

## PERFORMANCE SUPPLEMENT

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## 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.

**REVENUE MONITORING 2014/2015**

**PEOPLE & COMMUNITIES (ADULT SOCIAL SERVICES & HOUSING)**

	2014/2015 Original Budget £	2014/2015 Revised Budget £	Actual Spend £	Commit / Purchase Orders £	Committed Spend 30/09/2014 £	Variance to Date £	Forecast / Projected Out-turn £	Projected Variance to Budget £
<b>ADULT SERVICES</b>								
EXPENDITURE	72,980,390	72,030,550	35,723,003	1,454,475	37,177,478	(34,853,072)	73,813,687	1,783,137
INCOME	(15,441,960)	(14,950,970)	(8,346,203)	0	(8,346,203)	6,604,767	(17,236,431)	(2,285,462)
<b>TOTAL</b>	<b>57,538,430</b>	<b>57,079,580</b>	<b>27,376,800</b>	<b>1,454,475</b>	<b>28,831,275</b>	<b>(28,248,305)</b>	<b>56,577,255</b>	<b>(502,324)</b>
<b>COMMISSIONING &amp; SERVICE DELIVERY</b>								
EXPENDITURE	11,522,989	11,448,015	6,567,203	172,284	6,739,487	(4,708,528)	11,785,209	337,194
INCOME	(4,696,380)	(4,146,380)	(409,778)	0	(409,778)	3,736,602	(4,484,438)	(338,058)
<b>TOTAL</b>	<b>6,826,609</b>	<b>7,301,635</b>	<b>6,157,426</b>	<b>172,284</b>	<b>6,329,710</b>	<b>(971,925)</b>	<b>7,300,770</b>	<b>(865)</b>
<b>LIFELONG LEARNING</b>								
EXPENDITURE	161,110	161,110	133,264	63,863	197,127	36,017	161,110	0
INCOME	(161,110)	(161,110)	(128,750)	0	(128,750)	32,360	(161,110)	0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>4,514</b>	<b>63,863</b>	<b>68,377</b>	<b>68,377</b>	<b>0</b>	<b>0</b>
<b>ADULT SOCIAL SERVICES TOTAL</b>								
EXPENDITURE	84,664,489	83,639,675	42,423,470	1,690,622	44,114,092	(39,525,583)	85,760,006	2,120,331
INCOME	(20,299,450)	(19,258,460)	(8,884,730)	0	(8,884,730)	10,373,729	(21,881,980)	(2,623,520)
<b>TOTAL</b>	<b>64,365,039</b>	<b>64,381,215</b>	<b>33,538,740</b>	<b>1,690,622</b>	<b>35,229,362</b>	<b>(29,151,853)</b>	<b>63,878,026</b>	<b>(503,189)</b>
<b>HOUSING SERVICES</b>								
EXPENDITURE	2,501,560	2,501,560	1,220,844	125,899	1,346,743	(1,124,881)	2,565,000	63,441
INCOME	(713,260)	(713,260)	(341,954)	0	(341,954)	356,630	(791,123)	(77,863)
<b>TOTAL</b>	<b>1,788,300</b>	<b>1,788,300</b>	<b>878,890</b>	<b>125,899</b>	<b>1,004,789</b>	<b>(768,251)</b>	<b>1,773,877</b>	<b>(14,422)</b>
<b>ADULT SOCIAL SERVICES &amp; HOUSING SUMMARY</b>								
EXPENDITURE	87,166,049	86,141,234	43,644,314	1,816,521	45,460,835	(40,650,464)	88,325,006	2,183,772
INCOME	(21,012,710)	(19,971,720)	(9,226,684)	0	(9,226,684)	10,730,359	(22,673,103)	(2,701,383)
<b>ASS&amp;H OVERALL TOTAL</b>	<b>66,153,339</b>	<b>66,169,514</b>	<b>34,417,630</b>	<b>1,816,521</b>	<b>36,234,151</b>	<b>(29,920,104)</b>	<b>65,651,903</b>	<b>(517,611)</b>

## 2014/15 Projected Variance to Budget

	Average Quarter 1 Apr to June £	JULY £	AUGUST £	SEPT £	Average Quarter 2 July to Sep £	Average Quarter 3 Oct to Dec £	Average Quarter 4 Jan to Mar £
Adult Services	(284,386)	(302,231)	(502,324)		(402,278)		
Commissioning & Service Delivery	(67,598)	(80,615)	(865)		(40,740)		
Lifelong Learning	0	0	0		0		
Housing	391	(13,241)	(14,422)		(13,831)		
<b>ASS&amp;H OVERALL TOTAL</b>	<b>(351,592)</b>	<b>(396,086)</b>	<b>(517,611)</b>	<b>0</b>	<b>(456,849)</b>	<b>0</b>	<b>0</b>
<b>Variance as a % of Overall Budget</b>	<b>(0.531)</b>	<b>(0.599)</b>	<b>(0.782)</b>	<b>0.000</b>	<b>(0.690)</b>	<b>0.000</b>	<b>0.000</b>

