

**Adults and Communities Scrutiny Committee  
Performance Dashboard  
September 2017**

**Adult Social Care**

Adult Social Care Theme	Direction of Travel	RAG	Target	Previous Period February 2017	Latest Period July 2017
<b>Case Management</b>					
Number of requests for support received for new clients aged 18 and over per 100,000 population	↓		658	706	758
Outcomes for clients of reablement*	↓		90%	-	73%
<i>Analysis: Last year's regional average was 73%. New 'end reasons' have been introduced as of April to gain a more detailed picture of those completing reablement.</i>					
Proportion of service users accessing long-term support receiving a direct payment	↑		25%	27%	27%
% of people in long term services that received a review year to date from 1 April	↓		90%	77%	74%
<i>Analysis: Since the Care Act all clients receiving long term support have to receive a review within 12 months. The numbers have been reworked for the last month assuming all mental health clients have had a review - as there is no obligation for CPFT to note these on Frameworki - this would account for a couple of percentage point increases.</i>					
Proportion of service users accessing long-term support receiving a direct payment	↓		25%	27%	
Proportion of adults who are satisfied with the care and support they receive*	↑		62%	64%	66%
<i>Analysis: Target is currently eastern region benchmark 62%</i>					
<b>Commissioning and Service Delivery</b>					
Proportion of adults with a learning disability in paid employment*	-		8.0%	9.5%	10%
<i>Analysis: the Eastern Region benchmark 8.3%</i>					
Proportion of adults in contact with secondary mental health in paid employment*	-		13%	9%	11.7%
Proportion of adults in contact with secondary mental health who live independently*	↓		75%	82%	80%
Residential/nursing care clients and permanent admissions (18-64)*	-		13	-	11
<i>Analysis: Establishing Permanency remains an issue. There were 11 clients admitted to residential/nursing during the reporting period 2016-17.</i>					

Residential/nursing care clients and permanent admissions (65+)	↑		128	122	135
<i>Analysis: Eastern Region Benchmark 584 per 100,000, Better Care Fund target of 128 for 16-17. There were 135 admissions to residential/nursing for over 65s during 2016-17</i>					
<b>Integration</b>					
Non-elective admissions (STP)	↓		793	-	791.4
% over 65s at home 91 days after discharge from hospital into reablement*	↑		83%	88%	78%
<b>Safeguarding</b>					
% of people who use services who say that services have made them feel safer	↑		83%	77%	77%

\*Adult Social Care Outcomes Framework Measures

## Safer Peterborough Partnership

Safer Peterborough Partnership Theme	Direction of Travel	RAG	Previous Period (June 2017)	Latest Period (July 2017)
<b>Reducing Offending</b>				
Reducing the number of people who become victims of crime <sup>1</sup>	↓		1924	1559
Improve our position in our most similar group	↑		21.38%	24.1%
Increase the number of offenders participating in community resolutions	↑		71	New data unavailable
Reduction in the number of proven offences for offenders managed through the Integrated Offender Management Programme	↓		70%	70% (no new data)
<i>Analysis: In July there were a total of 1559 victim based crimes for the month, which is a 18% decrease compared to June 2017, where exceptionally high levels of victim based crime were recorded. There have been significant reductions in robbery and violence against the person offences which are the result of the arrest of some key nominals who were engaged in a series of offences across the city.</i>				
<b>Building Resilient Communities</b>				
Increase the number of hate crimes reported	↑		74	New data unavailable
Increase the number of hate incidents reported	↑		59	New data unavailable

<sup>1</sup> Victim Based Crime includes: All violence against the person, all sexual offences, all theft, all robbery, all criminal damage and arson.

