

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Cabinet Member for Adult Social Care and Health
2.	Date:	22nd September 2014
3.	Title:	Adult Social Care Year End Performance Report for 2013/14, Quarter 1 2014/15 and revised 2014/15 performance reporting requirements All Wards Affected
4.	Programme Area:	Neighbourhoods and Adult Services

5. Summary

This report outlines the 2013/14 Key Performance Indicator (KPI) results for the Adult Social Care elements of the Directorate, plus current performance and new reporting requirements for 2014/15.

Rotherham has seen continued improvements across the range of nineteen national Adult Social Care Outcomes Framework (ASCOF) measures reported in 2013/14, with 14 out of 18 comparable measures (78%) recording improvement since 2012/13 and 16 measures (89%) showing improvement over last 2 year period since 2011/12.

These improvements have also been reflected in regional comparisons as Rotherham now has 7 measures in the regional top 3 and only 1 (MH employment) in bottom 3. A similar positive comparison is seen when judged against our 'nearest neighbours IPF' model with 5 measures in top 3 and only 1 (Re-ablement - offered) in bottom 3.

6. Recommendations

That Cabinet Member is asked to note the year end performance results and the 2014/15 performance requirements.

7. Proposals and Details

Performance results for 2013/14 have again strongly shown a continued improvement on an upward trend for most measures compared to last year but also over a combination of year on year trends. This has also been reflected in rankings when compared to other councils in their nearest neighbours (IPF) group or other councils in the Y&H region. Full details of all Yorkshire & Humberside regional rankings of the ASCOF measures are listed in the table attached as Appendix A.

Performance Highlights 2013/14

- Customer satisfaction levels for adult social care in Rotherham are the best regionally and in the top 10 nationally.
- We have reviewed 6871 of our customers (93.2%) slightly improving on last year's performance of 93.1%, 59 more people reviewed and beating last year's 'best in the country' score. Again we have maintained being able to do most reviews on a face to face basis and included almost everyone possible who was living in 24 hour residential type care services at the time.
- Of people receiving services from us last year, almost 5360 (up 5,301) were able to do so having had the opportunity to access services of their choice via a personal budget, this increased the proportion to 80.3% and is ranked best in Y&H region. More of these customers are choosing to have their services via a Direct Payments, which has increased the four year trend to 16.3%.
- We have continued to support people wanting to remain at home in their community for as long as possible, reducing admissions of older people to 24 hour care to a total of 324. This is 21 fewer than last year and also 179 fewer admissions than the rate of 415 admissions of 2 years ago.
- The Council maintained its commitment to keeping people safe, achieving 100% performance in 2013/14 in acting quickly to reported safeguarding concerns; all alerts have been assessed within 24 hours.
- All our 8 registered CQC services were 100% compliant as at year end 13/14.

Areas for Improvement

- We have seen a fall in the number of people supported in Mental Health Employment falling back from a 3 year high of 6.4% in 2012/13 to 4.9%. This has placed Rotherham in the bottom 3 within Y&H region. We are working with our partner (RDaSH) to evaluate the reasons and also to identify remedial actions that can ensure we maximise performance in 2014/15. It is worth noting that our direction of travel is similar to the overall regional and national picture
- The re-ablement service part 2 'offered' measure although improved slightly from 1.65% to 1.68%, is in the bottom 3 of our IPF 'nearest neighbours'. We have plans through our Better Care Fund action plan to improve part 1 'efficiency' part of this service, which will also drive actions in our 'offer'.

Below is a summary including significant direction of travel analysis of all ASC key performance measures, detailed under three sections National ASCOF (non-survey measures); key local measures and National ASCOF (survey measures).

