

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Social Care Health & Housing Cabinet Board

15 September 2016

REPORT OF THE HEAD OF COMMISSIONING AND SUPPORT SERVICES – A. Thomas

Matter for Monitoring

Wards Affected: ALL

Report Title

1. Quarterly Performance Management Data 201-17 - Quarter 1
Performance (1st April 2016 – 30th June 2016)

Purpose of the Report

2. To report quarter 1 performance management data for the period 1st April 2016 to 30 June 2016 for Social Services, Health and Housing Directorate. This will enable the Social Care, Health and Housing Cabinet Board and Scrutiny Members to discharge their functions in relation to performance management.

Background

3. Failure to produce a compliant report within the timescales can lead to non-compliance with our Constitution. Also failure to have robust performance monitoring arrangements could result in poor performance going undetected.

Financial Impact

4. No financial impact

Equality Impact Assessment

5. This report is not subject to an Equality Impact Assessment.

Workforce Impacts

6. No workforce impact.

Legal Impacts

7. This Report is prepared under Section 15(3) of the Local Government (Wales) Measure 2009 and discharges the Council's duties under sections 2(1), 3(2), 8(7) and 13(1).

This progress report is prepared under:

1. The Local Government (Wales) Measure 2009 and discharges the Council's duties to "make arrangements to secure continuous improvement in the exercise of its functions".

2. The Neath Port Talbot County Borough Council Constitution requires each cabinet committee to monitor quarterly budgets and performance in securing continuous improvement of all the functions within its purview.

Risk Management

8. Failure to produce this report could result in undetected poor performance throughout Adult Social Care, Health and Housing.

Consultation

9. No requirement to consult.

Recommendations

10. Members monitor performance contained within this report.

Reasons for Proposed Decision

11. Matter for monitoring. No decision required.

Implementation of Decision

12. No decision required.

Appendices

13. Appendix 1 - Quarterly Performance Management Data 2016-2017
Quarter 1 Performance (1st April 2016 – 30 June 2016) - APPENDIX 1

Officer Contact

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Quarterly Performance Management Data 2016-2017 – Quarter 1 Performance (1st April 2016– 30th June 2016)

Report Contents:

Section 1: Key Points.

Section 2: Quarterly Performance Management Data and Performance Key

Section 3: Compliments & Complaints

Section 1: Key Points.

Adults Services

From the 6th April 2016 there is a statutory requirement for Adult Services to collect 14 new performance indicators and 6 new Social Services Well-being Act (SSWBA) measures. Guidance for these new indicators/measures was not finalised until after the 6th April 2016 and clarity had to be sought thereafter. As a consequence, we are currently unable to report some data items for Quarter 1 2016/17. However, systems are in place to capture this data for future reports. Existing NSI & PAM performance indicators will still be included in this report.

We are currently tightening processes whereby reviews in particular are being highlighted; future targets are going to be issued to teams to ensure reviews are carried out within timescale.

Housing - Private Sector Renewal

The average number of days taken to deliver a DFG has reduced by 15 days during this quarter when compared to the same quarter of the previous year. The total number of DFG's completed during this reporting period has decreased to 88, compared to 99 in the same reporting period in 2015/16. The reduction in the time taken to deliver a DFG can be attributed to the fact that fewer extensions were completed during this period. This has equated to 5 extensions being completed in this reporting period compared to 8 in the same period 2015/16. Customer satisfaction surveys reveal a very high level of satisfaction. With 100% of respondents indicating that their quality of life had improved as a result of the adaptation and that they no longer need to consider moving home.

The average time for completing a DFG for children has increased during this reporting period with the overall time taken being higher than the average time for adults due to each referral having more extensive and complex

works completed. One job in particular took 420 day from date of referral to completion of works. This was due in part to the complexity and nature of the works involved. Another which took 382 days was delayed at the request of the parents so that the work could be undertaken at a time which suited the family.

Homelessness

At 91% the percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months has deteriorated on last year's figure by 5%. Performance last year was greatly enhanced by the availability of a large ring-fenced Welsh Government Homelessness Grant Transitional Fund (TF) allocation. The TF allocation for 2016/17 is however significantly reduced on 2015/16. Some degree of ongoing deterioration in performance was therefore anticipated it is not unlikely that performance may deteriorate even further as the year progresses.

