



<u>Committee and Date</u>	<u>Item</u>
Health and Social Care Scrutiny Committee	7
Monday 24 March 2014	<u>Public</u>

Adult Services Key Performance Indicators 2013/14

Responsible Officer Ruth Houghton. Head of Social Care: Improvement and Efficiency

e-mail: Ruth.houghton@shropshire.go.uk

Tel: 01743 253093

1. Summary

- 1.1 This report provides information on the adult services key performance indicators and will provide an update on the level of performance as at period 10 (January 2014) against the range of national and local indicators.

2. Recommendations

- A To consider the Adult Services performance to date
- B To identify any areas where further scrutiny is required as services are transformed which will impact on improving performance

REPORT

3. Risk Assessment and Opportunities Appraisal

- 3.1 Adult Social Care in Shropshire is in a period of transformation. This transformation has been determined by a range of factors including demographic growth and increasing demand, resources available, public aspirations and expectations and, importantly, what local citizens and service users have told us about how they want to be supported in their own homes and local communities.
- 3.2 How well the Council meets assessed needs is measured through a framework of 'outcome' measures referred to as the Adult Social Care Outcomes Framework (ASCOF).

Adult social care services in Shropshire are provided to vulnerable adults aged 18 and over who are eligible to receive local authority support. The Fair Access to Care Services (FACS) criteria determines eligibility for local authority services. Needs assessed at a "critical" or "substantial" level are those which the local authority will meet.

4. Adult Social Care Outcomes Framework (ASCOF) Measures

These are national measures and annually we are benchmarked against both West Midlands and national local authorities

4.1 Choice and Control (personalisation) including employment opportunities

The national performance indicator that measures the success of delivering self-directed support is *ASCOF 1C - Proportion of people using social care who receive self-directed support, and direct payments.*

4.2 Self-directed support has been offered since June 2010 to all service users eligible for social care funded support. Service users have three options: a council-managed fund, a direct payment or an Individual Service Fund (ISF)

4.3 Our target for the year which will be reported against nationally is to achieve 80% of people receiving self-directed support (set at this level to keep pace with best performing councils) and improve on last year's results of 74.2%. As at the end of January 2014 our performance was at 76.5%. We are currently below target and the focus between January and year end in March will be on the cases held by the long term teams where the larger numbers can make the most difference to our overall result.

4.4 Some services received by users and thus included in the denominator are not eligible for self-directed support. This includes anyone in a nursing care home, a residential placement, anyone receiving continuing health care, professional support only or having a period of re-ablement which is an increasing number of people due the emphasis on increasing independence and reducing longer term reliance on statutory social care. Anyone in receipt of these services does not contribute to the 80% target above.

We have therefore developed a local measure that takes all of the above services into account but uses a denominator that excludes any service users in receipt of the above services.

There is therefore a corresponding local indicator measure for this LI OO5 (LOCAL) Proportion of people who receive self-directed support and direct payments.

Taking the number of people receiving self-directed support out of those who are eligible to receive self-directed support puts current performance at 99%.

4.5 Self-directed support also includes vulnerable people having access to and support into employment. There are two national indicators that measure this: *ASCOF 1E: Proportion of adults (aged 18-64) with learning disabilities in paid employment* and *ASCOF 1F: Proportion of adults in contact with secondary Mental Health services in paid employment.*

4.6 Our performance to date for ASCOF 1E is 6.99% which is below our year to date target of 12.3%. The level of progress is insufficient for us to be confident of reaching our year-end target. However the end of year checks and focus on reviews in quarter 4 should bring us closer to target.

