

# **Appendix 1:**

# **Performance Challenges**

# Adult Social Care

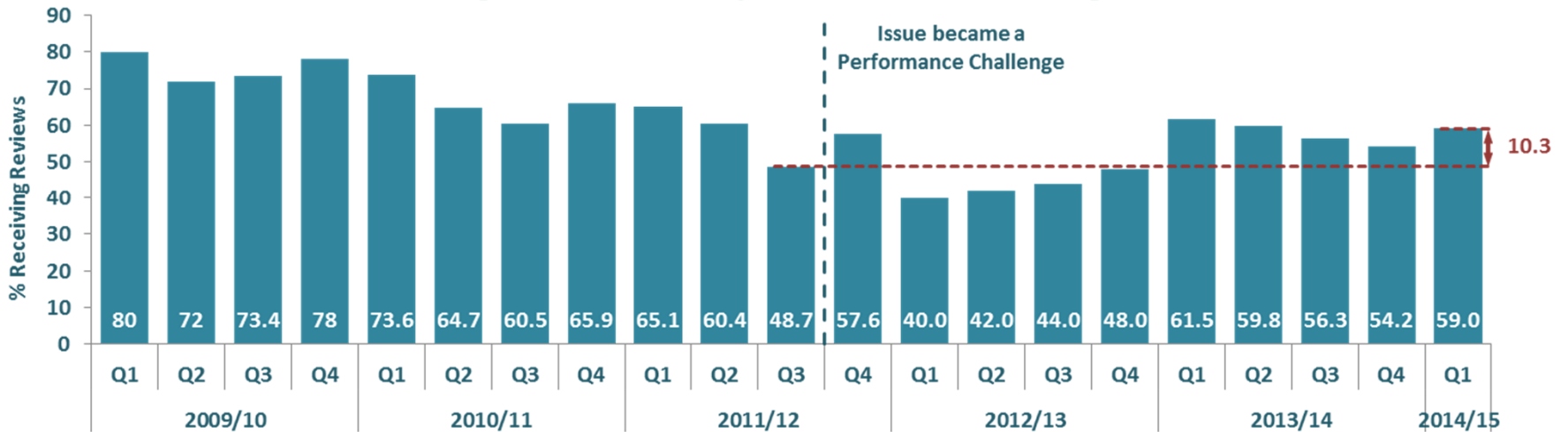
## Assessment & review

Performance Challenge since February 2012

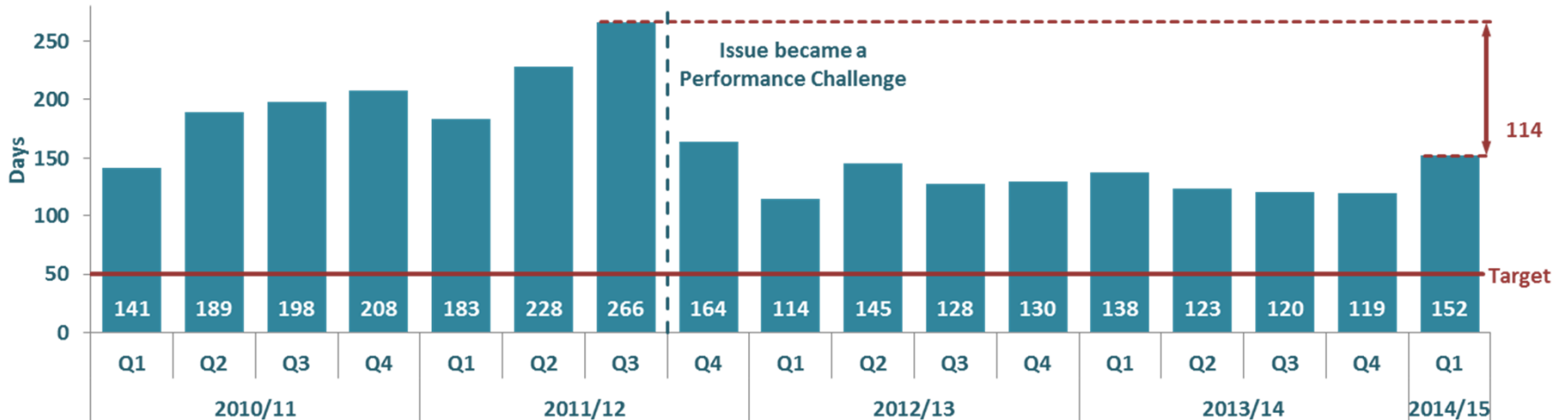
Assessments were taking a long time to complete and there was a backlog of reviews. Complaints were also taking a long time to respond to and our Safeguarding system had a backlog of cases.

