Committee
- To Council
- To Cabinet
- To an O & S Committee
- To an Area Committee
- Further Consultation

**Adult and Community Services Overview and Scrutiny
Committee – 29th July 2009**

Quarter 4 Directorate Report Card 2008/09

**Report of the Strategic Director of Adult, Health and
Community Services**

Recommendations

It is recommended that the Adult and Community Services Overview and Scrutiny Committee consider and comment on both the summary and detail of the performance indicators within the Directorate Report Card at Quarter 4 of 2008/09 (Appendix A).

1. Background

- 1.1 This report presents Adult and Community Services Overview & Scrutiny Committee with the year end update on the performance of the Directorate Report Card for **Adult, Health and Community Services** and is intrinsically linked to the Corporate Report Card which is considered by Cabinet.
- 1.2 All Directorate Report Cards provide the specialist service based information which support the Council-wide position considered by Cabinet in the Corporate Report card.
- 1.3 After a year of operation the Report Card system has been enhanced and all Directorates now provide an update on the performance of their Directorate Report Cards to the respective Overview & Scrutiny Committee on a quarterly basis.
- 1.4 The objective of the system is to provide Members with a detailed update on the key performance measures relating to the Directorate, from which Members can be signposted to more detailed reports and information if required.
- 1.5 This detail and a summary of content are set out in the following sections.

2. Content of the Directorate Report Card

- 2.1 As a minimum requirement the Directorate Report Card includes any indicators which are in the Corporate Report Card and are the responsibility of this

Directorate either on the basis of our specific service areas or as contributions to a corporate total.

2.2 Recognising the increased role which partnership plays in the delivery of County Council services, all LAA measures relevant to the Committee have been incorporated into the Directorate Report Card, In addition to the relevant measures from the Corporate Report Card all Directorate Report Cards will be made up of other 'local' indicators' which they feel are relevant to their services.

2.3 Directorate Report Cards will therefore potentially comprise the following four 'types' of measures:




Type 1	Specialist areas, clearly led by one Directorate which appear in the Corporate Report Card <i>eg. Environment CPA score</i>
Type 2	The Directorate's contribution to the cumulative Corporate figure which appears in the Corporate Report Card <i>eg. Sickness absence</i>
Type 3	Measures specific to the Directorate, as taken from the Directorate Business Plan (Directorate Report Card only)
Type 4	Measures related to the effectiveness of services delivered within the relevant Directorate (Directorate Report Card only)

2.4 The content of the Directorate Report Card has been agreed by the Directorate Leadership Team in consultation with Portfolio holders and Members.

3. Overall Summary of Full Year Performance

3.1 There are 45 measures within the Directorate Report Card and at the 4th quarter point for 2008/09; performance is reported for all of these. Of the total number reported there are 12 National Indicators.

3.2 The performance at Quarter 4 for 2008/09 is presented in full in Appendix A and summarised in the table below.

	Quarter 4 Outturn compared to 2007/08 target								Total
	Q4 outturn exceeding target		Q4 outturn meeting target		Q4 outturn missed target		New indicator, forecast not available		
									
	Total no. of measures	%	Total no. of measures	%	Total no. of measures	%	Total no. of measures	%	Total no. of measures
Performance Results	10	33%	3	10%	9	30%	8	27%	30

Customer Results	1	33%	1	33%	1	33%	0	0%	3
Corporate Health	0	0%	4	100%	0	0%	0	0%	4
People measures	3	38%	3	38%	1	13%	1	13%	8
OVERALL TOTAL	14	31%	11	24%	11	24%	9	20%	45

4. Remedial action

- 4.1 In response to Member concerns this year a great emphasis has been placed on the need for robust remedial action in relation to measures which are forecast not to meet target.
- 4.2 The table below summarises the key remedial action which will address underperforming areas and take place between now and the next reporting period, as taken from the table in Appendix A.