Overall Budget

66,169,514

**SALARY MONITORING 2014/2015**

	Budgeted FTE's	Apr-June	July-Sept	Oct-Dec	Jan-Mar	Sub Total	Other Staff Costs	TOTAL COSTS TO DATE	ANNUAL BUDGET	PHASED BUDGET	VARIANCE TO PHASED	PROJECTED YEAR END VARIANCE
		£	£	£	£			£	£	£	£	£
<b>Adult Social Services:</b>												
Physical Support	52.54	319,460	311,600	0	0	631,060	180	631,240	1,223,540	611,770	19,290	-11,513
Memory & Cognition	9.77	67,634	63,362	0	0	130,996	0	130,996	231,040	115,520	15,476	19,378
Assistive Equipment and Technology	1.00	11,992	11,992	0	0	23,985	0	23,985	47,280	23,640	345	1,169
Information and Early Intervention	6.04	41,736	37,018	0	0	78,754	0	78,754	214,830	107,415	-28,661	-79,790
Social Care Activities	195.55	1,782,937	1,766,955	0	0	3,549,892	264	3,550,156	6,971,490	3,485,745	64,147	-201,030
Commissioning and Service Delivery	92.96	809,453	836,444	0	0	1,645,897	1,667	1,647,564	3,247,680	1,623,840	22,057	57,196
Lifelong Learning	5.51	46,049	44,551	0	0	90,600	0	90,600	161,110	80,555	10,045	144
<b>SUB TOTAL ADULT SOCIAL SERVICES</b>	<b>363.38</b>	<b>3,079,260</b>	<b>3,071,922</b>	<b>0</b>	<b>0</b>	<b>6,151,182</b>	<b>7,094</b>	<b>6,153,293</b>	<b>12,096,970</b>	<b>6,048,485</b>	<b>102,697</b>	<b>-214,446</b>
<b>Housing Services:</b>												
Head of Housing	2.00	28,217	28,217	0	0	56,433	0	56,433	108,845	54,422	2,011	615
Housing Strategy & Policy	7.50	54,764	52,175	0	0	106,939	0	106,939	246,841	123,420	-16,482	-22,620
Housing Options Team	11.31	112,430	114,029	0	0	226,459	105	226,564	413,500	206,750	19,709	25,442
Housing Renewal Team	7.60	60,553	59,693	0	0	120,246	3,030	123,276	237,755	118,878	1,369	17,322
Warm Homes Healthy People Programme	1.00	3,146	3,700	0	0	6,846	0	6,846	0	0	6,846	14,388
Private Rented Housing Team	6.00	53,040	52,711	0	0	105,751	75	105,826	206,251	103,125	2,626	16,930
Discretionary HMO Licensing	2.00	14,789	14,811	0	0	29,600	0	29,600	60,203	30,101	-501	-178
Home Choice	7.77	51,128	53,583	0	0	104,711	0	104,711	218,431	109,215	-4,504	-4,176
<b>SUB TOTAL HOUSING SERVICES</b>	<b>45.18</b>	<b>378,067</b>	<b>378,919</b>	<b>0</b>	<b>0</b>	<b>756,987</b>	<b>3,210</b>	<b>760,197</b>	<b>1,491,825</b>	<b>745,913</b>	<b>11,074</b>	<b>47,724</b>
<b>PEOPLE &amp; COMMUNITIES TOTAL</b>	<b>408.56</b>	<b>3,457,328</b>	<b>3,450,841</b>	<b>0</b>	<b>0</b>	<b>6,908,169</b>	<b>10,304</b>	<b>6,913,490</b>	<b>13,588,795</b>	<b>6,794,398</b>	<b>113,771</b>	<b>-166,722</b>
<i>To be retained in DSG</i>								0	0	0	0	0
<i>To be incorporated within General Fund</i>								6,913,490	13,588,795	6,794,398	113,771	-166,722
<i>To be transferred to/from EM Reserve</i>										0	0	0
<b>AUTHORITY TOTAL</b>	<b>408.56</b>	<b>3,457,328</b>	<b>3,450,841</b>	<b>0</b>	<b>0</b>	<b>6,908,169</b>	<b>10,304</b>	<b>6,913,490</b>	<b>13,588,795</b>	<b>6,794,398</b>	<b>113,771</b>	<b>-166,722</b>
<i>To be retained in DSG</i>								0	0	0	0	0
<i>To be incorporated within General Fund</i>								6,913,490	13,588,795	6,794,398	113,771	-166,722
<i>To be transferred to/from EM Reserve</i>										0	0	0
												-1.23%

