



Report of the Chief Officer Commissioning

Scrutiny Board - Adult Social Care

Date: 30 March 2009

Subject: Performance of Homecare Service Providers (Independent and Indirectly provided)

Electoral Wards Affected:

Ward Members consulted
(referred to in report)

Specific Implications For:

Equality and Diversity

Community Cohesion

Narrowing the Gap

Executive Summary.

Performance monitoring continues to be undertaken between Council officers and providers, further development work has strengthened processes to monitor service quality as well as to involve service users in the monitoring of home care provision.

The overall position reflects the continued stable development of provision within the system; The performance issue with an independent sector provider reported in October 2008 continues to require measures to be taken to avoid any serious breakdown of care until the cessation of the contractual agreement with this provider as at 31st March. The current economic climate and closure of significant major employees has increased opportunities for recruitment for the independent sector providers (with the exception of the organization mentioned above).All providers continue to make significant efforts to recruit and retain staff within the sector.

The Appendices 1 and 2 attached to this report contains details in relation to the contract performance monitoring of the independent sector providers in the second quarter of 2008-9 (Appendix 1 - July to September) and the third quarter of 2008/09 (Appendix 2 - October to December 2008-09).The report also contains information in relation to the Council's own directly provided home care service which is not subject to the same contractual conditions.

1.0 Background Information

1.1 In October 2006, the Director of Adult Social Services presented a report which informed the Board of the background to the commissioning process in relation to the provisions of independent sector homecare services in Leeds. The Board therefore asked to receive further updates

in home care services in Leeds to satisfy members that monitoring arrangements were in place.

- 1.2 The last update on the performance of independent sector and directly provided service was received by this scrutiny board on the 8th October 2008. This monitoring report includes information for quarters 2 and 3 (shown in Appendices 1 and 2) The presentation of data follows the same template as that given in the October report and shows comparison for the two quarters. The report also contains the independent sector's compliance with the National Minimum Standard - 50% of the staff group should have achieved level NVQ2, figures in the performance tables confirm the number of staff awarded or currently working towards achieving NVQ2.
- 1.3 The current cost and volume contracts have now coming to the end of their initial 3 year period. The contracts (with the exception of Jays) have now been extended through a delegated decision of the Director of Adult Social Services on 19th February 2009.

2.0 Monitoring of Homecare Sector Providers

- 2.1 Contract Monitoring meetings are held every quarter with all the independent sector providers. The last two contract monitoring meetings were held during October 08 and January 09 for the second and third quarters of the financial year.
An improved performance template for monitoring Homecare contracts has been introduced to both ensure accuracy in recorded hours, and an improved account of the independent sector's performance. The monitoring aims to recognize good practice and to establish areas for improvement. In addition to this, increased spot checks upon providers will be introduced in 2009 to target areas of identified weakness or poor performance. The emphasis within contract monitoring will include quality checks and guidance to improve performance and service user satisfaction. Examples of poor practice and failures in the delivery of a quality services are being reported to providers with an expectation and target date for immediate improvement. As part of ensuring continuous improvement with the independent sector, representatives at a senior level from all independent providers attended a "complaints made easy " training day organized by Adult Social Care. The content of the day's programme was well received and feed back was positive.
- 2.2 In addition to the quarterly contract monitoring, source providers have been required to complete a newly designed Quality Standard Assessment (QSA) which monitors the standards and quality expected in the delivery of Homecare services. The implementation of the Quality Standard Assessment is an important new part of the Council's contract monitoring framework and provides a means of verifying providers can deliver services to national standards and in accordance with contractual expectations. Providers will be required to ensure that good practice and quality standards are embedded into their approach to service delivery and their organizational culture.

2.3 Quality Standard Assessment is an annual assessment tool comprising of six core service objectives that describe good practice in the delivery of home care services

- 2.3.1 Needs, Risk and Care Planning
- 2.3.2 Health and Safety
- 2.3.3 Safeguarding and protection from Abuse
- 2.3.4 Diversity and Inclusion
- 2.3.5 Service User involvement and Service users satisfaction
- 2.3.6 Competent, skilled and Supported Staff

Service performance is assessed by means of examining and rating evidence from providers. This evidence includes the ways in which services are provided, policy and procedure documents, communication with service users and their families, competent care workers and a commitment to equality and diversity and continuous improvement. Providers will be strongly encouraged to aim for and achieve excellence i.e. a 100% score, adopt an approach of identifying, valuing and promoting good practice and strive for 100% levels of user satisfaction.