Ref	Measure	Responsible Head of Service	Summary of remedial action
LI337a	No. Working days/ shifts lost due to sickness absence per FTE	Ron Williamson	Over the course of the past year we have had in place a range of proactive measures to manage performance in relation to this indicator within a challenging economic environment. We have taken a revised action plan to DLT in May this year, which has now been approved and refocuses activity to work towards meeting future targets. A follow up meeting with DLT is set for July to review progress and ensure outstanding actions remain fit for purpose. The action plan is owned by DLT and supported by HR, but there is clear recognition that this also requires ownership from managers at all levels across the Directorate.
LI120a	All age all cause mortality - Males Nuneaton & Bedworth (Rate	PCT responsibility	This is the full year outturn, using information from 2007. As the information has an inbuilt 2 year delay we have not yet seen the

	per 100,000)		full effect of the improvements. Remedial action will include directing the limited resources available to target particular at risk and vulnerable groups and by the implementation of the Warwickshire Health Inequality Strategy.
LI402b	Improve emotional health in the workplace - Training Managers	PCT responsibility	Training schedule is back on track and has started. Target last year moved forward to this year due to slippage on staff vacancies.
LI402c	Improve emotional health in the workplace – Awareness	PCT responsibility	Training schedule is back on track and has started. Target last year moved forward to this year due to slippage on staff vacancies.
LI406	Carers receiving a carers service as a % of clients receiving community based services	Kim Harlock	The number of carers receiving a service has increased from 2382 to 2659. However the denominator for this indicator is people helped to live independently at home, which has increased by 3650, resulting in a lower percentage. It has been a deliberate policy decision to focus on improving performance around helped to live at home in 08/09 accepting that this will affect performance against this indicator in the short term. In 2009/10 we will be separating prevention services from helped to live at home which will resolve this issue by changing data sources to focus on performance against this and other measures accepting that performance against the helped to live at home indicator will reduce. This is inline with responses to national approaches. This indicator is replaced for 09/10 with NI135.
LI407	No. Adults receiving direct payments at 31/3/08, per 100,000 of people aged 18 +	Kim Harlock	This indicator has now been superseded by NI130 which measures Individual Budgets and Direct Payments for both clients and carers. In order to report against this new indicator we

			<p>have undertaken significant data quality work, which has improved the accuracy of recording. As a result of this work we identified a number of customers who had been included in this indicator that should have been excluded. As a result although our outturn figures show a reduction in performance actual performance on the ground for our customers has not reduced. This indicator has been deleted for 09/10 and replaced with NI130.</p>
LI409	% users satisfied with the Home Care Service	Kim Harlock	<p>Results from other surveys, such as the Place Survey and Public Satisfaction Survey, and benchmarking with other authorities show there is an overall trend for reducing satisfaction with Council services. A provider workshop was held on 1st June to discuss ways of increasing satisfaction. An improvement plan is being prepared for DLT and a strengthened quality assurance team is being recruited.</p>
NI120m	All-age all cause mortality rate - countywide male (Rate per 100,000)	PCT responsibility	<p>This is the full year outturn, using information from 2007. As the information has an inbuilt 2 year delay we have not yet seen the full effect of the improvements. Remedial action will include directing the limited resources available to target particular at risk and vulnerable groups and by the implementation of the Warwickshire Health Inequality Strategy.</p>
NI135	Carers receiving needs assessment or review and a specific carer's service or advice and information (%)	Kim Harlock	<p>The number of carers receiving a service has increased from 2382 to 2659. However the denominator for this indicator is people helped to live independently at home, which has increased by 3650, resulting in a lower percentage. It has been a deliberate policy decision to focus on improving performance around helped to</p>

			live at home in 08/09 accepting that this will affect performance against this indicator in the short term. In 2009/10 we will be separating prevention services from helped to live at home which will resolve this issue by changing data sources to focus on performance against this and other measures accepting that performance against the helped to live at home indicator will reduce. This is inline with responses to national approaches.
NI141	Vulnerable people achieving independent living - Supporting People (%)	Kim Harlock	This information is for the last 4 quarters up to quarter 3. New targets for 2009/10 and 2010/11 have been agreed with Government Office West Midlands after it was agreed that the previous targets were too stretching when compared to appropriate benchmarks. The target for 2009/10 is 65%

