

AGENDA MANAGEMENT SHEET

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

Date of Committee **13th December 2006**

Report Title **Performance Reporting**

Summary This report provides commentary on a number of key performance indicators within the arrangements for reporting performance for the Adult and Community Service Directorate.

For further information please contact: Philip Lumley-Holmes
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Would the recommendation decision be contrary to the Budget and Policy Framework? [please identify relevant plan/budget provision] No.

Background papers None

CONSULTATION ALREADY UNDERTAKEN:- Details to be specified

- Other Committees
- Local Member(s)
- Other Elected Members Councillor F McCarney, Councillor M Stanley, Councillor Mrs J Compton, Councillor R Dodd, Councillor R Randev
- Cabinet Member Councillor C Hayfield
- Chief Executive
- Legal Jane Pollard, Alison Hallworth, Ian Marriott
- Finance
- Other Chief Officers Graeme Betts, Strategic Director of Adult, Health and Community Services

- District Councils
- Health Authority
- Police
- Other Bodies/Individuals

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 – 13th December 2006**

Performance Reporting

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

Recommendation

That Members discuss and comment on the content of the report to ensure performance is being monitored on a regular basis.

1. Introduction

- 1.1. I reported to this Committee at the 17 October 2006 meeting that I would bring regular reports on the Directorate's performance outside the corporate framework.
- 1.2. At that meeting I outlined the sort of data I would expect to see and this has been further developed as shown in the attached Appendices.
- 1.3. Data is now available on staffing and information on complaints and compliments has been included.

2. Key Facts

2.1. Adult Services

- Older People and Physical Disability
 - Work is in hand via the 'improvement board' to address key PAF indicators C29 and C32 (helped to live at home) currently showing the wrong direction. However D55 and D56 in relation to waiting times are currently around target.
 - The underspend on Older People has steadily increased but is not sustainable in the longer term if performance is to improve more rapidly. There has been a steady reduction in overspending on physical disability, which needs to be maintained but in October there was some correction of budget allocation between learning and physical disability which now indicates a much reduced overspend.
- Learning Disability and Mental Health
 - Like Older People, the PAF indicators for 'helped to live at home'

- C30 and C31 are being addressed.
- The overspend on these budgets has been reducing but the budget correction between learning and physical disability now shows the truer overspend on learning disability more clearly.
- Other Services
 - Performance for PAF indicator C28, Intensive Homecare, is being held around our target and hopefully our strategies will help close the gap with other authorities. C51, Direct Payments at 82.05, has improved steadily towards the comparator authority average of 85 but it is unlikely that we will achieve our target of 121 by the end of the year.
 - We are saving on the budget in this area to help reduce the Directorate's overall deficit but it is important that we try to develop services where possible in order to improve performance in the future.
 - Home Care
 - We only have basic data around recorded hours at present comparing internal and external provision. We are developing information around productive, non-productive time and unit costs to help inform how we wish to develop the internal provision to best contribute to our overall agenda.
 - Currently we are underspending the budget which gives scope for developing the service which should, at marginal costs, save against external provision. A key issue for this service is to reduce sickness levels which not only cost more but also disrupts service provision.
 - Homes for Elderly People
 - We are still developing performance activity but would expect to concentrate on occupancy and unit costs together with CSCI inspection scores. As we develop our homes further we need to consider the budget implications of the services we expect them to provide. Again sickness levels need to be looked at.
 - Day Care Services
 - Performance Activity is expected to be based on numbers of places, person centred plans and unit costs. Sickness also needs to be monitored for day services.
 - Commissioning and Contracting
 - Further work is required to understand why D37, availability of single rooms for single people is not improving.
 - Supporting People
 - Appropriate performance data is being developed. The additional spending against the administrative grant is being considered as part of next year's budget round.

2.2. Libraries, Learning and Culture

- Libraries
 - Performance currently is monitored quarterly and, so far, looks well on track to meet the targets set but we need to review next years target setting to ensure we stretch ourselves within the budget constraints.
 - The overspend is being considered in the medium term budget plan.
- Learning
 - This is a whole new area for the Directorate and performance activity is being developed.
 - With the change in Government grant rules charging has been introduced from October 2006 and income levels will need to be monitored carefully to ensure net spending can be maintained within budget.
- Culture
 - Like the Library service, performance is monitored quarterly and is on track but again we can review targets for next year.

