

Key:



On target



Within tolerance



Off target

<b>Theme summary – Adult Services</b>	
<i>Under this theme the following indicators are included in the corporate basket:</i>	<b>Target</b>
% of people who use services who say that those services have made them feel safe and secure	
% of service users who have control over their daily life	
% satisfaction of carers with social care services	Data not yet available
Eligible service users to be in receipt of self-directed support	Data not yet available
Proportion of SDS service users who convert their PB to direct payments to manage their own support plan	Data not yet available
Proportion of people still at home 91 days after discharge from hospital into reablement provision	Data not yet available
Proportion of carers who are in receipt of information, advice or support	Data not yet available
Health-related quality of life for older people (Placeholder)	Yet to be developed nationally

## OVERALL PROGRESS

The underlying quality of service to people accessing adult social care services, as measured via national and local surveys, continues to be good overall. Although data for some performance indicators is not yet all available, case file audits and other management checks have not identified any significant concerns in relation to care management processes, with all eligible people being offered a personal budget, and take up of direct payments increasing.

## PERFORMANCE

- Reporting of performance at this Q2 period is affected by current limitations of the reporting functions of the new Adult Care Management System. Work is in hand to address these issues, and a fuller picture of performance will emerge during the Q3 period.
- During Q2, there has been further information available regarding the results of the new annual Adult Social Care Survey, undertaken during the Spring period of this year. The survey was a postal questionnaire covering a number of issues regarding quality of life. The results feed into six indicators in the new national Adult Social Care Outcomes Framework (two of which are included in our corporate basket of indicators). Comparative national results (data still classified as provisional; subject to final validation checks) have been published.

- The attached charts show our position, benchmarked against regional, national and comparator councils, for the six indicators. Key points to note are:
  - We perform highly on the indicators for:
    - quality of life;
    - control over daily life; and
    - overall satisfaction.
  - We perform well (above national and comparator group averages; but below regional average) on the indicators for
    - information about services; and
    - feeling safe
  - We are, however, below average on the indicator for the proportion of people who use services who say that those services have made them feel safe and secure.
- During the Q1 and Q2 period, there has also been some regional benchmarking work on 2011~12 data for a range of other indicators within the national outcomes framework. The results show that there are often differences in the way many indicators are interpreted and reported, so that direct comparisons can be misleading. However, some key points to note are:
  - We have made relatively good progress in the roll-out of self-directed support arrangements.
  - We continue to have very few (if any) delayed hospital discharges attributable to Adult Social Care.
  - Our proportion of adults with learning disability in paid employment appears to be relatively low.

## **ACTIONS TAKEN**

- People who use services who say that those services have made them feel safe and secure (see para 3, final bullet point above): it is intended to build some relevant questions regarding safety in to our care plan review process which is currently being revised to a more outcome focused approach. This will help to generate a better local understanding of this issue.
- Adults with learning disability in paid employment (see para 4, final bullet point above): work has been undertaken to compare how other Councils interpret this measure and to identify which LD adults should be included. As a result, systems are being established to ensure that all relevant cases are now identified and included in the performance indicator. As a result, it is expected that recorded performance over the remainder of this year should reflect a greater proportion in employment.

## **CUSTOMER PERCEPTION / SATISFACTION**

Our local Care Management Survey is now reporting on a quarterly basis, giving feedback from people who have been visited for a social care assessment. The most recent results are for the Q1 period (46 survey returns received) and indicate continuing high levels of overall satisfaction – 93% overall ‘very satisfied’. The results will be analysed in more detail by the operational Care Management teams, for all 12 areas covered in the survey, to identify any issues requiring follow-up action.

## **RISK**

There has been no significant change to the risk register arising from review of progress at this Q2 stage.

**FINANCE**

Q2 has seen some emerging budget pressures, particularly in relation to direct payments (across most client groups) and external residential placement for older mental health clients. Residential costs continue to be high for LD clients.