

By: Graham Gibbens, Cabinet Member, Adult Social Care and Public Health
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To: Adult Social Services and Public Health Policy Overview and Scrutiny Committee – 7 July 2011

Subject: **END OF YEAR PERFORMANCE FOR ADULT SOCIAL SERVICES (2010-2011)**

Classification: Unrestricted

Summary: This report updates Members on the results for Kent Adult Social Services' performance indicators for the year ending 31 March 2011.

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, via a number of statutory returns.

(2) The process for assessing Adult Social Care in Councils is changing. In the past, Councils were expected to complete the Self-Assessment Statement which provided 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 were also in place to provide the opportunity for discussion about the issues the Directorate faced, together with our plans to maintain or improve performance. This was used by CQC, together with the performance indicators, to form an assessment of each Council.

(3) The role that CQC now has in relation to assessing Councils is much reduced; there is no longer a requirement for self assessment nationally, and no process for judging each Council.

(4) In its place, there are proposals and ongoing work to determine how Councils can rely on peer and sector led assessment, as well as having mechanisms in place for the public to hold Adult Social Services to account. Clarity and guidance are still to be issued.

(5) The performance indicators are still being collected for the immediate future, and will be benchmarked as in previous years across all Councils.

(6) The Department of Health has started a “Zero Based Review” of all data collections for Adult Social Care, with the long term intention that Councils will only submit information that is relevant and meaningful, and will provide a reduced burden in producing statistics. This new streamlined approach fits with the personalisation of social care more appropriately than the old framework and is welcomed by Kent.

(7) The reduction in a national requirement for performance information will also support the national expectation that Councils will develop local performance frameworks to deliver the Health and Social Care agenda.

Results for 2010-11

2. (1) The results for the ongoing performance indicators for Adult Social Care can be found at Appendix A.

(2) The Directorate has seen some good improvements. In particular, the Directorate has delivered:

- A significant increase since 2009-10 results of 3,909 people receiving a personal budget or direct payment, to over 7,000 people receiving a personal budget or direct payment in 2010-11.
- The Directorate received over 33,000 referrals during 2010-11. An increasing proportion of these were responded to at the point of contact. (nearly 20% compared to 13% last year)
- 85% of older people receiving intermediate care after discharge from hospital are living at home independently three months later.
- People continue to be supported to live at home. Although not a performance indicator, it is worth noting that nearly 26,000 older people have been helped to live at home during 2010/11.
- Although not a performance indicator, it is also worth noting that over 4000 people have been supported through an enablement service since the introduction of Self Directed Support.

(3) The definition for the indicator relating to personal budgets is still being debated nationally. A national target of 30% has been set across the Country, which we were able to meet.

Core Monitoring

3. (1) For information, the latest set of information for core monitoring for Adult Social Care is attached at Appendix B. This contains some of the key activity lines used within budget monitoring.

Recommendations

4. Members are asked to NOTE KASS's performance indicators for 2010-2011.

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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 Result	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%	85%	
NI127	Self reported experience of social care users	Average of answers to a combination of questions in the Adult Social Care Survey which cover 8 different domains which are related to quality of life					18.4	The maximum score for all responses is 24 over the eight questions.*
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%	32%	Over 7,000 people are now in receipt of a personal budget
NI 131	Delayed transfers of care	The average number of delays per 100,000 population aged 18+			5.48	5.56	5.46	
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	38%	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	3,062	3,062	3,382	3339	3,393	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%	68%	69%	69%	Improved stability
NI 146	Adults with learning disabilities in employment	Percentage of people with a learning disability in employment	10%	11%	5.6%	5.6%	5.9%	Reduction in percentage relates to the definition change during 2009-10

* Questions included were:

Qn	Question
3	Which of the following statements best describes how much control you have over your daily life?
4	Thinking about your personal care, by which we mean being clean and presentable in appearance, which of the following statements best describes your situation?
5	Thinking about the food and drink you get, which of the following statements best describes your situation?
6	Which of the following statements best describes how clean and comfortable your home is?
7	Which of the following statements best describes how safe you feel?
8	Thinking about how much contact you've had with people you like, which of the following statements best describes your social situation?
9	Which of the following statements best describes how you spend your time?
10	Which of these statements best describes how having help to do things makes you think and feel about yourself?

