

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Social Care, Health & Wellbeing Cabinet Board

7th September 2017

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

Matter for Monitoring

Wards Affected: ALL

Report Title

Quarterly Performance Management Data 2017/18 - Quarter 1 Performance (1st April 2017 – 30th June 2017).

Purpose of the Report

To report performance management data for Quarter 1 (1st April 2017 to 30th June 2017) for Social Services, Health & Housing Directorate. This will enable the Social Care, Health and Wellbeing 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 2017/18 Quarter 1 Performance (1st April 2017 – 30th June 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 2017/18 – Quarter 1 Performance (1st April 2017– 30th June 2017)

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:

There has been improvement in performance in areas such as assessments and care plans, delayed transfers of care and the amount of citizens requiring services. This can be attributed to an increase in preventative services offered, particularly our Reablement service and our Rapid Response Homecare team. In the areas of performance where improvements are needed, action plans and various working groups are in place to address these issues.

Homelessness:

The previously reported 2016/17 year end data were generally found to be under-reported by the Service's Database and so has now been corrected within the data tables within this report. In this context, the data for this quarter again appear generally low so ICT colleagues have been asked to look at this issue, as result data will not be reported until quarter 2.

Section 2: Quarterly Performance Management Data and Performance key







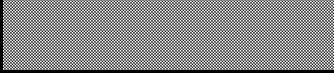
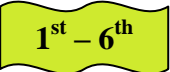
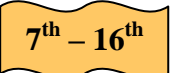
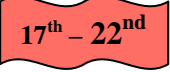
2017/18 – Quarter 1 Performance (1st April 2017 – 30th June 2017)

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

(PAM) Public Accountability Measures - a revised set of national indicators for 2017/18. Following feedback from authorities the revised performance measurement framework was ratified at the WLGA (Welsh Local Government Association) Council on 31 March 2017. These measures provide an overview of local government performance and how it contributes to the national well-being goals. This information is required and reported nationally, validated and published annually.

All Wales - The data shown in this column is the figure calculated using the base data supplied by all authorities for 2016/17 i.e. an overall performance indicator value for Wales.

(Local) - Local Performance Indicator set by the Council and also includes former national data sets (such as former National Strategic Indicators or Service Improvement Data – SID's) that continue to be collected and reported locally.

	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 year's 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.
	2016/17 NPT performance in upper quartile (top six of 22 local authorities) in comparison with All Wales national published measures (PAM's).
	2016/17 NPT performance in mid quartiles (7 th – 16 th) in comparison with All Wales national published measures (PAM's).
	2016/17 NPT performance in lower quartile (17 th – 22 nd) in comparison with All Wales national published measures (PAM's).

1. Social Care – Adult Services

No	PI Reference	PI Description	NPT Actual 2015/16	NPT Actual 2016/17	All Wales 2016/17	NPT Quarter 1 2016/17	NPT Quarter 1 2017/18	Direction of Improvement	
1	PAM/024	Percentage of adults satisfied with their care and support	N/a New						
<i>This measure will be taken from the Adult and Carer's citizen survey for 2017-18 which will not be available until Q4.</i>									
2	PAM/025	The rate of people kept in hospital while waiting for social care per 1,000 population aged 75+	4.36	3.88		1.51	0.32	↑	
3	PAM/026	Percentage of carers that feel supported	N/a New						
<i>This measure will be taken from the Adult and Carer's citizen survey for 2017/18 which will not be available until Q4.</i>									
4	PI/1	No. of adults who received advice or assistance from the information, advice and assistance service during the year	N/a New	2,342		931	727	↓	
<i>This PI looks at how many proportionate assessments in relation to service users and carers are received between two dates. The 2016-17 Q1 figure also included general enquiries received. Subsequent guidance from WG has now confirmed that enquiries are not to be included in this count therefore Q1 2017-18 has resulted in a decrease.</i>									
5	PI/2	No. of assessments of need for care and support undertaken during the year;	N/a New	1,548		178	207	↑	
6	PI/2(i)	<i>Of which, the number of assessments that led to a care and support plan</i>	N/a New	1,206		137	169	↑	
7	PI/3	No. of assessments of need for support for carers undertaken during	N/a New	355		96	78	↓	

		the year;							
8	PI/3(i)	Of which; the number of assessments that led to a support plan	N/a New	16		9	2	↓	
<i>Efforts are being made by social workers to identify carers at the time of service user assessment.</i>									
9	PI/4	No. of carer assessments that were refused by carers during the year	N/a New	73		28	15	↑	
10	PI/5	No. of assessments of need for care and support for adults undertaken during the year whilst in the secure estate;	N/a New	0		0	0	↔	
11	PI/5(i)	Of which; the number of assessments that led to a care and support plan	N/a New	0		0	0	↔	
12	PI/6	No. of requests for re-assessment of need for care and support and need for support made by and adult during the year	N/a New	a) In the secure estate	0	N/a	0	↔	
				b) All other adults and carers	0		0	↔	
13	PI/6(i)	Of which, the number of re-assessment undertaken on;	N/a New	a) In the secure estate	0		0	↔	
				b) All other adults and carers	0		0	↔	
14	PI/6(ii)	Of which; the number of re-assessments that led to a care and support plan or a support plan on;	N/a New	a) In the secure estate	0		0	↔	
				b) All other adults and carers	0		0	↔	
15	PI/7	No. of care and support plans and support plans that were reviewed	N/a New	2,004			402	245	↓

