REPORT

By: Caroline Highwood - Director Resources, Kent Adult Social Services

To: Supporting People in Kent Commissioning Body

26 June 2008

Subject: **Performance Management**

Classification: **Unrestricted**

For Information

Summary: **This report provides data on all aspects of Performance Management in the Kent Supporting People Programme.**

1.0 Introduction

The Supporting People Team monitors both the performance of schemes within the programme in Kent and the performance within the Team itself. The data source for much of this report is the workbook returns made by providers.

2.0 Programme Monitoring

2.1 Quarterly Workbook Returns

Table 2 shows an analysis of workbook returns from quarters 14 to 20. The increase in workbooks expected this quarter is due to the commissioning of two new services agreed by Commissioning Body in its December meeting; namely the countywide Outreach/Resettlement and Rough Sleepers service and the mental health floating support service in Dartford. The data shows a fall in the number of workbooks returned by the initial deadline.

In the past, reminders were not sent to providers who have failed to return their workbooks by the initial deadline, and a further rise in the number of defaults due to be issued was noted. A total of 24 organisations failed to return their workbooks on time for 52 services.

Members of the Commissioning Body will be aware that the fall in workbook returns impairs the team's ability to return full and accurate performance data to the department of Communities and Local Government (CLG) as required in grant conditions. The team is currently reviewing its procedures and examining how best to improve workbook return rates among providers. At its May meeting, the Core Strategy Development Group expressed concern about the falling return rates and asked if there were any common factors among those providers or services were returns failed to be made. The Group was advised there were some providers who repeatedly fail to submit their workbooks either to timescale or at all. These providers are being visited by officers from the Supporting People Team and advised that in accordance with the terms and conditions of their contract with Supporting People, their contract could be terminated and retendered if future submissions were not made appropriately. In recent quarters, there has been a much greater spread of non-returns across provider types and client groups. Representatives of the east and west Provider Forums and Executive Board of Providers agreed to raise the issue of non-return of workbooks at future meetings.

The team has already made a number of changes to decrease the administrative burden that the workbook places upon providers in a bid to improve return rates. Steps taken include the introduction of the streamlined one page workbook, which not only diminishes the amount of management data required of providers regarding their services but simplifies the means by which that data is supplied. In addition, the use of fixed capacity contracts has reduced the number of workbooks that need to be submitted to the team. Fixed capacity contracts are of most benefit to those providers who have more than one service and were required to send in a workbook for each individual service under the non-capped arrangements.

Table 2:   Workbook return monitoring

	Qtr 15 Oct-Dec 06	Qtr 16 Jan–Mar 07	Qtr 17 Apr-Jun 07	Qtr 18 Jul-Sep 07	Qtr 19 Oct–Dec 07	Qtr 20 Jan-Mar 08
Number of workbooks expected	444	430	388	386	376	378
Number of workbooks returned by deadline	377 (85%)	352 (82%)	279 (72%)	335 (87%)	317 (84%)	267 (71%)
Number of reminders sent	78	60	107	50	0	0
Number of workbooks received by end of default period	426 (96%)	412 (96%)	380 (98%)	378 (98%)	342 (91%)	326 (86%)
No. Defaults issued	10	17	8	8	34	52

(Source: CLG)

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2.2   Key Performance Indicators (KPIs)

The department of Communities and Local Government (CLG) set two Key Performance Indicators for Supporting People programmes. The indicators are calculated from quarterly returns made by the Supporting People Team to the CLG. The source data for these returns is derived from the detailed information submitted by providers in their quarterly workbooks. The CLG publish the performance of all programmes nationally against these indicators on the SPKweb www.spkweb.org.uk

The CLG indicators are as follows

KPI 1   - Service users who are supported to establish and maintain independent living as a percentage of the total number of users who have departed

KPI 2   - Service users who have moved on in a planned way from short term Services as a percentage of all who have moved on

At the previous meetings of the Core Strategy Development Group and Commissioning Body a target of 98% for KPI 1 and 71% for KPI 2 was agreed. The KPI 2 target is also the Supporting People target for Local Area Agreement 2.