<b>Increase the proportion of Police detections for hate crime offences</b>	↑		<b>24.3%</b>	<b>New data unavailable</b>
<b>Improve the number of victims of hate crime who are at least fairly satisfied with the service received from the Police</b>	↑		<b>100.0%</b>	<b>New data unavailable</b>
<p><i>Analysis: The recent terror attacks nationally have focused the work of the Hate Crime Officer. The work has focused around faith establishments and talking with communities to both reassure and inform people in terms of reporting; work also support by the Cohesion Team. We have identified that more work needs to be done around all faith establishments and a consistent approach should they be targeted and this will be picked up via the Hate Crime Task and Finish Plan.</i></p> <p><i>At an information drop on Lincoln Road, shopkeepers and their customers were pleased with the information around reporting and shopkeepers have taken more information to pass onto customers. A victim of hate crime has also volunteered to be a Hate Crime Ambassador which is a great start to the partnership building more capacity within our communities.</i></p> <p><i>Further Hate Crime drop in sessions are going ahead at the Gladstone Community Centre and at Herlington and work is ongoing with service users at PARCA to continue to build confidence and trust. Should information be given, there is then further follow up such as issues that were raised behalf of residents in one area. However, on that occasion the residents themselves have not shared any concerns when spoken to.</i></p>				
<b>Prevention and Enforcement Service</b>	<b>Direction of Travel</b>	<b>RAG</b>	<b>Previous Period (June 2017)</b>	<b>Latest Period (August 2017)</b>
<b>Fixed Penalty Notices (FPNs) Issued by Kingdom Officers</b>	-		<b>747 (cumulative, since June 2017)</b>	<b>2214 (cumulative, since June 2017)</b>
<p><i>Analysis: Since the Kingdom contract went live on 12 June 2017 2214 FPNs have been issued. and they are now achieving a 54% payment rate. Breakdown is as follows:</i></p> <p><i>City Centre</i></p> <ul style="list-style-type: none"> <li>● <i>Unauthorised cycling (on Bridge Street) = 802</i></li> <li>● <i>Failing to dismount from a cycle = 15</i></li> <li>● <i>Littering = 1130</i></li> <li>● <i>Spitting = 64</i></li> <li>● <i>Urination = 2</i></li> </ul> <p><i>Millfield</i></p> <ul style="list-style-type: none"> <li>● <i>Littering = 172</i></li> <li>● <i>Spitting = 24</i></li> <li>● <i>Urination = 1</i></li> <li>● <i>Dog Fouling = 1</i></li> </ul>				
<b>Fly-tipping reports investigated</b>	↓		<b>283</b>	<b>238</b>
<p><i>Analysis: In August the Prevention and Enforcement Service received 238 fly tipping reports for investigation and have undertaken 5 Duty of Care investigations. The team also investigated 89 abandoned vehicles and 66 rubbish accumulations.</i></p>				
<b>Unauthorised traveller encampments</b>	↑		<b>5</b>	<b>9</b>
<p><i>Analysis: During August there have been 9 unauthorised encampments in Peterborough at the following locations:</i></p> <ul style="list-style-type: none"> <li>● <i>Ice Rink - private eviction</i></li> <li>● <i>Manor Grove Business Centre - private police issued Section 62 notice</i></li> <li>● <i>Land at back of Heltwate - Section 78</i></li> </ul>				

- Goldhay Way - Section 78
- A47/A16 - Left after initial visit
- David's Lane - Section 78
- Ploverly, Werrington - police enforced outstanding Section 62
- Emergency Stopping Place - Stayed 2 days
- Emergency Stopping place - Stayed 6 days Section 77 issued

The Emergency Stopping Place has been used on 2 occasion during August for a total of 8 days.

<b>Abandoned vehicle investigations</b>	↓		<b>92</b>	<b>89</b>
<b>Rubbish accumulation investigations</b>	↓		<b>70</b>	<b>66</b>
<b>Parking Contravention Notices Issued</b>	↓		<b>1829</b>	<b>1733</b>

Analysis: Number of PCNs issued in August was 1733. Officers also assisted with education patrols in the new PSPO area in Millfield.

<b>Selective Licensing Applications Processed</b>	↓		<b>257</b>	<b>196</b>
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Analysis: During August 2017 the Housing Enforcement team received 92 complaints/requests for service. Of the 92 complaints, 43 were as a result of selective licensing inspections and 39 were regarding housing conditions within the areas that fall outside of selective licensing including 9 in Rutland. The rest were made up of HMO queries, illegal eviction/harassment investigations, overcrowding investigations and immigration assessments.

Additionally, the team processed 196 selective licensing applications and carried out 282 SL inspections.

In August the team achieved their first batch of prosecutions of landlords who had failed to licence their properties. Four landlords were found guilty at Peterborough Magistrates Court, each was fined £440.00 plus the Council's costs and a victim surcharge.

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Please note the Safer Peterborough Partnership performance indicators for domestic abuse and sexual violence and mental health are yet to be agreed.

## Housing

Housing Theme	Direction of Travel	RAG	Target	Previous Period (March 2017)	Latest Period (July 2017)
<b>Housing Needs</b>					
Total on Housing Register	↑		2500	2915	3016
New homeless presentations	↑		-	100	150

Waiting for homeless decision	↑		33 (per month)	256	322
Decisions - Accepted as Homeless	↓		-	64	32
Average time for all homeless decisions (days)	↑		28 days		48 days
Percentage of Decisions made within 33 Working Days	↓		85%		34%
Recorded Homeless Preventions & Relief	↓		40		9
Number in Bed & Breakfast including St Michael's Gate (SMG) & Elizabeth Court (EC)	↑		0	151	239 B&B: 128 SMG: 57 EC: 53
Bed & Breakfast Spend - Gross	-		0	£2.0m	No data