3. Summary

- 3.1. I believe we are starting to make real progress on performance reporting.
- 3.2. Members are asked to comment on the latest performance data and I will continue to develop this process and bring further reports on a regular basis.

GRAEME BETTS
Strategic Director of Adult, Health &
Community Services
Shire Hall
Warwick

November 2006

Explanation of Acronyms

FTE	Full Time Equivalentents
CSCI	Commission for Social Care Inspection
HRMS	Human Resources Management System
LDAF	Learning Disability Assessment Framework
WiID	Warwickshire Interactive Library Database
LSC	Learning Skills Council
CRO	County Records Office
BVPI	Best Value Performance Indicator

Locality Commissioning

Older People & Physical Disability

Performance Activity

Status	2005-06 Outturn	Comparator Authorities Average 2005-06	Target	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06
C29 PD Helped to live at home	2.97	4.3	3.1	2.9	2.8	2.9	2.7	2.7	2.7
C32 OP Helped to live at home	58.2	77	74	56	56.6	56.5	56.6	56.3	56.8
D55 Waiting times for assessments	82.1%	80.4%	87%	86%	88%	87%	87%	87%	86%
D56 Waiting times for care packages	86.2%	84%	88%	88.7%	90.3%	91.7%	91.1%	87.1%	89.0%

People Information

Budgeted Posts

	End July 2006		End August 2006		End September 2006		End October 2006	
	Nos	F/TEs	Nos	F/TEs	Nos	F/TEs	Nos	F/TEs
Staff in Post	164.00	138.80	164.00	140.20	162.00	138.40	160.00	136.50
Days/FTE *						15.00		15.90
% FTE						6.60%		7.00%
% Short Term						48.90%		50.40%
% Long Term						51.10%		49.60%

Customer Information

Complaints:	April	May	June	July	August	September	October	Cumulative total
Stage 1	6	6	9	12	4	10	5	52
(Ext Providers, Homecare)	2	3	3	1	3	16	5	33
(Ext Providers, Residential)	3	1	0	0	2	0	0	6
Stage 2	2	0	0	0	0	0	0	2
Stage 3	0	0	0	0	0	0	0	0
Compliments	20	27	28	29	10	4	2	120

* See Appendix A

Adult, Health and Community Services Performance Monitoring

As at end of October 2006

Finance Information

		OLDER PEOPLE						
Status		Previous Year	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06
	Care Management Services	0	0	5,403,498	5,403,598	5,341,258	5,348,381	5,348,376
		0	0	20,277,768	20,239,428	19,772,269	19,989,244	19,989,249
	Total Budget	0	0	25,681,266	25,643,026	25,113,527	25,337,625	25,337,625
	Care Management Services	0	0	4,165,645	5,066,413	5,378,507	5,292,916	5,248,453
		0	0	21,052,246	19,960,879	19,038,806	19,332,751	19,419,793
	Total Forecast	0	0	25,217,891	25,027,292	24,417,313	24,625,667	24,668,246
	Care Management Services	0	0	(1,237,853)	(337,185)	37,249	(55,465)	(99,923)
		0	0	774,478	(278,549)	(733,463)	(656,493)	(569,456)
	Total Variance	0	0	(463,375)	(615,734)	(696,214)	(711,958)	(669,379)

Agency Staff Spend (forecast)

