

Report to: ADULT SERVICES PANEL

Date: 20th JANUARY 2009

Subject: PERFORMANCE MONITORING REPORT

Report of: EXECUTIVE DIRECTOR, HEALTH & WELL-BEING

Contact officer: HEAD OF SERVICE, PERFORMANCE & CONTRACTS
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Purpose / summary: To inform and update the Adult Services Panel about changes in the social care performance framework, present the new indicators, and report progress for the first two quarters of 2008/09.

Alternative options considered and reason for selecting the one recommended: The work programme for the Department and performance with partner agencies is core to the Panel's functions.

Recommendation / decision: No decision needed.

Key Decision: This report does not involve a key decision.

Risks / Implications:

Financial:	None
Staffing:	None
Policy:	Identification of poor performance or legislative implications may lead to reviews of policy.
Equal Opportunities - Has a Diversity Impact Assessment been conducted?	No
Wards affected:	All

Property Implications – Does the proposal involve a reduction, addition or change to the Council's asset base or its occupation?

No

If yes, have the property implications been agreed with the Corporate Property Officer?

Does this proposal have significant implications for the Council and the local population?

No

Does this proposal involve a new policy or procedure or significant changes to an existing policy or procedure?

No

Has the Service Director - Borough Solicitor confirmed that the recommendations within this report are lawful and comply with the Council's Constitution?

Yes / No *

Has the Service Director - Corporate Services confirmed that any expenditure referred to within this report is consistent with the Council's budget?

Yes / No *

Are any of the recommendations within this report contrary to the Policy Framework of the Council?

Yes / No *

* delete which applicable

For Cabinet reports only:

Categorisation of the report:	X
Discussion leading to a decision	
Monitoring	
Sharing for corporate understanding	

	X
Discussion	
Decision	
Information	

Tracking/Process:

	Consultation	Ward Members	Partners
Panel	Overview & Scrutiny	Cabinet	Council
20 th January 2008			

There are no Background Papers to this Report within the meaning of Section 100D of the Local Government Act 1972.

Proper Officer Bernard Walker

Date 9 January 2009

1. BACKGROUND

- 1.1 The Department reports annually to the Commission for Social Care Inspection (CSCI) on its performance on the statutory performance indicators at the end of the municipal year. Panel are asked to note that reporting arrangements will change in April 2009 when the Care Quality Commission replaces CSCI.
- 1.2 In October 2007 the Secretary of State for Communities and Local Government announced a new set of 198 national indicators for English local authorities and local authority partnerships. These new indicators have all been consulted on and final definitions, for all but a few, have now been agreed.
- 1.3 This report has been completely updated and reformatted to take account of these changes. The Department has previously reported on 22 performance indicators. None of the old performance indicators have been included in this updated report as they no longer apply to modern service delivery under the Transforming Social Care agenda. They have all been replaced by the new National Indicator Set.
- 1.4 There are 32 indicators that come under Adult Health & Well-being and Tackling Exclusion and Promoting Equality (NI 119-150). Only 8 of these indicators are solely attributable to adult social care, which are summarised below. As well as regularly reporting on these we are also reporting on performance for some of the health indicators and the two supporting people national indicators. We are also reporting on two local indicators that have been developed relating to adult safeguarding that are included in the Local Area Agreement (LAA). We are also continuing to report on the two General Department indicators relating to Freedom of Information requests and sickness absence.
- 1.5 The 8 national indicators relating directly to adult social care are:
 - **NI 125** - Achieving independence for older people through rehabilitation / intermediate care
 - **NI 130** – Social Care clients receiving Self Directed Support
 - **NI 132** – Timeliness of social care assessment
 - **NI 133** – Timeliness of social care packages
 - **NI 135** – Carers receiving needs assessment or review and a specific carers service, or advice and information
 - **NI 136** – People supported to live independently through social services
 - **NI 145** – Adults with learning disabilities in settled accommodation

- **NI 146** – Adults with learning disabilities in employment

Definitions and a brief rationale for each of the above social care indicators is included in Appendix A at the end of this report. The whole list of 32 indicators covering Adult Health & Well-being and Tackling Exclusion and Promoting Equality is shown in Appendix B.

