

**BRIEFING PAPER FOR HEALTH SELECT COMMISSION 2/3/2017 – Appendix C**

<b>1.</b>	<b>Date of meeting:</b>	<b>19<sup>th</sup> January 2017</b>
<b>2.</b>	<b>Title:</b>	<b>Local Measures Performance Report – 2016/17 Quarter 2 - update as at 30/11/2016</b>
<b>3.</b>	<b>Directorate:</b>	<b>Adult Care and Housing</b>
<b>4.</b>	<b>Report from:</b>	<b>Scott Clayton – Performance and Quality Manager Nathan Atkinson – Assistant Director, Strategic Commissioning</b>

**Background**

On 1<sup>st</sup> December, the above referenced Quarter 2 report was presented and a briefing update on progress made as at the 30<sup>th</sup> November 2016 in respect of Local Measures LM01-04 was requested to be provided for the HSC January meeting.

**Current Performance as at 30<sup>th</sup> November 2016 - Qtr 3 (2 months Swift/AIS data)**

**LM01 - Reviews**

<b>Indicator Ref</b>	<b>Indicator Title</b>	<b>Performance 15/16</b>	<b>16/17 Target</b>	<b>DoT (15/16-16/17)</b>	<b>Qtr 2</b>	<b>30<sup>th</sup> Nov 2016</b>
LM01	<b>Reviews</b>	49.23% DoT	75% min 100% max	↓	20.95% RED	21.87% RED

This measure accumulatively counts the percentage of service users in receipt of long term services (over 12 months), who have had a review of their care packages and are currently receiving on-going support in the financial year.

**Update:** Performance has remained almost static, with a 1% rise since Qtr 2 up to the end of November 2017. This was anticipated by the service as the focus has been on implementing phase 2 of the restructure effectively during Qtr 3, ensuring that staff have undertaken

Care Act Training and been prepared for the transition to working with the new Liquid Logic care management system rather than Swift/AIS.

The introduction of the Practice Challenge Group (**PCG**) provides an opportunity for the service to ensure that new ways of working are being embedded and that both new assessments and reviews are being completed in ways that are customer focussed and personalised. A range of proportionate options on the future types of reviews to be undertaken by staff have also been considered following identification in the 'clinic' and are being phased in from Qtr 4 activity.

The service expects that the pace of reviews by year end will be increased and that Qtr 4 performance will inform future target setting for a full year activity in 2017/18.

### LM02 - Support plans % Issued

Indicator Ref	Indicator Title	Performance 15/16	16/17 Target	DoT (15/16-16/17)	Qtr 2	30 <sup>th</sup> Nov 2016
LM02	Support plans % Issued	79.33%	90%	↓	75.02% RED	74.78% RED

This measure 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.

**Update:** Performance has remained constant and reflects a very small % decline from the position reported at Qtr 2.

However, the current performance of approx 75%, does **not** include a further 409 support plans which are "work-in-progress". These had not passed through two of the remaining authorisation and issuing processes as at the end of November reporting period, thus not being able to be counted in the score. The service will resolve these cases and issue the support plans during Qtr 4. When these are issued it will effectively lift the performance to almost 83%.

Following the transfer in December to Liquid Logic, this measure's Qtr 4 activity will require a new performance report to be developed. This will track progress through to year end; which captures the new Liquid Logic recording and issuing processes. The new recording processes require additional timely authorisation by staff of plans; in order to progress through the system.

### LM03 – Waiting times assessments % Issued

Indicator Ref	Indicator Title	Performance 15/16	16/17 Target	DoT (15/16-16/17)	Qtr 2	30 <sup>th</sup> Nov 2016
LM03	Waiting times assessments	76.13%	90%	↓	77.66% RED	68.06% RED

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.

**Update:** Performance has seen a significant 9% decline from the position reported at Qtr 2. This has been impacted by the preparatory training of staff in readiness for switching to Liquid Logic, plus activity completed in the period not being back loaded onto the 'old' Swift/AIS system. Thus 68% is not truly reflective of all activity in the period.

In Qtr 4 performance will require a new report to be developed to track progress through to year end and to evidence if the anticipated impact following service re-modelling is positively influencing by year end. This will inform decisions as to if any further remedial actions are required.

### LM04 – Waiting times care packages

Indicator Ref	Indicator Title	Performance 15/16	16/17 Target	DoT (15/16-16/17)	Qtr 2	30 <sup>th</sup> Nov 2016
LM04	Waiting times care packages	84%	95%	↓	73.1% From final RAP report RED	79.03% From SALT report RED

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.

**Update:** It has been necessary to re-configure the reporting of this measure as the data was extracted as per previous business processes (requirements for the “RAP” annual return). However, we have seen a gradual degradation of data captured by the reports quarter on quarter from 30<sup>th</sup> November. This meant that the reliability of the calculation was compromised beyond acceptable tolerances. As a consequence we have applied a proxy measure using the new ‘SALT’ annual return. This measure reflects that activity over April to November has performed at 79%.

Whilst this is below last year’s outturn and target, it is also likely that some of the activity ‘gap’ has also been created, as final Swift/AIS back loading of November activity has not been undertaken. In Qtr 4 performance will require a new Liquid Logic based report to be developed to track progress through to year end.