

## PERFORMANCE SUPPLEMENT

Date of Publication : 06 March 2015

### Contents :

### Date of Information:

Tab 1	Glossary	current
Tab 2	ASS&H Corporate Monitoring Summary	up to December 2014
Tab 3	ASS&H Projected Variance to Budget	up to December 2014
Tab 4	ASS&H Salary Monitoring	up to December 2014
Tab 5	Care in the Community Spend	up to December 2014
Tab 6	Residential ,Nursing & Shared Lives Placements	up to January 2015
Tab 7	Care & Support Hours	up to December 2014
Tab 8	Direct Payments	up to December 2014
Tab 9	START Team Monitoring - Service Outcomes	up to December 2014
Tab 10	Community Meals	up to January 2015
Tab 11	Integrated Community Equipment Store Summary	up to January 2015
Tab 12	Adult Care Performance Indicators	up to December 2014
Tab 13	Housing Performance Information	up to December 2014
Tab 14	Revenue & Benefits Performance Information	up to January 2015

## 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 31/12/2014 £	Commit / Purchase Orders £	Committed Spend 31/12/2014 £	Variance to Date £	Forecast / Projected Out-turn £	Projected Variance to Budget £
<b>ADULT SERVICES</b>								
EXPENDITURE	72,980,390	71,973,110	57,271,602	1,002,643	58,274,245	(13,698,865)	73,911,034	1,937,924
INCOME	(15,441,960)	(14,960,590)	(12,173,239)	0	(12,173,239)	2,787,351	(18,095,482)	(3,134,893)
<b>TOTAL</b>	<b>57,538,430</b>	<b>57,012,520</b>	<b>45,098,363</b>	<b>1,002,643</b>	<b>46,101,006</b>	<b>(10,911,514)</b>	<b>55,815,551</b>	<b>(1,196,969)</b>
<b>COMMISSIONING &amp; SERVICE DELIVERY</b>								
EXPENDITURE	11,522,989	11,448,035	9,305,179	156,181	9,461,360	(1,986,675)	11,725,829	277,795
INCOME	(4,696,380)	(4,133,756)	(5,225,803)	0	(5,225,803)	(1,092,047)	(4,198,741)	(64,985)
<b>TOTAL</b>	<b>6,826,609</b>	<b>7,314,279</b>	<b>4,079,376</b>	<b>156,181</b>	<b>4,235,557</b>	<b>(3,078,722)</b>	<b>7,527,089</b>	<b>212,810</b>
<b>LIFELONG LEARNING</b>								
EXPENDITURE	161,110	161,110	181,395	46,788	228,183	67,073	161,110	0
INCOME	(161,110)	(161,110)	(186,789)	0	(186,789)	(25,679)	(161,110)	0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>(5,395)</b>	<b>46,788</b>	<b>41,393</b>	<b>41,393</b>	<b>0</b>	<b>0</b>
<b>ADULT SOCIAL SERVICES TOTAL</b>								
EXPENDITURE	84,664,489	83,582,255	66,758,175	1,205,613	67,963,788	(15,618,467)	85,797,973	2,215,718
INCOME	(20,299,450)	(19,255,456)	(17,585,831)	0	(17,585,831)	1,669,624	(22,455,333)	(3,199,878)
<b>TOTAL</b>	<b>64,365,039</b>	<b>64,326,799</b>	<b>49,172,344</b>	<b>1,205,613</b>	<b>50,377,957</b>	<b>(13,948,842)</b>	<b>63,342,640</b>	<b>(984,159)</b>
<b>HOUSING SERVICES</b>								
EXPENDITURE	2,501,560	2,501,560	1,765,865	123,943	1,889,808	(1,752,227)	2,511,369	9,810
INCOME	(713,260)	(713,260)	(511,092)	0	(511,092)	534,945	(745,079)	(31,819)
<b>TOTAL</b>	<b>1,788,300</b>	<b>1,788,300</b>	<b>1,254,773</b>	<b>123,943</b>	<b>1,378,716</b>	<b>(1,217,282)</b>	<b>1,766,290</b>	<b>(22,009)</b>
<b>ADULT SOCIAL SERVICES &amp; HOUSING SUMMARY</b>								
EXPENDITURE	87,166,049	86,083,814	68,524,040	1,329,556	69,853,596	(17,370,694)	88,309,342	2,225,528
INCOME	(21,012,710)	(19,968,716)	(18,096,923)	0	(18,096,923)	2,204,569	(23,200,412)	(3,231,697)
<b>ASS&amp;H OVERALL TOTAL</b>	<b>66,153,339</b>	<b>66,115,098</b>	<b>50,427,117</b>	<b>1,329,556</b>	<b>51,756,673</b>	<b>(15,166,124)</b>	<b>65,108,930</b>	<b>(1,006,168)</b>

