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## Report of the Head of Policy, Performance and Improvement

Meeting: Adult Social Care Scrutiny Board

Date: 8<sup>th</sup> April 2009

Subject: Performance Report Quarter 3 2008/09

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**Electoral Wards Affected:**

**Specific Implications For:**

Equality and Diversity

Community Cohesion

Narrowing the Gap

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### 1 Executive Summary

- 1.1 This report discusses the key performance issues considered to be of corporate significance identified for each of the Directorates as at 31<sup>st</sup> December 2008.

### 2 Purpose of the Report

- 2.1 The purpose of this report is to present the key areas of under performance at the end of Quarter 3 (1<sup>st</sup> October to 31<sup>st</sup> December 2008).

### 3 Background Information

- 3.1 This 'highlight report' has been prepared in readiness for the Accountability process, which included the CLT meeting on 17<sup>th</sup> February, Leader Management Team on 19<sup>th</sup> February 2009 and the Scrutiny Boards in the March/April cycle.
- 3.2 The issues discussed in this report have been identified because performance in these areas impacts upon one of the following, the delivery of our corporate priorities, performance against the National Indicator set which will be reflected in our CAA judgement or the lack of assurance relating to data quality.

## 4 Adult Social Care Performance Issues

### LKI-SS35 – Percentage of service users receiving a review.

This indicator measures the percentage of service recipients who received a review of their care plan in the financial year. It is important because good care management should ensure that people's needs are monitored and reviewed. Leeds' performance in this respect was identified in the annual performance review of Adult Social Care as an area for improvement. In 2007/08 Leeds reviewed 63% (12,204) of its 19,427 service recipients received a care plan review. This placed Leeds in the bottom quartile of performance within its national comparator group for which the average performance was 73%.

After a much improved level of performance noted for 2008/09 at quarter 1, Leeds performance appears to have fallen by quarter 3 to the same percentage as that of 2007/08. However, it is likely that the report for quarter 3 underestimates the actual position. Reviews are undertaken by a number of care providers and by different groups of in-house staff. Due to the length of time it takes to obtain records of care plan reviews undertaken, reported results for the quarter are likely to be an under-representation of the actual numbers completed. Our current estimation of this suggests that there is likely to be around 4.8% (around 800) more reviews which have taken place in the first three quarters of the year than that which has been reported so far.

### NI 133 - Acceptable waiting times for care packages

This indicator measures the percentage of those new service users over 65 years old who have had an assessment which led to their being provided with services within 28 days of their assessment being completed. Service users and carers expect support to start in a timely fashion, soon after their needs have been assessed.

Over the first three quarters of 2008/09 Leeds provided services to 3,256 new older people, of whom 2,741 (84.2%) had all their services in place within 28 days of their assessment being completed. This performance is marginally below that for 2007/08 when 85.3% of care packages were delivered within 28 days. During 2007/08 the average performance for comparator authorities on this indicator was around 90.1%. Leeds performance ranks in the 4th quartile nationally for this performance, there are a number of causative factors but two are significant.

Firstly, performance in respect of the timeliness of delivery of care packages in Leeds is not consistent for the delivery of all types of service. For example, some services are more prone to be provided outside the 28 days than others, day care and transport are more likely to be provided late than the average, while residential and nursing care tend to be provided more on time than the average figures. There are a number of factors which contribute to this feature.

- ◇ It is related to the acuteness of need of the individual.
- ◇ It is related to an increased actual demand for a response to referrals and assessments from 07/08 to 08/09 within the same quantity of assessment and care management resource.
- ◇ A significant source of increased demand has arisen as a consequence of a doubling of the reporting of safeguarding concerns requiring assessment and intervention, we anticipate more than 1100 such instances for this financial year as opposed to 645 for last.
- ◇ The latter two points are believed to have had the greatest impact with an increased assessment workload leading to delays in the deployment of care responses.

Secondly, the service which is provided out of time most frequently in the current reporting period is home care, the provision of which accounts for approximately a third of those occasions where services have been provided late. There are a number of contributing factors specific to this:

- ◇ It is related to an under-capacity in the overall home care sector which serves Adult Social Care, NHS Leeds and private individuals.
- ◇ Against this backdrop figures indicate there to have been a significant increase in the numbers of home care packages being delivered in 2008/09 over the previous year (230 more care packages in the first 3 quarters than in the whole of 2007/08) and this substantial

increased demand has contributed to delays beyond the 28 day target in the delivery of the service.

A range of actions to increase capacity in assessment and care management, co-ordinate and make more flexible the commission of homecare services across the Council and NHS Leeds and improve performance and quality assurance and analysis have been set out in the ASC action plan in response to the 2008 Independence, Wellbeing and Choice Inspection.

## **5 Recommendation**

That the Adult Social Care Scrutiny Board note the Quarter 3 performance information and highlight any areas for further scrutiny.