- 4.7 Shropshire generally is seen as a good performer against this indicator by other local authorities with West Midlands colleagues contacting us with a view to learning from our experiences and success. We are committed to improving this indicator as employment opportunities are an important aspect of our day services redesign and revised service offer.
- 4.8 ASCOF 1F: The proportion of adults in contact with secondary mental health services in paid employment, is a measure drawn from the Mental Health National Minimum Dataset and so we are dependent upon our Trust colleagues for the correct input of this data. This is an important measure as gaining and retaining employment can be a key part of the recovery journey for many people with mental health needs. The unverified performance as at Period 10 from Trust colleagues is 17.58% against a target of 14%. This is data reported locally and may not match the final data reported to the information centre at year end. It does though give us a best estimate of our position.

5. Supporting people to live in their local communities

- 5.1 Shropshire has a good track record in supporting adults with learning disabilities to live in their local communities and this is measured by the ASCOF indicator 1G: *the proportion of adults aged 18-64 with learning disabilities who live in their own home or with their family*. ASCOF 1G excludes people living in residential care and performance on this measure can only be improved by those currently placed in a residential setting moving to their own home or to live with family.
- 5.2 Shropshire consistently performs well against this indicator compared to other local authorities due to our continuous longer term planning in developing community-based non-residential accommodation. Our current performance at period 10 is 47.6% against our target of 79%. This indicator will improve significantly in Quarter 4 as reviews are completed and we are confident in achieving our year-end target which is similar to previous years.
- 5.3 Performance on this indicator moves only slightly each year due to the long lead-in time linked to developing appropriate accommodation. Further developments are already underway which will also contribute to a steady improvement against this indicator. Appendix A includes a summary of future developments. The provision of this type of accommodation is highly valued by adults with learning disabilities and their families and carers.
- 5.4 A similar indicator ASCOF 1H exists for adults with mental health needs and, although less progress has been made in new developments we are actively working with Registered Social landlords and developers to improve the range of accommodation available for adults with mental health needs.
- 5.5 Our performance against the ASCOF1H measure for 2012/13 was 77.9%. We do not have a Period 10 update yet as the data for this indicator is drawn from the National Minimum Data Set submitted by our Foundation Trust colleagues. We only receive a year end result on this indicator but in order to focus on driving continuous improvement in this area we have requested, and continue to request regular updates, throughout the year. The latest update

was received in November (Period 8) which was 89% against a year- end target of 80%.

We are also confident that by planning ahead and working with external funders and local Registered Social Landlords we can attract future development investment in this type of accommodation. The Council, through making land available as assets are reviewed, ensures that larger on-going revenue savings are achieved over one off capital receipts. Evolve, the asset review board is aware of the development requirements and considers specialist housing need, such as this, prior to any recommendation for disposal.

- 5.6 Whilst relatively successful in developing specialist supported accommodation for adults with mental health needs and adults with learning disabilities, we have not been as successful in developing appropriate accommodation for older people at the same pace. Whilst we are improving performance year on year against the two indicators that measure admissions to residential care there is still room for further improvement.

The indicators are:

ASCOF 2A: Part 1 - Permanent admissions of adults (aged 18-64) into residential/nursing care homes, per 100,000 population

Our position at Period 10 for this measure is 11.6 compared to a target of 16.6 (good performance for this measure is low)

ASCOF2A: Part 2 - Permanent admissions of older people (aged 65+) into residential/nursing care homes, per 100,000 population

Our position at Period 10 is 583.5 compared to a target of 688.7 (good performance for this measure is low)

These measures reflect the number of admissions to residential and nursing care homes relative to the population size of Shropshire, for the age bands 18-64 and older people aged 65 and over. Admissions counted are those financially supported by the council, self-funders are not included.

This performance will change with the implementation of the Care Bill in 2015/ 2016, not because more people are admitted but due to existing care home residents becoming the responsibility of the local authority when the financial threshold is changed. These changes will be reflected in these performance measures.

- 5.7 An important part of helping people to remain living in their own homes and local communities is the support that is available to carers. There is no longer a national measure of this. However Shropshire retained as a local measure LI 135 - carers receiving services following a carers' assessment. This is a quantitative measure and we are currently performing at 55.6%.

