

## **Performance Reporting - Quarter Three 2013/14**

### **SUMMARY**

- 1.1 This report presents the quarter three performance results for the Council Scorecard and includes a summary of portfolio performance in **Appendix 2** and individual measure dashboards at **Appendix 3**.
- 1.2 The Council Scorecard, which contains 71 priority measures, was presented at the Part 1 Cabinet Meeting on 12 February 2014. There are 12 relevant performance measures for this portfolio.
- 1.3 The quarter three position for all performance measures and departmental business plan objectives are available on the DORIS performance system.

### **RECOMMENDATIONS**

- 2.1 To note the quarter three 2013/14 performance results for this portfolio.
- 2.2 The following underperforming measures are recommended to Scrutiny for further investigation at Performance Surgery:
  - AHH 01Cii (NI 130) Social care clients receiving self-directed support through direct payments
  - AHH S2 Percentage of safeguarding referrals completed in a year

The remaining underperforming measures are being addressed and will be reviewed at year end.

### **REASON FOR RECOMMENDATIONS**

- 3.1 Performance monitoring underpins the Council's planning framework in terms of reviewing progress regularly in achieving our priorities and delivering value for money. Early investigation of variances enables remedial action to be taken where appropriate.

## SUPPORTING INFORMATION

- 4.1 The Council Scorecard performance measures relevant to the portfolio are shown in **Appendix 2**. Performance at quarter three (October to December 2013) is assessed using traffic light criteria, according to their performance against improvement targets.
- 4.2 Dashboards for individual performance measures are shown in **Appendix 3** and provide more information on historical trends (where available) and the latest commentary from accountable officers.
- 4.3 All performance measures and objectives within business plans are monitored through DORIS on a quarterly and monthly basis. Latest performance reports for the Council Scorecard and departmental business plans are available on the DORIS performance system (available through iDerby).

## OTHER OPTIONS CONSIDERED

- 5.1 None.

This report has been approved by the following officers:

<b>Legal officer</b> <b>Financial officer</b> <b>Human Resources officer</b> <b>Estates/Property officer</b> <b>Service Director(s)</b> <b>Other(s)</b>	Head of Performance and Improvement
<b>For more information contact:</b> <b>Background papers:</b> <b>List of appendices:</b>	Name: Natalie Tuckwell 01332 643462 email: natalie.tuckwell@derby.gov.uk None Appendix 1 - Implications Appendix 2 – Council Scorecard performance measures Q3 2013/14 Appendix 3 – Individual measure dashboards

<b>IMPLICATIONS</b>
---------------------

**Financial and Value for Money**

1. The performance framework measures how the Council is delivering value for money against its Council Plan objectives, customer standards and performance measures.

**Legal**

2. None directly arising.

**Personnel**

3. The performance framework includes indicators which monitor aspects of the workforce, for example, sickness absence.

**Equalities Impact**

4. The performance framework includes indicators which monitor the impact of Council initiatives on diverse groups.

**Health and Safety**

5. None directly arising.

**Environmental Sustainability**

6. None directly arising.

**Property and Asset Management**

7. None directly arising.

**Risk Management**












8. Commentary as part of performance monitoring demonstrates the progress being made towards measures that have missed target.

**Corporate objectives and priorities for change**

9. The performance tables demonstrate progress made towards achieving the Council's priority outcomes as published in the Council Plan.

