

## 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 March 2015
Tab 3	ASS&H Projected Variance to Budget	up to March 2015
Tab 4	ASS&H Salary Monitoring	up to March 2015
Tab 5	Care in the Community Spend	up to March 2015
Tab 6	Residential ,Nursing & Shared Lives Placements	up to March 2015
Tab 7	Care & Support Hours	up to March 2015
Tab 8	Direct Payments	up to March 2015
Tab 9	START Team Monitoring - Service Outcomes	up to March 2015
Tab 10	Community Meals	up to March 2015
Tab 11	Integrated Community Equipment Store Summary	up to March 2015
Tab 12	Adult Care Performance Indicators	up to March 2015
Tab 13	Housing Performance Information	up to March 2015
Tab 14	Revenue & Benefits Performance Information	up to March 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							2014/2015	
PEOPLE & COMMUNITIES (ADULT SOCIAL SERVICES & HOUSING)							Prior	Change
	2014/2015 Original Budget £	Virements to Date £	2014/2015 Revised Budget £	Final Out-turn 31/03/2015 £	2014/15 Variance to Budget £	Period £	+ / - £	
<b>ADULT SERVICES</b>								
EXPENDITURE	72,980,390	(862,210)	72,118,180	75,919,391	3,801,211	2,961,335	839,876	
INCOME	(15,441,960)	328,370	(15,113,590)	(20,028,031)	(4,914,441)	(3,865,020)	(1,049,421)	
<b>TOTAL</b>	<b>57,538,430</b>	<b>(533,840)</b>	<b>57,004,590</b>	<b>55,891,360</b>	<b>(1,113,229)</b>	<b>(903,685)</b>	<b>(209,544)</b>	
<b>COMMISSIONING &amp; SERVICE DELIVERY</b>								
EXPENDITURE	11,522,989	(90,967)	11,432,022	11,861,993	429,971	222,067	207,904	
INCOME	(4,696,380)	572,244	(4,124,136)	(4,226,286)	(102,150)	(155,595)	53,445	
<b>TOTAL</b>	<b>6,826,609</b>	<b>481,277</b>	<b>7,307,886</b>	<b>7,635,706</b>	<b>327,821</b>	<b>66,472</b>	<b>261,349</b>	
<b>LIFELONG LEARNING</b>								
EXPENDITURE	161,110	(255)	160,855	336,736	175,881	1	175,880	
INCOME	(161,110)	0	(161,110)	(336,920)	(175,810)	0	(175,810)	
<b>TOTAL</b>	<b>0</b>	<b>(255)</b>	<b>(255)</b>	<b>(184)</b>	<b>71</b>	<b>1</b>	<b>70</b>	
<b>ADULT SOCIAL SERVICES TOTAL</b>								
EXPENDITURE	84,664,489	(953,433)	83,711,056	88,118,120	4,407,064	3,183,404	1,223,660	
INCOME	(20,299,450)	900,614	(19,398,836)	(24,591,237)	(5,192,401)	(4,020,614)	(1,171,787)	
<b>TOTAL</b>	<b>64,365,039</b>	<b>(52,818)</b>	<b>64,312,220</b>	<b>63,526,883</b>	<b>(785,338)</b>	<b>(837,210)</b>	<b>51,872</b>	
<b>HOUSING SERVICES</b>								
EXPENDITURE	2,501,560	(680)	2,500,880	2,540,826	39,946	(317)	40,263	
INCOME	(713,260)	0	(713,260)	(839,136)	(125,876)	(73,876)	(52,000)	
<b>TOTAL</b>	<b>1,788,300</b>	<b>(680)</b>	<b>1,787,620</b>	<b>1,701,690</b>	<b>(85,930)</b>	<b>(74,193)</b>	<b>(11,737)</b>	
<b>ADULT SOCIAL SERVICES &amp; HOUSING SUMMARY</b>								
EXPENDITURE	87,166,049	(954,113)	86,211,936	90,658,946	4,447,010	3,183,087	1,263,923	
INCOME	(21,012,710)	900,614	(20,112,096)	(25,430,373)	(5,318,277)	(4,094,490)	(1,223,787)	
<b>ASS&amp;H OVERALL TOTAL</b>	<b>66,153,339</b>	<b>(53,498)</b>	<b>66,099,840</b>	<b>65,228,573</b>	<b>(871,268)</b>	<b>(911,403)</b>	<b>40,135</b>	

