

**SUBJECT: Performance report 2017/18 Quarter 2**

**MEETING: Adult Select Committee**

**DATE: 12 December 2017**

**DIVISIONS/WARDS AFFECTED: All**

## **1. PURPOSE**

- 1.1 To present the 2017/18 quarter 2 performance information under the remit of Adults Select Committee, this comprises:
- Information on how we are performing against a range of nationally set measures related to adult services used by all councils in Wales that were introduced in 2016/17 as part of the Social Services and Well-being Act. A report card has been used that gives context to these.
  - Report benchmarking data to demonstrate how we performed during 2016/17 against the Welsh average.
  - To present information on how the Council is performing in 2017/18 against national performance indicators "Public Accountability Measures" set by Data Unit Wales that are under the remit of Adults Select Committee.

## **2. RECOMMENDATIONS**

- 2.1 That Members scrutinise how well the authority is performing on these range of nationally set measures and seek clarity from those responsible on whether performance can improve in any areas of concern identified.

## **3. KEY ISSUES**

- 3.1 The council currently has an established performance framework, this is the way in which we translate our vision - building sustainable and resilient communities - into action and ensure that everyone is pulling in the same direction to deliver real and tangible outcomes. The framework was presented to the Committee in July 2017, further information on the council's performance framework for members is available on the Council's intranet, The Hub.
- 3.2 The report card explains Adult social services key process and performance in quarter 2 2017/18 as well as presenting benchmarking of performance in 2016/17. This comprises of data from the new measurement framework introduced in 2016/17 as part of the Social Services and Well-being Act. The performance measures are a blend of quantitative (numerical) data and qualitative data which includes asking people about their experience of social services and whether this has contributed to improving their well-being.
- 3.3 Welsh Government have highlighted that the first year of data collation (2016/17) of the Social Services and Well-being Act performance measurement framework has provided some challenges and some quality issues with the data and as a result they have not published local authority level data performance data for 2016-17. Wales level, means and quartile data have been published which has allowed us to

undertake some benchmarking, although this is caveated in how much reliance can be placed on this given the quality issues raised.

- 3.4 There are ongoing discussions and workshops, which we have been part of, on potentially revising the standards and measures as part of the framework in the future.
- 3.5 The qualitative measures within the framework are derived from questionnaires to adult service users and carers that social services are working with at the beginning of September. While we continue to send out adult questionnaires monthly from April, questionnaires are sent to carers starting at the beginning of September, therefore at quarter 2 we are only able to present data on one month of responses.
- 3.6 Another important nationally set framework used to measure local authority performance is 'Public Accountability Measures' set by Data Unit Wales '. This includes some of the indicators for adults services that are part of the Social Services and Well-being Act measurement framework as set out in the scorecard. Appendix 2 contains the performance in quarter 2 2017/18 for further performance indicators related to Homelessness and Disabled Facilities Grants that are part of this framework and are under the committee's remit.

#### **4. REASONS:**

- 4.1 To ensure that members have an understanding of current performance and how we compared during 2016/17.

#### **5 RESOURCE IMPLICATIONS**

- 5.1 None

#### **6 EQUALITY, SUSTAINABLE DEVELOPMENT AND CORPORATE PARENTING IMPLICATIONS**

- 6.1 There are no specific implications identified as a result of this report.

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**Well-being Objective: Maximise the potential in our communities to improve well-being for people throughout their life course**

Why we focus on this

The Social Services and Well-being (Wales) Act 2014 came into force in April 2016 and is transforming the way care and support is delivered. The Act introduces a new performance measurement framework for local authorities in relation to their social services functions.

What progress are we making?