6. The interface with health

- 6.1 We currently have two indicators that implicitly measure the impact of our working relationships with health to support vulnerable people who are unwell; these are both national ASCOF measures:

ASCOF 2(B) – Part 1: The proportion of people (aged 65 and over) who were still at home 91 days after hospital discharge into re-ablement/rehabilitation services. Our target for this is 89% however the measure is for a sample of clients a specified time period and cannot be easily tracked throughout the year. We do not as yet have any data for 2013/14.

ASCOF 2(B) – Part 2: The proportion of older people (aged 65 and over) who were offered re-ablement services on discharge from hospital.

ASCOF 2(C) – Part 1: The average number of delayed transfers of care from hospital (for those aged 18 and over) on a particular day taken over the year.

ASCOF 2(C) - Delayed transfers of care from hospital

Good performance against this measure is low. Last year 2012/13 our year end result was 4.8%. Whilst we have limited data for this year we are confident that we will improve on this in 2013/14.

This measures the impact of hospital services and community-based care in facilitating timely and appropriate transfer from all hospitals for all adults. This indicates the ability of the whole system to ensure appropriate transfer from hospital for the entire adult population, and is an indicator of the effectiveness of the interface within the NHS, and between health and social care services. Minimising delayed transfers of care and enabling people to live independently at home is one of the desired outcomes of both health and social care.

7. Adult Safeguarding

- 7.1 From the 1st April 2013, Shropshire Council joined all but two of the other regional authorities in participating in the Pan-West Midlands Adult Protection Policy. This will mean that all the authorities in the West Midlands area will have the same processes and terminology. A similar approach has been implemented in London and Wales.
- 7.2 These changes will mean that for the first time in Shropshire we have Safeguarding Alerts. These can be a concern of any type that is reported into the Council, but does not necessarily meet the criteria for continuing in the safeguarding process. Alerts are recorded on the system and are referred to each time an Alert is made to see if there is a pattern developing which could be indicative of a bigger problem.
- 7.3 This will ensure a series of minor concerns are picked up and dealt with before a more serious concern occurs and will help to identify patterns of concern or recurring themes.
- 7.4 We have developed a range of local indicators to support performance against this new policy.

Local Indicator	Jan 13/14 Data	13/14 Target	Comments
AS001 Proportion of alerts closed, by Managing Officer, at alert stage, as a % of all alerts taken by that Managing Officer. (Cumulative)	46.4%	Tbc	This measure is an operational, management tool (local measure). It is a useful indicator of the number of alerts that are closed at this early stage. Teams to ensure they add reasons for closing cases.
AS002 Proportion of strategy meetings completed within 5 working days of referral. (Cumulative)	92.4%	95.0%	A significant proportion of poor performance occurred in Q1, with the introduction of a new workflow system. As a consequence, even with less errors, we are unlikely to meet our end of year target.
AS003 Proportion of investigations completed within 20 working days of referral. Excludes exceptions.	90.6%	95.0%	We are below target, with 19 cases outside the target.
AS004 Proportion of case conferences held within 20 working days, from completion of the investigation. Excludes exceptions.	85.7%	98.0%	We are below target, with just 3 cases outside the standard. This measure applies to those cases that require a case conference (hence small numbers). Exceptions list applies. Results may be subject to subsequent change (20 day timescale).
AS005 Proportion of reviews held within 6 months of date of Case Conference.	100%	100%	Achieved target. Only applies to those cases that require a review (hence small numbers). No exceptions.
AS006 Proportion of cases where level of harm is reduced.	99.6%	98.0%	Above target. Only 1 case outside target. Exceptions list applies.
AS007 % of Adult Safeguarding cases closed within 100 working days.	99.3%	90.0%	Above target. There are no exceptions.
ASQ01 Proportion of people who feel safer, since the investigation of their concerns.	73%	76.0%	This measure is taken from the closure form service user comments, at the point of case closure.
ASQ02 Proportion of people who feel they have been given the right information to make choices in how to keep safe.	81.7%	87.0%	Currently below target.
ASQ03 Proportion of people who feel their views were taken into account.	93.4%	95.0%	Currently below target.