5. Recommendations

It is recommended that the Adult and Community Services Overview and Scrutiny Committee consider and comment on both the summary and detail of the performance indicators within the Directorate Report Card at the Fourth Quarter point of 2008/09 (Appendix A).

DR GRAEME BETTS
Strategic Director of Adult,
Health and Community
Services

Shire Hall
Warwick

July 2009

Warwickshire County Council AHCS Scorecard 2008 - 2009

Customers								
Indicators				Baseline (2007-2008 Year End Actual)	2008 - 2009			
Ref	Description	Aim	Collection Frequency		Current Performance			SMART Remedial Action (To be carried out by Next Reporting Stage) and/or Comments
				Year End Actual (A)	End of Year Target (B)	Year End Actual against End of Year Target (A) vs (B)		
LI316a	% Achievement of WCC customer care standards	Bigger is Better	Quarterly	N/A	87.00	86.00	★	
LI317a	% Satisfaction with Mystery Shopping experience rating	Bigger is Better	Annually	N/A	83.00	87.00	▲	
LI321a	Number of adverse Ombudsman complaints	Smaller is Better	Quarterly	0	0.00	0.00	●	

★	Year End forecast to exceed target	●	Year End forecast to meet target	▲	Year End forecast to miss target (see remedial action)
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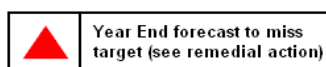
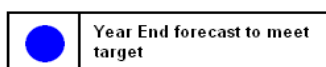
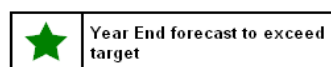
Warwickshire County Council AHCS Scorecard 2008 - 2009

People								
Indicators				Baseline (2007-2008 Year End Actual)	2008 - 2009			
Ref	Description	Aim	Collection Frequency		Current Performance			SMART Remedial Action (To be carried out by Next Reporting Stage) and/or Comments
				Year End Actual (A)	End of Year Target (B)	Year End Actual against End of Year Target (A) vs (B)		
LI334a	% Satisfaction that the County Council is a good employer	Bigger is Better	Annually	N/A	74.00	74.00	●	
LI335a	% Staff satisfaction that Appraisal was of benefit	Bigger is Better	Annually	N/A	51.00	51.00	●	
LI336a	% of all benchmarkable staff satisfaction questions in the top quartile of all local authorities (ORC Benchmark)	Bigger is Better	Annually	N/A	52.00	52.00	●	

	Year End forecast to exceed target		Year End forecast to meet target		Year End forecast to miss target (see remedial action)
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Warwickshire County Council AHCS Scorecard 2008 - 2009


People								
Indicators				Baseline (2007-2008 Year End Actual)	2008 - 2009			
Ref	Description	Aim	Collection Frequency		Current Performance			SMART Remedial Action (To be carried out by Next Reporting Stage) and/or Comments
				Year End Actual (A)	End of Year Target (B)	Year End Actual against End of Year Target (A) vs (B)		
LI337a	No. Working days/ shifts lost due to sickness absence per FTE	Smaller is Better	Quarterly	14.46	14.99	13.05	▲	Over the course of the past year we have had in place a range of proactive measures to manage performance in relation to this indicator within a challenging economic environment. We have taken a revised action plan to DLT in May this year, which has now been approved and refocuses activity to work towards meeting future targets. A follow up meeting with DLT is set for July to review progress and ensure outstanding actions remain fit for purpose. The action plan is owned by DLT and supported by HR, but there is clear recognition that this also requires ownership from managers at all levels across the Directorate.
LI338a	% Employees who are disabled	Bigger is Better	Quarterly	1.98	2.38	2.00	★	
LI339a	% Employees from BME communities	Bigger is Better	Quarterly	5.6	6.27	6.00	★	
LI340a	Top 5% of earners (senior management posts) that are women	Bigger is Better	Quarterly	60.42	63.83	62.75	★	




