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To: Adult Social Services Policy Overview Committee –  
22 September 2009

Subject: **END OF YEAR RESULTS FOR PERFORMANCE 2008-09**

Classification: Unrestricted

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Summary: This report updates Members on the results for Kent Adult Social Services' performance indicators.

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## 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. A wealth of information is provided via a number of statutory data returns, which produces our performance indicators. In addition, the annual 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 Care Quality Commission (CQC) 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 CQC and form part of the annual assessment cycle, which culminates in the Annual Review Meeting with the CQC Business Relationship Manager and the Regional Director.

(3) This year has been the first year of a new national performance framework and is being treated as a "transition" year by both CQC and the Department of Health. Essentially, the new framework has seen a reduction in the number of indicators required for each Local Authority, but focuses on the areas of performance that would evidence better outcomes for service users.

(4) This new streamlined approach fits with the personalisation of social care more appropriately than the old framework and was welcomed by Kent.

(5) The Department of Health have announced that Local Authorities have experienced a reduced burden in producing statistics. Although the performance indicators are reduced, the resource needed to produce the statistical information which underpins this has not reduced significantly.

## **Results for 2008/09**

2. (1) Results for 2008-09 can be seen at Appendix A, which also outlines what each indicator measures.

(2) The results represent good progress against some of our key priorities. In particular, the Directorate has delivered:

- Over 2500 direct payments in the year.
- Significant reduction in delayed transfers of care.
- Nearly 25,000 assessments completed within 28 days (9% higher than last year).
- Nearly 12,000 carers with a service, support or advice. Kent is one of the top performance authorities for assisting carers.
- Nearly 10% of all people with a learning disability have been helped into some form of employment, an increase on previous years.
- 75% of older people receiving intermediate care after discharge from hospital are living at home independently three months later.

(3) Current information suggests that there are variations amongst local authorities for some of these indicators. This was to be expected since this is the first year of the new Performance framework. This was especially so for NI145 – People with learning disability in stable accommodation. Variations for this indicator reflect the lack of clarity with the definition and a six-month collection period. However, based on very draft performance information, Kent's performance for this indicator is in line with the average.

## **The Assessment process**

3. (1) This year, there will not be the publication of the star ratings for any authority. The assessment outcome following the Annual Review with CQC will feed directly into the Comprehensive Area Assessment (CAA) process.

(2) CQC has assessed our overall performance, together with our inspection assessment and additional evidence that we have provided to demonstrate the progress we have made at a local level for achieving better outcomes for people. This includes service user involvement, preventative and rehabilitation services, safeguarding and promoting personalisation and choice.

## **Data collection**

4. (1) Kent Adult Social Services has managed performance at a local level for many years through its service user database, and so is able to produce detailed performance information at a local level to enable managers to evidence the success of these initiatives and demonstrate better outcomes for people.

(2) The quality of the data is critical to ensuring that performance information allows for accurate analysis of demand and service provision, but also so that it allows for managers to make the right decisions about support for people, expenditure and commissioning services.

(3) Last year, Price Waterhouse Cooper conducted an audit of data quality across the council, which was presented at the Governance and Audit Committee. KASS were able to demonstrate its robust measures and processes that are in place to ensure that data is accurate and accountability is taken for data quality by staff across the Directorate. In addition, in supporting the Cabinet Member for Adult Social Services, a regular update is provided for performance issues, including how data is validated and any particular data quality issues if they arise.

## **Targets**

5. (1) Unlike previous years, there is a national requirement to set a target for only the indicators that have been chosen to be part of the Local Area Agreement (LAA). The indicator that KASS is responsible for relates to intermediate care (NI125).

(2) However, as a Directorate, we continually strive to enhance performance, and so continue to set targets, which are communicated across the Directorate. These can also be seen on the table at Appendix A. A six monthly report will be presented to the Adult Social Services Policy Overview Committee (ASSPOC) to highlight progress against these.

## **Recommendations**

6. (1) Members are asked to NOTE KASS's performance indicators for 2008-09

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*Background documents:* None

APPENDIX A

New Kent Adult Social Services performance indicators 2008-09					
Indicator	Title	Description	2008-09 result	Target for 2009-10	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%	This is our LAA target
NI 127	Self reported experience of social care users	User survey - satisfaction levels - not being used this year	N/A		
NI 130	Social Care clients receiving Self Directed Support (Direct Payments and Individual Budgets)	Number of people receiving a direct payment per 100,000 population	211	270	This represents an increase from 2342 direct payments to 3000
NI 131	Delayed transfers of care from hospitals	Average number of delays per 100,000 population in a year	29*	29	To maintain the significant improvement in 2008-09
NI 132	Timeliness of social care assessment	Percentage of assessments that take place within 4 weeks	83%	85%	Improve timeliness
NI 133	Timeliness of social care packages	Percentage of care packages delivered within 4 weeks	95%	95%	Maintain performance
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%	Maintain high levels of supporting 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 grants funded services from local government.	3062	3062	Maintain 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%	Improved stability
NI 146	NI 146 Adults with learning disabilities in employment	Percentage of People with a learning disability in settled accommodation	10%	11%	Increasing opportunity for employment

\*based on our figures, but to be confirmed by the DoH