

7<sup>th</sup> January 2013

Agenda Item: 4

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

1. To provide an update on the performance management for the Adult Social Care and Health Committee, for period 1<sup>st</sup> April to 30<sup>th</sup> September 2012.

**Information and Advice****Performance Management**

2. The report provides a half-year update on progress against key performance measures and operational priorities. It is also an opportunity to discuss new developments in how the department manages performance and tracks progress against strategic and departmental objectives.

**Strategic Plan ASCH&PP Performance Indicators**

3. As part of the corporate performance management framework, departmental performance is checked to ensure it is on target to achieve the corporate priorities in the Strategic Plan. In addition to this, a number of key measures are reported monthly to the Corporate Leadership Team as they have been identified as of high importance / risk by the department. **Appendix A** includes all the above performance measures, showing the performance level as at 30<sup>th</sup> September 2012, the annual target and a commentary explaining the current level of performance.
4. A key objective in the Strategic Plan was '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 being taken to support this objective involves enabling more people to live independently in their own home, encouraging more people to manage their own care through the use of a personal budget and reducing the overall number of people in residential care.
5. A key method of achieving this objective and a main focus for the department is Reablement. This work involves service users regaining their skills and confidence to help them live as independently as possible. Reablement support workers provide up to six weeks of intensive support to services 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 six months of 2012/13 is on target with 65% of service users benefiting from an intervention and, therefore, requiring less ongoing support.

6. In addition to Reablement, service users are being enabled to manage their own care through the use of a personal budget. This is an important way to give them more choice and independence. The Council's performance to date is very positive, with more people than ever managing their own care – as the percentage of adult social care service users and carers in Nottinghamshire now receiving a personal budget stands at 79%. This is better performance than targeted for and places Nottinghamshire amongst the top performers nationally.
7. Building on this success, countywide information events have taken place recently, held at Worksop, Kirkby-in-Ashfield and the Carlton area of Nottinghamshire. The events involved employees, service users and personal assistants and helped to both celebrate progress to date and tackle the challenges ahead. Feedback obtained from those who attended via the evaluation forms was positive with attendees finding the sessions interesting and informative. Further events are intended in the nearer future.
8. With an emphasis on helping people remain independent and in their own home, the Council is also trying to reduce the number of adults reliant on residential or nursing care. The past 6 months has seen a modest reduction in the number of adults supported in residential and nursing care placements (from 2,940 to 2,874). Although this is not currently the performance level the Council targeted to achieve, given that the older adult population has increased by 15.8% between 2001 and 2011 any reduction in overall numbers could be considered as positive performance.
9. However, the Council wants to continue to try to reduce admissions into long-term care. In order to help achieve this Strategic Plan priority, the 'Living at Home Programme' has been re-launched which brings together a range of services that gives local people and their carers more choice and control over where they live. Currently the trend in Nottinghamshire shows that there are more people supported in long-term care than receiving home-based community support. The Council is working to help develop a range of services that can help to return people to previous levels of independence.

## **ASCOF Benchmarking**

10. ASCOF stands for Adult Social Care Outcomes Framework and is an annual return designed to measure and compare how adult social care is performing and more importantly what it has achieved. The purpose of the ASCOF is essentially two-fold; nationally, the ASCOF will give an indication of the strengths of social care and its success in delivering better outcomes for people who use services. Locally, one of the key uses of the ASCOF is for 'benchmarking' performance and comparison between local authorities. As all authorities collect the data in approximately the same way, it means the authorities can compare the results with each other to determine respective strengths and weaknesses.
11. The Council has recently received the provisional data for 2011/12 and has used it to compare performance with both the ten local authority adult social care service providers in

the East Midlands and against performance levels nationally. ASCOF has 18 interconnected measures overall and it is pleasing to note, Nottinghamshire's performance is above average for 13 of the 18 measures. However, as with all benchmarking, ASCOF provides an indication of relative performance and as provisional data has been used – this is subject to possible change.

12. Despite these reservations, the comparison with our East Midlands neighbours is an interesting and useful exercise to help determine relative strengths and weaknesses. It also helps demonstrate which local authorities are leading on specific issues. For example, Nottinghamshire leads the East Midlands in relation to the percentage of service users receiving personal budgets. The authority is keen to promote this success and share the lessons learnt from that achievement. As a practical example, Nottinghamshire recently hosted the East Midlands Performance Network and the Group Manager – Customer Access / Social Care led a presentation on how the County Council has achieved this level of performance. The sharing of our experience and expertise was greatly appreciated by the attendees from other local authorities. However, it is equally important that the County Council recognises the need to improve in all areas and continues to learn from other local authorities who are performing at a higher level in different aspects of adult social care.