### 2014-15 Care in the Community - Primary Support Reason

Primary Support Reason	Expenditure Budget	Projected Expenditure	Expenditure Variance	Income Budget	Projected Income	Income Variance	Net Budget	Net Expenditure	Net Variance
Physical Support	26,373,610	24,154,348	(2,219,262)	(7,421,560)	(6,494,102)	927,458	18,952,050	17,660,246	(1,291,804)
Sensory Support	0	105,234	105,234	0	(28,198)	(28,198)	0	77,036	77,036
Memory & Cognition	6,646,980	8,939,168	2,292,188	(259,820)	(3,621,017)	(3,361,197)	6,387,160	5,318,151	(1,069,009)
Learning Disability	22,595,370	22,204,887	(390,483)	(1,472,470)	(2,325,447)	(852,977)	21,122,900	19,879,440	(1,243,460)
Mental Health	6,054,410	7,385,036	1,330,626	(3,604,080)	(1,768,763)	1,835,317	2,450,330	5,616,273	3,165,943
Substance Misuse	357,560	152,755	(204,805)	(32,930)	(4,808)	28,122	324,630	147,948	(176,682)
Carer Support	163,460	435,654	272,194	0	(5,562)	(5,562)	163,460	430,093	266,633
	<b>62,191,390</b>	<b>63,377,083</b>	<b>1,185,693</b>	<b>(12,790,860)</b>	<b>(14,247,896)</b>	<b>(1,457,036)</b>	<b>49,400,530</b>	<b>49,129,187</b>	<b>(271,343)</b>

### 2014-15 Care in the Community - Overall Age Category

Age Category	Expenditure Budget	Projected Expenditure	Expenditure Variance	Income Budget	Projected Income	Income Variance	Net Budget	Net Expenditure	Net Variance
Over 85	13,822,509	16,477,075	2,654,566	0	(6,513,906)	(6,513,906)	13,822,509	9,963,169	(3,859,340)
75 to 84	6,503,287	7,085,876	582,589	0	(2,629,632)	(2,629,632)	6,503,287	4,456,244	(2,047,043)
65 to 74	11,768,994	10,886,510	(882,483)	(10,856,430)	(1,950,437)	8,905,993	912,564	8,936,073	8,023,510
18 to 64	29,575,580	28,339,212	(1,236,368)	(1,901,500)	(3,143,552)	(1,242,052)	27,674,080	25,195,660	(2,478,420)
NA	521,020	588,410	67,390	(32,930)	(10,370)	22,560	488,090	578,040	89,950
	<b>62,191,390</b>	<b>63,377,083</b>	<b>1,185,693</b>	<b>(12,790,860)</b>	<b>(14,247,896)</b>	<b>(1,457,036)</b>	<b>49,400,530</b>	<b>49,129,187</b>	<b>(271,343)</b>

### 2014-15 Care in the Community - Subdivision

Subdivision	Expenditure Budget	Projected Expenditure	Expenditure Variance	Income Budget	Projected Income	Income Variance	Net Budget	Net Expenditure	Net Variance
Nursing	11,390,820	10,543,584	(847,236)	(3,414,530)	(3,254,612)	159,918	7,976,290	7,288,972	(687,318)
Residential	26,000,200	27,535,527	1,535,327	(6,718,160)	(7,663,019)	(944,859)	19,282,040	19,872,508	590,468
Shared lives	410,210	505,403	95,193	(157,330)	(124,016)	33,314	252,880	381,386	128,506
Direct Payment	4,285,310	4,998,559	713,249	(413,070)	(262,366)	150,704	3,872,240	4,736,193	863,953
Direct Payment carers	0	0	0	0	0	0	0	0	0
Home Care	6,582,970	6,010,452	(572,518)	(1,442,340)	(1,725,109)	(282,769)	5,140,630	4,285,343	(855,287)
Extra Care	972,970	930,726	(42,244)	(182,030)	(170,059)	11,971	790,940	760,667	(30,273)
Day Care	3,706,320	3,069,610	(636,710)	(419,300)	(408,651)	10,649	3,287,020	2,660,959	(626,061)
Supported Living	7,335,660	7,404,168	68,508	0	(596,636)	(596,636)	7,335,660	6,807,532	(528,128)
Enablement - Nursing	0	251,816	251,816	0	0	0	0	251,816	251,816
Enablement - Residential	0	409,386	409,386	0	0	0	0	409,386	409,386
Reablement	1,343,470	1,338,363	(5,107)	(44,100)	(43,428)	672	1,299,370	1,294,935	(4,435)
Short term - Nursing	163,460	26,499	(136,961)	0	0	0	163,460	26,499	(136,961)
Short term - Residential	0	352,990	352,990	0	0	0	0	352,990	352,990
	<b>62,191,390</b>	<b>63,377,083</b>	<b>1,185,693</b>	<b>(12,790,860)</b>	<b>(14,247,896)</b>	<b>(1,457,036)</b>	<b>49,400,530</b>	<b>49,129,187</b>	<b>(271,343)</b>

