

By: Graham Gibbens, Cabinet Member, Adult Social Services  
Oliver Mills, Managing Director, Kent Adult Social Services

To: Adult Social Services Policy Overview and Scrutiny Committee –  
25 June 2010

Subject: **END OF YEAR RESULTS FOR PERFORMANCE 2009-10**

Classification: Unrestricted

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Summary: This report updates Members on the results for Kent Adult Social Services' performance indicators.

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## Introduction

1. (1) The Adult Social Services Directorate has a statutory duty to provide performance information to the Department of Health on an annual basis. A wealth of information is provided via a number of statutory data returns, which produces our performance indicators. In addition, the Self-Assessment Statement provides information about all aspects of our approach to strategic management, policy, service management, planning and customer care across all client groups. Regular meetings with our Care Quality Commission (CQC) colleagues also provide the opportunity for discussion about the issues the Directorate faces and our plans to maintain or improve performance.

(2) The performance indicators are an important part of the Performance Assessment Framework for each Local Authority, although not the whole story as explained above. They are assessed by CQC and form part of the annual assessment cycle, which culminates in the Annual Review Meeting with the CQC Business Relationship Manager and the Regional Director.

(3) This year has been the only the second year of a new national performance framework but it should be noted that there are still some outstanding issues with the way in which some of the information is being collected which makes comparison with the previous year difficult. This is explained below.

(4) The new framework was intended to see a reduction in the number of indicators required for each Local Authority, but focuses on the areas of performance that would evidence better outcomes for service users.

(5) This new streamlined approach fits with the personalisation of social care more appropriately than the old framework and was welcomed by Kent.

(6) The Department of Health intended for Local Authorities to experience a reduced burden in producing statistics. Although the performance indicators are reduced, the resource needed to produce the statistical information which underpins this has not reduced significantly.

## Results for 2009/10

2. (1) The results for 2009-10 were submitted to the Department of Health on 26 May 2010 and can be seen at Appendix A, which also outlines what each indicator measures.

(2) With the restructure of the Directorate for the implementation of Self Directed Support in October 2009, the results represent some good progress against some of our key priorities. In particular, the Directorate has delivered:

- A significant increase of over 60% in the number of people receiving a personal budget or direct payment, to over 3900 people.
- The Directorate has assessed 14% more people in 2009-10 than in the previous year, over 30,000 people.
- Over 15,000 carers with a service, support or advice. Kent is one of the top performing authorities for carer performance
- 78% of older people receiving intermediate care after discharge from hospital are living at home independently three months later, which is above target for our Local Area Agreement (LAA)
- Nearly 70% of people with a learning disability are in stable accommodation, which is a significant improvement on last year, due, in part to the way in which the data was counted by the Department of Health.
- People continue to be supported to live at home. Although not a performance indicator, it is worth noting that 5% more older people have been helped to live at home this year, than last, and the Directorate placed 7% fewer older people in a permanent residential or nursing care placement.
- Although not a performance indicator, it is also worth noting that nearly 900 people have been supported through an enablement service since the introduction of Self Directed Support.

(3) As mentioned above there are some issues with the indicators, both in terms of the definitions and also in terms of how meaningful the indicators are.

- Both the indicators relating to Learning Disability (NI145 and NI146) were not counted properly by the Department of Health last year. Data was simply collected for half a year and multiplied by two. As mentioned in last years report, there were significant variations among Local Authorities as a consequence. This year, a whole year's worth of data has been collected and the results are likely to be more stable.
- Indicators relating to timeliness (NI132 and NI133), both timeliness of assessments and care packages are likely to continue to either stay the same or decrease in time. The reason for this relates to the implementation of Self Directed Support. Self Directed Support enables people to take control of their own assessment and also their own packages of care and support. This means that people have the ability to choose their own timescales. The Department of Health have acknowledged this, and it is likely that these indicators will be dropped from the overall performance indicator set after this year.

