

**SOCIAL WORK & HOUSING COMMITTEE – 2 JUNE 2011**

**ABERDEENSHIRE PERFORMS: PERFORMANCE INDICATORS –  
QUARTER 4 AND ANNUAL REVIEW 2010/11**

**1 Recommendations**

**1.1 Social work and Housing committee is recommended to: -**

- 1 Consider how the service is performing against agreed targets for 2010/11 (appendix 1)**
- 2 Acknowledge progress and review on projects and actions set out in the Service Plan 2010/11 (appendix 1)**
- 3 Receive a further update on 2011/12 performance and future service plans in September 2012**

**2 Background/Discussion**

- 2.1 The purpose of this report is to review performance against the objectives set out in our Service Plan (2010-2011) for the last half of the financial year. (this will now be taken over by the Service Plan 2011-14 as agreed at the last meeting). The performance measures, projects and activities detailed in the Service Plan and within this report, are linked to the Council's strategic priorities and single outcome agreement and focus on those activities where Housing and Social Work Service needs to focus in order to achieve our objectives.
- 2.2 This is a follow up report from the 6-month update presented last December. The monitoring of the service plan and its performance is evidence toward the value of our contribution to the lives of individuals and communities in Aberdeenshire
- 2.3 The Housing and Social Work Service Plan outlines 8 strategic objectives to improve outcomes for service users and tenants. A number of key performance indicators and measures monitor and evaluate current performance. These are augmented by key improvement projects that contribute to overarching strategic objectives. Progress on the performance indicators for the final quarter (Quarter 4) is detailed in appendix 1 along with the projects updates under each objective.
- 2.4 This annual update report for 2010/11 demonstrates good progress across the Housing and Social Work service to improve outcomes for the citizens of Aberdeenshire.
- 2.5 It is important to note that some of the areas of activity are measured and reported annually rather than quarterly. Where possible figures on a quarterly basis have been given. However, all Housing and Social Work managers routinely review the performance and practice of their own teams' contribution

to the service's overall performance via regular management information; user feedback; operational reviews of services; participating in external inspections; employee supervision/personal development plans; learning and sharing of best practice.

2.6 Noted below is a summary of performance for the Housing and Social Work Service for performance over the last year. This takes into account both the work completed in the projects and the performance ratings over the last 12 months:

	<b>Service Objective</b>	<b>Are we getting better?</b>
1.	Improve access to good quality, affordable housing	YES
2.	Prevent homelessness	YES
3.	Reduce fuel poverty	YES
4.	Act early to protect and care for those children and adults at risk of harm or neglect	NO
5.	Enhance opportunities for people who are vulnerable by virtue of age, disability, illness, income deprivation or other circumstances to optimise their independence and life choices	YES
6.	Improve community protection	YES
7.	Demonstrate best value and continuous improvement in the way we plan and deliver public services	YES
8.	Enhance the voice of users and carers in the design and delivery of social work and housing services	YES

2.7 Although we are making good progress in many areas it is also important to note areas for improvement in order to be able to highlight actions required.

2.8 Under Objective 4 our performance is impacted to many variables as described in Appendix 1, the key issues being;

- substance misuse waiting times continue to be high and causing a negative impact on the overall performance (however other care groups performance for assessment remains high),
- SCRA issue of re-submission for the final quarter which was out-with our control (performance has gradually been improving and is expected to return to trend),
- Percentage of OT assessments carried out within agreed timescales dropping by 4% in the last quarter to 90.1% (however performance has averaged over the year at 92% and also was the period of handover of referrals to the contact centre which is in its early days. Also further action is being taken, for example piloting deliveries in central of equipment from the Joint Equipment Centre saving OT time.)

Overall however in terms of annual achievements it can be seen in the projects and work completed that we are continually improving.

- 2.9 The Head of Finance and the Monitoring Officer within Corporate Services and the Head of Human Resources and Organisational Development have been consulted in the preparation of this report and their comments have been incorporated.

### **3 Areas of Good Practice**

Over the last year there have been significant improvements made and the projects and ongoing reports to committee demonstrate this. Below are some areas which have been highlighted for interest.

#### **3.1 Aberdeenshire Council's new Carers' Supported Self Assessment**

A new information booklet for unpaid carers and Carers' Supported Self Assessment is now available for Local Area Coordinators, Care Managers and Social Workers. The new assessment has been developed with input from unpaid carers and meets the National Minimum Information Standards. The information booklet "Are You Looking After Someone?" contains a checklist so that carers can identify the amount of the care they are providing and the impact that their caring role has on the rest of their life. Carers are signposted to the VSA Aberdeenshire Carers Support service and to other organisations such as Alzheimer Scotland, Mental Health Aberdeen and PAMIS. These organisations are funded by Aberdeenshire Council to provide information, advice, support and training to carers. A flow chart is available for staff to guide them through the new process and to offer information on a range of support that is available for carers through Aberdeenshire Council and the different organisations

#### **3.2 Affordable Housing**

The Council made successful bids to the Scottish Government for funding to build new council houses, and the New Build Programme was approved by Social Work and Housing Committee on 18 February 2010. All three projects in phase one of the new build programme are progressing well with tenants having moved into Mintlaw and Tarves, Johnshaven will be let early in 2011 and Mintlaw second phase by mid-2011. The new Council housing is being developed as a response to the need for affordable housing. The properties for rent will be allocated to people on the Council's housing waiting list, with additional houses available to buy under the Low Cost Homes for Sale initiative.

#### **3.3 Rehabilitation & Enablement – Joint Working**

Joint workshops with health have taken place in March 2011 to develop the patient pathway for enablement and there were two further successful days, led by the Joint Improvement Team, which brought together all the disciplines involved in the enablement process. Agreement was reached as to the progress of this service and the early implementers of Turriff and Peterhead have been identified. Training for home care staff in enablement will commence shortly with all home carers being trained by March 2012. Representation from the private sector for care at home has also been invited in order to cascade this training to their staff. Rehabilitation and enablement

is a major resource in shifting the balance of care and improving outcomes for service users and their families.

#### **4 Continuous Improvement**

We have identified the following examples of projects which are making good progress towards achieving service improvement. Progress will continue to be monitored and evaluated by the senior management team to ensure agreed outcomes are achieved.

- 4.1 The KDI programme is working towards its goals of embedding a culture of continuous improvement, providing our staff with the tools, to sustain improvement activity and make it part of how we go about our daily work. The team are now working with 17 different teams within the service and work is progressing well. Feedback so far has been very positive from staff in helping them identify and fix their own issues at the frontline. Team leads have also found that although it means time out from daily activities that the time out was beneficial in ensuring clarity, increasing effectiveness and communication. Both Housing Options and Homecare Supervisors have now completed their KDI bronze award.
- 4.2 Successful joint working with Education, Learning and Leisure over a joint Kaizen Blitz week looking at the strategic direction of children and young people services for children in need and with additional support needs in April 2011. The joint team examined the development of services for children in need/ with additional support needs and how to ensure earlier intervention, improve joint approaches/funding and ensure a policy of inclusion. An implementation plan is currently being agreed by senior management and work is ongoing to ensure that actions are progressed.

#### **5 Conclusion**

- 5.1 The Service Plan 2010/11 was a step towards gaining a more focused approach on what we wanted to achieve.
- 5.2 The 2010/11 plan set our vision and strategic priorities with identified anticipated challenges for the coming year and how we aimed to meet them. We set challenging targets for the service. This report demonstrates that we have made good progress, over the year towards achieving these targets.

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