

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Social Care, Health & Wellbeing Cabinet Board

30th November 2017

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

Matter for Monitoring

Wards Affected: ALL

Report Title

**Quarterly Performance Management Data 2017/18 - Quarter 2
Performance (1st April 2017 – 30th September 2017).**

Purpose of the Report

To report performance management data for Quarter 2 (1st April 2017 to 30th September 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 2 Performance (1st April 2017 – 30th September 2017).

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Quarterly Performance Management Data 2017/18 – Quarter 2 Performance (1st April 2017– 30th September 2017)

Report Contents:

Section 1: Key Points

Section 2: Quarterly Performance Management Data and Performance Key

Section 1: Key Points







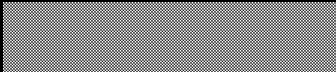
Adults Services:

There has been improvement in performance in areas such as delayed transfers of care, the number of assessments and care plans undertaken, the number of review carried out within timescale. We have also seen a decrease in 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. All Wales 2016/17 comparison data has been included where made available by Welsh Government.

Homelessness:

The previously reported 2016/17 year end data was generally found to be under-reported by the service's database. In this context, the data for quarter 2 still appears generally low so our IT colleagues have been asked to look at this issue. Good progress has been made but the issue is still on going. We anticipate reporting accurate data in quarter 3.

2017/18 – Adult Services & Complaints
Quarter 2
Performance (1st April 2017 – 30th September 2017)

	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.

1. Social Care – Adult Services

No	PI Reference	PI Description	NPT Actual 2015/16	NPT Actual 2016/17	All Wales 2016/17	NPT Quarter 2 2016/17	NPT Quarter 2 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	2.80	3.60	1.26	↑	
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		2,319	1,204	↓	
<i>Reduction is due to changes in the way that the data is collected, as instructed by WG.</i>									
5	PI/2	No. of assessments of need for care and support undertaken during the year;	N/a New	1,548		364	584	↑	
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		303	500	↑	
7	PI/3	No. of assessments of need for support for carers undertaken during the year;	N/a New	355		173	153	↓	

8	PI/3(i)	<i>Of which; the number of assessments that led to a support plan</i>		N/a New	16		12	4	↓
<i>It is difficult to gauge performance on carer's assessments; each carer identified is offered an assessment however it is the individuals choice as to whether they accept the offer. In all cases carer's are provided with information on the various avenues of support available to them.</i>									
9	PI/4	No. of carer assessments that were refused by carers during the year		N/a New	73		42	28	↑
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)	<i>Of which; the number of assessments that led to a care and support plan</i>		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	<i>a) In the secure estate</i>	N/a New	0		0	0	↔
			<i>b) All other adults and carers</i>		0		0	0	↔
13	PI/6(i)	<i>Of which, the number of re-assessment undertaken on;</i>	<i>a) In the secure estate</i>	N/a New	0		0	0	↔
			<i>b) All other adults and carers</i>		0		0	0	↔
14	PI/6(ii)	<i>Of which; the number of re-assessments that led to a care and support plan or a support plan on;</i>	<i>a) In the secure estate</i>	N/a New	0		0	0	↔
			<i>b) All other adults and carers</i>		0		0	0	↔
15	PI/7	No. of care and support plans and support plans that were reviewed during the year.		N/a New	2,004		759	661	↓

Plans are in place to improve the performance of this PI which seeks to streamline current processes and maximise workforce output. This is evidenced by the increase in the number of reviews completed within timescale from 46% to 61%.

16	PI/7(i)	Of which; the number of plans that were reviewed within timescale	N/a New	1,050		352	406	↑
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		Systems being developed to capture this data	0	—
17	PI/8 (i)	Of which, the number of reviews undertaken	N/a New	9		Systems being developed to capture this data	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	0	—
19	PI/10	No. of adults who received care and support who were in employment during the year	N/a New	16		10	15	—
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		2,937	2,822	↑
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		25	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		2,794	1,980	↓
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		2,527	2,340	↓

Information from PI/13 and 14 is provided directly from Finance who invoice on an ad hoc basis, therefore this figure will be sporadic throughout the year. A decrease in both can also be attributed to a fall in the number of people receiving adult social care this quarter.

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	2.80	3.60	1.26	↑
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	28%	Systems were being developed to capture this data	19.4% (7 of 36)	—
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		72.3%	Systems were being developed to capture this data	36.1% (13 of 36)	—
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)	800.8	784	774 (490 of 379,387)	↑
28	Measure 22	Average age of adults entering residential care homes	N/a New	83 (184 of 15,290)	82.8	83	83 (101 of 8,345)	↔
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	67.7%	Systems being developed to capture this data	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 2 2016/17	NPT Quarter 2 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	Data not reported until quarter 3	—
	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%			—

Section 3: Compliments and Complaints – Social Services, Health & Housing – (ADULT & BUSINESS SUPPORT SERVICES ONLY). 2017/18 – Quarter 2 (1st April 2017 to 30th September 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 2 2016/17	Quarter 2 2017/18	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	37	20	9	↑
	a - Complaints - Stage 1 upheld	14	3	2	
	b - Complaints - Stage 1 <u>not</u> upheld	10	6	3	
	c - Complaints - Stage 1 partially upheld	2	1	1	
	d - Complaints - Stage 1 other (incl. neither upheld/not upheld; withdrawn; passed to other agency; on-going)	11	10	3	

No	PI Description	Full Year 2016/17	Quarter 2 2016/17	Quarter 2 2017/18	Direction of Improvement
2	<u>Total Complaints - Stage 2</u>	2	2	1	↑
	a - Complaints - Stage 2 upheld	1	0	0	
	b - Complaints - Stage 2 <u>not</u> upheld	0	1	0	
	c- Complaints - Stage 2 partially upheld	1	1	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	9	13	↑

Stage 1 – there has been a significant **decrease** in the number of complaints received during the 2nd quarter 2017/18 (when compared to 2016/17) from **20 to 9**; the service continues to strive to resolve complaints on an informal basis, which may 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 a **decrease** on the previous year to **1 (from 2)** during the 2nd quarter; as there continues to be a stronger emphasis on a speedier resolution at ‘informal’ 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.