

**Housing and Social Work**  
**Six Month Performance Summary**  
**1<sup>st</sup> April to 30<sup>th</sup> September 2016**

## Contents

## Page

<b>Introduction by John Walker, Depute Chief Executive (Corporate &amp; Community Development Services), and Bill Atkinson, Director of Housing &amp; Social Work</b>	<b>2</b>
<b>Service Performance Summary</b>	<b>3</b>
<b>How do we compare with others?</b>	<b>8</b>
<b>What are our customers saying?</b>	<b>9</b>
<b>Progress against Performance Indicators and Improvement Plan</b>	<b>12</b>
<b>Performance Indicators Exceptions</b>	
Where we are exceeding our target	<b>13</b>
Where we are not on target	<b>17</b>
<b>Improvement Plan Exceptions</b>	<b>22</b>

# Introduction

## **Welcome to Housing & Social Work's 6 monthly performance summary 1 April 2016 to 30 September 2016**

Over the last six months we have achieved many positive results, thanks to the efforts and commitment of staff across the Service.

We continue to improve and transform our services, making sure they are able to respond to what people need and focus on the positive outcomes we want to achieve for people and our local communities. Some examples are included below:

- Continuing the roll-out of integrated health and social care services and take forward recommendations within the Strategic Commissioning Plan including delivery of the Living Wage for Social Care workers.
- Delivery of Transformation Programme.
- Supporting people affected by the introduction of Universal Credit.
- Building on the previous success of our Community Justice Services towards the establishment of a new Community Justice Partnership by April 2017.
- Implementing our Rent Restructure to achieve a fairer way of calculating tenant rents.
- Continuing to provide more high quality affordable social accommodation.

We are doing this while facing demand for services and pressures on public sector budgets. It is clear from the challenges we have that we will need to continue developing new and innovative ways of working.

Working with our community partners is essential to the delivery of excellent services and the way we work. We have established very strong partnerships with the third and private sectors in Perth and Kinross, and these will continue to be developed.

Our staff, alongside our partner organisations, will work together to achieve the positive results we want, to ensure Perth and Kinross continues to be one of the best places in Scotland to live, work and visit.

**John Walker**  
**Depute Chief Executive**  
**Corporate & Community**  
**Development Services**

**Bill Atkinson**  
**Director of Housing & Social Work**

# Service Performance Summary

## Giving Every Child the Best Start in Life

The provision of safe and secure housing fulfils a basic need essential to meet wider life outcomes. We recognise the impact that damp, overcrowded and unsuitable accommodation has on children's development and educational outcomes.

- **Homelessness** - We have continued to focus on prevention activities to reduce the number of families with children presenting as homeless and significantly reduce the number of families in temporary accommodation.
- **Supporting Vulnerable Children and Families** - We welcomed and resettled a further two Syrian families and supported the other five families (33 people). All of the children are in education and are making good progress and some of the adults have enrolled at college or are volunteering within the wider community. This has been the result of excellent partnership working across a range of services.
- **Revised Common Allocation Policy** - Our revised Housing allocations policy has already resulted in positive outcomes for people in need of social housing, including those in acute housing need as we manage the mismatch between housing need and availability.

## Developing Educated, Responsible and Informed Citizens

Working with our partners to make sure people have the best chance to have a meaningful, worthwhile and productive future. We want to promote independence and encourage people to have attainable aspirations, supported through lifelong opportunities.

The Employability Network has seen a significant increase in the number of individuals attaining paid work opportunities or supported to sustain paid employment. (An increase from 191 last year to 376 (97%). There are a range of activities undertaken to support employment opportunities some of which include:-

- "Autism Work Experience" provides appropriate transition from senior school to adult life.
- With the support of both Perth Autism Support and Autism Initiatives we have been able to support three young people into our ASC (Autism Spectrum Condition) Modern Apprentice programme.
- We have further expanded the Working Roots projects across Perth & Kinross to provide work skills to people with learning disabilities.
- The Employment Support Team has been working collaboratively with the Drug and Alcohol Service with the aim to support individuals' employability outcomes.

## Promoting a Prosperous, Inclusive and Sustainable Economy

We continue to provide and commission a range of services, both provided in-house, and from the third and private sectors, ensuring value for money whilst creating employment across Perth and Kinross. We have supported our tenants to maximise their incomes to meet their responsibilities in respect of rent costs through a range of preventative and supportive approaches.

- **Rent Restructure** – We have worked with tenants to introduce a fairer, less complicated way of calculating and charging their rent. This will mean that properties of the same size and type will pay the same level of rent and will be introduced from next April.
- **Rent Arrears/Rent Management** – We have continued to focus on early intervention and prevention and where tenants fail to engage and continue not to pay their rent, early escalation. Our Rent 1<sup>st</sup> campaign publicises the importance of tenants paying their rent, encourages tenants to pay their rent on time and supporting those who may be experiencing financial difficulties. We also continue to deliver and support the “Skills with Bills” programme to support tenants in budgeting and money management.
- **Welfare Reform/Universal Credit** - In the last six months we have continued to ensure that all relevant stakeholders (both internal and external) have the necessary information and support in respect of all forthcoming Welfare Reform changes, including Universal Credit roll out.
- **Council Tax Collection** - We take a pro-active approach and explore different ways of working and communicating with customers to ensure that we maximise the support available to them and also to ensure that we maximise the income collected for the Council in these challenging times (e.g. increased monies for Council Tax and improved benefit processing times).

