

By: Graham Gibbens, Cabinet Member, Adult Social Care and Public Health
Oliver Mills, Managing Director, Kent Adult Social Services

To: Adult Social Services and Public Health Policy Overview and Scrutiny Committee – 7 April 2011

Subject: **CORE MONITORING**

Classification: Unrestricted

Summary: The purpose of this report is to inform the Policy Overview and Scrutiny Committee of the key areas of performance as reported to Cabinet on 4 April 2011

Introduction

1. (1) An extract from the third Core Monitoring report for 2010/11 is attached (Appendix 1) and this provides information for the third quarter of the year up to the end of December 2010.

(2) The full Core Monitoring report will be presented to Cabinet on 4 April. Each Policy Overview and Scrutiny Committee is receiving the section of the report relevant to their remit. The index and summary are also included to give Members the full context and wider overview of performance across the County Council.

Core Monitoring

2. (1) The Core Monitoring process is corporately led and considered to be an important step in helping to manage the overall performance of the authority. It is intended to contain the most important information which the Corporate Management Team and Cabinet Members need to be informed of.

(2) Publication of the Core Monitoring report on the external web site is also an important element of our transparency agenda.

Future Reports

3. (1) A new Performance Management Framework, based around Bold Steps for Kent, is being developed for 2011/12.

Recommendation

4. (1) Members are asked to NOTE and COMMENT on this report.

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

Kent County Council

Core Monitoring Report

Presented to Cabinet

4 April 2011

**Extract for Adult Services and Public
Health Policy Overview and Scrutiny
Committee**

7 April 2011

**Including Information up to the end of
December 2010**



Index

Description	Previous Status	Current Status
Key to interpreting the data		
Overall Summary of Performance		
Council-wide Indicators		
Contact Kent : calls answered within 20 seconds	Green	Green
Gateways	Provided for information only	
Complaints	Provided for information only	
Staffing numbers (FTE)	Provided for information only	
Staffing age profile	Amber	Amber
Staffing equalities – disability	Amber	Amber
Staffing equalities – ethnicity	Amber	Amber
Staff turnover	Information only	
Staff sickness absence	Amber	Amber
CO2 emissions from KCC non-schools estate	Amber	Amber
CO2 emissions from schools	Red	Red
Children, Families and Education		
Commentary		
Foundation Stage pupil attainment	Amber	Green
Key stage 2 attainment – all children	Red	Red
Key stage 2 attainment – looked after children	Red	Amber
GCSE results – all children	Amber	Amber
GCSE results – children with free school meals	Red	Red
GCSE results – looked after children	Amber	Red
Young people not in education, employment or training	Green	Green
Secondary schools inspections	Green	Green
Primary schools inspections	Red	Red
Early years and childcare providers inspections	Amber	Green
Schools in special measures	Amber	Amber
SEN assessments	Amber	Amber
Pupil exclusions	Amber	Amber
Pupil absence – secondary schools	Amber	Amber
Children’s social services - referrals	Amber	Red
Children with child protection plan	Red	Red
Number of looked after children (LAC)	Green	Amber
Asylum service – young people now aged 18+	Red	Red
LAC placed by other local authorities	Red	Red

Description	Previous Status	Current Status
Social worker vacancies	Amber	Amber
Kent Adult Social Services		
Commentary		
Direct payments/Personal budgets	Amber	Amber
Older people in residential care	Amber	Amber
Older people in nursing care	Amber	Amber
Domiciliary care for older people	Amber	Amber
Learning disability residential care	Red	Red
Environment, Highways and Waste		
Commentary		
Household waste tonnage	Amber	Amber
Recycling/composting	Amber	Amber
Municipal waste taken to landfill	Green	Green
Congestion - Maidstone	Amber	Amber
Freedom pass	Amber	Amber
Routine highways repairs within 28 days	Red	Amber
Pothole repairs – average repair time	Red	Red
Streetlight faults repaired - KCC	Green	Amber
Streetlight faults repaired - UKPN	Red	Red
Road traffic casualties	Amber	Green
Communities		
Commentary		
Library visits	Amber	Amber
Library book issues	Red	Red
KCC apprenticeships	Green	Green
New entrants to the youth justice system	Red	Amber
Young offenders in education, employment and training	Amber	Amber
Adult education enrolments	Green	Green
Drug users leaving treatment free of dependency	Green	Green
Supporting People – people achieving independent living	Amber	Amber
Appendix		
Comparative benchmarks		

General notes on interpreting the data included in this report

A selection of key indicators for the core areas of activity and performance of the council is included in this report. Indicator values are shown by graph and data tables, including Direction of Travel and RAG ratings (see tables below for a key to interpreting these).




