

# ITEM 4

Time began	2.00pm
Time ended	2.39pm

## **Adults and Health Cabinet Member Meeting 24 July 2013**

Present: Councillor Tittley

In Attendance: Councillors Dhindsa and Skelton

### **01/13      Apologies**

There were none.

### **02/13      Late Items**

There were no late items.

### **03/13      Declarations of Interest**

There were no declarations.

### **04/13      Performance Reporting – Quarter Four 2012/13**

A report of the Chief Executive was considered which set out the quarter four performance results for the Council Scoreboard. This included a dashboard summary of performance and an improvement report for those measures forecast not to meet their year end target.

The Council scorecard which contained 63 priority measures was considered at Council Cabinet on 10 July 2013. The quarter four position for all relevant performance measures and departmental plan objectives were available on the DORIS performance system.

The Cabinet Member noted that the dashboard summary contained three measures within his portfolio area. The Strategic Director of Adults, Health and Housing updated the Cabinet Member on each of the relevant indicators.

Following consideration of performance measure LPI 52c (percentage of Adult Services complaints responded to within the statutory timescale), the Strategic Director of Adults, Health and Housing informed the Cabinet Member that the result had since improved with 100% performance in May, June and July. It was stated that this was due to a new system in place called Lagon. It was noted that previously the system finished collecting data at the 20 day mark so consequently any complaints not dealt with before this date were classed as late. It was stated that this was a flaw in the system as the procedure for complaints meant that the authority and other involved agencies could mutually agree with the customer an agreed timescale, as per national guidance. The system would now allow the officer to change this and so Lagon would show the correct response date. The Strategic Director noted that the

system was now producing management reports, which allowed them to performance manage employees dealing with the complaints.

It was reported that performance measure AHH 01C (Social Care clients receiving Self Directed Support) exceeds the year end target but had previously been performing at 12%. It was noted that improved infrastructure had been put in place and the target for the next year had been set at 70%.

The Strategic Director of Adults and Health reported that performance measure AHH S1 (Repeat referrals as a percentage of all referrals) meant that as a safeguarding body people were kept safe and that wider agencies were not receiving repeated referrals for the same person. It was noted that the directorate were doing better than had previously thought and were managing to keep repeat referrals at managed level. Councillor Dhindsa questioned what action was being undertaken to bring this level down. It was reported that there were multi agency audits carried out, along with an audit of repeat referrals. The Cabinet Member noted that this was a complex indicator to understand and requested that a briefing be provided that at the next meeting.

**Resolved to note the quarter four 2012/13 performance results.**

MINUTES END