## Supporting People to Lead Independent, Healthy and Active Lives

We place individuals at the core ensuring any care is personal to their needs and results in positive outcomes. We have focussed on work that promotes early intervention and prevention, promoting healthier lifestyles, and tackling health inequalities through a range of activities as described below. It is anticipated that a greater impact will be made in tackling these challenges through the opportunities that present themselves as a result of integrated health and social care provision.

### Support for Carers

- Carer Positive is one of the Scottish Government’s key policies to help Scotland’s carers. Perth and Kinross Council were awarded Level 1 (Engaged) status as a ‘Carer Positive Employer’ and will continue to work towards Levels 2 and 3 throughout the lifetime of this strategy.
- We introduced Participatory Budgeting (PB) for carers in Perth and Kinross, bringing their expertise into the development of services for carers. Called ‘Carers Voice, Carers Choice’, carers made decisions on how £20k would be allocated across Perth and Kinross. Participatory Budgeting received a Silver Securing the Future Award in May 2016.

### **Self Directed Support**

- Self Directed Support (SDS) Week was held nationally between 13- 17 June 2016. A number of events were held across Perth and Kinross to raise awareness of SDS and how it can help people to live independent and happy lives, and achieve their own agreed outcomes.
- We are supporting the development of the Care Co-operative in Highland Perthshire as a test of new schemes including a referral pilot scheme in partnership with the GP surgery in Aberfeldy and a befriending scheme to support isolated people in the Aberfeldy area.

**Drugs and Alcohol** - SMART Recovery is supported by Perth & Kinross Council and key partner agencies. Meetings have significant numbers attending, and we can now evidence how peers are beginning to co-facilitate and facilitate meetings in accordance with the ethos of SMART Recovery. This is a good practice example of how services are keeping connected to the community and is a key feature of the Recovery Oriented System of Care (ROSC) and are reflective of the Quality Principles.

**Technology Enabled Care (TEC)** - We continue to expand the use of technology to both prevent and support individuals within the community. A pilot involving home health monitoring for bariatric (morbidly obese) clients is in the process of being implemented. Appropriate equipment and a cohort of suitable participants are currently being identified. Funding has been approved from the Scottish Government TEC Strategy to employ a TEC Development Officer for a year to increase the uptake of TEC and embed TEC in all of the major care pathways in Perth and Kinross.

**Mental Health** – There are a range of activities undertaken to support mental wellbeing some of these include:-

- **Mental Health Roadshow** - A partnership mental health roadshow was held in Perth to raise awareness and reduce stigma.
- **Wellbeing Fair** - Co-ordinated by The Recovery Project, the Wellbeing Fair 2016 built on the successes of previous years'. The project has grown and developed to become a unique flagship series of partnership events to promote mental wellbeing, self-management and sustainability, and to help tackle stigma. The Wellbeing Fair received a Silver Securing the Future Award in May 2016.
- **Suicide Prevention Week** - A Community Event was held in Perth on 7 September 2016 involving a range of partners which aimed to raise awareness of their services and other initiatives which can contribute towards preventing suicides. One of the key suicide prevention projects in Perth and Kinross has been the 'Bereaved by Suicide' initiative. This is the first project of its kind in Scotland and the processes have been shared with 6 other local authorities (Dundee, Angus, Dumfries and Galloway, Fife, Highland, Midlothian). The Bereaved by Suicide packs received a Silver Securing the Future Award in May 2016.

**Delayed Discharge** - Managing delayed discharge continues to be a key focus for the Health and Social Care Partnership. We have prepared a range of actions as part of a wide ranging improvement plan including:

- A long term plan to commission a new framework for care at home partners.
- We are working with providers to attract people to take up roles within the care profession. The market will also benefit from the improved rates of pay brought about through the introduction of the Living Wage.

- We have introduced a new procedure whereby the Council will take over the Welfare Guardianship if the family are not making reasonable steps to complete the process quickly.

**Care Inspections** – a number of inspections have been undertaken by the Care Commission since April 2016:-

- **Dalweem Care Home** - the unit was awarded Very Good (Level 5) for the Quality of Care & Support and Management & Leadership. During inspection the Inspectorate found very good levels of satisfaction with the quality of the overall service.
- **Lewis Place Resource Centre** – the unit was awarded Very Good (Level 5) for the Quality of Care & Support and Staffing. During inspection the Inspectorate found that people using the service and their carers spoke very highly of the support they received. The staff team demonstrated a high level of commitment to providing a quality service in the ways people preferred.
- **Kinnoull Day Opportunities** – This service was awarded Excellent for the Quality of Care & Support and Staffing.
- **Housing Support Care Inspection** – The support service was awarded Excellent (Level 6) for Quality of Care & Support and for Management & Leadership and Very Good (Level 5) for the Quality of Staffing.

## Creating a Safe and Sustainable Place for Future Generations

**We want our communities to be places where people want to live, in houses they can afford which are warm and safe, and in neighbourhoods that are well maintained and have a positive community spirit. We are building on the Council’s success in creating safe and sustainable communities.**

### **Community Justice Redesign**

The new model for Community Justice, underpinned by the Community Justice (Scotland) Act 2016, will transform the community justice landscape to bring a local perspective to community justice. Key areas of work include:

- The Shadow Community Justice Partnership is now established.
- In conjunction with PKAVS, a programme is being developed for public consultation events to take place late 2016.
- The involvement of the Third Sector and the “voices” of the victims of crime and those who have been through the criminal justice system are being developed.