2014/15 Residential, Nursing and Shared Lives Placements

Date	Nursing Enablement	Nursing Permanent	Nursing Respite	Nursing Short Term	Residential Enablement	Residential Permanent	Residential Respite	Residential Short Term	Shared Lives Permanent	Shared Lives Respite	Total	RNCC respite & self funding
30/04/2014	9	330	5	5	15	776	18	25	20	2	1,205	351
31/05/2014	12	322	7	7	24	775	20	22	20	9	1,218	354
30/06/2014	7	318	5	7	20	778	16	30	20	23	1,224	340
31/07/2014	5	311	5	5	20	772	22	22	20	29	1,211	328
31/08/2014	14	324	7	5	16	777	12	21	21	33	1,230	349
30/09/2014	12	328	1	8	16	773	13	28	22	36	1,237	338
31/10/2014											-	
30/11/2014											-	
31/12/2014											-	
31/01/2015											-	
28/02/2015											-	
31/03/2015											-	
<b>Average for year</b>	<b>10</b>	<b>322</b>	<b>5</b>	<b>6</b>	<b>19</b>	<b>775</b>	<b>17</b>	<b>25</b>	<b>21</b>	<b>22</b>	<b>1221</b>	<b>343</b>
31/03/2014	7	325	0	9	8	786	0	34	0	0	1,169	336

New format for Primary Support Reasons (Zero Based Review) - respite and short term used to be combined, and are now required separately.

Shared Lives previously not captured in placement data.

2014/15 CARE & SUPPORT HOURS

Actual Hours Delivered per week	2014/15													% Change
	P1 2014	P2 2014	P3 2014	P4 2014	P5 2014	P6 2014	P7 2014	P8 2014	P9 2014	P10 2014	P11 2014	P12 2014	P13 2014	P1 to P5
Supported living packages	7,513	7,558	7,708	7,488	7,446									(0.89)
Extra Care	5,315	5,253	5,303	5,279	5,161									(2.91)
Other external provisions	10,391	10,253	10,399	10,422	10,307									(0.81)
START Team	483	457	395	423	424									(12.10)
<b>Total Hours</b>	<b>23,701</b>	<b>23,520</b>	<b>23,804</b>	<b>23,611</b>	<b>23,337</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>(1.54)</b>

Number of Service Users per week	2014/15													% Change
	P1 2014	P2 2014	P3 2014	P4 2014	P5 2014	P6 2014	P7 2014	P8 2014	P9 2014	P10 2014	P11 2014	P12 2014	P13 2014	P1 to P5
Supported living packages	145	145	145	146	144									(0.69)
Extra Care	108	104	106	105	103									(4.63)
Other external provisions	804	891	917	915	934									16.17
START Team	51	85	96	99	95									86.27
<b>Total</b>	<b>1,108</b>	<b>1,225</b>	<b>1,264</b>	<b>1,265</b>	<b>1,276</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>15.16</b>

Average Delivered Hours per Service User per week	2014/15													% Change
	P1 2014	P2 2014	P3 2014	P4 2014	P5 2014	P6 2014	P7 2014	P8 2014	P9 2014	P10 2014	P11 2014	P12 2014	P13 2014	P1 to P5
Supported living packages	51.81	52.12	53.16	51.29	51.71									(0.20)
Extra Care	49.21	50.50	50.03	50.27	50.10									1.81
Other external provisions	12.92	11.51	11.34	11.39	11.04									(14.62)
START Team	9.46	5.38	4.11	4.28	4.47									(52.81)
<b>Overall Average</b>	<b>21.39</b>	<b>19.20</b>	<b>18.83</b>	<b>18.67</b>	<b>18.29</b>									<b>(14.50)</b>

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

Note: 2014-15 New Reporting and Classification guidelines state that any Day Care that is provided outside a Day Centre is to be classified as Supported Living.



## Self-Directed Support targets 2014/15

Service Users		1st April	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
Personalised budgets	Cash only	221	223	222	220	224	220	221						
	Mixed	84	69	67	65	71	54	55						
	Managed	1130	1127	1110	1104	1126	1183	1186						
Total PB's		<b>1,435</b>	<b>1,419</b>	<b>1,399</b>	<b>1,389</b>	<b>1,421</b>	<b>1,457</b>	<b>1,442</b>						
Percentage of service users with PB		<b>86.97%</b>	<b>86.00%</b>	<b>84.79%</b>	<b>84.18%</b>	<b>86.12%</b>	<b>88.30%</b>	<b>90.76%</b>						
Target		n/a	<b>81.0%</b>	<b>82.0%</b>	<b>84.0%</b>	<b>86.0%</b>	<b>88.0%</b>	<b>89.0%</b>	<b>90.0%</b>	<b>91.0%</b>	<b>92.0%</b>	<b>93.0%</b>	<b>94.0%</b>	<b>95.0%</b>
Percentage of service users with Cash PB		<b>18.48%</b>	<b>17.70%</b>	<b>17.52%</b>	<b>17.27%</b>	<b>17.88%</b>	<b>16.61%</b>	<b>17.37%</b>						
Target		n/a	<b>17.0%</b>	<b>17.0%</b>	<b>17.0%</b>	<b>17.0%</b>	<b>17.0%</b>	<b>17.0%</b>	<b>17.0%</b>	<b>17.0%</b>	<b>17.0%</b>	<b>17.0%</b>	<b>17.0%</b>	<b>17.0%</b>

