

# CHESHIRE EAST COUNCIL

## Committee - Adult Social Care Scrutiny

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**Date of Meeting:** 15 March 2012  
**Report of:** Children, Families and Adults Directorate  
**Subject/Title:** Performance Update

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### 1.0 Report Summary

1.1 This report provides information on Performance monitoring within Adult Social Care. The report is based on data at February 2012.

1.2 The government are working on two main reporting avenues at present; Transparency in Outcomes and Think Local Act Personal both these initiatives give indications of what councils should collect in the future. Performance and Information have built systems in order to respond to most of the areas indicated, and await final guidance.

1.3 Further measures will be developed, there is currently work underway on analysing Residential and Nursing placements and the effectiveness of Reablement.

1.4 A new DMT Activity report has been developed in which a number of key, additional analyses have been identified and incorporated. These include Financial Assessment timeliness activity and the impact of 'returning' Self-funders. With the latter this will provide an indicative timeframe for when current full cost service users will impact on the Local Authority.

1.4 For Adults Safeguarding a reporting suite of information is now available and established and the Adult Safeguarding Board (ASB) report was presented to the ASB. This gave a more targeted analysis against particular Safeguarding areas and themes. This analysis focused specifically on Local Area Profile (LAP) areas and gave an insight into the natures of abuse in different areas along with other key facets of safeguarding cases. More regular locality based reporting is continuing to be developed.

1.5 The Essential Indicator Tracker (EIT) tracks a number of measures each month. Individual Commissioning set targets at the beginning of each year and monitor progress against targets. Revised targets for 2012/13 are in the process of being agreed as part of the imminent Service Planning activity.

The EIT and Team Breakdown Reporting is scrutinised at monthly Performance Management sessions with the Individual Commissioning Senior Manager and Service Managers in attendance. This method of monitoring has proved positive in the main as the following information demonstrates.

## 2.0 Performance Measures

Indicators related to rehabilitation and intermediate care	Outturn 2010/11	Feb 2012	Target
<b>NI 125</b> Achieving independence for older people through rehabilitation / intermediate care	76.8%	85.6%	78.3%

This measure is exceeding target and an improvement on last year's outturn. For this measure there are ongoing discussions at various levels (internally CEC/PCT and externally North West Performance Leads) given the potential data sourcing concerns around this measure and a solution to this is being sought.

Numerator lines related to NI 130 Individualised Budgets/Direct Payments	Outturn 2010/11	Feb 2012	Target
<b>NI 130</b>	40.7%	45.4%	60.0%

The Department of Health has acknowledged that the national target of 100% by 2013 cannot be achieved by any Local Authority given the range of services LA's offer. They are looking into a revised target for this indicator.

The Team Support Service are currently investigating the under-performance of this indicator to see whether this is an anomaly caused by data loading issues as it does not appear that it is simply a case of there being an increased proportion of customers accessing services that are not eligible for personal budgets. Plans are in place to assist with better identification of NI130 eligible customers: a 'Personal Budget Eligible' identifier has now been implemented in the PARIS system and all records are in the process of being updated. There will also be an increased focus on monitoring at a team level.

Indicators related to Local Indicator (LI001) Timeliness of Social Care Assessment - 4 weeks from referral to assessment completed	Outturn 2010/11	Feb 2012	Target
<b>LI001</b> Timeliness of social care assessment	79.5%	92.7%	88.0%

The timeliness of assessments is showing a positive outcome from the outturn and at present is exceeding the target set for the end of year position. This is indicative of the controls the management team have put in place and the monthly monitoring. Management discuss issues with individual staff in supervision sessions where performance is showing a negative outcome.

Indicators related to Local Indicator (LI002) Timeliness of Social Care Assessment - 4 weeks from completion of assessment to all services in place	Outturn 2010/11	Feb 2012	Target
<b>LI002</b> Timeliness of social care packages	<b>70.8%</b>	<b>93.8%</b>	<b>93.0%</b>

Timeliness of social care package is showing a positive outcome from the outturn and at present is exceeding the target set for the end of year position. This is indicative of the controls the management team have put in place and the monthly monitoring. Management discuss issues with individual staff in supervision sessions where performance is showing a negative outcome.

On occasion it is outside the departments control there may be a delay in a third party service or the service user is not available to receive services due to hospitalisation.