## 2014/15 Projected Variance to Budget

	Average Quarter 1 Apr to June £	Average Quarter 2 July to Sep £	Average Quarter 3 Oct to Dec £	JAN £	FEB £	MARCH £	Average Quarter 4 Jan to Mar £
Adult Services	(284,386)	(355,680)	(843,527)	(935,896)	(864,288)	(1,113,229)	(971,138)
Commissioning & Service Delivery	(67,598)	(102,448)	109,487	109,544	66,473	327,821	167,946
Lifelong Learning	0	0	0	0	0	71	24
Housing	391	(9,357)	(15,584)	(58,893)	(74,193)	(85,930)	(73,005)
<b>ASS&amp;H OVERALL TOTAL</b>	<b>(351,592)</b>	<b>(467,485)</b>	<b>(749,623)</b>	<b>(885,245)</b>	<b>(872,008)</b>	<b>(871,268)</b>	<b>(876,174)</b>
<b>Variance as a % of Overall Budget</b>	<b>(0.532)</b>	<b>(0.707)</b>	<b>(1.134)</b>	<b>(1.339)</b>	<b>(1.319)</b>	<b>(1.318)</b>	<b>(1.325)</b>

Overall Budget

66,115,098

**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	YEAR END VARIANCE
		£	£	£	£			£	£	£	£
<b>Adult Social Services:</b>											
Physical Support	52.54	319,485	310,763	312,075	304,761	1,247,083	246	1,247,329	1,260,262	1,260,262	-12,932
Memory & Cognition	9.77	67,634	63,362	66,853	61,096	258,945	0	258,945	231,040	231,040	27,905
Assistive Equipment and Technology	1.00	11,992	11,992	12,126	12,671	48,781	0	48,781	47,280	47,280	1,501
Information and Early Intervention	5.04	27,345	27,424	27,961	28,414	111,144	0	111,144	153,135	153,135	-41,991
Social Care Activities	196.55	1,796,122	1,771,105	1,919,043	1,912,038	7,398,307	340	7,398,647	7,476,123	7,476,123	-77,477
Commissioning and Service Delivery	93.96	823,889	850,854	896,308	789,091	3,360,142	2,270	3,362,412	3,349,393	3,349,393	13,019
Lifelong Learning	5.51	46,049	44,551	45,788	40,620	177,008	0	177,008	157,570	157,570	19,438
<b>SUB TOTAL ADULT SOCIAL SERVICES</b>	<b>364.38</b>	<b>3,092,515</b>	<b>3,080,051</b>	<b>3,280,152</b>	<b>3,148,691</b>	<b>12,601,410</b>	<b>2,856</b>	<b>12,604,266</b>	<b>12,674,803</b>	<b>12,674,803</b>	<b>-70,537</b>
<b>Housing Services:</b>											
Head of Housing	2.00	28,217	28,217	28,350	28,858	113,641	0	113,641	108,845	108,845	4,797
Housing Strategy & Policy	7.50	54,764	52,175	57,348	51,069	215,356	25	215,381	243,572	243,572	-28,191
Housing Options Team	12.31	112,430	114,029	107,188	102,648	436,295	35	436,330	413,500	413,500	22,829
Housing Renewal Team	8.60	60,553	59,703	63,052	64,697	248,005	1,054	249,059	234,498	234,498	14,561
Warm Homes Healthy People Programme	1.00	3,146	3,700	3,779	2,470	13,095	0	13,095	0	0	13,095
Private Rented Housing Team	6.00	53,040	52,711	57,364	51,439	214,555	25	214,580	206,251	206,251	8,329
Discretionary HMO Licensing	2.00	14,789	14,811	15,182	15,323	60,105	0	60,105	60,203	60,203	-98
Home Choice	7.77	51,128	53,583	52,970	48,570	206,251	0	206,251	214,857	214,857	-8,607
<b>SUB TOTAL HOUSING SERVICES</b>	<b>47.18</b>	<b>378,067</b>	<b>378,929</b>	<b>385,233</b>	<b>365,073</b>	<b>1,507,303</b>	<b>1,139</b>	<b>1,508,442</b>	<b>1,481,726</b>	<b>1,481,726</b>	<b>26,715</b>
<b>PEOPLE &amp; COMMUNITIES TOTAL</b>	<b>411.56</b>	<b>3,470,583</b>	<b>3,458,981</b>	<b>3,665,385</b>	<b>3,513,765</b>	<b>14,108,713</b>	<b>3,995</b>	<b>14,112,708</b>	<b>14,156,530</b>	<b>14,156,530</b>	<b>-43,822</b>
<i>To be retained in DSG</i>								0	0	0	0
<i>To be incorporated within General Fund</i>								14,112,708	14,156,530	14,156,530	-43,822
<i>To be transferred to/from EM Reserve</i>										0	0
<b>AUTHORITY TOTAL</b>	<b>411.56</b>	<b>3,470,583</b>	<b>3,458,981</b>	<b>3,665,385</b>	<b>3,513,765</b>	<b>14,108,713</b>	<b>3,995</b>	<b>14,112,708</b>	<b>14,156,530</b>	<b>14,156,530</b>	<b>-43,822</b>
<i>To be retained in DSG</i>								0	0	0	0
<i>To be incorporated within General Fund</i>								14,112,708	14,156,530	14,156,530	-43,822
<i>To be transferred to/from EM Reserve</i>										0	0
											<b>-0.31%</b>

