

9th September 2013**Agenda Item: 9****REPORT OF THE CORPORATE DIRECTOR FOR ADULT SOCIAL CARE,
HEALTH AND PUBLIC PROTECTION****ADULT SOCIAL CARE PERFORMANCE UPDATE****Purpose of the Report**

1. To provide a performance management update for the Adult Social Care and Health Committee, for the period 01 April – 30 June 2013, and to introduce the new Performance Measures which require implementation from 2014/15.

Information and Advice**Performance Management**

2. The department has a responsibility, on an annual basis, to make statutory returns to the Department of Health which measure the effectiveness of adult social care across all local authorities. This report provides the first quarter's update on progress for Adult Social Care and Health against key performance measures and operational priorities. As part of the corporate performance management framework, departmental performance is checked to ensure that it is on target to achieve corporate priorities as well as meeting national measures.

Adult Social Care and Health Performance Indicators

3. In addition to this, a number of key measures are reported monthly to the Corporate Leadership Team as they have been identified of high importance/risk by the department. Appendix A includes all the above performance measures for Adult Social Care, showing the performance level as at 30 June 2013, the annual target and a commentary explaining the current level of performance.
4. A key objective across the Council is 'to give more people greater choice and control over how they get the support they require to stay healthy and live independently for as long as possible'. The actions the Council is taking to support this objective involve enabling more people to live independently in their own home, encouraging more people to manage their own care and reducing the overall number of people in residential care.
5. Personal budgets are an allocation of funding given to users after an assessment which should be sufficient to meet their assessed needs. Service users have the

option of taking their personal budget as a direct payment which gives them greater choice and control over their care or they can choose to let the Council commission services on their behalf. They may also choose to have a combination of both options. The percentage of adult social care service users and carers in Nottinghamshire now receiving a personal budget stands at 91%. This places Nottinghamshire amongst the top performers nationally.

6. The department is keen to enable more people to return to live in the community after a stay in hospital. Reablement is a main focus for the department in relation to achieving this objective. This work involves assisting service users to regain and retain the skills and confidence to help them live as independently as possible. Reablement support workers provide up to six 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 is whether, through intervention by the County Council, service users can live independently and require either no further support or a reduced level of support. Performance for the first quarter of 2013/14 is on target, with approximately 62% of service users benefiting from an intervention and, therefore, requiring less ongoing support.
7. To encourage and promote independent living, and to assist partners in Health, the Council has a responsibility to provide social care services to ensure people can be discharged from hospitals in a safe and timely manner. The Council continues to work to limit the number of delayed discharges, and is working proactively with hospitals and community based Health services across the County to do so. Staff in adult social care teams work at weekends, where necessary, to cope with the increased number of referrals. The unprecedented increase in hospital attendances and admissions has led to a 50% increase in the number of referrals received by social care compared to the same period last year.
8. The Council also has a responsibility to ensure that people are kept safe both within the community and in residential and nursing home places. Safeguarding plans, where appropriate, are put in place to clearly identify actions to reduce risk. These plans are reviewed on a regular basis to ensure that risks are reduced and managed.
9. A further role of the Performance Improvement Team is to collect evidence of good practice from the Department, to ensure that services are improving people's quality of life. One example of a service user enabled to continue living independently is Mrs Z of Bassetlaw. Hospitalised for three months with a broken ankle, this elderly lady, who has a history of heart attack, brain tumour, low blood pressure and diabetes was discharged from hospital to return to her own home, but lacked the confidence and ability to carry out the activities of daily life. Hospital Social Work staff arranged for a care package for Mrs Z, who initially received visits twice daily, to help her wash, dress and carry out other aspects of daily life. By the start of her third week at home, Mrs Z was able, following provision of aids and support from County Council staff, to wash and dress independently. By the end of the third week, Mrs Z was receiving visits on alternate mornings, and one week later, with support from her family, she was

assessed as having fully regained her confidence in respect of carrying out the activities of daily life. Mrs Z was therefore able to remain at home, without further input from social care staff.

