

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 Directorate and Strategic Housing Divisions within the Regeneration 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 October 2008, 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 Assessment Framework (PAF) Indicators.

Overall, the performance position as at the end of October for Adult Social Care is looking healthy. Of the 19 indicators rated, there are 13 PIs that are on target or better and have a green status, five which are rated as amber and only one highlighted as red. Eighteen PIs are performing better than the 2007-08 position.

Appendix three includes the definitions for the relevant health and social care National Indicator set (NIS) indicators. Routine performance information about the NIS will be made available from January 2009.

Headlines

The following PIs all continue to look very healthy with the prospect of exceeding the targets set

- 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)
- D40 (reviews)

Of the five PIs highlighted as amber, these are all ahead of the 2007-08 out-turn position. Work continues with operational teams to try and improve this position, with a view to recovering to green status.

Only one PI is rated as red. Intensive homecare (C28). This is based on a sample week of activity in September each year and is a final out-turn. Although the target has not been reached, there is a positive direction of travel, which demonstrates year on year progress. This PI will not be required from 2009.

Annual Judgement

The annual judgements of all Councils with Adult Social Services responsibilities (CASSRs) were announced on 27th November. Herefordshire has retained an overall one star position, although has made good progress on three of the outcomes areas and has shifted the future prospects' judgement from 'uncertain' to 'promising'.

The three outcomes that have improved from adequate to good are:

- Improved health and emotional well-being
- Making a positive contribution
- Economic well-being

User Involvement

11. Following the user consultation events during August, a findings feedback brief has been produced setting out the views, ideas and suggestions from the 100+ people involved. A copy is attached for your information. These findings are now being used to inform the development of an Involvement Strategy across health and social care.
 12. Forthcoming user involvement activity includes, the annual Health and Social Care Information Centre survey in February, which for 2009 is about the experience of users in receipt of homecare services. Planning is also underway for the end of year survey, which will ask a series of outcome focused questions of people that have received services in year.
 13. Good working relations continue with the Local Involvement Network (LINK), with a view to establishing arrangements for users from the LINK to assist with an audit exercise in relation to our Quality Assurance Framework core standards, developing some Mystery
-

Shopper 'missions', defining a pay and reward scheme for users and producing an evaluation model to obtain users views about new services.

Frameworki

14. The new integrated electronic social care solution, Frameworki, was successfully launched in November. The new system replaced the outdated CLIX system and will ensure greater effectiveness and efficiency for front line staff. The new system will allow for comprehensive reporting of all relevant PIs and will also be integrated into a new corporate performance management system called PerformancePlus, which will go live in the first half of 2009.

Putting People First Staff Event

15. The Directorate held a very successful staff event on the 2nd December. Approaching 300 staff attended the day at which they could attend workshops about team building, communication and risk, along with the opportunity to network with colleagues and visit over 30 stands promoting a range of services across Herefordshire.
16. The event was aimed at staff from both the Directorate and the PCT and was planned as a forerunner to a series of public events to be rolled out during 2009.

Quality Assurance

17. Teams across the Directorate began to assess themselves against the Quality Assurance Framework practice standards at the Champions clinic in November. The self-assessment tool has been developed to ensure that services deliver to certain minimum standards, aligned to the CSCI outcomes framework.
18. Further work to engage the independent and voluntary sectors is underway to develop detailed criteria in relation to the standards to establish a consistent sector-wide approach to quality of service.

Strategic Housing

19. Strategic Housing performance is monitored against the new National Indicators (NI's) that were 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 Communities and Local Government.
20. The new National Indicators are being monitored alongside 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

Strategic Housing Update

NI 155 – The target to deliver 200 units by end of year is currently on track to be achieved by the end of the year, although likelihood of achieving the target remains challenging. It should be noted that the current financial market is likely to severely hit targets for future years due to the current downturn in house building.

