

## 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 the end of year 2007-08 and end of first quarter 2008-09, target figures for 2008-09, 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

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

The end of year out-turns for the PAF performance indicators showed that sixteen indicators performed better than the 2006-07 position. Only six indicators achieved target - seven others missed target by very small margins (C30, C31, C32, C51, C62, D55 and D56).

### **Headlines**

Of the eighteen indicators that are banded, Herefordshire achieved four in the highest band, seven in the four blob banding, five at three blobs and two in the two blob band. There were none in the one blob banding. Overall eleven of the eighteen were in the top two bands.

C30, C31 and C32 – helped to live at home (people with a learning disability, mental health problem and older people respectively) – all three indicators improved on 2006-07, but missed target by very small margins.

C62 – services for carers – a healthy increase on 2006-07.

C72 – older people admitted to residential care – a reduction compared with 2006-07 and significantly exceeded target.

D37 – availability of single rooms – an increase on 2006-07 and comfortably ahead of target – now in the top band rating.

D40 clients receiving a review – improved on 2006-07 and ahead of target – out-turning in highest band for this PI.

D54 – equipment delivered within seven days – improved on 2006-07 and achieved target – remains in top banding.

D55 – a very healthy improvement on 2006-07 – out-turning at four blobs.

C29 – helped to live at home (people with physical disabilities) – this was a disappointing out-turn – analysis underway to explain the reduction by 20%.

### **Annual Judgement**

6. The Self-Assessment Survey, which is the main return of data and activity to CSCI was submitted on 30<sup>th</sup> May. The date for Annual Review Meeting (ARM) has been re-scheduled to 21<sup>st</sup> July.
7. A summary report will be made available to the Council for comment later in the summer, with the provisional Judgements given on 20<sup>th</sup> October. The final Judgements and Star Ratings will be publicised on the CSCI web-site on 27<sup>th</sup> November, 2007.

### **Strategic Housing**

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

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

### **Audit**

Internal Audit has carried out five audits in relation to Strategic Housing. BVPI 183a and b, BVPI 214 – Repeat homelessness and BVPI 64 – Private Sector Dwellings and aspects of the Housing Strategy Statistical Appendix (HSSA).

BVPI 183a – Audit services verified the out-turn and found that the overall monitoring and control of capturing accurate BVPI data is satisfactory. The previous audit gave only a marginal judgement.

BVPI 183b – Audit services verified the out-turn and found that the overall monitoring and control of capturing accurate BVPI data is good. The previous audit gave only a marginal judgement.

BVPI 214 – Audit services verified the out-turn and found that the overall monitoring and control of capturing accurate BVPI data is good. The previous audit gave only a marginal judgement.

BVPI 64 – Audit services verified the out-turn and found that the overall monitoring and control of capturing accurate BVPI data is good. This was the first audit of this indicator.

HSSA – Audit services verified the out-turn and found that the overall monitoring and control of capturing accurate BVPI data is satisfactory.

The Audit Team commented in their reports that, The Homelessness Team together with the Performance Improvement Officers (Cath Thomas and Chris Jones) should take credit for the controls that were now in place and for the accuracy in reported data.

The Housing Strategy Statistical Index (HSSA) has been completed and signed-off and is due for submission by the end of July.

## **User Involvement**

11. The Public Contact Team is responsible for administering user involvement and consultation activity / surveys for both Strategic Housing and Social Care.

12. The most recent user survey was a satisfaction survey of people that received a service from the Integrated Community Equipment Store. **A response rate of 41.4% was received.** The highlight findings from this survey are:

- 77.7% were very or extremely satisfied with the equipment provided.
- 94.1% indicated that the equipment had improved their quality of life
- 84.5 % said they feel in control of their life
- 73.6% said they are not worried about personal safety.
- 94.8% felt happy with the manner in which they were treated

All the data has been submitted to the Public Social Services Research Unit (PSSRU), from whom a comparator report will be available later in the year.