Kent County Council

Core Monitoring Report

Cabinet 20 June

Extracts for ASSPHPOSC

**Including Information up to the end of
March 2011**



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Council-wide Indicators			
Contact Kent : calls answered within 20 seconds		Green	Amber
Gateways		Provided for information only	
Complaints			
Staffing numbers (FTE)			
Staffing age profile		Amber	Amber
Staffing equalities – disability		Amber	Amber
Staffing equalities – ethnicity		Amber	Amber
Staff turnover		Information only	
Staff sickness absence		Amber	Green
CO2 emissions from KCC non-schools estate		Amber	Amber
CO2 emissions from schools		Red	Red
Children, Families and Education			
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	Red
SEN assessments		Amber	Amber
Pupil exclusions		Amber	Amber
Pupil absence – secondary schools		Amber	Amber
Children’s Social Services			
Referrals to children’s social services		Red	Red
Initial assessments		Red	Red
Initial assessments completed within 7 days		Red	Amber
Core assessments within timescales		Red	Red
Children with child protection plan		Red	Red
Number of looked after children (LAC)		Red	Red
Social worker vacancies		Amber	Green
Asylum service – young people now aged 18+		Red	Red
LAC placed in Kent by other local authorities		Red	Red

APPENDIX B

Description	Page	Previous Status	Current Status
Adult Social Services			
Direct payments/Personal budgets	7	Amber	Green
Older people in residential care	8	Amber	Amber
Older people in nursing care	9	Amber	Amber
Domiciliary care for older people	10	Amber	Green
Learning disability residential care	11	Red	Red
Environment, Highways and Waste			
Household waste tonnage		Amber	Amber
Recycling/composting		Amber	Amber
Municipal waste taken to landfill		Green	Green
Congestion - Maidstone		Amber	Green
Freedom pass		Amber	Red
Routine highways repairs within 28 days		Amber	Red
Pothole repairs – average repair time		Red	Amber
Streetlight faults repaired - KCC		Amber	Amber
Streetlight faults repaired - UKPN		Red	Red
Road traffic casualties		Amber	Green
Communities			
Library visits		Amber	Amber
Library book issues		Red	Red
KCC apprenticeships		Green	Green
New entrants to the youth justice system		Amber	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

Overall Summary of Performance

This is our fourth Core Monitoring report for 2010/11. It provides information on key activity and performance for the fourth financial quarter, up to the end of March 2011.

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 the financial year 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 and additional indicators relating to Children's Social Services have been added to the Core Monitoring report to ensure that the position and improvements are openly reported.

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

RAG Status	Indicators in each category		
	Previous	Current	Net Change
Green	7	14	+7
Amber	29	21	-8
Red	17	18	+1
Total	53	53	

The following areas have shown improvement:

- Average days sickness for staff has reduced in the year
- Attainment for Kent children is now significantly better than the national average at Foundation Stage
- Ofsted inspection results for early years settings are also now better than the national average
- Attainment for looked after children at Key Stage 2 has improved and is now close to the national average
- Timeliness of initial assessments for children's social services has improved and is now closer to the Improvement Notice target
- Social worker vacancies have now been reduced to close to zero
- The percentage of adult social services clients with personal budgets and direct payments has reached the national target level
- Hours of domiciliary care for older people purchased from the independent sector during the year has come in within budget
- Average journey time in Maidstone morning peak hours has improved in the quarter compared to the same time last year
- Average time to repair potholes improved in the quarter and performance was close to target
- The numbers of people with serious injury in road traffic accidents in Kent has continued to reduce this year and the rate of reduction is ahead of the last published national average.

The following areas have shown a drop in performance:

- Response times for answering in-coming phone calls dropped below the national benchmark for the quarter

APPENDIX B

- GCSE results for looked after children have fallen significantly behind the national average and actions to address this are in the Improvement Plan
- The number of schools in special measures has again increased in the quarter and is above the national average
- Take-up of the Freedom Pass has been very successful and as a result has led to a budget pressure
- Response times for routine highway repairs have dropped in the quarter and remain below target.

