

Adult Social Care Quarter 3 Performance Indicator Report

Appendix 1

PI Type	Ref	Title	Service	Frequency & Measure	Rise or Fall	Baseline	Last Year Result	Target	Quarter 1	Quarter 2	Quarter 3	Predicted Year End Result	Year on Year Direction of Travel	Data Quality	
1	Leeds Strategic Plan - Government Agreed	NI 130	Social Care clients receiving self directed support	Access & Inclusion	Quarterly %	Rise	97.7 per 100,000 population aged 18+	165.0 per 100,000 population aged 18+	15.0%	4.7%	7.8%	12.5%	17.7%	↑	No Concerns with data
		At the end of December 2009 2,311 people had received self directed support during the year. It is anticipated that the target will be met by the year end with a greater number of people in receipt of self directed support. Guidelines are that for an authority to achieve excellence in this area it should have around 30% of people in receipt of self directed support which in Leeds would equate to approximately 5,000 people.													
2	Leeds Strategic Plan - Government Agreed	NI 132	Timeliness of social care assessments (all adults)	Access & Inclusion	Quarterly %	Rise	76.0%	84.0%	88.0%	86.0%	91.2%	91.6%	91.6%	↑	No Concerns with data
		Leeds is on course to meet and exceed its target for 2009/10. Of 5,640 assessments undertaken between April and December 2009 5,164 were completed within 28 days. It is anticipated that, based on what is known about other local authorities performance, these figures would put Leeds in the top quartile for this indicator.													
3	Leeds Strategic Plan - Government Agreed	NI 141	Percentage of vulnerable people achieving	Strategic Housing and Commissioning	Quarterly %	Rise	59.77%	76.39%	71.00%	89.74%	88.87%	84.20%	84.90%	↑	No Concerns with data
		Quarter 3 figure represents a very positive performance, significantly in excess of the government agreed target. Contracts Officers have worked alongside poorly performing services to drive up performance.													
4	Leeds Strategic Plan - Partnership Agreed	NI 123A	16+ current smoking rate prevalence (City Wide)	Leeds PCT	Quarterly %	Fall	31.00%	23.04%	23.30%	22.88%	22.85%	22.69%	23.30%	↓	Checklist completed, no concerns highlighted, but additional supporting comments required.
		NI 123B	16+ current smoking rate prevalence (10% Super Output Areas (SOAs))	Leeds PCT	Quarterly %	Fall	N.A.	29.63%	29.40%	29.60%	29.80%	29.78%	29.40%	↑	
		<p>The target currently being achieved. The latest Quarter 3 data indicate the current smoking prevalence of patients aged 16+ across Leeds is 22.69% this is broken down to 29.78% in the 10% most deprived SOAs and 19.74% for the rest of Leeds. Compared with Quarter 1 there has been an overall decrease in the citywide (from 22.88%), although a slight rise within the 10% SOAs (from 29.6%) and a decrease for the rest of Leeds (from 19.83%)</p> <p>The PCT along with LCC is currently reviewing arrangements for the development and delivery of the overarching tobacco control programme and is linking with regional activity, including addressing the accessibility of cheap and illicit tobacco, which is a particular problem in the most deprived areas of the city. NHS Leeds along with Environmental Health Services jointly hosted a stakeholder event in December to gain support and input from partners into the forthcoming revised strategy.</p> <p>The smoking cessation service continues to deliver concentrated work in the Richmond Hill and LS9 area and is seeing gradual improved access to support both within the local and surrounding area. Face to face interventions funded at a regional level have also taken place in partnership with the service in those specific areas; this has driven more smokers into the clinics locally.</p>													






