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**Introduction**

The following report seeks to evidence delivery against the three key priorities identified for Adult Social Care in 2012/13

Priority 1 – Promoting and supporting people to maintain their independence. This links to the national outcome Domain 2 – Delaying and reducing the need for care as support

Priority 2 – Delivering a personalised approach to care. This links to the national outcome Domain 3 Ensuring people have a positive experience of care and support

Priority 3 – Empowering people to engage with their communities and have fulfilled lives – This links to national outcome Domain 1 Enhancing quality of life for people with care and support needs.

The report also covers our key responsibility to safeguard vulnerable adults – linking to national outcome Domain 4 Safeguarding adults whose circumstances make them vulnerable and protecting from avoidable harm

This report has been constructed to provide summarised information on the following:

- An overview of progress on priority areas within these four outcomes
- 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

**Key**

**RAG (Red/Amber/Green) = Performance and risk status**

RED Behind target and plans are not likely to bring back on target  
AMBER Behind target but plans in place and likely to resolve issues or behind target but good comparative performance/progress  
GREEN On target

**Direction of Travel**



Improving



remaining static



Deteriorating

## Priority One: Promoting and supporting people to maintain their independence. This links to the national outcome

Domain 2 – Delaying and reducing the need for care as support

### Overview of progress

Over the year 469 people received a reablement service with 57% achieving a positive outcome of needing less or no further support long term. Overall the service has been extremely effective for those who complete their period of reablement.

The department has had concerns about the high number of readmissions to hospital from reablement. We have reported these concerns to the Clinical Commissioning Group and have been jointly investigating discharge processes operated by the hospital. There are similar concerns around readmissions from Intermediate Care which are also being investigated. Enhancing our reablement and enablement services will be a key element of our wider transformation programme during 2013/14.

The Clinical Commissioning Group has confirmed funding for reablement services for 2013/14. Work to better integrate reablement with community health services has been undertaken and is ongoing.

Admissions into permanent residential and nursing care have been carefully managed again in 2013/14, with care within the individual's own home being the default offer wherever possible.

There have been no delayed discharges of care for social care reasons in for Peterborough residents throughout the whole year and this is a significant achievement. There has however been an increase in delayed discharges for non social care reasons.

NATIONAL PERFORMANCE INDICATORS: DASHBOARD			
Indicator	Comment	Direction of travel	Q2 RAG
<b>Numbers of people receiving reablement support</b>	<b>469 people</b> received a reablement service within the full year. With 114 receiving the service during Quarter 4.		<b>Green</b>
<b>Percentage of clients completing reablement with reduced or no care package</b>	The <b>target was for 60%</b> of those receiving reablement services to leave the service with reduced or no further support. <b>57% achieved this outcome</b> during the year with 50% achieving it in quarter 4. Although not quite reaching the target this is a significant achievement for the first full year of delivery.		<b>Amber</b>
<b>Permanent admissions to residential care homes per 1,000 population age 65+</b>	<b>93 older people</b> were admitted to permanent residential care during the year. This is lower than the 140 admitted in the previous year. The target was to decrease admissions.		<b>Green</b>
<b>Permanent admissions to residential care homes per 1,000 population age 18-64</b>	<b>3 people aged 18-64</b> , were admitted to permanent residential care our <b>target was a reduction on the 15</b> admitted during 2011/12		<b>Green</b>
<b>Delayed transfers of care from hospitals per 100k population</b>	Delayed transfers of care for the whole Peterborough system were on average <b>6.75 per week against a target of 5.9. No delays were for social care reasons.</b> Most delays were due to waits for health assessment or further health funded provided services, or due to patient or family choice.		<b>Green</b>
<b>Proportion of people achieving independence 3 months after entering intermediate care</b>	The proportion of people achieving independence three months after entering intermediate care was <b>83%</b> for the full year. This is a deterioration on last year (87%) and slightly below the <b>target of 85%</b>		<b>Amber</b>