New data since last quarter • All Quarterly Measures • User Survey Results

Adults Receiving a Review as a Proportion of Those Receiving a Service



Average Number of Days Taken to Fully Respond to ASC Complaints



# Adult Social Care

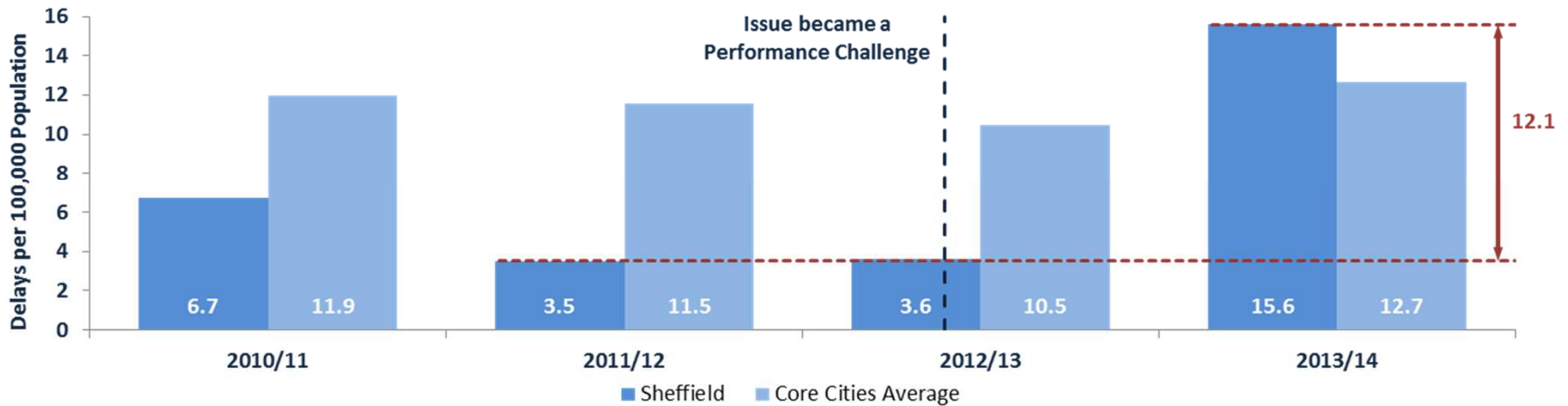
## NHS Policies & Pathways

Performance Challenge since November 2012

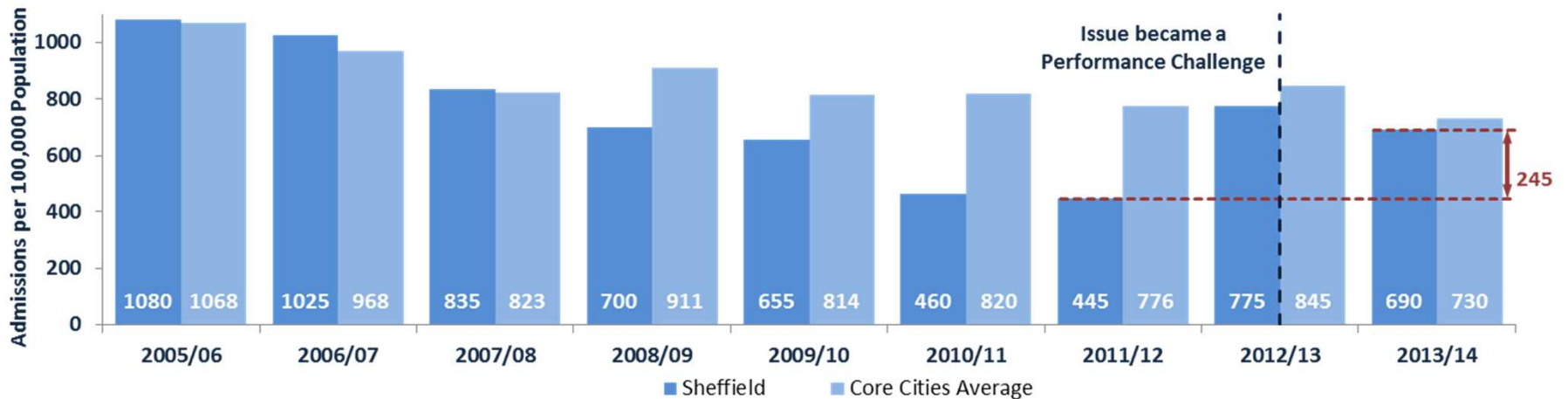
Permanent admissions to Care Homes were rising linked to changing care pathways and policies in the NHS, whilst Delayed Transfers of Care were increasing in 2012.

New data since last quarter • Delayed Transfers of Care • Permanent Admissions to Homes

