



# Havering

L O N D O N   B O R O U G H

## INDIVIDUALS OVERVIEW & SCRUTINY SUB-COMMITTEE AGENDA

<b>7.00 pm</b>	<b>Wednesday 5 December 2018</b>	<b>Town Hall, Main Road, Romford</b>
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Members 7: Quorum 3

**COUNCILLORS:**

Ray Best (Chairman)  
Denis O'Flynn  
Nic Dodin  
Jan Sargent

Linda Hawthorn (Vice-Chair)  
Christine Smith  
Ciaran White

**For information about the meeting please contact:  
Richard Cursons 01708 432430  
[richard.cursons@onesource.co.uk](mailto:richard.cursons@onesource.co.uk)**

## **Protocol for members of the public wishing to report on meetings of the London Borough of Havering**

Members of the public are entitled to report on meetings of Council, Committees and Cabinet, except in circumstances where the public have been excluded as permitted by law.

Reporting means:-

- filming, photographing or making an audio recording of the proceedings of the meeting;
- using any other means for enabling persons not present to see or hear proceedings at a meeting as it takes place or later; or
- reporting or providing commentary on proceedings at a meeting, orally or in writing, so that the report or commentary is available as the meeting takes place or later if the person is not present.

Anyone present at a meeting as it takes place is not permitted to carry out an oral commentary or report. This is to prevent the business of the meeting being disrupted.

Anyone attending a meeting is asked to advise Democratic Services staff on 01708 433076 that they wish to report on the meeting and how they wish to do so. This is to enable employees to guide anyone choosing to report on proceedings to an appropriate place from which to be able to report effectively.

Members of the public are asked to remain seated throughout the meeting as standing up and walking around could distract from the business in hand.

### **What is Overview & Scrutiny?**

Each local authority is required by law to establish an overview and scrutiny function to support and scrutinise the Council's executive arrangements. Each overview and scrutiny sub-committee has its own remit as set out in the terms of reference but they each meet to consider issues of local importance.

The sub-committees have a number of key roles:

1. Providing a critical friend challenge to policy and decision makers.
2. Driving improvement in public services.
3. Holding key local partners to account.
4. Enabling the voice and concerns to the public.

The sub-committees consider issues by receiving information from, and questioning, Cabinet Members, officers and external partners to develop an understanding of proposals, policy and practices. They can then develop recommendations that they believe will improve performance, or as a response to public consultations. These are considered by the Overview

and Scrutiny Board and if approved, submitted for a response to Council, Cabinet and other relevant bodies.