<b>Promoting and supporting people to maintain independence – key projects</b>			
<b>Project</b>	<b>Description</b>	<b>Progress update</b>	<b>Status</b>
<b>Reablement</b>	Use of reablement as a front door for new clients and as a service to reduce dependency for current long term clients as appropriate. Developing independent sector reablement services, overseen by the in-house service.	<p>Agreement has been signed off by the Clinical Commissioning Group to transfer funding to the Council for 13/14 alongside stretch targets for referrals into the service.</p> <p>Work to better integrate reablement with community health services has been undertaken and is ongoing.</p> <p>Developing reablement capacity in the independent sector is underway and will be progressed through the retender for these services over the next 6 months.</p>	<b>Amber</b>
<b>Support Planning</b>	Commission an organisation to undertake reviews of support plans for clients who had not received a review in the previous 12 months.	The agency has undertaken around 500 reviews; coupled with the implementation of Frameworki, the resulting enhanced workflows and the work undertaken by the community social work teams the number of clients without a review in the previous twelve months is now negligible.	<b>Green</b>
<b>Intensive Community Support</b>	Continued work to bring people in long term out of area placements back to Peterborough. A scoping exercise identified 72 adults with learning disabilities living outside of Peterborough - 80% are in residential care. Work is also underway with the transition services to ensure that young people from Peterborough do not have to leave their families and local communities as they approach adulthood.	<p>In addition to bringing people back from out of area placements there is a focus on the Winterbourne View review of assessing people that are in low to medium secure settings that can be supported in the community albeit with intensive support. 7 people have been identified of which 5 people have been assessed to be resettled in Peterborough by June 2014</p> <p>Of the out of area placements, 40 people have said they wish to continue to live where they are - work is under way to find either suitable supported living settings for them if in residential homes or working with the provider to register the residential home into a supported living setting wherever possible.</p> <p>To date 15 people with complex needs have been successfully returned to Peterborough.</p>	<b>Green</b>

<b>Promoting and supporting people to maintain independence – key projects</b>			
<b>Project</b>	<b>Description</b>	<b>Progress update</b>	<b>Status</b>
		The IST are working very closely with the service users and their providers that support complex people and people coming up in transitions to prevent a dependency on out of area placements. Also where people are placed in expensive out of area children placements the IST are working closely with the transitions team of bringing these people back to Peterborough.	
<b>Review of Learning Disability Day Services – Personalisation of day support</b>	Reviewing learning disability day services with a view to linking more strongly to personalisation of day support.	The scoping and development work for learning disabilities day opportunities and employment will present findings by the end of July 2013. Extensive work is underway with various stakeholders and co production with service users and carers groups. Life changing real life stories of the impact of having a personalised service from people living in other local authorities as well as Peterborough are shared with people with learning disabilities, family carers and staff.	<b>Green</b>

**Priority 2 – Delivering a personalised approach to care.** This links to the national outcome Domain 3 Ensuring people have a positive experience of care and support

**Overview of progress**  
 During the year we undertook both a statutory survey of 1000 carers and a statutory survey of 1500 service users. Overall levels of satisfaction had improved from the previous year, as had service users perceptions on availability of information and advice. National benchmarking for these surveys is due to be made available in late June.

We have continued to expand our availability of supported living options for younger adults and have undertaken promotion of the shared lives scheme.

The department has made improving quality and quality assurance a focus for development in 2012/13. We have established a Quality Board with service user representation and developed a quality assurance framework supported by quality reports and a case file audit programme.