**2014-15 Care in the Community - Primary Support Reason (Includes Property Income received in-year and Property Debt to Accrue)**

Primary Support Reason	Expenditure Budget	Actual Expenditure	Expenditure Variance	Income Budget	Actual Income	Income Variance	Net Budget	Net Expenditure	Net Variance
Physical Support	23,719,035	25,120,418	1,401,383	(6,024,890)	(8,515,101)	(2,490,211)	17,694,145	16,605,317	(1,088,828)
Sensory Support	62,050	89,307	27,257	(17,860)	(20,855)	(2,995)	44,190	68,452	24,262
Memory & Cognition	8,839,190	8,688,951	(150,239)	(3,287,670)	(3,789,675)	(502,005)	5,551,520	4,899,276	(652,244)
Learning Disability	22,030,760	22,524,521	493,761	(2,096,750)	(2,625,424)	(528,674)	19,934,010	19,899,097	(34,913)
Mental Health	7,146,820	7,286,339	139,519	(1,873,310)	(2,098,342)	(225,032)	5,273,510	5,187,997	(85,513)
Substance Misuse	161,460	85,135	(76,325)	0	(5,854)	(5,854)	161,460	79,281	(82,179)
Carer Support	231,060	649,268	418,208	0	(122,104)	(122,104)	231,060	527,164	296,104
	<b>62,190,375</b>	<b>64,443,939</b>	<b>2,253,564</b>	<b>(13,300,480)</b>	<b>(17,177,355)</b>	<b>(3,876,875)</b>	<b>48,889,895</b>	<b>47,266,584</b>	<b>(1,623,311)</b>

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

Age Category	Expenditure Budget	Actual Expenditure	Expenditure Variance	Income Budget	Actual Income	Income Variance	Net Budget	Net Expenditure	Net Variance
Over 85	16,277,760	16,161,436	(116,324)	(5,584,720)	(7,272,638)	(1,687,918)	10,693,040	8,888,798	(1,804,242)
75 to 84	8,172,300	8,325,472	153,172	(2,786,160)	(3,945,515)	(1,159,355)	5,386,140	4,379,957	(1,006,183)
65 to 74	9,912,565	10,077,793	165,228	(1,792,230)	(1,900,418)	(108,188)	8,120,335	8,177,375	57,040
18 to 64	27,435,230	29,144,835	1,709,605	(3,137,370)	(3,930,826)	(793,456)	24,297,860	25,214,009	916,149
NA	392,520	734,403	341,883	0	(127,958)	(127,958)	392,520	606,445	213,925
	<b>62,190,375</b>	<b>64,443,939</b>	<b>2,253,564</b>	<b>(13,300,480)</b>	<b>(17,177,355)</b>	<b>(3,876,875)</b>	<b>48,889,895</b>	<b>47,266,584</b>	<b>(1,623,311)</b>

