

**SUBJECT: Adults Services Quarter 2 Performance**

**MEETING: Adults Select Committee**

**DATE: 13<sup>th</sup> December 2016**

**DIVISIONS/WARDS AFFECTED: All**

## **1 PURPOSE**

- 1.1 To provide members with a report card that considers quarter 2 performance in adult social services.
- 1.2 This report is supplementary to the Improvement Objectives and Performance indicators – 2016/17 Quarter 2 update on the agenda and provides a specific focus on performance in adult social services.

## **2 BACKGROUND**

- 2.1 This report card for Adults Services provides a line of sight between our performance and council's priority of support for vulnerable people.
- 2.2 The Social Services and Well-being Act came into force on the 6th April and introduced with it a new suite of Social Care measures. This report aims to introduce the new measurement framework in the context of performance data for quarter 2.

## **3 RECOMMENDATIONS**

- 3.1 Members are invited to use this report to scrutinise whether services are being delivered in line with expectations and are contributing to the agreed outcomes and explore any areas of underperformance seeking assurance from those responsible for future activity where they conclude that performance needs to improve.
- 3.2 Members are invited to familiarise themselves with the new measurement framework for Adult Services.
- 3.3 Members use this report to consider the appropriateness of targets set for 2016/17.

## **4 KEY ISSUES**

- 4.1 The Social Services and Well-being Act came into force from April 2016 and has changed the way social services are delivered in Wales. The principles of the Act are:
  - The Act supports people who have care and support needs to achieve well-being
  - People are at the heart of the new system by giving them an equal say in the support they receive
  - Partnership and co-operation drives service delivery

- Services will promote the prevention of escalating need and the right help is available at the right time
- 4.2 In the first six months of the year more than 500 people contacted the authority for advice and assistance. So far more than 90% of these did not need to contact the service again which indicates that processes to direct people appropriately are working well.
  - 4.3 We have delivered a significant reduction in the number of delayed transfers of care from hospital for social care reasons, there were just six such instances in the first six months of the year. Of those people requiring reablement 80% still did not need a service six months later.
  - 4.4 There are presently 1658 adults receiving a service. 86% of people who responded to our survey were happy with the care and support they had received.
  - 4.5 Each local authority must have arrangements in place to collect and return the data on the statutory performance measures detailed in this report to the Welsh Government from May 2017 onwards. 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. The measures are listed in Appendix 1.
  - 4.6 Qualitative data is being collected through questionnaires to adults and carers receiving care and support. At quarter 2 this process is still underway, therefore the responses in this report constitute part of the total collection.
  - 4.7 Quarter 2 is the first full compilation of the new measures and in many cases no baseline or comparable data is available. Targets have been set where feasible but will be better informed when baseline data is further established and other local authority data is available.

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## Quarter 2 2016/17 Performance Report

### Council Priority: Safeguarding vulnerable people

### Single Integrated Plan Outcome: Families are supported & older people are able to live their good life

Why we focus on this

Safeguarding vulnerable people is one of our council priorities. 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.

