

SCRUTINY COMMISSION FOR HEALTH ISSUES	Agenda Item No. 6
12 NOVEMBER 2013	Public Report

Report of the Executive Director of Adult Social Care and Health and Wellbeing

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ADULT SOCIAL CARE - QUARTER 2 PERFORMANCE REPORT

1. PURPOSE

- 1.1 The report provides a summary of performance delivery against the four priorities within the Adult Social Care Outcomes Framework. It provides an overview of progress against key projects to achieve the outcomes and performance information to illustrate the current position as at the end of September 2013 (Quarter 2).

2. RECOMMENDATIONS

- 2.1 Scrutiny Commission is 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.

4. BACKGROUND

- 4.1 The report contains an overview of delivery of outcomes in the first half of the year 2013/14. Appendix one provides a one page summary for each outcome. This new format has been developed following discussions with Cllr McKean on behalf of the Scrutiny Commission around presentation and content.

For each outcome there is a summary of the following:

- Key projects and objectives
- Priority timeline and milestones
- Priority headlines
- Priority metrics
- Exceptions with commentary and mitigating actions

5. KEY ISSUES

The Department has some challenging programmes to deliver in the current financial year and in the main these are achieving the expected progress. There are some areas of challenge which we have identified and responded to, which we cover in more detail within the report in order to provide assurance. Overall it has been a positive first six months of the year as summarised below.

5.1 Priority One: Enhancing quality of life for people with care and support needs.

- 5.1.1 The Key projects in this area are the strands of the department's Transformation Programme around Personalisation and Transforming Day Opportunities for Younger of Adults. Both of which have been previously presented to Scrutiny Commission. Key headlines for these projects in Quarter two are:
- Work is underway to develop a new operating model. This is on target to be outlined by a detailed business case in December 2013.

- A prevention strategy has been developed
- Consultation has commenced on day opportunities for younger adults.

There are two metrics with a green rating (on target) and one with an amber rating. Details around the amber rated metric are presented below.

<p>Title: Proportion of adults with a learning disability who live in their own home or with their family</p>	<p><u>Current Position:</u></p>	<p><u>Improvement Plan:</u></p>																
<p><u>Domain:</u> Enhancing Quality of life for people with care and support needs</p>	<ul style="list-style-type: none"> - We currently have 527 total service users known to the learning disability teams. 	<ul style="list-style-type: none"> - Commissioning self-contained flats 																
<p><u>Selection Reason:</u> Local performance on this target remains below the average of our comparator group of Councils. This is due to the continuing numbers in residential care.</p>	<ul style="list-style-type: none"> - 108 are in residential care, a decrease of 2 in the quarter. 	<ul style="list-style-type: none"> - No new residential placements made in Q2 																
<p>The graph displays the percentage of adults with a learning disability living in their own home or with their family. The Y-axis ranges from 72.00% to 82.00%. The X-axis shows 2012/13, Q1, and Q2 of 2013/14. Peterborough is represented by a grey line, the Comparator Avg by an orange horizontal line, and the National Avg by a blue horizontal line. Peterborough's performance starts at approximately 77.2% in 2012/13, drops to 74.0% in Q1, and rises to 76.0% in Q2. The Comparator Avg is constant at approximately 80.5%, and the National Avg is constant at approximately 73.2%.</p> <table border="1"> <thead> <tr> <th>Period</th> <th>Peterborough</th> <th>Comparator Avg</th> <th>National Avg</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>77.2%</td> <td>80.5%</td> <td>73.2%</td> </tr> <tr> <td>Q1</td> <td>74.0%</td> <td>80.5%</td> <td>73.2%</td> </tr> <tr> <td>Q2</td> <td>76.0%</td> <td>80.5%</td> <td>73.2%</td> </tr> </tbody> </table>	Period	Peterborough	Comparator Avg	National Avg	2012/13	77.2%	80.5%	73.2%	Q1	74.0%	80.5%	73.2%	Q2	76.0%	80.5%	73.2%	<ul style="list-style-type: none"> - There are plans in place to help 40 adults with learning disabilities to live in the community rather than in residential care over the next five years. 	<ul style="list-style-type: none"> - Tight control of residential admissions and expansion of non-residential housing options will improve the position by 2015
Period	Peterborough	Comparator Avg	National Avg															
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Q1	74.0%	80.5%	73.2%															
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	<ul style="list-style-type: none"> - Although we do not perform well compared to similar local authorities we are better than the national average. 																	