0	0	61,088	102,468	102,468	102,468	98,355
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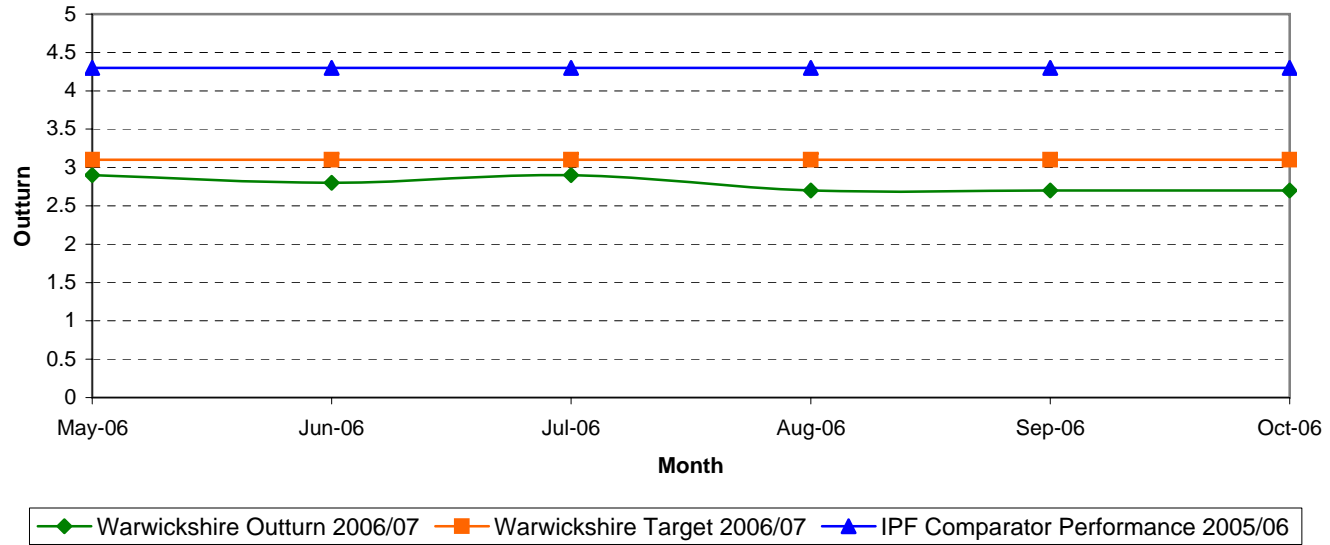
		PHYSICAL DISABILITY						
Status		Previous Year	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06
	Care Management Services	0	0	0	0	0		
		0	0	5,363,461	5,363,461	5,373,477	5,163,634	5,675,707
	Total Budget	0	0	5,363,461	5,363,461	5,373,477	5,163,634	5,675,707
	Care Management Services	0	0	0	0	0		
		0	0	7,003,494	6,919,431	6,937,866	6,539,760	6,498,301
	Total Forecast	0	0	7,003,494	6,919,431	6,937,866	6,539,760	6,498,301
	Care Management Services	0	0	0	0	0	0	0
		0	0	1,640,033	1,555,970	1,564,389	1,376,126	822,594
	Total Variance	0	0	1,640,033	1,555,970	1,564,389	1,376,126	822,594

Agency Staff Spend (forecast)

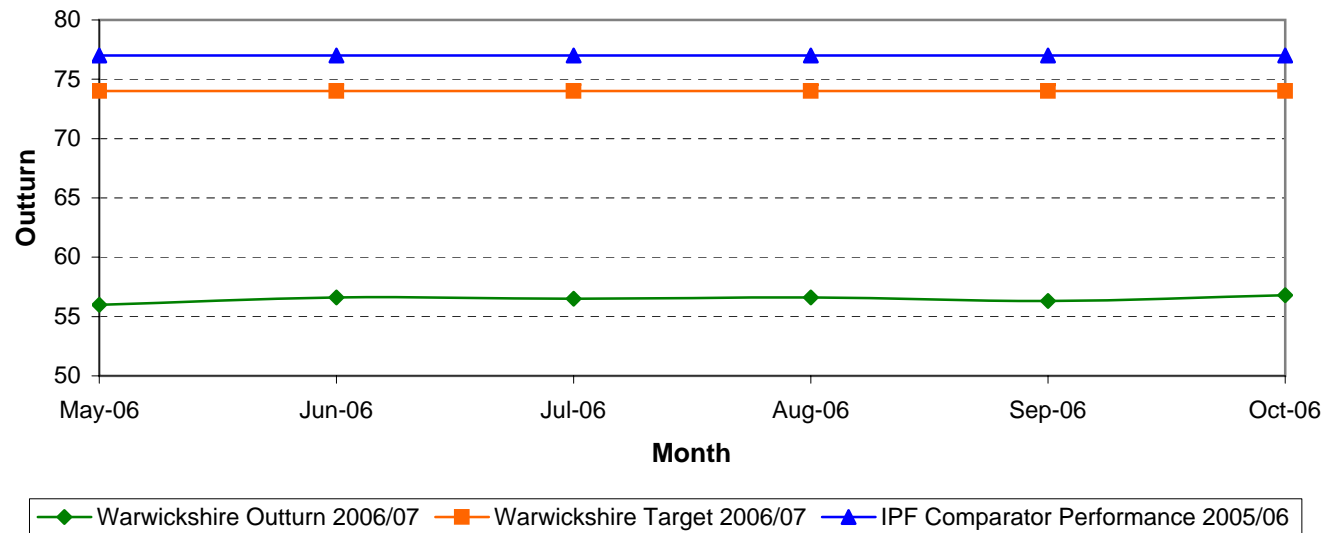
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* See Appendix A

