Herefordshire Council

MEETING:	ADULT SOCIAL CARE AND STRATEGIC HOUSING SCRUTINY COMMITTEE
DATE:	21ST MARCH 2011
TITLE OF REPORT:	ADULT SOCIAL CARE PERFORMANCE MONITORING 2010/2011
PORTFOLIO AREA:	OLDER PEOPLE AND SOCIAL CARE, ADULTS

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.

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 2010/11.

2   The report cards in appendix 1 provide a full description of progress against key national indicators. The cards show the trend of 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 10 months of the 2010/11 performance year are contained in the report together with NI132 and NI133, which are reported on as key local indicators.

Personalisation

4   January performance around the NI130 indicator (Social Care clients receiving direct support), shows an increase in the figures to 6.77, slightly up on December but still someway short of the target figure of 31. Figures nationally remain around 13.8.

5   The impact of training visits undertaken by service managers last autumn to all operational teams to promote and explain all aspects of self directed care, is now being seen in the number of cases coming to the funding panel; the time lag being due to the process for implementing a personalised budget. Work with Impower to develop the customer journey alongside the implementation of a new Resource Allocation System and new assessment is on track and the new central review team has been established to monitor and provide independent reviews of care packages to promote self directed support. A project to review and transform the funding panel to ensure alignment with the personalisation programme is underway and a new panel process should be in place by April 2011.

6   A paper from the personalisation project manager outlining the progress on personalisation is included with this performance report. (Appendix 2)

Maximising Independence

7   The outturn for January for NI136, (the number of people supported to live independently through social care) fell slightly from December's figure showing a drop from 3778 in December to 3756 in January, however the latest information for February shows this outturn to have recovered back up to 3768 and remains above the target figure of 3600.

8   The fall in figures is in part due to the re-prioritisation of staff resources in the extreme weather conditions and increased hospital pressures over the extended Christmas period. Issues over the availability of agency carers in some parts of the County during the spell of bad weather also effected figures for January; however these issues have now been resolved.

9   Performance in January continued to stay at the 85% mark again for NI132 (Timeliness of Social Care Assessments). There was a slight drop from December's figures reflecting the re-prioritsation of staff during the extreme weather conditions over Christmas. This need for re-prioritisation occurred at the same time as a significant rise in safeguarding cases and although extra agency staff were recruited to cover this period, it was not enough to prevent an impact on this indicator.

10   At 91.61%, January saw a slight percentage decrease from the December position in the outturn for NI133, (timeliness of social care packages following assessment); figures remain above target and the fall is likely to be due to the reasons already outlined above.

11   At 23.21% performance has again improved around NI135 (Carers receiving a needs assessment or review/advice) and still exceeds our LAA target. This has been due in part to additional funding for a lead professional for carers. The carer's officer has continued to monitor and promote carers assessments across all provider services and has recently been concentrating on services being offered to those caring for hospital dischargees, an area that the Care Quality Commission identified as requiring further attention in their inspection report in November 2010

12   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. The result of 97.39% shows a slight fall compared to the previous quarter (98.2%), but is less than half

a percent below target (97.75%), this is mainly due to a slightly higher than normal number of clients from more transient groups of service users choosing to end their service or losing contact for unspecified reasons

Safeguarding

13   There were 167 safeguarding referrals in January slightly down from December's 198. The sustained increase in referrals over the year reflects the work carried out in Herefordshire over the last 12 months to raise awareness; however, concern remains over the agreed levels of need for informing appropriate reporting by referring agencies and professionals. This issue was highlighted again in August's Care Quality Commission's inspection of Adult Safeguarding in Herefordshire, where the need for better understanding of reporting thresholds, across the partnership was made a recommendation. Work will be undertaken over the next 2 months to look at the thresholds for reporting and clarification around alerts and referrals.

14   This year the Abuse of Vulnerable Adults return will be compulsory and the deadline for submission has now been extended nationally to 16th June 2011.

15   Work is now being undertaken to ensure reporting in Frameworki is fully functional in relation to producing the AVA data set. A beta version is currently being worked on outside the live system for implementation in time to produce the return and work to ensure the correct mapping of fields in the database is currently being undertaken.

Efficiency

16   Figures for NI131 show an improvement in the rates of delayed transfers of care, from 11.4 in November to 5.71 in December. To meet demand for hospital beds during December there was an increase in activity to expedite hospital discharges. Additional staffing resources were put in place to meet this demand and daily conference calls and contact within multi-disciplinary teams has helped achieve the improved figures

Financial Implications

17   The Adult Social Care cost improvement plan continues to be implemented and is being monitored by the associated task and finish group. All projects are currently on track.