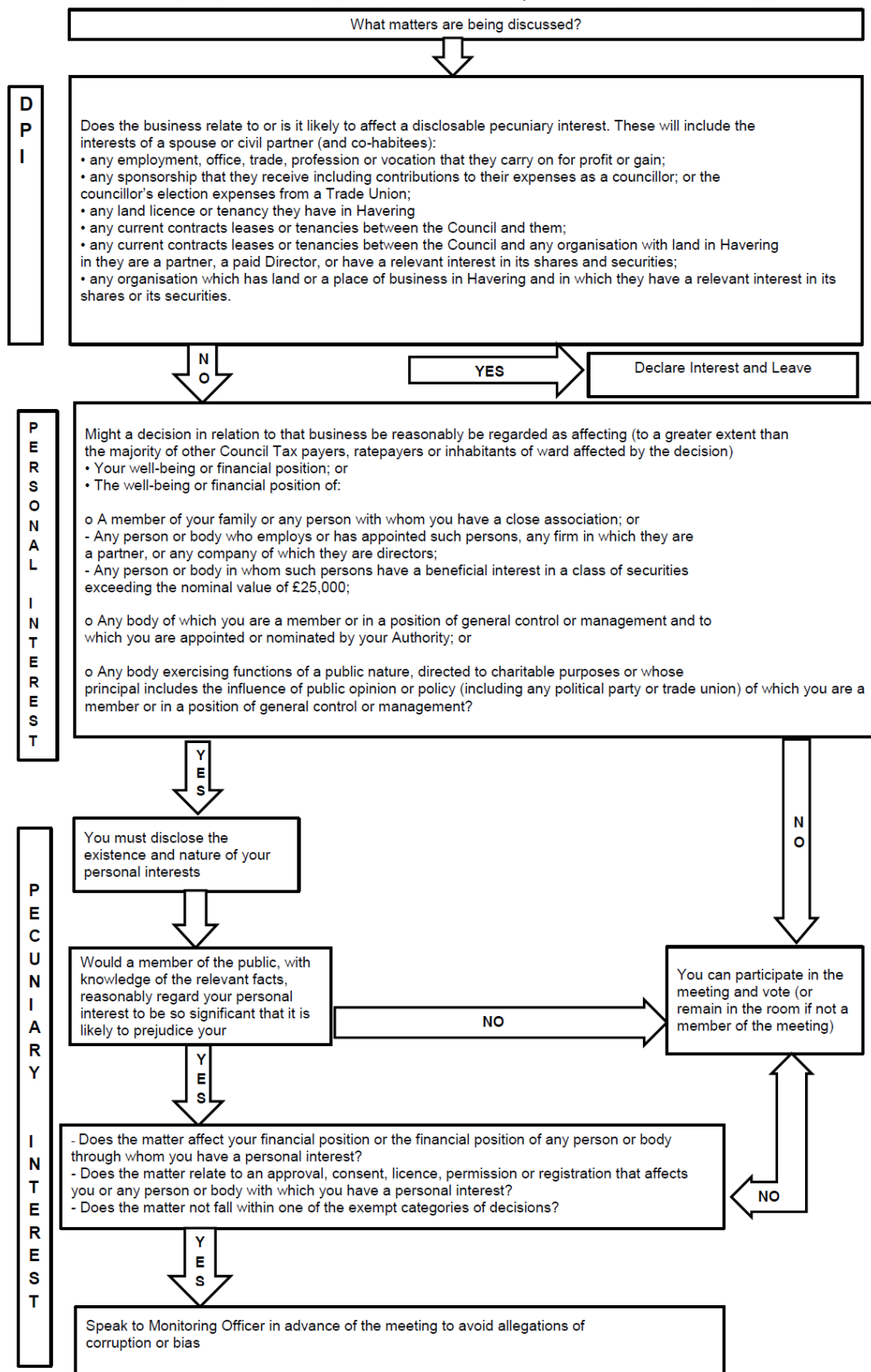
Sub-Committees will often establish Topic Groups to examine specific areas in much greater detail. These groups consist of a number of Members and the review period can last for anything from a few weeks to a year or more to allow the Members to comprehensively examine an issue through interviewing expert witnesses, conducting research or undertaking site visits. Once the topic group has finished its work it will send a report to the Sub-Committee that created it and will often suggest recommendations for the Overview and Scrutiny Board to pass to the Council's Executive.

## **Terms of Reference**

The areas scrutinised by the Committee are:

- Personalised services agenda
- Adult Social Care
- Diversity
- Social inclusion
- Councillor Call for Action

**DECLARING INTERESTS FLOWCHART – QUESTIONS TO ASK YOURSELF**



## **AGENDA ITEMS**

### **1 CHAIRMAN'S ANNOUNCEMENTS**

The Chairman will announce details of the arrangements in case of fire or other events that might require the meeting room or building's evacuation.

NOTE: Although mobile phones are an essential part of many people's lives, their use during a meeting can be disruptive and a nuisance. Everyone attending is asked therefore to ensure that any device is switched to silent operation or switched off completely.

### **2 APOLOGIES FOR ABSENCE AND ANNOUNCEMENT OF SUBSTITUTE MEMBERS**

(if any) – received.

### **3 DISCLOSURE OF INTERESTS**

Members are invited to disclose any interest in any items on the agenda at this point in the meeting.

*Members may still disclose any interest in an item at any time prior to the consideration of the matter.*

### **4 MINUTES (Pages 1 - 8)**

To approve as a correct record the Minutes of the meeting of the Committee held on 4 September 2018 and authorise the Chairman to sign them.

### **5 DABD - DIAL - A-RIDE SERVICE (Pages 9 - 16)**

### **6 QUARTER TWO PERFORMANCE REPORT (Pages 17 - 30)**

### **7 FUTURE AGENDAS**

Committee Members are invited to indicate to the Chairman, items within this Committee's terms of reference they would like to see discussed at a future meeting. Note: it is not considered appropriate for issues relating to individuals to be discussed under this provision.