Indicators related to NI 135 Carers receiving needs assessment or review and a specific carer's service, or advice and information	Outturn 2010/11	Feb 2012	Target
<b>NI 135 Total</b> - Carers receiving needs assessment or review and a specific carer's service, or advice and information	<b>10.2%</b>	<b>34.6%</b>	<b>28.0%</b>

In 2011/12 significant improvement in this area of the service continues to be shown. Close scrutiny at performance management sessions of the detailed information highlighted which areas required increased assistance with carrying out Carer's assessment, training and mentoring has taken place to achieve consistency across the SMART.

Indicators related to NI 141 & NI142 Vulnerable People Achieving/Maintaining Independent Living (Q3 figures)	Outturn 2010/11	Feb 2012	Target
<b>NI141</b> Percentage of vulnerable people achieving independent living (this is a quarterly figure pending a monthly data collection set-up)	<b>72.51%</b>	<b>76.60%</b>	<b>65.00%</b>
<b>NI142</b> Percentage of vulnerable people who are supported to maintain independent living (this is a quarterly figure pending a monthly data collection set-up)	<b>99.13%</b>	<b>98.32%</b>	<b>98.70%</b>

Both of the indicators are performing well and have consistently been so. This shows the value of linking preventative services to statutory services to get best value and ensure residents of Cheshire East can live independently for as long as possible. These preventative services continue to provide excellent value for money. Supporting people to remain living independently in their own homes, or helping people towards independent sustainable living is

very cost effective and can reduce the burden on the statutory services to which they are linked.

For NI142 the score is very marginally below target. The people included in this service are primarily older people in sheltered housing. This is a seasonal fluctuation as older people tend to die in the winter months.

Indicators related to NI 145 People with Learning Disabilities in Settled Accommodation at the time of their assessment/latest review	Outturn 2010/11	Feb 2012	Target
<b>NI 145</b> Number of ALD in settled accommodation at point of assessment/review, as % of all adults known to service	36.6%	57.4%	45.0%

This indicator has now exceeded target ahead of the end of the reporting year and we can expect to climb further as the remaining learning disability clients reviews (highlighted as a priority) are completed. Recent data housekeeping project undertaken by TSS has also had a big impact on the indicator.

Indicators related to NI 146 People with Learning Disabilities in Employment at the time of their assessment/latest review	Outturn 2010/11	Feb 2012	Target
<b>NI 146</b> Number of ALD in employment at point of assessment/review, as % of all adults known to service	6.28%	6.59%	6.90%

The service expects this measure to be on track at the next quarter as the benefits of actions put in place are realised. These actions include: a post funded by a successful bid for NHS funding that is looking at using personal budgets and personal assistants which may help people with more severe learning disabilities, that we have not been able to assist before, in to employment; also, Supported Employment is now co-located with the SMART teams which will also help improve performance.

Team Support Service have also been assisting staff in this area with systems and ensuring process is followed which has also had a big impact on the indicator.

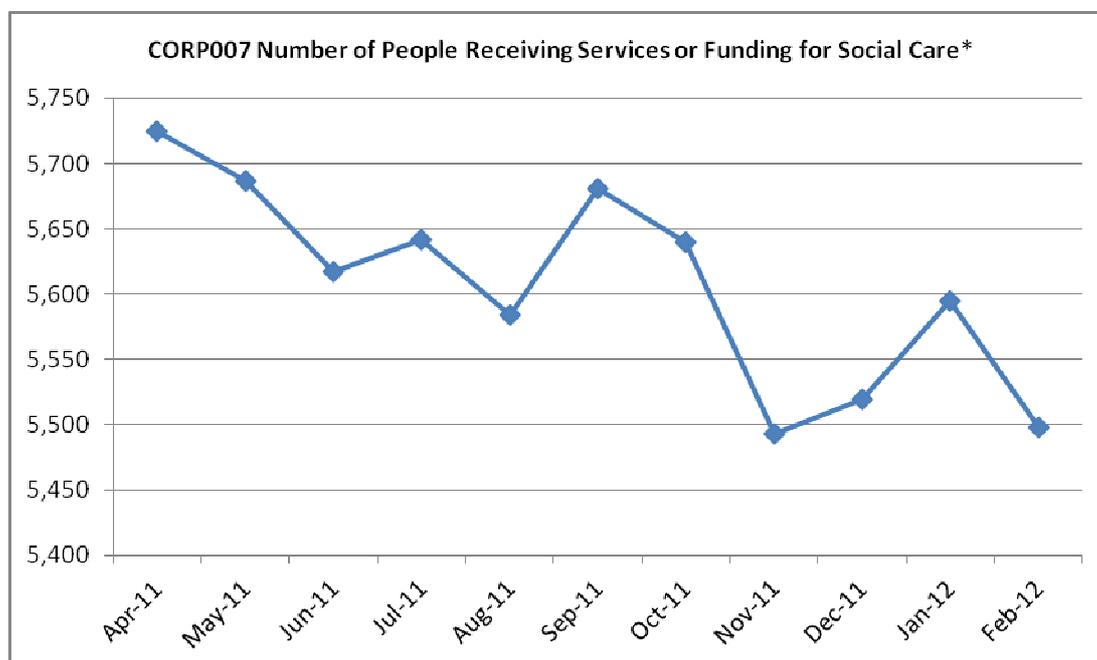
Indicators related to adaptation waiting times	Outturn 2010/11	Feb 2012	Target
<b>MLIL003</b> Average length of time waiting for minor adaptations from assessment to work beginning (weeks)	1.7	2.4	2.0
<b>MLIL004</b> Average length of time waiting for major adaptations from assessment to work beginning (weeks)	16.1	20.4	20.0