ASCOF Measure Non-Survey	Indicator Title	Direction of Travel	12/13 outturn	13/14 outturn	% improvement	Y&H Regional ranking
ASCOF-1Ci (ex NI 130)	Social care clients in receipt of self direct support	↑	80.2	80.3	0.1%	1st
Increased the number (5360) and % of people receiving self directed support from 50.45% (10/11) to 80.3% (13/14), the best in the region						
ASCOF-1Cii	Proportion of people using social care who receive direct payments.	↑	16.1	16.3	0.2%	9th
Increased the % of people receiving direct payments from 9% (10/11) to 16.3 (13/14)						
ASCOF-1E (ex NI 146)	Customers with a learning disability supported in employment.	↑	5.9	6	0.1%	8th
Supported more people with learning disabilities into employment (4.1% in 10/11 to 6% in 13/14)						
ASCOF-1F (ex NI 150)	Adults in contact with secondary mental health services in employment	↓	6.4	4.8	-1.6%	13th
Supported more people with mental health issues into employment (4.2% in 11/12 to 4.8% in 13/14)						
ASCOF-1G (ex NI145)	Customers with a learning disability supported in settled accommodation	↑	76.2	79.6	3.4%	8th
Helped more people with learning disabilities to live independently (72.5% in 10/11 to 79.6% in 13/14)						
ASCOF-1H (ex NI149)	Adults in contact with secondary mental health services who live independently	↓	78.6	75.5	3.1%	2nd
Helped more people with mental health issues to live independently (63.4% in 10/11 to 75.5% in 13/14)						
ASCOF 2Ai	Permanent admissions under 65 (18-64) per 100,000 population	↑	19.8	12.2	7.6	9th
Reduced the rate of younger adults in residential care (25.7 in 11/12 to 12.2 in 13/14 – per 100,000)						
ASCOF 2Aii	Permanent admissions over 65 per 100,000 population	↑	764.5	694.6	69.9	9th
Reduced the rate of older adults admitted into residential care (953.5 in 11/12 to 694.6 in 13/14 – 100,000)						
ASCOF-2Bi	Proportion of older people (65+) who were still at home 91 days after discharge (effectiveness of the service)	↑	86.7	87.7	1.0%	8th
Supported more people through re-ablement to be at home 91 days after hospital discharge (85% 10/11 to 87.7% 13/14)						

ASCOF Measure Non-Survey	Indicator Title	Direction of Travel	12/13 outturn	13/14 outturn	% improvement	Y&H Regional ranking
ASCOF-2Bii	Proportion of older people (65+) who were still at home 91 days after discharge (offered the service)	↑	1.7 (1.65)	1.7 (1.68)	0% (0.3%)	8th
Offered more people re-ablement (0.8% 10/11 to 1.7% 13/14), of the whole adult social care customer base						
ASCOF-2Ci	All delayed transfers of care from hospital per 100,000 population	↓	4.1	4.9	-0.8%	4th
Reduced the numbers of people affected effected by delayed transfers from hospital (7.1 10/11 to 4.9 13/14)						
ASCOF-2Cii	Delayed transfers of care from hospital which are attributable to social care or both Health and Social Care per 100,000 population	↓	0.5	1	0.5%	3rd
Reduced the numbers of people affected effected by delayed transfers from hospital as a result of social care (2 10/11 to 1 13/14)						
Local Measure	Indicator Title	Direction of Travel	12/13 outturn	13/14 outturn	% improvement	Y&H Regional ranking
NAS1	Percentage of clients receiving a review	↑	93.1	93.2	0.1%	Not ranked
Increased the % of annual reviews completed (45.9% 07/08 to 93.2% 13/14)						
New (ExNI 132)	Social care assessments only – excludes OT activity from 13/14) completed within 28 days from receipt of contact	↑	89.36	90.74	1.38%	Not ranked
Increased the % of assessments completed in time (69.35 07/08 to 90.8% 13/14)						
New (Ex NI 133)	Acceptable waiting times for Social care packages only (excludes OT activity from 13/14)	↑	97.13	97.14	0.01%	Not ranked
Increased the % of care packages put in place in time (90.9% 08/09 to 97.14% 13/14)						
SGA3b	Percentage of social care safeguarding cases held within 10 working days	↑	91.2	96.6	5.4%	Not ranked
Increased the % of safeguarding cases strategies held in target timescales (86.38% 11/12 to 94% 13/14)						
Ex NI135	Carers receiving needs assessment or review and a specific carer service, or advice and information	↓	42	37.75	-4.25%	Not ranked
Increased % of services provided to Carers (22.3% 07/08 to 37.75% 13/14)						