A range of presentation styles are provided for different indicators depending on the information available. In some cases we provide the most recent results for the last four financial year quarters, while for other indicators we provide annual data for the last few years with the most recent quarter's data also shown.

Where relevant and available, the indicators are provided with comparative data showing national averages or other suitable benchmark information. See the Appendix for more information on the comparative benchmarks used.



It should be noted that past annual data provided in this report is generally validated data which is public domain and available in many cases within the remit of national statistics.

However, quarterly data provided in this report and all information subsequent to March 2010 is classed as provisional local management information which in some cases is provided on an estimated basis. This data is likely to be subject to future revisions.

Key to RAG (Red/Amber/Green) ratings

		RAG Ratings
Green		Performance is significantly better than the most recently published national average/benchmark or exceeds local targets where set
Amber		Performance not significantly different from most recently published national average or close to but not exceeding local target
Red		Performance significantly worse than the most recently published national average or significantly behind local targets where set
N/a		Data not available in order to assess performance

Key to DoT (Direction of Travel) ratings

		DoT Ratings
		Improvement in performance or change in activity levels with a positive impact on budgets and resources
		Fall in performance or change in activity levels with a negative impact on budget and resources
		No change in performance or activity levels

Overall Summary of Performance

This is our third Core Monitoring report for 2010/11. It provides information on key activity and performance for the third financial quarter, up to the end of December 2010.

The publication of this report is part of our transparency agenda, making the information and data we use as an organisation more open to public scrutiny.

The main concern in quarter three was the poor Ofsted report for our children's social services received in November. An Improvement Plan has been drawn up and various actions to improve the service are now underway. The improvement of services for vulnerable children is the top priority for the council.

Overall performance for the indicators included in the Core Monitoring is as follows:

RAG Status	Indicators in each category		
	Previous	Current	Change
Green	9	10	+1
Amber	27	27	
Red	14	13	-1
Total	50	50	

The following areas have shown improvement:

- Attainment for Kent children is now significantly better than the national average at Foundation Stage and Ofsted inspection results for early years settings are also now much better than the national average
- Attainment for looked after children at Key Stage 2 has improved and is now close to the national average
- Response times for routine highway repairs improved and came closer to target in the last quarter
- The numbers of people with serious injury in road traffic accidents in Kent has significantly reduced this year and the rate of reduction is significantly better than the last published national average
- The number of new entrants to the youth justice system has reduced this year and is close to the last published national average.

The following areas have shown a drop in performance:

- GCSE results for looked after children have fallen significantly behind the national average and actions to address this are in the Improvement Plan
- Referrals to children social services have become significantly higher than the last published national average and work is underway with partners around

appropriate thresholds for making referrals, to reduce this pressure on the service

- The number of looked after children has increased rapidly this year and is now closer to the national average
- Average response times for streetlight repair where KCC is responsible fell slightly behind the target of 28 days in the last quarter, due to increased service demands and staff being diverted into winter maintenance works.

Areas where we have maintained a high level of performance (Green RAG status) are:

- Our contact centre and location switchboards continue to answer more than 80% of calls received within 20 seconds, which is the standard industry benchmark level
- The number of young people aged 16 to 18 not in education, employment or training in Kent continues to be significantly lower than the national average
- Ofsted inspection results for secondary schools continue to be significantly ahead of the national average
- The percentage of household waste taken to landfill in Kent is significantly lower than the national average, due to good recycling rates and the use of incineration to dispose of waste
- The number of apprenticeships provided by KCC continues to be ahead of the target set
- Adult education enrolments in Kent continue to exceed target
- Success rates for drug treatment services continue to be significantly better than national average.

