

AGENDA MANAGEMENT SHEET

Name of Committee	Adult and Community Services Overview and Scrutiny Committee
Date of Committee	13th December 2006
Report Title	Adult Social Care – Recent Performance & Improving Performance in 2006/07
Summary	<p>This report sets out critical success factors for performance improvement and information on;</p> <ul style="list-style-type: none">• The Performance Improvement Plan reported to Cabinet on 23 November 2006;• Adult social care half year performance to 30 September 2006;and,• The Performance Assessment and Rating made by the Commission for Social Care Inspection for 2005/06 and published on 1 December 2006.
For further information please contact:	Graeme Betts Strategic Director Tel: 01926 412198
Would the recommendation decision be contrary to the Budget and Policy Framework? [please identify relevant plan/budget provision]	No.
Background papers	Cabinet, 8 December 2005. Cabinet 2 February 2006. Cabinet, 27 June, 2006. Cabinet, 13 July 2006 [User and Carer engagement] Cabinet 23 November 2006 OSC – 10 January 2006 OSC – 16 February 2006 OSC – 12 July, 2006 [Enhanced user engagement] OSC - 17 August 2006.

CONSULTATION ALREADY UNDERTAKEN:-

Details to be specified

- Other Committees
- Local Member(s)
- Other Elected Members Councillor F McCarney, Councillor M Stanley, Councillor Mrs J Compton, Councillor R Dodd
- Cabinet Member Councillor C Hayfield
- Chief Executive Jim Graham, Chief Executive
- Legal Jane Pollard, Alison Hallworth
- Finance Philip Lumley-Holmes, Financial Services Manager
Virginia Rennie, Accountant, Resources Directorate
Robert Phillips, Accountant, Resources Directorate
- Other Chief Officers David Clarke, Strategic Director of Resources
- District Councils
- Health Authority
- Police
- Other Bodies/Individuals

FINAL DECISION NO

SUGGESTED NEXT STEPS:

Details to be specified

- Further consideration by this Committee February 2007 and June 2007
- To Council
- To Cabinet Performance Rating – January 2007
- To an O & S Committee
- To an Area Committee
- Further Consultation

**Adult and Community Services Overview and
Scrutiny Committee – 13th December 2006**

**Report of the Strategic Director of Adult, Health &
Community Services**

Recommendation

1. Members of the Adult and Community Overview and Scrutiny Committee are asked to:-
 - Note the recent star rating assessment by the Commission for Social Care Inspection (CSCI); and,
 - Note the arrangements for driving performance improvement in 2006/07; and,
 - Consider the critical success factors for improvement; and,
 - Receive a further report on delivery against the performance improvement plan in February 2007.

1. Purpose of the Report

1.1 The Council has recognised fully the need to increase the pace of change and development within its adult social care services. An initial performance improvement plan was developed in January 2006. Progress was made in a number of areas during the short time available until the end of the 2005-2006 financial year. A more robust trajectory of improvement has begun to emerge from a low baseline but this needs to become stronger and be more closely linked to outcomes.

1.2 This report sets out information on the:

- Performance Improvement Plan for 2006/07; and,
- Half year performance information for 2006/07; and,
- 2005/06 performance assessment by CSCI [Star Rating]; and,
- Critical success factors for an improved performance assessment, more effective service delivery and better outcomes for service users and carers.

2. Performance Improvement Plan 2006/07

2.1 The Social Care Improvement Plan that has been prepared runs to over 50 pages. It is available for Member inspection. The key outcome expected is more people able to exercise choice, voice and control who are increasingly helped to live at home. The plan reflects national and local drivers of change and its key messages embrace the need for:

- Increased pace of change
- Delivery of sustained, planned and actual improvement
- Improved partnership working based on shared needs assessments
- Better engagement with users and carers in service planning and delivery and showing how this makes a difference to what happens.

2.2 Cabinet considered the Improvement Plan on 23 November 2006. The report is attached as **Appendix A**. The approach outlined was adopted. This is a demanding agenda. It has to be tackled and delivered within defined resource parameters where both supply and demand side factors may affect progress. Success requires corporate acknowledgement and support.

2.3 Delivery of the plan will be secured through a team of officers. Each action point within the plan also has a designated lead officer to ensure accountability for delivery. Work by the project team will be aligned with other work-streams. These are concerned with:

- needs based commissioning and planning, and developing accommodation strategies; and,
- preparing well for the inspection of services for older people and re-inspection of Supporting People.

2.4 The importance of delivering the plan and the aligned work streams outlined above cannot be overstated. The more recent statements by CSCI strongly suggest that the Council needs to be able to demonstrate better not only that it consults and engages with users and carers but that this work also results in changes in the way the Council delivers services.

2.5 A lot of good work is happening in this area and it is a top priority for the Directorate. Work is being undertaken to develop a more robust system for gathering evidence and a clear audit trail of changes made. These need to lead to improved outcomes for service users and carers

3. Half Year Performance [April-September 2006]

3.1 **Appendix B** sets out performance data for the period April – September 2006. **Appendix C** gives the summary Performance Indicator information gathered by CSCI in respect of 2005/06 so that the 2006/07 data can be seen in context.

- 3.2 The main messages to emerge are that whilst improvement is apparent there are three key areas for performance improvement:
- Unit costs, intensive social care
 - High intensity home care
 - People helped to live at home [low intensity support]
- 3.3 In terms of national policy drivers, there is a need to respond to challenges around current performance on:
- Direct Payments
 - Supporting Carers
 - Timely and focussed service: assessments, care plans and reviews
- 3.4 Further work is being undertaken on benchmarking local performance against high performing as well as comparator County Councils as a means of understanding and driving performance improvement.

4. 2005/06 Performance Assessment

- 4.1 The CSCI Performance Review Report (PRR) for Adult Social Care [September 2005] for 2004-2005 indicated that “some” people were served well. This was unchanged from previous years. The Council’s capacity for improvement, however, was re-assessed by CSCI as “uncertain”. The Council was also placed in a new category of authorities regarded as “coasting” in the area of adult social care performance.
- 4.2 Unlike 2004-2005, there is no overall Council social services assessment for 2005 –2006. Assessments for adult social care and children’s services have been published separately. They will form separate elements within the Council’s CPA [Comprehensive Performance Assessment].
- 4.3 The 2005/06 assessment for adult social care was published by CSCI on 1 December, 2006. The overall assessment is unchanged: the Council is assessed as serving “some” people well but with “uncertain” prospects for improvement. This was not unexpected in the light of the outcome of the Supporting People re-inspection result. It is a fair judgement of where we were at the end of 2005/06.
- 4.4 The assessment did recognise, however, that the Council has accepted the need to change and to improve. Focused action commenced in the second part of 2005/06 has continued into 2006/07 and is acknowledged. Even so, improvement within adult social care continued to be mixed in 2005/06. Some improvements were achieved, but some major changes were still being implemented and their full impact will not be clear until later in 2006/07.
- 4.5 If an improved assessment is to be secured, it is clear a stronger needs based strategic framework and sustained direction of travel and delivery of improved performance within social care has to be evidenced. The CSCI Record of Performance Assessment [RoPA] summary of improvements and need for improvement is reproduced as **Appendix D**. The full report, which contains a lot of technical detail, runs to over 80 pages and is available for inspection.

5. Critical Success Factors in 2006/07

5.1 There are no easy solutions to the situation the Council faces at a time of rising demand, changing expectations and finite resources. The seven key outcomes for social care set by Government provide the backdrop against which local performance and progress during this and future years will be assessed. They are:

- Improving health, and emotional well being
- Improved quality of life
- Making a positive contribution
- Increased choice and control
- Freedom from discrimination
- Economic well-being
- Maintaining personal dignity and respect

5.2 CSCI plan to add two more outcomes in terms of assessing performance. They will form the basis for assessing future prospects for improvement. They are:

- Leadership
- Commissioning and use of resources

5.3 There are seven local critical success factors associated with securing an improved performance assessment and the improved service and outcomes for local people that it would represent. They are:

- Sustained leadership and management capacity to drive and deliver change and improvement.
- Production of a robust evidence base of needs, expectations and outcomes around which strategic commissioning frameworks can develop and operational commissioning and delivery take place.
- Showing how enhanced user and carer engagement translates into service change, improved delivery and outcomes.
- Delivering the Performance Improvement Plan outlined in this report.
- Responding effectively to those areas in the RoPA not covered within the Performance Improvement Plan.
- Achieving a significantly improved assessment in respect of Supporting People.
- Preparing well for and achieving a positive outcome in relation to the forthcoming inspection by CSCI of services for older people.

