



ADULTS AND COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE:
17 NOVEMBER 2014

JOINT REPORT OF THE CHIEF EXECUTIVE AND
DIRECTOR OF ADULTS AND COMMUNITIES

QUARTER 2 2014/15 PERFORMANCE DASHBOARD REPORT

Purpose of Report

1. The purpose of this report is to present the Adults and Communities Overview and Scrutiny Committee with an update of Adults and Communities Department performance at the end of quarter two of 2014/15.

Policy Framework and Previous Decisions

2. In response to the national Local Area Agreement (LAA) programme, performance was previously monitored by the Budget and Performance Monitoring Scrutiny Panel. However, the demise of the LAA and central targets in recent years meant that performance reporting at scrutiny level was included in the review of Overview and Scrutiny Committees conducted in early 2013.
3. New arrangements including the abolition of the Budget and Performance Monitoring Scrutiny Panel were approved by the Constitution Committee on 12 June 2013. The Adults and Communities Department's performance will now be reported on a quarterly basis to the Adults and Communities Overview and Scrutiny Committee.

Background

4. The report (attached as Appendix 1) is based on the key performance measures of the Adults and Communities Department for 2014/15. These are reviewed annually against the Annual Business Plan to reflect the key priorities of the Department and Council. The appendix is structured in line with the County Council Strategic Plan 2014-18.
5. The Adult Social Care indicators are a mixture of national and local measures. At a national level performance is monitored via the Adult Social Care Outcomes Framework (ASCOF). Whilst this framework includes more indicators than included in this report, not all align themselves with quarterly reporting, for example those sourced from annual surveys. The full set of results from the 2013/14 ASCOF were reported to the Committee on 17 September 2014.
6. Communities and Wellbeing no longer have such a formal structure for performance monitoring at a national level. The measures included in this report have been determined as local priorities.

Timetable for Decisions

7. The report is for information and no decisions are required.

Performance Update

Integrating Health and Social Care – Better Care Fund

8. Avoiding permanent placements in residential care homes is a good indication of delaying dependency; research suggests where possible people prefer to stay in their own home rather than move into residential care. During the six-month period April to September 2014 there were 27 permanent admissions to either residential or nursing care of people aged 18-64. This is comparable to 26 permanent admissions during the equivalent period last year. For people aged 65 or over there were 414 permanent admissions to either residential or nursing care during the same six-month period. With the aim to reduce permanent admissions, this is an excellent 5% reduction on the comparable period last year (434 admissions).
9. Services that promote independence are a key priority of adult social care and at the forefront of this are the in-house Home Care Assessment and Reablement Team (HART). Recent adjustment to the service to focus on people with most need has resulted in a 2% increase in people discharged from hospital starting with HART. However, overall numbers using the service have fallen slightly, partly due to the team holding on to cases for longer as they await transfer to the independent sector which is currently close to capacity.
10. A key measure in the Better Care Fund (BCF) is the ASCOF metric that measures the proportion of people discharged from hospital via reablement services and are still living at home 91 days later. For those people discharged between April and June 2014, the proportion was 83%, above the BCF target of 80%.
11. Two key measures in the ASCOF relate to delayed transfers of care from hospital and are reported a month in arrears. These are calculated by taking an average of the number of delays on the last Thursday of each month and presenting the figure as a rate per 100,000 of the local population. The first part of the measure relates to all delays, ie those attributable to both the NHS and adult social care. These increased at the start of the year and have remained high throughout the first five months of the year.
12. The second part of monitoring delayed transfers of care relates to only those delays which involve adult social care. As such numbers are a lot lower than the first part of the measure. However, the general trend is similar with an increase during the first five months of the year; to 3.4 per 100,000 population, higher than preferred. Over half the delays attributable to adult social care are due to patients awaiting a package of care in their own home, primarily due to capacity issues noted at the end of paragraph 9. The Adults and Communities Department is working with the Urgent Care Board and University Hospitals of Leicester (UHL) and Clinical Commissioning Group staff to put in place actions that accurately record delays and will enable timely and speedy transfer of people from hospital. These include:
- Adult Social Care team based at the Leicester Royal Infirmary;
 - Dedicated staff to Emergency Medical Unit assessment wards;

- Daily case conference calls and a bed census;
 - Early review to free up capacity in independent sector;
 - An Accident and Emergency based social worker in order to prevent admissions to acute care;
 - Direct access to reablement services over weekends and bank holidays;
 - Seven day working over winter;
 - Working with hospital based staff to ensure the right messages and assessments at the right time;
 - Dedicated continuing health care social care posts;
 - An audit of those cases waiting in the system to identify blockages and reduce waiting times.
13. Reducing delayed transfers of care is one of the priorities within the BCF; UHL and partners through the Urgent Care Working Group are focusing on the changes needed to local discharge pathways, with a focus on tackling hospital length of stay. These changes are likely to result in a surge of discharges from UHL which could have a short term impact on achieving the Delayed Transfer of Care metric, while the new changes become embedded as business as usual.
14. The proportion of people who have received services for 12 months or more and were reviewed during that period is lower than last year. This is a change from the improving performance during 2013/14 and may be as a result of recording and/or reporting from the new IT system. Further analysis is required to understand this change in more detail.

