

**FLINTSHIRE COUNTY COUNCIL**

**REPORT TO:** **SOCIAL AND HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE**

**DATE:** **THURSDAY 18<sup>TH</sup> JUNE, 2015**

**REPORT BY:** **ENVIRONMENT AND SOCIAL CARE OVERVIEW & SCRUTINY FACILITATOR**

**SUBJECT:** **YEAR END CHIEF OFFICER PERFORMANCE REPORT**

**1.00 PURPOSE OF REPORT**

- 1.01 To consider the 2014/15 Year End Service Performance Report produced at Chief Officer level for the respective portfolio.

**2.00 BACKGROUND**

- 2.01 The new style Improvement Plan adopted by Council in June 2013 which is aligned to the new three year Outcome Agreement, focuses on the priorities which are expected to have the most impact during 2014/15.
- 2.02 In addition to the Chief Officer performance reports, bi-annually Improvement Plan Monitoring Reports will be presented to Overview & Scrutiny Committees according to the priority area of interest.

**3.00 CONSIDERATIONS**

- 3.01 A copy of the detailed Year End Chief Officer (Social Services) Performance Report is attached at Appendix 1.
- 3.02 The contents of the Chief Officer report include:-
- areas of positive performance;
  - areas of concern;
  - the Council Improvement Priorities that are not set as an in-year priority;
  - progress for key projects and collaborative areas of work;
  - risk summaries;
  - reporting against findings from internal and external regulatory bodies e.g. Wales Audit Office, Care and Social Services Inspectorate Wales or Estyn; and
  - performance against the statutory national performance indicators (NSIs and PAMs).

3.03 Analysis of performance against the Improvement Targets and NSIs is undertaken using the RAG (Red, Amber and Green) status. This is defined as follows:-

- RED – equates to a position of unacceptable performance
- AMBER – equates to a mid position where the performance has not achieved target but is within an acceptable level
- GREEN – equates to meeting or exceeding target

3.04 The indicator which showed a high (RED) status against target was:-

3.04.1 **Portfolio: Social Services**

***Operational Risk – Resilience of the independent sector***

This risk is particularly concerned with care homes capacity for residential care and the recruitment and retention of high quality nursing staff for residential care. Actions being taken to help mitigate the risk include:-

- development of training and support programmes for the care home market to ensure there is high quality and robust leadership;
- establishment of a strategic joint inter-agency monitoring panel to share intelligence about the market and influence improvement and sustainability; and
- delivery of the action plan prepared in response to the Older People's Commissioners report 'A place called home'.

In addition, the Care Council for Wales are reviewing the qualifications for Regional Managers in Wales and are investing through their practice development team in ensuring the competency of nurses in the care home sector.

**4.00 RECOMMENDATIONS**

4.01 That the Committee consider the 2014/15 Year End Service Performance Report produced by the Chief Officer, highlight and monitor poor performance and feedback details of any challenge to the Corporate Resources Overview & Scrutiny Committee who are responsible for the overview and monitoring of performance.

**5.00 FINANCIAL IMPLICATIONS**

5.01 None as a result of this report.

**6.00 ANTI POVERTY IMPACT**

6.01 None as a result of this report.

**7.00    ENVIRONMENTAL IMPACT**

7.01    None as a result of this report.

**8.00    EQUALITIES IMPACT**

8.01    None as a result of this report.

**9.00    PERSONNEL IMPLICATIONS**

9.01    None as a result of this report.

**10.00   CONSULTATION REQUIRED**

10.01   Publication of this report constitutes consultation.

**11.00   CONSULTATION UNDERTAKEN**

11.01   Not applicable.

**12.00   APPENDICES**

12.01   Appendix 1 – Chief Officer (Social Services) Year End Performance Report.

**LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985  
BACKGROUND DOCUMENTS**

None.

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