## **Summary**

13. The report seeks to provide Members with a brief summary of performance for the first six months of 2012/13, with a specific focus on key strategic performance measures. The department will continue to improve performance management through finding the right combination of focussing on our own data, comparing and learning with others and understanding the views and needs of service users.

## **Reason/s for Recommendation/s**

14. This report is for information only and there are no specific recommendations to be made.

## **Statutory and Policy Implications**

15. This report has been compiled after consideration of implications in respect of finance, equal opportunities, 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.

## **Human Resources Implications**

16. The Human Resources-related performance outcomes are reflected in the report.

## **RECOMMENDATION/S**

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

**DAVID PEARSON**

**Corporate Director for Adult Social Care, Health and Public Protection**

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**Constitutional Comments**

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

**Financial Comments (NDR 29/11/2012)**

18. There are no financial implications arising directly 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:

- (a) [Transparency in outcomes: a framework for quality in adult social care - The 2012/13 Adult Social Care Outcomes Framework](#) – March 2012.
- (b) Adult Social Care Outcomes Framework 2011/12 – [Charts](#).

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

All.

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## APPENDIX A

### Key ASCH Performance Indicators – As at 30<sup>th</sup> September 2012

Indicator	Value	Target	Commentary	Lead
<p>Adult social care clients and carers receiving community based services via a direct payment or personal budget</p> <p>High is good</p>	79%	60%	<p>Performance continues to be very positive, well in excess of our targeted figure. We are currently performing best in the East Midlands and in the top ten authorities nationally. No authority achieved over 78% during the previous financial year (2011/12)</p>	Paul McKay
<p>Total number of older people (aged 65 and over) supported in residential and nursing care placements</p> <p>Low is good</p>	2,874	2,691	<p>Following the re-launch of the 'Living at Home Programme' and our continued priority of helping people to remain independent and in their own home as long as possible, we have seen a sustained reduction in admissions to long-term care. If our performance follows national trends and we can maintain this improvement in the admission rate we will see an overall reduction of numbers in long-term care over the next 12 to 18 months</p>	David Hamilton
<p>Delayed transfers of care from hospital attributable to adult social care</p> <p>Low is good</p>	1.64	2.00	<p>This is the latest update available and is from August. This forms a subset of the main indicator and reflects delays attributed to social care only. The rate per month (1.64) compares well against the same period for the previous year (2.6). The introduction of reablement teams has assisted in the reduction of delays in some local hospitals. (However, the combined figure for delays being the</p>	David Hamilton

Indicator	Value	Target	Commentary	Lead
			responsibility of both Health and Social Care is performing below the targeted level. Further investigation into the underlying causes and possible solutions are ongoing)	
Percentage of service users going through reablement requiring no ongoing package  High is good	49.5%	40.0%	Exceeding the departmental target of reabling 40% of service users. This means as a whole; reablement is on target for 65% of service users requiring no or less ongoing package following reablement	Paul McKay
The percentage of plans created where steps have been identified that can manage or reduce the risk of further abuse.  High is good	58%	60%	We have changed the way safeguarding plans are measured following changes to the way this information is recorded. The new way of recording and measuring is more reliable and consistent and allows for easier monitoring. Initial results are positive, and the safeguarding team will work with operational teams to ensure that this performance is maintained.	Caroline Baria

Indicator	Value	Target	Commentary	Lead
<p>Adult social care clients and carers receiving community based services as a direct payment</p> <p>High is good</p>	28.6%	16.5%	<p>The department saw an increase of 203 direct payments this month bringing the total to 3,396 or 29%. 43% of service users aged 18-64 and 19% of service users aged 65+ are having their personal budget as a direct payment. Performance for this measure remains good in comparison with the recent provisional ASCOF data – where we were above both the national and East Mids average for 2011/12. Performance during the first 6 months of 2012/13 has continued to improve</p>	Paul McKay
<p>Percentage of service users going through reablement requiring reduced package of support</p> <p>High is good</p>	26.3%	25.0%	<p>The performance in relation to the overall picture for reablement continues to be on target for the department. This is comprised of those service users who require no ongoing package (detailed on the page above) and this measure. It is important to view the two measures in conjunction to as they are complementary. Reablement continues to be a key priority for the department.</p>	Paul McKay
<p>Service users with a learning disability living in their own home or with their family</p> <p>High is good</p>	68.3%	70.0%	<p>Following changes to the guidance on how this measure should be collected further statistical analysis is being undertaken to ensure that the data used to calculate the number of adults (18-64) with learning disabilities in paid employment / who live in their own home or with their family - is accurate and consistent. Following completion of this work, we will review current performance, the year-end target and any necessary remedial actions in conjunction with the Service Director - Personal Care and Support (Younger Adults).</p>	Jon Wilson
<p>Service users with a learning disability in paid employment</p> <p>High is good</p>	8.1%	10.0%		Jon Wilson