

ADULT 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.

Financial Implications

2. No direct implications.

Background

3. The Performance Improvement Framework of the Council requires reporting to Scrutiny Committee at 4, 6, 8, 10 and 12 months. This report covers the Performance Indicator out-turns as at 31st August 2007, target figures for 2007-08, along with information about Forecast, Direction of Travel and Status, which are defined as:

Forecast – the anticipated out-turn at year end based on current information and intelligence,

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.

4. The Department of Health (DH) publishes statistical information on the performance of all Adult Social Care Departments. There is a national set of 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.

Adult Social Care

6. The table in Appendix One includes details of the Adult Social Care Performance Indicators.

7. Overall, the performance position as at the end of August for Adult Social Care is looking very healthy. There are 20 PIs that are on target or better and have a green status, four which are rated as amber and only one highlighted as red. Nineteen PIs are performing better than the 2006-07 position.

Annual Judgement

8. At the last Scrutiny Committee meeting the process by which Social Care is judged by CSCI was described. An important part of the process is the Annual Review Meeting (ARM), which took place on 3rd September, 2007.
9. The format for the ARM included sessions about: partnerships; assessment and care management; commissioning; and leadership / management. There was also a lunch time session for a small number of users and carers.
10. A summary report will be made available to the Council for comment during October. The Judgements and Star Ratings are publicised on 29th November, 2007.

Strategic Housing

11. The detail of the housing indicators is shown in Appendix Two.
12. Overall the latest PI position for Strategic Housing is good and shows that six indicators are rated as having a green status, one amber and two red. Six indicators are performing better than the end of year position for 2006-07.

User Involvement

13. The Public Contact Team is responsible for administering user involvement and consultation activity / surveys for both Strategic Housing and Social Care.
14. The most recent user involvement activity was a satisfaction survey of people that received Telecare Services (preventative technology). The highlight findings from this survey are:
 - 97.2% were very satisfied or satisfied with the information they received about telecare;
 - 97.3% were very satisfied or satisfied with the installation procedure;
 - 95.8% Strongly agreed or agreed that telecare has helped them feel in control of their life;
 - 97.3% Strongly agreed or agreed that telecare has reduced their worries about personal safety;
 - 97.2% Strongly agreed or Agreed that telecare has reduced worries about personal independence.
15. Forthoming user involvement activity includes, a Meal on Wheels Survey, a Homelessness Forum to engage service users and discuss the prevention agenda and a Home Care / Direct Payments satisfaction survey in October.

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

Appendix One

Ref.	Definition	Measured in	Adult Social Care					DoT	Status	Forecast
			History		Plan					
			IPF 05-06	Exc't 05-06	Hfds 05-06	Hfds 06-07	Hfds 07-08			
A80	Drug misusers sustained in treatment DOT = Higher	%	n/a	n/a	n/a	93.0	n/a		n/a	n/a
B11	Intensive homecare as a percentage of intensive home and residential care. DOT = Higher	%	24.0	31.5	15.0	18.0	22.0	↑	G	22
B12	Cost of intensive social care for adults and older people. DOT = Lower Cost	£	497	509	508	533	<500	↑	A	<533
B17	Unit cost of home care for adults and older people. DOT = Lower Cost	£	16.0	13.5	16.2	17.0	15.0	↑	G	15
C28	Intensive home care DOT = Higher	Number	10.0	20.9	5.8	6.7	8.1	↑	R	>6.7
C29	Adults with physical disabilities helped to live at home. DOT = Higher	Number	4.0	5.2	4.8	6.0	6.0	↓	G	6
C30	Adults with learning disabilities helped to live at home DOT = Higher	Number	3.0	3.3	2.5	2.8	3.0	↑	G	3
C31	Adults with mental health problems helped to live at home. DOT = Higher	Number	4.0	6.0	3.7	4.1	4.4	↑	G	4.4
C32	Older people helped to live at home. DOT = Higher	Number	87.0	110.0	83.0	81.1	83.0	↑	G	83
C51	Direct payments DOT = Higher	Number	76.0	96.3	79.0	88.3	100.0	↑	G	100
C62	Services for carers. DOT = Higher	%	7.0	9.8	10.2	10.2	12.0	↑	A	>10.5
C72	Older people aged 65 or over admitted on a permanent basis in the year to residential or nursing care. DOT = Lower	Number	85.0	95.0	60.0	73.4	70.0	↑	G	<70

