

Nick Carter		Chief Executive Officer (CEO)				Q1 2018/19	Amber	
Indicator Ref: CEO3		Redevelop London Road Industrial Estate (LRIER) with St. Modwen Plc Business plan created and approved (Milestone 1)					Type: text	
Executive	2016/17 Year End	2017/18 Year End	2018/19				Target	Polarity
			Q1					
RAG	■	■	◆				tbc dependent on court	n/a
Qrtly outturn	-	-	-					
YTD outturn	Delayed	Delayed	Delayed					
REASON FOR AMBER:								
Continued delay due to ongoing court action. The case brought against the Council by Faraday Developments Ltd (FDL) was won in the High Court, however, the appellant sought leave to appeal. In October 2017 the Court of Appeal granted FDL leave to appeal and the Council will be defending its case. As a result the legal process continues.								
The case was heard at the Court of Appeal on 12-13 June 2018. We’re still awaiting the judgement; we’re hoping this will be within the next 6 months. This position has not changed during Q1 2017/18.								
REMEDIAL MANAGEMENT ACTION BEING UNDERTAKEN AND ALTERNATIVE PLANS: None								
FINANCIAL IMPLICATIONS: None								
SERVICE PLAN UPDATES REQUIRED: None								
STRATEGIC ACTIONS REQUIRED: None								

Tandra Forster / Paul Coe		Adult Social Care				Q1 2018/19		RED	
Ref: PS1asc2	% of WBC provider services inspected by Care Quality Commission (CQC) that are rated good or better by CQC in the area of "safe"						Type: Snapshot		
Executive	2016/17 Year End	2017/18 Year End	2018/19				Target	Polarity	
			Q1	Q2	Q3	Q4			
RAG		★	■				100%	Higher is better	
Qtly outturn	4/5	5/5	5/6						
YTD outturn	80%	100%	83.3%						

**REASON FOR RED:** Birchwood Nursing has an overall rating of Inadequate; it requires improvement in a number of domains including the domain of ‘Safe’. It has been recently re-inspected, but as this was within 6 months of the previous inspection, the CQC have confirmed that they will not change the rating beyond ‘Requires Improvement’.

**REMEDIAL MANAGEMENT ACTION BEING UNDERTAKEN AND ALTERNATIVE PLANS:** A substantive action plan has been developed, which details the improvement requirements within the domain of ‘Safe’ as well as the other four domains. This plan is a living document and therefore is subject to change on a regular basis. Actions achieved to date include the delivery of safeguarding training at relevant levels to all staff, improvements to care plans, risk assessments and the processes that inform these, plus changes to medication controls and administration processes. Current actions include improving the recruitment of permanent WBC staff, in order to reduce the reliance on Agency staff, and re-evaluating current equipment in situ with plans and processes now in place to facilitate a smooth ordering system for replacements as and when required.

**FINANCIAL IMPLICATIONS:** As part of the improvement plan set in October 2017 to lift Birchwood out of a rating of Inadequate with CQC, a voluntary embargo was placed on any new admissions into the nursing and residential units. The only exception to this was the 10 ground floor step down beds. This is because the nature and needs of the clients utilising the step down beds was substantively different to the upper two floors and step down bed occupancy is for 6 weeks only. No admissions since October has led to 11 void beds spaces, which has an impact on the income into the Home but also on the commissioning budget as ASC have been required to purchase beds in other establishments; often at a higher cost.

**SERVICE PLAN UPDATES REQUIRED:** This is already incorporated in the ASC Service Plan and monitored through the CDP.

**STRATEGIC ACTIONS REQUIRED:** We have already informed Members and senior management. The service is providing regular updates to Overview and Scrutiny Committee.