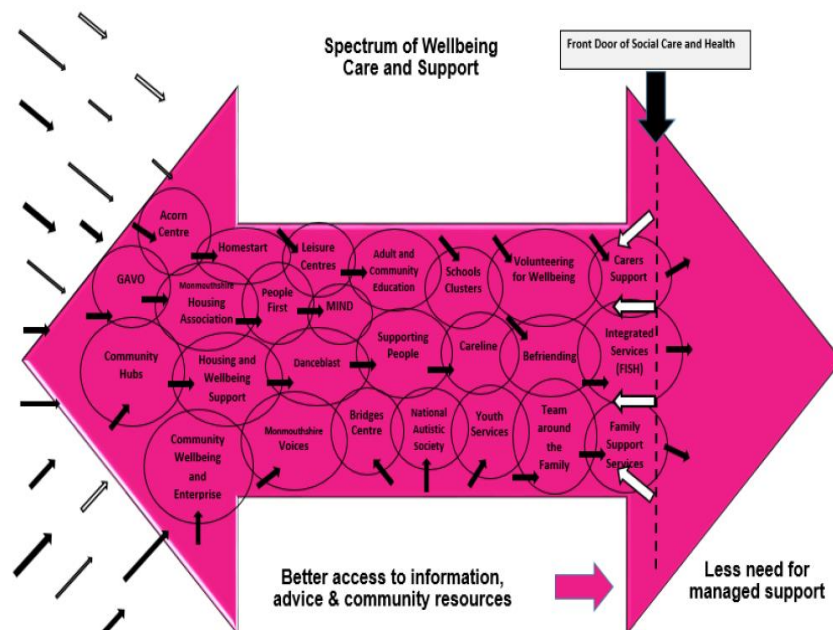


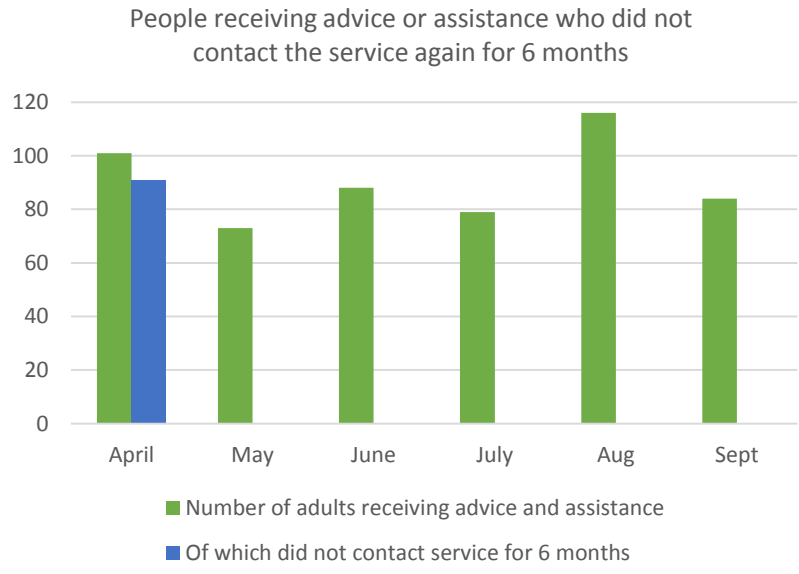
Chart 1: Spectrum of Wellbeing Care and Support

### Front Door

The Act puts an emphasis on early intervention and prevention and states that local authorities must provide information and advice to people that need it. The provision of information, advice and assistance ensures voice, choice and control for people in meeting their personal wellbeing and remaining 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 a 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 so it is unclear at this point how comparable services and measures of them will be. It may take some time to ascertain what good looks like in terms of Monmouthshire's quantitative measures, particularly where comparisons are made with differing models of provision.



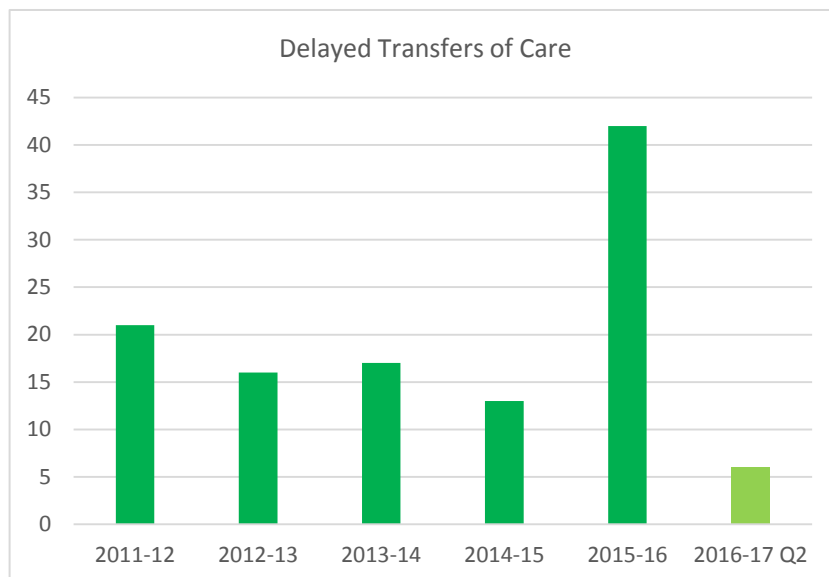
**Chart 2: People receiving advice or assistance who did not contact the service again for 6 months (measure 23)**

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 two quarters of 2016/17 539 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.

