

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Social Care Health & Housing Cabinet Board

9 February 2017

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

Matter for Monitoring

Wards Affected: ALL

Quarterly Performance Management Data 2016-17 - Quarter 3
Performance (1st April 2016 – 31st December 2016).

Purpose of the Report

To report Quarter 3 performance management data for the period 1st April 2016 to 31st December 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 3 Performance (1st April 2016 – 31st December 2016).

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Quarterly Performance Management Data 2016-2017 – Quarter 3 Performance (1st April 2016– 31st December 2016)

Report Contents:

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Section 2: Quarterly Performance Management Data and Performance Key

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Section 1: Key Points.

Adults Services: There has been improvement in performance in some areas, for example the rate of older people who are supported in care homes and we are consistently performing well in areas such as offering carers assessments. In the areas of performance where improvements are needed we are actively addressing the issues to improve performance.

Housing - Private Sector Renewal: The average number of days taken to deliver a DFG has increased by 14 days during this period when compared to the same period of the previous year. The total number of DFG's completed during this reporting period has decreased to 217, compared to 250 in the same reporting period in 2015/16. The increase in the time taken to deliver a DFG can be attributed to the fact that more extensions and complex schemes were completed during this period. This has equated to 25% more extensions being completed in this reporting period compared to 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.

Homelessness: This is the first quarter that the service is reporting on this recently approved new set of local homelessness indicators. All but the pre-existing HOS1 are derived from the Welsh Government National dataset first published in respect of 2015/16. In 2015/16, cumulative performance generally accelerated in quarter 4 and it is anticipated this will happen again, albeit to a lesser extent, in 2016/17. The definitive reason for this is currently unclear but may be due, to some extent at least, to the implementation of the new Welsh homelessness legislative framework occurring in April 2015. If this is correct then it would be anticipated that the effect will continue to diminish in future years.

Section 2: Quarterly Performance Management Data and Performance key

2016-2017 – Quarter 3 Performance (1st April 2016 – 31st December 2016)

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








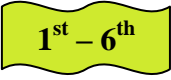
(NSI) National Strategic Indicators (Former NSI's) - are used to measure the performance of local authorities at a national level and focus on key strategic priorities. Local authorities are under a legal duty to collect & report on these measures. The Welsh Government recently published a written statement confirming the revocation of the Local Government (Performance Indicators) (Wales) Order 2012. As such, 2015/16 was 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 PAM's 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.

(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 (Former NSI's & PAM's)

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

No.	PI Reference	PI Description	NPT Actual 2014/15	NPT Actual 2015/16	All Wales 2015/16	NPT Quarter 3 2015/16	NPT Quarter 3 2016/17	Direction of Improvement
1	SCA/001 (Former 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	3.65	4.59	↓
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.								
2	SCA/002a (Former 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)	108.99	109.33	v
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	SCA/002b (Former 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	22.32	18.32	↑
4	SCA/007 (Former 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	69.12%	69.3%	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 (Former NSI/PAM)	The percentage of adult protection referrals completed where the risk has been managed	100%	100%	97% 1st	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 3 2015/16	NPT Quarter 3 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				3,116	—
8	2	No. of assessments of need for care and support undertaken during the year;					1,115	—
9	2 (i)	<i>Of which, the number of assessments that led to a care and support plan</i>					887	—
10	3	No. of assessments of need for support for carers undertaken during the year:					257	—
11	3 (i)	<i>Of which; the number of assessments that led to a support plan</i>					14	—
12	4	No. of carer assessments that were refused by carers during the year					50	—
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					0 (b)	—
16	6 (i)	Of which, the number of re-assessments undertaken on					0 (a)	—
		a) adults in the secure estate						—

		<i>b) all other adults and carers</i>	N/a New	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		1,225	—
19	7 (i)	Of which, the number of plans that were reviewed within timescale		688	
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		<i>Systems currently being developed to capture this data</i>	—
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		14	—
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.		3,169	—
25	12	No. of adults who paid the maximum		38	—

		weekly charge towards the cost of care and support or support for carers during the year	N/a New		
26	13	No. of adults who paid a flat rate charge for care and support or support for carers during the year		3,068	—
27	14	No of adults who were charged for care and support or support for carers during the year		2,667	—
2016-17 <u>NEW</u> SSWBA PERFORMANCE MEASURES					
28	18	The percentage of adult protection enquiries completed within 7 days	N/a New	Awaiting development to IT report	—
29	19	The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 and over		4.59	—
30	20a	The percentage of adults who completed a period of Reablement and have a reduced package of care and support 6 months later		Awaiting further guidance from WG	—
31	20b	The percentage of adults who completed a period of Reablement and have no package of support 6 months later			—
32	21	The average length of time in calendar days adults (aged 65 and over) are supported in residential care homes		786	—