Providers not demonstrating excellence will agree with the Council a timetable of improvement. In some cases the timetable of improvement will extend until the next annual QSA review; in other cases it will be much shorter depending on the particular objective and the nature of the service.

The first results of quality standard assessment against the evidence provided by providers will be available in April 2009 and will be reported in the next scrutiny board report.

3.0 Service User Involvement.

3.1 The Service User Forum meets with each independent sector service provider on a quarterly basis and directly raises service quality issues with Independent sector management, and the directly provided service management. Service users have contributed to the improvement of both independent sector policies and procedures as well as making recommendations for improving documentation used in the Quality Standard Assessment. A new agreement has been discussed with Service user group to continue this process for the next year.

3.2 A new project has been initiated as a partnership between service user groups and Leeds City Council to develop a dignity monitoring process in relation to domiciliary care. Initial discussions have proved positive and an initial stakeholder meeting will be held in next few months.

3.3 At the providers forum held on 20 February 2009, the independent sector providers signed up to a quality standard for Service users involvement and service user satisfaction which includes a 10 step programme to improve communication with service users.

4.0 Independent Sector Performance Issues.

- 4.1 During the first quarter, a serious performance issue occurred with one independent sector provider (Jays Homecare). As outlined in the October report CSCI awarded Jays 0 stars for their service, which indicates a poor service. All service providers under this contract have been consistently informed that it is the Council's objective to ensure that all providers receive at least a good (2 star) rating for their service. Following the announcement of the inspection result, a meeting was held in July 08 to inform the company of the Council's disappointment with the inspection and seek their intentions to improve the service and action plan for this. Close monitoring, underpinned by spot checks on the organisation and reviews of service users receiving services and levels of satisfaction with the organisation were put in place following this meeting and vigorous monitoring continues to date.
- 4.2 CSCI have indicated that proposed action in respect of the two enforcement notices served on Jays in October 2008 will be put on hold. Although there is noted improvements in the areas of concern, CSCI informed ASC in January, that as result of the inspections carried out in November and January, Jays will retain their original poor rating and are still nil rated
- 4.3 As a result of CSCI assessed poor rating Leeds City Council have not taken up the option within the terms and conditions of the current contract to extend Jays contract for a further 12 months.
- 4.4 As at 20th March Jays are providing services to 75 services users a total 586.25hours. This is less than the 600 hours Jays where contracted to provide at the commencement of the contracts in April 2006.
- 4.5 A project plan has been implemented to transfer the Jays service users to a new provider which included the following actions
- 4.5.1 Procurement of a new provider through competitive tendering, restricted to providers who already had a contract in place to provide domiciliary care services with LCC.
 - 4.5.2 A recommendation report to approve the award of the contract to the Allied Health Care group has been submitted to the ASC Delegated Decisions Panel and is currently within the call in period.
 - 4.5.3 A multi agency project team made up of representatives from Health and Adult Social Care have met weekly to review and manage the transfer from Jays to the new provider and any concerns resulting in the cessation of the contract with Jays.
 - 4.5.4 Minutes of the meeting and the project team's action plan have been widely distributed to senior staff within Health Adult Social Care.

- 4.5.5 Service users and elected members have been kept informed and contract officers have been responding to telephone enquires to allay any service user concerns in respect of the service they receive and the care worker who provides those services.
- 4.5.6 Jays care workers have the right to transfer to the new provider under TUPE arrangement .
- 4.5.7 Procurement and contract officer have met with Jays senior personnel and implemented an agreed action plan for transferring information in respect of staff and service users to the new provider .

5.0 Interagency Communication

5.1 Adult Social Care and NHS Leeds have met to explore the structures required to share low level concerns regarding independent sector provider capacity between commissioning agencies. An initial meeting has been held to identify initial requirements of each agency, an initial draft created and distributed for comments. Guidance has been sought from Legal Services, ASC Safeguarding team and ASC Communication Team regarding the structures required for effective data management, categories of information appropriate for the bulletin and control of commercially sensitive information. A second meeting is being arranged with partner agencies in April.

