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To: Adult Social Services Policy Overview Committee – 1 April 2009

Subject: **SIX MONTH UPDATE ON PERFORMANCE 2008-09**

Classification: Unrestricted

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Summary: This report updates Members on Kent Adult Social Services' performance indicators and the latest information about the assessment process in place for 2008-9.

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## **Introduction**

1. (1) The Kent Adult Social Services Directorate (KASS) has a statutory duty to provide performance information to the Department of Health on an annual basis. A wealth of information is provided via a number of statutory data returns, which produces performance indicators. In addition, the Self-Assessment Statement provides 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 Commission for Social Care Inspection (CSCI) colleagues also provide the opportunity for discussion about the issues the Directorate faces and our plans to improve performance.

(2) The performance indicators are an important part of the Performance Assessment Framework, although not the whole story as explained above. They are assessed by CSCI and form part of the annual assessment cycle, which culminates in the Annual Review Meeting with the CSCI Business Relationship Manager and the Regional Director.

(3) The performance assessment cycle for 2007-08 culminated in the star rating publication, for which we received three stars for the seventh year. However, this was the last publication of the star rating as the assessment of performance for Local Authorities moves into a new phase.

## **The New Performance framework**

2. (1) Following the publication of the white paper "Our health, our care, our say" in 2006, and the legislation and communications which followed, including "Strong and Prosperous Communities", "Local government and public involvement Act 2007" and the "putting people first" concordat, a new performance framework emerged.

(2) The framework was developed in consultation with Local Authorities, and aimed to follow the "reducing the burden" principles. As a consequence the thousands of pieces of performance information that had previously been submitted across the Local Authorities were reduced to 198 indicators. Of these, Adult Social Services have 10, although it influences many others.

(3) Although there are now only 10 performance indicators, in reality the actual amount of data that the Directorate has to submit to the Department of Health has not significantly reduced. In fact there are a couple of sets of additional data required now. One which relates to the quality of our services and the other relating to safeguarding.

(4) From April 2009, the Commission for Social Care Inspectorate will be merging with the Healthcare Commission and the Mental Health Commission to become the Care Quality Commission. This will mean that the work that KASS does will be placed within the wider health and wellbeing context: Social Care will increasingly be assessed in conjunction with health and mental health services. The assessment will be based on how the Directorate works in partnership to deliver better outcomes for the people of Kent.

(5) The exact detail of the joint assessment process for 2009/10 is yet to be confirmed.

(6) Increasingly, stronger weighting will be given through the performance assessment process to information about the quality of provision (across all sectors, private, voluntary and in-house), as well as to feedback from people receiving support.

(7) This first year will be year of transition. Although our performance indicators are different, the actual assessment process will be virtually the same as in 2007-08. Any assessment completed on KASS will feed into the Comprehensive Area Assessment in November 2009.

(8) In addition to the performance indicators, KASS will be expected to take the initiative in managing performance, and to demonstrate to inspectors how it identifies and addresses the needs of the people of Kent, rather than relying so heavily on a large number of nationally-prescribed indicators.

### **The new Performance Indicators**

3. (1) The new performance indicators and their description can be found below. The monitoring of these indicators began for some of these indicators in April. Others started in September 2008. The Statutory requirement is for each Local Authority to produce information for all indicators by 31 May 2009, for the year 2008-2009.

(2) The Directorate has been very proactive in trying to embed these indicators, and to develop mechanisms to deliver the wider "evidence" based performance information. Our newly developed performance strategy will be the driver for delivering much of this.

(3) In addition, Kent is one of three local Authorities who are piloting a new outcome based indicator, which has been endorsed by the Department of Health.

(4) In any year that has new indicators, it is difficult to gauge how the ongoing results will compare with other Local Authorities. Kent has been working very closely with other Local Authorities to compare preliminary results to ensure that we are performing comparatively well. End of year results will be presented to the next Adult Social Services Policy Overview Committee, 15 July 2009.

## Kent Adult Social Services performance indicators from April 2008

Indicator	Title	Description
NI 125	Achieving independence for older people through rehabilitation / intermediate care	Percentage of Older people who are in their own homes three months after receiving intermediate care
NI 127	Self reported experience of social care users	User survey - satisfaction levels
NI 130	Social Care clients receiving Self Directed Support (Direct Payments and Individual Budgets)	Percentage of service users who are in receipt of a direct payment
NI 131	Delayed transfers of care from hospitals	Average number of delays per 10,000 population in a year
NI 132	Timeliness of social care assessment	Percentage of assessments that take place within 4 weeks
NI 133	Timeliness of social care packages	Percentage of care packages delivered within 4 weeks
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.
NI 136	People supported to live independently through social services (all ages)	Number of people living in their own homes per 10000 population
NI 145	Adults with learning disabilities in settled accommodation	Percentage of People with a learning disability in settled accommodation
NI 146	NI 146 Adults with learning disabilities in employment	Percentage of People with a learning disability in settled accommodation

## **Recommendations**

5. (1) Members are asked to NOTE and comment on KASS's performance indicators for 2008-09

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*Background documents:* None