

**AGENDA MANAGEMENT SHEET**

**Name of Committee**                                **Adult and Community Services Overview and Scrutiny Committee**

**Date of Committee**                              **30<sup>th</sup> May 2007**

**Report Title**                                        **Adult Social Care – Performance Update**

**Summary**     This report outlines social care performance for the period April 2006 – February 2007. It forms part of a series of regular reports to scrutiny on performance monitoring. Further reports will be submitted to future meetings.

**For further information please contact:**      Graeme Betts  
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**Would the recommendation decision be contrary to the Budget and Policy Framework? [please identify relevant plan/budget provision]**

No.

**Background papers**                                Reports to Overview and Scrutiny Committee as follows:

13 December 2006  
10 January 2007  
14 February 2007  
14 March 2007  
19 April 2007.

**CONSULTATION ALREADY UNDERTAKEN:-**    Details to be specified

- Other Committees
- Local Member(s)                                    Not Applicable
- Other Elected Members                         Councillor F McCarney, Councillor R Dodd, Councillor Mrs J Compton, Councillor R Randev
- Cabinet Member                                    Councillor C Hayfield, Councillor A Farnell – for information
- Chief Executive                                     Jim Graham, Chief Executive

- Legal  Alison Hallworth, Adult and Community Team Leader
- Finance  Philip Lumley-Holmes, Financial Services Manager
- Other Chief Officers
- District Councils
- Health Authority
- Police
- Other Bodies/Individuals  Jane Pollard, Overview and Scrutiny Manager

**FINAL DECISION YES**

**SUGGESTED NEXT STEPS:**

Details to be specified

- Further consideration by this Committee  Further monitoring reports as agreed with the Committee
- To Council  .....
- To Cabinet  .....
- To an O & S Committee
- To an Area Committee  .....
- Further Consultation

## Adult and Community Services Overview and Scrutiny Committee – 30<sup>th</sup> May 2007

### Adult Social Care – Performance Monitoring 2006-2007

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

#### Recommendations

Members of the Adult and Community Overview and Scrutiny Committee are asked to:

- Consider the adult social care performance between April 2006 and February 2007;
- Consider the signs of improving performance; and,
- Receive a further report on end of year performance in June 2007.

#### 1. Purpose of the Report

- 1.1. This report sets out latest performance information on indicators used by the Commission for Social Care Inspection [CSCI] in relation to adult social care. It forms part of a series of regular reports on performance in response to the Council's wish to see an improvement in performance consistent with its expectations around an increase in the pace of change and development of services. The last monitoring report was submitted in April 2007. Data on performance against Performance Assessment Framework [PAF] indicators are reproduced as **Appendix A**.

#### 2. Recent Performance [April 2006 – February 2007]

- 2.1 The PAF data for February show continued signs of improvement and indicate a potential overall improvement in average bandings for the year provided these are not changed by CSCI. The main messages are:
- Helped to live at home, disability under 65, C29, has declined slightly.
  - Helped to Live at home, learning disabilities, C30, showed slight improvement but target and band improvements appear out of reach for this financial year.
  - Helped to live at home, older people, C32, shows a slight increase but, again, the target for the year is out of reach.
  - The number of people with Direct Payments, C51, has risen and improvement against current banding appears likely.
  - Performance on single rooms, D37, has improved slightly but current banding may reduce.
  - Services for carers [C62] has improved with targets being secured along with band retention.

- Waiting times for assessments and packages [D55] have improved and retention of current banding looks likely to be secured.
- Performance on statements of need and reviews [D39 & D40] targets seem assured.
- D54 continues to be at risk of the performance band falling. Data issues that have been causing uncertainty are in the process of being resolved.
- On D56, the target for the year has been met and latest data suggest we may be on the cusp of band improvement.
- E48 Ethnicity of people receiving services following assessment has gone up a performance band.

2.2 There are encouraging signs here reinforced by the active engagement of managers in taking forward improved service and performance on C51 [direct payments], services for carers [C62] waiting times for assessment [D55] and timeliness of care packages [D56]. This level of understanding and ownership is one of the keys to the future as is an ambition for continuous improvement linked to our vision. There is now greater understanding and, consequentially, ownership of the improvement agenda. Provisional year end data will be submitted in June 2007.