**Andrew Beesley**  
**Head of Democratic Services**

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**MINUTES OF A MEETING OF THE  
INDIVIDUALS OVERVIEW & SCRUTINY SUB-COMMITTEE  
Town Hall, Main Road, Romford  
4 September 2018 (7.00 - 9.15 pm)**

**Present:**

Councillors Linda Hawthorn (Vice-Chair), Nic Dodin, Jan Sargent, Denis O'Flynn, Christine Smith, Ciaran White and Michael Deon Burton

**5 APOLOGIES FOR ABSENCE AND ANNOUNCEMENT OF SUBSTITUTE MEMBERS**

Apologies were received from Councillor Ray Best. Members of the Committee sent their best wishes to Councillor Best who was experiencing ill health at present. Councillor Best was substituted by Councillor Michael Deon Burton.

**6 DISCLOSURE OF INTERESTS**

There were no disclosures of interest.

**7 MINUTES**

The minutes of the meeting held on 17 July, 2018, were agreed and signed by the Chair as a correct record.

**8 CORPORATE PERFORMANCE REPORTS - QUARTER 1**

The Quarter 1 Performance Report was presented to the Committee by the Policy and Performance Business Partner. This covers the period between 1 April and 30 June, 2018.

It was noted at the outset that following a trial without the amber rag rating, this had been reinstated for 2018 and 2019 performance reporting.

Two performance indicators were reported to the Individuals Overview & Scrutiny Sub-Committee:

- % of service users receiving Direct Payments; and
- Rate of permanent admissions to residential and nursing care homes per 100,000 population (aged 65+).

The % of services users receiving Direct Payments has an amber rating. This was a target of 35% with a Q1 performance level of 33.6%.

It was noted however, that a bank of Personal Assistants was now in place and it was envisaged that this would improve the outturn for Direct Payments. The Personal Assistants would give support to service users to access the care they need and encourage others to receive self-directed support.

The rate of permanent admissions to residential and nursing care homes was at a green rating and well within target. The Q1 Performance Target was 145 with 2018/19 performance at 106, where smaller was better.

#### **The Individuals OSSC:**

- **Noted** the contents of the report and the actions identified to improve services.
- Members also **noted** the positive feedback to services by way of compliments received and highlighting good practice.

## **9 ADULT SOCIAL CARE - COMPLAINTS REPORT**

The Director of Adult Services presented the Adult Social Care Complaints Annual Report to the Committee. This detailed the complaints, enquiries and compliments received during the period April 2017 to March 2018.

There is a statutory requirement to publish the report annually.

Adult Social Care complaints had decreased slightly. Ombudsman enquiries however, had increased slightly. Out of the nine received in the relevant period, two were found to be maladministration injustice.

The highest number of complaints received related to external home care. These ranged from time keeping to not staying for the required period or at all. These have been recurring themes.

The number of complaints upheld in 2017-18 was 51 with 52 not being upheld and 5 being withdrawn.

A new Social Care system was introduced in February 2018 and this will allow for improved management of information and it should help to ensure consistency across the service.

It was noted that there were still complaints involving financial information as a result of a change in provision and also in relation to frustrated visit charges. The Charging Policy had been revised and was on Havering's website. Service users needed to give notice that services would not be required within an appropriate time frame to ensure there were no charges.



Overall response times to complaints needed to improve although there had been some improvement. Complaints relating to multiple agencies would have a single response.

Monitoring information had been an issue. Though the main equalities characteristics were being captured, marital status and sexual orientation had been factors which had not been routinely recorded and so efforts were in place to improve on that aspect.

Compliments had decreased by 21% though this was believed to correlate with a reduction in satisfaction surveys. It has been believed that too many surveys would become burdensome. Feedback was required but this needed to be captured in an unobtrusive way.

Member enquiries had declined from 98 in 2016/17 to 68 in 2017/18. However, only 88% were replied to within timeframes and this needed to be improved to 100%.

Learning from complaints was very important. Evidencing improvements in the service was crucial. Actions had been reviewed and implemented and further improvements were being driven. Better integrated working on complaints was needed and being explored.

#### **The Individuals OSSC:**

1. **Noted** the contents of the report and the continued work in resolving and learning from complaints and the challenges faced by the service with increasing demands.
2. **Noted** the actions identified to improve services and the continued monitoring by the Service and the Complaints & Information Team to ensure these are implemented evidencing service improvements and with a view to reduce similar complaints.
3. **Noted** the positive feedback to services by way of compliments received and highlighting good practice.

## **10 ADULT SOCIAL CARE PRECEPT - OVERVIEW**

Members of the Committee agreed to accept the supplementary agenda detailing The Adult Social Care (SC) Precept, Funding ASC and Green Paper.

The Director of Adult Services delivered a presentation to the Committee. This gave an overview of the Adult Social Care Precept and options for funding in the future.

