

7th July 2014

Agenda Item: 12

**REPORT OF THE DEPUTY DIRECTOR, ADULT SOCIAL CARE, HEALTH
AND PUBLIC PROTECTION****PERFORMANCE UPDATE FOR ADULT SOCIAL CARE AND HEALTH
COMMITTEE****Purpose of the Report**

1. To provide an update on performance management issues for Adult Social Care and Health Committee for the period up to and including 31st March 2014.
2. To propose a list of standard key performance indicators.

Information and Advice

3. The report provides the committee with an overview of the year end position against the department's key performance and operational priorities, using provisional data for 2013/14 and the provisional findings of the adult social care survey.
4. It also provides the opportunity to consider arrangements for:
 - reporting year end performance through the Local Account
 - a summary of CQC inspections since the last performance report
 - implementation of revised statutory returns and data collections for Adult Social Care and Health for 2014/15 and
 - performance measures arising from the statutory returns and council annual delivery plan to be reported quarterly to the Adult Social Care and Health Committee

Performance in 2013/14**Key Measures**

5. A number of key performance measures have been reported for each quarter during 2013/14. These measures provide an overview of how the department is meeting the needs of service users and carers in relation to a number of key departmental and strategic priorities. They also link to the current statutory returns that are made annually to the Department of Health. A summary of these key measures, including the target and provisional performance figure for 2013/14 is set out at Appendix A.

6. The measures were selected to reflect key priorities, such as reablement. Reablement remains a priority, as it enables people to return to live in the community following a stay in hospital. This process involves assisting service users to regain their skills and confidence. Reablement support workers provide up to 6 weeks of intensive support to service users in their own home, enabling them to do as much as they can for themselves. A key measure of the success of reablement process is whether, through intervention by the County Council, service users can live independently and require no further ongoing support. Provisional performance for 2013/14 shows that 64% of people required no ongoing package of support following the reablement process. This a significant improvement on last year's performance of 54% and shows the positive impact the reablement process has had on the lives of over 1,200 people during 2013/14.
7. Our strong performance in relation to the personalisation of care as measured through the promotion and use of managed personal budgets and direct payments has continued during 2013/14. The County Council has already established a national reputation for the promotion of personal budgets and the provisional year-end figure of nearly 94% of service users receiving a managed personal budget / direct payment or combination, represents very high performance in this area. The true level of achievement will only be known when this figure has been finalised and the Council can compare its performance with similar authorities.
8. Linked to the reablement is the ongoing priority to reduce or delay the need for long-term care. The number of older adults (65+) supported in residential or nursing care, is reported quarterly to committee and is an important measure in relation to this priority. Provisional performance for 2013/14 shows the total number of older adults supported as 2,837 against a target of 2,784.
9. Whilst the Council have not achieved their target for the year, the total number has remained static from the previous year, which given the increasing number of adults aged over 65 and increasing demand for services, represents continued progress. Work to reduce or delay the need for long-term care centres on providing sustainable alternative options to this type of care and through the careful monitoring of admission and discharges. A number of projects around this priority area are managed through the department's 'Living at Home' project.
10. Improving the integration between care and health services for the benefit of service users is a key outcome within the new Strategic Plan 2014 - 2018. One of the indicators of how this integration is working for service users is by measuring the delay in the transfer from hospital to care provided through the County Council. Information on delays is reported by both health and care services to the Department of Health and then used to calculate the delay per 100k population and the source of these delays.
11. Performance in relation to delays attributable to care has not met the targeted figure of 2.80 during 2013/14 and the provisional year end figure is 3.66. The guidance prescribing how to calculate these figures is very complex and work is ongoing, specifically in conjunction with officers at Sherwood Forest Health Trust (SFHT) to ensure that both Nottinghamshire County Council (NCC) and SFHT are interpreting and reporting this data correctly and consistently to the Department of Health.
12. When the data relating to the SFHT has been confirmed using an agreed methodology, it is envisaged that the performance for this measure for 2013/14 will be significantly improved. Tackling all causes of delay remains a key priority and therefore work is ongoing

with all NHS Trusts to help improve how the services integrate and any reduce delays experienced by service users.

