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To: Supporting People Commissioning Body January 2015

Subject: Performance Management

Classification: Unrestricted

Summary

This report highlights the aspects of performance management within Supporting People services. Performance against Key Performance Indicators has been mixed in Quarter 2 with KPI 1 being exceeded and KPI 2 being missed marginally by 0.3%. Housing related support services have been delivered to 9,696 vulnerable people within sheltered, supported and floating support services.

1. Introduction

- (1) This report contains performance information relating to Quarter 2 of 2014/15.
- (2) Data is provided on the targets agreed by the Commissioning Body for Key Performance Indicators 1 and 2 for 2014/15.

2. Key Features

- (1) The provider's achievements in Quarter 2 are as follows:
 - 9,696 people in sheltered housing, supported accommodation and floating support services were helped towards attaining independence.
 - The number of people who have left long term services and who have achieved independence was 472. **(Appendix 2)**
 - The number of people who moved on successfully from short term services was 325. **(Appendix 2)**
- (2) The overall key performance indicator target of 98.2% for Long Term Accommodation (KPI1) has again been met. Of the 109 services that report against this indicator 94 met or exceeded the target with 78 services attaining 100%. **(Appendix 1)**
- (3) The overall key performance indicator target of 80% set for Short Term Accommodation based services (KPI2) has not been met in Quarter 2, however only fell short of the target by 0.3%. **(Appendix 1)**

3. Conclusion

- (1) Most people who used sheltered housing, floating support and supported accommodation during Quarter 2 have successfully achieved and maintained independence or moved on to a more settled way of life.

- (2) Services continue to support clients in achieving a wide range of outcomes. Across the 5 high level domain areas, services are best achieving in maximising income and establishing contact with family and developing confidence and choice.

Recommendations;

The Commissioning Body is asked to:

1. Note the report

Background Documents

None

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Appendix 1 Key Performance Indicators

Appendix 2 Destination data

Appendix 3 Outcomes

Appendix 1 Key Performance Indicators

1. Key Performance Indicator 1 Quarter 2 (July – October 2014)

Figure 1 Key Performance Indicator 1 – Achieving or maintaining independence Target 98.2% (Long term accommodation and Floating Support)

KPI 1 Target 98.2%	Q2 2013/14	Q3 2013/14	Q4 2013/14	Q1 2014/15	Q2 2014/15
Accommodation (97 services)	99.1 (6501)	99.0 (6494)	98.8 (6416)	99.2 (6421)	99.2 (6408)
Floating Support (13 services)	96.0 (1523)	95.9 (1750)	98.0 (1783)	97.7 (1684)	97.7 (1691)
Overall KPI1	98.5 (8032)	98.3 (8244)	98.6 (8217)	98.9 (8105)	98.9 (8099)

(110services)

1.2 Overall KPI 1 has been exceeded again this quarter.

1.3 Accommodation services have performed well with 99.2% of individuals achieving or maintaining independence.

2. Key Performance Indicator 2 - Quarter 2 (July – October 2014)

2.1 The overall target set for KPI 2 has been missed marginally in Quarter 2.

Figure 2 Key Performance Indicator 2 - Percentage of planned move-ons from short term services Target 80%

KPI2 Target 80%	Q2 2013/14	Q3 2013/14	Q4 2013/14	Q1 2014/15	Q2 2014/15
Accommodation (87 services)	82.0 (315)	88.8 (301)	80.7 (271)	80.6 (291)	80.7 (281)
Resettlement service (2 services)	87.2 (68)	73.2 (41)	80.2 (73)	97.8 (45)	73.3 (44)
Overall KPI 2	82.9 (383)	86.6 (342)	80.6 (344)	82.6 (336)	79.7 (325)

(89 services)

2.2 KPI 2 performance fell short of the target by 0.3% in Quarter 2. This is mainly attributable to the decrease in performance noted for resettlement services. 57 of the 89 services that report against this indicator met or exceeded the target with approximately half of those (29) attaining 100%.

Appendix 2 Destination data

3. Destination data- Quarter 2 (July – October 2014)

3.1 A total of 1054 people left housing supported services in Quarter 2, with the majority leaving in a successful, planned way having been supported to achieve greater independence.

3.2 Of the 325 planned moves from short term services, 75 were made into the private rented sector, 69 into supported housing and 56 into the social rented sector.

