

## Adult Services and Housing Policy and Scrutiny Panel

### PERFORMANCE SUPPLEMENT

Date of Publication : 13 June 2014

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#### Date of Information:

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NB: Care Connect Performance Information now provided on a separate report prepared by Agilisys

## Glossary

|         |   |
|---------|---|
| ASS&H   | Adult Social Services & Housing Directorate |
| BVPI    | Best Value Performance Indicators           |
| CHC     | Continuing Health Care                      |
| CYPS    | Children & Young Peoples Services           |
| DFG     | Disabled Facilities Grant                   |
| DIS     | Delivery Improvement Statement              |
| DWP     | Department of Works and Pensions            |
| FAB     | Financial Assessment & Benefits (Team)      |
| FTE     | Full Time Equivalents                       |
| HMO     | Houses of Multiple Occupation               |
| HNR     | Housing Needs Register                      |
| IPF     | Institute of Public Finance                 |
| KT      | Key Threshold                               |
| LA      | Local Authority                             |
| LPSA    | Local Public Service Agreement              |
| No.     | Number                                      |
| NHS     | National Health Services                    |
| NSC     | North Somerset Council                      |
| NSH     | North Somerset Housing                      |
| PAF     | Performance Assessment Framework            |
| PI      | Performance Indicators                      |
| QTR / Q | Quarter                                     |
| RNCC    | Registered Nursing Care Contribution        |
| RSL     | Registered Social Landlord                  |
| SAS     | Self Assessment Survey (replaced the DIS)   |
| SPA     | Single Point of Access                      |
| SS      | Social Services                             |
| START   | Short Term Assessment Reablement Team       |
| SWIFT   | Client Database used by Adult Social Care   |
| TBC     | To be confirmed                             |

## Terminology

|                      |   |
|----------------------|---|
| Full Time Equivalent | This is the total of hours of employment divided by 37 hours, therefore not head count                                      |
| Head Count           | Number of actual people employed  |
| Out-turn             | Anticipated position at the end of the financial year   |
| Phased Budget        | Annual budget allocated over the period to date.  |
| S106                 | Developers contribution towards infrastructure and other costs associated with bringing their development to North Somerset |
| Variance             | Difference between actual and budgeted spend  |
| Virement             | Transfer of budget from one cost centre to another.   |

**2013/14 Revenue Monitoring Summary**

Source: Deborah Hart, Lead Service Accountant

|  | 2013/14<br>Original<br>Budget<br>£ | Virements<br>to Date<br>£ | 2013/14<br>Revised<br>Budget<br>£ | Phased<br>Budget<br>£ | Actual to<br>31/03/2014<br>£ | Variance<br>to Phased<br>£ | Predicted<br>Out-turn<br>£ | Variance<br>£      |
|--|------------------------------------|---------------------------|-----------------------------------|-----------------------|------------------------------|----------------------------|----------------------------|--------------------|
| <b>ADULT SOCIAL CARE</b>                           |                                    |                           |                                   |                       |                              |                            |                            |                    |
| EXPENDITURE  | 72,913,270                         | (150,170)                 | 72,763,100                        | 72,763,100            | 74,660,322                   | 1,897,222                  | 74,660,322                 | 1,897,222          |
| INCOME   | (16,536,170)                       | 0                         | (16,536,170)                      | (16,536,170)          | (20,364,839)                 | (3,828,669)                | (20,364,839)               | (3,828,669)        |
| <b>TOTAL</b>                                       | <b>56,377,100</b>                  | <b>(150,170)</b>          | <b>56,226,930</b>                 | <b>56,226,930</b>     | <b>54,295,483</b>            | <b>(1,931,447)</b>         | <b>54,295,483</b>          | <b>(1,931,447)</b> |
| <b>SERVICE STRATEGY</b>                            |                                    |                           |                                   |                       |                              |                            |                            |                    |
| EXPENDITURE  | 135,770                            | 0                         | 135,770                           | 135,770               | 120,332                      | (15,438)                   | 120,332                    | (15,438)           |
| INCOME   | (67,440)                           | 0                         | (67,440)                          | (67,440)              | (67,441)                     | (1)                        | (67,441)                   | (1)                |
| <b>TOTAL</b>                                       | <b>68,330</b>                      | <b>0</b>                  | <b>68,330</b>                     | <b>68,330</b>         | <b>52,891</b>                | <b>(15,439)</b>            | <b>52,891</b>              | <b>(15,439)</b>    |
| <b>SS MANAGEMENT &amp; SUPPORT</b>                 |                                    |                           |                                   |                       |                              |                            |                            |                    |
| EXPENDITURE  | 10,447,680                         | 92,630                    | 10,540,310                        | 10,540,310            | 10,542,955                   | 2,645                      | 10,542,955                 | 2,645              |
| INCOME   | (877,160)                          | 0                         | (877,160)                         | (877,160)             | (1,353,092)                  | (475,932)                  | (1,353,092)                | (475,932)          |
| <b>TOTAL</b>                                       | <b>9,570,520</b>                   | <b>92,630</b>             | <b>9,663,150</b>                  | <b>9,663,150</b>      | <b>9,189,862</b>             | <b>(473,288)</b>           | <b>9,189,862</b>           | <b>(473,288)</b>   |
| <b>LIFELONG LEARNING</b>                           |                                    |                           |                                   |                       |                              |                            |                            |                    |
| EXPENDITURE  | 282,070                            | 0                         | 282,070                           | 282,070               | 299,187                      | 17,117                     | 299,187                    | 17,117             |
| INCOME   | (282,070)                          | 0                         | (282,070)                         | (282,070)             | (298,516)                    | (16,446)                   | (298,516)                  | (16,446)           |
| <b>TOTAL</b>                                       | <b>0</b>                           | <b>0</b>                  | <b>0</b>                          | <b>0</b>              | <b>671</b>                   | <b>671</b>                 | <b>671</b>                 | <b>671</b>         |
| <b>ADULT SOCIAL SERVICES TOTAL</b>                 |                                    |                           |                                   |                       |                              |                            |                            |                    |
| EXPENDITURE  | 83,778,790                         | (57,540)                  | 83,721,250                        | 83,721,250            | 85,622,795                   | 1,901,545                  | 85,622,795                 | 1,901,545          |
| INCOME   | (17,762,840)                       | 0                         | (17,762,840)                      | (17,762,840)          | (22,083,888)                 | (4,321,048)                | (22,083,888)               | (4,321,048)        |
| <b>TOTAL</b>                                       | <b>66,015,950</b>                  | <b>(57,540)</b>           | <b>65,958,410</b>                 | <b>65,958,410</b>     | <b>63,538,908</b>            | <b>(2,419,502)</b>         | <b>63,538,908</b>          | <b>(2,419,502)</b> |
| <b>HOUSING SERVICES</b>                            |                                    |                           |                                   |                       |                              |                            |                            |                    |
| EXPENDITURE  | 2,244,520                          | 0                         | 2,244,520                         | 2,244,520             | 2,603,484                    | 358,964                    | 2,603,484                  | 358,964            |
| INCOME   | (479,470)                          | 57,540                    | (421,930)                         | (421,930)             | (908,035)                    | (486,105)                  | (908,035)                  | (486,105)          |
| <b>TOTAL</b>                                       | <b>1,765,050</b>                   | <b>57,540</b>             | <b>1,822,590</b>                  | <b>1,822,590</b>      | <b>1,695,449</b>             | <b>(127,141)</b>           | <b>1,695,449</b>           | <b>(127,141)</b>   |
| <b>ADULT SOCIAL SERVICES &amp; HOUSING SUMMARY</b> |                                    |                           |                                   |                       |                              |                            |                            |                    |
| EXPENDITURE  | 86,023,310                         | (57,540)                  | 85,965,770                        | 85,965,770            | 88,226,279                   | 2,260,509                  | 88,226,279                 | 2,260,509          |
| INCOME   | (18,242,310)                       | 57,540                    | (18,184,770)                      | (18,184,770)          | (22,991,922)                 | (4,807,152)                | (22,991,922)               | (4,807,152)        |
| <b>ASS&amp;H OVERALL TOTAL</b>                     | <b>67,781,000</b>                  | <b>0</b>                  | <b>67,781,000</b>                 | <b>67,781,000</b>     | <b>65,234,357</b>            | <b>(2,546,643)</b>         | <b>65,234,357</b>          | <b>(2,546,643)</b> |