5.4 Further reports will be submitted to scrutiny on progress with this agenda.

Graeme Betts
Strategic Director of Adult,
Health & Community
Services
Shire Hall
Warwick
November 2006

AGENDA MANAGEMENT SHEET

Name of Committee Cabinet

Date of Committee 23rd November 2006

Report Title Delivering Performance Improvement in Adult Social Care [2006-2007]

Summary The report sets out a response to the need for further performance improvement within social care that has been developed with support from the Commission for Social Care Inspection.

For further information please contact: Graeme Betts
Strategic Director
01926 - 412464

Would the recommended decision be contrary to the Budget and Policy Framework? [please identify relevant plan/budget provision] No

Background papers Cabinet, 8 December 2005.
Cabinet 2 February 2006.
Cabinet, 27 June, 2006.
Overview and Scrutiny, August 2006.

CONSULTATION ALREADY UNDERTAKEN:-

Details to be specified

Other Committees

Local Member(s)

Other Elected Members Councillor A Farnell

Lead Cabinet Member Councillor C Hayfield

Chief Executive Jim Graham

Legal Jane Pollard, Alison Hallworth

Finance Philip Lumley-Holmes, Financial Services Manager

Other Chief Officers

District Councils

Health Authority

Police

Other Bodies/Individuals

FINAL DECISION NO

SUGGESTED NEXT STEPS:

Further consideration by this Committee Annual Performance Assessment, 2005-06
Progress report 2007

To Council

To Cabinet

To an O & S Committee

To an Area Committee

Further Consultation

Cabinet – 23rd November 2006

Delivering Performance Improvement in Adult Social
Care [2006/07]

Report of the Strategic Director Adults,
Health & Community Services

Recommendation

That Cabinet :

1. Endorse the approach to improvement; and,
2. Note the intention to submit a further report on progress made in June 2007; and,
3. Receive a report on the CSCI performance assessment for 2005/06 in due course.

1. Background – The Need to Improve

- 1.1 The CSCI [Commission for Social Care Inspection] Performance Review Report (PRR) for Adult Social Care [September 2005] for 2004-2005 indicated that “*some*” people were served well. This was unchanged from previous years. The Council’s capacity for improvement, however, was re-assessed by CSCI as “*uncertain*”. The Council was also placed in a new category of authorities regarded as “*coasting*” in the area of adult social care performance.
- 1.2 The Council has recognised fully the need to increase the pace of change and development within its adult social care services. An initial performance improvement plan was developed in January 2006. Progress was made in a number of areas during the short time available until the end of the 2005-2006 financial year. A slightly more robust trajectory of improvement has begun to emerge from a low baseline but needs to become stronger.
- 1.3 In March 2006, the Council participated in a further inspection of Supporting People. The report on the Inspection was submitted to Overview and Scrutiny in August 2006. The Inspectors did note improvements made since the previous inspection but these were not deemed to be sufficient to improve the previous judgements of “*poor*” service and “*uncertain*” prospects for improvement. The outcome of this inspection will feed into both CPA and CSCI assessments for 2005 –2006.
- 1.4 The external impression of improvement within adult social care continues to be that it is mixed. Some improvements have been achieved, but a number of major changes are being implemented and their impact remains to be demonstrated. It is considered even more vital than ever that a much stronger and sustained direction of travel and delivery of improved performance within social care is demonstrated.

- 1.5 Improved capacity and ambition for improvement within adult social care, linked to modernisation and partnership working, is considered a leadership priority by CSCI.
- 1.6 CSCI has also indicated an intention to amend its current performance assessment framework to strengthen the focus on key outcomes for adult social care. Likely changes will also place greater emphasis on leadership, needs based commissioning and partnership working. The Council will also receive an inspection of its services for Older People and a re-inspection of its Supporting People programme in the next six to nine months. Work on further performance improvement, with these issues in mind together with improved service and outcomes within available resources, must now be a priority focus for management and professional attention.
- 1.7 Lastly, at the time of writing this report, the CSCI Record of Performance Assessment for 2005-2006 is awaited. Publication is expected at the beginning of December. It is intended to report the outcome to Cabinet and Scrutiny in January/February 2007.

2. Adult Social Care Improvement Plan

- 2.1 The key task during the remainder of the current financial year is to improve performance. Within the performance assessment framework external support is available to help “coasting” Councils move forward. Following discussion with CSCI and CSIP [Care Services Improvement Partnership], this opportunity has been taken up. Support consists of two phases:
 - External support and funding to prepare and agree with heads of service within Adult Social Care an improvement plan to secure delivery of the actions necessary to improve performance.
 - Continuing support and funding over the year ahead to take forward the improvement plan, speed up the pace of change and to add management capacity for improvement.
- 2.2 The Social Care Improvement Plan that has been prepared runs to over 50 pages. It is available for Member inspection. The key outcome expected is more people able to exercise choice, voice and control who are increasingly helped to live at home. The plan reflects national and local drivers of change and its key messages embrace the need for:
 - Increased pace of change
 - Delivery of sustained, planned and actual improvement
 - Improved partnership working based on shared needs assessments
 - Better engagement with users and carers in service planning and delivery and showing how this makes a difference to what happens.
- 2.3 The plan is organised in three blocks as follows:
 - Established and effective partnership working and governance as evidenced by:

- Needs based accommodation strategies
 - Joint commissioning with health based on needs
 - Reviewing thresholds for access to care and developing low intensity support services
 - A shared, resourced and time bounded pace of improvement
 - Improved partnership working with users and carers.
- Improved practice in Adult Social Care in those areas that help people to live closer to home as evidenced by:
 - More intensive home care
 - Improved Disabled Facilities Grant options
 - More direct payments
 - Increased adults with learning disabilities holding person centred plans
 - Additional numbers supported closer to home
 - Improved corporate human resource services as evidenced by:
 - Management of attendance
 - Effective data systems
 - Effective ethnic record keeping and monitoring.

3. Delivering the Adult Social Care Improvement Plan

- 3.1 This is a demanding agenda. It has to be tackled and delivered within defined resource parameters where both supply and demand side factors may affect progress. Success requires corporate acknowledgement and support.
- 3.2 The Council already has an extensive improvement agenda. Whilst improvements have been made in a number of areas, major steps forward across a number of service areas have yet to be fully secured. The Council needs to demonstrate more consistent delivery. It must sustain the impact of planned changes and deliver better outcomes for service users within a financially testing climate in 2006-2007 and beyond.
- 3.3 Delivery of the plan within adult social care will be secured through:
- ❖ A team of senior officers who will oversee delivery; drive action and ownership of performance improvement; offer challenge; and advise and support the Directorate Management Team as needed.
 - ❖ A review and refreshment of work with staff on “Making it Real” to help grow a stronger performance orientation and culture at all levels as part of a wider process of organisational development; and, to better communicate progress and achievements.
- 3.4 Work by the project team will be aligned with other work-streams. These are concerned with:

- needs based commissioning and planning, and developing accommodation strategies; and,
- preparation for the inspection of services for older people and re-inspection of supporting people.

4. Adult Social Care – Performance Assessment for 2005-2006

- 4.1 The CSCI performance assessment for 2005 - 2006 should be published at the beginning of December 2006. The report and action arising from it will be co-ordinated with work on the Performance Improvement Plan described above.
- 4.2 The CSCI rating for adult social care service performance, prospects for improvement and detailed performance assessment will be reported to Cabinet and to Scrutiny in January/February 2007. Adjustments will be made as necessary to the Improvement Plan to take account of findings.
- 4.3 Unlike 2004-2005, there is no overall Council social services assessment for 2005 –2006. Adult social care and children’s services will be published separately and form separate elements within the Council’s CPA [Comprehensive Performance Assessment].

