# Havering
## LONDON BOROUGH

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# INDIVIDUALS OVERVIEW & SCRUTINY SUB-COMMITTEE
# AGENDA

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| 6.00 pm | Tuesday 15 September 2020 | Zoom |
|---|---|---|

Members 7: Quorum 3

**COUNCILLORS:**

Nic Dodin                                   Ciaran White
Denis O'Flynn                               Linda Van den Hende
Christine Smith (Chairman)                  Michael White (Vice-Chair)
Vacancy

**For information about the meeting please contact:**
**Luke Phimister 01708 434619**
**luke.phimister@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

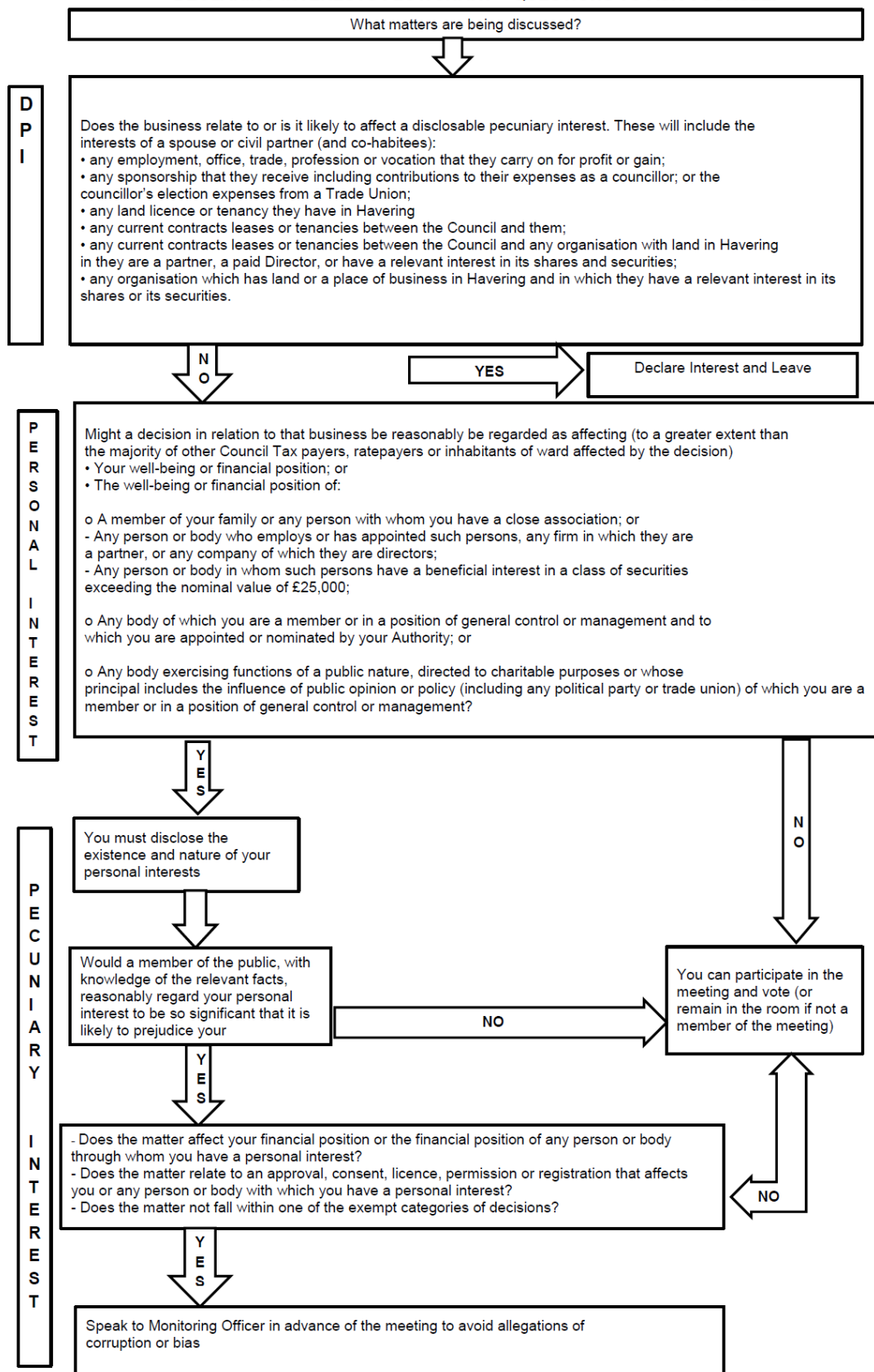and Scrutiny Board and if approved, submitted for a response to Council, Cabinet and other relevant bodies.