- 1.6. In addition to the national indicators, we will also be developing more local indicators and performance targets according to priorities we identify. We would welcome suggestions from members of the Panel about any local indicators they feel should be developed and included in relation to adult social care.
- 1.7 Performance against all of these indicators forms part of the Annual Performance Assessment from CSCI, which contributes to the overall star rating of the Department, and the Comprehensive Performance Assessment for the Council.
- 1.8 Next year, the star rating system for assessing services will be replaced by a flag-based system based on green and red flags to indicate good and poor performance respectively. The new Comprehensive Area Assessment will replace the current Comprehensive Performance Assessment.
- 1.9 Details of how each of these new assessment systems will operate are still being finalised. CSCI are still deliberating on how they will be assessing our 2008/09 performance in the light of changes due around the introduction of the Comprehensive Area Assessment.

3. COMMENTS ON PERFORMANCE TO DATE

- 3.1 This is the first performance report with the new national indicator set. There are some indicators where no comparator data is available yet and annual targets have not yet been finalised, particularly where they are new indicators and data is still being gathered or there is a linkage to health related data. However, though all indicators which are part of the of the Local Area Agreement (LAA) are in place.
- 3.2 The following comments highlight the key messages from performance to date. Further information on performance in other areas is included in the Performance report detail attached.
 - Social care clients receiving self directed support – NI 130 (formerly PAF Indicator C51 covering direct payments only) . This new indicator takes account of the number of adults, older people and carers who receive social care via direct payments and/or individual budgets. No national targets have yet been set for this indicator, but the LAA target for 2008/09 is 184 and the 2009/10 target is 551. At the moment we are performing very well and for the first two quarters we have already exceeded the target set for this current year. This indicator is regarded nationally as one of the key drivers for social care transformation

and all councils are being encouraged to increase the numbers of direct payments and individual budgets.

- Carers – NI 135 (formerly PAF Indicator C62). This new indicator provides a measure of the support given to carers via a needs assessment or review and a specific carer's service, or advice and information. In order to achieve the LAA target that has been set for 2008/09, it is crucial that all carer assessments are recorded as and when they take place. We are working closely with all teams who come into contact with carers to make sure that this happens and to improve performance which at the moment is shown as under target for the first two quarters of 2008/09.
- Timeliness of Social Care Packages – NI 133. This indicator is significantly affected by the performance in respect of Aids & Adaptations. There is significant pressure on performance in relation to this indicator as a result of increased demand for Aids & Adaptations during the year and budgetary limit on Aids & Adaptations. As a consequence of the budgetary limit, there is currently a moratorium on progressing Aids & Adaptations for people with substantial needs.
- Two local indicators have been developed in relation to adult safeguarding and they are included in the LAA. One of the indicators is in relation to safeguarding training courses and measures the level of take-up by practitioners. The second indicator measures the appropriate level of attendance at safeguarding initial case conferences. Nationally there is a very high profile surrounding statutory safeguarding arrangements and we are monitored on this very closely by CSCI. At the moment we are on target for achieving the local targets we have set for this.

2. PROPOSALS

- 2.1 The Panel is asked to note the performance against the targets where these are available.
- 2.2 The Department's Senior Management Team will continue to bring monitoring reports quarterly to Panel to track performance.




3. CONCLUSION

- 3.1 The report outlines the overall performance on for the first two quarters on the new national performance data sett, which indicates that for indicators where targets have been finalised and data available that 66% of indicators are on target or better than target.

- 3.2 Action is being taken on those areas where performance is currently below target and the Senior Management Team will continue to monitor the position closely over the remainder of the year.

Summary of Performance with Commentary

Table 1 is a summary of our performance against our departmental PIs. It shows, where targets and quarterly information are available, the proportion of our PIs that were better than target, on target or worse than target.




Number of PIs	% better than target	% on target	% worse than target
			
9	22.2%	44.4%	33.3%

The number of PIs reported on will be increased in subsequent reports when more targets have been set, nationally and locally.

Key Performance Indicators

This section of the report sets out the key performance measures we use to monitor and manage our performance. These have been developed through our planning process. It shows how we have performed this period against our target, shows past performance this year if applicable and shows our target for the next period.