Areas of continuing concern where performance is rated with a Red RAG status are:

- Carbon dioxide emissions from schools have increased and our target for a 10% reduction by 2010 has not been met – with the changing nature of our role with schools, we need to re-examine to what extent we will be able to influence this situation in the future
- Pupil attainment at Key Stage 2 remains significantly behind the national average as do the related primary school Ofsted inspection results – a KCC member Select Committee is looking at this issue
- Attainment results for children with free school meals is significantly below the national average and the above mentioned Select Committee will also investigate this issue
- The number of children with child protection plans continues to increase and remains significantly above the national average – this is being addressed in the Improvement Plan
- The number of unaccompanied asylum seeker children, now aged over 18 and continuing to be supported by KCC continues to be above past levels and KCC continues to work with national agencies to influence this situation

- The number of looked after children placed in Kent by other local authorities continues to be significantly higher than the average for other local authorities and KCC continues to press the case for this practice to change
- The number of adults with learning disability supported in residential care continues to be significantly above the national average resulting in budget pressures
- Average response times for repairing potholes in the quarter was much better than the previous quarter but still significantly behind target
- Average response times for repairing streetlights where the network operator is responsible showed good improvement this quarter but remained some way behind the target level
- The number of library book issues continues to be significantly below the national average and has dropped due to a number of refurbishments in major libraries.

It should be noted that more than one of the areas of concern listed above is not directly within the control of KCC, but the issue remains a concern to us and we will continue to monitor the indicator and take actions to influence the issue.

Further details on these areas of concern and the actions to address them can be found in the main body of this report.

Other points to note:

- Residents are making good use of Kent's Gateway facilities to access public services with transaction levels in the last quarter being 27% above the same time last year
- The number of complaints received each quarter this year has held fairly steady and we continue to learn from resident feedback to improve our services
- We are continuing to press the case with national government for the necessary investment in vital strategic infrastructure in Kent and in December we launched our proposals for transport infrastructure in the document "Growth Without Gridlock"
- We continue to deliver more personalised adult social services with the successful roll-out of Self Directed Support, giving more people control and choice over the support they receive, through the allocation of Personal Budgets.

Looking Forward

In December we published our new medium term plan, "Bold Steps for Kent", which sets out the council's ambitions and priorities up to 2014/15. These are centred on three aims of 'helping the Kent economy to grow', 'putting the citizen in control' and 'tackling disadvantage'. At the same time the council approved "Change to Keep Succeeding" which will ensure the organisation is lean and

flexible, safeguarding frontline services by focussing on efficiencies and innovative approaches to delivery.

Our recent budget settlement from the government, combined with the decision not to increase council tax means we will have to find £95 million of efficiencies and savings in financial year 2011/12. “Change to Keep Succeeding” will help us deliver this and “Bold Steps for Kent” will help us maintain a focus on key priorities, during a time of great change and financial consolidation.

Future reports for 2011/12 will report on progress against the key priorities in “Bold Steps for Kent” which includes many of the items already reported within Core Monitoring and particularly those listed as areas of continuing concern.

Katherine Kerswell
Group Managing Director
Kent County Council

Kent Adult Social Services

Annual Performance Assessment Outcome

The Care Quality Commission (CQC) published their Annual Performance Assessment of all adult social services in November 2010. Kent Adult Social Services (KASS) was awarded an overall performance rating of 'performing well' and was judged as 'excellent' in three out of seven outcomes and 'performing well' in the remaining four outcomes. The directorate has been awarded an overall performance rating of 'performing well'. An action plan is being implemented to focus on those areas that were highlighted in the report as needing further development.

Future of Older Person's Service Provision

A decision has been made about the future of in-house older people's services following extensive consultation and scrutiny by members of the council, and has been widely publicised. We are working with each individual service user and their carers to plan any change at a pace appropriate to them and with staff to support them through the formal processes.

Transforming Services: Self Directed Support

In October we set out proposals for the future of social care in Kent. These proposals will help us deliver the aims of "Bold Steps for Kent" and will reshape the organisation so that it can deliver personalisation, increased choice and control, at a time of reduced resources and increased demand.

Our proposal is that by 2014/15 we will be a strategic and joint commissioning organisation, contracting services from a range of providers. We will provide a role of market shaping and we will also provide quality assurance and financial oversight of commissioned services. We will aim to put the citizen in control by encouraging and enabling more people to self manage the services they receive from the funding we provide. We will retain a strong role in safeguarding vulnerable adults and will provide a 'fully managed' service where a 'safety net' is assessed as necessary.

Safeguarding

We received a judgement of performing well in safeguarding (maintaining personal dignity and respect) in our annual CQC performance assessment. Alongside this judgement our Cabinet member wanted to be assured that quality of practice and continuous improvement were embedded across the directorate. An independent audit of safeguarding case files has been commissioned. Senior

Managers and elected Members will be presented with the findings and an action plan will be developed from recommendations made.

