

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Social Care, Health & Wellbeing Cabinet Board

13th July 2017

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 4
Performance (1st April 2016 – 31st March 2017).

Purpose of the Report

To report performance management data for Quarter 4 (1st April 2016 to 31st March 2017) for Social Services, Health & Housing Directorate. This will enable the Social Care, Health and Wellbeing Cabinet Board 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 - Quarter 4 Performance (1st April 2016 – 31st March 2017).

Officer Contact

Angela Thomas, Head of Commissioning & Support Services

Telephone: 01639 684731

E-Mail: a.j.thomas@npt.gov.uk

Sara Jenkins, Management Information Officer

Telephone: 01639 684770

Email: s.l.jenkins@npt.gov.uk



Quarterly Performance Management Data 2016/2017 – Quarter 4 Performance (1st April 2016– 31st March 2017)

Report Contents:

Section 1: Key Points

Section 2: Quarterly Performance Management Data and Performance Key

Section 3: Compliments & Complaints

Section 1: Key Points

Adult Services:

In line with the Social Services and Wellbeing Act (2014), Adult Services in partnership with the Health Board are working with people to promote their independence and reduce the reliance on statutory health and social care services, through ensuring people utilise the resources available to them in the community and are re-abled to reach their full potential, for example before a placement in a care home is considered. This is demonstrated by the reduction in the number of older people who the Local authority support in care homes per 1,000 of the population for example. We are also working closely with carers to ensure they are supported, which is demonstrated by the number of carers that have been offered an assessment in their own right. The reduction in the supported community indicator is as a result of a change in the way we calculate the rate. Supported in the community now measures only those with a care and support plan.

Homelessness:

This ongoing reduction for HOS/001 is assumed to be reflective of the increased success in saving existing tenancies measured below by HOS/002 reducing the need to secure as many new tenancies. If such increased preventative success continues, therefore, the ongoing relevance of HOS/001 reviewed, with a view to its deletion.

There are currently two prevention measures which have totally different calculations and so produce widely varying results. Therefore, as HOS/002 is more reflective of the alternative National Indicator of homelessness prevention cited in Section 10 of the Well-being of Future Generations Act (Wales) 2015, the ongoing relevance of HHA/013 is to be reviewed, with a view to its deletion.

Section 2: Quarterly Performance Management Data and Performance key

2016/2017 – Quarter 4 Performance (1st April 2016 – 31st March 2017)

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







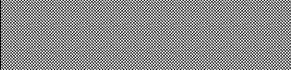
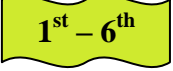
(NSI) National Strategic Indicators (Former NSI's) - are used to measure the performance of local authorities at a national level and focus on key strategic priorities. Local authorities are under a legal duty to collect & report on these measures. The Welsh Government recently published a written statement 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 4 2015/16	NPT Quarter 4 2016/17	Direction of Improvement
1	SCA/021 (PAM)	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	4.36	3.88 (49 of 12,639)	-
<p><i>Pre 6th April 2016 this indicator included all clients aged 18yrs+. From 2016/17 Welsh Government guidance (received February 2017) stated that this indicator should include clients aged 75yrs+ only. As a result of this change, caution should be taken when making like for like comparisons with previous years data.</i></p>								
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	109.7	64.12 (see note)	109.7	90.5 (2,575 of 28,446)	-
<p><i>The reduction in this indicator is as a result of a change in the way we calculate the rate. Supported in the community now measures only those with a care and support plan. As a result of this change, caution should be taken when making like for like comparisons with previous years data. However, a reduction in this indicator should be seen as a positive and is in line with the principles of the Directorate and the new Social Services and Well-being Act. A continued effort is being made towards supporting our citizens to remain independent within their communities through services such as Local Area Co-ordination, Assistive Technology & the CRT Intake Reablement model. Such services minimise the need for commissioned care and support.</i></p>								
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	21.96	17.51 (498 of 28,446)	↑
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	72.70%	73.4% (1,238 of 1,687)	↑

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% (428 of 428)	
6	SCA/019 (Former NSI/PAM)	The percentage of adult protection referrals completed where the risk has been managed	100%	100%	97% 	100%	100% (334 of 334)	

