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

Meeting: Adult Social Care Scrutiny Board

Date: 24<sup>th</sup> June 2008

Subject: Performance Report Quarter 4 2007/08

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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> March 2008.

### 2 Purpose of the Report

- 2.1 The purpose of this report is to highlight key performance issues at the end of Quarter 4 (1<sup>st</sup> January to 31<sup>st</sup> March 2008) and to provide additional contextual information where relevant.

### 3 Background Information

- 3.1 This 'highlight report' has been prepared following the Accountability process, which includes the CLT meeting on 20th May and Leader Management Team on 22<sup>nd</sup> May 2008. Separate reports have been prepared for each of the scrutiny committees.
- 3.2 Scrutiny board arrangements have been slightly amended this year which has meant that performance information has had to be split differently between boards. For some PI's this split is not straightforward, for example, is teenage conception a health issue or a children's issue? For this reason we have decided for quarter 4 to report such indicators to both relevant boards. As the new arrangements bed-in greater clarity may emerge, although in theory there would appear to be no reason why dual reporting could not continue.
- 3.3 The issues discussed in this report have been identified because performance in these areas impacts upon one or more of the following; the delivery of effective services, the delivery of our corporate priorities; our CPA score; or our ability to deliver efficiency savings. This report is supported by detailed PI information.

## 4 Directorate Performance Issues

### Adult Social Care

#### Adult & older clients receiving a service

Leeds is required by statutory guidance to review the needs of adult social care recipients on a regular basis and its performance in this respect is measured through national key performance indicator PAF D40. This measures the percentage of people aged 18 or over who, at any time during the year, received an assessed social care service and have received a review in the year regardless of how long they have been receiving a service for. It includes residential & community based services but there are many people who receive one-off non-reviewable items of equipment who would not be included within the definition.

Leeds performance has improved from 53.5% in 2006/07 to 60.1% in 07/08 (provisional data). During this period Leeds has increased the number of people it supports through assessed social care services. Much of the improvement has been delivered through the introduction of a new process of provider led reviews.

Although Leeds performance has been improving steadily between 2004/05 and 2007/08, the Core city average for last year was higher at 63.27% and is on a trajectory to have further improved in 2007/08.

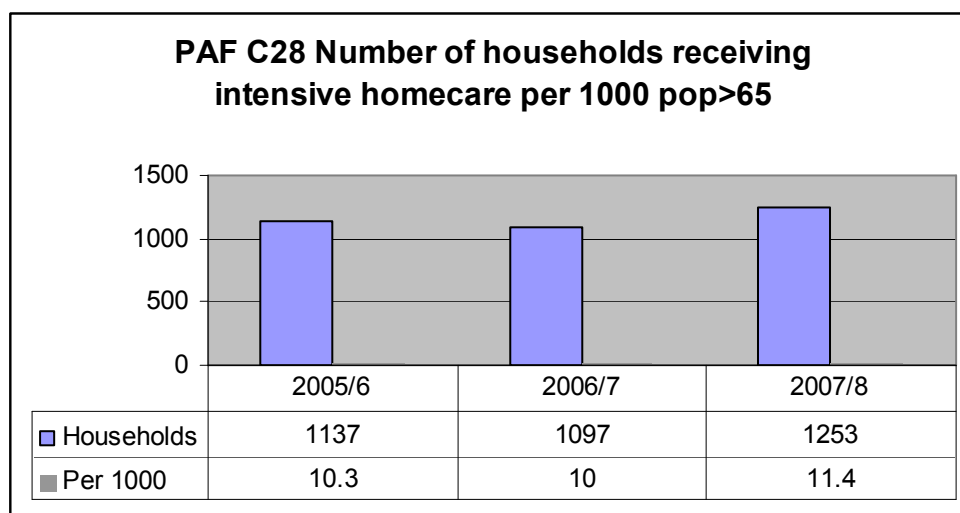
Leeds has followed a strict interpretation of how a review should be conducted based upon the 'Fair Access to Care Services Guidance' (April 2003). It has interpreted this guidance as requiring reviews to be held through a face to face meeting.

A number of other authorities in this region have interpreted the guidance more broadly than Leeds and have included telephone based reviews and postal reviews where simple services are being provided. These approaches could provide a more proportionate response to reviewing and facilitate their provision to a larger number of service recipients. Leeds is currently considering introducing these methods in 2008/09

#### Intensive Home Care

PAF C28 measures the number of households receiving intensive home care *per 1,000 population aged 65+*. Intensive home care is defined as those who receive more than 10 contact hours and 6 or more visits per week.

The provision of intensive home care services helps many people to remain at home, or to go home following hospital treatment or a period spent in a residential home. Most people prefer care in their own homes rather than in a residential home and day care helps people to live independently.



In 2007/08 the overall number of households receiving intensive home care has risen 9.2% to 1252. 26,534 hours per week intensive home care support was delivered.

This performance continues to be rated by the Commission for Social Care Inspection at band 3 (acceptable). A score of 12.0 or more would be rated within Band 4 (Good). The Leeds performance (11.4) is below that of its comparator authority average (14.4) but it should be noted that Leeds also provides an unusually high level of alternative intensive services such as day care which are not counted in the indicator.

## **5 Recommendation**

That Members note the content of this report and comment on any particular performance issues of concern.