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To: Adult Social Services Policy Overview and Scrutiny Committee –  
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Subject: **MID YEAR RESULTS FOR PERFORMANCE 2010-11**

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 only the third 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 years 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 Mid Year 2010-11

2. (1) Mid year performance is not reported to the Department of Health as part of the annual statutory returns. However, we continue to monitor the key indicators on a regular basis. The results of both the 2009-10 results and the mid year position for 2010-11 can be seen in Appendix A, which 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 since 2009-10 results of 3,909 to over 5,199 people receiving a personal budget or direct payment during the first half of 2010-11. This equates to an increase of over 33% within the first 6 months of the year.
- The Directorate assessed 33,781 people during 2009-10. During 2010-11 we forecast we will assess 36,088 people, which is a 6% increase.
- During 2009-10 there were over 15,000 carers with a service, support or advice. Kent is one of the top performing authorities for carer performance. This information is not yet available at mid year.
- 80% 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) and an improvement of 2% on the 2009-10 outturn.
- 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 in 2009/10 than the previous year, 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 over 1700 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.

- 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 have confirmed that both of these indicators have been dropped from the National Indicator Set from 2010-11.

## **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, now the CAA has been withdrawn, we are awaiting clarification of how CQC will continue to assess adult social care in light of this decision.

(2) We 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.

(3) The Rt Hon Eric Pickles released further guidance on changes to Local Authority Performance Arrangements on 13 October 2010 about the future of LAA. This gives authorities the freedom to drop or amend any current LAA targets. These targets will not now be monitored by the Department for Communities and Local Government. However, we are still required to collect data for NI 125 as part of the National Indicator Set (NIS) as it will inform both KASS and the PCT's judgements.

(4) The further guidance also suggests there will be a replacement of the NIS, with a single comprehensive list of data central government requires from local government. This is still in consultation and any changes are not likely to come into effect for this current financial year's information requirements.

## **Recommendations**

4. Members are asked to NOTE KASS's performance indicators for mid year.

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Background documents: None

APPENDIX A

New Kent Adult Social Services Performance Indicators 2010-11								
Indicator	Title	Description	2008-09 Result	2009-10 Target	2009-10 Result	2010-11 Mid Yr Position	2010-11 Target	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%	80%	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%	8%	9%	12%	30%	Over 5,199 people are now in receipt of a personal budget
NI 132	Timeliness of social care assessments	Percentage of assessments that take place within 4 weeks	83%	85%	83%	83%	83%	Maintained timeliness
NI 133	Timeliness of social care packages	Percentage of care packages delivered within 4 weeks	95%	95%	87%	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%	N/A	40%	This information is only calculated on an annual basis. However, KASS have maintained high levels of support to 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 grant funded services from local government	3,062	3,062	3,339	3339	3,339	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%	70%	75%	Improved stability
NI 146	Adults with learning disabilities in employment	Percentage of people with a learning disability in employment	10%	11%	5%	5%	8%	Reduction in percentage relates to the definition change during 2009-10