

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

**Social Care, Health & Wellbeing Cabinet Board
8th March 2018**

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 3
Performance (1st April 2017 – 31st December 2017).

Purpose of the Report

To report performance management data for Quarter 3 (1st April 2017 to 31st December 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 3 Performance (1st April 2017 – 31st December 2017).

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Quarterly Performance Management Data 2017/18 – Quarter 3 Performance (1st April 2017– 31st December 2017)

Report Contents:

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Section 1: Key Points

Adults Services:

There has been an improvement in performance in relation to the number of assessment and care plans undertaken which have fallen, this can be attributed to an increase in the number of referrals that are diverted to third sector organisations. In turn this has led to a fall in the number of adults who are in receipt of social care. Work is also underway to reduce unallocated cases, particularly those who are unallocated and are not receiving any other support from social services. There has also been improvement in delayed transfers of care and we are currently putting action plans in place to deal with the volume of care plan reviews needed and expect this area of performance to improve over the next few months.

Homelessness

Prevention work continues to be prioritised by the service hence the increase in positive outcomes where cases do not progress to become homeless and assistance is successful prior to that stage. A Final Duty is accepted where all other duties have not been successful (subject to criteria). Cases that progress to a final S75 duty are low. This is down to a combination of agreements with local RSL's, our in house Social Lettings Agency and good working relationships with local private landlords which enables us to successfully house applicants prior to reaching a S75 final duty.

Section 2: Quarterly Performance Management Data and Performance Key

2017/18 – Adult Services & Complaints
Quarter 3
Performance (1st April 2017 – 31st December 2017)

	Performance Key
😊	Maximum Performance
↑	Performance has improved
↔	Performance has been maintained
V	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 3 2016/17	NPT Quarter 3 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	4.59	2.29 (29 of 12,665)	—	
<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>									
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		3,116	2,243	—	
<i>Reduction is due to changes in the way that the data is now collected. Previous figure included information referrals which have now been removed due to a change in Welsh Government guidance. As a result of this change, caution should be taken when making like for like comparisons with previous years data.</i>									
5	PI/2	No. of assessments of need for care and support undertaken during the year;	N/a New	1,548		1,115	625	↑	
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		887	510	↑	

7	PI/3	No. of assessments of need for support for carers undertaken during the year;	N/a New	355		257	220	↑	
8	PI/3(i)	<i>Of which; the number of assessments that led to a support plan</i>	N/a New	16		14	7	↑	
9	PI/4	No. of carer assessments that were refused by carers during the year	N/a New	73		50	90	↑	
<p><i>PI/3, 3(i), PI/4; 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. The focus of the Carers Service is to provide information, advice and assistance therefore not many carers assessments lead to a service.</i></p>									
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	a) <i>In the secure estate</i>	N/a New	0		0	0	↔
			b) <i>All other adults and carers</i>		0		0	0	↔
13	PI/6(i)	<i>Of which, the number of re-assessment undertaken on;</i>	a) <i>In the secure estate</i>	N/a New	0		0	0	↔
			b) <i>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>	a) <i>In the secure estate</i>	N/a New	0		0	0	↔
			b) <i>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		1,225	973	↓
16	PI/7(i)	<i>Of which; the number of plans that were reviewed within timescale</i>	N/a New	1,050		688	559	↓
<p><i>Action plans are being put in place to increase review performance during the year and targets are in the process of being set within teams which will be monitored closely.</i></p>								
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 were being developed to capture this data	0	—
17	PI/8 (i)	Of which, the number of reviews undertaken	N/a New	9		Systems were 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		Systems were being developed to capture this data	0	—
19	PI/10	No. of adults who received care and support who were in employment during the year	N/a New	16		14	4	—
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		3,169	3,054	↑

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		38	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		3,068	2,512	↑
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		2,667	2,528	↑
Information from PI/13 and PI/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 18	The percentage of adult protection enquiries completed within 7 days	N/a New	N/a		Systems were being developed to capture this data	91.9% (102 of 111)	—
25	Measure 19	The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over	4.36	3.88	2.80	4.59	2.29 (29 of 12,665)	—
26	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	25.5% (12 of 47)	—
27	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	21.3% (10 of 47)	—
28	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	786	786 (494 of 388,111)	↔
29	Measure 22	Average age of adults entering residential care homes	N/a New	83 (184 of 15,290)	82.8	84	84 (141 of 11,789)	↔

30	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	—
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Awaiting development of the IAA service to be able to report this measure. (Alternative is a manual exercise which would involve counting 1,000's of records each quarter which we do not have the capacity to undertake).

8. Homelessness

No	PI Reference	PI Description	NPT Actual 2015/16	NPT Actual 2016/17	All Wales 2016/17	NPT Quarter 3 2016/17	NPT Quarter 3 2017/18	Direction of Improvement
	PAM/012 (PAM)	Percentage of households successfully prevented from becoming homeless	52.2%	55% (196 of 359)		Not measured in this period	73.5% (50 of 68)	—
	HOS/003 (Local)	The percentage of households for which homelessness was successfully relieved	45.7%	42% (180 of 425)	41%	28%	39.3% (65 of 165)	—
	HOS/004 (Local)	The percentage of those households for which a final duty was successfully discharged	54.5%	65% (63 of 97)	81%	36%	73.6% (14 of 19)	—
	HOS/005 (Local)	The overall percentage of successful outcomes for assisted households	45.8%	50% (439 of 881)	54%	32.7%	51% (129 of 252)	—

Nb* Please note that all Quarter 3 2017/18 Homelessness Performance Indicators are solely for this period only (1st October to 31st December 2017) and are not cumulative from the 1st April 2017. This is due to difficulties with the system used to capture this data.