Workbook data for quarter 20 has not yet been publicised by the CLG. The following analysis is provided on data from the last full quarter, quarter 19. Comparisons with the previous quarter are contained in Appendix 1.

Table 3 shows that the proportion of those maintaining independent living (KPI 1) fell slightly below the target in quarter 19. Table 1.1 in Appendix 1 shows that this is also a fall on the previous quarter.

Table 3:   Analysis of Quarter 19 KPI 1 data by service type

	KPI1 (%)	Target	Comparison with Target
Accommodation based services	97.79	98%	↓
Floating Support Services	97.38	98%	↓
Overall KPI 1 for Q19	97.68	98%	↓

(Source: CLG)

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Services for young people leaving care show the lowest proportion of those maintaining independent living at 86.67% in quarter 19 (Table 4) as in quarter 18 (Appendix 1 Table 1.2). Services for people with drug problems, those for older people with mental health problems, people with HIV/ AIDS and people with physical/sensory disabilities all achieved the highest proportion of those maintaining independent living at 100% in quarter 19.

Table 4:   Analysis of Quarter 19 KPI 1 data by primary client group

Primary Client group	KPI 1	Comparison with Target	
People with alcohol problems	92		↓
People with drug problems	100	↑	
Frail Elderly	92.82		↓
Generic	97.17		↓
Homeless families with support needs	95		↓
Learning disability	99.47	↑	
Mental health	98.37	↑	
Ex Offenders	92.77		↓
Older people with mental health problems	100	↑	
Older people with support needs	97.86		↓
People with HIV/AIDS	100	↑	
Physical/ sensory disabilities	100	↑	
Rough sleepers	98.46	↑	
Single homeless with support needs	94.62		↓
Teenage parents	98.88	↑	
Those at risk of domestic abuse	98.21	↑	
Young people at risk	97.96		↓
Young people leaving care	86.67		↓
Total	**97.68%**	↓	

(Source: CLG)

Of those in short term services, the lowest proportion of those moving on in a planned way (KPI 2) in quarter 19 are those moving on from services for people with learning disabilities at 0% (Table 5). This is a substantial fall on the previous quarter (Appendix 1, Table 1.3).

Whilst overall the KPI 2 target has been exceeded again this quarter, performance against this indicator will vary considerably from one quarter to another, with performance in smaller services being particularly volatile as explained in the February Local Area Agreement 2 report.

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Table 5: **Analysis of Quarter 19 KPI 2 data by primary client group**
All services with departures

Primary Client group	KPI 2 (%)	Comparison with Target (71%)	
Generic	100	↑	
People with alcohol problems	33		↓
People with drug problems	50		↓
Homeless family with support needs	84.6	↑	
Learning disability	0		↓
Mental health	92.91	↑	
Ex Offenders	63.6		↓
Older people with support needs	100	↑	
People with physical/sensory disability	100	↑	
Rough sleepers	73.9	↑	
Single homeless with support needs	71.6	↑	
Teenage parents	75	↑	
Those at risk of domestic abuse	60.7		↓
Young people at risk	80.9	↑	
Young people leaving care	100	↑	
Total	**73.7%**	↑	

(Source: CLG)

Table 6 shows all services with no departures in quarter 19.

Table 6: **Analysis of Quarter 19 KPI 2 data by primary client group**
All services with no departures

Primary Client group	Numbers of services
Generic	1
Learning disability	2
Mental health	14
Offender	1
Single homeless with support needs	7
Young people at risk	1
Young people leaving care	2
Total	**28**

(Source: Supporting People Team Quarterly Workbook Monitoring System PIAMIDS)

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2.2 Contractual data

At the time of reporting, contracts are held with 128 providers who deliver 422 services. Of these 75% are accommodation based services and 25% are floating support services.

Further information on contracts, providers and services are included within Appendix 1.

