



Report of the Head of Policy, Performance and Improvement

Meeting: Adult Social Care Scrutiny Board

Date: 9th September 2009

Subject: Performance Report Quarter 1 2009-10

Electoral Wards Affected:

Ward Members consulted
(referred to in report)

Specific Implications For:

Equality and Diversity

Community Cohesion

Narrowing the Gap

Executive Summary

1. This report discusses the key performance issues considered to be of corporate significance identified for specific services related to Adult Social Care as at 30th June 2009. 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.

Leeds Adult Social Care quarter 1 performance shows an overall improvement on last year's out-turn. The benchmarking information which is currently available shows that in a number of areas Leeds Adult Social Care performance is among the best nationally.

Adult Social Care held its Annual Review Meeting (ARM) during Quarter 1 with the Care Quality Commission (CQC). The meeting was positive and there was alignment between the view from Adult Social Care and that of the commission. Overall strengths related to the proportion of people being successfully supported to remain independent within the community and engaged in both their own support, as well as being involved in the development of services. Areas which require further improvement include the need to extend self directed support and timeliness of service provision and reviews

1.0 Purpose Of This Report

- 1.1 The purpose of this report is to present the key areas of under performance at the end of Quarter 1 (1st April – 30th June 2009).

2.0 Background Information

- 2.1 This 'highlight report' has been prepared in readiness for the Accountability process, which included the CLT meeting on 18th August, Leader Management Team on 20th August 2009 and the Scrutiny Boards in the September cycle.
- 2.2 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.

3.0 Main Issues

3.1 Adult Social Care Performance Issues

- 3.1.1 Leeds Adult Social Care quarter 1 performance shows an overall improvement on last year's out-turn. The benchmarking information which is currently available shows that in a number of areas Leeds Adult Social Care performance is among the best nationally. This relates particularly to NI 125, the proportion of people achieving independence through rehabilitation or intermediate care and NI 131, the proportion of hospital discharges which are delayed. Success in these indicators evidence effective working relationships with partners in health.
- 3.1.2 A number of indicators relate to core business processes in care management. These include timeliness in relation to the completion of assessments, reviews and the provision of services following assessment or review. These indicators have shown a year on year improvement; however, available benchmarking data show that there is some way to go to compete with the best performing authorities. Adult Social Care is implementing a number of strategies to address these issues. Resources have recently been deployed in social work to focus upon safeguarding work thus allowing social work teams to provide a more responsive service and there is an 'end-to-end' project which will improve timeliness of performance by moving professional social work staff into Contact Leeds thereby enabling earlier access to assessments and services. A robust plan is in place and being implemented to meet challenging targets in relation to NI 130, which relates to increasing the proportion of people who have self directed support. Interim plans to tailor existing processes to meet the requirements of this measure are being put into place and starting to show some results, whilst new processes are being developed to be rolled out across adult social care from 2010.
- 3.1.3 NI 145 and 146 relate to the proportion of people with learning disabilities in secure accommodation and in employment respectively, of all those who have been assessed or reviewed by adult social care. These indicators were introduced for collection in the second half of last year. Work is being undertaken to ensure that the collection of this information is embedded into mainstream assessment and review processes and practice. Available benchmarking data show a wide range of figures across authorities suggesting that other councils are undergoing a similar experience.
- 3.1.4 Consideration is being given to the inclusion of data relating to safeguarding activity and performance in subsequent quarterly reports. Options are in the process of being explored and proposals will be forthcoming.
- 3.1.5 Adult Social Care held its Annual Review Meeting (ARM) during Quarter 1 with the Care Quality Commission (CQC). The meeting was positive and there was alignment between the view from Adult Social Care and that of the commission. Overall strengths related to the

proportion of people being successfully supported to remain independent within the community and engaged in both their own support, as well as being involved in the development of services. Areas which require further improvement include the need to extend self directed support and timeliness of service provision and reviews inline with plans outlined above.

3.2 Data Quality

3.2.1 We are currently undertaking a review of the criteria used to inform the data quality judgements that are included in Accountability reports for each performance indicator. The process that we are using to drive these changes is the one that has been successfully adopted by our core city benchmarking partner, Sheffield City Council.

3.3.2 Our objective is to work closely with directorates and partners in order to adopt a more robust, consistent and over-arching approach that provides a wider based data quality judgement. This will be an improvement on our current process which is mainly focused on completion of the data quality checklists alone.

4.0 Implications For Council Policy And Governance

4.1 Effective performance management enables elected members and senior officers to be assured that the council is making adequate progress and provides a mechanism for them to challenge performance where appropriate. Effective performance management also forms a key element of the organisational assessment under the Comprehensive Area Assessment introduced in April 2009. The CAA examines and challenges of the robustness and effectiveness of our corporate performance management arrangements.

4.2 Our approach to performance management could improve policy making and decision making by making better use of the existing information in relation to the services the council provides either on its own or in partnership.

5.0 Legal And Resource Implications

5.1 There are no specific legal or resource implications of this report.

6.0 Conclusions

6.1 This report and the attached appendix highlights the key concerns in relation to Adult Social Care performance and data quality. As set out above Adult Social Care is implementing a number of strategies to address these issues. In addition, Adult Social Care are actively seeking to compare performance on a range of indicators with that of other authorities to ensure that Leeds continues to improve.

7.0 Recommendations

That the Adult Social Care Scrutiny Board note the Quarter 1 performance information and highlight any areas for further scrutiny.

Background papers

None