*Analysis: The Housing Needs team continued to see a high volume of calls for service. There remains an unprecedented demand for 2 bedroom properties. The team continue to have to make use of B&B accommodation and have been fully occupied in the B&B's that we have arrangements with, which has meant that we have had to spot purchase B&B accommodation with other providers.*

*The table below shows that breakdown of the Housing Register by band and their bedroom requirements.*

Bedroom Need	Band	1 AP	1	2 AP	2	3 AP	3	4 AP	4	5 AP	5	Total
1		90	33	328	278	43	22	172	100	93	73	1232
2		124	97	435	280	16	3	13	5	0	5	978
3		33	34	234	110	6	2	42	27	0	0	488
4		22	20	121	29	1	1	4	2	0	0	200
5		10	4	15	11	1	0	0	0	0	0	41
6		5	3	2	1	0	0	0	1	0	0	12
Total		284	191	1135	709	67	28	231	135	93	78	2951

## Care and Repair

Handyperson Requests	↑		3000	3133 (full year)	919
Aids and Adaptations Requests	↓		1000	1053	407

*Analysis: Steady start. We have changed the eligibility criteria to prevent an overspend, this reflects in the slightly reduced numbers. The charitable funding opportunities have not yet been available this year so scope has reduced too.*

*Analysis: Demand is still high despite reduction in O/T numbers and increased O/T waiting list. The target is being exceeded by a significant percentage.*

<b>Aids and Adaptations Completed</b>	-		<b>1000</b>	-	<b>559</b>
<i>Analysis: Almost all the A&amp;A that have been received this year have been completed. Urgents are done in 24hrs and non-urgents in 7 days. The invoices have been chased and have been received 14 June but have not been processed by BSO Serco. It is hoped that the cases will be closed shortly when the payments are processed. Over 290 jobs have been completed to date.</i>					
<b>Repair Assistance Completed</b>	-		<b>100</b>	<b>95</b>	<b>20</b>
<i>Analysis: As closure is retrospective we are looking at April's cases where the performance was x5 higher than last year. Next month, May's / June's closure should also increase.</i>					
<b>Fee Income from Repair Assistance</b>	↑		<b>£125k</b>	<b>£10,080</b>	<b>£16,790</b>
<i>Analysis: As closure is retrospective we are looking at April's cases where the performance was x5 higher than last year. Next month, May's / June's closure should also increase.</i>					
<b>Disabled Facility Grant Completed</b>	↓		<b>250</b>	<b>260</b>	<b>64</b>
<i>Analysis: A significant amount of invoices have been received. When these are processed the number of completions is likely to exceed last year for the 3rd month running. The issue is that cases are being closed retrospectively. When new software is received completion dates can be put in when work commences and the measure could be applied to practical completion.</i>					
<b>Average time (days) for Disabled Facility Grants Under £10k</b>	↓		-	<b>90 (2016/17)</b>	<b>91</b>
<i>Analysis: times are higher that we would like but will come down as more completions are input.</i>					
<b>Fee Income from Disabled Facility Grant</b>	↓		<b>£240k</b>		<b>£48,095</b>
<i>Analysis: Payments have been submitted and have gone through and are reflected in April &amp; May. June's payments will catch up soon, we estimate an 8% improvement.</i>					
<b>Straight stairlift (SSL)/curved stairlift (CSL) average time (days)</b>	-		-	-	<b>34 days (SSL) 92 days (CSL)</b>
<i>Analysis: the number completed is starting to rise and exceed last year's numbers. The time taken is increasing which is not good but may relates to several factors some out of our control.</i>					
<b>LAS Average Time (days) and total completed</b>	-		-	<b>143 (average days 2016/17) (2 completed)</b>	<b>96 (average days) 7 (completed)</b>
<i>Analysis: When all the invoices are clear the number of closures will increase and the stats will be more relevant. A large number of invoice are being processed currently</i>					
<b>Housing Programmes</b>					
<b>Empty Homes Brought Back into Use With LA Intervention</b>	↓		<b>120</b>	<b>135</b>	<b>63</b>
<i>Analysis: June has been an excellent month for properties being brought back into use, largely due to the refurbishment and reinstatement of the flats at Elizabeth Court. A number of other properties being charged the premium were also reoccupied, meaning that all figures and statistics were positive. This could also be down to, in part, the issuing of the Council Tax bills for 2017/18. It is expected that this will continue into July, will more flats occupied at Elizabeth Court, but also due to these months being good for house sales generally.</i>					
<b>% committed and % spend for repairs assistance</b>	-		<b>100%</b>	<b>33% Grant Committed 1% Grant Spent</b>	<b>38% Grant Committed 12% Grant Spent</b>