## 2013/14 Predicted Variance Analysis

Source: Deborah Hart, Lead Service Accountant

|  | Average<br>Quarter 1<br>Apr to June<br>£ | Average<br>Quarter 2<br>July to Sep<br>£ | Average<br>Quarter 3<br>Oct to Dec<br>£ | JAN<br>£           | FEB<br>£           | MARCH<br>£         | Average<br>Quarter 4<br>Jan to Mar<br>£ |
|--|--|--|---|--------------------|--------------------|--------------------|---|
| Adult Services                           | (70,579)                                 | (109,425)                                | (722,105)                               | (1,544,640)        | (1,867,962)        | (1,931,447)        | (1,781,350)                             |
| Service Strategy                         | 39,814                                   | 34,590                                   | 29,416                                  | 21,468             | 23,695             | (15,439)           | 9,908                                   |
| Management & Support                     | (9,275)                                  | (40,099)                                 | (138,100)                               | (371,791)          | (264,903)          | (473,288)          | (369,994)                               |
| Adult & Community Learning               | 0  | 0  | 0                                       | 0                  | 0                  | 671                | 224                                     |
| Housing                                  | 1,975                                    | (1,381)                                  | (7,834)                                 | (9,795)            | (10,799)           | (127,141)          | (49,245)                                |
| <b>ASS&amp;H OVERALL TOTAL</b>           | <b>(38,065)</b>                          | <b>(116,315)</b>                         | <b>(838,622)</b>                        | <b>(1,904,759)</b> | <b>(2,119,968)</b> | <b>(2,546,643)</b> | <b>(2,190,457)</b>                      |
| <b>Variance as a % of Overall Budget</b> | <b>(0.056)</b>                           | <b>(0.172)</b>                           | <b>(1.237)</b>                          | <b>(2.810)</b>     | <b>(3.128)</b>     | <b>(3.757)</b>     | <b>(3.232)</b>                          |
| <b>Overall Budget</b>                    | <b>67,781,000</b>                        |  |   |                    |                    |                    |   |

**ADULT SOCIAL SERVICES & HOUSING SALARY MONITORING 2013/2014**

|  | Qtr1             | Qtr2             | Qtr3             | Qtr4             | Sub Total         | Staff Appoint Expenses | Insurance, Overtime etc. | TOTAL             | TOTAL BUDGET      | No. of FTE's Budgeted for | No. of FTE's Vacant | YEAR-END VARIANCE |
|--|------------------|------------------|------------------|------------------|-------------------|------------------------|--------------------------|-------------------|-------------------|---------------------------|---------------------|-------------------|
|  | April to June    | July to Sep      | Oct to Dec       | Jan to Mar       |                   |                        |                          |                   |                   |                           |                     |                   |
| <b>Adult Social Services</b>                         |                  |                  |                  |                  |                   |                        |                          |                   |                   |                           |                     |                   |
| Service Strategy                                     | 47,449           | 24,564           | 18,115           | 21,008           | 111,137           | 79                     | 397                      | 111,613           | 80,140            | 3.00                      | 0.00                | 31,473            |
| Older People   | 1,553,706        | 1,584,528        | 1,553,772        | 1,543,105        | 6,235,112         | 2,854                  | 860                      | 6,238,826         | 6,263,570         | 188.80                    | (3.20)              | (24,744)          |
| Learning Disabilities                                | 224,467          | 231,741          | 220,732          | 227,730          | 904,671           | 1,467                  | 0                        | 906,137           | 1,003,590         | 28.36                     | 4.01                | (97,453)          |
| Mental Health Needs                                  | 332,243          | 350,117          | 321,601          | 331,313          | 1,335,274         | 588                    | 35                       | 1,335,897         | 1,393,550         | 39.84                     | 0.46                | (57,653)          |
| Other Adult Services                                 | 38,437           | 39,226           | 38,976           | 40,877           | 157,516           | 0                      | 0                        | 157,516           | 149,080           | 3.00                      | 0.00                | 8,436             |
| Management & Support                                 | 813,272          | 828,273          | 771,288          | 803,858          | 3,216,691         | 447                    | 105                      | 3,217,243         | 3,308,896         | 94.26                     | 3.41                | (91,652)          |
| Lifelong Learning                                    | 50,886           | 51,944           | 45,593           | 45,400           | 193,823           | 0                      | 0                        | 193,823           | 282,070           | 9.80                      | 3.19                | (0)               |
| <b>Total for Adult Social Services</b>               | <b>3,060,460</b> | <b>3,110,393</b> | <b>2,970,078</b> | <b>3,013,293</b> | <b>12,154,224</b> | <b>5,435</b>           | <b>1,397</b>             | <b>12,161,055</b> | <b>12,480,896</b> | <b>367.07</b>             | <b>7.87</b>         | <b>(231,594)</b>  |
| <b>Housing Services</b>                              |                  |                  |                  |                  |                   |                        |                          |                   |                   |                           |                     |                   |
| Head of Housing                                      | 27,417           | 27,981           | 27,699           | 27,699           | 110,796           | 0                      | 0                        | 110,796           | 106,320           | 2.00                      | 0.00                | 4,476             |
| Housing Strategy & Policy                            | 65,261           | 62,858           | 51,414           | 57,907           | 237,440           | 105                    | 400                      | 237,945           | 244,450           | 7.50                      | -1.47               | (6,505)           |
| Housing Options Team                                 | 100,041          | 103,493          | 99,593           | 99,817           | 402,944           | 35                     | 10                       | 402,989           | 404,808           | 10.31                     | -2.09               | (1,819)           |
| Homeless Deposit Bond Scheme                         | 5,392            | 2,185            | 3,691            | 0                | 11,268            | 35                     | 0                        | 11,303            | 0                 | 0.00                      | 0.00                | 11,303            |
| Housing Renewal Team                                 | 70,336           | 67,854           | 69,196           | 69,995           | 277,381           | 0                      | 0                        | 277,381           | 231,450           | 6.60                      | (1.00)              | 45,931            |
| Warm Homes Healthy People Programme                  | 6,501            | 6,325            | 6,261            | (606)            | 18,480            | 35                     | 0                        | 18,515            | 0                 | 0.00                      | (1.00)              | 18,515            |
| Private Rented Housing Team                          | 54,121           | 55,244           | 49,498           | 58,304           | 217,167           | 35                     | 0                        | 217,202           | 215,810           | 6.50                      | (2.50)              | 1,392             |
| Home Choice  | 53,039           | 56,457           | 57,753           | 55,911           | 223,160           | 0                      | 10                       | 223,170           | 215,020           | 7.77                      | (0.32)              | 8,150             |
| <b>Total for Housing Services</b>                    | <b>382,107</b>   | <b>382,397</b>   | <b>365,105</b>   | <b>369,027</b>   | <b>1,488,637</b>  | <b>245</b>             | <b>420</b>               | <b>1,499,302</b>  | <b>1,417,858</b>  | <b>40.68</b>              | <b>-8.39</b>        | <b>81,444</b>     |
| <b>Total for Adult Social Services &amp; Housing</b> | <b>3,442,567</b> | <b>3,492,790</b> | <b>3,335,183</b> | <b>3,382,320</b> | <b>13,652,860</b> | <b>5,680</b>           | <b>1,817</b>             | <b>13,660,357</b> | <b>13,898,753</b> | <b>407.75</b>             | <b>-0.51</b>        | <b>(150,150)</b>  |

