

# **NEATH PORT TALBOT COUNTY BOROUGH COUNCIL**

## **Social Care Health & Housing Cabinet Board**

**17 November 2016**

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

#### **Matter for Monitoring**

**Wards Affected: ALL**

#### **Report Title**

Quarterly Performance Management Data 2016-17 - Quarter 2  
Performance (1st April 2016 – 30th September 2016).

#### **Purpose of the Report**

To report Quarter 2 performance management data for the period 1st April 2016 to 30 September 2016 for Social Services Health & 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**

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**

No financial impact.

## **Equality Impact Assessment**

This report is not subject to an Equality Impact Assessment.

## **Workforce Impacts**

No workforce impact.

## **Legal Impacts**

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:

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".

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**

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

## **Consultation**

No requirement to consult.

## **Recommendations**

Members monitor performance contained within this report.

## **Reasons for Proposed Decision**

Matter for monitoring. No decision required.

## **Implementation of Decision**

No decision required.

## **Appendices**

Appendix 1 - Quarterly Performance Management Data 2016-2017 Quarter 2 Performance (1st April 2016 – 30 September 2016).

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**Quarterly Performance Management Data 2016-2017 – Quarter 2 Performance (1<sup>st</sup> April 2016– 30<sup>th</sup> September 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:** The service is continuing to work closely with partners to ensure we are focused on enabling people to be supported at home, rather than in care homes. Improving performance around care and support plan reviews continues to be a priority for the service, as well as our work with carers. The service is also working with our partners to ensure the rate of delayed transfers of care from hospital is improved upon.

**Housing - Private Sector Renewal :** The average number of calendar days taken to deliver Disabled Facilities Grants has seen a slight increase on last year's Q2 figure, which was expected due to the greater number of extensions in the system during this period. We have also seen an greater increase in the average number of days taken to deliver a children/young person's DFG; this can be attributed to one NPT Homes grant that took over 1,000 days to complete due to NPT homes being undecided which way to proceed with the adaptation.

**Homelessness:** The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months has risen by 5% on Q2 in 2015/16. Performance was enhanced by the availability of a large ring-fenced Welsh Govt. Homelessness Grant Transitional Fund (TF) allocation. Some degree of ongoing deterioration in performance is, therefore possible as the year progresses.

The number of private rented tenancies made available by the service that were suitable and likely to be available for at least 6 months marginally exceed the 2015/16 figure of 33. It should, however be noted that the significant reduction in TF for 2016/17 may still impact negatively, to some extent, on ongoing performance in this area as the year progresses.

## **Section 2: Quarterly Performance Management Data and Performance key**

### **2016-2017 – Quarter 2 Performance (1<sup>st</sup> April 2016 – 30<sup>th</sup> September 2016)**

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







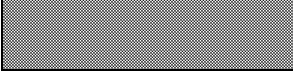
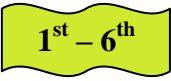
**(NSI) National Strategic Indicators (NSI's)** - are used to measure the performance of local authorities at a national level and focus on key strategic priorities. Local authorities are under a legal duty to collect & report on these measures.

**(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.



**(L) Local Performance Indicator** set by the Council.

	<b>Performance Key</b>
	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)

## 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 2 2015/16	NPT Quarter 2 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  12th	2.49	3.60	↓
<p><i>A number of solutions are being put in place such as a rapid response Home Care Service and the service is working proactively with health colleagues to ensure people's transfers of care are not delayed. An improvement in delays has been seen in last month's figures.</i></p>								
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 (see note)	112.37	110.60	v
<p><i>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.</i></p>								
3	SCA/002b (NSI)	The rate of older people (aged 65 or over): Whom the authority supports in care homes per 1,000 population aged 65 or over at 31 March	21.71	21.96	18.02  20th	22.18	18.70	↑
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%  20th	70.6%	69.5%	v
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%  1st	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%	
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**2016-17 NEW PERFORMANCE INDICATORS**

No.	PI Reference	PI Description	NPT Actual 2014/15	NPT Actual 2015/16	All Wales 2015/16	NPT Quarter 2 2015/16	NPT Quarter 2 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	N/a New					2,319	—			
8	2	No. of assessments of need for care and support undertaken during the year;									364	—
9	2 (i)	<i>Of which, the number of assessments that led to a care and support plan</i>									303	—
10	3	No. of assessments of need for support for carers undertaken during the year:									173	—
11	3 (i)	<i>Of which; the number of assessments that led to a support plan</i>									12	—
12	4	No. of carer assessments that were refused by carers during the year									42	—
13	5	No. of assessments of need for care and support for adults undertaken during the year whilst in the secure estate;									0	—
14	5 (i)	<i>Of which, the number of assessments that led to a care and support plan</i>									0	—
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									0 (a)	—
		a) in the secure estate    b) all other adults and carers									1 (b)	—

