

<b>MEETING:</b>	<b>ADULT SOCIAL CARE AND STRATEGIC HOUSING SCRUTINY COMMITTEE</b>
<b>DATE:</b>	<b>24<sup>TH</sup> JANUARY 2010</b>
<b>TITLE OF REPORT:</b>	<b>ADULT SOCIAL CARE PERFORMANCE MONITORING 2010/2011</b>
<b>PORTFOLIO AREA:</b>	<b>OLDER PEOPLE AND SOCIAL CARE, ADULTS</b>

**CLASSIFICATION:** Open

### **Wards Affected**

County-wide

### **Purpose**

To provide an updated report on progress in achieving national performance indicator targets and other local performance indicators in Adult Social Care within the Integrated Commissioning Directorate and to update the Committee on proposed changes to the national performance and outcome framework

### **Recommendations**

**THAT:**

- (a) Progress in managing performance towards achieving targets be noted and;**
- (b) Areas of concern continue to be monitored**

### **Reasons for Recommendations**

- 1 To enable the Committee to carry out its function in relation to the Adult Social Care and Strategic Housing Performance targets for 2009/2010 and 2010/11.
- 2 The report cards in appendix 1 provide a full description of progress against key national indicators. The cards show the trend in performance compared against our 'family' of similar authorities, the English average and narrative describing the actions managers are taking to ensure improvement.
- 3 Key indicator outturns for the first 7 months of the 2010/11 performance year are contained in the report together with NI132 and NI133, which although removed from the National Indicator set are still reported on as key local indicators. The last performance report was December, so the performance report has been updated where new information is available.

4 Accompanying the Government's Vision for Social Care consultation document is a consultation on the proposals for a new outcomes framework for Social Care entitled, 'Transparency in Actions: a framework for adult social care'. This document contains proposals for the future direction of performance management in adult social care and is part of a formal consultation ending 9 February 2011. There is a heavy emphasis on co-production within the document.

5 The document sets out the need to ensure the best outcomes are achieved for those needing social care, their families, carers and the wider local community. Government wants to consult on how this is to be done. Key themes within the paper include:

- A single Quality and Outcomes Data Set (QODS) will be developed to replace existing reporting requirements. The NHS Information Centre will lead this work with the sector using a "zero based review" approach. There will be a transition period with more significant changes being introduced from 2012/13.
- "There should be no role for national performance management." The data reported centrally should be a subset of what councils need locally to manage their business. However, councils will want to benchmark and the public will want to hold councils to account. The QODS will provide a set of validated and comparable data on social care.
- There will also be an agreed set of outcome-focused measures – though "these will not be priorities". They will be published centrally on an annual basis. Four new domains have been identified, which read across to the NHS outcome measure domains. These domains are:
  - Domain 1 - Promoting personalisation and enhancing quality of life for people with care and support needs
  - Domain 2 - Preventing deterioration, delaying dependency and supporting recovery
  - Domain 3 – Ensuring a positive experience of care and support
  - Domain 4 – Protecting from avoidable harm and caring in a safe environment

These will be developed over time, but an initial set for 2011/12 have been identified for discussion. [See Appendix two]

- The Annual Performance process led by CQC will be replaced with a sector-led system of peer review and challenge. This will be co-produced to ensure it meets everybody's requirements.
- A new "excellence" rating will be introduced for social care providers. Groups other than CQC may have a role in this accreditation.
- Councils are encouraged to consider whether more direct financial incentives for providers might support a focus on quality and outcomes. [cf PbR and CQUINs in NHS].

The response to the consultation document will be published in March 2011. Some elements of the framework including the first outcome -focused measures will come into effect from April 2011; other elements will come into effect between late 2011 and March 2013. Locally we are reviewing the proposed outcome measures and developing our Performance Framework, to ensure we take on board these measures and integrate them with any locally defined indicators.