Section 3: Quarterly Compliments/Complaints Data and Performance Key

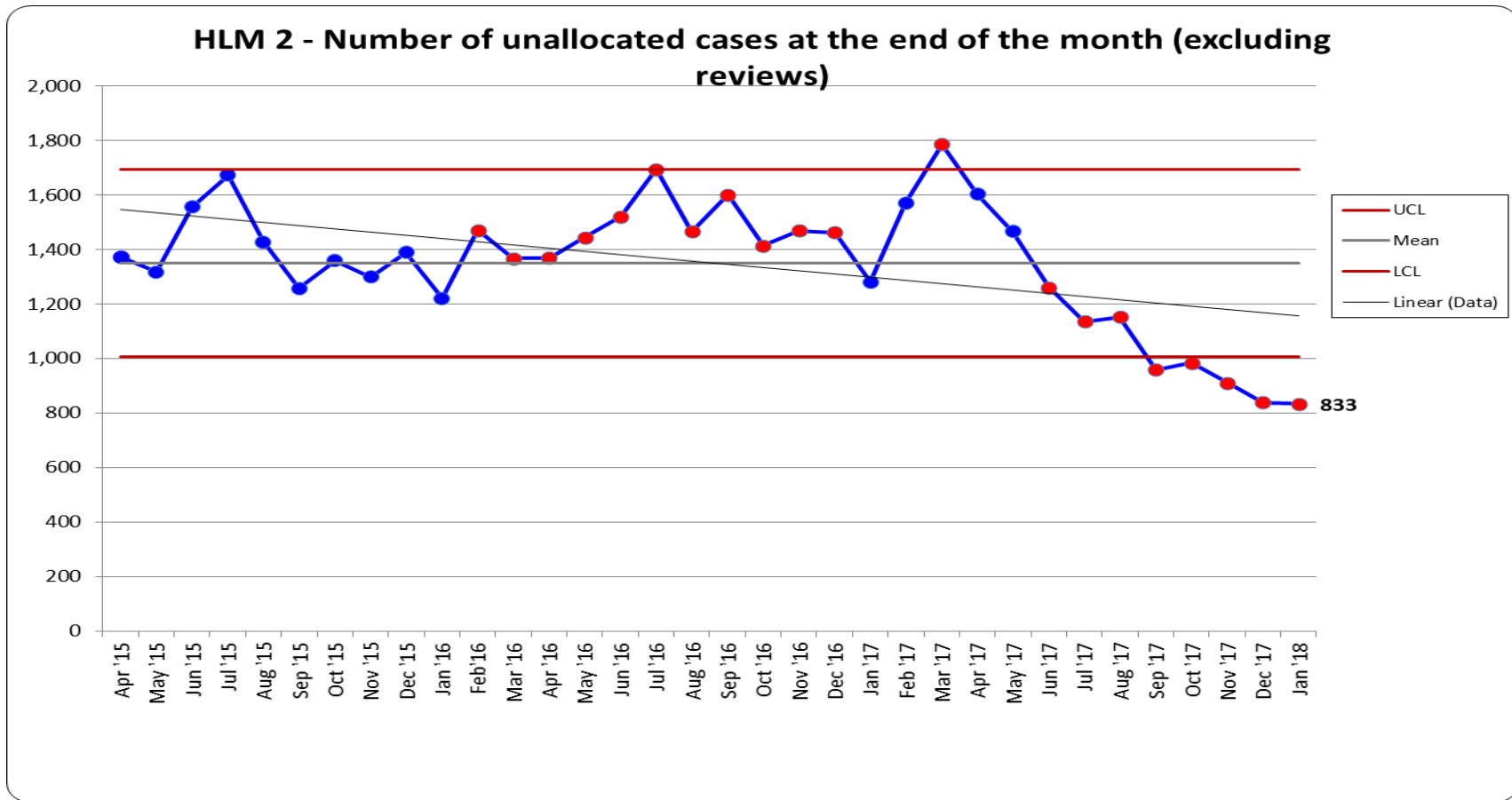
ADULT & BUSINESS SUPPORT SERVICES ONLY 2017/2018 – Quarter 3 (1st April 2017 – 31st December 2017) – Cumulative data

