

# **Adult Social Care Dashboard**

**March 2013**



## Key to RAG (Red/Amber/Green) ratings applied to KPIs

<b>GREEN</b>	Target has been achieved or exceeded
<b>AMBER</b>	Performance is behind target but within acceptable limits
<b>RED</b>	Performance is significantly behind target and is below an acceptable pre-defined minimum *
<b>↑</b>	Performance has improved relative to targets set
<b>↓</b>	Performance has worsened relative to targets set

\* In future, when annual business plan targets are set, we will also publish the minimum acceptable level of performance for each indicator which will cause the KPI to be assessed as Red when performance falls below this threshold.

### Adult Social Care Indicators

The key Adult Social Care indicators are listed in summary form below, with more detail in the following pages. A subset of these indicators feed into the Quarterly Monitoring Report, for Cabinet, and a subset of these indicators feed into the Bold Steps Monitoring. This is clearly labelled on the summary and in the detail.

Some indicators are monthly indicators, some are annual, and this is clearly stated.

All information is as at March 2013 where possible, with a few indicators still requiring some update, with new targets and indicators being chosen.

Following months will provide all information.

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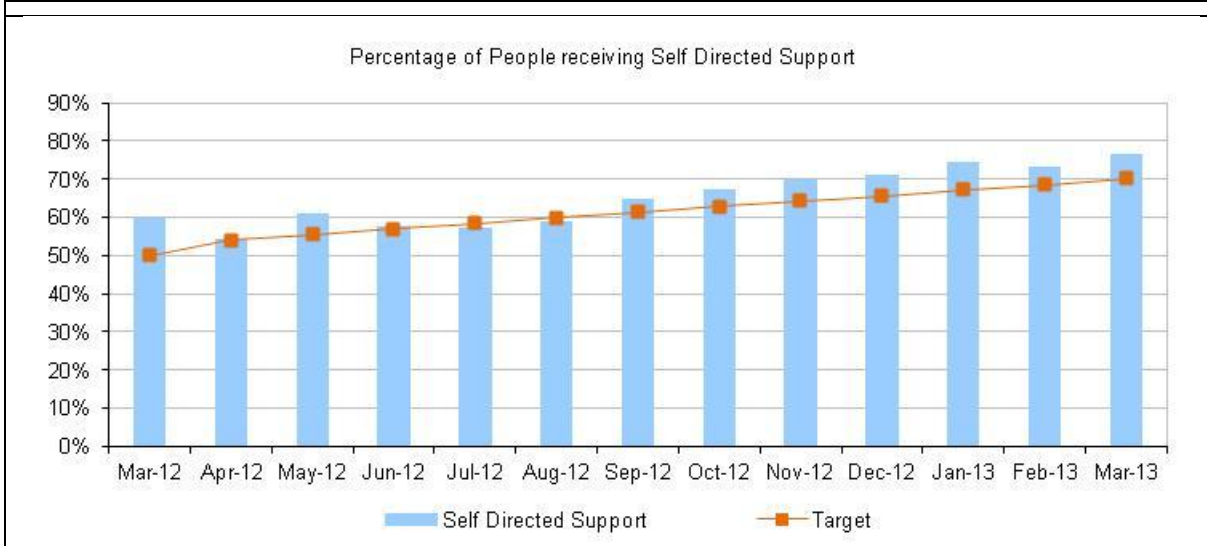
**Summary of Performance for our KPIs**

Indicator Description	Bold Steps	QPR	2011-12 Out-turn	2012-13 Target	Current Position	Data Period	RAG	Direction of Travel
1. Percentage of adult social care clients with community based services who receive a personal budget and/or a direct payment	Y	Y	59%	70%	<b>76.7%</b>	12M	<b>GREEN</b>	↑
2. Proportion of personal budgets given as a direct payment	Y		24.13%		<b>21.7%</b>	12M	<b>See Page 5</b>	
3. Number of adult social care clients receiving a telecare service	Y	Y	1032	1300	<b>1596</b>	Cumulative	<b>GREEN</b>	↑
4. Number of adult social care clients provided with an enablement service	Y	Y	612	700	<b>603</b>	Month	<b>AMBER</b>	↑
5. Percentage of adult social care assessments completed within six weeks		Y	76.68%	75%	<b>78.77%</b>	12M	<b>GREEN</b>	↑
6. Percentage of clients satisfied that desired outcomes have been achieved at their first review		Y	73.6%	75%	<b>72.5%</b>	Month	<b>AMBER</b>	↑
7. Proportion of older people who were still at home 91 days after discharge from hospital into reablement/rehabilitation services			85.9%	85%	<b>82%</b>	Month	<b>AMBER</b>	↑
8. Delayed Transfers of Care	Y		5.04	5.40	<b>5.63</b>	12M	<b>AMBER</b>	↑
9. Admissions to Permanent Residential Care for Older People			164	145	<b>149</b>	12M	<b>AMBER</b>	↓
10. People with Learning Disabilities in residential care	Y		1288	1260	<b>1265</b>	Month	<b>AMBER</b>	↑
11. Proportion of adults in contact with secondary Mental Health in settled accommodation	Y		62.0%	75%	<b>84%</b>	Quarterly	<b>GREEN</b>	→

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**1. Percentage of adult social care clients with community based services who receive a personal budget and/or a direct payment** **GREEN** ↑