2.3 Helped to live at home C29, 30 and 32 remain critical areas for improvement in the year ahead. Progress on C32 has been picked up within the corporate reporting system. The key in terms of performance assessment is to be able to articulate to CSCI the nature of the present situation, the balance with non-care managed services, the relationship to needs assessments and the management intentions in terms of future performance. The key areas for improvement and exploration of new ways forward for the year ahead are:

- Helped to live at home: C29, 30 and 32
- Direct Payments – D51
- Carers receiving carers services- C62
- Intensive Home Care - C28

2.4 These areas for improvement cannot be separated entirely from issues around resources to meet low intensity needs at a time when high intensity service budgets for care, direct payments and placements are under pressure. The intention is to do the best with what we have in line with the vision and priorities that have been set.

2.5 Details of the revised standards and criteria for performance assessment in 2006/07 have been received. The senior management team has undertaken some preparatory “self positioning” work. The outputs will be linked into preparation for the annual review meeting and service planning for 2007/08.

GRAEME BETTS  
Strategic Director of Adult, Health &  
Community Services  
Shire Hall  
Warwick

May 2007

| Monthly Performance Monitoring At A Glance - February 2007 |   |                   |                               |                               |                                 |                             |  |                              |                             |                       |
|--|---|-------------------|-------------------------------|-------------------------------|---------------------------------|-----------------------------|--|------------------------------|-----------------------------|-----------------------|
|  | 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           | Corporate Performance |
| Residential Admissions                                     | C72 (Formally C26) Admissions of supported residents aged 65+ to residential/nursing care   | ↓                 | 73<br>(631 People)<br>●●●●●   | 51.3<br>(446 People)<br>●●●●● | ↓                               | 71<br>(617 people)<br>●●●●● | Cumulative Figure                      | -                            | 80<br>(695 People)<br>●●●●● | ★                     |
|  | C73 (Formally C27) Admissions of supported residents aged 18-64 to residential/nursing care | ↓                 | 1<br>(31 People)<br>●●●●●     | 0.9<br>(30 People)<br>●●●●●   | ↓                               | 1<br>(33 people)<br>●●●●●   | Cumulative Figure                      | -                            | 1.5<br>(50 People)<br>●●●●● | ★                     |
| Homecare   | C28 Intensive Homecare  | ↑                 | 8.1<br>(692 People)<br>●●●    | 10.5<br>(910 People)<br>●●●   | ↑                               | 9.5<br>(826 People)<br>●●●  | ↑                                      | 12<br>(1043 People)<br>●●●●● | 8<br>(695 People)<br>●●●    | ★                     |
|  | C29 Adults with physical difficulties helped to live at home                                | ↑                 | 3<br>(971 People)<br>●●●      | 2.6<br>(856 People)<br>●●●    | ↓                               | 3.1<br>(1038 People)<br>●●● | →                                      | 3.4<br>(1138 People)<br>●●●● | 1.7<br>(569 People)<br>●●●  | ▲                     |
| Helped to Live At Home                                     | C30 Adults with learning disabilities helped to live at home                                | ↑                 | 2.1<br>(689 People)<br>●●●    | 2.2<br>(750 People)<br>●●●    | ↑                               | 2.34<br>(783 People)<br>●●● | →                                      | 2.5<br>(837 People)<br>●●●●  | 2<br>(669 People)<br>●●●    | ▲                     |
|  | C31 Adults with mental health problems helped to live at home                               | ↑                 | 6.1<br>(2000 People)<br>●●●●● | 5.1<br>(1709 People)<br>●●●●● |                                 |                             | Information Supplied by PCTs Quarterly |                              |                             |                       |
|  | C32 Older people helped to live at home   | ↑                 | 58.2<br>(4998 People)<br>●●●  | 58.9<br>(5119 People)<br>●●●  | ↑                               | 74<br>(6431 People)<br>●●●  | ↑                                      | 80<br>(6952 People)<br>●●●●  | 55<br>(4780 People)<br>●●●  | ▲                     |
| DP   | C51 Direct payments   | ↑                 | 61.6<br>(254 People)<br>●●●   | 87.5<br>(370 People)<br>●●●   | ↑                               | 121<br>(500 People)<br>●●●● | ↑                                      | 90<br>(380 people)<br>●●●●   | 30<br>(127 People)<br>●●●   | ▲                     |
| Carers   | C62 Services For Carers   |                   | 7%<br>●●●                     | 10.1%<br>●●●●                 | ↑                               | 10%<br>●●●●                 | Cumulative Figure ↑                    | 12%<br>●●●●●                 | 9%<br>●●●●                  | ★                     |
| Rooms  | D37 Availability of single rooms  | ↑                 | 95%<br>●●●●●                  | 93%<br>●●●●                   | ↓                               | 98%<br>●●●●●                | ↑                                      | 95%<br>●●●●●                 | 90%<br>●●●●                 | ▲                     |