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**

What matters are being discussed?

**D P I**

Does the business relate to or is it likely to affect a disclosable pecuniary interest. These will include the interests of a spouse or civil partner (and co-habitees):
• any employment, office, trade, profession or vocation that they carry on for profit or gain;
• any sponsorship that they receive including contributions to their expenses as a councillor; or the councillor's election expenses from a Trade Union;
• any land licence or tenancy they have in Havering
• any current contracts leases or tenancies between the Council and them;
• any current contracts leases or tenancies between the Council and any organisation with land in Havering in they are a partner, a paid Director, or have a relevant interest in its shares and securities;
• any organisation which has land or a place of business in Havering and in which they have a relevant interest in its shares or its securities.

NO

YES → Declare Interest and Leave

**PERSONAL INTEREST**

Might a decision in relation to that business be reasonably be regarded as affecting (to a greater extent than the majority of other Council Tax payers, ratepayers or inhabitants of ward affected by the decision)
• Your well-being or financial position; or
• The well-being or financial position of:

o A member of your family or any person with whom you have a close association; or
- Any person or body who employs or has appointed such persons, any firm in which they are a partner, or any company of which they are directors;
- Any person or body in whom such persons have a beneficial interest in a class of securities exceeding the nominal value of £25,000;

o Any body of which you are a member or in a position of general control or management and to which you are appointed or nominated by your Authority; or

o Any body exercising functions of a public nature, directed to charitable purposes or whose principal includes the influence of public opinion or policy (including any political party or trade union) of which you are a member or in a position of general control or management?

YES

NO

**PECUNIARY INTEREST**

You must disclose the existence and nature of your personal interests

Would a member of the public, with knowledge of the relevant facts, reasonably regard your personal interest to be so significant that it is likely to prejudice your

NO → You can participate in the meeting and vote (or remain in the room if not a member of the meeting)

YES

- Does the matter affect your financial position or the financial position of any person or body through whom you have a personal interest?
- Does the matter relate to an approval, consent, licence, permission or registration that affects you or any person or body with which you have a personal interest?
- Does the matter not fall within one of the exempt categories of decisions?

NO

YES

Speak to Monitoring Officer in advance of the meeting to avoid allegations of corruption or bias

**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    PROTOCOL ON THE OPERATION OF THE OVERVIEW & SCRUTINY SUB-COMMITTEE** (Pages 1 - 4)

Protocol attached.

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

(if any) – received.

**4    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.*

**5    MINUTES** (Pages 5 - 8)

To approve as a correct record the Minutes of the meeting of the Committee held on 5ᵗʰ March 2020 and authorise the Chairman to sign them.

**6    QUARTER 1 PERFORMANCE REPORT** (Pages 9 - 24)

Report and appendix attached.

**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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**LONDON BOROUGH OF HAVERING**

**PROTOCOL ON THE OPERATION OF INDIVIDUALS OVERVIEW AND SCRUTINY SUB COMMITTEE MEETINGS DURING THE COVID-19 PANDEMIC RESTRICTIONS**

## 1.    Introduction

In accordance with the Local Authority and Police Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panels Meetings (England and Wales) Regulations 2020, all meetings of Indivisuals Overview and Scrutiny Sub Committee (OSSC) held during the Covid-19 restrictions will take place in a 'virtual' format. This document aims to give details on how the meetings will take place and establish some rules of procedure to ensure that all parties find the meetings productive.

## 2.    Notification of Meeting

Once the date for a meeting has been set, an electronic appointment will be sent to all relevant parties. This will include a link to access the virtual meeting as well as guidance on the use of the technology involved.