In 2018/19, revenue from the 2% Council Tax Precept was estimated at £2.3m and was being used to safeguard the Adult Social Care provision

within the Borough. The Precept helped to mitigate pressures from demographic growth and the increased complexity of needs from both an ageing population as well as the younger adult's cohort.

To date, approximately £6.7 million had been raised from the ASC Precept, of which £4.6 million had been under the extended powers granted in 2016.

The last year for Council's to take up the precept is in 2019/20. Thereafter the ASC Green Paper was expected to set out the options and mechanisms for funding in the future.

Other funding for ASC comes from:

- The Better Care Fund
- The Improved Better Care Fund

The Committee considered the financial analysis and noted there had been some good news in the fact that there have been short-term injections of funding from Government, a balanced budget and improved performance.

However, this is against other issues such as:

- the fact that there are more older and disabled people with more complex needs
- Market failures in some parts of the country and fragility elsewhere.
- Further savings are still required to close the funding gap; and
- Due to projections in demographic growth and complexity of need, further funding will be needed.

Further events on the horizon will have to be featured in such as

- Green Paper for Adult Social Care
- Green Paper on Supported Housing
- Fair Funding Review
- National Programmes
- £20 billion Health monies
- Integration
- The Comprehensive Spending Review and
- The CQC Inspection Regime – System Reviews,

Sustainable social care needed to take a long term approach to funding reform and must recognise the needs of working age as well as older people. It must address the costs of a sustainable and valued workforce and seek to achieve a stable and responsive provider market.

A fair balance between individuals and families as to how care was funded was needed and members of the public should be made fully aware of the value of social care.

Government had decided to delay the Green Paper and as a result The Local Government Association had taken action to publish its own Green Paper and public consultation. The consultation closed at the end of September 2018 and the results would be published thereafter.

**The Individuals OSSC:**

- **Noted** the contents of the presentation.

**11 INTRODUCTION TO HEALTHWATCH HAVERING AND ANNUAL REPORT 2017/18**

The Individuals Overview and Scrutiny Sub Committee welcomed the Executive Director and Company Secretary of Healthwatch Havering who gave an introduction to the organisation.

Members watched two short videos:

"We are the Borough's Independent health and care champion", and "Share Your Story", which are both available on the website through the following link

<https://www.healthwatchhavering.co.uk/>

Healthwatch was a national initiative created in 2012 following the Public Enquiry into the failings at the Mid Staffordshire Hospital by Sir Robert Francis QC. The report resulted in the government making it law that people should be at the centre of care. Healthwatch's role was to consider and understand the needs of different people ensuring that these views were heard by decision makers in health and social care. Healthwatch have the power to Enter and View organisations that receive public sector funding and the resultant reports were available in the public domain.

Members were presented with the Healthwatch Havering Annual Report as detailed in the agenda pack. Healthwatch help to make sure views were heard and encourage services to work hard for everyone. Members of the public had a greater say in their own care and everyone working together was helping to drive improvement through informed feedback and recommendations.

Over the past year Healthwatch has made over 60 recommendations to improve services following the Enter and View Programme which included visits to 10 GP's, 3 hospital visits and 13 Nursing and Care Home visits, the reports of which are all available on the website. Healthwatch had been listening to residents, voluntary organisations and other partners who had repeatedly raised concerns about sight services. None of this work would have been possible without the Healthwatch team and the volunteer members that work very hard to produce really valuable work and reports.

Partnership working was key to the work that is done and invaluable to ensure that Healthwatch make a difference. There were a number of examples of this work including:

- Partnership with the CCG seeking the views of people about urgent and emergency care services – Right Care, Right Place, First Time
- Healthwatch have reported on Sight Services responding to the concerns of local people and voluntary organisations (also on the agenda)
- Raising concerns about the withdrawal of out of hours pharmacy services at Harold Wood Poly Clinic
- Working with the Overview and Scrutiny Committee on the delays experienced by patients referred for treatment at BHRUT
- Being part of the wider network of organisations involved with Learning Disabilities and Autism, helping to improve health and social care services for individuals, their families and carers.

Healthwatch need input from local people to shape the health care needed now and in the future. This helps to produce strong evidence for decision makers to act upon.

There is a strategic plan for 2018/19 ensuring that strategic objectives are met to ensure people are supported to have their say in order to make a difference together. Work to develop relationships with policy makers will also continue.

#### **The Individuals OSSC:**

Thanked the Healthwatch representative for the interesting and comprehensive presentation.

