

WIRRAL COUNCIL

HEALTH & WELLBEING OVERVIEW & SCRUTINY COMMITTEE

10 SEPTEMBER 2012

SUBJECT:	Delivering the Corporate Plan: 2012/13 First Quarter Performance and Financial Review
WARD/S AFFECTED:	All
REPORT OF:	Graham Hodgkinson, Director of Adult Social Services
RESPONSIBLE PORTFOLIO HOLDER:	Councillor Anne McArdle
KEY DECISION:	No

1.0 EXECUTIVE SUMMARY

- 1.1 This report sets out performance of the Adult Social Services 2012/13 Departmental Plan for the period April to June 2012 and provides an overview of performance, resource and risk monitoring.
- 1.2 The report seeks members' views on a proposal to establish a "Task and Finish" group to consider a broader range of indicators that would inform committee about the activity within the overall health and wellbeing system beyond those detailed in this report.

2.0 BACKGROUND AND KEY ISSUES

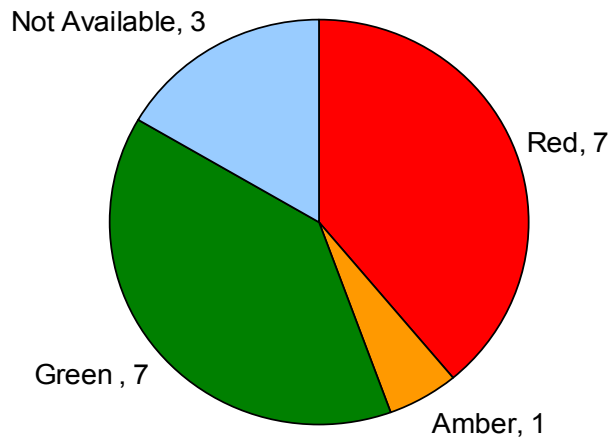
- 2.1 The Adult Social Services 2012/13 Departmental Plan was developed from local priorities identified in the Corporate Plan, the Department's improvement programme and the Department of Health's 2012/13 Adult Social Care Outcomes Framework (ASCOF).
- 2.2 The ASCOF is a set of outcome measures which have been agreed to be of value both nationally and locally for demonstrating the achievements of adult social care.
- Nationally, the ASCOF will give an indication of the strengths of social care and success in delivering better outcomes for people who use services.
 - Locally, one of the key uses is for benchmarking and comparison between areas.

2.3 PERFORMANCE INDICATOR ASSESSMENT

There are 27 performance indicators in the Adult Social Services Departmental Plan. Of these, 17 are specifically identified in the ASCOF and the Department has added a further 10 indicators. Nine of the 27 indicators are calculated annually from information obtained through the Adult Social Care Survey and Carers survey (eight of the 9 are specified in the ASCOF). It is anticipated that the year end targets for these 9 indicators will be achieved. The quarter 1 performance for the remaining 18 indicators is shown below and further detail is provided in Appendix 1.

2.4 It should be noted that at an operational and branch level significant work is undertaken to make best use of this management information through “Performance Surgeries”. These meetings consider in detail the underlying issues that have affected performance and put in place action to rectify indicators that are not on target.

Quarter 1 Performance Indicator Summary



<u>Performing well</u>	7 of the 18 Performance Indicators (39%) are currently performing well (green), and 10 (56%) are forecast to achieve their targets by year end.
<u>Performing adequately</u>	1 (5%) is performing adequately within 5% of the target (amber), and 8 (44%) are currently projected to narrowly miss their targets by year end.
<u>Performing Poorly</u>	7 (39%) are currently performing below the target (red). and all are expected to improve by the year end.
<u>Not Available</u>	Performance information for 3 indicators (17%) was not available at quarter 1 but will be available for reporting at quarter 2. Further details are provided in the table below.