### Delayed Transfers of Care From Hospital



### Permanent Admissions of People Aged 65+ to Residential and Nursing Care Homes



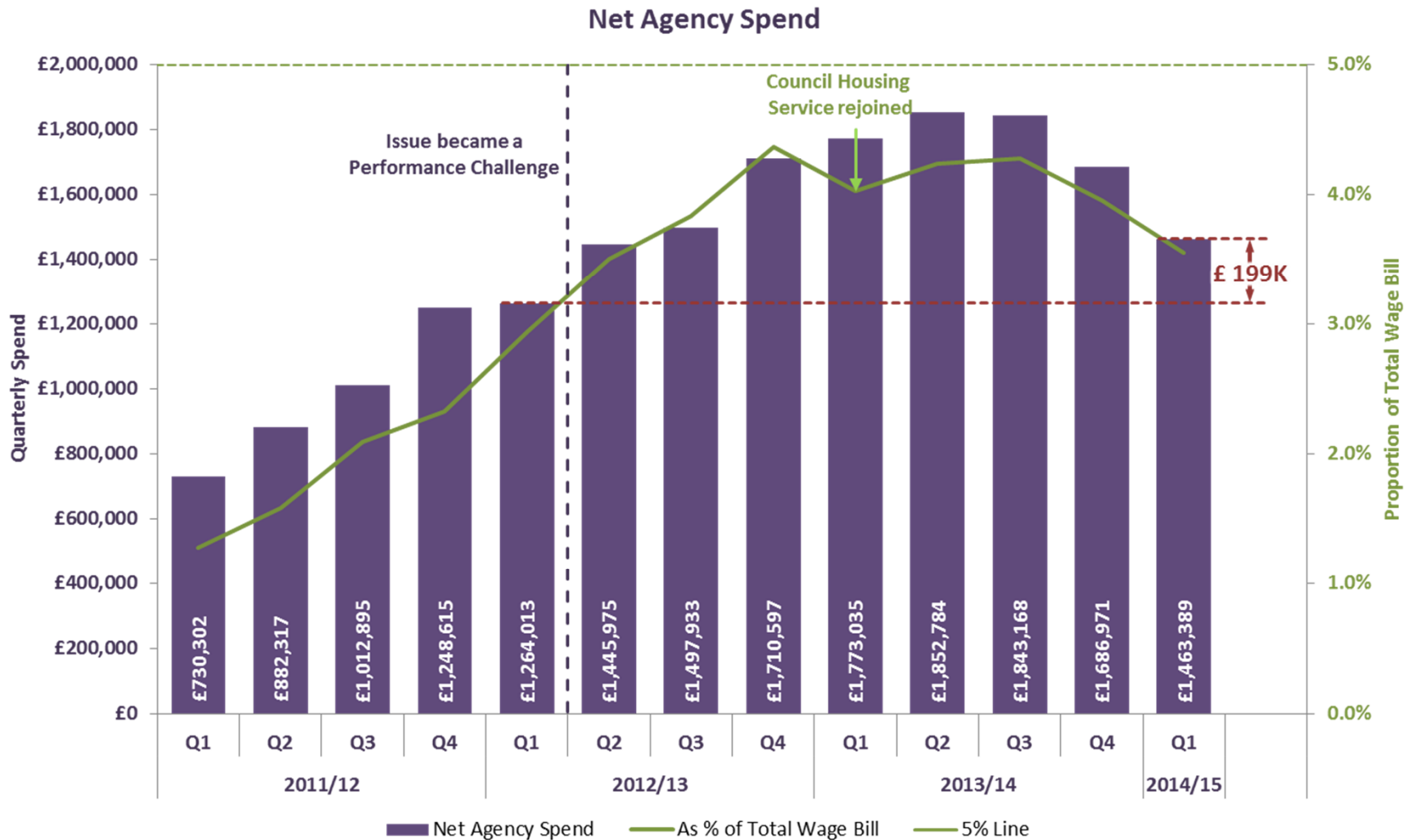
# Agency Spend

Performance Challenge since August 2012