6.0 NVQ training levels

6.1 The requirement, under standard 20.4 of the National Minimum Standards is for providers to ensure that at least 50% of staff is qualified to NVQ level 2 by 1st April 2008. Levels of staff training for each independent sector provider are included in the provider information within appendices 1 and 2. To date, all independent sector contracted providers have not met this requirement, even those recently rated as “good” by CSCI. Providers have been consistently entering staff onto training courses and improving levels of qualifications have been noted. Contract officers will continue to monitor NVQ levels at quarterly monitoring meetings and request information from providers on a monthly basis on their progress towards the target.

7.0 Complaints

7.1 The numbers of complaints that have been made against each organisation, in the two periods , are included in the independent sector provider information attached as Appendix 1 and Appendix 2. These are complaints that have been formally recorded within the Complaints Section.

8.0 Recommendation

8.1 Members are asked to give consideration to the information contained in this report.

Appendix 1. July to September 2008-9

Homecare Providers Performance

1/ Name of Provider: Anchor Homecare Services

This company covers the North West, West and the South local authority areas of Leeds City Council.

Category	April to June 0'8 Quarter 1	July to September '08 Quarter 2	Remarks
Hours provided	28,181	28,260	Anchor continue to maintain a steady increase on the provision of hours to meet the ever increasing demand
CSCI Inspection Report	Two Star	Two Star	Last Inspection report on 13/03/2008 rated as 'Good'
Number of Complaints	6	4	1 unfounded 3 – resolved
Number of Compliments	10	8	compliments received telephone, thank you cards and in correspondence

Local Authority Areas	East Leeds	North East	West Leeds	North West	South Leeds	Comments
Number of Service Users supported as at 30/06/08	0	0	75	121	231	
Number of Service Users supported as at 30/09/08	0	0	77	97	218	A number of small care packages have been cancelled in this quarter reducing the overall number of users. Anchor have picked up a number of priority high needs ISAs
Number of Community Support Assistants as at 30/06/08	0	0	11	29	57	
Number of Community Support Assistants as at 30/09/08	0	0	12	27	60	1 new Community Support Assistance took up employment in this quarter
Total Number of Community Support Assistance employed as at 30.9.08	Number of staff completed NVQ 2		Percentage against staff group (50%NMS)		Comments	
99	28		28%		Currently 19 assistance are undertaking the NVQ2 training this will bring Anchor closer to the 50% requirement;	

2/ Care UK Homecare Services

This company covers the North West and West Leeds local authority areas.

Category	April to June 08 Quarter 2	July to September '08 Quarter 2	Comments
Hours provided	11,232	12830	There has been an improvement in the number of hours provided in this quarter
CSCI Inspection Report	-	1 star	CSCI inspection September '08. CSCI have indicated provider will be rated at "Adequate"
Number of Complaints	1	9	9 - resolved
Number of Compliments	3	2	Telephone calls

Local Authority Areas	East Leeds	North East	West Leeds	North West	South Leeds	Comments
Number of Service Users supported as at 30/06/08	0	0	77	88	0	
Number of Service Users supported as at 30/09/08	0	0	79	101	0	The service user group has increased by 15 from the previous quarter
Number of Community Support Assistants as at 30/06/08	0	0	16	16	0	
Number of Community Support Assistants as at 30/09/08	0	0	16	21	0	Overall addition of 5 new Community Support Assistants took up employment
Total Number of Community Support Assistance employed as at 30.9.08	Number of staff completed NVQ 2		Percentage against staff group (50% NMS)		Comments	
37	10		27%		Care UK falls short of the 50% requirement Training is monitored closely to ensure compliance with National Minimum Standard	

3/ Claimar Homecare

This company operates in the East, North East, North West and South of Leeds local authority areas.

Category	April to June 08 Quarter 1	July to September '08 Quarter 2	Comments
Hours provided	23,849	22,736	Claimar invoicing period to be realigned to reduce adjustments needed to fit LCC monitoring systems. Impact of this change to be monitored against CCC records in future meetings, Claimar is working very well in the South
CSCI Inspection Report	-	-	Not Yet Rated. CSCI cannot provide a rating until they have carried out a "key review" on this organisation.
Number of Complaints	3	5	3 – resolved 2 service users' requested a change of provider
Number of Compliments	6	4	1 letter and 3 cards

