DECISION-MAKER:	HEALTH OVERVIEW AND SCRUTINY PANEL		
SUBJECT:	ADULT SOCIAL CARE: KEY PERFORMANCE INDICATORS		
DATE OF DECISION:	1 OCTOBER 2015		
REPORT OF:	ACTING DIRECTOR OF ADULT SOCIAL CARE		
CONTACT DETAILS			
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STATEMENT OF CONFIDENTIALITY
NOT APPLICABLE

BRIEF SUMMARY

This report outlines performance in Adult Social Care between April and August 2015, using the twelve key indicators previously agreed by the Health Overview and Scrutiny Panel.

RECOMMENDATIONS:

(i)   Note performance between April and August 2015 against the twelve key indicators for Adult Social Care.

(ii)   Consider and agree whether there are any recommendations that the Panel wishes to make in respect of matters arising from this report.

REASONS FOR REPORT RECOMMENDATIONS

1.   The Health Overview and Scrutiny Panel agreed on 26 March 2015 that it would receive performance updates from Adult Social Care.

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

2.   Not applicable.

DETAIL (Including consultation carried out)

3.   Performance against the twelve key indicators for Adult Social Care for April to August 2015 is set out in Appendix 1. Performance figures for each month are given, with a Red, Amber or Green rating based on the latest available data.

4.   A key objective for Adult Social Care is to enable individuals to live independently with the appropriate care and support and this has been consistently achieved for almost 80% of people in each of the five months, exceeding the target of 70%.

5.   The Adult Social Care pathway was revised in April 2014 to ensure that, whenever appropriate, individuals would receive tailored support from the

reablement teams to help them to achieve their short term goals and to maximise their ability to safely live independently without ongoing care and support. The proportion of individuals not requiring care and support following this initial period of reablement is increasing and reached 58.6% in August. The proposals for an integrated, multi-disciplinary Reablement Service, as approved by Cabinet and currently subject to consultation, are designed to consolidate and build on this success.

6.   The percentage of individuals receiving a direct payment, another priority for 2015/16, has gradually increased. A further increase is expected following Cabinet's recent decision to restructure the Council's directly-provided day services. Individuals are being supported to take up a direct payment so that they have additional choice and control over how their eligible social care needs are met. Appendix 2 demonstrates the increase in the number of individuals between January and August 2015.

7.   The number of Adult Social Care enquires resolved at first contact is very close to the target for this year (70%) and further changes underway to the Single Point of Access (SPA) Team along with increasing use of the Southampton Information Directory (SID) will help to ensure this is achieved.

8.   Adult Social Care's performance in ensuring that all individuals receiving a package of care and support receive a timely review of their needs is a concern. The data show that only 36% of individuals have received a review in the last year. The actual figure is considered to be higher than this, as the report produced by the social care case management system requires reviews to be recorded in a certain way. An urgent project is underway to ensure that reviews are recorded correctly, which is expected to give a more accurate view of performance against this indicator. A verbal update will be given at the meeting.

9.   In any case, significant progress has been made in tackling a backlog of reviews, in particular for individuals with a learning disability. A dedicated team of experienced social work practitioners ensured that reviews of 245 individuals using directly-provided day services were completed by July 2015 to inform a Cabinet decision on the future of these services. These reviews will be incorporated in the data for the second quarter.

10.   The Care Act 2014 recommends that reviews are "proportionate" and a successful trial of carrying out telephone reviews where appropriate was conducted in August and this is now being rolled out. Other actions being taken to improve performance in this area include a restructure of two social work teams to ensure closer alignment with GP clusters and the planned implementation of additional steps to protect the review function from competing demands on the teams to support individuals in crisis or safeguarding situations.

11.   The safeguarding indicators (numbers 10 and 11) link to the work of the Local Safeguarding Adults Board, which is reporting separately.

12.   A full update on transfers of care (number 12) is a separate item on this evening's agenda.

RESOURCE IMPLICATIONS

Capital/Revenue

13. None.

Property/Other

14. None.

LEGAL IMPLICATIONS

Statutory power to undertake proposals in the report:

15. Not applicable.

Other Legal Implications:

16. Not applicable.

POLICY FRAMEWORK IMPLICATIONS

17. These performance indicators are aligned to the following priorities set out in the Council Strategy 2014-2017:

 • Prevention and early intervention • Protecting vulnerable people

 • A sustainable Council

KEY DECISION?   No

WARDS/COMMUNITIES AFFECTED:	All Wards

SUPPORTING DOCUMENTATION

Appendices

1.	Adult Social Care, key performance indicators April - August 2015
2	Number of people in receipt of a Direct Payment April – July 2015

Documents In Members' Rooms

	None

Equality Impact Assessment

Do the implications/subject of the report require an Equality Impact Assessment (EIA) to be carried out?	No

Other Background Documents

Equality Impact Assessment and Other Background documents available for inspection at:

Title of Background Paper(s)	Relevant Paragraph of the Access to Information Procedure Rules / Schedule 12A allowing document to be Exempt/Confidential (if applicable)

1.	None	