## **The Assessment process**

3. (1) In past years, the assessment outcome following the Annual Review with CQC fed directly into the CAA (Comprehensive Area Assessment) process. However, recent communication from the Audit Commission has indicated that the CAA process will now cease with immediate effect, following the new government's recent announcement. This means that Local Authorities will now await CQC proposals for how it will continue to assess adult social care in light of this decision.

(2) We would expect that CQC will continue to assess our overall performance, as in previous years, together with additional evidence that we have provided to demonstrate the progress we have made at a local level for achieving better outcomes for people. This includes service user involvement, preventative and rehabilitation services, safeguarding, quality of services and promoting personalisation and choice. However, this will depend on CQC's considerations, together with the Department of Health and Directors of Adult Social Services.

## **Data collection**

4. (1) Kent Adult Social services has managed performance at a local level for many years through its service user database, and so is able to produce detailed performance information at a local level to enable managers to evidence the success of these initiatives and demonstrate better outcomes for people.

(2) The quality of the data is critical to ensuring that performance information allows for accurate analysis of demand and service provision, but also so that it allows for managers to make the right decisions about support for people, expenditure and commissioning services.

(3) In 2008, Price Waterhouse Cooper conducted an audit of data quality across the council, which was presented at the Governance and Audit Committee. KASS were able to demonstrate its robust measures and processes that are in place to ensure that data is accurate and accountability is taken for data quality by staff across the Directorate. In addition, in supporting our Cabinet Member, a regular update is provided for performance issues, including how data is validated and any particular data quality issues if they arise.

## **Targets**

5. (1) Unlike previous years, there is a national requirement to set a target for only the indicators that have been chosen to be part of the Local Area Agreement (LAA). The indicator that KASS is responsible for relates to intermediate care (NI125).

(2) However, as a Directorate, we continually strive to enhance performance, and so continue to set targets, which are communicated across the Directorate. These can also be seen on the table at Appendix A. A six monthly report will be presented to ASSPOC to highlight progress against these.

## **Recommendations**

6. Members are asked to NOTE KASS's performance indicators for 2009-10

Steph Abbott  
Head of Performance and Management Information  
01622 69**1796**

Background documents: None

APPENDIX A

New Kent Adult Social Services performance indicators 2009-10							
Indicator	Title	Description	2008-09 result	Target for 2009-10	2009-10 result	Target for 2010-11	Comment
NI 125	Achieving independence for older people through rehabilitation / intermediate care (LAA )	Percentage of Older people who are in their own homes three months after receiving intermediate care	75%	77%	78%	79%	This is our LAA target
NI 130	Social Care clients receiving Self Directed Support (Direct Payments and Individual Budgets)	Percentage of all clients receiving a personal budget	5%		9%	30%	Over 3,900 people are now in receipt of a personal budget. This was a new definition for 2009/10
NI 132	Timeliness of social care assessment	Percentage of assessments that take place within 4 weeks	83%	85%	83%	83%	Maintained timeliness
NI 133	Timeliness of social care packages	Percentage of care packages delivered within 4 weeks	95%	95%	87%	87%	Although there is a decrease in the timeliness of care packages, this is due to the implementation of Self Directed Support and described in more detail in the main report.
NI 135	Carers receiving needs assessment or review and a specific carer's service, or advice and information	Percentage of service users who have a carer receiving support.	29%	29%	40%	40%	Maintaining high levels of supporting carers.
NI 136	People supported to live independently through social services (all ages)	The number of adults (18 and over) per 100,000 population that are assisted directly through social services funded support to live independently, plus those supported through grants funded services from local government.	3062	3062	3339	3339	Maintaining levels of people supported independently. This will not include the increasing number of people that have been successfully enabled to return home without a care package.
NI 145	Adults with learning disabilities in settled accommodation	Percentage of People with a learning disability in settled accommodation	37%	40%	69%	75%	Improved stability
NI 146	NI 146 Adults with learning disabilities in employment	Percentage of People with a learning disability in settled accommodation	10%	11%	5%	8%	Reduction in percentage relates to the definition change this year.