Ref.	Definition	Measured in	Adult Social Care				Plan	DoT	Status	Forecast
			History	IPF 05-06	Exc't 05-06	Hfds 05-06				
C73	Adults aged 18-64 admitted on a permanent basis in the year to residential or nursing care. DOT = Lower	Number	2.0	2.5	2.5	2.0	1.5	↑	G	1.5
D37	Availability of single rooms. DOT = Higher	%	95.0	98.0	88.0	90.1	90.0	↓	G	90
D39	Percentage of people receiving a statement of their needs and how they will be met. DOT = Higher	%	93.0	97.0	91.0	95.0	100.0	↑	G	100
D40	Clients receiving a review. DOT = Higher	%	68.0	74.0	75.0	76.3	78.0	↑	G	>78
D41	Delayed transfer of care (interface).	Number	n/a	n/a	17.0	31.0	<20	↑	G	<20
D54	Percentage of items of equipment and adaptations delivered within 7 working days. DOT = Higher	%	86.0	89.0	94.0	96.2	96.0	↓	G	96
D55	Acceptable waiting times for assessments. DOT = Higher	%	79.0	86.0	70.0	83.6	90.0	↑	G	90
D55 Part1	Acceptable waiting times for assessments. - Part 1 DOT = Higher	%	84.5	n/a	64.7	74.5	90.0	↑	G	90
D55 Part2	Acceptable waiting times for assessments.- Part 2 DOT = Higher	%	74.2	n/a	75.5	85.9	90.0	↑	G	90
D56	Acceptable waiting times for care packages. DOT = Higher	%	86.0	89.0	79.0	76.0	85.0	↑	A	<85
D75	Practice Learning.	Number	15.9	n/a	12.8	19.4	15.0	↓	G	>15
E47	Ethnicity of older people receiving assessment.	Ratio	1.0	0.9	0.6	1.2	1.0	↓	G	1
E48	Ethnicity of older people receiving services following an assessment.	Ratio	n/a	1.0	1.1	1.3	1.0	↓	G	1
E82	Assessments of adults and older people leading to provision of service.	%	75	62	84	82.2	77.0	↑	A	77

IPF Group = Darlington, Stockport, S. Glos, Warrington, Calderdale, York, N. Lincs, IoW, Solihull, Bath & NE Somerset, Poole, Rutland, W. Berks, N. Somerset, E. Riding of Yorks
Excellent (3 Star) Group, as defined by CSCI = Derbyshire, Somerset, Knowsley, Southwark, Telford and Wrekin, Tower Hamlets

Blob Ratings:

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Further information on the subject of this report is available from

Andrew Hasler, Improvement Manager on (01432) 260655

As from July 2007 Status and DOT will be based on Forecast Data

Appendix Two

Scrutiny Report - Adult and Community Services - Housing									
Ref.	PI Definition	Measured in	Latest WHMA	Hfds 05-06	Hfds 06-07	Hfds 07-08	DOT	Status	Forecast
BV64	Private sector dwellings returned to occupation or demolished as a result of LA action	Number	32	54	52	100	↑	A	>52
BV183a	Av. length of stay (weeks) for FWC in B&B accommodation	Number	2.6	10.65	15	0	↓	R	18
BV183b	Av. length of stay (weeks) for FWC in hostel accommodation	Number	3.8	29.3	20	0	↓	R	39
BV202	No. of people sleeping rough on a single night within the LA area	Number	4.6	<3	<3	<3	=	G	<3
BV203	% change in FWC placed in temporary accommodation compared with the average for previous year	Percentage	-24%	+26%	-19.50%	-15%	↑	G	-20%
BV213	No. of households who considered themselves homeless, for whom casework resolved their situation	Number (per thousand households)	0.4	0.93	3.12	4.00	↑	G	4.00
BV214	% of households accepted as homeless who have been previously accepted by the same LA within the last 2 years	Percentage	2.72%	2.88%	4.05%	1.50%	↑	G	1.50%
HCS 14	Homeless acceptances	Number	#	416	148	160	↑	G	124
DCLG 2010	Halve the numbers of households in temporary accommodation by 2010	Number	#	173	135	129	↑	G	<107
KEY:	WHMA (West Housing Market Area) consists of: Herefordshire, Shrewsbury & Atcham, Bridgnorth, Oswestry, North Shropshire and South Shropshire. Latest available data is 05/06.								