At 26, the number of private rented tenancies made available by the Housing Options Service that were suitable and likely to be available for at least 6 months has greatly exceeded the 2015/16 figure of 11. It should however be noted that the significant reduction in TF for 2016/17 is also highly likely to impact negatively, to some extent, on ongoing performance in this area, as the year progresses.

A suite of local homelessness measures is currently being developed to mirror the headlines in the recently published Welsh Government Statistical First Release 'Homelessness in Wales, 2015-16'. Performance against these measures in Quarter 1 will be reported on, together with that in Quarter 2, in the Autumn.

Section 2: Quarterly Performance Management Data and Performance key

2016-2017 – Quarter 1 Performance (1st April 2016 – 30th June 2016)

Note: The following references are included in the table. Explanations for these are as follows:

(NSIs) National Strategic Indicators - are used to measure the performance of local authorities at a national level and focus on key strategic priorities. The Welsh Government recently published a written statement confirming the revocation of the Local Government (Performance Indicators) (Wales) Order 2012. As such, 2015/16 will be the final year of collection of the former National Strategic Indicators (NSIs) by Welsh Government. In order to ensure minimal disruption for local authorities, many of whom will have included these indicators in their improvement plans for the current financial year, the WLGA's (Welsh Local Government Association) coordinating committee agreed that local authorities should collect them alongside the PAMs for 2016/17.








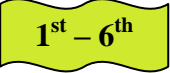
(PAM) Public Accountability Measures - consist of a small set of “outcome focussed” indicators, selected initially from within the existing Performance Measurement Framework. They will reflect those aspects of local authority work which local authorities agree are considered to be important in terms of public accountability. For example, recycling, educational attainment, sustainable development, etc. This information is required and reported nationally, validated, and published annually.

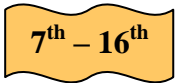
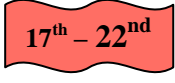
(SID) Service Improvement Data - can be used by local authority services and their regulators as they plan, deliver and improve services.

(SSWBA) Social Services Well-being Act 2014 - sets out a performance measurement framework for local authorities in relation to their social services functions.


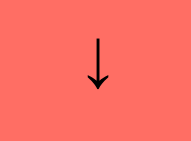
All Wales - the data shown in this column is the figure calculated using the base data supplied by all authorities for 2015/2016 i.e. an overall performance indicator value for Wales.

(L) Local Performance Indicator set by the Council.

	Performance Key
	Maximum Performance
	Performance has improved
	Performance has been maintained
	Performance is within 5% of previous years performance
	Performance has declined by 5% or more on previous years performance - Where performance has declined by 5% or more for the period in comparison to the previous year, an explanation is provided directly below the relevant performance indicator.
	No comparable data (data not suitable for comparison / no data available for comparison)
	No All Wales data available for comparison.
	2015/16 NPT performance in upper quartile (top six of 22 local authorities) in comparison with All Wales national published measures (NSI & PAM's).

 7 th – 16 th	2015/16 NPT performance in mid quartiles (7 th – 16 th) in comparison with All Wales national published measures (NSI & PAM's).
 17 th – 22 nd	2015/16 NPT performance in lower quartile (17 th – 22 nd) in comparison with All Wales national published measures (NSI & PAM's).

1. Social Care - Adults Services (NSI's & PAM's)




No	PI Reference	PI Description	NPT Actual 2014/15	NPT Actual 2015/16	All Wales 2015/16	NPT Quarter 1 2015/16	NPT Quarter 1 2016/17	Direction of Improvement
1	SCA/001 (NSI)	The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over.	3.21	4.36	4.87 	1.29	1.51	

This fall in performance can be attributed to a delay in being able to access Community Reablement due to a lack of capacity. A number of solutions are being put in place such as a rapid response Home Care Service and a removal of the rule that **all** cases need to go through reablement.





2	SCA/002a (NSI)	The rate of older people (aged 65 or over): Supported in the community per 1,000 population aged 65 or over at 31 March.	111.46	109.70	64.12 NB*	112.37	110.77	v
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Note: Due to data consistency issues this indicator should not be compared between local authorities. However, comparisons can be made with our own performance over time.

