

SCRUTINY COMMISSION FOR HEALTH ISSUES	Agenda Item No. 7
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Report of the Executive Director of Adult Social Services

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QUARTERLY PERFORMANCE REPORT ON ADULT SOCIAL CARE SERVICES IN PETERBOROUGH

1. PURPOSE

1.1 To report progress against agreed Adult Social Care key outcomes and targets.

2. RECOMMENDATIONS

2.1 This report recommends that the Scrutiny Panel:

- Reviews and notes the quarter 3 position on adult social care targets (attached).
- Reviews areas of identified risk and considers proposed remedial actions.

3. LINKS TO THE SUSTAINABLE COMMUNITY STRATEGY AND LOCAL AREA AGREEMENT

3.1 Supporting vulnerable people is an important part of the Sustainable Community Strategy and a key priority for the Local Area Agreement. Key performance targets from the new National Indicator set have been identified as priorities within the Local Area Agreement.

4. BACKGROUND

4.1 The key outcomes and targets for delivery for adult social care are agreed annually between the Council and the PCT and incorporated into the Annual Accountability Agreement. This report seeks to provide assurance of progress against these outcomes and targets. Appendix 1 provides a full list of National Indicator targets and other local targets pertaining to adult social care, and shows current attainment at quarter 3 compared to the agreed target and to 2008-09 comparator performance where available.

5. KEY ISSUES

5.1 Key Objectives

5.1.1 Of the 20 key objectives set within the Annual Accountability Agreement, 13 are currently on target for delivery and rated green by the responsible manager, six are rated amber, and one is rated as red.

The red and amber rated objectives are summarised in the table below.

Objective	Current issues	Actions
Continue to develop commissioning plans for physical disability and sensory needs Rated red	This has not been progressed within 2009-10 due to capacity issues	Posts are being recruited to and key objectives have been incorporated into the 2010-11 Operational Plan and Annual Accountability Agreement.

<p>Effective performance management and quality monitoring of all aspects of adult social care.</p> <p>Rated Amber</p>	<p>There are still some gaps relating to data from the Mental Health and Voluntary Sector and Grant Funded Services.</p>	<p>An action plan has been agreed with the Mental Health Trust and formalised within the contracting process.</p> <p>Two Future Jobs fund placements have now started and will progress the project to enhance knowledge around voluntary sector usage and capacity.</p>
<p>Ensure effectiveness and quality of care records</p> <p>Rated amber</p>	<p>Current concerns around future systems requirements as the current system is being de-supported.</p> <p>There has been some delay in role out of the revised safeguarding recording processes due to lack of training resource</p>	<p>The PCT is working in partnership with the Council to ensure that the current system continues to be supported whilst future solutions are identified and implemented.</p> <p>Training resource has now been identified and training booked for early March in order to facilitate a mid March go live for the new safeguarding recording process.</p>
<p>Implementation of national and local service reforms.</p> <p>Rated amber</p>	<p>The timetable for rolling out individualised budgets has slipped due to delays in embedding the process in the first quarter of the year.</p>	<p>The PCT has developed an action plan which seeks to ensure that individualised budgets are fully embedded into processes by December 2009. Performance has improved in the third quarter.</p>
<p>Long term and acute mental health services.</p> <p>Rated amber</p>	<p>Two current areas for concern are crisis resolution and home treatment services.</p> <p>There are a number of gaps in data received from the Mental Health Trust</p>	<p>NHS Peterborough and Cambridgeshire and Peterborough Foundation Trust are working together on an agreed action plan to gain the required information. However, a formal letter has been issued under the contract.</p>
<p>Major developments to be delivered for Learning Disability Services</p> <p>Rated amber</p>	<p>Due to the current economic climate there are some concerns around the objective of supporting people with learning disabilities into paid and unpaid employment.</p>	<p>The PCT continues to work closely with local employers. In December 80 adults with learning disabilities were being supported in paid employment (13.33%) which is over twice the comparator average (5.2%).</p>
<p>Well-being and prevention – Mental Health</p> <p>Rated amber</p>	<p>Currently looking at capacity issues to undertake day care review.</p>	<p>Capacity to be reviewed and options considered.</p>

5.2 Targets

5.2.1 Annex 1 gives a full breakdown of performance against national and local adult social care targets. The red National Indicator targets are summarised in the table below.

Indicator	Performance				Target	Comments
	08/09	Q1	Q2	Q3		
NI130 Adults and older people receiving direct payments or individual budgets as a percentage of those supported to live independently.	3.55	5.88	8.73	12.56	35.25% Dec 10 47% March 10	Figure based on 788 clients receiving a direct payment and/or individual budget. Due to delays in embedding the processes in quarter 1 performance on the target is significantly behind the target trajectory of 35.25% at 12.56%. Actions are reflected in the outcome table above. High is good.
NI131 – Number of delayed transfers of care per 100,000 of population aged 18 and over.	7.53	8.94	8.27	8.2 Jan 10	6.7	Both acute and mental health delays are above target. Investigations and remedial work are being taken forward. However, the target is unlikely to be met by year end. Low is good
NI149 – Proportion of adults known to mental health services in settled accommodation	n/a	n/a	4.5%	4.5% Oct 09	25.1% = England Average	No further data received in Quarter 3 – An action Plan has been agreed with the mental health trust and issued alongside contractual penalties for non compliance. High is good
NI150 – Proportion of adults known to mental health services in paid employment.	n/a	n/a	0.76%	0.76% Oct 09	6.3%	No further data received in Quarter 3 – An action Plan has been agreed with the mental health trust and issued alongside contractual penalties for non compliance. The three year targets have been reset to reflect an annual percentage increase. High is good

6. **IMPLICATIONS**

6.1 The National Indicators feed into the Council and PCT periodic performance assessment.

7. **CONSULTATION**

7.1 None

8. NEXT STEPS

8.1 A year end report will be presented during quarter 1 of 2010-11.

9. BACKGROUND DOCUMENTS

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

9.1 Care Quality Commission – Commissioner Assessment Guide 2009-10.

10. APPENDICES

10.1 Annex 1 AAA Performance Indicator 09-10