Figure 3 Departures destinations achieved in Quarter 2

Floating Support, Long Term Accommodation (KPI 1)

Departure Reason KPI 1	Total
Moved into Independent accommodation / completed support programme	442
Other Unknown	29
Died	77
Care/Nursing home/Hospice/Hospital	43
Sheltered Housing	23
Long term supported housing	7
Short Term Supported Housing	12
Abandoned Tenancy	3
Taken into custody	4
Evicted	3
Total	643

Short Term accommodation (KPI2)

Departure Reason KPI 2 - Planned	Total
Staying with friends/family	101
Social Rented / LA	56
Supported Housing	69
Rented private	75
Previous Home	15
B&B	7
Sheltered Housing	2
Prison	0
Total	325

Departure Reason KPI 2 - Unplanned	Total
Staying with friends/family	25
Other Unknown	34
Taken into custody	14
Rented private	2
Sleeping Rough	4
Hospice/Hospital/Care home	1
Supported Housing	0
Died	3
Previous Home	1
Social Rented / LA	0
Total	84

Appendix 3 Outcomes

4.1 A summary of the **outcomes achieved in short term services** such as supported housing and floating support in Quarters 1 and 2 2014/15 (April – Oct 2014) across the five themed domains is supplied in **figure 4**.

Figure 4 Performance of floating support and short term accommodation based services against the Outcomes Framework April – Oct 2014

Total 1600 individuals

Type of Support	Number of individuals who required this support (of 1600 individuals)	Number of individuals who had successfully achieved this outcome at point of departure	As a % of those who required this support
Achieving Economic Wellbeing			
To maximise Income	1348	1252	93%
To reduce debt	782	643	82%
To obtain paid work	342	201	59%
Enjoy and Achieve			
To participate in training/education	396	306	77%
To participate in informal learning	263	237	90%
To participate in work-like activities	259	207	80%
To establish contact with external groups	1086	1012	93%
To establish contact with family	579	566	98%
Be Healthy			
Manage physical health	703	646	92%
Manage mental health	607	522	86%
Manage substance misuse issues	374	255	68%
Technology helping to maintain independence	41	39	95%
Stay Safe			
To maintain their accommodation	972	814	84%
To secure/obtain settled accommodation	1208	958	79%
To comply with statutory orders	196	156	80%
To better manage self-harm	128	117	81%
To avoid causing harm to others	120	98	82%
To minimise risk of harm from others	283	255	90%
Make a positive Contribution			
To develop confidence and choice	848	781	92%

4.2 Providers made returns in respect of 1,600 individuals who left short term services from April to October 2014. The number of outcomes each individual may seek during their stay within the service will vary and almost all service users seek more than one outcome whilst they are using the service. Providers have successfully delivered 86% of the outcomes sought by service users on their individual support plans. This proportion has risen by 1% since the previous Quarter.

Figure 5

A summary of the **outcomes achieved in long term services** such as sheltered housing, supported accommodation during Quarters 1 and 2 (April – Oct 2014).

Total 943 individuals

Type of Support	Number of individuals who required this support (of 943 individuals)	Number of individuals who had successfully achieved this outcome of review	As a % of those who required this support
Achieving Economic Wellbeing			
To maximise Income	667	661	99%
To reduce debt	42	33	79%
To obtain paid work	31	12	39%
Enjoy and Achieve			
To participate in training/education	77	45	58%
To participate in informal learning	245	221	90%
To participate in work-like activities	62	50	81%
To establish contact with external groups	412	397	96%
To establish contact with family	197	194	98%
Be Healthy			
Manage physical health	436	418	96%
Manage mental health	136	123	90%
Manage substance misuse issues	16	12	75%
Technology helping to maintain independence	704	699	99%
Stay Safe			
To maintain their accommodation	367	364	99%
To secure/obtain settled accommodation	67	55	82%
To comply with statutory orders	9	9	100%
To better manage self-harm	11	9	82%
To avoid causing harm to others	9	9	100%
To minimise risk of harm from others	60	60	100%
Make a positive Contribution			
To develop confidence and choice	464	462	96%

4.3 Providers made returns in respect of 943 individuals who left long term services from April – October 2014. Providers have successfully delivered 96% of the outcomes sought by service users on their individual support plans. Across the majority of outcomes, achievement rates are high, especially within Stay Safe and Make a Positive Contribution. Long term supported housing services include 34 contracts for retirement, sheltered or very sheltered housing schemes. These services account for 5,916 households of older people. The overall number of individuals seeking work or work-like activities in long term services is much lower in than the number seeking such outcomes in short term services.