

QUARTER THREE PERFORMANCE MONITORING

Purpose of Report

1. At the Committee meeting on 2 December 2015, Members decided to scrutinise the relevant sections of the Quarter Three Corporate Performance Report at Committee in order to publically demonstrate the Committee holding to account those responsible for performance. Attached at **Appendix A** are the relevant sections of the Corporate Quarter Three performance report.

Communities, Housing and Customer Services

2. Members' attention is drawn to the following:
 - a. Progress against the Corporate Plan commitment actions shows that, out of the 15 objectives where Communities, Housing and Customer Services is measured, 13 are Green and 2 are Amber;
 - b. Progress against the basket of Performance Indicators, relevant to this Committee, demonstrates that out of 7 performance indicators;
 - 4 are GREEN** - likely to meet the annual target
 - 2 are AMBER** - may meet the annual target
 - 1 is RED** - unlikely to meet the annual target;
 - c. Out of 3 Outcome Agreement measures where there are results for Quarter 3, 2 are Green and 1 is Amber;
 - d. The budget situation facing Communities, Housing and Customer Services is showing a balanced budget, with a variance of £454,000 against the 2015/16 savings target.

Social Services - Adults

3. Members' attention is drawn to the following:

- a. Progress against the Corporate Plan commitment actions shows that, out of the 7 objectives where Social Services Adults contribution is measured, 4 are Green, 2 are Amber and 1 is Red;
- b. Progress against the basket of Performance Indicators demonstrates that out of 9 performance indicators;
 - 4 are GREEN** - likely to meet the annual target
 - 2 are AMBER** - may meet the annual target
 - 2 are RED** - unlikely to meet the annual target
 - 1 has no RAG;**
- c. The following indicator is **RED in Quarter Three and has been RED since Quarter One**:
 - o Rate of delayed transfer of care for social care reasons per 1000 population aged 75 or over;
- d. Out of 6 Outcome Agreement measures where there are results for Quarter 3, 3 are Green, 1 is Amber and 2 are Red;
- e. The budget situation facing Social Services Adults is projecting a variance of £3,330,000, with a variance of £2,227,000 against the 2015/16 savings target.

City Operations

4. Most of City Operations falls within the remit of the Environmental Scrutiny Committee; however, Regulatory Services falls within the remit of this Committee. With regard to these, the Quarter 3 report contains information on the following:
 - a. Ensure the private rented sector is fit for purpose and homes meet legal standards to protect the health of tenants – Amber – page 11
 - b. Implement the regional service for regulatory services with the Vale of Glamorgan and Bridgend Councils – Amber – page 12
 - c. PSR/004 – the percentage of private sector dwellings that had been vacant for more than 6 months at 1April which were returned to occupation during the year through direct action by the local authority – Amber – page 12.

5. Members are due to scrutinise Regulatory Services at a Joint Committee Meeting with the Environmental Scrutiny Committee on 3 March 2016, and will have the opportunity to address any questions on performance to witnesses at that meeting.

Previous scrutiny of performance

6. In response to the Wales Audit Office report to have more focused committee agendas, this Committee established a performance monitoring panel to scrutinise the quarterly performance reports, undertake deep dives and report back to Committee.
7. Following scrutiny of the Quarter One performance report, Members agreed the following comments, observations and recommendations: regarding the above:
 - *that information on PPDR's and Savings be available for Adult Social Care and Children's Services separately, from Quarter 2, rather than being shown together as Social Services; this is to enable transparency in understanding performance in these different sections and enable year on year comparison.*
 - *Recommend that the Communities Directorate include performance indicators for Council Housing Repairs from Quarter 2 onwards; this would enable Members to scrutinise performance in an area of key importance for council tenants.*
 - *Request a written explanation of the target setting process for SCA/018(b) - The percentage of carers of adults who had an assessment or review of their needs in their own right during the year - given that the target set for 2015/16 is 58% whereas the outturn for 2014/15 was 26.3%.*

8. The Cabinet Member responded as follows¹:

Regarding the Corporate Performance Reports and amendments requested from Quarter 2, I will ensure that officers make these changes for the next report, to include the information in relation to PPDR's and Savings separately for both Adults and Children's Services.

¹ Extracts taken from letter from Cllr Elsmore, Cabinet Member, to Cllr McGarry, Chair CASSC, dated 29th October 2015

In line with the new way of working in Council Housing Repairs and the newly purchased performance monitoring software, we will be creating a range of new performance indicators to monitor success. This includes information on first time fixes and appointments being met. This information is currently being audited for accuracy and will be available in time for the Quarter 3 performance report.

The target of 58% for the performance indicator *SCA/018(b) - The percentage of carers of adults who had an assessment or review of their needs in their own right during the year* has been set at 58% for the past 3 years. I accept that this looks a very challenging target given the performance in previous years; however, this is a key area for improvement. This is why I have recently approved the recruitment of 4 temporary Carer Assessment workers for the remainder of this financial year. For the purpose of clarity, once a carer has been

offered an assessment they are included in this performance measure and remain included regardless of whether they want an assessment. We need to be clear on what we want to achieve, that is that ALL carers known to us are offered an assessment; and then those that want one are assessed.

9. Following scrutiny of the Quarter Two performance report, Members sought clarification regarding:

- *How are performance indicator intervention levels set for Adult Social Care indicators and Communities & Housing indicators?*
- *How is the RAG status of each indicator determined?*
- *Is the RAG status for HLS/014 correct, as Members would have expected it to be marked as Red given that Q2 performance is 94 days against a Q2 target of 80 days?*
- *With regard to 2015/16 DFG budget, did this include additional monies to deal with the backlog from 2014/15?*
- *With regard to 2015/16 DFG budget, how much of this year's budget is already spent or committed? Are we suspending cases this year due to budget shortfall and, if so, how many cases?*
- *What performance information is being kept regarding homelessness, in the absence of Welsh Government guidance?*
- *Why is the 2015/16 target for SCAL23 65% when outturn last year was 78.04%?*

10. The Cabinet Member responded in detail and a full copy of the letter is attached at **Appendix B**, dated 8th January 2016.

Way Forward

11. Councillor Susan Elsmore (Cabinet Member, Housing, Health and Well Being) has been invited along with Sarah McGill (Director of Communities, Housing and Customer Services), Jane Thomas (Assistant Director, Communities and Housing), Tony Young (Director of Social Services) and Amanda Phillips (Interim Assistant Director, Adult Social Services) to answer Members' questions.

Legal Implications

12. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct legal implications. However, legal implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any legal implications arising from those recommendations. All decisions taken by or on behalf of the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

Financial Implications

13. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct financial implications at this stage in relation to any of the work programme. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any financial implications arising from those recommendations.

RECOMMENDATIONS

The Committee is recommended to:

- i) Consider the information presented in this report, its appendices and the information presented at the meeting, and
- ii) Determine any comments, observations or recommendations to the Cabinet.

Marie Rosenthal

Director of Governance and Legal Services

25 February 2016