



HEALTH AND SOCIAL CARE SCRUTINY PANEL
DATE: 21 JUNE 2004

**Agenda
Item No.**

10

**ADULT SOCIAL CARE SERVICES – DELIVERY & IMPROVEMENT
STATEMENT, SPRING 2005**

Ward(s) All

Portfolios: Cllr A Paul – Health & Social Care

Summary of report:

The Spring 2005 Delivery and Improvement Statement (DIS) was completed and forwarded to CSCI, as required, by 31st May.

It provides a comprehensive review of performance in 2004/05 and sets out performance targets for 2005/06. It identifies priorities for improving service delivery and outcomes for clients. It presents the risks to achieving priorities for improving outcomes for clients and associated contingency plans.

This report will present just a sample of what was achieved last year in the various service areas, together with a number of key priorities for 2005/06.

Background papers:

Please refer to the DIS for full details of performance, targets and priorities.

Reason for scrutiny:

To brief Members on the progress of the Delivery and Improvement Statement and enable Scrutiny of key performance indicators

Signed:

Executive Director: Dave Martin

Date: 13 June 2005

Resource and legal considerations:

There are no resource or legal considerations arising from this report.

Citizen impact:

The delivery of good services will impact on better outcomes for vulnerable adults

Environmental impact:

There is no environmental impact from this report.

Performance management:

The report provides a review of performance in 2004/05 and sets out performance targets for 2005/06.

Equality Implications:

The performance targets include actions that ensure delivery of equitable services.

Consultation:

There are no specific consultation requirements relating to this report.

Vision 2008:

The performance of adult services relates directly to the Council's vision for achieving excellence by 2008.

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1. INTRODUCTION

- 1.1 The Spring 2005 Delivery and Improvement Statement (DIS) was completed and forwarded to CSCI, as required, by 31st May.
- 1.2 It provides a comprehensive review of performance in 2004/05 and sets out performance targets for 2005/06. It identifies priorities for improving service delivery and outcomes for clients. It presents the risks to achieving priorities for improving outcomes for clients and associated contingency plans.
- 1.3 This report will present just a sample of what was achieved last year in the various service areas, together with a number of key priorities for 2005/06.

2. AREAS OF ACHIEVEMENT

2.1 These include:

- The introduction of a range of schemes to promote independence for Older People including a dementia care mapping network and the use of Assistive Technology.
- Well developed partnership arrangements with the NHS. These are in place at both strategic and operational levels with the appointment of joint funded Heads of Service and Joint Commissioning Managers and a revised structure to manage partnership working. As a result, hospital admissions and discharges will be more effectively managed; and health and independence promoted further.
- The establishment at the end of the year of a new Younger Adults and Disability Service and a new locality management structure for Older People's services to improve access to services and ensure local care responses to local needs.
- Adults with Learning Disabilities continue to receive an integrated local service as a result of pooled budget and joint commissioning arrangements with the NHS resulting in significant progress. For example, 74 individuals have moved from institutional care to supported living packages
- A new integrated community equipment store was established with health, along with a new Care & Repair contract for minor adaptations. A review of major adaptations and DFGs was completed with additional capital being secured to clear the back log. These actions resulting in improved waiting times for OT assessments, equipment and adaptation work.
- Funding secured for a new Independent Living Centre
- A Joint Director of Mental Health Services was appointed and a broad range of initiatives have been introduced, for example: a carers' support team; a healthy lifestyle initiative; work on establishing pooled budgets; improved access to employment opportunities.
- Services for those with HIV/AIDS have been integrated and targets for 2004/05 have been met
- Drug and Alcohol Misuse – waiting times for all modalities for 3 of the 4 quarters in 2004/05 were within national recommended targets; the number engaged in treatment exceeded the 10% target increase.

- Improvements in the support offered to carers including a dramatic increase in the range of short break services.

3. PRIORITIES FOR 2005/06

3.1 These include:

- Further developing and embedding the changes that last year resulted in new structures for services for Older People and a specialist Younger Adults and Disability Service
- Building on the integration achieved in both the Learning Disability and Mental Health Services across the whole of adult services
- Full implementation of the Single Assessment Process across all adult services and improved Care Co-ordination, resulting in speedier assessments and improvements in performance on reviews and carers assessments.
- Tender for re-provided Older People's Services and continued development of extra care housing.
- Clearing the backlog and reducing waiting times for Occupational Therapy and Adaptations Services
- Moving further towards becoming an excellent Authority and 3 Star Service

4. KEY THRESHOLD INDICATORS

4.1 These indicators are of special significance as they have a direct bearing on the star rating system. They are set out as Appendix 1. The figures include the outturn for 2004/05 and, most importantly, the targets for the current year.

5. CONCLUSIONS

5.1 Considerable progress, particularly in paving the way for future success was made in 2004/05. In meeting its targets for 2005/06, the service would make significant progress towards excellence.

Key Threshold Indicators – Adult Services

Key Threshold Indicator (PAF Indicator)	2004/05 Plan	2004/05 Forecast	2004/05 Outturn	2005/06 Plan
C26 Admissions aged 65+ to Residential/nursing care	135.0	146.0	142.4	135.0
C28 Intensive Home Care	15.0	12.4	12.4	13.5
C51 Direct Payments	48**	25	29	52
D54 % items of equipment Delivered within 7 working days	65.0	65.0	65.5	70.0
D55 Acceptable waiting times for assessment	65.0	52.5	58.7	75.0
D56 Acceptable waiting times for Care packages	87.5	87.5	63.7*	86.0

* Loss of data due to interim
information system

** incorrect figure submitted – target has been met