<b>Bold Steps Priority/Core Service Area</b>	Empower social service users through increased use of personal budgets	<b>Bold Steps Ambition</b>	Put the Citizen in Control
<b>Cabinet Member</b>	Graham Gibbens	<b>Director</b>	Anne Tidmarsh/ Penny Southern
<b>Portfolio</b>	Adult Social Care and Public Health	<b>Division</b>	Older People and Physical Disability /Learning Disability and Mental Health



**Data Notes.**  
 Units of Measure: Percentage of people with an open service who have a Personal Budget or Direct Payment  
 Data Source: Adult Social Care Swift client System – Personal Budgets Report

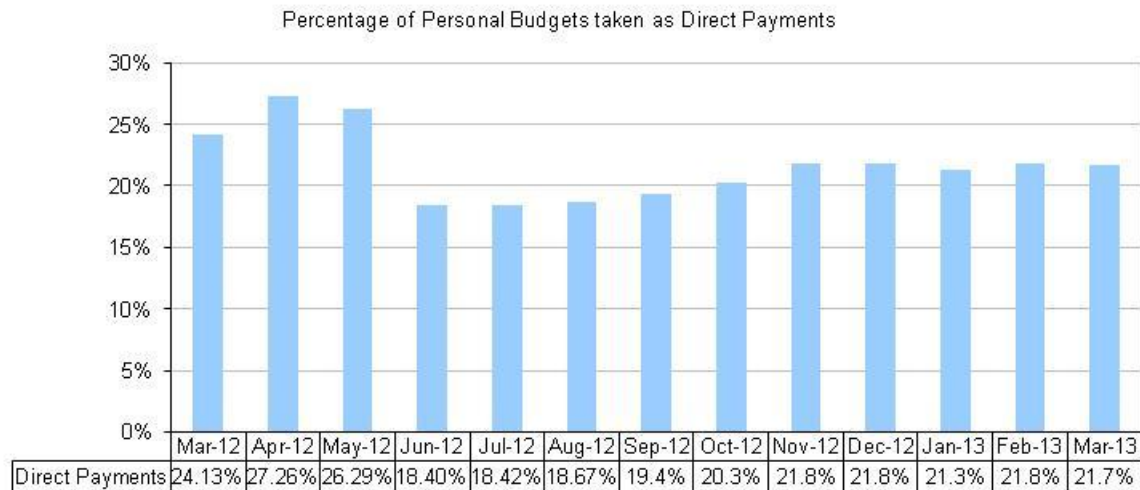
Data is reported as the snapshot position of current clients at the quarter end.

**Quarterly Performance Report Indicator**  
**Bold Step Indicator**

Trend Data	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
Percentage	59.70%	54.30%	60.90%	57.50%	57.20%	58.90%	64.90%	67.20%	69.7%	71.20%	74.40%	73.09%	76.71%
Target	50%	54%	55%	57%	58%	60%	61%	63%	64%	66%	67%	69%	70%
Client Numbers	11416	10132	10549	10256	10453	10865	10612	11541	11595	11732	12192	12099	12225
RAG Rating	GREEN	GREEN	GREEN	GREEN	AMBER	AMBER	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN

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**2. Proportion of Personal Budgets taken as Direct Payments**



**Data Notes.**

Units of Measure: Percentage of Personal Budgets taken as a Direct Payment  
 Data Source: Adult Social Care Swift client System – Personal Budgets & Direct Payments Reports

**Bold Steps indicator**

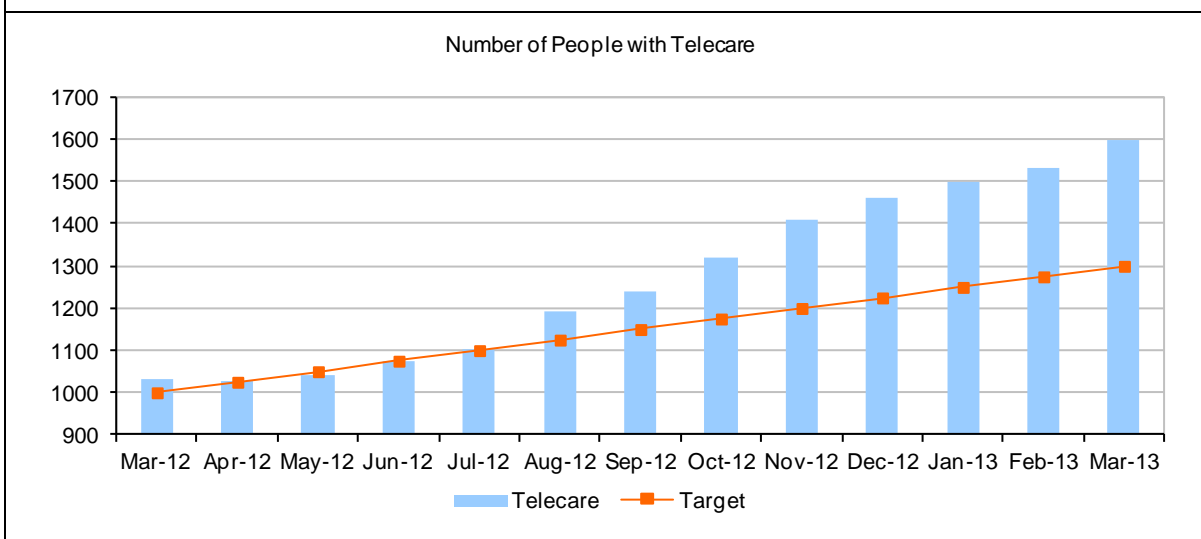
**Commentary**

There has been some significant progress in recent months with the allocation of personal budgets. This has been achieved through the teams focussing on reviewing clients and ensuring that support plans are in place. Updated review and support planning policies have been reissued, together with a simpler data collection process. The allocation of personal budgets is part of the review and support plan process. Targets have been in place for the teams all year, which they are continuously monitored against. There are reports available for managers to use in supervision with their staff to ensure that clients are reviewed, have support plans and personal budgets. Continued emphasis and local monitoring of progress will continue, which will also ask Managers to raise training needs for both operational practice and system input in their teams so that this can be dealt with quickly. The proportion of people who take their personal budget as a direct payment has increased in the last month.