	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

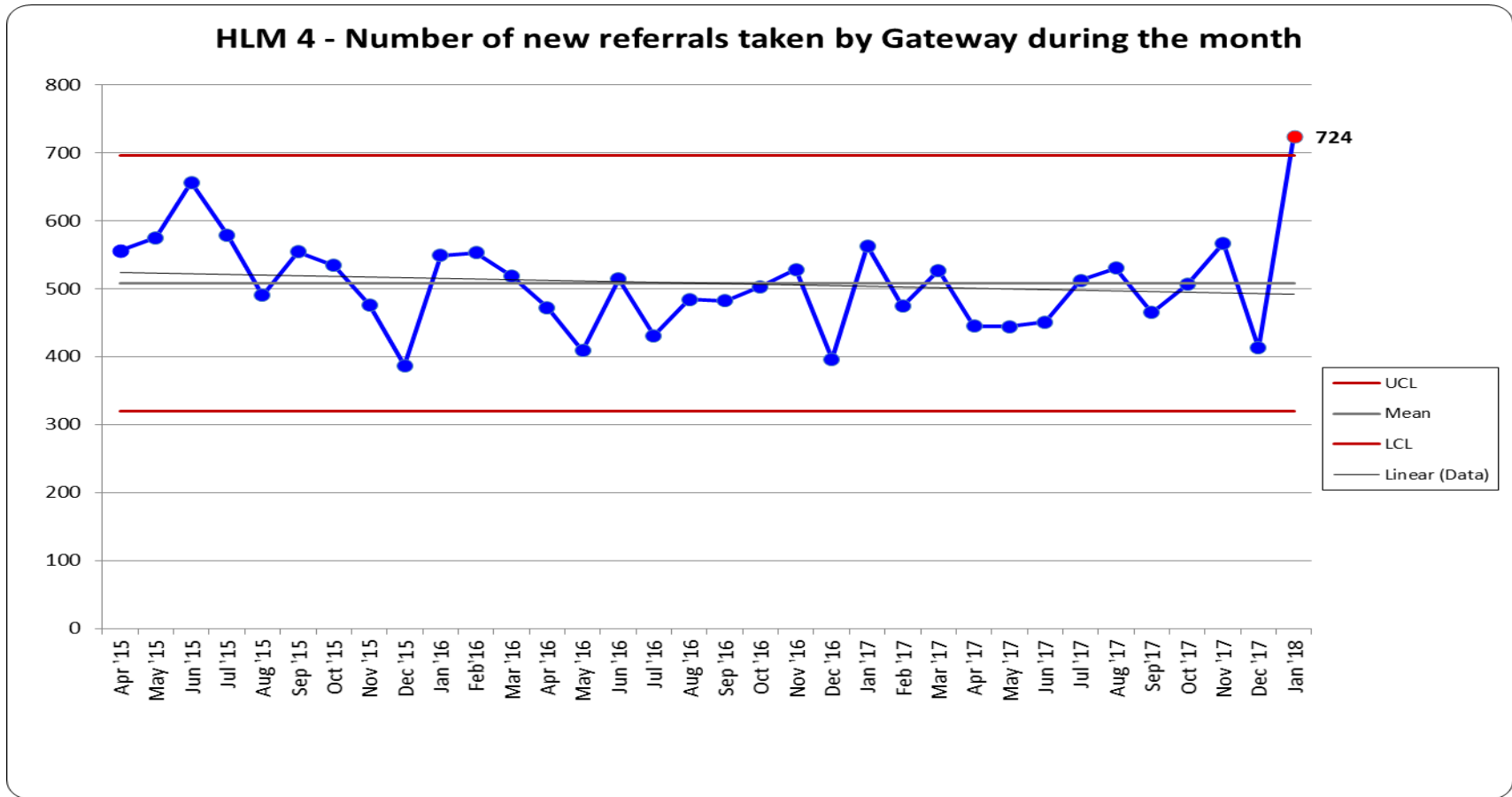
No	PI Description	Full Year 2016/17	Quarter 3 2016/17	Quarter 3 2017/18	Direction of Improvement
1	<u>Total Complaints - Stage 1</u>	37	26	11	↑
	a - Complaints - Stage 1 upheld	14	8	4	
	b - Complaints - Stage 1 <u>not</u> upheld	10	10	3	
	c - Complaints - Stage 1 partially upheld	2	2	1	
	d - Complaints - Stage 1 other (incl. neither upheld/not upheld; withdrawn; passed to other agency; on-going)	11	6	3	

No	PI Description	Full Year 2016/17	Quarter 3 2016/17	Quarter 3 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	52	↑
<p>Narrative Stage 1 – there has been a significant decrease in the number of complaints received during the 3rd quarter 2017/18 (when compared to 2016/17) from 26 to 11; 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.</p> <p>Stage 2 – there has been a decrease on the previous year to 1 (from 2) during the 3rd quarter; as there continues to be a stronger emphasis on a speedier resolution at ‘informal’ and ‘Stage 1’ levels.</p> <p>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>					