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

Subdivision	Expenditure Budget	Actual Expenditure	Expenditure Variance	Income Budget	Actual Income	Income Variance	Net Budget	Net Expenditure	Net Variance
Nursing	10,089,130	10,198,536	109,406	(2,964,960)	(3,880,528)	(915,568)	7,124,170	6,318,008	(806,162)
Short term - Nursing	143,520	195,531	52,011	0	(85,459)	(85,459)	143,520	110,072	(33,448)
Enablement - Nursing	242,410	292,574	50,164	0	0	0	242,410	292,574	50,164
Residential	27,227,400	26,752,232	(475,168)	(7,283,210)	(9,053,273)	(1,770,063)	19,944,190	17,698,959	(2,245,231)
Short term - Residential	48,950	774,079	725,129	0	(281,651)	(281,651)	48,950	492,428	443,478
Enablement - Residential	456,050	380,167	(75,883)	0	0	0	456,050	380,167	(75,883)
Shared lives	490,980	609,044	118,064	0	(107,208)	(107,208)	490,980	501,836	10,856
Direct Payment	4,879,450	4,947,119	67,669	(251,410)	(408,031)	(156,621)	4,628,040	4,539,088	(88,952)
Direct Payment Carers	87,540	275,529	187,989	0	(100,110)	(100,110)	87,540	175,419	87,879
Home Care	6,008,610	7,336,367	1,327,757	(1,579,720)	(1,635,319)	(55,599)	4,428,890	5,701,048	1,272,158
Extra Care	906,220	897,577	(8,643)	(155,670)	(179,615)	(23,945)	750,550	717,962	(32,588)
Day Care	3,061,700	3,120,129	58,429	(397,130)	(315,051)	82,079	2,664,570	2,805,078	140,508
Supported Living	7,205,900	7,284,597	78,697	(624,280)	(880,856)	(256,576)	6,581,620	6,403,742	(177,878)
Reablement	1,342,515	1,380,458	37,943	(44,100)	(250,254)	(206,154)	1,298,415	1,130,204	(168,211)
	<b>62,190,375</b>	<b>64,443,939</b>	<b>2,253,564</b>	<b>(13,300,480)</b>	<b>(17,177,355)</b>	<b>(3,876,875)</b>	<b>48,889,895</b>	<b>47,266,584</b>	<b>(1,623,311)</b>

0.00

	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	11	336	2	30	20	762	12	38	23	44	1,278	312	
15	31/03/2015	18	328	0	10	21	751	15	28	22	50	1,243	312	
16														
17	31/03/2014	7	325	0	9	8	786	0	34	0	0	1,169	336	
18														
19	New format for Primary Support Reasons (Zero Based Review) - respite and short term used to be combined, and are now required separately.													
20	Shared Lives previously not captured in placement data.													
21														