NB: As discussed previously at Cabinet Committee, this indicator is not RAG rated because direct payments are a choice that service users take.

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3. Number of adult social care clients receiving a telecare service			GREEN ↑
<b>Bold Steps Priority/Core Service Area</b>	Empower social service users through increased use of personal budgets	<b>Bold Steps Ambition</b>	Put the Citizen in Control
<b>Cabinet Member</b>	Graham Gibbens	<b>Director</b>	Anne Tidmarsh/ Penny Southern
<b>Portfolio</b>	Adult Social Care and Public Health	<b>Division</b>	Older People and Physical Disability/ Learning Disability and Mental Health



**Data Notes.**  
 Units of Measure: Snapshot of people with Telecare as at the end of each month  
 Data Source: Adult Social Care Swift client System

**Quarterly Performance Report Indicator**  
**Bold Step Indicator**

Trend Data	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
Telecare	1032	1027	1042	1074	1102	1192	1240	1321	1407	1460	1497	1534	1596
Target	1000	1025	1050	1075	1100	1125	1150	1175	1200	1225	1250	1275	1300
RAG Rating	GREEN	GREEN	AMBER	AMBER	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN

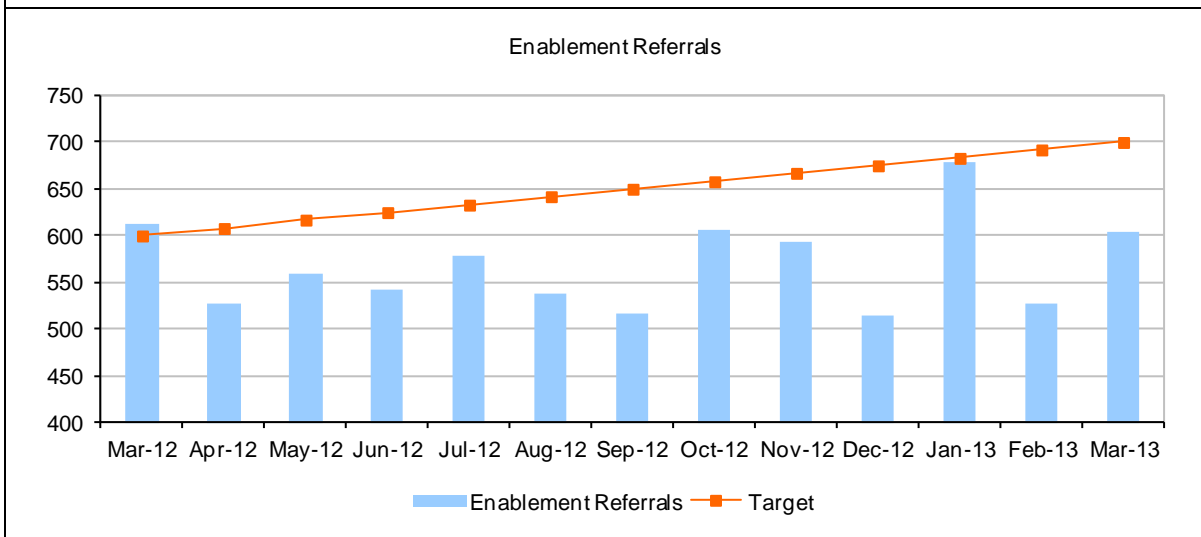
**Commentary**

Telecare is now a mainstream service, after being managed centrally. The teams are now more experienced in considering telecare at every opportunity when assessing and reviewing clients as a means for maintaining independence. In addition, there is improved communication between the hospitals, the teams and the equipment store so data input is more timely. Targets have been set for all teams during the year, which are monitored on a monthly basis. There will be a focus on 2013-14 on the type of equipment being installed.

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**4. Number of adult social care clients provided with an enablement service** **AMBER** ↑

<b>Bold Steps Priority/Core Service Area</b>	Empower social service users through increased use of personal budgets	<b>Bold Steps Ambition</b>	Put the Citizen in Control
<b>Cabinet Member</b>	Graham Gibbens	<b>Director</b>	Anne Tidmarsh
<b>Portfolio</b>	Adult Social Care and Public Health	<b>Division</b>	Older People and Physical Disability



**Data Notes.**  
 Units of Measure: Number of people who had a referral that led to an Enablement service  
 Data Source: Adult Social Care Swift client System – Enablement Services Report

