

REPORT TO AUDIT AND PERFORMANCE REVIEW PANEL

Title: **ADULT AND COMMUNITY SERVICES REPORT ON AUDIT AND PERFORMANCE**

Date: Monday 28th September 2009

Officer Reporting: Christabel Shawcross, Strategic Director for Adult & Community Services

Contact Office: Christabel Shawcross, Strategic Director for Adult & Community Services

Wards affected: All

1. SUMMARY

- 1.1 This report details for Members the performance achieved and risk issues within the new Adult and Community Services Directorate which was formed from April 2009. This report follows previous reports from Learning and Care concerning Housing and Adult Social Care and Community Resources Directorate concerning Libraries and Leisure reported in August and September 2008 respectively.
- 1.2 The report provides panel members with four specific areas of performance management:
- Libraries, Information, Heritage & Arts
 - Leisure, Sports and Parks
 - Housing Resources, Strategy and Needs
 - Adult Social Care and Health Partnerships
- 1.3 The framework for the performance report has been agreed with the chairman of the panel, Councillor McBride and refers to a number of improvements since previous reports, to issues identified in the balanced scorecard, and to performance as appropriate on the Local Area Agreements (LAA's), as well as highlighting risks and mitigating measures. Appendix 1 shows the end of year performance report for Adult & Community Services for 2008/09.

2. Background

- 2.1.1 Following the corporate wide restructure of the council implemented in December 2008, the Adult and Community Services Directorate, combining Adult Social Services, Libraries, Leisure, Housing has had a new strategic director in place since July 2009. The intention is to ensure a wider strategic contribution from these services to the delivery of corporate strategy and performance and to ensure a more integrated approach with wider partners particularly Health Services.
- 2.1.2 The report considers performance and risk from all the specific services and identifies any issues for improvement.

2.1.3 The services provided by the Adult and Community Services Directorate have a key contribution to make toward national indicators and LAAs which are monitored regularly as is performance through the balanced scorecard.

3.2 Key Corporate and Strategic Themes

3.2.1 The performance achievements of the Directorate are key to delivering corporate strategic priorities which are:

Residents First

Value for Money

Equipping Ourselves for the Future

As part of these, there are three key areas of activity across the Council in which the Directorate also has an important contribution in ensuring delivery of high quality, cost effective services. The individual service area reports will set out the contribution and risks to delivery on these themes.

3.2.2 The four current community strategy themes are:

Supporting Children and Young People

Supporting Adults and Older People

A Thriving Cleaner Greener Borough

Safer and Stronger Communities

The overarching vision and value is contributing to the corporate community priorities through partnership working and all the service areas have key partners who are crucial to delivering improved services together for residents.

3.3 New developments and pressures 2009/10

3.3.1 Since the development of the recession, which led to concern about the impact on local people and services all service areas have analysed performance with this in mind and to bring in measures which might assist residents in financial difficulty. It is positive to note that the impact on services and the need for additional advice and support has not been as high as anticipated but remains an area of concern. However, we are not complacent and are keeping measures in place in the event of there being a time delay with impact on services such as Housing. The main area for advice and support has been within the Housing Options Service. Vacancies from Housing Associations remain very low in respect of family sized 3 and 4 bedroom properties, however numbers on the Housing Register have risen. There has been no noticeable increase in the level of homelessness acceptances and no increase in repossessions at present. Whilst homelessness remains at acceptable levels at the moment it is still unclear what impact the recession and growing unemployment will have in 2010. It will be necessary to continue monitoring the situation closely. Staff continues to take a very proactive approach to Homelessness Prevention. Appendix 2 provides further information activity on Housing & Residential Services. The uptake of Leisure Services and bookings for facilities such as weddings and services such as corporate gym memberships has seen a slight downturn and has not had the

increase in use of services that might have been anticipated. Within Adult Social Care, where services are means tested or people are financially assessed, there has not been an increase in people falling below the savings level necessitating subsidy from the local authority. Nor has there been a significant increase in the services for advice and support. Libraries have maintained borrowing of books and rental of CDs, DVDs etc. through the adoption of a market sensitive pricing policy for chargeable items. Use of Library ICT has increased despite recent problems with a virus infection to the system, higher visitor numbers and issues of materials are being recorded in the first half of the calendar year 2009.

3.3.2 There have been several key achievements in the service areas. Within Leisure Services:

- Green Flags award for parks and 84% Quest Award Score for Windsor Leisure Centre and 85% for Magnet Leisure Centre, both of these are externally verified Quality Assurance Awards.
- Planting of over 2100 trees in the 2009/10 planting season.
- There has been an increase in SMILE participants; 9857 users April to August 2008 has increased to 12907 users April to August 2009.
- The Playbuilder project funded by the DCSF which will see 22 new play areas across the Borough is on track and 7 new areas in Borough Parks will be ready by Christmas 2009, plus 2 MOD sites and 2 Parish sites.
- At the end of August this financial year £700,000 of Section 106 monies has been spent on improvements to services and facilities available to residents and users.

3.3.3 For the Library, Information, Heritage & Arts Service notable achievements include:

- The delivery of the 'Books on Prescription' service in partnership with the Berkshire East PCT.
- The launch of the new downloadable audio and print book service.
- The largest ever take-up of the libraries annual 'summer reading challenge', aimed at maintaining children's reading ages over the long summer break and encouraging a love of reading as a pleasurable activity as well as a skill for life.

3.4 Adult Social Care External Inspections

3.4.1 The Care Quality Commission undertook a service inspection of Safeguarding Adults and increased choice and control in June 2009. This was a major inspection of services relating to the safeguarding of adults and choice and control for older people. Staff from the Care Quality Commission spent 6 days in the Royal Borough in June examining case files and other documents, interviewing users and carers as well as interviewing staff from across the Council and partner agencies.

3.4.2 We welcome external scrutiny in order to ensure that we are striving for continuous improvement and an action plan has been developed that will be monitored and reported back to the Care Quality Commission. The result of the inspection has been

fed into the overall Adult Social Care performance rating which will be given in November 2009.

The outcome of the inspection is being reported to the Cabinet on February 24th,

3.5 Fundamental Review of the Public Library Service

3.5.1 External consultants were engaged to consider improvements and efficiencies within the Library Service in 2009. This confidential report and findings are being reported as Part 2 items to Cabinet on September 24th. An action plan to achieve the efficiencies and improvements will be taken forward subject to Cabinet approval. It is of note that as part of the Review the service was regarded as 'good' verging on 'excellent', in an assessment against a version of the Local Government Association/IDeA toolkit intended for evaluating 'cultural' services provided by local authorities. Some areas for improvement were identified and these included opportunities for increased income generation and increased physical access to the service.

3.6 New Risks

3.6.1 The major unanticipated risk has been the development of the A(H1N1) swine flu pandemic which has involved the directorate contributing to the corporate Emergency Plan. Health and Adult Social Care are working closely together to ensure business continuity and emergency planning are given priority. The progress of the virus through the summer and the plans put in place by the local health services, in partnership with the local authority, enabled a good level of understanding of the issues for each agency in preparation for an expected higher and more difficult outbreak in the autumn. Whilst there were concerns about capacity in the Home Care Service, the service was maintained. All service areas, in light of experience, have reviewed their business continuity plans and identified the need to improve working across the directorates, in order to ensure those staff who have experience of working with vulnerable residents, can be available, should there be a need to be an additional bank of staff to provide care to people in their own homes, should the situation deteriorate in the autumn. We are working with Health and provider partners in preparation for a second wave.

3.7 Specific developments and performance risk issues 2008/09

3.7.1 Adult Social Care

- Number of drug users recorded as being in effective treatment (NI 40)

Good progress has been made on the baseline year figures of 2007/08 (211) – the number of drug users recorded as being in effective treatment as at end of March 2009 was 223 giving an indicator result of 12. A substantial lag exists between the start of treatment and its judgement as 'effective' and for this information to be published on the national drug treatment monitoring system - no information is yet available for the 2009/10 performance year. A target of 13 (224 drug users in effective treatment less the baseline year figure of 211 from 2007/08) was agreed prior to the final results of 2008/09 being released – this should be achievable on the back of 2008/09's good performance.

- Achieving independence for older people through rehabilitation / intermediate care (NI 125)

Strong performance by the Short-Term Support and Rehab Team helped achieve a result of 87.5% for 2008/09 against a national average of 79%. Further systems development and a process review have helped separate the palliative strand of work dealt with by this team and the figure stood at 88.3% at end of August 2009. As the cohort involved is not large (94 service users at the end of August 2009) risk exists around disproportionate impact from a short-term drop in performance. This NI is dealt with by a small team and plans have been agreed for adequate cross-training coverage to be in place by end of October 2009. As with the majority of Adult Social Care indicators, monitoring is on monthly basis through the Adult Social Care Performance Matrix and the Balance Scorecard.

- Social Care clients receiving self-directed support (NI 130)

This indicator has changed definition three times in the last 18 months and now considers the number of service users receiving self-directed support as a percentage of all service users receiving a community-based service. For 2008/09, the percentage achieved was 28.1% against a national average of 6.5%. While this is very strong performance, there is acknowledgement between RBWM and the Care Quality Commission that it would be beneficial to service users for a greater proportion of the direct payments provided to account for a larger proportion of the services they receive. An action plan is being prepared by the Adult Services Management Team to ensure that this is achieved in conjunction with the implementation of Individual Budgets at the start of the next calendar year. The most recent performance for this indicator was 32.2% at the end of August 2009 against a 2009/10 target of 29%.