Reconciliation for members  
 Budget less Actual                   (238,396)  
 Lifelong Learning balance       88,247  
**(150,150)**

### Care in the Community Monitoring - March 2014

Source: Deborah Hart, Lead Service Accountant

| Summary by Type        | Actual Expenditure<br>£ | Expenditure Budget<br>£ | Expenditure Variance<br>£ | Actual Income<br>£  | Income Budget<br>£  | Income Variance<br>£ | Net Expend<br>£   | Net Budget<br>£   | Over / (Under)<br>£ | Mar 2014               |               | Mar 2013               |               |
|------------------------|-------------------------|-------------------------|---------------------------|---------------------|---------------------|----------------------|-------------------|-------------------|---------------------|------------------------|---------------|------------------------|---------------|
|                        |                         |                         |                           |                     |                     |                      |                   |                   |                     | Approx No. of Services | Unit Cost     | Approx No. of Services | Unit Cost     |
| Residential            | 26,180,485              | 25,870,380              | 310,105                   | (7,062,370)         | (6,618,890)         | (443,480)            | 19,118,115        | 19,251,490        | (133,375)           | 820                    | 446.64        | 814                    | 424.02        |
| Residential Enablement | 328,756                 | 0                       | 328,756                   | 0                   | 0                   | 0                    | 328,756           | 0                 | 328,756             | NA                     | NA            | NA                     | NA            |
| Nursing                | 10,006,940              | 10,600,260              | (593,320)                 | (3,230,783)         | (3,309,560)         | 78,777               | 6,776,157         | 7,290,700         | (514,543)           | 334                    | 388.66        | 358                    | 322.07        |
| Nursing Enablement     | 170,209                 | 0                       | 170,209                   | 0                   | 0                   | 0                    | 170,209           | 0                 | 170,209             | NA                     | NA            | NA                     | NA            |
| Purchased Home Care    | 6,753,616               | 6,385,160               | 368,456                   | (1,373,065)         | (1,248,570)         | (124,495)            | 5,380,550         | 5,136,590         | 243,960             | 1,165                  | 88.48         | 1,281                  | 70.60         |
| Reablement             | 1,326,207               | 1,259,740               | 66,467                    | (70,742)            | (45,270)            | (25,472)             | 1,255,465         | 1,214,470         | 40,995              | 81                     | 296.93        | 77                     | 280.46        |
| Extra Care Housing     | 945,851                 | 941,990                 | 3,861                     | (164,479)           | (163,010)           | (1,469)              | 781,372           | 778,980           | 2,392               | 105                    | 142.56        | 103                    | 81.36         |
| Day Care               | 3,164,416               | 3,277,450               | (113,034)                 | (249,357)           | (172,550)           | (76,807)             | 2,915,059         | 3,104,900         | (189,841)           | 279                    | 200.16        | 429                    | 84.75         |
| In House Day Care      | 393,286                 | 346,490                 | 46,796                    | (209,517)           | (216,420)           | 6,903                | 183,769           | 130,070           | 53,699              | 62                     | 56.78         | 71                     | 70.20         |
| Supported Living       | 6,006,882               | 5,959,320               | 47,562                    | (699,572)           | 0                   | (699,572)            | 5,307,310         | 5,959,320         | (652,010)           | 105                    | 968.31        | 98                     | 831.32        |
| Shared Lives           | 481,273                 | 400,000                 | 81,273                    | (114,000)           | (155,000)           | 41,000               | 367,273           | 245,000           | 122,273             | NA                     | NA            | NA                     | NA            |
| Direct Payments        | 4,704,882               | 4,173,170               | 531,712                   | (450,160)           | (327,260)           | (122,900)            | 4,254,722         | 3,845,910         | 408,812             | 322                    | 253.13        | 433                    | 156.41        |
| <b>TOTAL</b>           | <b>60,462,802</b>       | <b>59,213,960</b>       | <b>1,248,842</b>          | <b>(13,624,045)</b> | <b>(12,256,530)</b> | <b>(1,367,515)</b>   | <b>46,838,756</b> | <b>46,957,430</b> | <b>(118,674)</b>    | <b>3,273</b>           | <b>274.15</b> | <b>3,664</b>           | <b>210.54</b> |

| Summary by Service     | Actual Expenditure<br>£ | Expenditure Budget<br>£ | Expenditure Variance<br>£ | Actual Income<br>£  | Income Budget<br>£  | Income Variance<br>£ | Net Expend<br>£   | Net Budget<br>£   | Over / (Under)<br>£ | Mar 2014               |               | Mar 2013               |               |
|------------------------|-------------------------|-------------------------|---------------------------|---------------------|---------------------|----------------------|-------------------|-------------------|---------------------|------------------------|---------------|------------------------|---------------|
|                        |                         |                         |                           |                     |                     |                      |                   |                   |                     | Approx No. of Services | Unit Cost     | Approx No. of Services | Unit Cost     |
| Elderly                | 32,199,285              | 31,169,420              | 1,029,865                 | (10,829,033)        | (10,501,120)        | (327,913)            | 21,370,252        | 20,668,300        | 701,952             | 1,842                  | 222.25        | 2,094                  | 186.03        |
| Physical & Sensory Imp | 5,214,908               | 4,998,240               | 216,668                   | (456,120)           | (479,860)           | 23,740               | 4,758,788         | 4,518,380         | 240,408             | 426                    | 214.00        | 391                    | 211.04        |
| Learning Disabilities  | 19,448,053              | 19,629,110              | (181,057)                 | (1,927,781)         | (1,060,900)         | (766,881)            | 17,620,272        | 18,568,210        | (947,938)           | 553                    | 610.40        | 647                    | 378.32        |
| Mental Health          | 3,456,089               | 3,066,640               | 389,449                   | (509,949)           | (182,210)           | (327,739)            | 2,946,140         | 2,884,430         | 61,710              | 444                    | 127.12        | 516                    | 98.00         |
| Drug & Alcohol         | 144,467                 | 350,550                 | (206,083)                 | (1,163)             | (32,440)            | 31,277               | 143,304           | 318,110           | (174,806)           | 8                      | 343.16        | 16                     | 249.46        |
| <b>TOTAL</b>           | <b>60,462,802</b>       | <b>59,213,960</b>       | <b>1,248,842</b>          | <b>(13,624,046)</b> | <b>(12,256,530)</b> | <b>(1,367,516)</b>   | <b>46,838,756</b> | <b>46,957,430</b> | <b>(118,674)</b>    | <b>3,273</b>           | <b>274.15</b> | <b>3,664</b>           | <b>210.54</b> |

Block respite beds are included within Residential.

