

Health and Adult Social Care Overview and Scrutiny Committee Report

Date of Meeting: 4th March 2021

Report Title: Adult Social Care Performance Scorecard - Quarter 3 2020/21

Portfolio Holder: Cllr. Laura Jeuda – Portfolio Holder Adult Social Care
Cllr. Gill Rhodes – Portfolio Holder Public Health
Cllr. Mick Warren – Portfolio Holder Communities

Senior Officer: Jill Broomhall – Director Adult Social Care

1. Report Summary

1.1 This report and the attached performance scorecard provide a positive overview of performance across the Adult Social Care for quarter 3 of 2020/21

1.2 This report demonstrates the key performance indicators across services and links closely with the performance as identified in the Service and Team Business Plans

2. Recommendation/s

2.1 Scrutiny is recommended to:

- a. Note the contents of the report and scorecard; and Scrutinise areas where expected levels of performance are not being achieved.
- b. Acknowledge good performance and recognise some of the pressures impacting on certain areas.

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- 2.2 Scrutiny is asked to acknowledge that this report covers a period of reporting during which time the country was battling the Covid 19 crisis which has altered significantly the social care landscape especially regarding residential and nursing admissions and support at home.

3. Reasons for Recommendation/s

- 3.1 One of the key areas of focus for the Overview and Scrutiny Committee is to highlight areas of poor performance and to scrutinise the effectiveness of plans in place to improve services. Overview and Scrutiny has an important role to play in the performance management systems of the Local Authority. performance scorecard provides essential data, along with qualitative information, to measure the effectiveness of services. This report and scorecard will be provided to Scrutiny on a quarterly basis to enable the Committee to maintain an overview of performance across the Services.

4. Other Options Considered

- 4.1 Scrutiny may want to consider the performance of the Service more or less frequently.

5. ADULT SOCIAL CARE, COMMISSIONING AND COMMUNITIES AND PUBLIC HEALTH

- 5.1 This quarterly report provides the Committee with an overview of performance across Adult Social Care. This report and scorecard relates to quarter 3 or 2019/20.

- 5.2 The performance scorecard details the following:

- Measure – details of each performance measure
- Polarity – whether it is good to have the measure high or low
- Statistical neighbour average – gives a comparator against other North West Authorities.
- National average – gives a national comparator figure
- Target – this is either a national target, eg, local one set by the service to provide a 'good/outstanding' service
- Year end 2018/19 – enables Members to compare existing performance to that in the previous year
- Quarterly performance – enables Members to compare performance from quarter to quarter
- RAG – this is a rating of red, amber, green based on current performance against the expected level of performance
- Direction of travel – this is demonstrated via the smiley faces
- Comments – this provides a general commentary on the information presented

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6 Performance Overview

6.1 The performance scorecard at Appendix 1 includes 56 separate measures covering all areas of the service. Some of these measures are non-performance related, eg those that relate to population cohorts. Scrutiny are asked to note specifically that:

- a. Whilst the numbers of individuals being supported in residential and nursing homes have reduced and more people are being supported at home, we are concerned that an element of this is due to shielding and protecting family bubbles. This may not be sustainable longer term.
- b. We have had large increases quarter on quarter in individual accessing the carers hub for support. This highlights the significant role that family and unpaid carers currently have in supporting society need.

6.2 Finance Implications

6.2.1 Although there are no direct financial implications related to this report, performance measures may be used as an indicator of where more or less funding is needed at a service level.

6.3 Equality Implications

6.3.1 Members may want to use the performance scorecard to ensure that services are targeted towards those individuals who are in most need.

6.4 Human Resources Implications

6.4.1 None.

6.5 Risk Management Implications

6.5.1 There are risks associated with some performance measures, eg increases in demand and timeliness of services.

6.6 Rural Communities Implications

6.6.1 There are no direct implications for rural communities.

6.7 Implications for Vulnerable Adults

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6.7.1 This performance scorecard sets out a range of measures that impact on services for vulnerable adults and their families.

6.8 Public Health Implications

This performance scorecard sets out a range of measures that impact on services for Public Health.

7 Ward Members Affected

7.1 The performance measures relate to all ward areas.

8 Consultation & Engagement

8.1 Not applicable.

9 Access to Information

9.1 The scorecard is attached at Appendix 1.

10 Contact Information

Any questions relating to this report should be directed to the following officer:

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Appendix 1

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