3		The rate of older people (aged 65 or over):	21.71	21.96		21.92	22.8	v
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	SCA/002b (NSI)	Whom the authority supports in care homes per 1,000 population aged 65 or over at 31 March.			18.02 			
4	SCA/007 (NSI)	The percentage of clients with a care plan at 31st March whose care plans should have been reviewed that were reviewed during the year.	79.3%	72.7%	83.0% 	74.7%	68.4%	

Reviews are currently the focus of social work management who are in the process of issuing teams targets on the number of reviews completed on time. We would expect this figure to begin rising again in the near future.

5	SCA/018a (PAM)	The percentage of carers of adult service users who were offered an assessment or review of their needs in their own right during the year.	100%	100%	91.4% 	100%	100%	
6	SCA/019 (NSI/PAM)	The percentage of adult protection referrals completed where the risk has been managed.	100%	100%	97% 	100%	100%	

2016-17 NEW PERFORMANCE INDICATORS

No	PI Reference	PI Description	NPT Actual 2014/15	NPT Actual 2015/16	All Wales 2015/16	NPT Quarter 1 2015/16	NPT Quarter 1 2016/17	Direction of Improvement
7	1	No. of adults who received advice or assistance from the information, advice and assistance service during the year.					931	—
8	2	No. of assessments of need for care and support undertaken during the year;					178	—
9	2(i)	Of which, the number of assessments that led to a care and support plan.					137	—
10	3	No. of assessments of need for support for carers undertaken during the year:					96	—
11	3(i)	Of which; the number of assessments that led to a support plan.					9	—

12	4	No. of carer assessments that were refused by carers during the year.
13	5	No. of assessments of need for care and support for adults undertaken during the year whilst in the secure estate;
14	5(i)	Of which, the number of assessments that led to a care and support plan.
15	6	No. of requests for re-assessment of need for care and support and need for support made by an adult during the year a) in the secure estate b) all other adults and carers
16	6(i)	Of which, the number of re-assessments undertaken on a) adults in the secure estate b) all other adults and carers
17	6(ii)	Of which, the number of re-assessments that led to a care and support plan or a support plan on: a) adults in the secure estate b) all other adults and carers
18	7	No. of care and support plans and support plans that were reviewed during the year:
19	7(i)	Of which, the number of plans that were reviewed within agreed timescales
20	8	No. of requests for review of care and support plans and support plans for carers before agreed timescales made by an adult during the year
21	8(i)	Of which, the number of reviews undertaken
22	9	No. of adults who received a service provided through a social enterprise, co-operative, user led or third sector organisation during the year
23	10	No. of adults who received care and support who were in employment during the year

N/a New

28	—
0	—
0	—
<i>Systems currently being developed to capture this data</i>	—
	—
	—
1,779	—
851	—
<i>Systems currently being developed to capture this data</i>	—
	—
	—
5	—

24	11	No. of adults with a care and support plan who received the following services during the year; Dom care, Day care, Respite, Reablement, Equipment, Adaptations, DP, supported Acc., Sheltered Acc., Adult placements, Adult care homes, Telecare, Advocacy, Recreational, leisure and lifelong services	N/a New				2,604	—	
	25	12					No. of adults who paid the maximum weekly charge towards the cost of care and support or support for carers during the year	1	—
	26	13					No. of adults who paid a flat rate charge for care and support or support for carers during the year	1,563	—
	27	14					No of adults who were charged for care and support or support for carers during the year	2,214	—

2016-17 NEW SSWBA PERFORMANCE MEASURES

28	19	The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 and over	N/a New				1.29	1.51	—
29	20a	The percentage of adults who completed a period of Reablement and have a reduced package of care and support 6 months later					0	<i>Systems currently being developed to capture this data</i>	—
30	20b	The percentage of adults who completed a period of Reablement and have no package of support 6 months later					0		—
31	21	The average length of time adults (aged 65 and over) are supported in residential care homes					0		—
32	22	Average age of adults entering residential care homes					0		—
33	23	The percentage of adults who have received advice and assistance from the information, advice and assistance					0		<i>Unable to report until</i>

		service and have not contacted the service for 6 months					Qtr 3	
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NB* Items 7-33 inclusive are the suite of new Performance indicators and Measures introduced by Welsh Government for 2016-17. There is no comparative data at present.