- Delayed transfers of care from hospitals (NI 131)

A strengthening of the working relationship between Heatherwood Hospital Team and the PCT helped lower this indicator to 7.7 for 2008/09 against a national average of 9.0. Only 2.4 of the 7.7 were directly attributable to Adult Social Care. A target of 7.5 was agreed for 2009/10 and the August 2009 figure was 5.8 (2.0 attributable to Adult Social Care). Some disparity exists between figures reported by Adult Social Care and figures reported by the PCT through the national UNIFY system. The Care Quality Commission have agreed to accept the Adult Social Care reported figures and work has begun to align the two reporting strands.

- Carers receiving a needs assessment or review (NI 135)

For 2008/09, this indicator changed definition to include 'carers that were given specific advice or information as a part of the service users assessment.' Although this information was collected in previous years as part of the statutory RAP return, it was not used for the calculation of any judgement indicators and included several non-robust assumptions in its calculation. From 1 October 2008, systems and processes were successfully implemented to ensure that the collection of this data was robust enough to satisfy the audit requirements that apply to all national indicators. A consequence of this tightening of systems and processes is the apparent drop between 2007/08 and 2008/09 when the new definition is applied to non-robust data (34% in 2007/08 vs 23% in 2008/09).

In fact, 23% for 2008/09 against a national average of 23% is good performance for the year when considering that only 6 month's worth of 'information and advice' data was included in the calculation. The number of carers that were assessed or reviewed separately rose from 297 in 2007/08 to 426 in 2008/09 ensuring that our

LAA target has been met and an overall target of 27% has been agreed for 2009/10. Performance at end of August 2009 was 14.2%, higher than expected for this stage in the performance year.

- People supported to live independently through social services (NI 136)

A result of 4892.2 in 2008/09 against a national average of 3265.0 signifies strong continued performance by Adult Social Care in RBWM. However, several risk factors exist with this particular indicator:

a) Dependence on externally generated population figures.

'Needs-weighted population figures are generated by the Office of National Statistics and are refreshed without an agreed timetable. The latest refresh came in May 2009, after targets had been agreed with GOSE for 2009/10 and 2010/11. Prior to the refresh, RBWM's performance was around the 5100 mark. Post-refresh, this figure fell to around the 4,900 mark despite exactly the same number of service users being helped to live at home. Negotiations are currently underway to refresh the GOSE agreed targets and a provisional internal target of 5000.0 has been agreed.

b) Data quality issues.

Despite continued data quality improvements across Adult Social Care in the areas of referrals, assessments, reviews and carers, service recording remains an area of relative weakness. This has implications for both the performance of this indicator and the transforming social care agenda. Agreement has been reached to resolve these issues for Residential & Nursing Care by end of September 2009 with the lessons learned from this task being applied to community care service recording by end of March 2010.

Latest performance at August 2009 was 5421.7 but this is expected to fluctuate considerably as the data quality work mentioned above takes place between October 2009 and March 2010.

- Adults with learning disabilities in employment (NI 146)

RBWM managed to assist 10.6% of Learning Disabled Service Users to attain or retain paid employment in 2008/09 against a national average of 7.5%, largely thanks to the continued strong performance of the 'Ways Into Work' team. Adding a further 2.5% to this figure to ensure achievement of this year's target of 13.1% will be a considerable challenge in the current economic climate. At the end of August 2009, this figure was at 11.5%. A large amount of risk exists around the potential impact of a single job loss on such a relatively small cohort – should the economic downturn cause a series of losses, the overall percentage drop will be considerable.

- Adults in contact with secondary mental health services in employment (NI 150)

Risk exists around this National Indicator as RBWM are not the data-holders and have been unable to obtain any accurate information as to how well we are performing. CMHT are a joint-funded team and operate a dual collection system for their service users – PARIS for social care information and EPEX for health information. Data for this indicator is to be collected through EPEX and compiled by Health information professionals. Discussions are underway around the information sharing protocols in place between the two organisations at both a local and national

level.

An estimate of 3.3% has been obtained using partial employment information recorded on the social care system – the actual figure is likely to be higher.

- Timeliness of social care assessment (NI 132)

Adult Social Care managed to complete 77.4% of all assessments for 'new service users' within 28 days in 2008/09 against a national average of 81%. This is a particularly resource-intensive indicator and is greatly impacted by sickness levels and the demands of new initiatives. New reporting systems have been developed to give advance warning of cases that are about to pass the 28-day margin and this has helped improve the direction of travel in the early part of the 2009/10 performance year. However, performance at end of August 2009 was 67.3% suggesting that a further action plan is required – for this to be effective, it would need to be in place by the end of October 2009. The target for 2009/10 is to achieve 81%, in line with the national average for 2008/09.

- Timeliness of social care package (NI 133)

90.2% of care packages for 'new service users' were in place within 6 weeks of assessment end in 2008/09 against a national average of 91%. For 2009/10, the scope of this indicator has been expanded to include the 18-64 cohort in addition to the those service users aged 65 or over. The target for 2009/10 is 91%. As this is the last 'sample-based' indicator in use for RBWM and is resource-intensive to calculate, no fully accurate updated data will be available until October 2010. However, any associated risk is tempered by this figure having remained over 90% for the last 3 years.

3.7.2 Housing Services

- Percentage of vulnerable people achieving independent living

This is a Supporting People issue which is closely monitored, and significant improvements have been made.

- Number of repossessions by banks and building societies

Despite concerns throughout the year, the number of repossessions has not increased. However this is possibly due in part to Government pressure on lending institutions and also Court delays, but there remains a threat of increased repossession levels in 2010.

- Number of households living in temporary accommodation

There has been no increase in the level of homelessness acceptances and the use of temporary accommodation, but it will be necessary to continue monitoring this area closely.

3.7.3 Leisure Services

- Adult participation in sport (NI8) for which the data is collected by MORI and vetted by Sport England the score achieved in 2008 was 26.4% which has reduced to 24.6% in 2009.

3.7.4 Library, Information, Heritage & Arts Service

- Physical and virtual visits to libraries were down in 2008/09 compared to the previous year but are now on an upward trend once more. NI9, percentage of adults using a library in the last 12 months, was recorded by MORI in the Active People Survey as just fewer than 50% of respondents.
- Library income has remained relatively healthy with achievement of only 1% below target as the end result for 2008/09. This level of performance continues into the new financial year, running at 30% above the adjusted target in the first five months of 2009/10.
- Physical and virtual visits to the museum displays continue to increase. The development of a permanent home for display of the museum collection was approved by Cabinet in April 2009. The performance against NI10, percentage of adult residents who had visited a museum or gallery in the last 12 months was that just under 57% according to the MORI Active People Survey..
- Ticket sales and workshop participants at Norden Farm and Firestation Arts Centres are also maintaining a steady income level despite the recession. Both partners, who deliver most of the Council funded arts activity in the Borough, are continuing to maintain a satisfactory level of business although these are difficult times for the leisure and cultural industry. NI10, as recorded in the MORI Active People Survey, indicated that almost 50% of adult residents had been to or taken part in an arts activity in the last year.

Christabel Shawcross

Strategic Director of Adult & Community Services

2008/09 End of Year Performance Report: Local Area Agreement & National Indicators

- LAA designated reward targets
- Deferred to 2009/10
- No information available

Ref	National Indicators	Lead Officer	Lead Member	Good is High or Low	Results 2007/08	Collection Details	Quarterly Results for 2008/09 (Proxy measures have been developed where indicated)				Direction of travel (latest result compared to most recent results)	Targets 2008/09	Target 2009/10	Target 2010/11	Problems/Issues/Commentary (including trends)	Latest quarterly figure against yearly target
							Q1	Q2	Q3	Q4						
Stronger Communities																
NI 8	NI 8 Adult participation in sport and active recreation (to measure participation in sport and active recreation at the local level by means of a telephone survey carried out by Sport England)	Kevin Mist	Cllr Dudley	High	24.20%	Annual	24.60%				↑	27.80%	29.80%	32.05%	This is measured through annual random telephone research undertaken by Sports England (National governing body for sports) - Autumn 08. They measure participation in sport and active recreation at the local level. The 2008 poll covered 500 sample residents where as the first sample was 1000 people in 2007. The 08/09 target was based on a 1000 sample. RBWM will continue to invest in parks and leisure centre facilities to open up more opportunities for people of all ages to exercise. We will continue to increase usage by adults of the leisure centres and work with local sports clubs to encourage activity among the adult population. Free swimming for the over 60s should help increase results in 2009	Off Target
NI 9	NI 9 Use of public libraries	Mark Taylor	Cllr Dudley	High	New	Annual	49.8%				Not Available	60%	61%	62%	The final result of 49.83% was produced from the annual Active People Survey. The result is based on the calendar year 2008. Based on proxy measure visits in a year, the total for 08/09 was 723,661 (Cumulative totals of physical visits to libraries). This was Just Short of the target of 783,665 (8% below target). Note - usage will only be included if its carried out during spare/leisure time, and not as part of full-time work, formal education or formal volunteering. Recovering from impact of refurbishment works at Maidenhead. Increasing 'virtual visits' will be reducing physical visits.	Off Target
NI 10	NI 10 Visits to museums or galleries	Mark Taylor	Cllr Dudley	High	New	Annual	56.6%				Not Available	45%	47%	48%	The final result of 56.55% was produced from the annual Active People Survey. The result is based on the calendar year of 2008. The final total for 08/09 was 12,689 (use physical visits as proxy measure in a year). This was above the proxy year-end target of 9,716 (31% above target). Cumulative totals of physical visits to library displays and museum store used. Dec includes figure for use of Heritage Loan boxes - 270. Note – usage will only be included if it is carried out during spare/leisure time, and not as part of full-time work, formal education or formal volunteering	On Target
NI 11	NI 11 Engagement in the arts	Mark Taylor	Cllr Dudley	High	New	Annual	49.4%				Not Available	48%	50%	52%	The final result of 49.43% was produced from the annual Active People Survey. The result is based on the calendar year of 2008. Based on the proxy measures, the total for 08/09 was 66,419. This was above the proxy target of 50,000 (33% above target) Includes Norden Farm & Fire Station for Arts & Culture, both with high numbers for Christmas shows. Note – usage will only be included if it is done during spare/leisure time, and not as part of full-time work, formal education or formal volunteering.	On Target
Safer communities																