- 6 There will be no more Annual Performance Assessments of Councils. The last one was published on 25th November 2010. The first local accounts on quality and outcomes will take over and come into effect in relation to the 2011/12 year. CQC currently still retains the right to undertake a service inspection where they believe there are serious issues of underperformance, or risks to vulnerable clients but the emphasis going forward will be on sector led improvement
- 7 In late December 2010 the Department of Health published the NHS Outcomes Framework, which is also intended to link with the proposed Adult Social Care Outcomes framework, the Operating Framework for 2011-12 and a consultation paper on the framework for adults. The NHS Outcomes framework is divided into 5 key domain areas as follows;
  - Domain 1 - Preventing people from dying prematurely
  - Domain 2 - Enhancing quality of life for people with long-term conditions
  - Domain 3 – Helping people to recover from episodes of ill health or following injury
  - Domain 4 – Ensuring that people have a positive experience of care
  - Domain 5 - Treating and caring for people in a safe environment and protecting them from avoidable harm

#### *Personalisation*

- 8 The national personalisation milestone target for NI130 is 30%; i.e. 30% of eligible people will be directing all or part of their own care. At the end of November 2010, NI130 for Herefordshire was 6.1%. It is recognised that Herefordshire is behind other areas in delivering against this indicator and work is being undertaken to rectify this. Actions have been identified and agreed to increase the take up of personal budgets; this includes:
  - Emphasise offering personal budgets for new cases. This is expected to increase the number of personal budgets by around 25 per month; an increment of 150 by March 2011.
  - The creation of a short-term central review team who will focus on existing case reviews for 3 months starting in January 2011. This is currently estimated to deliver an additional 350-400 users with personal budgets by March 2011.
  - Migration of existing client groups with single providers to a personal budget and individual service funds
  - Migration of existing client groups with low-level needs to personal budgets

The intention for Adult Social Care in Herefordshire is to offer all eligible clients the opportunity to have a personal budget by March 2011. This will also require work to

make it easier to pay and manage direct payments and to work with all stakeholders to ensure the effects are appropriate and understood.

### *Maximising Independence*

- 9 Outturns continue to exceed targets for NI136, (the number of people supported to live independently through social care). November's figure of 3757 demonstrates that we are performing both above target and better than our national comparator councils.
- 10 Performance continues to stay around the 85/86% mark for NI132, below target but on a par nationally, work will begin shortly on improving the operational performance reports to allow improved management information for locality team managers. This will allow managers to target areas for improvement going forward.
- 11 At 91%, November has seen a slight percentage increase in outturn for NI133, (timeliness of social care packages following assessment); this is above our target for the month. Performance in comparison to this time last year is significantly better
- 12 At 22.3% performance remains good around NI135 (Carers receiving a needs assessment or review/advice) and still exceeds our LAA target. A review of the carer's action plan was undertaken in December 2010 and a project to ensure carers are supported effectively is being developed.
- 13 Our figures for NI142 (number of vulnerable people supported to maintain independent living) are currently locally generated estimates, while we await confirmation of the official outturn from the Department of Local Government and Communities. Despite a slight dip in Quarter 1 (97.6% actual against 97.8% target), we are again ahead of target in Quarter 2 (98.2% against 97.8%). Results for Quarter 3 will be available at the end of January 2011.

### *Safeguarding*

- 14 The numbers of safeguarding referrals continues to climb and capacity issues across teams remain a concern

There were 641 referrals in the 3 months up to and including December 2010, with the month of November seeing a peak of 220. This figure is likely to be exceeded by that for January, which shows 130 referrals have already been received in the first 2 weeks of the new year. The introduction of a new customer service officer in the safeguarding team from January 2011, to screen new referrals, should alleviate some of this pressure.

### *Efficiency*

- 15 Performance in October shows a significant improvement from that in August and September, particularly for the number of community patients whose transfer was delayed. The number of acute patients whose transfer was delayed rose from 8 in September to 21 in October, but there was a decline in Community delays from 54 to 18. NI131 measured as 'rate per 100,000' has seen an improvement from 44.26 to 27.22, our target is just over 18.

The reasons being reported for transfer delays relate to issues across the health and social care system and therefore system wide solutions are required, many of which have been put in place, which has lead to some improvements, including:

- Daily monitoring of delays across providers
- Development of a system wide bed management process
- Review of assessment processes to avoid repetition of patient assessments.
- Review of panels that determine a person's eligibility for care and exploring the possibility of joint panels.

## **Financial Implications**

An Integrated Commissioning Cost Improvement Plan is now in place with clear milestones for the coming year. Progress is being monitored through regular budget clinics and is reported on through the Milestones Dashboard.