## 3.    Format

For the duration of the Covid-19 restrictions period, Individuals OSSC meetings will be delivered through video conference call, using Zoom software. Instructions sent with meeting appointments will cover how to use the software. Additional IT support will also be provided to any Member requesting this in advance of the meeting.

## 4.    Structure of the Meeting

Although held in a virtual format, the Individuals OSSC Meeting will follow, as far as is possible, the standard procedure for these meetings, with the following principal stages:

- Chairnan's annoucnements
- Apologies for absence
- Disclosures of interest
- Minutes of the previous meeting
- Presentation and consideration of reports

## 5.    Technology Issues

Agendas setting out the items for the meeting will be issued in advance in the normal way, to all parties, in accordance with statutory timetables. The agenda will also be published on the Council's website – www.havering.gov.uk in the normal way. The guidance below explains how the meeting is to be conducted, including advice on what to do if participants cannot hear the speaker and etiquette of participants during the meeting.

Remote access for members of the public together with access for the Press will be provided via a webcast of the meeting at www.havering.gov.uk.

If the Chairman is made aware that the meeting is not accessible to the public through remote means, due to any technological or other failure of provision, then the Chairman shall temporarily adjourn the meeting immediately. If the provision of access through remote means cannot be restored within a reasonable period as determined by the Chairman in consultation with the Clerk, then the remaining business will be considered at a time and date fixed by the Chairman. If he or she does not fix a date, the remaining business will be considered at the next scheduled ordinary meeting of the Individuals OSSC.

## 6. Management of Remote Meetings for Members

The attendance of Members at the meeting will be recorded by the Democratic Services Officer clerking the meeting. The normal quorum requirements for meetings as set out in the Council's Constitution will also apply to a virtual meeting of Individuals OSSC.

Democratic Services Officers will monitor participant involvement during the virtual call to ensure that there are no drop outs. Members will be informed at the beginning of the meeting to use the chat function if they have missed part of the debate, and to request for the clerk or Chairman to recap briefly over what was said.

In the event that a Member's video feed has failed but he/she is able to hear what is being said then the Member should confirm as such using the chat function to the clerk.

In the event that a Member's audio and video feed has failed then the Chairman will invite the Committee to determine whether to proceed or adjourn the meeting to a later date.

## 7. Etiquette at the meeting

For some participants, this will be their first virtual meeting. In order to make the hearing productive for everyone, the following rules must be adhered to and etiquette observed:

- The meeting will be presided over by the Chairman who will invite participants to speak individually at appropriate points. All other participants must remain silent or muted until invited to speak by the Chairman;
- When a participant is invited to speak, a Democratic Services Officer will unmute them and mute the participant after their statement has been made. Participants **will not** have the ability to mute and unmute themselves.
- If invited to contribute, participants should make their statement, then wait until invited to speak again if required;
- If it is possible, participants should find a quiet location to participate in the Zoom meeting where they will not be disturbed as background noise can affect participants.
- If there are intermittent technological faults during the meeting then the Chairman will ask the speaker to repeat from the point where the disruption started. Whilst

intermittent disruption is frustrating, it is important that all participants remain professional and courteous.

- The Committee Procedure Rules as shown in the Council's Constitution will apply to the meeting in the normal way, as far as is practicable.

## 8. Meeting Procedures

Democratic Services Officers will facilitate the meeting. Their role will be to control conferencing technology employed for remote access and attendance and to administer Member interaction, engagement and connections on the instruction of the Chairman.

The Council has put in place a technological solution that will enable Members participating in meetings remotely to indicate their wish to speak via this solution. This will be via the 'raise hand' function in the Participants field of the Zoom software used for the meeting.

The Chairman will follow the rules set out in the Council's Constitution when determining who may speak, as well as the order and priority of speakers and the content and length of speeches in the normal way.

The Chairman, at the beginning of the meeting, will make reference to the protocol for the meeting.

