

## ADULT SERVICES AND STRATEGIC HOUSING PERFORMANCE MONITORING

**Report By: Improvement Manager**

### Wards Affected

County-wide

### 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 **31<sup>st</sup> October 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 and local 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 Social Care Performance Indicators.

7. Overall, the performance position as at the end of October for Adult Social Care is reasonably healthy. There are 16 PIs that are on target or better and have a green status, five which are rated as amber and five highlighted as red. Sixteen PIs are performing better than the 2006-07 position.
8. C28 – Intensive homecare is the final out-turn position for 2007-08. At 7.5 it has improved on 2006-07 (6.7), but not reached target (8.1).

**Annual Judgement**

9. The annual judgement from the Commission for Social Care Inspection (CSCI) was formally published on 29<sup>th</sup> November. Adult Social Care has been judged as delivering Adequate services with Uncertain prospects for improvement. This results in the authority retaining its One Star status.

**Strategic Housing**

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

**User Involvement**

12. The Public Contact Team is responsible for administering user involvement and consultation activity / surveys for both Strategic Housing and Social Care.
13. The most recent user involvement activity was a satisfaction survey of people that received Home Care services. The highlight findings from this survey are:

Home Care Services	2003 %	2006 %	<b>2007 %</b>
Users satisfied with the help they receive from their home Care Provider.	68.1	52.7	<b>51.7</b>
Care Workers do the things I want them to.	98.6	90.2	<b>90</b>
Care Workers never spend less time than they are supposed to.	76.7	60.9	<b>56</b>
Care Workers are never in a rush.	54.9	44.4	<b>38.1</b>
Users feel in control of their daily life.	-	36.6	<b>35.6</b>
User feel safe in their own home.	81.4	96.4	<b>95.8</b>

14. The downward trend in satisfaction coincides with the time that homecare services were externalised. The feedback indicates that service users feel that the quality of service is diminishing; users feel that staff are increasingly rushed and therefore not able to spend time doing the things they need or want - individual choice and control about how services are delivered is therefore more limited. On a positive note, users

are now feeling safer in their own homes. These findings are similar to those found in a national study 'Time to Care' published earlier this year by CSCI. Within Herefordshire we are reviewing our monitoring and contracting arrangements to identify ways to improve the service.

15. Alongside this, work has commenced to develop robust approaches to assuring Quality of Service for users. This will help to inform service design, development and commissioning and will improve the experience for people using social care services. Further information about the approach to Quality of Service will be available at the next Scrutiny meeting.
16. Forthcoming user involvement activity includes, a Meal on Wheels Survey, a Homelessness Forum to engage service users and discuss the prevention agenda and the Department of Health annual survey, which will focus on Community Equipment Services.

## **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	IPF 06-07	Exc't 06-07	Hfds 06-07	IPF 07-08	Exc't 07-08	Hfds 07-08						
C73	Adults aged 18-64 admitted on a permanent basis in the year to residential or nursing care.	Number	2.0	2.5	2.5	1.7	1.8	2.0			1.5	↑	A	>1.5			
D37	Availability of single rooms.	%	95.0	98.0	88.0	98.0	97.8	90.1			90	↓	G	90			
D39	Percentage of people receiving a statement of their needs and how they will be met.	%	93.0	97.0	91.0	96.2	98.1	95.0			100	↑	G	100			
D40	Clients receiving a review.	%	68.0	74.0	75.0	73.8	81.0	76.3			78	↑	G	>78			
D41	Delayed transfer of care (interface).	Number				19.2	18.2	31.0			<20	↑	G	<20			
D54	Percentage of items of equipment and adaptations delivered within 7 working days.	%	86.0	89.0	94.0	88.9	93.0	96.2			96	↑	G	>96			
D55	Acceptable waiting times for assessments.	%	79.0	86.0	70.0	86.1	89.3	83.6			90	↑	G	90			
D56	Acceptable waiting times for care packages.	%	86.0	89.0	79.0	87.8	91.4	76.0			85	↑	A	<85			
D75	Practice Learning.	Number				20.2	17.6	19.4			15	↓	G	>15			
E47	Ethnicity of older people receiving assessment.	Ratio				1.3	1.1	1.2			1	↓	R	<1			
E48	Ethnicity of older people receiving services following an assessment.	Ratio				1.0	0.9	1.3			1	↓	G	1			
E82	Assessments of adults and older people leading to provision of service.	%			84.0	76.0	66.0	82.2			77	↑	A	>77			

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	↑	A	4
BV183b	Av. length of stay (weeks) for FWC in hostel accommodation	Number	3.8	29.3	26	0	↓	R	47
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	-15%
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%	5.40%	1.50%	↑	A	>1.50% <5.40%
HCS 14	Homeless acceptances	Number	#	416	148	160	↓	R	162
DCLG 2010	Halve the numbers of households in temporary accommodation by 2010	Number	#	173	135	129	↑	G	<129
<b>KEY:</b>	WHMA (West Housing Market Area) consists of: Herefordshire, Shrewsbury & Atcham, Bridgnorth, Oswestry, North Shropshire and South Shropshire. Latest available data is 05/06.								