Agency spend was rising, with potential link to increased sickness rates and other types of absence.

New data since last quarter • Next update due Q1 2014/15

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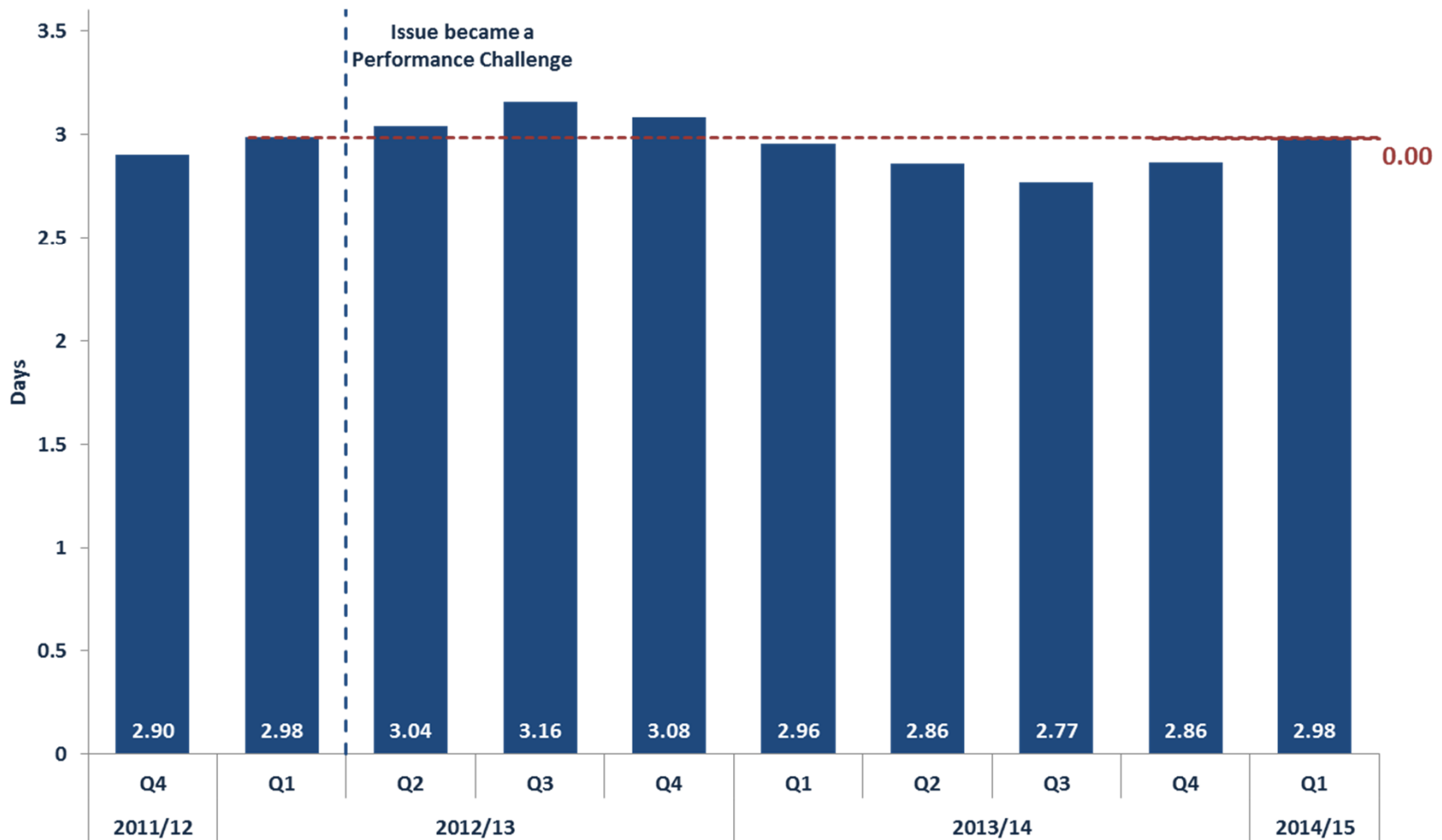
# Sickness Absence