Ref	National Indicators	Lead Officer	Lead Member	Good is High or Low	Results 2007/08	Collection Details	Quarterly Results for 2008/09 (Proxy measures have been developed where indicated)				Direction of travel (latest result compared to most recent results)	Targets 2008/09	Target 2009/10	Target 2010/11	Problems/Issues/Commentary (including trends)	Latest quarterly figure against yearly target
							Q1	Q2	Q3	Q4						
NI 39	NI 39 Rate of Hospital per 100,000 for Alcohol Related Harm (to reduce the number of Hospital Admissions relation to Alcohol)	Allan Brown	Cllr Dudley	Low	Not Available	Annual	996 (per 100,000 population)				Not Available	1151 (per 100,000 population)	1250 (per 100,000 pop.)	1349 (per 100,000 pop.)	Reported annually.	On Target
NI 40	NI 40 Number if drug users recorded as being in effective treatment (measures the change in the total no. of users of crack cocaine / opiates in effective treatment e.g. that remain in treatment 12 weeks after triage)	Allan Brown	Cllr Dudley	High	211	Annual	224				↑	222	224	226	Effectiveness of treatment for new and ongoing cohorts was made available at end of April. 2008/09 data 218 is based on total number of drug-users recorded as being in effective treatment in baseline year 2007/09 minus total number of drug-users recorded as being in effective treatment in current financial year.	On Target
Adult health and well-being																
NI 119	NI 119 Self-reported measure of people's overall health and well-being	Allan Brown/Health	Cllr Dudley	High	N/A	Biennial Place Survey	81.8%				Not Available	82.3%	No Place Survey	85.40%	Result from the Place Survey was published on 23 June 09	On Target
NI 120	NI 120 All-age all cause mortality rate	Allan Brown/Health	Cllr Dudley	Low	3.26	Annual	Not available				Not Available	1.6% reduction (501.5)	1.6% reduction		Pending Hub population by Central Government, 2008 data not available until Dec 09.	Not Available
NI 121	NI 121 Mortality rate from all circulatory diseases at ages under 75	Allan Brown/Health	Cllr Dudley	Low	Not Available	Annual	Not available				Not Available	PCT to provide			Pending Hub population by Central Government, 2008 data not available until Dec 09.	Not Available
NI 122	NI 122 Mortality from all cancers at ages under 75	Allan Brown/Health	Cllr Dudley	Low	Not Available	Annual	Not available				Not Available	PCT to provide			Pending Hub population by Central Government, 2008 data not available until Dec 09.	Not Available
NI 123	NI 123 16+ current smoking rate prevalence (reduce smoking in the number of people aged 16 or over)	Allan Brown/Health	Cllr Dudley	Low	430 (per 100,000 population)	Quarterly	117 (per 100,000)	209 (per 100,000)	318 (per 100,000)	517 (per 100,000)	↓	597 (50 of these to be from the age group 16-24)	598 (50 of these to be from the age group 16-24)	599 (50 of these to be from the age group 16-24)	Data collection being reviewed by PCT - will generally be 2 months late in reporting. Quarter 4 data will not be available until early July 09.	On Target
NI 124	NI 124 People with a long-term condition supported to be independent and in control of their condition	Allan Brown/Health	Cllr Dudley	High	76.19%	Annual	Survey Final data expected in July 09				Not Available	To be agreed to PCT			Healthcare Commission Primary Care Trusts Patient Survey - annual reporting. Data expected July 2009 but not available via the Central Government Hub database until end of Oct 09.	Not Available
NI 125	NI 125 Achieving independence for older people through rehabilitation/ intermediate care	Allan Brown/Health	Cllr Dudley	High	New	Annual	87.50%				Not Available	87.50%	87.50%			On Target
NI 126	NI 126 Early access for women to maternity services	Allan Brown/Health	Cllr Dudley	High	New	Annual	Not available				Not Available	No.s BE PCT pregnant - 4787 No.s seeing Midwife - 2538 53%	No.s BE PCT pregnant - 4787 No.s seeing Midwife - 3016 63%	No.s BE PCT pregnant - 4787 No.s seeing Midwife - 3495 73%	Pending Hub population by Central Government. Quarter 1 data for 2008/09 is still not available. Awaiting PCT information.	Not Available
NI 127	NI 127 Self reported experience of social care users	Allan Brown/Health	Cllr Dudley	High	No definition	Annual	Delayed to 2009/10				Not Available	TBA			The introduction of this indicator will be delayed until 2009/10 - collection system under construction, non-Paris	Not Available
NI 128	NI 128 User reported measure of respect and dignity in their treatment	Allan Brown/Health	Cllr Dudley	High	No definition	Annual	Delayed to 2009/10				Not Available	To be set 2009	TBA	TBA	The introduction of this indicator will be delayed until 2009/10 - collection system under construction.	Not Available
NI 129	NI 129 End of life care - access to palliative care enabling people to choose to die at home	Allan Brown/Health	Cllr Dudley	High	New	Annual	27.1% (proxy)				Not Available	25% (proxy)	TBA	TBA	2008/09 data not available via the Central Government Hub database until end of Nov 2009. Data shown came from http://www.nchod.nhs.uk/ , 2004 to 2006. Target is proxy only pending Health target setting.	Not Available

Ref	National Indicators	Lead Officer	Lead Member	Good is High or Low	Results 2007/08	Collection Details	Quarterly Results for 2008/09 (Proxy measures have been developed where indicated)				Direction of travel (latest result compared to most recent results)	Targets 2008/09	Target 2009/10	Target 2010/11	Problems/Issues/Commentary (including trends)	Latest quarterly figure against yearly target
							Q1	Q2	Q3	Q4						
NI 130	NI 130 Social Care clients receiving Self Directed Support (Direct Payments and Individual Budgets) per 100,000 population	Allan Brown/Health	Cllr Dudley	High	1438.7 (per 100,000) - 35.8% under new definition	Quarterly cumulative	0	1369.5 per 100,000	1334.8 per 100,000	1139.2 per 100,000 - 28.1% under new definition	↓	1250 per 100,000	29%	55%	For 2008/09, the measure will be rate per 100,000 For 2009/10, the return format will be in %. This is a new indicator - system changes required for individual Budgets pending recommendations of 'Transforming Social Care' - figure considers only Direct Payments at present. Meeting with GOSE arranged to agree targets.	On Target
NI 131	NI 131 Delayed transfers of care from hospitals The rate of delayed transfers of care from all NHS hospitals per 100,000 population aged 18+	Allan Brown/Health	Cllr Dudley	Low	12.96 (per 100,000)	Quarterly cumulative	7.5 (per 100,000)	7.5 (per 100,000)	8.0 (per 100,000)	7.7 (per 100,000)	↑	8 (per 100,000)	7.5	TBA	2.4 only attributable to Adult Social Care in 2008/09. 2.2 target for Adult Social Care in 2009/10.	On Target
NI 132	NI 132 Timeliness of social care assessment (all adults) (users and carers should expect practical help and other support to arrive in a timely fashion soon after their problems have been referred to social services)	Allan Brown/Health	Cllr Dudley	High	83.7%	Quarterly	67.5%	67.1%	65.1%	77.4%	↑	88.0%	81%	Official final data for 2008/09 is not available via the Central Government Hub database until end of Aug 09. Major challenge. Significant pressure for acute discharge. Some teams have waiting lists.	Off Target	
NI 133	NI 133 Timeliness of social care packages following assessment	Allan Brown/Health	Cllr Dudley	High	92.6%	Quarterly	91.3%	90.6%	90.6%	90.2%	↑	93.0%	91%	Although just short of target, 90.2% is in the top quartile performance.	Just Short	
NI 134	NI 134 The number of emergency bed days per head of weighted population	Allan Brown/Health	Cllr Dudley	Low	Berkshire East PCT Data 164621	Annual	Awaiting PCT Data				Not Available	0.31974 (based on 0.5% reduction per annum)	0.31814 (based on 0.5% reduction per annum)	0.31655 (based on 0.5% reduction per annum)	PCT have only provided the whole PCT area figures. Not split for RBWM. Pending for local figures - PCT to calculate. Final data for 2007/08 will not be available via the Hub until Sept 09.	Not Available
NI 135	NI 135 Carers receiving needs assessment or review and a specific carer's service, or advice and information (this target will focus specifically upon identifying and supporting young carers)	Allan Brown/Health	Cllr Dudley	High	NA	Quarterly cumulative	10.3%		14.3%	23.0%	↑	23.0%	27.0%		New indicator - expanded to include 'information and advice given to carers as a part of the service users assessment process.' In 2008/09, RBWM attained the national average despite using only 6 months worth of data on this expanded component - prospects for coming years are good.	On Target
NI 136	NI 136 People supported to live independently through social services (all adults) (this indicator measures the number of adults per 100,000 population living independently in the community that are helped through adult care services through care packages or grant funded organisations).	Allan Brown/Health	Cllr Dudley	High	4457.32 (per 100,000)	Annual (proxy is quarterly)	4924.5 per 100,000 population	4941.5 per 100,000 population	4911.2 per 100,000 population	4891.9 per 100,000 population	Not Available	4984.68 (rate per 100,000 population)	5040.71 (per 100,000 population)	5098.08 (per 100,000 population)	Targets currently under refresh following latest release of needs-weighted population figures by ONS .	On Target
NI 137	NI 137 Healthy life expectancy at age 65 (to increase the number of years of healthy life after 65).	Allan Brown/Health	Cllr Dudley	High	Not Available	Annual	Not Available				Not Available	15.95 years	16.10 years	16.25 years	Not included in the Place survey as originally indicated. CLG recently consulted on a revised Census-based methodology for this indicator. This has been delayed to 2009/10. According to the Central Government's Hub database, the first data available will be for 2002 but date for release has yet to be confirmed.	Not Available
NI 138	NI 138 Satisfaction of people over 65 with both home and neighbourhood	Allan Brown/Health	Cllr Dudley	High	Not Available	Biennial Place Survey	85.8%				Not Available	Not available	No Place Survey	TBC	Result from the Place Survey was published on 23 June 09, no target set for 08/09,	Not Available

