

Report of the Director of Housing and Adult Social Services

Housing and Adult Social Services 2007/08 Service Plan Outturns

Purpose of Report

1. To advise the Executive Member of the performance and financial outturns for housing and adult social care in 2007/8.

Performance Overview

2. This report gives an overall summary of performance with the details for each service plan area set out in the annexes. These cover:
 - Housing Revenue Account (Landlord services)
 - Housing General Fund
 - Corporate Services
 - Older People and Physical Disability
 - Mental Health
 - Learning Disabilities
3. The annexes show progress in relation to the key objectives (Critical Success Factors) and the performance targets as well as a more detailed breakdown of expenditure. Some of the highlights are set out below in this summary report.
4. Performance on **Housing Landlord services** – for the second year running there has been continued improvement on letting empty homes beyond the target for this year with the average now less than 20 days; average times to complete urgent and non-urgent repairs have continued to reduce; rent arrears have continued to reduce. The tenants' survey showed markedly improved levels of satisfaction on a par with the highest levels achieved in the past.
5. In relation to **Housing General Fund activities** – 31 local households have been helped to get a foot on the property ladder through the Golden Triangle and Homebuy schemes; 338 households were prevented from becoming homeless – a 33% increase on the previous year; the scheme to

replace 100 Discus Bungalows with 60 new bungalows, 40 extra care sheltered homes, 49 other affordable homes and 49 homes for sale on the open market; the development of 19 'eco excellent' homes is underway on 5th Avenue and Victoria Way. The target to reduce the level of temporary accommodation by 2010 is proving very challenging and we are currently at a higher level than anticipated at this stage.

6. In terms of **Corporate Services** – there has been good progress on adopting the Health and Safety Executive's Stress Management Standards in our work on reducing staff absence; work on other issues has resulted in a 30% reduction in sickness absence – from 18.6 days to 12.5 days per full time employee; a Joint Strategic Integrated Commissioning Group has been formed with North Yorkshire and York Primary Care Trust which has already approved 4 joint projects; a Local Involvement Network (LINKs) has been set up to support local people to get involved in how local care services are planned and run.
7. In terms of **Adult Social Services** – the number of 'reimbursable' days associated with delayed discharges from acute hospital beds (i.e. delays attributable to the council's responsibilities) have continued to fall and have often been at 0; alternative personalised plans for customers using Huntington Road and Yearsley Bridge day centres were in place by the end of May with a small number of customers continuing to access the hydrotherapy pool; the number of customers with individual budgets has increased significantly; waiting time for assessments has dipped during the year which is a matter for concern but the waiting time for care packages has reduced in the same period; admissions to residential and nursing care have increased slightly but remain low in comparison to other councils. There have been recording issues related to carers services that have contributed to a disappointing outturn but the overall carers' strategy is expected to bring about significant improvements in the coming year.

Financial overview

8. **Housing Revenue Account** - The original 2007/08 budget reported to members on 11th December 2006 had a working balance of £5,453k. The latest monitoring report presented to the Executive Member meeting on 10th December 2007 predicted a working balance of £5,577k.
9. The working balance has increased by £916k to £6,546k at outturn and the main items making up this increase are included in the HRA Service Plan at Annex 1. Of this outturn balance, £351k is required to fund the capital programme in 2008/09 and a further £8k is required to fund the carry forward request in paragraph 19 below, leaving a net surplus of £6,187k on the HRA. Members are reminded that this surplus is required in future years to meet the decent homes standard in line with the approved business plan
10. **Housing General Fund** - The original budget estimate for Housing General Fund approved by Members was £1,202k. After approval of savings and growth and other approvals including insurance and recharge adjustments,

the approved Housing General Fund budget is now £1,400k. The draft outturn is £110k less than the approved budget and after carry forwards the net variation is an underspend of £92k. The reasons for the main variations are set out in the Housing General Fund service plan at Annex 2.

11. **Adult Social Services** - The original budget estimate for Adult Social Services approved by Members was £32.3m. After approval of savings and growth and other approvals including insurance and recharge adjustments, the approved budget is now £34.3m. The draft outturn is £941k less than the approved budget and after carry forwards the net variation is an underspend of £656k. The reasons for the main variations are set out in the Social Services service plans at Annexes 3 to 6
12. The Director has been given delegated authority to transfer available resources of up to £100k from one budget heading to another within the agreed delegation scheme. Individual budget holders use these virement rules so that any avoidable overspends can be met by identifying, or curtailing expenditure within other budget heads. Virements to report within this quarter are as follows:

	Description	Variation £'000
	Virements within HASS to reflect spending pressures	
	• Transfers from other Departments	-213
	• Corporate Services	-177
	• Housing	+48
	• Learning Disabilities	+42
	• Older People and Phys Dis	+300

13. The overall departmental draft general fund outturn is an under-spend of £748k. The second monitoring report presented to the Executive Member on 10th December 2007 reported that the department would outturn within the approved budget.
14. There was also an under spend of £50k in finance due to staff vacancies that has not been included in the corporate services service plan as the variation has been allocated across the HRA and individual services in line with the Best Value Accounting Code of Practice.
15. Members are asked to note the continued pressures in Learning Disabilities due to the increase in both the number of customers (young people coming into adult services and older people living longer) and the complexity of their needs. This trend is set to continue for the foreseeable future and is a part of a national pattern (an 11% increase in the number of adults in England with a learning disability is expected in the period 2001 to 2021). Ways of accessing income from alternative sources, e.g. Independent Living Fund and NHS Continuing Care, are currently being used with some success by

the learning disabilities team. However, it remains unlikely that this will bring the service back within its overall approved budget.