Adult Social Care Survey – Provisional results for 2013/14

13. Whilst performance information is important, we also need to understand more about how NCC services are affecting people's lives and how they feel about the services they receive. The introduction of the Adult Social Care Survey (ASCS) in 2010-11 was the first time service users had been surveyed on a national basis using the same methodology. The ASCS is the most significant source of personal outcome information for those receiving adult social care. The main purpose of the survey is to provide reliable and comparable information to help us plan to improve outcomes in a very challenging financial climate.
14. The Council currently only have provisional data from the most recent survey (2013/14) which will be verified and used to get a better picture of service users experience from year to year (by comparing to survey results from previous years). This will also allow us to see how Nottinghamshire is performing compared to other areas (by comparing our current data to that collected by similar authorities). When this formal analysis is completed, it will be reported to Committee.
15. The provisional results as they stand show the positive impact the Council's services have on many people's lives and represent very good performance for 2013/14. Key headlines from the results show (for service users who completed the survey);
 - 94% of service users were quite/very/extremely satisfied with the care and support they receive
 - 95% of service users with learning disabilities were quite happy/very happy with the way staff help them
 - 90% answered 'Yes' to the question *'do care and support services help you have a better quality of life?'*
 - 89% answered 'Yes' to the question *'do care and support services help you in having control over your daily life?'*
 - 88% answered 'Yes' to the question *'do care and support services help you in feeling safe?'*

Local Account 2013/14

16. Work is underway on the production of the Local Account covering the period of 2013/14. The Local Account publicises the services we provide and documents the key work that Adult Social Care has been doing during the previous year. It also includes our commitments and plans to develop our services in the current and future years. Last year's Local Account 2012/13, was agreed by Adult Social Care and Health Committee in November 2013 and was recognised by our peers as being of high quality.
17. By starting the preparation earlier this year, we hope to build on the high standard set last year and provide committee with draft Local Account 2013/14 at the meeting in September. The work is being coordinated by the Council's Policy, Performance & Research Team, in conjunction with senior officers within the department. It is intended

that the Local Account reflects the overview of performance set out in this report and key priorities for 2014-15 set out in the council's strategic plan and annual delivery plan.

Care Quality Commission Inspections

18. Information in relation to inspections undertaken by the Care Quality Commission (CQC) was last reported to committee on 31st March 2014. Members agreed that the outcome of all inspections will be reported to committee on an annual basis, next due in March 2015 and that the outcomes of any recent CQC inspection activity be provided through this quarterly performance report:

There have been no CQC inspections since the last report in March 2014.

Performance in 2014/15

National Adult Social Care: Changes to Statutory Reporting

19. In January 2014 Members received a detailed report on change to Adult Social Care and Health statutory reporting which will be in place from 2014-15. These new data collections (financial and non-financial), to be submitted in May 2015, are intended to reflect and support current social care policy and emerging best practice in health and social care at local and national level within a standardised reporting framework.

20. The new data returns emphasise the client journey within social care and individuals' outcomes as well as the ambition for improved integration between health and social care. These statutory collections replace existing returns but the changes are far reaching and will also support the wider national changes under the Care Act 2014.

21. A project to prepare our systems and processes for these changes has been ongoing since December 2013. New client classifications have been introduced within the main adult care management system from April 2014, accompanied by staff briefings. This includes a new cost coding hierarchy, designed to complement these classifications, which will become live in June. Information from data systems will be developed and tested during the year to fulfil the new statutory returns and associated performance indicators. These are currently subject to final guidance from the Department of Health, expected by October 2014.

New Performance Measures for 2014/15

22. The performance measures that are reported quarterly to Adult Social Care and Health Committee need to be updated to reflect changes to the statutory returns and the Council's prioritisation following the adoption of the new Strategic Plan and associated annual Delivery Plan. The existing measures will be complemented by a number of additional measures that either reflect the requirements of the new statutory returns or have been selected to demonstrate our progress towards the required outcomes for people and communities, as expressed within the Strategic/Delivery Plans.

23. The revised set of performance measures is set out at Appendix B to the report. It is proposed that progress against these measures and any associated performance risks be reported to committee as part of the next quarterly report.

Statutory and Policy Implications

24. This report has been compiled after consideration of implications in respect of finance, the public sector equality duty, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

RECOMMENDATION/S

It is recommended that the Committee:

1. Consider the content of the report.
2. Receive a performance progress report as part of the next quarterly report.

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Constitutional Comments

25. There are no constitutional comments as this report is for noting purposes.

Financial Comments

26. There are no financial implications arising from the report.

Background Papers

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972:

- None

Electoral Division(s) and Member(s) Affected

- All