Local Authority Areas	East Leeds	North East	West Leeds	North West	South Leeds	Comments
Number of Service Users supported as at 30/06/08	136	28	0	49	52	
Number of Service Users supported as at 30/09/08	132	33	0	47	58	Claimar have increased their service users group by 5 new users
Number of Community Support Assistants as at 30/06/08	44	10	0	15	15	
Number of Community Support Assistants as at 30/09/08	42	10	0	9	14	Claimar are undertaking a recruitment drive in South Leeds
Total Number of Community Support Assistance employed as at 30.9.08	75	Number of staff completed NVQ 2	32	Percentage against staff group (50%NMS)	42%	Comments Currently 33 assistance are undertaking the NVQ2 training this will increase their total figure to 65 assistants which will exceed the 50% requirement;

4/ Goldsborough Homecare

This company operates in North East, West and South of Leeds local authority areas.

Category	April to June '08 Quarter 1	July to September 08 Quarter 2	Comments
Hours provided	18,322	25,049	Goldsborough are currently providing 14,649 hours over their cost hours
CSCI Inspection Report	2 Star	2 Star	Last Inspection dated March 2008. Standard ' <u>Good</u> '
Number of Complaints	1	3	3 – resolved
Number of Compliments	1	0	

Local Authority Areas/ Details	East Leeds	North East	West Leeds	North West	South Leeds	Comments
Number of Service Users supported as at 30/06/08	8	52	20	4	98	
Number of Service Users supported as at 30/09/08	8	52	30	4	110	Goldsborough have increased their service users group by 22 new users.
Number of care workers as at 30/06/08	0	21	12	0	35	
Number of care workers as at 30/09/08	7	20	9	4	43	Overall addition of 15 Community Support Assistants employed
Total Number of Community Support Assistance employed as at 30.9.08	Number of staff completed NVQ 2		Percentage against staff group (50%NMS)		Comments	
83	24		28%		Currently 12 assistance are undertaking the NVQ2 training and 11 have registered, however until all assistance have completed the NVQ2 programme Goldsborough currently fall short of the 50% requirement;	

5/ Jays Homecare Services

This company operates in the East and North East of Leeds local authority areas.

Category	April to June 08 Quarter 1	July to September '08 Quarter 2	Comments
Hours provided	9,462	9,263	All referrals to Jays have ceased as at 22.9.08 until further notice
CSCI Inspection Report	0 Star	0 Star	Last Inspection February 2008 Standard ' Poor '
Number of Complaints	14	10	1 –at stage 2 1 safeguarding –subject to Multi- Agency scrutiny and investigations. 8 – resolved
Compliments	7 cases	106	1 card and an internal telephone monitoring survey by Jays of 105 service users who rated their services to Jays management as good to excellent , although no documentation has been provided to evidence this survey. This figure would equate to 97% service user satisfaction. This figure will be tested as part of the Quality review by LCC in December.

Local Authority Areas/ Details	East Leeds	North East	West Leeds	North West	South Leeds	Comments
Number of Service Users supported as at 30/06/08	98	10	0	0	0	
Number of Service Users supported as at 30/09/08	98	10	0	0	0	
Number of Community Support Assistants as at 30/06/08	20	0	0	0	0	Cover E and NE
Number of Community Support Assistants as at 30/09/08	20	4	0	0	0	Reduction of 8 Community Support Assistants employed.
Total Number of Community Support Assistance employed as at 30.9.08 24	Number of staff completed NVQ 2 0		Percentage against staff group (50%NMS) 0			Comments Currently 3 assistants are undertaking the NVQ2 training. Jays have recruited a number of staff who will be registered to undertake NVQ2 training. At this present time Jays fall short of the 50% requirement.

6/ Springfield Homecare

This company operates in North East, East, North West and South Leeds local authority areas.

Category	April to June '08 Quarter 1	July to September'08 Quarter 2	Remarks
Hours provided	25,790	26,660	Springfield is currently providing 24,060 hours over the cost hours.
CSCI Inspection Report (rating)	1 Star	Two Star	Last Inspection was April 2008. 'Good'
Number of Complaints	8	4	4 – resolved
Number of Compliments	5	12	Compliments have been provided through a number of varied methods e.g. cards and verbal comments.