## **Legal Implications**

None

## **Consultees**

Not applicable

## **Appendices**

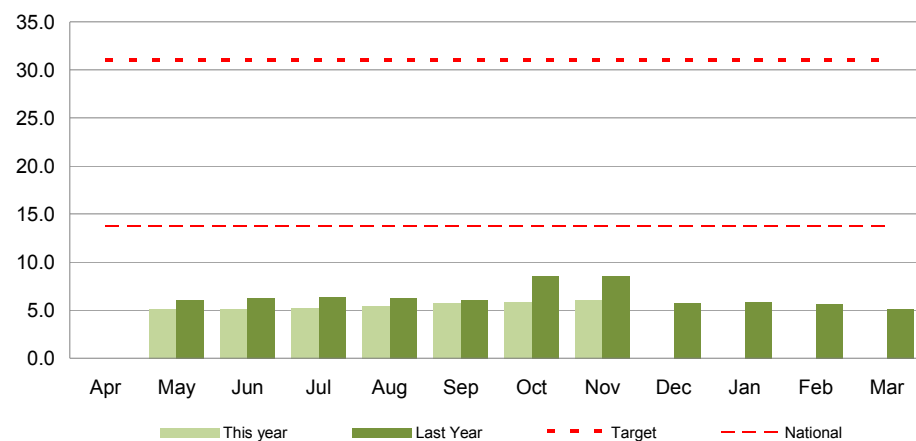
Appendix 1: Progress against indicators

Appendix 2: Vision for Adult Social Care – proposed outcomes

## **Background Papers**

18. None identified

**NI130 (VSC17) Social care clients receiving Self Directed Support (Direct payments and Individualised Budgets)**

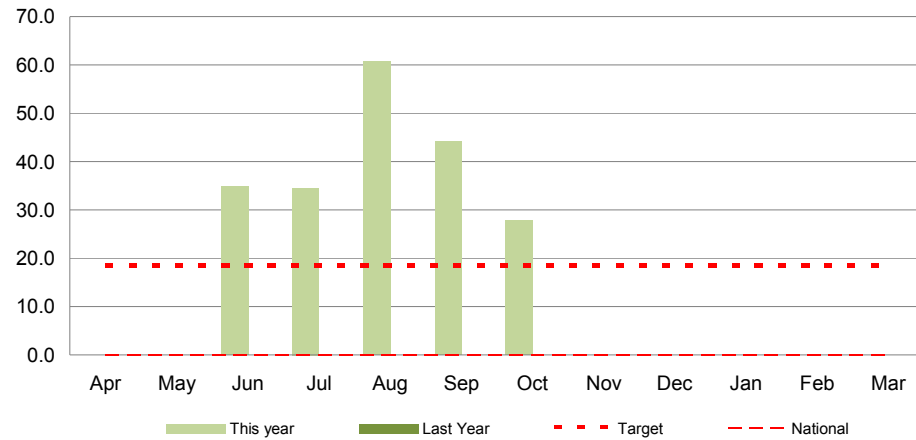


**Definition:-**

Number of adults, older people and carers receiving self directed support in the year to 31st March as a percentage of clients receiving community based services and carer's specific services aged 18 or over.

	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
This year		5.14	5.18	5.29	5.44	5.74	5.87	6.1				
Last Year		6.1	6.32	6.38	6.32	6.12	8.56	8.56	5.82	5.83	5.71	5.18
Target	31	31	31	31	31	31	31	31	31	31	31	31
National	13.8	13.8	13.8	13.8	13.8	13.8	13.8	13.8	13.8	13.8	13.8	13.8
Number of Clients		360	337	357	370	390	402					