## 2014/15 Projected Variance to Budget

	Average Quarter 1 Apr to June £	Average Quarter 2 July to Sep £	OCT £	NOV £	DEC £	Average Quarter 3 Oct to Dec £	Average Quarter 4 Jan to Mar £
Adult Services	(284,386)	(355,680)	(563,017)	(770,594)	(1,196,969)	(843,527)	
Commissioning & Service Delivery	(67,598)	(102,448)	(18,630)	134,281	212,810	109,487	
Lifelong Learning	0	0	0	0	0	0	
Housing	391	(9,357)	(13,727)	(11,016)	(22,009)	(15,584)	
<b>ASS&amp;H OVERALL TOTAL</b>	<b>(351,592)</b>	<b>(467,485)</b>	<b>(595,374)</b>	<b>(647,328)</b>	<b>(1,006,168)</b>	<b>(749,623)</b>	<b>0</b>
<b>Variance as a % of Overall Budget</b>	<b>(0.532)</b>	<b>(0.707)</b>	<b>(0.901)</b>	<b>(0.979)</b>	<b>(1.522)</b>	<b>(1.134)</b>	<b>0.000</b>

**Overall Budget**

**66,115,098**

Note: A technical accounting entry was made in P8 (Nov) following new guidance moving £180,000 of Property Income (Adult Care clients) from Commissioning & Service Delivery to Adult Services.

## SALARY MONITORING 2014/2015

	Budgeted FTE's	Apr-June	July-Sept	Oct-Dec	January	February	March	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	310,763	309,369				0	939,592	80	939,672	1,273,540	955,155	-15,563	-23,009	
Memory & Cognition	9.77	67,634	63,362	66,853				0	197,849	0	197,849	231,040	173,280	24,569	37,717	
Assistive Equipment and Technology	1.00	11,992	11,992	12,126				0	36,110	0	36,110	47,280	35,460	650	1,205	
Information and Early Intervention	5.04	27,345	27,424	27,961				0	82,730	0	82,730	155,000	116,250	-33,520	-43,881	
Social Care Activities	196.55	1,796,217	1,772,819	1,917,666				0	5,486,703	281	5,486,984	7,571,240	5,678,430	-191,727	-240,320	
Commissioning and Service Delivery	93.96	823,844	850,834	904,463				0	2,579,141	1,481	2,580,622	3,438,310	2,578,733	408	25,000	
Lifelong Learning	5.51	46,049	44,551	40,645				0	131,246	0	131,246	161,110	120,833	10,413	0	
<b>SUB TOTAL ADULT SOCIAL SERVICES</b>	<b>364.38</b>	<b>3,092,541</b>	<b>3,081,746</b>	<b>3,279,083</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>9,453,370</b>	<b>1,842</b>	<b>9,455,212</b>	<b>12,877,520</b>	<b>9,658,140</b>	<b>-204,770</b>	<b>-243,287</b>	
<b>Housing Services:</b>																
Head of Housing	2.00	28,217	28,217	28,350				0	84,783	0	84,783	108,845	81,634	3,150	4,779	
Housing Strategy & Policy	7.50	54,764	52,175	57,348				0	164,287	33	164,321	246,841	185,131	-20,843	-26,782	
Housing Options Team	12.31	112,430	114,029	107,188				0	333,647	47	333,694	413,500	310,125	23,522	24,088	
Housing Renewal Team	8.60	60,553	59,693	63,052				0	183,298	1,405	184,703	237,755	178,317	4,981	14,007	
Warm Homes Healthy People Programme	1.00	3,146	3,700	3,779				0	10,625	0	10,625	0	0	10,625	14,407	
Private Rented Housing Team	6.00	53,040	52,711	57,364				0	163,116	33	163,149	206,251	154,688	8,428	15,044	
Discretionary HMO Licensing	2.00	14,789	14,811	15,182				0	44,782	0	44,782	60,203	45,152	-370	-160	
Home Choice	7.77	51,128	53,583	52,970				0	157,681	0	157,681	218,431	163,823	-6,142	-10,017	
<b>SUB TOTAL HOUSING SERVICES</b>	<b>47.18</b>	<b>378,067</b>	<b>378,919</b>	<b>385,233</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1,142,219</b>	<b>1,519</b>	<b>1,143,738</b>	<b>1,491,825</b>	<b>1,118,869</b>	<b>23,350</b>	<b>35,366</b>	
<b>PEOPLE &amp; COMMUNITIES TOTAL</b>	<b>411.56</b>	<b>3,470,608</b>	<b>3,460,665</b>	<b>3,664,316</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10,595,589</b>	<b>3,361</b>	<b>10,598,950</b>	<b>14,369,345</b>	<b>10,777,009</b>	<b>-181,420</b>	<b>-207,921</b>	
<i>To be retained in DSG</i>											0	0	0	0	0	
<i>To be incorporated within General Fund</i>											10,598,950	14,369,345	10,777,009	-181,420	-207,921	
<i>To be transferred to/from EM Reserve</i>													0	0	0	
<b>AUTHORITY TOTAL</b>	<b>411.56</b>	<b>3,470,608</b>	<b>3,460,665</b>	<b>3,664,316</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10,595,589</b>	<b>3,361</b>	<b>10,598,950</b>	<b>14,369,345</b>	<b>10,777,009</b>	<b>-181,420</b>	<b>-207,921</b>	
<i>To be retained in DSG</i>											0	0	0	0	0	
<i>To be incorporated within General Fund</i>											10,598,950	14,369,345	10,777,009	-181,420	-207,921	
<i>To be transferred to/from EM Reserve</i>													0	0	0	
															<b>-1.45%</b>	

