

ROTHERHAM BOROUGH COUNCIL – REPORT TO CABINET MEMBER

1	Meeting:	Cabinet Member for Adult Social Care & Health
2	Date:	20 October 2014
3	Title:	Rotherham Regional Independent Peer Performance Assessment 2014 – Adult Social Care Outcomes Framework
4	Directorate:	Neighbourhoods and Adult Services

5 **Summary**

This report provides the outcome of Rotherham's Independent Peer Performance Assessment 2014 for the Adult Social Care Outcomes Framework. The assessment is carried out by independent regional ADASS (Association of Directors of Adult Social Services) Standards and Performance officers as part of the Yorkshire and Humberside Sector Led Improvement Model.

This is Rotherham's third independent assessment. It clearly demonstrates a positive picture of Rotherham's direction of travel, how Rotherham compares with others in the region and our statistical neighbourhood, areas of strengths and areas for further investigation. Rotherham has improved in 14 out of 18 national Adult Social Care Outcomes Framework measures over the last 12 months and 16 over the last two years.

6. **Recommendations**

- **Cabinet Member notes the content of the independent peer performance assessment for Rotherham and the positive picture for Rotherham and the plans to address areas for further investigation.**

7. Proposals and Details

This is Rotherham's third independent peer performance assessment report. This independent assessment, carried out by other local authorities in the region, identifies Rotherham's 'outlier' performance, shows comparison against regional and national comparator groups and demonstrates Rotherham's direction of travel over the last two years. The report signposts us to the best performers in the region so that we can learn from others and put in place supportive buddy arrangements. Performance assessment reports have been subject to a moderation process which includes comments from the relevant local authority DASS which enables performance to be placed within a true context.

The report does provide a clear recognition of Rotherham's strengths and self-awareness. Key strengths highlighted

- Rotherham is best in the region and amongst comparators for the levels of satisfaction amongst service users and the level of satisfaction with information and advice responding to the national annual user survey.
- Eligible community based service users receiving self-directed support is extremely high – best in the region and top of the comparator group.
- Proportion of people who use services who have control over their daily lives. (Best in the region and above average amongst comparators)
- Rotherham provides community based services for a high number of mental health service users – second in the region.
- Delayed transfers of care from hospital attributable to adult social care. (Regionally 3rd)
- Social Care Quality of Life results also put Rotherham as the best in the region.

The report also clearly shows Rotherham has made good progress on all ASCOF measures over the last two years. The report particularly highlights that satisfaction of service users is the highest in the region and our comparator group. This is in recognition of the work over the last three years to learn from customer experience to address and streamline our processes particularly in the way we carry out assessments and review. This has also contributed to a year on year reduction of complaints.

Rotherham improvement journey goes much further than the report demonstrates. Rotherham has shown positive direction of travel on all key national measures over the last four years.

- Customers perception of their quality of life has improved from 2011 to 2014 (19.1 to 19.4), the best in the region
- 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

- Increased the % of people receiving self-directed support from 50.45% (10/11) to 80.3% (13/14), the best in the region
- Increased the % of people receiving direct payments from 9% (10/11) to 16.3 (13/14)
- Supported more people with learning disabilities into employment (4.1% in 10/11 to 6% in 13/14)
- Supported more people with mental health issues into employment (4.2% in 11/12 to 4.8% in 13/14)
- Helped more people with learning disabilities to live independently (72.5% in 10/11 to 79.6% in 13/14)
- Helped more people with mental health issues to live independently (63.4% in 10/11 to 75.5% in 13/14)
- Reduced the % of younger adults in residential care (25.7 in 11/12 to 12.2 in 13/14 – per 100,000)
- Reduced the % of older adults admitted into residential care (953.5 in 11/12 to 694.6 in 13/14 – 100,000)
- Supported more people through re-ablement to be at home 91 days after hospital discharge (85% 10/11 to 87.7% 13/14)
- Offered more people re-ablement (0.8% 10/11 to 1.7% 13/14), of the whole adult social care customer base
- Reduced the numbers of people effected by delayed transfers from hospital (7.1 10/11 to 4.9 13/14)
- Reduced the numbers of people effected by delayed transfers from hospital as a result of social care (2 10/11 to 1 13/14)
- Increased satisfaction with adults social care services (68.7% 10/11 to 74.7% 13/14), best in the region
- Increased satisfaction with information and advice (adult social care) (75.8% 11/12 to 80.9% 13/14), best in the region
- Increased perception of how safe people feel (60.7% 11/12 to 68.8% 13/14) adult social care customers
- Increased the perception of how safe people as a result of social care services (77.8% 11/12 to 82.2% 13/14)