Warwickshire County Council AHCS Scorecard 2008 - 2009

People								
Indicators				Baseline (2007-2008 Year End Actual)	2008 - 2009			
Ref	Description	Aim	Collection Frequency		Current Performance			SMART Remedial Action (To be carried out by Next Reporting Stage) and/or Comments
				Year End Actual (A)	End of Year Target (B)	Year End Actual against End of Year Target (A) vs (B)		
LI418	% staff receiving an appraisal (Directorates Only)	Bigger is Better	Annually	N/A	77.00	-	-	

 Year End forecast to exceed target

 Year End forecast to meet target

 Year End forecast to miss target (see remedial action)

Warwickshire County Council AHCS Scorecard 2008 - 2009

Corporate Health								
Indicators				Baseline (2007-2008 Year End Actual)	2008 - 2009			
Ref	Description	Aim	Collection Frequency		Current Performance			SMART Remedial Action (To be carried out by Next Reporting Stage) and/or Comments
				Year End Actual (A)	End of Year Target (B)	Year End Actual against End of Year Target (A) vs (B)		
LI324	Social Care (Adults) CPA Score	Bigger is Better	Annually	3	3.00	3.00	●	
LI326	Culture CPA Score	Bigger is Better	Annually	2	2.00	2.00	●	
LI329a	% End year variance from budget - Please Note: The target for this indicator is +/- 1% variance	Plan is Best	Quarterly	N/A	-0.07	0.00	●	This is the projected Q4 figure going to Cabinet on 28 May 2009. The Final Outturn Report is going to Cabinet on 9 July. However,
LI331a	% Compliance with Directorate Governance action plan	Bigger is Better	Quarterly	N/A	80.00	80.00	●	

	Year End forecast to exceed target		Year End forecast to meet target		Year End forecast to miss target (see remedial action)
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Warwickshire County Council AHCS Scorecard 2008 - 2009

Performance Results								
Indicators				Baseline (2007-2008 Year End Actual)	2008 - 2009			
Ref	Description	Aim	Collection Frequency		Current Performance			SMART Remedial Action (To be carried out by Next Reporting Stage) and/or Comments
				Year End Actual (A)	End of Year Target (B)	Year End Actual against End of Year Target (A) vs (B)		
LI120a	All age all cause mortality - Males Nuneaton & Bedworth (Rate per 100,000)	Smaller is Better	Annually	832	753.00	750.00	▲	This is the full year outturn, using information from 2007. As the information has an inbuilt 2 year delay we have not yet seen the full effect of the improvements. Remedial action will include directing the resources available to target particular at risk and vulnerable groups and by the implementation of the Warwickshire Health Inequality Strategy.
LI120b	All age all cause mortality - Females Nuneaton & Bedworth (Rate per 100,000)	Smaller is Better	Annually	590	525.00	560.00	★	
LI120e	All age all cause mortality - Disparity within deprivation quintiles of Warwickshire	Smaller is Better	Annually	7.5	4.90	7.30	★	




★ Year End forecast to exceed target

● Year End forecast to meet target

▲ Year End forecast to miss target (see remedial action)

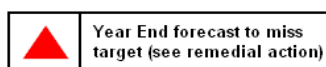
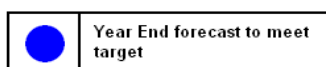
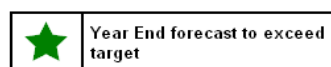
Warwickshire County Council AHCS Scorecard 2008 - 2009

