

SCRUTINY COMMISSION FOR HEALTH ISSUES	Agenda Item No. 5
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Report of the Executive Director of Adult Social Care

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Quarterly Performance Report on Adult Social Care

1. PURPOSE

- 1.1 The attached report provides an update on the delivery of Adult Social Care services in Peterborough against the four outcomes domains contained within the national Adult Social Care outcomes framework.

2. RECOMMENDATIONS

- 2.1 The Scrutiny Commission are asked to review and comment upon the performance information within the report.

3. LINKS TO THE SUSTAINABLE COMMUNITY STRATEGY

- 3.1 The Adult Social Care outcomes have strong links to the health and wellbeing aspects of the community strategy.

The report details performance against all available national indicators from the national outcomes framework.

4. BACKGROUND

- 4.1 The attached report has been constructed to provide summarised information on the following:

- An overview of progress on priority areas within the four national outcome domains (including Safeguarding);
- An updated position with regard to progress against national and local performance indicators;
- An update on the status of key projects which are underway to achieve these priorities
- Additional activity data where this is appropriate;
- Examples of the impact of our work on service users and carers in Peterborough

This report covers the fourth quarter of 2011-12, and gives the position at the end of the annual performance cycle.

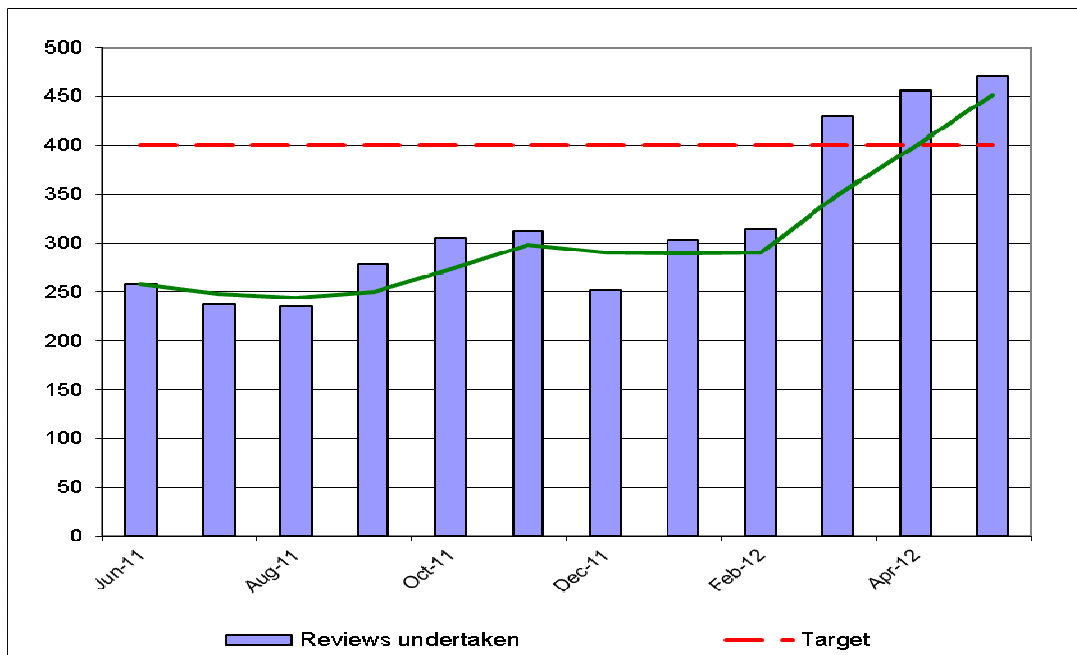
5. KEY ISSUES

5.1 The full year view of performance in 2011/12 is included in the attached report. This includes some areas where performance has been good over the year including:

- The percentage of adults with learning disabilities in paid employment remains high due to the work of PCC Supported Employment service. We have included some case studies on the work of this service.
- The percentage of service users accessing self directed support has increased on last year and is still above the national target. Although not reaching our locally set target we believe this is due to remodelling of our processes to prevent the need for long term services, rather than a failure to offer self directed support to those accessing long term services.
- Continued low numbers of admissions of older people into permanent residential care.
- Continued high level of people leaving intermediate care and living independently in their own home 3 months later.

5.2 However there are some areas for concern:

- When the care management teams transferred in March 2012 backlogs were discovered in both scheduled reviews and safeguarding investigations. Some background to this was provided to Scrutiny Commission in their meeting in June. The chart below shows how the numbers of reviews carried out have increased since March 2012



- There were in excess of 450 open safeguarding cases when the service transferred. All have now been assessed and completed with most having been closed. The closure process has included a data quality and audit check to ensure all necessary information is included to ensure improved reporting of outcomes. A small number of referrals requiring further ongoing work now have protection plans in place. The average number of new referrals in a month is 77 and we should aim to have around that number open at any one time. Currently we have 92 open active referrals.
- We have received the results of our Adult Social Care survey and have a number of areas in which we know we could do better. These include overall levels of satisfaction from our service users, access to information and advice, and the extent to which our

social care services help people to feel safe.

6. IMPLICATIONS

6.1 The report relates to city wide delivery of adult social care.

7. CONSULTATION

7.1 None

8. NEXT STEPS

8.1 A Local Account reflecting on the performance in 2011/12 and the priorities for 2012/13 will be presented to Scrutiny Commission in the Autumn.

9. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

9.1 Transparency in outcomes: a framework for quality in adult social care
The 2011/12 Adult Social Care Outcomes Framework

10. APPENDICES

10.1 Quarter 4 performance report

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