- **Noted** the details of the presentation.

## **12 SERVICES IN HAVERING FOR PEOPLE WHO HAVE A VISUAL IMPAIRMENT - A REVIEW**

Members of the Individuals OSSC gave consideration to the report of Healthwatch Havering entitled, Services in Havering for People who have a visual Impairment: a review. The report was finalised in June 2018.

Members had heard from the previous presentation that a significant role of the Healthwatch organisation is to support and empower the most vulnerable members of the community to have a voice and influence services which have a substantial impact on day to day lives.

The report looked at concerns from residents, professional staff and voluntary organisations and looked at the journey taken by patients using services.

The report started from the view of patients and carers which is contained within the UK vision Strategy:

“Seeing it my way”

- ✓ That I have someone to talk to
- ✓ That I understand my eye condition and the registration process
- ✓ That I can access information
- ✓ That I have help to move around the house and to travel outside
- ✓ That I can look after myself, my health, my home and my family
- ✓ That I can make the best use of the sight I have
- ✓ That I am able to communicate and to develop skills for reading and writing
- ✓ That I have equal access to education and lifelong learning
- ✓ That I can work and volunteer
- ✓ That I can access and receive support when I need it

The report made a total of 18 recommendations

**The Individuals OSSC:**

**Noted** the contents of the report

**Noted** all 18 recommendations made in respect of all agencies and partners.

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**Chairman**

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## INDIVIDUALS OVERVIEW AND SCRUTINY SUB-COMMITTEE, 5 DECEMBER 2018

<b>Subject Heading:</b>	DABD Dial-A-Ride service
<b>CMT Lead:</b>	Barbara Nicholls
<b>Report Author:</b>	Anthony Clements, Principal Democratic Services Officer, <a href="mailto:anthony.clements@onesource.co.uk">anthony.clements@onesource.co.uk</a> , tel: 01708 433065
<b>Policy context:</b>	The information presented gives details of the current Dial-A-Ride service for Havering.
<b>Financial summary:</b>	No financial implications of the covering report itself.

### The subject matter of this report deals with the following Council Objectives

Communities making Havering	<input checked="" type="checkbox"/>
Places making Havering	<input type="checkbox"/>
Opportunities making Havering	<input type="checkbox"/>
Connections making Havering	<input type="checkbox"/>

### SUMMARY

Officers from the DABD organisation will present details of the Dial-A-Ride service that the organisation provides in Havering.

## RECOMMENDATIONS

1. That the Sub-Committee considers the information presented and takes any action it considers appropriate.

## REPORT DETAIL

As Members are aware, Havering has the largest elderly population in London and transport services such as that provided under the Dial-A-Ride service are therefore of particular importance to local people. As such, Members have repeatedly attempted to scrutinise these services in recent years, particularly when they were provided directly by Transport for London, but this has proved difficult.

The current provider of the service is the DABD organisation and the Sub-Committee should be joined by senior DABD representatives who will give details of the service provided in Havering. Members are encouraged to take this opportunity to scrutinise these issues directly with the DABD officers and seek to gain a fuller understanding of the service that is available for Havering residents.

Some further details of the transport services offered by DABD are attached in an extract from the organisation's website and this can also be accessed electronically via this link:

<https://www.dabd.org.uk/help-and-advice/help-to-get-around/door-to-door-transport>

## IMPLICATIONS AND RISKS

**Financial implications and risks:** None of this covering report.

**Legal implications and risks:** None of this covering report.

**Human Resources implications and risks:** None of this covering report.

**Equalities implications and risks:** None of this covering report.



## **BACKGROUND PAPERS**

None.

Appendix – Extract from DABD website.

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☎ [020 8592 8603](tel:02085928603) ✉ [info@dabd.org.uk](mailto:info@dabd.org.uk)

find us on

search the site



# door-to-door transport

## Door-to-door transport



A trip to the shops, clinics or doctor's appointment, journey to school, work or social visits can be made easier with our friendly door-to-door transport service.

Our fully accessible vehicles transport people of all ages with limited mobility including wheelchair users, scooter users and people needing a stretcher or oxygen facilities.

Please call us to quote for your journey. Please note our door-to-door transport service operates on a not-for-profit basis and to use it you must belong to DABD's passenger transport membership scheme. You can register for this when you book your journey or in advance.

If you need further assistance on your journey, we can provide Passenger Assistants at extra cost. Please ask us when you book.