**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 P12
Supported living packages	7,513	7,558	7,715	7,686	7,752	7,583	7,277	7,125	7,322	7,003	7,390	7,769	7,777	3.52
Extra Care	1,329	1,313	1,326	1,320	1,290	1,307	1,318	1,315	1,319	1,417	1,277	1,265	1,281	(3.56)
Other external provisions	10,513	10,368	10,546	10,431	10,542	10,727	10,403	10,660	10,694	10,036	9,726	9,991	9,718	(7.56)
START Team	483	457	395	423	424	443	382	432	438	349	464	521	470	(2.53)
<b>Total Hours</b>	<b>19,837</b>	<b>19,696</b>	<b>19,981</b>	<b>19,860</b>	<b>20,008</b>	<b>20,059</b>	<b>19,379</b>	<b>19,532</b>	<b>19,772</b>	<b>18,804</b>	<b>18,856</b>	<b>19,546</b>	<b>19,247</b>	<b>(2.97)</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 P12
Supported living packages	146	145	144	147	144	147	145	149	149	148	144	148	148	1.37
Extra Care	109	105	101	99	103	95	96	103	103	107	107	107	107	(1.83)
Other external provisions	789	838	864	865	882	914	942	906	897	868	827	832	820	3.93
START Team	81	83	89	87	85	82	86	78	91	100	114	97	97	19.75
<b>Total</b>	<b>1,125</b>	<b>1,171</b>	<b>1,198</b>	<b>1,198</b>	<b>1,214</b>	<b>1,238</b>	<b>1,269</b>	<b>1,236</b>	<b>1,240</b>	<b>1,223</b>	<b>1,192</b>	<b>1,184</b>	<b>1,172</b>	<b>4.18</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 P12
Supported living packages	51.46	52.12	53.58	52.28	53.83	51.58	50.19	47.82	49.14	47.32	51.32	52.49	52.55	2.12
Extra Care	12.19	12.51	13.13	13.33	12.53	13.76	13.72	12.77	12.81	13.25	11.93	11.83	11.98	(1.76)
Other external provisions	13.32	12.37	12.21	12.06	11.95	11.74	11.04	11.77	11.93	11.56	11.76	12.01	11.85	(11.06)
START Team	5.96	5.50	4.43	4.87	4.99	5.40	4.44	5.54	4.82	3.49	4.07	5.37	4.85	(18.60)
<b>Overall Average</b>	<b>17.63</b>	<b>16.82</b>	<b>16.68</b>	<b>16.58</b>	<b>16.48</b>	<b>16.20</b>	<b>15.27</b>	<b>15.81</b>	<b>15.95</b>	<b>15.38</b>	<b>15.82</b>	<b>16.51</b>	<b>16.42</b>	<b>(6.86)</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			225
	Mixed	84	69	67	65	71	54	55	62	63	63			56
	Managed	1130	1127	1110	1104	1126	1183	1186	1157	1133	1177			1025
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>			<b>1,306</b>
Percentage of service users with PB		86.97%	86.00%	84.79%	84.18%	86.12%	88.30%	90.76%	91.09%	91.34%	93.95%			96.24%
Target		n/a	81.0%	82.0%	84.0%	86.0%	88.0%	89.0%	90.0%	91.0%	92.0%	93.0%	94.0%	95.0%
Percentage of service users with Cash PB		18.48%	17.70%	17.52%	17.27%	17.88%	16.61%	17.37%	17.95%	18.15%	18.26%			20.71%
Target		n/a	17.0%	17.0%	17.0%	17.0%	17.0%	17.0%	17.0%	17.0%	17.0%	17.0%	17.0%	17.0%

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			538
	Mixed	0	0	0	0	0	0	0	0	0	0			0
	Managed	3	3	3	3	3	3	3	3	3	3			4
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>			<b>542</b>
Percentage of carers with PB		93.14%	91.28%	92.00%	92.81%	93.33%	94.60%	94.10%	94.36%	94.64%	94.64%			100.0%
Target		n/a	91.0%	91.0%	92.0%	92.0%	92.0%	93.0%	93.0%	94.0%	94.0%	95.0%	95.0%	95.0%
Percentage of carers with Cash PB		92.29%	90.51%	91.29%	92.13%	92.69%	94.00%	93.52%	93.82%	94.11%	94.11%			99.26%
Target		n/a	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%

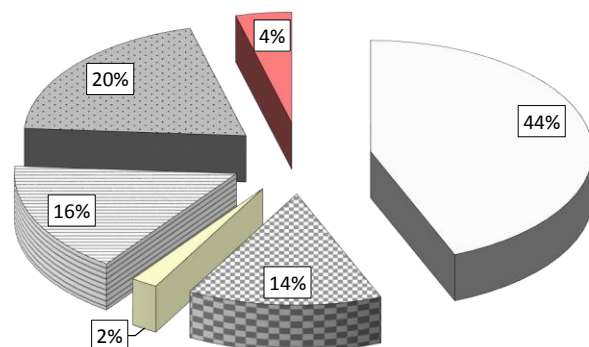
Source: Hilary Crouch, Information Manager