5. Recommendations

- 5.1 Members of the Cabinet are requested to:
- Endorse the approach to improvement; and
 - Note the intention to submit a further report on progress made in June 2007; and,
 - Receive a report on the CSCI performance assessment for 2005/06 in due course.

GRAEME BETTS
Strategic Director of Adult Health &
Community Services

Shire Hall
Warwick

November 2006

Monthly Performance Monitoring At A Glance - September 2006

Warwickshire current performance compared to IPF outcome for the end of the last financial year.

	Indicator	Desired Direction	2005-06 Performance	Current Month's Performance	Direction of Travel Since 05-06	2006-07 Target	Change since last month	Bottom of band above	Top of band below	County Performance	Corporate Performance	IPF Outturn 05-06	Warwickshire Comparison with IPF	
Residential Admissions	C72 (Formerly C26) Admissions of supported residents aged 65+ to residential/nursing care	↓	73 (631 People)	26.0 (226 People)		71 (617 people)	Cumulative Figure	-	80 (695 People)		★	85		★
	C73 (Formerly C27) Admissions of supported residents aged 18-64 to residential/nursing care	↓	1 (31 People)	0.3 (10 People)		1 (33 people)	Cumulative Figure	-	1.5 (50 People)		★	1.9		★
Homecare	C28 Intensive Homecare	↑	8.1 (692 People)	9.7 (843 People)	↑	9.5 (826 People)	↑	12 (1043 People)	8 (695 People)		★	10.3		●
	C29 Adults with physical difficulties helped to live at home	↑	3 (971 People)	2.7 (891 People)	↓	3.1 (1038 People)	↓	3.4 (1138 People)	1.7 (569 People)		▲	4.3		▲
Helped to Live At Home	C30 Adults with learning disabilities helped to live at home	↑	2.1 (689 People)	2.03 (679 People)	↓	2.34 (783 People)	↑	2.5 (837 People)	2* (669 People)		▲	2.8		▲
	C31 Adults with mental health problems helped to live at home	↑	6.1 (2000 People)	5.5 (1854 People)	↓		Information Supplied by PCTs Quarterly					3.8		
	C32 Older people helped to live at home	↑	58 (4998 People)	55.9 (4857 People)	↓	74 (6431 People)	↓	80 (6952 People)	55 (4780 People)		▲	77		▲
DP	C51 Direct payments	↑	61.57 (254 People)	79.91 (337 People)	↑		↑	90 (380 people)	30 (127 People)		●	85		●
Carers	C62 Services For Carers		7.1% ●●●	5.7% ●●●		10% ●●●●	Cumulative Figure ↑	6% ●●●●	9% ●●●●		●	10		●
Rooms	D37 Availability of single rooms	↑	95% ●●●●	92% ●●●●	↓	98% ●●●●●	→	95% ●●●●●	90% ●●●●		●	95%		●
Statements	D39 % of people receiving a statement of their needs and how they will be met	↑	96% ●●●●	98% ●●●●	↑	97% ●●●●	↑	100% ●●●●●	96% ●●●●		●	96%		●
Reviews	D40 Clients receiving a review	↑	81% ●●●	60.14% ●●●		82% ●●●	Cumulative Figure ↑	N/A	90<=100% ●● 0<60% ●●		●	70%		●
Equipment	D54 % of items of equipment and adaptations delivered within 7 working days	↑	85% ●●●●	Not Available		87% ●●●●						85.80%		
Waiting Times	D55 Acceptable waiting times for assessments	↑	82.1% ●●●●	85.5% ●●●●	↑	87% ●●●●	↓	90% ●●●●●	85% ●●●●		●	80.38%		★
	Part 1 - Contact to Contact with Client		88.2%	92%	↑	94%	↑				●	86%		★
	Part 2 - Contact to Completion		76%	79%	↑	80%	↓				●	75%		★
Packages	D56 Acceptable waiting times for care packages	↑	86% ●●●●	89% ●●●●	↑	88% ●●●●	↓	90% ●●●●●	85% ●●●●		★	84%		★
	E47 Ethnicity of older people receiving an assessment	1.0 +	1.58 ●●●	1.38 ●●●	↓	1.6 ●●●	↑	-	1 ●		●	1.1		●
	E48 Ethnicity of older people receiving services following an assessment	1	1.14 ●●	1.17 ●●	↑	1 ●●●	↓	1.1 ●●●	0.9 ●●		★	0.99		●
	E50 Assessments of adults and older people leading to provision of service	↑	61% (Not Yet Banded)	61%	→	61%	↓				●	73%		●

Disability target is to reduce expenditure, therefore a low outturn will contribute to budget savings.

PHILIS services not yet in place, anticipated before the end of the year.

- Missed target by more than 5%
- Performance between 2% over target and 5% less than target
- Exceeded target by more than 2%
- Performance on target
- Performance more than 10% away from target but is considered recoverable
- Performance where further action or review is necessary to secure a target that otherwise may not be met

Summary of Performance Assessment Indicators

404		Warwickshire													
Adults	Changes in Definition		PAF												
			1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2004-05 (revised 2006)	2005-06 (1stCut) 2004 pop	2005-06 (2nd cut) 2004 pop	2005-06 (2nd cut) 2005 pop			
AO/A60		Participation in drug treatment programmes (BVPI 198) (new definition)												34 - L	34 - L
AO/B11	2003-04	Intensive home care as a percentage of intensive home and residential care				16 - L	24 - L	22 - L	22 - L	25 - L	25 - L	25 - L			
AO/B12	2003-04	Cost of intensive social care for adults and older people (BVPI 52)					465 - H	517 - H	517 - H	542 - H	542 - H	542 - H			
AO/B17	2000-01 **	Unit cost of home care for adults and older people		15.6	15.3 - H	13.8 - H	14.0 - H	13.6	13.6	13.3	13.3	13.3			
AO/C26	2000-01	Admissions of supported residents aged 65 or over to residential/nursing care (KT)		101 - H	84	87	76	79	79	69 - L	69 - L	68 - L			
AO/C72	New	Older people aged 65 or over admitted on a permanent basis in the year to residential or nursing care								70	70	69			
AO/C27	2000-01	Admissions of supported residents aged 18-64 to residential/nursing care		2.3	2.0	2.0 - L	0.9 - L	1.2 - L	1.2 - L	0.9 - L	0.9 - L	0.9 - L			
AO/C73	New	Adults aged 18-64 admitted on a permanent basis in the year to residential or nursing care								0.9	0.9	0.9			
AO/C28		Intensive home care (BVPI 53) (KT)	5.0 - L	4.5 - L	4.9 - L	5.5 - L	8.4 - L	7.2 - L	7.2 - L	8.1 - L	8.1 - L	8.0 - L			
AO/C29		Adults with physical disabilities helped to live at home		2.8 - L	3.0 - L	2.7 - L	2.5 - L	2.8 - L	2.8 - L	3.0 - L	3.0 - L	2.9 - L			
AO/C30		Adults with learning disabilities helped to live at home		2.3 - L	2.3 - L	2.3 - L	2.3 - L	2.3 - L	2.3 - L	2.1 - L	2.1 - L	2.1 - L			
AO/C31		Adults with mental health problems helped to live at home		1.1 - L	2.6	2.9	2.0 - L	5.7	5.7	6.1	6.1	6.0			
AO/C32		Older people helped to live at home (BVPI 54)		71 - L	71 - L	75 - L	76 - L	60 - L	60 - L	58 - L	58 - L	57 - L			
AO/C51		Direct payments (BVPI 201) (KT)				26 - L	30 - L	45 - L	45 - L	62 - L	60 - L	60 - L			
AO/C62		Services for Carers						3.6	3.6	7.0 - L	7.0 - L	7.0 - L			
AO/D37		Availability of single rooms	85 - L	84 - L	89 - L	88 - L	88 - L	88 - L	88 - L	95	95	95			
AO/D39		Percentage of people receiving a statement of their needs and how they will be met	70 - L	87 - L	89 - L	92 - L	95 - L	92 - L	92 - L	96 - L	96 - L	96 - L			
AO/D40	2003-04	Clients receiving a review					72	61	61	80	80	80			
AO/D41		Delayed transfers of care				68 - H	49 - H	51 - H	51 - H	23 - H	23 - H	23 - H			
AO/D52		Older people home care user survey - satisfaction with services				54 - L				61 - L	61 - L	61 - L			
AO/D54		Percentage of items of equipment and adaptations delivered within 7 working days (BVPI 56) (KT)					78 - L	83 - L	83 - L	85	85	85			
AO/D55		Acceptable waiting times for assessments (BVPI 195) (old definition)					83 - L	79 - L	79 - L						
AO/D55 (pt 1)		Percentage of contacts where assessments started within 48 hours (old definition)					92	97	97						
AO/D55 (pt 2)		Percentage of assessments completed within 4 weeks (old definition)					73	61	61						
AO/D55	2005-06	Acceptable waiting times for assessments (BVPI 195) (KT) (new definition)								82 - L	82 - L	82 - L			
AO/D55 (pt 1)	2005-06	Percentage of contacts where assessments started within 48 hours (new definition)								88	88	88			
AO/D55 (pt 2)	2005-06	Percentage of assessments completed within 4 weeks (new definition)								76	76	76			
AO/D56		Acceptable waiting times for care packages (BVPI 196) (KT)					94	87	87	86 - L	86 - L	86 - L			
AO/D71	New	Choice and control in home care								67	67	67			
AO/E47	2001-02	Ethnicity of older people receiving assessment (old definition)			1.09	1.30	1.79	1.58	1.58						
AO/E47	2005-06	Ethnicity of older people receiving assessment (new definition)								1.58	1.58	1.58			
AO/E48	2003-04	Ethnicity of older people receiving services following an assessment (old definition)					0.66	0.98	0.98						
AO/E48	2005-06	Ethnicity of older people receiving services following an assessment (new definition)								1.14 - H	1.14 - H	1.14 - H			
AO/E50	2003-04****	Assessments of adults and older people leading to provision of service (old definition)					39	48	48						

