

# Adult Social Care Performance & Analysis

## 9<sup>th</sup> February 2023



# Performance Overview

- **Local performance measures for priority areas have been developed and related self-serve reports have been in place since September 2022.**
- **Monthly Performance and Quality meeting started in September 2022 with management leads for each area of performance to develop and report on actions to improve performance.**
- **Data quality dashboards have been produced for reporting teams for statutory reporting as well as the CareDirector support team for amending invalid data.**
- **Launched CareDirector technical group to streamline change requests and anticipate reporting impacts within the system.**
- **Recruiting 2 new members of the Care Director team to provide training and update the system as and when necessary.**
- **ASCOF Measures show signs of improvement, with an action plan being implemented to tackle the six poorly performing measures. Still awaiting the updated measures for ASCOF.**
- **Fieldwork has commenced for the annual adult social care survey.**
- **CQC assurance lead is populating the assurance tool.**

# Areas of Focus

<a href="#"><u>ASC Pathway and Waiting Lists</u></a>	
<a href="#"><u>Reviews</u></a>	
<a href="#"><u>Direct Payments</u></a>	
<a href="#"><u>Safeguarding</u></a>	
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<a href="#"><u>Learning Disability and Mental Health in Employment</u></a>	
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# ASC Pathway and Waiting Lists

	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec
Percentage of new referrals progressing to Care Act assessment	17.8	19.5	18.0	15.2	14.8	14.2	14.3	13.6	12.6
Number of contacts with an outcome of Information, Advice or Prevention	342	614	631	622	760	857	900	826	684
Proportion of support plans completed within 28 days of assessment	91.8	92.2	93.1	94.0	94.1	93.7	91.8	92.7	92.9
Number of waiting Care Act Assessments (end of month snapshot) *							416	440	471

## Comments:

- **Information, advice and guidance under development, webpages have been updated to support residents obtaining information and advice independently.**
- **Transformation programme has mapped ASC pathways and identified issues. “To be” pathway to be mapped and implemented to enable efficiencies.**
- **National message from systems is that the highest performing ones have invested in community reablement as a prevention of discharge model. Reablement business case being developed to expand this to include prevention and new referrals.**

# Reviews

	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Target
Proportion of people with eligible long term services reviewed during the past 12 months	58.4	57.9	58.1	57.4	68.1	68.3	68.9	70.0	71.3	90

## Comments:

- **The review activity continues to improve and move towards our target.**
- **Continually improving picture as assessment and review records are added to Care Director, enabling efficient recording of reviews.**

# Direct Payments

	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	ENG	DIFF	TGT
Proportion of people who use services who receive self-directed support	95.8	95.7	95.3	94.8	94.4	94.4	93.9	93.2	92.4	94.5	-2.1	100
Proportion of people who use services who receive direct payments	14.4	14.5	14.6	14.4	14.2	14.3	13.9	13.9	13.6	26.7	-13.1	20

## Comments:

- Transformation programme has mapped processes, efficiencies identified and staff will now be invited to contribute to pathway re-mapping, process and practice improvement.
- Ongoing investigation underway into the gradual reduction in those who receive self-directed support.

England benchmarks from 21-22 year.

# Safeguarding

	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	ENG	TGT
Proportion of completed safeguarding enquiries where the Adult at Risk was asked what desired outcomes they wanted	72.2	77.1	76.4	62.5	57.8	72.1	42.0	34.4	50.7	79.2	80
Proportion of completed safeguarding enquiries where the Adult at Risk achieved their desired outcomes	52.9	69.0	67.7	47.6	62.1	44.4	51.9	55.6	64.3	67.1	65
Proportion of Safeguarding Concerns progressing to Enquiry	32.3	26.8	34.2	44.9	44.2	44.6	32.9	36.2	24.8	34.1	30
Proportion of Safeguarding Enquiries where a risk was identified, and the risk was removed or reduced	100.0	82.1	83.3	50.0	53.3	80.6	60.0	36.4	56.8	91.0	86

## Comments:

- **Deployed changes to the Safeguarding form within CareDirector to improve recording of safeguarding outcomes and Safeguarding manager developing an action plan to improve practice.**
- **Proportion of concerns progressing to enquiry dropped in December, however cumulatively still in line with national benchmark.**

England benchmarks from 21-22 year.

# DoLS

	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	ENG	DIFF
Number of DOLS applications received during the month	83	122	104	97	103	113	89	96	78	146	-48
Number of DOLS applications signed off during the month	25	38	40	39	42	38	43	39	33	138	-101
The number of completed applications taking more than one year to complete	0	0	1	1	0	1	1	1	0		
The average time taken to complete a DOLS enquiry (cumulative average)	102	104	104	108	116	123	138	140	141	153	-12

## Comments:

- **The changes to DoLS known as the Liberty Protection Safeguards have been pushed back. Date for implementation as yet unknown.**
- **Work being undertaken to understand why referrals in December dropped but may be due to A/L over the festive period.**

England benchmarks from 21-22 year.