Ref	National Indicators	Lead Officer	Lead Member	Good is High or Low	Results 2007/08	Collection Details	Quarterly Results for 2008/09 (Proxy measures have been developed where indicated)				Direction of travel (latest result compared to most recent results)	Targets 2008/09	Target 2009/10	Target 2010/11	Problems/Issues/Commentary (including trends)	Latest quarterly figure against yearly target
							Q1	Q2	Q3	Q4						
NI 139	NI 139 People over 65 who say they receive the information, assistance and support needed to exercise choice and control to live independently	Allan Brown/Health	Cllr Dudley	High	Not Available	Biennial Place Survey	24.6%				Not Available	Not available	No Place Survey	TBC	Result from the Place Survey was published on 23 June 09, no target set for 08/09,	Not Available
Tackling exclusion and promoting equality																
NI 141	NI 141 Percentage of vulnerable people achieving independent living	Chris Thomas	Cllr Dudley	High	72.73%	Quarterly	83.33%	69.23%	22.22%			75%			Qtr 4 data will not be available until 24 June 09. The data comes from the CLG. This indicator relates to temporary services for young people and measures whether service users moved on in a planned way and whether they had positive outcomes from the service. There were a spate of evictions over a few months which has caused this low result. There have been changes to the services and the projection for Quarter 1 2009/10 (April 09) is close to 100%.	Off Target (based on Qtr 3)
NI 142	NI 142 Percentage of vulnerable people who are supported to maintain independent living	Chris Thomas	Cllr Dudley	High	97.78%	Quarterly	97.61%	97.27%	98.07%			98.50%			Qtr 4 data will not be available until 24 June 09. The data comes from the CLG. This information was received from CLG. This indicator relates to long term services ie sheltered for older people and services for people with learning disabilities. The indicator is measure voids which fluctuate slight from time to time.	Not Available
NI 145	NI 145 Adults with learning disabilities in settled accommodation	Allan Brown	Cllr Dudley	High	NA	Quarterly cumulative	13.1%		50.4%	62.3%		62%	63%		New Indicator - data collection and reporting commenced October 08 as per government guidelines. Figures are cumulative. The final data will not be finalised until end of Aug 09 via the Central Government's Hub database.	On Target
NI 146	NI 146 Adults with learning disabilities in employment (this target intends to improve paid employment outcomes for those people with a learning disability known to adult care services - a key group at risk of social exclusion)	Allan Brown	Cllr Dudley	High	NA	Quarterly cumulative	10.50%			10.60%		10%	13%	(2.5% above 08/09 baseline)	New indicator - reporting commenced October 08 as per government guidelines. Cumulative. The data are being validated. The final data will not be finalised until end of Aug 09 via the Central Government's Hub database. Target - 2.5% point increase on baseline (baseline not yet confirmed as data unavailable)	On Target
NI 150	NI 150 Adults in contact with secondary mental health services in employment (the indicator is intended to measure improved employment outcomes for adults with mental health problems - a key group at risk of social exclusion)	Allan Brown	Cllr Dudley	High	NA	Annual	2.7%				Not Available	5%	5%	TBA	Data to be collected through Health systems and prepared by Health professionals - no Health data is yet available. Proxy for 2008/09 if from Social Care systems only and is very likely an underrepresentation.	Not Available
Local economy																
NI 155	NI 155 Number of affordable homes delivered (gross)	Chris Thomas	Cllr Dudley	High	150	Quarterly	105	188 (83)	211 (23)	219 (8)		106	107 (cumulative target is 213)	107 (target is cumulative total of 320)	Data provided to Audit Commission is annual. However, RBWM have quarterly data to monitor this. The target for over 3 years is 320. RBWM have already exceeded the first year by the 2nd quarter. We have already met year 2 target as well. 219 affordable units were delivered through Housing Association by end of Mar 09. The economic downturn may impact on this target towards the end of the 3 year period (note: we are currently in the first year of the 3 year stretch target programme). There were also 38 My Choice Homebuy and Open Market Homebuy completions in RBWM in 2008/9. These are where qualifying people can get an equity loan to help them buy a home on the open market they wouldn't otherwise be able to afford. These have not been included in the LAA target. The My Choice Homebuy (the current product of this type) has proved very successful.	On Target

Ref	National Indicators	Lead Officer	Lead Member	Good is High or Low	Results 2007/08	Collection Details	Quarterly Results for 2008/09 (Proxy measures have been developed where indicated)				Direction of travel (latest result compared to most recent results)	Targets 2008/09	Target 2009/10	Target 2010/11	Problems/Issues/Commentary (including trends)	Latest quarterly figure against yearly target
							Q1	Q2	Q3	Q4						
NI 156	NI 156 Number of households living in Temporary Accommodation	Chris Thomas	Cllr Dudley	Low	15	Quarterly	17	16	18			25	TBA	TBA	Qtr 4 data will not be available until 24 June 09. The data comes from the CLG.	On Target (based on Qtr 3 result)
NI 158	NI 158 % non-decent council homes	Chris Thomas	Cllr Dudley	Low	Not Available	Not Available	Not required				Not Available	Not Available	Not Available	Not Available	RBWM do not have any housing stock (council properties).	Not Available
NI 160	NI 160 Local Authority tenants' satisfaction with landlord services	Chris Thomas	Cllr Dudley	High	Not Available	Not Available	Not required				Not Available	Not Available	Not Available	Not Available	RBWM do not have any tenants	Not Available
Environmental sustainability																
NI 197	NI 197 Improved Local Biodiversity – proportion of Local Sites where positive conservation management has been or is being implemented	Kevin Mist	Cllr Rayner	High	No	Annual	Not Available for 2008/09				Not Available	Not required	TBA	TBA	Refers to Wildlife Heritage Sites - majority in private ownership. Data was not available for 2008/09. In line with the guidance, Berkshire Unitaries have now developed a common approach through Thames Valley Environmental Records Centre and the methodology has recently been approved by Natural England. Target setting for 2009/10 is now underway and reporting is expected to commence June 2009. The figure for 2008/09 in the initial findings was 15%.	Not Available
NI 199	NI 199 Children & Young People's Satisfaction with parks & play areas	Kevin Mist	Cllr Dudley	High	No	Annual	52.90%				Not Available	52.90%	Not Available	Not Available	Result came from the TellUs 3 survey. We are awaiting further guidance on what is expected of us in terms of reporting from 2009/10.	On Target

Ref	National Indicators	Lead Officer	Lead Member	Good is High or Low	Results 2007/08	Collection Details	Quarterly Results for 2008/09 (Proxy measures have been developed where indicated)				Direction of travel (latest result compared to most recent results)	Targets 2008/09	Target 2009/10	Target 2010/11	Problems/Issues/Commentary (including trends)	Latest quarterly figure against yearly target
							Q1	Q2	Q3	Q4						

Existing LAA Reward Targets

LAA 6	Existing reward target: Reduce BMI of people >30 to <27 (number of people with BMI >30 losing 3% of their total weight through structured exercise and weight loss programmes).	Kevin Mist	Cllr Dudley	High	102	Quarterly cumulative (quarterly figure as shown in brackets)	120	136 (16)	154 (29)	166 (12)	↓	100	120	Project follows progress of a cohort of SMILE club members as they under take physical activity and nutritional guidance to reduce weight. Target for the year has already been achieved.	On Target
LAA 12.1	Existing reward target: Create cleaner, greener and safer public space: No. of parks achieving Green Flag Status	Kevin Mist	Cllr Rayner	High	Not Available	Quarterly	1	1 (0)	1 (0)	1 (0)	→	2	6	Despite we have not met the target for year one, plans are in place to achieve the 3-year target. During 2008, 2 parks were entered and only one was awarded a green flag. For 2009, we have entered 5 parks for Green Flags. Judging will take place in May 09 but the awards are not announced until July 09. We will benefit from a written report on each park which we should be able to use to plan our submissions for the same parks in 2010, the final judgement year when all 6 parks need to pass their green flag appraisal. A significant programme of parks improvement is underway.	Off Target
LAA 12.2	Existing reward target: Create cleaner, greener and safer public space: % population who are 'fairly' or 'very satisfied' with parks and open spaces	Kevin Mist	Cllr Rayner	High	Not Available	Triennial	Measured through survey in late 2009 which will replicate former Best Value survey				Not Available	74%	89%	Increased investments in parks over past few years should result in positive response to survey, current feed back is very positive. Results will be measured through biannual survey of borough parks and open spaces by BMG.	Not Available