404		Warwickshire													
Adults	Changes in Definition		PAF												
			1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2004-05 (revised 2006)	2005-06 (1stCut) 2004 pop	2005-06 (2nd cut) 2004 pop	2005-06 (2nd cut) 2005 pop			
AO/E82	2005-06	Assessments of adults and older people leading to provision of service (new definition)											61	61	61
AO/D59		Practice learning (adults element) (old definition)						6.3 - L	10.8 - L						
AO/D59	2005-06	Practice learning (adults element) (new definition)											15.8 - L	15.8 - L	15.8 - L
MR/D59		Practice learning (old definition)						6.0 - L	7.9 - L	7.9 - L					
MR/D59	2005-06	Practice learning (new definition)											13.1 - L	13.1 - L	13.1 - L

Colour Key	
	Band ●
	Band ●●
	Band ●●●
	Band ●●●●
	Band ●●●●●

Note:

- General The banding may appear to be incorrect due to rounding of PI values. Councils should check the precise value of the PI against the published bandings.
- A60 The definition for PAF A60 has been amended and therefore historic information is no longer comparable and has been removed from the PI Summary.
- A6 PAF A6 has been dropped and therefore removed from the PI Summary
- ** Unit costs data before 2001-02 is not banded as ACA banding is only available from 2001-02 onwards.
- suppressed published data (numerator 1-5, denominator 1-10, or data quality)
- . indicator is not applicable
- .. information is not available
- Missing information is not available (DIS/APA data)
- 2004 pop PIs calculated using the ONS 2004 mid year estimates
- 2005 pop PIs calculated using the ONS 2005 mid year estimates
- + Comparator information is based on the average of indicators and not calculated as a PI based on the numerator and denominators for the constituent organisations

Unsuppressed data used to calculate Adults 2005-06 (2005 population - final cut) PAF PI's for Warwickshire

NB: Includes data provided on relevant statistical returns before deadline of 25 August 2006

PI Components	PI Part	Description	Component Name	Value	Banding	Calculation
AO/A60.1	A60(v2)	The number of problem drug misusers aged under 18 accessing treatment services (tier 3 and 4 services including all treatments by NHS and Social Services (and including criminal justice system referrals)) during 2003-04	Numerator1	880.895794		
AO/A60.2	A60(v2)	The number of problem drug misusers aged under 18 accessing treatment services (tier 3 and 4 services including all treatments by NHS and Social Services (and including criminal justice system referrals)) during 2005-06	Denominator1	1183.02711		
AO/A60	A60(v2)	Percentage change 2004-05 to 2005-06 in the number of problem drug misusers accessing treatment services (tier 3 and 4 services - including all treatments by the NHS and Social Services (and including referrals from the criminal justice system) during t	PI	34.2981907	3L	$([\text{Denominator1}] - [\text{Numerator1}]) * 100 / [\text{Numerator1}]$
AO/B11.1	B11(v2)	The number of households receiving intensive home care (More than 10 contact hours and 6 or more visits during the week) during the sample week.	Numerator1	692		
AO/B11.2	B11(v2)	The total number of weeks all adult client groups and older people were supported in residential and nursing care during the year (including both permanent and temporary residents and including former Preserved Rights and Boyd loophole clients) divided by	Denominator1	2768.9		
AO/B11.3	B11(v2)	If you have used the average no. of supported residents please enter Y in box	Numerator2			
AO/B11	B11(v2)	The number of households receiving intensive home help/care as a percentage of all adults and older people in residential and nursing care and households receiving intensive home help/care.	PI	24.991874	4L	$([\text{Numerator1}] / [\text{Denominator1}]) * 100$
AO/B12.1	B12(v3)	Gross total cost for residential and nursing care and home help/care for all adult client groups and older people during the year. (£,000s)	Numerator1	82205		

AO/B12.2	B12(v3)	The total number of weeks all adult client groups and older people were supported in residential and nursing care during the year (including both permanent and temporary residents) plus the total number of weeks that full cost paying residents spent in local authority care homes or, if the fees are included in the expenditure for the numerator, in other residential care or nursing care placements. Plus 52 times the number of households receiving intensive home care (More than 10 contact hours and 6 or more visits during the week) during the sample week.	Denominator1	151600		
AO/B12	B12(v3)	Average gross weekly expenditure per person on supporting adults and older people in residential and nursing care and providing intensive home care.	PI	542.24934	2H	$(\text{[Numerator1]}/\text{[Denominator1]}) * 1000$
AO/B17.1	B17(v2)	Gross total cost for home care/home help for all adult client groups and older people during the year. (£000's)	Numerator1	24210		
AO/B17.2	B17(v2)	The total number of home help/care contact hours for all adult client groups and older people during the sample week.	Denominator1	34940		
AO/B17	B17(v2)	Average gross hourly cost for home help/care.	PI	13.3250407	4	$(\text{[Numerator1]}/\text{[Denominator1]}) * 1000/52$
AO/C26.1	C26(v2)	The number of admissions of older people (aged 65 or over) to supported permanent residential and nursing care during the year.	Numerator1	595		
AO/C26.2	C26(v2)	Population aged 65 or over	Denominator1	87007		
AO/C26	C26(v2)	Supported admissions of older people to permanent residential and nursing care per 10,000 population aged 65 or over.	PI	68.3853023	4L	$(\text{[Numerator1]}/\text{[Denominator1]}) * 10000$
AO/C72.1	C72(v1)	The number of older people aged 65 or over admitted to supported permanent residential and nursing care during the year.	Numerator1	602		
AO/C72.2	C72(v1)	Population aged 65 or over	Denominator1	87007		
AO/C72	C72(v1)	Older people aged 65 or over admitted on a permanent basis in the year to residential or nursing care	PI	69.1898353	5	$(\text{[Numerator1]}/\text{[Denominator1]}) * 10000$
AO/C27.1	C27(v2)	The number of admissions of adults (aged 18-64) to supported permanent residential and nursing care during the year.	Numerator1	30		
AO/C27.2	C27(v2)	Population aged 18-64	Denominator1	333845		
AO/C27	C27(v2)	Supported admissions of adults to permanent residential and nursing care per 10,000 population aged 18-64.	PI	0.89862062	3L	$(\text{[Numerator1]}/\text{[Denominator1]}) * 10000$
AO/C73.1	C73(v1)	The number of adults (aged 18-64) admitted to supported permanent residential and nursing care during the year.	Numerator1	31		
AO/C73.2	C73(v1)	Population aged 18-64	Denominator1	333845		
AO/C73	C73(v1)	Adults aged 18-64 admitted on a permanent basis in the year to residential or nursing care per 10,000 population aged 18-64.	PI	0.92857464	5	$(\text{[Numerator1]}/\text{[Denominator1]}) * 10000$