Draft guidance and a strategy and performance framework were recently issued by the Scottish Government outlining necessary steps and they are presently being considered by the Partnership.

**Anti-Social Behaviour** - a revised Anti-Social Behaviour (ASB) Strategy is being developed and will be agreed and published later this year. We will continue to build on the multi-agency response with its emphasis on early intervention. We will also build on our continued good relationship with Legal Services who are now able to deliver an Interim ASBO in days rather than months. New collaborations and joint visits with housing colleagues will continue to reduce the time it takes to resolve ASB and neighbourhood disputes.

**Rural Community Warden** - the introduction of the new rural Safer Community Warden/Fire Community Advocate in Aberfeldy is an innovative development which is being seen as a template for similar developments across Scotland. This will include the co-location of the Warden with Police and Fire at Aberfeldy Community Fire Station.

**Estate Based Initiatives** -The importance of the environment in creating a sense of place and wellbeing is central to supporting the wider outcomes of our tenants and communities. By involving and empowering our tenants through Estate Based Initiatives, we are making a significant contribution to community sustainability, improving outcomes, and tackling inequalities in local communities. 20 walkabouts across Perth and Kinross have already taken place with tenants working alongside staff to identify and prioritise projects for 2016/17.

**Homelessness** - We have reduced the number of households presenting as homeless due to a continued focus on prevention and housing options. People are supported and their housing situation discussed at first point of contact, which has helped staff identify solutions and offer advice, support and assistance to prevent homelessness, where possible.

**Affordable Social Housing** – We continue to focus on increasing the supply of social housing to meet the needs of our communities and met our target of 500 new builds in the last 5 years. Other activity includes:-

- New Builds - 18 new Council homes have been completed and let to tenants since April 2016. These were in Rattray (7 houses) and Alyth (11 houses). Work has also started on the construction of a further 18 new homes at Cairns Crescent and Nimmo Avenue in Perth. Design and planning work has also been progressing in preparation for starting work on other sites comprising a further 44 homes at Stanley, Scone, Glenearn Road and Tulloch in Perth.
- A total of 14 former Council houses have been bought back and added to the Council's housing stock with a further 7 houses ready for purchase.
- Work to convert and extend former commercial properties into housing have also created a further 15 additional homes at St. Catherine's Road and Nimmo Place in Perth.
- A disused building was brought back to use - formerly used by the police and NHS, this building has been converted into affordable accommodation by Perth & Kinross Council creating four high quality one-bedroom flats.

**Capital Programme** -The capital investment programme is continuing to deliver improvement works to the Council's housing stock. Since April 2016, triple glazed windows and insulated exterior doors have been fitted to approximately 325 houses, upgraded central heating systems and fire detection equipment has been fitted in approximately 500 houses and re-roofing works have been completed to approximately 65 houses.

**Environmental works** to rebuild retaining walls and improve paths, etc. have also been progressing in various localities. Furthermore, new contracts for kitchen & bathroom renewals and controlled door entry works have started. All of these works will be continued throughout the remainder of 2016/17.



## How do we compare to others?

### Housing

We measure our performance against Local Authorities and Registered Social Landlords (RSLs) through the Scottish Housing Best Value Network (SHBVN) and Housemark.

The results of the 2015/16 Annual Return on the Charter, which was submitted to the Scottish Housing Regulator (SHR) on 29 May 2016, were published on 31 August 2016. Some highlights are:-

- In 2015/16 the average weekly rent in Perth & Kinross for a 4 apartment property was **£69.37** in comparison to the Scottish average of **£77.60**, which represents a difference of 10.6%.
- The average time to complete emergency repairs during 2015/16 was **3.7 hours** compared to the Scottish average of **5.1 hours**.
- As at 31 March 2016, **94.6%** of our housing stock met the Scottish Housing Quality Standard compared to the Scottish average of **92.8%**.
- During 2015/16, we did not collect **0.6%** of rent because of empty properties (voids), compared to the Scottish average of **1.0%**.
- **94.7%** of anti-social behaviour cases were resolved within locally set targets compared to the Scottish Average of **86.6%**.

### Community Care

The national 2015/16 Social Care Survey and national 2015/16 Respite Survey undertaken by the Scottish Government are used in benchmarking the majority of Community Care activity. The results of these surveys are due to be published in **November 2016**.

The Local Government Benchmarking Framework (LGBF) figures for Community Care are generally based on either the survey information above and/or the Local Finance Return (LFR) information and as such will not be available until **late 2016** when LGBF publish the figures.

### Finance and Support Services

Local Government Benchmarking Framework (LGBF) figures for Finance & Support Services are due to be released in **late 2016**.

Although the benchmarking figures are not yet validated, with regard to the percentage of income due from Council Tax received by the year end 2015/16, a figure of **98.5%** has been submitted. The Scottish Average figure in 2015/16 is **95.7%**.

# What are our customers saying?

## Care Inspections

Since April 2016 the Care Inspectorate carried out inspection visits at Kinnoull Day Opportunities, Lewis Place Day Centre, Dalweem Care Home and Gleneagles Day Opportunities.