### 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	23,719,990	24,735,176	1,015,186	(5,762,940)	(7,039,014)	(1,276,074)	17,957,050	17,696,163	(260,887)
Sensory Support	62,050	109,760	47,710	(17,930)	(26,716)	(8,786)	44,120	83,043	38,923
Memory & Cognition	8,839,190	8,547,015	(292,175)	(3,287,670)	(3,619,424)	(331,754)	5,551,520	4,927,591	(623,929)
Learning Disability	22,030,760	22,651,247	620,487	(2,096,750)	(2,188,457)	(91,707)	19,934,010	20,462,790	528,780
Mental Health	7,146,820	7,135,132	(11,688)	(1,625,640)	(1,837,035)	(211,395)	5,521,180	5,298,097	(223,083)
Substance Misuse	161,460	108,050	(53,410)	0	(4,856)	(4,856)	161,460	103,194	(58,266)
Carer Support	231,060	716,567	485,507	0	(50,981)	(50,981)	231,060	665,586	434,526
	<b>62,191,330</b>	<b>64,002,947</b>	<b>1,811,617</b>	<b>(12,790,930)</b>	<b>(14,766,484)</b>	<b>(1,975,554)</b>	<b>49,400,400</b>	<b>49,236,463</b>	<b>(163,937)</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	16,277,760	15,899,731	(378,029)	(5,584,720)	(6,648,664)	(1,063,944)	10,693,040	9,251,068	(1,441,972)
75 to 84	8,172,300	7,393,949	(778,351)	(2,286,160)	(2,976,949)	(690,789)	5,886,140	4,417,000	(1,469,140)
65 to 74	9,913,520	11,081,043	1,167,523	(1,782,680)	(2,037,962)	(255,282)	8,130,840	9,043,081	912,241
18 to 64	27,435,230	28,803,607	1,368,377	(3,137,370)	(3,047,073)	90,297	24,297,860	25,756,535	1,458,674
NA	392,520	824,617	432,097	0	(55,837)	(55,837)	392,520	768,780	376,260
	<b>62,191,330</b>	<b>64,002,947</b>	<b>1,811,617</b>	<b>(12,790,930)</b>	<b>(14,766,484)</b>	<b>(1,975,554)</b>	<b>49,400,400</b>	<b>49,236,463</b>	<b>(163,937)</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	10,089,130	10,054,519	(34,611)	(2,854,060)	(3,548,780)	(694,720)	7,235,070	6,505,739	(729,331)
Short term - Nursing	143,520	525,712	382,192	0	(415)	(415)	143,520	525,297	381,777
Enablement - Nursing	242,410	298,201	55,791	0	0	0	242,410	298,201	55,791
Residential	27,227,400	26,066,690	(1,160,710)	(6,894,110)	(7,967,905)	(1,073,795)	20,333,290	18,098,785	(2,234,505)
Short term - Residential	48,950	1,156,922	1,107,972	0	(6,060)	(6,060)	48,950	1,150,862	1,101,912
Enablement - Residential	456,050	541,701	85,651	0	0	0	456,050	541,701	85,651
Shared lives	490,980	516,357	25,377	0	(131,167)	(131,167)	490,980	385,190	(105,790)
Direct Payment	4,879,450	4,752,244	(127,206)	(241,790)	(226,642)	15,148	4,637,660	4,525,602	(112,058)
Direct Payment Carers	87,540	386,462	298,922	0	(44,506)	(44,506)	87,540	341,956	254,416
Home Care	6,008,610	6,980,675	972,065	(1,579,720)	(1,708,247)	(128,527)	4,428,890	5,272,428	843,538
Extra Care	906,220	972,419	66,199	(155,740)	(178,350)	(22,610)	750,480	794,070	43,590
Day Care	3,061,700	3,120,442	58,742	(397,130)	(410,241)	(13,111)	2,664,570	2,710,201	45,631
Supported Living	7,205,900	7,313,366	107,466	(624,280)	(500,327)	123,953	6,581,620	6,813,039	231,419
Reablement	1,343,470	1,317,238	(26,232)	(44,100)	(43,844)	256	1,299,370	1,273,394	(25,976)
	<b>62,191,330</b>	<b>64,002,947</b>	<b>1,811,617</b>	<b>(12,790,930)</b>	<b>(14,766,484)</b>	<b>(1,975,554)</b>	<b>49,400,400</b>	<b>49,236,463</b>	<b>(163,937)</b>