AO/C28.1	C28(v1)	The number of households receiving intensive home care (More than 10 contact hours and 6 or more visits during the week) during a survey week.	Numerator1	692		
AO/C28.2	C28(v1)	Population aged 65 or over	Denominator1	87007		
AO/C28	C28(v1)	Households receiving intensive home care per 1,000 population aged 65 or over.	PI	7.95338306	2L	$(\text{[Numerator1]}/\text{[Denominator1]}) * 1000$
AO/C29.1	C29(v2)	Adults aged 18-64 with physical disabilities helped to live at home at 31 March.	Numerator1	971		
AO/C29.2	C29(v2)	Population aged 18-64	Denominator1	333845		
AO/C29	C29(v2)	Adults with physical disabilities helped to live at home per 1,000 population aged 18-64.	PI	2.9085354	2L	$(\text{[Numerator1]}/\text{[Denominator1]}) * 1000$
AO/C30.1	C30(v2)	Adults aged 18-64 with learning disabilities helped to live at home at 31 March.	Numerator1	689		
AO/C30.2	C30(v2)	Population aged 18-64	Denominator1	333845		
AO/C30	C30(v2)	Adults with learning disabilities helped to live at home per 1,000 population aged 18-64.	PI	2.06383202	3L	$(\text{[Numerator1]}/\text{[Denominator1]}) * 1000$
AO/C31.1	C31(v2)	Adults aged 18-64 with mental health problems helped to live at home at 31 March.	Numerator1	2000		
AO/C31.2	C31(v2)	Population aged 18-64	Denominator1	333845		
AO/C31	C31(v2)	Adults with mental health problems helped to live at home per 1,000 population aged 18-64.	PI	5.99080412	5	$(\text{[Numerator1]}/\text{[Denominator1]}) * 1000$
AO/C32.1	C32(v2)	Older people aged 65 or over helped to live at home at 31 March.	Numerator1	4998		
AO/C32.2	C32(v2)	Population aged 65 or over	Denominator1	87007		
AO/C32	C32(v2)	Older people helped to live at home per 1,000 population aged 65 or over.	PI	57.443654	2L	$(\text{[Numerator1]}/\text{[Denominator1]}) * 1000$
AO/C51.1	C51(v1)	Adults aged 18-64 receiving direct payments at 31 March.	Numerator1	209		
AO/C51.2	C51(v1)	Population aged 18-64	Denominator1	333845		
AO/C51.3	C51(v1)	Adults receiving direct payments at 31 March per 100,000 population aged 18-64.	Multipler1	62.603903		
AO/C51.4	C51(v1)	Older people aged 65-74 receiving direct payments at 31 March	Numerator2	22		
AO/C51.5	C51(v1)	Population aged 65-74	Denominator2	46090		
AO/C51.6	C51(v1)	Older people receiving direct payments at 31 March per 100,000 population aged 65-74	Multipler2	47.7326969		
AO/C51.7	C51(v1)	Older people aged 75-84 receiving direct payments at 31 March.	Numerator3	13		
AO/C51.8	C51(v1)	Population aged 75-84	Denominator3	30534		
AO/C51.9	C51(v1)	Older people receiving direct payments at 31 March per 100,000 population aged 75-84	Multipler3	42.5754896		
AO/C51.10	C51(v1)	Older people aged 85+ receiving direct payments at 31 March	Numerator4	10		
AO/C51.11	C51(v1)	Population aged 85+	Denominator4	10383		
AO/C51.12	C51(v1)	Older people receiving direct payments at 31 March per 100,000 population aged 85+	Multipler4	96.3112781		
AO/C51.13	C51(v1)	Adults and older people receiving direct payments at 31 March	Numerator5	254		
AO/C51.14	C51(v1)	Population aged 18 or over	Denominator5	420852		

AO/C51	C51(v1)	Adults and older people receiving direct payments at 31 March per 100,000 population aged 18 or over (age standardised).	PI	60.415187	3L	$(([\text{Multiplier1}] * 0.795392829381003) + ([\text{Multiplier2}] * 0.106425889626588) + ([\text{Multiplier3}] * 0.0728651798113897) + ([\text{Multiplier4}] * 0.0253161011810194))$
AO/C62.1	C62(v1)	The number of carers receiving a 'carer's break' or 'specific carers' service' during the year following an assessment or review.	Numerator1	949		
AO/C62.2	C62(v1)	The number of clients receiving a community based service during the year.	Denominator1	13526		
AO/C62	C62(v1)	The number of carers receiving a specific carers' service as a percentage of clients receiving community based services.	PI	7.01611711	3L	$([\text{Numerator1}]/[\text{Denominator1}]) * 100$
AO/D37.1	D37(v1)	Of the single adults and older people in the denominator, the number who were allocated single rooms.	Numerator1	915.8		
AO/D37.2	D37(v1)	The number of single adults and older people for whom permanent residential or nursing care placements were arranged during the year.	Denominator1	964		
AO/D37	D37(v1)	The percentage of single adults and older people going into permanent residential and nursing care who were allocated single rooms.	PI	95	5	$([\text{Numerator1}]/[\text{Denominator1}]) * 100$
AO/D39.1	D39(v1)	Of the adults and older people in the denominator, the number who had received by 31 March a written description of what their needs were so far as these services were concerned and how those needs would be met.	Numerator1	14330.88		
AO/D39.2	D39(v1)	The total number of adults and older people getting a community or residential service covered by RAP P1 during the year. Clients who do not have a relative/guardian/friend etc. that can be consulted about their affairs, and who because of their mental health or learning difficulties are unable to understand or react properly to a statement may be excluded.	Denominator1	14928		
AO/D39	D39(v1)	The percentage of adults and older people receiving a statement of their needs and how they will be met.	PI	96	4L	$([\text{Numerator1}]/[\text{Denominator1}]) * 100$
AO/D40.1	D40(v2)	The number of existing clients receiving a review during the year (either by SSD or non-SSD staff).	Numerator1	11902		
AO/D40.2	D40(v2)	The total number of clients (adults and older people) receiving services during the year.	Denominator1	14928		
AO/D40	D40(v2)	Adult and older clients receiving a review as a percentage of those receiving a service.	PI	79.7293676	3	$([\text{Numerator1}]/[\text{Denominator1}]) * 100$
AO/D41.1	D41(v2)	The average number of delayed transfers of care (all ages) in a week taken over the year from April 2006 to March 2006.	Numerator1	20.1153846		
AO/D41.2	D41(v2)	Population aged 65 or over	Denominator1	87007		
AO/D41	D41(v2)	The number of delayed transfers of care per 100,000 population aged 65 or over.	PI	23.1192716	4H	$([\text{Numerator1}]/[\text{Denominator1}]) * 100000$