Of those people receiving advice or assistance during April, 90.1% did not contact the service again for 6 months (measure 23) see chart 2.

Responses to questionnaires tell us that 82% of adults and 73% of carers receiving care and support feel they have had the right information or advice when they needed it.

What progress are we making?



**Chart 3: Number of Monmouthshire Delayed transfers of care for social care reasons per year (measure 19, previously SCA/001)**

### Adults and carers receiving care and support

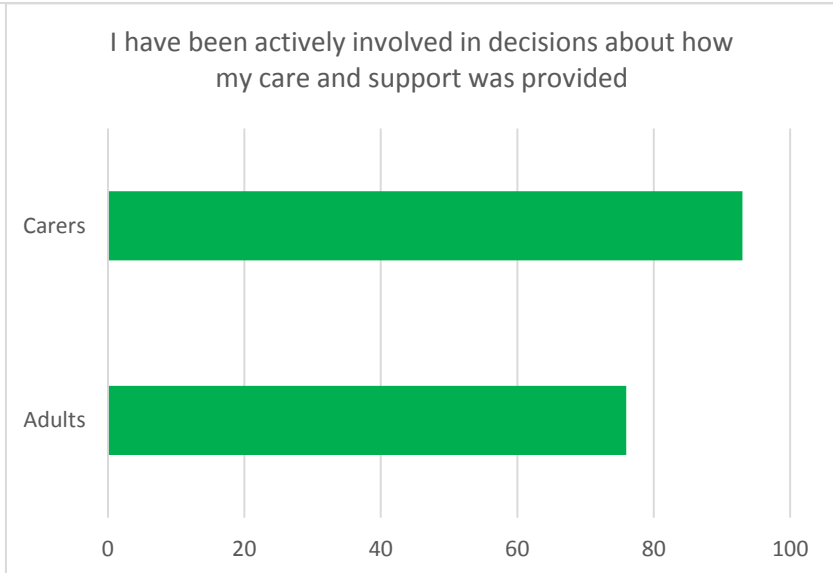
Reablement provides intensive short term interventions aiming to restore people to independence following a crisis. The intention is to avoid or reduce hospital admissions by intensively supporting people at home. At the end of the six week reablement period the goal is for people to be independent and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

At quarter 2, it was possible to complete a six month review of the circumstances of people who completed reablement during April. 33.3% of *existing service users* who completed a period of reablement during April had a reduced package of care and support 6 months later (measure 20a). 80% 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. This a long standing measure of performance and 2015/16 comparable performance data is available in the 'How do we compare other areas' section.

Last year we saw an increase in the number of delayed patients (42 during the year), although it was recognised by ABHB that some of these delays were incorrectly identified as Monmouthshire residents. During the first six months of this year, 6 delays for social care reasons have been recorded (measure 19, previously SCA/001). Current performance is in line with that of 2014/15 (13 during year) and consistent with the expectation that last year was an anomaly, see chart 3.

Previous measures showed that Monmouthshire had the lowest rate of older people supported in residential care in



**Chart 4: Percentage of adult and carers who agree “I have been actively involved in decisions about how my care and support was provided”**

Wales. The new measurement framework includes two measures concerning residential care home clients.

The average length of time Monmouthshire adults (aged 65 or over) are supported in residential care homes is 734 days (measure 21). The average age of Monmouthshire adults entering residential care homes (measure 22) is 86 years old.

It is not immediately apparent from these measures ‘what good looks like’ therefore the decision has been made not to set targets for these measures. The Act is clear that it is important that the right service is available to people at the right time and that people’s views are at the centre of decisions about their care and support.