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	<b>2014/15 Residential, Nursing and Shared Lives Placements</b>													
2														
3	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	
4	30/04/2014	9	330	5	5	15	776	18	25	20	2	1,205	351	
5	31/05/2014	12	322	7	7	24	775	20	22	20	9	1,218	354	
6	30/06/2014	7	318	5	7	20	778	16	30	20	23	1,224	340	
7	31/07/2014	5	311	5	5	20	772	22	22	20	29	1,211	328	
8	31/08/2014	14	324	7	5	16	777	12	21	21	33	1,230	349	
9	30/09/2014	12	328	1	8	16	773	13	28	22	36	1,237	338	
10	31/10/2014	10	342	4	8	18	781	14	30	22	39	1,268	334	
11	30/11/2014	8	349	2	8	13	780	10	23	22	39	1,254	344	
12	31/12/2014	11	340	0	9	27	778	10	30	22	39	1,266	332	
13	31/01/2015	16	331	1	8	23	764	10	29	23	49	1,254	316	
14	28/02/2015											-		
15	31/03/2015											-		
16	<b>Average for year</b>	<b>10</b>	<b>330</b>	<b>4</b>	<b>7</b>	<b>19</b>	<b>775</b>	<b>15</b>	<b>26</b>	<b>21</b>	<b>30</b>	<b>1237</b>	<b>339</b>	
17														
18	31/03/2014	7	325	0	9	8	786	0	34	0	0	1,169	336	
19														
20	New format for Primary Support Reasons (Zero Based Review) - respite and short term used to be combined, and are now required separately.													
21	Shared Lives previously not captured in placement data.													
22														

**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 P9
Supported living packages	7,513	7,558	7,715	7,686	7,749	7,569	7,029	6,733	6,909					(8.03)
Extra Care	1,329	1,313	1,326	1,320	1,290	1,307	1,318	1,315	1,315					(1.05)
Other external provisions	10,399	10,261	10,422	10,431	10,386	10,727	10,396	10,583	10,280					(1.14)
START Team	483	457	395	423	424	443	382	432	438					(9.19)
<b>Total Hours</b>	<b>19,723</b>	<b>19,589</b>	<b>19,858</b>	<b>19,860</b>	<b>19,849</b>	<b>20,045</b>	<b>19,126</b>	<b>19,063</b>	<b>18,942</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>(3.96)</b>