AO/D52.1	D52(v1)	Those in the 2006 user experience survey answering 'extremely satisfied' or 'very' satisfied to Question 1 (Overall, how satisfied are you with the help from [Social Services] that you receive in your own home?)	Numerator1	343		
AO/D52.2	D52(v1)	All those in the 2006 user experience survey answering Question 1	Denominator1	559		
AO/D52	D52(v1)	Percentage of respondents to older people receiving home care survey claiming they were 'extremely satisfied' or 'very satisfied' with help from Social Services in their own home	PI	61.3595707	4L	$(\text{[Numerator1]}/\text{[Denominator1]}) * 100$
AO/D71.1	D71(v1)	No. of respondents answering 'always' to Question 4 (Do your care workers do the things that you want done?)	Numerator1	364		
AO/D71.2	D71(v1)	No. of survey respondents	Denominator1	541		
AO/D71	D71(v1)	Percentage of respondents to older people receiving home care survey claiming their care workers 'always' do things that they want done.	PI	67.2828096	4	$(\text{[Numerator1]}/\text{[Denominator1]}) * 100$
AO/D54.1	D54(v1)	the number of items of equipment and adaptations delivered within 7 working days.	Numerator1	6981.9		
AO/D54.2	D54(v1)	The number of items of equipment or adaptations for use by adults and older people delivered during the year.	Denominator1	8214		
AO/D54	D54(v1)	Percentage of items of equipment and adaptations delivered within 7 working days.	PI	85	5	$(\text{[Numerator1]}/\text{[Denominator1]}) * 100$
AO/D55.1	D55pt1(V2)	Of new older clients for whom contact was made with the client, the number for whom length of time from first contact to contact with the client was less than or equal to 48 hours (that is, 2 calendar days). (This time includes weekends and bank holidays)	Numerator1	5066		
AO/D55.2	D55pt1(V2)	The total number of new clients aged 65 or over for whom contact was made with the client in the year regardless of which year the first contact was made.	Denominator1	5746		
AO/D55.3	D55pt1(V2)	Of new older clients for whom the assessment process was started, the percentage for whom length of time from first contact to contact with client was less than or equal to 48 hours (that is, 2 calendar days). (This time includes weekends and bank holidays).	PI	88.1656805	Unbanded	$(\text{[Numerator1]}/\text{[Denominator1]}) * 100$
AO/D55.4	D55pt2(V2)	Of new older clients in the denominator, the number for whom length of time from first contact to completion of assessment was less than or equal to 4 weeks (that is, 28 calendar days).	Numerator1	3431		
AO/D55.5	D55pt2(V2)	The total number of new clients aged 65 or over whose assessments were completed in the year regardless of which year the first contact was made.	Denominator1	4517		

AO/D55.6	D55pt2(V2)	Of new older clients whose assessments were completed in the year, the percentage for whom length of time from first contact to completion of assessment was less than or equal to 4 weeks (28 calendar days).	PI	75.9574939	Unbanded	$(\frac{[\text{Numerator1}]}{[\text{Denominator1}]} * 100)$
AO/D55	D55(v2)	For new older clients, the average of (i) the percentage where the time from first contact to contact with the client is less than or equal to 48 hours (that is, 2 calendar days), and (ii) the percentage where the time from first contact to completion of assessment is less than or equal to four weeks (that is, 28 calendar days).	PI	82.0615872	4L	$(\frac{([\text{Numerator1}]/[\text{Denominator1}] * 100) + ([\text{Numerator2}]/[\text{Denominator2}] * 100)}{2})$
AO/D56.1	D56(v1)	Of new older clients in the denominator, the number for whom length of time from completion of assessment to provision of all services in a care package is less than or equal to four weeks (that is 28 calendar days).	Numerator1	2184		
AO/D56.2	D56(v1)	The total number of new clients aged 65 or over whose assessment was completed and went on to receive all services during the reporting year.	Denominator1	2533		
AO/D56	D56(v1)	For new older clients, the percentage for whom the time from completion of assessment to provision of all services in the care package is less than or equal to 4 weeks.	PI	86.2218713	4L	$(\frac{[\text{Numerator1}]}{[\text{Denominator1}]} * 100)$
AO/E47.1	E47(v3)	The number of older clients with completed assessments during the year whose ethnic origin is Mixed, Asian or Asian British, Black or Black British, or Chinese or other ethnic group.	Numerator1	105		
AO/E47.2	E47(v3)	The number of older clients with completed assessments during the year whose ethnic origin is White, Mixed, Asian or Asian British, Black or Black British, or Chinese or other ethnic group.	Denominator1	4290		
AO/E47.3	E47(v3)	The number of older clients with completed assessments during the year whose ethnic origin is Mixed, Asian or Asian British, Black or Black British, or Chinese or other ethnic group as a percentage of all such clients of these or White ethnic origin.	Numerator2	2.44755245		
AO/E47.4	E47(v3)	Estimated number of older people (aged 65 or over) living in the council area who are classified as other than "white"	Denominator3	1267		
AO/E47.5	E47(v3)	Estimated number of older people (aged 65 or over) living in the council area.	Denominator4	81858		
AO/E47.6	E47(v3)	The estimated percentage of older people (aged 65 or over) living in the Council area who are classified as other than "white".	Denominator2	1.54780229		

AO/E47	E47(v3)	Percentage of older service users receiving an assessment that are from minority ethnic groups, divided by the percentage of older people in the local population that are from minority ethnic groups	PI	1.58130819	3	$\frac{(((\text{Numerator1}/[\text{Denominator1}]) * 100)/[\text{Denominator2}])}{[\text{Denominator2}]}$
AO/E48.1	E48(v4)	Of the clients in the denominator, the number whose anticipated sequel to assessment was 'Some or all (new) services intended or already started (incl. those started and finished)', or 'New service(s) offered but declined' and whose ethnic origin is Mixed, Asian or Asian British, Black or Black British, or Chinese or other ethnic group.	Numerator1	74		
AO/E48.2	E48(v4)	Number of clients whose anticipated sequel to assessment was 'Some or all (new) services intended or already started (incl. those started and finished)', or 'New service(s) offered but declined' and whose ethnic origin is White, Mixed, Asian or Asian British, Black or Black British, or Chinese or other ethnic group.	Denominator1	2642		
AO/E48.3	E48(v4)	The percentage of older clients with completed assessments during the year whose anticipated sequel to assessment was 'Some or all (new) services intended or already started' or 'New service(s) offered but declined' who were from an ethnic minority group.	Numerator3	2.8009084		
AO/E48.4	E48(v4)	The number of older clients with completed assessments during the year whose ethnic origin is Mixed, Asian or Asian British, Black or Black British, or Chinese or other ethnic group.	Numerator2	105		
AO/E48.5	E48(v4)	The number of older clients with completed assessments during the year whose ethnic origin is White, Mixed, Asian or Asian British, Black or Black British, or Chinese or other ethnic group.	Denominator2	4290		
AO/E48.6	E48(v4)	The number of older clients with completed assessments during the year whose ethnic origin is Mixed, Asian or Asian British, Black or Black British, or Chinese or other ethnic group as a percentage of all such clients of these or White ethnic origin.	Denominator3	2.44755245		
AO/E48	E48(v4)	The percentage of older service users receiving services following an assessment that are from a minority ethnic group, divided by the percentage of older service users assessed that are from a minority ethnic group.	PI	1.14437115	2H	$\frac{(((\text{Numerator1}/[\text{Denominator1}]) * 100)/([\text{Numerator2}/[\text{Denominator2}]) * 100))}{([\text{Numerator2}/[\text{Denominator2}]) * 100)}$

AO/E82.1	E82(v1)	Of the clients included in the denominator, the number whose anticipated sequel to assessment was 'Some or all (new) services intended or already started (incl. those started or finished)' or '(New) service(s) offered but declined'	Numerator1	3651		
AO/E82.2	E82(v1)	The number of adult and older clients with completed assessments during the year.	Denominator1	5945		
AO/E82	E82(v1)	The percentage of assessments which lead to service being provided.	PI	61.4129521	Unbanded	$(\text{[Numerator1]}/\text{[Denominator1]}) * 100$
MR/D59.1	D59(v2)	The number of assessed social work practice learning days directly provided by the council for its own employees working in children's services	Numerator2	540		
MR/D59.2	D59(v2)	Whole time equivalent social workers in children's services	Denominator2	194.3		
MR/D59.3	D59(v2)	Number of assessed social work practice learning days directly provided by the council for its own employees working in children's services per whole time equivalent social worker working in children's services	component2	2.77920741		
MR/D59.4	D59(v2)	The number of assessed social work practice learning days directly provided by the council for its own employees working in adults' services	Numerator3	880		
MR/D59.5	D59(v2)	Whole time equivalent social workers in adults' services	Denominator3	164		
MR/D59.6	D59(v2)	Number of assessed social work practice learning days directly provided by the council for its own employees working in adults' services per whole time equivalent social worker working in adults' services	component3	5.36585366		
MR/D59.7	D59(v2)	Number of assessed social work practice learning days directly provided by the council for external students working in children's services	Numerator4	1265		
MR/D59.8	D59(v2)	Whole time equivalent social workers in children's services	Denominator4	194.3		
MR/D59.9	D59(v2)	Number of assessed social work practice learning days directly provided by the council for external students working in children's services per whole time equivalent social worker working in children's services	component4	6.51055069		
MR/D59.10	D59(v2)	Number of assessed social work practice learning days directly provided by the council for external students working in adults' services	Numerator5	915		
MR/D59.11	D59(v2)	Whole time equivalent social workers in adults' services	Denominator5	164		
MR/D59.12	D59(v2)	Number of assessed social work practice learning days directly provided by the council for external students working in adults' services per whole time equivalent social worker working in adults' services	component5	5.57926829		