The table of performance uses the following symbols to help interpret performance:




-  Our performance is better than target range
-  Our performance is within target range
-  Our performance is worse than target range

The following table shows you how to interpret the performance tables:

	Quarter 1 2008/09	Quarter 2 2008/09			Full year 08/09	
Performance Indicators	Wigan Actual	Wigan Actual	Target	VarTarget	Comments	Target
This column shows the name of the particular performance indicator	Our performance up to the end of the previous quarter this year (Q1)	Our performance up to the end of this period (Q2)	Our target for the end of this period (Q2)	A symbol showing the variance between our performance and our target this period.	Comments on performance	Our target for the full year.

Performance against our key PIs

	Q1 08/09	Quarter 2 2008/09				Year end 08/09
	Wigan Actual	Wigan Actual	Target	Var Target	Comments	Target
General Department PIs						
% Freedom of Information requests dealt with in required time limit	100	100	100	●	All Freedom of Information requests have been completed within the time limit.	100
VPV5 % sickness absence Adults Services	7.01	6.28	5	▲	The quarter 2 figure excludes staff transferring to 'new' corporate shared services departments	5
Outcome 1: Improved health and emotional well-being						
NI 120a –All age cause mortality - female	Annual Indicator					557
NI 120b –All age cause mortality - male	Annual Indicator					749
NI 121 – Mortality from all circulatory diseases at ages under 75	Annual Indicator					97.17
NI 122 – Mortality from all cancers at ages under 75	Annual Indicator					117.37
NI 123 – Stopping smoking	241				Performance reported a quarter in arrears	1189

	Q1 08/09	Quarter 2 2008/09				Year end 08/09
	Wigan Actual	Wigan Actual	Target	Var Target	Comments	Target
NI 124 – People with a long term condition supported to be independent and in control of their condition					Annual Health Indicator	Target to be set by Mar 09
NI 125 – Achieving independence for older people through rehabilitation / intermediate care					Annual Indicator New indicator which is subject to national and regional debate. Discussions progressing with the PCT and data sharing protocols are being agreed and developed.	Target to be set by Mar 09
NI 34 – Emergency Bed Days					Health indicator.	Target to be set by Mar 09
Outcome 2: Improved Quality of Life						
NI 132 – Timeliness of social care assessment	74	77	78			78
NI 133 – Timeliness of social care packages					Annual Indicator. This indicator is significantly affected by performance on Aids & Adaptations, which is under pressure in the current year due to increased demand and budgetary constraints.	84
NI 141 – Percentage of vulnerable people achieving independent living	84.6	84.6	87.2		2008/09 cumulative performance is 2.8% up on the previous year,. The national upper quartile for this indicator for 2008/09 Qtr 1 was 79.7%.	87.2%
NI 142 – Percentage of vulnerable people who are	98.5	98.3	98.7		Overall performance is 0.3% down on the previous year and is down 0.4% against	98.7%

supported to maintain independent living					target set for the year. National upper quartile for 08/09 Q1 was 98.9%. It is estimated Communities and Local Government will set Wigan a baseline target of 98.6% for this NI	
Outcome 3: Making a Positive Contribution						
	Q1 08/09	Quarter 2 2008/09				Year end 08/09
	Wigan Actual	Wigan Actual	Target	Var Target	Comments	Target
Outcome 4: Increased choice and control						
NI 130 – Social Care clients receiving Self Directed Support	228.9	297.4	184	★	This current performance is expected to continue to year end.	184
NI 135 – Carers receiving needs assessment or review and a specific carers service, or advice and information	14	15.8	19.4	▲	This is a projection based on the mid year actual and is under target. Issues and barriers have been identified and actions to improve performance are in place.	19.4
NI 136 – People supported to live independently through social services	Annual Indicator					2,360
NI 145 – Adults with learning disabilities in settled accommodation					Indicator was introduced in October 2008. No targets have been set for this indicator as yet and at the moment there is no quarterly information available	Target to be set by Mar 09
Outcome 5: Freedom of discrimination and harassment						