Both minor and major adaptation areas are performing well with major adaptations showing an improvement on last year's outturn. For 2011/12 the averages for these measures are currently 2.0 and 13.4.

New Corporate Monthly Measures (for Informal Cabinet)	Outturn 2010/11	Feb 2012	Target
<b>CORP007</b> Number of People Receiving Services or Funding for Social Care*	New Measure	<b>5,498</b>	n/a
<b>CORP008</b> Average (net) cost of a care package*	New Measure	<b>£1,011</b>	
<b>CORP011</b> Percentage of people referred or referring self for assessment who go on to receive a funded care package*	New Measure	<b>25.75%</b>	

These corporate indicators have recently been introduced and form part of the corporate basket of indicators.

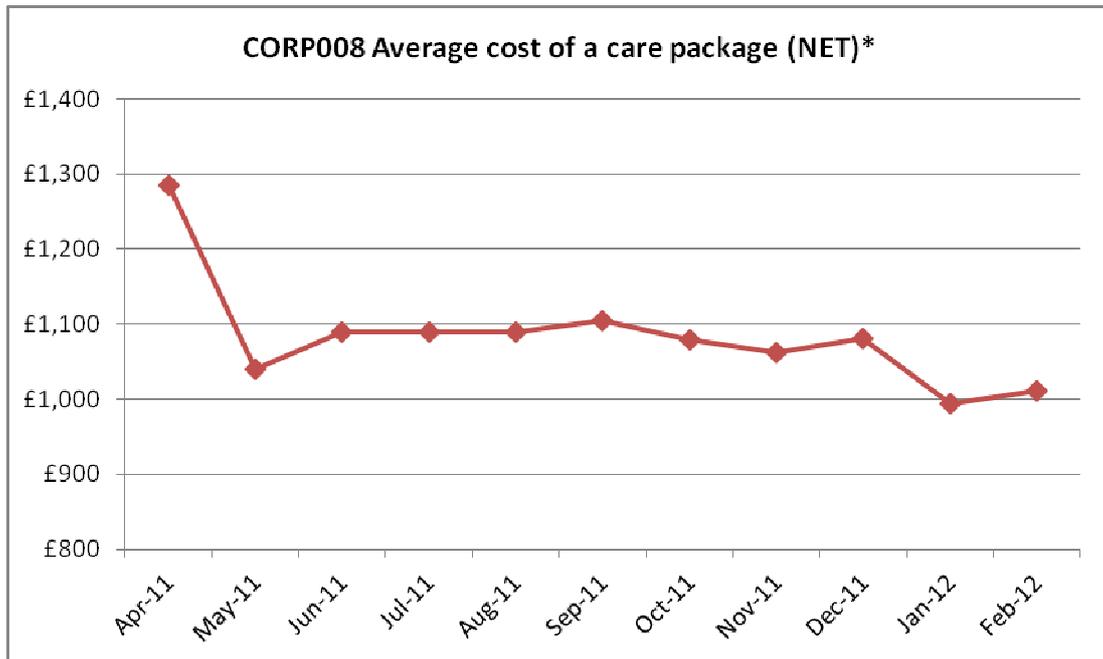
CORP007 is showing an average figure of 5,618 clients with the overall trend for this measure showing a slight decrease in the number of customers receiving services; this will be due to better signposting, prevention and reablement and strict application of FACS eligibility criteria at frontline and review. The full year trend for 2011/12 is shown in *Chart 1* below.