Local Authority Areas/ Details	East Leeds	North East	West Leeds	North West	South Leeds	Variation
Number of Service Users supported as at 30/06/08	177	101	0	43	45	
Number of Service Users supported as at 30/09/08	155	106	0	43	45	
Number of Community Support Assistants as at 30/06/08	63	32	0	7	9	
Number of Community Support Assistants as at 30/09/08	83	35	0	13	14	a successful recruitment drive has increased the work force by 34 Community Support Assistants
Total Number of Community Support Assistance employed as at 30.9.08	Number of staff completed NVQ 2		Percentage against staff group (50% NMS)		Comments	
145	67		46%		Springfield are striving to reach the 50% target, they have a good training programme in place.	

7.0 LCC – Community Support Services (CSS)

This the local authority Directly provided Community Support Services.

Category	Details	April to June '08 Quarter 1	July to Sept '08 Quarter 2	Remarks
Hours provided	<ul style="list-style-type: none"> ➤ CSS hours City-Wide ➤ Extra Care Services (North West, East & West) hours ➤ POPPS North West only hours 	52,630 Hrs 4,461 Hrs 665 Hrs	79,514 hrs 5360 hrs 1383 hrs	Hours shown are contracted hours of care.
CSCI Inspection Report (rating)	CSS East CSS North East CSS North West & West CSS South	NYR NYR NYR NYR	One Star One Star One Star One Star	Directly provided was inspected in Nov 2008.
Complaints	City-Wide	11 cases	8 cases	
Compliments	City-Wide	N/A	N/A	

NYR = Not Yet Rated

Directly Provided Community Support for July 2008 – Quarter 2

Local Authority Areas/ Details	East Leeds	North East	North West & West	South Leeds	Remarks
Community Support Services Hours	7243 hrs	4547 hrs	7511 hrs	7502 hrs	
Extra Care Service	744 hrs	0	1004 hrs	0	0= Scheme not operational in areas
POPSS	0	0	440 hrs	0	Scheme is operational only in North West
Total Hours	7987 hrs	4547 hrs	8955 hrs	7502 hrs	
No. of Supervisory staff	18	13	25	20	Staff in West Leeds merged into South and North West Leeds LA areas. Total is 76 Supervisors.

Directly Provided Community Support for August 2008 – Quarter 2

Local Authority Areas/ Details	East Leeds	North East	North West & West	South Leeds	Remarks
Community Support Services Hours	7147 hrs	4516 hrs	7204 hrs	7693 hrs	
Extra Care Service	781 hrs	0	1004 hrs	0	0= Scheme not operational in areas
POPPS	0	0	471 hrs	0	Scheme is operational only in North West
Total Hours	7928 hrs	4516 hrs	8679 hrs	7693 hrs	
No. of Supervisory staff	18	13	25	20	Staff in West Leeds merged into South and North West Leeds LA areas. Total is 76 Supervisors.

Directly Provided Community Support for September 2008 – Quarter 2

Local Authority Areas/ Details	East Leeds	North East	North West & West	South Leeds	Remarks
Community Support Services Hours	7108 hrs	4217 hrs	7299 hrs	7523 hrs	
Extra Care Service	823 hrs	0	1004 hrs	0	0= Scheme not operational in areas
POPPS	0	0	471 hrs	0	Scheme is operational only in North West
Total Hours	7931 hrs	4217 hrs	8774 hrs	7523 hrs	
No. of Supervisory staff	18	13	25	20	Staff in West Leeds merged into South and North West Leeds LA areas. Total is 76 Supervisors.

Appendix 2. Appendix 2 - October to December 2008-09

Homecare Providers Performance

1/ Name of Provider: Anchor Homecare Services

This company covers the North West, West and the South local authority areas of Leeds City Council.

Category	July to September '08 Quarter 2	October to December '08 Quarter 3	Remarks
Hours provided	28,260	31,200	Anchor continue to maintain a steady increase on the provision of hours to meet the ever increasing demand
CSCI Inspection Report	Two Star	Two Star	Last Inspection report on 13/03/2008 rated as 'Good'
Number of Complaints	4	?	all resolved
Number of Compliments	8	8	compliments received telephone, thank you cards and in correspondence

Local Authority Areas	East Leeds	North East	West Leeds	North West	South Leeds	Comments
Number of Service Users supported as at 30/09/08	0	0	77	97	218	
Number of Service Users supported as at 31/12/08	0	0	79	88	109	
Number of Community Support Assistants as at 30/09/08	0	0	12	27	60	
Number of Community Support Assistants as at 31/12/08	0	0	15	25	60	
Total Number of Community Support Assistance employed as at 30.9.08 100	Number of staff completed NVQ 2 40		Percentage against staff group (50%NMS) 40%		Comments Currently 19 assistance are undertaking the NVQ2 training this will bring Anchor closer to the 50% requirement;	

2/ Care UK Homecare Services

This company covers the North West and West Leeds local authority areas.