# Learning Disability and Mental Health in Employment and living independently

	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	ENG	DIFF	TGT
Proportion of adults with LD in paid employment	3.8	4.0	4.0	3.7	3.9	3.9	3.9	3.8	3.6	4.8	-1.2	7.3
Proportion of adults with LD who live in their own home or with their family	78.3	77.8	77.3	76.7	76.6	75.8	74.9	74.1	74.3	78.8	-4.5	80
Proportion of adults in contact with secondary MH services in paid employment*	6.0	6.0	6.2	6.2	6.8	6.8	6.8			6.0	0.8	
Proportion of adults in contact with secondary MH services living independently, with or without support*	34.5	33.9	33.2	35.7	36.1	35.1	34.5			26.0	8.5	

## Comments:

- **Preparation for Adulthood Manager in post. Has recruited to the PfA team to improve pathway for young people with disabilities into employment and enable forecasting of need for services for young people.**
- **The revised mental health measures now include a wider cohort of mental health users compared to previous reporting, and performance is now in line with national figures.**

\*sourced from NHS Digital only up to Oct 2022, Denominator has been updated since previous reporting. England benchmarks from 21-22 year.

# Financial

## Comments:

- **Measures are in place to very closely monitor spending and encourage a shift from risk averse practice.**
- **The ICU has now completed the PWC review. There are a number of quick wins identified wherein opportunities exist that, whilst not impacting on services, will result in savings, these are in the ICU savings plan.**
- **The PWC review has also resulted in revealing a portfolio of opportunities that require planning and longer term work to realise further efficiencies from which savings will be identified**
- **Cost of Care meeting takes place every month to monitor and review the most expensive packages and propose alternative models of care. Reduction in expenditure has been achieved in this area.**
- **Management continue to seek to identify areas where savings may be made**

# HR Information

The top line dashboard statistics provided show the number of sickness absence days per employee within Wellbeing – Health & Adults to be 10.46, this has reduced compared to the figure for last month which was 11.66 days. The target for the City Council is 8 days.

# The breakdown for Sickness Absence Days per Employee is as follows:

	Sept 22	Oct 22
Wellbeing - Health & Adults	11.61	11.66
Adult Social Care Operations	10.70	10.50
Public Health	7.46	8.51
Quality & Integration	6.55	7.82
Safeguarding Service	4.43	4.32
Provider Relationship	8.97	8.33

(New Service Areas)	Dec 22
Wellbeing & Housing	10.46
Adult Social Care Operations	10.98
Public Health	11.83
Quality & Integration	6.41
Quality, Governance & Professional Development	0.50

Comparison with rest of SCC:

<b>SCC</b>	9.02
Place	11.71
Wellbeing & Housing	10.46
Wellbeing – Children & Learning	6.95
Corporate Services	5.83
Strategy & Performance	3.24

# Top 5 Reasons for absence

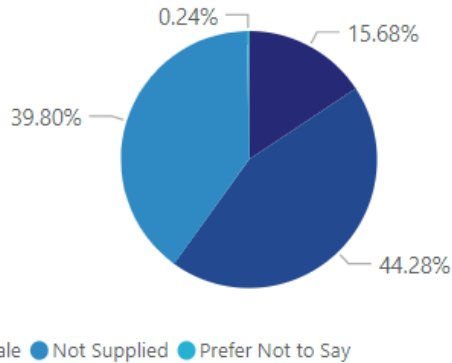
Absence Reason	Number of Absences
Covid 19	19
Stress & Anxiety	13
Cough/Cold/Flu	12
Depression	8
Surgery	8

Of which 1 was Long Covid

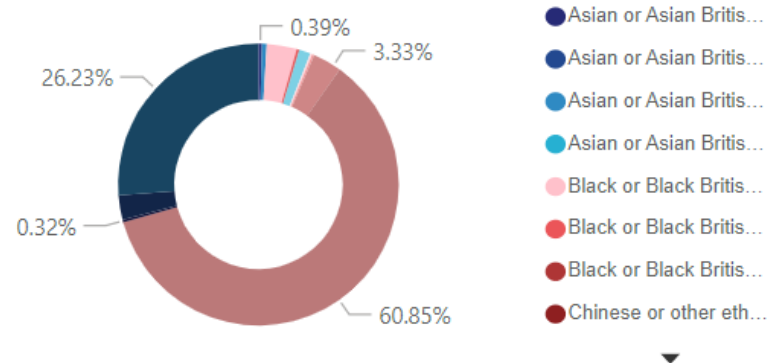
Of which 3 were work related

# Workforce Breakdown

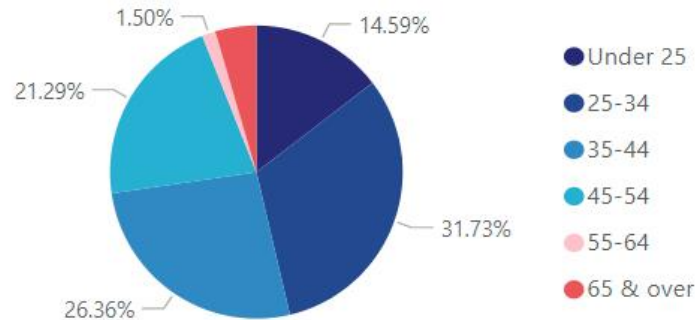
Gender



Ethnicity, culture and heritage



Age



# Turnover

