

**Report of Assistant Chief Executive (Customer Access and Performance)**

**Report to Scrutiny Board (Health and Wellbeing and Adult Social Care)**

**Date: 21 March 2012**

**Subject: 2011/12 Quarter 3 Performance Report**

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number: N/A	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

**Summary of main issues**

1. This report presents to Scrutiny a summary of the quarter 3 performance data relevant to the Adult Social Care and Health Scrutiny Board including and update on the Health and Wellbeing partnership priorities. Members will note that NHS Airedale, Bradford and Leeds have provided a separate performance report including their key performance information which is on the same agenda. A number of key performance issues have been highlighted for Members attention.

**Recommendations**

2. Members are recommended to:
  - Note the quarter three performance information and the issue raised of the residential care homes and consider if they are satisfied with the work underway to address this.
  - Note the positive progress in relation to the Adult Social Care budget.
  - Identify any further reports or information that they may require to fulfil their scrutiny role in relation to the delivery of the outcomes for Adult Social Care and Health.

## **1 Purpose of this report**

- 1.1 This report presents to Scrutiny a summary of the quarter three performance data for 2011-12 which provides an update on progress in delivering the relevant priorities in the Council Business Plan 2011-15 and City Priority Plan 2011-15.

## **2 Background information**

- 2.1 A set of delivery plans for the Council and the city were adopted by Council in July 2011 and this report provides an update setting out the progress in delivery of these plans. The plans and performance management arrangements that form the basis of this report have been developed alongside the revised partnership boards for the city in a whole system approach. Members will note that the delivery of City Priority Plan priorities are shared with partners across the city while the Council Business Plan sets out the Council's contribution to these shared priorities. As such this report provides both an overview of the performance relating to the City Priority Plan as well as setting out progress in delivering the council priorities including the council's contribution to the city priorities. Similarly the related report on the agenda from NHS Airedale, Bradford and Leeds includes their own priorities as well as their contribution to these partnership plans.
- 2.2 The performance management arrangements include a number of reports including:
- Performance Reports – these are produced quarterly for the each of the City Priority Plan priorities and for the 5 Cross-Council Priorities in the Council Business Plan. They are a one page summary of progress in delivering the priority including a RAG rating of overall progress. Where possible the headline indicator is shown in a graph to clearly indicate progress and the reports include a look forward to the actions due over the next 3-6 months. We have adopted the principles of outcomes based accountability in these reports.
  - Directorate Priorities and Indicators – a directorate scorecard has been produced for each directorate which sets out the high level progress against each of the directorates priorities and indicators in the Council Business Plan. These are all available on the intranet and published on the Council's website. It also includes the directorates contribution to the cross council priorities and indicators. For Scrutiny purposes these scorecards have been divided up so that each Scrutiny Board receives an update on the priorities within the remit of their Board recognising that these do not necessarily align directly to the Council's directorates in all case. Members will note that this does mean that some priorities will go to two or more Scrutiny Boards and Boards are asked to consider working jointly on any follow up inquiries or nominate a lead Board.
  - Self Assessment – each directorate has the opportunity in this section to raise any other performance issues that might not be directly represented within the directorate priorities and indicators.
- 2.3 These reports are designed to provide a high level overview of performance issues related to the City Priority and Council Business Plans only. Members will need to use this information and the discussion in their boards to identify what further reports and more detailed information they might require in order to fulfil their scrutiny role. Therefore, these reports are designed to be a starting point for the work of the board.
- 2.4 This report includes three appendices:
- Appendix 1a – Performance Reports for the 4 City Priority Plan Priorities for the Health and Wellbeing Board.
  - Appendix 1b – Adult Social Care Directorate Priorities and Indicators

### 3 Main issues

#### Performance Overview

##### City Priority Plan (CPP)

- 3.1 There are 4 priorities in the Health and Wellbeing City Priority Plan and 1 is assessed as red, 2 are amber and 1 is green. This is a deterioration in overall progress ratings as the performance report card on choice and control is now assessed as amber compared to the green rating reported at Quarter 2. Those that are assessed as red or amber are:
- Make sure that people who are the poorest improve their health the fastest (red)
  - Help protect people from the harmful effects of tobacco (amber)
  - Give people choice and control over their health and social care services (amber)
- 3.2 The change in the overall progress rating of the choice and control performance report is largely due to the roll out of personal budgets – see para 3.4 below.

