

DATE: July 15th 2010

**Social Care and Inclusion Performance Scorecard
2009-10 Out turn**

Ward(s) All

Portfolios: Cllr Barbara McCracken, Social Care, Health And Housing

Summary of report:

Health, Social Care and Inclusion Scrutiny and Performance Panel has received a quarterly balanced scorecard of representative performance indicators (PIs) since its July 27 2006 meeting. The scorecard aims to stimulate scrutiny of the improvement measures across the directorate.

Background papers:

- Social Care and Inclusion Scorecard Outturn Scorecard for 2009-10 (appendix One)

Reason for scrutiny:

- To enable scrutiny of key performance indicators in accordance with statutory guidance.
- Scrutiny panels are responsible for holding cabinet to account for the delivery of the Council's strategic goals and individual portfolio targets.

Resource and legal considerations:

Any resource implications arising from improving performance will be found from within approved budgets. There are no legal considerations arising from this report.

Citizen impact:

Improvement in the performance of agreed performance measures including PIs will impact on better outcomes for vulnerable adults, those with housing needs and other service users.

Environmental impact:

There is no specific environmental impact from this report.

Performance management:

The scrutiny and performance panel's scorecard contains PIs that inform the overall assessment of Adult Social Care and Strategic Housing Services. These performance measures contribute towards the Councils overall Comprehensive Area Assessment (CAA) evaluation. All risks identified in relationship to progressing performance are found in the relevant service plans and the directorate risk register and are subject to regular review. PIs that have a red traffic light designation will be subject to corrective measures and action plans.

Equality Implications:

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

Consultation:

There are no specific consultation requirements relating to this report.

Contact Officer:

Brandon Scott-Omenka - Performance and Outcomes Manager (CPM) SC&I
01922 658470
Scott-OmenkaB@walsall.gov.uk

1 SOCIAL CARE AND INCLUSION OUT TURN PERFORMANCE 2009-10

- 1.1 Panel has previously agreed to scrutinise a specific Scrutiny Scorecard of selected indicators. At the year end the “GAR traffic light system is used to indicate the degree to which performance met the target:
- **Green:** an indicator achieved its target by year end;
 - **Red:** an indicator missed its target by year end.
- Panel has also agreed to add to the scorecard any additional indicators that become “red” in any given quarter.
- 1.2 The scorecard is made up of a mixture of the National Indicator Set (NI), selected annual Adult Social Care Self Assessment survey (SAs) targets and the former national Performance Assessment Framework (PAF) indicators that have been retained for local purposes. (It should be noted that the PAF indicators are no longer monitored and band ratings in the appendices are therefore illustrative).
- 1.3 This Scrutiny scorecard will be revised for the 2010-11 cycle and presented to Scrutiny panel at the end of the first quarter for approval or amendment with a list of any excluded indicators also available to members.

2 COMMENTARY ON THE 2009-10 OUT TURNS

- 2.1 The 2009-10 scorecard shows 12 green and 4 red indicators. In addition there are a further 6 red indicators (18–64 admissions to care, Intermediate care, Telecare, Unit costs and sickness absence) which would not otherwise be included in the set.
- 2.2 Amongst the green indicators reported on in the scorecard:
C72 Admissions to residential / nursing 65+: C72 saw a notable improvement to 354 admissions by year end considerably fewer than the 376 projection at quarter 3. Investment in prevention and clearer guidance to social workers continues to improve opportunities for older people to remain supported in their own homes.
- 2.3 **NI 133 Timeliness of social care packages** was reported on in detail at the 25th March Panel meeting. Therefore the recovery to meet the target is a welcome reflection of the additional management action. With the out turn of 2144 care packages put in place within 28 days exceeding the 3rd quarter projection of 1659.
- 2.4 **NI 135 LAA Carers receiving needs assessment or review and a specific carer’s service, or advice and information:** is currently one of the best scores in the country. A review in the 3rd quarter confirmed the accuracy of staff recording and a high level of performance.