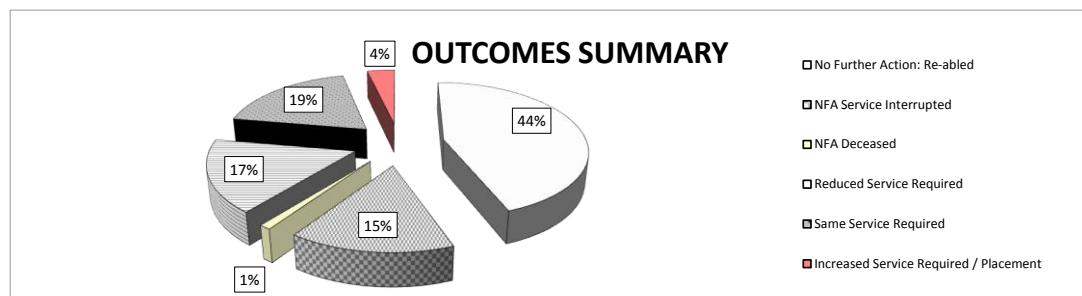
Carers		1st April	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
Personalised budgets	Cash only	323	353	388	410	431	470	491						
	Mixed	0	0	0	0	0	0	0						
	Managed	3	3	3	3	3	3	3						
Total PB's		<b>326</b>	<b>356</b>	<b>391</b>	<b>413</b>	<b>434</b>	<b>473</b>	<b>494</b>						
Percentage of carers with PB		<b>93.14%</b>	<b>91.28%</b>	<b>92.00%</b>	<b>92.81%</b>	<b>93.33%</b>	<b>94.60%</b>	<b>94.10%</b>						
Target		n/a	<b>91.0%</b>	<b>91.0%</b>	<b>92.0%</b>	<b>92.0%</b>	<b>92.0%</b>	<b>93.0%</b>	<b>93.0%</b>	<b>94.0%</b>	<b>94.0%</b>	<b>95.0%</b>	<b>95.0%</b>	<b>95.0%</b>
Percentage of carers with Cash PB		<b>92.29%</b>	<b>90.51%</b>	<b>91.29%</b>	<b>92.13%</b>	<b>92.69%</b>	<b>94.00%</b>	<b>93.52%</b>						
Target		n/a	<b>90.00%</b>	<b>90.00%</b>	<b>90.00%</b>	<b>90.00%</b>	<b>90.00%</b>	<b>90.00%</b>	<b>90.00%</b>	<b>90.00%</b>	<b>90.00%</b>	<b>90.00%</b>	<b>90.00%</b>	<b>90.00%</b>

Source: Hilary Crouch, Information Manager

## 2014/15 START Team monitoring - Service Outcomes as at 30 September 2014

### People Leaving Service in the Month

Outcomes Summary	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Total	%
No Further Action: Re-abled	24	29	25	28	25	28							159	44%
NFA Service Interrupted	9	14	9	9	11	3							55	15%
NFA Deceased	1	1	0	1	0	1							4	1%
Reduced Service Required	9	15	14	8	9	6							61	17%
Same Service Required	9	10	9	8	12	19							67	19%
Increased Service Required / Placement	2	3	1	2	1	4							13	4%
<b>Total</b>	<b>54</b>	<b>72</b>	<b>58</b>	<b>56</b>	<b>58</b>	<b>61</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>359</b>	<b>100%</b>



Outcomes Savings Summary (£)	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Total	%
	£	£	£	£	£	£	£	£	£	£	£	£	£	
No service Required	21,825	26,545	23,109	23,227	21,206	14,782	0	0	0	0	0	0	130,693	86%
Reduced Service Required (assumes package halved)	2,889	4,525	4,758	2,445	2,651	1,386	0	0	0	0	0	0	18,652	13%
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)	462	693	231	462	231	924	0	0	0	0	0	0	3,003	2%
<b>Monthly Savings</b>	<b>24,251</b>	<b>30,377</b>	<b>27,636</b>	<b>25,210</b>	<b>23,626</b>	<b>15,244</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>146,343</b>	<b>100%</b>

