

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 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” – the bands are known as ‘blobs’ and are highlighted in the out-turn information.

Adult Social Care

The table in Appendix One includes details of the Social Care Performance Indicators. At the end of Appendix One are the Adult Social Care National Indicator Set (NIS) PIs – these now have provisional targets set against them. The other NIS PIs relevant to the health and social care agenda are listed in Appendix Three – mechanisms to monitor and report these are currently being developed.

Overall, the performance position as at the end of August for Adult Social Care is looking healthy. Of the 17 indicators with latest position data, there are 10 PIs that are on target or better and have a green status, three which are rated as amber and four highlighted as red. Thirteen PIs are performing better than the 2007-08 position.

Headlines

C31, (People with MH helped to live at home), C62 (Carers), C72 (Older People admitted to permanent residential care), C73 (Younger adults admitted to permanent residential care) and D40 (reviews) are all looking very healthy with the prospect of exceeding the targets set.

D55 (Assessments) and D56 (Waiting time for care packages) are both a little behind the desired target at this stage in the year.

E47 and E48 – the two ethnicity PIs are showing that no one from a BME background has been assessed in year to date.

The Team Performance Appraisals scheduled for October will provide an opportunity to support teams to understand and improve the current position.

Annual Judgement

5. The Annual Review Meeting (ARM) took place on 21st July. The format was based on a series of focus group discussions with staff, members and other stakeholders. A draft copy of the PAN (Performance Assessment Notebook) has been received from CSCI. The final version will be due in the next few weeks.
6. The provisional Judgements will be given on 20th October. The final Judgements and Star Ratings will be publicised on the CSCI web-site on 27th November, 2007

Strategic Housing

10. Strategic Housing Performance is monitored against the new National Indicators (NI's) that have been introduced from April 2008 and current Best Value Performance Indicators (BVPI's), and regular reports to the Government of the West Midlands and the Department for Local Government and Communities.

The new National Indicators are being monitored along side some existing Best Value Performance Indicators (BVPI's) for benchmarking purposes and to establish an appropriate baseline from which to compare performance.

The details of the Strategic Housing Indicators is shown in Appendix Two

Housing Strategy Statistical Appendix

The Housing Strategy Statistical Appendix was submitted to the Department for Local Government and Communities in accordance with their specified timetable.

Audit

Internal audit have completed an audit in relation to Strategic Housing's BVPI 213 in respect of the number of households who considered themselves homeless for whom casework had resolved their situation (Homeless Prevention)

Audit Services have verified the outturn for 2007/2008 and found that the overall monitoring and control of capturing BVPI data is **good**.

Strategic Housing Update

The Homelessness and Housing Advice Team have drafted a Registered Social Landlord (RSL) Homelessness Prevention protocol and is seeking agreement from the RSL's to drive homelessness prevention forward and therefore assist with the reduction in the number of people in temporary accommodation.

NI 156 – The credit crunch has seen a considerable upturn in demand for services from the council's Homelessness and Housing Advice team. Demand for temporary accommodation has risen against a backdrop of a reduction in the availability of resources, as required by the Government target of reducing temporary accommodation by % by 2010. This has created a challenge locally, and regionally, as the dynamics have led to a bottleneck in availability of resources to meet rising demand, and a slow down in the affordable housing market more broadly. This explains the changes in outturn on temporary occupancy when compared to previous improved performance, including prevention itself. The Council is again on target to achieve this National Indicator and the 132 (as at end of June) has fallen to 113 (as at 4th Sept).

NI 155 – Quarter 1 is usually below target due to the nature of development. On going monitoring is being undertaken due to the current financial market, but it is on course to meet the target by the end of the year.

BVPI 64 – Quarter 1 was below target but figures on completed rent deposits are still to be provided, this should lead to an increase in the outturn. Ongoing monitoring is being undertaken and it is on course to meet the target by the end of the year.

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 involvement activity was a satisfaction survey of people that use residential or nursing care provision. This was undertaken by the Contracts and Commissioning Team. The highlight findings from this survey are:
 - 131 responses received
 - 72.5% said they were extremely or very satisfied with the standard of care
 - 81.7% said they feel safe
 - 67.2% said that they are extremely or very satisfied with the meals that they are provided with.
13. Forthoming user involvement is the home care and direct payments user satisfaction surveys.

Since the last Scrutiny Committee, the sixteen user involvement sessions have been delivered across the County – more than 100 people attended the events, which will help to inform a joint (Council and PCT) Involvement Strategy. The findings from the events will be published during October, with the first draft of the Strategy available by the end of the year.

There have been three new complaints in Adult Social Care since the last Scrutiny Committee – a total of 16 since April and two within Strategic Housing – a total of five since April. A detailed complaints report is produced on a regular basis, which provides an up-to-date position and risk rating. A copy of the report can be made available upon request.

Putting People first – DVD Launch

14. The Putting People first DVD was successfully launched on 4th September at the Courtyard Theatre. 'I think Social Care is wonderful' was the closing remark made by

one of the users involved in the film at the launch event. The DVD has been produced to showcase, promote and raise the profile of a range of person-centred services available to people in Herefordshire.

Almost 150 people, including staff, service users and carers, providers and partner organisations gathered at The Courtyard Theatre for the first public screening of the DVD. The event was combined with an Awards and Recognition ceremony celebrating some of the excellent work that takes place in Herefordshire.