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5	Leeds Strategic Plan - Partnership Agreed	NI 133	Acceptable (DH) waiting times for care packages	Social Services for Older People	Quarterly %	Rise	85.0%	85.3%	92.0%	87.8%	87.8%	87.9%	87.9%	↑	No Concerns with data
<p>Performance shows an improvement from 85% during 2008/09 to around 88% for the first three quarters of the year. Of 2,915 care packages required 2,562 were put in place within 28 days of the assessment completion date. Based on available data for 2009/10 this would put Leeds in the lower half of authorities nationally though not in the bottom quartile. The best performing authorities are achieve over 98% against this indicator and this remains our objective over time. Our improvement plans include revising our arrangements for managing flows of activity within Adult Social Services; focusing service improvement upon under performing areas and improving information management systems for front line managers.</p>															
6	National Indicator	NI 125	Achieving independence for older people through rehabilitation/intermediate care	Access & Inclusion	Quarterly %	Rise	91.9%	91.9%	90.0%	89.0%	84.0%	80.5%	80.5%	↓	No Concerns with data
<p>Of 215 people discharged up to the end of the third quarter of 2009/10, 173 were still living at home or in an associated placement setting 3 months later. Whilst Quarter 3 figures show a drop in performance this must be balanced against the improved performance recording (in 2008/09 the indicator was new and the figure was based on a small volume of data). Leeds remains among the higher performing Councils against this indicator. While the 2009/10 target may not be met it should be noted that it may have been set inappropriately high as it was based on a very small volume of recorded activity in 2008/09.</p>															
7	National Indicator	NI 135	Carers receiving needs assessment or review and a specific carers service	Access & Inclusion	Quarterly %	Rise	13.9%	22.3%	25.8%	21.0%	20.3%	17.6%	17.6%	↓	No Concerns with data
<p>The data shows an anticipated 2,768 carers will be supported by the end of the year by a specific carers service and/or assessment. There has been a drop in performance this quarter and we are investigating the possible causes for this. Ongoing reviews of data accuracy will also improve results for NI 135. Additionally, we are intending to hold a dedicated improvement session with relevant managers in order to ensure that there is a more effective response to the requirements of this indicator.</p>															
8	National Indicator	NI 145	Adults with learning disabilities in settled accommodation	Learning & Disabilities	Quarterly %	Rise	18.2%	17.9%	65.0%	6.0%	9.8%	20.4%	50.0%	↑	Some Concerns with Data
<p>This was a new National Indicator introduced last year which relies upon the recording of information which has not previously been collected. New guidance and recording formats have been rolled out to relevant staff. As at the end of quarter 3 there were 324 people recorded as being in stable accommodation, out of an anticipated final population of 1,590. Whilst this shows an improvement in performance from previous quarters, recording requirements are taking some time to embed and this poses a risk to reaching the target of 65%. It is difficult to set a reliable target or estimate for the year because it is anticipated that a disproportionate amount of activity will take place towards the year end, assuming that the activity pattern of the previous year is repeated.</p>															

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9	National Indicator	NI 146	Adults with learning disabilities in employment	Learning & Disabilities	Quarterly %	Rise	2.4%	2.4%	Not Set	0.6%	0.5%	1.0%	5.0%		No Concerns with data
		<p>As at the end of quarter 3 there were 16 people identified as being in some form of paid employment, out of an anticipated final cohort of 1,590. We are aware of around 60 other people who were in employment at the last time of checking but who have not yet had a review recorded in 2009/10 and are thus eligible for inclusion in the numerator but cannot yet be counted. This was a new National Indicator introduced last year which relies heavily upon the recording of information which has not previously been collected. New guidance and recording formats have been rolled out to relevant staff but the recording requirements will take some time to embed and this poses a risk to improving performance. Many councils including Leeds were challenged by the gathering of this information last year as a new requirement. A series of reports which allow managers to identify data inaccuracies or omissions which, if rectified, could potentially improve performance on the indicator, have been devised and now made publicly available .</p>													
10	National Indicator	NI 131	Delayed transfers of care per 100,000 population aged 18+	PCT	Quarterly Number	Fall	5.24 per 100,000 population aged 18+	4.48 per 100,000 population aged 18+	Not Set	3.84 per 100,000 population aged 18+	3.86 per 100,000 population aged 18+	3.98 per 100,000 population aged 18+	3.98 per 100,000 population aged 18+		No Checklist Received
		<p>The figures represent an average of 24.2 delayed discharges per week during quarters 1 to 3. This is slightly weaker than in previous quarters but performance is still significantly improved on 2008/09 levels, when the annual average number of weekly delayed discharges was 27.2. Delayed discharges that were the responsibility of the local authority (rather than the health authority) have remained reasonably constant and are currently showing an average of 10.1. Available benchmarking data suggests that Leeds continues to be amongst the best performing councils with regard to this indicator.</p>													
11	National Indicator	NI 142	Percentage of vulnerable people who are supported to	Strategic Housing and Commissioning	Quarterly %	Rise	99.00%	98.78%	99.00%	97.70%	97.74%	98.20%	98.00%		No Concerns with data
		<p>98.2% of service users in NI 142 services supported to maintain independent living. Positive performance improvement from Quarter 2. Contracts Officers continue to work with service providers to improve performance.</p>													
12	Local Indicator	LKI-SS23	Percentage of people receiving a statement of their needs and how they will be met	Access & Inclusion	Quarterly %	Rise	93.0%	99.3%	99.0%	99.2%	99.3%	99.2%	99.2%		No Concerns with data
		<p>The figures indicate an ongoing high level of performance against this measure.</p>													
13	Local Indicator	LKI-SS35	Adult and older clients receiving a review as a percentage of those receiving a service.	Access & Inclusion	Quarterly %	Rise	62.8%	69.6%	80.0%	65.1%	71.4%	68.7%	70.0%		Some Concerns with Data
		<p>Quarter 3 figures show that the predicted percentage of service users reviewed has remained roughly constant throughout the year. However, there is some way to go to achieve this years target of 80%. A comprehensive plan of work is in train to ensure that more reviews are undertaken. This involves looking at using alternative reviewing techniques for those cases where it could speed up the reviewing process. Additionally, staff will be able to more readily identify which of their cases are due to be reviewed but have not yet been. There is also a data clean up exercise underway to ensure that those whose cases have been closed are not included in the cohort.</p>													