NATIONAL PERFORMANCE INDICATORS:			
Indicator	Comment	Direction of Travel	Q4
<b>Overall satisfaction with local adult social care services</b>	The results of the 2012/13 service user survey show 64.3% of service users being either extremely or very satisfied with the service they received. This is an improvement on 2011/12 60.2% and 2010/11. This is now above the national average from the 2011/12 surveys of 62.8%		<b>Green</b>
<b>The proportion of people using social care and carers who find it easy to find information about services</b>	The results of the 2012/13 survey show that 74.5% found it easy or fairly easy to find information. This is an improvement on 69.4% in 2011/12. It is also a marked improvement from the position 2 years ago, 53.1%. It is also above the previous years national average of 73.8%.		<b>Green</b>
<b>The proportion of carers who have reported that they have been included or consulted in discussions about the person they care for</b>	In the 2012/13 Carer's Survey 67.7% of carers said they feel that they have been included or consulted in discussions about the person they care for. National benchmarking data is due to be published later in June. This will feed into the consultation on our carers strategy.	No target set – first year of measure	
<b>Number of LD Health-checks recorded by GP practices</b>	249 health checks were carried out by Peterborough GPs which equates to <b>93%</b> of those eligible. This is better than the <b>86% target</b> .		<b>Green</b>
<b>Numbers accessing supported living schemes –</b>	The numbers of service users accessing the adult placement scheme increased from 15 at the end of 2011/12 to 19 at the end of 2012/13. In total there are now 168 people in supported living environments as opposed to residential care.		<b>Green</b>
<b>Percentage of OT equipment delivered in 7 working days</b>	<b>99.6%</b> of OT equipment was delivered within 7 working days, better than the <b>target of 97%</b> .		<b>Green</b>

**Priority 2 – Delivering a personalised approach to care.** This links to the national outcome Domain 3 Ensuring people have a positive experience of care and support

Project	Description	Progress update	Status
<b>Develop a quality framework</b>	As part of the development of an overall quality framework, introduce a range of methodologies for assessing standards of service delivery and monitoring outcomes for service users.	The department has established a quality board and a quality framework, which includes a programme of audits and a quarterly suite of reports. Considerable progress has been made on developing and embedding the safeguarding audit and this is now being undertaken by team managers on a monthly basis.	<b>Green</b>
<b>Implementation of electronic call monitoring</b>	The implementation of a Homecare Electronic Call Monitoring (ECM) System, which will allow remote tracking and monitoring of care delivered by paid carers in people's own homes	Work to improve data quality is ongoing, the contracts and procurement team are actively monitoring provider compliance. A review of ECM implementation will be undertaken to inform the retendering of homecare services.	<b>Amber</b>
<b>Expand usage and supported living and shared lives options</b>	Expand take up of supported living and shared lives options avoiding high costs placements focussed on transition cases	The Adult Placement scheme will be going through a redesign over the next six months to broaden its scope from a service for people with learning disabilities to physical, mental health and older people. It will develop in line with national guidance and good practice. New outcome focus specifications for supported living services in line with ADASS guidance will be put in place. Currently there are 168 people in supported living and 103 in long stay residential care. There has been a considerable shift in the past 12 months from placing people in residential care to supported living schemes with the dependency of residential care reducing and to offer people greater independent living options and choice in the community.	<b>Green</b>
<b>Contract reviews</b>	Reviewing the current contracts and re-tendering to introduce national ADASS frameworks.	The major home care contracts have all undergone the ADASS risk assessment tool and the contract team is trialing the ADASS monitoring tool alongside the usual monitoring tools. Home care contracts will be relet by October 2013 after which point the ADASS monitoring tool will also be implemented. Providers have been briefed on the Council's plans to implement outcomes based specifications and contracts, using the ADASS format and standards.	<b>Green</b>
<b>Complaints</b>	Establish a complaints service within Peterborough City Council	The complaints handling process has been further refined throughout Quarter 4 with a new Policy and Procedure agreed and a clear procedure for the quality assurance of final response letters. An annual report of complaints has been produced, along with the first quarterly Quality Assurance Report which includes information on complaints received, whether they were dealt with in agreed timescales and learning from the complaints.	<b>Green</b>

**Priority 3 – Empowering people to engage with their communities and have fulfilled lives** – This links to national outcome Domain 1 Enhancing quality of life for people with care and support needs.