The Public Contact Team and the Involving People Team at the PCT are working jointly to deliver a single Involvement Plan, which is aligned with the transformation priority. Excellent links have been developed with the Manager of the new Local Involvement Network (LINKs) for Herefordshire and a series of 16 joint user events are being planned for August – service users from within Adult Social Care sit on the steering group to co-ordinate these events. The dates and venues are:

<b>Date</b>	<b>Venue</b>	<b>Session Times</b>
Monday 4 <sup>th</sup> August	Larrapez Centre, Ross on Wye	15:00 – 17:00 and 18:00 – 20:00
Thursday 7 <sup>th</sup> August	Burton Hotel, Kington	15:00 – 17:00 and 18:00 – 20:00
Tuesday 12 <sup>th</sup> August	Kindle Centre, Hereford	15:00 – 17:00 and 18:00 – 20:00
Wednesday 13 <sup>th</sup> August	Community Centre, Peterchurch	15:00 – 17:00 and 18:00 – 20:00
Thursday 14 <sup>th</sup> August	Village Hall, Wigmore	15:00 – 17:00 and 18:00 – 20:00
Tuesday 19 <sup>th</sup> August	Falcon Hotel, Bromyard	15:00 – 17:00 and 18:00 – 20:00
Wednesday 20 <sup>th</sup> August	St Katherine's, Ledbury	15:00 – 17:00 and 18:00 – 20:00
Tuesday 26 <sup>th</sup> August	Royal British Legion Building, Leominster	15:00 – 17:00 and 18:00 – 20:00

Following consultation and endorsement with service users and carers, a Customer Service Commitments leaflet setting out what users can expect from Health and Social Care services

has been developed. This will enable users to rate (1 - Poor to 6 - Excellent) the things that they have deemed to be important in relation to contact with ASC. The commitments state, we will:

- Treat you professionally and with courtesy and respect at all times.
- Respond to all enquiries in a timely fashion, at the first point of contact or call you back.
- Provide easy to understand information about what support we can offer and what you can expect.
- Ensure you are involved in key decisions about your life, with support from an advocate if you need it.
- Treat you fairly and equally and not discriminate against you.
- Ensure you have access to all the available benefits and services that you are entitled to.
- Make sure you know what to do if you are not satisfied with the services you are getting.
- Use your comments and views and involve you to help improve services and opportunities.

The DVD project is progressing well. The final version of the disc was collected on 15<sup>th</sup> July in readiness for the ARM. A launch event to promote the DVD and the excellent work that takes place in Herefordshire is planned for Thursday 4<sup>th</sup> September (2-4) at the Courtyard – date TBC. A booklet is also being produced to accompany the DVD setting out the range of services offered by Herefordshire Council.

13. Forthcoming user involvement activity includes, a customer satisfaction survey across all residential and nursing care service provision.

There have been 13 complaints in Adult Social Care since April 2008 and 3 in Strategic Housing. A detailed Complaints report is produced on a monthly basis, which provides an up-to-date position and risk rating. A copy of this report can be made available upon request.

### **Quality Assurance Framework (QAF) / Evidence Portfolios**

The official launch of the QAF and Team Evidence Portfolios took place on 25<sup>th</sup> June. Thirty internal teams were represented at the event and initial feedback has been very positive. Thirty six Portfolios have been allocated to teams or individual managers.

The Evidence Portfolios will be considered at the routine Team Performance Appraisals and will be used to inform peer review sessions at the Performance Champions Clinics in August, November and February.

Evidence collected from the portfolios will be used to:

- Inform CSCI of the positive outcomes being achieved across health and social care in Herefordshire. (via CD rom)
- Monitor and evaluate the performance against the practice standards within the QAF.
- Monitor and evaluate team and overall performance.
- Celebrate successes and achievements within teams and across the wider health and social care sector.

