

ADULT SERVICES & STRATEGIC HOUSING PERFORMANCE MONITORING

Report By: Improvement Manager

Wards Affected

County-wide

Purpose

1. To report on the performance indicators position and performance management initiatives for the Adult Social Care and Strategic Housing Divisions within the Adult and Community Services Directorate.

Financial Implications

2. No direct implications.

Background

3. The Performance Management Framework of the Council requires reporting to Scrutiny Committee at 4, 6, 8, 10 and 12 months. This report covers the position for a selection of data available as at the end of September 2006.
4. As outlined in previous reports to this Committee, the Department of Health (DH) publishes statistical information on the performance of all Adult Social Care Departments. There is a national set of 27 indicators covering Adult Social Care Services. The DH ranks performance in five bands ranging from Band 1 – “investigate urgently” to Band 5 – “very good”.
5. Strategic Housing performance is monitored by Best Value indicators and regular reports to the Government Office of the West Midlands and the Department for Local Government and Communities.

Social Care

6. Of the 27 Adult Social Care indicators used to assess the performance of the Directorate none were in Band 1 and ten of the PIs returned in the top two Bands for 2005-06.
7. The out-turn figures for the end of September represent the position based on the data contained on the CLIX system. The current data-set represents the minimum position and is likely to improve significantly as an exercise is undertaken to reconcile records and cleanse the system. It is usual at this stage in the year for the out-turn figures not be aligned with the targets set – hence the number of ‘frowning’ faces in the status column. It is expected that there will be improvements for the end of third quarter and subsequently at the end of year.

8. The out-turn figure for C28 does represent the final position for 2006-07 and has already been reported. This activity is based on a sample week of activity, which took place in September. Whilst the out-turn figure was less than the target set, there is a marked improvement on the position compared with 2005-06.
9. The detail of all 27 performance indicators is included as Appendix One.

Annual Judgement

10. Following the Annual Review Meeting (ARM) with the Commission for Social Care Inspection (CSCI) in September, the Council has received its provisional judgement and star rating for Adult Social Care. The Director will be in a position to report at the Scrutiny Committee meeting, although there is an embargo on sharing this information in advance of 30th November.

Adult Social Care Improvement Plan

11. Following a competitive tendering exercise, two firms of consultants have been appointed to take forward the five work-streams within the Improvement Plan. PricewaterhouseCoopers successfully won the work for three work-streams: Performance Data, Market Management and Workforce Development; and OLM won the contracts for two work-streams: Fairer Charging and Fair Access to Care Services.
12. Good progress is being made on all five work-streams with reports due in December and January outlining the findings and proposing implementation action plans.
13. The Performance Data work-stream is working towards the following outputs:
 - A critical appraisal of current recording and reporting processes and arrangements.
 - A set of standard report templates, including requirements for content, detail and format.
 - An approach to maximise accurate data capture across operational teams using CLIX.
 - An objective and comparative interpretation of an agreed set of performance indicators, specifically focused on their definition and the process by which they are calculated.
 - A realistic and agreed basket of local Performance Indicators.
 - An agreed and documented approach to target setting.
 - For staff across the Directorate to have felt totally engaged with this work-stream and own the findings and recommendations.
 - A clear and realistic Implementation Plan to take forward recommendations.

Service Planning

14. Draft Directorate and Divisional (Service) Plans will be submitted in December setting out the broad range of activities and priorities for the Adult and Community Service Directorate in line with the Community Strategy and Corporate Plan. Robust performance management arrangements will be put in place to monitor progress against these plans.

Strategic Housing

15. The detail of the housing indicators is shown in Appendix Two.

RECOMMENDATION

THAT (a) the report on Adult Social Care and Strategic Housing performance be noted;

and

(b) areas of concern continue to be monitored.

BACKGROUND PAPERS

- **None identified**

**ADULT SOCIAL CARE AND STRATEGIC HOUSING
SCRUTINY COMMITTEE**

1ST DECEMBER 2006






Appendix One – Adult Social Care

PAF	BVPI	Local Indicator	Definition	Out-turn 05.06	Target 06.07	Q1	Q2	Q3	Q4	Status
C28	53		Households receiving intensive home care per 1000 population aged 65 or over	5.7	7.5	6.7				☹
C29			Adults with physical disabilities helped to live at home per 1000 population aged 18-64.	4.8	5.0	2.9	2.9			☹
C30			Adults with learning disabilities helped to live at home per 1000 population aged 18-64.	2.5	2.8	2.2	2.40			☹
C31			Adults with mental health problems helped to live at home per 1000 population aged 18-64.	3.7	4	3.4	3.20			☹
C32			Older people helped to live at home per 1000 population aged 65 or over.	83.0	85	48.0	74.43			☹
C51	154		Adults and older people receiving direct payments per 100 000 population aged 18 or over.	80.0	100	66.3	74.10			☹
C62			The number of carers receiving a specific carers' service as a percentage of clients receiving community based services.	10%	10%	12%	9.00			☹
AO/D37			Availability of single rooms	88%	88%	88.4%	86.36			☹

Further information on the subject of this report is available from
Andrew Hasler, Improvement Manager on 01432 260655