Legal Implications

None

Consultees

Not applicable
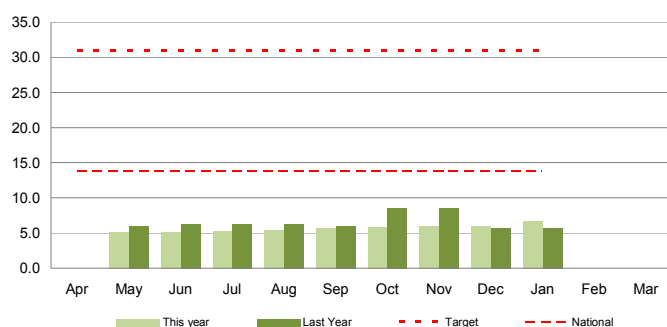
Appendices

Appendix 1: Progress against indicators
Appendix 2: Personalisation Paper

Background Papers

14. Personalisation Paper – Mark Watson

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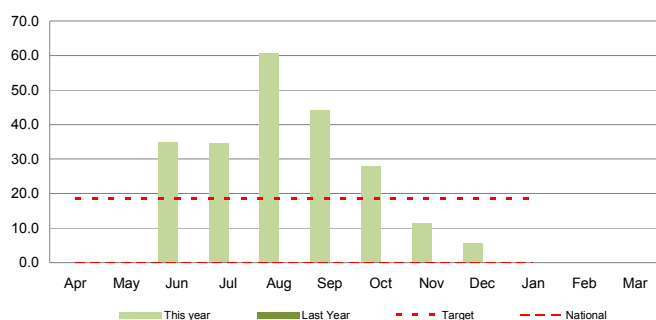

Definition:-
Number of adults, older people and carers receiving self directed support in the year to 31st March as a percentage of clients receiving community based services and carer's specific services aged 18 or over.

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
This year		5.14	5.18	5.29	5.44	5.74	5.87	6.1	6.06	6.77		
Last Year		6.1	6.32	6.38	6.32	6.12	8.56	8.56	5.82	5.83		
Target	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		
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	11.4	5.71			
Last Year	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		
National												
Number of Clients		2397	2674	2752	2857	2868	2905					

NI132 Timeliness of social care assessments (all adults)
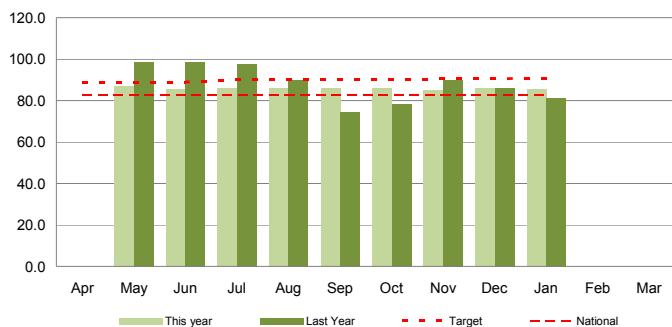
Definition:-
Acceptable waiting times for delivery of care packages following assessment: For new clients the percentage for whom the time from completion of assessment to provision of all services in the care package is less than or equal to 4 weeks.

	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	86.18	85.77		
Last Year		98.9	98.9	98	90	74.8	78.6	89.9	86	81.3		
Target	89	89	89	90	90	90	90	90.5	90.5	91		
National	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
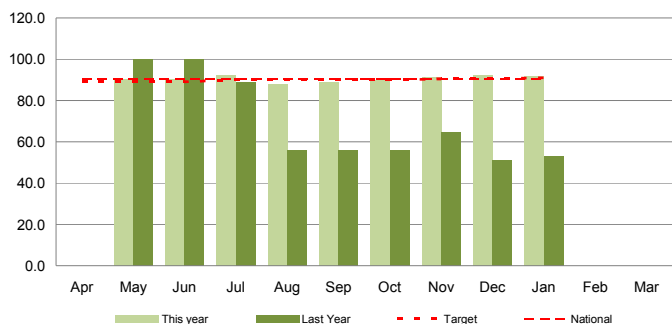
Definition:-
The number of carers whose needs were assessed or reviewed by the council in a year who received a specific carer's service, or advice and information in the same year as a percentage of people receiving a community based service in the year.

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
This year		90.3	90.4	92	88	89	90	91.37	92.18	91.61		
Last Year		100	100	89	56.1	56.11	56.11	64.4	51	53		
Target	89	89	89	90	90	90	90	90.5	90.5	91		
National	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 specifics carer's service, or advice and information

Definition:-
This 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		22.8	16.5	23	23	23	22.8	22.13	22.79	23.21		
Last Year		11.9	12	12	12.1	14.1	12.5	12.5	11.8	17.8		
Target	19.5	20.5	21	21.2	21.4	21.6	21.8	22	22.2	22.4		
National	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					

NI136 People supported to live independently through social services (all adults)

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		3721	3746	3756	3774	3759	3792	3757	3778	3756		
Last Year		2102	2543	2500	2598	2624	2586	2825	2986	3082		
Target	2500	2600	2800	2900	2900	3100	3100	3250	3400	3600		
National	3208.2	3208.2	3208.2	3208.2	3208.2	3208.2	3208.2	3208.2	3208.2	3208.2		
Number of Clients												

NI142 Number of vulnerable people who are supported to maintain independent living

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.

Independent living is defined as someone living in their home or in long stay accommodation. A care home (both residential and nursing care), a hospice, long stay hospital or prison are not defined as independent living.

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
This year			97.57			98.24			97.39			
Last Year			98.34			98.02			96.47			
Target	97.75	97.75	97.75	97.75	97.75	97.75	97.75	97.75	97.75	97.75		
National												
Number of Clients												