*Chart 1*

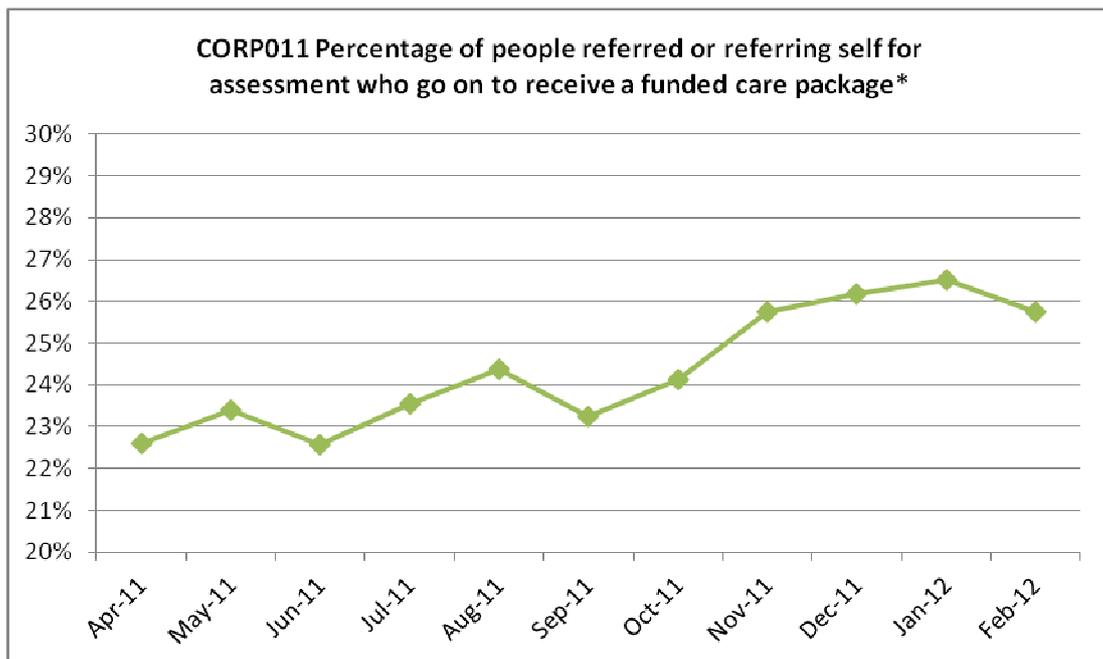
CORP008 shows the net actual cost and uses the most comprehensive data available (Financial Period 9). This month's figure has increased very slightly on last month. This is due to better signposting, prevention work and reablement that directs people away from funded services, therefore those that do go on to funded services will generally be the higher cost care

packages. The trend is averaging out at around £1,084. The full year trend for 2011/12 is shown in *Chart 2* below.



*Chart 2*

CORP011 is averaging out at around 24%. The strict application of FACS eligibility criteria (i.e. Critical & Substantial) at front line has resulted in more people being signposted from services and, as a result, those service users referred into the teams are more likely to require a funded care package following assessment. The full year trend for 2011/12 is shown in *Chart 3* below.



*Chart 3*

Residential and Nursing Care	Outturn 2010/11	Feb 2012	Target
<b>MLI-L001</b> Total Number of Permanent Residential and Nursing Admissions	<b>562</b>	<b>433</b>	<b>551</b> 2% reduction
Total Number of Permanent Residential Admissions	<b>265</b>	<b>217</b>	<b>260</b> 2% reduction
Total Number of Permanent Nursing Admissions	<b>297</b>	<b>216</b>	<b>291</b> 2% reduction
ASCOF 2A Total Number of Permanent Residential and Nursing Admissions - per 1000 population	<b>1.90%</b>	<b>1.50%</b>	

### 3.0 Recommendation

That the Adult Social Care Scrutiny Committee receive the report and note the improvements in activity and performance to date.

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