Amongst the red indicators reported on in the scorecard:

- 2.5 **D54 Equipment / adaptations delivered within 7 days:** was reported on in detail at the 25th March Panel meeting. Of the 5951 pieces of equipment delivered only 4224 were delivered within 7 days (70.98). Whilst the bulk of pieces of equipment are delivered within 5 weeks. This will be subject to corrective action in 2010-11.
- 2.6 **NI 130 Social care clients receiving Self Directed Support (direct payments and**

individual budgets) aged 18+: 833 (9.6%) clients were in receipt of self directed support by year end, 27 short of the number required to get above the 10% national target. Whilst the Directorate has helped more people in the community if they decide *against* a self directed support option this reduces the NI 130 score. The promotion of SDS's that enable meaningful empowerment of clients with an assessed need will be a priority for 2009-10.

- 2.7 **HRD Staff vacancies: Percentage of SSD directly employed posts vacant:** This score reflects 226 vacant posts approximately 38 higher than would have been required to meet the 20% target. This arises from service restructures and reasonable use of temporary staff.
- 2.8 **C73 Admissions to residential/nursing care per 10,000 population aged 18 – 64:** The in year increase of 52 admissions for this vulnerable client group was 15 above what would have been required to meet the target. Management action is in place to address out of borough placements and develop in-borough community based and preventative options that promote independent living.
- 2.9 **B12 Unit costs of residential care for all client groups B17 Weekly expenditure on home care costs for adults and older people:** These indicators show a relatively stable level of unit costs and therefore a failure to meet the small reductions anticipated in year. These indicators have been discontinued nationally and it is proposed to replace them with service specific indicators in 2010-11 that capture budget and actual spend in the high cost Disability supported living, home care and residential and nursing care placements.
- 2.10 **HRD The percentage of social services working days/shifts lost to sickness absence during the financial year** scored at 7.87% marginally higher than the 7% target. This may reflect increased influenza. A major initiative to review and reduce sickness levels in the council is being piloted in Social Care and Inclusion Directorate. It is anticipated this will impact in the coming year with a provisional target of 5%.
- 2.11 The **Intermediate care** Annual Self Assessment targets (**P002, P003 and P121**) do *not include* health activity. Consequently the targets have not been met. Activity is underway with health colleagues to capture this missing activity in future recording.
- 2.12 **2OP009 Telecare equipment installed in the home - Adult social care alone** This Self assessment target is closely allied to **2OP10** which covers Telecare developed in *partnership*. A review of the guidance identified that some Telecare developed in partnership had been misallocated to **P009** social care *alone*. When this was corrected the outturn for P009 was reduced to 1486 below the target of 1560. However Telecare equipment re-allocated to **2OP10** gave an outturn of 194 - surpassing its target of 53. Importantly overall there were 57 additional Telecare installations original planned.
- 2.13 **CC 1 % of complaints resolved within the timetable indicated on the complaint plan** Revised national regulations came into force from April 2009. Consultation with the National officer responsible for the regulations identified that timescales can be adjusted with the informed consent of the complainant. This led to an improved performance in Q4 from 56% to 96% and the forecast for 2010/11 is for this improvement to be maintained. However, the target of 70 was missed by 1.7%