NI 156 - There has continued to be considerable demand for services from the homelessness and housing advice team. The normal decrease in applications during the summer months did not materialise, a trend common around the West Midlands. The challenge of decreasing temporary accommodation by 50% by 2010 continues to be a

hurdle for us and other local authorities. Work is continuing to increase temporary self-contained accommodation via the private sector to minimise the use of bed & breakfast.

BV64 - Delays in receiving information of potential properties that have been brought back into use using the Rent Deposit scheme. Early indications would suggest that once figures have been received and validated, the target will be achieved by end of year.

BVPI 202 – A Rough Sleepers Count was undertaken in September 2008, 7 individuals were found on this night sleeping rough in Herefordshire. 5 of the 7 were foreign nationals. A report is to be produced to discuss any further action to be taken.

BVPI 213 - Case closure has been increased following a review of individual officers' case loads and the way cases are allocated. Despite an improvement between quarters, outturn is still behind target and last year, although it should be noted that the target will be reached for the year as the number of current cases has seen an increase.

HCS 14 – The number of homelessness applications is up, due to the current economic climate, there continues to be an increased demand for services from the homelessness and housing advice team.

DCLG 2010 - To reduce the use of Temporary Accommodation by 2010 – Currently just over target which means that the status is currently amber as the direction of travel is down., However, this remains challenging as there may be an increase in the use of temporary accommodation due to the current economic climate.

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													
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	22	G	↑
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	8.02	R	↑
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	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	↑

Adult Social Care													
Ref.			2006-2007			2007/08				2008/09			
	Definition	Measured in	IPF	Excellent	Hereford	Target	Actual	Status	DoT	Target	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	90.0	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	100.0	96.1	R	↓	100	<100	A	↑
D40	Clients receiving a review.	%	72.0	78.0	76.3	78.0	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	96.3	96.0	96.4	G	↑	97	97	G	↑
D55	Acceptable waiting times for assessments.	%	85.0	87.0	83.6	90.0	89.6	R	↑	92	<92	A	↑
D56	Acceptable waiting times for care packages.	%	90.0	91.0	76.0	85.0	84.7	R	↑	90	<90	A	↑
D75	Practice Learning.	Number	17.9	17.1	19.4	15.0							
E47	Ethnicity of older people receiving assessment.	Ratio	1.2	1.0	1.2	1.0	0.7	R	↓	1	1	G	↑
E48	Ethnicity of older people receiving services following an assessment.	Ratio	1.1	0.9	1.3	1.0	1.0	G	↓	1	1	G	↓
E82	Assessments of adults and older people leading to provision of service.	%	77.0	69.0	82.2	77.0	83.6	R	↓	78	>78	A	↑

Adult Social Care													
Ref.			2006-2007			2007/08				2008/09			
	Definition	Measured in	IPF	Excellent	Hereford	Target	Actual	Status	DoT	Target	Forecast	Status	DoT
NI119	Self-reported measure of people's overall health and wellbeing												
NI120	All-age all cause mortality rate	Rate per 100,000 population								637			
NI121	Mortality rate from all circulatory diseases at ages under 75	Rate per 100,000 population								56			
NI122	Mortality from all cancers at ages under 75	Rate per 100,000 population								96			
NI123	16+ current smoking rate prevalence	Rate per 100,000 population								808			
NI124	People with a long-term condition supported to be independent and in control of their condition	Percentage											
NI125	Achieving independence for older people through rehabilitation/intermediate care	Percentage											
NI126	Early access for women to maternity services	Percentage								95			
NI127	Self reported experience of social care users												
NI128	User reported measure of respect and dignity in their treatment												
NI129	End of life care - access to appropriate care enabling people to choose to die at home	Percentage											
NI130	Social care clients receiving Self Directed Support (Direct payments and Individualised Budgets)	Rate per 100,000								107	<102	A	

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	Q2 Outturn	Current Status	Current DoT
NI 155	Number of Affordable Homes Delivered	Number								200	200	98	A	↑
NI 156	Number of Households in Temporary Accommodation	Number								109	109	111	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	5	A	↑
BV202	No. of people sleeping rough on a single night in the LA area	Number	4.6	<3	<3	<3	<3	G	=	<3	<3	7	R	↑
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	1.94	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%	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	111	G	↓

