

Quarterly Performance Management Report 2004-05

Select Committee Report – Adult & Community Services + Housing Benefits

Quarter 3 Report: October - December 2004

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1.1 Performance Summary: – Performance Indicators

The summary provides information for all of the Key Performance Indicator Targets and Local Public Service Agreement (PSA) Targets by Portfolio for 2004-05. This table presents a summary of - 84 Performance Indicators by type and by Portfolio, as drawn from the:

- Key PI Quarterly Basket - 72 key performance indicators, 67 reported quarterly and 5 have no quarterly targets
- Public Service Agreement - 12 targets 3 of which are reported annually

Performance Indicators by Portfolio – QUARTERLY ACHIEVEMENT OF TARGETS

PORTFOLIO	NO. OF INDICATORS	TARGET ACHIEVED	WITHIN 5% TARGET	TARGET NOT ACHIEVED	NO QUARTER TARGETS
ADULT & COMMUNITY SERVICES	11	9 = (82%)	0	2 = (18%)	0
Housing Benefits RESOURCES *	3	2 = (67%)	1 = (33%)	0	0

PSA Targets by Portfolio – QUARTERLY ACHIEVEMENT OF TARGETS

PORTFOLIO	PSA TARGETS	TARGET ACHIEVED	WITHIN 5% TARGET	TARGET NOT ACHIEVED	NO INFO
ADULT & COMMUNITY SERVICES	3	3 = (100%)	0	0	0

SECTION 2: PERFORMANCE MANAGEMENT & ASSESSMENT – BY PORTFOLIO

2.1 PORTFOLIO: ADULT & COMMUNITY SERVICES CORPORATE OBJECTIVE Improving health, housing & the quality of life

KEY ACHIEVEMENTS QUARTER 3 – 2004-05
The Adult and Community Learning (ACL) service has been short listed for the Local Government Chronicle's "Sustainable Communities" award
Adult Services has continued to sustain a near nil return on delayed transfer from hospital. Continuing pressure on community care and nursing home provision has made this high priority target a challenging issue
The Adult Service has delivered on awarding the home care tender contracts on time to generate 2 preferred providers
National Treatment Agency acknowledged significant improvements in performance management of Adult Treatment Substance Misuse Services. Established Young Peoples Substance Misuse Service
Phase 1 of the refurbishment programme for Shanklin theatre (provision of disabled friendly toilets) has been completed
All three Local PSA Targets have exceeded quarterly targets, and PSA 7 – Number of young people who are getting treatment for drug or alcohol dependency, has achieved the PSA target
Nine of the eleven performance indicators assigned to this portfolio have achieved their quarterly targets

AREAS TO WATCH –2004-05			
Quarter Reported	Area to Watch	Action to be taken	Risk Assessment
NEW Q3 2004-05	Homelessness Bed and Breakfast budget	To monitor closely and to work with senior management and internal audit to identify measures to reduce the amount of overspend	Risk Score = 16 Impact 4 Likelihood 4
Q3/Q4 2003-04 Q1/Q2/Q3 2004-05	The Council's licence to hold public records is due for renewal, having previously been renewed on a temporary basis	Advice is shortly to be procured on the scope of the facility needed and specification of the most ideal location for it	Risk Score = 12 Impact 4 Likelihood 3
Q1/Q2/Q3 2004-05	Homelessness - Failure to reach target to reduce homeless presentations by 25% in 2004/5	Measures to reduce homeless acceptance are effective and are reducing in line with our targets	Risk Score = 9 Impact 3 Likelihood 3
NEW Q3 2004-05	The continuing pressure on nursing home capacity is a threat to transfer of care from hospital for acute and long term patients	The available resources need to be carefully managed in association with healthcare partners. Capacity is being developed in association with prospective competent service providers both for intermediate and long term services	Risk Score = 9 Impact 3 Likelihood 3
NEW Q3 2004-05	The Learning Disability service provided by the council and its partners will be subject to inspection by the Commission for Social care Inspection during 2005. The inspection will have a bearing on the future performance assessment of adult services	The service will be audited against inspection standards and preparation for inspection will take place between the agencies providing learning disability services	Risk Score = 8 Impact 4 Likelihood 2

Quarter Reported	Area to Watch	Action to be taken	Risk Assessment
Q2/Q3 2004-05	The take-up of Direct Payments is a key indicator in the annual assessment of the functioning of Adult Services. The take-up has been affected by a 'drop-out' rate which is higher than expected. This could undermine the reaching of the councils target for take-up. (Refer to Performance Indicator 4 below)	New support arrangements for Direct Payments applicants have been agreed with an independent provider and a contract agreed. This will include training of staff, support to service users and promotional activity. There are currently 65 applications with the independent support team however; we are advised that the actual take up rate from these is still likely to be low. We await the results of the independent analysis of why people drop out or decide not to proceed. It is unlikely that this target will be met within the timeframe.	Risk Score = 6 Impact 2 Likelihood 3

