

**2 March 2015****Agenda Item: 10****REPORT OF THE DEPUTY DIRECTOR, ADULT SOCIAL CARE, HEALTH AND  
PUBLIC PROTECTION****PERFORMANCE UPDATE FOR ADULT SOCIAL CARE AND HEALTH****Purpose of the Report**

1. To provide an update on performance management for Adult Social Care and Health Committee for the period up to 31 December 2014.

**Information and Advice**

2. The report provides the Committee with an overview of performance in Quarter 3 (October to December 2014) against the department's key performance and operational priorities, linked to the measures and actions within the Council's Annual Delivery Plan.

**Performance in Quarter 3, 2014-15****Key Measures**

3. The performance measures that are reported quarterly to Committee have been updated to reflect changes to the statutory returns and the Council's prioritisation following the adoption of the Strategic Plan 2014-18, and Annual Delivery Plan.
4. A summary of these performance measures, including the target and performance data up to and including 31 December 2014, is set out at **Appendix A**. Any measures where the process for collecting is still being developed or data is as yet unavailable, will be reported to Committee as soon as data becomes available.

**Assessments**

5. The first two measures in Appendix A relate to assessments. A health and social care assessment is undertaken to help determine a person's specific care and support needs. Measuring assessment timescales is useful to track the volume of demand and the efficiency of our processes.
6. Overall assessment timescales for Quarter 3 remain well below target and the Council is unlikely to achieve the annual target of 80%. Performance levels have fluctuated throughout the year dependant on increases in demand and seasonal variations linked to the holiday periods. Work is on-going on a number of connected initiatives to improve performance in this area, through streamlining processes, providing improved management information and the adoption of emerging mobile technologies to increase productivity.

7. Performance in relation to Carers assessments is more positive, with an increasing number of Carers being identified and assessed. Performance for Quarter 3 shows that 28% of Carers have received an assessment or review, against an annual target of 38%. This measure is important as it helps to monitor the number of Carers who are receiving an assessment / review in relation to their own care needs, separate from the assessment for the person they look after.

## **Reablement**

8. The Reablement process enables people to safely return to live in the community, following a stay in hospital. It assists service users to regain their skills and confidence through a period (up to a maximum of six weeks) of intensive support in their own home. An important measure of the success of the Reablement process is whether, following this specific intervention by the County Council, service users can live independently and require no further ongoing formal support. Performance for Quarter 3 shows that 64% of people required no ongoing package of support following the Reablement process. We are on track to meet the annual target and we are consistently performing at a level that compares favourably with similar authorities nationally.

## **Integration with health**

9. Improving integration between care and health services for the benefit of service users is a key outcome within our new Strategic Plan 2014-18 and a wider national priority. One of the indicators of how this integration is working from a service user perspective, is by measuring the delay in the transfer from hospital, to care provided through the County Council. Information on all delays is reported by health services to the Department of Health and this data is then used to calculate the length of the delay and the source. Performance has improved significantly from 2013-14 levels through on-going improved liaison and cooperation with the NHS Trusts in Nottinghamshire and is currently better than the annual target.

## **Admissions**

10. Reducing or delaying the need for long-term residential or nursing care for older adults (65 years and above) and younger adults (from 18 to 65 years) is a national priority. The two main tools for managing performance are through providing appropriate alternatives to long term care and through the careful and consistent management of admissions to residential or nursing care. Performance for Quarter 3 in relation to numbers of admissions for older adults (65 years and above) is on track to meet the annual target.
11. Performance for younger adults' admissions continues to be off target with a higher level of admissions than predicted. To ensure that all admissions are carefully managed, an Accommodation Panel is now held monthly to scrutinise all requests across younger adults, including residential or nursing care, supported living and Shared Lives. Selected admission decisions are then reviewed at the highest level to ensure that a consistent and rigorous approach is being adopted across the whole department.

## **Personalisation**

12. Our strong performance in relation to the personalisation of care as measured through the promotion of self-directed support and direct payments has continued during Quarter 3. Performance has marginally improved from the previous quarter and we anticipate that performance will be very close to the annual target of 100% by the end of financial year.

## **Better Care Fund**

13. The next three measures form part of the Better Care Fund suite of performance indicators. The Better Care Fund is intended to transform local health and social care services so that they work together to provide better joined up care and support. It is a Government initiative, which combines resources from the NHS and local authorities into a single pooled budget. As these measures are new for 2014-15, we have no reported historic data to enable comparison with previous years.
14. This integration is a complex process and to help monitor progress nationally, a number of performance indicators have been prescribed to measure the impact from a service user's perspective. The three measures reported in Appendix A form part of the national Better Care Fund suite of measures. Performance for Quarter 3 shows consistent performance from the previous two periods, but comparison is difficult without having previous year's data to track progress against. The Council aims to perform at this consistent level throughout the current financial year and the results of improved integration will make a positive and sustained impact for service users.

## **Adult Social Care and Carers Surveys**

15. The remaining four measures concern the Adult Social Care Survey which is a national survey conducted annually for social care service users. The results of this survey and the benchmarking with other local authorities provide a valuable resource to help us plan to improve outcomes for people. The results reported in Appendix A relate to the 2013-14 Survey. Work on the 2014-15 Survey is currently underway and the results will be available in summer 2015.
16. Complementary to the Adult Social Care Survey is the Carers Survey which is a national survey conducted every two years. The results of this Survey provide invaluable feedback on the role that Carers provide, the effect that fulfilling this role is having and Carers' perceptions of how well they are being supported and kept informed. The statutory responsibilities with regard to provision of support and information to Carers have been formalised in the recent Care Act. Responding to the legislative changes specific to Carers, is a key aspect of our ongoing work in conjunction with partners, to successfully implement the requirements of the Act.
17. Work on the Carers Survey started in October and was completed at the end of December. The Council sent out the survey to a random sample of 996 Carers with an anticipated response rate (to meet the national requirement) of 35%. However, the Council have had a response of 53% which is our best response rate since the survey was first launched in 2009-10. The Survey results will be formally submitted to Health and Social Care Information Centre and the preliminary results will be presented to Adult Social Care and Health Committee at its meeting on 27 April 2015.

## **Statutory and Policy Implications**

18. 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.

## **Financial Implications**

19. There are no financial implications contained within the report

## **RECOMMENDATION/S**

1). It is recommended that the Committee notes the content of the report.

**JON WILSON**

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## **Constitutional Comments**

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

## **Financial Comments (KAS 05/02/15)**

21. There are no financial implications contained within 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:

## **Electoral Division(s) and Member(s) Affected**

All