Category	July to September '08 Quarter 2	October to December '08 Quarter 3	Comments
Hours provided	12830	12748	A recent successful recruitment drive will see an improvement in the number of hours in the next quarter
CSCI Inspection Report	1 star	2 star	CSCI inspection September '08."
Number of Complaints	9	2	There has been an improvement in service delivery since the new Manager took up her post.
Number of Compliments	2	2	Telephone calls

Local Authority Areas	East Leeds	North East	West Leeds	North West	South Leeds	Comments
Number of Service Users supported as at 30/06/08	0	0	79	101	0	
Number of Service Users supported as at 31/12/08	0	0	92	133	0	The service user group has increased by 45 from the previous quarter
Number of Community Support Assistants as at 30/09/08	0	0	16	21	0	
Number of Community Support Assistants as at 31/12/08	0	0	19	24	0	Overall addition of 6 new Community Support Assistants took up employment
Total Number of Community Support Assistance employed as at 31.12.08 43	Number of staff completed NVQ 2 12		Percentage against staff group (50% NMS) 27%		Comments Care UK falls short of the 50% requirement Training is monitored closely to ensure compliance with National Minimum Standard The new Manager is implementing a robust training and development programme that should see a increase in the percentage of staff taking NVQ training	

3/ Claimar Homecare

This company operates in the East, North East, North West and South of Leeds local authority areas.

Category	July to August '08 Quarter 2	October to December '08 Quarter 3	Comments
Hours provided	22,736	22691.79	A recent successful recruitment drive will see an improvement in the number of hours in the next quarter
CSCI Inspection Report	-	2 Star	CSCI inspection -
Number of Complaints	5	6	all resolved
Number of Compliments	4	4	various methods

Local Authority Areas	East Leeds	North East	West Leeds	North West	South Leeds	Comments
Number of Service Users supported as at 30/09/08	132	33	0	47	58	
Number of Service Users supported as at 31/012/08	116	25	0	43	46	the reduction in service users reflects the reduction in hours
Number of Community Support Assistants as at 30/09/08	42	10	0	9	14	
Number of Community Support Assistants as at 31/12/08	38	10	0	7	14	Claimar have 10 new recruits waiting CRB checks to be completed
Total Number of Community Support Assistance employed as at 31.12.08	75					
		Number of staff completed NVQ 2		Percentage against staff group (50%NMS)		Comments
		27		36%		Currently 33 assistance are undertaking the NVQ2 training this will increase their total figure

4/ Goldsborough Homecare

This company operates in North East, West and South of Leeds local authority areas.

Category	July 1 to September 08 Quarter 2	October to December '08 Quarter 3	Comments
Hours provided	25,049	23,459	?
CSCI Inspection Report	2 Star	2 Star	Last Inspection dated March 2008. Standard ' <u>Good</u> '
Number of Complaints	3	1	resolved
Number of Compliments	0	4	

Local Authority Areas/ Details	East Leeds	North East	West Leeds	North West	South Leeds	Comments
Number of Service Users supported as at 30/09/08	8	52	30	4	110	
Number of Service Users supported as at 31/12/08	13	53	29	3	100	
Number of care workers as at 30/09/08	7	20	9	4	43	
Number of care workers as at 31/12/08	9	17	9	4	38	
Total Number of Community Support Assistance employed as at 31.12.08 77	Number of staff completed NVQ 2 23	Percentage against staff group (50%NMS) 29%	Comments Currently 12 assistance are undertaking the NVQ2 training and 11 have registered, however until all assistance have completed the NVQ2 programme Goldsborough currently fall short of the 50% requirement;			

5/ Jays Homecare Services

This company operates in the East and North East of Leeds local authority areas.