PERFORMANCE MANAGEMENT INFORMATION – KEY PERFORMANCE INDICATORS

Please note that the figures in brackets are the quarterly target profile figures for each of the Indicators

Corporate Priority (Corporate Plan 2002-05)	KPI Description	Q1 - 2004 Apr- June (Profile)	Q2 - 2004 July-Sept (Profile)	Q3 - 2004 Oct-Dec (Profile)	Q4 - 2005 Jan-Mar (Profile)	Target 2004-05	Comments
		Performance Assessment Actual Against Profile				↗→↘	
Improving the availability of affordable housing	1. Homeless households accepted this quarter – The number of applicants accepted as priority homeless under the Homelessness Act (Local Indicator)	92 (71)	74 (67)	51 (76)	(86)	300	The reduction in the last quarter has been due to various homeless prevention measures being introduced and means that for the first three quarters we are now on target for this performance indicator.
		↘	→	↗		391	
	2. The number of Social Housing properties let this quarter (Local Indicator)	105 (112)	87 (113)	126 (112)	(113)	450	This indicator is reliant on Housing Association properties being available to let.
		↘	↘	↗		NA	
3. Affordable Housing – the number of affordable housing units built this quarter (Local Indicator)	3. Affordable Housing – the number of affordable housing units built this quarter (Local Indicator)	11 (11)	11 (31)	18 (2)	(18)	150 (62 actual)	The units that were not completed in the previous quarter have now been completed. Some units that were planned for the final quarter will now be produced next year. This means that the outturn this year will be 55.
		↗	↘	↗		81	
Improving health, housing & the quality of life for all	4. The actual number of people on the IOW who are using the Direct Payments Scheme to choose and arrange their own social care services (Local Indicator)	45 (44)	52 (75)	55 (120)	(175)	175	The achievement of this indicator is still affected by a high number of applicants who choose not to take up the service, or leave it after take up. The support service is being strengthened to improve the numbers who take up and remain on this scheme.
		↗	↘	↘		47	

Corporate Priority (Corporate Plan 2002-05)	KPI Description	Q1 - 2004 Apr- June (Profile)	Q2 - 2004 July-Sept (Profile)	Q3 - 2004 Oct-Dec (Profile)	Q4 - 2005 Jan-Mar (Profile)	Target 2004-05	Comments
		Performance Assessment Actual Against Profile				↗↘↙	
Promoting community learning	5. Number of physical visits per 1,000 population to public library premises (BVPI 117)	1,923 (1,750)	2,134 (1,950)	1,867 (1,450)	(1,850)	7,000	Visits have exceeded the target figure, and are currently on track to rise by over 10% over the year. People's Network has contributed to this rise in visitors
		↗	↗	↗		7,040	
	6. Number of internet & telephone renewals & reservations this quarter (Local Indicator)	15,557 (15,500)	15,575 (15,500)	15,781 (15,500)	(15,500)	62,000	We have no figures for remote renewals/reservations for 2003/4. Target for 2005/6 to be confirmed at end of 2004/5.
		↗	↗	↗		-	
	7. Number of users of the Mobile Library Service (including housebound service) this quarter (Local Indicator)	3,281 (4,125)	3,705 (4,125)	2,095 (4,125)	(4,125)	16,500	Visitor numbers are down on last year's figures, primarily because of unplanned closures. Because of driver shortage, 25 days' service were missed over the first quarter, and 12 in the second quarter. Because of damage to the lift, the Mobile Library missed 21 days' service in the 3 rd quarter
↘		↘	↘		NA		
8a. The number of visits to, usages of museums per 1,000 population compared with the same quarter a year ago (BVPI 170a)	213 (225)	315 (345)	138 (112)	(68)	750	Although this quarter suggests an upward trend, the numbers in fact represent a return to the expected levels for the time of year. As such these reflect visits and usages in line with expectations in the year to date	
	→	↘	↗		744		
Promoting community learning	8b. The number of visits to museums that were in person per 1,000 population compared with the same quarter a year ago (BVPI 170b)	191 (187)	285 (313)	108 (81)	(44)	625	The actual number of visits in the 2 nd quarter was 37,906, against an anticipated target of 41,598.
		↗	↘	↗		611	
	8c. The number of pupils visiting museums & galleries in organised school groups compared with same quarter a year ago (BVPI 170c)	7,858 (7,200)	2,639 (3,680)	2,679 (1,760)	(2,560)	16,000	Although this quarter suggests an upward trend, the numbers in fact represent a return to the expected levels for the time of year. As such these reflect visits and usages in line with expectations in the year to date
		↗	↘	↗		15,969	
	9. Number of learners in IWC supported provision this quarter (IW College, Family Learning Centres etc) Data will refer to previous school term rather than calendar quarter (Local Indicator)	732 (495)	560 (495)	1,118 (990)	NIL	1,980	Q3 references our learner numbers achieved during the Autumn Term. This is traditionally the highest achieving quarter which has been improved upon further by integrating out Neighbourhood Learning programme within our core service.
↗		↗	↗		2,445		