2016-17 NEW PERFORMANCE INDICATORS

No.	PI Reference	PI Description	NPT Actual 2014/15	NPT Actual 2015/16	All Wales 2015/16	NPT Quarter 4 2015/16	NPT Quarter 4 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				2,342	—
8	2	No. of assessments of need for care and support undertaken during the year;					1,548	—
9	2 (i)	<i>Of which, the number of assessments that led to a care and support plan</i>					1,206	—
10	3	No. of assessments of need for support for carers undertaken during the year:					355	—
11	3 (i)	<i>Of which; the number of assessments that led to a support plan</i>					16	—
12	4	No. of carer assessments that were refused by carers during the year					73	—
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					0	—

		support made by an adult during the year a) in the secure estate b) all other adults and carers		0	—
16	6 (i)	Of which, the number of re-assessments undertaken on a) adults in the secure estate		0	—
		b) all other adults and carers		0	—
17	6 (ii)	Of which, the number of re-assessments that led to a care and support plan or a support plan on:		0	—
		a) adults in the secure estate b) all other adults and carers		0	—
18	7	No. of care and support plans and support plans that were reviewed during the year		2,004	—
19	7 (i)	Of which, the number of plans that were reviewed within timescale		1,050	
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	N/a New	9	—
21	8 (i)	Of which, the number of reviews undertaken		9	—
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		0	—
23	10	No. of adults who received care and support who were in employment during the year		16	—

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.	N/a New	2,567	–
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		46	–
26	13	No. of adults who paid a flat rate charge for care and support or support for carers during the year		2,033	–
27	14	No of adults who were charged for care and support or support for carers during the year		2,262	–
2016-17 <u>NEW</u> SSWBA PERFORMANCE MEASURES					
28	18	The percentage of adult protection enquiries completed within 7 days	N/a New	<i>Collection process under review</i>	–
29	19	The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 and over		3.88 (49 of 12,639)	–
30	20a	The percentage of adults who completed a period of Reablement and have a reduced package of care and support 6 months later		<i>Awaiting further guidance from WG</i>	–

31	20b	The percentage of adults who completed a period of Reablement and have no package of support 6 months later		<i>Awaiting further guidance from WG</i>	—
32	21	The average length of time in calendar days adults (aged 65 and over) are supported in residential care homes		819 (477 of 390,757)	—
33	22	Average age of adults entering residential care homes		83 (184 of 15,290)	—
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 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. Homelessness

No.	PI Reference	PI Description	NPT Actual 2014/15	NPT Actual 2015/16	All Wales 2015/16	NPT Quarter 4 2015/16	NPT Quarter 4 2016/17	Direction of Improvement
35	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	92	86	↓
<p><i>This ongoing reduction is assumed to be an inevitable reflection of the increased success in saving existing tenancies measured below by HOS/002 which reduces the need to secure as many new tenancies. This will be further investigated and the ongoing relevance of the measure reviewed if necessary.</i></p>								
36	HOS/002 (Local)	The percentage of households for which homelessness was successfully prevented	N/A	52.2%	64.5%	53%	62% (55 of 89)	↑
37	HOS/003 (Local)	The percentage of households for which homelessness was successfully relieved	N/A	45.7%	45.1%	46%	56% (40 of 71)	↑
38	HOS/004 (Local)	The percentage of those households for which a final duty was successfully discharged	N/A	54.5%	78.7%	55%	69% (54 of 78)	↑
39	HOS/005 (Local)	The overall percentage of successful outcomes for assisted households	N/A	45.8%	42.6%	25%	63% (149 of 238)	↑
40	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	91%	94% (1,891 of 2,008)	↑

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

2016/2017 – Quarter 4 (1st April 2016 – 31st March 2017) – 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 4 2015/16 (Full Year)	Quarter 4 2016/17 (Full Year)	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	30	37	↓
	a - Complaints - Stage 1 upheld	7	14	
	b - Complaints - Stage 1 <u>not</u> upheld	13	10	
	c - Complaints - Stage 1 partially upheld	4	2	
	d - Complaints - Stage 1 other (incl. neither upheld/not upheld; withdrawn; passed to other agency; on-going)	6	11	

No.	PI Description	Quarter 4 2015/16 (Full Year)	Quarter 4 2016/17 (Full Year)	Direction of Improvement
2	<u>Total Complaints - Stage 2</u>	4	2	↑
	a - Complaints - Stage 2 upheld	0	1	
	b - Complaints - Stage 2 <u>not</u> upheld	2	0	
	c- Complaints - Stage 2 partially upheld / other	2	1	
3	<u>Total - Ombudsman investigations</u>	0	0	↔
	a - Complaints - Ombudsman investigations upheld	0	0	
	b - Complaints - Ombudsman investigations <u>not</u> upheld	0	0	
4	Number of Compliments	20	25	↑

Narrative

Stage 1 – There has been an increase in the number of complaints received during the year 2016/17 (when compared to 2015/16) from 30 to 37 (23%); the Complaints Team continually monitor for trends. This period includes a time of unprecedented change within Adult Services and although activity has increased this has been managed effectively to ensure complaints remain relatively low.

Stage 2 – There were 2 stage complaints in 2016/17; 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 continue to promote the recording and monitor for trends.