

More choice and control for vulnerable adults and older people

2007/08 outturn	PI ref	PI description	Q1	Q2	Q3	compared to target	2008/09 year-end target	predicted performance to target	Progress to date	Remedial Action
31,336	LAA HC&OP 03 (2) a	Older people in receipt of council tax benefit (LAA stretch target)	31,375	31,522	31,812		37,367		The 2nd Quarter figure has been re-adjusted to 31,522. Up to the end of December 31,812 older people were in receipt of council tax benefit in County Durham. This is an increase of 290 claimants since 2nd Quarter and an increase of 437 since 1st Quarter.	Given the difficulties identified in previous updates in meeting the LAA target, a revised local target of 32,300 has been set and is on course to be achieved. In an attempt to increase take up of benefits, DCC and district LA's have been involved in 'Project Olive', a pilot for Department for Work and Pensions, to focus on clients currently not in receipt of benefits. The pilot ended on 23rd January. The impact of the project on take up will be reflected in 4th Quarter.
126.40	LAA HC&OP 05a	Adults and older people receiving direct payments per 100,000 18+ population (LAA stretch target)	139.40	145.6	155.1		150.00		This indicator measures the number of users in receipt of self directed support per 100,000 population. At the end of 3rd Quarter there were 614 people in receipt of self directed support. This is an 18.5% increase since April 2008 and is attributable to a successful marketing campaign and targeted action by social work teams. The Local Area Agreement stretch target (150 per 100,000 adult population) has been achieved so an additional local target of 160 (per 100,000 adult population) has been set by the County Council. This requires an additional 24 people taking up direct payments which is expected to be achieved.	
	NI 125	% of people aged 65+ who were discharged from hospital and benefited from intermediate care / rehabilitation living at home 3 months after the date of their discharge	81.00	80.7	82.8		80.00		This indicator measures the percentage of people discharged from hospital into intermediate care or rehabilitation services that are still living at home 3 months after discharge. Work has taken place to improve access to therapy services in areas where there were shortfalls, improve access to intermediate care from acute beds within University Hospital North Durham and improve access to intermediate care for older people with mental health needs. Performance has increased to 82.8% against a target of 80%.	
	NI 132	Acceptable waiting times for assessments: For new clients (aged 18+), the percentage from where the time from first contact to completion of assessment is less than or equal to four weeks	90.50	90.46	90.4		88.00		This indicator measures the number of social care assessments completed within 28 days of referral. Performance remains above target at 90.4%. Latest benchmarking data provided by PriceWaterhouseCoopers for 2nd Quarter 2008/9 shows the IPF comparator group average of 78.2%.	
	NI 141	% of service users (i.e. people who are receiving a Supporting People Service) who have moved on from supported accommodation in a planned way	74.40	68.30	69.60		68.00		This indicator measures the percentage of people that have moved on from supported housing in a planned way to independent living i.e. a supported housing scheme, permanent accommodation or back to family. Since April 2008, there have been 411 departures from Supported Living 286 of which were in a planned way to independent living. Performance is in line with LAA target. To further improve performance work is taking place to identify providers that are not achieving the service target. This will include identifying key issues with providers, benchmarking best practice and targeted action planning.	

Task ref	Task description	Q1	Q2	Q3	Progress to date	Remedial Action
CP EAMPC 3.1	Direct payments offer older people and vulnerable adults choice and control. We will carry out a marketing campaign to raise public awareness and increase the take-up of Direct Payments by March 2009.				The number of adults in receipt of Direct Payments has increased by 18.5% since 2007/8. The Local Area Agreement stretch target (150 per 100,000 adult population) has been achieved so a revised internal target of 160 (per 100,000 adult population) has been set by the County Council. This requires an additional 24 people taking up direct payments which is expected to be achieved.	
CP EAMPC 3.2	Increasing the numbers of older people in receipt of Council Tax Benefit will impact on this group's quality of life and economic wellbeing. We will work to increase the uptake of Council Tax Benefit through the employment of a specific worker.				The 2nd Quarter figure has been re-adjusted to 31,522. Up to the end of December 31,812 older people were in receipt of council tax benefit in County Durham. This is an increase of 290 claimants since 2nd Quarter and an increase of 437 since 1st Quarter.	Given the difficulties identified in previous updates in meeting the LAA target, a revised local target of 32,300 has been set and is on course to be achieved. In an attempt to increase take up of benefits, DCC and district LA's have been involved in 'Project Olive', a pilot for Department for Work and Pensions, to focus on clients currently not in receipt of benefits. The pilot ended on 23rd January. The impact of the project on take up will be reflected in 4th Quarter.
CP EAMPC 3.3	We plan to improve the speed of our response for service users for social care assessments. We are going to do this by focusing our attention in the coming year on occupational therapy assessment targets.				There are no Occupational Therapists referrals awaiting assessment. Performance against Occupational Therapists and other assessment targets are being achieved. The target for assessments completed within 28 days (NI 132 'Timeliness of social care assessments') has been set at 88% for 2008/9. 3rd Quarter performance is 90.4%.	
CP EAMPC 3.4	We will develop a joint Intermediate Care Strategy with the Primary Care Trust. This will make way for improved capacity and the redesign of intermediate care services. The result will be a fair model of service delivery across the County by March 2009.				The urgent gaps in Intermediate Care Services have been filled by improving access to therapy services in areas where there were shortfalls, improving access to intermediate care from acute beds within University Hospital North Durham and improving access to intermediate care for older people with mental health needs. The draft Joint Intermediate Care Strategy is on course to be developed by March 2009.	
CP EAMPC 3.5	In line with 'Putting People First', we plan to take forward the personalisation of social care services. To progress this task we will establish a strategic post, develop a policy framework and run a pilot. By the end of March 2009 the pilot will be reviewed.				Project Manager commenced post on 1st August and Project Initiation Document has been developed. The programme is currently involved in developing the requisite governance arrangements, engaging with service users and staff and beginning to commence the work in relation to service re-design. This includes design work in relation to resource allocation systems, advocacy, planning and performance management, commissioning and technology.	