As well as providing individual journeys our vehicles are available for contract hire. Current commissions include the NHS, London Boroughs, education departments and Dial-A-Ride door-to-door services. We're happy to discuss your organisation's transport needs, so please call us to discuss group or individual bespoke services.

## Community excursions

When you have a mobility concern, you may find that the seaside, markets, shopping centres, garden centres and theatres are not always easily accessible.

Through our transport service and using our accessible vehicles you can enjoy days out by yourself or with clubs, groups and other passengers.

Prices can be quoted for individual destinations and you can also book Passenger Assistants in advance (at extra cost).

Please note our door-to-door transport service operates on a not-for-profit basis and to use it you must belong to DABD's passenger transport membership scheme. You can register for this when you book your journey or in advance.

## Driver/Transport training



Our experienced trainers provide a range of courses – MiDAS (Minibus Driver Awareness Scheme), PATS and MiDAS Car & MPV training. For more information,

please visit our training courses (<https://www.dabd.org.uk/help-and-advice/help-to-find-a-job/training-courses>) page.

## navigation



contact

the transport team

Contact us today

020 8252 5930

[transport@dabd.org.uk](mailto:transport@dabd.org.uk)

## about dabd

At DABD, we want to make sure everyone has equal access to opportunities, be it work, benefits, training, transport or social activities to help them live an independent life. We want to break down the barriers that can prevent people from living the life they would choose and encourage them to be as independent as they want to be.

## contact us

DABD, Central Office, Pembroke Gardens, Dagenham, Essex, RM10 7YP

☎ 020 8592 8603

## INDIVIDUALS OVERVIEW AND SCRUTINY SUB-COMMITTEE, 5 December 2018

<b>Subject Heading:</b>	Quarter 2 performance report
<b>SLT Lead:</b>	Jane West, Chief Operating Officer
<b>Report Author and contact details:</b>	Graham Oakley, Senior Performance and Business Intelligence Analyst - 01708 433705, <a href="mailto:graham.oakley@havering.gov.uk">graham.oakley@havering.gov.uk</a>
<b>Policy context:</b>	The report sets out Quarter 2 performance relevant to the remit of the Individuals Overview and Scrutiny Sub-Committee
<b>Financial summary:</b>	<p>There are no direct financial implications arising from this report. However adverse performance against some performance indicators may have financial implications for the Council.</p> <p>All service directorates are required to achieve their performance targets within approved budgets. The Senior Leadership Team (SLT) is actively monitoring and managing resources to remain within budgets, although several service areas continue to experience financial pressure from demand led services.</p>

### The subject matter of this report deals with the following Council Objectives

Communities making Havering	[X]
Places making Havering	<input type="checkbox"/>
Opportunities making Havering	<input type="checkbox"/>
Connections making Havering	<input type="checkbox"/>

## SUMMARY

This report supplements the presentation attached as **Appendix 1**, which sets out the Council's performance against indicators within the remit of the Individuals Overview and Scrutiny Sub-Committee for Quarter 2 (July 2018 – September 2018).

## RECOMMENDATION

That the Individuals Overview and Scrutiny Sub-Committee notes the contents of the report and presentation and makes any recommendations as appropriate.