**Open Placements in Residential / Nursing Care by Category (Figures from SWIFT) as at:**

Source: Deborah Hart, Lead Service Accountant

| RESIDENTIAL                               | 01/12/2008 | 04/11/2009 | 04/10/2010 | 30/09/2011 | 03/09/2012 | 03/12/2012 | 30/05/2013 | 05/08/2013 | 28/10/2013 | 03/12/2013 | 30/12/2013 | 03/02/2014 | 03/03/2014 | 02/04/2014 |
|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| <b>Permanent Placement</b>                | 1          | 2          | 2          | 3          | 3          | 3          | 3          | 3          | 3          | 3          | 3          | 3          | 3          | 3          |
| Adult Drug & Alcohol Abuse                | 217        | 215        | 213        | 206        | 186        | 186        | 152        | 149        | 149        | 150        | 150        | 150        | 149        | 150        |
| Adult Learning Disability                 | 183        | 186        | 195        | 205        | 238        | 255        | 256        | 244        | 244        | 243        | 243        | 244        | 245        | 248        |
| Adult Mental Disorder/Dementia            | 20         | 26         | 24         | 17         | 18         | 18         | 18         | 19         | 19         | 20         | 19         | 19         | 19         | 19         |
| Adult Physical & Sensory Impairment       | 387        | 357        | 348        | 356        | 356        | 366        | 349        | 359        | 369        | 365        | 374        | 367        | 364        | 366        |
| Older People                              | 808        | 786        | 782        | 787        | 801        | 828        | 771        | 778        | 784        | 781        | 790        | 783        | 780        | 786        |
| <b>Short Term &amp; Respite Placement</b> | 4          | 0          | 3          | 5          | 7          | 4          | 4          | 3          | 3          | 4          | 7          | 5          | 4          | 3          |
| Adult Drug & Alcohol Abuse                | 0          | 2          | 1          | 7          | 6          | 3          | 4          | 4          | 3          | 5          | 5          | 4          | 5          | 6          |
| Adult Learning Disability                 | 1          | 11         | 22         | 8          | 9          | 10         | 8          | 10         | 10         | 13         | 10         | 5          | 4          | 5          |
| Adult Mental Disorder/Dementia            | 1          | 1          | 1          | 0          | 0          | 5          | 1          | 2          | 2          | 4          | 2          | 0          | 2          | 2          |
| Adult Physical & Sensory Impairment       | 14         | 20         | 28         | 17         | 21         | 23         | 20         | 20         | 20         | 17         | 21         | 16         | 14         | 18         |
| Older People                              | 20         | 34         | 55         | 37         | 43         | 45         | 29         | 38         | 38         | 43         | 45         | 30         | 28         | 34         |
| <b>Enablement</b>                         |            |            |            | 0          | 12         | 11         | 6          | 16         | 13         | 14         | 7          | 10         | 13         | 8          |
| <b>Total Residential</b>                  | 828        | 820        | 837        | 824        | 856        | 884        | 806        | 832        | 835        | 838        | 842        | 823        | 821        | 828        |
| <b>NURSING</b>                            | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          |
| Adult Drug & Alcohol Abuse                | 31         | 24         | 17         | 5          | 4          | 4          | 5          | 5          | 5          | 5          | 5          | 5          | 5          | 5          |
| Adult Learning Disability                 | 103        | 112        | 106        | 102        | 112        | 113        | 114        | 116        | 118        | 123        | 122        | 120        | 120        | 120        |
| Adult Mental Disorder/Dementia            | 42         | 40         | 37         | 26         | 23         | 24         | 23         | 23         | 23         | 24         | 22         | 21         | 22         | 22         |
| Adult Physical & Sensory Impairment       | 293        | 268        | 272        | 244        | 230        | 214        | 197        | 195        | 184        | 183        | 186        | 186        | 184        | 178        |
| Older People                              | 469        | 444        | 432        | 377        | 369        | 355        | 340        | 339        | 330        | 335        | 335        | 332        | 331        | 325        |
| <b>Short Term &amp; Respite Placement</b> | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          |
| Adult Drug & Alcohol Abuse                | 0          | 0          | 0          | 1          | 1          | 1          | 1          | 1          | 1          | 1          | 1          | 1          | 1          | 1          |
| Adult Learning Disability                 | 1          | 3          | 1          | 3          | 1          | 3          | 4          | 4          | 2          | 1          | 1          | 2          | 1          | 1          |
| Adult Mental Disorder/Dementia            | 1          | 2          | 2          | 1          | 1          | 1          | 3          | 1          | 1          | 0          | 2          | 1          | 1          | 2          |
| Adult Physical & Sensory Impairment       | 8          | 3          | 4          | 9          | 3          | 5          | 4          | 5          | 6          | 4          | 5          | 2          | 4          | 5          |
| Older People                              | 10         | 8          | 7          | 14         | 6          | 10         | 9          | 11         | 10         | 6          | 9          | 6          | 9          | 9          |
| <b>Enablement</b>                         |            |            |            | 0          | 6          | 5          | 7          | 7          | 6          | 5          | 5          | 7          | 7          | 7          |
| <b>Total Nursing excl. RNCC</b>           | 479        | 452        | 439        | 391        | 381        | 370        | 356        | 357        | 346        | 346        | 349        | 345        | 347        | 341        |
| <b>RNCC (free nursing care only)</b>      | 357        | 335        | 374        | 362        | 362        | 348        | 329        | 325        | 333        | 310        | 323        | 329        | 335        | 336        |
| <b>Total Nursing</b>                      | 836        | 787        | 813        | 773        | 743        | 718        | 685        | 682        | 679        | 656        | 672        | 674        | 682        | 677        |
| <b>TOTAL No. OF OPEN PLACEMENTS</b>       | 1,664      | 1,607      | 1,650      | 1,597      | 1,599      | 1,602      | 1,491      | 1,514      | 1,514      | 1,494      | 1,514      | 1,497      | 1,503      | 1,505      |

**Activity Data**

Source: Deborah Hart, Lead Service Accountant

**CARE & SUPPORT HOURS**

| Actual Hours Delivered per week | 2013/14       |               |               |               |               |               |               |               |               |               |               |               |               | % Change<br>P1 to P13 |
|---------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|-----------------------|
|                                 | P1<br>2013    | P2<br>2013    | P3<br>2013    | P4<br>2013    | P5<br>2013    | P6<br>2013    | P7<br>2013    | P8<br>2013    | P9<br>2013    | P10<br>2013   | P11<br>2013   | P12<br>2013   | P13<br>2013   |                       |
| Supported living packages       | 5,540         | 5,539         | 5,562         | 5,721         | 5,703         | 5,730         | 5,739         | 5,685         | 5,573         | 5,717         | 5,850         | 5,886         | 5,449         | (1.65)                |
| Extra Care                      | 4,850         | 5,167         | 5,185         | 5,156         | 5,061         | 5,084         | 5,092         | 4,985         | 5,212         | 5,491         | 5,121         | 5,122         | 5,057         | 4.27                  |
| Other external provisions       | 10,659        | 10,611        | 11,000        | 10,687        | 11,101        | 11,150        | 11,308        | 11,437        | 11,676        | 11,311        | 11,540        | 11,760        | 11,608        | 8.90                  |
| START Team                      | 425           | 411           | 400           | 382           | 326           | 325           | 393           | 406           | 360           | 376           | 430           | 454           | 428           | 0.79                  |
| <b>Total Hours</b>              | <b>21,475</b> | <b>21,728</b> | <b>22,148</b> | <b>21,947</b> | <b>22,192</b> | <b>22,288</b> | <b>22,531</b> | <b>22,512</b> | <b>22,820</b> | <b>22,895</b> | <b>22,940</b> | <b>23,222</b> | <b>22,542</b> | <b>4.97</b>           |

| Number of Service Users per week | 2013/14      |              |              |              |              |              |              |              |              |              |              |              |              | % Change<br>P1 to P13 |
|----------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|-----------------------|
|                                  | P1<br>2013   | P2<br>2013   | P3<br>2013   | P4<br>2013   | P5<br>2013   | P6<br>2013   | P7<br>2013   | P8<br>2013   | P9<br>2013   | P10<br>2013  | P11<br>2013  | P12<br>2013  | P13<br>2013  |                       |
| Supported living packages        | 99           | 99           | 102          | 102          | 103          | 107          | 105          | 105          | 108          | 108          | 104          | 105          | 105          | 6.06                  |
| Extra Care                       | 115          | 117          | 113          | 114          | 114          | 117          | 108          | 107          | 106          | 110          | 110          | 105          | 105          | (8.70)                |
| Other external provisions        | 1,099        | 1,104        | 990          | 943          | 946          | 952          | 1,120        | 1,139        | 1,025        | 1,025        | 1,099        | 1,120        | 1,165        | 6.01                  |
| START Team                       | 75           | 82           | 78           | 74           | 62           | 66           | 66           | 85           | 80           | 80           | 92           | 88           | 81           | 8.00                  |
| <b>Total</b>                     | <b>1,388</b> | <b>1,402</b> | <b>1,283</b> | <b>1,233</b> | <b>1,225</b> | <b>1,242</b> | <b>1,399</b> | <b>1,436</b> | <b>1,319</b> | <b>1,323</b> | <b>1,405</b> | <b>1,418</b> | <b>1,456</b> | <b>4.90</b>           |