10. With an emphasis on helping people to remain as independent as possible and in their own home, the Council is also trying to reduce the number of adults admitted into residential or nursing care. This is a challenge given that the older adult population has increased by 15.8% between 2001 and 2011. The number of people currently supported financially in residential and nursing homes is 2,895 people. The "Living at Home" programme brings together a range of services that give local people and their carers more choice and control over where they live. By working in partnership with Health and District Councils, Nottinghamshire County Council is developing a range of real alternative options for Older People which will reduce the numbers of people in long term care in the future
11. Extra care is one element of the Living at Home programme and is an extension of traditional supported housing where older people can live as independently as possible in their own home with the reassurance that care staff are on-site for 24 hours a day. There is also a range of flexible services and facilities on site that people can use. The Care and Support Minister, Norman Lamb, recently announced that Mansfield District Council and Nottinghamshire County Council are to receive a £1,344,000 grant to help fund an extra care housing scheme on Brownlow Road in Mansfield, to be delivered by both authorities. The project is expected to complete in the summer of 2015, subject to planning permission. The Mansfield scheme will comprise of a total 64 bungalows, houses and apartments, 10 of the bungalows have been designed specifically for people with Dementia. The Council will have nomination rights to 48 units in total for people that are assessed as needing extra care support.

National Adult Social Care Data Returns – changes from 2014/15

12. Following a review of all existing social care data collections, new statutory returns to Central Government will be introduced from 2014/15. The new data collections (financial and non-financial) aim to reflect and support current social care policy and emerging best practice in health and social care at a local and national level, for example around personalisation and re-ablement, within a standardised reporting framework. These will replace the existing statutory returns.
13. The new returns will require the Council to collect data about relevant health conditions, more details on short term services and on-going low level support. The Council will also need to ensure that we are able to report on family carers, end of life care and those who pay full costs for services. There is a new requirement to capture additional information so that the Council is able to track the service user's experience of adult social care and report more effectively on how services have improved a person's quality of life.
14. The new collections aim to capture the ongoing experience of service users as they progress through a number of types of social care support, as well as

reflecting the increased emphasis on integrated working with health. The new requirements make a clear distinction between short term and long term support, which will help us with the planning and commissioning of social care services in the longer term.

15. The new collections include additional client information which will affect our assessment and review processes. We will need to expand reporting to include additional services such as reablement, and other rehabilitation; and to be able to better track the service user journey within the Social Care system. We will also need to collect more detailed information about the outcomes for service users.
16. The new collections include new data items such as:
 - The Primary Support Reason
 - Reported health condition
 - Routes of access to the service
 - Family carer support in more detail
 - End of life services and
 - Self funders.
17. The identification and implementation of the changes required in policies, processes and systems in order to fulfil these new requirements will be managed as a project within the Adult Social Care, health and Public Protection department, with sponsorship from the Service Director for Joint Commissioning, Quality and Business Change.
18. All existing reporting and related data collections will continue up until 31st March 2014 for data collection and up to July 2014 for reporting purposes. We will need to ensure that existing reporting arrangements are concurrent with the new developments.
19. The new data collections will require changes to processes so that the department is able to report on the information required. Changes will also need to be made to both care management and finance systems. These changes will require involvement from corporate colleagues in Finance, Performance and ICT as well as operational staff in the department, all of whom will be represented on the project board.
20. The Department of Health is aware that these are significant changes for Local Authorities, and the introduction of the new measures in a relatively short space of time will be challenging. As a result of this, additional funding of £126,171 has been allocated to Nottinghamshire to enable an increase in capacity to deliver the changes on time. It has been estimated that the cost of the required changes is approximately £350,000 and will cover changes to relevant systems and processes, both within the Department and within Finance. We are currently looking to reduce this figure, if possible and we will keep the Committee informed of any changes and of any further implications which become known as a result of further direction from Central Government.

21. This work should also be viewed in the context of the Health and Social Care Integration Fund. The Government is looking to use Performance Indicators to determine the allocation of the Fund, with approximately 1 billion pounds of it being allocated based on performance. There will be new indicators, in addition to those we are currently collecting, and we will report back to the Committee on further developments.

Reason/s for Recommendation/s

22. This report is for noting only.

Statutory and Policy Implications

23. 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.

Implications for Service Users

24. By ensuring the continuation of robust information about departmental performance, the Council will be best able to plan and commission services in the future.

Financial Implications

25. Funding of £126,171 has been allocated to Nottinghamshire County Council. It has been estimated that the amount to implement these changes will total approximately £350,000. Further work will be done to try and reduce the costs, wherever possible, and to provide a more detailed breakdown of the funding required.

Human Resources Implications

26. The Human Resource implications are reflected in the report.

RECOMMENDATION/S

- 1) It is recommended that the Adult Social Care and Health Committee notes the contents of this report.

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Constitutional Comments

27. As this report is for noting only, no constitutional comments are required.

Financial Comments (KAS 19/08/13)

28. The financial implications are contained within paragraph 25 of the report.

Background Papers and Published Documents

None

Electoral Division(s) and Member(s) Affected

All.

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