- Increased the % of assessments completed in time (69.35 07/08 to 90.8% 13/14)
- Increased the % of care packages put in place in time (90.9% 08/09 to 98% 13/14)
- Increased the % of annual reviews completed (45.9% 07/08 to 93.2% 13/14)
- Increased the % of safeguarding cases strategies held in target timescales (86.38% 11/12 to 94% 13/14)
- Increased % of services provided to Carers (22.3% 07/08 to 32.5% 13/14)

The assessment is a fair and positive reflection on adult social care performance in Rotherham. As regards to the area highlighted for further investigation this is an area the council is already aware of and have plans in place to make significant improvements. We will work with others from the region, identified in this report, to make further improvements in these areas.

Areas for further investigation:

- Re-ablement Offered

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'.

Other improvement areas:

- Mental Health Employment

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.

We feel that the overall Sector Led Improvement process provides us with useful benchmarking information and allows us to take part in improvement activity with other local authorities that are best placed to help us.

We are pleased to accept assistance from buddies in the areas which have been highlighted as needing improvement, especially carers with services provided. This will allow our own internal or partnership improvement plans to be supported by existing good practice in the region. We have already made contact with Sheffield and Barnsley regarding re-ablement and delayed transfers respectively and are in discussions with Doncaster regarding Mental

Health Employment. Over the last 12 months Rotherham has supported York, Hull and Doncaster through the SLI process.

The Yorkshire and Humberside Sector Led Improvement Story (Appendix 1) details the regional approach, case studies from every council and how Rotherham has used SLI to improve its performance.

8 Finance

The programme for Sector Led Improvement has a provisional national budget of £800k. The region has been allocated a budget of £50k to fund improvement activity. The budget sits with the regional Standards and Performance group to allocate to projects that will support sector led improvement across the region.

9 Risks and Uncertainties

- The continuing budget pressures and drivers for efficiencies may have a negative impact on future performance. Each efficiency proposal will set out the impact for customers and performance.
- The Care Bill sets out a number of new requirements over the next 2 years. Guidance is still being developed however the implementation may impact on performance. Performance and Quality are working alongside the Health & Wellbeing service area to mitigate this risk.
- The current issues regarding Child Sexual Exploitation and the Alexis Jay report may have a negative impact in the 2014/15 annual user surveys.

10 Policy and Performance Agenda Implications

- Rotherham has been actively involved in the development of the national state of adult social care report. We are one of five councils nationally to be involved in the analysis and interpretation of national data which will feed into the final report. This is in recognition of our regional work on Sector Led Improvement.
- Rotherham plays a pivotal role in Sector Led Improvement in the region. Tom Cray is chair of the regional Standards and Performance Group and is the regional DASS chair. These groups are responsible for the delivery of the overall Sector Led improvement model for the region.
- Key measures in this report feed into the delivery of the Councils Corporate Plan – Priority 2: *Protecting our most vulnerable people and families, enabling them to maximise their independence*

11 Background Papers and Consultation

- The Yorkshire & Humberside Sector Led Improvement Story
- National NASCIS08 report – Rotherham Council

Contact Name: Dave Roddis
Telephone: (01709) 823781
E-mail: dave.roddis@rotherham.gov.uk

Contact Name: Scott Clayton
Telephone: (01709) 255949
E-mail: scott.clayton@rotherham.gov.uk