Number of Service Users per week	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 P9
Supported living packages	146	145	144	147	144	148	149	147	147					0.68
Extra Care	109	105	101	99	103	95	96	103	103					(5.50)
Other external provisions	783	836	857	856	872	900	930	881	894					14.18
START Team	87	84	79	87	93	85	74	99	84					(3.45)
<b>Total</b>	<b>1,125</b>	<b>1,170</b>	<b>1,181</b>	<b>1,189</b>	<b>1,212</b>	<b>1,228</b>	<b>1,249</b>	<b>1,230</b>	<b>1,228</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>9.16</b>

Average Delivered Hours per Service User per week	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 P9
Supported living packages	51.46	52.12	53.58	52.28	53.81	51.14	47.18	45.80	47.00					(8.66)
Extra Care	12.19	12.51	13.13	13.33	12.53	13.76	13.72	12.77	12.77					4.72
Other external provisions	13.28	12.27	12.16	12.19	11.91	11.92	11.18	12.01	11.50					(13.42)
START Team	5.55	5.44	5.00	4.87	4.56	5.21	5.16	4.36	5.22					(5.95)
<b>Overall Average</b>	<b>17.53</b>	<b>16.74</b>	<b>16.81</b>	<b>16.70</b>	<b>16.38</b>	<b>16.32</b>	<b>15.31</b>	<b>15.50</b>	<b>15.43</b>					<b>(12.01)</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	222	218	221			
	Mixed	84	69	67	65	71	54	55	62	63	63			
	Managed	1130	1127	1110	1104	1126	1183	1186	1157	1133	1177			
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>	<b>1,441</b>	<b>1,414</b>	<b>1,461</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>	<b>91.09%</b>	<b>91.34%</b>	<b>93.95%</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>	<b>17.95%</b>	<b>18.15%</b>	<b>18.26%</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	516	527	527			
	Mixed	0	0	0	0	0	0	0	0	0	0			
	Managed	3	3	3	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>	<b>519</b>	<b>530</b>	<b>530</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>	<b>94.36%</b>	<b>94.64%</b>	<b>94.64%</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>	<b>93.82%</b>	<b>94.11%</b>	<b>94.11%</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>

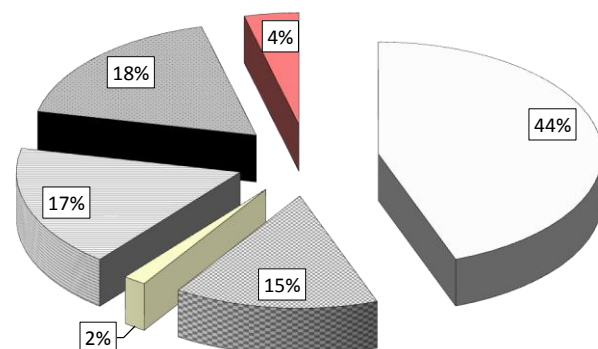
Source: Hilary Crouch, Information Manager

## 2014/15 START Team monitoring - Service Outcomes as at 31 December 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	26	29	26	28	22	24	6				214	44%
NFA Service Interrupted	8	14	8	9	10	4	7	10	1				71	15%
NFA Deceased	1	1	0	1	0	1	3	1	0				8	2%
Reduced Service Required	9	15	14	9	9	8	7	10	4				85	18%
Same Service Required	9	10	9	9	12	18	7	6	5				85	18%
Increased Service Required / Placement	2	3	1	2	1	4	3	3	0				19	4%
<b>Total</b>	<b>53</b>	<b>72</b>	<b>58</b>	<b>59</b>	<b>58</b>	<b>63</b>	<b>49</b>	<b>54</b>	<b>16</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>482</b>	<b>100%</b>