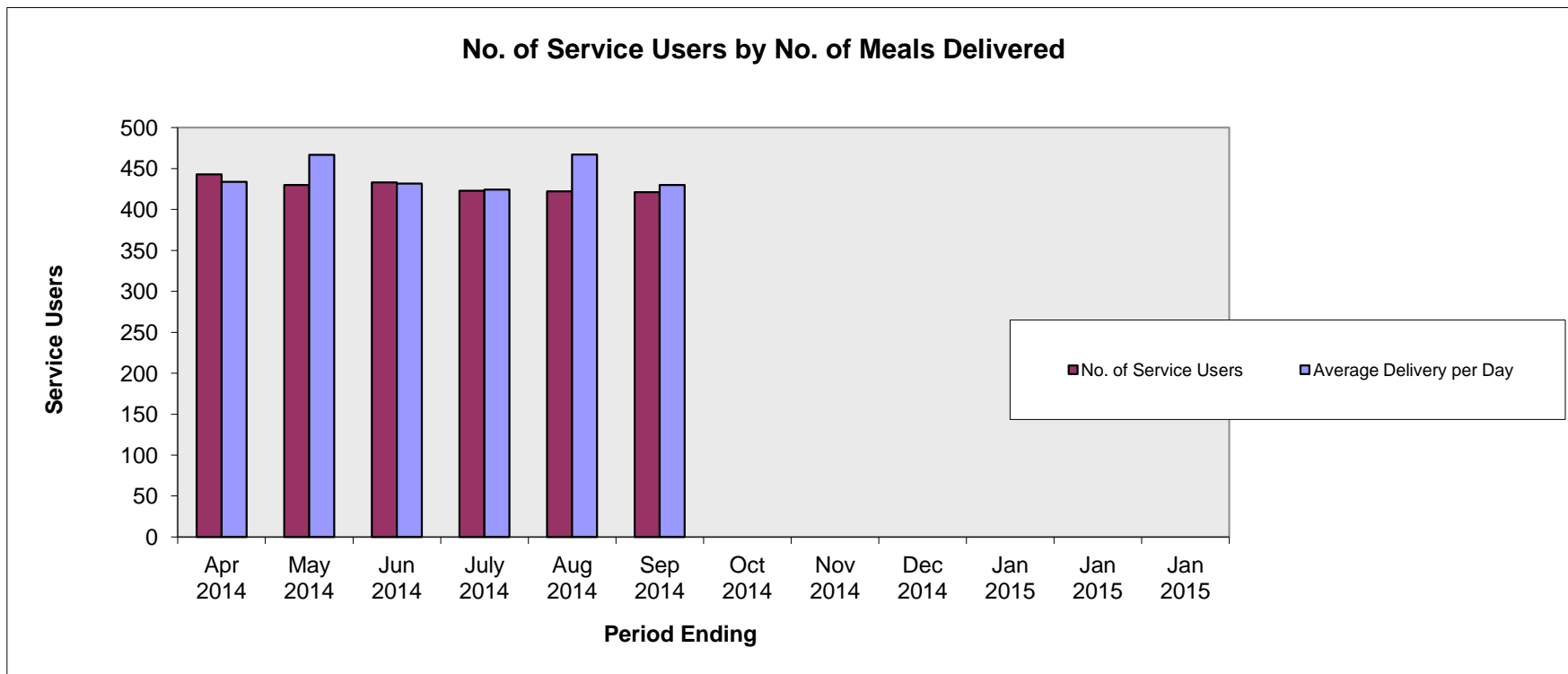
Savings if prevent care for 6 months	145,508	182,260	165,814	151,257	141,755	91,463	0	0	0	0	0	0	0
Savings if prevent care for 12 months	291,015	364,521	331,627	302,515	283,510	182,926	0	0	0	0	0	0	0
Savings if prevent care for 24 months	582,031	729,042	663,254	605,030	567,020	365,853	0	0	0	0	0	0	0

Average Weekly Package Size (Hours)	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
	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.

## 2014/15 Community Meals Delivered Per Month

	Apr 2014	May 2014	Jun 2014	Jul 2014	Aug 2014	Sep 2014	Oct 2014	Nov 2014	Dec 2014	Jan 2015	Feb 2015	Mar 2015
Service Users	443	430	433	423	422	421						
Hot Meals	9,110	9,338	9,065	9,761	9,341	9,460						
average delivery/day	434	467	432	424	467	430						
delivery days	21	20	21	23	20	22						
Teas	1,416	1,448	1,191	1,155	1,125	979						
Day Centres	534	435	612	110	102	119						
Luncheon Clubs	186	148	108	76	50	101						
<b>Total Meals</b>	<b>11,246</b>	<b>11,369</b>	<b>10,976</b>	<b>11,102</b>	<b>10,618</b>	<b>10,659</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>