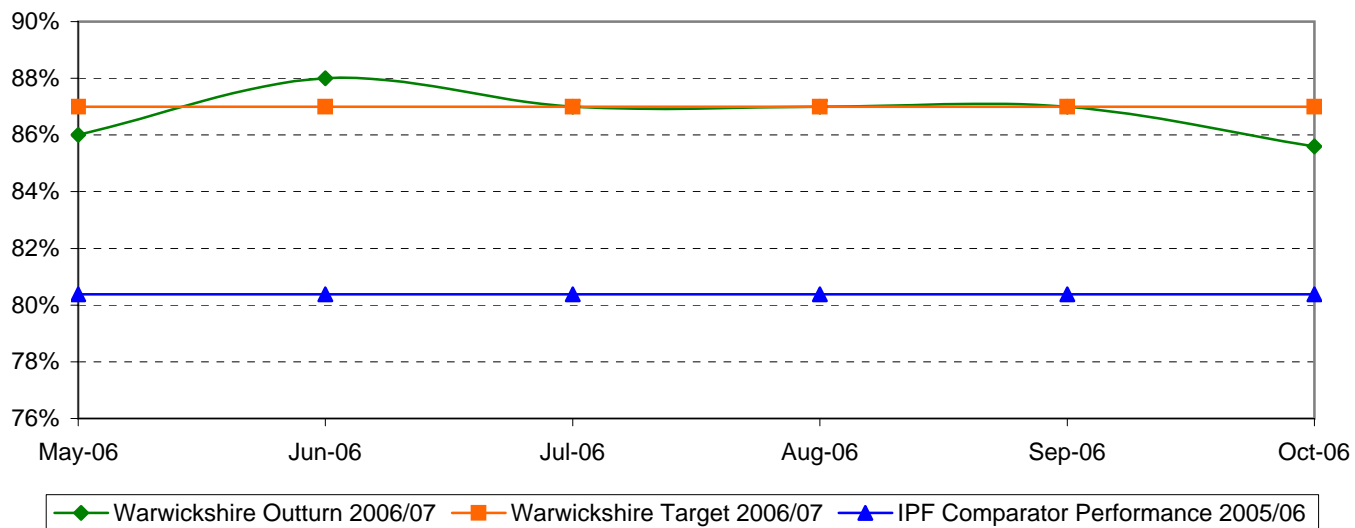
C29 Adults with Physical Disability Helped to Live at Home