**VSC10.1/ NI131 Rate of delayed transfers of care per 100,000 population (aged 18 and over)**

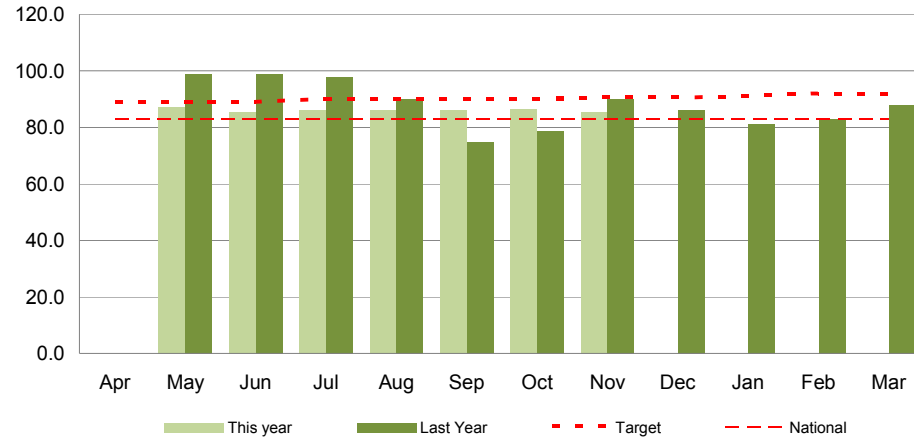


**Definition:-**

Acceptable waiting times for assessments: For new clients (aged 18+), the percentage from where the time from first contact to completion of assessment is less than or equal to four weeks

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
This year	n/a	n/a	34.95	34.62	60.71	44.26	27.84					
Last Year	n/a	n/a		n/a	n/a		n/a	n/a		n/a	n/a	
Target	18.6	18.6	18.6	18.6	18.6	18.6	18.6	18.6	18.6	18.6	18.6	18.6
National												
Number of Clients		2397	2674	2752	2857	2868	2905					

### NI132 Timeliness of social care assessments (all adults)



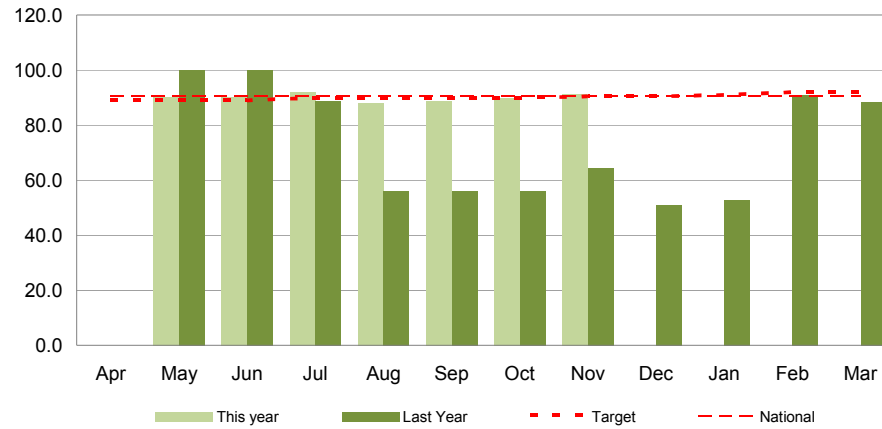
**Definition:-**

Acceptable waiting times for delivery of care packages following assessment: For new clients the percentage for whom the time from completion of assessment to provision of all services in the care package is less than or equal to 4 weeks.

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
This year		87.01	85.5	86	86	86	86.38	85.35				
Last Year		98.9	98.9	98	90	74.8	78.6	89.9	86	81.3	83	87.7
Target	89	89	89	90	90	90	90	90.5	90.5	91	92	92
National	82.8	82.8	82.8	82.8	82.8	82.8	82.8	82.8	82.8	82.8	82.8	82.8
Number of Clients		644	693	712	731	706	709					



### NI133 Timeliness of social care packages following an assessment

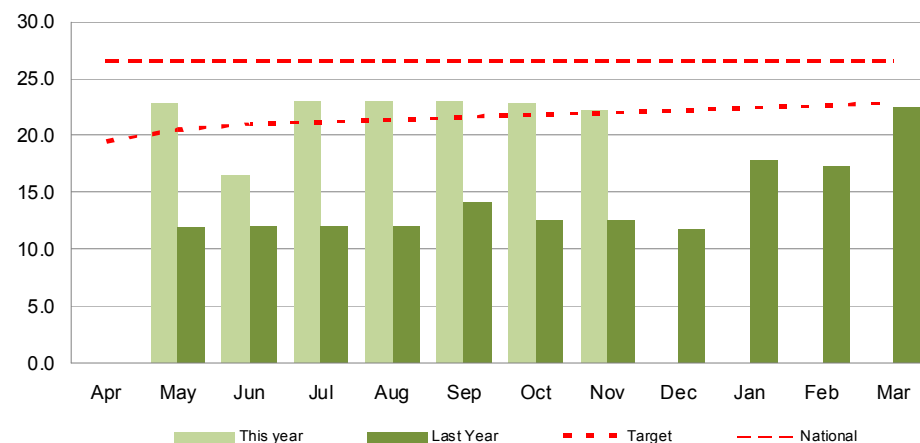


**Definition:-**

The number of carers whose needs were assessed or reviewed by the council in a year who received a specific carer's service, or advice and information in the same year as a percentage of people receiving a community based service in the year.