Performance Challenge since August 2012

Sickness absence days were not reducing, despite a fall in workforce number. Rates of sickness absence in the Spring of 2012/13 were comparable with Autumn/Winter in the previous year.

New data since last quarter • Next update due Q2 2014/15

Average Sickness Absence Per FTE - Four Quarter Rolling Average



# Workforce Opinion Survey Results – Q1 2014/15

## Response Rates

Q1 - 2014/15

**34.2%**

compared to 30.7% in the previous quarter

## Statement Scores

### Core Statements

Average Score over last four quarters

**58.2**

9.4 points lower than over the same period last year

### Largest Increase in score

**7.0**

'I am aware of my role in relation to the Council's equality and diversity policies and procedures'

### Largest Decline in score

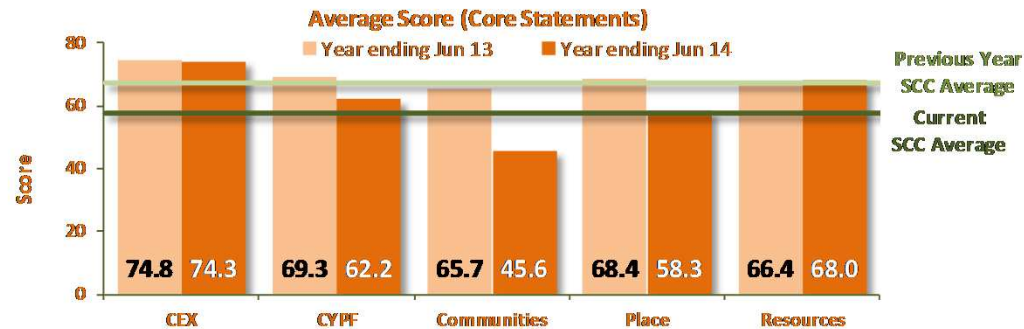
**19.4**

'The Chief Executive keeps me informed about the big things going on in the Council'