33	22	Average age of adults entering residential care homes		84	–
34	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		<i>Systems currently being developed</i>	–

NB* Items 7-34 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 3 2015/16	NPT Quarter 3 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	92	N/A	66	53	↓
<i>The deterioration in cumulative performance to date is being monitored but is not yet considered a cause for concern because additional successful activity is anticipated in Quarter 4</i>								
35	HOS/002 (Local)	The percentage of households for which homelessness was successfully prevented	N/A	52.2%	64.5%	18.7%	35.8%	↑
36	HOS/003 (Local)	The percentage of households for which homelessness was successfully relieved	N/A	45.7%	45.1%	26.5%	28%	↑

37	HOS/004 (Local)	The percentage of those households for which a final duty was successfully discharged	N/A	54.5%	78.7%	100%	36%	↑
38	HOS/005 (Local)	The overall percentage of successful outcomes for assisted households	N/A	45.8%	42.6%	24.7%	32.7%	↑
39	HHA/013 (Local)	The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months	N/A	95.5%	N/A	92.1%	92.4%	↑

3. Housing - Private Sector Renewal

No.	PI Reference	PI Description	NPT Actual 2014/15	NPT Actual 2015/16	All Wales 2015/16	NPT Quarter 3 2015/16	NPT Quarter 3 2016/17	Direction of Improvement
41	PSR/002 (Former NSI/PAM)	The average number of calendar days taken to deliver a Disabled Facilities Grant.	252	228	241 10th	221	235	↓
42	PSR/009a (SID)	The average number of calendar days taken to deliver a Disabled Facilities Grant for: Children and young people	437	354		355	422	↓
NB* Relevant to PSR/002 & PSR/009: The increase in the time taken to deliver a DFG can be attributed to the fact that more extensions and complex schemes were completed during this period. This has equated to 25% more extensions being completed in this reporting period compared to the same period 2015/16.								
43	PSR/009b (SID)	The average number of calendar days taken to deliver a Disabled Facilities Grant for: Adults	233	220		213	223	V

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

2016-2017 – Quarter 3 (1st April 2016 – 31st December 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 3 2015/16	Quarter 3 2016/17	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	30	24	26	↓
	a - Complaints - Stage 1 upheld	7	6	8	
	b - Complaints - Stage 1 <u>not</u> upheld	13	11	10	
	c - Complaints - Stage 1 partially upheld	4	1	2	
	d - Complaints - Stage 1 other (incl. neither upheld/not upheld; withdrawn; passed to other agency; on-going)	6	6	6	

No.	PI Description	Full Year 2015/16	Quarter 3 2015/16	Quarter 3 2016/17	Direction of Improvement
2	<u>Total Complaints - Stage 2</u>	4	4	0	↑
	a - Complaints - Stage 2 upheld	0	1	0	
	b - Complaints - Stage 2 <u>not</u> upheld	2	1	0	
	c- Complaints - Stage 2 partially upheld / other	2	2	0	
3	<u>Total - Ombudsman investigations</u>	0	0	0	↔
	a - Complaints - Ombudsman investigations upheld	-	-	-	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	-	-	-	
4	Number of Compliments	18	10	23	↑

Narrative:

Stage 1 – There has been an increase in the number of complaints received during the first 3 quarters of 201/17 (when compared to 2015/16) from 24 to 26; The Complaints Team will monitor forthcoming quarters to ascertain any trends.

Stage 2 – There were no Stage 2 complaints in the first 3 quarters; There continues to be a stronger emphasis on a speedier resolution at ‘local’ and ‘Stage 1’ levels.

Compliments – The number of compliments has **significantly increased**; this can be attributed to services acknowledging the need to report such incidences. The Complaints Team will monitor forthcoming quarters to ascertain any trends.