## Council Scorecard – Relevant Portfolio Measures

### Appendix 2

Measure Description	Good is	Current Target Status	Year End Forecast	Year End Target	Forecast Year End Status	Direction of Travel
<b>Business Processes</b>						
AHH T2 D40 Clients receiving a review during the year	High	Blue	72%	75%	Amber	
AHH T1 (NI 132) Timeliness of social care assessment	High	Amber	76%	80%	Amber	
LPI 52c Percentage of Adult Services complaints responded to within the statutory timescale	High	Red	82%	95%	Red	
<b>Community and Service User</b>						
AHH Q1i Percentage of national CQC standards met by DCC Care Homes	High	Blue	87.5%	65%	Blue	
AHH Q1ii Percentage of national CQC standards met by Independent Care Homes	High	Blue	70%	65%	Blue	
AHH 01E (NI 146) Adults with learning disabilities in employment	High	Blue	6%	6%	Blue	
AHH S2 Percentage of safeguarding referrals completed in year	High	Red	70%	70%	Green	
PH PM01 Health Checks - coverage	High	N/A	20%	20%	Green	
PH PM02 Health Checks - uptake	High	N/A	11%	11%	Green	
PH PM03 Alcohol harm reduction – alcohol related hospital admissions	Low	No target	N/A	1,715	N/A	N/A
<b>Value for Money</b>						
AHH 01C (NI 130) Social Care clients receiving Self Directed Support (Direct Payments and Individual Budgets)	High	Green	70%	70%	Green	
AHH 01Cii (NI 130) Social care clients receiving self-directed support through direct payments	High	Red	14%	23%	Red	





### Key

Traffic Light Status:

- Blue** performance above target by 2% or more
- Green** performance meets target
- Amber** performance within 5% of the target
- Red** performance more than 5% adverse of target

Direction of Travel:



-  Performance expected to improve compared to the previous year
-  Performance expected to remain the same as the previous year
-  Performance expected to deteriorate compared to the previous year
-  Performance forecast to deteriorate compared to previous year – planned through target setting process

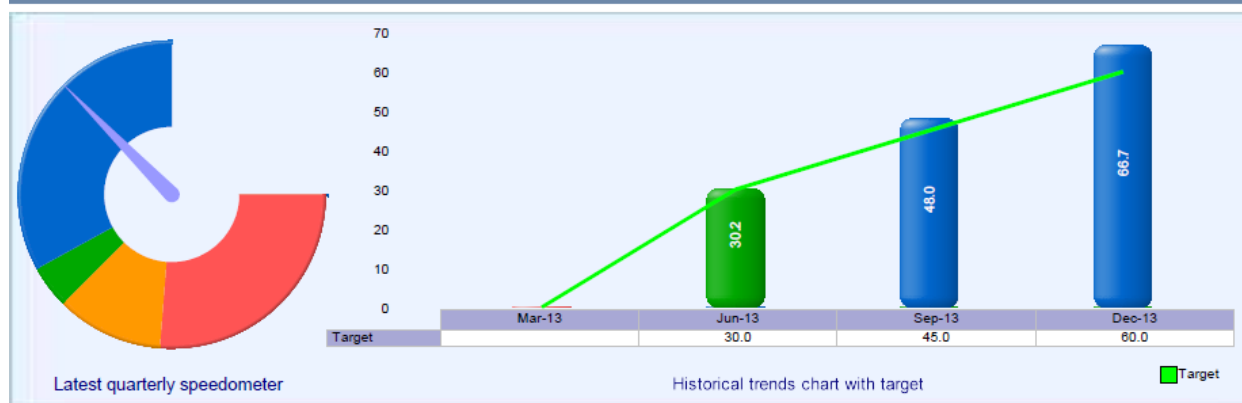
## Appendix 3

### Measure Dashboard

AHH T2 D40 Clients receiving a review during the year

[Print to PDF](#)

Dec-2013



#### Latest Commentary

- There is a positive direction of travel for this measure; 30.2 % in Q1, 48% in Q2 to 66.7% in Q3 and the measure is exceeding its quarterly target 60%.
- At quarter 3 a total of 3092 reviews were completed from a baseline of 4634. That is 77% up from 1166 in Q1 to 2061 in Q2 and by 50% to 3092 in Q3.
- However the denominator against which they are measured has increased by 20% from 3863 to 4634.
- So the improvement has even greater significance against the background of increasing activity and turbulence in reviewing capacity.

