

Select Committee on Health and Adult Social Care – 20th November, 2008

Report of the Director Adult, Housing and Community Services

Quarterly Corporate Performance Report

Purpose of Report

1. To consider progress against performance indicators relating to Adult Social Care in the first quarter 2008 Quarterly Corporate Performance Report (QCPR) extract which have been identified as having scope for improvement.

Background

2. The Quarterly Corporate Performance Report for the first quarter of 2008/09 was considered by the Cabinet on 10th September, 2008.
3. In accordance with Article 6 of Part 2 of the Constitution, the Committee is invited to review and scrutinise Council performance relating to the Terms of Reference of this Committee.
4. With the aim of adding value and improve the accessibility of the Quarterly Corporate Performance Report for Members, this report sets out progress against performance where a “red triangle” has been used to assess performance or a specific point raised at the Chairman’s agenda planning meeting. On this basis, the Performance areas identified for the first quarter of 2008/09, are :
 - i. "moderate" risk in relation to “risk of failure of domiciliary care agency”
 - ii. red triangle against C3.1c on the "review provision of supported accommodation for people with severe mental illness and subject to the review, to develop proposals to commission additional places" where the update is “Not commenced”

Update on performance issues

5. The "moderate" in relation to risk of failure of a domiciliary care agency needs to be readjusted given the cessation of a contract with a poor provider in July 2008. The Directorate has strategies in place to suspend and work with providers who have a 'low' CSCI rating, in order to achieve improvements. This will reduce the risk.
6. Older People and Physical Disabilities Division has 7 contracted external home care providers who have 'minimum guaranteed hour' contracts. There are also 2 providers who have recently been commissioned to provide additional hours on a spot purchase basis to facilitate hospital discharge. All contracts cease at the end of March 2009, so are currently out to tender. There have been 10 providers short listed, and evaluation is due to be completed by mid-December. It has become apparent during the tendering process that providers are making every effort to ensure that recruitment and retention of staff

has a high priority, and staff turnover, encouragement and training has been a focus of the tender questions.

7. In line with the personalisation agenda, all providers are working with the Directorate to move towards a more outcome focussed care provision. Direct Payments are being used by a number of people to purchase home care. This care is being purchased from a number of agencies, including those who have contracts with the Directorate.
8. In terms of progression against C3.1c, the availability of supported housing for people with complex mental health needs is being reviewed via the Mental Health Housing Forum, which is a joint group across DACHS Housing and the Dudley Walsall Trust.

Finance

9. There are no direct financial implications.

Law

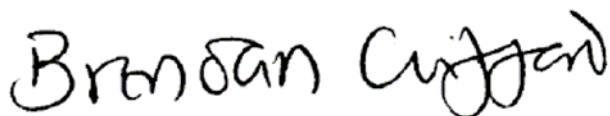
10. Section 111 of the Local Government Act, 1972, enables the Council to do anything, which is calculated to facilitate or is conducive or incidental to the discharge of its functions.

Equality Impact

11. Scrutiny of Council performance as it relates to Health and Adult Social Care can be seen as contributing to the equality agenda in its pursuit of improving care for all in Dudley. This implies a challenge to ensure that services meet the needs of all sectors of the community to make this an even greater reality in Dudley.

Recommendation

12. That the Committee review and scrutinise the performance of the Council in respect of the matters under the responsibility of the Select Committee on Health and Adult Social Care as indicated in the extracts from the Quarterly Corporate Performance Report to the Cabinet circulated separately to Members and the Lead Officer only.
13. The Committee receive further Quarterly Corporate Performance reports in the reviewed format so as to assist in widening the scope of Health Scrutiny in Dudley



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List of Background Papers

The Quarterly Corporate Performance Report relating to the first quarter of 2008/09 which was submitted to the meeting of the Cabinet, held on 10th September, 2008