Performance Results								
Indicators				Baseline (2007-2008 Year End Actual)	2008 - 2009			
Ref	Description	Aim	Collection Frequency		Current Performance			SMART Remedial Action (To be carried out by Next Reporting Stage) and/or Comments
				Year End Actual (A)	End of Year Target (B)	Year End Actual against End of Year Target (A) vs (B)		
LI400	Increase the consumption of fruit & vegetables to at least 5 a day (%)	Bigger is Better	Annually	26.5	27.50	27.50	●	No data available, this data has traditionally been collected through corporate satisfaction surveys but due to changes related to the place survey these questions were not included in the 08/09 survey. Based on 5 year trends up to 07/08 data suggests that performance related to this indicator is on target. In order to insure that we are able to report outturn data for 09/10 this question will need to be included in the local corporate satisfaction survey.
LI401	% Increase in 5 week physical activity	Bigger is Better	Annually	30.7	31.50	31.50	●	No data available, this data has traditionally been collected through corporate satisfaction surveys but due to changes related to the place survey these questions were not included in the 08/09 survey. Based on 5 year trends up to 07/08 data suggests that performance related to this indicator is on target. In order to insure that we are able to report outturn data for 09/10 this question will need to be included in the local corporate satisfaction survey.

	Year End forecast to exceed target		Year End forecast to meet target		Year End forecast to miss target (see remedial action)
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Warwickshire County Council AHCS Scorecard 2008 - 2009

Performance Results								
Indicators				Baseline (2007-2008 Year End Actual)	2008 - 2009			
Ref	Description	Aim	Collection Frequency		Current Performance			SMART Remedial Action (To be carried out by Next Reporting Stage) and/or Comments
				Year End Actual (A)	End of Year Target (B)	Year End Actual against End of Year Target (A) vs (B)		
LI402a	Improve emotional health in the workplace - Policy	Bigger is Better	Annually	69	100.00	90.00	★	
LI402b	Improve emotional health in the workplace - Training Managers	Bigger is Better	Annually	31	0.00	65.00	▲	Training schedule is back on track and has started. Target last year moved forward to this year due to slippage on staff vacancies.
LI402c	Improve emotional health in the workplace - Awareness	Bigger is Better	Annually	15	0	20	▲	Training schedule is back on track and has started. Target last year moved forward to this year due to slippage on staff vacancies.
LI403	Reduce the number of people that fall - People 65+ with fractured neck or femur (per 100,000)	Smaller is Better	Annually	470.4	403.5	456.3	★	This figure is based on a one year outturn so may be subject to big fluctuations year on year.
LI404	No. Older people helped to live at home per 1,000 aged 65+	Bigger is Better	Quarterly	71	102.05	76	★	
LI405	No. Households receiving intensive home care per 1,000 of people aged 65+	Bigger is Better	Quarterly	10.4	11.8	11.5	★	



Warwickshire County Council AHCS Scorecard 2008 - 2009

Performance Results								
Indicators				Baseline (2007-2008 Year End Actual)	2008 - 2009			
Ref	Description	Aim	Collection Frequency		Current Performance			SMART Remedial Action (To be carried out by Next Reporting Stage) and/or Comments
				Year End Actual (A)	End of Year Target (B)	Year End Actual against End of Year Target (A) vs (B)		
LI406	Carers receiving a carers service as a % of clients receiving community based services	Bigger is Better	Quarterly	17	14.45	20	▲	The number of carers receiving a service has increased from 2382 to 2659. However the denominator for this indicator is people helped to live independently at home, which has increased by 3650, resulting in a lower percentage. It has been a deliberate policy decision to focus on improving performance around helped to live at home in 08/09 excepting that this will affect performance against this indicator in the short term. In 2009/10 we will be separating prevention services from helped to live at home which will resolve this issue by changing data sources to focus on performance against this and other measures accepting that performance against the helped to live at home indicator will reduce. This is inline with responses to national approaches. This indicator is replaced for 09/10 with NI135.