16. The major area of under-spend is in Older People services and this is mainly due to the in house home care service. However, Members will recall that efficiency savings totalling £316k have been included in the 2008/09 approved budget so this is not expected to continue as an under-spend into the new financial year.
17. The overall position is a significant under-spend and therefore an improvement on the position in previous years but this has only been achieved by a number of key areas under spending and achieving 2008/09 savings earlier than expected.
18. As part of the 2007/08 budget report a possible contingency item for £280k was identified in respect of the repayment of customer contributions towards health care costs. It was expected that the formal request for contingency would be included in the second monitoring report however the final costs are still not yet known. Once all the work has been completed on the assessment of individual customers the additional cost and contingency request will be reported to the Executive.
19. In order to promote good management, and allow planned 2007/08 projects to proceed, it is proposed to continue the arrangements to permit under spending to be carried forward where the service under spends are due to genuine slippage. The carry forward requests which meet the criteria are as follows:-

£'000

Housing Revenue Account

- | | |
|--|-----|
| a) To fund work with Residents Associations delayed due to changes in the estate improvement grant process | 8.4 |
|--|-----|

Housing General Fund

- | | |
|---|-----|
| b) To fund the remaining work for the private sector stock condition survey | 1.9 |
| c) To fund remaining legal work involving a disputed s106 agreement | 5 |
| d) To fund licensing work delayed due to staff vacancies | 11 |

Social Services

- | | |
|---|----|
| e) IT project team due to slippage in implementing Phase 2 of the project | 60 |
|---|----|

f)	Performance improvement work within Social Care teams not completed due to delays in recruitment	25
g)	Consultancy work on CSCI inspection not completed due to delays in appointment	15
h)	Fire protection work, installation of stair lifts and fire alarms at EPHs not completed	48
i)	Delays in implementation of Advice & Information project	36
j)	Customer and Expert Carer panel projects slipped into 2008/09	10
k)	Energy Certificates in social care establishments not completed due to vacancies within HASS.	11
l)	Older Peoples consultation exercise	5.3
m)	Equalities work due to be completed in February but delayed due to other pressures	11
n)	Project staff for day service modernisation	20
o)	Individualised Budgets – delays in recruitment have resulted in this work not being completed as planned	26
p)	Installation of equipment at Flaxman Avenue and Greenworks not completed due to contractor delays	17
	Total Housing Revenue Account	8.4
	Total General Fund	302.2
	2007/08 contingency item still required in 2008/09	
	Repayment of contributions to customers in mental health hospital	280

Consultation

20. There has not been any specific consultation on this report but elements of the service plans will have been consulted upon.

Options

21. Options are not part of this report.

Corporate Priorities

22. The service plan reflects many of the council objectives and priorities, and many of the actions related to council objectives and initiatives. Specific links can be made to the following:
- ❑ Improve the actual and perceived condition and appearance of city's streets, housing estates and publicly accessible spaces
 - ❑ Reduce the actual and perceived impact of violent, aggressive and nuisance behaviour on people in York
 - ❑ Improve the life chances of the most disadvantaged and disaffected children, young people and families in the city
 - ❑ Improve the quality and availability of decent affordable homes in the city
 - ❑ Improve the health and lifestyles of the people who live in York, in particular among groups whose levels of health are the poorest."

Implications

Financial

23. These are set out in paragraphs 8 to 19 above. Financial regulations require a detailed explanation of any budget variation in excess of £50k and those above £10k where the variation is greater than 2% above the budget heading. A detailed financial analysis of each service plan is set out in the attached annexes to the report.

24. Other Implications

Human Resources (HR)

Members attention is drawn to the work on reducing sickness absence and on tackling stress.

Equalities

None arising specifically from this report.

Legal

There are no immediate implications to report.

Crime and Disorder

There are no immediate implications to report.

Information Technology (IT)

The phased implementation of Framework continues and there has been an impact on some performance indicators as staff are becoming accustomed to using the new system and as data is being assembled more comprehensively.

Property

Members will note that the closure of the day centres at Yearsley Bridge and Huntington Road took place in may as planned. The relocation of the hostel at Peasholme Green to Fishergate is still to be finalised

Other

None

Risk Management

25. In compliance with the Councils risk management strategy the main risks that have been identified in this report are those which could lead to the inability to meet business objectives (Strategic) and to deliver services (Operational), leading to financial loss (Financial), non-compliance with legislation (Legal & Regulatory), damage to the Council's image and reputation and failure to meet stakeholders' expectations (Governance). This risk assessment relates to those proposals put forward in this report as recommended to members for consideration.
26. Measured in terms of impact and likelihood, the risk score all risks has been assessed at less than 16, This means that at this point the risks need only to be monitored as they do not provide a real threat to the achievement of the objectives of this report.

Recommendation

27. That the Executive Member
- note and comment on the content of this report and
 - agree the carry forwards set out in paragraph 19 and forward these to the Executive
 - agree the virements over £100k outlined in paragraph 12

Reason : So that the Executive Member is briefed on the 2007/8 performance and financial outturns for adult social services.

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Chief Officer Responsible for the report:

Bill Hodson
Director

Report Approved



Date 19th May 2007

Specialist Implications Officer(s)

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Wards Affected: *List wards or tick box to indicate all*

All

For further information please contact the author of the report

Background Papers: None