#### Year end forecast

Amber

72.0%

#### Direction of Travel

Improving

#### Measure Details

Hierarchy Location: Derby City Council --> Adult Social Care, Health and Housing --> Older Adults and Enablement --> CP3 Good health and well-being --> Business Plan Performance Measures

Monitored on a quarterly basis

Escalation Officer : Phil Holmes

Accountable Officer : Andrew Wheawall

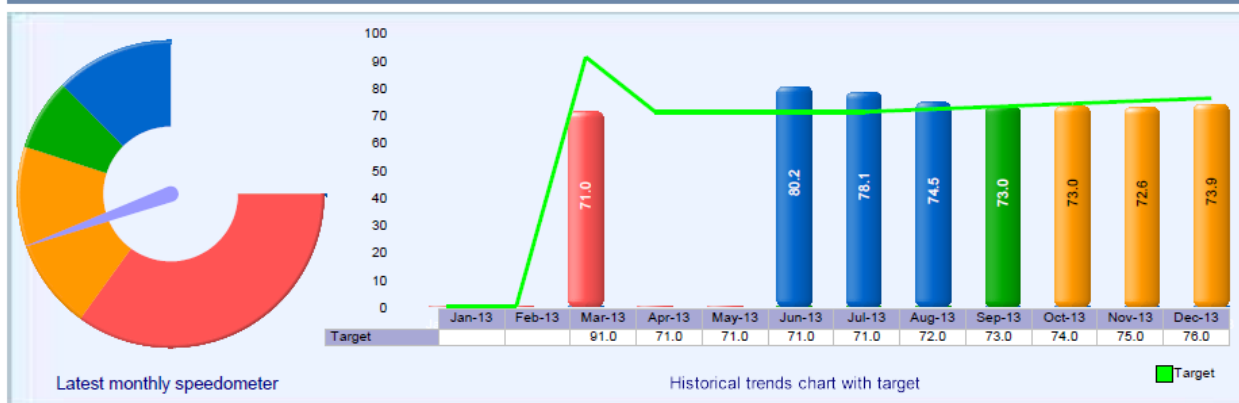
Compiling Officer : Russell Meek

**Measure Dashboard**

AHH T1 (NI 132) Timeliness of social care assessment

Print to PDF

Dec-2013



**Latest Commentary**

There's been improvement from 71% in Q4 last year, 73% in Q2 to 73.9% in Q3. The measure is within range of quarterly target 76%. At Q3 a total of 828 assessments were completed within 28 days against 1,121 customers needing assessment. Some assessments take longer (up to 42 days), these don't count in this measure. Performance has improved by 106% from 243 in Q1 to 503 in Q2 and by 67% to 828 in Q3. The denominator against which they are measured has increased by 270% from 303 to 1,121. The improvement, taking into account the exclusion of assessments outside 28 days and turbulence in capacity, is very good. The forecast (76%) is below target (80%). If an assessment has missed timescales it cannot be corrected and affects the overall aggregate at year end. This and other factors mentioned should have some resolution with the planned reconfiguration of capacity.

**Year end forecast**

Amber

76.0%

**Direction of Travel**

Improving

**Measure Details**

Hierarchy Location: Derby City Council --> Adult Social Care, Health and Housing --> Older Adults and Enablement --> CP3 Good health and well-being --> Business Plan Performance Measures

Monitored on a monthly basis

Escalation Officer : Phil Holmes

Accountable Officer : Andrew Wheawall

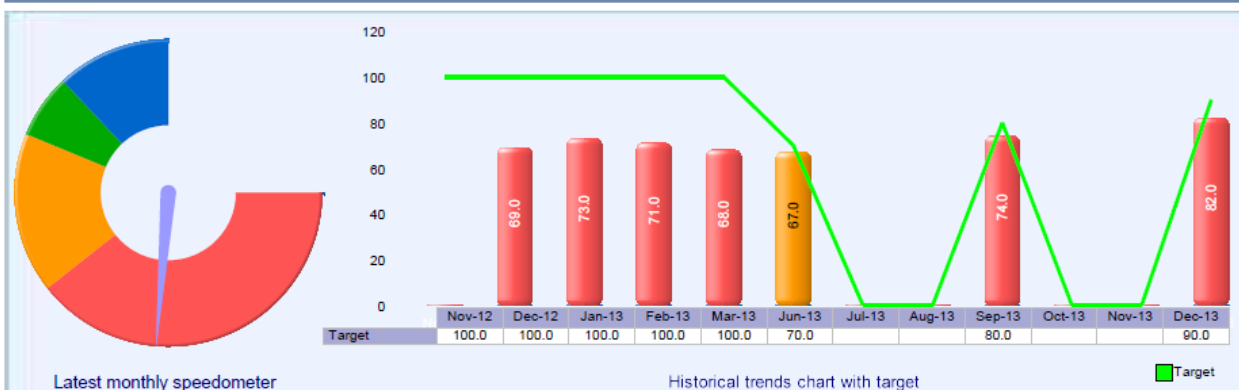
Compiling Officer : Russell Meek

**Measure Dashboard**

LPI 52c Percentage of Adult Services complaints responded to within the statutory timescale