Members are asked to adhere to the following etiquette during remote attendance at the meeting:

- All Councillors and participating officers are asked to join the meeting no later than twenty minutes before the start to allow themselves and Democratic Services Officers the opportunity to test the equipment.
- Any camera (video-feed) should show a non-descript background or, where possible, a virtual background relating to Havering and Members should be careful to not allow any exempt or confidential papers to be seen in the video-feed.
- During general discussion, rather than raising one's hand or rising to be recognised or to speak, Members attending remotely should avail themselves of the remote process for requesting to be heard and use the 'raise hand' function in the participants field of the Zoom software.
- Members may only speak when invited to by the Chairman of the meeting.
- Only one person may speak at any one time.
- All speakers and attendees, both Councillors and members of the public, are welcome to remain on the Zoom call until the conclusion of the meeting. The meeting will also be webcast so that it can be viewed by non-participants.
- When referring to a specific report, agenda page, or slide, participants should mention the report, page number, or slide so that all Members have a clear understanding of

what is being discussed at all times

Any voting will be conducted using the electronic voting function within Zoom. The Democratic Services Officer will announce the result of the vote and the Chairman will then move on to the next agenda item.

A record of votes and how individual Members voted will be appended to the minutes, following the meeting.

Any Member participating in a remote meeting who declares a disclosable pecuniary interest, or other declarable interest, in any item of business that would normally require them to leave the room, must also leave the remote meeting. The Democratic Services Officer or meeting facilitator will move the Member to the Zoom waiting room until the item is complete, and then return them to the meeting.

## 9.    Public Access to Meeting Documentation following the Meeting

Members of the public may access minutes, decision notices and other relevant documents through the Council's website. www.havering.gov.uk

For any further information on the meeting, please contact luke.phimister@onesource.co.uk, tel: 01708 434619.

**MINUTES OF A MEETING OF THE
INDIVIDUALS OVERVIEW & SCRUTINY SUB-COMMITTEE
Committee Room 3A - Town Hall
5 March 2020 (7.05  - 8.20 pm)**

**Present:**

Councillors Christine Smith (Chairman), Ciaran White, Michael White (Vice-Chair) and Gillian Ford (In place of Linda Van den Hende)

Apologies for absence were received from Councillor Nic Dodin, Councillor Jan Sargent, Councillor Denis O'Flynn and Councillor Linda Van den Hende

3        **DISCLOSURE OF INTERESTS**

7. Outcome feedback from Voluntary and Community Sector Preventative Services.
Councillor Ciaran White, Pecuniary, Employee of Havering Mind and as a consequence withdrew from the meeting room and took no part in the debate..

4        **MINUTES**

13 - Ian Buckmaster sent his apologies so was not present to update the Committee on the new ticket machine system that was to be implemented.

The minutes of the meeting held on 4 December 2019 were agreed as a correct record and signed by the Chair.

5        **QUARTER 3 PERFORMANCE REPORT**

The report presented to the Committee outlined the Council's performance against 2 indicators.

Members of the Committee noted that for the first indicator, Percentage of service users receiving direct payment, the Council was performing within target tolerance. The percentage of service users receiving direct payment was 36% compared to the target of 36.5%. The Committee noted that this percentage was higher than the previous quarter on the same quarter the year before. Committee members then considered the second indicator, Number of permanent admission to residential care, and noted that the Council was performing well. Members were advised that the number of admissions of users aged 18-64 had gone down but aged 65+ had gone up, however the Council was still working below the target.

Councillors asked whether there was any comparison of Havering's performance against other Boroughs or Local Authorities to which they were advised that with regards to the direct payments indicator, havering was

performing well compared to other Local Authorities but it is harder to compare the other indicator. A Councillor stated that the red arrows showing the decrease in numbers being permanently admitted to residential care is misleading as the lower the number the better. It was suggested that these are changed to green in future.

The Committee was then presented with the outcomes of the survey completed by users of independent homecare providers funded by Havering. This survey had collected 104 responses across all providers but the Council aims to collect at least 120 responses each year. Responses were usually collected over the phone, unless a home visit was required, with the users having been wrote to beforehand to alleviate the worry of cold calls for users. Members noted there was no time limit for the users to answer the questions and officers would spend time talking to the users as they may be isolated. The Council target users that they had not surveyed before, but members were of the opinion that users who were survey a couple of years prior should be re-surveyed to ensure the quality of service doesn't drop for existing users.