		during the year.						
16	PI/7(i)	<i>Of which; the number of plans that were reviewed within timescale</i>	N/a New	1,050		158	139	↓
<i>Plans are in place to improve the performance of this PI which seeks to streamline current processes and maximise workforce output.</i>								
16	PI/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			0	—
17	PI/8 (i)	Of which, the number of reviews undertaken	N/a New	9		N/a	0	—
18	PI/9	No. of adults who received a service provided through a social enterprise, co-operative user led or third sector organisation during the year	N/a New	0			0	—
19	PI/10	No. of adults who received care and support who were in employment during the year	N/a New	16		5	2	↑
20	PI/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		2,604	2,501	↑
21	PI/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	46		1	40	↑
22	PI/13	No. of adults who paid a flat rate charge for care and support or support for carers during the year	N/a New	2,033		1,563	1,810	↑

23	PI/14	No. of adults who were charged for care and support or support for carers during the year	N/a New	2,262		2,214	2,162	↔	
24	Measure 19	The rate of delayed transfers if care for social care reasons per 1,000 population aged 75 or over	4.36	3.88		1.51	0.32	↑	
25	Measure 20a	The percentage of adults who completed a period of Reablement and have a reduced package of care and support 6 months later	N/a New	N/a	N/a	N/a	0.59% (1 of 17)	—	
26	Measure 20b	The percentage of adults who completed a period of Reablement and have no package of support 6 months later	N/a New				41% (7 of 17)	—	
27	Measure 21	The average length of time in calendar days, adults (aged 65 or over) are supported in residential care homes	N/a New	819 (477 of 390,757)			761 (455 of 346,172)	↑	
28	Measure 22	Average age of adults entering residential care homes	N/a New	83 (184 of 15,290)			83 (55 of 2,813)	↔	
29	Measure 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	N/a New	Systems being developed to capture this data			Unable to report until Q3	Systems being developed to capture this data	—

8. Homelessness

No	PI Reference	PI Description	NPT Actual 2015/16	NPT Actual 2016/17	All Wales 2016/17	NPT Quarter 1 2016/17	NPT Quarter 1 2017/18	Direction of Improvement
	PAM/012 (PAM)	Percentage of households successfully prevented from becoming homeless	52.2%	55% (196 of 359)		Data not reported until quarter 3	Reported Quarter 2	—
	HOS/003 (Local)	The percentage of households for which homelessness was successfully relieved	45.7%	42% (180 of 425)	41%			—
	HOS/004 (Local)	The percentage of those households for which a final duty was successfully discharged	54.5%	65% (63 of 97)	81%			—
	HOS/005 (Local)	The overall percentage of successful outcomes for assisted households	45.8%	50% (439 of 881)	54%			—
<p>Note:</p> <ul style="list-style-type: none"> 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 been deleted because it is becoming less relevant over time, in the context of the increasingly preventative focus of the Homelessness Service's activity. The percentage of households for which homelessness was successfully prevented) has been re-classified as PAM/012 above. The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months) has been deleted in favour of the PAM/012 because it is a National measure of the same activity (albeit calculated differently). 								

Section 3: Compliments and Complaints – Social Services, Health & Housing – (ADULT & BUSINESS SUPPORT SERVICES ONLY). 2017/18 – Quarter 1 (1st April 2017 to 30th June 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	Full Year	Quarter 1 2016/17	Quarter 1 2017/18	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	37	10	3	↑
	a - Complaints - Stage 1 upheld	14	2	1	
	b - Complaints - Stage 1 <u>not</u> upheld	10	1	1	
	c - Complaints - Stage 1 partially upheld	2	1	0	
	d - Complaints - Stage 1 other (incl. neither upheld/not upheld; withdrawn; passed to other agency; on-going)	11	6	1	

No	PI Description	Full Year 2016/17	Quarter 1 2016/17	Quarter 1 2017/18	Direction of Improvement
2	<u>Total Complaints - Stage 2</u>	2	0	1	↓
	a - Complaints - Stage 2 upheld	1	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	0	0	0	
	c- Complaints - Stage 2 partially upheld	1	0	1	
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	25	1	13	↑
	<p>Narrative: Stage 1 – there has been a significant decrease in the number of complaints received during the 1st quarter 2017/18 (when compared to 2016/17) from 10 to 3; during the first quarter no complaints were received during April, which would account for the decrease in the numbers. The Complaints Team will continue to monitor future quarters to ascertain any trends. Stage 2 – there has been an increase on the previous year to 1 (from 0) during the 1st quarter; despite this there continues to be a stronger emphasis on a speedier resolution at ‘local’ and ‘Stage 1’ levels. Compliments – the number of compliments has increased; this can be attributed to an improvement in reporting from services receiving praise and thanks. The Complaints Team will continue to raise the profile for the need to report such incidences.</p>				