Questionnaires have been sent to adults and carers receiving care and support. The responses to these questionnaires tell us that 76% of adult service users felt they had been actively involved in decisions about how their care and support was provided (see chart 4). 93% of carers felt they been actively involved in decisions about how *their* care and support was provided and 86% felt they had been actively involved in decisions about how the care and support was provided for *the person they care for*.

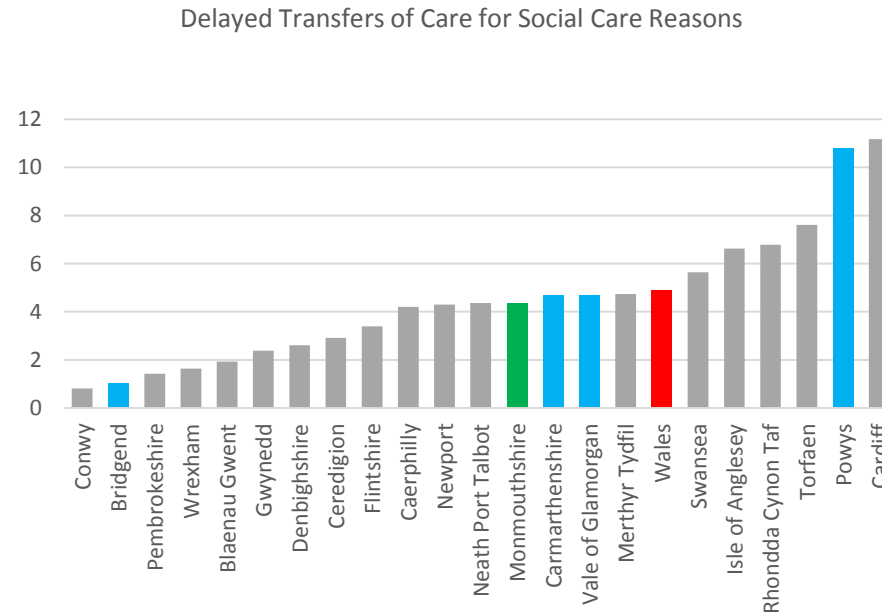
From responses to the questionnaire, 86% of adult service users and 67% of carers are happy with the care and support they have had.

	<p>Percentage of adult protection enquiries completed within 7 working days</p> <p>Adult protection enquiries completed within 7 days 86%</p> <p><b>Chart 5: Percentage of adult protection enquiries completed within 7 working days (measure 18)</b></p>	<p><b>Safeguarding</b></p> <p>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.</p> <p>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.</p> <p>The conclusion of an enquiry should include whether the person is an adult at risk and what action should be taken and by whom. 86.1% of adult protection enquiries were completed within 7 days (measure 18) during the first two quarters of the year, see chart 5.</p> <p>77% of adults and 86% of carers receiving care and support who replied to the questionnaire agree they feel safe.</p>
<p>Service Comments</p>	<p><b>Julie Boothroyd</b> - We have entered a new phase of reporting under the Social Services and wellbeing Act and therefore we are developing understanding about the new measures. I am pleased to see that in all key areas we are making good progress but some areas require further analysis and understanding and further time travelled to understand more fully the changes and impacts.</p>	
<p>Collaboration/ Partners we are working with</p>	<p>South East Wales Emergency Duty Team, Aneurin Bevan Health Board, Gwent Police, Gwent Association of Voluntary Organisations, Gwent Wide Adult Safeguarding Board</p>	
<p>What we have spent on this objective</p>	<p>The total budget for Adults Services 2016/17 is approximately £30m, of which, around 66% relates to community care. At Quarter 2 Adults Services were £636K overspent.</p>	

*How do we compare other areas*

**National Performance Indicators – How we compare:**

The chart below shows 2015/16 data, Monmouthshire is highlighted in green, Welsh average in red and the most statistically similar authorities in blue. During the first year of collection, comparison data for the majority of measures is not yet available. However, one measure was reported as part of the National Indicators 2015/16 and this is included for comparison:





