



# **Performance Monitoring Report**

for

## **Adult Social Care & Health**

**Third Quarter 2009/10  
October-December 2009**

Portfolio holder: Councillor Dale Birch  
Director: Glyn Jones



















































































<b>9.5 Provide support for carers by working with statutory and voluntary partners.</b>				
9.5.1	Refresh the strategy for carers, working with partners and carers.	Apr 2009	ASCH	✓ Completed.
9.5.2	Implement the recommendations from the Members' working group on carers.	Jan 2010	ASCH	✓ Discussions underway with Age Concern regarding a creche-type service for older people.
9.5.3	Develop robust, practical and accurate data collection processes across a wide range of groups, produce advice and information in a range of appropriate formats, and use all communication channels to disseminate.	Mar 2010	ASCH	✓ It is anticipated that the new IAS system will collect data required, plus ongoing discussions with voluntary sector to agree data collection and dissemination of information and advice.
<b>OPERATIONAL RISKS TO MTO 9</b>			<b>Owner</b>	<b>Progress on Mitigation Actions</b>
9.1	TASC pilot too short to consider all the workforce implications. Mitigation: Review the workforce implications of the learning disabilities review. Review arrangements in other local authorities.		ASCH	Continuing to liaise with other LAs and with the personal facilitators. Revised/New Risk: None.
<b>PRIORITY FIVE: VALUE FOR MONEY</b>				
Medium-Term Objective 10: Be accountable and provide excellent value for money.				
<b>ACTIONS IN SUPPORT OF MTO 10</b>				
		<u>Due Date</u>	<u>Owner</u>	<u>Comments</u>
<b>10.8</b>	<b>Implement all appropriate actions to ensure staff are in place with the right skills and capacity to deliver service outcomes and maximise service efficiency.</b>			
10.8.1	Implement the actions due in 2009/10 in each departmental workforce plan.	Mar 2010	ASCH CPS CXO CYPL ECC	✓ CPS: Workforce planning actions being implemented in accordance with the programme. CXO: Ongoing. ECC: In progress. Managers continue to make preparations for employees retiring. A programme on customer service training started in Quarter 3 and continues into Quarter 4. ECC has delivered a programme of training courses to employees on safeguarding. Several more managers attended the Management Development Centre and drew up development programmes with their managers following the event.
<b>OPERATIONAL RISKS TO MTO 10</b>			<b>Owner</b>	<b>Progress on Mitigation Actions</b>
10.21	Expertise/availability of staff to undertake review of recruitment and retention. Mitigation: Early identification of challenging recruitment areas. Workforce planning to be implemented across Social Care & Learning. Engage colleagues with the LA/workforce as appropriate.		CYPL ASCH	Workforce planning session run to the SLG. Secondary returners course in operation since October. Revised/New Risk: None.
<b>PRIORITY SIX: SUSTAIN ECONOMIC PROSPERITY</b>				
Medium-Term Objective 12: Promote workforce skills				
<b>ACTIONS IN SUPPORT OF MTO 12</b>				
		<u>Due Date</u>	<u>Owner</u>	<u>Comments</u>
<b>12.1</b>	<b>Contribute to the development of an appropriately skilled workforce through adult and community learning.</b>			
12.1.1	Continue to ensure that employment opportunities exist for vulnerable people and hard-to-reach groups.	Mar 2010	ASCH	✓ Work is being undertaken to achieve National Indicator NI 146 targets.