National Indicator Set Definitions

<u>PI</u>	<u>Name</u>	<u>Definition</u>
NI 119	Self-reported measure of people's overall health and wellbeing	A measure of overall health and well being
NI 120	All-age all cause mortality rate	The mortality rate for all causes for all ages per 100,000 population expressed separately for males and females
NI 121	Mortality rate from all circulatory diseases at ages under 75	The mortality rate per 100,000 from circulatory diseases for all persons aged under 75
NI 122	Mortality from all cancers at ages under 75	The mortality rate per 100,000 from cancer for all persons aged under 75
NI 123	16+ current smoking rate prevalence	The rate per 100,000 of those aged 16+ who self reported not smoking for at least 4 weeks
NI 124	People with a long-term condition supported to be independent and in control of their condition	The percentage of people with long term condition who had enough support from local services and organisations to manage their long term health
NI 125	Achieving independence for older people through rehabilitation / intermediate care	The proportion of older people discharged from hospital to their own home who are at home 3 months after discharge from hospital.
NI 126	Early access for women to maternity services	The percentage of women receiving services provided in the area who have been seen by a midwife or maternity healthcare professional by 12 weeks of pregnancy
NI 127	Self reported experience of social care users	Indication of social care users perceptions that services they receive support the personal outcomes they want from care and support services
NI 128	User reported measure of respect and dignity in their treatment	Indication of service users perception that they are treated with dignity by care and support services deliverers.
NI 129	End of life care - access to appropriate care enabling people to choose to die at home	The percentage of all deaths that occur at home
NI 130	Social care clients receiving Self Directed Support (Direct payments and Individualised Budgets)	Number of adults, older people and carers receiving social care through Direct Payment and/or Individual Budgets per 100,000 population
NI 131	Delayed transfers of care from hospitals	The average weekly rate of delayed transfers of care from all NHS hospitals per 100,000 population aged 18+
NI 132	Timeliness of social care assessments (all adults)	The percentage of clients aged 18+ for whom the time from first contact to completion of assessment was less than or equal to 28 days.
NI 133	Timeliness of social care packages following an assessment	The percentage of clients aged 18+ for whom the time from completion of assessment to provision of all services in the care package is less than or equal to 28 days
NI 134	The number of emergency bed days per head of weighted population	The number of emergency bed days per 100,000 population
NI 135	Carers receiving a needs assessment or review and specific carer's service or advice and information	The number of carers whose needs were assessed or reviewed in a year who received carer's services or advice and information in the same year
NI 136	People supported to live independently through social	The number of adults, all ages per 100,000 population that were assisted directly through social

<u>PI</u>	<u>Name</u>	<u>Definition</u>
	services (all adults)	services to live independently plus those supported through organisations that receive social services grant funded services.
NI 137	Healthy life expectancy at age 65	A measure of healthy life expectancy at age 65
NI 138	Satisfaction of people over 65 with both home and neighbourhood	Satisfaction level of how older people live their lives
NI 139	The extent to which older people receive the support they need to live independently at home	A measure of how older people view the support they get from local services to live independently at home
NI 141	Number of vulnerable people achieving independent living	The percentage of service users receiving Supporting People service who have moved on from supported accommodation in a planned way
NI 142	Number of vulnerable people who are supported to maintain independent living	The percentage of vulnerable people receiving Supporting People service who have established or are maintaining independent living
NI 145	Adults with learning disabilities in settled accommodation	The percentage of adults with learning disability in settled accommodation at the time of their last assessment or review
NI 146	Adults with learning disabilities in employment	The percentage of adults with learning disability in paid employment at the time of their last assessment or renew
NI 149	Adults in contact with secondary mental health services in settled accommodation	The percentage of adults aged 18 to 69 receiving secondary mental health services in settled accommodation
NI 150	Adults in contact with secondary mental health services in employment	The percentage of adult aged 18 to 69 receiving secondary mental health services in paid employment at the time of their last assessment or renew