

## **Summary Sheet**

### **Council Report**

Health Select Commission 20<sup>th</sup> July 2017

#### **Title**

Adult Social Care – Provisional Year End Performance Report for 2016/17

#### **Is this a Key Decision and has it been included on the Forward Plan?**

No

#### **Strategic Director Approving Submission of the Report**

Anne Marie Lubanski, Strategic Director of Adult Care and Housing

#### **Report Author(s)**

Scott Clayton, Performance Assurance Manager, Performance and Intelligence Team

#### **Ward(s) Affected**

All

### **1. Executive Summary**

This report outlines the provisional year end 2016/17 Key Performance Indicator (KPI) results for the Adult Social Care (ASC) elements of the Directorate.

We are providing an early indicative year end performance report to help inform Members and staff of how Adult Social Care has performed over the last year and to identify areas for improvement or further development.

The Council has implemented a new case management recording system, Liquid Logic in year, with a go live date in December 2016. Migration and recording onto the new system has highlighted some operational and performance reporting challenges. All national reporting requirements were met in relation to 2016/17.

Performance overall has been mixed with approximately one third of measures improving and two thirds declining. Perception results from Service User and Carer surveys account for most of the declining performance indicators.

Continued improvements to pathways, embedding of user data recording, plus enhanced reporting functionality during 2017/18 are being delivered.

## **Recommendations**

**It is recommended that Commissioners and Members note:**

- 1 The content of provisional summary 'high level' year-end performance results.
- 2 That a further report is to be presented to the Health Select Commission January 2018 meeting, showing the final submitted detailed results and analysed benchmark comparisons against regional and national data due to be published from late Autumn 2017.

## **List of Appendices Included**

Appendix A - Adult Social Services ASCOF Performance Measures provisional year end 2016/17 scorecard.

## **Background Papers**

No background papers

## **Consideration by any other Council Committee, Scrutiny or Advisory Panel**

None

## **Council Approval Required**

No

## **Exempt from the Press and Public**

No

## **Adult Social Care – Provisional Year End Performance Report for 2016/17**

### **1. Recommendations**

1.1 It is recommended that Commissioners and Members note:

1.1.1 The content of provisional summary 'high level' year-end performance results.

1.1.2 That a further report is to be presented to the Health Select Commission January 2018 meeting, showing the final submitted detailed results and analysed benchmark comparisons against regional and national data due to be published from late Autumn 2017.

### **2. Background**

2.1 Each Council with Adult Social Services Responsibility (CASSR) have to submit national statutory returns to the Health and Social Care Information Centre (HSCIC) throughout the reporting year. Most but not all 'returns', reflect the activity for the financial year end and are submitted during the May/June period.

2.2 From the Council's submitted data, the HSCIC are able to identify and publish a range of Adult Social Care Outcomes Framework (ASCOF) measures. Some ASCOF's have a joint responsibility element, so may be included in either Public Health Outcome Frameworks or National Health Service (NHS) Outcome Frameworks. They may therefore be submitted through partner processing submissions rather than the Council's e.g. Mental Health ASCOF results are processed via their minimum data set return. These will need to be added to complete the full results.

2.3 The implementation of Liquid Logic (LAS) has highlighted some operational challenges in relation to pathways and these will be reviewed alongside the practical changes which are required in the system. A review of the pathways took place in April 2017 and an improvement plan has been developed to track social work performance and align this to an enhanced understanding of the customer cohort and spend data through the ContrOCC finance system. An Organisational Development plan will also complement this in order to ensure safe and robust practice.

2.4 National reporting requirements have been met primarily, by submitting data stored within the Liquid Logic system but where necessary we have used data from different system combinations. Sometimes the Liquid Logic migrated and recorded data has impacted performance results. This was particularly relevant to Carer performance activity caution is advised, if comparing results to previous performance. Development of additional bespoke reporting will rectify this for 2017/18 reporting.

National reporting is pre-dominantly reflecting 'lag – backward facing' data and performance. Post go-live; the service has commenced using the additional functionality of the new LAS case management and finance

systems to develop initial 'real-time' forward facing performance reporting, via an interactive "Insight Dashboard".