2.3 Measuring Quality

Officers of the Supporting People team visit services in order to monitor contract compliance and quality. Table 7 shows an analysis of the outcomes of those visits which took place in quarter 20.

Table 7:   Analysis of all contract monitoring visits in quarter 20

Number of Visits conducted	49					
Number of visits completed	28					
	A	**B**	**C**	**D**	**Not graded**	**Total**
Existing grade	5	16	25	1	2*	**49**
Self Assessed Grade	9	14	23		3	**49**
Awarded Grade	15	9	2	2	21	**49**

reflects new services not previously graded

Number of services with higher grade following contract monitoring visit *(As percentage of all completed)*	13 *(46.4%)*
Number of services with no change following contract monitoring visit *(As percentage of all completed)*	13 *(46.4%)*
Number of services with lower grade following contract monitoring visit *(As percentage of all completed)*	2 (7.2%)

Visits to 49 services were begun during the quarter leading to improved grades in 46% of all services where visits were completed. Of all those visits begun in the quarter, 21 were not completed by quarter close. Reasons for this include services needing to work to an action plan, or that the scheduling of the visit was close to quarter close.

2.4   Floating Support Referral Data

As agreed in the last Commissioning Body and Core Strategy Development Group meetings, a detailed analysis of floating support referral data has been included as a separate item on this agenda.

3.0   Complaints

The Supporting People Team collect and log details of all complaints received and a nominated Manager within the Team has responsibility for the management of complaints. Table 8 provides a summary of the nature and status of complaints received since January 2008.

Table 8:   Complaints received January 2008 to date

Nature of Complaint	Quarter 2008 Jan – Mar 08		
	No. of complaints	No. currently under investigation	No. resolved
Quality of support received	2	0	2
Mishandling of Floating Support referral	1	0	1
Quality of repairs	2	0	2
Other	0	0	0

The team also collects and logs adult protection alerts in grant-funded schemes (Table 9). The team's responsibilities in this regard are limited to ensuring that all such alerts are processed appropriately to an Adult Protection Co-ordinator.

Table 9:   Adult Protection Alerts received in quarter 20 by service type

Nature of Alert	Accommodation based	Floating Support
Financial Abuse	1	1
Physical Abuse	1	
Sexual Abuse		1
Other		1

4.0   Recommendation

The Commissioning Body is asked to note the contents of the report.

Melanie Anthony
Performance and Review Manager
01622 694937
With contributions from Kevin Prior, Contracts and Finance Manager
Appendix 1 Performance against key performance indicators
Appendix 2 Contractual data as at end of Quarter 19

APPENDIX 1
Performance against key performance indicators

TABLE 1.1 ANALYSIS of LOCAL PERFORMANCE – KPI 1
Quarterly performance comparison by service type

	Quarter 18 KPI 1 (%)	Quarter 19 KPI 1 (%)	Target	Direction of Travel*
Accommodation based services	98	97.79	98%	↓
Floating Support Services	97.7	97.38	98%	↓
Overall KPI 1 for Q19	97.9	97.68	98%	↓

*based on previous quarter
Source: CLG

TABLE 1.2 ANALYSIS of LOCAL PERFORMANCE – KPI 1
Quarterly performance by primary client group

Primary Client group	Quarter 18 KPI 1 (%)	Quarter 19 KPI 1 (%)	Direction of Travel*
People with alcohol problems	97.2	92	↓
People with drug problems	90.9	100	↑
Frail Elderly	94.9	92.82	↓
Generic	97.5	97.17	↓
Homeless families with support needs	100	95	↓
Learning disability	98.6	99.47	↑
Mental health	98.4	98.37	↓
Ex Offenders	97	92.77	↓
Older people with mental health problems	100	100	→
Older people with support needs	98	97.86	↓
People with HIV/AIDS	97	100	↑
Physical/ sensory disabilities	99.5	100	↑
Rough sleepers		98.46	↑
Single homeless with support needs	100	94.62	↓
Teenage parents	96.8	98.88	↑
Those at risk of domestic abuse	95.6	98.21	↑
Young people at risk	90.7	97.96	↑
Young people leaving care	86.2	86.67	↑
Total	**97.9%**	**97.68%**	↓