ASCOF survey Measure	Indicator Title	Direction of Travel	12/13 outturn	13/14 outturn	% improvement	Y&H Regional ranking
ASCOF-1A	Social Care - related quality of life	↑	19.2	19.4	1.04%	1st
Customers perception of their quality of life has improved from 2011 to 2014 (19.1 to 19.4), the best in the region						
ASCOF-1B	The proportion of people who use services who have control over their daily Life	↑	81.8	84.0	2.62%	2nd
Customers perception of having control over their daily life has improved from 76.5% (10/11) to 84% (13/14), the best in the region						
ASCOF-3A	Overall satisfaction of people who use service with their care and support	↑	73.3	74.7	1.91%	2nd
Increased satisfaction with adults social care services (68.7% 10/11 to 74.7% 13/14), best in the region						
ASCOF 3D	The proportion of people who use services and carers who find it easy to find information about services	↑	80.8	80.9	0.12%	3rd
Increased satisfaction with information and advice (adult social care) (75.8% 11/12 to 80.9% 13/14), best in the region						
ASCOF-4A	The proportion of people who use services who feel safe	↑	67.4	68.8	2.08%	8th
Increased perception of how safe people feel (60.7% 11/12 to 68.8% 13/14) adult social care customers						
ASCOF 4B	The proportion of people who use services who say that those services have made them feel safe and secure	↑	81.8	82.2	0.49%	7th
Increased the perception of how safe people as a result of social care services (77.8% 11/12 to 82.2% 13/14)						
ASCOF-1L - NEW	Proportion of people who use services and their carers, who reported that they had as much social contact as they would like.	n/a	n/a	43.2	n/a	9 th

7.2 In **2014/15** the national reporting requirements have seen major changes with longstanding annual statistical returns ceasing e.g. RAP (activity) and PSSEX1 (finance) and a transition to reporting new more short and long term outcome based range of returns following implementation of the zero based reviews e.g. SALT

(activity) and ASC-FR (finance). These returns also require all records to use assigned new equalities and classification (EQ-CL) codings.

Data capture recording of the new returns has commenced from April and performance reporting will be phased in over the 14/15 reporting year. A combination of 16 ASCOF or local initial measures are able to be reported either as at Quarter1 or July data and the scorecard is attached as Appendix B. These are showing 88% either on or slight variation to target with 2 Delayed Transfers of Care measures currently being rated off target.

Due to 2014/15 being the transitional year, not all previous measures will be reported, some will be reported using amended definition criteria (requiring new reporting processes to be implemented). Below are details of those currently available to be reported.

The current Adult Social Care KPI suite for 2014/15 is under final review following consideration of national benchmarking and publication of the ASCOF technical guidance. Targets to be confirmed in time for quarter 2 reporting, the commentary analysis uses the provisional targets.

7.2.1 The following measures are rated Green 'on target':

- ASCOF-1E (ex NI146) Customers with a learning disability supported in employment
- ASCOF-1F (ex NI 150) Adults in contact with secondary mental health services in employment
- ASCOF-1G (ex NI145) Customers with a learning disability supported in settled accommodation
- ASCOF 2Ai Permanent admissions under 65 (18-64) per 100,000 population
- ASCOF 2Aii Permanent admissions over 65 per 100,000

ASC Local measures:

- NAS1 Percentage of clients receiving a review
- NAS18 Percentage of social care customers in receipt of a statement of need (SON)
- NAS LPI 2.1.1 Reduce repeat incidents of domestic abuse

7.2.2 The following measures are rated Amber 'slight variation from target':

ASCOF-1Ci (ex NI130) Social care clients in receipt of self direct support (75.28%) 3393 clients—Sarah Farragher

- 2013/14 (80.3%) 5360 clients -provisional target 81% TBC
- July 2013 80.44%
- New national definition received for this indicator. P&Q working to 'unpick' difference in calculation and implement changes (estimated Sept - reported in Oct) net effect anticipated to be no performance reduction in real terms.

ASCOF-1Cii Proportion of people using social care who receive direct payments. (12.99% excluding MH) 868 clients Sarah Farragher

- 2013/14 (16.32% - 1090/6680) – Provisional Target 17% = 1136 people
- July 2013 12.52%
- Actions required by MH partner (RDASH) to ensure only clients in receipt of Direct Payments only are included.
- New national definition received for this indicator. P&Q working to ‘unpick’ difference in calculation and implement changes (estimated Sept - reported in Oct) plus net effect of anticipated long term actions should deliver improved performance by year end.

ASCOF-1H (ex NI149) Adults in contact with secondary mental health services who live independently (76.42%) 860 people– Alison Lancaster (RDASH)

- 2013/14 score 75.5%– Provisional Target 79.7% = 813 people
- July 2013 score 80.36%
- This data is being queried as suspect activity is being under reported.