The following areas were considered by the Committee:

- The percentage of users rating the services overall as good or very good had increased by 4.1% (89.4% for the current year compared to 85.3% the previous year).

- 4.8% of users answered that their carer sometimes does not greet them or ask them how they are. Members were concerned by this percentage as some users are lonely and isolated. Members questioned whether there were any measures in place to deal with carers not greeting their residents. It was explained that all the figures are reported back to each individual service provider and the concern would be raised with them. Members agreed that vulnerable adults may not complain directly due to concerns that their care may deteriorate as the care would not favour them, however, members were reassured that the survey is anonymous and each service provider has a complaints procedure that sits in line with the Council's own complaints procedure.

- 12.5% of users reported that they do not have the same carer. Members noted that carers may change due to illness or shortage of staff but some users cannot easily find out why their carer has changed.

- 7.7% of users reported that their carer does not always arrive on time at the agreed time. It was explained to the Committee that this can be due to traffic or that multiple people ask for the same time slot and this is not always possible.

Members noted that a minimum payment for 30 minutes was introduced for carers and this was timetabled should the work they conducted take less than 30 minutes.

6    **REABLEMENT UPDATE**

The report presented to the Committee provided information regarding the Council's free reablement service.

Patients leaving hospital would be evaluated by a health professional in their home to determine whether they need any further care to prevent them from being admitted back into hospital. The aim is to reduce the cost of care whilst improving the wellbeing of patients as fewer would be re-entering hospital and care can be tailored for their individual needs. Care usually last up to 6 weeks but can be shortened or intensified according to the patient's needs in their own home. Members noted that the evaluation had been moved from within hospital to within the patient's home to allow for a more accurate evaluation of their needs. Officers reported that the relationship between the Council and the new care provider was very good and the flow of patients out of hospital and into the service was much improved. Officers also reported that, due to the high quality of care provided, the demand on the service exceeded expectations but measures were being put in place to combat this.

Members enquired about the procedure if a patient opts out of care but is in need of it, to which officers explained that the health professional will recommend care and persuade the patient to accept it. However, if the patient refuses care, the Council cannot provide to them. Members also questioned how reablement services would be made accessible within the community, to which officers gave details that care starts in the patient's home but the service is linked with the voluntary sector to involve isolated individuals. Members noted that the second phase of the Home First pilot is due to start on 1st April 2020.

7    **OUTCOME FEEDBACK FROM VOLUNTARY AND COMMUNITY SECTOR PREVENTATIVE SERVICES**

The report presented to the Committee outlined the outcomes from Voluntary and Community sector services.

Preventative services, funded through the Council's Adult Social Care department, work on ways to prevent care and support needed by residents. Officers explained that services were commissioned to:

- Promote social inclusion
- Develop community resilience and personal wellbeing through peer support networks
- Support carers in their role

Page 7

Members noted that peer support networks are constantly trying to extend their reach and expand numbers. Members noted that 'Singing for the Brain' initiative would still be ongoing but would not be supported through the Alzheimer's society. Members requested that the service capture the outcomes for users; for example, ascertain whether their quality of life had improved or whether there had been more social inclusion.

Members noted that the services is in the process of evidencing the need of less care and support if residents are more socially included and noted that GPs will, in future, refer more residents to social care and Primary Care Networks to promote social inclusion.

One member raised an issue regarding the lack of evidence of work being down with women surrounding energy saving trust. Officers did not have answer but promised it would be raise as a query. Another member stated that the Council should combat loneliness and social isolation through assisted technology; this was well received by Committee members and Officers.

**Chairman**

**Havering**
LONDON BOROUGH

# INDIVIDUALS OVERVIEW AND SCRUTINY SUB-COMMITTEE, 15th September 2020

| | |
|---|---|
| **Subject Heading:** | Quarter 1 performance report |
| **SLT Lead:** | Jane West, Chief Operating Officer |
| **Report Author and contact details:** | Graham Oakley, Senior Performance and Business Intelligence Analyst - 01708 433705, graham.oakley@havering.gov.uk |
| **Policy context:** | The report sets out Quarter 1 performance relevant to the remit of the Individuals Overview and Scrutiny Sub-Committee |
| **Financial summary:** | 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 financial pressure from demand led services. |

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

Communities making Havering                                    [X]
Places making Havering                                         []
Opportunities making Havering                                  []
Connections making Havering                                    []

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**SUMMARY**

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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 1 (April 2020 – June 2020).

