

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 provides the Performance Indicator out-turns as at the end of February 2008, 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'.
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 Communities and Local Government.

Adult Social Care

6. The table in Appendix One includes details of the Social Care Performance Indicators. The table includes latest available comparator data with the Institute of Public Finance (IPF) family and a set of excellent performing authorities, identified by CSCI for the purpose of comparison. Overall, the performance position as at the end of February for Adult Social Care is looking reasonably healthy. There are nine performance indicators (PIs) that are on target or better and have a green status, six which are rated as amber and six highlighted as red. Fourteen PIs are performing better than the 2006-07 position.

7. Of the six indicators that are currently rated as amber, we are optimistic that at least two of them (D39 and D56) will turn green when the final out-turns are calculated.
8. Of the six indicators that are currently rated as red, one of them (C28) has an improved Direction of Travel compared with 2006-07.

Headlines

C30 and C31 – helped to live at home for people with learning disability and mental health respectively – both on target demonstrating a healthy improvement on 2006-07.

C72 – admission to permanent care (65+) – forecast to significantly exceed target and showing a positive reduction on 2006-07.

D54 – equipment delivered within seven days – on target and maintaining excellent performance, ahead of the excellent performing authorities.

C28 – Intensive home care – the current position is the actual out-turn for 2007-08. Although the status is red there was an improvement on the out-turn for 2006-07.

C29 / C32 – helped to live at home indicators for people with physical disabilities and older people – both are rated as red – a significant amount of manual reconciliation is required at the end of the year for these indicators. Current intelligence indicates that it is unlikely that these targets will be achieved

C62 – carers – currently rated as red – unlikely to reach target.

E47 / E48 – ethnicity indicators – the numbers of people here are very – work is underway to ensure all users have their ethnicity appropriately recorded.

D56 – acceptable waiting time for care packages – a manual exercise will be undertaken for this PI in line with internal audit guidance. It is anticipated that the end of year out-turn will be improved on the current position.

The final data extraction for 2007-08 will take place during the week commencing 14th April, with a view to having all PI data validated by the end of April.

Annual Judgement for 2007-08

9. The Self Assessment Survey (SAS), which is the main return of data and activity to CSCI and which contributes to the overall judgement and star rating for the authority is currently being prepared. The SAS has to be returned by 31st May.
10. The date for the Annual Review Meeting with CSCI has been set for 19th August 2008. The format for the ARM in 2007 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.
11. The Judgements and Star Ratings will be publicised at the end of November 2008.

Strategic Housing

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

Overall the latest PI position for Strategic Housing is good and shows that five indicators are rated as having a green status, two amber and two red. Six indicators are performing better than the end of year position for 2006-07.

New National Indicator Set (NIS)

From the 1st April the performance indicators across all local authorities and local authority partnerships will be changed to a set of 198 national indicators, in line with the Government's new performance framework as set out in the white paper, Stronger and Prosperous Communities.

The 198 indicators represent the measures that the Government believes should be the national priorities for local government. A list of the indicators in relation to Strategic Housing, Adult Social Care and Health are included as Appendix Three.

User Involvement

13. The Public Contact Team is responsible for administering user involvement and consultation activity / surveys for both Strategic Housing and Social Care. In December the Committee did request a more detailed report on the findings of the satisfaction survey of people receiving home care services. This will be prepared as part of the next performance report.
14. The most recent user involvement activities include: a Meals on Wheels satisfaction survey, a consultation event about modernisation of day opportunities, focus group engagement about customer service standards and the Home Point satisfaction survey. Outcomes are summarised below.

Meals on Wheels

- ◇ 93.8% were very satisfied or satisfied with the meals service they receive;
- ◇ 99.2% were satisfied with the staff and volunteers who delivered their meals – they felt treated with dignity and respect;
- ◇ 57.4% felt that their meals service had improved their Quality of Life;
- ◇ 74.1% commented that the service very much contributed to them remaining independent in their own homes.

Modernisation of Day Opportunities

An event involving 51 participants made up of service providers and professionals was held to consider alternative options for day care. Further consultation events involving users and carers are planned during April, with a view to rolling out new models of support early into the new financial year.

Customer Care Standards

Two small groups of users and carers met to discuss a draft set of Customer Service Standards, which set our clear expectations in relation to Adult Social Care services. The feedback has resulted in a simplified set of standards, which will be piloted in April.