### **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**

**24TH JULY, 2008**

**Appendix One**

Ref	Definition	Measured in	2006-07			2007-08				2008-09			
			IPF	Excellent	Hfds	Target	Hfds Actual	Status	DoT	Target	Hfds Forecast	Status	DoT
A80	Drug misusers sustained in treatment.	%	100.8	104.3	93.0								
B11	Intensive homecare as a percentage of intensive home and residential care.	%	26.0	34.0	18.0	22	19.8	R	↑	22	22	G	↑
B12	Cost of intensive social care for adults and older people.	£	531	540	533	<500	5.28	R	↑	500	500	G	↑
B17	Unit cost of home care for adults and older people.	£	15.9	13.9	17.0	15	16.8	R	↑				
C28	Intensive home care.	Number	10.4	21.8	6.7	8.1	7.5	R	↑	9	9	G	↑
C29	Adults with physical disabilities helped to live at home.	Number	4.8	5.9	6.0	6	4.8	R	↓	5	5	G	↑
C30	Adults with learning disabilities helped to live at home.	Number	3.1	3.5	2.8	3	2.9	R	↑	3	>3	G	↑
C31	Adults with mental health problems helped to live at home.	Number	4.4	6.1	4.1	4.4	4.3	R	↑	4.4	>4.4	G	↑
C32	Older people helped to live at home.	Number	91.0	106.0	81.1	83	81.3	R	↑	83	83	G	↑
C51	Direct payments.	Number	92.0	112.0	88.3	100	97.6	R	↑	115	115	G	↑
C62	Services for carers.	%	9.2	10.5	10.2	12	11.5	R	↑	12	>12	G	↑
C72	Older people aged 65 or over admitted on a permanent basis in the year to residential or nursing care.	Number	83.0	85.0	73.4	70	53.2	G	↑	55	<55	G	↓

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

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Ref	Definition	Measured in	2006-07			2007-08				2008-09			
			IPF	Excellent	Hfds	Target	Hfds Actual	Status	DoT	Target	Hfds Forecast	Status	DoT
C73	Adults aged 18-64 admitted on a permanent basis in the year to residential or nursing care.	Number	1.7	2.0	2.0	1.5	1.5	G	↑	1.5	1.5	G	↓
D37	Availability of single rooms.	%	96.0	98.0	90.1	90	95.6	G	↑	96	96	G	↑
D39	Percentage of people receiving a statement of their needs and how they will be met.	%	91.0	96.0	98.0	100	96.1	R	↓	100	100	G	↑
D40	Clients receiving a review.	%	72.0	78.0	76.3	78	78.1	G	↑	80	>80	G	↑
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.	%	89.0	93.0	96.2	96	96.4	G	↑	97	97	G	↑
D55	Acceptable waiting times for assessments.	%	85.0	87.0	83.6	90	89.6	R	↑	92	92	G	↑
D56	Acceptable waiting times for care packages.	%	90.0	91.0	76.0	85	84.7	R	↑	90	>90	G	↑
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	0.7	R	↓	1	<1	R	↓
E48	Ethnicity of older people receiving services following an assessment.	Ratio	1.1	0.9	1.3	1	1.0	G	↓	1	<1	R	↓
E82	Assessments of adults and older people leading to provision.	%	77.0	69.0	82.2	77	83.6	R	↓	78	<78	G	↑

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**Appendix Two**

Ref	PI Definition	Measured in	Latest WHMA	Hfds out-turn 05-06	Hfds out-turn 06-07	2007-08				2008-09			
						Target	Hfds Actual	Status	DoT	Target	Hfds Forecast	Status	DoT
BV64	Private sector dwellings returned to occupation or demolition as a result of LA action	Number	32	54	52	100	115	G	↑	110	Tbc		
BV183a	Av. length of stay (weeks) for FWC in B&B accommodation	Number	2.6	10.65	15	0	5.06 wks	R	↑	1.5 wks	Tbc		
BV183b	Av. length of stay (weeks) for FWC in hostel accommodation	Number	3.8	29.3	20	0	27.43 wks	R	↓	1 wk	Tbc		
BV202	No. of people sleeping rough on a single night in the LA area	Number	4.6	<3	<3	<3	<3	G	=	<3	Tbc		
BV203	% change in FWC placed in temporary accommodation compared with the average for previous year	Percentage	-24%	+26%	-19.50%	-15%	-25.96	G	↑	-10%	Tbc		
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	3.95	G	↑	4	Tbc		
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%	1.45	G	↑	1%	Tbc		
HCS 14	Homeless acceptances	Number	#	416	148	160	207	R	↓	160	Tbc		
DCLG 2010	Halve the numbers of households in temporary accommodation by 2010	Number	#	173	135	129	133	G	↑	109	Tbc		

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