During inspections the Inspectors ensure the views of service users/relatives and carers are taken into account. Across the 4 services inspected it was acknowledged that both residents and relatives/carers were happy with the care received. Service users enjoyed taking part in activities and had a good relationship with staff. Some comments included:-

- "I can speak to my key worker about anything" (*Kinnoull Day Opportunities*)
- "I cannot speak highly enough of this service. The wonderful staff and leadership at Lewis Place has kept him alive, well and they have equally supported me." (*Lewis Place Day Centre*)
- "I like coming to meet my friends." "We go to the bowling." (*Gleneagles Day Opportunities*)
- Residents said that they were supported in their preferred way and there was a good range of activities available (*Dalweem Care Home*)

## Community Care Service User Survey

In early 2016, the annual Community Care Service User Satisfaction Survey was carried out. The customer satisfaction survey is based on the 9 national Health and Wellbeing Outcomes.

The survey highlighted:

- 90.1% of survey respondents expressed overall satisfaction with Community Care Services.
- 90% of respondents agreed that their services improved or maintained the quality of life they enjoy.
- 85.2% of respondents felt they had been involved in making decisions about the help, care and support they received.
- 84.9% felt that they were supported to live as independently as possible

This high level of satisfaction is testament to the way teams and services work closely with people who access their services and that they work in an outcome focussed way for the benefit of those who require Social Care Support.

The survey highlighted a number of areas around Social Work Services including communication and information which could be improved in the future. Feedback received will ensure that continuous improvement takes place based on what people are telling us, with follow-up built into activity and discussion that takes place to develop our services.

## Social Work Service User Feedback

Some examples of the feedback received from the survey included:

- "The service was spot on. It has helped me with my daily living ability. The person who came took time to explain everything to me in detail. My only problem now is the long sweeping stairs I have to get up to my flat. I am awaiting another house".
- "Initially after applying for SD (Self Directed) payment the department were slow to respond to the particular care package being sought as it was somewhat out of the ordinary. However these teething problems have been resolved and all in place".

- “I would like to thank everyone concerned for putting me on my feet after a fall. Especially the lady who arranged the stair lift, it is perfect for my needs and so good to be able to go upstairs again. Thank you all.”
- “The work carried out in my home was a very high standard. The workers involved did a first class job. I was very impressed, many thanks.”

## Carers

Receiving feedback from carers about the services they receive has historically been a challenge and without this valuable information, it is more difficult to establish what is, and is not, working for carers. Therefore, rather than an annual survey we have implemented a new carer questionnaire which is now available to carers to complete throughout the year. PKAVS, with the introduction of their new website and ‘one stop shop’ service, are also able to promote the questionnaire to a wider carer audience.

## Housing – SHR Satisfaction Levels

The results of the 2015/16 Annual Return on the Charter which was submitted to the Scottish Housing Regulator (SHR) on 29 May 2016 were published by SHR on 31 August 2016.

- **90.1%** of tenants who have had **repairs or maintenance** carried out in last 12 months were satisfied with the repairs and maintenance service, compared to the Scottish Average of 89.9%. (PKC 2014/15 = 90.4%)
- **85.2%** of tenants said they were satisfied with the **overall service** provided, compared to the Scottish Average of 89.0%. (PKC 2014/15 = 84.6%)
- **82.5%** of tenants feel their landlord is good at **keeping them informed** about their services and decisions, compared to the Scottish Average of 90.6%. (PKC 2014/15 = 80.2%)
- **74.5%** of tenants were satisfied with the **opportunities to participate** in their landlord’s decision making, compared to the Scottish Average of 81.3%. (PKC 2014/15 = 62.2%)

Tenants often praise staff and regularly take the time to write or email staff to say thank you for a job well done. Some examples are:-

- “I am very lucky to live in a quiet and peaceful neighbourhood which is well run.”
- “I am glad to be in a nice property.”
- “I have no complaints about the Council. I have been in my home 38 years and the Council has been perfect.”

## Locality Working

We arranged twelve locality “Get Together Events” across Perth and Kinross to work in partnership with tenants in their localities to develop Locality Action Plans which reflect tenant feedback.

## SURE Team Activities

We provided feedback to the Service User Review and Evaluation (SURE) team in September 2016 in relation to their evaluation of our Neighbour Complaints and Anti-Social Behaviour. We developed a joint action plan with the Safer Communities team and will implement, where possible, the recommendations made from the SURE team.

With support from the Quality Panel we have developed a new Welcome Pack for tenants. The pack focusses on tenancy sustainability and locality based support, and will be implemented in October 2016.

In August 2016, the Service User Review and Evaluation (SURE) team were presented with an overview of our performance in relation to the Scottish Housing Charter. Following presentations from services they rated each of the Charter Outcomes (Green, Amber or Red).

Out of the 16 Charter Outcomes, 15 were rated Green and 1 was rated Amber. The results are to be incorporated into the Tenants Annual Performance Report on the Charter which will be published at the end of October.

Comment from the Sure Team - *“The SURE Team continues to be impressed by the systematic and detailed approach adopted by Housing to identify, bring together and monitor specific actions that have been agreed to improve performance across the 16 Charter Outcomes.”*

**Housing and Social Work - Employee Survey 2016** is currently underway, and the results be distributed to Services at the end of October 2016..

