

## **Adults and Health Committee**

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<b>Date of Meeting:</b>	13 July 2021
<b>Report Title:</b>	Adult Social Care Quarter Four Performance Scorecard
<b>Report of:</b>	Jill Broomhall Director Adult Social Care
<b>Report Reference No:</b>	AH/05/21-22
<b>Ward(s) Affected:</b>	All Wards

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### **1. Executive Summary**

- 1.1 This report and the attached scorecard present to Committee the performance framework for Adult Social Care for the final quarter of 2020/2021 year.
- 1.2 The report demonstrates the key performance indicators across services and links closely with the performance as identified in the Service and Team Business Plans, together with the key priorities of the Corporate plan.

### **2. Recommendations**

- 2.1 Committee is recommended to:
  - a. Approve the format and reporting of performance for Adult Social Care.
  - b. Note the contents of the report and scorecard; and scrutinise areas where expected levels of performance are not being achieved.
  - c. Acknowledge good and consistent performance
  - d. Acknowledge the challenges that the service has faced during the period due to the Covid pandemic and the effect that this has had upon performance.

### **3. Reasons for Recommendations**

- 3.1 One of the key areas of focus for the Committee is to highlight areas of poor performance and to scrutinise the effectiveness of plans in place to improve services. The Committee has an important role to play in the performance management systems of the Local Authority. The performance scorecard

provides essential data, along with qualitative information, to measure the effectiveness of services. This report and scorecard will be provided to Committee on a quarterly basis to enable the Committee to maintain an overview of performance across the Service.

#### 4. Other Options Considered

- 4.1 The Committee may want to consider the performance of the Service more or less frequently.

#### 5. Background

- 5.1 This quarterly report provides the Committee with an overview of performance across Adult Social Care. This report and scorecard relate to quarter 4 for 2020/21.

- 5.2 The performance scorecard details the following:

- Measure – details of each performance measure
- Polarity – whether it is good to have the measure high or low
- Statistical neighbour average – gives a comparator against other North West Authorities.
- National average – gives a national comparator figure
- Target – this is either a national target, or a local one set by the service to provide a ‘good/outstanding’ service
- Year end 2019/21 – enables Members to compare existing performance to that in the previous year
- Quarterly performance – enables Members to compare performance from quarter to quarter
- RAG – this is a rating of red, amber, green based on current performance against the expected level of performance
- Direction of travel
- Comments – this provides a general commentary on the information presented

- 5.3 The performance scorecard at Appendix 1 includes 56 separate measures covering all areas of the service. Some of these measures are non-performance related, e.g. those that relate to population cohorts. In total, 45 of these measures relate to performance and have been RAG rated.

- 5.4 A breakdown summary is set out as follows Social Care Quarter 3.

Performance measures	red	amber	green	n/a	total
Adult Social Care	2	5	38	11	56

## **6 Implications**

### **6.1 Legal**

6.1.1. There are no direct legal implications within this report, it is worth noting that the initial scorecard entries relate to the statutory returns that the LA have a duty to record. Equally there may be implications linked to DOLS and the management of the cases.

### **6.2 Finance**

6.2.1 Although there are no direct financial implications related to this report, performance measures may be used as an indicator of where more or less funding is needed at a service level.

### **6.3 Policy**

6.3.1 There are no policy implications contained within this report, the performance scorecard links to our current business and corporate plans.

### **6.4 Equality**

6.4.1 Members may want to use this scorecard to ensure that services are targeted to those most in need.

### **6.5 Human Resources**

6.5.1 Whilst there are no direct implications to human resources, Members may want to satisfy themselves that staff are employed and deployed to areas of most need.

### **6.6 Risk Management**

6.6.1 The report identifies those areas of most risk. i.e. DOLS and demand and this link directly to our risk register.

### **6.7 Rural Communities**

6.7.1 The performance scorecard covers all areas of the borough.

### **6.8 Children and Young People/Cared for Children**

6.8.1 There are no implications for children and young people/ cared for children.

### **6.9 Public Health**

6.9.1 The report sets out a range of indicators that have a direct link to public health and health inequalities.

### **6.10 Climate Change**

6.10.1 There is no link to climate change within this report.

<b>Access to Information</b>	
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Appendices:	Adult Social Care Performance Scorecard Quarter 4 20/21
Background Papers:	None