

Performance Report 2013-14 (Quarters 2: July – September 2013)

Priority 1: Enhancing quality of life for people with care and support needs

Priority overview:

The department's transformation programme has a central focus on enhancing the quality of life for people, through prevention of dependency on services where possible, but also through enhancing the quality and flexibility of support options available to those who do need them, including those who fund their own care and support.

Key projects to support this priority:

- Personalisation
- Transforming opportunities for younger adults

The key objectives of these projects are to:

- deliver planned savings and improved outcomes for customers
- adopt a delivery model that has self-reliance and the promotion of independence at its heart
- focus on prevention activities and targeted early intervention
- deliver a strategy to meet the day opportunity needs of younger people

Priority headlines:

The Prevention Strategy has been developed

Consultation on the review of day opportunities has commenced

The work to develop a new operating model is underway. There have been a number of staff visioning events and working groups.

Key priority metrics:

The proportion of people using social care who receive self-directed support via a direct payment

↑ Comparator Av. 14.6% **19% - Green**

This has increased in the year but is still an area for focus

The proportion of adults with a learning disability in paid employment

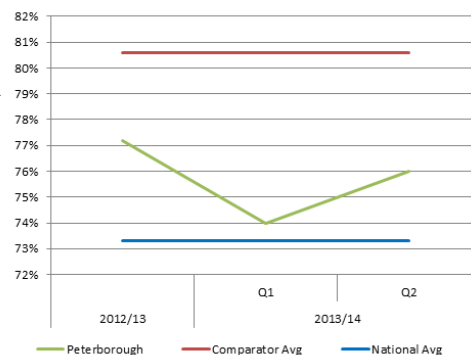
↑ Comparator Av. 6.3% **7.2% - Green**

Those in paid employment at minimum wage or more

The proportion of adults with a learning disability who live in those own home or with their family

↑ Comparator Av. 80.6% **76% - Amber**

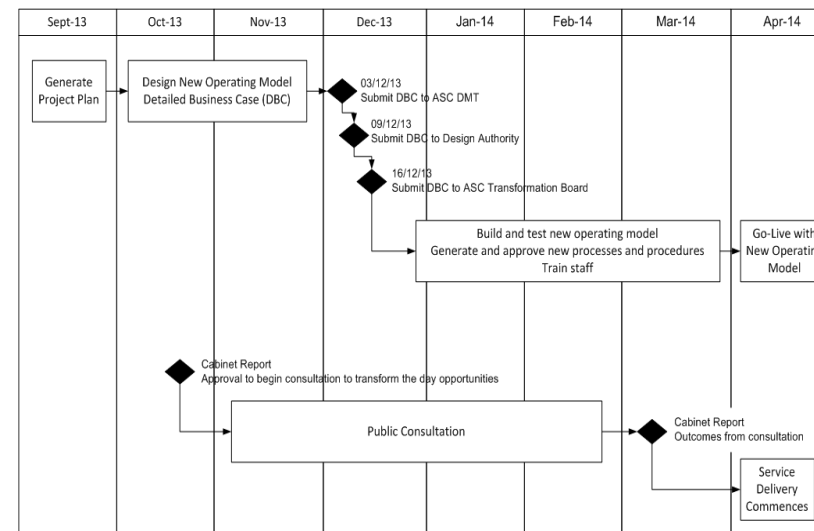
See exception report



Current	<ul style="list-style-type: none"> • 527 total service users • 108 are in residential care • decrease of 2 in the quarter • do not perform well compared to similar local authorities but better than the national average
Plan	<ul style="list-style-type: none"> • plans to move 40 of these over 5 years • commissioning self-contained flats • no new residential placements made in Q2 • Tight control of residential admissions and expansion of non-residential housing options will improve the position by 2015

Key priority milestone:

RAG = GREEN all milestones on target



Key:

- ↔ - remaining static
- ↑ - improving
- ↓ - deteriorating
- Red box - behind target by more than 5% and / or behind comparator average by more than 5%
- Yellow box - behind target and / or comparator average but within 5%
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Priority 2: Delaying and reducing the need for care and support

Priority overview:

The need for long term care services can be avoided or delayed by the right kind of support services being introduced at a point of crisis or after key diagnosis such as dementia. Key priorities under this objective include development of reablement services across the health and social care and independent sectors. Implementation of the Dementia Strategy and provision of a Dementia Resource Centre.