The following areas have maintained a high level of performance:

- The percentage of young people aged 16 to 18 not in education, employment or training in Kent continues to be significantly below the national average
- The rate of good or better Ofsted inspection results for secondary schools continues to be ahead of the national average
- The percentage of household waste taken to landfill in Kent is significantly lower than the national average
- The number of apprenticeships provided by KCC continues to be ahead of target
- Adult education enrolments in Kent exceeded target for the year
- Success rates for drug treatment services continue to be significantly better than national average.

The following areas show performance continuing to be rated with a Red RAG status:

- Carbon dioxide emissions from schools have increased and our target for a 10% reduction by 2010 has not been met
- Pupil attainment at Key Stage 2 remains significantly behind the national average as do the related primary school Ofsted inspection results
- Attainment results for children with free school meals is significantly below the national average
- A range of indicators relating to children's social services from referral rates, to speed of carrying out core assessments to the numbers of children on child protection plans or looked after are below target levels set 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
- 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
- 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 streetlights where the network operator is responsible continue to remain some way behind the target level
- The number of library book issues continues to be significantly below the national average.

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

Katherine Kerswell
Group Managing Director
Kent County Council

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.




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.

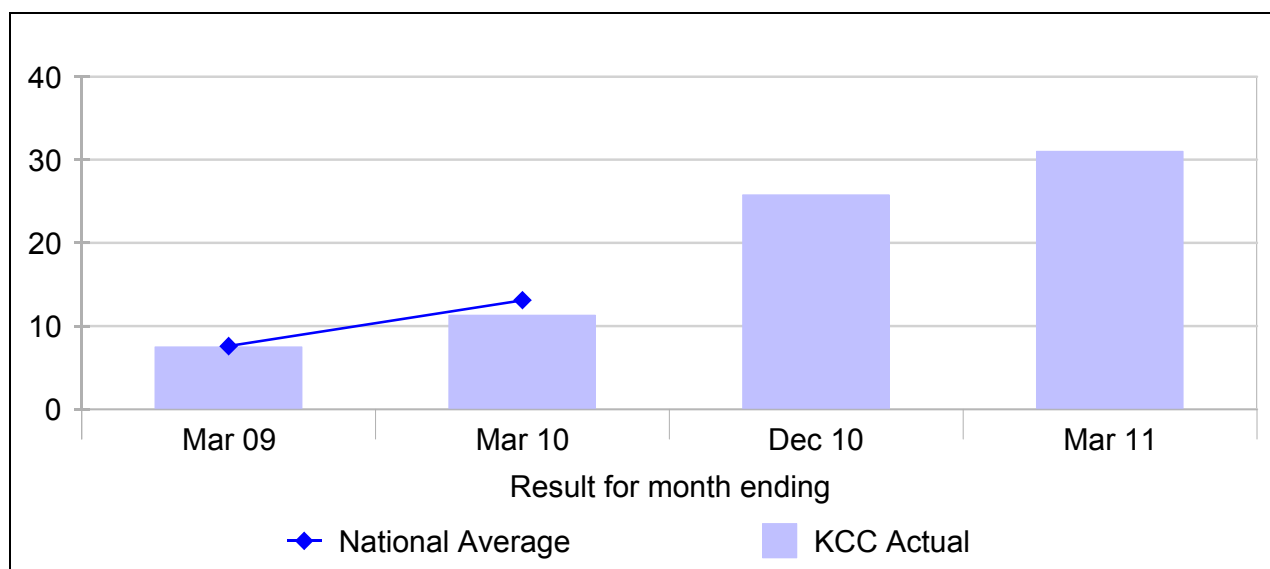
Key to RAG (Red/Amber/Green) ratings

		RAG Ratings
Green		Performance is significantly better than the most recently published national average/benchmark or exceeds local targets where set or the indicator represents an activity which is performing within the budget allocation
Amber		Performance not significantly different from most recently published national average or close to but not exceeding local target or an activity which is performing close to the budget allocation
Red		Performance significantly worse than the most recently published national average or significantly behind local targets where set or the indicator represents an activity which is performing over the budget allocation provided
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

Percentage of adult clients with community based social care services receiving direct payments and/or a Personal Budget	Green ↑
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Higher result is better	Mar 09	Mar 10	Dec 10	Mar 11 Provisional
KCC Result	7.5%	11.3% ↑	25.8% ↑	31.0% ↑
National average	7.6%	13.1%	N/a	N/a
RAG Rating	●	●	●	★
Number of clients	2,120	3,190	6,430	7,740