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**RECOMMENDATION**

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

That the Individuals Overview and Scrutiny Sub-Committee confirms whether it wishes to continue receiving the same two performance indicators for the remainder of 2020/21, or select any new indicators.

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**REPORT DETAIL**

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1.    The final meeting of the 2019/20 financial year was cancelled due to the Covid-19 pandemic and lockdown, therefore the Individuals Overview and Scrutiny Sub-Committee has not had the opportunity to consider which indicators it wishes to receive during 2020/21. For this reason, the same two indicators reported in 2019/20 have been carried forward and the committee is asked to confirm whether it wishes to continue receiving these, or any alternative indicators. It was previously agreed that these will be supplemented by regular updates on the results of the Homecare Outcomes Survey. This report and the attached presentation provide an overview of the Council's performance against the two indicators selected. The presentation highlights areas of strong performance and potential areas for improvement.

2.    Tolerances around targets have been agreed for 2020/21 performance reporting by Adult Social Care.  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 4 2019/20)

- Long-term performance – with the same time the previous year (Quarter 1 2019/20)

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. It should be noted that reporting for the rate of permanent admissions to residential and nursing care homes is cumulative and therefore the Direction of Travel is based on the distance from target for the relevant quarters.

6. Both performance indicators selected by the sub-committee have been included in the Quarter 1 2020/21 report and assigned a RAG status.
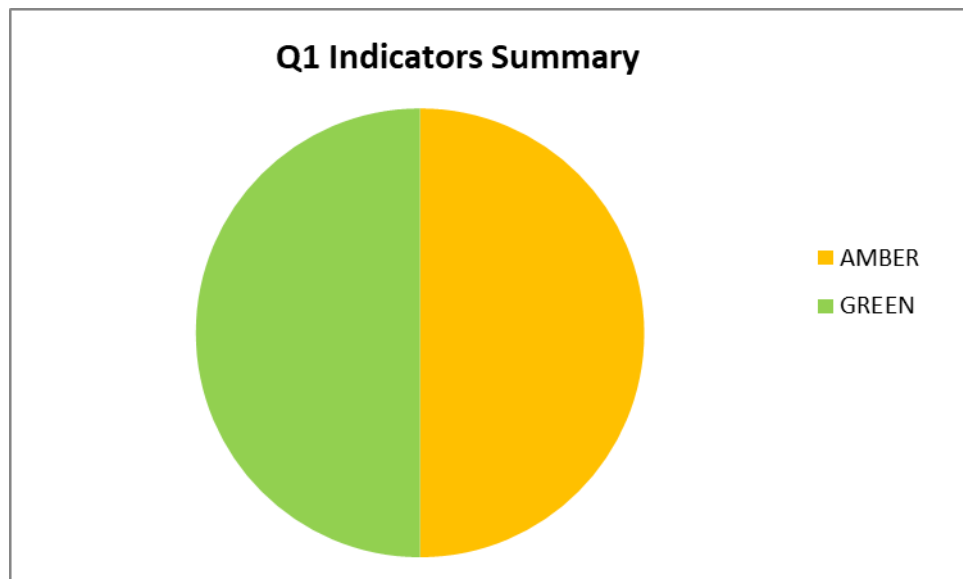


Of the two indicators:

**1 (50%)** has a status of <span style="color:green">Green</span> (within target tolerance) and **1 (50%)** has a status of <span style="color:orange">Amber</span> (within target tolerance)

There has been improved performance when compared with Quarter 4 of 2019/20 where one indicator was rated Red and the other Amber, and sustained performance when compared with Q1 of 2019/20 where one indicator was rated Green and the other Amber.