Print to PDF

Dec-2013



**Latest Commentary**

Provisional data shows that at December 82% of complaints (with a response date entered) have been responded to within 20 days or the agreed extension date since April. This shows an increase in performance compared to November.

**Year end forecast**

Red

82.0%

**Direction of Travel**

Improving

**Measure Details**

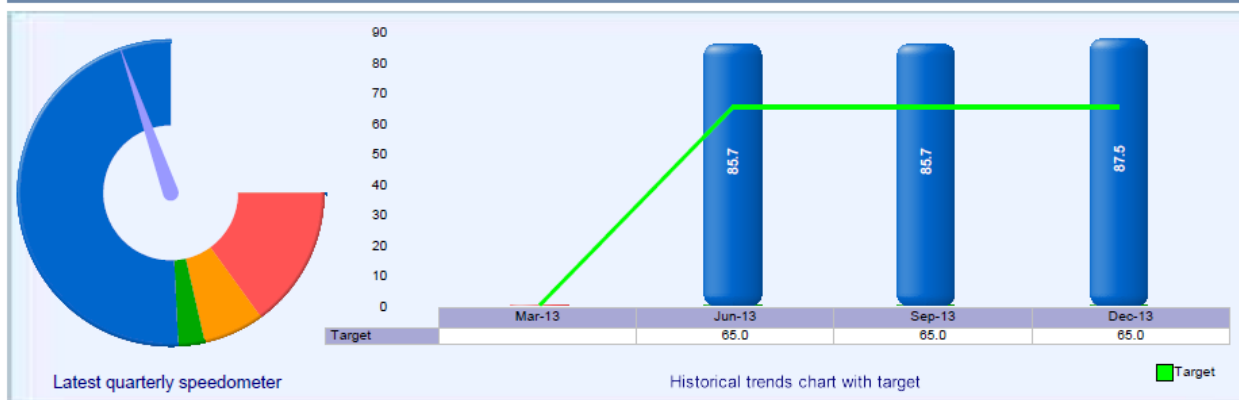
Hierarchy Location: Derby City Council --> Adult Social Care, Health and Housing --> Business Intelligence and Sector Development --> CP7 Good quality services that meet local needs --> Business Plan Performance Measures

Monitored on a monthly basis

Escalation Officer : Unconfirmed

Accountable Officer : Unconfirmed

Compiling Officer : Natalie Tuckwell



**Latest Commentary**

Council care homes continue to satisfy the great majority of national CQC standards. Improvement work has been taking place in relation to medication management which will further improve quality and consistency in this area. A round of staff recruitment has recently concluded which will improve staffing capacity and give managers more space to ensure that continued improvements in all areas are sustained.

**Year end forecast**

Blue

87.5%

**Direction of Travel**

Improving

**Measure Details**

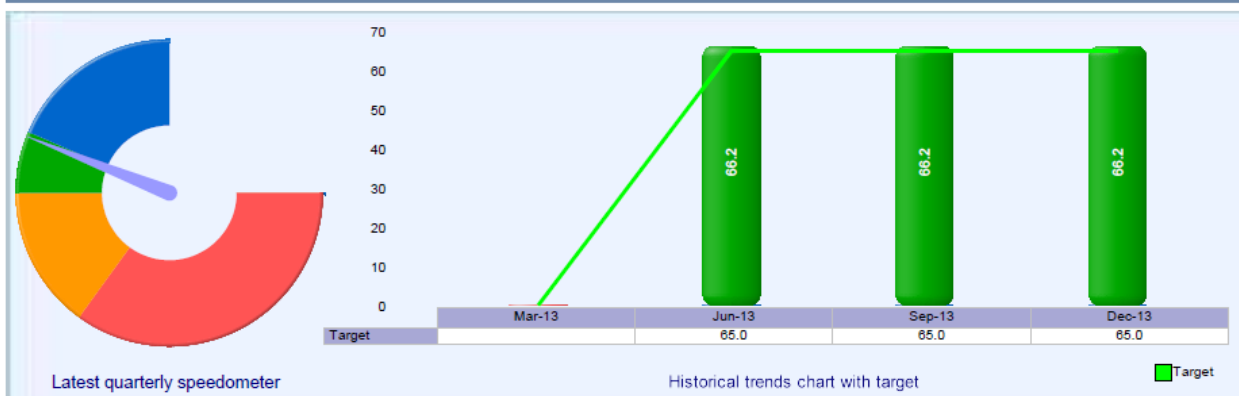
Hierarchy Location: Derby City Council --> Adult Social Care, Health and Housing --> Older Adults and Enablement --> CP3 Good health and well-being --> Business Plan Performance Measures