NHS Support for Social Care 2010/11 - 2012/13

Additional funding streams have been allocated to the NHS for joint working with local authorities to promote better services for patients leaving hospital, part of which can be used for increasing capacity of current services, such as enablement, and to invest in a broader range of social care services to help improve health.

The first tranche of funding announced was £70m (nationally) for 'post discharge and enablement' services in 2010/11 and was targeted at patients leaving hospital. Of this, £1.8m has been made available for Kent and plans have been developed with the two Kent primary care trusts (PCTs) to utilise these funds. The second tranche of funding, announced in January, included a figure of £150m in 2011/12 and indicative funding of £300m in 2012/13 to continue to develop these services. The actual amount for Kent has not yet been announced, but on a pro rata basis we could expect £3.8m and £7.7m respectively.

Within the second tranche of funding, £162m was designated as 'Winter Pressures Funding' for 2010/11. This funding will be focussed on a broader range of social care services to improve general levels of health. Of this funding, £4.1m has been allocated to Kent PCTs for 2010/11. Whilst plans have been agreed jointly, the funds must be transferred to Kent under Section 256 of the 2006 NHS Act. Allocations have been made for future years to continue with these services and this funding is referred to as 'specific PCT allocations for social care', with £648m allocated in 2011/12 and £622m in 2012/13. Kent's share of these funds is £16.2m and £15.7m respectively.

Mental Health

'Live It Well', a mental health strategy for the next five years was launched in October. It sets out how KCC, PCTs and local partners across Kent and Medway plan to develop Kent's mental health services with a more personalised approach, which focuses on prevention, health and wellbeing, improving access and reducing discrimination and stigma.

Learning Disability

We continue to transform services for people with a learning disability. In 2009 the responsibility and funding for the commissioning of social care for adults with a learning disability transferred from the National Health Service to KCC. We are now at the end of this process and 440 people have been transferred. From

2011, KCC will be responsible for the commissioning, contract and review of all social care services in Kent for people with a learning disability.

Service Demand

Demand on services continues to increase. Referrals represent the incoming demand on the council. Early indications for 2010/11 are that referral rates will increase by 3.2%. During the first 6 months of 2010/11 there were 17,281 referrals.

Personal Budgets and Direct Payments

We continue to be on target to meet the Putting People First national target that by April 2011, 30% of eligible individuals will be in receipt of a Personal Budget.

As at 31 December 2010, 6,430 individuals were in receipt of a Personal Budget. This is good progress and an increase from 5,200 people as at 30 September 2010.

Residential and Nursing care

Generally we are seeing a reduction in the numbers of older people moving into residential care. This reflects the impact that our preventative services are having in supporting people to remain independent and stay at home for as long as possible.

However there is an increase in demand for residential care for people with dementia.

The increase of clients with dementia is also resulting in a rise in the number of clients and weeks of care provided for people aged 65 in nursing care. However Kent has historically maintained a lower level of usage of nursing care than the national average and for this quarter the numbers have been stable.

The number of clients with a learning disability moving into residential care has increased from 632 in March to 707 in December. This includes those transferring from the NHS as described above and reflects the growing numbers of people with complex conditions who are living longer. These individuals often have very complex and individual needs which make it difficult for them to remain in the community, in supported accommodation/supporting living arrangements, or receiving a domiciliary care package and are often placements which attract a high cost.

The Impact of Preventative services

The continued development and rollout of preventative services is reducing the demand for traditional services such as domiciliary and residential care. The number of people who continue to receive a service are fewer, but with a higher level of need.

Enablement, intermediate care, telecare and telehealth and increased take up of direct payments as well as further development of voluntary sector provision are providing effective alternatives.