## Progress against Performance Indicators and Improvement Plan

Over the six months from 1 April 2016 to 30 September 2016, Housing & Social Work has made significant progress in delivering the services and actions identified in the Business Management Improvement Plan (BMIP) agreed by Housing & Health Committee (25 May 2016), Community Safety Committee (8 June 2016) and Scrutiny Committee (15 June 2016).

Of the 60 key performance indicators contained within the BMIP: 23% are exceeding target; 25% are on target; 26% are not on target; and 26% are not measurable at this six month point. Below is a summary of the progress against the targets within the BMIP.

Performance Indicators	Total	Exceeding Target	On Target	Not Yet on Target	Information not Available
<b>Giving Every Child the Best Start in Life</b>					
	2	1	1	-	-
<b>Nurturing Educated, Responsible and Informed Citizens</b>					
	5	1	-	1	3
<b>Developing a Prosperous, Inclusive and Sustainable Economy</b>					
	5	-	3	1	1
<b>Supporting People to Lead Independent, Healthy and Active Lives</b>					
	19	4	2	8	5
<b>Creating a Safe and Sustainable Place for Future Generations</b>					
	26	7	9	4	6
<b>TOTAL</b>	<b>57</b>	<b>13</b>	<b>15</b>	<b>14</b>	<b>15</b>
<b>Percentages</b>	<b>-</b>	<b>23%</b>	<b>26%</b>	<b>25%</b>	<b>26%</b>

**Note:** The Service performance is determined from the current performance information available and not from projected data.

The following sections provide an update on Service performance where targets have been exceeded and where the Service is not yet on track to meet the target in the BMIP. Where performance is currently not on target, improvement actions have been identified to ensure the Service reaches the target by March 2017.

**Note - Key relating to trends:-**

Trend	
↑	Performance has significantly improved
→	Performance has remained roughly the same
↓	Performance has significantly deteriorated

# Performance Indicator Exceptions

## Where we are currently exceeding our target

Indicators exceeding target	Performance					Targets		
	13/14	14/15	15/16	Aug 16	Trend	16/17	17/18	22/23
<b>GIVING EVERY CHILD THE BEST START IN LIFE</b>								
Number of families with children presenting as homeless	279	244	337	106 (Aug)	↑	<275	<275	<275
<b>Housing and Health</b>								
<b>Comments</b> There has been a decline in homeless presentations which we hope will continue. We will, however, continue to work with a range of agencies and private landlords to prevent homelessness occurring.								

Indicators exceeding target	Performance					Targets		
	13/14	14/15	15/16	Aug 16	Trend	16/17	17/18	22/23
<b>NURTURING EDUCATED, RESPONSIBLE AND INFORMED CITIZENS</b>								
Number of single young people aged 16 to 25 presenting as homeless	n/a	161	184	68 (Aug)	↑	<200	<200	<190
<b>Housing and Health</b>								
<b>Comments</b> There has been a decline in homeless presentations which we hope will continue. We will, however, continue to work with a range of agencies, schools, and youth support workers to proactively work with young people with housing difficulties.								

Indicators exceeding target	Performance					Targets		
	13/14	14/15	15/16	Aug 16	Trend	16/17	17/18	22/23
<b>CREATING A SAFE AND SUSTAINABLE PLACE FOR FUTURE GENERATIONS</b>								
% of repairs appointment kept	n/a	92.9%	96%	96% (Aug)	↑	95%	95%	95%
<b>Housing and Health</b>								
<b>Comments</b> We continue to perform well in this area, keeping repairs appointments and compare well to the national figures of 93.5%.								

Indicators exceeding target	Performance					Targets		
	13/14	14/15	15/16	Aug 16	Trend	16/17	17/18	22/23
<b>CREATING A SAFE AND SUSTAINABLE PLACE FOR FUTURE GENERATIONS</b>								
Average length of time taken (in hours) to complete emergency repairs	n/a	3.29hrs	3.7hrs	4.7 (Jul)	↓	5hrs	5hrs	5hrs
<b>Housing and Health</b>								
<b>Comments</b> We continue to perform well in this area and we are exceeding our target, as well as performing well against the national average of 5.1hrs (15/16). This remains a focus area for the Service with Repairs forming part of the Service's Transformation Programme.								

Indicators exceeding target	Performance					Targets		
	13/14	14/15	15/16	Aug 16	Trend	16/17	17/18	22/23
<b>CREATING A SAFE AND SUSTAINABLE PLACE FOR FUTURE GENERATIONS</b>								
Average length of time (days) taken to re-let properties (includes mainstream and difficult to let properties)	n/a	21.16	25.2	20 (Aug)	↑	28	28	28
<b>Housing and Health</b>								
<b>Comments</b>								
We continue to turn around void (empty) properties very quickly and faster than the Scottish average of 35.4 days (15/16).								

Indicators exceeding target	Performance					Targets		
	13/14	14/15	15/16	Aug 16	Trend	16/17	17/18	22/23
<b>CREATING A SAFE AND SUSTAINABLE PLACE FOR FUTURE GENERATIONS</b>								
Average number days per case to process new Housing Benefit / Council Tax Reduction Claims	24	26	26	24 (Aug)	↑	25	23	21
<b>Housing and Health</b>								
Average number days per case to process change events for Housing Benefit / Council Tax Reduction Claims	20	15	12	8 (Aug)	↑	13	13	13
<b>Housing and Health</b>								
<b>Comments</b>								
Continued improvement in processes, procedures and upskilling the workforce and effective joined up working has led to improved performance and service delivery throughout the Revenues, Benefits and Welfare Rights Services.								