A number of staff awards were presented for the significant contribution made in enabling a positive difference to the lives of people in Herefordshire. The winners were (individual awards) Sue Winney, Fiona Stubbs, Andrew Morris, Jane Rowlands and Margo Baynham, (team awards) the Early Intervention Team – Adult Mental Health, the Mental Health Intermediate Care service and the East Locality Team.

The staff awards were presented by Cabinet Member Olwyn Barnett and Eleanor Brazil, Interim Director of Adult Social Care. Chris Bull, Chief Executive of the Council and PCT attended the event and thanked all Health and Social Care teams for their continued and sustained contribution to delivering good quality essential services.

A series of Health and Social Care information events and roadshows are currently being planned around the County, at which the DVD will be shown. The DVD will also be available to view on the Council's website www.Herefordshire.gov.uk and copies are also available to borrow.

Quality Assurance Framework (QAF)

The QAF and Evidence Portfolios are now implemented internally, with plans in place to look at extending the QAF to the independent sector. Herefordshire has recently been recognised by authorities in Wales as a trail blazer in relation to Quality Assurance. The QAF models developed in Herefordshire have been shared as an example of good practice and colleagues have been invited to discuss implementation.

Miscellaneous

As a means of celebrating UK Older People's Day on 1st October, a series of eight coffee morning and afternoons were held across the County – these informal sessions were an opportunity share information and sign-post people to information about health and social care services.

A staff information and awareness event is planned for 2nd December, entitled 'Our Health, Our Care, Our Services'. This event is intended as a forerunner to a range of public information events that will be programmed from February / March to ensure people in Herefordshire know what health and social care services are available and how to access them.

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

Adult Social Care													
Ref.			2006-2007			2007/08				2008/09			
	Definition	Measured in	IPF	Excellent	Hereford	Target	Actual	Status	DoT	Target	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	22.0	19.8	R	↑	22			
B12	Cost of intensive social care for adults and older people.	£	531	540	533	<500	528	R	↑	500			
B17	Unit cost of home care for adults and older people.	£	15.9	13.9	17.0	15.0	16.8	R	↑	15.5			
C28	Intensive home care	Number	10.4	21.8	6.7	8.1	7.5	R	↑	9			
C29	Adults with physical disabilities helped to live at home.	Number	4.8	5.9	6.0	6.0	4.8	R	↓	5	5	G	↑
C30	Adults with learning disabilities helped to live at home	Number	3.1	3.5	2.8	3.0	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	83.0	81.3	R	↑	83	83	G	↑
C51	Direct payments	Number	92.0	112.0	88.3	100.0	97.6	R	↑	115	<115	A	↑
C62	Services for carers.	%	9.2	10.5	10.2	12.0	11.5	R	↑	12	12.5	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	70.0	53.2	G	↑	55	<53.2	G	↑

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

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	Q1 Outturn	Current Status	Current DoT
NI 155	Number of Affordable Homes Delivered	Number								200	200	44	G	↑
NI 156	Number of Households in Temporary Accommodation	Number								109	109	132	G	↑
BV64	Private sector dwellings returned to occupation or demolition as a result of LA action	Number	32	54	52	100	115	G	↑	110	110	7	G	↑
BV202	No. of people sleeping rough on a single night in the LA area	Number	4.6	<3	<3	<3	<3	G	=	<3	<3	<3	G	=
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%	-10%	0.125%	G	↑
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	4	0.8	G	↑
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%	1%	0.0126%	G	↑
HCS 14	Homeless acceptances	Number	#	416	148	160	207	R	↓	160	160	79	R	↓
DCLG 2010	Halve the numbers of households in temporary accommodation by 2010	Number	#	173	135	129	133	G	↑	109	109	132	G	↑

Appendix Three

- NI 119 Self-reported measure of people's overall health and wellbeing
- NI 120 All-age all cause mortality rate
- NI 121 Mortality rate from all circulatory diseases at ages under 75
- NI 122 Mortality from all cancers at ages under
- NI 123 16+ current smoking rate prevalence
- NI 124 People with a long-term condition supported to be independent and in control of their condition
- NI 125 Achieving independence for older people through rehabilitation/intermediate care
- NI 126 Early access for women to maternity services
- NI 127 Self reported experience of social care users
- NI 128 User reported measure of respect and dignity in their treatment
- NI 129 End of life care - access to appropriate care enabling people to choose to die at home
- NI 130 Social Care clients receiving Self Directed Support (Direct Payments and Individual Budgets)
- NI 131 Delayed transfers of care from hospitals
- NI 132 Timeliness of social care assessment
- NI 133 Timeliness of social care packages
- NI 134 The number of emergency bed days per head of weighted population
- NI 135 Carers receiving needs assessment or review and a specific carer's service, or advice and information
- NI 136 People supported to live independently through social services (all ages)
- NI 137 Healthy life expectancy at age 65
- NI 138 Satisfaction of people over 65 with both home and neighbourhood
- NI 139 The extent to which older people receive the support they need to live independently at home
- NI 140 Fair treatment by local services
- NI 141 Number of vulnerable people achieving independent living
- NI 142 Number of vulnerable people who are supported to maintain independent living
- NI 143 Offenders under probation supervision living in settled and suitable accommodation at the end of their order or licence
- NI 144 Offenders under probation supervision in employment at the end of their order or licence
- NI 145 Adults with learning disabilities in settled accommodation
- NI 146 Adults with learning disabilities in employment
- NI 147 Care leavers in suitable accommodation
- NI 148 Care leavers in employment, education or training
- NI 149 Adults in contact with secondary mental health services in settled accommodation
- NI 150 Adults in contact with secondary mental health services in employment