



<u>Committee and Date</u>
Health and Adult Social Care Scrutiny Committee

<u>Item</u>
<u>Public</u>

ADDITIONAL INFORMATION for Quarter 1 Performance Report 2014/15

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1. Summary

- 1.1 This paper provides additional information to detail the performance intelligence summarised in the Quarter 1 Corporate Performance Report presented at Cabinet meeting on the 15th of October 2014 and should be read in conjunction with the report ([link to Cabinet report Item 9](#)).
- 1.2 This detailed intelligence, that informed the Quarter 1 performance report, is being monitored based on the 4 technical dashboards developed following work with the Portfolio Holders and Scrutiny members during the Performance Management Rapid Action Group in January - February 2014.
- 1.3 This additional report focuses on the two technical dashboards (attached):
Appendix C Outcome Dashboard Your life - Live Life My Way
Appendix D Outcome Dashboard Your health Long Enjoyable Life

2. 'Your life' Outcome - Technical Dashboards Details

- 2.1 Progress on delivering 'Your life' Outcome ('Feel valued as an individual and to live my life, with my choices respected and with as few compromises as possible') is presented as part of the Appendix C dashboard.
- 2.2 The increasing levels of demand on our Children's Social Care and Safeguarding Teams have continued from previous quarters. The number of referrals to children's social care is 44.9% higher than at this point last year, having risen from 517 to 749, this is due to changes to the way the operational decisions are made at ICT (Initial Contact Team) but also similar to other local authorities there has been an increase in referrals. Of the children referred to social services, 58.4% went on to be assessed. Improved recording and reporting allows for disaggregation of the outcomes for referrals that have not progressed to assessment and received either Early Help (5.2%), Professional Conversation (27.6%) or requiring No Further Action (8.8%).
- 2.3 The rate of children receiving assessments was similar across all referring agencies, ranging from 61.1% for those referred by education to 56.8% referred from 'other'.
- 2.4 The rate of LAC per 10k population has risen. The absolute number of LAC has been rising since August 2011 when it stood at 195. At the end of Q1 there were

286 LAC, representing a 47% increase over this period. Redesign of Children's Social Services focused on reducing the need for children to be looked after - where it is safe to do so. This included development of support and resources for the children on the edge of care, timely care planning for children deemed to be seen in need of permanency care outside of parental care due to significant harm, support from qualified social workers as part of the Early help offer.

- 2.5 The rate of children becoming subject to a Child Protection Plan (CPP) is higher than the available comparable information (2012/13) for England. Publication of the 2013/14 data later in the year will provide a clearer view of the national picture and whether similar increases have taken place in other areas.
- 2.6 The first quarter from April has seen a reduction of the percentage of Children with a 2nd or subsequent CPP within 2 years of the previous one ceasing. Performance is now below the maximum expected level and shows an improvement on last year. Performance will continue to be closely monitored with audit and quality assurance activity continuously undertaken to confirm that there has been a robust response to those cases.
- 2.7 Adult admissions into residential/nursing care homes for both age ranges have reduced. For adults aged 18-64: 22 adults were admitted into residential/nursing which is better than target. Performance is better than the comparator family group and England averages. For older People aged 65+: Whilst the end of year target has not been met the 2013/14 result is a significant improvement on last year. Admissions have been monitored on an individual basis through the year, to ensure admissions are kept as low as possible. Performance is lower than the comparator family group and England averages.
- 2.8 Chart 8 shows the average waiting time for all new clients to be assessed, and shows variable performance throughout the year. With the introduction of the new ways of working in 2014-15, more appropriate measures will be developed to demonstrate effectiveness in this area.
- 2.9 Surveys of social care clients show that the perceived quality of life is similar to those with comparator areas.
- 2.10 Information and advice is a core universal service, and is a key factor in early intervention and reducing dependency. The result this year is taken from the User Survey, of all those responding who selected "Very easy to find" or "Fairly easy to find". Shropshire's result for 2013-14 is 68.4%, compared to 73.6% last year. Improving access to reliable, up to date information forms a key part of the Adult Social Care Strategy. Improvements are being made to the way social media is used and we are developing our leaflets so that people can access information in a way that suits them. This work will be monitored to see if the expected improvements are made to the results next year.

3. 'Your health' Outcome - Technical Dashboards Details

- 3.1 Progress on delivering 'Your health' Outcome ('Live a long, enjoyable and healthy life') is presented as part of the Appendix D dashboard.
- 3.2 Average life expectancy in Shropshire is above the national average for both Male and Female.

- 3.3 Delays in transfer from hospital attributable to adult social care have been significantly reduced, performance is better than target and has improved year on year since 2011/12. Performance is better than the family group average and matched the England average for 2013/14. Effective joint working arrangements with partner agencies has ensured support services are in place ensuring delays from hospital are kept to a minimum.
- 3.4 The proportion of older people discharged from hospital into reablement services, who are still living independently at home, 91 days' later has improved. This measure is for a sample of clients for a specified time period and cannot easily be tracked through the year. Improvements have been made on last year's performance. Working in partnership with the Community Health Trust, has resulted in an increase, in both the volume and proportion of people receiving reablement who are still at home 91 days after discharge.
- 3.6 Activity data shows the percentage of adults who are physically active is similar to the national average. The percentage of inactive adults is also similar to the average.
- 3.7 The latest available data (2011/12) shows that the prevalence of smoking amongst mothers at the time of giving birth is significantly higher than the national average. Breast feeding rates are significantly below the national average at the 6 to 8 week stage after giving birth.
- 3.8 The prevalence of smoking amongst adults has shown an increase and whilst it places Shropshire above the national average the difference is not statistically significant.
- 3.9 Controlling your own care is one of the key outcomes for individuals derived from the policy on personalisation. This measure is taken from an annual survey of clients receiving adult social care services and is one means of determining whether that outcome is being achieved. Shropshire's result for 2013-14 is 71.8%, which is lower than both the comparator group and England averages and is also lower than the 77.8% achieved in the previous year. These results however, should be treated with caution, as with all user survey results, as these are snapshots, at a point in time, of peoples' perceptions. However, the results do provide a useful insight into users' experiences and will inform the development of our future outcome reporting.

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

Quarter 1 Performance Report 2014/15 – 15 October 2014

Cabinet Member (Portfolio Holder)

Tim Barker, Lee Chapman, Karen Calder

Local Member

All

Appendices

Appendix C – 'Your life' Outcome ('Feel valued as an individual and to live my life,

with my choices respected and with as few compromises as possible')

Appendix D – 'Your health' Outcome ('Live a long, enjoyable and healthy life')