| Average Delivered Hours per Service User per week | 2013/14      |              |              |              |              |              |              |              |              |              |              |              |              | % Change<br>P1 to P13 |
|---|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|-----------------------|
|   | P1<br>2013   | P2<br>2013   | P3<br>2013   | P4<br>2013   | P5<br>2013   | P6<br>2013   | P7<br>2013   | P8<br>2013   | P9<br>2013   | P10<br>2013  | P11<br>2013  | P12<br>2013  | P13<br>2013  |                       |
| Supported living packages                         | 55.96        | 55.94        | 54.53        | 56.09        | 55.37        | 53.55        | 54.66        | 54.14        | 51.60        | 52.93        | 56.25        | 56.06        | 51.90        | (7.27)                |
| Extra Care  | 42.17        | 44.16        | 45.89        | 45.23        | 44.39        | 43.45        | 47.15        | 46.59        | 49.17        | 49.92        | 46.55        | 48.78        | 48.16        | 14.20                 |
| Other external provisions                         | 9.70         | 9.61         | 11.11        | 11.33        | 11.74        | 11.71        | 10.10        | 10.04        | 11.39        | 11.04        | 10.50        | 10.50        | 9.96         | 2.73                  |
| START Team  | 5.67         | 5.01         | 5.13         | 5.16         | 5.26         | 4.92         | 5.95         | 4.78         | 4.49         | 4.70         | 4.67         | 5.15         | 5.29         | (6.67)                |
| <b>Overall Average</b>                            | <b>15.47</b> | <b>15.50</b> | <b>17.26</b> | <b>17.80</b> | <b>18.12</b> | <b>17.95</b> | <b>16.11</b> | <b>15.68</b> | <b>17.30</b> | <b>17.31</b> | <b>16.33</b> | <b>16.38</b> | <b>15.48</b> | <b>0.07</b>           |

Note: Each Period is 4 weeks long, therefore there are 13 periods during the year.



**Adult Social Care - Personal Budgets**  
**Source: Hilary Crouch, Information Manager**

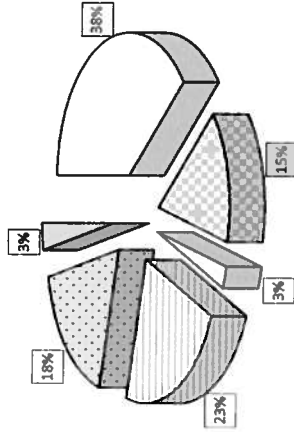
| Direct Payments and Individual Budgets  |         | 12/13       | Apr-13      | May-13      | Jun-13      | Jul-13      | Aug-13      | Sep-13      | Oct-13      | Nov-13      | Dec-13      | Jan-14      | Feb-14      | Mar-14      |
|---|---------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Existing Direct Payments                |         | 63          | 53          | 53          | 58          | 55          | 48          | 46          | 45          | 45          | 45          | 45          | 44          | 5           |
| Personalised budgets                    | Cash    | 169         | 138         | 143         | 143         | 150         | 160         | 165         | 177         | 179         | 184         | 183         | 186         | 232         |
|   | Managed | 1344        | 1066        | 1162        | 1182        | 1212        | 1226        | 1238        | 1222        | 1268        | 1299        | 1358        | 1375        | 1402        |
|   | Mixed   | 60          | 50          | 50          | 61          | 66          | 71          | 74          | 81          | 83          | 86          | 87          | 93          | 91          |
| Older People with Physical Disabilities |         | 923         | 683         | 755         | 777         | 799         | 808         | 821         | 826         | 865         | 889         | 935         | 950         | 977         |
| Older People with Learning Disabilities |         | 25          | 23          | 24          | 24          | 24          | 24          | 24          | 24          | 24          | 24          | 25          | 26          | 31          |
| Older People with Mental Health         |         | 132         | 92          | 99          | 103         | 104         | 104         | 105         | 104         | 105         | 106         | 109         | 112         | 112         |
| Other Vulnerable older people           |         | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           |
| <b>Older people (65+) sub total</b>     |         | <b>1080</b> | <b>798</b>  | <b>878</b>  | <b>904</b>  | <b>927</b>  | <b>936</b>  | <b>950</b>  | <b>954</b>  | <b>994</b>  | <b>1019</b> | <b>1069</b> | <b>1088</b> | <b>1120</b> |
| People with Physical Disabilities       |         | 280         | 259         | 270         | 274         | 282         | 283         | 290         | 287         | 294         | 303         | 309         | 313         | 320         |
| People with Learning Disabilities       |         | 240         | 221         | 226         | 230         | 234         | 237         | 241         | 242         | 245         | 248         | 250         | 251         | 253         |
| People with Mental Health               |         | 34          | 27          | 32          | 34          | 37          | 37          | 39          | 39          | 39          | 41          | 42          | 43          | 34          |
| Other Vulnerable people                 |         | 2           | 2           | 2           | 2           | 3           | 3           | 3           | 3           | 3           | 3           | 3           | 3           | 3           |
| <b>People (under 65) sub total</b>      |         | <b>556</b>  | <b>509</b>  | <b>530</b>  | <b>540</b>  | <b>556</b>  | <b>560</b>  | <b>573</b>  | <b>571</b>  | <b>581</b>  | <b>595</b>  | <b>604</b>  | <b>610</b>  | <b>610</b>  |
| Carers                                  |         | 265         | 201         | 205         | 228         | 241         | 283         | 303         | 331         | 344         | 362         | 383         | 414         | 456         |
| <b>No of Packages</b>                   |         | <b>1901</b> | <b>1508</b> | <b>1613</b> | <b>1672</b> | <b>1724</b> | <b>1779</b> | <b>1826</b> | <b>1856</b> | <b>1919</b> | <b>1976</b> | <b>2056</b> | <b>2112</b> | <b>2186</b> |
| <b>No. Cash IBs</b>                     |         | <b>549</b>  | <b>437</b>  | <b>446</b>  | <b>485</b>  | <b>507</b>  | <b>557</b>  | <b>583</b>  | <b>630</b>  | <b>647</b>  | <b>673</b>  | <b>694</b>  | <b>725</b>  | <b>780</b>  |

2013/14 START Team monitoring - Service Outcomes as at 31 January 2014

People Leaving Service in the Month

| Outcomes Summary              | Apr-13    | May-13    | Jun-13    | Jul-13    | Aug-13    | Sep-13    | Oct-13    | Nov-13    | Dec-13    | Jan-14    | Feb-14    | Mar-14    | Total      | %           |
|-------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|-------------|
| No Further Action: Re-enabled | 18        | 29        | 20        | 30        | 28        | 23        | 16        | 28        | 20        | 29        | 27        | 19        | 287        | 39%         |
| NFA Service Interrupted       | 6         | 10        | 2         | 7         | 9         | 12        | 13        | 9         | 9         | 8         | 11        | 16        | 112        | 15%         |
| NFA Deceased                  | 2         | 0         | 2         | 0         | 4         | 0         | 2         | 1         | 1         | 2         | 2         | 3         | 19         | 3%          |
| Reduced Service Required      | 15        | 16        | 18        | 13        | 7         | 11        | 14        | 20        | 11        | 14        | 15        | 15        | 169        | 23%         |
| Same Service Required         | 21        | 14        | 10        | 17        | 6         | 6         | 4         | 7         | 11        | 14        | 10        | 13        | 133        | 18%         |
| Increased Service Required    | 0         | 2         | 0         | 0         | 1         | 2         | 2         | 2         | 6         | 3         | 2         | 1         | 22         | 3%          |
| <b>Total</b>                  | <b>62</b> | <b>71</b> | <b>52</b> | <b>68</b> | <b>55</b> | <b>54</b> | <b>51</b> | <b>67</b> | <b>58</b> | <b>70</b> | <b>67</b> | <b>67</b> | <b>742</b> | <b>100%</b> |

