

By: Graham Gibbens, Cabinet Member for Adult Social Care and Public Health

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To: Adult Social Care and Public Health Policy Overview and Scrutiny Committee – 10 January 2012

Subject: **SEPTEMBER 2011 UPDATE FOR PERFORMANCE FOR ADULT SOCIAL CARE, AND MONITORING OF THE PROJECTS, DEVELOPMENTS AND KEY DECISIONS IDENTIFIED IN THE 2011/12 ANNUAL OPERATING BUSINESS PLANS FOR FAMILIES AND SOCIAL CARE, ADULT SERVICES**

Classification: Unrestricted

Summary: This report provides Members with the Core Monitoring performance report for the second quarter, based on September 2011 and provides an update on the key projects and key decisions identified in the 2011/12 annual operating business plan.

Introduction

1. (1) The Adult Social Care 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 Care to account. Clarity and guidance are still to be issued.

(5) Although performance indicators are still being collected for the immediate future, 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.

(6) Within Kent a new Core Monitoring report is produced on a quarterly basis. This is the second quarter’s report, which updates Members on progress against our key performance areas, as identified within Bold Steps.

Key points

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:

- An increase in the number of people who have been offered a personal budget. At the time of this report, nearly 9,000 people were in receipt of a personal budget. Of these, over 2,500 people were in receipt of an ongoing direct payment.
- Over 970 people are in receipt of telecare to help maintain their independence. The end of year position is likely to be over 1000.
- The number of people who are offered enablement continues to increase, although the quarterly target is not yet being met. Other forms of support, such as provision of equipment, may be enabling people instead of the formal enablement service, and this is being carefully monitored.
- People continue to be assessed in a timely way. The assessment process includes the provision of enablement. Assessments should not be lengthy, nor should they be cut too short. This indicator shows that 78% of assessments are being completed within six weeks.

Half Year Monitoring of the Projects, Developments and Key Decisions identified in the 2011/12 Annual Operating Business Plans for FSC, Adults Services

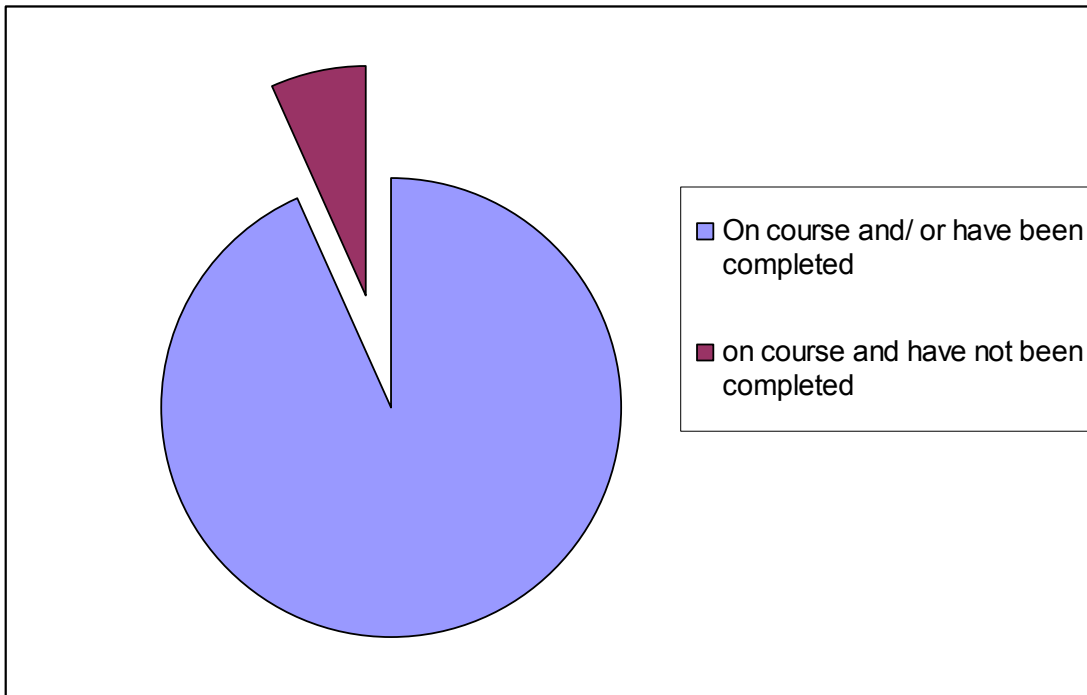
3. (1) This section covers Adult Social Care Services projects, developments and key decision items in the Annual Operating Plan for the Directorate.

(2) The business plans monitoring is based on ‘exception reporting’. This means the reporting only contains narrative information on those activities listed in the business plans that are “not on course” and have yet to be completed.

(3) Explanation for the reasons why certain projects were not progressed as planned are provided for those areas that are deemed “not on course” according to standard assessment criteria.

(4) Across the Annual Operating Plans, 106 Projects, Developments and Key Decision were included, of which:

99 are on course and/ or have been completed, leaving 7 that are “not on course” and thus have not been completed. Details of these can be found in **Appendix B**.



(5) Comments or queries can be directed to Elouisa Matthews or Michael Thomas-Sam

Recommendations

4. (1) Members are asked to NOTE the half year performance update and the update for Half Year Monitoring of the Projects, Developments and Key Decisions.

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Background documents: None