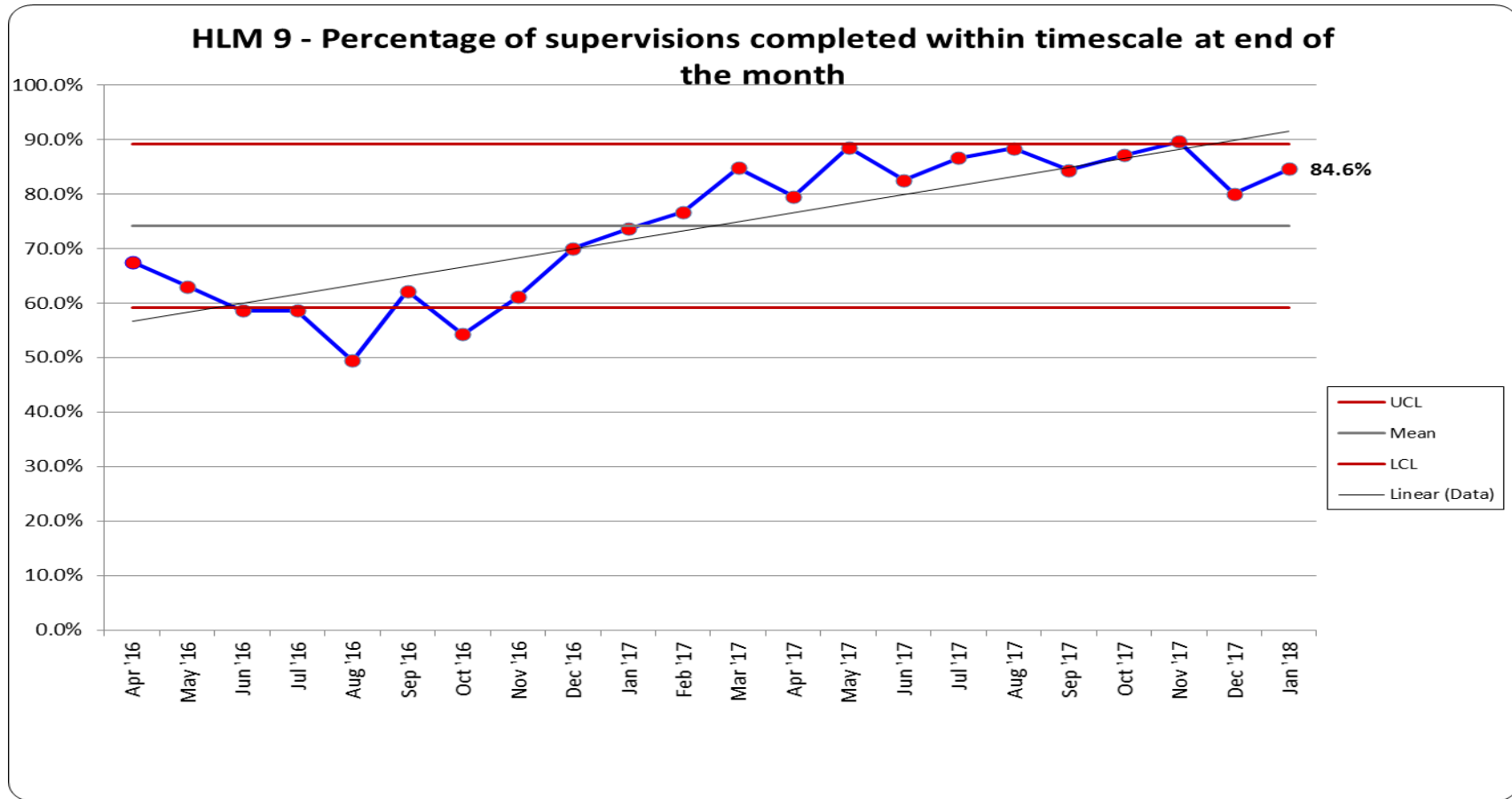
Section 4: Adult Services High Level Measures (HLM)



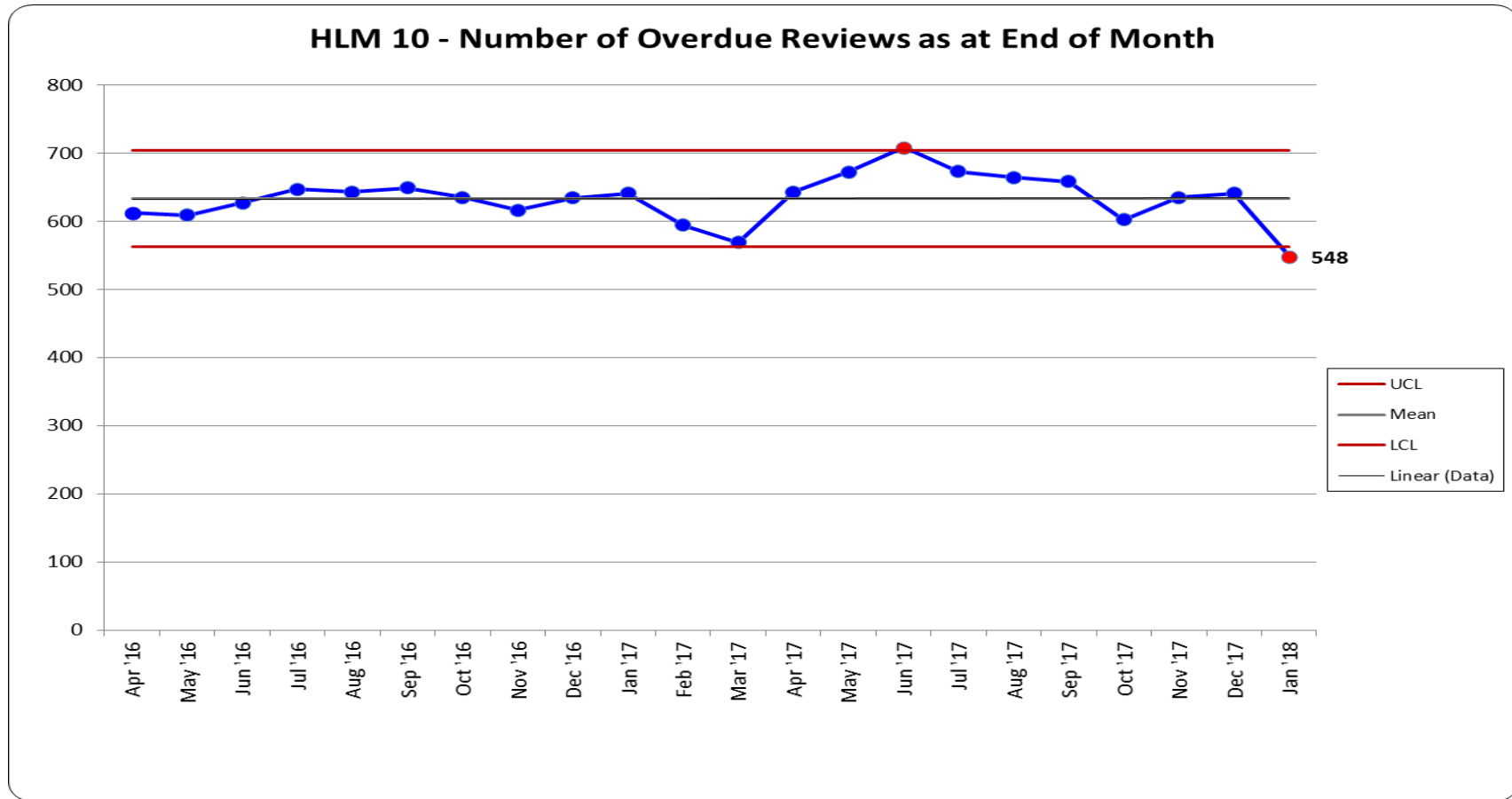
HLM 2 – Numbers on waiting lists/unallocated for all teams at the end of each month excluding reviews. Please note that clients be showing as unallocated for more than one team. Of the 833 unallocated cases for January 2018, 276 of these are currently receiving social work support.