<div style="border:2px solid black; text-align:center; font-weight:bold; padding:10px;">IMPLICATIONS AND RISKS</div>

**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:**

The Public Sector Equality Duty (PSED) under section 149 of the Equality Act 2010 requires the Council, when exercising its functions, to have due regard to:

(i) the need to eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;
(ii) the need to advance equality of opportunity between persons who share protected characteristics and those who do not, and;
(iii) foster good relations between those who have protected characteristics and those who do not.

Note: 'Protected characteristics' are: age, sex, race, disability, sexual orientation, marriage and civil partnerships, religion or belief, pregnancy and maternity and gender reassignment.

The Council is committed to all of the above in the provision, procurement and commissioning of its services, and the employment of its workforce. In addition, the Council is also committed to improving the quality of life and wellbeing for all Havering residents in respect of socio-economics and health determinants.

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**BACKGROUND PAPERS**

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Appendix 1: Quarter 1 Individuals Performance Presentation 2020/21

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www.havering.gov.uk

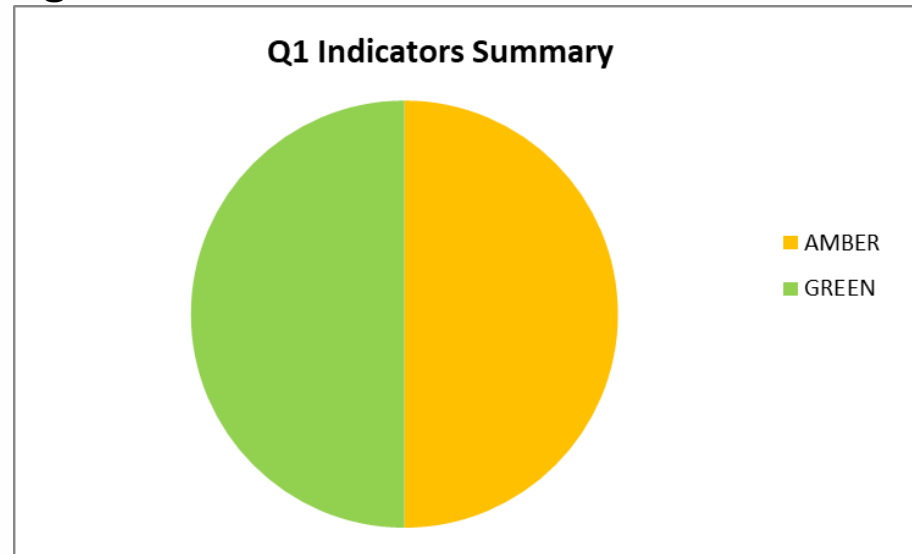# Quarter 1 Performance Report 2020/21

# Individuals O&S Sub-Committee

# 15th September 2020

# 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.

- Q1 performance figures are available for both indicators.



Of the two indicators:
     **1 (50%)** has a status of **Amber** (within target tolerance) and **1 (50%)** has a status of **Green** (on target).
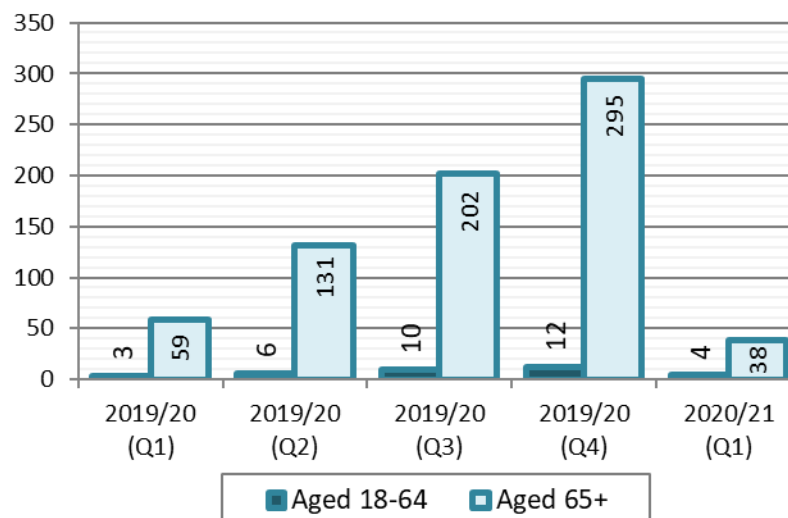
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# Quarter 1 Performance