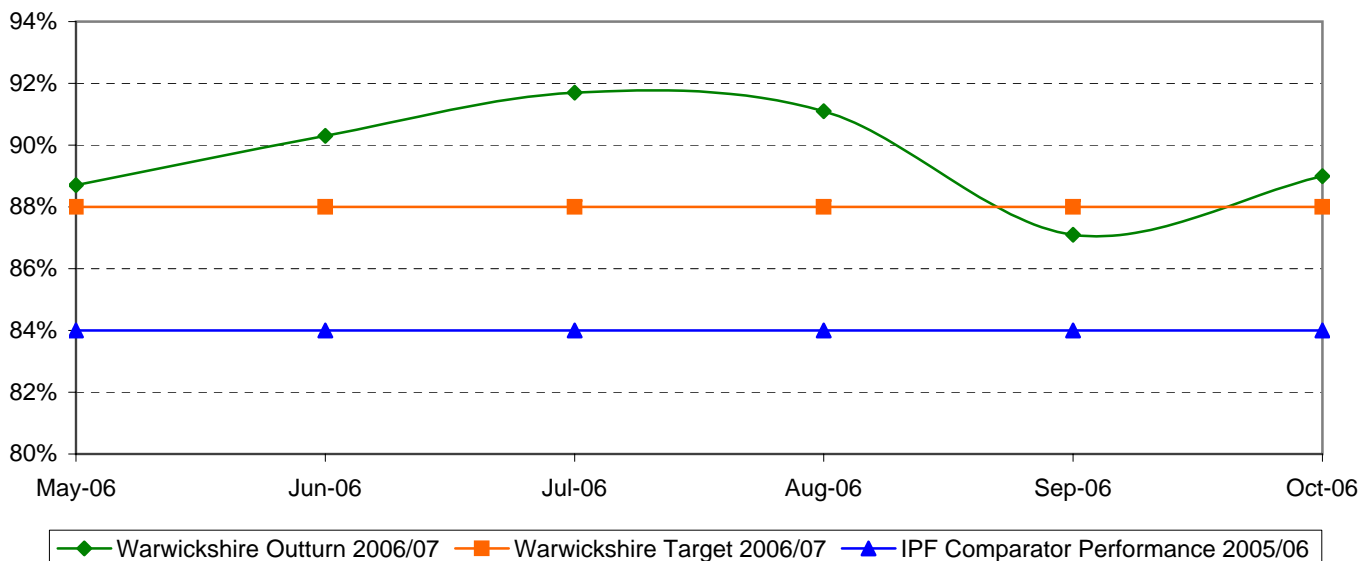
C32 Older People Helped to Live at Home



D55 Waiting Times for Assessments



D56 Waiting Times for Care Packages



Locality Commissioning

Learning Disability & Mental Health

Performance Activity

Status	2005-06 Outturn	Comparator Authorities Average 2005-06	Target	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06
C30 LD Helped to live at home	2.1	2.8	2.34	2	2	2	2	2	2
C31 MH Helped to live at home	5.7	3.8	5.7	**	4.4				

People Information

Budgeted Posts	End July 2006		End August 2006		End September 2006		End October 2006	
	Nos	F/TEs	Nos	F/TEs	Nos	F/TEs	Nos	F/TEs
Staff in Post	143.00	127.20	145.00	128.40	144.00	128.10	142.00	126.80
Days/FTE *						10.50		11.50
% FTE						4.60%		5.10%
% Short Term						59.90%		61.90%
% Long Term						40.10%		38.10%

Customer Information

Complaints:	April	May	June	July	August	September	October	Cumulative Totals
Stage 1	0	0	0	0	2	1	3	6
(Ext Providers, Homecare)	0	0	1	0	0	0	0	1
Stage 2	0	0	0	0	0	0	1	1
Stage 3	0	0	0	0	0	0	0	0
Compliments	0	0	0	0	0	0	0	0

* See Appendix A

** Data provided quarterly by PCT's

Adult, Health and Community Services Performance Monitoring

As at end of October 2006

Finance Information

		LEARNING DISABILITY						
Status		Previous Year	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06
	Care Management Services	0	0	5,468,001	5,468,001	5,311,892	5,248,583	2,975,402
		0	0	11,848,461	12,401,835	13,080,322	13,096,538	15,111,815
	Total Budget	0	0	17,316,462	17,869,836	18,392,214	18,345,121	18,087,217
	Care Management Services	0	0	3,037,893	2,952,691	2,841,328	2,748,871	2,776,530
		0	0	16,238,677	16,861,346	17,464,350	17,473,322	17,775,709
	Total Forecast	0	0	19,276,570	19,814,037	20,305,678	20,222,193	20,552,239
	Care Management Services	0	0	(2,430,108)	(2,515,310)	(2,470,564)	(2,499,712)	(198,872)
		0	0	4,390,216	4,459,511	4,384,028	4,376,784	2,663,894
	Total Variance	0	0	1,960,108	1,944,201	1,913,464	1,877,072	2,465,022

