

**Quarterly Performance Report  
DEVELOPMENT & RESOURCES  
(COMMUNITY SERVICES DIRECTORATE)**

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*REPORT PERIOD: QUARTER 2 (JULY - SEPTEMBER 2012)*

The report is produced on a quarterly basis and provided to Executive Members for review and assurance and will be available for Overview and Scrutiny Committees as part of their Forward Work Programmes.

The new approach is based on exception reporting and splits the reports into 3 distinct sections: -

1. **Foreword** – to summarise key information that the Head of Service feels Members should be aware of, including both good and poor performance. Emerging issues should also be highlighted in this section e.g. a new SARC identified (as agreed by CMT).
2. **Performance Summary** – This section contains an ‘at a glance’ summary of performance for the quarter against the following, in a tabular format for each: -
  - **Corporate Improvement Plan** – giving a summary of both RAG statuses for the progress and outcome.
  - **Strategic Assessment of Risks and Challenges (SARC)** – a summary of the risk RAG status at the end of the quarter
  - **Performance Indicators/ Outcome Measures** – as a minimum this section will include all (PIs) classified as Improvement Targets and those which are aligned to the Improvement Priorities for the purpose of measuring outcomes. The summary will show target and outturn performance with a RAG status and trend.
  - **Improvement Target Action Plan** – this section summarises whether actions to support the achievement of Improvement Targets are ‘on track’ or ‘behind schedule’.
  - **Key Actions from the Head of Service Plan** – summarises whether key actions / areas for improvement as identified in the service plan are ‘on track’ or ‘behind schedule’.
  - **Internal & External Regulatory Reports** – summarises regulatory work reported in the quarter and its outcomes and intended actions.
3. **Exception Reporting** – This section gives further detail of the emerging issues and exceptionally good or poor performance identified in Section 1 and also any exceptionally good or poorer performance identified in Section 2 e.g. items which have an amber or red RAG status or are ‘behind schedule’. The detail will include the reason for the issue / poor performance arising and what is to be done to rectify the situation.

# 1. Foreword

Report highlights for this quarter are the following items:

<p><b>Supporting People</b></p>	<p>The handover of Supporting People Regional Group (SPRG) from Welsh Government to the Local Authority has been delayed until 1<sup>st</sup> August, 2012. Work is on-going with Legal and Finance sections in order to prepare for the transition.</p>
	<p>Mandatory Outcome Reporting was introduced to all SP projects from 1<sup>st</sup> April. SP officers have been working closely with providers to ensure that the new procedure is implemented correctly.</p>
	<p>Further work has been undertaken in relation to regional collaboration. Flintshire has identified a number of contracts that could be commissioned on a sub-regional basis, and together with neighbouring authorities, further work is being undertaken to develop a business case.</p>
<p><b>Business Services</b></p>	<p>The Business Systems Team has successfully supported staff in Social Services for Adults in working in their new Teams.</p>
	<p>The General Office have organised all the office moves for Social Services for Adults so that they can sit in their new teams with minimum disruption</p> <p>All public information leaflets have been reviewed and once translated will be available both in paper and electronic format.</p>
<p><b>Workforce</b></p>	<p>We have appointed a new Housing Services Staff Training and Development Officer. Lee Wright currently works for West Cheshire College and will be starting with the team in December.</p> <p>We've also had a very successful 2 day visit from Care Council for Wales who were very impressed with the innovation and working practices in Flintshire.</p> <p>Finally, we held the 10<sup>th</sup> Annual Community Services Award Ceremony at the Holiday Inn, Chester West on the 14<sup>th</sup> September. 178 awards were recognised at the event and 78 of those were issued to our colleagues in the Independent Sector.</p>
<p><b>Partnerships, Planning &amp; Performance</b></p>	<p>CSSIW Annual Council Performance Evaluation – Positive report received</p>
	<p>Smoking cessation – through localities we are aiming to provide consistent and easily accessible services to help people who want to give up smoking</p> <p>Falls prevention – improved communication between ourselves and key health colleagues is resulting in focussed tasks being undertaken by Localities to improve falls</p>

	<p>prevention</p> <p>Health Social Care and Well Being priorities are informing the emerging priorities in the Single Plan</p> <p>Betsi Cadwaladr University Health Board (BCUHB) review “Health Care in North Wales is changing” – gathered additional information from BCUHB to inform the FCC response</p> <p>Project initiated to ensure staff in care homes involved in menu preparation will be trained in meeting nutritional needs (through a two day accredited course)</p>
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## 2. Performance Summary

### 2.1 Improvement Plan Monitoring

The table below summarises the Progress and Outcome RAG status’ for each of the secondary improvement priorities for the current quarter. A RAG status of ‘R’ or ‘A’ is discussed in more detail in section 3.





**Progress RAG** – Complete the RAG status using the following key: -

<b>R</b>	<b>Limited Progress</b> - delay in scheduled activity; not on track
<b>A</b>	<b>Satisfactory Progress</b> - some delay in scheduled activity, but broadly on track
<b>G</b>	<b>Good Progress</b> - activities completed on schedule, on track

**Outcome RAG** – Complete the RAG status using the following key: -

<b>R</b>	<b>Low</b> - lower level of confidence in the achievement of outcome(s)
<b>A</b>	<b>Medium</b> - uncertain level of confidence in the achievement of the outcome(s)
<b>G</b>	<b>High</b> - full confidence in the achievement of the outcome(s)

Council Priority	Target Date	Progress RAG	Outcome RAG	Commentary
<b>6. To protect and grow the local and regional economy, to be a prosperous county and to provide help and support for those vulnerable to poverty.</b>				
6.10 Work on a North Wales approach to develop a shared methodology to determine Care Fees in the future	<b>March 2013</b>			
<b>7. To promote independent, healthy and fulfilled living in the community with the highest quality personalised and supportive social and health care services</b>				
7.2 Expand the Council's extra care housing provision by April 2013	<b>April 2013</b>			
7.4 Develop new Supporting People services to strengthen homeless prevention	<b>March 2012</b>			



7.5 Review the Charging Policy for social services and housing related support (as part of the corporate fees and charging project)	Dec 2012			See 3.1
7.7 To introduce locality working with Betsi Cadwaladr University Health Board in support of enhanced primary health care services	Mar 13			See 3.2

## 2.2 Strategic Assessment of Risks and Challenges (SARC)

The table below summarises the position of SARCs at the end of the reporting period.