Indicators exceeding target	Performance					Targets		
	13/14	14/15	15/16	Aug 16	Trend	16/17	17/18	22/23
<b>SUPPORTING PEOPLE TO LEAD INDEPENDENT, HEALTHY AND ACTIVE LIVES</b>								
Number of service users aged 65+ with Technology Enabled Care (excluding community alarms)	593	737	942	1,045 (Aug)	↑	1,000	1,100	1,200
<b>Housing and Health Integrated Joint Board</b>								
<b>Comments</b>								
We continue to perform well in this area and have seen an 11% increase in people using Technology Enabled Care (TEC) between April and August 2016, developments in this area continue to be a key focus.								
<b>Note:</b> TEC definition – where the outcomes for individuals in their home or community setting are improved through the application of technology (e.g. telecare, telehealth, video conferencing (VC) and mobile health and wellbeing (mHealth)).								

Indicators exceeding target	Performance					Targets		
	13/14	14/15	15/16	Aug 16	Trend	16/17	17/18	22/23
<b>SUPPORTING PEOPLE TO LEAD INDEPENDENT, HEALTHY AND ACTIVE LIVES</b>								
% of all service users who access SDS Option 2	n/a	0.9%	3.1%	4.3% (Aug)	↑	2%	tbc	tbc
<b>Housing and Health Integrated Joint Board</b>								
<b>Comments</b>								
Service users are becoming better informed of the choices available to them and empowered to take control of the types of support they receive. Staff are becoming more confident and are promoting the full range of options to people who require services.								
<i>(1= Making a direct payment to the person; 2= The selection of support by the person and the making of arrangements for the provision of it, including payment, by the local authority on their behalf; 3= The selection of support for the person by the local authority and the making of arrangements for the provision of it, including payment, by the authority; 4= A mix of 2 or more of Options 1, 2 and 3)</i>								

Indicators exceeding target	Performance					Targets		
	13/14	14/15	15/16	Jun 16	Trend	16/17	17/18	22/23
<b>SUPPORTING PEOPLE TO LEAD INDEPENDENT, HEALTHY AND ACTIVE LIVES</b>								
The % of clients receiving their first intervention who wait no longer than 3 weeks from the point of referral (Social Work Drug and Alcohol team)	92%	89%	88%	97% (Jun)	↑	90%	tbc	tbc
<b>Housing and Health Integrated Joint Board</b>								
<b>Comments</b>								
All referrals are triaged by representatives from Health, Social Work and the Third Sector to ensure appropriate supports are put in place timeously.								

Indicators exceeding target	Performance					Targets		
	13/14	14/15	15/16	Aug 16	Trend	16/17	17/18	22/23
<b>SUPPORTING PEOPLE TO LEAD INDEPENDENT, HEALTHY AND ACTIVE LIVES</b>								
The % of Social Circumstance reports completed within 28 days following Emergency or Short Term detentions	n/a	87%	76%	83% (Aug)	↑	80%	90%	95%
<b>Community Safety</b>								
<b>Comments</b>								
Social Circumstance reports are a statutory function for Mental Health Officers to complete after a significant event occurs. Due to an increase in Guardianship reports and Mental Health Act reports we are piloting a change to team roles to concentrate on the statutory duty.								



Indicators exceeding target	Performance					Targets		
	13/14	14/15	15/16	Aug 16	Trend	16/17	17/18	22/23
<b>CREATING A SAFE AND SUSTAINABLE PLACE FOR FUTURE GENERATIONS</b>								
% of Community Payback Order Unpaid Work Requirements (Level 1 and Level 2) completed within agreed timescales	97%	96%	95%	100% (Aug)	↑	95%	96%	96%
<b>Community Safety</b>								
<b>Comments</b> We continue to perform well in this area and although we have exceeded the target this can be challenging. For example, delays can be experienced where Orders are placed out with the Perth Courts.								

Indicators exceeding target	Performance					Targets		
	13/14	14/15	15/16	Aug 16	Trend	16/17	17/18	22/23
<b>CREATING A SAFE AND SUSTAINABLE PLACE FOR FUTURE GENERATIONS</b>								
Cases of adult protection screened within 24 hours of notification	65%	77%	94%	97% (Jun)	↑	95%	95%	95%
<b>Community Safety</b>								
<b>Comments</b> We have exceeded our target and this is a result of improvement activity around response times and embedding processes following the introduction of the new Vulnerable Person Reports (VPRs).								

## Where we are not yet meeting our target

Indicators not achieving target	Performance					Targets		
	13/14	14/15	15/16	Aug 16	Trend	16/17	17/18	22/23
<b>NURTURING EDUCATED, RESPONSIBLE AND INFORMED CITIZENS</b>								
% young people (16-25) sustaining a council tenancy for more than one year	88%	92%	79%	74% (Jun)	↓	>92%	>92%	>92%
<b>Housing and Health</b>								
<b>Comments</b>								
Of the 33 tenancies allocated between April – June 2015, 25 sustained for more than a year. Of the 8 not sustained, 4 were as a result of abandonment and 4 due to personal reasons. We continue to ensure that we match our waiting list applicants to the most appropriate available accommodation and provide support to assist them to sustain their tenancy.								