| Monthly Performance Monitoring At A Glance - February 2007 |   |                   |                      |                             |                                 |                |                         |                      |                         |                       |
|--|---|-------------------|----------------------|-----------------------------|---------------------------------|----------------|-------------------------|----------------------|-------------------------|-----------------------|
|  | 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       | Corporate Performance |
| Statements   | D39 % of people receiving a statement of their needs and how they will be met | ↑                 | 96%<br>●●●●          | 97.6%<br>●●●●               | ↑                               | 97%<br>●●●●    | ↑                       | 100%<br>●●●●●        | 96%<br>●●●              | ★                     |
| Reviews  | D40 Clients receiving a review  | ↑                 | 81%<br>●●●           | 72.14%<br>●●●               | ↓                               | 82%<br>●●●     | Cumulative Figure ↑     | N/A                  | 90<=100% ●●<br>0<60% ●● | ★                     |
| Equipment  | D54 % of items of equipment and adaptations delivered within 7 working days   | ↑                 | 85%<br>●●●●●         | Not Available               |                                 | 87%<br>●●●●●   |                         |                      |                         |                       |
| Waiting Times  | D55 Acceptable waiting times for assessments 65+                              | ↑                 | 82.1%<br>●●●         | 84.9%<br>●●●                | ↑                               | 87%<br>●●●●    | ↓                       | 85%<br>●●●●          | 80%<br>●●               | ▲                     |
|  | Part 1 - Contact to Contact with Client                                       |                   | 88.2%                | 93%                         | ↑                               | 94%            | ↑                       |                      |                         | ▲                     |
|  | Part 2 - Contact to Completion  |                   | 76%                  | 78%                         | ↑                               | 80%            | →                       |                      |                         | ▲                     |
| Packages   | D56 Acceptable waiting times for care packages 65+                            | ↑                 | 86%<br>●●●●          | 89%<br>●●●●                 | ↑                               | 88%<br>●●●●    | ↑                       | 90%<br>●●●●●         | 85%<br>●●●              | ★                     |
|  | E47 Ethnicity of older people receiving an assessment                         | 1.0 +             | 1.58<br>●●●          | 1.34<br>●●●                 | ↓                               | 1.6<br>●●●     | ↓                       | -                    | 1<br>●●                 | ▲                     |
|  | E48 Ethnicity of older people receiving services following an assessment      | 1                 | 1.14<br>●●           | 1.08<br>●●●                 | ↓                               | 1<br>●●●       | ↓                       | 1.1<br>●●●           | 0.9<br>●●               | ★                     |
|  | E50 Assessments of adults and older people leading to provision of service    | ↑                 | 61% (Not Yet Banded) | 64%                         | ↑                               | 61%            | ↑                       |                      |                         | ★                     |