Key projects to support this priority:

- Developing Reablement Services
- Dementia Strategy and Dementia Resource Centre

The key objectives of these projects are to:

- deliver reablement services as part of the prevention strategy
- provide reablement services at the beginning of the service as a default option for all client groups
- deliver a dementia strategy which will set out the Council's aims and objectives in relation to improving dementia services.
- commission a dementia resource centre

Priority headlines:

Contract tenders evaluated for Dementia Resource Centre

Dementia Strategy drafted and undergoing consultation

Re-ablement has achieved its savings target of £250,000 and its target of over 60% of people completing the service needing less or no on-going social care services

We continue to regularly review the 17 transferred residents from Greenwood and Welland House

Key priority metrics:

Delayed transfer of care from hospital attributable to adult social care

↔ Comparator Av. 4 **0 - Green**

No delays from hospital for social care reasons

The proportion of older people who were still at home 91 days after discharge from hospital into rehab / reablement services.

↑ Comparator Av. 80.2% **84% - Green**

Outcomes have improved in Quarter 2

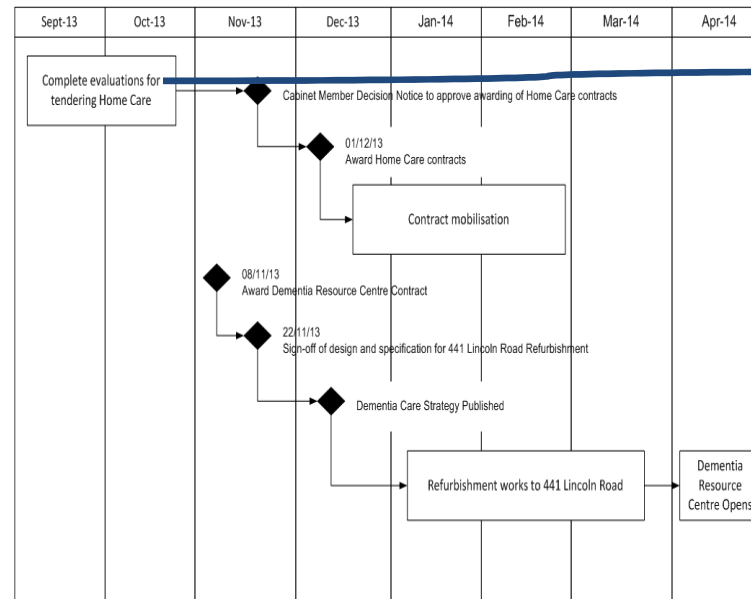
Permanent admissions to residential care homes for older people per 100,000 of the population

↔ Comparator Av. 617.2 **327.0 - Green**

Numbers remain low

Key priority milestone:

RAG = AMBER – some slippage on contract milestones



Current	Retender of contracts (Home Care) for reablement – Milestone Delayed
Plan	working with existing contracted providers to build on capacity new contracts will be awarded by 1 Dec-13

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Performance Report 2013-14 (Quarter 2: April – September 2013)

Priority 3: Ensuring People have a positive experience of care and support

Priority overview:

As the range of care and support options widen and as more people take up options to support themselves via direct payments and self service, the need for an overview of quality becomes even more important, as does the provision of the right information to inform choice. The quality framework is putting mechanisms in place to enhance our oversight of quality. The Care and Support Directory and the wider Councils customer strategy is key to delivery appropriate information and advice.

Key projects to support this priority:

- Care Directory
- Quality Framework

The key objectives of these projects are to:

- provide a universal information and advice service to the Council's customers. Including the ability for self-service where this is the customer preference
- establish quality assurance mechanisms that support quality improvements and identify areas for focus.

Priority headlines:

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 improved practice

Key priority metrics:

The percentage of complaints responded to within timescales

↑	Target 75%	86.7% - Green
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13 out of 15 complaints investigated and responded to within best practice timescales.

Did you feel you had enough information about the reablement services prior to you being seen by them?

↑	Comparator Av. 80.2%	76%
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Baseline – no target yet set

By working towards your re-ablement goals, do you feel better able to manage your everyday activities?

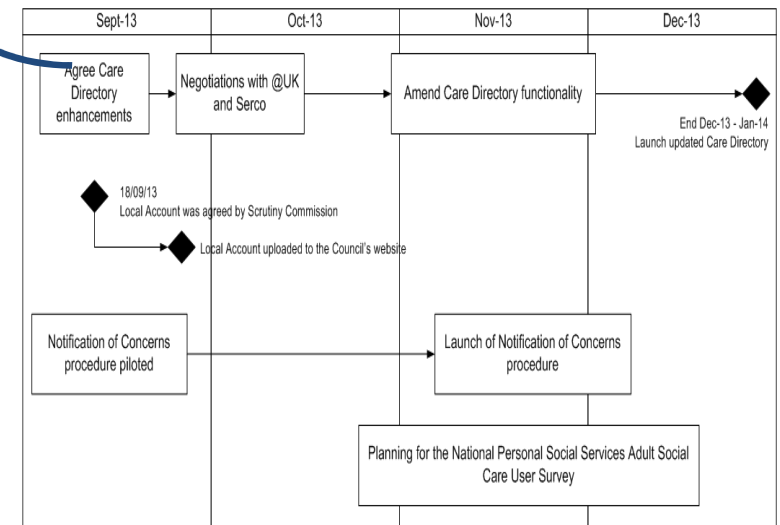
New	Comparator Av. 617.2	76%
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Baseline – no target yet set