<i>Analysis: the budget for Repairs Assistance for 2017/2018 has been set at £1,272,394 which includes £262,394 carried forward from 2016/2017. This budget also funds Empty Homes Assistance, Discretionary DFGs to Top Up Mandatory DFGs, Discretionary DFGs to Support Health and Repairs Assistance to Private Landlord. As at 30/06/2017 the overall Repairs Assistance programme was 35% committed and 8% spent.</i>					
<b>% committed and % spend for Disabled Facility Grant</b>	-		<b>100%</b>	<b>28% Grant Committed 2% Grant Spent</b>	<b>32% Grant Committed 13% Grant Spent</b>
<i>Analysis: an extra £546,116 DFG Allocation from the BCF has been confirmed making the 2017/2018 budget for DFG's is £2,497,624. Cross Keys Homes initial budget is £398,469 and as at 30/06/2017 this is 51% committed and 25% spent. The Private and other Housing Association DFG budget is £2,099,155 and as at 30/06/2017 this budget is 24% committed and 7% spent. This means the overall DFG budget is 28% committed and 10% spent.</i>					
<b>Hazards remedied for Housing Programmes and Housing Enforcement</b>	↓		-	<b>120 (2016/17)</b>	<b>23</b>
<i>Analysis: Cat 1 hazard checks now to be completed monthly. 2016/2017 saw 183 properties identified with Cat 1 hazard(s) and 171 properties where Cat 1 hazard(s) were remedied</i>					

## Youth Offending Service

<b>Youth Offending Service Theme</b>	<b>Direction of Travel</b>	<b>RAG</b>	<b>Target</b>	<b>Annual Figure (2016/17)</b>	<b>Latest Period</b>
<b>Proven re-offending binary rate - % re-offending</b>	-		-	<b>39.6%</b>	<b>43.4%</b>
<i>Analysis: The binary rate for Peterborough has improved from 43.4% during Apr'14 - Mar'15 to 39.6% during Jul'14 - Jun'15. The statistical neighbour average has also decreased slightly to 36.2% and the national average has remained static at 37.7%. The variance percentage has decreased from 18% to 9% but remains positive, resulting in a red RAG rating.</i>					
<b>Proven re-offending Frequency Rate - re-offences per Reoffender</b>	-		-	<b>1.26</b>	<b>1.29</b>
<i>Analysis: The reoffending frequency rate for Peterborough decreased by 0.03, from 1.29 during Apr'14 - Mar'15 to 1.26 during Jul'14 - Jun'15. Both the stat neighbour and national averages increased slightly, to 1.16 and 1.26 respectively. Despite the decrease in frequency rate for Peterborough, this remains above the statistical neighbours average, resulting in a positive variance percentage and a red RAG rating.</i>					
<b>NEET Number - Disposals / Orders Ending EET Status</b>	-		<b>85%</b>	-	<b>79%</b>
<i>Analysis: The percentage of clients supported by the service who are NEET has increased by 1.2% to 51.2%. The total number of 16-18 year olds supervised by the YOS who are also NEET has remained the same at 21, 18 of which are available to the labour market. One young person is NEET due to illness, the remaining two are not available to the labour market under the category 'other reason'.</i>					
<b>First time entrants - PNC Rate per 100,000 of 10-17 population</b>	-		-	<b>558</b>	<b>327</b>
<i>Analysis: The First Time Entrants rate for Peterborough decreased by 55, from 375 during Oct 2015 - Sep 2016 to 320 during Jan 2016 - Dec 2016. The First Time Entrants rate for our statistical neighbours and England saw a smaller decrease during the same period (by 20 and 7 respectively), so that the variance between Peterborough's FTE rate and that of our statistical neighbours improved to -9%, resulting in an Green RAG rating.</i>					
<b>Community Youth Work</b>					
<b>Community Youth Project Delivery Attendance and (Sessions)</b>	-		-	<b>759 (49)</b>	<b>804 (52)</b>

<b>Community Youth Work Delivery to Targeted Groups (e.g. in care, special educational need, youth offending service client)</b>	-		-	-	<b>70</b>
<b>National Citizenship Service (NCS) Summer 2017 completed programme</b>	-		<b>189</b>	-	<b>203</b>

*Analysis: The Youth Team ran 16 NCS teams between 26th June and 25th August. 227 young people started the programme over the summer against a target of 210 which = 108% of target. 203 young people completed the full 4 week programme which is a retention rate of 89%. As part of this programme, 6000 hrs of social action projects have been delivered by young people to support good causes in the City.*

*In a drive to raise the numbers of young people expressing an interest in participating in the Children in Care Council the Youth Team run yearly engagement activities over the summer holidays.*

*Through July and August 27 sessions of activity were run that were attended by 125 young people, 77 looked after children/care leavers, 4 on Special Guardianship Orders and 16 birth children. Key outcomes were that 10 young people expressed an interest in coming to the Children in Care Council and staff are working hard to convert these in to attendances.*