

ADULT SOCIAL CARE & 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 end of year position, along with a selection of latest available data.
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”. Current performance on Key indicators is set out in Appendix 1.
5. Strategic Housing performance is monitored by Best Value indicators and regularly reports to the Government Office of the West Midlands and the Department for Local Government and Communities. Current performance against key indicators is set out in Appendix 2.

Adult Social Care Improvement Plan

6. The Adult Social Care Division have been working hard to progress the five work-streams within the Department of Health sponsored Improvement Plan, which are Performance Data, Market Management, Workforce Development, Fairer Charing and Fair Access to Care (FACS).
7. All five work-streams have now reported and the consultants and work-streams leads are finalising the respective Implementation Plans, which will be rolled out during 2007-08.
8. The Improvement Plan Board is meeting on 21st March, 2007 and will sign-off the Implementation Plans, which will mark the end of the first phase of this work. The

Board will also consider resource bids to enable additional capacity to implement the required activities – the Department of Health have offered to match-fund additional resources.

Service planning 2007/08

9. In accordance with the Council's service planning process and timetable, Adult and Community services have been working to develop the Directorate and Divisional Plans for 2007-08 in line with the Community Strategy and the Corporate Priorities.
10. The priorities for the Directorate for the forthcoming period are as follows. The items in bold print are those which are directly relevant to this Scrutiny Committee.

ASC 1 Improving Business Opportunities in Herefordshire. (ECS)

ASC 2 Improving Learning Opportunities in Herefordshire. (ECS)

ASC 3 Improving Employment Opportunities in Herefordshire. (ECS)

ASC 4 Developing more Inclusive Communities. (ECS)

ASC 5 To Achieve a more Balanced Housing Market. (SH)

ASC 6 To Address levels of Homelessness. (SH)

ASC 7 Creating a Safer Place to Live, Work and Visit. (ECS)

ASC 8 Enhancing the well-being and Community Cohesion through Engagement in Cultural Activities. (ECS)

ASC 9 To Improve Housing Conditions across all Tenures. (SH)

ASC 10 To enable children and young people to lead fulfilling lives. (ECS)

ASC 11 To Ensure Vulnerable People's Housing Needs are met. (SH)

ASC 12 Modernising Learning Disability Services. (ASC)

ASC 13 Modernising Older People and Physical Disability Services. (ASC)

ASC 14 Promoting Choice and Independence. (ASC)

ASC 15 Leadership and Transformation

ASC 16 Commissioning and use of Resources

Adult Social Care Outcomes Framework

11. The Commission for Social Care Inspection (CSCI) are about to launch the new Outcomes Framework against which we will be judged from 2007-08 onwards. This represents a shift from simply considering performance indicator out-turns to looking at what really impacts upon service users lives and makes a difference. The new framework focuses upon:

OUTCOME 1 Improving Health and Emotional Wellbeing

OUTCOME 2 Improved Quality of Life

OUTCOME 3 Making a Positive Contribution

OUTCOME 4 Increased Choice and Control

OUTCOME 5 Freedom from Discrimination or Harassment

OUTCOME 6 Economic Well-being

OUTCOME 7 Maintaining Personal Dignity and Respect

OUTCOME 8 Leadership

OUTCOME 9 Commissioning and the use of Resources.

12. As part of the implementation of the Outcomes Framework a new self-assessment return has been introduced to replace the Delivery and Improvement Statement (the DIS). Preparations to complete the SAS (Self-Assessment Survey) are underway in

readiness for submission by 31st May 2007. The information submitted in this return will be used to inform the judgement and star rating for Adult Social Care.

13. We have a new CSCI Business Relationship Manager, Pat Bailey, who replaces Lynette Ranson who finished in December.
14. Learning Disabilities Inspection - A CSCI Inspection of our LD Services took place earlier over a two week period in January / February, which involved meeting with service users, interviewing staff and reviewing documentation and files. The final report will be presented to the Council in June.