OUTCOMES SUMMARY



- No Further Action: Re-enabled
- NFA Service Interrupted
- NFA Deceased
- Reduced Service Required
- Same Service Required
- Increased Service Required

| Outcomes Savings Summary (£)                                    | Apr-13        | May-13        | Jun-13        | Jul-13        | Aug-13        | Sep-13        | Oct-13        | Nov-13        | Dec-13        | Jan-14        | Feb-14        | Mar-14        | Total          | %           |
|---|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|----------------|-------------|
| No service Required   | 16,689        | 23,529        | 16,312        | 22,615        | 24,151        | 16,168        | 17,943        | 20,717        | 16,374        | 22,336        | 20,204        | 18,782        | 235,821        | 86%         |
| Reduced Service Required (assumes package halved)               | 4,814         | 4,826         | 6,117         | 3,973         | 2,062         | 2,541         | 4,052         | 5,452         | 3,002         | 4,009         | 3,788         | 3,707         | 48,343         | 17%         |
| Same Service Required   | 0             | 0             | 0             | 0             | 0             | 0             | 0             | 0             | 0             | 0             | 0             | 0             | 0              | 0%          |
| Increased Service Required (assumes increase of 3.5 hrs / week) | 0             | 462           | 0             | 231           | 231           | 462           | 462           | 462           | 1,386         | 693           | 462           | 231           | 5,082          | 2%          |
| <b>Monthly Savings</b>  | <b>21,504</b> | <b>27,893</b> | <b>22,429</b> | <b>26,357</b> | <b>25,982</b> | <b>18,247</b> | <b>21,532</b> | <b>25,707</b> | <b>17,990</b> | <b>25,652</b> | <b>23,530</b> | <b>22,258</b> | <b>279,081</b> | <b>100%</b> |

|                                       |         |         |         |         |         |         |         |         |         |         |         |         |
|---------------------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Savings if prevent care for 6 months  | 129,023 | 167,357 | 134,575 | 158,144 | 155,892 | 109,479 | 129,193 | 154,243 | 107,941 | 153,912 | 141,182 | 133,547 |
| Savings if prevent care for 12 months | 258,045 | 334,715 | 269,151 | 316,289 | 311,785 | 218,958 | 258,386 | 308,485 | 215,882 | 307,824 | 282,363 | 267,095 |
| Savings if prevent care for 24 months | 516,090 | 669,430 | 538,301 | 632,578 | 623,569 | 437,917 | 516,772 | 616,970 | 431,765 | 615,648 | 564,726 | 534,189 |

| Average Weekly Package Size (Hours) | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 | Oct-13 | Nov-13 | Dec-13 | Jan-14 | Feb-14 | Mar-14 |
|-------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
|                                     | 9.73   | 9.14   | 10.30  | 9.26   | 8.93   | 7.00   | 8.77   | 8.26   | 8.27   | 8.68   | 7.65   | 7.49   |

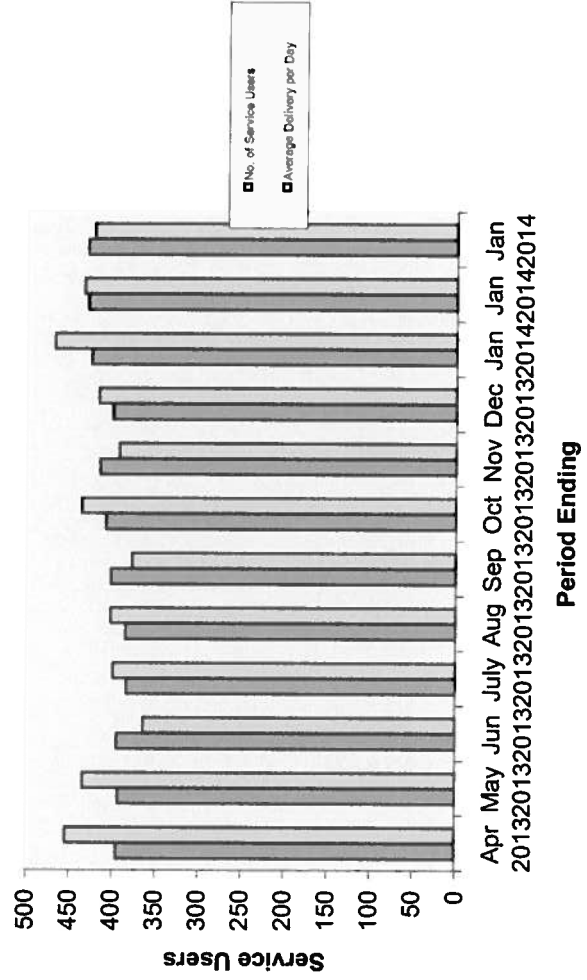
**Commentary on Savings Summary:** The above table gives an indication of the costs avoided per month based on final outcomes. These are achieved when no further service is required and therefore no ongoing care costs are necessary. Likewise further cost avoidance is achieved after the START service as the original package of care is reduced. There are very few cases of packages increasing. Finally the table shows the costs avoided if we can prevent care on 6, 12 and 24 months basis for those who have left the START service.

# Community Meals Delivered Per Month

Source: Deborah Hart, Lead Service Accountant

|                      | Apr 2013     | May 2013     | Jun 2013      | Jul 2013      | Aug 2013      | Sep 2013      | Oct 2013      | Nov 2013      | Dec 2013      | Jan 2014      | Feb 2014      | Mar 2014      |
|----------------------|--------------|--------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| Service Users        | 395          | 393          | 395           | 384           | 385           | 402           | 408           | 415           | 400           | 425           | 429           | 430           |
| Hot Meals            | 8,170        | 8,249        | 8,014         | 8,788         | 8,441         | 8,306         | 9,155         | 8,636         | 8,329         | 9,356         | 8,669         | 9,286         |
| average delivery/day | 454          | 434          | 364           | 399           | 402           | 378           | 436           | 393           | 416           | 468           | 433           | 422           |
| delivery days        | 18           | 19           | 22            | 22            | 21            | 22            | 21            | 22            | 20            | 20            | 20            | 22            |
| Teas                 | 751          | 885          | 1,476         | 1,706         | 1,615         | 1,507         | 1,631         | 1,455         | 1,289         | 1,480         | 1,282         | 1,393         |
| Day Centres          | 667          | 711          | 633           | 740           | 818           | 780           | 735           | 686           | 425           | 648           | 525           | 539           |
| Luncheon Clubs       | 72           | 63           | 91            | 60            | 62            | 54            | 94            | 100           | 45            | 97            | 229           | 178           |
| <b>Total Meals</b>   | <b>9,660</b> | <b>9,908</b> | <b>10,214</b> | <b>11,294</b> | <b>10,936</b> | <b>10,647</b> | <b>11,615</b> | <b>10,877</b> | <b>10,088</b> | <b>11,581</b> | <b>10,705</b> | <b>11,396</b> |