MR/D59.13	D59(v2)	Number of assessed social work practice learning days directly supported by the council in the voluntary, private and other sectors for its own employees working in children's services	Numerator6	0		
MR/D59.14	D59(v2)	Whole time equivalent social workers in children's services	Denominator6	194.3		
MR/D59.15	D59(v2)	Number of assessed social work practice learning days directly supported by the council in the voluntary, private and other sectors for own employees working in children's services per whole time equivalent social worker working in children's services	component6	0		
MR/D59.16	D59(v2)	Number of assessed social work practice learning days directly supported by the council in the voluntary, private and other sectors for its own employees working in adults' services	Numerator7	100		
MR/D59.17	D59(v2)	Whole time equivalent social workers in adults' services	Denominator7	164		
MR/D59.18	D59(v2)	Number of assessed social work practice learning days directly supported by the council in the voluntary, private and other sectors for own employees working in adults' services per whole time equivalent social worker working in adults' services	component7	0.6097561		
MR/D59.19	D59(v2)	Number of assessed social work practice learning days directly supported by the council in the voluntary, private and other sectors for external students working in children's services	Numerator8	310		
MR/D59.20	D59(v2)	Whole time equivalent social workers in children's services	Denominator8	194.3		
MR/D59.21	D59(v2)	Number of assessed social work practice learning days directly supported by the council in the voluntary, private and other sectors for external students working in children's services per whole time equivalent social worker working in children's services	component8	1.59547092		
MR/D59.22	D59(v2)	Number of assessed social work practice learning days directly supported by the council in the voluntary, private and other sectors for external students working in adults' services	Numerator9	700		
MR/D59.23	D59(v2)	Whole time equivalent social workers in adults' services	Denominator9	164		
MR/D59.24	D59(v2)	Number of assessed social work practice learning days directly supported by the council in the voluntary, private and other sectors for external students working in adults' services per whole time equivalent social worker working in adults' services	component9	4.26829268		

MR/D59.25	D59(v2)	Total number of assessed social work practice learning days directly provided by the council for its own employees and external students working in children's services	Numerator10	1805		
MR/D59.26	D59(v2)	Whole time equivalent social workers in children's services	Denominator10	194.3		
MR/D59.27	D59(v2)	Total number of assessed social work practice learning days directly provided by the council for its own employees and external students working in children's services per whole time equivalent social worker working in children's services	component10	9.28975811		
MR/D59.28	D59(v2)	Total number of assessed social work practice learning days directly provided by the council for its own employees and external students working in adults' services	Numerator11	1795		
MR/D59.29	D59(v2)	Whole time equivalent social workers in adults' services	Denominator11	164		
MR/D59.30	D59(v2)	Total number of assessed social work practice learning days directly provided by the council for its own employees and external students working in adults' services per whole time equivalent social worker working in adults' services	component11	10.945122		
MR/D59.31	D59(v2)	Total number of assessed social work practice learning days directly supported by the council in the voluntary, private and other sectors for own employees and external students working in children's services	Numerator12	310		
MR/D59.32	D59(v2)	Whole time equivalent social workers in children's services	Denominator12	194.3		
MR/D59.33	D59(v2)	Total number of assessed social work practice learning days directly supported by the council in the voluntary, private and other sectors for own employees and external students working in children's services per whole time equivalent social worker working in children's services	component12	1.59547092		
MR/D59.34	D59(v2)	Total number of assessed social work practice learning days directly supported by the council in the voluntary, private and other sectors for own employees and external students working in adults' services	Numerator13	800		
MR/D59.35	D59(v2)	Whole time equivalent social workers in adults' services	Denominator13	164		
MR/D59.36	D59(v2)	Total number of assessed social work practice learning days directly supported by the council in the voluntary, private and other sectors for own employees and external students working in adults' services per whole time equivalent social worker working in adults' services	component13	4.87804878		

MR/D59.37	D59(v2)	Total number of assessed social work practice learning days	Numerator1	4710		
MR/D59.38	D59(v2)	Number of whole time equivalent social workers	Denominator1	358.3		
MR/D59	D59(v2)	Total number of assessed social work practice learning days directly provided and supported by the council per total number of whole time equivalent social workers	PI	13.1454089	4L	[Numerator1]/[Denominator1]
CF/D59.1	CF/D59(v2)	Total number of assessed social work practice learning days directly provided and supported by the council in the voluntary, private and other sectors for own employees and external students working in children's services	Numerator1	2115		
CF/D59.2	CF/D59(v2)	Whole time equivalent social workers in children's services	Denominator1	194.3		
CF/D59	CF/D59(v2)	Total number of assessed social work practice learning days directly provided and supported by the council in the voluntary, private and other sectors for own employees and external students working in children's services per whole time equivalent social worker working in children's services	PI	10.885229	3L	([Numerator1]/[Denominator1])
AO/D59.1	AO/D59(v2)	Total number of assessed social work practice learning days directly provided and supported by the council in the voluntary, private and other sectors for own employees and external students working in adults' services	Numerator1	2595		
AO/D59.2	AO/D59(v2)	Whole time equivalent social workers in adults' services	Denominator1	164		
AO/D59	AO/D59(v2)	Total number of assessed social work practice learning days directly provided and supported by the council in the voluntary, private and other sectors for own employees and external students working in adults' services per whole time equivalent social worker working in adults' services	PI	15.8231707	4L	([Numerator1]/[Denominator1])
CF/D59.1	CF/D59(v2)	Total number of assessed social work practice learning days directly provided and supported by the council in the voluntary, private and other sectors for own employees and external students working in children's services	Numerator1	2115		
CF/D59.2	CF/D59(v2)	Whole time equivalent social workers in children's services	Denominator1	194.3		
CF/D59	CF/D59(v2)	Total number of assessed social work practice learning days directly provided and supported by the council in the voluntary, private and other sectors for own employees and external students working in children's services per whole time equivalent social worker working in children's services	PI	10.885229	3L	([Numerator1]/[Denominator1])

AO/D59.1	AO/D59(v2)	Total number of assessed social work practice learning days directly provided and supported by the council in the voluntary, private and other sectors for own employees and external students working in adults' services	Numerator1	2595		
AO/D59.2	AO/D59(v2)	Whole time equivalent social workers in adults' services	Denominator1	164		
AO/D59	AO/D59(v2)	Total number of assessed social work practice learning days directly provided and supported by the council in the voluntary, private and other sectors for own employees and external students working in adults' services per whole time equivalent social worker working in adults' services	PI	15.8231707	4L	([Numerator1]/[Denominator1])

Warwickshire

Week ending	The number of delayed transfers of care (all ages) from STEIS
10/04/2005	40
17/04/2005	38
24/04/2005	31
01/05/2005	38
08/05/2005	37
15/05/2005	35
22/05/2005	30
29/05/2005	24
05/06/2005	25
12/06/2005	25
19/06/2005	29
26/06/2005	33
03/07/2005	24
10/07/2005	21
17/07/2005	16
24/07/2005	23
31/07/2005	21
07/08/2005	23
14/08/2005	14
21/08/2005	14
28/08/2005	13
04/09/2005	12
11/09/2005	10
18/09/2005	14
25/09/2005	16
02/10/2005	16
09/10/2005	17
16/10/2005	18
23/10/2005	18
30/10/2005	11
06/11/2005	15
13/11/2005	11
20/11/2005	14
27/11/2005	15
04/12/2005	19
11/12/2005	20
18/12/2005	18
25/12/2005	12
01/01/2006	14
08/01/2006	12
15/01/2006	18
22/01/2006	22
29/01/2006	18
05/02/2006	20
12/02/2006	17
19/02/2006	20
26/02/2006	18
05/03/2006	13
12/03/2006	14
19/03/2006	17
26/03/2006	20
02/04/2006	13
Average number over 2005-06	20.1