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14	Local Indicator	COM 6	Number of safeguarding referrals.	Commissioning	Quarterly	Rise	1,320	1,320	1,500	482	964	1,530	1,900	N/A	PI recently created, Checklists to be completed
<p>Figures for the first six months show an increase in numbers of referrals reported which include safeguarding concerns since last year. This measure reflects an increasing awareness of these issues amongst staff and partners as a result of increased communications, training and resources focused upon these issues following the Adult Inspection in 2008. This follows the current national trend.</p>															
15	Local Indicator	COM 6A	The ratio of total safeguarding referrals to total cases completed	Access & Inclusion	Quarterly Ratio	Fall	0.99	0.99	1.00	0.82	1.01	0.97	1.00	N/A	PI recently created, Checklists to be completed
16	Local Indicator	COM 6B	The number of safeguarding cases completed	Access and inclusion	Quarterly Number	Rise	1,310	1,310	1,500	393	972	1,491	1,900	N/A	PI recently created, Checklists to be completed
<p>Quarter 3 figures reflect a continued increase in work to investigate concerns and safeguard vulnerable adults. These figures show that Adult Social Services staff have kept pace with increased activity in this area and reflect the increased deployment of resources to support this work.</p>															
17	Local Indicator	COM 8	The percentage of safeguarding investigations which have led to a Safeguarding Adults Enquiry Completed (SAEC)	Access and Inclusion	Quarterly %	Rise	43.0%	43.0%	60.0%	44.0%	41.9%	39.2%	39.2%	N/A	PI recently created, Checklists to be completed
<p>The figures show that the new processes for dealing with safeguarding issues and recording these have been embedded. Increased awareness aims to encourage staff to err on the side of caution when reporting safeguarding issues, therefore we would not necessarily expect a substantial rise in the proportion resulting in an enquiry.</p>															
18	Local Indicator	COM 4	Assessed and reviewed clients who feel safe in their own home during the day	Commissioning	Quarterly %	Rise	95.0%	95.0%	96.0%	Not Reported	Not Reported	90.3%	90.3%	N/A	PI recently created, Checklists to be completed
<p>People who use adult social care services are surveyed on a regular basis to gain an overview of their experience of Adult Social Services. Whilst there has been a slight drop in the proportion of those who feel safe on this occasion overall the figures are high. Figures will require ongoing monitoring to ensure that this is a blip rather than a trend.</p>															
19	Local Indicator	COM 5	Assessed and reviewed clients who feel safe in their home during the night	Commissioning	Quarterly %	Rise	92.5%	92.5%	96.0%	Not Reported	92.0%	86.9%	86.9%	N/A	PI recently created, Checklists to be completed
<p>People who use adult social care services are surveyed on a regular basis to gain an overview of their experience of Adult Social Services. Whilst there has been a slight drop in the proportion of those who feel safe on this occasion overall the figures are high. Figures will require ongoing monitoring to ensure that this is a blip rather than a trend.</p>															