

<b>Subject:</b>	<b>Adult Care Performance Report</b>		
<b>Date of Meeting:</b>	<b>September 23rd 2013</b>		
<b>Report of:</b>	<b>Executive Director Adult Care</b>		
<b>Contact Officer:</b>	<b>Name:</b>	<b>Philip Letchfield</b>	<b>Tel: 29-5078</b>
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<b>Ward(s) affected:</b>	<b>All</b>		

**FOR GENERAL RELEASE**

**1. SUMMARY AND POLICY CONTEXT:**

- 1.1 This report informs Committee of the progress being made in relation to implementing the significant changes to the adult social care performance framework that have been introduced by the Department of Health.
- 1.2 This report provides Committee with comparative data for the Adult Social Care Outcomes Framework (ASCOF) relating to 2012 -13 performance.

**2. RECOMMENDATIONS:**

- 2.1 That Committee consider and comment on performance in relation to the Adult Social Care Outcomes Framework 2012 -13.

**3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:**

- 3.1 The Adult Care & Health Committee received a performance report at its meeting of September 24<sup>th</sup> 2012 which detailed the significant national changes that were taking place in relation to performance in adult social care. This included the end of the ratings system for Council, the changing role of Care Quality Commission, the end of published league tables and the introduction of sector led improvement and Local Accounts, the national Zero Based Review of performance returns and the role of the NHS Information Centre. Committee approved the recommendations in relation to producing a further annual Local Account and to signing up to the Making it Real programme.

- 3.2 The Zero Based Review was concluded following consultation and Councils received guidance in May 2013 regarding future national reporting requirements commencing for the year 2014/15. This will require significant changes across various parts of the Council and a dedicated Project Board is in place to oversee this. In the interim Councils will still be required to provide national data returns as previous for 2013/14. The new reporting arrangements will be better aligned to the personalisation of social care as they follow a persons pathway through care and should also improve activity and finance data. The Council has been allocated a budget of £59,000 from the Department of Health to implement the changes.
- 3.3 The second Local Account ('How are we Doing') was produced with the support of a virtual reference group from the local community and voluntary sector. This focused on the key improvement areas identified through the user and carer surveys plus other reports such as the LINK overview report on Care Homes. These findings were cross referenced with the key markers identified in 'Making It Real'. Four key improvement areas were identified and responded to in the Local Account. Case studies were used throughout. The Local Account also covered some key areas of performance and the challenges faced by adult social care. The Local Account was used as a focus for the City Summit (see below) and is available on the Councils website. The feedback on the Local Account this year has been very positive and the document is a significant improvement on our first publication. A copy of the Local Account is available in the members reading room.
- 3.4 In June 2013 the first adult social care City Summit was held. This was informed by national and local best practice. There was full attendance from 80 services users / carers and citizens and the event was chaired by an independent person with national expertise in this field. In addition over 25 information stalls were open to those attending and others during the event. During the Summit those attending considered the findings identified in the Local Account and had the opportunity to identify their key issues and comment on these. Over 30 people helped facilitate and support the event including colleagues from other Council departments and the local voluntary and community centre. Some of those people who had told their own story in the Local Account were also in attendance and one gave a talk on her experience of care. The feedback on the event has been extremely positive from all stakeholders involved. See Appendix 1 for a summary of feedback from those who attended. A full analysis of the outcomes from the day is being written up. Key themes included information, continuity of care staff, community activities and support to carers. This will inform future service planning and development. A clear action plan in relation to the issues identified will be put in place and this will inform business plans and commissioning plans. The Local account next year will also follow up on progress being made. This is all being fed back to those who attended and will be shared with key stakeholders to inform service improvement and development.
- 3.5 Based on the analysis of service user and carer surveys, that formed the heart of the Local Account, the Council joined the Making It Real Programme and published an action plan on the Making It Real national site. The Council is now recognised as participating in the programme and will need to review its progress within 6 months.