Making Social Care
Better for People

APPENDIX "D"

RECORD OF PERFORMANCE ASSESSMENT FOR ADULT SOCIAL CARE 2005-06

Name of Adult Services Authority

Warwickshire

Contents

Part 1

Business Relationship Manager:	Lesley Ward
Performance Information Manager:	Nigel Hamilton
Date Last Updated (dd/mm/yyyy):	17/10/2006
Final Version:	Yes

Summary of Improvements

The council has fully recognised the need to increase the extent of development and the pace of change across the design and delivery of its adult social care services, to ensure that they achieve the best possible outcomes for people in Warwickshire. Focused action in the latter part of 2005/06 has resulted in a number of improvements, which are continuing in 2006/07. Structural and financial changes have been and are being made. The overall improvement picture for 2005/06 is therefore mixed. Some improvements have been achieved, major changes are still being worked on but the building blocks are being put into place to maximise the council's ability to deliver improvements, with partners, in key areas such as joint commissioning and a comprehensive housing strategy for vulnerable adults across Warwickshire. Specific improvements include:

- **Modernisation:** The corporate structure of Warwickshire County Council has been modernised. Directorates have been reduced in number, finances are being re-aligned to the remit of the new Directorates and corporate priorities rather than historic spend. The Adults, Health and Community Services Directorate, which includes adult social care has been restructured to maximise ability to deliver change and quality services. A new Strategic Director was appointed in February 2006. Appointments to the new management team are nearing completion and should be fully in place by early October 2006. Investment has been made in additional interim management to support the development and improvement agenda. Additional support has been made available from the Department of Health, on a consultancy basis. As a consequence the new management team has produced a comprehensive improvement and development plan, which addresses both adult social care and supporting people improvement and development priorities. The importance of "ownership" of this plan by managers and staff, rather than external bodies has been recognised. Elected members from all parties have confirmed their commitment to improving adult social care and it is a corporate priority. Effective arrangements are now in place for the support and scrutiny of adult social care improvements by elected members.
- **Intensive support at home:** The council is providing more support for people with the highest personal care needs, in their own homes, at a reasonable cost and has ambitious plans to improve this further.
- **Intermediate care:** There has been a significant increase from 2004/05 to 2005/06 in the number of people receiving intermediate care to prevent hospital admission, facilitate timely discharge or promote effective rehabilitation. The greatest increase has been in non-residential intermediate care, reflecting the impact of partnership working, the use of the single assessment process (SAP) by intermediate care services and the specific development of non-residential options to minimise impact on individuals. Delayed transfers of care also show overall improvement (with scope to improve further). Overall this indicates that more people are being assisted by intermediate care services to avoid hospital admission where this is medically possible, and to provide a supportive environment, either in a residential setting, or at home, to facilitate discharge from hospital and support people to regain skills and confidence.
- **Disabled Facilities Grants (DFG's):** Information on waiting times for major adaptations, in partnership with district and borough councils is now available. Waiting times for minor adaptations have improved slightly and are better than IPF (a comparator group of similar authorities) and England averages. Waiting times for major adaptations are also better than IPF average but longer than the England average.
- **Direct Payments:** The number of people using direct payments to increase choice of and control over the services they receive has increased. An ambitious plan is in place to further increase the take up of direct payments in 2006/07.

- **Domiciliary care:** Service delivery arrangements in this key service area have improved. New contracts are now in place and this is reflected in the shift in the balance of block and spot contracts for domiciliary care services. This should enable the council to more effectively manage the cost and quality dimensions of the domiciliary care services that it provides and purchases.
- **Human Resources:** The separation of adult and children's staffing data has been completed. This should support effective workforce development and management in adult social care services.
- **Human Resources:** Ethnic monitoring of staff has now been achieved to key threshold (KT) levels. This means that adult social care now has an accurate understanding of the ethnic profile of its staff, which should be used to inform service and workforce development.

Summary of Areas for Improvement

- **Help to live at home (other than Mental Health):** This improvement area is carried forward from the 2005 annual review. PAF PI's C29 adults with a physical disability, C30 adults with a learning disability and C32 older people, all helped to live at home, have not improved. On currently available data both care managed and non-care managed support for these groups of people are low. The council needs to evidence what they are doing, including with partners, to support people at home, how this is helping people to live at home, what the outcomes of this are, and if they are reaching people who need support. The reducing use of residential care, which is generally positive, but the lack of a wide range of supportive housing means that the council need to be confident in answering these questions.
- **Housing strategy:** This improvement area is carried forward from the 2005 annual review. It is acknowledged that work has been ongoing to develop this strategy, with partners, particularly district and borough councils and Primary Care Trusts (PCT's). This now needs to be agreed, concluded and acted upon, with a clear timeline to the availability of services, on the ground and across Warwickshire.
- **Learning-disabled people placed out of area:** This improvement area is carried forward from the 2005 annual review. Reducing the need to place people out of county, and enabling people placed out of county to return closer to home, if they wish to, is part of the housing strategy referred to above. It is accepted that work is being done on the analysis of future needs e.g. young people with autism. However, the council does need to specifically demonstrate, how the needs of this group of people, who often have particularly complex needs, are being addressed, including the quality of life issues for the individuals concerned and the identification of value for money benefits.
- **Human Resources:** This improvement area is carried forward from the 2005 annual review. Sickness levels based on 2005/06 outturn figures are a capacity risk and are above IPF and England averages. This will not be addressed by the current 2006/07 plan figures. A new corporate absence management procedure was finally implemented in March 2006 and anecdotal evidence is suggesting that the new procedures are having the desired impact. However, this needs to be clearly evidenced in 2006/07 and plan figures reviewed.

- **Capacity to deliver:** The new structure and managers within it will need to demonstrate their ability to deliver the improvement plan through evidence of achievement in 2006/07. This should include an increase in the pace of change.
- **Commissioning:** Comprehensive joint commissioning plans need to be in place for all service user groups. These should be based upon a thorough analysis of need, including BME needs, and have clearly expressed outcomes for services and individuals. They should be supported by a quality assurance and contract / standards monitoring and compliance frameworks, based on national and local priorities and quality outcomes for individuals.
- **Supporting People:** Recommendations from the Supporting People inspection, where they overlap with the adult social care agenda, need to be addressed.
- **Prevention and low level support:** Evidence of the impact and outcomes of the low level prevention and support service is needed. This should be referenced to helped to live at home indicators and what appears to be a low figure on PAF PI E50, adults and older people receiving a service after an assessment.
- **Performance Information:** Continue to improve the use of performance information to assist managers to have a fuller understanding of the performance story, to enable them to identify and address gaps, delays and learning from good practice proactively.
- **Learning Disability Services:** Progress modernisation of Learning Disability Services and evidence of how these have changed based on Person Centred Planning (PCP) (or similar) intelligence and their ability to meet identified outcomes for people using services.
- **Diversity:** The council needs to ensure that it is meeting the needs of the whole community for example older people and those with a learning disability from black and minority ethnic (BME) communities. This should be evidenced through needs analysis, services available, identified outcomes and feedback from service users.
- **Vulnerable Adults:** The developing vulnerable adult database should be used, with partners, to target actions and develop more proactive rather than reactive strategies to minimise abuse of vulnerable adults.
- **Workforce:** Workforce and training initiatives across the social care sector should be co-ordinated to ensure that they target areas of poor standards (cross-reference to the Local Area Market Analyser (LAMA) particularly national minimum standards scores for domiciliary care agencies and care and nursing homes for older people) and be specifically linked to specified service and individual outcomes.