



Havering
LONDON BOROUGH

Quarter 4 Performance Report 2017/18

Individuals O&S Sub-Committee

17th July 2018

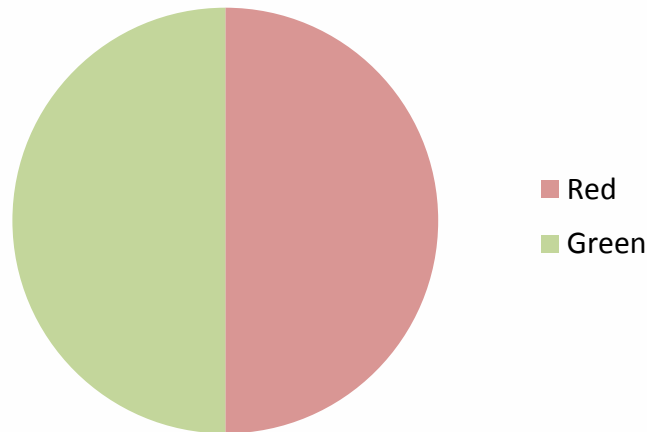
About the Individuals O&S Committee Performance Report

- 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**) 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.
- Q4 performance figures are available for both indicators.

Q4 Indicators Summary



Of the 2 indicators:

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

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

Quarter 4 Performance

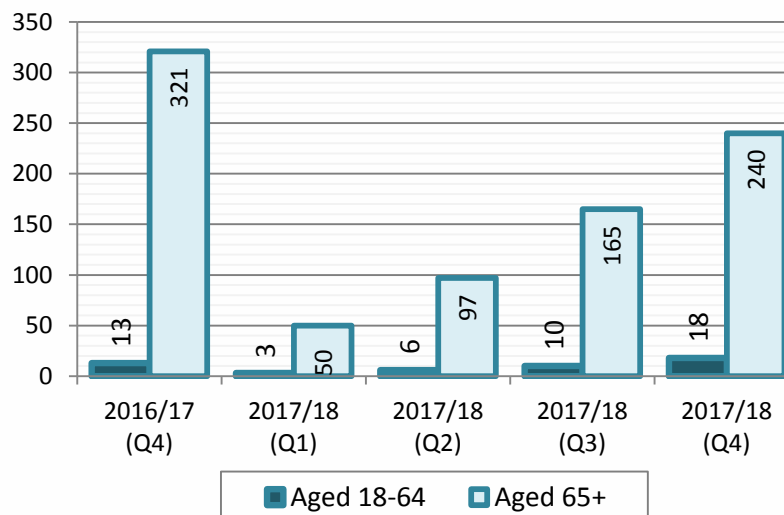
Indicator and Description	Value	2017/18 Annual Target	2017/18 Q4 Target	2017/18 Q4 Performance	Short Term DOT against Q3 2017/18		Long Term DOT against Q4 2016/17	
% of service users receiving direct payments	Bigger is better	36%	36%	RED 34.1%	↑	33.7%	↑	33.3%
Rate of permanent admissions to residential and nursing care homes per 100,000 population (aged 65+)	Smaller is better	660	660	GREEN 519	↓	356.8	↑	700

Highlights

- Better than target (where lower is better) for the rate of permanent admissions for service users aged 65+ into nursing or residential care.
- 25% reduction compared with the same period last year (321 admissions in 2016/17 compared to 240 admissions in 2017/18).

ADULT SOCIAL CARE

DP 09: Permanent admissions to residential and nursing care homes



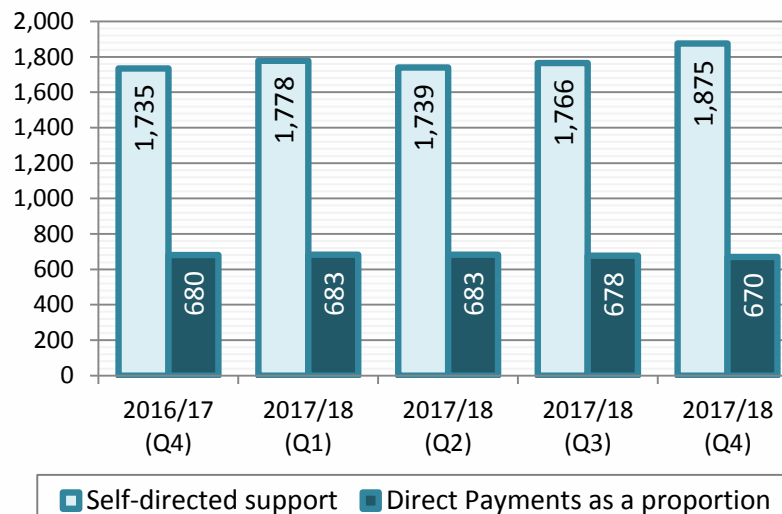
By the end of Q4, there had been 108 adults aged 18-64 in council-supported permanent admissions to residential and nursing care, which is an increase on Q4 in 16/17. There had been 240 adults aged over 65 in council-supported permanent admissions. In 2016/17 there had been 321, representing a decrease of 81.

Improvements Required

- Below target (where bigger is better) for the % of service users who receive their care via a Direct Payment.
- But an improvement in outturn when comparing 2017/18 to 2016/17
- Working group is reviewing the end to end process to make it quicker and simpler, with the hope that this improves uptake of Direct Payments

ADULT SOCIAL CARE

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



At the end of Q4, there were 1,875 service users receiving self directed support, compared to 1,735 at the same stage last year. However there was a 1.5% reduction in the take-up of direct payments from March 2017 to March 2018.

Any questions?