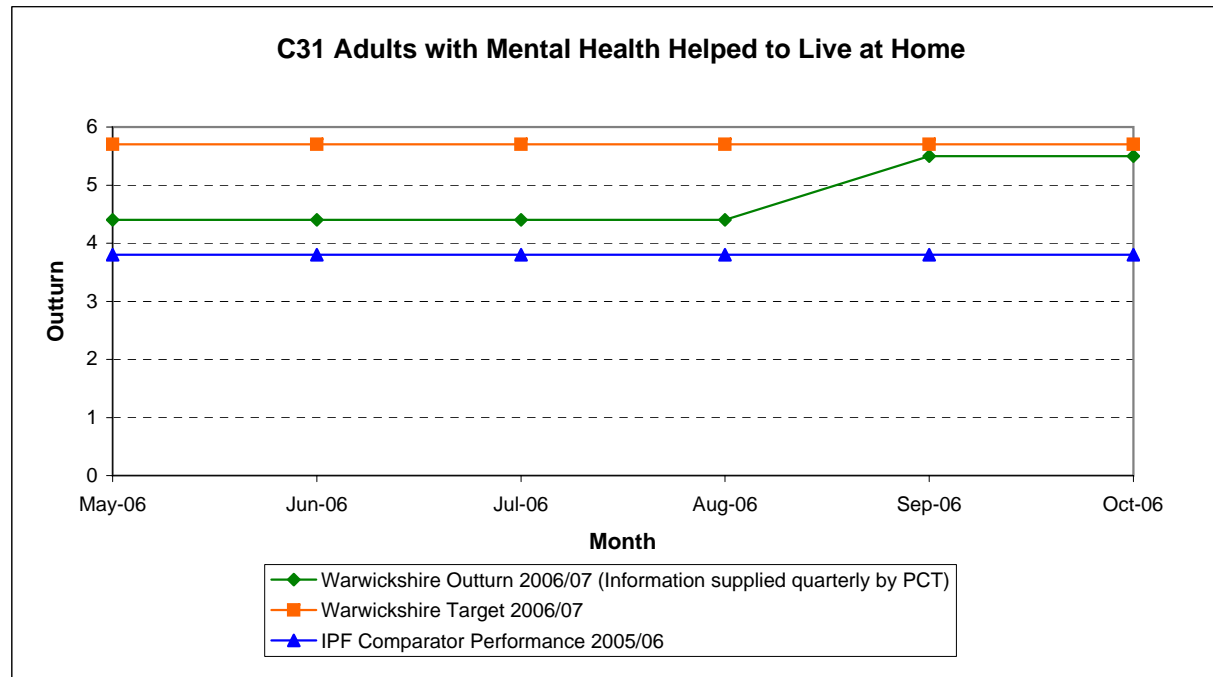
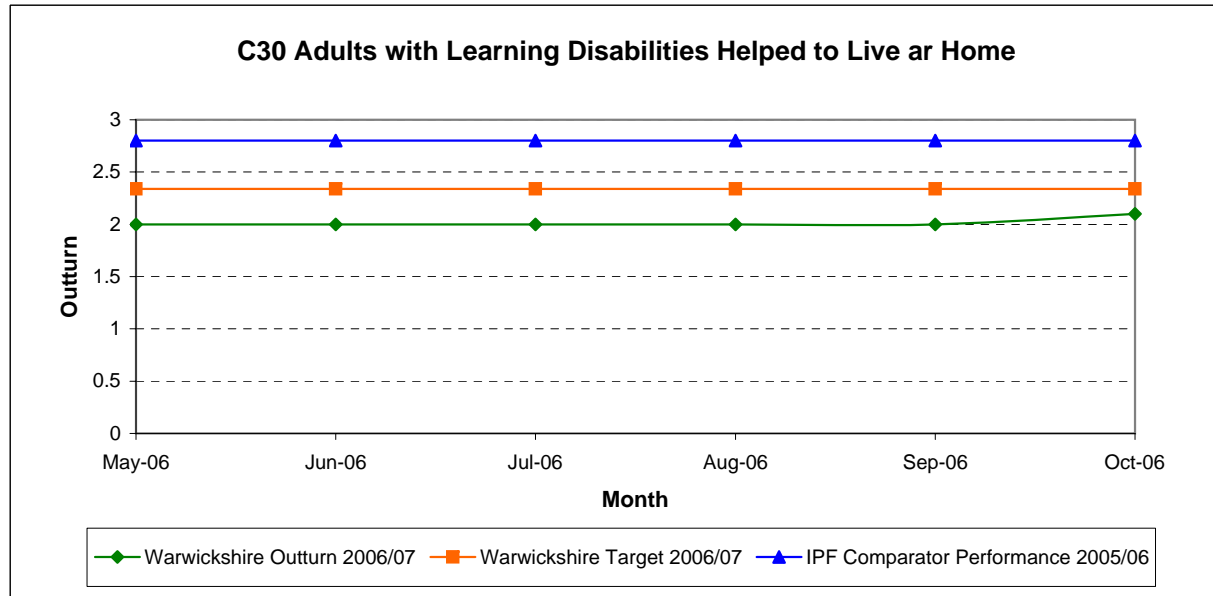
Agency Staff Spend	0	0	24,228	27,644	31,570	31,570	31,570
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		MENTAL HEALTH						
Status		Previous Year	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06
	Care Management Services	0	0	1,143,615	1,143,615	1,129,855	1,129,855	1,129,855
		0	0	3,216,205	3,216,205	3,229,965	3,232,705	3,232,702
	Total Budget	0	0	4,359,820	4,359,820	4,359,820	4,362,560	4,362,557
	Care Management Services	0	0	1,173,491	1,169,134	1,101,652	1,075,330	1,040,258
		0	0	3,195,916	3,240,270	3,696,736	3,649,420	3,648,960
	Total Forecast	0	0	4,369,407	4,409,404	4,798,388	4,724,750	4,689,218
	Care Management Services	0	0	29,876	25,519	(28,203)	(54,525)	(89,597)
		0	0	(20,289)	24,065	466,771	416,715	416,258
	Total Variance	0	0	9,587	49,584	438,568	362,190	326,661