	Q1 08/09	Quarter 2 2008/09				Year end 08/09
	Wigan Actual	Wigan Actual	Target	Var Target	Comments	Target
Outcome 6: Economic Well-being						
NI 146 – Adults with learning disabilities in employment					No targets have been set for this indicator as yet and at the moment there is no quarterly information available	Target to be set by Mar 09
Outcome 7: Maintaining personal dignity and respect						
% take up by PVI of allocated safeguarding training courses	71.20	64.30	65.0	●	This figure shows performance to date this year. The data for quarter 2 is below the annual target, this is reflected in previous trends for this training which show seasonal variations.	65.0
% of vulnerable adults and/or appropriate representatives invited to attend safeguarding initial case conferences	71.4	Reported a quarter in arrears	66	★	Above target and reflects the greater awareness by Social Workers of the need to involve representatives when appropriate. This indicator has a time lag due to the extended survey required.	66

**Adult Health & Well-being National Indicators
Definitions for Indicators relating to Adult Social Care**

NI 125: Achieving independence for older people through rehabilitation/intermediate care

Rationale This indicator measures the benefit to individuals from intermediate care and rehabilitation following a hospital episode. It captures the joint work of social services and health staff and services commissioned by joint teams. The measure is designed to follow the individual and not differentiate between social care and NHS funding boundaries.

Definition The proportion of older people discharged from hospital to their own home or to a residential or nursing care home or extra care housing bed for rehabilitation, with a clear intention that they will move on/back to their own home (including a place in extra care housing or an adult placement scheme setting) who are at home or in extra care housing or an adult placement scheme setting three months after the date of their discharge from hospital.

NI 130: Social care clients receiving Self Directed Support per 100,000 population (Direct Payments and Individual Budgets)

Rationale Self Directed Services offer the individual client or carer greater flexibility in how their support is provided and ensure that their care and support package is directly responsive to their individual needs and wishes.

Definition Number of adults, older people and carers receiving social care through a Direct Payment (and/or an Individual Budget) in the year to 31st March per 100,000 population aged 18 or over (age standardised) (for population 18-64 and 65-74, 75-84 and 85+)

NI 132: Timeliness of social care assessment (all adults)

Rationale Users and carers should expect practical help and other support to arrive in a timely fashion soon after their problems have been referred to social services.

Timeliness of assessment is of importance in policy terms, recognised as crucial by Councils with Adult Social Services Responsibilities and significant for people who use services.

Definition Acceptable waiting times for assessments: For new clients (aged 18+), the percentage from where the time from first contact to completion of assessment is less than or equal to four weeks.

NI 133: Timeliness of social care packages following assessment

Rationale Users should expect practical help and other support to arrive in a timely fashion soon after their problems have been referred to social services.

Timeliness of the delivery of care packages following social care assessment is of importance in policy terms, recognised as crucial by Councils with Adult Social Services Responsibilities and significant for people who use services for whom long delays in delivering the help and support they need can be detrimental.

Definition Acceptable waiting times for delivery of care packages following assessment: For new clients (For 2008/09: Adults aged 65+, from 2009/10 Adults all ages 18+) the percentage for whom the time from completion of assessment to provision of all services in the care package is less than or equal to 4 weeks.

NI 135: Carers receiving needs assessment or review and a specific carers's service, or advice and information

Rationale Support for carers is a key part of support for vulnerable people. Support for carers also enables carers to continue with their lives, families, work and contribution to their community. This measure provides a measurement of engagement with, and support to, carers.

Definition The number of carers whose needs were assessed or reviewed by the council in a year who received a specific carer's service, or advice and information in the same year as a percentage of people receiving a community based service in the year.

NI 136: People supported to live independently through social services (all adults)

Rationale This provides a high-level indicator that signals the importance of cost-effective, evidence-based, innovative approaches to supporting people to live independently in the community. The indicator covers all adults receiving any amount of care/support to live independently, both through care packages provided directly by the local authority, and including that provided through organisations that are Grant Funded. It includes both intensive support in the community and lower levels of care/support and is consistent with the wider direction and development of *Our health, our care, our say* of providing treatment and support in community settings and preventing or postponing the need for more intensive care packages or residential care. While not in itself outcome focused, it can be seen as offering a proxy for quality of life, and to some extent choice and control in that it indicates the proportion of adults supported to live as independently as possible.

