

Adult Social Care Scrutiny Committee

22 November 2011

Adults Performance Report

Report Summary

This report provides information on Performance monitoring within Adult Social Care. The report is based on Sept 2011

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.

Further measures will be developed, there is currently work underway on defining analysing Residential and Nursing placements and the effectiveness of Re-ablement.

Good progress has been made in the area of Adult Safeguarding; a Suite of information is available and has been presented to the Adult Safeguarding Board and will be available more widely shortly.

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.

The EIT and Team Breakdown Reporting is scrutinized 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.

Indicators

Indicators related to rehabilitation and intermediate care	Outturn 10/11	09/11	Target
NI 125 Achieving independence for older people through rehabilitation / intermediate care	76.8%	86.9%	78.3%

Intermediate care is showing as exceeding the target and an improvement on last year's outturn.

Numerator lines related to NI 130 Individualised Budgets/Direct Payments			
NI 130	40.70%	43.00%	60%

The numbers of Service Users in receipt of a personal budget is on target for the time of year. The DoH have agreed that the national target of 100% by 2013 cannot be achieved and are looking into a revised target for this indicator.

Indicators related to Local Indicator (LI001) Timeliness of Social Care Assessment - 4 weeks from referral to assessment completed			
LI001 Timeliness of social care assessment	79.50%	89.57%	88.0%

The timeliness of assessment 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			
LI002 Timeliness of social care packages	70.80%	81.13%	93.0%

Timeliness of social care package is showing an improvement on last years outturn but slightly below the target set for this indicator. On occasion it is outside the departments control there maybe 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			
NI 135 Total - Carers receiving needs assessment or review and a specific carer's service, or advice and information	10.20%	20.90%	28%

This year is showing significant improvement in this area of the service. 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			
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Independent Living (Quarterly figures only)			
Percentage of vulnerable people achieving independent living (this is a quarterly figure for NI141 pending a monthly data collection set-up)	72.51%	65.%	65.00%
Percentage of vulnerable people who are supported to maintain independent living (this is a quarterly figure for NI142 pending a monthly data collection set-up)	99.13%	99.24%	98.70%

Both of the indicators are above target 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.

Indicators related to NI 145 People with Learning Disabilities in Settled Accommodation at the time of their assessment/latest review			
NI 145 Number of ALD in settled accommodation at point of assessment/review, as % of all adults known to service	36.60%	23.5%	45.0%

Reviewing this cohort of service users is currently a service priority. We have seen gradual improvement over the last few months, this is due to increased monitoring of assessments and reviews ensuring timescales are met. The service is confident that a sustained improvement will achieve the target at the end of the year if not before.

Indicators related to NI 146 People with Learning Disabilities in Employment at the time of their assessment/latest review			
NI 146 Number of ALD in employment at point of assessment/review, as % of all adults known to service	6.28%	2.44%	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 LILT 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.

Indicators related to adaptation waiting times			
MLIL003 Average length of time waiting for minor adaptations from assessment to work beginning (weeks)	1.7	1.8	2.0
MLIL004 Average length of time waiting for major adaptations from assessment to work beginning (weeks)	16.1	12.4	20.0

Both areas performing well major adaptation showing an improvement on last years outturn,

New Corporate Monthly Measures (for Informal Cabinet)			
CORP007 Number of People Receiving Services or Funding for Social Care*	New Measure	5,681	N/A
CORP008 Average cost of a care package*	New Measure	0	
CORP011 Percentage of people referred or referring self for assessment who go on to receive a funded care package*	New Measure	23.24%	

These corporate indicators have recently been introduced and form part of the corporate basket of indicators. The trend information for **Corp 007** 'No of people receiving service or Funding for Social Care' is showing slight increases month on month. The senior manage has requested more detailed information to give more insight and identify actions if required.

CORP008 Average cost of care package is under construction and should be available for October.

CORP011 This indicator is averaging out around 22%.

Residential and Nursing Care			
MLI-L001 Total Number of Permanent Residential and Nursing Admissions	562	216	No Target Set
ASCOF 2A Total Number of Permanent Residential and Nursing Admissions - per 1000 population	1.90%	0.747	No Target Set
Total Number of Permanent Residential Admissions	265	111	No Target Set
Total Number of Permanent Nursing Admissions	297	105	No Target Set

Recommendation

That the Committee receive the report and note the improvements in activity to date.