Indicators not achieving target	Performance					Targets		
	13/14	14/15	15/16	Aug 16	Trend	16/17	17/18	22/23
<b>DEVELOPING A PROSPEROUS, INCLUSIVE AND SUSTAINABLE ECONOMY</b>								
Current and former tenant rent arrears as a % of gross rent due for the reporting year (SOLACE Benchmarking PI)	n/a	9.28%	10.4%	9.9% (Aug)	→	9.5%	9.5%	9.5%
<b>Housing and Health</b>								
<b>Comments</b>								
There has been an improvement in performance over the year, although target is not yet met. This continues to be a priority for the service with a range of initiatives underway and monitored, as well as local targets set for each team to address and reduce arrears.								

Indicators not achieving target	Performance					Targets		
	13/14	14/15	15/16	Aug 16	Trend	16/17	17/18	22/23
<b>SUPPORTING PEOPLE TO LEAD INDEPENDENT, HEALTHY AND ACTIVE LIVES</b>								
% of tenancy offers refused during the year (including withdrawals)	n/a	36%	35%	41% (Aug)	↑	36%	30%	28%
<b>Housing and Health</b>								
<b>Comments</b>								
The rise in refusals is due to an increase in void properties in some rural areas and applicants refusing the tenancy due to the location. In addition, a large proportion of flatted properties had become available, when many applicants preferring a house or cottage type accommodation. Despite the rise, we still perform well against the national average of 43% (2015/16).								
To keep refusals to a minimum, all refusals are monitored monthly and discussed at the weekly team meeting to identify actions to help reduce the number of offers refused by applicants.								

Indicators not achieving target	Performance					Targets		
	13/14	14/15	15/16	Aug 16	Trend	16/17	17/18	22/23
<b>SUPPORTING PEOPLE TO LEAD INDEPENDENT, HEALTHY AND ACTIVE LIVES</b>								
% of all service users who access SDS Option 4	n/a	4.56%	6.6%	6.77% (Aug)	↑	7.5%	tbc	tbc
<b>Housing and Health Integrated Joint Board</b>								
<b>Comments</b>								
<p>Option 4 has plateaued over the last 6 months but taken into account a comparative for the same 6 month period in 2015 there has been a significant increase in those choosing a mix of options 1, 2 and 3. Throughout the period June – August 2016 a data cleansing exercise was undertaken that has improved statistical information and monitoring of options taken. By speaking directly with teams they feel more confident when having the personalisation/SDS option conversations, which they feel has enabled people to make different and improved and informed choices about their care and support.</p> <p>Within the Quality Assurance Framework there is a plan to undertake a further Self Directed Support outcome focussed audit and this will be due for completion in January 2017.</p> <p><i>(1= Making a direct payment to the person; 2= The selection of support by the person and the making of arrangements for the provision of it, including payment, by the local authority on their behalf; 3= The selection of support for the person by the local authority and the making of arrangements for the provision of it, including payment, by the authority; 4= A mix of 2 or more of Options 1, 2 and 3)</i></p>								

Indicators not achieving target	Performance					Targets		
	13/14	14/15	15/16	Aug 16	Trend	16/17	17/18	22/23
<b>SUPPORTING PEOPLE TO LEAD INDEPENDENT, HEALTHY AND ACTIVE LIVES</b>								
% of clients achieving goals set out in their Outcome Focused Assessment	87%	87%	84%	84% (Aug)	→	87%	88%	89%
<b>Housing and Health Integrated Joint Board</b>								
<b>Comments</b>								
<p>There are various reasons that can impact on the fluctuation in relation to the % of people achieving their outcomes. For example health deterioration or a change in the person's needs.</p> <p>Locality teams will ensure they continue to review each individual to ensure outcomes remain personalised and reflect each individual's personal journey.</p>								

Indicators not achieving target	Performance					Targets		
	13/14	14/15	15/16	Aug 16	Trend	16/17	17/18	22/23
<b>SUPPORTING PEOPLE TO LEAD INDEPENDENT, HEALTHY AND ACTIVE LIVES</b>								
% 65+ with intensive care needs receiving care at home (SOLACE Benchmarking PI)	27.6%	23.4%	24.8%	20% (Aug)	↓	27%	28%	31%
<b>Housing and Health Integrated Joint Board</b>								
% 65+ who live at home	97%	97.5%	97%	97% (Aug)	→	98%	98%	98%
<b>Housing and Health Integrated Joint Board</b>								
<b>Comments</b>								
<p>The average age of people entering care is 82 years and they have complex care needs. As such an increasing number of people are having their needs met within a care home environment. Since April 2016 we have seen a 10% increase (96 placements) in the number of care home placements and this is having an impact on these particular indicators.</p>								

Indicators not achieving target	Performance					Targets		
	13/14	14/15	15/16	Aug 16	Trend	16/17	17/18	22/23
<b>SUPPORTING PEOPLE TO LEAD INDEPENDENT, HEALTHY AND ACTIVE LIVES</b>								
% 65+ requiring no further service following Reablement	37%	37%	51%	44% (Aug)	↓	50%	50%	50%
<b>Housing and Health Integrated Joint Board</b>								
<b>Comments</b>								
This particular measure can fluctuate and is dependent on the needs of the people referred. As such, as previously mentioned within this report, people referred often have more complex care needs and whilst Reablement can reduce the level of care required, this has had an impact on the number of people who leave with no further service.								