**Overview of progress**

The service user survey showed improved perceptions of quality of life for those receiving services in 2012/13, we await benchmarking data due for publication in late June to see if this is a national or localised trend. Carers' perceptions of quality of life appeared low, the detailed analysis will help to inform our carers strategy, which is currently being finalised, and help us focus on the things that will make a difference for carers.

The percentage of service users receiving self directed support has increased to 43%. Those unable to access self directed support currently are those receiving residential or nursing care or packages of equipment only. Our transformation work in 2013/14 should ensure that options are opened up for some of these people to receive personalised budgets where appropriate.

An increased percentage of adults with learning disabilities are now living independently which is evidence of our work across the system to resettle people from residential care where possible.

The online directory has been developed and launched with a range of publicity having taken place and a further programme planned.

A report on the resettled residents from Greenwood House is being presented to Scrutiny Commission as appendix 2 of this report. Work to commission a dementia resource centre is well underway.

NATIONAL PERFORMANCE INDICATORS: DASHBOARD			
Indicator	Comment	Direction of travel	Q3 RAG
<b>Self reported quality of life</b>	The 2012/13 survey produced a score of 19.0 which is an improvement on 18.8 in the previous two years. The national average in 2011/12 was 18.7, 2012/13 benchmarking is due to be released later in June. Maximum score is 24		Green
<b>Adults with learning disabilities in paid employment</b>	At the end of Quarter 4 around 50 (7.2%) of adults with learning disability who were supported by the department were paid employment. This lower than the target of 10% but in line with the national average as at 2011/12. We also supported a similar number of non FACs eligible service adults with learning disabilities into paid employment via our supported employment services.		Amber
<b>Adults and older people receiving self directed support (SDS)</b>	At the end of quarter 4 - 43% of service users were receiving self directed support, this is above the percentage last year 41.1% - it is also in line with the national average for 2011/12 of 43%. However more work needs to be done to achieve the new national target of 70% which we need to achieve by 2015.		Amber
<b>Adults in contact with mental health services in paid employment</b>	7% of adults known to secondary mental health services were in paid employment as at March 2013, above the target of 6%. This is provisional as final results are not yet published.		Green
<b>Adults with learning disabilities in settled accommodation</b>	The percentage of adults with a learning disability in settled accommodation has increased to 77% in 2012/13 from 71% in the previous year. This is above the target of 75% and above the national average for 2011/12 of 70%		Green
<b>Adults in contact with mental health services in settled accommodation</b>	As at March 2013 69% of adults known to secondary mental health services were in settled accommodation, less than the target of 75% but above the national average for 2011/13 of 55%. This is a provisional result		Amber

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<b>Carer reported quality of life</b>	42% of carers felt they had a good quality of life in the carers survey. Benchmarking information is due to be published later in June	No target set	<b>No RAG allocated –</b>
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**Priority 3 – Empowering people to engage with their communities and have fulfilled lives** – This links to national outcome Domain 1 Enhancing quality of life for people with care and support needs.

Project	Description	Progress update	Status
<b>Implement an online directory of services available in Peterborough.</b>	Creation of an online directory to allow residents of Peterborough to search for service providers within the city	The directory was made live in February and at this point it was widely publicised to local businesses and providers. This included an event to which all providers were invited on 11 February 2013. At this event providers had the opportunity to hear a presentation from the Director of Adult Social Care and also to test the system. This event also led to the production of a promotional video about the Directory. Presentations were given to the Provider Forums and to the Mental Health Partnership Board. A more formal public launch happened in March 2013 with press releases, posters and pieces in Your Peterborough and on Facebook and Twitter. The directory now has over 100 providers registered, covering a wide range of services. Plans for the future include joint working with Trading Standards to develop a Buy with Confidence Scheme.	<b>Green</b>
<b>Older People's Accommodation Strategy</b>	The Older Peoples Accommodation Strategy is designed to inform service provision for the people of Peterborough, to create better quality and value, whilst reducing costs	Work to commission a Dementia Resource Centre is underway. Recommissioning of extra care support is being aligned to the re-tender of homecare using ADASS developed contracts and specifications.	<b>Green</b>

## Safeguarding Vulnerable Adults - linking to Domain 4: Protecting from avoidable harm and caring in a safe environment

### Overview of progress

Results of the service user survey showed an increase in perceptions of the safety offered by adult social care services.

