

Health and Wellbeing 2008/09 Quarter 2 Performance Update	Reference	HW-2b
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Improvement Priority	Lead Officer	Organisation	Overall Progress Rating
Improve the assessment and care management of children, families and vulnerable adults	John Lennon and Paul Broughton	Leeds City Council	Amber

There continues to be a general improvement year on year for time to assess and time to provide services. There has been a slight dip in mid year performance, but actions has now being taken to bring performance on line. Good progress is made in relation to improving system and infrastructures around assessment and care management for people with learning disability. More recently a stronger focus on safeguarding matters will mean that the service can demonstrate sound arrangements for protecting people with learning disabilities from being subject to abuse.

PI Ref	Definition	Comments	Baseline	2008/09 Target	Year to Date Performance	RAG Rating	Data Quality
NI 132	Timeliness of social care assessment (all adults)	Figure has fallen slightly from last years actual but this is fairly normal. We continue to monitor this indicator on a monthly basis to ensure improvement & there has been some progress from quarter 1. NB quarter 2 figure is actually reported as at August 2008.	80.9% (Apr-Dec 2007)	85.0%	78.7%	Predicted year end performance 85%	No concerns with data
NI 133	Timeliness of social care packages following assessment (all adults)	Current performance is still below 07/08 actual but has improved from quarter 1 and is in the 4th band (good). We monitor this indicator on a monthly basis to ensure improvement continues. NB - Quarter 2 figure is actually as at August 2008.	85% (2007/08)	90.0%	82.9%	Predicted year end performance 85%	No concerns with data

Improvement priority progress	Risk / Challenges	Key Actions	Contributory Officer	Timescale	Other Information
<p>Corporate Customer Strategy and Extended Hours Strategy linked to the Review and Transition of the Emergency Out of Hour Services project, PID produced, business process re-engineering (by CSED) that is required for this project is progressing well, a work stream on reducing avoidable contacts has started, discussions have been held to discuss how ESCR can be utilised for measuring the referral process</p> <p>In relation to the assessment and care management of adults with learning disabilities an exercise is underway which will review existing processes and identify improvements. The end result of this activity will recommend options for improving the efficiency and effectiveness of both the specialist team and the area teams that undertake assessment and care management activity. This process should be complete by the end of this financial year.</p> <p>The specialist learning disabilities team is undergoing additional training so that better use can be made of the ESCR system in relation to recording of information and also report generation for performance monitoring purposes. This action should result in improved performance in relation to the speed and frequency of undertaking reviews.</p> <p>In conjunction with colleagues in other care management teams greater focus is being given to safeguarding issues in relation to the investigation of referred cases in accordance with best practice and the identification and delivery of training and development needs. There has been a significant increase in the number of cases referred for safeguarding investigation in the year to date.</p>	<p>The cost of the Review and Transition of the Emergency Out of Hours Services project may not be met from within current service budgets, although all services are very supportive, Social Care is actively trying to secure the funding. Corporate awareness and support for the funding is now needed.</p> <p>There is a risk that the work from ESCR functionality and business practices does not join up with the Emergency Out of Hours project. There are various system development issues that will need to be resolved. There is a knowledge gap between some parts of the ESCR team and the front-line business which needs to be resolved in order to improve the quality of the ESCR system</p> <p>The number of safeguarding referrals exceeds available investigative resources. Staff resistance to new working practices. Unable to recruit to new posts. Take-up of individual budgets and direct payments exceeds budgetary provision. Unable to complete person centred plans in line with transformation plans. Vision and purpose of the joint transitions team is not clear and understood by all stakeholders. Unable to recruit to new posts.</p>	<p>Provide efficient and effective out of hours service which mirrors the office hours service. Quality of information and effective sign-posting done at a very early stage of the process. Continue avoidable contact work stream development. Re-design Care management process, expertise advise at screening stage, right first time principle</p> <p>Ensure process mapping exercise is completed within timescale. Ensure Learning Disability requirements are built into development plans for ESCR. Ensure Care Managers receive appropriate training and support to maximise use of ESCR. Ensure appropriate resources are directed towards safeguarding work and that staff are adequately trained to undertake safeguarding roles.</p> <p>Ensure customers are encouraged to consider self directed support options wherever possible. Appropriate governance arrangements are put in place to oversee the transitions project. A vision for the joint team is agreed and cascaded to staff who will work in the new team. Review and extend communication channels.</p> <p>Review success of recruitment campaigning and consider use of temporary staff if required</p>	<p>John Lennon Steve Hume</p> <p>Paul Broughton John Lennon</p>	<p>2011</p> <p>2011</p>	