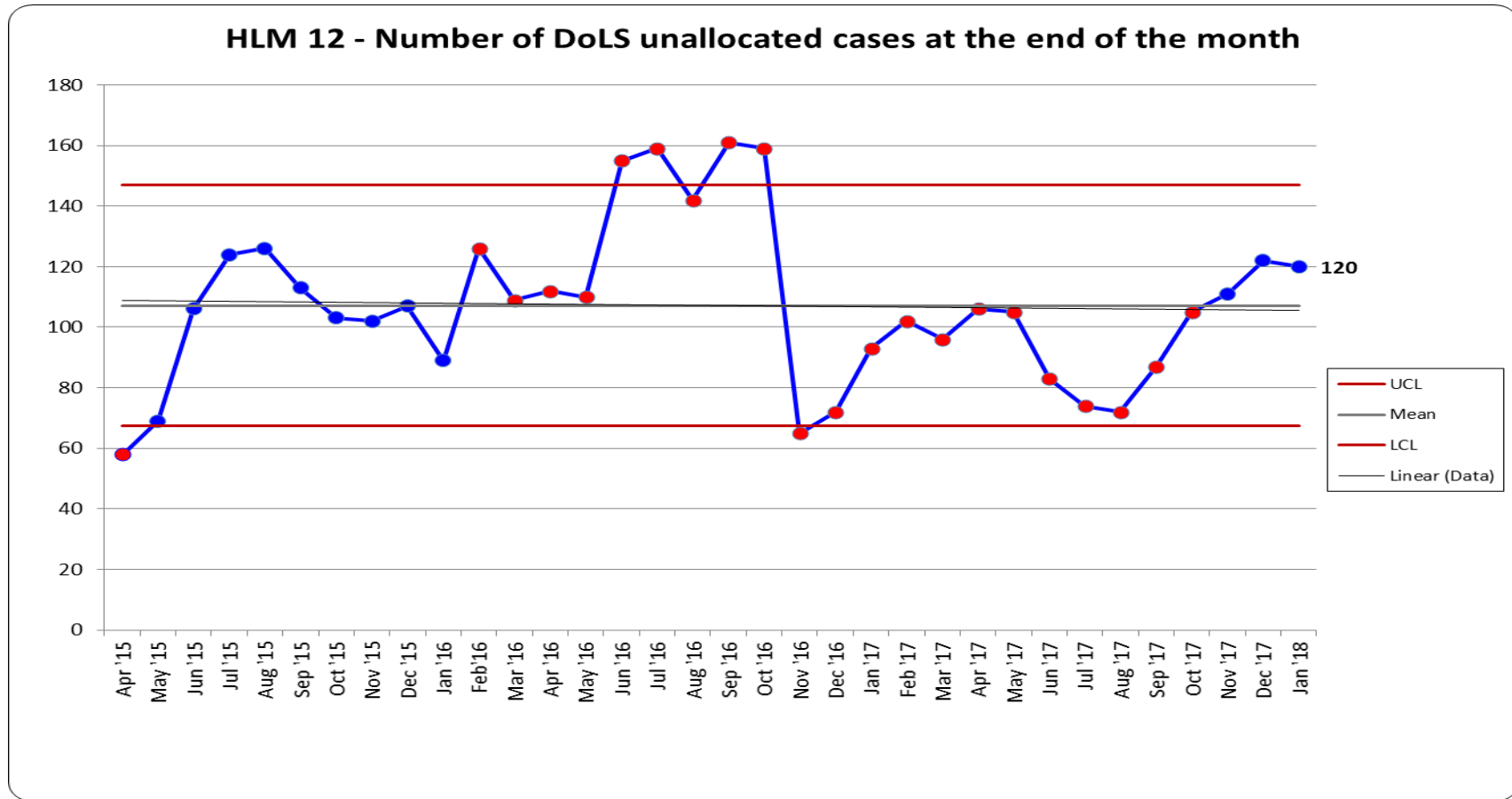
HLM 4 – New referrals taken by Gateway during the month. These are clients which are not open to us at the time of referral.