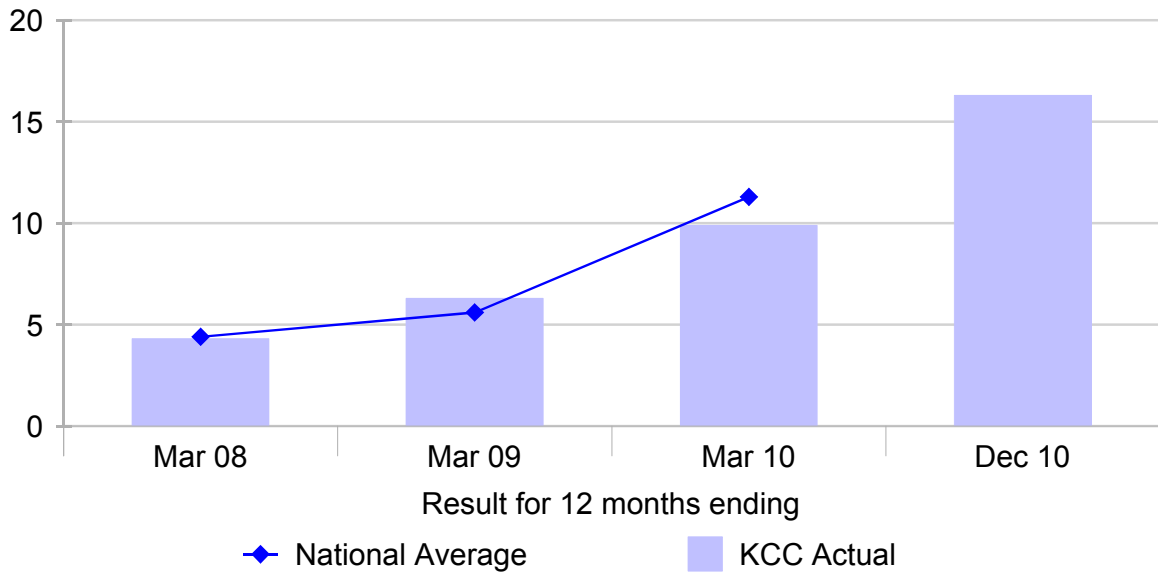
The recent evaluation of the outcomes of the Kent Telehealth Pilot reported:

- an estimated average saving of £1,878 per patient over a six month period in 2006/7
- a reduction in unscheduled hospital appointments and A&E visits
- improved quality of life with more independence and peace of mind.

In response to these findings assistive technology services will be mainstreamed. We are working closely with the NHS to ensure that telehealth is embedded in to care pathways as a standard. Plans to integrate telecare and telehealth equipment in to the Community Equipment Stores (a partnership between Health and Social Care) will be in place by early spring.

Percentage of clients with community based services, excluding carers, who received direct payments and/or a personal budget

Amber



Higher result is better	Mar 08	Mar 09	Mar 10	Dec 10 Provisional
KCC Result	4.3%	6.3% ↑	9.9% ↑	16.3% ↑
National average	4.4%	5.6%	11.3%	N/a
RAG Rating	●	●	●	●
Number of clients	1,680	2,350	3,910	6,430

2009/10 was the first year of significant roll out of Self Directed Support with new clients being offered Personal Budgets for the first time.

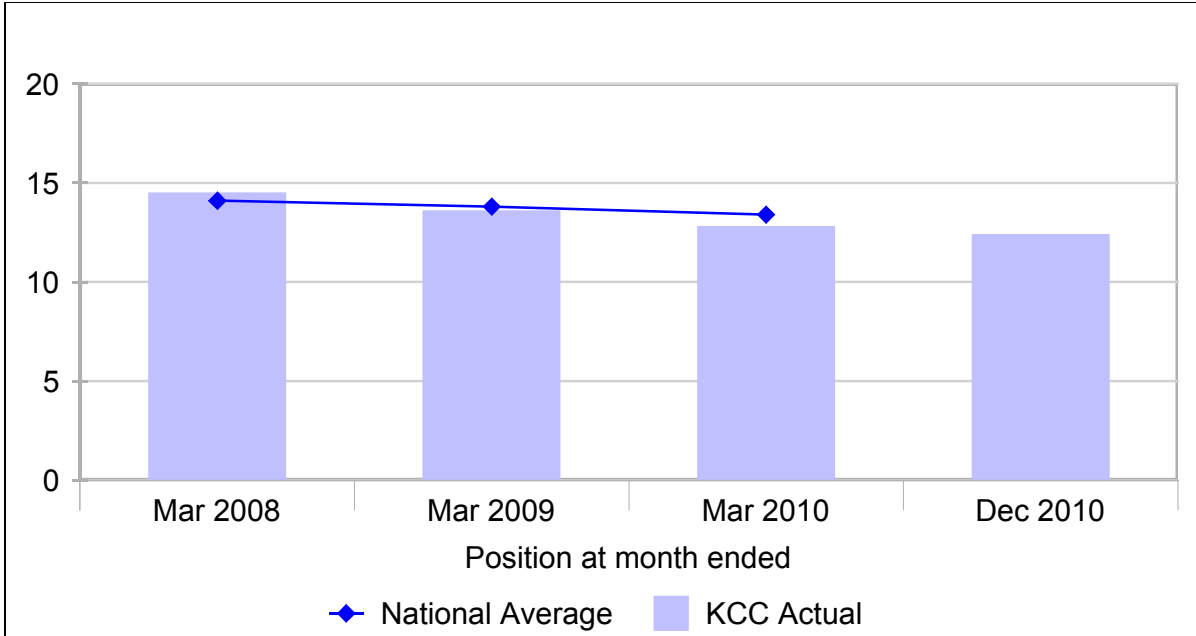
Kent has seen continued increases in take up of Personal Budgets during the nine months from April to December 2010. The December position of 6,430 clients compares to the September position of 5,200 clients.

