

<b>SCRUTINY COMMISSION FOR HEALTH ISSUES</b>	<b>Agenda Item No. 7</b>
<b>14 JUNE 2010</b>	<b>Public Report</b>

## **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 for the year 2009-10.

#### **2 RECOMMENDATIONS**

- 2.1 This report recommends that the Scrutiny Panel:

- Reviews and notes the achievements in 2009-10 on the adult social care targets (attached).
- Reviews the areas of identified as challenging which did not meet targets set during 2009-10.

#### **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 the delivery of adult social care are agreed annually between the Council and the Primary Care Trust (NHS Peterborough) and incorporated into the Annual Accountability Agreement. This report seeks to provide assurance of progress against these outcomes and targets.
- 4.2 Appendix 1 provides a full list of National Indicator targets and other local targets pertaining to adult social care, and shows attainment in 2009-10 compared to comparator performance where available.

#### **5 KEY ISSUES**

##### **5.1 Achievements – what we have done well**

- 5.1.1 NHS Peterborough has delivered its planned actions against a number of objectives within the Annual Accountability Agreement for 2009-10 and also continued to deliver comparably good performance against national and local performance indicators overall. Notable achievements include delivery of the following objectives:

- Delivery of key actions within the Safeguarding action plan.
- Continued development of commissioning plans for older people – including the dementia strategy.
- Increasing the number and range of community health schemes targeted at supporting

people with long term conditions, or preventing long term conditions.

- Increasing the range and capacity of support schemes to allow older people with social care needs to remain in their own homes rather than having to move into a residential care setting.
- Provision of information and advice for carers.
- Improvements in awareness around older people's and carers' health and wellbeing and improvements in awareness around long term conditions.
- Development of Independent Living Support Services (ILSS)
- Improvements in care and rehabilitation services for people suffering from a stroke.

5.1.2 The following performance indicators performed better than planned and also reflect our achievements in the year:

- We improved upon the waiting times for people to receive a social care assessment, with over the targeted 85% having their assessment completed within 4 weeks (NI 132).
- We increased the number of people receiving direct payments to purchase their own support services (C51).
- We have continued to maintain a low rate of residential admissions, reflecting the range of community based alternatives available (C72 and C73).
- We continued to deliver the majority of specialist equipment within 7 working days (D54).
- We increased the percentage of older people supported to remain in their own homes following a hospital admission and intermediate care to support their discharge (NI125).
- We have maintained high percentages of people able to access all services in their care plan within 4 weeks of assessment (NI 133).
- We increased further the numbers of carers receiving assessments and services or information and advice to support them in their caring role (NI 135).
- The percentage of older people responding to the Council's tracker survey who felt they receive the information, assistance and support needed to exercise choice and control to live independently was higher than the previous year and higher than comparator local authorities (NI139).

5.1.3 A full breakdown of performance against our agreed targets for 2009-10 can be found in appendix 1.

## 5.2 Challenges and areas which continue to be a focus for improvement

5.2.1 There have been a number of objectives which have not been fully delivered during the year. Areas of challenge include:

- Enhancements to the social care record system (RAISE), specifically in relation to improving the system to better support the personalisation agenda.
- The roll out of personalised budgets has been slower than planned, although progress has been made and we are confident in achieving our three year targets (to end March 2011).
- Delivery of some aspects of the strategy for mental health services.

5.2.2 The following performance indicators have not performed as expected and are a focus for improvement:

- The percentage of service users receiving a review in the year (D40).
- The percentage of service users receiving Self Directed Support – personalised budgets and / or direct payments (NI 130). This is a Local Area Agreement Target.
- The number of people whose transfer from hospital was delayed (NI 131).
- The percentage of older people who when surveyed in the Council's tracker survey stated that they were satisfied with their home and neighbourhood (NI 138).
- The percentage of adults with a learning disability who had been assessed or reviewed during the year and were found to be in settled accommodation (NI145).
- The percentage of people known to mental health services who were in paid employment (NI 150). This is a Local Area Agreement Target.

## **6 IMPLICATIONS**

6.1 The PCT has just completed a self assessment of its performance against the Care Quality Commission (CQC) Outcomes Framework, taking into account the outcomes and performance targets delivered in the year. We have submitted the following levels of achievement against the seven outcomes:

- Outcome 1 – Improved Health And Wellbeing – Performing Well
- Outcome 2 – Improved Quality of Life – Performing Well
- Outcome 3 – Making a Positive Contribution – Performing Well
- Outcome 4 – Increased Choice and Control – Performing Well
- Outcome 5 – Freedom from Discrimination and Harassment – Performing Well
- Outcome 6 – Economic Wellbeing – Performing Well
- Outcome 7 – Maintaining Personal Dignity and Respect – Performing Adequately

6.2 If CQC agrees with the self assessment, we will receive an overall judgement of Performing Well.

## **7 CONSULTATION**

7.1 None

## **8 NEXT STEPS**

8.1 CQC will publish its performance assessment of adult social care in Peterborough in December 2010.

## **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 Appendix 1 – Annual Accountability Agreement Performance Indicators 2009-10.

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