

**Report to:** Scrutiny Committee for Adult Social Care

**Date:** 4 March 2010

**Title of report:** Quarter Three (Q3) monitoring report against the 2009/10 Council Plan

**By:** Director of Policy & Communications

**Purpose of report:** To provide an update on performance against the Council Plan for Quarter Three of 2009/10

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## **RECOMMENDATION**

The Scrutiny Committee is recommended to:

1. note the achievements made by the Adult Social Care Department; and
  2. highlight those performance results which are of particular concern and ensure monitoring of these are timetabled into the Committee's work programme.
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### **1. Financial implications**

1.1 There are no financial implications directly associated with this report.

### **2. Notable achievements for this quarter for Adult Social Care**

2.1 The following achievements have been noted during this quarter:

- The Disabled People Participation Group (DPPG) continues to meet quarterly, involving service users in service development.
- The number of older people helped to live at home increased from 7507 to 7959, an increase of 452.
- 44.4% of staff from independent sector providers have received safeguarding adults training, exceeding the 2009/10 target of 38%.
- 90.73% of services are provided in a timely fashion exceeding the target of 90%.
- 98.75% of people receiving a Supporting People service have been supported to maintain independent living, exceeding the target of 98.34%.
- 87.1% of people receiving a Supporting People service have been supported to achieve independent living by moving from supported accommodation in a planned way, exceeding the target of 70.73%.

### **3. Performance against Key Service Targets in Adult Social Care**

3.1 In Quarter three there are 2 indicator targets which scored amber and 3 indicator targets which scored red. The exception report at Appendix 1 contains detailed commentary relating to these indicator targets.

3.2 The Board may wish to highlight those performance results that are of particular concern and ensure monitoring of these are timetabled into the Committee's work programme.

**Becky Shaw**  
**Director of Policy & Communications**

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Local member: All

Background Documents: none

Performance Indicator	Outturn 2008/09	Target 2009/10	Q1 RAG	Q2 RAG	Q3 Outturn	Q3 RAG	Q3 Commentary
a) Percentage of assessments that are completed in a timely fashion ( <b>NI 132</b> )	88.20%	>90%	A	G	86.45%	A	<p>Performance is 86.45%.</p> <p>This quarter has seen a rise in volume of referrals of 14% to Adult Social Care, which has impacted on the ability to complete this increased number of assessments within 28 days. This includes Safeguarding investigations which are often more complex and could take longer than 28 days.</p> <p>Work is underway to improve performance, including working alongside the teams who contribute the most towards this indicator to ensure that their recording reflects practice, particularly in the hospital teams where other evidence indicates that their performance is exceeding the target.</p> <p>Anticipated end of year outturn is 89.2%, which is a marginal improvement in performance on the preceding year.</p>

<p>c) Increase the percentage of carers receiving a 'carer's break', specific carers' service, or advice and information to 19.03% (NI 135 – LAA2)</p>	<p>22.10%</p>	<p>19.03%</p>	<p>G</p>	<p>G</p>	<p>15.84%</p>	<p>A</p>	<p>Performance is 15.84%.</p> <p>The number of carers receiving a service continues to increase. The indicator measures the number of carers who have received a service, including a package of advice and information, from an assessment or review completed within the period. There are many carers who are due a review in the last quarter, therefore for the purposes of this indicator, they will be counted by the end of the year and in the final outturn.</p> <p>Work is underway to ensure that carers' reviews and assessments are recorded by the end of year, including the inputting of carers grants that have been provided but not yet inputted by the end of quarter three.</p> <p>Anticipated end of year outturn is 22.1%, which is a significant improvement on the preceding years performance.</p>
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<p>d) Adults with learning disabilities in settled accommodation (NI 145)</p>	<p>58.50%</p>	<p>60%</p>	<p>G</p>	<p>G</p>	<p>44.10%</p>	<p>R</p>	<p>Performance is 44.1%.</p> <p>The methodology for calculating this indicator has changed and nationally this will cause a fall in performance.</p> <p>The indicator measures the number of service users with a learning disability who are in settled accommodation at assessment or review completed within the period. Current activities to improve performance include prioritising those service users who are due a review in the last quarter, and ensuring that recording is inputted. There are also alternatives to residential care in development which will improve the future performance of this indicator.</p> <p>Anticipated end of year outturn is 54.93%. Early benchmarking indicates that East Sussex performance will probably improve relative to other local authorities.</p>
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<p>a) Adults with learning disabilities in employment. <b>(NI 146)</b></p>	<p>8.17%</p>	<p>&gt;8%</p>	<p><b>G</b></p>	<p><b>A</b></p>	<p>4.11%</p>	<p><b>R</b></p>	<p>Performance is 4.11%.</p> <p>The methodology for calculating this indicator has changed and nationally this will cause a fall in performance.</p> <p>The indicator measures the number of service users with a learning disability who are in paid employment at assessment or review completed within the period.</p> <p>Current activities to improve performance include:</p> <ul style="list-style-type: none"> <li>- identifying additional people with a learning disability in paid employment and ensuring that this information is recorded.</li> <li>- prioritising those service users who are due a review in the last quarter and ensuring that recording is inputted.</li> </ul> <p>Anticipated end of year outturn is 5.98%, which is likely to see an improvement in East Sussex performance relative to other local authorities.</p>
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<p>a) Achieving independence for older people through rehabilitation/ intermediate care (NI 125)</p>	<p>88.16%</p>	<p>&gt;88%</p>	<p>A</p>	<p>A</p>	<p>85.11%</p>	<p>R</p>	<p>Performance is 85.11%</p> <p>This indicator measures the number of people who move from an acute hospital bed to intermediate care, who are at home three months later. As intermediate care is being offered to an increased number of older people with higher dependencies, rehabilitation will not always be successful. It is key to managing service and budget pressures that the risk to return someone to independence is taken wherever possible; as the alternative is continuing community care or permanent residential or nursing care. This is a national issue and given Department of Health expectations on the increased availability of intermediate care there is likely to be a downward trend in this indicator across the country. Current comparative data show East Sussex to be above the average of 78.8%.</p> <p>Anticipated end of year outturn is 85.6%</p>
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