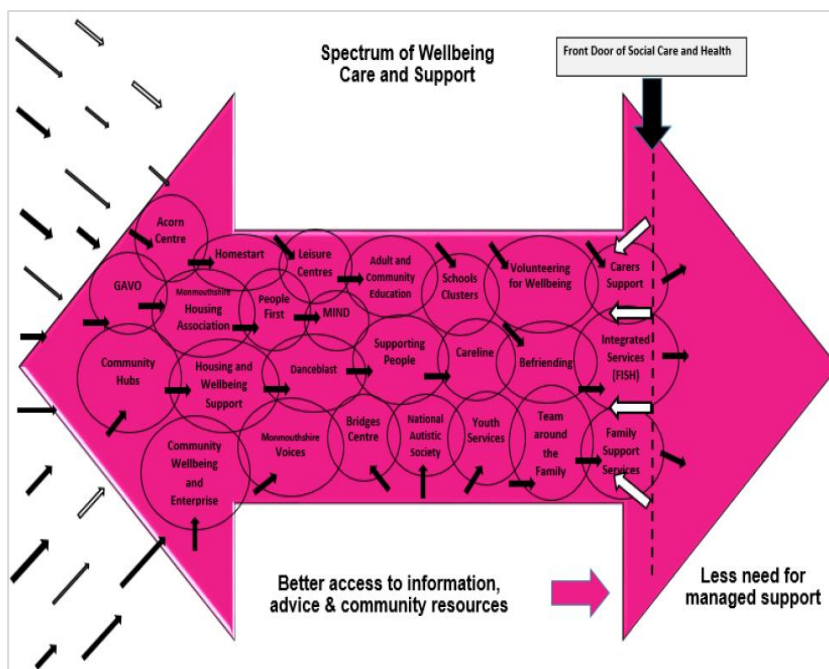


Chart 1: Spectrum of Wellbeing Care and Support

**Front Door**

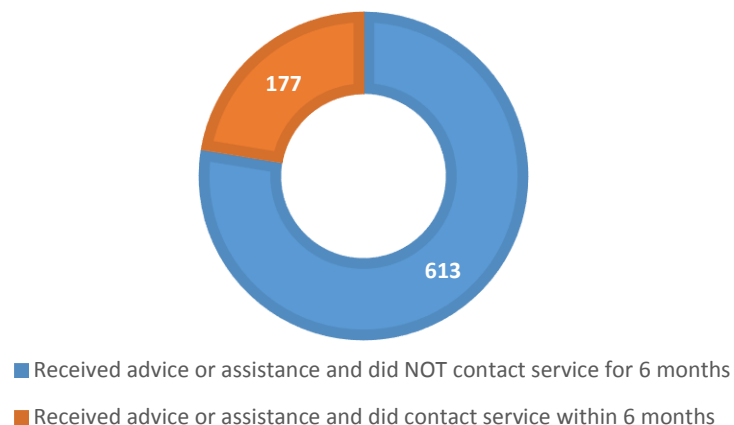
The Act puts an emphasis on early intervention and prevention and introduced the requirement for local authorities to provide information, advice and assistance to people that need it. This ensures choice and control for people in meeting their personal wellbeing and allows people to remain independent of statutory services for as long as possible.

Monmouthshire is developing a place based approach where advice and assistance will be delivered in people’s communities through a range of providers. The aim is for this to happen early and before people reach the front door of social services. In turn, early advice or assistance should help prevent, reduce or delay traditional care and support needs and promote independence.

Other approaches are being taken in other local authorities and therefore it is difficult to compare numerical measures based on differing models. Data for 2016/17 has been released only at a Wales level and so it is still unclear how comparable services and measures of them will be.

At the front door of adult social care and health, integrated teams of nurses, therapists and social workers provide a first point of response from hospital and community bases. During the first six months of 2017/18 790 people received advice or assistance from the front door of adult services, although this measure of advice and assistance delivered at the *statutory front door* of adult services is not a complete picture of activity.

People receiving advice or assistance who did not contact the service again for 6 months