## Integrated Community Equipment Store

Source: Mark Jarvis, Service Accountant

















### Spend by Type and by Partner up to 30 September 2014

	NHS North Somerset		North Somerset Council			
ICES Funding 2014/15	1,470,220		43,000	459,970	58,630	2,031,820
Funding @ P6 (Pro-Rata)	735,110		21,500	229,985	29,315	1,015,910
Equipment Type	Adults	Children	Education	Adult Social Care	Child Social Care	Total
Equipment	990,334	7,260	3,282	334,296	14,971	1,350,144
Minor adapt	0	0	0	0	0	0
Specials	68,310	9,043	10,097	94,129	39,956	221,535
Servicing	11,317	785	46	7,187	220	19,555
Repairs	13,236	0	9	7,263	603	21,112
Del/Collect	192,318	1,617	1,077	67,185	3,029	265,227
Recycling Cost	112,718	259	221	29,009	945	143,153
Recovered/collection	-724,848	-1,933	-1,586	-236,246	-6,472	-971,085
Other Costs	0	0	0	0	0	0
Staff Costs	11,992	0	0	11,992	0	23,985
Subtotal of costs	<b>675,378</b>	<b>17,032</b>	<b>13,147</b>	<b>314,816</b>	<b>53,253</b>	<b>1,073,626</b>
Joint Costs*	1,885	48	37	879	149	2,997
<b>Subtotal</b>	<b>677,263</b>	<b>17,079</b>	<b>13,183</b>	<b>315,695</b>	<b>53,402</b>	<b>1,076,622</b>
discount	0	0	0	0	0	0
<b>Total</b>	<b>677,263</b>	<b>17,079</b>	<b>13,183</b>	<b>315,695</b>	<b>53,402</b>	<b>1,076,622</b>
% Share of Total Spend	62.91%	1.59%	1.22%	29.32%	4.96%	100%
Over/(under) spend YTD	<b>-40,768</b>		<b>-8,317</b>	<b>85,710</b>	<b>24,087</b>	<b>60,712</b>
Projected Full Year Spend	<b>1,470,220</b>		<b>43,000</b>	<b>459,970</b>	<b>58,630</b>	<b>2,031,820</b>
Projected Outturn Variance	<b>-83,113</b>		<b>-17,815</b>	<b>156,708</b>	<b>43,075</b>	<b>98,855</b>

*Joint Costs breakdown	
Equipment	0
Minor adapt	2,105
Specials	0
Servicing	0
Repairs	891
Del/Collect	0
Recycling Cost	0
Recovered/collection	0
Costs	0
Subtotal	2,997
discount	0
<b>Total</b>	<b>2,997</b>

Summary of performance		Adult Social Care Scrutiny Report 2014/15								
6	- Green - Better than or on target									
1	- Amber - Not on target but within 5%									
0	- Red - Not on target and exceeds tolerance									
1	- Data not available or annual figures									N/A
Adult Social Care Performance Indicators 2014-15		Frequency of reporting	Out-turn 2013-14	Q1	Q2	Q3	Q4	14/15 Target	Comments	Status
125	Proportion of older people (age 65+) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services (ASCOF 2B-1)	Annual	84.15%					84.7%	Annual data reported in Q4	N/A
379	No of people in permanent care home placements age 65+ at month end	Monthly	875	864	870			875	Numbers continue to be better than maximum threshold set	
380	Reablement - on completion the percentage of people who had no care package	Monthly	38.68%	41.82%	43.68%			40.0%	Strong performance so far this year has meant that this indicator is above target.	
394	Enablement - on completion the percentage of people who have either returned home or have moved from Nursing to Residential care.	Monthly	20.11%	21.92%	19.55%			20.0%	Work has been done to redefine the model for enablement, and this should have a positive impact on the numbers. We are looking to work in a concentrated way with specific homes to improve results.	
455	Percentage of Service users at the end of the month who have a PB as a proportion of the people receiving community services at the same month end (ASCOF 1C part 1a)	Monthly	81.37%	84.18%	90.75%			95.00%	This is a new measure, which forms part of the national changes to the ASCOF framework. The target for this indicator increases as the year progresses, so Q2 target was 89%. Performance is steadily improving and on target	
141	% of vulnerable people supported by housing related contracted support services to move on from short-term services into independent living (this data is not cumulative)	Quarterly	83.08%	84.06%	82.80%			80.0%	This is a quarterly measure, and figures for Q2 show good performance, above target.	
457	The percentage of closed cases in which the adult at risk, or their representatives, has indicated that the process had benefited them	Quarterly	34.03%	30.36%	30.94%			35.00%	This is a new measure, which forms part of an agreed basket of measures for the South West region. The target for this quarterly measure increases as the year progresses. Q2 target was 29%, and this was exceeded.	
146	Proportion of Adults with Learning Disabilities in paid employment (ASCOF 1E)	Monthly	11.75%	8.73%	10.75%			13.5%	This measure, which forms part of the national ASCOF framework has been reworked, so data in-year from previous years will not be comparable. The target for this indicator increases as the year progresses. Q2 performance was exactly on the target of 10.75%	