Indicators not achieving target	Performance					Targets		
	13/14	14/15	15/16	Aug 16	Trend	16/17	17/18	22/23
<b>SUPPORTING PEOPLE TO LEAD INDEPENDENT, HEALTHY AND ACTIVE LIVES</b>								
No. of people delayed in hospital for more than 14 days (excluding Complex Cases)	n/a	87	191	50 (July)	→	130	100	0
<b>Housing and Health Integrated Joint Board</b>								
Number of bed days lost to delayed discharge (excluding Complex Cases)	13,430	12,200	15,697	5,087 (Aug)	→	11,000	11,000	11,000
<b>Housing and Health Integrated Joint Board</b>								
<b>Comments</b>								
Delayed Discharge is a complex area to address and work is underway across health and social care, acute and primary care services (including GPs), as well as care at home providers, to respond effectively to increasing demand. The Council and NHS partners have invested in a number of initiatives to provide alternative to hospital admission e.g. Rapid Response Team, Immediate Discharge Team and the Enhanced Care Support Service, as well as a campaign to encourage more people into the care sector.								
There has been an increase in unplanned admissions for those aged 85+ in particular and this group is more likely to be delayed in hospital. Emergency admissions create pressures across the health and social care system, affecting delayed discharge, social work assessments and care at home. The average age of people entering care is 82 years demonstrating an increasingly frailer older population.								
<b>Note-</b> The definition of complex cases – Where adults lack capacity or where no specialist facility is available and where an interim move would not be appropriate. The number of complex cases in August 2016 was 9 which equated to 255 bed days.								

Indicators not achieving target	Performance					Targets		
	13/14	14/15	15/16	Jun 16	Trend	16/17	17/18	22/23
<b>CREATING A SAFE AND SUSTAINABLE PLACE FOR FUTURE GENERATIONS</b>								
Overall % of new tenancies sustained for more than a year	n/a	92%	88%	87% (2 Qtr)	↓	90%	94%	95%
<b>Community Safety</b>								
<b>Comments</b>								
<p>There were a total of 166 tenancies created of which 145 were sustained for 12 months or more. Of the 21 tenancies which ended 8 were within the 16-25 year old range.</p> <p>Of those other tenancies that ended 4 were due to death of the tenant, 4 due to transfer/mutual exchanges, 1 was fleeing violence, 1 moved into private accommodation, 1 was unable to sustain due to personal circumstances, and 2 either abandoned or gave no notice. The tenancies which ended were, either out-with the Council's control, or were as a result of a change of circumstances and more suitable accommodation was secured.</p> <p>We continue to ensure that we match our waiting list applicants to the most appropriate available accommodation and provide support to assist them to sustain their tenancy. Our support officers are now within localities providing support to vulnerable clients. Our settling in procedure has been changed to facilitate early intervention.</p>								

Indicators not achieving target	Performance					Targets		
	13/14	14/15	15/16	Aug 16	Trend	16/17	17/18	22/23
<b>CREATING A SAFE AND SUSTAINABLE PLACE FOR FUTURE GENERATIONS</b>								
% of Community Payback Order Unpaid Work Requirements where the post sentence assessment has been completed within 1 working day	80%	82%	94.3%	70.5% (Aug)	↓	80%	86%	87%
<b>Community Safety</b>								
<b>Comments</b>								
<p>Clients are given a letter of instruction to attend CJS Offices within 24 hours by Court staff and some clients fail to make contact within the timescales. This process is currently being reviewed.</p> <p>The indicator is based on the within month performance and due to the small numbers of clients involved this can impact significantly on the percentages. Should a cumulative approach be taken to the calculation the year to date performance would be 81.2%, therefore exceeding the target of 80%.</p>								

Indicators not achieving target	Performance					Targets		
	13/14	14/15	15/16	Aug 16	Trend	16/17	17/18	22/23
<b>CREATING A SAFE AND SUSTAINABLE PLACE FOR FUTURE GENERATIONS</b>								
% of clients with a Community Payback Order whose order has been reviewed within 20 working days	n/a	n/a	95%	69% (Aug)	↓	80%	80%	85%
<b>Community Safety</b>								
<b>Comments</b>								
<p>The indicator is based on the within month performance however, for the year to date position, 16 reviews were not carried out within the 20 day review period from a total of 74. If this indicator were to be based on these cumulative figures the performance would be 78.4% (1.6% below target).</p> <p>We are currently reviewing processes to improve performance.</p>								

Indicators not achieving target	Performance					Targets		
	13/14	14/15	15/16	Jun 16	Trend	16/17	17/18	22/23
<b>CREATING A SAFE AND SUSTAINABLE PLACE FOR FUTURE GENERATIONS</b>								
% ASP case conferences held within agreed timescale after investigation	77%	100%	50%	33.3% (2 Qtr)	↓	100%	100%	100%
<b>Community Safety</b>								
<b>Comments</b>								
<p>There are very low numbers involved in this indicator with only 3 conferences being held in the last quarter.</p> <p>One case out with timescales had a network meeting within 14 days to ascertain if client met adult at risk criteria and following this meeting it was decided to progress to Adult Protection Case Conference (APCC) which was held 16 days later.</p> <p>The other case had a repeat incident before the ASP investigation was completed and a police investigation took place. The APCC still took place within 16 days (2 days out with the timescales).</p>								

## **Improvement Plan Exceptions**

*We have no Improvement Plan exceptions to report.*