PERFORMANCE MANAGEMENT INFORMATION – LOCAL PUBLIC SERVICE AGREEMENT TARGETS

Please note that the figures in brackets are the quarterly target profile figures for each of the Indicators

Corporate Objective	PSA Target & Summary	Q1 - 2004 Apr- June	Q2 - 2004 July-Sept	Q3 - 2004 Oct-Dec	Q4 - 2005 Jan-Mar	Target 2004-05	Comments	
		(Profile)	(Profile)	(Profile)	(Profile)	Actual 2003-04		
Improving the health, housing and quality of life for all	4. Housing - Reduce the number of families with children & other households in B&B accommodation	5 (23)	13 (20)	13 (17)	(13)	13	The target quarterly has been achieved. The Service does expect fluctuations in the number of families in B&B accommodation and this is reflected in the outturn figures	
		↗	↗	↗		21		
	5. Social Services Rehabilitation care for older people & a reduction in delay of discharges from hospital	Nil return (D41 – 6) (C28 – 10) (C26 – 88)	D41 – 3.9 C28 – 9.1 C26 - 109 (D41 – 6) (C28 – 10) (C26 – 88)	D41– 0.49 C28– 9.3 C26– 76.05 (D41 – 6) (C28 – 10) (C26 – 88)	(D41 – 6) (C28 – 10) (C26 – 88)	(D41 – 6) (C28 – 10) (C26 – 88)	D41 – 6 C28 – 10 C26 - 88 D41 – 0 C28 – 7.36 C26 - 96	<p>PI D41: This data is based on our agreed (as being due to SSD) performance. This is the basis on which we have previously reported these figures. However the Department of Health have changed (again) the definition of this indicator and for the published figures in future - including 04 to 05 - the indicator will change in two respects. 1) it will be calculated as the average days per week of delays over the full year (instead of per quarter). 2) it will include not only those days of delay which are agreed as due delays as caused by social services but also those delays caused by the NHS and patients exercising choice.</p> <p>PI C28: This number is an estimate based on our progress up to the end of October. Data is not available from SWIFT until the full set of Care Items have been implemented as the count of visits on which care is to be delivered is dependant for its scheduling on these codes being properly entered.</p> <p>PI C26: This estimate is drawn from a count of all the residential clients over 64 since the start of the financial year with periods of care exceeding 15 days. The proper procedure for doing this count cannot be implemented until the full set of Care Items are available in SWIFT</p>
7. Increase the number of young people who are getting treatment for drug or alcohol dependency (Drug Action Team)	24 (852)	54 (852)	195 (852)	(852)	852 by 31 March 2006	The project has continued to meet the targets set for the project and has now achieved 273 young people receiving treatment for the year. 962 over the past two years of the project (113% of the PSA target)		
	↗	↗	↗		689 total			

2.8 PORTFOLIO: Resources
CORPORATE OBJECTIVES: Making it Happen

KEY ACHIEVEMENTS QUARTER 3 – 2004-05
Housing Benefit performance maintained within Government target during busiest period of the year.

PERFORMANCE MANAGEMENT INFORMATION – KEY PERFORMANCE INDICATORS

Please note that the figures in brackets are the quarterly target profile figures for each of the Indicators

KPI Description	Q1 - 2004 Apr- June (Profile)	Q2 - 2004 July-Sept (Profile)	Q3 - 2004 Oct-Dec (Profile)	Q4 - 2005 Jan-Mar (Profile)	Target 2004-05	Comments
	Performance Assessment Actual Against Profile				↗↘↙	
11. Benefits – average calendar days this quarter to process a new housing benefits claim (BVPI 78a)	38.31 (36)	24.08 (36)	30.84 (36)	(36)	36	Increase in the number of claims received in September, October and December. In spite of this we expect to meet the overall target for the year
	↘	↗	↗		75.8	
12. Benefits - average calendar days this quarter to process changes in circumstances (BVPI 78b)	8.41 (9)	8.51 (9)	9.1 (9)	(9)	9	Large number of tax credit changes received in December. In spite of this we expect to meet the overall target for the year
	↗	↗	→		16.2	
13. Benefits - % of new housing benefit claims this quarter determined within 14 days of receipt of all necessary information (BVPI 78c)	73% (70%)	96.19% (70%)	87.36 (70%)	(70%)	70%	Increase in the number of claims received in September, October and December
	↗	↗	↗		60%	