**Quarterly Performance Report indicator**  
**Bold Steps Indicator**

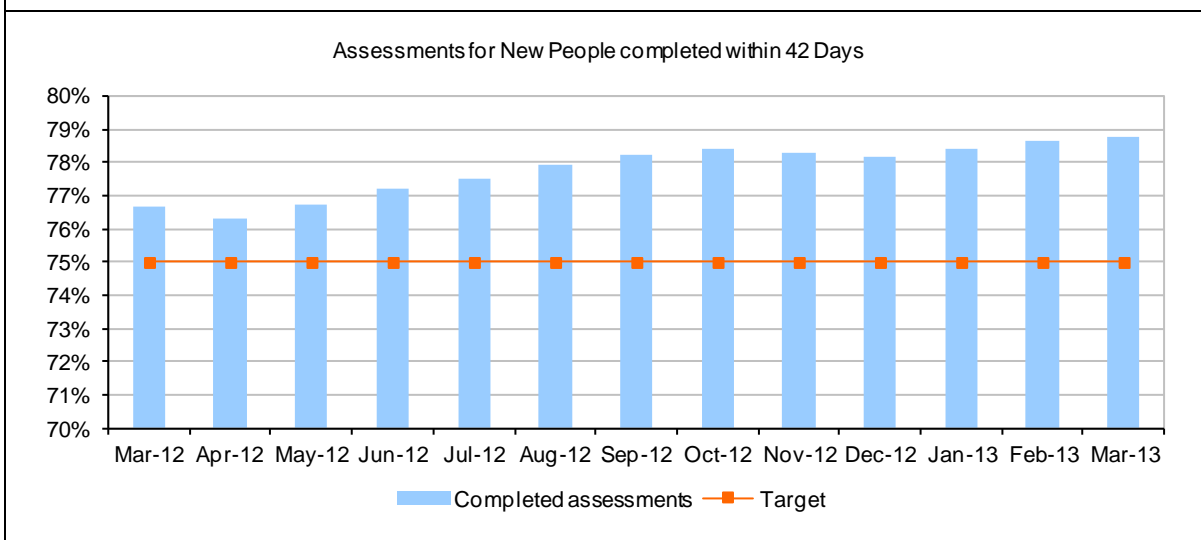
Trend Data	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
Enablement Referrals	612	527	560	542	579	538	517	605	593	514	679	527	603
Target	600	608	617	625	633	642	650	658	667	675	683	692	700
RAG Rating	GREEN	RED	AMBER	RED	AMBER	RED	RED	AMBER	AMBER	RED	AMBER	RED	RED

**Commentary**

Although higher, referrals to enablement are not at the anticipated levels. Targets are set for each team to ensure that the provision of enablement is maximised. In order to address these lower levels, research into the availability of enablement places for people has been undertaken, together with an analysis of reasons for placements being refused. In addition, it is becoming apparent that other key services such as intermediate care, provision of equipment, including telecare and the Short term bed strategy may be reducing the overall need for enablement. In addition, the enablement service will be increasingly supporting more people directly from hospital in a more effective way. This will ensure that more people are able to access enablement more quickly.

The indicator for next year will focus on all enabling services, including intermediate care and equipment.

5. Percentage of adult social care assessments completed within six weeks			GREEN ↑
<b>Bold Steps Priority/Core Service Area</b>	Empower social service users through increased use of personal budgets	<b>Bold Steps Ambition</b>	Put the Citizen in Control
<b>Cabinet Member</b>	Graham Gibbens	<b>Director</b>	Anne Tidmarsh/ Penny Southern
<b>Portfolio</b>	Adult Social Care and Public Health	<b>Division</b>	Older People and Physical Disability /Learning Disability and Mental Health



**Data Notes.**  
 Units of Measure: Percentage of assessments completed within 42 Days  
 Data Source: Adult Social Care Swift client System – Open Referrals without Support Plan Report

**Quarterly Performance Report Indicator**

Trend Data	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
Completed	76.7%	76.3%	76.8%	77.2%	77.5%	78.0%	78.2%	78.4%	78.27%	78.14%	78.41%	78.68%	78.77%
Target	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%
RAG Rating	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN

**Commentary**

The target for 2012/13 remains 75%, which represents an acceptable balance between timely completion of assessments and the provision of enablement to new people.

This indicator looks at the timeliness of assessments. The aim of the indicator is not to ensure that assessments are completed more and more quickly – this would be detrimental to the individual if the enablement service was ended too soon.

This indicator serves to ensure that we have the right balance between ensuring enablement is delivered effectively and ensuring the whole assessment process is timely. To this end we have reviewed the target and would expect 75% of assessments to be within 6 weeks, and



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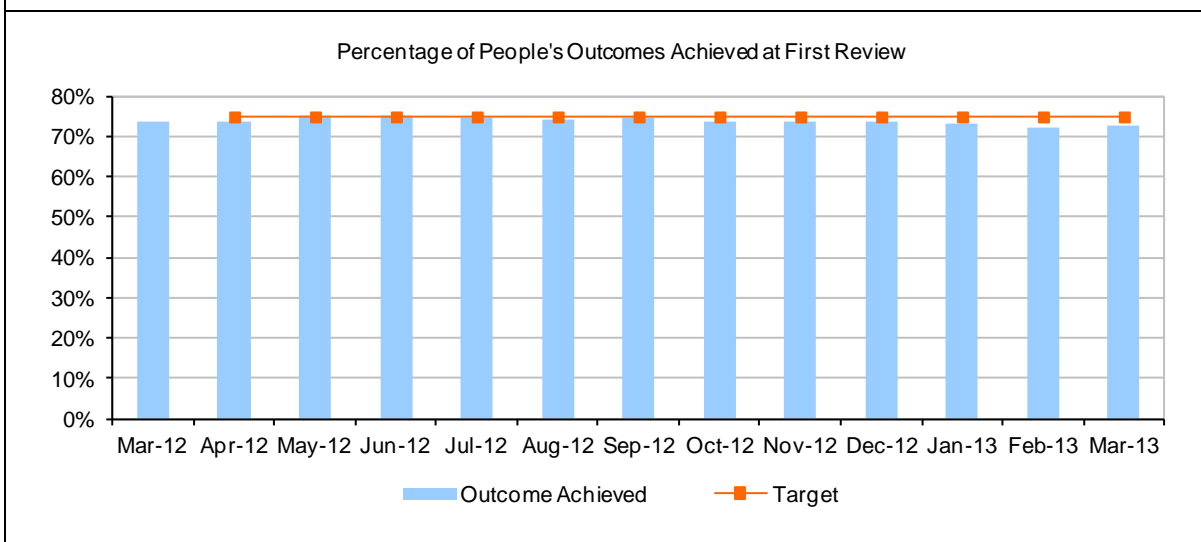
would challenge teams who would be either allowing people to spend too much time in an enablement service, or who were pushing people through the assessment process too quickly.

