

COMMITTEE	Council
DATE	11 December 2017
REPORT TITLE	Bon Accord Care – Annual Performance Report
REPORT NUMBER	HSCP/17/094
MANAGING DIRECTOR	Sandra Ross, Bon Accord Care
REPORT AUTHOR	Judith Proctor, Chief Officer, ACHSCP

1. PURPOSE OF REPORT:-

To present Full Council with Bon Accord Care's annual performance report for 2016/17.

2. RECOMMENDATION(S)

It is recommended that Full Council:

- (a) Note Bon Accord Care's Annual Performance report, as attached at Appendix A.

3. BACKGROUND/MAIN ISSUES

- 3.1 Bon Accord Support Services (BASS) and Bon Accord Care (BAC) are local authority trading companies owned by Aberdeen City Council (ACC); starting on 1st August 2013, the first of their kind in Scotland. For operational purposes Bon Accord Care is used as a collective term to reflect both companies.
- 3.2 The Annual Performance report at Appendix A provides an oversight of the activities and performance of Bon Accord Care for the financial year 2016-17. The report includes an oversight of Bon Accord Care, including their values, mission and strategic aims; their resources; how they report; their governance processes and the work they do.
- 3.3 It also provides key performance information through statistics, case studies and testimonials, in areas including:
 - Maximising the efficiency and quality of service delivery
 - Workforce (training, recruitment, retention)
 - Complaints and compliments
 - Care Inspectorate Grades
 - Awards including the Health Living Award

- Delivery on core business
- Commencing new and innovative services at an early intervention stage
- Financial performance information

4. FINANCIAL IMPLICATIONS

- 4.1 There are no financial implications arising directly from the recommendations of this report, as it provides an overview of historical financial performance for the year 2016/17.

5. LEGAL IMPLICATIONS

- 5.1 There are no direct legal implications arising from the recommendations of this report.

6. MANAGEMENT OF RISK

- 6.1 Financial – risks have been considered and no risk identified
- 6.2 Employee – risks have been considered and no risk identified
- 6.3 Customer / citizen – risks have been considered and no risk identified
- 6.4 Environmental – risks have been considered and no risk identified
- 6.5 Technological – risks have been considered and no risk identified
- 6.6 Legal – risks have been considered and no risk identified
- 6.7 Reputational – risks have been considered and no risk identified

7. IMPACT SECTION

7.1 Economy

As the report provided a historical overview of performance, there are no direct impacts for the economy arising from the recommendations in this report.

7.2 People

As the report provided a historical overview of performance, there are no direct impacts for people arising from the recommendations in this report.

7.3 Place

As the report provided a historical overview of performance, there are no direct impacts for the place arising from the recommendations in this report.

7.4 Technology

As the report provided a historical overview of performance, there are no direct impacts for technology arising from the recommendations in this report.

8. BACKGROUND PAPERS

NA.

9. APPENDICES

Appendix A - Annual Performance Report 2016/17

10. REPORT AUTHOR DETAILS

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