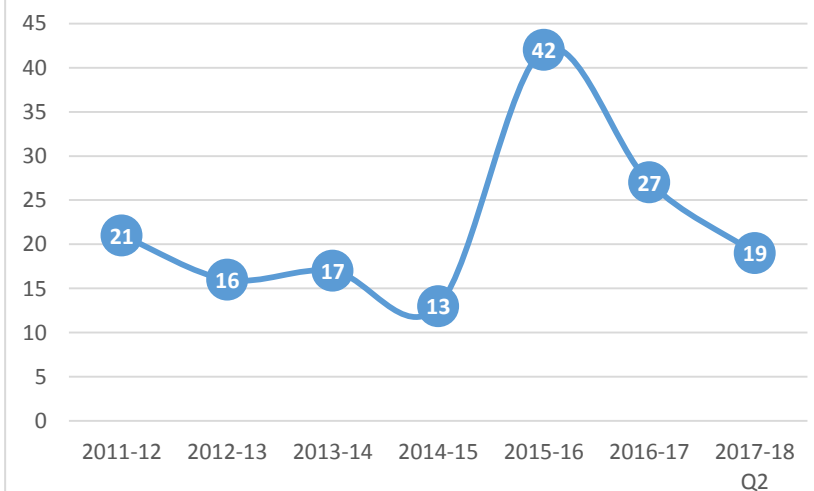


**Chart 2: People receiving advice or assistance who did not contact the service again for 6 months (measure 23)**

Of those people receiving advice or assistance between October 2016 and March 2017, 77.6% did not contact the service again for 6 months (measure 23) see chart 2.

Responses to questionnaires tell us that 85% of adults and 72% of carers receiving care and support feel they have had the right information or advice when they needed it.

### Delayed Transfers of Care



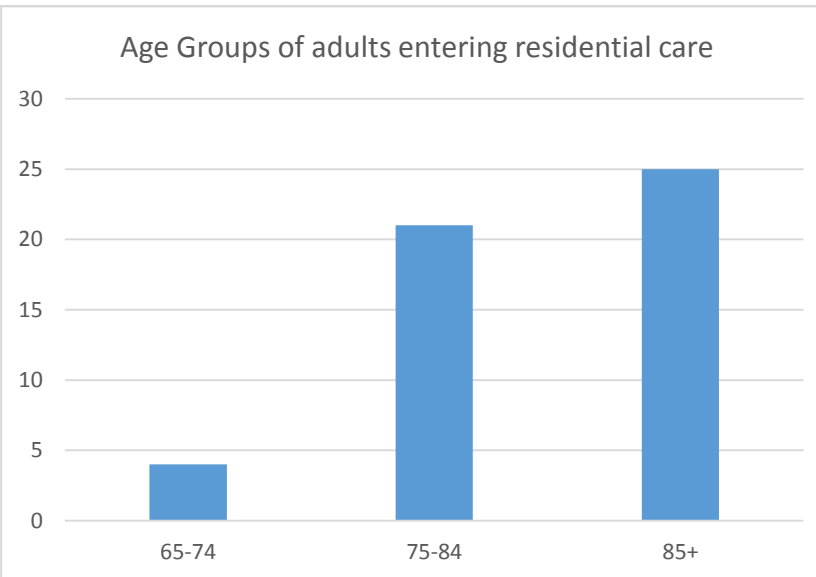
**Chart 3: Total number of Monmouthshire Delayed transfers of care for social care reasons (all ages) per year**

### Adults and carers receiving care and support

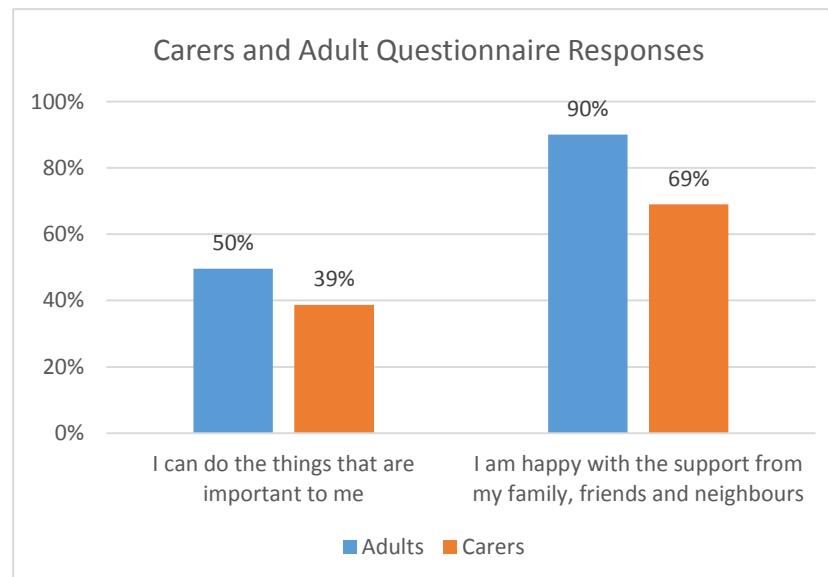
Reablement provides intensive short term interventions aiming to restore people to independence following a crisis. The intention is to avoid or reduce hospital admissions by intensively supporting people at home. At the end of the six week reablement period the goal is for people to be independent and not necessarily need long term services in the immediate future.