*based on previous quarter
Source: CLG

APPENDIX 1 – cont'd

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TABLE 1.3 ANALYSIS OF LOCAL PERFORMANCE – KPI 2
Quarterly performance comparison by primary client group

Primary Client group	Quarter 18 KPI 2 (%)	Quarter 19 KPI 2 (%)	Direction of Travel	
Generic	66.7	100	↑	
People with alcohol problems	0	33	↑	
People with drug problems	88.9	50		↓
Homeless family with support needs	75	84.6	↑	
Learning disability	100	0		↓
Mental health	87.5	92.91	↑	
Ex Offenders	69.2	63.6		↓
Older people with support needs	100	100	↑	
People with physical/sensory disability	0	100	↑	
Rough sleepers	71.4	73.9	↑	
Single homeless with support needs	69.1	71.6	↑	
Teenage parents	100	75		↓
Those at risk of domestic abuse	95.8	60.7		↓
Young people at risk	90.8	80.9		↓
Young people leaving care	44.4	100	↑	
Total (Target 71%)	**78.2%**	**73.7%**	↓	

Source: CLG

TABLE 1.4 REGIONAL and NATIONAL COMPARISION of LOCAL PERFORMANCE INDICATORS – KPI 1

The table below gives the performance of the Kent programme against Key Performance Indicators 1 for the last five quarters published by CLG

KPI1

	2006/07		2007/08		
	Q15	Q16	Q17	Q18	Q19
Kent	96.8%	98.6%	99%	97.9%	97.68%
Regional	97.7%	98.4%	98.8%	98.2%	98.13%
National	98.3%	98.4%	98.7%	98%	98.34%

Source: CLG

APPENDIX 1 cont'd
TABLE 1.5 REGIONAL and NATIONAL COMPARISION of LOCAL PERFORMANCE INDICATORS – KPI 2

The table below gives the performance of the Kent programme against Key Performance Indicators 2 for the last five quarters published by CLG

KPI2

	2006/07		2007/08		
	Q15	**Q16**	**Q17**	**Q18**	**Q19**
Kent	66.7%	65.3%	47.1%	78.2%	73.7%
Regional	64.5%	66.1%	66.3%	62.1%	66.7%
National	64.8%	64.1%	63.3%	71.3%	66.5%

Source: CLG

APPENDIX 2
Contractual data as at end of Quarter 20

TABLE 1.1: CONTRACTUAL DATA as at Close of Quarter 20

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	Quarter 16 Jan – Mar 07	Quarter 20 Jan – Mar 08
Number of Providers	158	128
Number of Services	481	422
Number of Household Units	23149	22205
Number of Leaseholders	142	76
Total Number of Units	**23291**	**22281**

TABLE 1.2: BREAKDOWN OF UNITS

	Quarter 16 Jan – Mar 07	Quarter 20 Jan – Mar 08
Number of Floating Support Units	9058	4506
Number of HIA Units	1619	1619
Number of Sheltered Units	10416	12824
Number of Other Acc. Based Units	2112	3332
Total	**23205**	**22281**

TABLE 1.3: CONTRACTS

	Quarter 16 Jan – Mar 07	Quarter 20 Jan – Mar 08
Number of Block Gross Units	4453	9711
Number of Block Subsidy Units	18411	12570
Of which Capped	12453	9522
Not Capped	5958	3048
All contracts capped	-	14466
All contracts not capped	-	7815

TABLE 1.4: CONTRACT VALUES at 31 March 08*

	Quarter 16 Jan – Mar 07	Quarter 20 Jan – Mar 08
Grant from CLG	£31,947,395	£32,024,915
Contract £	£29,199,030	£29,177,973.27
% FS	26%	25%
% Accommodation Based	74%	75%

* financial data for 2007/08