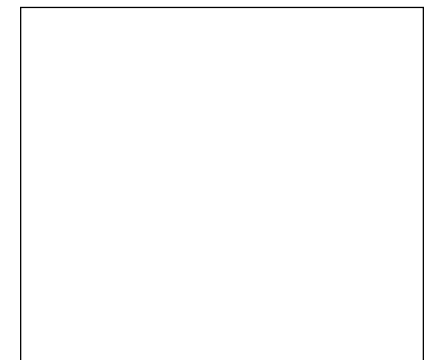
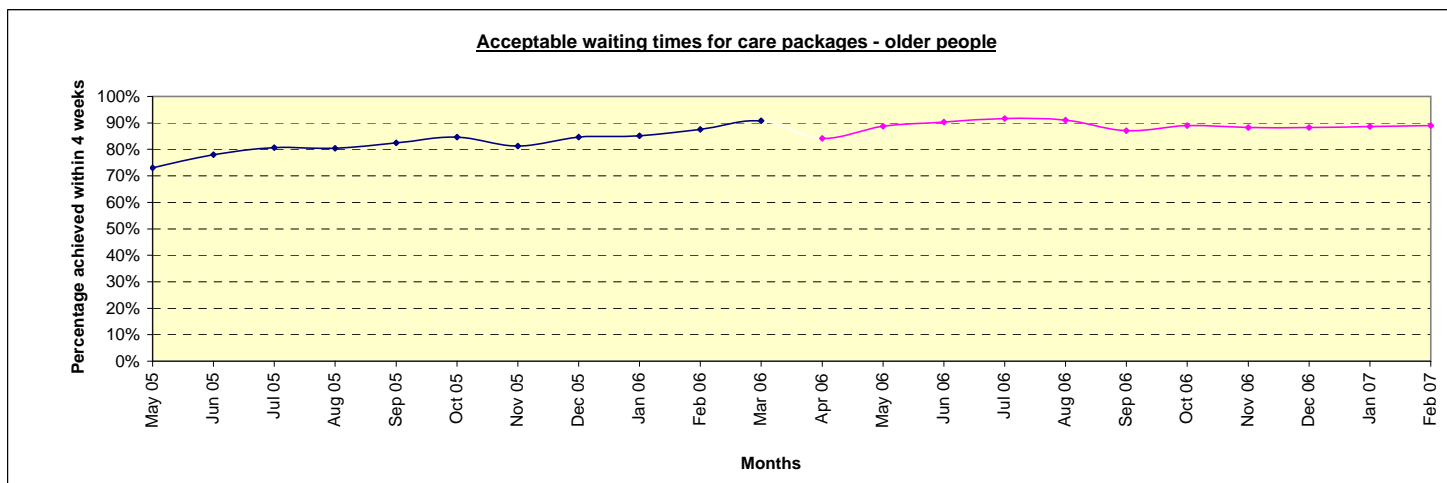
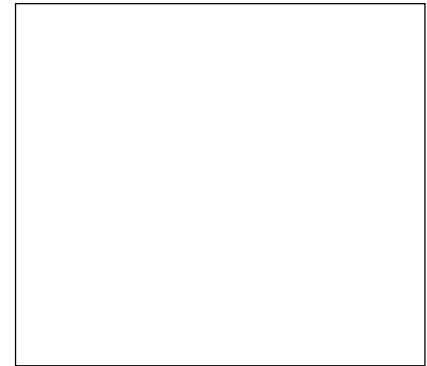
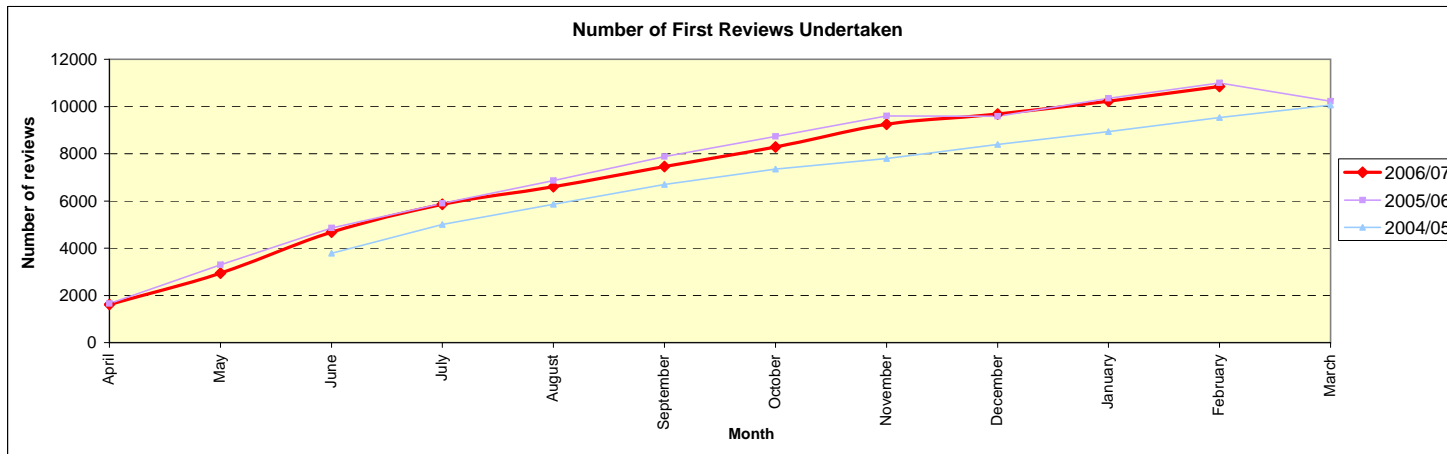