Monitored on a quarterly basis

Escalation Officer : Phil Holmes

Accountable Officer : Tracy Elgie

Compiling Officer : Unconfirmed



**Latest Commentary**

We are working with a range of stakeholders to improve compliance performance of all care homes in Derby.

**Year end forecast**

Blue

70.0%

**Direction of Travel**

Improving

**Measure Details**

Hierarchy Location: Derby City Council --> Adult Social Care, Health and Housing --> Older Adults and Enablement --> CP3 Good health and well-being --> Business Plan Performance Measures

Monitored on a quarterly basis

Escalation Officer : Phil Holmes

Accountable Officer : Tracy Elgie

Compiling Officer : Unconfirmed

**Measure Dashboard**

AHH 01E (NI 146) Adults with learning disabilities in employment

[Print to PDF](#)

Dec-2013



**Latest Commentary**

The measure has exceeded its year end target of 6%. The current number of customers has remained static for the past two months. 8 customers on the equal people course will be completing some work experience placements 4 of which are based within the council.

**Year end forecast**

Blue

6.4%

**Direction of Travel**

Improving

**Measure Details**

Hierarchy Location: Derby City Council --> Adult Social Care, Health and Housing --> Younger Adults and Housing --> CP1 A thriving sustainable economy --> Council Plan Indicators and Performance Measures

Monitored on a monthly basis

Escalation Officer : Brian Frisby

Accountable Officer : Roger Hambly

Compiling Officer : Russell Meek

**Measure Dashboard**

AHH S2 Percentage of safeguarding referrals completed in year

[Print to PDF](#)

Dec-2013



**Latest Commentary**

This is a local measure of safeguarding referrals completed within 28 days and not part of the Adult Social Care Outcomes Framework. The measure only takes into account referrals which meet our local threshold to better reflect the requirements of the new Safeguarding Adults Return (SAR). This new application of the guidance took effect at Q2 previously we applied the Abuse of Vulnerable Adult (AVA) guidance which has been replaced with SAR.

- The effect of this change is the volume of alerts that don't meet the threshold has increased putting greater pressure to complete those that meet the threshold.
- In order to satisfy the definition a safeguarding referral which meets the threshold needs to be investigated and an outcome recorded within 28 days.
- There will be some cases that take longer than 28 days to ensure procedures are followed, relevant agencies/partners are involved and those subject safeguarding investigations included.

**Year end forecast**

Green

70.0%

**Direction of Travel**

Improving

**Measure Details**

Hierarchy Location: Derby City Council --> Adult Social Care, Health and Housing --> Older Adults and Enablement --> CP3 Good health and well-being --> Business Plan Performance Measures

