

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

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| 1. | Meeting: | Cabinet Member for Adult Independence, Health and Well Being |
| 2. | Date: | 6th December 2010 |
| 3. | Title: | Adult Social Care 2nd Quarter (April to September) performance report for 2010/11 All Wards Affected |
| 4. | Programme Area: | Neighbourhoods and Adult Services |

5. Summary

This report outlines the 2010/11 Quarter 2 Key Performance Indicator (KPI) results for the Adult Social Care elements of the Directorate. Seventeen (17) KPIs are included in the suite. Of these, at the end of Quarter 2, 59% (10) are on target and action plans are in place to exceed last year's performance.

6. Recommendations

That Cabinet Member is asked to note the results and the actions in place to improve performance.

7. Proposals and Details

We have been notified by CQC that we have maintained our 'excellent' rating within Adult Social Care for the 09/10 performance period.

Quarter 2 results can be seen in Appendix 'A' where a star indicates 'on target' and a triangle indicates 'off target'.

The following 10 performance measures have achieved their Quarter 2 targets;

- NAS 5 Average waiting time for an OT assessment
- NAS 35 Percentage of homes graded silver or above through Home From Home
- NI 141 Percentage of vulnerable people achieving independent living
- NI 142 Percentage of vulnerable people who are supported to maintain independent living
- NI 146 (Vital Signs 07) Adults with learning disabilities in employment
- NAS 36 Number of safeguarding referrals
- NAS 46 Percentage of safeguarding cases substantiated at case conference
- NI 125 (Vital Signs 04) Achieving independence for older people through rehabilitation / intermediate care
- NI 145 (Vital Signs 05) Adults with learning disabilities in settled accommodation
- NAS 41 Percentage of new staff undertaking safeguarding e-learning course within 12 weeks of commencing employment

The following 7 performance measures did not achieve their Quarter 2 targets;

- **NI136 (Vital Signs C3) People supported to live independently through social services (LAA)**

Performance at the end of Quarter 2 (2334.36) is below the monthly control target of 2801.50 and is rated 'Off target' for achieving the year end figure of 3286.

At the end of Quarter 2 we were helping 5,600 service users to live at home.

Plans to improve performance include the following actions:-

- Age Concern has been commissioned to provide a support service for people who contact us but following assessment do not meet FACS. 1,400 potential customers have been identified and this scheme will be included in data gathered for this year's Grant Funded Services survey. This will significantly improve performance.
- Work is currently ongoing with Neighbourhood Partnerships to capture service users who have attended community funded services.
- Additional performance to be gained by capturing service users in receipt of equipment with ongoing maintenance costs. Work is taking place to capture and record these service users in Swift.

This additional activity will only be counted in the outturn once confirmed by voluntary sector providers in the annual survey that is due to take place week commencing 22nd November.

- **NAS 1 (PAF D40) Percentage of service users receiving a review**

Performance at the end of Quarter 2 (40.44%) is below the control target of 45.62% and is rated 'Off target' for achieving the year end figure of 87%. Performance so far this year has 'Improved' compared to the same period last year (35.59%).

A performance clinic was held in early August 2010 and an action plan was put in place to improve the performance over the remaining months. This resulted in an improving performance on telephone reviews and Learning Disability reviews.

- **NAS 18 Percentage of service users receiving a statement of their needs and how they are being met**

Performance at the end of Quarter 2 (96.08%) is below the monthly control target of 97.29% and is rated 'Off target' for achieving the year end figure of 98%. Performance so far this year has 'Improved' compared to the same period last year (86.87%).

Currently the indicator is short of its target by 124 service users for whom a statement of need has not been sent out following an earlier assessment or review.

- **NI130 (Vital Signs C12) Percentage of service users receiving self directed support**

Performance at the end of Quarter 2 (22.51%) is below the monthly control target of 25% and is rated 'Off target' for achieving the year end figure of 50%.

Currently, all new service users within Older People, Physical Disabilities, Sensory Disabilities, and Learning Disabilities teams are offered a Personal Budget as the default position and we are undertaking reviews on existing service users to move them over to a Personal Budget.

Mental Health, Occupational Therapy and Rothercare service users are not currently being offered a personal budget and are therefore not counting towards the score. This is very significant in Mental Health service as they support 1,400 service users in the community. Low take up of carers direct payments are also an issue (currently only 13 carers receive a direct payment out of a total of 370 of those provided with a service).

A performance clinic was held on 21st October. Remedial actions included:-

- Mental Health to commence self directed support (impact of between 4% and 17% could be added).
- Counting Rothercare reviews (impact of 8%)
- Looking at the OT process and capturing OT assessments (impact of 10%)
- Delivery against target on reviews.

- **NI 132 (Vital Signs C12) Percentage of new service users assessed within 28 days of first contact with social services**

Performance at the end of Quarter 2 (85.17%) is below the monthly control target of 90% and is rated 'Off target' for achieving the year end figure of 90%. Performance so far this year has 'Improved' compared to the same period last year (69.23%).