16	6 (i)	Of which, the number of re-assessments undertaken on <i>a) adults in the secure estate b) all other adults and carers</i>	N/a New	0 (a)	–
				0 (b)	–
17	6 (ii)	Of which, the number of re-assessments that led to a care and support plan or a support plan on: <i>a) adults in the secure estate b) all other adults and carers</i>		0 (a)	–
				0 (b)	–
18	7	No. of care and support plans and support plans that were reviewed during the year		759	–
19	7 (i)	Of which, the number of plans that were reviewed within timescale		352	
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		Systems currently being developed to capture this data	–
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		10	–
24	11	No. of adults with a care and support plan who received adult social care during the year e.g. Homecare, Day Care, Respite, Reablement, Adaptations, Direct Payments, Adult Care Homes, Telecare etc.	2,937	–	

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	N/a New	25	—
26	13	No. of adults who paid a flat rate charge for care and support or support for carers during the year		2,794	—
27	14	No of adults who were charged for care and support or support for carers during the year		2,527	—
<b>2016-17 <u>NEW</u> SSWBA PERFORMANCE MEASURES</b>					
28	19	The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 and over	N/a New	3.60	—
29	20a	The percentage of adults who completed a period of Reablement and have a reduced package of care and support 6 months later		Systems being developed to capture this data	—
30	20b	The percentage of adults who completed a period of Reablement and have no package of support 6 months later			—
31	21	The average length of time in calendar days adults (aged 65 and over) are supported in residential care homes		784	—
32	22	Average age of adults entering residential care homes		83	—


33	23	The percentage of adults who have received advice and assistance from the information, advice and assistance service and have not contacted the service for 6 months		Unable to report until Q3	–
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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 2 2015/16	NPT Quarter 2 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			33	34	↑
35	HHA/013 (NSI/PAM)	The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months.	95.5%	92%	N/A	94%	99%	↑

### 3. Housing - Private Sector Renewal

No.	PI Reference	PI Description	NPT Actual 2014/15	NPT Actual 2015/16	All Wales 2015/16	NPT Quarter 2 2015/16	NPT Quarter 2 2016/17	Direction of Improvement
36	PSR/002 (NSI/PAM)	The average number of calendar days taken to deliver a Disabled Facilities Grant.	252	228	241 	220	222	V
37	PSR/009a (SID)	The average number of calendar days taken to deliver a Disabled Facilities Grant for: Children and young people	437	354		314	404	↓
<p><i>The Children and young people performance for this period shows a significant increase to last year, this is due to an NPT Homes job that took 1,047 days to complete. This is due to significant delays with NPT Homes deciding on the final course of action for this applicant.</i></p>								
38	PSR/009b (SID)	The average number of calendar days taken to deliver a Disabled Facilities Grant for: Adults	233	220		216	213	↑

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

**2016-2017 – Quarter 2 (1<sup>st</sup> April 2016 – 30<sup>th</sup> September 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	Full Year 2015/16	Quarter 2 2015/16	Quarter 2 2016/17	Direction of Improvement
1	<b><u>Total Complaints - Stage 1</u></b>	<b>30</b>	<b>15</b>	<b>20</b>	↓
	a - Complaints - Stage 1 upheld	7	4	3	
	b - Complaints - Stage 1 <u>not</u> upheld	13	8	6	
	c - Complaints - Stage 1 partially upheld	4	1	1	
	d - Complaints - Stage 1 other (incl. neither upheld/not upheld; withdrawn; passed to other agency; on-going)	6	2	10	

No.	PI Description	Full Year 2015/16	Quarter 2 2015/16	Quarter 2 2016/17	Direction of Improvement
2	<b><u>Total Complaints - Stage 2</u></b>	4	2	0	↑
	a - Complaints - Stage 2 upheld	0	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	2	1	0	
	c- Complaints - Stage 2 partially upheld / other	2	1	0	
3	<b><u>Total - Ombudsman investigations</u></b>	0	0	0	↔
	a - Complaints - Ombudsman investigations upheld	-	-	-	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	-	-	-	
4	<b>Number of Compliments</b>	18	9	7	↓

**Narrative:**

**Stage 1** – there has been an **increase** in the number of complaints received during the first 2 quarters of 2016/17 (when compared to 2015/16) from 15 to 20 (33%); the Complaints Team will monitor forthcoming quarters to ascertain any trends.

**Stage 2** – there were no Stage 2 complaints in the first 2 quarters; there continues to be a stronger emphasis on a speedier resolution at ‘local’ and ‘Stage 1’ levels.

**Compliments** – the number of compliments has **decreased**; this can be attributed to a lack of reporting from services receiving praise and thanks. The Complaints Team will continue to raise the profile for the need to report such incidences