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
This year		90.3	90.4	92	88	89	90	91.37				
Last Year		100	100	89	56.1	56.11	56.11	64.4	51	53	91	88.7
Target	89	89	89	90	90	90	90	90.5	90.5	91	92	92
National	90.5	90.5	90.5	90.5	90.5	90.5	90.5	90.5	90.5	90.5	90.5	90.5
Number of Clients		360	337	357	370	390	402					

**NI135 Carers receiving needs assessment or review and a specific carer's service, or advice and information**



**Definition:-**

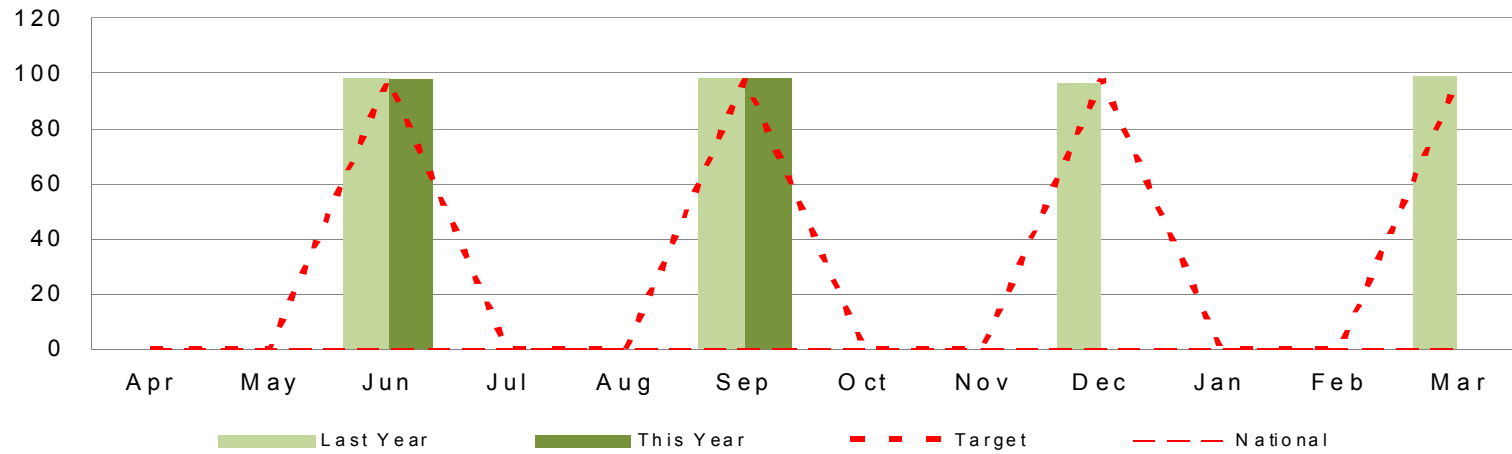
This number of adults all ages per 100,000 population that are assisted directly through social services assessed/care planned, funded support to live independently, plus those supported through organisations that receive social services grant funded services supported to live independently through social services (all adults )

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
This year		22.8	16.5	23	23	23	22.8	22.13				
Last Year		11.9	12	12	12.1	14.1	12.5	12.5	11.8	17.8	17.3	22.43
Target	19.5	20.5	21	21.2	21.4	21.6	21.8	22	22.2	22.4	22.6	22.9
National	26.5	26.5	26.5	26.5	26.5	26.5	26.5	26.5	26.5	26.5	26.5	26.5
Number of Clients		4180	4213	4251	4251	4283	4276					



## N I142

**Definition:** The number of service users (i.e. people who are receiving a Supporting People Service) who have established or are maintaining independent living, as a percentage of the total number of service users who have been in receipt of Supporting People services during the period.



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
This Year			97.6			98.2						
Last Year			98.3			98.0			96.5			99.3
Target			97.75			97.75			97.75			97.75
National												
Number of Clients			2,348			2,333						