

MEETING:	ADULT SOCIAL CARE AND STRATEGIC HOUSING SCRUTINY COMMITTEE
DATE:	2 OCTOBER 2009
TITLE OF REPORT:	ADULT SOCIAL CARE PERFORMANCE
PORTFOLIO AREA:	ADULT SOCIAL CARE AND STRATEGIC HOUSING

Wards Affected

County-wide

Purpose

To consider progress against national performance indicators.

Key Decision

This is not a key decision

Recommendations

THAT: the Committee note progress in managing performance towards achieving targets

Reasons for Recommendations

- 1 To enable Scrutiny Committee to carry out its function in relation to the Adult Social Care and Strategic Housing performance targets for 2009/10.

Key Considerations

- 2 The report cards in appendix 1 provide a full description of progress against national indicators and some retained indicators from the previous set that are considered valuable for scrutinising performance. The cards show the trend of performance, compared against our 'family' of similar authorities and the English Average, and some narrative to describe actions managers are taking to manage improvement.
- 3 Although the corporate performance system is a useful tool, it measures performance against the annual target set by managers rather than benchmarking nationally. Hence some indicators may appear to struggle to meet a 'stretch' target, yet still be better than most other local authorities (eg C29)
- 4 The number of households receiving intensive home care is no longer a national indicator, but CQC remain interested in performance, and have made comments in their annual inspection of the council. Herefordshire has improved from a low base over the past 2 years, but further service improvement may not drive better statistics for this indicator. The

success of telecare and self directed support, and the predicted impact of better access to reablement services will reduce dependency on the delivery of high volumes of home care hours, but will meet needs and provide better value for money.

- 5 The number of Adults with learning disabilities 'helped to live at home' is also improving from a low base, and is now being driven by a programme of reviews to try to provide supported living options for those people currently in residential placements out of the county.
- 6 The number of people supported to live independently through social care (NI 136) is the key indicator for the directorates, but has not previously recorded all the activity going on, particularly with respect to the work commissioned from the 3rd sector for older people. We anticipate that Herefordshire performance will be comparable with other local authorities once the data is refined.
- 7 Self directed support is negatively impacted by previously low performance on delivering take up of direct payments, despite adequate performance in take up of individual budgets. However, scrutiny should note that recent evaluation would seem to show that although people with high dependencies/ high cost packages of care can achieve better quality of life and better value for money using individual budgets, those service users and carers with low dependencies/ lower cost packages of care achieve better quality of life but at a significantly higher cost than traditional services. Efforts will be focused on those with high dependency, but lower dependencies may present real financial challenge in the current economic downturn. The target from Department of Health to achieve 30% of service users and cares on IB may not be possible unless we review the interpretation of this indicator
- 8 Recording services for carers is currently under review, but it is anticipated that a new post focusing on carers services, the developing commissioning strategy for carers services, and the recommendations of the carers scrutiny of services will be able to drive rapid improvement.
- 9 Admission of older people to residential care is still causing difficulties in reconciling data from different systems. I cannot have confidence in this data at this time
- 10 Care management indicators eg (D40 clients receiving a review) have been impacted by the rise in referrals on adult safeguarding and the need to review current service users living in Homes rated 'poor' by CQC. During 09/10 so far, four Homes and one care agency have been identified as a 'poor', or in danger of getting that rating. Additionally, staffing pressures have negatively impacted on performance although recruitment is expected to improve the situation very soon.
- 11 Adult safeguarding measures (time from referral to strategy discussion) are improving but the implementation of new procedures will clarify expectations for staff and drive higher performance.
- 12 Overall, early indications from the CQC 2009 inspection are that they have recognised real improvements in the robustness of management, performance and programme management, and commissioning and contract strategy. Their rating will be available later in the year
- 13 A recovery plan for Regeneration has been agreed which should enable the Directorate to achieve a balanced budget, however Homelessness remains a volatile area where increases can occur due to external pressures. The position will continue to be monitored closely and further action will be taken if required

Financial Implications

- 14 The directorates continue to experience considerable difficulty in reconciling activity and finance data, so the financial implications are as yet not clear. At the point of writing, it is hoped a new solution will be available this financial year.

Legal Implications

- 15 None

Consultees

- 16 Not applicable

Appendices

- 17 Appendix 1 – report cards
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