Current	<p>Care Directory Improvements – Milestone Delayed</p> <ul style="list-style-type: none"> • review of care directory in Aug-13 identified some fundamental issues
Plan	<ul style="list-style-type: none"> - Negotiations undertaken with Serco and supplier (@UK) to determine requirements and agreement reached to improve the directory at no cost to PCC during November. • updated care directory planned to go live in Dec-13/Jan-14

Key priority milestone:

RAG = AMBER



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Performance Report 2013-14 (Quarter 2: April – September 2013)

Priority: Safeguarding Adults whose circumstances make them vulnerable and protecting them from harm

Priority overview:

The Council and the Peterborough Safeguarding Adults Board have responsibility to oversee the safety of health and social care services in the city and prevent and investigate instances of harm occurring to vulnerable adults. Our key focus is improving the timeliness and effectiveness of investigation processes and improving our oversight of potential safeguarding concerns at a wider institutional or organisational level.

Key projects to support this priority:

- Raising the Bar for safeguarding

The key objectives of these projects are to:

- deliver robust performance and quality oversight and management for safeguarding investigations
- undertake a programme of awareness raising for vulnerable people to lessen the likelihood of isolation through fear of crime and harm through experience of crime

Priority headlines:

In depth practice training commissioned and started in October for ASC/CPFT staff and key provider managers

Weekly audits of investigations undertaken by department senior management team with team managers now invited

Soft concerns and large scale investigations procedures agreed and will be implemented in Quarter 3

Key priority metrics:

The percentage of safeguarding investigations completed within 20 working days

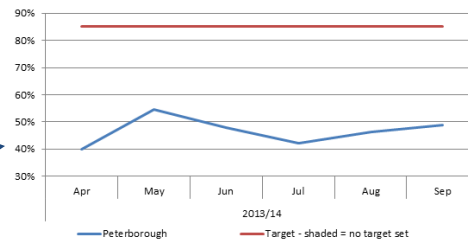
↓	Target is 80%	46.2% - Red
See detailed exception report – high is good		

The percentage of strategy meetings and discussions held within 5 working days

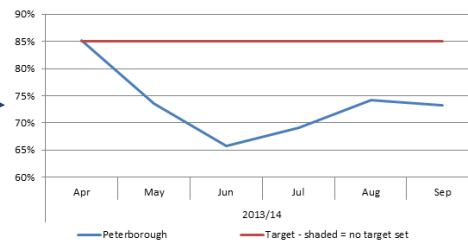
↑	Target is 85%	74.2% - Red
See detailed exception report – high is good		

The percentage of re-referrals for safeguarding investigation

↑	Baseline year – 12% (2012-13)	26.4%
Low is good. Comparator 13%		

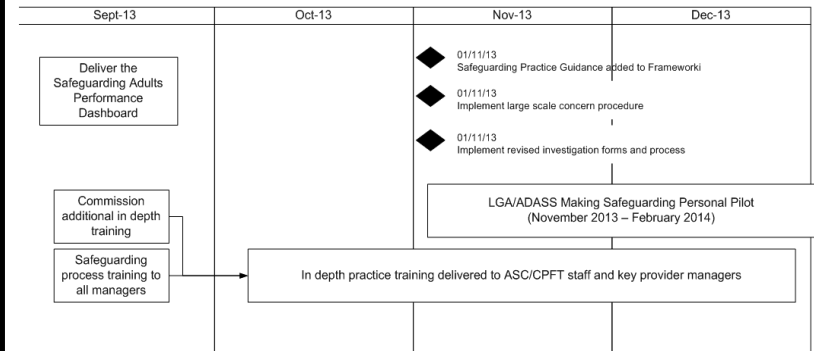


- delays due to recording issues, criminal investigations and other agencies undertaking investigations
- improved reporting and recording processes



- improving, but high volume of alerts raised by the MH wards in response to CQC recommendations
- improved reporting and recording processes, and new thresholds for referrals from MH Trust wards

Key priority milestone:



Implementation of large scale concern procedure – Milestone Delayed

- agree to slip go live to allow the more robust recording system to be introduced into procedure
- Will go live alongside new recording procedure and forms 1 Nov-13

Implementation of revised investigation forms and process – Milestone Delayed

- Some amendments identified as being required via training
- continued weekly audits to oversee current quality and address issues identified
- 1 November full go live for new process and forms

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