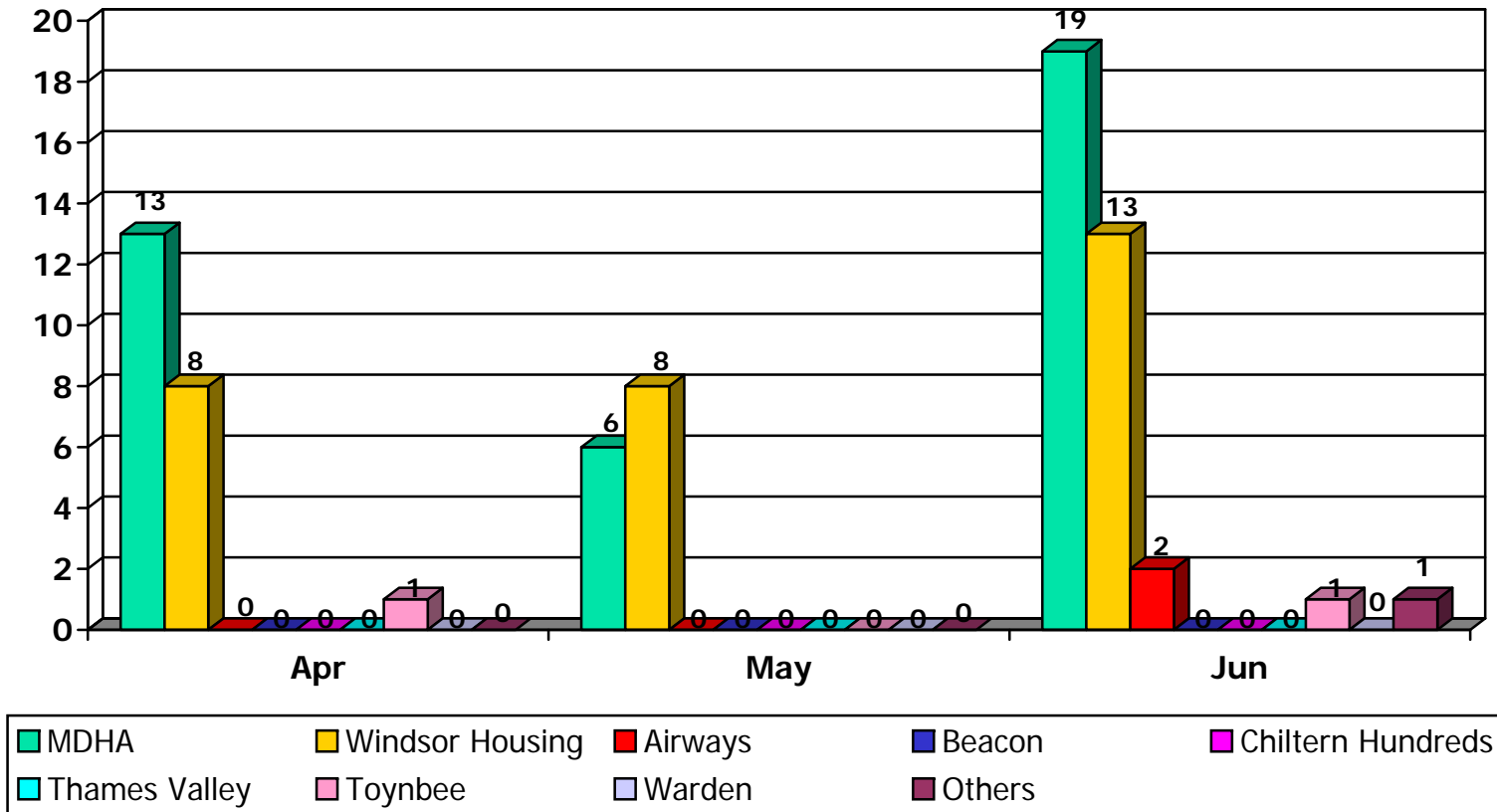
ROYAL BOROUGH OF WINDSOR & MAIDENHEAD
Adult & Community Services Directorate
HOUSING POLICY UNIT

INFORMATION BULLETIN

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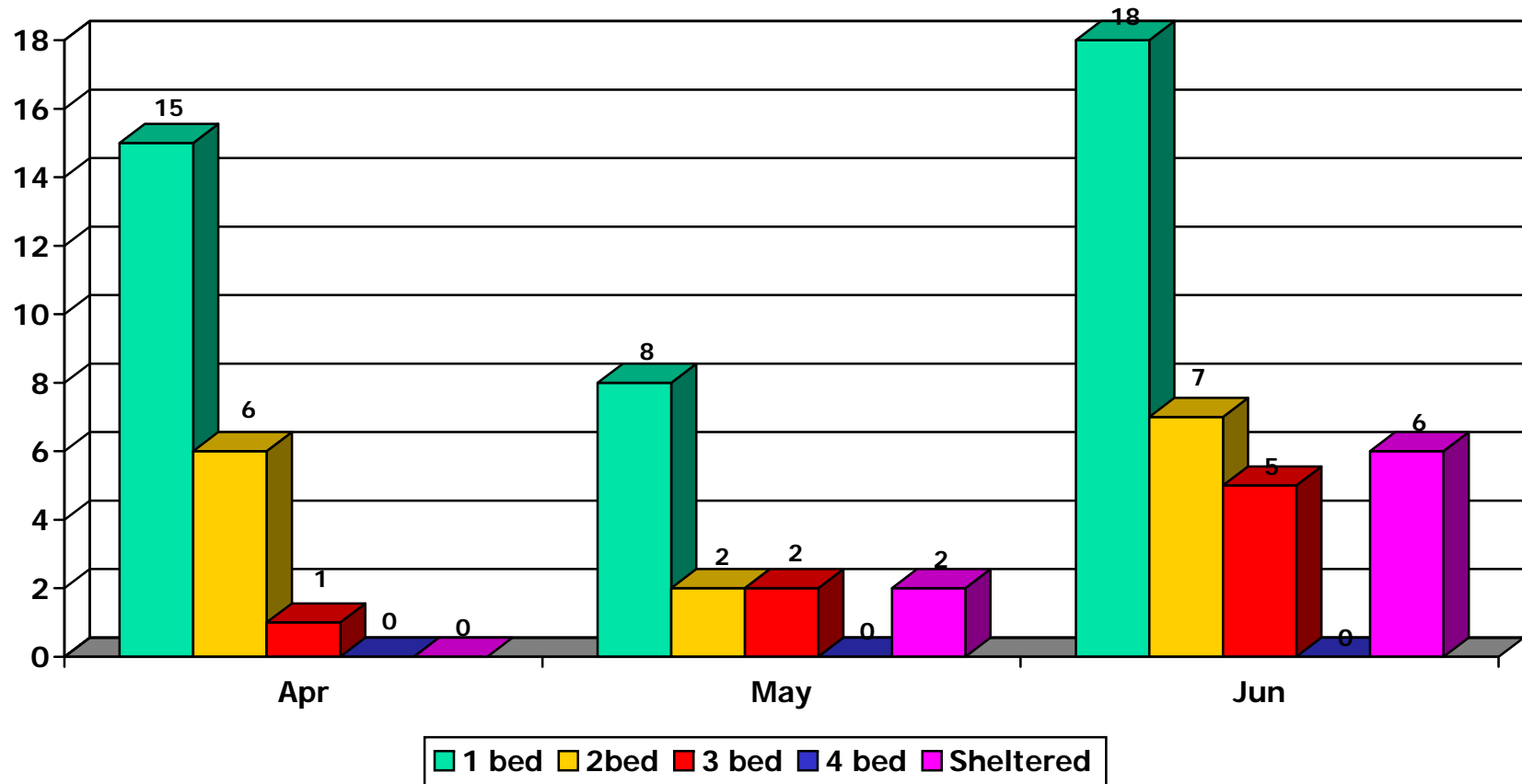
Voids and lettings received from Housing Associations for nomination

This graph illustrates the number of properties the Housing Options Team have received from partner RSL Housing Associations for applicants on the housing register to be nominated to