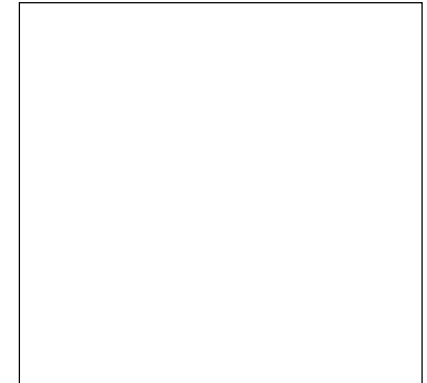
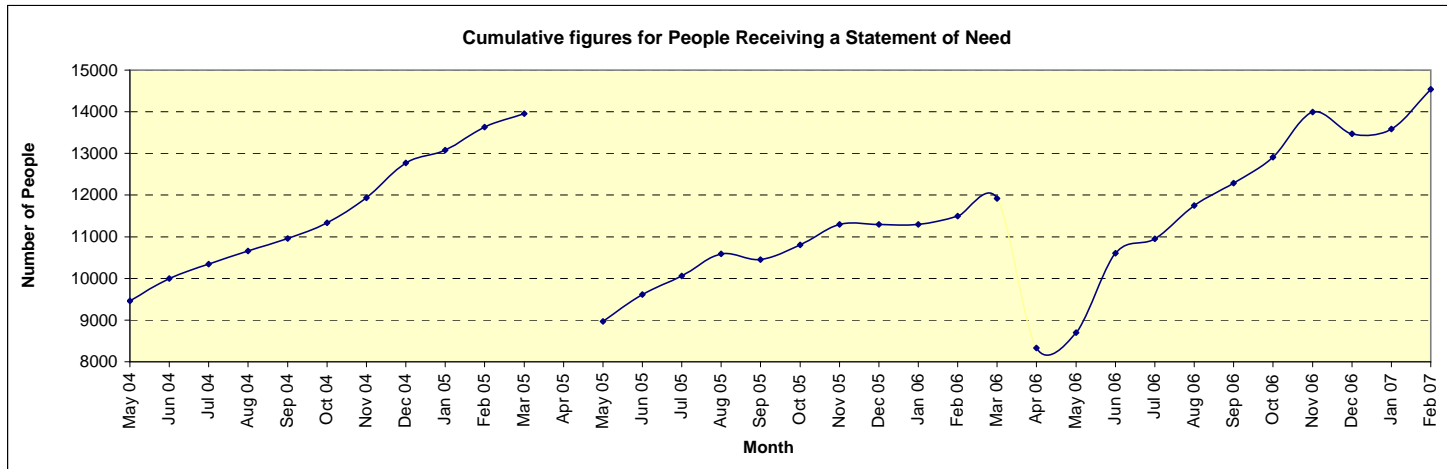
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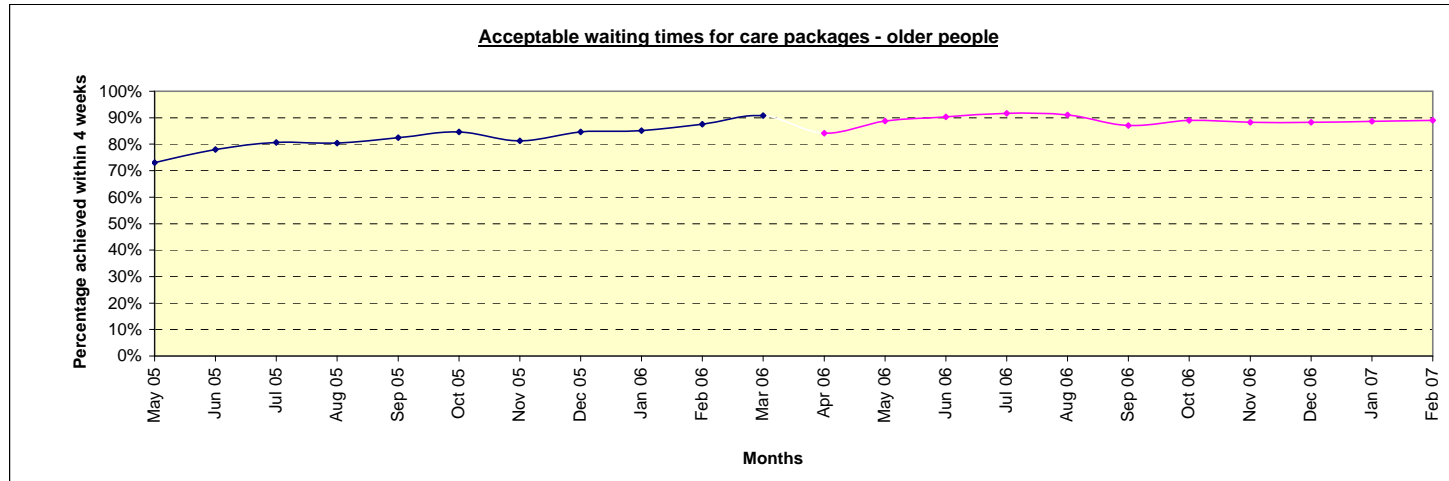