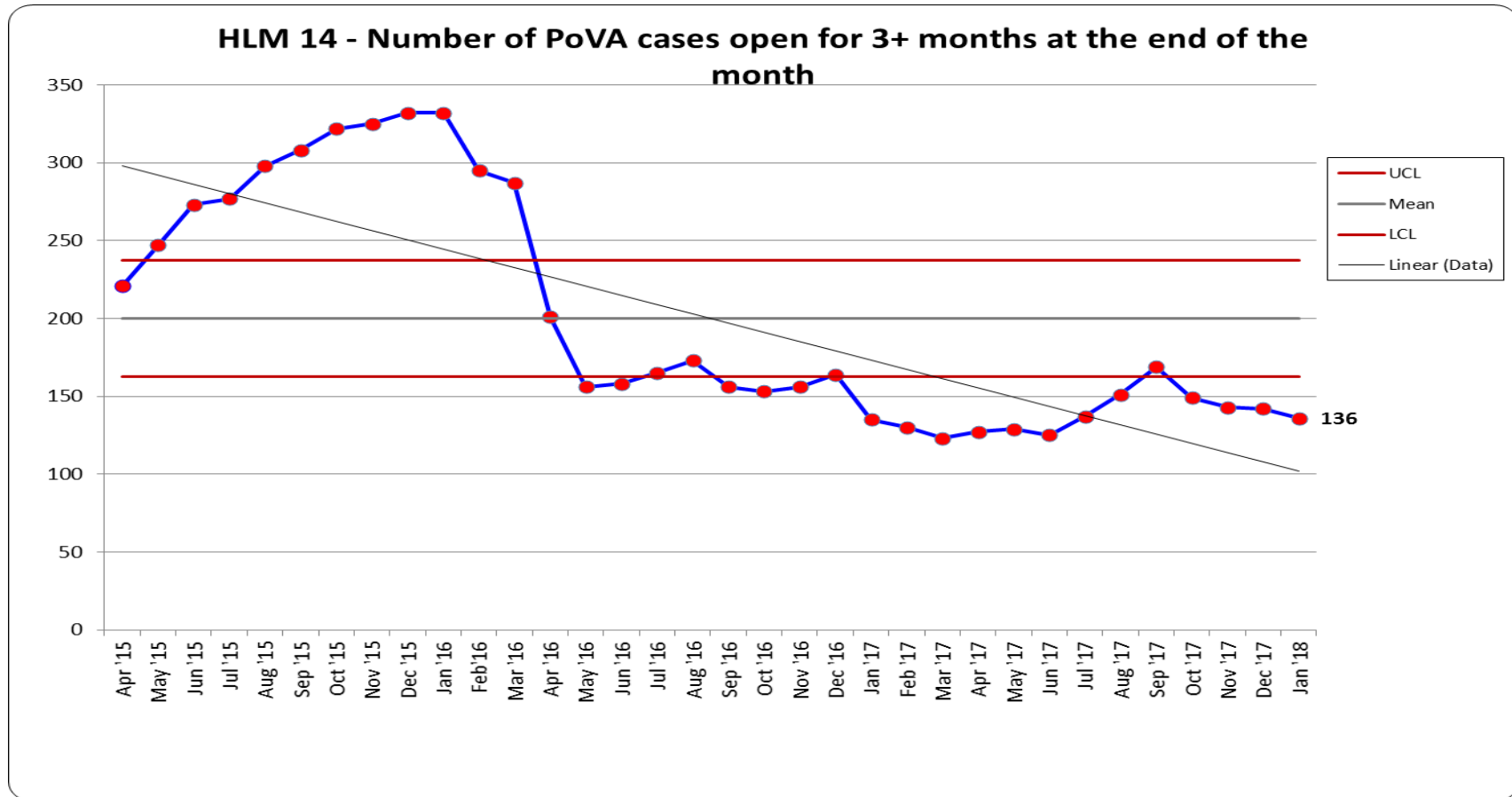
HLM 9 – Percentage of completed supervisions of caseload holding staff within 28 working days at the end of each month.



HLM 10 – Shows all reviews which are overdue as at the end of each month. There is a statutory requirement to review service users care plans within a 12 month period.