Indicator Code and Description		2008/09		2009/10 Quarter 1		2009/10 Quarter 2		2009/10 Quarter 3		2009/10 End of Year			Compared to	
		Out-turn	Real Number	Score	Real Number	Score	Real Number	Score	Real Number	Out-turn	Real Number	Target	2008/09 Out-turn	Qt 3
Service Area: 1. Social Care Services														
C72	Admissions to residential / nursing care per 10,000 population aged 65+	88.89	N: 386 D:43423	64.48	N:280 D:43423	86.13	N:374 D:43423	86.57	N:376 D:43423	80.5	N:354 D:44000	<85	↑	↑
C73	Admissions to residential / nursing care per 10,000 population aged 18 - 64	2.5	N:38 D:150684	1.3	N:20 D:150684	2.52	N:38 D:150684	2.56	N:39 D:150684	3.4	N:52 D:150900	<2.5	↓	↓
D37	Availability of single rooms	95.6	N:130 D:136	96.8	N:30 D:31	94.2	N:65 D:69	93.6	N:73 D:78	94.6 ⁱ	N:122 D:129	>95	↓	↑
D54	Equipment / adaptations delivered within 7 days	70.2		65.9	N:411 D:623	67.9	N:1894 D:2789	69.87	N:3133 D:4484	70.98	N:4224 D:5951	>85	↑	↑
E47	Ethnicity of older people receiving an assessment	1.55	N: 0.071 D: 0.046	1.51	N:0.07 D:0.046	1.65	N:0.076 D:0.046	1.61	N:0.074 D:0.046	1.49	N:0.0689 D:0.046	1<2	↔	←
NI 130	Social care clients receiving Self Directed Support (Direct Payments and Individual Budgets)	251.9	Not comparable	6.19	N:378 D:6105	7.7	N:500 D:6479	8.1	N:581 D:6494	9.67%	N:832 D:8605	15	Not comparable	↑
NI 132	Timeliness of social care assessment (DH DSO)	91.2	N:3334 D:3656	97.1	N:949 D:977	97	N:1997 D:2059	98.1	N:2988 D:3043	96.6	N:3797 D:3931	90.1	↑	↓
NI 133	Timeliness of social care packages (DH DSO)	87.9	N:1737 D:1977	94.5	N:483 D:511	90.3	N:1062 D:1176	88.34	N:1659 D:1878	90.12	N: 2144 D: 2379	90.1	↑	↑
NI 135	Carers receiving needs assessment or review and specific carer's service, or advice and information	42.4	N:3040 D:7175	14.6	N:848 D:5772	23.8	N:1395 D:5852	33.34	N:2080 D:6238	37.56	N:2760 D:7348	24.5	↓	↑
NIL	People supported to live independently through social services (adults all ages) (PSA 18)	2577	—	2572	—	2603	—	2658	—	2818.9	—	2600	↑	↑
10P002	Intermediate care in a residential setting (rapid response) to prevent hospital admission	35	NA	7	NA	11	NA	13	NA	24	NA	50	↓	↑
10P003	Non-residential intermediate care to facilitate timely hospital discharge and / or effective rehabilitation	301	NA	39	NA	73	NA	110	NA	168	NA	320	↓	↑
10P121	Intermediate care in a residential setting (supported discharge) to facilitate timely hospital discharge and / or effective rehabilitation	226	NA	68	NA	124	NA	167	NA	216	NA	280	↓	↑

20P009	No. of new service users aged 65 and over provided / to be provided with one or more items of telecare equipment in their own homes	1253	NA	409	NA	823	NA	1108	NA	1486	NA	1560	↑	↑
Service Area: 2. Social Care Finance PAF/Local PIs														
B12	Unit cost of residential care for all client groups	518	NA	528	NA	526	NA	526	NA	526	NA	518	↓	←
B17	Weekly expenditure on home care costs for adults and older people	15.2	NA	15.41	NA	15.39	NA	15.4	NA	15.4	NA	15.2	↓	←
Service Area: 3. Social Care Customer Care Team Local PIs														
CC 1	% of complaints resolved within the timetable indicated on the complaint plan		Not comparable	75	N:15 D:20	53	N:11 D:21	57	N:13 D:23	68	N:55 D:81	70	Not comparable	↑
CC 4	% investigated by the LGC following local authority investigation		Not comparable	0	0	0	0	0	0	0	0	<5	Not comparable	←
CC 5	Ability to demonstrate that at least 7% of complaints lead to changes in service delivery to service users		Not comparable	55	N:11 D:20	29	N:6 D:21	52	N:12 D:23	46	N:37 D:81	>7	Not comparable	↓
Service Area: 4. Social Care Human Resources Local PIs														
HR1	Recruitment & retention indicator (staff turnover): Percentage of SSD directly employed staff that left during the year	4.42	N:44 D:995	5.79	N:56 D:966	8.77	N:85 D:969	1.14	N:11 D:964	2.66	N:25 D:940	8	↓	↓
HR2	Recruitment & retention indicator (staff vacancies): Percentage of SSD directly employed posts vacant	21.31	N:212 D:995	21.53	N:208 D:966	20.85	N:200 D:968	24.07	N:232 D:964	24.04	N:226 D:940	20	↓	↑
HR3	The percentage of Social Services working days/shifts lost to sickness absence during the financial year	6.96	–	1.45	–	3.61	–	5.85	–	7.87	–	7	↓	↓
Service Area: 5. Supporting People														
NI 141	Number of vulnerable people achieving independent living	84.81	–	78.63	–	82.69	–	85.08	–	92.80 %	–	78	↑	↑
NI 142	Number of vulnerable people who are supported to maintain independent living	98.36	–	96.11	–	97.33	–	97.9	–	98.44 %	–	98	↑	↑

ⁱ D37 123 out of 129 placements in the sample group had a single room. As less than one further single room in the sample group would have achieved the target a green Gar judgement has been made.