The introduction of OT activity, which was included from 12th July, has had the biggest impact on the figures and is the reason for current performance being off target. A performance clinic for the OT service has been arranged for 8th December.

The performance of Mental Health was raised at the RDASH monthly performance meeting on 22nd October and some actions were put in place to look at data quality issues that may be affecting the statistic. A remedial action plan has been agreed with RDASH to improve performance for Mental Health.

- **NI 133 (Vital Signs C13) Percentage of new service users receiving their package of care within 28 from the date of assessment**

Performance at the end of Quarter 2 (93.69%) is below the monthly control target of 96% and is rated 'Off target' for achieving the year end figure of 96%. Performance so far this year has 'Improved' compared to the same period last year (86.59%).

Of the customers who have received their care package this year, 61 waited over 28 days.

An 'end to end' review has commenced led by service directors including key people across the service. The scope of the review looks at access, assessment, review, support planning and safeguarding. The review will utilise systems thinking to identify a new structure/process for ensuring all reviews and assessments are carried out within customer defined timescales by mid November.

- **NI 135 (Vital Signs C18) Carers receiving needs assessment or review and a specific carer service or advice and information**

Performance at the end of Quarter 2 (13.14%) is below the monthly control target of 15% and is rated 'Off target' for achieving the year end figure of 30%.

Performance of Learning Disability and Mental Health services is below average. Inclusion of OT activity in denominator has meant additional carer assessments need to be undertaken this year in order to meet target and is responsible for the deterioration in performance. This is being addressed by the following actions:-

- Increase the rate of assessments captured from the Mental Health carers teams and capturing additional carers assessments from the Community Mental Health Teams. With this, the Mental Health contribution towards the indicator will be in excess of 20% by year end.

- A meeting has been held with Learning Disability services and they are developing a remedial action plan that will deliver 30% performance by year end.

8. Finance

In order to address in-year budget pressures across the council a number of efficiency savings have been proposed. None of these proposals will have an impact on performance.

9. Risks and Uncertainties

There are a number of potential risks / uncertainties currently for Assessment and Care Management, these are:

- **Implementation on new I.T. system for Adult Social Care** - from July, we began to roll out our new I.T. system for social care, "AIS". This is a replacement for the "Swift" database that has been in place since 2003 and represents a significant change for Social Work teams. A training programme has been put in place for all staff with full rollout planned during Quarter 4. This has a potential impact on performance as staff get to grips with the new system.
- **Performance of the Community Occupational Therapy contract** - from the beginning of July we included the activity of the Community Occupational Therapy (O.T.) service in our performance indicators. This has had a negative impact on reviews, waiting times, self directed support and carers. Discussions are underway with Rotherham Community Health Service regarding the performance of the contract and a performance meeting has been set up to put in place remedial actions that will bring performance back on target.

10. Policy and Performance Agenda Implications

Future reports will reflect a more local focused suite of outcome measures and reflect current DoH thinking.

A number of announcements by Central Government have been made in the past quarter that have a direct impact on the way that performance in Adult Social Care is measured and assessed.

- **Annual Performance Assessment** - the Care Quality Commission announced on 3rd November that it will no longer conduct an annual assessment of councils' commissioning of social care under the existing framework. This means there will be no requirement for councils to submit evidence within the annual Self Assessment Survey for 2010/11.
- **Local Area Agreement** - in October, councils were advised that all requirements to meet existing targets stated in councils' Local Area Agreements were to be revoked, together with any reward grant monies. This enables local authorities and their partners to amend or drop any of the current 4,700 LAA targets without needing ministerial agreement. Where the decision is to keep the targets locally, central Government will

have no role in monitoring them and will not be requiring local authorities to prepare an LAA from April 2011, once the current agreements expire.

- **National Indicator Set** - councils were advised in October that the National Indicator Set was to be replaced from April 2011 with a single streamlined list of all data requirements (in the form of a **mandatory data set**). This will be published by CLG before April. The Government's aim is to make the data requirements placed on Local Government transparent and to review and reduce this for April 2011. Local Government will assist in this review, to help to ensure the list contains only the minimum of Central Government data needs. The NHS have recently started the consultation process with the publication of the document, "Transparency in outcomes: a framework for adult social care".
- **Zero Based Review** - data submitted in the end of year statutory returns currently generates the results for all of the National Indicators for Adult Social Care. Although the National Indicator Set has been abolished the statutory requirement to continue to submit this data still remains. However, all of the statutory returns will be the subject of a "zero-based" review, which means the NHS Information Centre will be "starting from scratch" to consider what the essential requirements for council data will be. Our involvement in the Information Centre's Adult Review Group will inform this review of all data collections, to ensure the list is kept to the minimum, most important requirements.

Background Papers and Consultation

The report has been discussed with Neighbourhoods and Adult Services Directorate Management Team. Appendix 'A' contains the performance results for the second quarter of 2010/11. The indicators rated 'on target' are shown as a star and those that are rated 'off target' are shown as a triangle.

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