

OPEN

BRIEFING REPORT

Adults and Health Committee

20 January 2025

Adults Service Score Card - November 2024

Report of: Jill Broomhall – Director of Adults Social Care Operations

Report Reference No: AH/30/2024-25

Purpose of Report

- 1 The purpose of this report is to provide Adults and Health Committee members with an overview of key activity and performance in Adults Social Care Services.
- 2 This aligns with the corporate aim of a Fair council and the key strategic objective of a council which empowers and cares about people

Executive Summary

- 3 The score card is produced to provide the adults service senior management team with an overview of demand and activity within the operational services on a month by month basis. It also provides a comparison with the previous full year outturn to show an indication of direction of travel
- 4 The report also contains commentary on changes and highlights any areas for consideration

Background

- 5 The score card is received monthly at Adults Health and Integration Extended Leadership Team and Adults Social Care Senior Management Team meetings. Exceptions or key changes are highlighted by Business Intelligence for discussion and consideration which enable the management team to consider whether changes are needed to services and resources to deliver against presenting needs and demands
- 6 The score card contains 41 indicators split into 5 key areas of service delivery. There is also some high level financial information and trending information provided, together with analysis of change over time.

Briefing Information

7 The following areas the committee may wish to consider:

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- October saw an unusually high number of contacts to the Adults Social care which was impacted by a 37% increase in requests from hospitals linked to discharges of patients. This was also magnified by a significantly higher number of requests from hospitals outside of the Cheshire East area where Cheshire East Residents had been admitted. To mitigate this risk we have increased our available staff to support out of area hospitals.
- The numbers of people waiting for an assessment or service is now monitored and reported to senior managers. We actively risk assess all of these cases and maintain regular contact with the individual to ensure that their situation has not worsened, where there have been risks identified measure have been taken to reduce harm, for example we have increased our resource to meet the demands as above.

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- Highlights the success rate of the reablement services in reducing the long term requirements of social care support where this can be provided in a timely fashion.

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- Provides an overview of the overall number of individuals being supported by services and the change over time.
- The impact of the changes and agreed direction of travel for Direct Payments following agreement by Committee is yet to feed through into our performance, however new rates and revised policy are now implemented.

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- Provides an overview of safeguarding activity and the work ongoing to ensure that individuals are safe and supported whether using service or in their home/ setting.
- In November our success rate against the Adults Social Care Outcomes Framework measure - % of S42 Enquiries where a risk was identified and was removed or reduced was 95.8% which reflects the good work completed by the team.
- The number of Mental Health Act Assessments has reduced during November from previous months, however the weekly average for assessments remains significantly higher than our pre pandemic averages.

- This provides an overview of the gross financial costs on a period by period basis together with a snap shot picture of key drivers and influencers that affect overall expenditure.

Overall Summary

- Performance has been maintained at acceptable levels there are some areas that have required interventions to mitigate risks, the trends demonstrate that the actions taken to manage the budget are identifying results albeit slowly.

Implications

Monitoring Officer/Legal

8 None this is for information only.

Section 151 Officer/Finance

9 None this is for information only.

Policy

10 None this is for information only.

Equality, Diversity and Inclusion

11 None this is for information only.

Human Resources

12 None this is for information only.

Risk Management

13 None this is for information only.

Rural Communities

14 None this is for information only.

Public Health

15 None this is for information only.

Climate Change

16 None this is for information only.

Access to Information	
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Appendices:	Appendix 1 - Adults Scorecard – November 2024
Background Papers:	None