Definition This indicator will measure the number of adults all ages per 100,000 population that are assisted directly through social services assessed/ care planned, funded support to live independently, plus those supported through organisations that receive social services grant funded services.

NI 145: Adults with learning disabilities in settled accommodation

Rationale The indicator is intended to improve settled accommodation outcomes for adults with learning disabilities – a key group at risk of social exclusion.

Definition The percentage of adults with learning disabilities known to Councils with Adult Social Services Responsibilities in settled accommodation at the time of their assessment or latest review.

NI 146: Adults with learning disabilities in employment

Rationale The indicator is intended to improve the employment outcomes for adults with learning disabilities – a key group at risk of social exclusion.

Definition The percentage of adults with learning disabilities known to Councils with Adult Social Services Responsibilities in paid employment at the time of their assessment or latest review.

National Indicators for Local Authorities and Local Authority Partnerships:

ANNEX 3 - Adult Health & Well Being & Tackling Exclusion & Promoting Equality

Key Performance Measure	LAA	PSA	Responsibility/ Source	Targets
				2008/09
NI 119 Self-reported measure of people's overall health and wellbeing			Place Survey	
NI120a –All age cause mortality - female	x	18	PCT	557
NI120b –All age cause mortality - male	x	18	PCT	749
NI121 – Mortality from all circulatory diseases at ages under 75	x		PCT	97.17
NI122 – Mortality from all cancers at ages under 75	x		PCT	117.37
NI123 – Stopping smoking	x	18	PCT	1189
NI 124 – People with a long term condition supported to be independent and in control of their condition	x		Healthcare Comm	Target to be set by March 09
NI 125 – Achieving independence for older people through rehabilitation / intermediate care			DAS	No target set. Discussions taking place with PCT.
NI 126 Early Access for Women to Maternity Services		19	PCT	
NI 127 Self reported experience of social care users	x	19	DAS Survey 2009/10	No target to be set in the first year
NI 128 User reported measure of respect and dignity in their treatment		19	DAS Survey 2009/10	
NI 129 End of life care – access to appropriate care enabling people to be able to choose to die at home			PCT	
NI130 – Social Care clients receiving Self Directed Support	x		DAS	184
NI131 – Delayed transfers of care from hospitals			DH (UNIFY)	No target set
NI132 – Timeliness of social care assessment			DAS	78
NI133 – Timeliness of social care packages			DAS	84
NI 134 The number of emergency bed days per head of weighted population			DH / PCT	Work is currently underway in the PCT to agree a suitable target in

				time for quarter 3
NI135 – Carers receiving needs assessment or review and a specific carers service, or advice and information	x		DAS	19.4
NI136 – People supported to live independently through social services			DAS	2,360
NI 137 Healthy life expectancy at age 65		17	Place Survey	
NI 138 Satisfaction of people over 65 with both home and neighbourhood	x	17	Place Survey	No target to be set
NI 139 The extent to which older people receive the support they need to live independently at home		17	Place Survey	
NI 140 Fair treatment by local services PSA 15		15	Place Survey	
NI 141 Percentage of vulnerable people achieving independent living	x		Supporting People	87.2%
NI 142 Percentage of vulnerable people who are supported to maintain independent living			Supporting People	98.7
NI 143 Offenders under probation supervision living in settled and suitable accommodation at the end of their order or licence		16	National Offender Management Service	
NI 144 Offenders under probation supervision in employment at the end of their order or licence		16		
NI 145 Adults with learning disabilities in settled accommodation		16	DAS	Target to be set by March 09
NI 146 Adults with learning disabilities in employment		16	DAS	Target to be set by March 09
NI 147 Care leavers in suitable accommodation		16	CYPS	
NI 148 Care leavers in education, employment or training		16	CYPS	
NI 149 Adults in contact with secondary mental health services in settled accommodation		16	MHMDS / 5 Boroughs	
NI 150 Adults in contact with secondary mental health services in employment		16		
LOCAL % Take up by PVI of allocated safeguarding training courses	x		DAS	65%
LOCAL % of vulnerable adults and/or appropriate representatives invited to attend safeguarding initial case conferences	x		DAS	66%