

ADULT SOCIAL SERVICES AND STRATEGIC HOUSING PERFORMANCE MONITORING

Report By: Improvement Manager

Wards Affected

Countywide

Purpose

1. To report on the national performance indicators position and other performance management information for the Adult Social Care and Strategic Housing Divisions within the Adult and Community Services Directorate. This report provides additional background information about the process by which Social Care is judged and rated.

Financial Implications

2. No direct implications.

Background

3. The Performance Improvement Framework of the Council requires regular reporting to the Scrutiny Committee. This report covers the end of year position and includes latest data as at the end of May 2007.
4. The Department of Health (DH) publishes statistical information on the performance of all Adult Social Care Departments. There is a national set of performance indicators covering Adult Social Care Services. The DH ranks performance in five bands ranging from Band 1 – “investigate urgently” to Band 5 – “very good” – the bands are known as ‘blobs’ and are highlighted in the out-turn information.
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.

Social Care

6. As at the end of year 2006-07 the Adult Social Care indicators used to assess the performance of the Directorate were banded as follows:

Band 1	Band 2	Band 3	Band 4	Band 5
0	5	8	3	5

7. The table in Appendix One includes details of the Social Care Performance Indicators. This highlights the end of year out-turn information for 2006-07, target figures for 2007-08 and the current position. Included in the table are additional columns for information, which indicate Forecast, Direction of Travel and Status – these are defined as:

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

Forecast – the anticipated out-turn at year end based on current information and intelligence. (will read as target until end of second quarter – Sept 07).

Direction of Travel – indicates whether the current position demonstrates improvement against the previous year’s out-turn.

Status – indicates (using traffic lighting) whether the current position demonstrates progress in line with the agreed target – G = Green, A = Amber, R= Red.

Annual Judgement

8. Councils with responsibility for Adult Social Care Services receive an annual judgement and star rating from the Commission for Social Care Inspection (CSCI). The judgement is presented in two parts:

- ‘how well the Council serves the community’ and
- the Council’s ‘capacity for improvement’.

The judgements are awarded based on:

- Performance Indicator Out-turns
- Self-Assessment Survey (SAS) – an annual return detailing progress against the previous year’s activity and describing plans for the forthcoming period.
- Annual Review Meeting (ARM) – a challenge meeting between the Council and CSCI at which the Council is required to demonstrate evidence of improvement. A Record of Performance Assessment (RoPA) is produced following the ARM, which summarises improvements and areas for improvement.
- Inspections – in-depth scrutiny of a specific service area by CSCI.
- Supplementary Evidence – information provided to CSCI during the course of the year in support of services delivered.

The judgements and star ratings for performance during 2006/07 are expected in December. The star rating will be awarded based on the table below.

		<i>Capacity to improve</i>			
		Poor	Uncertain	Promising	Excellent
Current delivery of outcomes	Poor	-	-	-	-
	Adequate	-	*	*	**
	Good	*	**	**	***
	Excellent	**	***	***	***

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Strategic Housing

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

Complaints and User Involvement

10. The Public Contact Team is responsible for monitoring complaints and administering user involvement consultation activity / surveys for both Strategic Housing and Social Care. This report will include feedback on both areas.

User involvement

11. The most recent user involvement activity was a satisfaction survey of people that received a social care service during 2006-07, and which ended in year. The highlight findings from this survey are:
- 76.8% felt services were very good or better at meeting their needs.
 - 89.6% felt very satisfied or better with the social care staff they had contact with.
 - 67.6% felt that the services they received had improved their quality of life.
 - 66.5% felt that the services they received had improved their independence and stay in control.
 - 70.7% felt satisfied with the information received about services.
12. Forthoming user involvement activity includes, a Telecare Survey in July, a Homelessness Forum to engage service users and discuss the prevention agenda and a Home Care / Direct Payments satisfaction survey in October.

Complaints

13. A set of Performance Indicators have been developed in relation to complaints activity and will be available from August 2007 – to be presented in future reports.

Service Planning

14. The report to this Committee on 23 March 2007 described progress on the production of the Directorate and three Divisional service plans. The previous report also outlined the priorities these plans contained. The plans are now complete and, like the data in the rest of this report, are available for the Committee to use in the routine monitoring of performance against the targets set and to guide and inform future scrutiny work.

It would be good practice for the Committee to review progress against these plans at least twice a year and it is envisaged that the Cabinet Member and Director will be able to discuss this, as well as any emerging proposal for 2008 and beyond in the September / October cycle of meetings.