Agency Staff Spend	0	0	17,882	17,882	17,882	28,553	28,553
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* See Appendix A

** Data provided quarterly by PCT's



Locality Commissioning

Other Services

Performance Activity

Status	2005-06 Outturn	Comparator Authorities Average 2005-06	Target	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06
C28 Intensive Homecare	8.1	10.3	9.5	9.01	9.69	9.52	9.69	9.70	9.62
C51 Direct Payments (per pop)	61.57	85	121	60.65	61.62	68.15	76.36	79.91	82.05
C51 Direct Payments (numbers)									346
C62 Services to Carers	7.02%	10%	10%	2.9%	3.6%	4.2%	5%	7%	6.1%

People Information

Budgeted Posts	End July 2006		End August 2006		End September 2006		End October 2006	
	Nos	F/TEs	Nos	F/TEs	Nos	F/TEs	Nos	F/TEs
Staff in Post	70.00	59.10	71.00	60.10	71.00	60.10	77.00	65.80
Days/FTE *						13.70		14.60
% FTE						6.00%		7.00%
% Short Term						38.80%		50.40%
% Long Term						61.20%		49.60%

Customer Information

Complaints:	April	May	June	July	August	September	October	Cumulative totals
Stage 1	0	0	0	0	0	1	3	4
Stage 2	0	0	0	0	0	0	0	0
Stage 3	0	0	0	0	0	0	0	0
Compliments	0	0	0	0	0	0	0	0

* See Appendix A

Adult, Health and Community Services Performance Monitoring

As at end of October 2006

Finance Information

Status		Previous Year	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06
	Specialist Services	0	0	2,767,748	2,805,988	2,481,988	2,796,002	2,796,002
	Development	0	0	782,304	782,304	780,111	778,111	780,111
	Total Budget	0	0	3,550,052	3,588,292	3,262,099	3,574,113	3,576,113
	Specialist Services	0	0	2,675,273	2,701,124	2,390,137	2,559,229	2,358,314
	Development	0	0	692,953	680,284	687,213	682,802	678,178
	Total Forecast	0	0	3,368,226	3,381,408	3,077,350	3,242,031	3,036,492
	Specialist Services	0	0	(92,475)	(104,864)	(91,851)	(236,773)	(437,688)
	Development	0	0	(89,351)	(102,020)	(92,898)	(95,309)	(101,933)
	Total Variance	0	0	(181,826)	(206,884)	(184,749)	(332,082)	(539,621)

Agency Staff Spend	0	0	64,630	73,849	90,972	104,920	104,812
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* See Appendix A