New (Ex NI 132) Social care assessments only – excludes OT activity) completed within 28 days from receipt of contact (91%) –Michaela Cox

- 2013/14 (90.74%) 2686 people -provisional target 92% TBC
- July 2013 91.51%
- Slight reduction but being monitored by P&Q and reported to SMT

New (Ex NI 133) Acceptable waiting times for Social care packages only (excludes OT activity) (95.6%) – Michaela Cox

- 2013/14 (97.14%) 1155 people -provisional target 98% TBC
- July 2013 94.34%

New Nas 43a Percentage of safeguarding alerts allocated to a manager within 24 hours & Percentage of strategies held within 10 working days from receiving the alert. (96%) – Sam Newton

- Volume of activity accumulates in year incrementally improving to target each quarter.

7.2.3 The following measures are rated Red ‘not meeting target’:

ASCOF-2Ci All delayed transfers of care from hospital per 100,000 population (7.69) based on average of 15.5 delays – Michaela Cox/Sarah Farragher TBC

- 2013/14 score 4.9 based on average of 10 delays-provisional target 4.5% TBC
- July 2013 score 3.72 based on average of 7.5 delays
- Continued decline in direction of travel – Work to identify reasons and possible remedial actions has commenced with partners, particularly with regards to Mental Health. Formal scheduled performance clinic(s) are taking place.

ASCOF-2Cii Delayed transfers of care from hospital which are attributable to social care or both Health and Social Care per 100,000 population (1.86) based on average of 3.75 delays – Michaela Cox

- 2013/14 score 1 based on average of 2 delays -provisional target 0.9% TBC
- July 2013 score 0 (no delays)
- Continued decline in direction of travel – Work to identify reasons and possible remedial actions has commenced with partners, particularly with regards to Mental Health. Formal scheduled performance clinic(s) are taking place.

Local Account

Rotherham's 2014, fourth annual local account "Rotherham people calling the shots" is being compiled and will be published on the council website once finalised November 2014. An easy read version will also be produced by SpeakUp and we will look to expand the accessibility using a range of media channels as well as circulating to all councillors and Rotherham's current MP's. Rotherham's published local accounts continue to be favourably viewed nationally and as part of the regional independent peer assessment undertaken in 2013.

We continue as part of our sector led improvement work, to contribute on the production of local account guidance within Yorkshire and Humber region. Data in this report will feature within the 2014 local account. An independent assessment of the draft local account by other local authorities in the region and customer inspectors will take place in early October.

Zero Based Review

The transition work on implementing the zero based review of social care information is being phased in to our 2014/15 reporting programme, with all new data requirements having being incorporated into new or amended recording processes. Relevant training with front line staff, some initial reporting and quality assurance testing has already been undertaken. Work will continue to ensure that a robust and complete submission of the national returns due in Summer 2015 is achieved.

We are still of the view that the original concept of the Zero Based Review, as set out in the Governments Transparency in Outcomes document, which was to reduce the burden on local authorities with regards to data collection, has not happened

The Zero Based Review has a major impact on the information we report to central government. Locally it will mean changes to our social care and financial reporting systems and the performance measures we report in the ASCOF. Full details of all changes will be confirmed in the annual Health and Social Care "September 2014 letter".

8. Finance

As outlined in previous reports above, the proposals put forward in the zero based review will have implications on the council's finance and social care systems which will be difficult to fully achieve within the proposed timeframes across 14/15 & 15/16.

Some central funding has been provided to support the implementation of the zero based review, but it is unlikely that these will be sufficient to meet all the costs of additional resources and system changes to fully implement. The impact of the Care Act will also further challenge and increase the financial pressures on Adult Services budgets. The 'burden' is still being assessed nationally and we await decisions from consultations.

9. Risks and Uncertainties

The on-going implementation of the zero based review is a risk for existing limited resources within Performance & Quality and Health & Wellbeing teams, as we finalise arrangements for the ways in which data is collected and reported.

10. Policy and Performance Agenda Implications

The 2014/15 suite of indicators has been revised and targets set, but these will need to be confirmed from quarter 2 reporting onwards; as we increase confidence in our system capture and reporting of data. We will also include in future reporting, new ASCOF indicators as detailed in the recently published handbook of definitions and technical guidance.

The Performance & Quality team are currently working with colleagues in Health & Wellbeing to put into place targets and action plans for these measures.

11. Background Papers and Consultation

- The report has been shared with the Director of Health and Wellbeing.
- Appendix A: Yorkshire & Humberside regional rankings and outturn results for all 2013/14 ASCOF measures.
- Appendix B: Rotherham 2014/15 Adult Social Care Services performance measures (Quarter 1 or July data)

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