Category	July to August '08 Quarter 2	October to December '08 Quarter 3	Comments
Hours provided	9,363	6,487	All referrals to Jays have ceased as at 22.9.08 until further notice
CSCI Inspection Report	0 Star	0 Star	Last Inspection November 2008 Standard ' Poor '
Number of Complaints	10	5	all resolved
Compliments	106	0	

Local Authority Areas/ Details	East Leeds	North East	West Leeds	North West	South Leeds	Comments
Number of Service Users supported as at 30/09/08	98	10	0	0	0	
Number of Service Users supported as at 31/12/08	79	10	0	0	0	The reduction in SU reflects no referrals since Sept '08
Number of Community Support Assistants as at 30/09/08	20	0	0	0	0	Cover E and NE
Number of Community Support Assistants as at 31/12/08	22		0	0	0	Cover E and NE
Total Number of Community Support Assistance employed as at 30.9.08	Number of staff completed NVQ 2		Percentage against staff group (50%NMS)		Comments	
22	0		0		Currently 3 assistants are undertaking the NVQ2 training.	

6/ Springfield Homecare

This company operates in North East, East, North West and South Leeds local authority areas.

Category	July to September'08 Quarter 2		October to December '08 Quarter 3			Remarks
Hours provided	26,660		31,488			Springfield is currently providing 28,908 hours over the cost hours.
CSCI Inspection Report (rating)	1 Star		Two Star			Last Inspection was April 2008. 'Good'
Number of Complaints	8		7			all resolved
Number of Compliments	7		13			Compliments have been provided through a number of varied methods e.g. cards and verbal comments.
Local Authority Areas/ Details	East Leeds	North East	West Leeds	North West	South Leeds	Variation
Number of Service Users supported as at 30/09/08	155	101	0	43	45	
Number of Service Users supported as at 31/12/08	155	112	0	47	52	There is an increase of 22 service users
Number of Community Support Assistants as at 30/09/08	83	36	0	13	14	
Number of Community Support Assistants as at 31/12/08	81	36	0	11	16	
Total Number of Community Support Assistance employed as at 30.9.08	Number of staff completed NVQ 2		Percentage against staff group (50% NMS)			Comments
144	67		46%			Springfield are striving to reach the 50% target, they have a good training programme in place.

8.0 LCC – Community Support Services (CSS)

This the local authority Directly provided Community Support Services.

Category	Details	July to Sept '08 Quarter 2	Oct to December Quarter 3	Remarks
Hours provided	➤ CSS hours City-Wide	79,514 hrs	76555 hrs	More work has gone out to the independent sector
	➤ Extra Care Services (North West, East & West) hours	5,360 hrs	5,473 hrs	
	➤ POPPS North West only hours	1,383 hrs	1,413.15 hrs	
CSCI Inspection Report (rating)	CSS East	Two Stars	Good	Improved rating by CSCI
	CSS North East	Two Stars	Good	
	CSS North West & West	Two Stars	Not yet rated	
	CSS South	Two Stars	Good	
Complaints	City-Wide	8 cases	16 cases	Increase in complaints
Compliments	City-Wide	Not available	Not available	

Directly Provided Community Support for October 2008 – Quarter 3

Local Authority Areas/ Details	East Leeds	North East	North West & West	South Leeds	Remarks
Community Support Services Hours	7007	4140	7292	7318	
Extra Care Service	795	0	1004	0	
POPPS	0	0	471.5	0	
Total Hours	7802	4140	8767.5	7318	
No. of Supervisory staff	18	13	25	20	Staff in West Leeds merged into South and North West Leeds LA areas, therefore totaling 76 Supervisors.

Directly Provided Community Support for November 2008 – Quarter 3

Local Authority Areas/ Details	East Leeds	North East	North West & West	South Leeds	Remarks
Community Support Services Hours	6895	4158	7292	7203.5	
Extra Care Service	795	0	1004	0	
POPPS	0	0	471.5	0	
Total Hours	7690	4158	8767.5	7203.5	
No. of Supervisory staff	18	13	25	20	Staff in West Leeds merged into South and North West Leeds LA areas, therefore totaling 76 Supervisors.

Directly Provided Community Support for December 2008 – Quarter 3

Local Authority Areas/ Details	East Leeds	North East	North West & West	South Leeds	Remarks
Community Support Services Hours	6888	4166	6890	7302	
Extra Care Service	811	0	1003	0	
POPPS	471.5	0	0	0	
Total Hours	8170.5	4166	7893	7302	
No. of Supervisory staff	18	13	25	20	Staff in West Leeds merged into South and North West Leeds LA areas, therefore totaling 76 Supervisors.