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**

23RD MARCH 2007

Appendix One – Adult Social Care

PAF	BVPI	Local Indicator	Definition	Out-turn 05.06	Target 06.07	Q1	Q2	Q3	Will we meet target?	Status at Q3
C28	53		Households receiving intensive home care per 1000 population aged 65 or over	5.7	7.5	6.7			NO	☹
C29			Adults with physical disabilities helped to live at home per 1000 population aged 18-64.	4.8	5.0	2.91	2.88	2.9	YES	☹
C30			Adults with learning disabilities helped to live at home per 1000 population aged 18-64.	2.5	2.8	2.21	2.15	2.57	YES	☹
C31			Adults with mental health problems helped to live at home per 1000 population aged 18-64.	3.7	4	3.38	3.23	3.50	YES	☹
C32			Older people helped to live at home per 1000 population aged 65 or over.	83.0	85	48.02	46.66	48.13	NO	☹
C51	154		Adults and older people receiving direct payments per 100 000 population aged 18 or over.	80.0	100	66.29	73.47	76.04	NO	☹
C62			The number of carers receiving a specific carers' service as a percentage of clients receiving community based services.	10%	10%	11.28	9.7	9.88	YES	☹
AO/D37			Availability of single rooms	88%	88%	88.43	81.46	83.90	YES	☹

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	Will we meet target?	Status at Q3
AO/D39			Percentage of people receiving a statement of their needs and how they will be met.	91%	98%	90.44	85.87	81.85	YES	☹
AO/D40			Client receiving a review	75%	75%	44.81	53.19	49.19	YES	☹
D54		56	Percentage of equipment and adaptations delivered within seven days	94%	94%	97.40	95.89	96.08	YES	☺
D55	195		Acceptable waiting time for assessments (new older clients).	70	85	79.74	80.92	78.25	YES	☹
D56	196		Waiting time for Services	79	83	89.66	80.21	77.27	NO	☹

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Adult Social Care - update

- The Welfare Rights Team has now been co-located to St Nicholas House, to deliver Welfare Rights information and advice on the uptake of Attendance Allowance.
- The Project to develop the use of assistive technology to support older people to remain in their own homes, is now fully operational and 78 referrals have been received to date.
- Invest to save bid has been successful, the Prevention Strategy and Commissioning Plan will now be incorporated into the Improvement Plan.
- Flexible staff contracts negotiated and will be introduced in March 2007, which will increase flexibility and capacity within STARRS Service.
- The 'In Control Pilot' is developing well with the following areas being the focus of activity:
 - Development -with Finance- of the Resource Allocation Framework
 - Development of detailed policy and procedures for Care Managers to enable the consistent application of 'In Control'
 - Establishment of a Service Level Agreement with HCIL to pilot Support Brokerage alongside the In Control work to complement our service design and planning work.
 - Training to all Care Managers to familiarise them with both the 'In Control' model and the policy and procedures to enable them to offer it to people with learning disabilities as a viable option
 - Allocation of indicative budgets to 6 people (all now in the implementation phase so will imminently become confirmed individual budgets)

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	114		☺
	183a		Average length of stay for FWC in B&B	10.65 weeks	0 weeks	18	15.5	14		☹
	183b		Average length of stay for FWC in hostel accommodation	29.3 weeks	12 weeks	12	72	1		☹
	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%	-24%		☺
	213		Number of homeless households where casework resolved situation (measured per 1000 households)	0.93 (300 hseholds)	4 per 1000	48	-	213		☹
	214		% households accepted as homeless who have been previously accepted within last 2 years	+2.88%	2%	3.4	5.0	3.2		☹

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

Strategic Housing

Rural Housing Enabler - currently working in partnership with RSL partners and Community First to appoint RHE during April. This post will compliment the existing work of the Enabling & Housing Needs Team by focusing on remoter rural areas for delivery affordable housing.

Partnership Working - currently engaged and influencing key strategic documents to support the delivery of affordable housing. In particular, the Regional Spatial Strategy, West Midlands Investment Strategy, West Housing Market Investment Strategy, both a Local and a sub regional Housing Market Assessment and the Assessment of the accommodation needs of Gypsies and Travellers and also the Edgar Street Grid Regeneration.

Extra Care scheme in Hereford, to provide 96 apartments for older people is progressing and scheduled to complete during summer 2008.

Target of 161 additional affordable housing to be provided during 2006/7 has been exceeded

Strategic Housing's first delivery of housing to Excellent Eco Homes standards (High energy efficiency home) at Barton Yard Hereford has been completed by the contractors and is due to handed over to the housing association during the next couple of weeks. All 22 units have either been sold or allocated to those registered with Homepoint.

The Empty Property Strategy has been reviewed and is shortly to be issued for consultation prior to publishing during spring 2007. To reinforce the approach to bring long term empty properties back into use, the Cabinet Member for Social Care Adults and Health has supported the undertaking to complete one Empty Dwelling Management Order which is an additional tool supported within the strategy. Work has commenced on an identified property in Hereford City and its effectiveness will be monitored, reviewed and evaluated as to its success.