### OUTCOMES SUMMARY



No Further Action: Re-abled

NFA Service Interrupted

NFA Deceased

Reduced Service Required

Same Service Required

Increased Service Required / Placement

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	21,183	26,545	23,109	23,838	21,206	15,244	18,521	19,082	3,821	0	0	0	172,548	86%
Reduced Service Required (assumes package halved)	2,889	4,525	4,758	2,751	2,651	1,848	2,026	2,726	1,092	0	0	0	25,263	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	693	693	0	0	0	0	4,389	2%
<b>Monthly Savings</b>	<b>23,609</b>	<b>30,377</b>	<b>27,636</b>	<b>26,126</b>	<b>23,626</b>	<b>16,168</b>	<b>19,854</b>	<b>21,115</b>	<b>4,912</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>193,423</b>	<b>100%</b>

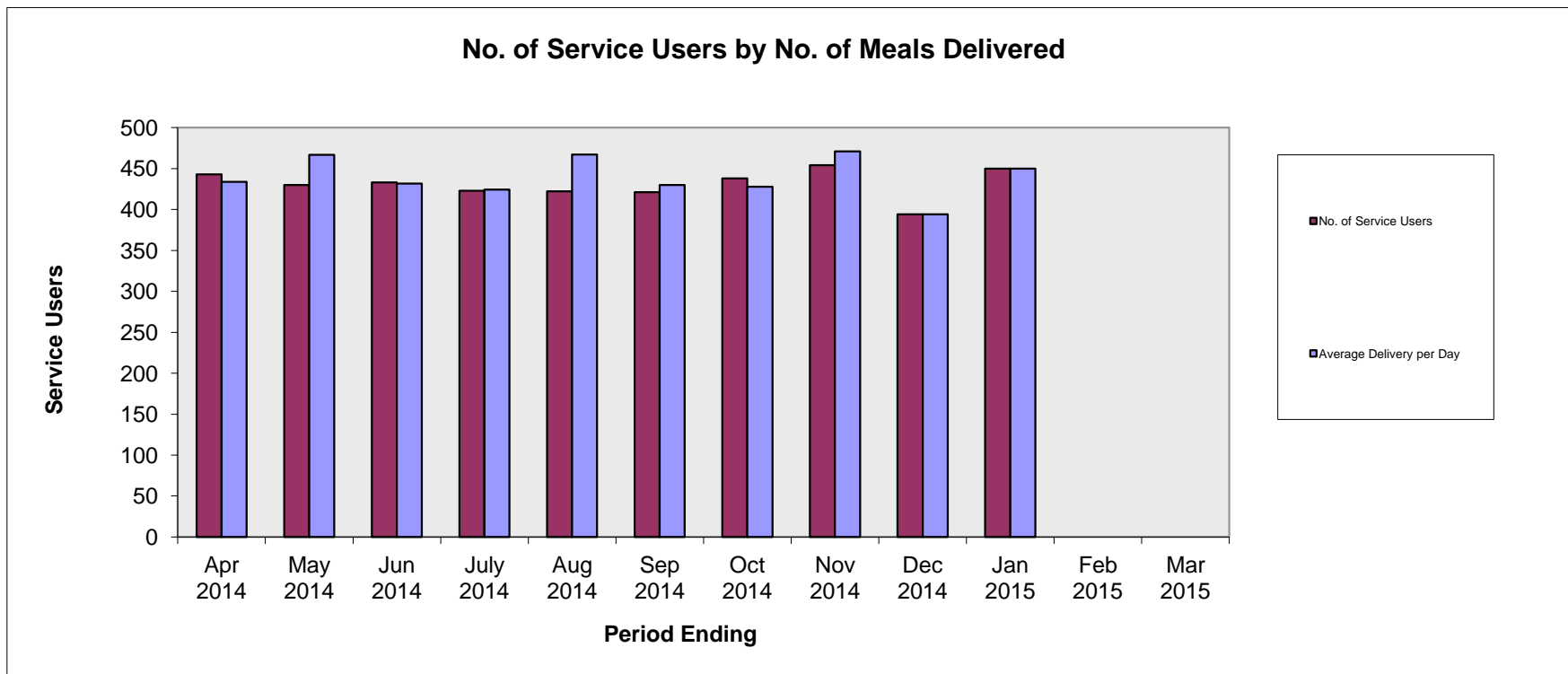
Savings if prevent care for 6 months	141,656	182,260	165,814	156,758	141,755	97,006	119,125	126,687	29,474	0	0	0		
Savings if prevent care for 12 months	283,312	364,521	331,627	313,517	283,510	194,013	238,250	253,375	58,947	0	0	0		
Savings if prevent care for 24 months	566,625	729,042	663,254	627,034	567,020	388,026	476,501	506,750	117,895	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	438	454	394	450		
Hot Meals	9,110	9,338	9,065	9,761	9,341	9,460	9,837	9,418	9,202	9,554		
average delivery/day	434	467	432	424	467	430	428	471	394	450		
delivery days	21	20	21	23	20	22	23	20	20	21		
Teas	1,416	1,448	1,191	1,155	1,125	979	1,115	1,183	1,097	1,070		
Day Centres	534	435	612	110	102	119	146	105	66	126		
Luncheon Clubs	186	148	108	76	50	101	118	139	106	77		
<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>11,216</b>	<b>10,845</b>	<b>10,471</b>	<b>10,827</b>	<b>0</b>	<b>0</b>