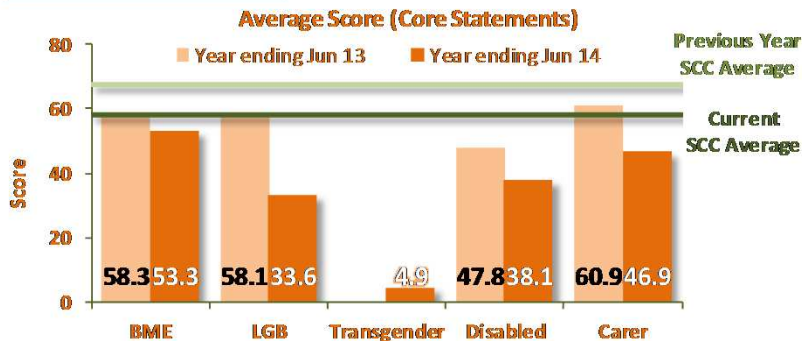
## Portfolios

**20 Points**

**Communities** has seen the largest drop in the average score in the past year, compared with the previous year



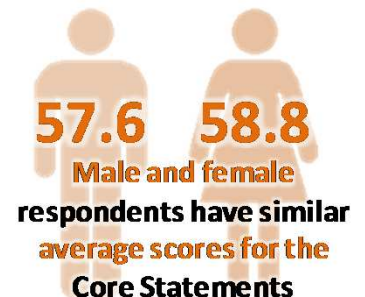
## Different Groups



**All the Equalities Groups have scores below the SCC average**

The average score for Carers was **14.0% lower** over the last year compared with the previous year.

Transgender employees have a much lower average than the workforce as a whole.