As with the other performance indicators, these targets are set across all the teams and monitored through the Divisional Management teams on a monthly basis.

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**6. Percentage of social care clients who are satisfied that desired outcomes have been achieved at their first review** **AMBER** ↑

<b>Bold Steps Priority/Core Service Area</b>	Empower social service users through increased use of personal budgets	<b>Bold Steps Ambition</b>	Put the Citizen in Control
<b>Cabinet Member</b>	Graham Gibbens	<b>Director</b>	Anne Tidmarsh/ Penny Southern
<b>Portfolio</b>	Adult Social Care and Public Health	<b>Division</b>	Older People and Physical Disability /Learning Disability and Mental Health



**Data Notes.**  
 Tolerance: Higher values are better  
 Unit of measure: Percentage  
 Data Source: Adult Social Care Swift client system

Data is reported as percentage for each quarter.

No comparative data is currently available for this indicator.

**Quarterly Performance Report Indicator**

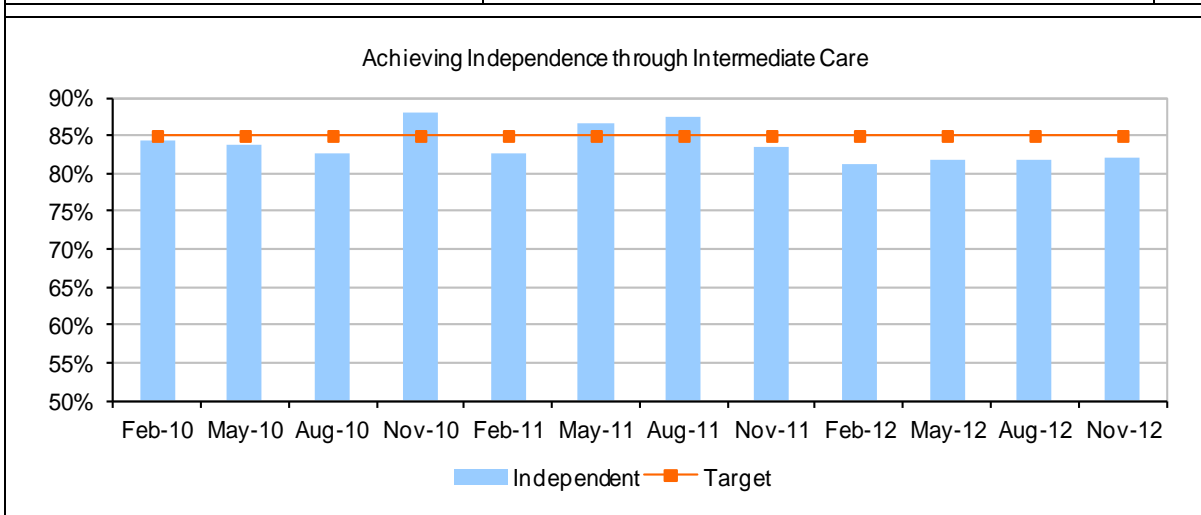
Trend Data	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
Achieved	73.6%	73.6%	75.0%	75.3%	74.7%	74.0%	74.6%	73.6%	73.6%	73.7%	73.4%	72.3%	72.5%
Target	<b>75%</b>	<b>75%</b>	<b>75%</b>	<b>75%</b>	<b>75%</b>	<b>75%</b>	<b>75%</b>	<b>75%</b>	<b>75%</b>	<b>75%</b>	<b>75%</b>	<b>75%</b>	<b>75%</b>
RAG Rating	AMBER	AMBER	GREEN	GREEN	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER

**Commentary**

The percentage of outcomes achieved has increased from 66% in March 2011. People's needs and outcomes are identified at assessment and then updated at review, in terms of achievement and satisfaction. Workshops will begin with the operational teams in June to provide additional training and guidance in respect of identifying outcomes.