##### Council Business Plan

##### *Directorate Priorities and Indicators*

- 3.3 There are 12 Directorate Priorities which support the delivery of the Health and Wellbeing priorities and these are drawn from the Adult Social Care directorate. Of these none are red, 4 are amber and 8 are green. These are supported by 7 performance indicators that can be reported at quarter three of these 1 is red, 3 are amber, 3 are green. The red indicator is:
- Increase percentage of service users and carers with control over their own care budget
- 3.4 In terms of this indicator 5,303 people have personal budgets, this equates to 33% of those included in the NI130 cohort. Of these 1,759 are using cash payments to purchase services themselves, this equates to 11% of service users. Benchmarking data from 2010/11 shows Leeds is inline with the average. There are recognised issues with NI130, and alternatives are being proposed regionally and nationally. A regional approach used by Putting People First puts the actual proportion of people using personal budgets at 41% of those people receiving services which could be delivered through personal budgets.
- 3.5 Together with the Stamford Forum Leeds are developing an approach to extend the use of personal budgets through the Combining Personalisation with Community Engagement (CPCE) project. CPCE is aligned to the DH's Building Community Capacity programme of work which exemplifies best practice in developing community based social capital to enhance existing resources. The CPCE project will develop three Neighbourhood Networks to become skilled brokers of self directed support, commissioning services from and for the local community to achieve earlier, less costly interventions.
- 3.6 Members will also note that substantial progress has been made over the last quarter in terms of reducing the in year budget overspend – this is now rated amber and further progress is anticipated during Q4. The directorate are expecting a year end position close to budget balance.

#### **Key performance issues for Adult Social Care and Health Scrutiny Board**

##### ***i) Residential Care Homes***

- 3.7 The Care Quality Commission has recently identified that improvements are needed in 2 residential care homes run by the council because government standards were not being met. The issues identified included staff training, knowledge and understanding of the safeguarding procedures and gaps in care records. Action has been taken to resolve all the identified issues.

## **4 Corporate Considerations**

### **4.1 Consultation and Engagement**

4.1.1 This report provides an update on performance information and therefore it is not a decision requirement public consultation, however, all performance information is provided to the public via the council's website.

### **4.2 Equality and Diversity / Cohesion and Integration**

4.2.1 This report provides an information update only and therefore it is not a decision which required due regard to be given to equality and diversity. However, due regard for equality was given during the development of the City Priority Plan and Council Business Plan.

4.2.2 Members will note that these reports provide a high level update only in terms of equalities issues relating to the priorities. However, member may wish to consider if they would like more detailed information or analysis in this area.

### **4.3 Council Policies and City Priorities**

4.3.1 This report provides an update on progress in delivering the council and city priorities in line with the council's performance management framework.

### **4.4 Resources and Value for Money**

4.4.1 There are no specific resource implications from this report; however, it includes a high level update of the Council's financial position as this is a cross council priority within the Business Plan.

### **4.5 Legal Implications, Access to Information and Call In**

4.5.1 All performance information is publically available and will be published on the council and Leeds Initiative websites.

### **4.6 Risk Management**

4.6.1 The Performance Reports include an update of the key risks and challenges for each of the priorities. This is supported by a comprehensive risk management process in the Council to monitor and manage key risks. CLT continue to review the corporate risk register alongside the performance information which ensures that the Council's most significant risks are effectively identified and managed.

## **5 Conclusions**

5.1 This report provides an overall summary of the current performance issues relating to the priorities from our strategic plans which are relevant to the Board. These reports cannot cover everything but aim to provide an overview which the Board can use to inform their future work programme.

## **6 Recommendations**

6.1 Members are recommended to:

- Note the quarter three performance information and the issue raised of the residential care homes and consider if they are satisfied with the work underway to address this.
- Note the positive progress in relation to the ASC budget.
- Identify any further reports or information that they may require to fulfil their scrutiny role in relation to the delivery of the outcomes for Adult Social Care and Health.

## **7 Background documents<sup>1</sup>**

- City Priority Plan 2011-15
- Council Business Plan 2011-15
- Council and City Performance Management Framework (Draft)

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<sup>1</sup> The background documents listed in this section are available for inspection on request for a period of four years following the date of the relevant meeting. Accordingly this list does not include documents containing exempt or confidential information, or any published works. Requests to inspect any background documents should be submitted to the report author.