Between October 2016 and March 2017, 210 people completed a period of reablement. Of the 18 *existing service users* who completed a period of reablement 16.7% had a reduced package of care and support 6 months later (measure 20a). 71.9% of all reablement clients had no package of care and support 6 months later (measure 20b).

When people need to be treated in hospital, it is important they are able to return home as soon as they are determined well enough. Delayed transfers of care are delays in providing social care which result in longer than necessary hospital stays. During the first two quarters of 2017/18 there were 17 such delays for patients aged 75 and over (measure 19). This is an increase on the same period in 2016/17 when just 4 delays were recorded.



**Chart 4: Age groups of adults entering residential care until the end of quarter 2 2017/18**



**Chart 5: Percentage of adult and carers who can do the things that are important to them and are happy with their support networks**

Trend data for delayed transfers for patients of *all ages* is available and is shown in chart 3. During 2015/16 there was an increase in the number of delayed patients which decreased to 27 during 2016/17. As we head into the winter months it is likely we will exceed the number of delays recorded last year and our target of 22.

The average length of time Monmouthshire adults (aged 65 or over) are supported in residential care homes in 2017/18 is 795 days (measure 21). It is not yet clear 'what good looks like' for this measure and quartile data was not published by Welsh Government. However, the Act is clear that the right service should be available to people at the right time and that people's views are at the centre of decisions about their care and support. 68% of questionnaire respondents living in a residential care home agreed it was their choice to live in a residential care home.

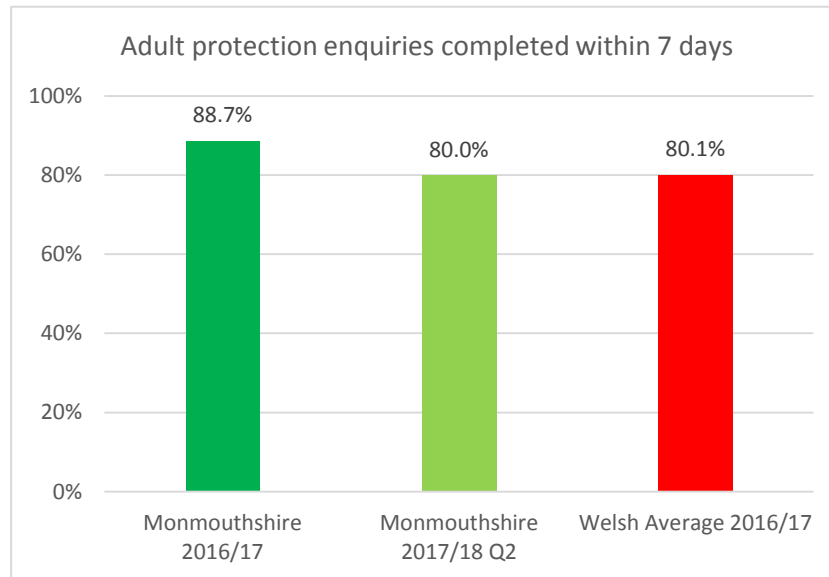
Monmouthshire has the highest life expectancy in Wales and one of the highest *healthy* life expectancy so it seems likely that Monmouthshire residents enter residential care later in life. The average age of Monmouthshire adults entering residential care homes (measure 22) is 84 years old. This is an increase on last year and above the Welsh average of 2016/17 which is due to the exclusion of younger adults entering short term rehabilitation placements this year. Chart 4 shows the breakdown of the number of people by age group entering residential care during the year, the highest proportion being aged 85 and over.

Questionnaires have been sent to adults and carers receiving care and support. The responses to these questionnaires received so far in 2017/18 tell us that 80% of adult service users felt they had been actively involved in decisions about how their care and support was provided. Similarly 80% of carers they had been actively involved in decisions about how the care and support was provided for *the person they care for*.

From responses to the questionnaire, 84% of adult service users and 69% of carers are happy with the care and support they have had this year.