SECTION 3: FINANCE REPORT

3.1: Revenue Budget Monitor by Portfolio – to the end of December 2004

Adult and Community Services	
Adult Services	Community Care is a particular pressure area. To date, estimated overspending in this area could largely be contained within the overall Adult Services budget. However this area is very difficult to predict and net spending can change significantly from month to month.
Housing	Homelessness is a particular pressure area and an overspend in the region of £300k is anticipated at year-end. The Adult and Community Services Directorate is seeking ways to bring this figure down as far as possible by year-end.

Housing Benefits	Housing Benefit expenditure has increased significantly compared to the previous year due to raised claimant awareness and additional pension credit claims. However, expenditure is in line with budget expectations for the year. Income in the form of a Government subsidy is received monthly on account, although it may not fully reflect current expenditure levels. Any shortfall is received after year-end when the external audit of the grant claim is complete. From April 2004 the way in which the Government funds this expenditure has changed. It is now funded 100% from specific grants instead of 95% as previously. These adjustments are reflected in the budget.
Community Development	Income receipts have picked up slightly in the 3 rd Quarter, particularly income at Shanklin Theatre, meaning the under recovery looks likely to reduce at year-end to a figure in the region of £40-45,000. This combined with a reduction in expenditure to compensate on income generating sites should lead to an overspend at year-end closer to £25,000, barring any unexpected problems over the final three months of the financial year.

3.2: Revenue Expenditure Budget Monitor by Portfolio – to the end of December 2004 Portfolio Holder Summary Report - Revenue (Revised) + Commitments

	Revised Budget	Spend To Period	Committed	Left
8A Children's Services	£85,946,479	£54,682,908	£143,952	£31,119,620
8B Adult and Community Services	£34,250,883	£23,115,537	£457,789	£10,677,556
8C Fire, Emergency Planning & Consumer Protection	£9,768,057	£6,442,702	£272,436	£3,052,919
8D Tourism and Leisure	£5,553,235	£2,329,131	£655,589	£2,568,515
8E Economic Development	£293,577	£265,755	£0	£27,822
8F Transport	£8,965,943	£2,640,739	£835,482	£5,489,722
8I Sustainable Development, Environment, Planning	£12,546,623	£6,063,386	£2,844,943	£3,638,294
8Z Resources	£7,688,448	£11,311,169	£392,618	-£4,015,338
	£165,013,245	£106,851,327	£5,602,808	£52,559,109

Notes

- 1) Budgets revised from original to take account of carry forwards from previous year, additional grants etc
- 2) Spend to date represents 64.8% of approved budget and includes expenditure incurred to 31 December 2004
- 3) Spend and commitments represent 68.2% of approved budget
- 4) Spend to date excludes capital financing charges, support service charges and other adjustments and recharges
- 5) Spend to date on Resources Portfolio service areas includes gross expenditure on support services prior to recharges being made
- 6) Spend to date on Resources Portfolio also includes expenditure incurred on Housing Benefits pending receipt of Government grant
- 7) Total figures may not add up exactly due to rounding
- 8) Staff costs account for approximately 73% of the Children's Services budget. The committed figure shown above relates to the purchase of supplies and services only. It is estimated that a further £18m is committed for staff costs from January until the end of the financial year

3.3: Capital Expenditure Budget Monitor by Portfolio – to the end of December 2004 Portfolio Holder Summary Report - Capital + Commitments

		Budget	Revised Period	Spend To Committed	Left
8A	Children's Services	£10,766,403	£7,011,329	£4,226,203	−£471,129
8B	Adult and Community Services	£5,388,447	£1,679,097	£172,309	£3,537,041
8C	Fire, Emergency Planning & Consumer Protection	£290,702	£69,183	£37,820	£183,699
8D	Tourism and Leisure	£243,333	£66,635	£20,079	£156,619
8F	Transport	£7,898,173	£3,194,641	£558,574	£4,144,958
8I	Sustainable Development, Environment, Planning	£3,360,943	£2,657,264	£22,272	£681,407
8Z	Resources	£1,364,082	£944,636	£454,113	−£34,667
		£29,312,083	£15,622,785	£5,491,370	£8,197,928

Notes

- 1) Spend to date represents 53.3% of approved budget and includes expenditure incurred to 31 December 2004
- 2) Spend and commitments represent 72.0% of approved budget (see note 3 below)
- 3) The apparent over-commitment on Children's Services relates to committed expenditure which will not be incurred until next financial year
- 4) Total figures may not add up exactly due to rounding