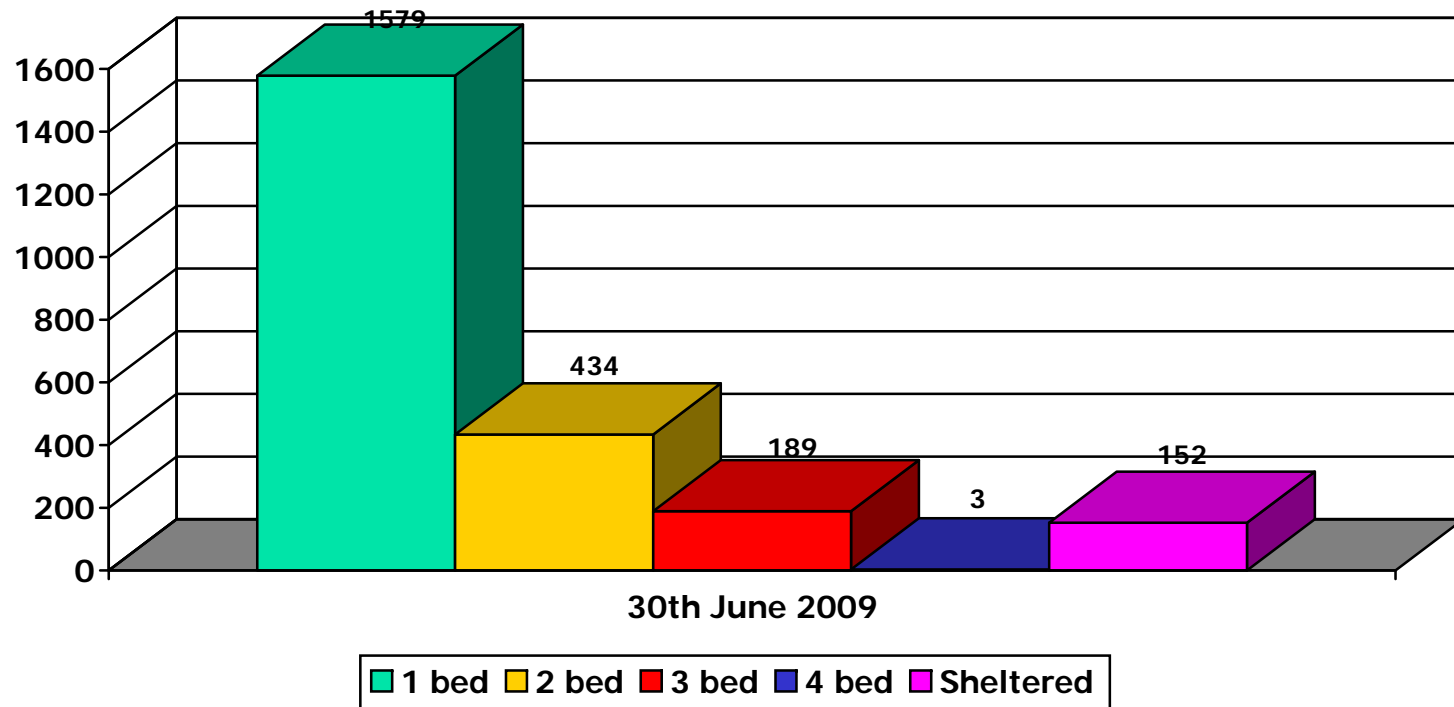
Breakdown of bedroom category for nominations received from Housing Associations

This graph illustrates the bedroom category of properties the Housing Options Team have received from partner RSL Housing Associations for applicants on the housing register to be nominated to



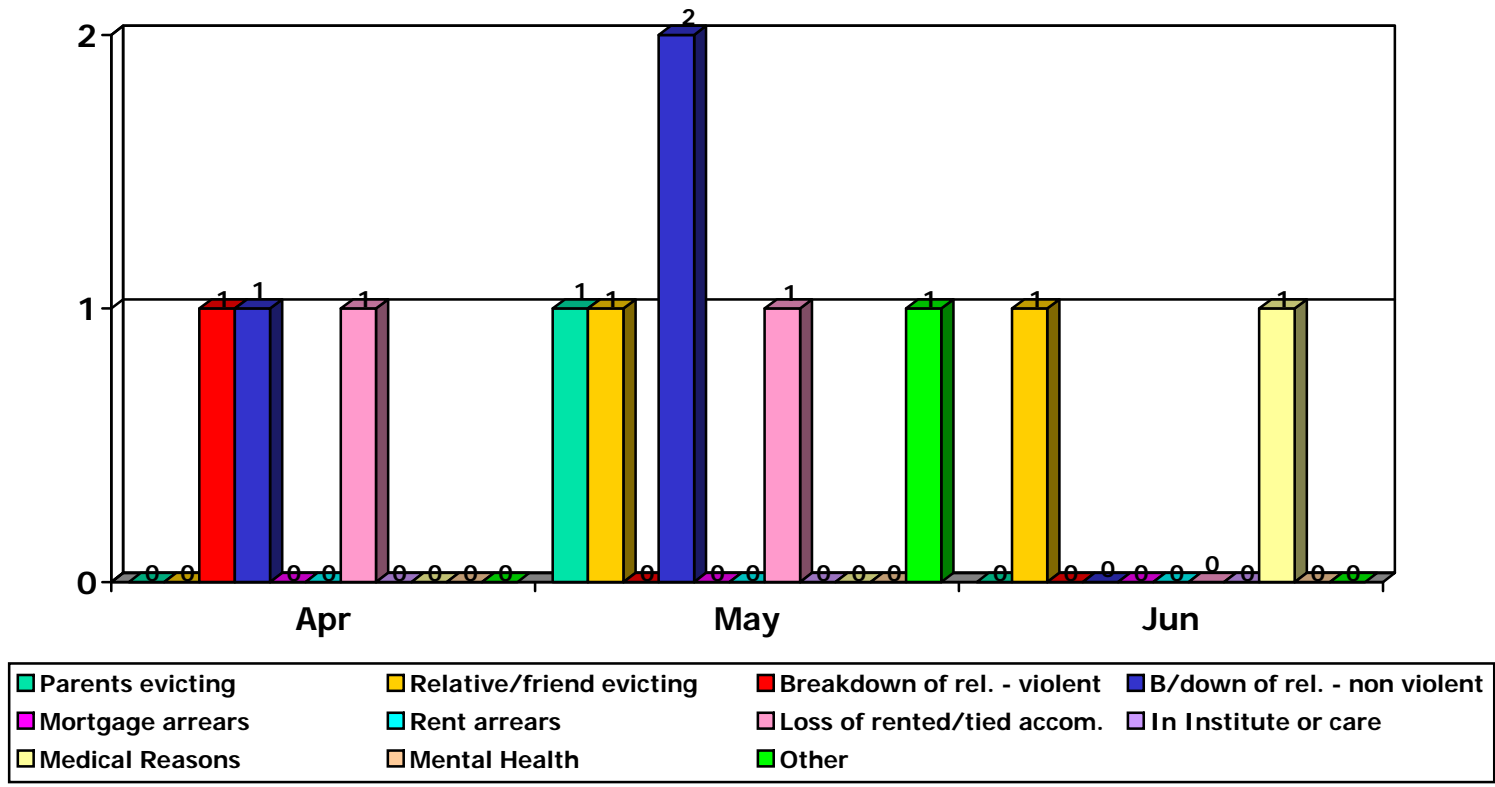
Numbers of Applicants on Statutory Register

This graph illustrates the number of applicants registered on the housing register on the last day of June 2009



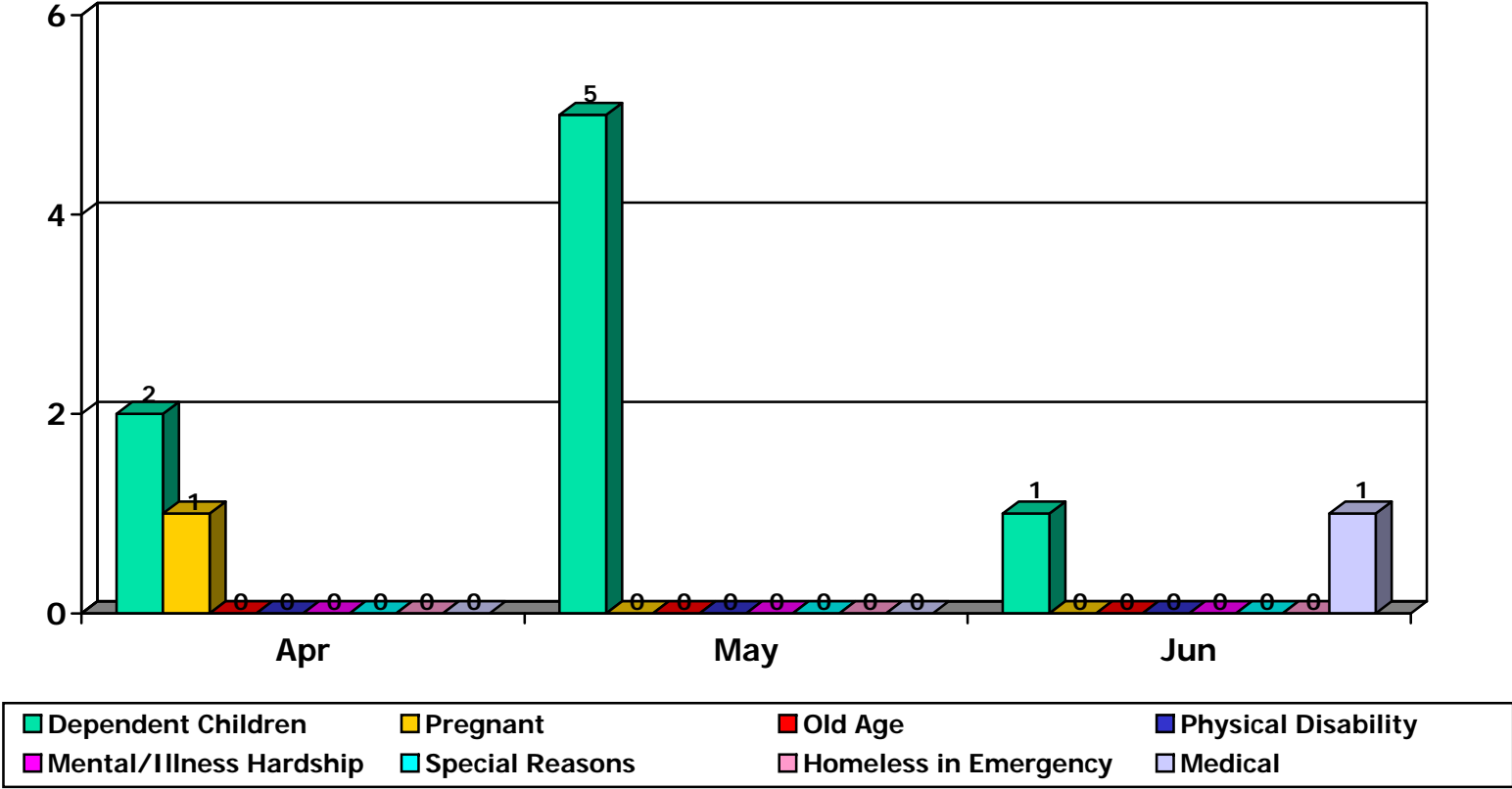
Reasons for Homelessness

This chart illustrates the number of applicants accepted as eligible for assistance, unintentionally homeless and in priority need and the reason for the applicants' homelessness