However, we continue to see differences in lived experiences between carers and adults receiving care and support. 39% of carers felt they could do the things that were important to them and

69% are happy with the support from my family, friends and neighbours. Carers responses to both of these questions are lower than responses from service users, as shown in Chart 5.



**Chart 6: Percentage of adult protection enquiries completed within 7 working days (measure 18)**

### Safeguarding

The Act has introduced stronger powers for local authorities to ensure adults are kept safe from abuse or neglect. One of the principles of the act - cooperation and partnership working - are key in safeguarding adults.

If a local authority suspects a person is an adult at risk, it must make whatever enquiries it deems necessary to decide if action should be taken. Enquires should include a screening, initial evaluation and determination phase and will normally be completed within 7 working days.

The conclusion of an enquiry should include whether the person is an adult at risk and what action should be taken and by whom. During the first six months of 2017/18, 80% of adult protection enquiries were completed within 7 days (measure 18), just below the Welsh average of 2016/17 (see chart 6). The Safeguarding adults team are now recording on the Social Services system FLO which means that the data is stored in one central database allowing for better intelligence to be provided to the team.

78% of adults and 86% of carers receiving care and support who completed the questionnaire agree they feel safe.

### Service Comments

This year has seen an increase in the Delayed Transfers Of Care (DTOC) figures. We are still lower than other Gwent Authorities and remain below the Welsh average. The approach to responding to this part of our service area hasn't changed. What has changed is our ability to secure domiciliary care. A number of care providers have withdrawn from the market leaving gaps and others are increasingly handing care packages back where they are unable to recruit carers.

We have been meeting with all providers on a very regular basis to manage the difficulties, building on our integrated approach we are also recruiting domiciliary care staff from Aneurin Bevan University Health Board to boost numbers through the winter period to ensure more capacity to respond in particular to the DTOC.

The Information Advice Assistance (IAA) approach with its wider links to place based working are increasingly helping us manage demand and 'help people live their own lives' we have developed a wide network of organisations focussing on wellbeing and early intervention. Evaluation of this will in time compliment the figures produced here and give a fuller picture of what this approach is delivering.

**Julie Boothroyd**

Collaboration/ Partners we are working with	South East Wales Emergency Duty Team, Aneurin Bevan Health Board, Gwent Police, Gwent Association of Voluntary Organisations, Gwent Wide Adult Safeguarding Board.
What we have spent on this objective	The combined budget for Adult Services and Community Care is £29.1m, of which, around 70% relates to community care.  The latest reported position is an underspend of £134k for 2017/18 forecast at Month 2.

**Quantitative Performance Measures:**

Performance Indicators	2014/15 Actual	2015/16 Actual	2016/17 Actual	2017/18 Q2	2017/18 Target	Performance Against Target	Performance Trend	2016/17 Wales Av	2016/17 Quartile
18: The percentage of adult protection enquiries completed within 7 days	N/A	N/A	88.67% 274/309	<b>80%</b> <b>168/210</b>	90%	✘	↓	80.06%	Middle
19: The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over	N/A	N/A	2.24 22/9,821	<b>1.69</b> <b>17/10,053</b>	2.19	✘	↓	2.85	Middle
20: The percentage of adults ( <b>existing service users</b> ) who completed a period of reablement a) and have a reduced package of care and support 6 months later	N/A	N/A	21.43% 3/14	<b>16.7%</b> <b>3/18</b>	25%	✘	↓	27.99%	Middle
20: The percentage of adults who completed a period of reablement b) have no package of care and support 6 months later	N/A	N/A	73.33% 187/255	<b>71.9%</b> <b>151/210</b>	50%	✓	↓	72.34%	Middle
21: The average length of time adults (aged 65 or over) are supported in residential care homes	N/A	N/A	833.55 122,532/147	<b>795.08</b> <b>129,598/163</b>	N/A	N/A	N/A	800.79	N/A
22: Average age of adults entering residential care homes	N/A	N/A	79.21 8,238/104	<b>84.20</b> <b>4,210/50</b>	N/A	N/A	↑	82.83	Bottom
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	N/A	76.60% 419/547	<b>77.6%</b> <b>613/790</b>	77%	✓	↑	67.67%	N/A

How are we performing?