Investigation timescales have not improved to the degree targeted during this year this is in part due to the change in recording systems and the implementation of new forms and workflows which have taken time to develop and embed. Work is progressing led by the strategic lead for safeguarding to review the forms and roll out bespoke training which will support an improvement in timescales and consistency of approach.

The department has therefore identified the need for further targeted work on safeguarding. This work is being lead by the Director to ensure a high profile is given. This includes monthly focussed "raising the bar" meetings overseeing performance and quality of investigations carried out.

NATIONAL PERFORMANCE INDICATORS:			
Indicator	Comment	Direction of Travel	Q2
<b>The proportion of people using services who said those services make them feel safe and secure</b>	72% of the survey respondents reported that the services they receive make them feel safe. This is an increase on 68.6% in the 2011/12 survey but still below the national average for 2011/12 of 75.5%		Amber
<b>Safeguarding - decision to refer with 24 hours of receipt of alert</b>	87.4% of alerts were progressed to referral within the 24 hours timescale standard in 2012/13 compared to 74.4% in 2011/12, this was a marked improvement although still not at the target level of 90%.		Amber
<b>Safeguarding - first strategy meeting with 5 working days</b>	72.1% of referrals had a strategy meeting or discussion taken place within the first five days in 2012/13, this was slightly down on the 72.8% for the previous year and below the target of 85%. This is a focus area for improvement for safeguarding investigations.		Red
<b>Safeguarding - Investigation completed within 20 working days</b>	49.5% of investigations were completed within 20 working days for 2012/13 against a target of 80%, this is lower than the 56.3% the previous year. However this does include the large backlog of cases carried into the beginning of the year. Even so this will be a focus area for improvement in 2013/14		Red

Protecting from avoidable harm and caring in a safe environment Related Projects			
Project (Improvement Plan Workstreams)	Description	Progress update	Status
<b>Effective Multi agency processes, procedures and governance.</b>	Role out multi-agency procedures for Peterborough in line with PAN London model.	<p>The Safeguarding Adults Board (SAB) agreed to formally adopt and end the interim status of the multi-agency policy and procedures.</p> <p>A practice guidance task and finish group has been established by the SAB to look at developing practice guidance to support the policy and procedures.</p> <p>Joint work is being undertaken with Cambridgeshire County Council in developing guidance, procedures and policy where appropriate.</p> <p>A Peterborough City Council safeguarding Adults Policy was developed and adopted.</p>	<b>Green</b>
<b>The SAB is confident that safeguarding concerns are reported and responded to appropriately</b>	Improving performance monitoring and quality audit of investigations carried out.	<p>The SAB Performance and Quality Sub-Group is established.</p> <p>A Quality Monitoring framework has been established which includes the quality of Safeguarding Adults work.</p> <p>Safeguarding Quality Audits are now happening on a monthly basis with all Team Managers undertaking the audits. The results are reported to the SAB Performance and Quality Sub Group.</p> <p>A draft performance management framework is currently being developed and will start to be used to report back to the next Safeguarding Adults Board.</p>	<b>Amber</b>
<b>Ensure that information about safeguarding adults is accessible and that users are involved in policy development.</b>	<p>Improve safeguarding information on website</p> <p>Implement a systematic way of involving service users and carers</p>	<p>The Safeguarding Adults web pages continue to be updated with new information. The opportunity to use the website to allow stakeholders to provide feedback on the safeguarding process is currently being explored.</p> <p>The Safeguarding Adults leaflet has been updated and a stop abuse poster has been developed. Work has commenced on a newsletter and a new information booklet for service users on the safeguarding process is planned.</p>	<b>Amber</b>