No. of Service Users by No. of Meals Delivered



## Integrated Community Equipment Store

Source: Deborah Hart, Lead Service Accountant

### Spend by Type and by Partner up to 31 March 2014

| Equipment Type                | NHS North Somerset |               | North Somerset Council |                   |               | Total            |
|-------------------------------|--------------------|---------------|------------------------|-------------------|---------------|------------------|
|                               | Adults             | Children      | Adult Social Care      | Child Social Care | Education     |                  |
| Equipment                     | 2,023,805          | 8,473         | 523,199                | 40,356            | 611           | 2,596,444        |
| Minor adapt                   | 7,861              | 0             | 14,415                 | 588               | 0             | 22,864           |
| Specials                      | 141,713            | 8,158         | 142,020                | 82,376            | 9,760         | 384,027          |
| Servicing & Repairs           | 30,624             | 163           | 15,703                 | 1,048             | 46            | 47,584           |
| Delivery / Collection         | 355,886            | 2,211         | 104,657                | 8,537             | 564           | 471,855          |
| Recycling Costs               | 154,083            | 1,277         | 39,852                 | 2,085             | 33            | 197,330          |
| Recovered / Collection        | (1,357,164)        | (9,072)       | (331,213)              | (14,200)          | 0             | (1,711,649)      |
| Other Costs                   | 8,742              | 78            | 3,048                  | 783               | 44            | 12,695           |
| Staffing Costs                | 25,558             | 0             | 25,558                 | 0                 | 0             | 51,116           |
| Joint Costs*                  | 44,208             | 359           | 17,074                 | 3,863             | 351           | 65,855           |
| Recycling Credits / discounts | 0                  | 0             | 0                      | 0                 | 0             | 0                |
| <b>Total</b>                  | <b>1,435,316</b>   | <b>11,647</b> | <b>554,313</b>         | <b>125,436</b>    | <b>11,409</b> | <b>2,138,122</b> |
| <b>% Share of Total Spend</b> | <b>67.13</b>       | <b>0.54</b>   | <b>25.93</b>           | <b>5.87</b>       | <b>0.53</b>   | <b>100.00</b>    |

| * Joint Costs Breakdown       |               |
|-------------------------------|---------------|
| Equipment                     | 31,441        |
| Minor Adaptations             | 19            |
| Specials                      | 135           |
| Servicing                     | 22,360        |
| Repairs                       | 10,605        |
| Deliver / Collection          | 12,808        |
| Recycling                     | 11,829        |
| Recovered / Collections       | (23,802)      |
| Costs                         | 460           |
| Recycling Credits / discounts | 0             |
| <b>Total</b>                  | <b>65,855</b> |

## Adult Social Care Scrutiny Report 2013/14

Summary of performance

- 9 - Green - Better than or on target
- 2 - Amber - Not on target but within 5%
- 4 - Red - Not on target and exceeds tolerance
- 2 - Data not available or annual figures

| Adult Social Care Performance Indicators 2013-14 |   | Frequency of reporting | Out-turn 2012-13 | Q 1    | Q2     | Q3     | Q4     | 13/14 Target | Comments  | Status |
|--|---|------------------------|------------------|--------|--------|--------|--------|--------------|---|--------|
| 378  | Proportion of services suitable to be provided via personal budgets which are delivered via personal budget.  | Monthly                | 77.46%           | 80.22% | 82.32% | 83.84% | 85.27% | 85.0%        | Provisional data - performance target met   | 😊      |
| 394  | Enablement - on completion the percentage of people who have either returned home or have moved from Nursing to Residential care.                           | Monthly                | 26.57%           | 25.58% | 23.13% | 20.88% | 20.23% | 23.0%        | Provisional data - year end performance is below target set due to complexity of need. Work is planned to ensure that appropriate target is set for 14/15   | 😞      |
| 380  | Reablement - on completion the percentage of people who had no care package   | Monthly                | 40.63%           | 33.88% | 39.76% | 38.87% | 38.68% | 40.0%        | Provisional data - Performance is below target due to complexity of need, but within threshold  | 😞      |
| 375  | Proportion of older people (aged 65+) who were still at home 91 days after discharge from hospital into reablement / rehabilitation services                | Annually               | 84.52%           |        |        |        | 84.15% | 84.0%        | Provisional data - target achieved  | 😊      |
| 379*   | No of people in permanent care home placements age 65+ at month end   | Monthly                | 883              | 863    | 885    | 894    | 883    | 877          | Provisional data - Slightly higher numbers than target  | 😞      |
| 399  | % of Planning Meetings held within 15 working days of the start of the (safeguarding) investigation (including whole home investigations)                   | Quarterly              | 35.89%           | 47.24% | 59.28% | 57%    | 61.05% | 70.0%        | Provisional data - Performance is improving from Q3, but is below target. There are still a number of results outstanding, so this figure may change. This measure is being dropped after this quarter for a more useful measure. | 😞      |
| 690  | Proportion of adults in contact with secondary mental health services in paid employment  | Monthly                | 9.62%            | 10.09% | 10.18% | 9.69%  | 9.43%  | 10.00%       | Provisional data - Figures have dropped slightly during the year. Further analysis is being undertaken to establish the cause, but this seems to be the case across the AWP.  | 😞      |
| 146  | Proportion of adults with learning disabilities in paid employment  | Monthly                | 12.13%           | 3.09%  | 6.26%  | 9.48%  | 11.75% | 12.0%        | Provisional data - performance is slightly below target.  | 😊      |
| 238  | Proportion of LD clients who have had their Annual Health Assessment  | Annually               | 49.64%           |        |        |        | n/a    | tbc          | Awaiting data from NSCP   | N/A    |
| 671b*  | All acute and non-acute delayed transfers of care from hospital which are attributable to North Somerset Council  | Monthly                | 0.00             | 0.00   | 0.00   | 0.00   | n/a    | 0.00         | Data is recorded in amears, so March data is not available yet.   | N/A    |
| 675  | Number of Carers receiving needs assessment or review and a specific carer's service or advice/information  | Monthly                | 2,047            | 591    | 1,100  | 1,575  | 2,072  | 2,050        | Provisional data - Target has been achieved   | 😊      |
| 236  | Number of people who have telecare equipment in their home  | Monthly                | 528              | 546    | 588    | 617    | 649    | 628          | Provisional data - Target has been exceeded   | 😊      |
| 242  | Number of adults age 18-64 engaged in activities that promote Job Readiness   | Annually               | 372              |        | 434    |        |        | 320 (12/13)  | Performance exceeded target   | 😊      |
| 251  | Number of learners age 18+ with long-term mental health or other health needs attending learning activities with the Community Learning Service             | Annually               | 425              |        | 392    |        |        | 238 (12/13)  | Performance exceeded target   | 😊      |
| 141  | % of vulnerable people supported by housing related contracted support services to move on from short-term housing into independent living (not cumulative) | Quarterly              | N/A              | 84.78% | 83.42% | 84.64% | 80.56% | 80.00%       | Provisional data - Cumulative figure = 83.08%. Performance exceeded.  | 😊      |
| 237  | People referred to the Care Navigator service   | Monthly                | N/A              | 283    | 577    | 824    | 1,098  | 1,300        | Provisional data - Provisional data below target due to recruitment difficulties  | 😞      |
| 377  | Social care related quality of life   | Annually               | 19.15            |        |        |        | 19.08  | 19.0         | Provisional data - target achieved  | 😊      |