## Qualitative Performance Measures:

### Adults and carer's responses to questionnaires:

2017/18 Q2 - Adults responses are based on 299/1018 questionnaire responses (29% response rate) and carers 31/82 responses (38% response rate).

Adults Questionnaire	2016/17 Actual	2017/18 Q2	2016/17 Wales Av
I live in a home that best supports my well-being	87.4%	85.3%	86.9%
I can do the things that are important to me	52.8%	49.6%	51.4%
I feel I am part of my community	52.7%	48.1%	58.3%
I am happy with the support from my family, friends and neighbours	84.4%	90.1%	85.2%
I feel safe	77.1%	77.7%	78.1%
I know who to contact about my care and support	86.0%	88.2%	83.2%
I have had the right information or advice when I needed it	87.1%	85.4%	80.2%
I have been actively involved in decisions about how my care and support was provided	78.6%	79.8%	79.7%
I was able to communicate in my preferred language	96.9%	98.2%	95.9%
I was treated with dignity and respect	93.6%	92.8%	93.3%
I am happy with the care and support I have had	85.4%	83.5%	85.2%
<i>If you live in a residential care home : It was my choice to live in a residential care home</i>	61.5%	68.2%	71.8%

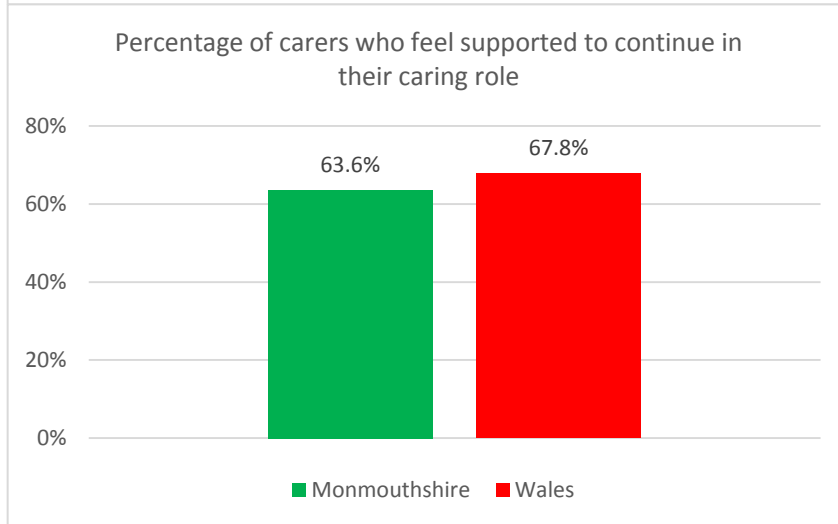
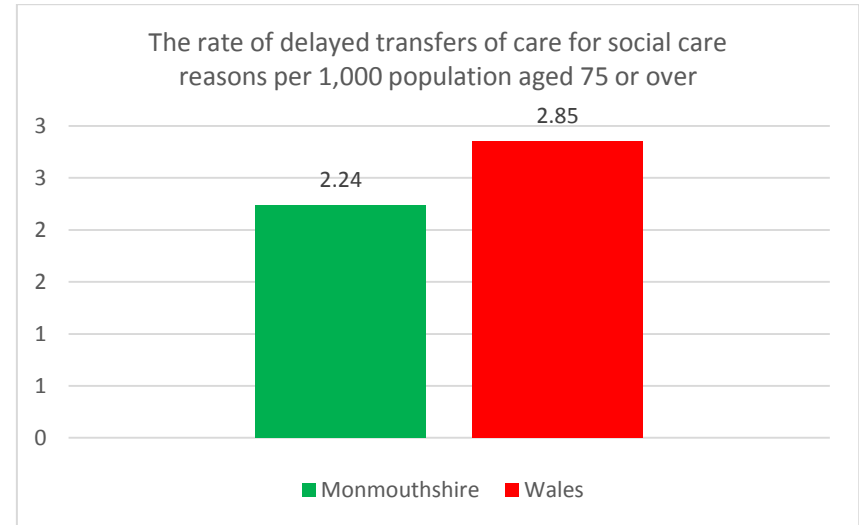
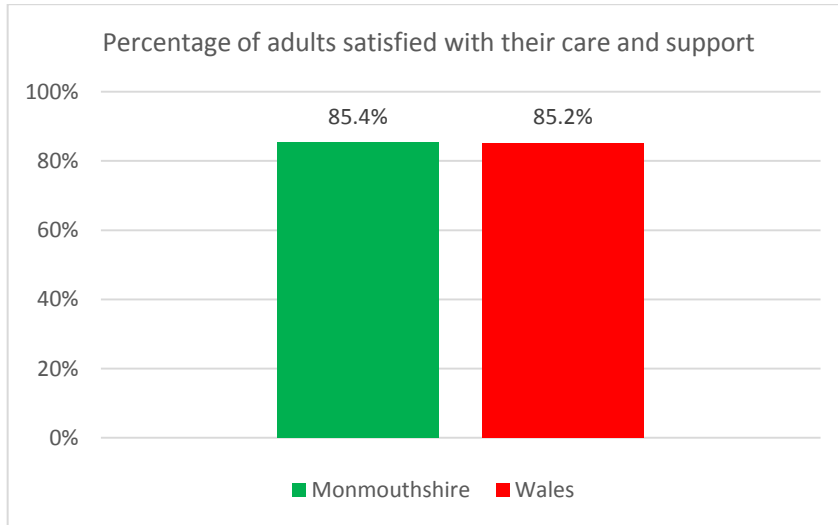
Carers Questionnaire	2016/17 Actual	2017/18 Q2	2016/17 Wales Av
I live in a home that best supports my well-being	83.7%	87.1%	82.5%
I can do the things that are important to me	36.4%	38.7%	44.6%
I feel I am part of my community	38.6%	48.3%	53.8%
I am happy with the support from my family, friends and neighbours	61.4%	69.0%	70.5%
I feel safe	86.0%	86.2%	81.2%
I know who to contact about my care and support	79.5%	90.0%	74.6%
I have had the right information or advice when I needed it	75.0%	72.4%	66.1%
I have been actively involved in decisions about how my care and support was provided	86.0%	76.7%	76.7%