## 2014/15 START Team monitoring - Service Outcomes as at 31 March 2015

### 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	19	24	25	15	291	44%
NFA Service Interrupted	8	14	8	9	10	4	7	9	10	6	6	3	94	14%
NFA Deceased	1	1	0	1	0	1	3	1	1	1	3	0	13	2%
Reduced Service Required	9	15	14	9	9	6	7	7	7	9	10	5	107	16%
Same Service Required	9	10	9	9	12	20	9	10	9	16	4	15	132	20%
Increased Service Required / Placement	2	3	1	2	1	4	2	2	1	0	1	8	27	4%
<b>Total</b>	<b>53</b>	<b>72</b>	<b>58</b>	<b>59</b>	<b>58</b>	<b>63</b>	<b>50</b>	<b>53</b>	<b>47</b>	<b>56</b>	<b>49</b>	<b>46</b>	<b>664</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	18,536	16,374	17,754	17,173	8,897	228,381	86%
Reduced Service Required (assumes package halved)	2,889	4,525	4,758	2,751	2,651	1,386	2,026	1,908	1,910	2,577	2,526	1,236	31,141	12%
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	462	462	231	0	231	1,848	6,237	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>15,706</b>	<b>20,085</b>	<b>19,983</b>	<b>18,054</b>	<b>20,331</b>	<b>19,468</b>	<b>8,284</b>	253,285	100%

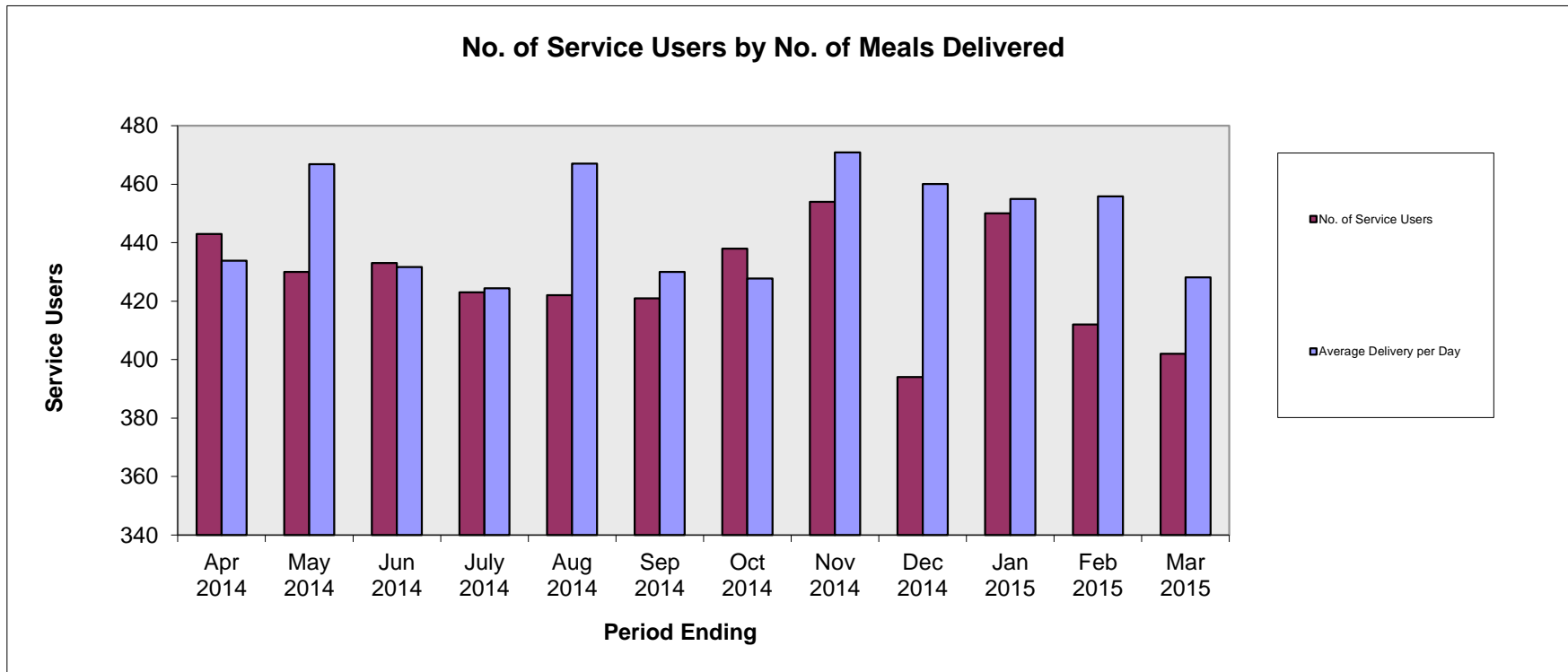
Savings if prevent care for 6 months	141,656	182,260	165,814	156,758	141,755	94,235	120,511	119,896	108,322	121,989	116,807	49,706
Savings if prevent care for 12 months	283,312	364,521	331,627	313,517	283,510	188,470	241,022	239,791	216,643	243,978	233,615	99,412
Savings if prevent care for 24 months	566,625	729,042	663,254	627,034	567,020	376,939	482,045	479,583	433,286	487,955	467,230	198,825