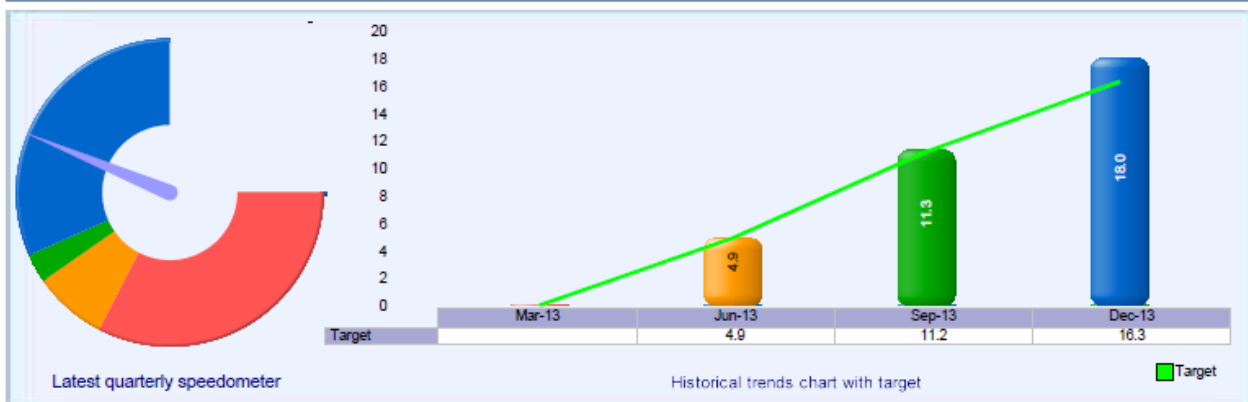
Monitored on a monthly basis

Escalation Officer : Phil Holmes

Accountable Officer : Griff Jones

Compiling Officer : Haishan Gerrard





**Latest Commentary**

20/01/14 - Data now fully updated on TCR.

**Year end forecast**

Green

20.0%

**Direction of Travel**

Deteriorating

**Measure Details**

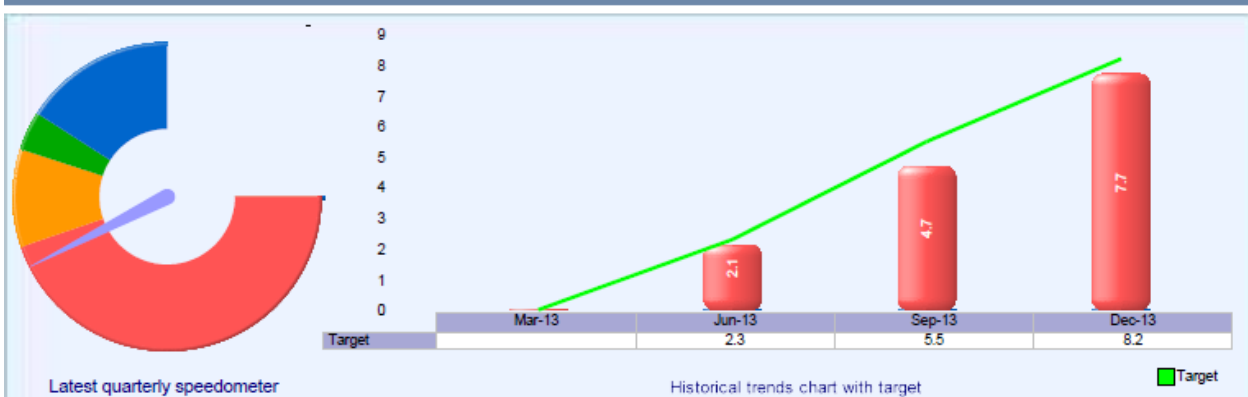
Hierarchy Location: Derby City Council --> Adult Social Care, Health and Housing --> Public Health --> CP3 Good health and well-being --> Council Plan Indicators and Performance Measures

Monitored on a quarterly basis

Escalation Officer : Alison Wynn

Accountable Officer : Andy Muirhead

Compiling Officer : Unconfirmed



**Latest Commentary**

20/01/14 - Data now fully updated on TCR.  
There has been a drop in the proportion of health checks completed in December compared with the previous five months. It is likely that not all data has been uploaded by general practices and the figure is expected to increase as the data is refreshed on the system. Further, some reduction was anticipated due to reduced activity over the Christmas and New Year period. An increase in the proportion of Health Checks completed is expected in Quarter 4 as activity levels return to 'normal' and potentially increase with increasing interest (e.g. New Year resolutions) and practices aiming to meet their year-end targets. We therefore anticipate to meet year-end targets.

