

Older People

N.B. This section covers performance in respect of indicators that relate wholly or mainly to older people. All-age indicators that are also relevant to performance in respect of older people feature elsewhere, notably under the Health and well-being theme in Appendix 3.

For comparison, September's figures are in brackets.

	No. of indicators	On course to achieve target (or establish baseline)	Some progress, but data / lack of data or analysis suggests that the target may not be achieved, but should be capable of achievement if remedial action is taken	Not achieved / not expected to be achieved / no activity reported
Corporate Plan (including LAA and HCS)	8 (8)	4 (3)	2 (4)	2 (1)
of which				
Local Area Agreement (LAA)	1 (1)	1 (0)	0 (1)	0 (0)
Herefordshire Community Strategy (HCS)	1 (1)	1 (1)	0 (0)	0 (0)
All reported indicators	9 (9)	5 (4)	2 (4)	2 (1)

Direction of Travel		
	September	December
Improving	4	4
No real change	0	0
Deteriorating	1	1
Total	5	5

Headlines

- It should be noted that, the new Frameworki system is not able to produce data for indicators connected with Adult and Children's Social Care until March; judgements for 3 indicators have been based on forecast outturn.
- Little change from the position at the end of September, other than:
 - C28 'the number of households receiving intensive homecare' is now rated **Red** (previously **Amber**), the final outturn having been reported in October; and
 - NI 136 'people supported to live independently through social services' is now rated **Green** (previously **Amber**) based on a forecast that the target will be achieved.
- The local indicator 'number of people using Telecare' is still judged **Red**.
- The projected budget outturn for Adult Services is an overspend of £509k. A recovery plan is on target to produce a balanced position, but continued efforts are needed to manage increased demand. A review of high cost out-of-county placements is being carried out to look at alternative patterns of care which would ease the budget pressures.

Adult Social Care Director commentary

'Overall, good progress is being made against most of the adult social care indicators. The latest forecasting of the PAF set reports that all but one of the PIs are currently showing a positive Direction of Travel.

CSIP recently commented about the healthy position of the PAF set in Herefordshire, not least that none of the indicators fell within the two blob or lower rating. Good progress continues to be made particularly in respect of; people with mental health helped to live at home, support for carers, reductions in the levels of both adults and older people into permanent residential care and the number of reviews taking place – all of which are forecast to exceed target.

One of the PAF set, intensive homecare (C28) has reported final outturn for the year – this did not meet target and is an area for improvement highlighted by CSCI in the Performance Assessment Notebook (PAN).

Good progress is also being made in line with the corporate plan actions; a Continuing Health Care protocol is now in place and is helping to secure additional funding from the PCT, and an audit of safeguarding approaches is underway to tighten up practice. We are looking at establishing a 'smarthouse' to enable older people to try out aids and adaptations. The Rose Gardens and Leadon Bank are both now fully functional, Elmhurst has closed and Orchard House has been re-configured to provide support to older people with mental health problems. The Directorate has made a national bid to become a pilot for ACAF (Adult Common Assessment Framework) – we have been short-listed down to 17 from which 12 will be selected. Frameworki went live on 10th November and has been well received.

The Employee Opinion Survey findings were disappointing and action to address the various short-comings will be included within the service plan. Good progress is being made towards the re-structuring of the new Integrated Commissioning Directorate and Provider Services.'