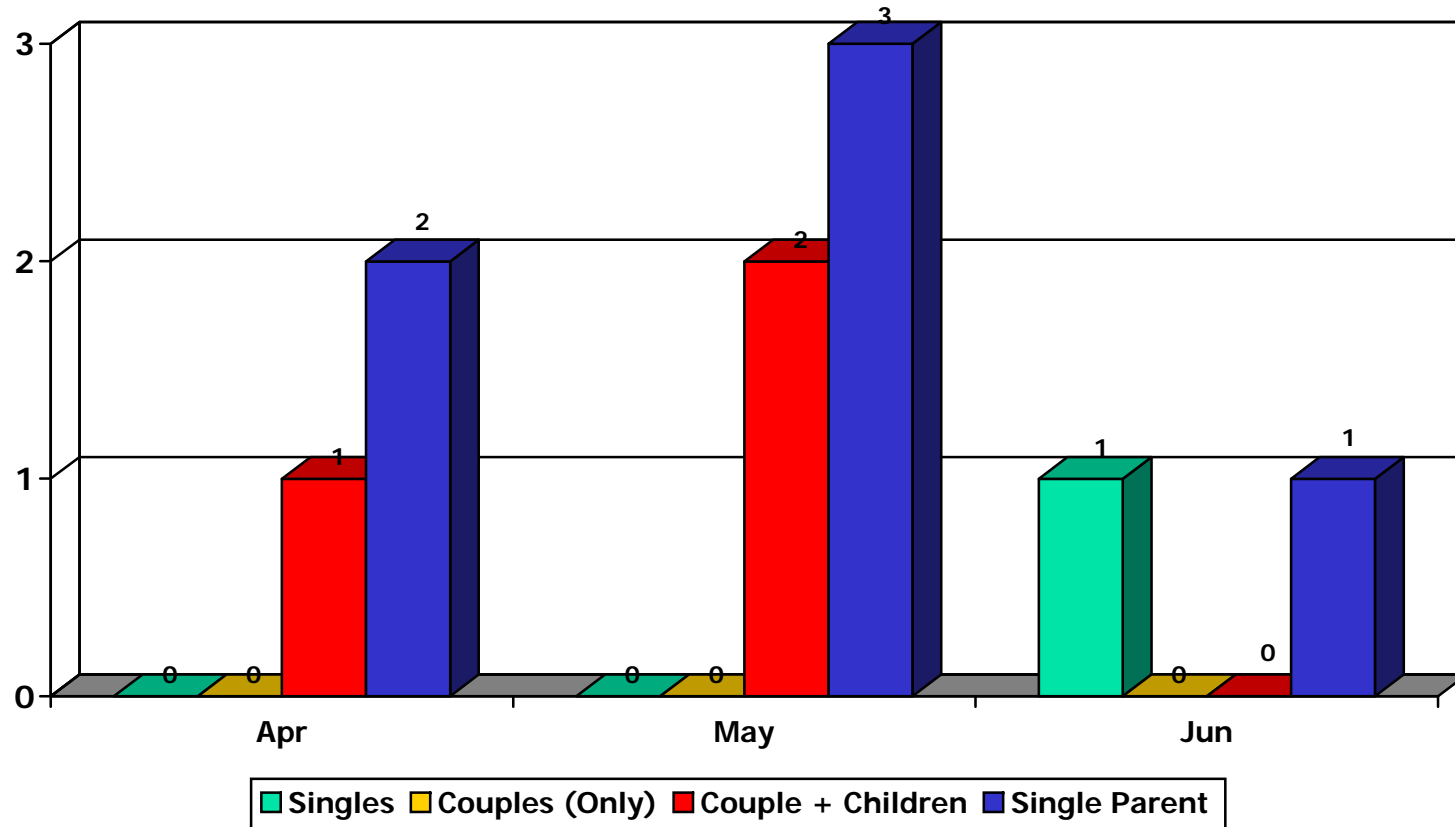
Reasons for Homelessness Priority

This chart illustrates the reason for the priority given to applicants being accepted as eligible for assistance, unintentionally homeless and in priority need



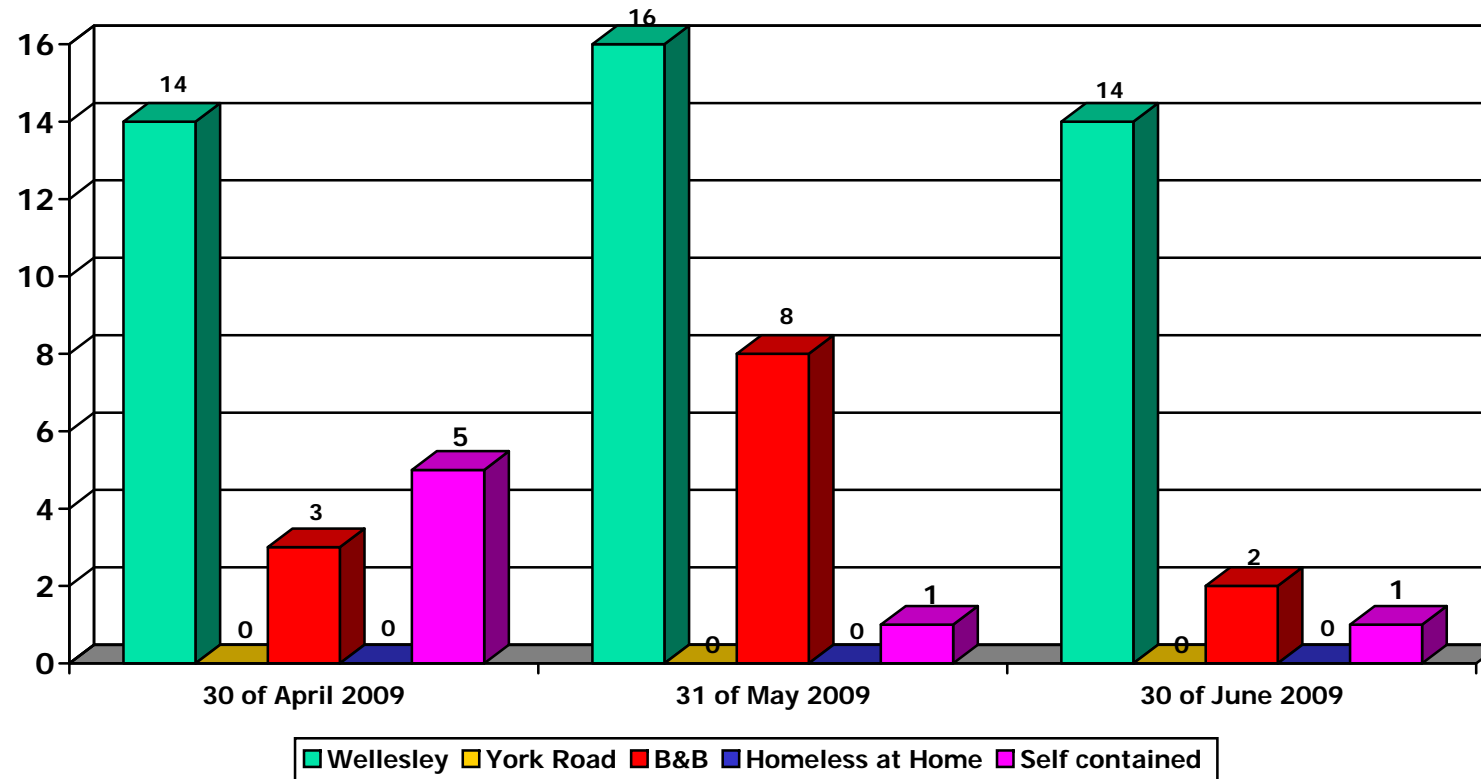
Breakdown of Homeless Households by Family Size

This chart illustrates the breakdown of the family size of applicants accepted as eligible for assistance, unintentionally homeless and in priority need