There is a national target of 30% take up of personal budgets by April 2011. Although the numbers above seem some way behind this target, actions are in place to substantially increase this number in the final quarter of the year. Numbers are continuing to rapidly increase since December and the target is likely to be met.

Data Notes:

- The indicator shown is different from the previous national indicator which included carers.
- Previous year data and national benchmarks are taken from the National Adult Social Care Intelligence Service.
- Client data rounded to nearest 10.
- The indicator measures all clients receiving a service in the year and is not just a snapshot of clients at a given date.

Older people supported in residential care, permanent placements per 1,000 people aged 65 and over	Amber
---------------------------------------------------------------------------------------------------------------	--------------



Lower result is better	Mar 08	Mar 09	Mar 10	Dec 10 Provisional
KCC Result	14.5	13.6 ↑	12.8 ↑	12.4 ↑
National average	14.1	13.8	13.4	N/a
RAG Rating	●	●	●	●
Number of clients	3,500	3,350	3,240	3,140

The long term trend for the total number of clients aged over 65 in residential care continues to show a decline with Kent showing a similar fall and rate of provision to national levels.

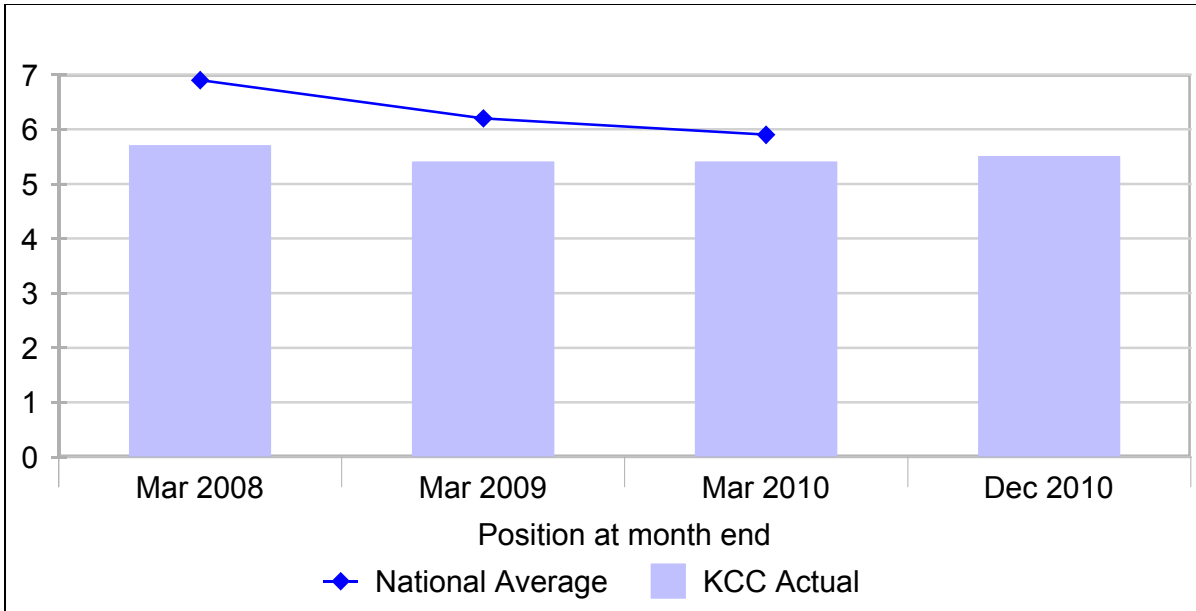
The number of clients placed in permanent independent sector residential care at the end of December was 2,782 up from 2,751 in March 2010 (excluding preserved rights clients).

