

Summary Sheet

Council Report

Health Select Commission 28th July 2016

Title

Adult Social Care – Local Measures Performance Report

Is this a Key Decision and has it been included on the Forward Plan?

No

Strategic Director Approving Submission of the Report

Graeme Betts, Interim Strategic Director of Adult Care and Housing

Report Author(s)

Scott Clayton, Interim Performance & Quality Team Manager

Ward(s) Affected

All

1. Summary

This Local Measures Performance report was requested to be submitted to the HSC following the consideration of the provisional year end 2015/16 performance report, held on 16th June. 2016. The content addresses the request that was made and recorded in the minutes as resolved actions (as copied below)

Resolved:-

(3) That a report be submitted on the local measures for the Select Commission's next meeting.

2. Recommendations

It is recommended that Members note:

2.1 The contents of the report.

List of Appendices Included

Appendix A - Adult Social Services Local Measures Performance Scorecard

Background Papers

Agenda and minutes of HSC meeting held 16/6/2016 provide additional information that has informed this report.

Consideration by any other Council Committee, Scrutiny or Advisory Panel

None

Council Approval Required

No

Exempt from the Press and Public

No

Title: Adult Social Care – Local Measures Performance Report

1. Recommendations

It is recommended that Members note:

- 1.1 The contents of the report.

2. Background

- 2.1 As part of the continued performance management framework and to support the business needs of the Adult Social Care Directorate Leadership Team, a number of key local measures have been developed. These measures contain performance targets for 2016/17 and are designed to complement the statutory ASCOF measures referenced in the June 16 report to the Health Select Commission. The specific measures are referenced in the Local Measures Scorecard attached as Appendix A.

The local measures have been prioritised to ensure that they reflect areas of Adult Social Care service activity and that they link back to the Council's overarching strategic policies and strategies e.g. Improvement Plan, Corporate Plan plus delivery flows from the key work streams of the Adult Social Care Development Programme. A number of the Local Measures were formerly national measures which are no longer reported, but they retain local value in providing assurance on service responsiveness and outcomes for customers.

The management teams within the Directorate receive regular (usually monthly but this can be refreshed more frequently when required) updates of the current performance of the Local Measures alongside the National ASCOF measures reporting. Local Measure in-year performance will be included routinely in future Cabinet Member reporting arrangements commencing with quarter 2. This will align and run parallel to the agreed Corporate Plan and Improvement plan reporting schedules.

In addition to the Local Measures included in the scorecard, it should also be noted that a range of other measures of activity are also performance managed and reported via alternative reporting streams, for example Safeguarding Adults Board performance measures. Service level management information measures are also regularly reported internally to Senior Management Teams.

The reporting arrangements on the range of Local Measures included in the scorecard and compilation of the data from within existing ASC reporting systems also enable any necessary and agreed, new in-year prioritised local measures to be incorporated and performance monitored readily.

3. Key Issues

3.1. The targets for 2016/17 reflect the progress and expectation of the Adult Care & Housing Directorates Development Programme actions and key delivery milestones. The measures provide an assurance opportunity to gauge the pace, impact and effectiveness of changes being implemented. This is particularly important as more traditional service offers are re-modelled, alternatives to traditional service delivery are developed and personalisation is further rolled out. These provide insight into the customer journey experience.

3.2 Current Performance challenges as at 31st May 2016 data

LM01 – Reviews

This measure accumulatively counts the number of customers in receipt of long term services (over 12 months), who have had a review of their care packages and received on-going support in the financial year.

The minimum target of 75% of good quality reviews has been set for 2016/17. If this is to be achieved by year end, then the current pace of reviews needs to increase to enable quicker throughput of activity. A performance clinic will be held in July to identify how the re-modelled service can project a work programme to achieve the target and provide the impetus to attain 100%. This 'clinic' will also explore with services how to undertake alternative approaches to conducting reviews but will still meet good practice and deliver good outcomes/experiences for customers.

LM02 - Support plans % Issued

This tracks that customers support plans are updated in line with their assessment so that they are informed of the outcome and aware of the level of care/support required to meet their needs.

Current activity data demonstrates attainment of 83% of assessments being accompanied by an up to date Support Plan.

LM03 – Waiting times assessments

This measure tracks the time to complete new customer's assessment so that they are undertaken in a timely manner. The service aims to complete within 28 days from date of first contact.

Current activity demonstrates attainment of 76% being completed within 28 days. Service re-modelling impact should positively impact in year and continued monitoring will inform decisions as to if any further remedial actions are required.

LM04 – Waiting times care packages

This measure tracks the time to put in place a customer's support plan services. The measure tracks the time from the date the assessment is completed until all services have been set up. The service aims to complete within 28 days from the date of the completed assessment.

Current activity demonstrates attainment of 76% being completed within 28 days. Service re-modelling impact should positively impact in year and continued monitoring will inform decisions as to if any further remedial actions are required.

LM05-07 – Commissioning KLOE's

Achieving effective commissioning approaches is one of the key measures in The Improvement Plan for Rotherham and therefore the Local Government Association's *Commissioning for Better Outcomes* measures are deemed to be best practice for Adult Social Care. Further, these measures are regularly benchmarked across the Yorkshire and Humber region, enabling Rotherham's progress to be effectively measured. There is also the potential for a peer review, facilitated by ADASS,¹ from best in class local authorities across the region to provide independent feedback on current approaches, share best practice and assist in propelling the Council towards achieving commissioning excellence.

Effective commissioning cannot be achieved in isolation. It needs to be co-produced with people who are using or likely to use adult social care and will be best achieved by close collaboration with other key services – children's services, public health, housing and NHS partners.

The core principles of the best practice guidance support the development of a common focus and purpose, driven by shared values and behaviours. This includes commissioning for prevention; for both the care and support for people with assessed care needs, and for the overall health and wellbeing of all, thereby preventing, reducing or delaying the need for services in the future.

4. Options considered and recommended proposal

4.1 None

5. Consultation

5.1 None

6. Timetable and Accountability for Implementing this Decision

6.1 None

¹ Association of Directors of Adult Social Services

7. Financial and Procurement Implications

- 7.1 Commissioning activity in line with the recommendations of *Commissioning for Better Outcomes* should inform procurement approaches and ensure best value is attained.

8. Legal Implications

- 8.1 Compliance with statutory requirements under the Care Act 2014

9. Human Resources Implications

- 9.1 None

10. Implications for Children and Young People and Vulnerable Adults

- 10.1 Adult Social Care primarily provides services to vulnerable adults and therefore the attainment of local measures demonstrates a higher quality of service being offered to customers.

11 Equalities and Human Rights Implications

- 11.1 The *Commissioning for Better Outcomes* standards ensure compliance with the Human Rights Act (2004) and duties under the Equality Act (2010)

12. Implications for Partners and Other Directorates

- 12.1 Improved Adult Social Care services have positive benefits for health partners and young people transitioning into Adult Care from Children's services.

13. Risks and Mitigation

- 13.1 Non-compliance with the Care Act requirements, mitigated by implementing the Adult Care & Housing Directorates Development Programme

14. Accountable Officer(s)

Approvals Obtained from:-

Graeme Betts, Interim Strategic Director Adult Care and Housing

Nathan Atkinson, Assistant Director Strategic Commissioning

Scott Clayton, Interim Performance & Quality Team Manager

This report is published on the Council's website or can be found at:-

<http://moderngov.rotherham.gov.uk/ieDocHome.aspx?Categories>