

**1HCABINET MEMBER FOR ADULT INDEPENDENCE HEALTH AND WELLBEING -  
06/12/10**

**CABINET MEMBER FOR ADULT INDEPENDENCE HEALTH AND WELLBEING  
Monday, 6th December, 2010**

Present:- Councillor Doyle (in the Chair); Councillors Gosling, Jack and P. A. Russell.

Apologies for absence:- Apologies were received from Councillors Walker.

**H42. MINUTES OF THE PREVIOUS MEETING HELD ON 8TH NOVEMBER, 2010**

Consideration was given to the minutes of the previous meeting held on 8<sup>th</sup> November, 2010.

Resolved:- That the minutes of the previous meeting held on 8<sup>th</sup> November, 2010 be approved as a correct record.

**H43. ADULT SOCIAL CARE 2ND QUARTER (APRIL TO SEPTEMBER)  
PERFORMANCE REPORT FOR 2010/11**

Chrissy Wright, Director of Commissioning and Partnerships presented the submitted report which outlined the 2010/11 Quarter 2 Key Performance Indicator results for the Adult Social Care elements of the Directorate.

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:

- NI 136 (Vital Signs C3) People supported to live independently

through social services (LAA)

Performance at the end of Quarter 2 was 2334.36 which was below the monthly control target of 2801.50 and was rated 'Off Target' for achieving the year end figure of 3286.

Plans were in place to improve performance which included the following actions:-

- Age Concern had been commissioned to provide a support service for people who contact us but following assessment did not meet FACS. 1400 potential customers had been identified and this scheme would be included in data gathered for this year's Grant Funded Services survey which would significantly improve performance.
  - Work was currently ongoing with Neighbourhood Partnerships to capture service users who had attended community funded services
  - Additional performance to be gained by capturing service users in receipt of equipment with ongoing maintenance costs. Work was taking place to capture and record these service users in Swift.
- NAS 1 (PAF D40) Percentage of service users receiving a review

Performance at the end of Quarter 2 was below the control target of 45.62% and was rated "Off Target" for achieving the year end figure of 87%. Performance so far this year had 'Improved' compared to the same period last year.

A performance clinic was held in August 2010 and an action plan was put in place to improve the performance over the remaining months. An improvement had been made in respect of performance on telephone reviews and Learning Disability reviews.

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

Performance at the end of Quarter 2 was below the monthly control target of 97.29% and was rated "Off Target" for achieving the year end figure of 98%. Performance so far this year had 'Improved' compared to the same period last year.

The indicator was short of its target by 124 service users for whom a statement of need had not been sent out following an earlier assessment or review.

- NI 130 (Vital Signs C12) Percentage of service users receiving self

directed support

Performance at the end of Quarter 2 was below the monthly control target of 25% and was rated "Off Target" for achieving the year end figure of 50%.

All new service users within Older People, Physical Disabilities, Sensory Disabilities and Learning Disabilities were offered a Personal Budget as a default position and review of existing service users were being undertaken to move them over to a Personal Budget.

Mental Health, Occupational Therapy and Rothercare service users were not currently being offered a personal budget, and therefore were not counting towards the score. This was very significant in Mental Health service as they support 1400 service users in the community. Low take up of carers direct payments were also an issue as there were currently on 13 carers receiving a direct payment out of a total of 370.

A performance clinic was held on 21<sup>st</sup> October. Remedial actions included:-

- Mental Health to commence self directed support
  - Counting Rothercare reviews
  - Looking at the OT process and capturing OT assessments
  - 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 was below the monthly control target of 90% and was rated "Off Target" for achieving the year end figure of 90%. Performance so far this year had 'Improved' compared to the same period last year.

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

The performance of Mental Health was raised at the RDASH monthly performance meeting in October and some actions were put in place to look at data quality issues that may be affecting the statistic.

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

Performance at the end of Quarter 2 was 93.69 which was below the monthly control target of 96% and was rated 'Off Target' for achieving the year end figure of 96%.

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

The 'end to end' review had commenced, led by service directors, The scope of the review looked at access, assessment, review, support planning and safeguarding. The review would utilise systems thinking to identify a new structure/process for ensuring all reviews and assessments were carried out within 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 was 13.14% which was below the monthly control target of 15% and was rated 'Off Target' for achieving the year end figure of 30%

Performance of Learning Disability and Mental Health services was below average. The inclusion of OT activity in denominator had meant additional carer assessments needed to be undertaken in order to meeting target and was therefore responsible for the deterioration in performance. This was being addressed by the following actions:-

- To increase the rate of assessments captured from the Mental Health carers teams and capture additional carers assessments from the Community Mental Health Teams. This would contribute towards the indicator by in excess of 20% by the year end.
- A meeting has been held with Learning Disability services and they are developing a remedial action plan that would deliver 30% performance by year end.

Resolved:- (1) That the results and the actions in place to improve performance be noted.

(2) That the maintained 'Excellent' rating be noted and that all staff be congratulated on maintaining an excellent service to customers during the recent adverse weather conditions.

**H44. SKILLS FOR SUSTAINABLE GROWTH: GOVERNMENT PROPOSALS FOR THE FUTURE OF ADULT AND COMMUNITY LEARNING**

Sue Shelley, presented the submitted report in respect of the recent publication of the Skills for Sustainable Growth: Government Proposals for the Future of Adult and Community Learning.

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She reported that the proposals within the publication reflect the intention to create a more responsive and flexible system, both to the needs of employers and the demands of learners.

The government had recognised there was still a problem with the level of literacy and would continue to provide free training in Basic Skills for those who left school without them. The delivery of Basic Skills was to be reviewed with a move away from targets and more of a focus on equipping individuals with the skills they needed to get a job and play a full part in society.

Providers would be given a greater freedom and would be expected to develop social partnerships with employers, local communities and voluntary and community sector in order to deliver learning.

It was expected that those individuals coming from other countries to work in England or their employers should meet the cost of English language courses as funding for ESOL would not be available in the workplace. Full funding for ESOL would only be available to those actively seeking work on Jobseekers Allowance and Employment Support Allowance.

All providers would be encouraged to support the broader of getting as many people as possible on-line as possible by 2012. There were currently still 9.2 million adults in the UK (18%) who had not used the internet. The most disadvantaged would still be supported to address this through free short courses, either as part of other accreditation or through Adult and Community Learning.

The government had recognised the importance of informal Adult and Community Learning for developing skills and improving community engagement, and future funding would be prioritised to those people who needed the most help and had the fewest opportunities. Most learners would be expected to at least part fund and in many cases fully fund their learning. The intention was to move to co-funding of a first Level 2 qualification for those over 24 years from 2012/13. Any subsequent Level 2 qualification would be co-funded. From 2013/14, Level 3 qualifications and above for those over 24 years of age would be funded through new loans.

Every adult would be offered a Lifelong Learning Account, which would offer access to the new FE student loans and other financial support, eg an enhanced learner support fund. This account would also offer incentives for learning, including a means of recognising the social contribution made through volunteering.

A new all-age career service would be established, working in partnership with Jobcentre Plus to help jobseekers improve their skills. An integrated system of online support for employers would be available through the Businesslink website, which would allow employers to access diagnostic tools to help them make decisions on training to meet their business

needs.

Resolved:- (1) That the government strategy for Adult and Community Learning be noted.

(2) That a further report regarding the impact of the strategy on the Council's Adult Learning delivery be submitted when further information is available.