

Nick Carter / Andy Walker			Finance & Property - Benefits				Q1 2019/20	AMBER
Indicator Ref: CBdfp8			Average number of days taken to make a full decision on changes in a Benefit's claimants circumstances				Type: Snapshot	
Executive	2017/18 Year End	2018/19 Year End	2019/20				Target	Polarity
			Q1	Q2	Q3	Q4		
RAG	★	★	◆				=<9	Lower is better
Qrtly outturn								
YTD outturn	6.32	6.50	10.76					
<p>REASON FOR AMBER: Resource (staff) assigned to update some of this information has not been available through sickness & leave.</p> <p>REMEDIAL MANAGEMENT ACTION BEING UNDERTAKEN: Staff now back and focus is now being placed on this area of work. As of the 22nd July the average number of days has reduced to 10.02 days. Would hope by end of Q2 target of 9 days would have been reached.</p> <p>STRATEGIC ACTIONS REQUIRED: None</p>								

Andy Sharp / Tandra Foster			Adult Social Care				Q1 2019/20	RED
Indicator Ref: CBfasc9			% of clients with Long Term Service (LTS) receiving a review in the past 12 months				Type: Snapshot	
Executive	2017/18 Year End	2018/19 Year End	2019/20				Target	Polarity
			Q1	Q2	Q3	Q4		
RAG	■	■	■				70%	Higher is better
Qrtly outturn			-					
YTD outturn	(842/1,231) 68.4%	854/1,317 64.8%	792/ 1,296 (61.1%)					
REASON FOR RED:								
Performance against the review target has been challenging								
During Q1 2019/20 we have spent time with the Review Team and Locality Managers to further examine the data and explore reasons and challenges to meeting this target to help inform how we can improve performance of reviews over the coming year.								
Discussions have identified that complex cases and historic poor recording practices have led to protracted scheduled review work for the Review Team, slowing their turnover of cases. In order to support this work it has been agreed that Locality Teams will look to prioritise review work, being clear about recording expectations and requirements.								
We are still actively exploring how we can utilise flexibilities in the Care Act by completing proportional reviews and using Trusted Assessors, looking at how our in-house provider services can support review work and this can then be recorded appropriately.								
REMEDIAL MANAGEMENT ACTION BEING UNDERTAKEN AND ALTERNATIVE PLANS:								
Locality Teams will begin to undertake reviewing work in order to increase the number of staff engaged in reviewing activities.								
Work with the in-house provider teams to consider how they can support reviews and how this can be captured in a way that is streamlined but meets statutory requirements								

Monthly meetings to monitor the contribution of Locality teams to the Reviews indicator.

FINANCIAL IMPLICATIONS:

None

SERVICE PLAN UPDATES REQUIRED:

No changes at this time, proactive monitoring of reviews on a weekly and monthly basis

STRATEGIC ACTIONS REQUIRED:

None, but to be monitored