Information not available at quarter 1 for the following Indicators:

Title	Reason information not available	2012/13 Year End Target
Percentage of scheduled reviews for residential homes completed	The method of calculation of this indicator has now been completed and a trial run has been held. Full performance information will be reported on at Quarter 2	75%
Percentage of young adults transition plans are put in place	Discussions are being held on this new indicator, and full performance information will be reported on at Quarter 2.	100%
Percentage of Personal Budgets that are Direct Payments	Discussions are being held on this new indicator, and full performance information will be reported on at Quarter 2.	40%

2.5 PERFORMANCE HEADLINES

2.5.1 What's working well

- **Wirral's Outstanding Adult Learners Celebrated** - The achievements of adult learners have been recognised during a celebration event at Williamson Art Gallery. Over 100 people received certificates of outstanding achievement after being nominated by tutors, friends or family for either taking up new learning for the first time in many years, overcoming challenges, working with others and volunteering in their community. The event showed how that a whole range of adult learners in Wirral have worked hard, enjoyed learning and gone on to other things as a result.
- **'Stay nifty after fifty!'** - Dozens of local organisations came together for a special event aimed at the over 50s. 'Stay nifty after fifty' was organised by Wirral's Older People's Parliament in partnership with Age UK Wirral, the NHS and Wirral Council to showcase the opportunities available in the borough.
- **'Best Bites' get their teeth into festival catering for Youthfest** - Best Bites, a local café and catering project which provides work based opportunities for adults with disabilities was the main catering company appointed to feed hungry teenagers at Wirral's recent 'teenagers only' Youthfest. 'Best Bites' operates from Gorsey Lane, Wallasey, giving people with disabilities valuable work experience, paid employment, and qualifications – leading to permanent jobs.

2.5.2 Performance Issues – Indicators

The following targets have been assessed as **red** (missed the quarter one target by more than 10%).

Title	2012/13 Quarter 1		2012/13 Year End	
	Target	Actual	Target	Likelihood of meeting target
Percentage of carers receiving a needs assessment or review	47%	12.8%	47%	Fair
<p>Performance Analysis - The targeted improvement of performance in this indicator has not materialised and this may be attributed to the way in which the recording of carers' reviews has not captured ongoing services to the carer, leading to performance that has not been in line with expectations.</p> <p>Corrective Action - Improvement in the recording of reviews of carers to ensure that existing, as well as newly established services are re-stated in reviews will count towards the achievement of this target. Guidance is being developed in order to achieve this improvement.</p>				

Title	2012/13 Quarter 1		2012/13 Year End	
	Target	Actual	Target	Likelihood of meeting target
Percentage of people with a learning disability known to the department in paid employment	5%	4%	5%	Fair
<p>Performance Analysis -The percentage of people with a learning disability known to the department in paid employment has missed the quarter one 2012/13 target by 1%. Performance cannot be compared with quarter one 2011/12 as the calculation methodology was adjusted to latest definition in December 2011.</p> <p>Corrective Action - Improvement through on-going work to capture data in specific annual reviews aligned with the development of a range of future opportunities to be co-ordinated through the Learning Disabilities Employment Action Plan as part of the on-going work within the Learning Disabilities Partnership Board.</p>				

Title	2012/13 Quarter 1		2012/13 Year End	
	Target	Actual	Target	Likelihood of meeting target
Percentage of people with mental health issues known to the department in paid employment	5%	4.01%	5%	Good
<p>Performance Analysis -The percentage of people with mental health issues known to the department in paid employment has missed the quarter one 2012/13 target by 0.99%.</p> <p>This NHS-derived figure only counts those people who have mental health issues who are subject to a Care Programme Approach (complex needs) and does not include those people known to the 'Working Life' service to be in paid employment. The low figure also in part reflects the national employment situation.</p>				
<p>Corrective Action - Discussions with NHS Wirral, Cheshire and Wirral Partnership Trust and Economic Regeneration are underway to address a number of issues associated with supporting people with mental health issues obtain employment. A second element of the discussions will determine a more accurate method of recording and measuring this target to capture the employment status of adults in contact with secondary mental health services, irrespective of whether they are on the Care Programme Approach.</p>				

Title	2012/13 Quarter 1		2012/13 Year End	
	Target	Actual	Target	Likelihood of meeting target
Percentage of people with a learning disability known to the department in settled accommodation	88%	79%	88%	Good
<p>Performance Analysis - Reported performance is very close to that targeted and achieved in the previous year. Through the ongoing focus on reviews in this sector it is expected that the new target will be met.</p>				
<p>Corrective Action - Improvement is targeted through on going work to capture accommodation data consistently in annual reviews, as part of a wider push on the completion of reviews.</p>				

