
**QUARTER FOUR 2019/20 & QUARTER ONE 2020/21 - PERFORMANCE
REPORT**

Purpose of Report

1. To present the Performance Reports with reference to the periods Quarter 4 (Jan-March) and Quarter 1 (Apr-June). The Performance Report for Adult Social Services is attached at **Appendix A & B**; and the Performance Report for People & Communities: Housing & Communities is attached at **Appendix C**.
2. At this Scrutiny Committee meeting, Members will be able to decide what comments, observations or recommendations they wish to pass on to the Cabinet for their consideration.

Background to Performance Reports

3. The Council's Performance Management Framework includes the production of quarterly Performance Reports designed to provide an overview of directorate performance. Effective scrutiny of performance is an important component of the framework as it provides the opportunity to challenge performance levels, and helps the Council reprioritise efforts to secure the delivery of the Council's priorities and targets.
4. Members will note that the periods covered within the Performance Reports capture the periods both prior to, and during the initial outbreak of Covid-19. Members are advised that due to resource pressures within both service areas following the outbreak of covid-19, the format of the reporting, is different to that previously received.

Quarter 2 Delivery and Performance

5. Performance reporting which cover the periods Jan – June 2020 (Q4 & Q1) for both Adult Social Services and People & Communities: Housing & Communities are attached to this report as follows;

- **Appendix A** – Adult Social Services Q4 2019-20 (Jan – March)
- **Appendix B** – Adult Social Services Q1 2019-20 (April – June)
- **Appendix C** – People & Communities: Housing & Communities – overview of both periods with specific reference to Covid-19 response data.

6. The performance reports are structured to reflect the following priorities:

Adult Social Services Q4 2019-20 (Jan–March):

- First Point of Contact & Prevention (pages 2-3)
- Assessment & Outcome Focussed Care Planning (pages 4-8)
- Commissioning & service Provision (pages 9-11)
- Safeguarding (Adult) (pages 12-14)
- Managing People, Resources, Systems and Processes (pages 15-16)
- Quality of Practice (pages 17-18)
- Additional Information & Corporate Plan KPIs (pages 19-23)

Adult Social Services Q1 2020-21 (Apr-June):

- First Point of Contact & Prevention (pages 2-3)
- Assessment & Outcome Focussed Care Planning (pages 4-7)
- Commissioning & service Provision (pages 8-10)
- Safeguarding (Adult) (pages 11-13)
- Managing People, Resources, Systems and Processes (pages 14-15)
- Quality of Practice (pages 16-17)
- Additional Information & Corporate Plan KPIs (pages 18-22)

People & Communities:

- Progress against the Corporate Plan Performance Indicators - overall 2019-20 (page 2)
- Progress against the Corporate Plan Performance Indicators – Quarter 1 2020-21 (page 2)
- Covid-19 Response Data – Domestic Violence (page 4)
- Covid-19 Response Data – Homelessness (page 5)
- Covid-19 Response Data – Supporting Vulnerable People (page 6)

Previous Scrutiny on Performance Reports

7. Members are reminded that under the Adult Social Services directorate concerns previously raised by the Committee include:

- Lack of prominence within the report surrounding the 'strength based approach' work being progressed by the directorate
- Capacity issues being adequately addressed (particularly around day centres).
- Sickness rates.
- Members also requested that the annual figure for delayed transfers of care 2019/20 (2.33) be revisited to a more realistic figure and;
- Formatting of the report to ensure all axes and tables title are all encompassed together on one page and comparable data from previous years is also provided.

For People & Communities, Members have previously raised concerns regarding:

- The Amber RAG status for the Council House build target (as a result Members recommended that any known challenges or variables which may be expected or apparent are detailed in reports going forward).
- How social isolation for single adults who live alone is addressed (Members received a subsequent briefing note on this matter).
- For management of void properties - How the in house team is being expanded with particular reference to the avenue of utilising apprenticeships.
- Difficulties in moving individuals on from second-stage accommodation
- Members felt a significant amount of the targets within the P&C report were static, with little movement from previous years

For ease of reference the letters sent following 2019/20 Quarter 2 scrutiny and the subsequent responses are attached to this report as **Appendix D**.

8. For consideration of this item, the proposed running order will be as follows:

Adult Social Services

Members to receive the Cabinet Member's statement (should they wish to provide one). Officers from the Adult Social Services directorate, will then take Members through the results as set out in **Appendix A** and will also answer Members' questions on Adult Social Services performance.

Following consideration of the Adult Services performance, Members attention will then be taken to the People & Communities performance report.

People & Communities

Members to receive the Cabinet Member's statements (should they wish to provide one). Officers from People & Communities will take Members through the results as set out in **Appendix B** and will also answer Members' questions on People & Communities performance.

Legal Implications

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

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.

RECOMMENDATION

The Committee is recommended to:

- a. Consider the contents of the report, appendices and evidence presented at the meeting;
- b. Report any comments, observations or recommendations to the Cabinet.

DAVINA FIORE

Director of Governance and Legal Services and Monitoring Officer

1 Oct 2020