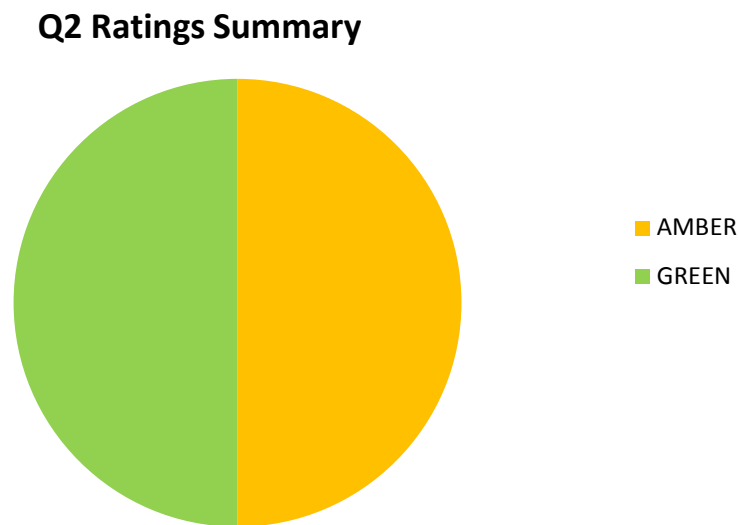
## REPORT DETAIL

1. The report and attached presentation provide an overview of the Council's performance against the 2 performance indicators selected for monitoring by the Individuals Overview and Scrutiny Sub-Committee. The presentation highlights areas of strong performance and potential areas for improvement.
2. Tolerances around targets have been reinstated for 2018/19 performance reporting. Performance against each performance indicator has therefore been classified as follows:
  - **Red** = outside of the quarterly target and outside of the agreed target tolerance, or 'off track'
  - **Amber** = outside of the quarterly target, but within the agreed target tolerance
  - **Green** = on or better than the quarterly target, or 'on track'
3. Where performance is rated as '**Red**', '**Corrective Action**' is included in the report. This highlights what action the Council will take to improve performance.
4. Also included in the report are Direction of Travel (DoT) columns, which compare:
  - Short-term performance – with the previous quarter (Quarter 1 2018/19)
  - Long-term performance – with the same time the previous year (Quarter 2 2017/18)



5. A green arrow (↑) means performance is better and a red arrow (↓) means performance is worse. An amber arrow (→) means that performance has remained the same.
6. Both the performance indicators selected by the sub-committee have been included in the Quarter 2 2018/19 report and presentation. Both indicators have been assigned a RAG status.

### Quarter 2 Rating Summary



Of the two indicators:

**1 (50%)** has a status of **Green** (on track)

**1 (50%)** has a status of **Amber** (off track but within tolerance)

Performance is on par with performance in Quarter 1 of 2018/19 and has improved when compared to the same stage last year, where one indicator was Green and the other was Red.

## IMPLICATIONS AND RISKS

### **Financial implications and risks:**

There are no direct financial implications arising from this report. However adverse performance against some performance indicators may have financial implications for the Council.

All service directorates are required to achieve their performance targets within approved budgets. The Senior Leadership Team (SLT) is actively monitoring and managing resources to remain within budgets, although several service areas continue to experience significant financial pressures in relation to a number of demand led services, such as childrens and adults' social care. SLT officers are focused upon controlling expenditure within approved directorate budgets and within the total General Fund budget through delivery of savings plans and mitigation plans to address new pressures that are arising within the year.

### **Legal implications and risks:**

Whilst reporting on performance is not a statutory requirement, it is considered best practice to regularly review the Council's progress.

### **Human Resources implications and risks:**

There are no HR implications or risks involving the Council or its workforce that can be identified from the recommendations made in this report.

### **Equalities implications and risks:**

There are no equalities or social inclusion implications or risks identified at present.

## BACKGROUND PAPERS

Appendix 1: Quarter 2 Individuals Performance Presentation 2018/19



# Havering

LONDON BOROUGH

# **Quarter 2 Performance Report 2018/19**

## **Individuals O&S Sub-Committee**

**5th December 2018**

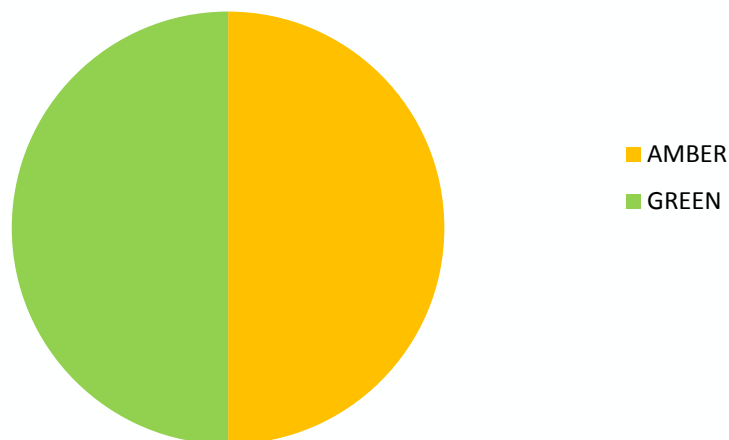
## About the Individuals O&S Committee Performance Report

- Overview of the Council's performance against the indicators selected by the Individuals Overview and Scrutiny Sub-Committee
- The report identifies where the Council is performing well (**Green**), within target tolerance (**Amber**) and not so well (**Red**).
- Where the RAG rating is '**Red**', '**Corrective Action**' is included in the presentation. This highlights what action the Council will take to improve performance.

## OVERVIEW OF INDIVIDUALS INDICATORS

- 2 Performance Indicators are reported to the Individuals Overview & Scrutiny Sub-Committee.
- Q2 performance figures are available for both indicators.