**Year end forecast**

Green

11.3%

**Direction of Travel**

Improving

**Measure Details**

Hierarchy Location: Derby City Council --> Adult Social Care, Health and Housing --> Public Health --> CP3 Good health and well-being --> Council Plan Indicators and Performance Measures

Monitored on a quarterly basis

Escalation Officer : Alison Wynn

Accountable Officer : Andy Muirhead

Compiling Officer : Unconfirmed

**Measure Dashboard**

AHH 01C (NI 130) Social Care clients receiving Self Directed Support (Direct Payments and Individual Budgets)

[Print to PDF](#)

Dec-2013



**Latest Commentary**

To continue present actions.  
Use of Self Directed Support continues to be extended.  
All Team Managers are now aware of the need to engage with data cleansing and accuracy, this continues to be helpful in meeting the quarterly targets. The forecast is that we will meet the year end target of 70%.

**Year end forecast**

Green

70.0%

**Direction of Travel**

Improving

**Measure Details**

Hierarchy Location: Derby City Council --> Adult Social Care, Health and Housing --> Older Adults and Enablement --> CP3 Good health and well-being --> Business Plan Performance Measures

Monitored on a monthly basis

Escalation Officer : Phil Holmes

Accountable Officer : Andrew Wheawall

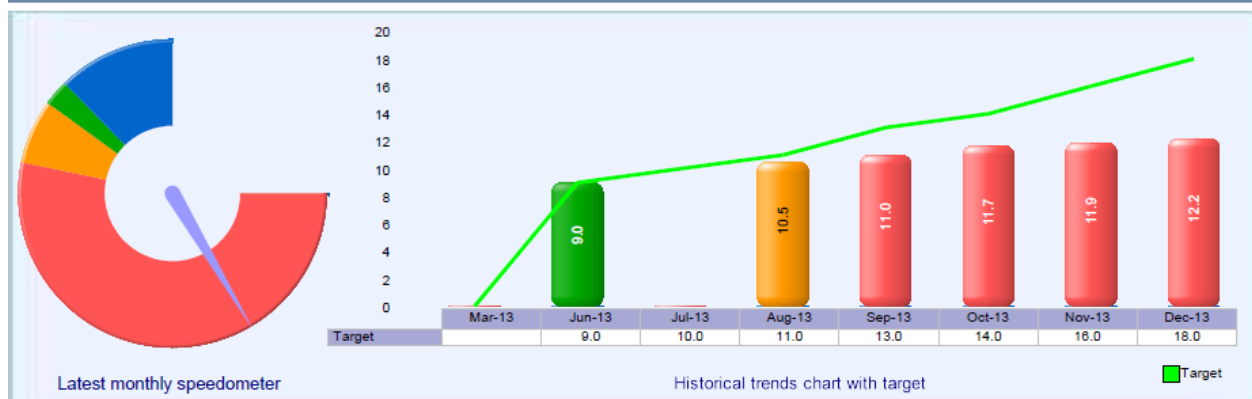
Compiling Officer : Russell Meek

**Measure Dashboard**

AHH 01Cii (NI 130) Social care clients receiving self-directed support through direct payments

[Print to PDF](#)

Dec-2013



**Latest Commentary**

While the main headline indicator is on target at 62% and forecast to meet the year-end target of 70%, this related metric has improved gradually to 12.2%, missing the Q3 target of 18% and some way short of the Q4 target of 23.5%.

- At Q3 a total of 867 customers had received personal budgets and the proportion of direct payments compared to overall total of 4393 is 19.7%.
- However the definition for this measure requires comparison against ALL customers receiving community services throughout the year which is currently at 7088.
- This is why our figure of 12.2% is lower for the purposes of the measure.
- The definition for this and the headline measure is being changed to take into account this anomaly next year as part of the Zero Based Review (ZBR) adult social care statutory returns.

**Year end forecast**

Red

14.0%

**Direction of Travel**

Deteriorating

**Measure Details**

Hierarchy Location: Derby City Council --> Adult Social Care, Health and Housing --> Older Adults and Enablement --> CP3 Good health and well-being --> Business Plan Performance Measures

Monitored on a monthly basis

Escalation Officer : Brian Frisby

Accountable Officer : Andrew Wheawall

Compiling Officer : Russell Meek