The dashboard has been used to develop high level strategic and operational granular detail of service activity and customers. This is now in the process of being enhanced to enable in year performance management of service activity, spend and customer journey experience. This will use the baseline data stored in LAS from submitted 2016/17 annual statutory returns reports where available or additional development of bespoke reports. A demonstration of the dashboard's functionality was provided to members of the Health Select Commission on 4<sup>th</sup> July 2017.

- 2.5 The Adult Social Care 2016/17 KPI suite of indicators had a mixture of national and local measures and Directorate's agreed target ambitions were informed by benchmarking reflecting either continuous improvement or maintenance targets.
- 2.6 **Appendix A** attached for reference is a table detailing year end performance 2016/17 results.
- 2.7 Over the coming months we will analyse the Council's and other local authorities data as it becomes available, following publication (from October/November). This will provide a regional, nearest neighbours (IPF) group and national picture of performance. This will be evaluated and benchmarked, to illustrate the Council's rankings relative to other councils.

### 3. Key Issues

- 3.1 The in year operational challenges on the service, resulted in performance progress from the anticipated impact of new service delivery models and structures (as part of the Adult Social Care development programme), not being realised to the expected activity levels.

Service User and Carer surveys ASCOF (perception) measures showed greater proportion of declining measures than non-survey mainstream activity measures.

- 3.1.1 **ASCOF performance headline summary 2016/17** – the 25 national ASCOF measures with known year-end provisional performance data reflects:

- **32% (8 of 25) ASCOF measures are showing improvement** – seven measures improved and one maintained (see table 1 below).
- **Non-survey measures showed a 46% improvement versus a 54% decline split.**
- **Survey measures showed an overall decline of 83% with 71% from Service User responses (5 of 7) and 100% of carer measures declining (5 of 5).**

**Table 1. Year End 2016-17 Analysis of 25 known ASCOF measure results**

ASCOF - Description		Total	Improved	Declined	No change	Total
1.	Non Survey Measures	13	6	7	0	13
2.	% Percentage		46.15%	53.85%	0.00%	100.00%
	Survey Measures	12	1	10	1	12
	% Percentage		8.33%	83.33%	8.33%	100.00%
	2.1 User Survey	7	1	5	1	7
	% Percentage		14.29%	71.43%	14.29%	100.00%
	2.2 Carer Survey	5	0	5	0	5
	% Percentage		0.00%	100.00%	0.00%	100.00%
	<b>Total</b>		<b>7</b>	<b>17</b>	<b>1</b>	<b>25</b>
	% Percentage		28.00%	68.00%	4.00%	100.00%

3.1.2 **Local performance activity measures** that are comparable against national SALT annual return table data, showed Rotherham completed 34% (rounded) of reviews for all those service users on service over 12 months. Community based service users reviews was higher at 43%, however this was below the 49% completed in 2015/16

Other local 'waiting times' performance measures reporting became unrepresentative of true activity, as the service migrated to Liquid Logic during quarter 3 and are not therefore reportable at this time. However, bespoke LAS reporting in 2017/18 will provide in year performance updates and some indicative year end (fourth quarter) activity data opportunities, that if robust can be included in the January 2018 update report.

3.2 The information is already being used to inform the 2017/18 performance Key Performance Indicator (KPI) suite and aligned targets.

3.3 **Appendix B** will be a PowerPoint slide show, demonstrated to the meeting that presents four themed areas of analysis of the 2016/17 ASCOF measures performance for consideration. This presents an opportunity for Health Select Commission members to consider performance in a wider inter-dependency context, rather than 'stand-alone' performance indicators and promotes challenge and debate.

**4. Options considered and recommended proposal**

4.1 None

**5. Consultation**

5.1 None

**6. Timetable and Accountability for Implementing this Decision**

6.1 None

**7. Financial and Procurement Implications**

7.1 None

**8. Legal Implications**

8.1 None

**9. Human Resources Implications**

9.1 None

**10. Implications for Children and Young People and Vulnerable Adults**

10.1 None

**11 Equalities and Human Rights Implications**

11.1 None

**12. Implications for Partners and Other Directorates**

12.1 None

**13. Risks and Mitigation**

13.1 None

**14. Accountable Officer(s)**

Approvals Obtained from:-

Anne Marie Lubanski, Strategic Director Adult Care and Housing

Nathan Atkinson, Assistant Director Strategic Commissioning

Scott Clayton, Performance Assurance Manager, Performance and Intelligence Team

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