Performance on target

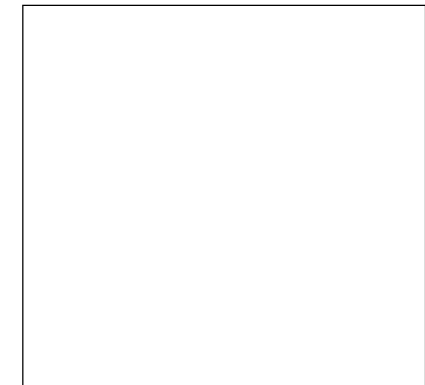
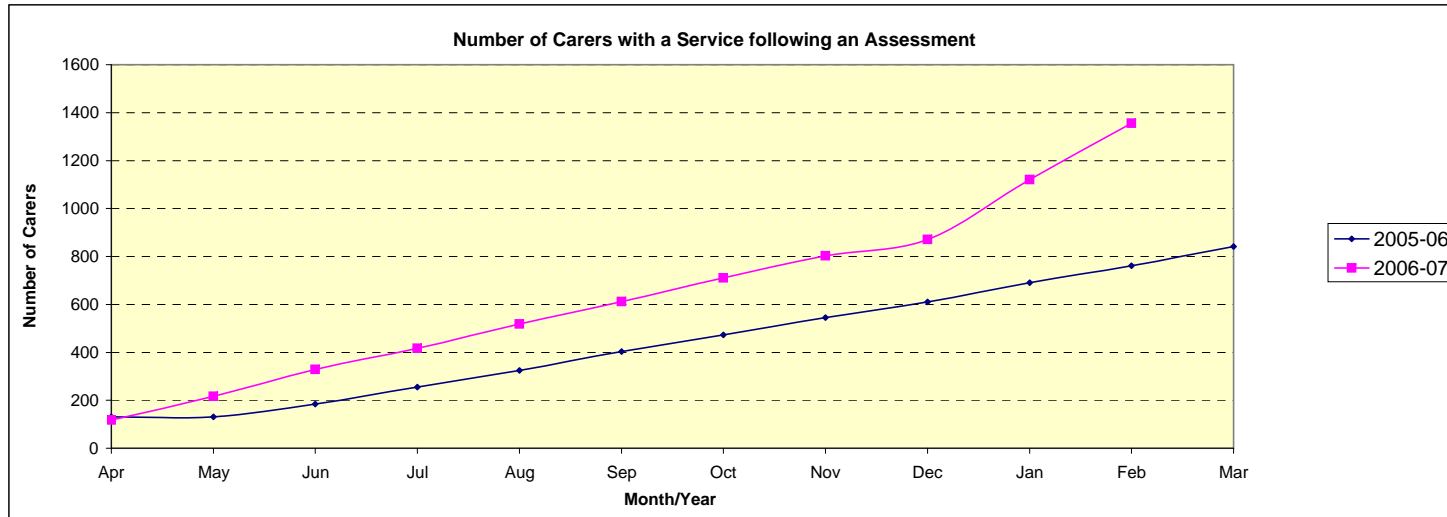
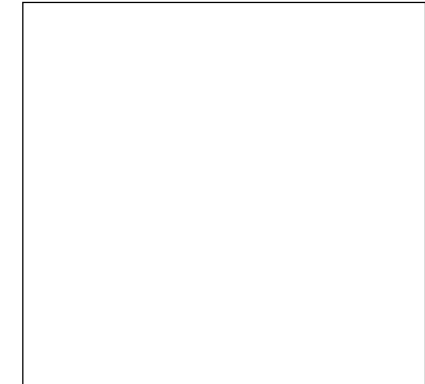
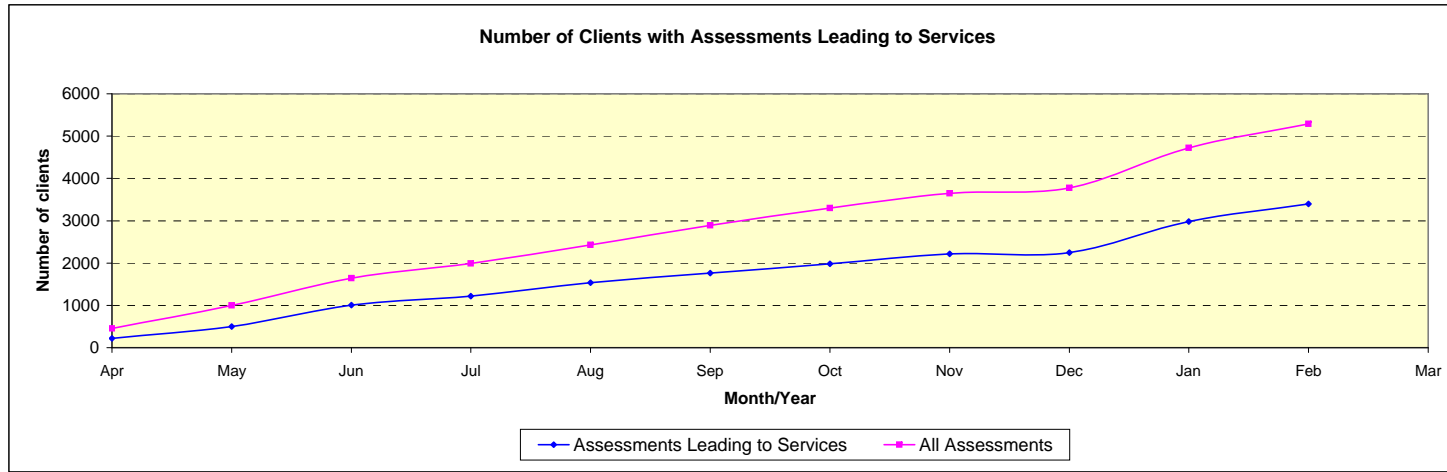


Exceeded target









**ADULT SOCIAL CARE  
PERFORMANCE ASSESSMENT FRAMEWORK [PAF]**

**INDICATOR DEFINITIONS**

**C72 Admissions older people to care homes**

**The Numerator:** The number of Older People aged 65 and over admitted on a permanent basis in the year to residential or nursing care.

**The Denominator:** Population aged 65 or over [ONS mid year estimate]

**C73 Admissions adults 18-64 to care homes**

**The Numerator:** The number of adults [aged 18-64] admitted to supported permanent residential and nursing care during the year.

**The Denominator:** Population aged 18-64 [ONS mid year estimate]

**C28 Intensive Home Care**

**The Numerator:** The number of households receiving intensive home care [more than 10 contact hours and six or more visits during the week] during the survey week.