Source: Hilary Crouch, Information Manager

7 - Green - Better than or on target											
2 - Amber - Not on target but within 5%											
4 - Red - Not on target and exceeds tolerance											
3 - Data not available or awaited from External Partners									N/A		
Strategic Housing Performance Indicators 2014-15			Frequency of reporting	Out-turn 2013-14	Q 1	Q2	Q3	Q4	14/15 Target	Comments	Status
H1	Average number of days between the date of HMO licensing inspection to the issuing of formal representations of the licence.	Monthly	21	68	71				40	Under target due to implementation of new licensing scheme and increase in volumes	
H2	Total No. of homes where a significant hazard was removed/repaired through local authority intervention per year	Monthly	72	39	73				100	Target for Q2 is 50, so performing better than target	
H3	% of unauthorised encampments visited within 2 working days of notification.	Monthly	100%	100%	100%				100%	High level of unauthorised encampments this year - 47 so far compared with 41 for the whole of 13/14	
H4	% of complaints about poor housing conditions in the private rented sector that are visited to within 10 days	Monthly	95%	100%	100%				90%	Good performance maintained	
H7	Total number of HMO buildings improved (New)	Monthly	20	8	18				40	Slightly under target (18 against Q2 target of 20) but project achieving year end target	
H9	Average time taken from receipt of Occupational Therapy Assessment to approval of Disabled Facilities Grant (DFG) (in weeks)	Monthly	28	30	27				18	Historic cases, staff departures and recruitment delay has influenced performance but should recover to year end.	
H12	No of homes where are repairs undertaken/advice given through local authority intervention, enabling older people to stay in their own home.	Quarterly	1,918	481					1,700	Q2 data not received from partner agency yet	N/A
H14	No of private sector homes, where energy efficiency improved through Local Authority intervention/support.	Quarterly	695	13	19				400	This measure mainly consists of external data from partner agency which will not be received until the year end.	N/A
H16	Number of Households in temporary accommodation (Snapshot only)	Monthly	56	58	55				51	Targeted response should see number of households reduce slightly over the next few months. Q2 figure shows improvement, but is still higher than target of 53	
H17	Percentage of young people who present as homeless and are prevented from needing to enter long term local authority care	Monthly	95.7%	100%	90.9%				85%	On target	
H19	No of homeless households in priority need who are prevented from being homeless.	Monthly	91.4%	76.3%	83.4%				85%	Performance significantly improved from Q1 - adversely affected by staff sickness absences which have made it difficult to maintain levels of prevention work.	
H25	Percentage of all shortlists released to RSL's within 24 hrs of bidding closing.	Monthly	100%	100%	100%				99%	On target	
H26	% of new HomeChoice applications which are assessed and the applicants informed of their priority within 14 days (10 working days).	Monthly	99.4%	98.2%	99.1%				95%	Performance currently better than target	
H28	Number of affordable homes completed as a % of the annual target	Monthly	110.7%	6.7%	13.3%				100.0%	Low completions for Q1 & Q2. Additional completions expected in Q3 but majority of 14/15 completions will occur in Q4. On track to meet year end target.	
H32	Number of empty private sector dwellings that have been empty for more than 6 months that are brought back into use.	Monthly	28	4	14				40	Performed well in Q2, although slightly below target (14 against target of 15). Unlikely to meet year end target	
H39	% Customer satisfaction across all Housing Services.	Annually	96.3%						90%	Annual data reported in Q4	N/A

## 2014/15 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
<b>2014/15</b>	855	723	832	821	807	847						
<b>2013/14</b>	524	558	352	298	348	358	418	797	730	716	768	929
<b>% Change</b>	63.17	29.57	136.36	175.50	131.90	136.59						

### Caseload Tracker

Total amount of Housing / Council Tax benefits claims.

	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
<b>2014/15</b>	17,573	17,457	17,346	17,261	17,195	17,113						
<b>2013/14</b>	18,311	18,458	18,362	18,297	18,302	18,294	18,315	18,258	17,847	17,728	17,732	17,671
<b>% Change</b>	(4.03)	(5.42)	(5.53)	(5.66)	(6.05)	(6.46)						

	New Claims			Change in Circumstances		
	Claims	Days	Target 24 days	Claims	Days	Target 9 days
April	855	16,374	19.15	8,733	41,722	4.78
May	723	14,203	19.64	6,545	39,873	6.09
June	832	16,321	19.62	6,717	39,967	5.95
<b>Quarter One</b>	<b>2,410</b>	<b>46,898</b>	<b>19.46</b>	<b>21,995</b>	<b>121,562</b>	<b>5.53</b>
July	821	16,032	19.53	8,269	43,381	5.25
August	807	15,805	19.58	6,126	36,474	5.95
September	847	17,332	20.46	6,669	46,219	6.93
<b>Quarter Two</b>	<b>2,475</b>	<b>49,169</b>	<b>19.87</b>	<b>21,064</b>	<b>126,074</b>	<b>5.99</b>
October						
November						
December						
<b>Quarter Three</b>						
January						
February						
March						
<b>Quarter Four</b>						
<b>Year to Date</b>	<b>4,885</b>	<b>96,067</b>	<b>19.67</b>	<b>43,059</b>	<b>247,636</b>	<b>5.75</b>