

Time began	9.00am
Time ended	9.30am

ADULTS AND HEALTH CABINET MEMBER MEETING 8 MARCH 2013

Present: Councillor Hussain

05/12 Apologies

There were none.

06/12 Late Items Introduced by the Chair

In accordance with Section 100(B) (4) of the Local Government Act 1972, the Chair agreed to admit the following item on the grounds that the information was not available at the time of publication of this agenda. The item related to East Midlands sector led improvement procedure for adults and social care.

07/12 Declarations of Interest

There were no declarations.

08/12 East Midlands Sector Led Improvement Procedure for Adults
and Social Care

The Cabinet Member received a memorandum of understanding from the Strategic Director for Adults, Health and Housing on East Midland Sector Led Improvement Procedure for Adults and Social Care. It was reported that the local authority had been asked to sign up to a national approach to sector led improvements for adults and social care.

Resolved to sign up to the sector led improvement procedure for adults and social care.

09/12 Minutes of the Meeting Held on 9 November 2012

The minutes of the meeting held on 9 November 2012 were confirmed as a correct record and signed by the chair.

10/12 Performance Monitoring – Quarter Three 2012-13

The Cabinet Member received a report of the Chief Executive on Performance Reporting – Quarter Three 2012/13. The report was presented by the Strategic Director Adults, Health and Housing and the Director of Business Intelligence and Sector Development. The report set out the quarter three performance results for the Council Scorecard. This included a dashboard summary of performance and an

improvement report for those measures forecast not to meet their year end target or which had missed the quarter three target. It was further reported that the Council Scorecard contained 63 priority measures and was presented at the Part 1 Cabinet meeting on 20 February 2013. The Cabinet Member noted that the quarter three position for all relevant performance measures and departmental business plan objectives were available on DORIS performance system.

It was reported that LPI 52c Percentage of Adult Services complaints responded to within the statutory timescale had a year end forecast of 80 per cent and a year end target of 100 per cent. The Cabinet Member asked officers about the process of receiving, logging and responding to complaints. It was reported that there were some problems with how the Lagan Customer Relationship Management (CRM) software was being used, that was affecting the figures. The Cabinet Member noted that these issues could be addressed through training. The Cabinet Member felt it was important to respond to complaints both appropriately and swiftly.

In respect of AHH 01C (NI 130) Social Care clients receiving Self Directed Support (Direct Payments and Individual Budgets), it was reported that the year end target of 60 per cent should be met.

The Cabinet Member noted that AHH S1 Repeat referrals as a percentage of all referrals had a year end target of 22 per cent. It was reported that this measured the numbers of service users who had more than one referral in one year regarding safeguarding. It was further reported that the current figure was less than 22 per cent, which was good.

Resolved to note the quarter three 2012/13 performance results.

MINUTES END