**The Denominator:** Population aged 65 or over [ONS mid year estimate]

**C29 Adults with physical disabilities helped to live at home**

**The Numerator:** Adults aged 18-64 with physical disabilities helped to live at home at 31 March.

**The Denominator:** Population aged 18-64 [ONS mid year estimate]

**C30 Adults with learning disabilities helped to live at home**

**The Numerator:** Adults aged 18-64 with learning disabilities helped to live at home at 31 March.

**The Denominator:** Population aged 18-64 [ONS mid year estimate]

**C31 Adults with mental health problems helped to live at home**

**The Numerator:** Adults aged 18-64 with mental health problems helped to live at home at 31 March.

**The Denominator:** Population aged 18-64 [ONS mid year estimate]

**C32 Older People helped to live at home**

**The Numerator:** Adults aged 65 and over helped to live at home at 31 March

**The Denominator:** Population aged 65 or over [ONS mid year estimate]

**C51 People receiving direct payments**

This is a weighted average of all four indicators which are calculated separately. The weigh for each indicator is the percentage of the population of England aged 18 and over that falls into the relevant age group [ this achieves the age standardisation]

**The Numerator:** Adults and older people receiving direct payments at 31 March [1] aged 18-64 [2] aged 65-74 [3] aged 75-84 [4] 85 and over.

**The Denominator:** Population aged [1] aged 18-64 [2] aged 65-74 [3] aged 75-84 [4] 85 and over. [ONS mid year estimate]

**C62 Services for Carers**

**The Numerator:** The number of carers receiving a “carers” break or “specific carers’ service” during the year following an assessment or review.

**The Denominator:** The number of clients receiving a community based service during the year.

**D37 Availability of single rooms**

**The Numerator:** Of the single adults and older people in the denominator, the number who were allocated single rooms.

**The Denominator:** The number of single adults and older people for whom permanent residential or nursing care placements were arranged during the year [excluding people aged under 65 who belong to alcohol/drug misusers and other client groups]. As for admissions on SR1, include people transferring between residential and nursing homes [or vice versa] but not those transferring between homes of the same type.

**D39 Percentage of people receiving a statement of needs**

**The Numerator:** 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.

**The Denominator:** The total number of adults and older people getting 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.

**D40 Clients receiving a review**

**The Numerator:** The number of existing clients receiving a review during the year [either by SSD or non-SSD staff].

**The Denominator:** The total number of clients [adults and older people] receiving services during the year.

**D54 Percentage of equipment delivered in 7 working days**

**The Numerator:** Of the items of equipment and adaptations in the denominator, the number delivered within 7 working days. The period begins when a decision to supply the equipment/adaptation is made [likely to be prior to when the order is placed] and ends when the equipment/adaptation is satisfactorily installed in the opinion of the council [the delivery/installation date, or when satisfactorily installed in the view of the council, if later]. Working days for this indicator is taken to mean simply Monday to Friday; bank holidays are therefore included for these purposes as working days. The period counted is where the difference between the decision to supply and the date of satisfactory installation is less than or equal to 7 working days.

**The Denominator:** The number of items of equipment or adaptations for use by adults and older people delivered during the year [regardless of when ordered] excluding:

- ❑ Adaptations that are not the responsibility of social services and alarm or telecare systems that are not the responsibility of social services;
- ❑ Equipment and adaptations for which the time limit could not be met because of the client's actions or absence [eg when a person was on holiday];
- ❑ Equipment and adaptations that require construction, structural work or fitting other than simple fitting such as bolting to a wall or floor.

**D55 Acceptable waiting times for assessment**

The average of

[i] **The Numerator:** 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 weekend and bank holidays]

For clients in hospital, first contact is defined as when the hospital informs social services formally that the person will imminently be medically fit for discharge ie. Section 5 notice.

**The Denominator:** 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 contact was made.

And

[ii] **The Numerator:** 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].

**The Denominator:** 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.

**D56 Acceptable waiting times or care packages**

**The Numerator:** 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].

**The Denominator:** 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.

**E47 Ethnicity of older people receiving an assessment**

**The Numerator:** 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.

**The Denominator:** The estimated percentage of older people [aged 65 and over] living in the Council area who are classified other than White.

**E48 Ethnicity of older people receiving services following assessment**

**The Numerator:** 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 who 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.

**The Denominator:** 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.

**E50 [E82] Assessments of adults and older people leading to services**

**The Numerator:** Of the clients included in the denominator, the number whose anticipated “Some or all [new] services intended or already started [incl. those started and finished]; or new service[s] offered but declined.

**The Denominator:** The number of adult and older clients with completed assessments during the year.