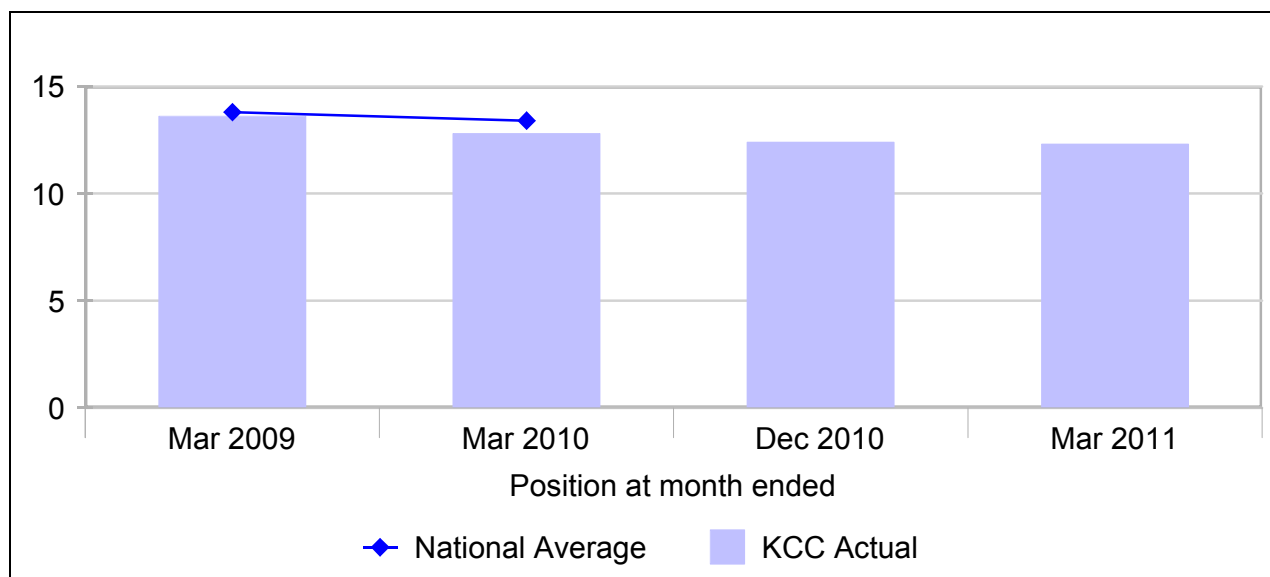
2009/10 was the first year of significant roll out of Self Directed Support with new clients being offered Personal Budgets for the first time.

Kent has seen continued increases in take up of Personal Budgets during the current financial year. The March position of 7,740 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 which has now been met.

- Data Notes:
- The indicator shown above is based on a snapshot of on-going clients (not including carers) at each date.
 - The indicator shown is different from the national indicator which is based on all clients receiving services in the year, included carers.
 - Previous year data and national benchmarks are taken from the National Adult Social Care Intelligence Service.
 - Client data rounded to nearest 10.

Older people supported in residential care, permanent placements per 1,000 people aged 65 and over	Amber ↑
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Lower result is better	Mar 09	Mar 10	Dec 10	Mar 11 Provisional
KCC Result	13.6	12.8 ↑	12.4 ↑	12.3 ↑
National average	13.8	13.4	N/a	N/a
RAG Rating	●	●	●	●
Number of clients	3,350	3,240	3,140	3,110