**7. Proportion of older people (65+) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services** **AMBER** ↑

<b>Bold Steps Priority/Core Service Area</b>	Support the transformation of health and social care in Kent	<b>Bold Steps Ambition</b>	Put the Citizen in Control
<b>Cabinet Member</b>	Graham Gibbens	<b>Director</b>	Anne Tidmarsh
<b>Portfolio</b>	Adult Social Care and Public Health	<b>Division</b>	Older People and Physical Disability

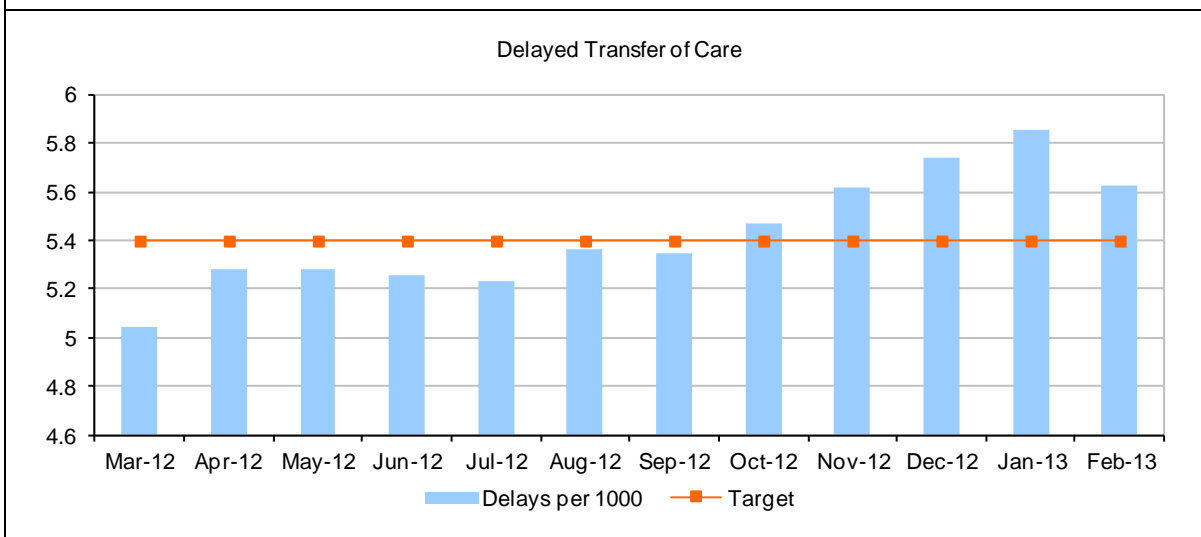


**Data Notes.**  
 Units of Measure: Percentage of older people achieving Independence and back home after receiving Intermediate Care following discharge from hospital  
 Data Source: Manual Data Collection

Trend Data	Aug 10	Nov 10	Feb 11	May 11	Aug 11	Nov 11	Feb 12	May 12	Aug-12	Nov-12
Percentage	82.7%	88.1%	82.6%	86.7%	87.4%	83.6%	81.3%	81.7%	81.87%	84.0%
Target	<b>85%</b>	<b>85%</b>	<b>85%</b>	<b>85%</b>	<b>85%</b>	<b>85%</b>	<b>85%</b>	<b>85%</b>	<b>85%</b>	<b>85%</b>
RAG Rating	<b>AMBER</b>	<b>AMBER</b>	<b>GREEN</b>	<b>GREEN</b>	<b>AMBER</b>	<b>AMBER</b>	<b>AMBER</b>	<b>AMBER</b>	<b>AMBER</b>	<b>AMBER</b>

**Commentary**  
 This indicator identifies where patients are **three months** after receiving intermediate care and relies on health and social care data being compared. There are about 500 referrals a month which are supported from hospital and into intermediate care.  
 This indicator continues to be monitored, particularly in light of the increasing pressures being experienced from the hospitals, including ward closures and where there are some waiting lists for intermediate care, which can put pressure on the teams to make residential and nursing placements.

8. Delayed Transfers of Care				AMBER ↑
<b>Bold Steps Priority/Core Service Area</b>	Support the transformation of health and social care in Kent	<b>Bold Steps Ambition</b>	Put the Citizen in Control	
<b>Cabinet Member</b>	Graham Gibbens	<b>Director</b>	Anne Tidmarsh	
<b>Portfolio</b>	Adult Social Care and Public Health	<b>Division</b>	Older People and Physical Disability	



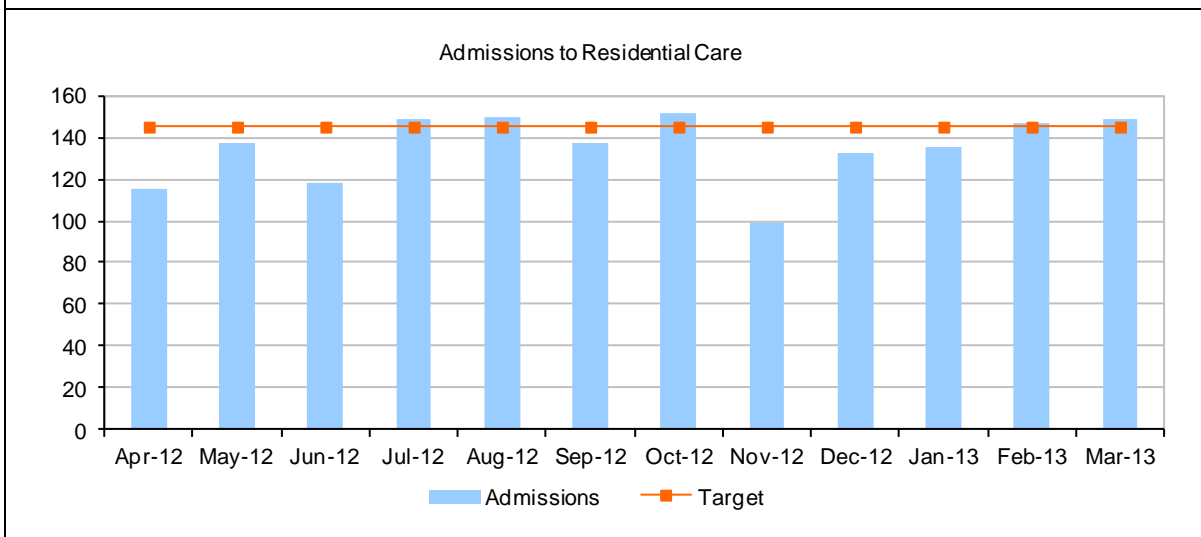
**Data Notes.**  
This indicator is displayed as the number of delays per month as a rate per 100,000 population.