## Strategic Housing Scrutiny Report 2013/14

### Summary of performance

- 12 - Green - Better than or on target
- 0 - Amber - Not on target but within 5%
- 2 - Red - Not on target and exceeds tolerance
- 1 - Data not available or awaited from External Partners

| Strategic Housing Performance Indicators 2012-13 |  | Frequency of reporting | Out-turn 2012-13 | Q 1   | Q 2   | Q 3   | Q 4    | 13/14 Target | Comments   | Status |
|--|--|------------------------|------------------|-------|-------|-------|--------|--------------|--|--------|
| H1   | Average number of days between the date of HMO licensing inspection to the issuing of formal representations of the licence (in days)        | Monthly                | 28               | 19    | 11    | 17    | 21     | 40           | Performance within target  | 😊      |
| H3   | % of unauthorised Gypsy & Traveller encampments visited within 2 working days of notification.   | Monthly                | 100%             | 100%  | 100%  | 100%  | 100%   | 100%         | High volume of encampments this year, all actioned within target time  | 😊      |
| H4   | % of complaints from private tenants about poor housing conditions that are visited to within 10 days.                                       | Monthly                | 91%              | 96.9% | 94.0% | 90.5% | 93.0%  | 90%          | Performance better than target   | 😊      |
| H9   | Average time taken from receipt of Occupational Therapy Assessment to approval of Disabled Facilities Grant (DFG) (in weeks).                | Monthly                | 21               | 23.1  | 24.2  | 30.2  | 30     | 18           | Below target due to historic cases affecting performance.  | 😞      |
| H11  | Number of homes brought up to the decent homes standard through local authority intervention per year / Number in vulnerable groups          | Monthly                | 397              | 70    | 592   | n/a   | n/a    | 300          | Q2 projections updated in light of estimates from DECC re: homes made decent through national Energy Provider funded insulation schemes. Further analysis of data required however results much higher than earlier predictions. Q3 data available March 14.                 | 😊      |
|  |  | Monthly                | 339              | 49    | 316   | n/a   | n/a    | 400          |  |        |
| H12  | No of homes where are repairs undertaken/advice given through local authority intervention, enabling older people to stay in their own home. | Quarterly              | 1,236            | 657   | 1,200 | n/a   | n/a    | 1,800        | Q2 Above target, Q3 data awaited   | 😊      |
| H14  | No of private sector homes, where energy efficiency improved through Local Authority intervention/support.                                   | Quarterly              | 516              | 66    | 687   | n/a   | n/a    | 350          | Q2 projections updated in light of estimates from DECC re: homes made decent through national Energy Provider funded insulation schemes. Further analysis of data required however results much higher than earlier predictions. Q3 data due March 14 but not yet available. | 😊      |
| H16  | Number of Households in temporary accommodation (Snapshot only)  | Monthly                | 64               | 60    | 59    | 50    | 56     | 58           | Performance better than target   | 😊      |
| H17  | The % of homeless or potentially homeless young people prevented from becoming looked after.   | Monthly                |                  | 100%  | 100%  | 98.8% | 95.7%  | 85%          | Estimates only available for March   | 😊      |
| H19  | % of homeless households in priority need who are prevented from being homeless.   | Monthly                | 88%              | 91.3% | 91.3% | 91.5% | 91.4%  | 82%          | Performance better than target   | 😊      |
| H25  | Percentage of all shortlists released to RSL's within 24 hrs of bidding closing.   | Monthly                | 98%              | 100%  | 100%  | 100%  | 100%   | 98%          | Performance better than target   | 😊      |
| H26  | % of new HomeChoice applications which are assessed and the applicants informed of their priority within 17 days (10 working days).          | Monthly                | 98%              | 99.5% | 99.6% | 98.7% | 99.4%  | 95%          | Performance better than target   | 😊      |
| H28  | Number of affordable homes completed as a % of the annual target.  | Monthly                | 211              | 35.3% | 83.3% | 90.0% | 110.7% | 100.0%       | Exceeded annual target for 13/14. A large rented AH scheme and a number of SWH products contributed to this. 133 rented AH units and 28 intermediate homes completed.  | 😊      |
| H32  | Number of empty private sector dwellings that have been empty for more than 6 months that are brought back into use.                         | Monthly                | 42               | 3     | 7     | 22    | 28     | 40           | Performance improved to 22 homes at the end of Quarter 3, however no homes brought back into use in Jan due to staff absence   | 😞      |
| H39  | % Customer satisfaction across all Housing Services.   | Annually               | 82%              |       |       |       |        | 90%          | Results not yet available  | N/A    |

## 2013/14 Revenues & Benefits Performance Information

Source: Jo-Anne Buchan, Revenues & Benefits Client Manager

### New Claims

The table below sets out the volumes of new claims received.

|          | Apr     | May     | Jun     | Jul     | Aug     | Sept    | Oct     | Nov  | Dec   | Jan     | Feb   | Mar   |
|----------|---------|---------|---------|---------|---------|---------|---------|------|-------|---------|-------|-------|
| 2013/14  | 524     | 558     | 352     | 298     | 348     | 358     | 418     | 797  | 730   | 716     | 768   | 929   |
| 2012/13  | 777     | 832     | 663     | 782     | 798     | 775     | 828     | 762  | 611   | 922     | 686   | 794   |
| % Change | (32.56) | (32.93) | (46.91) | (61.89) | (56.39) | (53.81) | (49.52) | 4.59 | 19.48 | (22.34) | 11.95 | 17.00 |

### Caseload Tracker

Total amount of Housing / Council Tax benefits claims.

|          | Apr    | May    | Jun    | Jul    | Aug    | Sept   | Oct    | Nov    | Dec    | Jan    | Feb    | Mar    |
|----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 2013/14  | 18,311 | 18,458 | 18,362 | 18,297 | 18,302 | 18,294 | 18,315 | 18,258 | 17,847 | 17,728 | 17,732 | 17,671 |
| 2012/13  | 18,421 | 18,381 | 18,303 | 18,369 | 18,312 | 18,330 | 18,356 | 18,437 | 18,331 | 18,427 | 18,421 | 18,500 |
| % Change | (0.60) | 0.42   | 0.32   | (0.39) | (0.05) | (0.20) | (0.22) | (0.97) | (2.64) | (3.79) | (3.74) | (4.48) |

Note: From November 2013 the figures for New Claims and Change in Circumstances include Council Tax Support. Previous months figures included some CTS zero entitlement claims. Recalculation of the figures back to April 2013 will be reported on the next report.

|                      | New Claims   |                |                | Change in Circumstances |                |               |
|----------------------|--------------|----------------|----------------|-------------------------|----------------|---------------|
|                      | Claims       | Days           | Target 24 days | Claims                  | Days           | Target 9 days |
| April                | 524          | 13,005         | 24.82          | 5,231                   | 41,599         | 7.95          |
| May                  | 558          | 10,901         | 19.54          | 4,705                   | 33,838         | 7.19          |
| June                 | 352          | 6,950          | 19.74          | 2,462                   | 19,790         | 8.04          |
| <b>Quarter One</b>   | <b>1,434</b> | <b>30,856</b>  | <b>21.52</b>   | <b>12,398</b>           | <b>95,227</b>  | <b>7.68</b>   |
| July                 | 298          | 6,256          | 20.99          | 4,017                   | 22,677         | 5.65          |
| August               | 348          | 7,948          | 22.84          | 2,653                   | 19,999         | 7.54          |
| September            | 358          | 7,120          | 19.89          | 2,905                   | 23,290         | 8.02          |
| <b>Quarter Two</b>   | <b>1,004</b> | <b>21,324</b>  | <b>21.24</b>   | <b>9,575</b>            | <b>65,966</b>  | <b>6.89</b>   |
| October              | 418          | 8,154          | 19.51          | 2,784                   | 22,856         | 8.21          |
| November             | 797          | 16,058         | 20.15          | 7,122                   | 33,262         | 4.67          |
| December             | 730          | 14,870         | 20.37          | 4,007                   | 23,715         | 5.92          |
| <b>Quarter Three</b> | <b>1,945</b> | <b>39,082</b>  | <b>20.09</b>   | <b>13,913</b>           | <b>79,833</b>  | <b>5.74</b>   |
| January              | 716          | 14,565         | 20.34          | 5,996                   | 36,976         | 6.17          |
| February             | 768          | 14,757         | 19.21          | 16,313                  | 42,006         | 2.58          |
| March                | 929          | 18,102         | 19.49          | 11,667                  | 42,067         | 3.61          |
| <b>Quarter Four</b>  | <b>2,413</b> | <b>47,424</b>  | <b>19.65</b>   | <b>33,976</b>           | <b>121,049</b> | <b>3.56</b>   |
| <b>Year to Date</b>  | <b>6,796</b> | <b>138,686</b> | <b>20.41</b>   | <b>69,862</b>           | <b>362,075</b> | <b>5.18</b>   |