	Year End forecast to exceed target		Year End forecast to meet target		Year End forecast to miss target (see remedial action)
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Warwickshire County Council AHCS Scorecard 2008 - 2009

Performance Results								
Indicators				Baseline (2007-2008 Year End Actual)	2008 - 2009			
Ref	Description	Aim	Collection Frequency		Current Performance			SMART Remedial Action (To be carried out by Next Reporting Stage) and/or Comments
				Year End Actual (A)	End of Year Target (B)	Year End Actual against End of Year Target (A) vs (B)		
LI407	No. Adults receiving direct payments at 31/3/08, per 100,000 of people aged 18 +	Bigger is Better	Quarterly	143	151.19	170	▲	This indicator has now been superseded by NI130 which measures Individual Budgets and Direct Payments for both clients and carers. In order to report against this new indicator we have undertaken significant data quality work, which has improved the accuracy of recording. As a result of this work we identified a number of customers who had been included in this indicator that should have been excluded. As a result although our outturn figures show a reduction in performance actual performance on the ground for our customers has not reduced. This indicator has been deleted for 09/10 and replaced with NI130.
LI408	% of adults accommodated in single rooms	Bigger is Better	Quarterly	94	99.7	95	★	

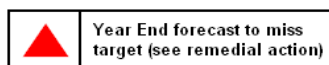
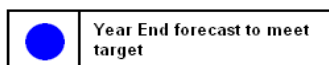
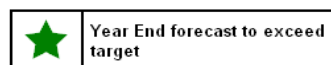
★ Year End forecast to exceed target

● Year End forecast to meet target

▲ Year End forecast to miss target (see remedial action)

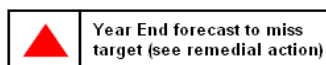
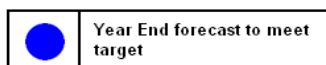
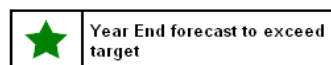
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Indicators				Baseline (2007-2008 Year End Actual)	2008 - 2009			
Ref	Description	Aim	Collection Frequency		Current Performance			SMART Remedial Action (To be carried out by Next Reporting Stage) and/or Comments
				Year End Actual (A)	End of Year Target (B)	Year End Actual against End of Year Target (A) vs (B)		
LI409	% users satisfied with the Home Care Service	Bigger is Better	Annually	64.5	62.7	69.5	▲	Results from other surveys, such as the Place Survey and Public Satisfaction Survey, and benchmarking with other authorities show there is an overall trend for reducing satisfaction with Council services. A provider workshop was held on 1st June to discuss ways of increasing satisfaction. An improvement plan is being prepared for DLT and a strengthened quality assurance team is being recruited.
LI410	No. admissions of supported residents aged 65 or over to residential/nursing care per 10,000 population	Smaller is Better	Quarterly	60	56.67	57	★	
LI411	Working in partnership to reduce deaths from circulatory diseases in the area of highest mortality – Nuneaton & Bedworth (per 100,000 population)	Smaller is Better	Annually	N/A	96	104	★	
LI412	% residents satisfied that WCC cares for older people	Bigger is Better	Annually	N/A	38	-	-	
LI413	% Satisfaction of businesses with recorded non-compliance with LA regulation services	Bigger is Better	Quarterly	N/A	41	-	-	This figure is a forecast based on surveys already received. The final figure will be available by 30th June



