

Corporate Services

Although the 8 day target for reducing staff sickness is unlikely to be met based upon current results, equalling last year's result of 8.79 days is still achievable. Performance varies across Services reflecting the different nature of the workforce and roles and Heads of Service are working to achieve their own improvement targets accordingly. There are no other concerns regarding corporate services performance measures at Quarter 3.

People

Education: Performance within Education at Quarter 3 is largely in line with previous results. School attendance at both primary and secondary schools continues to improve with the Quarter 3 results representing the highest percentage of attendance since our records 2008/09.

Adult Social Services: The number of people experiencing a delayed transfer of care has increased from 55 in Quarter 3 last year to 112 this quarter, which is an increase of 57 or 103.64%. The result is the highest figure since records at Quarter 1 2011/12 and is attributable to seasonal demands creating additional pressures on the safe discharge of patients. We will continue to look at ways of reducing delays which are financially sustainable. The percentage of clients returning home following reablement has fallen each quarter since Quarter 1 to 42.5% as at Quarter 3, which is below the 60% target; although relatively small numbers of people are involved. In Quarter 3, out of the 40 people discharged, 17 returned home after a period of reablement compared to 26 people returning home in Quarter 2 out of the 49 people discharged.

Child & Family Services: The main issue relates to the percentage of core assessments being completed within the time missing its target. Although the target has been missed each quarter this year, performance has also improved in each quarter so that the Quarter 3 result is now more in line with previous results. We are confident that the quality of social work intervention is improving with more direct work with children and their families. There are no other significant concerns with Child & Family Services performance results at Quarter 3.

Place

Performance in the Planning service is showing signs of improvement at Quarter 3. Both the percentage of householder applications and in fact all planning applications determined within the 8 week timescale are showing the best results since records 2008/09. In addition, performance resolving enforcement cases within the allotted 12 week period has also improved at Quarter 3 compared to quarters 1 and 2; the total number of enforcement cases resolved within the 12 week period at Quarter 3 this year has increased by 108.11% compared to the same period last year. In relation to waste management, the amount of waste recycled and sent to landfill reduced slightly in Quarter 3 compared to Quarter 2. This is attributable to a reduction in the total amount of municipal waste and garden waste collected but also to a temporary interruption to processing street sweepings.