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<p>Learning disability services are an early implementer in the self directed support pilot with 10 cases being identified for individual budgets.</p> <p>The number of people utilising direct payments has increased during the year.</p> <p>A project is underway to improve the care planning for young people in transition.</p> <p>A joint team with staff from both CYPSC and ASC will be formed with a view to ensuring a smooth transition process. It is intended to have the new joint team operational by April 2009.</p> <p>Additional resources have been secured by way of the social care reform grant which will be used to recruit additional care managers to assist in the transformation of learning disability in-house services.</p> <p>These care managers will prepare care plans for customers who are not part of the ILP development and/or are currently utilising existing Council provided day services.</p> <p>An additional worker will be recruited who will specialise in services for hard to reach groups including people from BME backgrounds, people with personality disorders and young people who have committed offences.</p> <p>A new team is being set up to review high cost learning disability placements.</p> <p>The team will consist of 2 contract officers plus 2 care managers and will target high cost cases with a view to identifying efficiencies which can be reinvested in improved in care packages.</p> <p>The team will also review "failing providers" with a view to either improving service delivery or finding alternative providers who can deliver quality services.</p>			Paul Broughton John Lennon	2011	
<p>Ensuring Safeguarding is embedded across our partners.</p> <p>Meeting of Director of Adult Social Services, Chair of safeguarding Board.</p> <p>Partner Executive Directors and Chief Officers to reinforce the commitment to the rapid development of local multi-agency safeguarding, the terms of reference of the Adult Safeguarding Board is completed.</p> <p>Independence, Wellbeing and Choice Inspection Action Plan developed and signed off</p>	<p>Action Plan needs approving by the lead inspector. Issues around lack of market for some of the specialist staff that are required. Scale of change required in a very tight timescale</p>	<p>Implement Recommendation 3 from the Adult Social Care Independence, Wellbeing and Choice Inspection Action Plan -</p> <p>"The Council and its partners should agree and implement improved procedures, ensuring that these:</p> <ul style="list-style-type: none"> - Set out specific and monitorable expectations on staff from all agencies - implements a system of compliance monitoring processes that ensure consistent practice". <p>Implement Recommendation 4 from the Adult Social Care Independence, Wellbeing and Choice Inspection Action Plan -</p> <p>"The Council and partners should progress the emerging multi-agency training strategy and link this development with the agreed set of minimum competencies from specific roles within the adult safeguarding process"</p> <p>Implement Recommendation 7 from the Adult Social Care Independence, Wellbeing and Choice Inspection Action Plan -</p> <p>"The Adult Safeguarding Board should agree an adults safeguarding serious case review process and mechanisms for sharing performance issues and learning with partner agencies"</p> <p>Implement Recommendation 25 from the Adult Social Care Independence, Wellbeing and Choice Inspection Action Plan:</p> <p>"The Council and its partners should strengthen governance arrangements so that elected members and relevant chief officers in partner organisations have a clear understanding of the performance of adult safeguarding arrangements"</p>	Dennis Holmes	<p>Arrangements for safeguarding vulnerable adults are coordinated across agencies and disciplines by December 2009,</p> <p>Fully implement the multi-agency training strategy by Dec 08</p> <p>The serious case review process should provide an effective means of improving joint working in complex safeguarding issues by April 2009</p>	
<p>Electronic Social Care Record System (Analytic module)</p> <p>The development of the ESCR system will enable officers to know how we are performing on this improvement priority at a touch of a button, work has started on scoping up a Management Information Report (Analytical Report)</p>	<p>There is a gap in people's knowledge in the ESCR design team</p> <p>Competition with other priorities for ESCR resource to progress the Analytic Module</p>	<p>Complete the development of the Analytical Report.</p> <p>System Development of the ESCR analytical module.</p> <p>Develop the performance management tool attached to the module so reports can be produced on timeliness of social care packages</p>	Steve Hume	<p>Accountability arrangements to be established by October 2008</p>	

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Leeds CC Contributory Officers	Leeds CC Directorate	Contributing Organisations	Contributory Officer
Paul Langford	Environments & Neighbourhoods	Leeds PCT	Christine Outram / Ian Cameron
Gary Bartlett	City Development	Leeds Teaching Hospitals Trust	Maggie Boyle
Neil Evans	Environments & Neighbourhoods	Leeds Partnership Foundation Trust	Chris Butler/ Mike Doyle
Dennis Holmes	Adult Social Services	VCFS - Leeds Voice Health Forum	Eddie Mack/ Jeannette morris-Boam
		ALMOs	
		VCFS - Leeds Voice Health Forum	Eddie Mack/ Jeannette morris-Boam