Title	2012/13 Quarter 1		2012/13 Year End	
	Target	Actual	Target	Likelihood of meeting target
Delayed transfers of care	1.5	1.8	1.5	Fair
	Lower is Better			
<p>Performance Analysis - The rate of delayed transfers of care per 100,000 population has fallen by 1 when compared with quarter one and by 0.4 when compared to year end 2011/12. It has missed the quarter one 2012/13 target by 0.3.</p> <p>Delayed Discharges attributable to social care or jointly to social care and the NHS: 1.5 (rate per 100,000) equates to nearly 4 delays per month on average.</p>				
<p>Corrective Action - The national method of calculation of this indicator has changed to produce the outcome for a rolling year. Under the new calculation performance is in line with Q1 for the previous year. However, there will be a continued focus on the progress of this indicator.</p>				

Title	2012/13 Quarter 1		2012/13 Year End	
	Target	Actual	Target	Likelihood of meeting target
Percentage of Social care clients who are Self Directing their own support	90%	71.1%	90%	Fair
<p>Performance Analysis - The percentage of Social care clients receiving Self Directed Support has improved by 22.14% (Q1) and 4.4% (year end) when compared with 2011/12, but has missed the quarter one 2012/13 target by 18.9%.</p>				
<p>Corrective Action - It is intended to audit each service area in order to identify any areas in which further action may be taken to increase the percentage of people receiving self-directed support</p>				

Title	2012/13 Quarter 1		2012/13 Year End	
	Target	Actual	Target	Likelihood of meeting target
Percentage of Assessments undertaken within 28 days	100%	84.3%	100%	Poor

Performance Analysis - The percentage of social care clients receiving an assessment within 28 days has improved from 83.55% at the end of the previous year, and from 81.18% in the corresponding quarter in that year. The Q1 target was missed by 83 assessments.

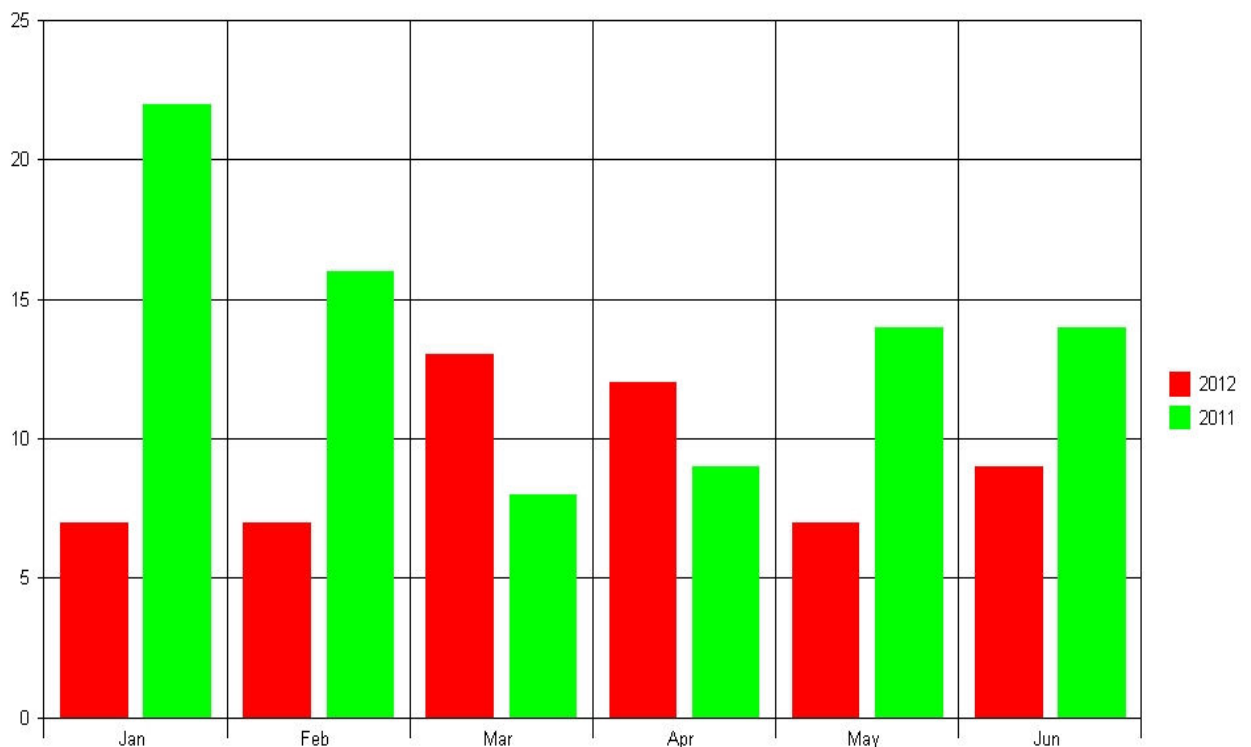
Corrective Action - It is intended to provide Locality managers with weekly reports detailing the timescale of assessments undertaken by their Locality, enabling a greater focus on improving performance against this target, which will be monitored through Performance Surgeries.