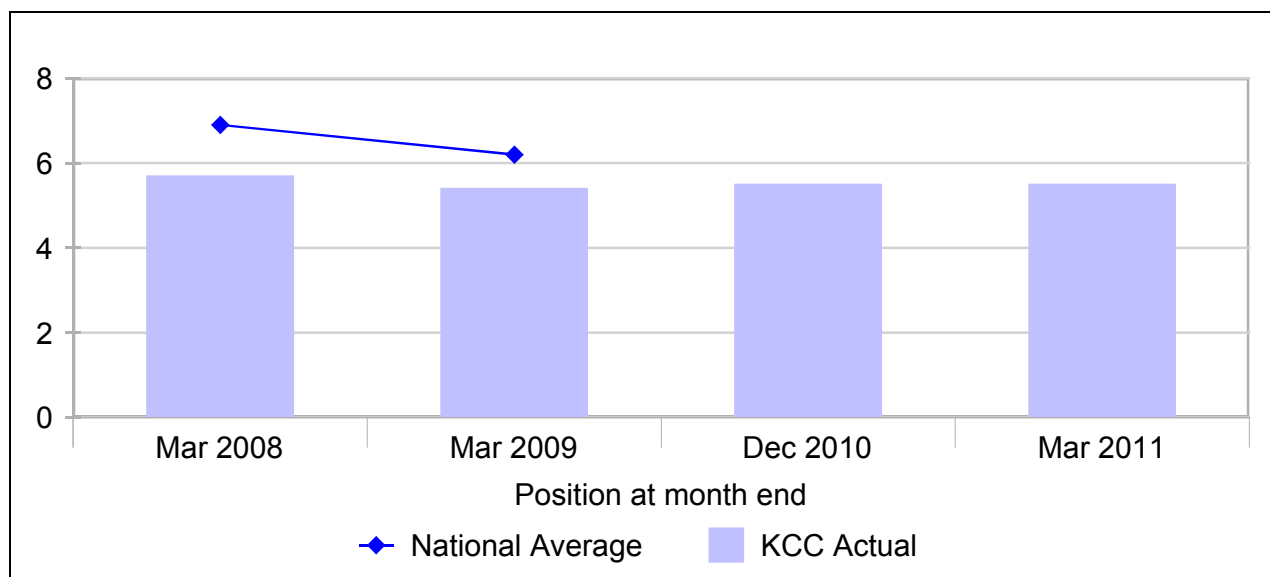
The long term trend for the total number of clients aged over 65 in residential care continues to show a decline with Kent showing a similar fall and rate of provision to national levels.

The number of clients placed in permanent independent sector residential care at the end of March 2011 was 2,787 up from 2,751 in March 2010 (excluding preserved rights) but this is a lower position then seen in the September to November period.

There are ongoing pressures relating to clients with dementia and the number of clients with dementia in independent sector provision increasing from 1,195 in March 2010 to 1,285 in March 2011.

- 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 ↔
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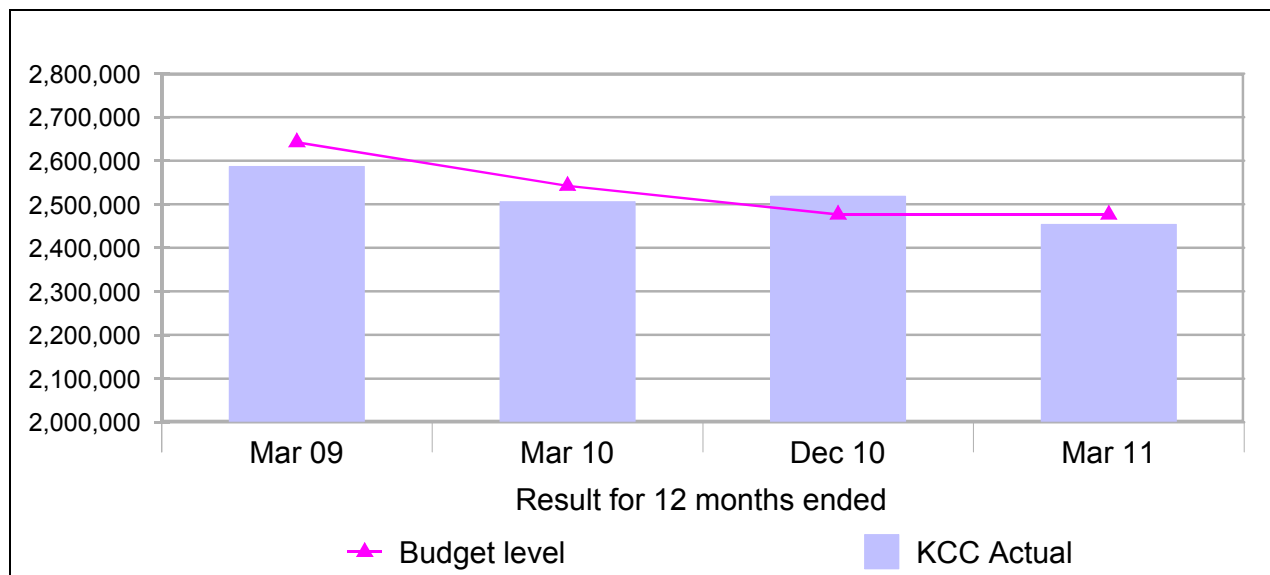
Lower result is better	Mar 09	Mar 10	Dec 10	Mar 11 Provisional
KCC Result	5.4	5.4 ↔	5.5 ↓	5.5 ↔
National average	6.2	5.9	N/a	N/a
RAG Rating	★	●	●	●
Number of clients	1,340	1,370	1,390	1,400

