SCRUTINY COMMISSION FOR HEALTH ISSUES	Agenda Item No. 6
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# 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

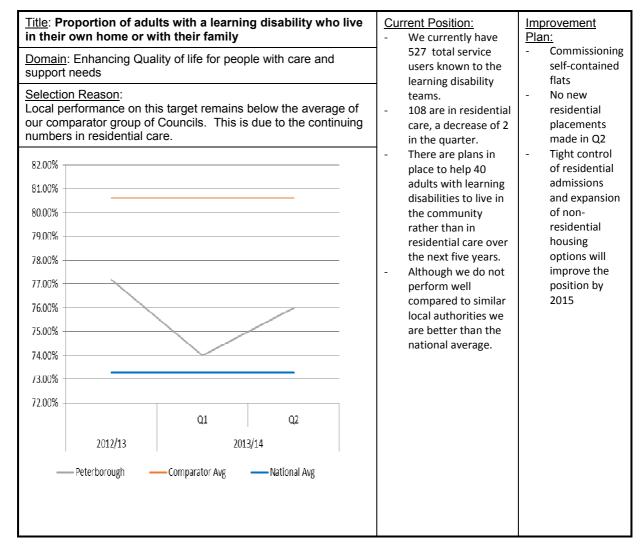
### 5. KEY ISSUES

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.



# 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).
- 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

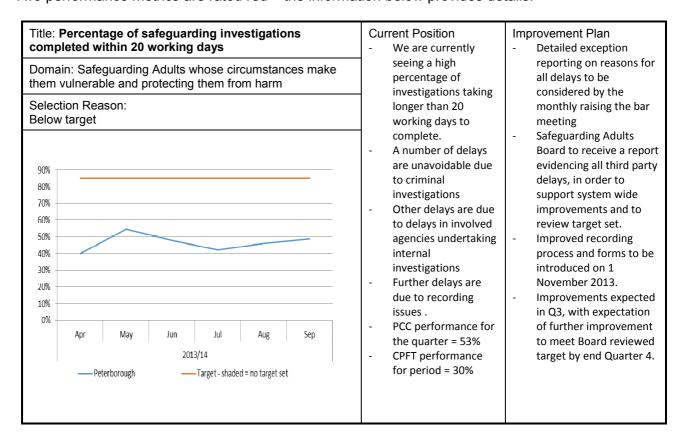
- 5.3

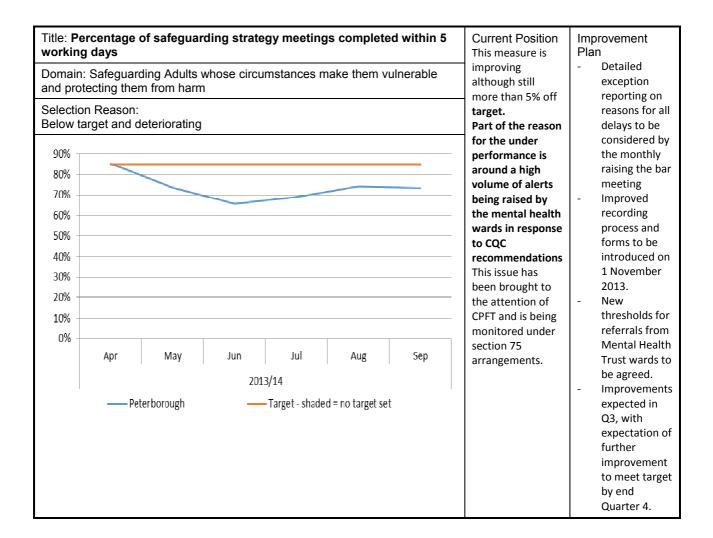
  Key projects supporting this priority are the development of information and advice, including an specific directory, and developing and implementing a quality framework for Adult Social Care.
- 5.3.1 online directory, and developing and implementing a quality framework for Adult Social Care. Key headlines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





#### 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