2.6 CUSTOMER FEEDBACK

The graph below shows the number of registered complaints received by the Department of Adult Social Services in the last quarter of 2011/12 and the first quarter of this year. The number of registered complaints in the year to date has remained stable at an average of 18 per month. The average response time remains a cause for concern although 73% of complaints responded to in June were closed within 20 days.

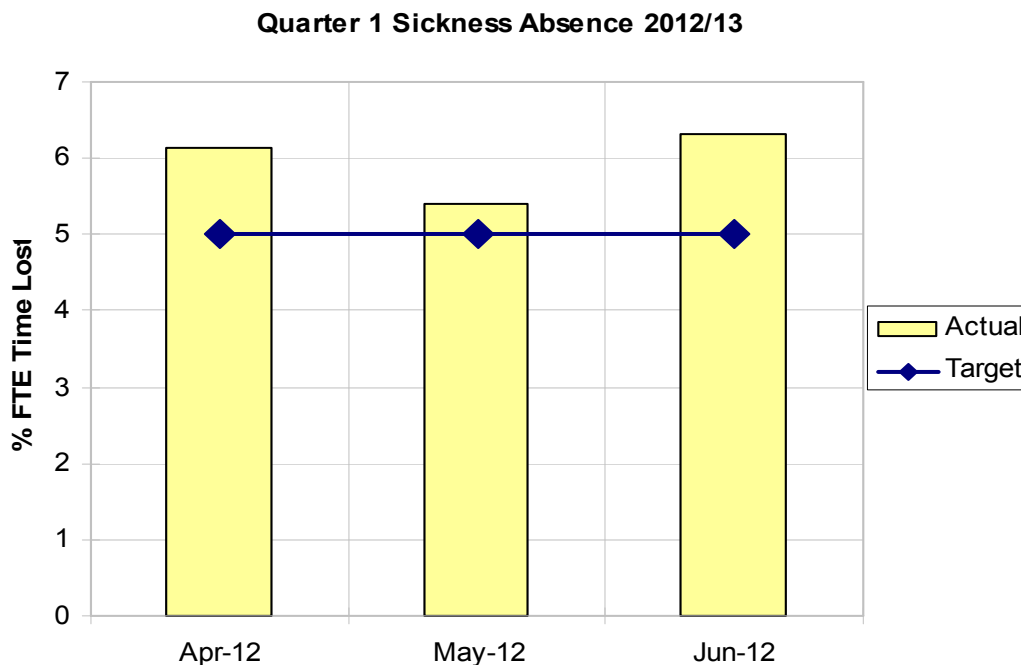
The number of political enquiries has remained relatively stable with a slight increase in the months prior to the election period. The performance in responding to political contacts has improved compared to the equivalent period last year.

Political Contacts Rec'd 2012



2.7 SICKNESS ABSENCE

The chart below shows the percentage of time lost through sickness absence from April to June 2012. The rate for June is 6.33% which equates to 15.24 days sickness per employee. This is almost 1% higher than May when time lost was 5.39%. The Department has set a target of 5%.



2.8 RESOURCE IMPLICATIONS

2.8.1 Revenue Budget - Significant pressures of £10.2 million have been identified by the Adult Social Services Department. This includes

- underlying care and demand pressures totalling £8.8 million,
- a further £1 million of pressures relating to the loss of health income and
- £0.4 million vacancy control pressures.