There are also ongoing pressures relating to clients with dementia and the number of clients with dementia in independent sector provision increasing from 1,195 in March to 1,255 in December.

Data Notes:

- Previous year data and national benchmarks are taken from the National Adult Social Care Intelligence Service.
- Data includes all clients whether placed in in-house provision or with external providers.
- Client data rounded to nearest 10.

Older people supported in nursing care, permanent placements per 1,000 people aged 65 and over	Amber
-----------------------------------------------------------------------------------------------------------	--------------



Lower result is better	Mar 08	Mar 09	Mar 10	Dec 10 Provisional
KCC Result	5.7	5.4 ↑	5.4 ↔	5.5 ↓
National average	6.9	6.2	5.9	N/a
RAG Rating	★	★	●	●
Number of clients	1,390	1,340	1,370	1,390

The number of clients aged over 65 in permanent placements of nursing care increased in the first quarter of the financial year (to 1,420) but have been reducing since. The levels remain slightly above those seen in the previous 2 years.

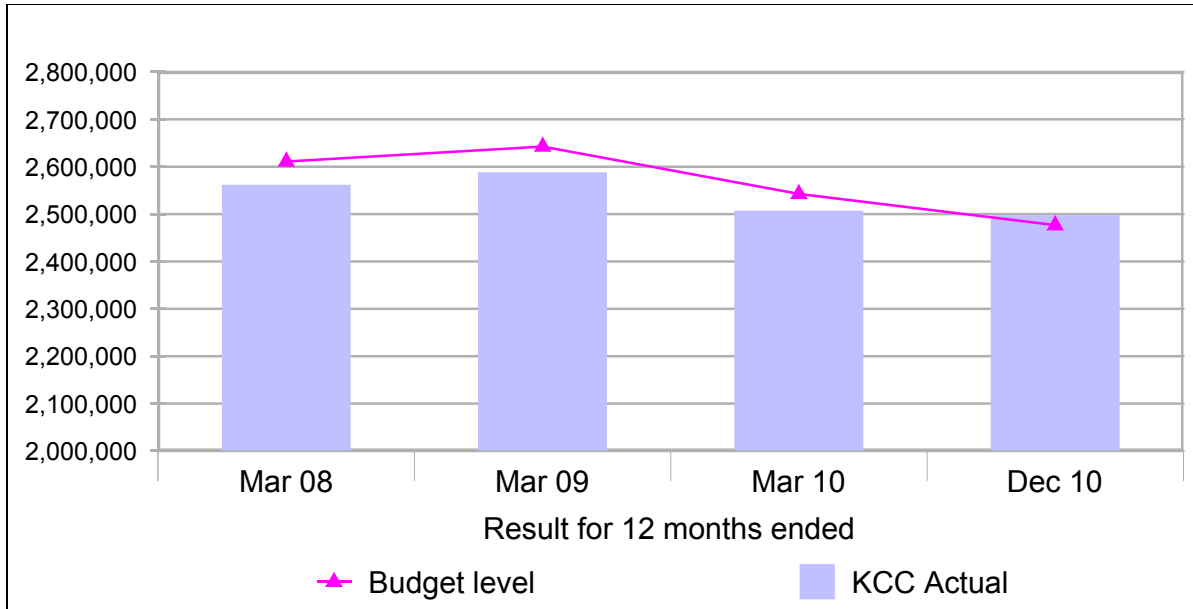
Kent has historically maintained a lower level of usage of nursing care than the national average, although the national average has been reducing significantly in the last few years.

Data Notes:

- Previous year data and national benchmarks are taken from the National Adult Social Care Intelligence Service.
- Data includes all clients whether placed in in-house provision or with external providers.
- Client data rounded to nearest 10.

Hours of independent domiciliary home care funded by KCC and provided to people aged 65 and over

Amber



Lower result is better	Year ended Mar 08	Year ended Mar 09	Year ended Mar 10	Year ended Dec 10 Provisional
Hours care provided (000's)	2,561	2,587 ↓	2,506 ↑	2,497 ↑
Budget level	2,611	2,642	2,542	2,477
RAG Rating	●	●	●	●
Number of clients	6,740	6,490 ↑	6,230 ↑	6,060 ↑

Client numbers with externally provided domiciliary provision were 6,060 in December which is down from 6,230 in March. The number of hours of care provided in the last 12 months however has only slightly reduced. Currently the hours provided are 0.8% over the amount provided for in the budget.

