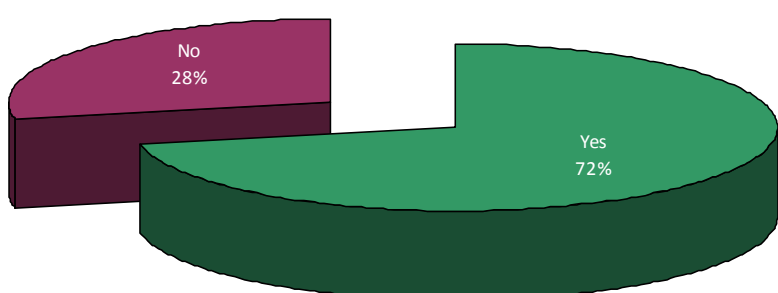
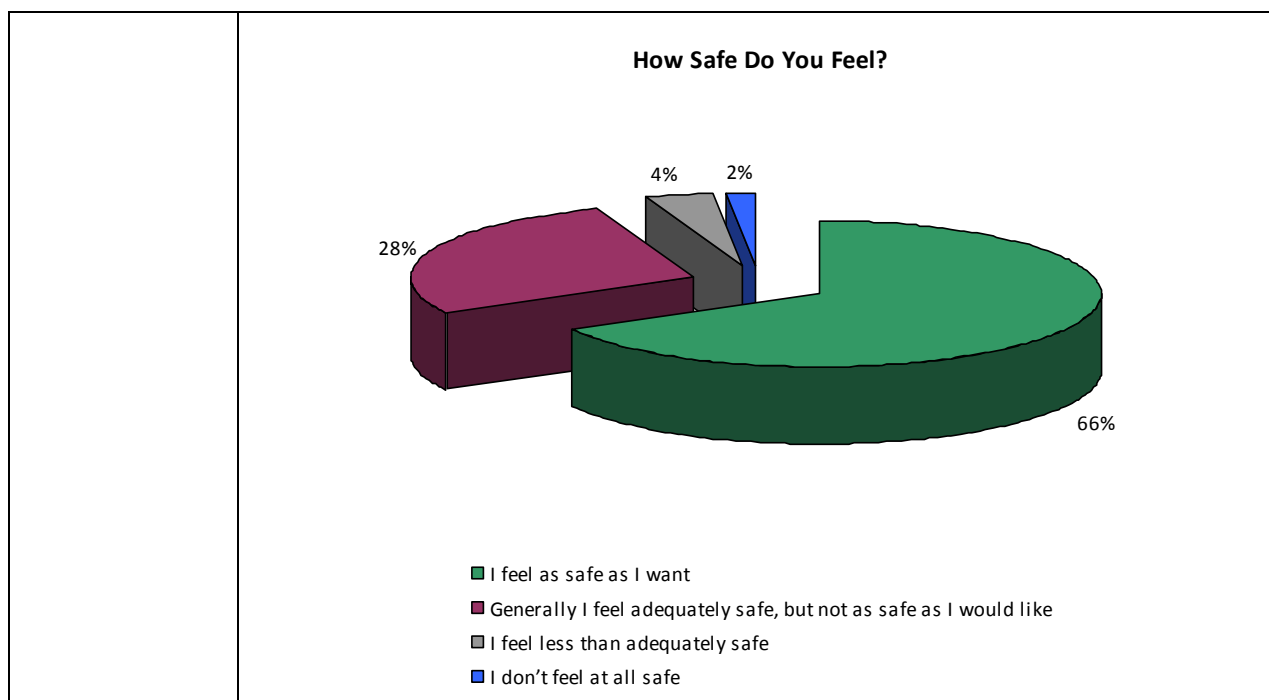


## PERFORMANCE ACTION PLAN TEMPLATE

This template is to be completed for ALL measures showing **RED** status of non-compliance against the specified target reported.

INDICATOR OVERVIEW	
Indicator Title	Proportion of people who use services who say that those services have made them feel safe and secure (ASCOF 4B)
Strategic Director Lead	Clare Fish
Departmental Lead	Chris Beyga
Target	86%

CURRENT SITUATION: Detail what the performance is for this measure and reason/s for non-compliance		
Performance this Period	71.7%	+ / - Target: -14.3% (17% variance)
Non-compliance reason	<p>Following completion of the annual Adult Social Care Survey a total of 523 people responded to Question 7B of the survey "Do care and support services help you in feeling safe?".</p> <p>Of the respondents 72% reported that service help them in feeling safe whilst 28% reported that services did not help them to feel safe and secure. 86% of people had responded positively to this question in 2012/13.</p> <p style="text-align: center;"><b>Do Care and Support Services help you in feeling safe?</b></p>  <p>Of the 273 people who receive solely equipment/adaptations who responded to this question a total of 96 (35%) said that services did not support them to feel safe. Analysis of people in receipt of community based services indicates that 51% solely receive equipment/adaptations. The higher level of negative responses aligned with the greater proportion of people receiving solely equipment/adaptations impacts on the overall outcome of this measure.</p> <p>This question is supplementary to Question 7A of the annual Adult Social Care Survey "Which of the following best describes how safe you feel?". Of the respondents 21 people (4%) reported that they felt less than adequately safe and a further 8 (2%) reported that they didn't feel safe at all. The 8 people have since been contacted by neighbourhood teams to confirm that they are safe and to understand why they chose this response to the question.</p>	



**ACTIONS:** This describes what's necessary or how to achieve a 'green' score. This way everyone is clear on what is required and when; knows the expected outcome and how to achieve it.

**What (is required)**

Robust quality assurance and safeguarding processes should underpin both service user satisfaction and sense of security. Service provision should be supported by the achievement of demonstrable outcomes for individuals to evidence the impact these services have.

These processes are further supported through the completion of scheduled reviews by the Department which will review individual needs, desired outcomes and the impact of existing services.

**How (will it be achieved)**

A new monitoring framework was introduced in 2013/14 with regards residential and nursing care which is evidenced by only 2 (<0.5%) people out of 89 respondents stating that the services did not help to make them feel safe.

Through our ongoing commissioning cycle we have enhanced our contract monitoring processes by working with providers to develop monthly datasets underpinned by a performance framework which details Key Performance Indicators (KPIs).

The KPIs are a mix of outcome based measures which have a commonality of focusing on outcomes for individuals and their satisfaction with the service they have received.

Providers are expected to submit monthly monitoring reports that consider both quantitative and qualitative aspects of their service which will then be discussed in monthly contract monitoring meeting. Any under performance will be discussed and remedial action will be required, continuous poor performance will lead to sanctions in line with the agreed contract.

Reviews are currently underway pertaining to Community Equipment Services and Assistive Technology with a view to re-commissioning

	<p>these services in 2014/15. Future contracts will focus on monitoring the impact that equipment has on an individuals' quality of life and how it supports them to meet their intended outcomes whilst ensuring they are safe.</p>
Who (will be responsible)	<p>Jacqui Evans (Head of Transformation) Amanda Kelly (Senior Manager – Market Transformation &amp; Contracts)</p>
When (will results be realised)	<p>We have now implemented an enhanced contract monitoring process against the following contracts:</p> <ul style="list-style-type: none"> <li>• Intermediate Care &amp; Transitional Care</li> <li>• Domiciliary Care &amp; Reablement</li> <li>• Early Intervention &amp; Prevention</li> </ul> <p>The first tranche of data has been received in June 2014 with contract monitoring meetings due to take place during June/July to discuss performance against agreed KPIs.</p> <p>Through closer monitoring and having the ability to quickly identify underperforming services/providers the overall quality of care and support in Wirral should increase during 2014/15.</p>

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