2. Housing – Homelessness and Housing Advice

No	PI Reference	PI Description	NPT Actual 2014/15	NPT Actual 2015/16	All Wales 2015/16	NPT Quarter 1 2015/16	NPT Quarter 1 2016/17	Direction of Improvement
34	HOS/001 (Local)	The number of private rented tenancies made available by the Housing Options Service that were suitable and likely to be available for at least 6 months	N/a New			11	26	↑
35	HHA/013 (NSI/PAM)	The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months.	95.5%	%		96%	91%	↓

Performance last year was greatly enhanced by the availability of a large ring-fenced Welsh Government Homelessness Grant Transitional Fund (TF) allocation. The TF allocation for 2016/17 is however significantly reduced on 2015/16. Some degree of ongoing deterioration in performance was therefore anticipated it is not unlikely that performance may deteriorate even further as the year progresses.

3. Housing - Private Sector Renewal

No	PI Reference	PI Description	NPT Actual 2014/15	NPT Actual 2015/16	All Wales 2015/16	NPT Quarter 1 2015/16	NPT Quarter 1 2016/17	Direction of Improvement
36		The average number of calendar days taken to deliver a Disabled Facilities Grant.	252	228		221	206	↑

	PSR/002 (NSI/PAM)				241			
					10th			

3. Housing - Private Sector Renewal - continued

No	PI Reference	PI Description	NPT Actual 2014/15	NPT Actual 2015/16	All Wales 2015/16	NPT Quarter 1 2015/16	NPT Quarter 1 2016/17	Direction of Improvement
41	PSR/009a (SID)	The average number of calendar days taken to deliver a Disabled Facilities Grant for: Children and young people	437	354		278	296	↓
<p>During this reporting period we have completed more extensive and complex works with one particular job being significantly delayed at the request of the parents to a time which suited the family.</p>								
42	PSR/009b (SID)	The average number of calendar days taken to deliver a Disabled Facilities Grant for: Adults	233	220		218	202	↑

Section 3: Compliments and Complaints – Social Services, Health & Housing - ADULT & BUSINESS STRATEGY SERVICES ONLY

2016-2017 – Quarter 1 (1st April 2016 – 30th June 2016) – Cumulative data

	Performance Key
↑	Improvement : Reduction in Complaints/ Increase in Compliments
↔	No change in the number of Complaints/Compliments
v	Increase in Complaints but within 5%/ Reduction in Compliments but within 5% of previous year.
↓	Increase in Complaints by 5% or more/ Reduction in Compliments by 5% or more of previous year.

No	PI Description	Quarter 1 2015/16	Quarter 1 2016/17	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	7	10	↓
	a - Complaints - Stage 1 upheld	3	2	
	b - Complaints - Stage 1 <u>not</u> upheld	3	1	
	c - Complaints - Stage 1 partially upheld	1	1	
	d - Complaints - Stage 1 other (incl. neither upheld/not upheld; withdrawn; passed to other agency; on-going)	0	6	

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No	PI Description	Quarter 1 2015/16	Quarter 1 2016/17	Direction of Improvement
2	<u>Total Complaints - Stage 2</u>	0	0	↔
	a - Complaints - Stage 2 upheld	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	0	0	
	c- Complaints - Stage 2 partially upheld	0	0	
3	<u>Total - Ombudsman investigations</u>	0	0	↔
	a - Complaints - Ombudsman investigations upheld	-	-	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	-	-	
4	Number of Compliments	3	1	↓
<p>Narrative Stage 1 – there has been an increase in the number of complaints received during the 1st quarter 2016/17 (when compared to 2015/16) from 7 to 10 (43%); the first quarter, in particular April, saw a rise in the numbers. The Complaints Team will monitor forthcoming quarters to ascertain any trends.</p> <p>Stage 2 – there were no Stage 2 complaints in the first quarter; there continues to be a stronger emphasis on a speedier resolution at ‘local’ and ‘Stage 1’ levels.</p> <p>Compliments – the number of compliments has decreased; this can be attributed to a lack of reporting from services receiving praise and</p>				

thanks. The Complaints Team will continue to raise the profile for the need to report such incidences.