Commentary is included in section 3 for those SARCS: -

- that are showing a Red RAG status
- where the RAG status has changed since the last reporting period
- where the Green Predictive Date has changed since the last reporting period
- where there has been considerable change or additions of secondary risks and activity

SARC	Previous RAG Status	Current RAG Status	Green Predictive
CL07 RELATIONSHIP WITH LOCAL HEALTH BOARD AND IMPACTS ON PUBLIC & PRIMARY HEALTH See 3.3 Still awaiting CL07 SARC Template			Uncertain

### 2.3.1 Performance Indicators and Outcome Measures

There are no statutory performance indicators in these services.

### 2.3.2 Improvement Target Action Plan Monitoring

There are no Improvement Targets in these services.

### 2.4 Key Actions from Service Plan Monitoring

The following table shows which areas have incurred slippage or have been subject to a revised timetable and references the page number where commentary can be found to further explain the slippage/revised timescales: -

**KEY** - ✓ on track, ✘ behind schedule, C completed

Improvement Area	On-track?	Commentary
Key Improvement Priorities from the ACRF Become smarter Commissioners and have	✓	

<p>commissioning plans for all services by April 2013</p> <p>Take up opportunities for collaboration where money will be saved</p> <p>Implement our Involvement Action Plan to improve involvement for all people who use our services and their carers, delivering on the overall outcome of the provision of better services.</p> <p>A revised Complaints management system and training programme, which will lead to a more robust 'lessons learnt' process and improved services.</p> <p>Strengthen the performance team by the recruitment of a Team Manager and additional performance assistant.</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>Ongoing</p> <p>Training plan developed for implementation in Q3</p> <p>Completed</p>
<b>Areas for Improvement from Service Plan: -</b>		
<p><b>1 Supporting People:</b></p> <p>a. Regional Collaboration</p> <p>b. Service User Involvement</p> <p>c. Efficiency Savings</p> <p>d. Strategic Review of Service Provision</p>	<p>✓</p> <p>X</p> <p>✓</p> <p>✓</p>	<p>See 3.4</p>
<p><b>2 Business Services</b></p> <p>a. Business Systems</p> <p>b. Business continuity planning</p> <p>c. Asset management</p> <p>d. Data Protection</p> <p>e. Health and Safety</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p><b>3 Workforce</b></p> <p>a. Collaborative working around implementation of CPEL</p> <p>b. Implement Mental Health Measure Training</p> <p>c. Essential Skills for Housing Staff</p> <p>d. Reablement Training</p> <p>e. Service User / Carer Involvement in Training</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p><b>4 Partnership Planning &amp; Performance</b></p> <p>a. Performance Management</p> <p>b. Strategy implementation</p> <p>c. Service Planning</p> <p>d. Complaints</p> <p>e. Locality Working</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	

<b>5 Commissioning &amp; Contracting</b> a. Care home fees b. Domiciliary care fees c. Commissioning plans d. Regional Commissioning Hub	✓ ✓ ✓ ✓	
<b>6 Finance &amp; Accountancy</b> a. Building a New Team b. Improvement in Financial Reporting c. Implement TSSA realignment of Budget d. Repairs and Maintenance Performance Monitoring	✓ ✓ ✓ ✓	
<b>7 Financial Assessment &amp; Charging</b> a. Lean Review	✓	
<b>8 Equalities</b>	✓	

## 2.5 Internal & External Regulatory Reports

The following internal or external audit/regulatory work has been completed during the quarter and the outcome of the work can be summarised as follows. Negative outcomes should be discussed in more detail in section 3 and page numbers are referenced in the table below.

Undertaken By	Title & Date Report Received	Overall Report Status
		None received in the quarter

## 3. Exception Reporting

### 3.1 Review the Charging Policy for social services and housing related support (as part of the corporate fees and charging project)

The existing Charging Policy has been reviewed and a comparison with other local authorities has been undertaken. Options for change have been identified and the impact of changes on individuals has been assessed. Members considered the proposals as part of the corporate fees and charging project, but deferred a decision until 12/13. The target completion date has been revised to take account of this.

### 3.2 To introduce locality working with Betsi Cadwaladr University Health Board in support of enhanced primary health care services

Social Services for Adults has restructured into three long-term locality teams and there remains a plan to co-locate with health although there are some practical issues to resolve.

The Locality Leadership Teams have been set up and are working on agreed local plans. However, we do not have full confidence in achieving the intended outcome of “a more consistent, coordinated local service for service users in primary health in the 3 county localities”.

### **3.3 SARC CL07 Relationship with the Local Health Board and impacts on public & primary health**

This SARC has been amended to Red and the Green Predictive marked “uncertain” until the outcome of the Betsi Cadwaladr University consultation on the changes to community services is known.

### **3.4 Supporting People: Service User Involvement**

Progress has been slower than anticipated due to the unforeseen ending of a contract