The Public Contact Team and the Involving People Team within the Primary Care Trust are working in an increasingly joined-up way to better engage users and carers to consult about developments and receive feedback about services. The two teams

have a joint workplan for 2008-09 and are developing a shared User Involvement Strategy.

15. Forthoming user involvement activity includes, the Integrated Community Equipment Stores (ICES) satisfaction survey, consultation on local photo bank pictures for Learning Disability services, day opportunity consultation events, eight community events to consult upon the new User Involvement Strategy and involvement of three users in developing a promotional information DVD about health and adult social care.

Quality Assurance Framework

16. In order to demonstrate the delivery of health and social care services to a high standard, a Quality Assurance Framework (QAF) is being developed, with the involvement of the Primary Care Trust and the Voluntary Sector Alliance.
17. The QAF is a three-tiered model, which will provide evidence of best practice against defined standards in line with the CSCI outcomes framework. The model will demonstrate that the organisations responsible for health and social care are 'fit for purpose', that services are delivering to high standards and that assessment and care management is effective in sign posting users to appropriate services.
18. The three sets of QAF standards are currently in draft form and being consulted upon, along with a Vision for Quality Services in Herefordshire.

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**

7 APRIL 2008

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				
A80	Drug misusers sustained in treatment	%				100.8	104.3	93.0			85				
B11	Intensive homecare as a percentage of intensive home and residential care.	%	24.0	31.5	15.0	26.0	34.0	18.0			22	↑	A	19.6	
B12	Cost of intensive social care for adults and older people.	£	497	509	508	531	540	533			<£500	↑	A	<533	
B17	Unit cost of home care for adults and older people.	£	16.0	13.5	16.2	15.9	13.9	17.0			£15	↑	G	15	
C28	Intensive home care	Number	10.0	20.9	5.8	10.4	21.8	6.7			8.1	↑	R	7.5	
C29	Adults with physical disabilities helped to live at home.	Number	4.0	5.2	4.8	4.8	5.9	6.0			6	↓	R	<6	
C30	Adults with learning disabilities helped to live at home	Number	3.0	3.3	2.5	3.1	3.5	2.8			3	↑	G	3	
C31	Adults with mental health problems helped to live at home.	Number	4.0	6.0	3.7	4.4	6.1	4.1			4.4	↑	G	4.4	
C32	Older people helped to live at home.	Number	87.0	110.0	83.0	91.0	106.0	81.1			83	↓	R	<83	
C51	Direct payments	Number	76.0	96.3	79.0	92.0	112.0	88.3			100	↑	A	<100	
C62	Services for carers.	%	7.0	9.8	10.2	9.2	10.5	10.2			12	↓	R	9	
C72	Older people aged 65 or over admitted on a permanent basis in the year to residential or nursing care.	Number	85.0	95.0	60.0	83.0	85.0	73.4			70	↑	G	50	

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

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7 APRIL 2008

Ref.	Definition	Measured in	Adult Social Care										DoT	Status	Forecast
			History						Plan						
			IPF 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	2.0	2.0			1.5	↑	G	1.5	
D37	Availability of single rooms.	%	95.0	98.0	88.0	96.0	98.0	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	96.0	98.0	95.0			100	↑	A	<100	
D40	Clients receiving a review.	%	68.0	74.0	75.0	72.0	78.0	76.3			78	↑	G	78	
D41	Delayed transfer of care (interface).	Number				19.0	14.0	31.0			<20				
D54	Percentage of items of equipment and adaptations delivered within 7 working days.	%	86.0	89.0	94.0	89.0	93.0	96.2			96	↑	G	96.6	
D55	Acceptable waiting times for assessments.	%	79.0	86.0	70.0	85.0	87.0	83.6			90	↑	G	90	
D56	Acceptable waiting times for care packages.	%	86.0	89.0	79.0	90.0	91.0	76.0			85	↓	A	76	
D75	Practice Learning.	Number				17.9	17.1	19.4			15				
E47	Ethnicity of older people receiving assessment.	Ratio				1.2	1.0	1.2			1	↓	R	<1	
E48	Ethnicity of older people receiving services following an assessment.	Ratio				1.1	0.9	1.3			1	↓	R	1	
E82	Assessments of adults and older people leading to provision of service.	%			84.0	77.0	69.0	82.2			77	↑	A	80	