I have been actively involved in decisions about how the care and support was provided for the person I care for	86.0%	80.0%	80.4%
I was able to communicate in my preferred language	97.7%	100.0%	97.2%
I was treated with dignity and respect	93.0%	100.0%	90.8%
I feel supported to continue in my caring role	63.6%	72.4%	67.8%
I am happy with the care and support I have had	68.2%	69.0%	68.9%

### National Performance Indicators – How we compare:

Limited comparable data for 2016/17 was released at the end of October 2017 and has been used below to show how we compared to Wales in 2016/17. Below are the indicators of Adult Services which are also included in the Public Accountability Measures set by Data Unit Wales:

*How do we compare other areas*



## Appendix 2 – Further National Performance Indicators 2017/18 under the remit of Adults Select Committee.

Ref	Measure	2013/14	2014/15	2015/16	2016/17	2017/18 Six Months	2017/18 Target	Progress against target	2016/17 Quartile	Trend	Comments
PAM/012	Percentage of households successfully prevented from becoming homeless	n/a	n/a	64	58	57	70	*	N/A	↓	This indicator focusses on homelessness in line with the statutory definition (Section 66), further prevention work is also undertaken by the Council. The target for the year has been set at 70% with further projects being developed that are hoped to increase prevention; The Private rented sector in Monmouthshire is challenging, a Monmouthshire Letting Service has been trialled and initial findings are encouraging. The Private Leasing Scheme has recently declined in stock numbers and future options are being considered in line with financial feasibility. Further funding schemes are also being utilised and there is a focus on minimising the use of B&B accommodation. A current focus is on greater alignment between homeless prevention and Supporting People Funding
N	Number of households successfully prevented from becoming homeless			182	107	74					
D	Number of households threatened with homelessness			285	183	129					
PAM/015	Average number of calendar days taken to deliver a Disabled Facilities Grant (DFG)	186	213	251	356	185	180	*	Bottom	↑	Further capital funding for 2017/18 has been allocated and along with reviewing processes has been targeted at reducing average processing times. The average completion time at quarter 2 was 185 days. The benefits of additional capital budget will take some time to work through but significant improvements in average completion times are already being seen.
N	Number of calendar days taken to deliver a DFG	15,981	17,219	18,070	17,818	7,962					
D	Number of DFGs delivered	86	81	72	50	43					