Nick Carter / Andy Walker			Finance & Property (Benefits)				Q1 2018/19	AMBER
CBdF&P8		Average number of days taken to make a full decision on new Benefit claims					Type: Snapshot	
Executive	2016/17 Year End	2017/18 Year End	2018/19				Target	Polarity
			Q1	Q2	Q3	Q4		
RAG	■	★	◆				=<20	Lower is better
Qrtly outturn	-	-	-					
YTD outturn	22.75 days	19.54 days	20.83 days					
REASON FOR AMBER:								
The Benefits team were running with a number of vacancies and one member off long term sick. There is also a ‘bedding down’ of new Universal Credit processes.								
REMEDIAL MANAGEMENT ACTION BEING UNDERTAKEN:								
In terms of staff, 1 member of staff has been employed on a temporary basis since the 2nd July and another full time person is due to be employed shortly. We are also working with the member of staff on long term sick to return.								
Universal Credit (UC) has introduced new processes and together with improving communication these have taken some time to settle down. Despite Housing Benefit caseload reducing, the authority is required to support new claimants in making and maintaining application for UC as well as assisting DWP UC Assessment Centre in the assessment of new claims. This has resulted in an increase in activity which in some instances has taken priority.								
STRATEGIC ACTIONS REQUIRED: Not applicable at this stage.								

Tandra Forster / Paul Coe			Service				Q1 2018/19	AMBER
Ref: CBfasc10			% of clients with Long Term Service (LTS) receiving a review in the past 12 months				Type: Snapshot	
Executive	2016/17 Year End	2017/18 Year End	2018/19				Target	Polarity
			Q1	Q2	Q3	Q4		
RAG	■	■	◆				70%	Higher is better
Qrtly outturn	841/1,219	842/1,231	872/1,263					
YTD outturn	69.0%	68.4%	69.0%					
<b>REASON FOR AMBER:</b> The team currently have a number of vacancies; these have been recruited to but we are waiting for new staff to start.								
<b>REMEDIAL MANAGEMENT ACTION BEING UNDERTAKEN:</b> We are re-deploying staff from our locality teams to provide increased capacity in this area and this should assist. Weekly reports provide detail of reviews required and is being actively used to focus work. Care Director supports a proportional approach to reviews and minimises paperwork to be completed; looking to fully apply this approach where appropriate and safe to do so.								
<b>STRATEGIC ACTIONS REQUIRED:</b> None.								

John Ashworth/Gary Lugg			Development and Planning				Q1 2018/19	AMBER
<b>Indicator Ref:</b> CBO1dp04 CBO1dp05 CBO1dp06			% of <b>‘major’</b> planning applications determined within 13 weeks or the agreed extended time % of <b>‘minor’</b> planning applications determined within 8 weeks or the agreed extended time % of <b>‘other’</b> planning applications determined within 8 weeks or the agreed extended time				<b>Type: %+</b>	
Executive	2016/17 Year End	2017/18 Year End	2018/19				Target	Polarity
			Q1	Q2	Q3	Q4		
RAG	★ (lower targets)	★ (lower targets)	◆				88% 85% 90%	Higher is better
Qrtly outturn	-	-	16/20 <b>80% (E)</b> 65/91 <b>71.4% (E)</b> 258/2980 <b>89% (E)</b>					
YTD outturn	65/68 <b>75.6%</b> 329/437 <b>75.3%</b> 1,193/1,290 <b>92.5%</b>	81/103 <b>78.6%</b> 323/433 <b>74.6%</b> 1,175/1,369 <b>85.8%</b>	16/20 <b>80% (E)</b> 65/91 <b>71.4% (E)</b> 258/2980 <b>89% (E)</b>					
<p><b>REASON FOR AMBER:</b> Development Control (DC) have historically achieved the targets for Major, Minor and Other planning applications. As part of the New Ways of Working Service review process it was agreed to increase the targets to the national average. The DC Team are confident that the targets can be achieved but as they have been introduced at the end of quarter 1 it is likely it will be difficult to achieve the new higher target for the full year.</p> <p><b>REMEDIAL MANAGEMENT ACTION BEING UNDERTAKEN:</b> The team has been advised of the change and procedures updated. Performance will be monitored.</p> <p><b>STRATEGIC ACTIONS REQUIRED:</b> None</p>								