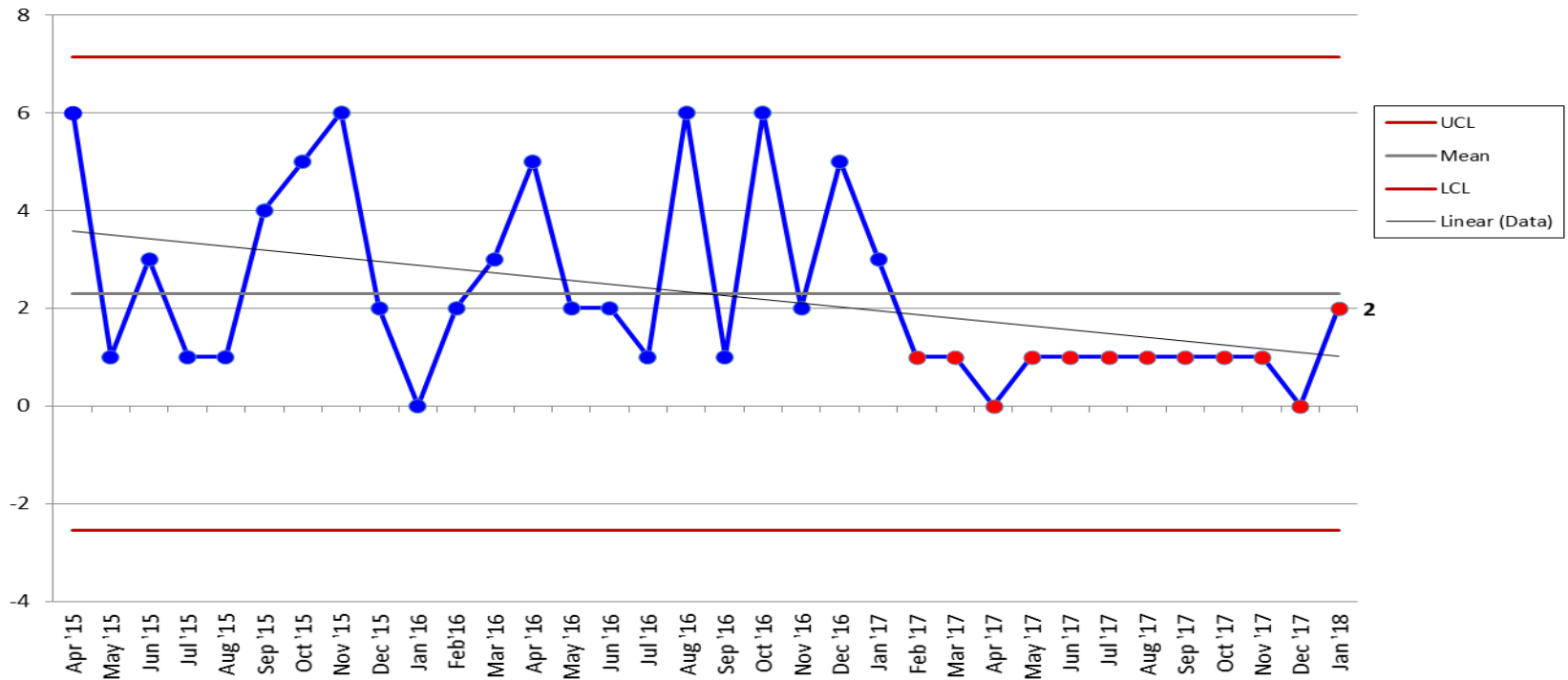


HLM 12 – Deprivation of Liberty Safeguards (DoLS) cases which are showing as unallocated at the end of each month. Even though there is a backlog it is worth noting that cases do not technically breach unless they are not assessed within timescale following allocation according to Welsh Government regulations. All referrals are risk assessed and urgent cases are dealt with as a priority. We are not in a unique position and are managing the unprecedented demand created by the Cheshire West judgement in 2014 as best as we can and are arguably in a better position than most other authorities.



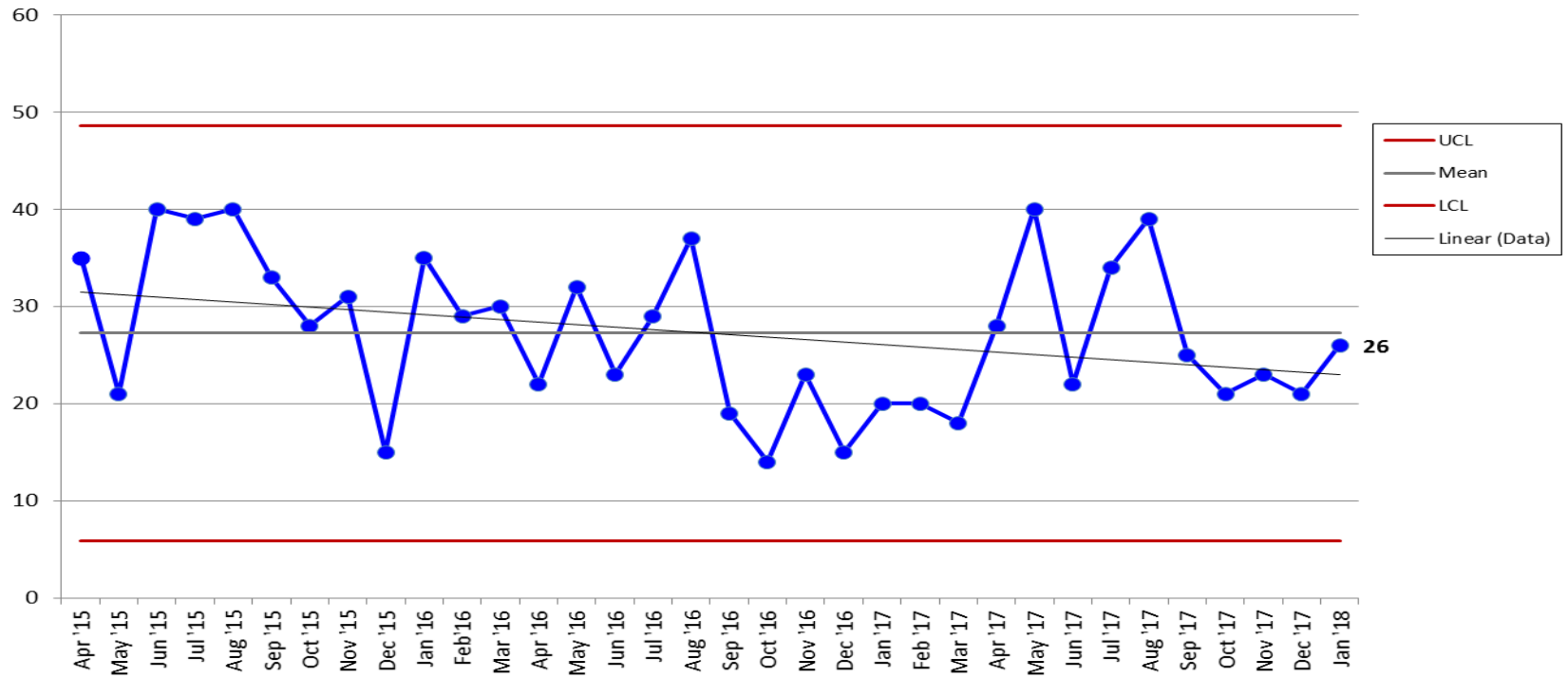
HLM 14 – Number of Protection of Vulnerable Adults (PoVA) cases open for 3+ months at the end of each month. This figure will decrease to 0 and no longer be a High Level Measure as a new Adults at Risk process has been in place from 1st September 2017 which replaces and is different to the ‘old’ PoVA process.