Better Adult Social Care

15. The Council remains committed that everyone eligible for long-term, community-based care should be provided with a personal budget, preferably as a direct payment. However, reporting of personalisation is tied up with the development of new statutory reporting to central government due for completion ahead of full year reporting. The comprehensive set of changes to reporting and associated measures has affected personalisation more than other areas and as such performance for the half-year period is currently unreported.
16. The number of safeguarding adults referrals is estimated to reach 1,136 by the end of 2014/15. This is 17% lower than the year before which is to be expected due to a review of safeguarding thresholds in November 2013. The outcomes of the investigations remain similar to last year with 52% substantiated or partly substantiated.
17. The multi-agency policy and procedures 'No Secrets' sets out a code of practice for the protection of vulnerable adults. It states that a strategy discussion to plan the multi-agency investigation should commence within 24 hours of the referral. Since April, 64% have commenced within this timescale. Of the remaining 36%, 17% of cases have a strategy meeting/discussion within 1-2 days and a further 10% within 3-5 days. Most of these are as a result of operational delays outside of the department's control related to contacting relevant partner agencies. Therefore only 9% of cases identified were over 7 days and the vast majority of these related to recording issues as a result of transfer from SSIS to IAS. Reporting of this figure is new and there is no comparable data for 2013/14.

18. The nature of accommodation for people with learning disabilities has a strong impact on their safety and overall quality of life and reducing social exclusion. One of the ASCOF measures monitors the proportion of service users aged 18-64 with a learning disability who are in settled accommodation. At the end of September 41% were in settled accommodation although this will be significantly higher once data recording is up to date.

Leicestershire's Cultural Environment

19. Continued interest in King Richard III has helped ensure that the number of visitors to heritage sites remains slightly higher than the same period last year.
20. Library visits and issues have both shown a reduction from the previous year. Service reductions in bookfund, opening hours and staff hours continue to have an effect on overall performance.
21. The Leicestershire Adult Learning Service (LALS) were very successful in 2013/14 with a 94% success rate. This is the proportion of learning aims due to be completed in a period successfully achieved. The new academic year has only just begun and the figure of 41% for 2014/15 will be affected by this early calculation.

Conclusion

22. This report provides an update on Adults and Communities performance at the end of quarter two of 2014/15. Details will continue to be monitored on a monthly basis with particular focus on the Better Care Fund measures and areas requiring improvement. In addition, the monthly reporting will continue to highlight areas of good performance including permanent admissions of those aged 65 or over, and reablement.

Resource Implications

None.

Background papers

The Adult Social Care Outcomes Framework 2014/15

<http://www.hscic.gov.uk/catalogue/PUB14402>

Leicestershire County Council Better Care Fund Submission – September 2014

<http://www.leics.gov.uk/healthwellbeingboard/bcfsubmission.htm>

Leicestershire County Council Strategic Plan 2014-18

http://www.leics.gov.uk/index/your_council/council_plans_policies/our_priorities_and_objectives.htm

Circulation under Local Issues Alert Procedure

None.

Officers to Contact

Mick Connell, Director of Adults and Communities

Tel: 0116 305 7454

Email: mick.connell@leics.gov.uk

Sandy McMillan, Assistant Director (Strategy and Commissioning) – Adults and Communities Department.

Tel: 0116 305 7320

Email: sandy.mcmillan@leics.gov.uk

Matt Williams, Business Partner – Performance and Business Intelligence

Tel: 0116 305 7427

Email: matt.williams@leics.gov.uk

Appendix

Appendix 1 - Adults and Communities Department performance dashboard for Q2 2014/15

Relevant Impact Assessments

Equality and Human Rights Implications

23. The Adults and Communities Department supports vulnerable people from all the diverse communities in Leicestershire. However, there are no specific equal opportunities implications to note as part of this performance report.

Environmental Impact

24. Environmental performance is reported to the Environment and Transport Overview and Scrutiny Committee.

Partnership Working and Associated Issues

25. The BCF measures are overseen by the Integration Executive.

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