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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 demolition as a result of LA action	Number	32	54	52	100	↑	G	>100
BV183a	Av. Length of stay (weeks) for FWC in B&B accommodation	Number	2.6	10.65	15	0	↑	A	5
BV183b	Av. Length of stay (weeks) for FWC in hostel accommodation	Number	3.8	29.3	20	0	↓	R	27
BV202	No. of people sleeping rough on a single night in 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	-29%
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%	↑	A	>1.50%
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
KEY:	WHMA (West Housing Market Area) consists of: Herefordshire, Shrewsbury & Atcham, Bridgnorth, Oswestry, North Shropshire and South Shropshire. Latest available data is 05/06								

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Appendix Three – New National Indicator Set Performance Indicators for Strategic Housing, Health and Adult Social Care

PI	Definition	Division	Lead	Data Supplied By	Frequency
NI12	HMO license applications - immigration	SH	*	LA	Quarterly
NI119	Self-reported measure of peoples overall health and well being	ASC	*	Place Survey	Biennial
NI120	All-age all cause mortality rate	ASC	*	ONS	Annually
NI121	Mortality rate from all circulatory diseases at ages under 75	ASC	*	ONS	Annually
NI122	Mortality from all cancers at ages under 75	ASC	*	ONS	Annually
NI123	16+ current smoking rate prevalence	ASC	*	PCT	Quarterly
NI124	People with a long-term condition supported to be independent and in control of their condition	ASC	*	PCT Survey	Annually
NI125	Achieving independence for older people through rehabilitation/ intermediate care	ASC	*	LA	Annually
NI126	Early access to women for maternity services	ASC	*	PCT	Quarterly
NI127	Self reported experience of social care users	ASC	*	LA Survey	Annually
NI128	User reported measure of respect and dignity in their treatment	ASC	*	Not Introduced until 2009-10	
NI129	End of life care – access to appropriate care enabling people to be able to choose to die at home	ASC	*	ONS	Annually
NI130	Social Care clients receiving Self Directed Support (Direct Payments and Individual Budgets)	ASC	*	LA	Annually

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PI	Definition	Division	Lead	Data Supplied By	Frequency
	and Individual Budgets)				
NI131	Delayed transfers of care from hospitals	ASC	*	PCT	Annually
NI132	Timeliness of social care assessment	ASC	*	LA	Annually
NI133	Timeliness of social care packages	ASC	*	LA	Annually
NI134	The number of emergency bed days per head of weighted population	ASC	*	PCT	Annually
NI135	Carers receiving needs assessment or review and a specific carer's service, or advice and information	ASC	*	LA	Annually
NI136	People supported to live independently through social services (all ages)	ASC	*	LA	Annually
NI137	Healthy life expectancy at age 65	ASC	*	Place Survey	Biennial
NI138	Satisfaction of people over 65 with both home and neighbourhood	ASC	*	Place Survey	Biennial
NI139	The extent to which older people receive the support they need to live independently at home	ASC	*	Place Survey	Biennial
NI141	Number of vulnerable people achieving independent living	SH	*	LA	Quarterly
NI142	Number of vulnerable people who are supported to maintain independent living	SH	*	LA	Quarterly
NI143	Offenders under probation supervision living in settled and suitable accommodation at the end of their order or licence	ASC	*	La (National Offender management Service)	Annually
NI144	Offenders under probation supervision in employment at the end of their order or licence	ASC	*	LA(National Offender Management Servide)	Annually
NI145	Adults with learning disabilities in settled accommodation	ASC/SH	*	LA	Annually

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PI	Definition	Division	Lead	Data Supplied By	Frequency
NI146	Adults with learning disabilities in employment	ASC	*	LA	Annually
NI147	Care leavers in suitable accommodation	SH		LA	Annually
NI149	Adults in contact with secondary mental health services in settled accommodation	ASC	*	Mental Health Trust	Annually
NI150	Adults in contact with secondary mental health services in employment	ASC	*	Mental Health Trust	Annually
NI155	Number of affordable homes delivered (gross)	SH	*	LA	Annually
NI156	Number of house holds living in temporary accommodation	SH	*	LA	Quarterly
NI173	People falling out of work and onto incapacity benefits	ASC	*	DWP	Annually
NI187	Tackling fuel poverty – people receiving income based benefits living in homes with a low energy efficiency rating	SH	*	LA	Annually

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