- 3.6 The Council continues to report its performance in relation to the Adult Social Care Outcomes Framework (ASCOF). This national framework is no longer the subject of national benchmarking however it is possible to access data from across comparator Councils through the Health and Social Care Information Centre. Performance for 2012/13 is detailed in appendix 2 with benchmarking against our comparator Councils group. The ASCOF includes some data drawn from the Users and Carers surveys which Councils are required to undertake. Appendix 3 provides some additional data re year on year performance.
- 3.7 The ASCOF data indicates good progress in relation to the personalisation of social care with a top quartile performance for people receiving services through self directed support (table 1c part 1) and an above average performance in relation to the use of direct payments (table 1c part 2). The positive impact of reablement is supported through the performance identified at table 2 b (parts 1 and 2). The numbers of people aged 18 - 64 being admitted to permanent residential care has reduced and is well below the national and comparator average. The permanent admissions for older people has remained stable and is now in line with our comparator average (table 2b) with the overall numbers of people in residential and nursing home care reducing. This contrasts with other comparators where numbers are beginning to increase. People with learning disability are receiving services that are helping them find employment, in the fact the highest in the comparator group, (table 1 e) and also settled accommodation (table 1f). People delayed in hospital for social care reasons is line with our comparator group.
- 3.8 Service users are reporting comparatively positive outcomes in relation to safety (table 4a and 4b), control over their daily life 1b and their overall quality of life (table 1a). This is also the case on other questions in the survey which the ASCOF does not capture for example being treated with dignity and cleanliness. However this is not reflected in relative satisfaction levels (table 3a, as measured by those who are extremely or very satisfied) where the performance is below average.
- 3.9 The outcomes from the carer's survey (this was the first year so no trend data is available) were relatively disappointing comparative to other comparator Councils. The overall quality of life score (table 1d), satisfaction levels (table 3b) and involvement in discussions about the person they cared for (table 3c) were below average. This contrasts with other information which indicates a much improved performance in the numbers of carers receiving assessments and services in their own right, the high ratio of carers receiving services in their own right ( not only advice and information) and the positive feedback from carers in contract reviews and other meetings about the local services they receive. An analysis of all available information about carer's services is being collated and will be presented to the senior management team in adult social care in September to inform improvement planning.

#### **4. COMMUNITY ENGAGEMENT AND CONSULTATION**

- 4.1 The Zero Based Review and the national performance framework were the subject of national consultation and related Equality Impact Assessments from the Department of Health.

- 4.2 The Local Account was developed with reference to the outcomes from our surveys of service users and carers and representatives of the local voluntary sector.
- 4.3 Making It Real is a national programme that is led by services users and their carers.
- 4.4 The City Summit was a major engagement event with service users, carers and local citizens.

## **5. FINANCIAL & OTHER IMPLICATIONS:**

### Financial Implications:

- 5.1 The implementation of the Zero Based Review recommendations require significant changes to performance and financial reporting and to the systems that support these. An investment of resources will be required over and above the £59,000 awarded by the Department of Health and will be identified from within the agreed budget for 2013/14.

Resources to support the local account and future city summits will need to be considered as part of budget development for 2014/15.

The performance against the Outcomes Framework will inform the budget strategy for 2014/15.

*Finance Officer Consulted: Anne Silley*

*Date: 06/08/13*

### Legal Implications:

- 5.2 The rationale for and statutory changes requiring the Adult Social Care outcomes Framework 2012 -13 are described in the body of this report. There are no additional specific legal or Human Rights Act implications arising from this report which is for consideration any comment only.

*Lawyer Consulted: Name Sandra O'Brien*

*Date: 28 August 2013*

### Equalities Implications:

- 5.3 The Zero Based Review and the adult social care performance framework have been the subject of Equality Impact Assessments by the Department of Health and are statutory in nature.

### Sustainability Implications:

- 5.4 There are no specific sustainability implications in this report.

### Crime & Disorder Implications:

- 5.5 There are no specific crime and disorder implications.

### Risk and Opportunity Management Implications:

- 5.6 The outcomes from the performance framework described in the report provide an opportunity both engage with service users and there carers and through this improve and develop our services to better meet the needs of local people.

Public Health Implications:

- 5.7 The report covers services that promote health and well being and help tackle inequalities.

Corporate / Citywide Implications:

- 5.8 The performance framework in adult social care supports the Councils priorities of tackling inequality, engaging with people and modernising the Council.

**6. EVALUATION OF ANY ALTERNATIVE OPTION(S):**

- 6.1 Some elements of the performance framework are statutory in nature and the subject to detailed national guidance, such as the Zero Based Review, carer and user surveys and the ASCOF.
- 6.2 The elements which relate to sector led improvement such Local Account, peer review , Making it Real and the City summit are not statutory in nature. However they provide mechanisms for engaging with local people on social care issues, supporting transparency and gaining valuable information to shape service development and improvement.

**7. REASONS FOR REPORT RECOMMENDATIONS**

- 7.1 The report provides Committee with the opportunity to inform local performance reporting and hold officers to account for the performance of local services.

**SUPPORTING DOCUMENTATION**

**Appendices:**

1. Health & Social Care Information Centre ASCOF benchmarking

**Documents in Members' Rooms**

1. Local Account for Adult Social Care (How are we Doing ?)

**Background Documents**

1. None