**Bold Step Indicator**

Trend Data	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13
People	5.04	5.28	5.28	5.26	5.23	5.36	5.35	5.4	5.62	5.74	5.86	5.63
Target	5.40	5.40	5.40	5.40	5.40	5.40	5.40	5.4	5.4	5.4	5.4	5.4
RAG Rating	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	AMBER	AMBER	AMBER	AMBER

**Commentary**  
Delay transfers can be affected by many factors, mainly client choice and health based reasons. Whilst there are ongoing pressures to find social care placements, these have been eased with support such as intermediate care, and step down beds. Information relating to delayed transfers of care is collected from health on a monthly basis, and reasons for delays are routinely examined. Currently about 25% delays are attributable to Adult Social Care. The top three reasons for delays includes: Waiting NHS non-acute care, patient choice and then Social care assessment.

9. Admissions to Permanent Residential Care for Older people				AMBER ↓
<b>Bold Steps Priority/Core Service Area</b>	Support the transformation of health and social care in Kent	<b>Bold Steps Ambition</b>	Put the Citizen in Control	
<b>Cabinet Member</b>	Graham Gibbens	<b>Director</b>	Anne Tidmarsh	
<b>Portfolio</b>	Adult Social Care and Public Health	<b>Division</b>	Older People & Physical Disability	

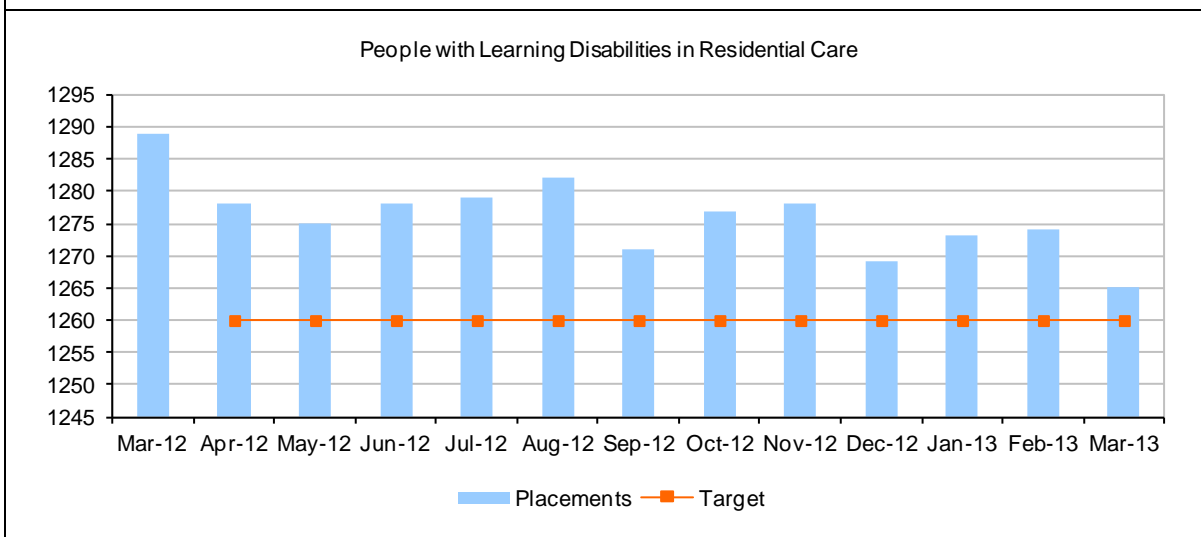


**Data Notes.**  
 Units of Measure: Older People placed into Permanent Residential Care per month.  
 Data Source: Adult Social Care Swift client System – Residential Monitoring Report

Trend Data	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
Admissions	164	115	137	118	149	150	137	151	99	132	135	147	149
Target		145	145	145	145	145	145	145	145	145	145	145	145
RAG Rating		GREEN	GREEN	GREEN	AMBER	AMBER	GREEN	AMBER	GREEN	GREEN	GREEN	AMBER	AMBER

**Commentary**  
 Reducing admissions to permanent residential or nursing care is a clear objective for the Directorate. Many admissions are linked to hospital discharges, or specific circumstances or health conditions such as breakdown in carer support, falls, incontinence and dementia. As part of the monthly budget and activity monitoring process, admissions are examined, to understand exactly why they have happened. The objectives of the transformation programme will be to ensure that the right services are in place to ensure that people can self manage with these conditions, and ensure that a falls prevention strategy and support is in place to reduce the need for admission. In the meantime, there are clear targets set for the teams which are monitored on a monthly basis, and an expectation that permanent admissions are not made without all other alternatives being exhausted.