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PAF	BVPI	Local Indicator	Definition	Out-turn 05.06	Target 06.07	Q1	Q2	Q3	Q4	Status
AO/D39			Percentage of people receiving a statement of their needs and how they will be met.	91%	98%	90%	86.00			
AO/D40			Client receiving a review	75%	75%	44.8%	53.00			
D54		56	Percentage of equipment and adaptations delivered within seven days	94%	94%	97%	96.00			
D55	195		Acceptable waiting time for assessments (new older clients).	70	85	96	81.00			
D56	196		Waiting time for Services	79	83	81	80.00			

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**Adult Services
Successes**

The In Control pilot now has 5 individuals with learning disability who have indicative individual budgets. Herefordshire Council is part of the second phase of a national programme to test out the implications of providing individuals with an allocation of money instead of the traditional options for meeting their needs. A funding formula has been constructed which allocates funds in direct relation to the level of need of individuals. Individuals can combine other income e.g.. Welfare benefits, Independent Living Funds with the funds provided by the local authority. A brokerage service is being provided through Herefordshire Centre for Independent Living to support people in making their support arrangements. The first phase of the national pilots found that the scheme was more cost effective, with some support arrangements costing less than a traditional model of service. People in receipt of an individual budget reported having more control of their lives, more choice in life style and more opportunities to do ordinary activities in their community. The pilot is closely linked with the Person Centred Planning initiative which helps people on the pilot identify how the funds can help them fulfil their life plan. Herefordshire hopes to provide 20 people with individual budget within a year.

Telecare - A central Gov Grant has been provided this year to support local authorities to develop Telecare services. Telecare is a term used to describe a means of supporting people to live independently and more safely in their own homes by means of new technology. For example a movement censor can alert a monitoring centre of someone leaving their property - this can be helpful in protecting people who may be vulnerable when going out alone; a censor can indicate how many times a fridge has been opened indicating whether an individual is active during a given period. A co-coordinator has been appointed and 14 items of Telecare have been installed. Telcare in Herefordshire will build on the existing partnership with Herefordshire Housing who provide the community alarm system. Herefordshire Housing will provide the installation and monitoring function.

Four people with Learning disability have gained employment through a new social enterprise in Leominster. The Pavilion on the cricket green has been renovated and opened as an ice-cream parlour.

Issues and Concerns

C32 - this performance indicator measures the numbers of older people helped to live at home. Teams have been working hard to ensure we are recording all our activity in this area but Herefordshire continues to report less activity than comparable authorities. Performance indicators are intended to prompt authorities to look more closely at the activity and ask further questions about performance. The new vision for Adult Social Care was described in the recent government green paper "Independence Choice and well being" and in the white paper "Our health our care our say". Both stress the importance of local authorities and local health services promoting the take up of universal services and community cohesion as a means of supporting the growing numbers of older people in our communities. The challenge facing the council is that of demonstrating improvement measured by this PI and promoting these concepts. The Adult social care Improvement work-stream due to report in the New Year will provide some direction on this. Advice from the Care Services Improvement Partnership is that Herefordshire should commission a piece of research on how people who are not using our services are supporting themselves, with a view to ensuring the systems identified are supported in future plans.

Appendix Two – Strategic Housing

PAF	BVPI	Local Indicator	Definition	Out-turn 05.06	Target 06.07	Q1	Q2	Q3	Q4	Status
	64		Number of private sector dwellings returned to occupation	54	50	9	16			☺
	183a		Average length of stay for FWC in B&B	10.65 weeks	0 weeks	18	15.5			☺
	183b		Average length of stay for FWC in hostel accommodation	29.3 weeks	12 weeks	12	72			☹
	202		Number of people sleeping rough	Less than three	NA	NA	NA	NA	NA	☺
	203		% change in FWC in temporary accommodation compared to previous year	+26%	0%	-10.65%	-16.4%			☺
	213		Number of homeless households where casework resolved situation (measured per 1000 households)	0.93 (300 hseholds)	4 per 1000	48				☺
	214		% households accepted as homeless who have been previously accepted within last 2 years	+2.88%	2%	1 repeat case	2 repeat cases			☺

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Strategic Housing

Enabling Section

Enabling and Housing Needs have been in negotiations with 13 developers on a number of S106 planning gain sites across the County, which will provide over 442 affordable units over the next 2 to 3 years.

Private Sector Housing

The HMO and Enforcement team have drawn up a new Enforcement Policy in accordance with current guidelines. Landlords were invited to comment on the draft document.

The team also attended the recent Landlords Forum to explain the changes recently introduced by the Housing Act 2004 and how it affects both partners in driving up standards in the private rented sector.

Completion of outstanding notices under the Housing Act 1985 continue to rise and remains a priority.

Homelessness

Prevention work has impacted positively on the number of homelessness applications and acceptances which have continued to fall. Acceptances for Q1 & Q2 this year total 69. At the same time in 05/06 there were 224 acceptances.

The number of families with children placed in temporary accommodation (BVPI 203) is 16% lower than last year. However, due to a) the method of measuring & b) the nature of the clients, the outturn of BV183b has worsened, rather than reflect the success of moving a 'difficult' household from a long stay in temporary accommodation, to a secure tenancy.