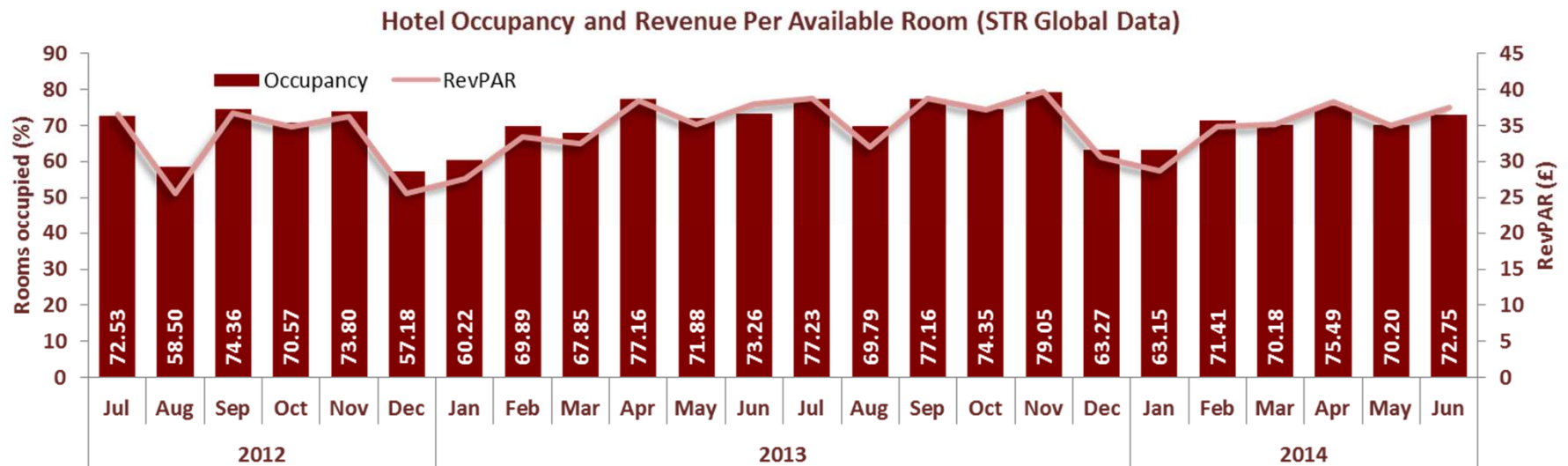
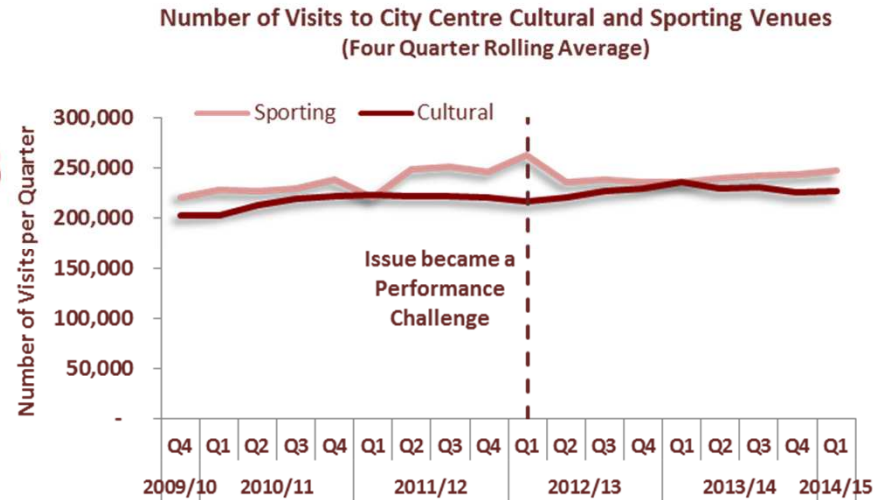
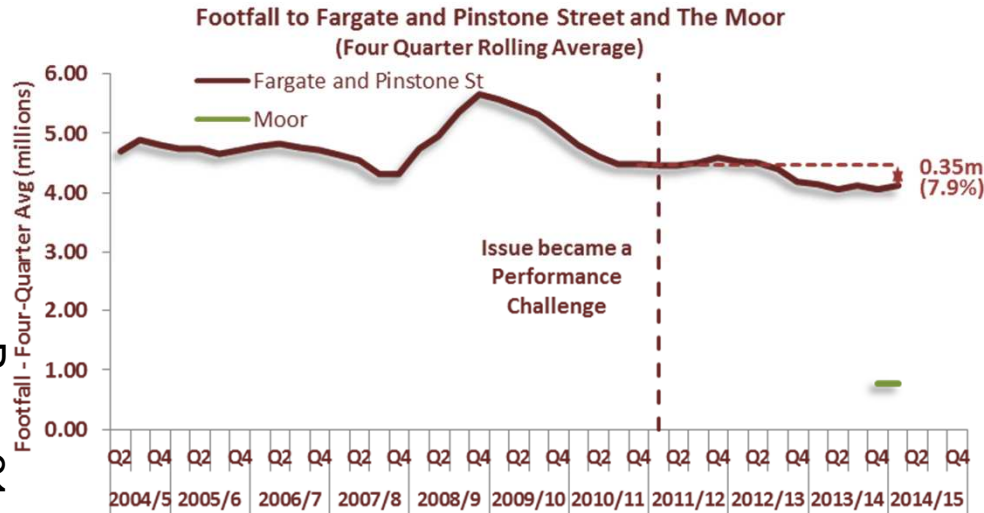
# City Centre Vibrancy

Performance Challenge since June 2011

Declines in City Centre footfall, retail spend and visitor spend, with concerns over hotel room yield.

New data since last quarter • Footfall • Hotel Occupancy • RevPAR • Visits to venues

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# Capital Programme Profiling

Performance Challenge since August 2012

The completeness and accuracy of forecasts for our Capital Spending Programme was poor, due to variable project management skills. There was concern this could reduce our credibility with funders and mean we borrow too much money too early, creating a credit risk and a revenue cost for the Council.

New data since last quarter • Next update due Q1 2014/15

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