| Indicator and Description | Value | Tolerance | 2019/20 Outturn | 2020/21 Annual Target | 2020/21 Q1 Target | 2020/21 Q1 Performance | Short Term DOT against Q4 2019/20 | | Long Term DOT against Q1 2019/20 | |
|---|---|---|---|---|---|---|---|---|---|---|
| % of service users receiving direct payments | Bigger is better | 10% | 35.7% | 36.0% | 36.0% | AMBER 35.2% | ↓ | 35.7% | ↓ | 36.2% |
| Rate of permanent admissions to residential and nursing care homes per 100,000 population (aged 65+) | Smaller is better | 10% | 635.3 | 600 | 137.3 | GREEN 81.8 | ↑ | 635.3 | ↑ | 127.1 |

# Positive Performance

- Consistent number of  Service Users receiving Direct Payments – over a third of recipients of community based care are receiving their care via a Direct Payment

- Improvement in the number of Service Users 65+ permanently admitted into Long Term Care.
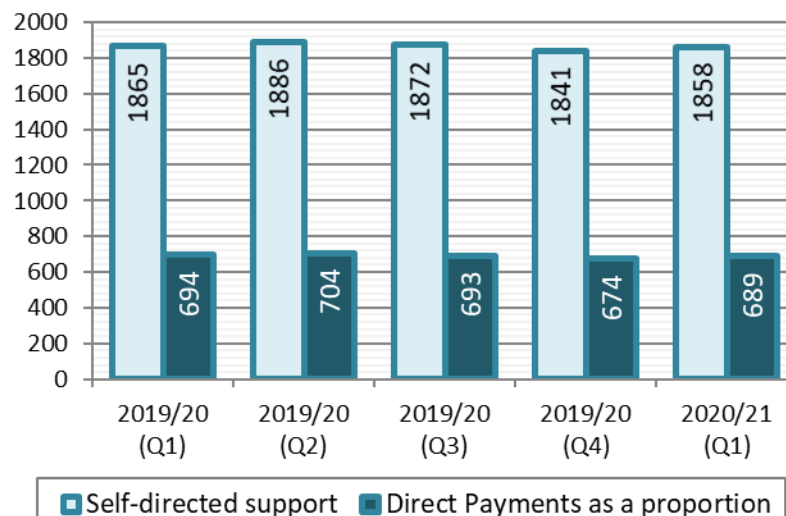
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## ADULT SOCIAL CARE

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



Legend: Aged 18-64 · Aged 65+

| Quarter | Aged 18-64 | Aged 65+ |
|---|---|---|
| 2019/20 (Q1) | 3 | 59 |
| 2019/20 (Q2) | 6 | 131 |
| 2019/20 (Q3) | 10 | 202 |
| 2019/20 (Q4) | 12 | 295 |
| 2020/21 (Q1) | 4 | 38 |

By the end of Q1, there had been 4 adults aged 18-64 in council-supported permanent admissions to residential and nursing care, this is 1 more than in 2018/19, when there was 3. There have been 38 adults aged over 65 in council-supported permanent admissions, whereas for the same period in 2018/19 there had been 59.

## ADULT SOCIAL CARE

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



Self-directed support values: 2019/20 (Q1) 1865; 2019/20 (Q2) 1886; 2019/20 (Q3) 1872; 2019/20 (Q4) 1841; 2020/21 (Q1) 1858.

Direct Payments as a proportion: 2019/20 (Q1) 694; 2019/20 (Q2) 704; 2019/20 (Q3) 693; 2019/20 (Q4) 674; 2020/21 (Q1) 689.

Legend: ■ Self-directed support  ■ Direct Payments as a proportion

At the end of Q1, there were 1,858 service users receiving self directed support, compared to 1865 at the same stage last year There was a slight decrease in the take-up of direct payments from June 2019 compared to June 2020 (694 in June 2019) compared to 689 in June 2020).

# Any questions?

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