The number of hours of externally purchased domiciliary care has decreased since 2008/09 and this was expected due to other services being provided such as intermediate care, telecare and telehealth and increased take up of direct payments as well as further development of provision through voluntary sector provision.

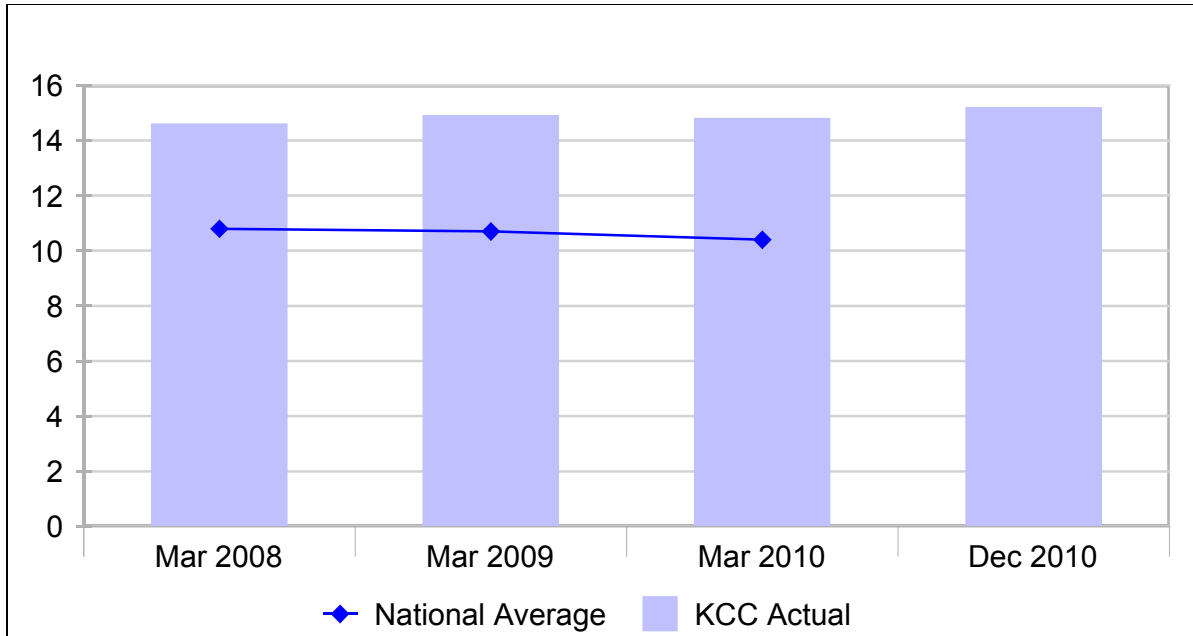
In addition, with the introduction of enablement, more people are able to return home with minimal or no care package. However, although the numbers of people who continue to receive a service are fewer, those that do may receive a more intensive care package.

Data notes:

- Client data rounded to nearest 10.

Adult clients with learning disability supported in residential care, per 10,000 population aged 18 to 64

Red



Lower result is better	Mar 08	Mar 09	Mar 10	Dec 10 Provisional
KCC Result	14.6	14.9 ↓	14.8 ↑	15.2 ↓
National average	10.8	10.7	10.4	N/a
RAG Rating	▲	▲	▲	▲
Number of clients	1,230	1,260	1,250	1,290

Demographic pressures and the NHS transfer continue to impact on Learning Disability Services, particularly residential care.

In addition, Kent has a higher than average proportion of preserved rights clients, which will impact on any benchmarking analysis. These are clients who have been in long term care, some of whom would have been placed in Kent from other parts of the country. Responsibility for these clients transferred from government to local authorities some time in the past and government provides a specific grant to meet the costs of care for these clients.

The number of clients in residential care excluding those with preserved rights at the end of December 2010 was 707, up from 632 in March. This includes NHS transfer figures.

Data Notes:

- Previous year data and national benchmarks are taken from the National Adult Social Care Intelligence Service.
- Client data rounded to nearest 10.