## Integrated Community Equipment Service

Source: Mark Jarvis, Service Accountant

















### Spend by Type and by Partner up to 31 January 2015

Equipment Type	NHS North Somerset		North Somerset Council			Total
	Adults	Children	Education	Adult Social Care	Child Social Care	
<b>Equipment</b>	1,697,220	19,557	4,283	558,000	22,497	2,301,558
Minor adapt	0	0	0	0	0	0
Specials	123,218	9,715	15,552	141,133	61,471	351,089
Servicing	22,703	785	46	10,075	2,483	36,093
Repairs	23,542	0	56	11,457	824	35,878
Del/Collect	318,524	3,071	1,517	111,495	4,944	439,551
Recycling Cost	155,248	657	325	39,429	1,247	196,907
Recovered/collection	-1,245,645	-6,654	-3,514	-397,947	-11,247	-1,665,007
Other Costs	0	0	0	0	0	0
Staff Costs	19,987	0	0	19,987	0	39,973
<b>Subtotal of costs</b>	<b>1,114,797</b>	<b>27,132</b>	<b>18,264</b>	<b>493,628</b>	<b>82,220</b>	<b>1,736,042</b>
Joint Costs*	3,759	91	62	1,665	277	5,854
<b>Subtotal</b>	<b>1,118,556</b>	<b>27,224</b>	<b>18,326</b>	<b>495,292</b>	<b>82,498</b>	<b>1,741,896</b>
discount	0	0	0	0	0	0
<b>Total</b>	<b>1,118,556</b>	<b>27,224</b>	<b>18,326</b>	<b>495,292</b>	<b>82,498</b>	<b>1,741,896</b>
<b>% Share of Total Spend</b>	<b>64.21%</b>	<b>1.56%</b>	<b>1.05%</b>	<b>28.43%</b>	<b>4.74%</b>	

*Joint Costs breakdown	
Equipment	1,840
Minor adapt	3,457
Specials	0
Servicing	169
Repairs	891
Del/Collect	1,020
Recycling Cost	358
Recovered/collection	-1,881
Costs	0
<b>Subtotal</b>	<b>5,854</b>
discount	0
<b>Total</b>	<b>5,854</b>

Summary of performance		Adult Social Care Scrutiny Report 2014/15								
4	- Green - Better than or on target									
2	- Amber - Not on target but within 5%									
1	- 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%	Data available in Q4	N/A
379	No of people in permanent care home placements age 65+ at month end	Monthly	875	864	870	884		875	Numbers have risen slightly above threshold but are within tolerance	
380	Reablement - on completion the percentage of people who had no care package	Monthly	38.68%	41.82%	43.68%	44.40%		38.0%	Performance continues to exceed 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%	18.83%		20.0%	Short term capacity issues have affected performance. Performance expected to meet target by end of year	
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%	93.95%		95.0%	Performance is better than the Q3 target of 92%	
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%	85.64%		80.0%	Performance exceeds target	
457	Safeguarding Adults - 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%	36.10%		35.00%	Sustained improvement from Q2	
146	Proportion of Adults with Learning Disabilities in paid employment (ASCOF 1E)	Quarterly	11.75%	8.73%	10.75%	12.56%		13.5%	Performance slightly below target, but within tolerance	