The outcome of consultation with care home providers in respect of fee rates for 2012/13 is ongoing and will be reported to Cabinet once completed. This could add further to existing pressures. The financial monitoring statement as at June 2012 is shown in Appendix 2.

2.8.2 Capital Budget - The Capital Programme includes funding for the reform of Day Services. The analysis of the Day Services Consultation exercise is complete and the outcome and further options will be reported shortly. A further capital scheme relates to development of an Integrated IT system (£1.5m). This project will be delivered as part of the Efficiency and Improvement review of the Department. The capital monitoring statement as at June 2012 is shown in Appendix 3.

3. NEXT STEPS

3.1 The vast majority of information contained within this report deals with the performance of the Department of Adult Social Services within Wirral Council; clearly the health and wellbeing of the population concerns much more than social care activity.

- 3.2 Attached as an example of available data at Appendix 4 is a paper produced by the Transition Alliance, which focuses on a number of key indicators across the health and wellbeing spectrum. This example covers Wirral but data is available which brings together the comparative information of the 24 North West council areas that are part of the Alliance.
- 3.3 In assessing the usefulness of the type of information at Appendix 4, members views are sought on the proposal to establish a “Task and Finish” group consisting of members and officers to agree the most appropriate form and content of performance reports that should be considered by the Health and Wellbeing Overview and Scrutiny Committee.

4.0 RELEVANT RISKS

- 4.1 Safeguarding adults remains a key focus for the Department and is a clear priority within the Council's Improvement Plan. The Adult Safeguarding Peer Challenge has highlighted a number of areas for development, which are currently being considered by the Department and will be addressed with appropriate actions overseen by the Safeguarding Adults Partnership Board.
- 4.2 The demand pressures from an ageing population requiring greater levels of support and more complex needs having to be managed continues to present one of the Council's greatest challenges. Added to this is the need to deliver greater levels of personalisation and choice to individuals requiring support.

5.0 OTHER OPTIONS CONSIDERED

- 5.1 Not applicable to this report.

6.0 CONSULTATION

- 6.1 There are no specific legal implications arising from this report.

7.0 IMPLICATIONS FOR VOLUNTARY, COMMUNITY AND FAITH GROUPS

- 7.1 The plan sets out commitments and clear actions in relation to working with voluntary, community and faith sector organisations to improve outcomes for local people.

8.0 RESOURCE IMPLICATIONS: FINANCIAL; IT; STAFFING; AND ASSETS

- 8.1 The financial implications are set out in the report. There are no other specific resource implications arising from this report.

9.0 LEGAL IMPLICATIONS

- 9.1 There are no specific legal implications arising from this report.

10.0 EQUALITIES IMPLICATIONS

- 10.1 A number of the activities and projects set out in the Adult Social Services Departmental Plan impact on health inequalities with a clear focus on ensuring that all of Wirral's diverse communities are equally able to access services.

11.0 CARBON REDUCTION IMPLICATIONS

- 11.1 There are no specific carbon reduction implications arising from this report.

12.0 PLANNING AND COMMUNITY SAFETY IMPLICATIONS

- 12.1 There are no specific planning and community safety implications arising from this report.

13.0 RECOMMENDATION/S

- 13.1 The Committee is requested to note the contents of this report.
- 13.2 Members views are sought on the proposal to establish a "Task and Finish" group consisting of members and officers to agree the most appropriate form and content of performance reports that should be considered by the Health and Wellbeing Overview and Scrutiny Committee.

14.0 REASON/S FOR RECOMMENDATION/S

- 14.1 This report provides an update on progress in delivering the Adult Social Services Departmental Plan including performance of relevant indicators and associated financial and risk monitoring information.
- 14.2 The data and information within this report is mainly derived from the department of adult social care, this does not cover the full range of health and wellbeing issues. It is proposed to establish a Task and Finish group to review this and consider the most appropriate information for the Committee.