Q1 Indicators Summary



Of the 2 indicators:

**1 (50%)** has a status of **Green**.

**1 (50%)** has a status of **Amber**.

## Quarter 2 Performance

Sub-committee	Indicator and Description	Value	Tolerance	2018/19 Annual Target	2018/19 Q2 Target	2018/19 Q2 Performance	Short Term DOT against Q1 2018/19		Long Term DOT against Q2 2017/18	
Individuals	% of service users receiving direct payments	Bigger is better	5%	35%	35%	AMBER 34.9%	↑	33.6%	↑	34.0%
	Rate of permanent admissions to residential and nursing care homes per 100,000 population (aged 65+)	Smaller is better	5%	660	310	GREEN 293	↓	106	↓	209.8

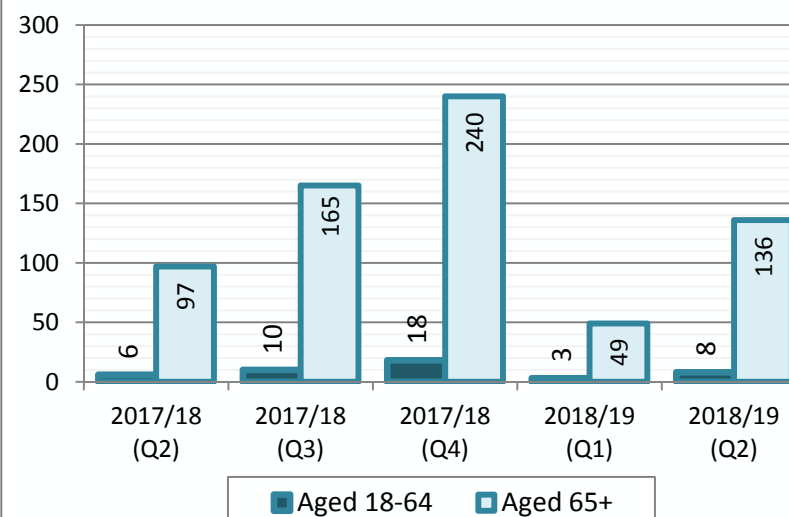
## Positive Performance

- Better than target (where lower is better) for the rate of permanent admissions for service users aged 65+ into nursing or residential care.
- An improvement in outturn for Direct Payments when compared with the same point last year, and within target tolerance



## ADULT SOCIAL CARE

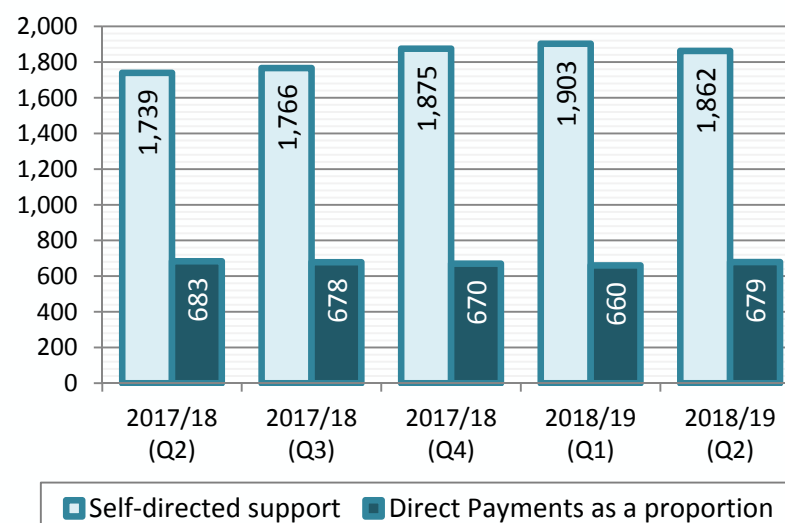
### DP 09: Permanent admissions to residential and nursing care homes



By the end of Q2, there had been 8 adults aged 18-64 in council-supported permanent admissions to residential and nursing care, this is an increase of 2 when compared to Q2 in 2017/18. There had been 136 adults aged over 65 in council-supported permanent admissions, whereas for the same period in 2017/18 there had been 97

## ADULT SOCIAL CARE

### DP 10: Self Directed Support and Direct Payments as a Proportion



At the end of Q2, there were 1,862 service users receiving self directed support, compared to 1,739 at the same stage last year (an increase of 7%). However there was a slight reduction in the take-up of direct payments from September 2017 compared to September 2018.

# Any questions?



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