The number of clients aged over 65 in permanent placements of nursing care has increased this year and 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	Green ↑
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Lower result is better	Year ended Mar 09	Year ended Mar 10	Year ended Dec 10	Year ended Mar 11 Provisional
Hours care provided (000's)	2,587	2,506 ↑	2,519 ↑	2,454 ↑
Budget level	2,642	2,542	2,477	2,477
RAG Rating	●	●	●	★
Number of clients	6,490	6,230 ↑	6,060 ↑	5,710 ↑

Client numbers with externally provided domiciliary provision were 5,710 in March 2011 which is down from 6,230 in March 2010. The year end position is within budget and hence rated Green.

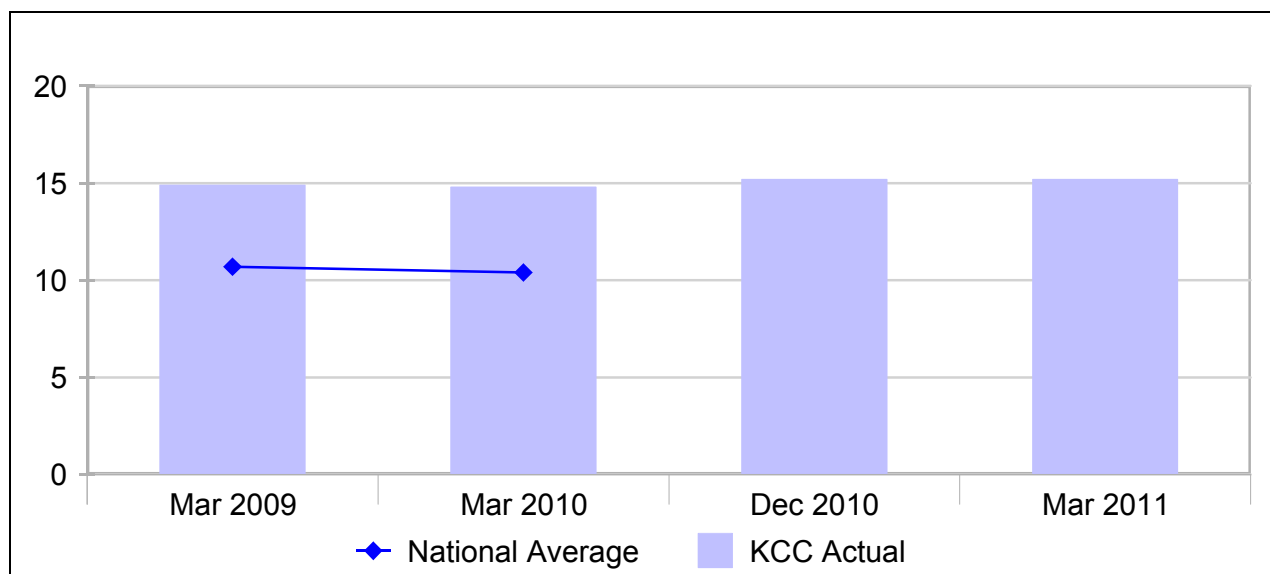
The number of hours of externally purchased domiciliary care has decreased since 2008/09 and this was expected due to other services being provided such as intermediate care, telecare and telehealth and increased take up of direct payments as well as further development of provision through voluntary 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 ↔
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Lower result is better	Mar 09	Mar 10	Dec 10	Mar 11 Provisional
KCC Result	14.9	14.8 ↑	15.2 ↓	15.2 ↔
National average	10.7	10.4	N/a	N/a
RAG Rating	▲	▲	▲	▲
Number of clients	1,260	1,250	1,290	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 March 2011 was 713, 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.