REPORT AUTHOR: Stephen Rowley
Head of Branch – Finance & Performance
Telephone: (0151 666 3662)
Email: stephenrowley@wirral.gov.uk

REFERENCE MATERIAL

Previous Council and Cabinet reports as detailed in the subject history below

APPENDICES

- 1 : PERFORMANCE INDICATORS AS AT 30 JUNE 2012
- 2 : FINANCIAL MONITORING 2012/13 AS AT 30 JUNE 2012
- 3 : CAPITAL MONITORING 2012/13 AS AT 30 JUNE 2012
- 4 : ADASS AQuA WIRRAL LOCALITY SCORECARD - DECEMBER 2011

SUBJECT HISTORY (last 3 years)

Council Meeting	Date
Health and Wellbeing Overview and Scrutiny Committee	12/03/12
	08/11/11
	13/09/11
	20/06/11
	22/03/11
	18/01/11
	01/11/10
	09/09/10
	21/06/10
Social Care, Health and Inclusion Overview and Scrutiny Committee	25/03/10
	19/01/10
	10/11/09
	08/09/09
	22/06/09
	25/03/09

DEPARTMENTAL PERFORMANCE INDICATORS AS AT 30 JUNE 2012

Title	Qtr 1 Target	Qtr 1 Actual	Qtr 4 Target	Likelihood of meeting target
1. Percentage of people who report their services make them feel safe and secure	Annual Indicator	Annual Indicator	93%	Good
2. Percentage of Safeguarding Alerts completed within 24 hours	100%	95.5%	100%	Good
3. Percentage of Safeguarding Referrals completed within 28 days	80%	85.0%	80%	Good
4. Percentage of scheduled reviews for residential homes completed	Not available	Not available	75%	Fair
5. Percentage of young adult transition plans that are put in place 3 months before moving to Adult Social Care Services during 2012/13	Not available	Not available	100%	Fair
6. Percentage of people finding it 'fairly' or 'very' easy to find information about services	Annual Indicator	Annual Indicator	55%	Good
7. Percentage of carers finding it 'fairly' or 'very' easy to find information about services	Annual Indicator	Annual Indicator	40%	Good
8. Percentage of people who report being included in arranging their care	Annual Indicator	Annual Indicator	55%	Good
9. Percentage of carers who report being included in arranging care	Annual Indicator	Annual Indicator	55%	Good
10. Percentage of people who report being 'quite', 'extremely' or 'very' satisfied with their services	Annual Indicator	Annual Indicator	93%	Good
11. Percentage of carers who report being 'quite', 'extremely' or 'very' satisfied with their services	Annual Indicator	Annual Indicator	58%	Good
12. Percentage of people feeling in control of their care services	Annual Indicator	Annual Indicator	77%	Good
13. Percentage of Carers reporting 'alright' or 'better' quality of life as a result of services	Annual Indicator	Annual Indicator	90%	Good
14. Percentage of carers receiving a service	60%	56.6%	60%	Good
15. Percentage of carers receiving a needs assessment or review	47%	12.8%	47%	Fair
16. Percentage of people with a learning disability known to the Department in 2012/13 in paid employment	5%	4%	5%	Fair
17. Percentage of people with mental health issues known to the Department in 2012/13 in paid employment	5%	4.01%	5%	Good

Title	Qtr 1 Target	Qtr 1 Actual	Qtr 4 Target	Likelihood of meeting target
18. Percentage of people with a learning disability known to the Department in 2012/13 in settled accommodation	88%	79%	88%	Good
19. Percentage of people with mental health issues known to the Department in 2012/13 in settled accommodation	80%	81.24%	80%	Good
20. Proportion of people admitted into residential and nursing homes in 2012/13 (per 1,000 population)	1.5	1.53	1.5	Good
21. Percentage of people discharged from hospital into reablement/rehabilitation in 2012/13 are still at home after 91 days	96%	95.92%	96%	Good
22. Proportion of people who are recorded as 'delayed transfers of care' from hospital per 100,000 people	1.5	1.8	1.5	Fair
23. Percentage of all those who approach the Department for support in 2012/13 are self directing their support	90%	71.1%	90%	Fair
24. Proportion of people per 100,000 of the population that are supported to live at home	3,200	3,048	3,200	Good
25. Percentage of assessments undertaken within 28 days	100%	84.3%	100%	Fair
26. Percentage of support packages commenced within 28 days	93%	93.8%	93%	Good
27. Percentage of Personal Budgets that are Direct Payments	Not available	Not available	40%	Fair