## Appendix 1

How are we performing?	Quantitative Performance Measures:						
	Performance Indicators	2013/14 Actual	2014/15 Actual	2015/16 Actual	2016/17 Q2	2016/17 Target	RAG Against Target
	How Much?						
	The number of adults with care plans	1683	1604	1540	1658	Not applicable	
	The number of who have contacted the IAA service	Not available	Not available	Not available	539	Not applicable	
	How Well?						
	18: The percentage of adult protection enquiries completed within 7 days	Not available	Not available	Not available	86.1% 62/72	Not applicable*	
	19: The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over	1.83 17	1.38 13	4.37 42	0.61 6	2.55 25	
	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	Not available	Not available	Not available	90.1% 91/101	Not applicable*	
	21: The average length of time adults (aged 65 or over) are supported in residential care homes	Not available	Not available	Not available	734 127764/174	Not applicable	
	22: Average age of adults entering residential care homes	Not available	Not available	Not available	86 4126/48	Not applicable	
	Is anyone better off?						
	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	Not available	Not available	Not available	33.3% 1/3	25%	
	20: The percentage of adults who completed a period of reablement b) have no package of care and support 6 months later	Not available	Not available	Not available	80% 36/45	50%	

\* Target not set while we establish a baseline

**Qualitative Performance Measures:**

**Adult responses to questionnaires:**

The below is based on 316 questionnaire responses (19.1% response rate).

		Yes	No	Some times	Don't know	% Yes
Q1	I live in a home that best supports my well-being	240	14	2	2	<b>92%</b>
Q2	I can do the things that are important to me	151	32	99	6	<b>52%</b>
Q3	I feel I am part of my community	128	60	68	14	<b>47%</b>
Q4	I am happy with the support from my family, friends and neighbours	232	0	42	1	<b>84%</b>
Q5	I feel safe	221	19	42	4	<b>77%</b>
Q6	I know who to contact about my care and support	243	18	24	1	<b>85%</b>
Q7	I have had the right information or advice when I needed it	229	7	43	1	<b>82%</b>
Q8	I have been actively involved in decisions about how my care and support was provided	223	14	42	14	<b>76%</b>
Q9	I was able to communicate in my preferred language	280	6	1	4	<b>96%</b>
Q10	I was treated with dignity and respect	277	2	18	0	<b>93%</b>
Q11	I am happy with the care and support I have had	258	4	36	3	<b>86%</b>
Q12	<i>If you live in a residential care home : It was my choice to live in a residential care home</i>	12	7	0	0	<b>63%</b>
Q13	<i>If you are aged 18-24 years old: I have had advice, help and support that will prepare me for adulthood</i>	2	1	1	1	<b>40%</b>

### Carers responses to questionnaires:

The below is based on 30 questionnaire responses (56% response rate).

		Yes	No	Some times	Don't know	% Yes
Q1	I live in a home that best supports my well-being	24	0	5	1	<b>80%</b>
Q2	I can do the things that are important to me	11	2	17	0	<b>37%</b>
Q3	I feel I am part of my community	12	3	15	0	<b>40%</b>
Q4	I am happy with the support from my family, friends and neighbours	17	3	10	0	<b>57%</b>
Q5	I feel safe	25	0	4	0	<b>86%</b>
Q6	I know who to contact about my care and support	23	0	7	0	<b>77%</b>
Q7	I have had the right information or advice when I needed it	22	0	8	0	<b>73%</b>
Q8	I have been actively involved in decisions about how my care and support was provided	27	0	2	0	<b>93%</b>
Q9	I have been actively involved in decisions about how the care and support was provided for the person I care for	25	0	4	0	<b>86%</b>
Q10	I was able to communicate in my preferred language	29	1	0	0	<b>97%</b>
Q11	I was treated with dignity and respect	27	0	3	0	<b>90%</b>
Q12	I feel supported to continue in my caring role	17	3	10	0	<b>57%</b>
Q13	I am happy with the care and support I have had	20	0	10	0	<b>67%</b>

### Adults and Carers Questionnaire Responses