10. People with Learning Disabilities in residential care			AMBER ↑
<b>Bold Steps Priority/Core Service Area</b>	Improve services for the most vulnerable people in Kent	<b>Bold Steps Ambition</b>	To tackle disadvantage
<b>Cabinet Member</b>	Graham Gibbens	<b>Director</b>	Penny Southern
<b>Portfolio</b>	Adult Social Care and Public Health	<b>Division</b>	Learning disability



**Data Notes.**  
 Units of Measure: Number of people with a learning disability in permanent residential care as at month end.  
 Data Source: Monthly activity and budget monitoring.

**Bold Steps Indicator**

Trend Data	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
Placements	1289	1278	1275	1278	1279	1282	1271	1277	1278	1269	1273	1274	1265
<b>Target</b>		<b>1260</b>	<b>1260</b>	<b>1260</b>	<b>1260</b>	<b>1260</b>	<b>1260</b>	<b>1260</b>	<b>1260</b>	<b>1260</b>	<b>1260</b>	<b>1260</b>	<b>1260</b>
RAG Rating	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER

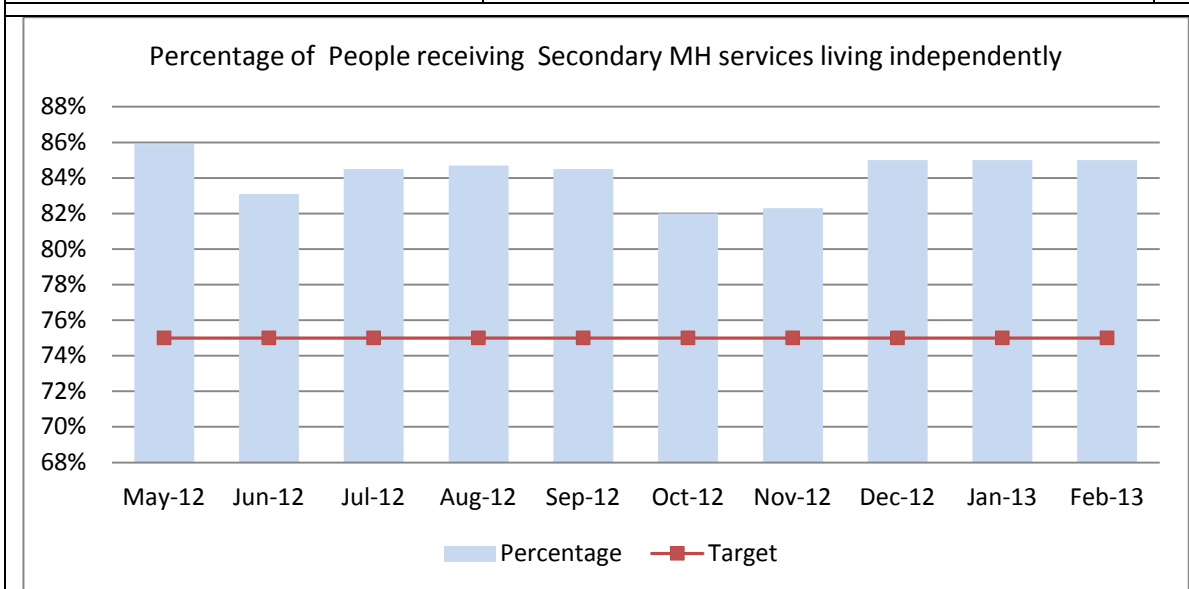
**Commentary**

It is a clear objective of the Directorate to ensure that as many people with a learning disability live as independently as possible. All residential placements have now been examined to ensure that where possible, there will be a choice available for people to be supported through supported accommodation, adult placements and other innovative support packages which enable people to maintain their independence. In addition, the teams continue to work closely with the Children’s team as young people coming into Adult Social Care through transition from the majority of the new residential placements.

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**11. Proportion of adults in contact with secondary Mental Health services living independently, with or without support** **GREEN** ⇨

<b>Bold Steps Priority/Core Service Area</b>	Improve services for the most vulnerable people in Kent	<b>Bold Steps Ambition</b>	To tackle disadvantage
<b>Cabinet Member</b>	Graham Gibbens	<b>Director</b>	Penny Southern
<b>Portfolio</b>	Adult Social Care and Public Health	<b>Division</b>	People with Mental Health needs



**Data Notes.**  
 Units of Measure: Proportion of all people who are in settled accommodation  
 Data Source: KPMT – quarterly

**Bold Step Indicator**

Trend Data	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan 13	Feb 13
Percentage	85.9%	83.1%	84.5%	84.7%	84.5%	82%	82.3%	85%	85%	85%
Target	<b>75%</b>	<b>75%</b>	<b>75%</b>	<b>75%</b>	<b>75%</b>	<b>75%</b>	<b>75%</b>	<b>75%</b>	<b>75%</b>	<b>75%</b>
RAG Rating	<b>GREEN</b>	<b>GREEN</b>	<b>GREEN</b>	<b>GREEN</b>	<b>GREEN</b>	<b>GREEN</b>	<b>GREEN</b>	<b>GREEN</b>	<b>GREEN</b>	<b>GREEN</b>

**Commentary**  
 This has been included for the first time, including data from KPMT and will be updated on a quarterly basis. Settled accommodation “Refers to accommodation arrangements where the occupier has security of tenure or appropriate stability of residence in their *usual* accommodation in the medium- to long-term, or is part of a household whose head holds such security of tenure/residence.”  
 It provides an indication of the proportion of people with mental health needs who are in a stable environment, on a permanent basis.