**ADULT SOCIAL SERVICES DEPARTMENT
FINANCIAL MONITORING 2012/13**

POSITION AS AT 30 JUNE 2012

SUMMARY

Policy Options	Savings Target	Agreed Budget	Changes Agreed	Changes Not Agreed
£000	£000	£000	£000	£000
500	2,567	66,660	0	10,200

Estimated financial pressures of £8.8 million have been identified from an underlying overspend in 2011/12, and further demand pressures on older people and learning disability budgets for 2012/13. There is additional pressure from an increase to the turnover target of £0.4m and reduced Health income (£1m), agreement with Health colleagues is being sought to confirm 2012/13 funding levels.

Consultation with care home providers in respect of fee rates for 2012/13 is ongoing and the outcome will be reported to Cabinet once completed. This is likely to result in additional costs, which will add to the pressures already identified.

POLICY OPTIONS FOR 2012/13 ONLY – DELIVERY OF THE INVESTMENT

Details	£000	Comments / progress on implementation
Fernleigh	500	The investment allows for the continuation of mental health services at Fernleigh

SAVINGS TARGETS – ACHIEVEMENT OF THE SAVINGS

Details	£000	Comments / progress on implementation
Commissioning Of Services	1,600	The Department is currently reviewing how services are commissioned to deliver savings of £1.6m. An overarching commissioning strategy has been developed and was presented to 21 June Cabinet
Prevention Services	500	The Department is currently undertaking a review of all voluntary sector contracts and is seeking to re-commission this activity at a more efficient cost.
Employee Budgets 2%	400	This saving is in addition to the Department's existing staff turnover target of £496,100. The shortfall against the total target of £896,100 is estimated at £700,000.
Procurement	26	It is anticipated that this saving will be achieved
Austerity – Supplies	24	It is anticipated that this saving will be achieved
EVR Scheme	17	Saving have been achieved in full

CHANGES NOT AGREED – VOLATILE AREAS, PRESSURES AND MITIGATING ACTIONS

Details	£000	Comments / actions to address any issues
Community Care	6,550	Pressure from an underlying overspend, shortfall in re-provision budget allocation in 2011/12, anticipated increase in demand for services in 2012/13 and reduced income.
EVR / VS savings	1,350	Slippage against Corporate savings target due to retention of essential posts following 2011/12 EVR/VS .
Market Review Savings	1,600	Slippage against 2011/12 savings target due primarily to homes that have not accepted new rates.
Employee Budgets	700	Slippage against 2012/13 savings target (£0.4m) and shortfall against existing staff turnover target (£0.3m)

**ADULT SOCIAL SERVICES DEPARTMENT
CAPITAL MONITORING 2012/13**

POSITION AS AT 30 JUNE 2012

SUMMARY

Following approval in the Capital Programme of the business case in respect of the reform of Day Services, the analysis of the Day Services Consultation exercise is now complete. The outcome and further options will be reported to the Leader of the Council in July 2012. It is anticipated that this programme will begin in October 2012.

A Further Business Case also approved in December 2011 outlined the proposals for an Integrated IT system (£1.5m). This project will be delivered as part of the Efficiency and Improvement review of DASS 2012 and implementation is anticipated during 2012/13.

APPROVED PROGRAMME

PROGRAMME	Original Approved Programme 2012/13 £000	Approved Adjustments 2012/13 £000	Total Approved Programme 2012/13 £000	Actual to Date £000	Projected Outturn 2012/13 £000	Approved 2013/14 £000	Approved 2014/15 £000
Transformation of Day Service	1250	0	1250		625	625	0
Integrated IT	1500	0	1500		1500	0	0
TOTAL PROGRAMME	2,750	0	1,250	0	2,125	625	0
FUNDING							
General Capital Resources	0	0	0			0	0
Grants - Other	2,750	0	2,750		2,125	625	0
Revenue/ Reserve contributions	0	0	0			0	0
TOTAL FUNDING	2,750	0	2,750	0	2,125	625	0

APPROVED BY COUNCIL / CABINET - DECISIONS TO VARY THE PROGRAMME

Date	Details	£000
21 June 2012	Agreed the slippage from 2011/12 capital programme	2,015
	Total	2,015