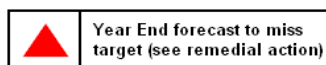
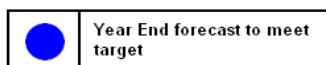
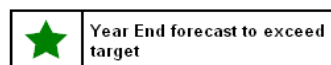
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Performance Results								
Indicators				Baseline (2007-2008 Year End Actual)	2008 - 2009			
Ref	Description	Aim	Collection Frequency		Current Performance			SMART Remedial Action (To be carried out by Next Reporting Stage) and/or Comments
				Year End Actual (A)	End of Year Target (B)	Year End Actual against End of Year Target (A) vs (B)		
NI009	Use of public libraries (%)	Bigger is Better	Annual	N/A	54.7	-	-	The 2008/09 figure is the baseline
NI010	Visits to museums or galleries (%)	Bigger is Better	Annual	N/A	55.2	-	-	The 2008/09 figure is the baseline
NI011	Engagement in the arts at local level (%)	Bigger is Better	Annual	N/A	45.5	-	-	The 2008/09 figure is the baseline
NI120f	All-age all cause mortality rate - countywide female (Rate per 100,000)	Smaller is Better	Annually	517	477	486	★	
NI120m	All-age all cause mortality rate - countywide male (Rate per 100,000)	Smaller is Better	Annually	719	666	648	▲	This is the full year outturn, using information from 2007. As the information has an inbuilt 2 year delay we have not yet seen the full effect of the improvements. Remedial action will include directing the resources available to target particular at risk and vulnerable groups and by the implementation of the Warwickshire Health Inequality Strategy.
NI123	16+ current smoking rate prevalence (number of 4 week quitters)	Bigger is Better	Quarterly	2981	3102	3102	●	This figure is a forecast based on data from April - February
NI124	People with a long-term condition supported to be independent and in control of their condition (%)	Bigger is Better	Annually	N/A	76	-	-	The 2008/09 figure is the baseline




Warwickshire County Council AHCS Scorecard 2008 - 2009


Performance Results								
Indicators				Baseline (2007-2008 Year End Actual)	2008 - 2009			
Ref	Description	Aim	Collection Frequency		Current Performance			SMART Remedial Action (To be carried out by Next Reporting Stage) and/or Comments
				Year End Actual (A)	End of Year Target (B)	Year End Actual against End of Year Target (A) vs (B)		
NI135	Carers receiving needs assessment or review and a specific carer's service or advice and information (%)	Bigger is Better	Annually	42	34.6	44.5	▲	The number of carers receiving a service has increased from 2382 to 2659. However the denominator for this indicator is people helped to live independently at home, which has increased by 3650, resulting in a lower percentage. It has been a deliberate policy decision to focus on improving performance around helped to live at home in 08/09 excepting that this will affect performance against this indicator in the short term. In 2009/10 we will be separating prevention services from helped to live at home which will resolve this issue by changing data sources to focus on performance against this and other measures accepting that performance against the helped to live at home indicator will reduce. This is inline with responses to national approaches.
NI139	The extent to which older people feel they receive the support they need to live independently (%)	Bigger is Better	Biennial	0	30.7	-	-	No target was set in year 1 of the LAA. The refreshed LAA assumes a baseline of 307, with subsequent improvement in year 2 and 3 of the refreshed LAA




Warwickshire County Council AHCS Scorecard 2008 - 2009

Performance Results								
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				Year End Actual (A)	End of Year Target (B)	Year End Actual against End of Year Target (A) vs (B)		
NI141	Vulnerable people achieving independent living - Supporting People (%)	Bigger is Better	Quarterly	63.91	65.85	70.29	▲	This information is for the last 4 quarters up to quarter 3. New targets for 2009/10 and 2010/11 have been agreed with Government Office West Midlands after it was agreed that the previous targets were too stretching when compared to appropriate benchmarks. The target for 2009/10 is 65%, we are currently exceeding this target.
NI183	Impact of local authority regulatory services on the fair trading environment (number)	Smaller is Better	Annually	N/A	1.1	-	-	This is a provisional figure. As it is the first year of the indicator we are awaiting clarification on how the outturn should be calculated.

 Year End forecast to exceed target

 Year End forecast to meet target

 Year End forecast to miss target (see remedial action)