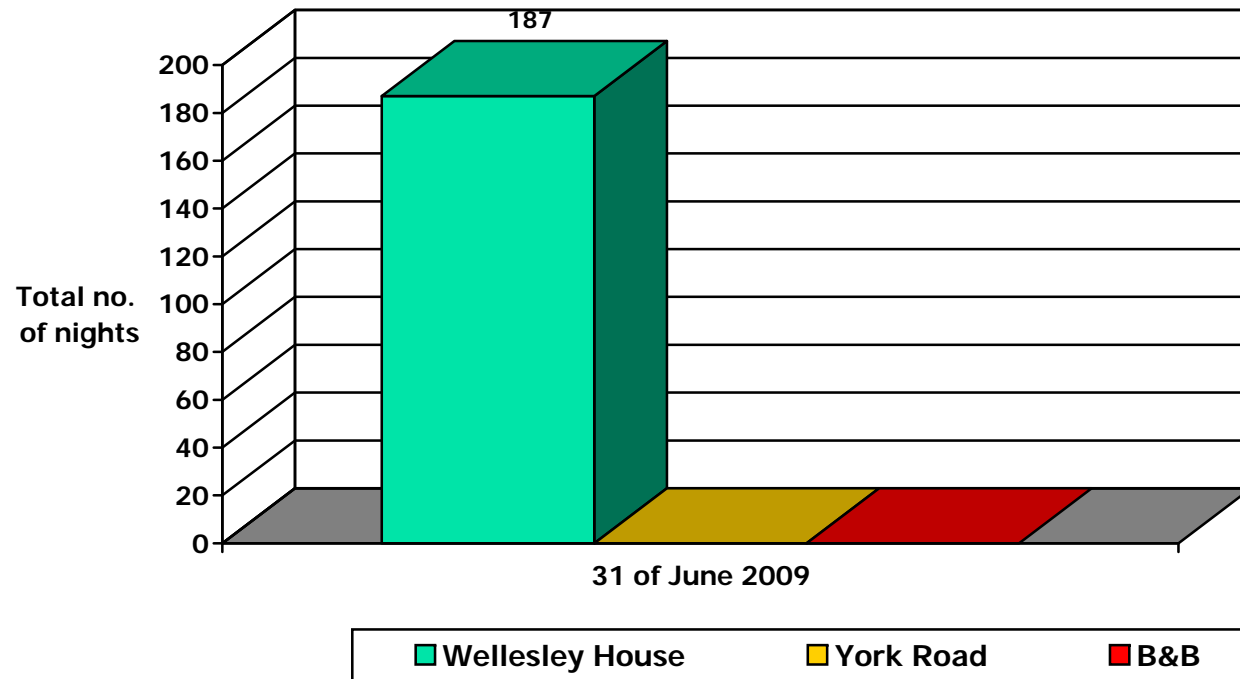
No. of Households in Temporary Accommodation on the last day of quarter

This chart shows the number of households accepted as homeless
And placed in temporary accommodation
(Apart from B&B all other accommodation is self-contained)



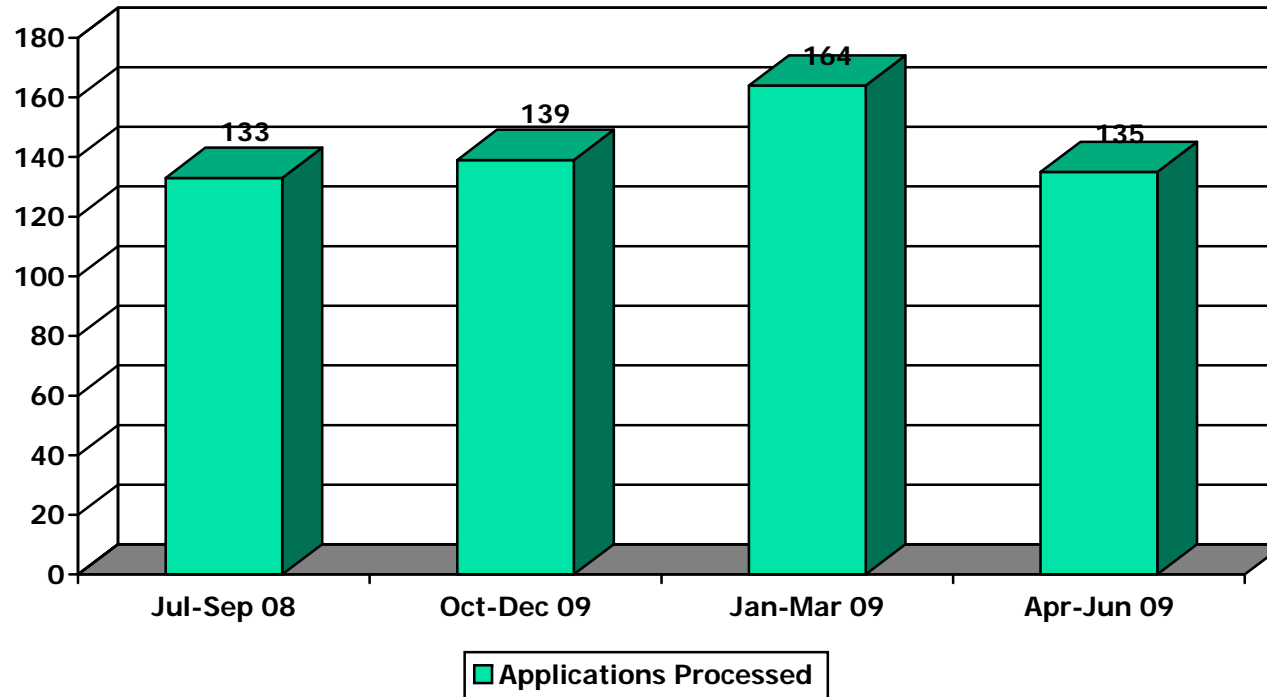
Average Time in Temporary Accommodation for Cases Rehoused in Month

This chart shows the average number of nights that all applicants spent in temporary accommodation



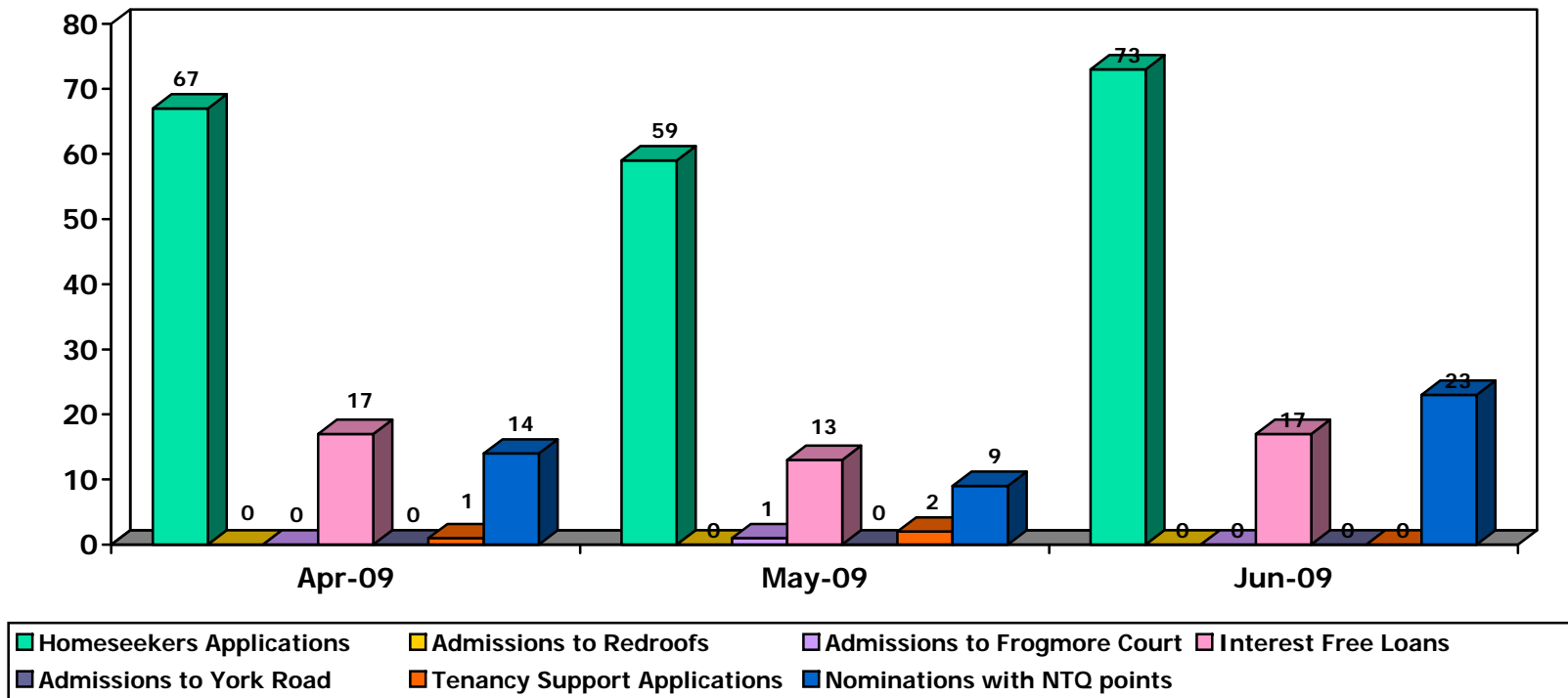
Number of Applications received and registered

This chart shows the number of housing applications received and registered by the Housing Options Team



Homelessness Prevention

This chart illustrates the number of applicants who have been threatened with homelessness and the prevention measures undertaken to avoid the homelessness



Number of Homeseekers Applications Received April – June 2009

The chart illustrates the number of Homeseekers applications received and the reason for seeking advice from the Housing Options Team