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
Appendix One**

22ND JUNE, 2007

Scrutiny Report - Adult and Community Services - Adult Social Care																						
Ref.	PI Definition	Last Year			Plan			Actual Position												Forecast	DOT	Status
		IPF 06-07	Exc't 06-07	Hfds 06-07	IPF 07-08	Exc't 07-08	Hfds 07-08	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March			
B11	Intensive homecare as a percentage of intensive home and residential care. DOT = up	#	#	18 3B	#	#	22 4B	16.8	18											22	↓	R
C28 BV53	Intensive homecare DOT = up	#	#	6.7 2B	#	#	8.1 3B	N/A	N/A											8.1	N/A	N/A
C29	Adults with PD helped to live at home. DOT = up	#	#	6 5B	#	#	6 5B	6	6											6	↓	G
C30	Adults with LD helped to live at home per 1,000 population aged 18-64. DOT = up	#	#	2.9 4B	#	#	3 5B	2.78	2.7											3	↓	A
C31	Adults with MH problems helped to live at home. DOT = up	#	#	4.1 5B	#	#	4.4 5B	4.09	4.2											4.4	↓	A
C32 BV54 LAA	Older people helped to live at home. DOT = up	#	#	81.1 3B	#	#	83 3B	81.1	81											83	↓	A
C51 Key	Direct payments DOT = up	#	#	88 3B	#	#	100 3B	83.8	85											100	↓	R
C62	Service for carers. DOT = up	#	#	10.2% 4B	#	#	12% 4B	10.3	9.8											12	↓	R

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C72	Older people aged 65 or over admitted on a permanent basis in the year to residential or nursing care. DOT = down	#	#	73 5B	#	#	70 5B	1.39	11											70	↑	G
C73	Admissions of supported residents aged 18-64 in residential/nursing care DOT = down	#	#	1.9 4B	#	#	1.5 5B	0.28	0.4											1.5	↓	R
D37	Availability of single rooms DOT = up	#	#	90% 5B	#	#	90% 5B	62.5	86											90	↓	R
D39	Care Plans DOT = up	#	#	95% 3B	#	#	100% 5B	94.5	92											100	↓	R
D40	Clients receiving a review. DOT = up	#	#	76% 3B	#	#	78% 4B	7.61	18											78+	↓	G
D54 BV56 Key	Delivery of equipment and adaptations DOT = up	#	#	96.6% 5B	#	#	96% 5B	96.4	96											96	↑	G
D55 BV195 Key	Acceptable waiting time for assessments. DOT = up	#	#	82% 3B	#	#	90% 4B	96.4	93											90+	↑	G
D56 BV196 Key	Acceptable waiting times for care packages. DOT = up	#	#	76% 2B	#	#	76% 2B	100	95											76+	↑	G
E47	Ethnicity of older people receiving assessment DOT = Up	#	#	1.24 3B	#	#	1 3B	0	0											1	↓	R
E48	Ethnicity of older people receiving services following an assessment DOT = Up	#	#	1.26 2B	#	#	1 3B	0	0											1	↓	R
E82	Assessments of adults and older people leading to provision of service. DOT = down	#	#	82% 3B	#	#	77 5B	79.8	80											77	↑	A
KEY:	# Awaiting information																					

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**ADULT SOCIAL CARE AND STRATEGIC HOUSING
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Appendix Two**

22ND JUNE, 2007

Scrutiny Report - Adult and Community Services - Housing																							
Ref.	PI Definition	Last Year			Plan			Actual Position												Forecast	DOT	Status	
		IPF 06-07	Exc't 06-07	Hfds 06-07	IPF 07-08	Exc't 07-08	Hfds 07-08	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March				
BV64	Number of private sector dwellings returned to occupation or demolished as a result of LA action	#	#	52	#	#	55	N/A	N/A												55	#	G
BV183a	Av. length of stay (weeks) for FWC in B&B accommodation	#	#	15	#	#	0	N/A	N/A												0	#	R
BV183b	Av. length of stay (weeks) for FWC in hostel accommodation	#	#	20	#	#	6	N/A	N/A												6	#	R
BV202	No. of people sleeping rough on a single night within the LA area	#	#	<3	#	#	<3	N/A	N/A												<3	#	G
BV203	% change in FWC placed in temporary accommodation compared with the average for	#	#	-19.50%	#	#	-15%	N/A	N/A												-15%	#	G
BV213	No. of households who considered themselves homeless, for whom casework resolved their situation	#	#	3.12	#	#	6	N/A	N/A												6	#	R
BV214	% of households accepted as homeless who have been previously accepted by the same LA within the last 2 years	#	#	4.05%	#	#	1.50%	N/A	N/A												1.50%	#	R
KEY:	# Awaiting information																						
	N/A Not available monthly																						

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