Local Indicator	Jan 13/14 Data	13/14 Target	Comments
ASQ04 Proportion of people who feel clear about the way in which different people helped them to solve the problem.	76.8%	80.0%	Currently below target.

7.5 There are also three further local indicators relating to reviews and timelines of assessments. These are D40(a), D40(b) and LI13 and are set out in the table below:

Local Indicator	Jan 13/14 Data	13/14 Target	Comments
D40 (a) Proportion of clients that have been reviewed during the year. Excludes professional support and OT.	55.7%	tbc	This is a new local measure, from Q2 onwards.
D40 (b) Proportion of clients receiving LA or NHS professional support who have been reviewed during the year.	79.6%	70%	This is a new local measure, from Q2 onwards. .
LI 132 Timeliness of assessments. New clients, only.	68.3%	tbc	This measure only includes CCA's and counts NEW assessments only.

These are new indicators developed in year to reflect changes in Adult Services. Targets have not been set for 2013/14.

8. Conclusions

- 8.1 Adult Services continue to work towards improving overall performance against the range of both national and local performance measures and indicators.
- 8.2 The targets agreed annually are aspirational and relate to the performance of either our family group or the better-performing local authorities.

List of Background Papers

(This MUST be completed for all reports, but does not include items containing exempt or confidential information)

Support for Carers and Carer Assessments (Safe and Confident Communities Scrutiny Committee, 4th July 2012)

Progress Update following the Recommendations of the Task and Finish Group - Assistive Technology - September 2011 (Safe and Confident Communities Scrutiny Committee, 4th July 2012)

Adult Social Care Performance Framework (Performance & Strategy Scrutiny Committee, 30 November 2011)

Cabinet Member (Portfolio Holder)

Councillor Lee Chapman

Local Member

All – this is a countywide matter.

Appendices

Appendix A: Supported Living developments 2011-2014

SUPPORTED LIVING DEVELOPMENTS 2011 - 2014

Development and Location	Status	Client Group	Occupancy date	Comments
Bradbury Bungalow, Eskdale Road Shrewsbury	Complete	3 x Adults with a Learning Disability	April 2012	Funded by The Development Trust
Beagle House Eskdale Road Shrewsbury	Complete	7 x Adults with mental health needs	June 2012	Built by Bromford Housing, land provided by Council, 7 individual flats and 1 resource flat
Belvedere Bungalow, Shrewsbury	Complete	4 x adults with a learning disability	November 2012	Former property in Council ownership sold for capital receipt to RSL and rebuild as purpose built bungalow, Council have retained nomination rights
Supported Living Bungalow Mount Pleasant	Complete	3 x adults with a learning disability	June 2013	Funded by The Development Trust
Liverpool Road Whitchurch	under construction	Proposed 9 x adults with a learning disability	Anticipated Autumn 2014	To be built by Bromford Housing, land provided by Council, proposed 9 individual flats and 1 resource flat.
1 x Supported living bungalow 1 x 4 bed registered care facility, 1 x training bungalow, 4 x ion person flats at Adderley Road in Market Drayton to bring people back from out of county	planning permission approved Construction due to commence summer 2014	Approx. 8 x Adults with learning disability	Spring 2015	Funded by the Development Trust

Development and Location	Status	Client Group	Occupancy date	Comments
2 x supported living bungalows in Shrewsbury	Land identified, awaiting funding confirmation	Adults with learning disability	Anticipated Summer 2015	funding to be confirmed by Development Trust
Up to 14 individual supported living flats	RSL developing at own risk. Location tbc. Council will have nomination rights	Adults with mental health	Summer 2015	RSL development