Source: Hilary Crouch, Information Manager

Strategic Housing Performance Indicators 2014-15									Frequency of reporting	Out-turn 2013-14	Q 1	Q2	Q3	Q4	14/15 Target	Comments	Status		
7 - Green - Better than or on target																			
0 - Amber - Not on target but within 5%																			
6 - Red - Not on target and exceeds tolerance																			
3 - Data not available or awaited from External Partners																		N/A	
<b>H1</b>	Average number of days between the date of HMO licensing inspection to the issuing of formal representations of the licence.								Monthly	21	68	71	79		40	Under target due to implementation of new licensing scheme and increase in volumes			
<b>H2</b>	Total No. of homes where a significant hazard was removed/repaired through local authority intervention per year								Monthly	72	39	73	99		100	Above target to date, current activity suggests year end target will be achieved.			
<b>H3</b>	% of unauthorised encampments visited within 2 working days of notification.								Monthly	100%	100%	100%	100%		100%	High level of unauthorised encampments. All on target, however this is impacting on other work streams			
<b>H4</b>	% of complaints about poor housing conditions in the private rented sector that are visited to within 10 days								Monthly	95%	100%	100%	100.0%		90%	Exceeding target			
<b>H7</b>	Total number of HMO buildings improved (New)								Monthly	20	8	18	24		40	Slightly under Q3 target of 30. Current licensing activity should improve year end outcome.			
<b>H9</b>	Average time taken from receipt of Occupational Therapy Assessment to approval of Disabled Facilities Grant (DFG) (in weeks)								Monthly	28	30	27	28		18	New staff in post, waiting list within target timescale, should improve year end performance.			
<b>H12</b>	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	958	n/a		1,700	Q2 was on target - figures are quarterly so no data for Q3 yet.	N/A		
<b>H14</b>	No of private sector homes, where energy efficiency improved through Local Authority intervention/support. (DECC quarterly data added to last month eachquarter)								Quarterly	695	282	368	n/a		400	These figures are quarterly approx 3 months in arrears. Q2 data is well above target of 200	N/A		
<b>H16</b>	Number of Households in temporary accommodation (Snapshot only)								Monthly	56	58	55	62		51	Access to the private rented sector is becoming increasingly difficult as market rents have risen far in excess of housing benefit levels, often more than £25 per week which makes most properties unaffordable. This presents challenges in preventing homelessness by using the private rented sector, as well as moving people on from temporary accommodation.			
<b>H17</b>	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%	95.1%		85%	Above target			
<b>H19</b>	No of homeless households in priority need who are prevented from being homeless.								Monthly	91.4%	76.3%	83.4%	86.3%		85%	On target			
<b>H25</b>	Percentage of all shortlists released to RSL's within 24 hrs of bidding closing.								Monthly	100%	100%	100%	100%		99%	On target			
<b>H26</b>	% 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%	99.3%		95%	On target			
<b>H28</b>	Number of affordable homes completed as a % of the annual target								Monthly	110.7%	6.7%	13.3%	52.0%		100.0%	Low completions for Q1, Q2 & Q3. Majority of completions expected late Q4 of 14/15. On track to meet year end target.			
<b>H32</b>	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	14		40	Performance has been adversely affected by ongoing sickness of post holder, who has now left the team. Not anticipated that year end target will be met. Targets for 15-16 to be reviewed..			
<b>H39</b>	% Customer satisfaction across all Housing Services.								Annually	96.3%					90%	Data available 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	822	901	704	874		
<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	96.65	13.05	(3.56)	22.07		

### 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	17,102	17,049	16,607	16,789		
<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)	(6.62)	(6.62)	(6.95)	(5.30)		

	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	822	16,146	19.64	6,606	52,804	7.99
November	901	17,697	19.64	6,076	43,713	7.19
December	704	13,978	19.86	4,849	35,704	7.36
<b>Quarter Three</b>	<b>2,427</b>	<b>47,821</b>	<b>19.70</b>	<b>17,531</b>	<b>132,221</b>	<b>7.54</b>
January	874	16,179	18.51	5,209	26,997	5.18
February						
March						
<b>Quarter Four</b>						
<b>Year to Date</b>	<b>7,312</b>	<b>143,888</b>	<b>19.68</b>	<b>60,590</b>	<b>379,857</b>	<b>6.27</b>