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	412	402
Hot Meals	9,110	9,338	9,065	9,761	9,341	9,460	9,837	9,418	9,202	9,554	9,117	9,418
average delivery/day	434	467	432	424	467	430	428	471	460	455	456	428
delivery days	21	20	21	23	20	22	23	20	20	21	20	22
Teas	1,416	1,448	1,191	1,155	1,125	979	1,115	1,183	1,097	1,070	1,012	1,162
Day Centres	534	435	612	110	102	119	146	105	66	126	95	96
Luncheon Clubs	186	148	108	76	50	101	118	139	106	77	62	43
<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>10,286</b>	<b>10,719</b>














## Integrated Community Equipment Service

Source: Mark Jarvis, Service Accountant




















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

Equipment Type	NHS North Somerset		North Somerset Council			Total
	Adults	Children	Education	Adult Social Care	Child Social Care	
<b>Equipment</b>	2,024,012	24,730	4,283	692,155	23,875	2,769,055
Minor adapt	0	0	0	0	0	0
Specials	148,896	13,726	23,560	153,180	88,684	428,046
Servicing	26,461	785	46	11,781	2,483	41,556
Repairs	27,492	0	56	12,306	883	40,737
Del/Collect	382,573	3,832	1,731	135,165	5,829	529,130
Recycling Cost	177,506	765	325	45,713	1,381	225,691
Recovered/collection	-1,491,148	-8,200	-3,514	-487,940	-13,213	-2,004,013
Other Costs	0	0	0	0	0	0
Staff Costs	25,240	0	0	25,240	0	50,481
<b>Subtotal of costs</b>	<b>1,321,032</b>	<b>35,639</b>	<b>26,487</b>	<b>587,601</b>	<b>109,923</b>	<b>2,080,682</b>
Joint Costs*	3,735	101	75	1,662	311	5,883
<b>Subtotal</b>	<b>1,324,768</b>	<b>35,740</b>	<b>26,561</b>	<b>589,262</b>	<b>110,234</b>	<b>2,086,566</b>
discount	0	0	0	0	0	0
<b>Total</b>	<b>1,324,768</b>	<b>35,740</b>	<b>26,561</b>	<b>589,262</b>	<b>110,234</b>	<b>2,086,566</b>
<b>% Share of Total Spend</b>	<b>63.49%</b>	<b>1.71%</b>	<b>1.27%</b>	<b>28.24%</b>	<b>5.28%</b>	

*Joint Costs breakdown	
Equipment	4,264
Minor adapt	3,777
Specials	0
Servicing	169
Repairs	919
Del/Collect	1,729
Recycling Cost	794
Recovered/collection	-5,768
Costs	0
<b>Subtotal</b>	<b>5,883</b>
discount	0
<b>Total</b>	<b>5,883</b>

