

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 –
21 September 2010

Subject: **OVERVIEW OF PERFORMANCE**

Classification: Unrestricted

Summary: The purpose of this report is to inform Members on key areas of KASS performance and activity delivered through:

- Towards 2010 Annual Report
- Draft Annual Performance Report 2009/10
- Core Monitoring Report

Introduction

1. (1) It was felt it would be helpful to Members to bring these reports together as one agenda item, given that they focus on common areas of performance and they form a key part of our corporate monitoring requirements. All these reports are required to be presented to Policy Overview and Scrutiny Committees as part of their journey to either Cabinet and/ or County Council. In order to streamline reporting, only the sections relevant to KASS have been included here. The complete reports can be made available to Members on request.

Overview of the Three Reports

2. (1) **Towards 2010.** Towards 2010 was formally launched in September 2006. This is the fourth and final year of Towards 2010 and this report is in effect our closedown report. It sets out achievements and outcomes over the four year period. The draft Annual Report will be discussed at the September meetings of all Policy Overview Committees, to enable Members to comment on the early draft prior to its finalisation for the Cabinet and County Council meetings in the Autumn.

(2) Those Towards 2010 targets relevant to this committee are shown in the table below together with the relevant status. Attached is a draft of the reports for the five Kent Adult Social Services related targets (Appendix 1).

(3) It should be noted that many of the Towards 2010 targets are now part of mainstream work and therefore those targets with a status of 'Completed' should be seen against that background. It does not mean that the work is over, it signifies that the spirit of the target wording has been met but that the activity continues.

Towards 2010 Target	Status
Target 52: Increase the number of people supported to live independently in their own homes. This will include: <ul style="list-style-type: none"> • encouraging the development of more housing for older people, disabled people and those with special needs • encouraging more people to take control of their care/ support through Direct Payments • taking advantage of new technologies, such as expanding our TeleHealth and Telecare programmes 	Completed
Target 53: Strengthen the support provided to people caring for relatives and friends	Good progress
Target 54: Work with our colleagues in the health service to reduce the number of avoidable admissions to hospital and combine resources, where appropriate, to improve the health and well-being of the people of Kent	Good progress
Target 55: Ensure better planning to ease the transition between childhood and adulthood for young people with disabilities and to promote their independence (joint with CFE)	Good progress
Target 56: Improve older people's economic well-being by encouraging the take-up of benefits	Completed

3. (1) **Draft Annual Performance Report 2009/10:** The KCC Annual Performance Report (APR) provides highlights of key activities and outcomes of the council. The APR is built around the themes of Towards 2010. It is intended to provide highlights of key activities and outcomes from 2009/10.

(2) Detailed performance information is already reported during the year, such as the Towards 2010 Annual Report, Business Plan Outturn Monitoring and, as relevant, the Directorate's own in-year performance review documents. The APR provides a summary of the information from these more detailed reports in one place for ease of reference. Section 10, relating to KASS, is attached (Appendix 2).

(3) The APR is aimed at KCC Members, partners, parish councils, staff and the public. It will be published via the KCC website keeping cost to a minimum.

4. (1) **Core Monitoring:** The first Core Monitoring report was reported to Cabinet on 13 September 2010. The report covers key activity and performance relating to the main services provided by the council.

(2) Each Policy Overview and Scrutiny Committee is receiving the section of the report relevant to their remit. Attached is the KASS extract (Appendix 3)

(3) Indicators within the Core Monitoring report are presented with historic trends shown by graph, a RAG (Red/Amber/Green) status, a DoT (Direction of Travel rating) and a commentary.

(4) Presentation of this data in this format is new and we welcome Members views on it. Core Monitoring is part of our transparency agenda so it is important that it is clear.

(5) Further Core Monitoring reports will follow on a quarterly basis. However, the content of the Core Monitoring will change in the future to reflect the priorities in 'Bold Steps for Kent', which will be out for consultation during September, with adoption by the County Council in mid November.

Key Messages

5. (1) The Managing Director's commentary contained in the Core Monitoring Report provides a good overview of KASS's current direction of travel. There are some key messages from these three documents that are worth noting here:

- Personalisation of services remains our priority and is bedding in, as evidenced in the growing numbers of people taking up Direct Payments.
- Early indications for 2010/11 are that referral rates will increase by 4%. This increase is demonstrated in the increasing demand on nursing and residential care, due principally to an increase in the number of people with dementia. We continue to take robust action to manage resources.
- Innovative approaches to prevention are proving successful, with the evaluation of Telehealth showing a decrease in admissions to hospital and improved well-being for users and enablement services showing early signs of reducing need for ongoing support at home.
- There have been improvements in services and outcomes for carers, with more carers reporting that they were satisfied with the help they received from Kent Adult Social Services (In 2009/10 74% from 67% in 2008/2009).
- Current priorities for the Directorate include contributing to the KCC response to the White Paper, 'Equity and Excellence: Liberating the NHS' and the consultation that is currently underway about the future of KASS' Older Person's Service Provision.

Recommendations

6. (1) Members are asked to NOTE:
- the status of the Towards 2010 targets;
 - the Draft Annual Performance Report;
 - the Core Monitoring report.

Nick Sherlock
Head of Planning and Public Involvement
01622 696175
nick.sherlock@kent.gov.uk

Background documents: None