5.2 Priority two: Delaying and reducing the need for care and support

5.2.1 Key projects to support this priority are the further development of reablement services and the Dementia Strategy and Dementia Resource Centre. Key headlines for Quarter two are:

- Tenders evaluated for Dementia Resource Centre
- Dementia Strategy drafted and undergoing consultation
- Reablement is achieving its savings target by successfully delivering the outcome of over 60% of people completing the service needing less or no on-going social care services.

5.2.2 All priority metrics are rated green (on target).

5.2.3 There is an exception issue around the objective of building enhanced reablement capacity. This is due to difficulties with recruitment and also delays in the re-tendering of the independent sector contracts.

5.2.4 Residential home resettlement

5.2.5 We continue to monitor and review the resettled residents from Greenwood and Welland House. At the point of last review all 17 of the current resettled residents were considered to be settled. All are placed within the home of their choice with a single room. Over 50% have en-suite facilities and the majority maintain contact with family and friends with the remaining few being reported to have

good social interaction within the home. Regular reviews will continue for these residents.

Priority three: Ensuring people have a positive experience of care and support

5.3 Key projects supporting this priority are the development of information and advice, including an online directory, and developing and implementing a quality framework for Adult Social Care.

5.3.1 Key headlines for Quarter two are:

- Quality Board established and running with service users and carers driving the agenda.
- Standardised leaflet template agreed for all public information
- A range of safeguarding audit and evaluation processes developed, resulting in a better understanding of practice issues.

As statutory survey questions are only refreshed once a year we have introduced new metrics from our reablement survey, which are not rag rated this year as it is a baseline year. Full analysis of the annual customer survey will be brought to scrutiny with the quarter 4 report.

5.4 **Priority Four: Safeguarding adults whose circumstances make them vulnerable and protecting them from harm**

5.4.1 Our key project for this outcome is Raising The Bar for Adult Safeguarding. Priority headlines are as follows:

- In-depth practice training was commissioned and started in October for Adult Social Care staff from the Council and the Mental Health Trust and key provider managers.
- Weekly case audits are undertaken by the department’s senior management team with operational manager invited.
- Soft concerns and large scale investigations procedures agreed and will be implemented in November 2013.

5.4.2 Two performance metrics are rated red – the information below provides details.

<p>Title: Percentage of safeguarding investigations completed within 20 working days</p>	<p>Current Position</p> <ul style="list-style-type: none"> - We are currently seeing a high percentage of investigations taking longer than 20 working days to complete. - A number of delays are unavoidable due to criminal investigations - Other delays are due to delays in involved agencies undertaking internal investigations - Further delays are due to recording issues . - PCC performance for the quarter = 53% - CPFT performance for period = 30% 	<p>Improvement Plan</p> <ul style="list-style-type: none"> - Detailed exception reporting on reasons for all delays to be considered by the monthly raising the bar meeting - Safeguarding Adults Board to receive a report evidencing all third party delays, in order to support system wide improvements and to review target set. - Improved recording process and forms to be introduced on 1 November 2013. - Improvements expected in Q3, with expectation of further improvement to meet Board reviewed target by end Quarter 4. 																			
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Title: Percentage of safeguarding strategy meetings completed within 5 working days	<p>Current Position This measure is improving although still more than 5% off target. Part of the reason for the under performance is around a high volume of alerts being raised by the mental health wards in response to CQC recommendations This issue has been brought to the attention of CPFT and is being monitored under section 75 arrangements.</p>	<p>Improvement Plan</p> <ul style="list-style-type: none"> - Detailed exception reporting on reasons for all delays to be considered by the monthly raising the bar meeting - Improved recording process and forms to be introduced on 1 November 2013. - New thresholds for referrals from Mental Health Trust wards to be agreed. - Improvements expected in Q3, with expectation of further improvement to meet target by end Quarter 4. 																			
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6. IMPLICATIONS

- 6.1 This report covers national Adult Social Care Outcome Framework indicators. The report relates to services provided to the whole city.

7. CONSULTATION

- 7.1 None.

8. NEXT STEPS

- 8.1 Further reporting for 2013/14 will take place quarterly throughout the year.

9. BACKGROUND DOCUMENTS

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

- 9.1 None.

10. APPENDICES

- 10.1 Appendix One – Quarter 2 Performance Summary