Summary of performance		Adult Social Care Scrutiny Report 2014/15								
7	- Green - Better than or on target									
0	- Amber - Not on target but within 5%									
1	- Red - Not on target and exceeds tolerance									
0	- 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%				86.08%	84.7%	Provisional data from 1st cut of Government return shows target achieved	
379	No of people in permanent care home placements age 65+ at month end	Monthly	875	864	870	884	867	875	Provisional figures show end of year performance better than maximum set	
380	Reablement - on completion the percentage of people who had no care package	Monthly	38.68%	41.82%	43.68%	44.40%	43.05%	38.0%	Excellent performance maintained, and provisional outturn shows year end target achieved.	
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%	20.06%	20.0%	Provisional results. Good performance in Quarter 4 has brought the overall year end figure back on target.	
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%	96.24%	95.0%	Provisional data from 1st cut of Government return shows performance above target for the year.	
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%	84.81%	80.0%	Snapshot data shows target was exceeded in all 4 quarters	
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%	41.55%	35.00%	Provisional data shows marked increase the year and better than target set	
146	Proportion of Adults with Learning Disabilities in paid employment (ASCOF 1E)	Quarterly	11.75%	8.73%	10.75%	12.56%	11.88%	13.5%	Provisional results show performance below target set, however data cleaning required following the Government returns changes	

Source: Hilary Crouch, Information Manager

Strategic Housing Performance Indicators 2014-15										Status
	Frequency of reporting	Out-turn 2013-14	Q 1	Q2	Q3	Q4	14/15 Target	Comments		
12	<b>- Green - Better than or on target</b>									
0	<b>- Amber - Not on target but within 5%</b>									
4	<b>- Red - Not on target and exceeds tolerance</b>									
0	<b>- Data not available or awaited from External Partners</b>									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	84	40	Above maximum threshold 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	129	100	Above target at year end - increased number of hazards removed in private rented sector dwellings.	
<b>H3</b>	% of unauthorised encampments visited within 2 working days of notification.	Monthly	100%	100%	100%	100%	100%	100%	High level of unauthorised encampments, all on target, however the increased volume has impacted on other areas of service delivery	
<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%	100%	90%	Target exceeded	
<b>H7</b>	Total number of HMO buildings improved (New)	Monthly	20	8	18	24	51	40	Target exceeded	
<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	26	18	Target not achieved due to staffing gaps during the year. New staff have been recruited and the waiting list has now reduced enabling new cases to be dealt with within the target timescale.	
<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	2,047	1,700	Above target.	
<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	595	400	Above target.	
<b>H16</b>	Number of Households in temporary accommodation (Snapshot only)	Monthly	56	58	55	62	60	51	Access to the private rented sector is becoming increasingly difficult as market rents have risen far in excess of housing benefit levels, 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. A survey of landlords and agents has been completed and a range of actions are being implemented to increase access to low cost privately rented homes.	
<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%	97%	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%	87.6%	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%	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%	99.5%	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%	102.7%	100.0%	2014/15 target exceeded.	
<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	15	40	The Empty Homes Officer post has not be covered for the past year, which has adversely affected performance. New 0.5FTE member of staff now recruited - role includes dealing with this work area. Target 15/16 to be reviewed.	
<b>H39</b>	% Customer satisfaction across all Housing Services.	Annually	96.3%				92.9%	90%	Customer satisfaction is above target.	

## 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	874	960
<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	13.80	3.34

### 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	17,928	17,970
<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)	1.11	1.69

	New Claims			Change in Circumstances		
	Claims	Days	Target 24	Claims	Days	Target 9
			days			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	751	14,396	19.17	15,200	43,124	2.84
March	960	18,068	18.82	7,718	48,505	6.28
<b>Quarter Four</b>	<b>2,585</b>	<b>48,643</b>	<b>18.82</b>	<b>28,127</b>	<b>118,626</b>	<b>4.22</b>
<b>Year to Date</b>	<b>9,897</b>	<b>192,531</b>	<b>19.45</b>	<b>88,717</b>	<b>498,483</b>	<b>5.62</b>