HLM 17 - Brand new Out of County care home admissions during the month



HLM 17 – Brand new residential and nursing care home **Out of County admissions aged 18yrs+ during each month (Excludes respite, supported living, residential reablement, in county and border homes). The associated costs are as follows: Cwrt Enfys £441.18 p.w. / Hencoed Cwrt £570 p.w. (The standard rate within Neath Port Talbot is £538 p.w.)**

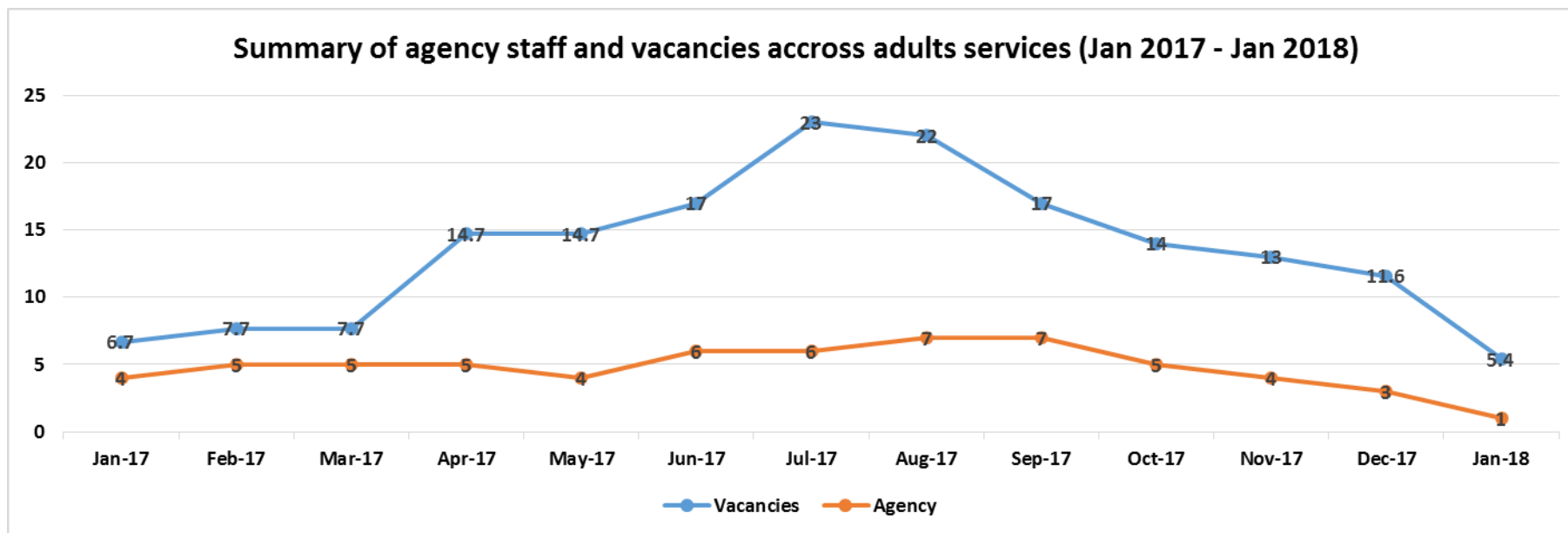
HLM 18 - Number of brand new domiciliary care starters during each month



HLM 18 – Brand new internal and external Home Care starters aged 18yrs+ during each month.

NB. A significant increase in vacancies in 2017 was linked to additional 6 x peripatetic Social workers being created and additional posts following the re-structure of the Safeguarding Team. The vacancies also include the Reablement Service from April 2017 onwards and they weren't included in the initial measures.

- **HR2 – Priority Indicator – Summary of Agency Staff and Vacancies across the service from January 2017 – January 2018**



Agency 1 – Direct Payments/WILG (Welsh Independent Living Grant) work - left at end January 2018.

Section 5: Direct Payments End to End Times

Period: 1st October 2017 to 31st December 2017

Number of new starters	Timescales (Working days)	SW assessment to DP request	DP request to receipt of DP (DP start date)
29 (24 Adults/5 Children)	Shortest	9 days	4 days
	Longest	213 days	183 days
	Average	87.2 days	48.9 days

**Please note that the timescales above have been calculated using the 24 Adult Direct Payments new starters only.*