

**Scrutiny Sub-Committee
Promoting Strong, Healthy
& Safe Communities**



6 December 2004

Performance Management

Report of Performance Monitoring Manager, Social Care and Health

1. Purpose of the Report

To provide Scrutiny Sub-Committee with an update on performance information within the second quarter 2004/05 and up to date information on user feedback.

2. Background

Performance is measured using a variety of methods and tools such as Inspections and Spring and Autumn Delivery and Improvement Statements. Of universal relevance to this process are the 49 Performance Assessment Framework (PAF) indicators some of which are also Best Value indicators.

Performance for first and second quarters 2004/05 and the previous four years performance against PAF indicators can be found in Appendix A. Results are traffic lit and can range from dark green ('very good' performance) to red ('investigate urgently').

Second quarter information is available for 42 of the 49 performance indicators currently within the Performance Assessment Framework.

3. Current position

Adult Services: -

Adult Services performance indicators for which there is available data in the second quarter 2004/5 are grouped by banding as follows:

- 9 very good (dark green)
- 6 good (light green)
- 4 acceptable (yellow)
- 2 ask questions (orange)
- 2 not banded

Of the 21 Adult services indicators that are banded, 19 have stayed in the same banding while two have improved since the last time reported. Staying in the same banding represents a substantial achievement for 7 of these indicators as they were already in the top banding. The 2 improving indicators have both moved from the light green into the dark green banding.

Performance for adults and older clients receiving a review as a percentage of those receiving a service (PAF D40) remains static at 53.6% in the orange banding. This indicator includes people who received services towards the end of the period and who would therefore not receive an annual review within the period. Also, the denominator for this indicator includes some one-off services (such as major items of equipment) which are not normally reviewed. Our local indicator, which relates to clients in receipt of ongoing services for at least 1 year, shows considerably higher performance (79.1%).

The ratio of the percentage of older service users receiving an assessment or review that are from minority ethnic groups (PAF E47) has increased to 0.71:1 but remains within the orange banding. In 2003/04 22 older people from 'non-white' ethnic groups received an assessment, compared to over 13,100 for white ethnic groups. The low figure for this indicator may be due to the relatively low proportion of older people from ethnic minority groups (0.27%) in the Durham population. As the relevant population is so small, a small change in the number of people assessed can have a significant impact on the final value of this indicator.

The number of delayed transfers of care of all ages (PAF D41) has reduced in the second quarter to 5.6 per 100,000 over 65 population which has taken this indicator into the dark green banding.

The acceptable waiting times for care packages for new older clients (PAF D56) has also moved into the dark green banding with 85.3% of care packages being in place within 4 weeks of completion of the assessment.

Children's Services:

Children's Services performance indicators for which there is available data in the second quarter 2004/5 are grouped by banding as follows:

- 4 very good (dark green)
- 6 good (light green)
- 3 acceptable (yellow)
- 3 ask questions (orange)
- 3 not banded

Three of these Children's Services indicators have reduced banding and three improved a banding from the last time they were reported.

Performance against PAF indicator D35 (percentage of children who have been looked after for at least 4 years who have been in their current placement for at least 2 years) has gone down from 50.6% in the first quarter to 48.9% in the second quarter. There is a certain inevitability about this reduced performance given the strategy, which is still being implemented and which involves moving looked after children away from expensive out of county placements. Over time performance against this indicator should start to improve.

PAF A4 (Percentage of young people who were looked after who are engaged in education, training and employment at the age of 19) has shown a reduction in performance to 40% (orange banding). However, this figure does not include the full cohort as many do not turn 19 until after 30th September. Out-turn for 2004/5 is forecast at 55% which is in the dark green banding.

The percentage of children in need from minority ethnic groups as a ratio of the percentage of minority ethnic groups in the child population (PAF E45) remains at 0.54:1 and in the orange banding. For Children's Services the proportion from minority ethnic groups in receipt of a service reflects almost exactly the incidence in the general population. Performance against PAF E45 counts only those receiving a service in a particular week and the forecast for 2004/05 is an improved ratio of 0.7:1. It has been agreed at Children's Services Branch Performance Days that for PAF E45 Managers will raise this with their teams as ethnicity is not being recorded on all referrals.

The percentage of children looked after who are in foster placements or placed for adoption (PAF B7) has fallen slightly to 83.7% in the second quarter (light green banding). An increase of 1.3% will take this indicator back into the dark green banding.

Performance continues to improve on PAF C19 (percentage of looked after children who have had a dental check and health assessment) with the figure now 80% and in the dark green banding.

PAF B8 (average gross weekly expenditure per looked after child in foster care or in a children's home) has moved from the yellow to the light green banding. This is a provisional banding based on the rate of inflation.

PAF E44 (percentage of children's gross expenditure that was not spent on children looked after) has moved from the yellow to light green banding, the highest banding available.

4. Improvement Plans

Adult Services and Children's Services PAF indicators, as well as results against other performance indicators, will be reported to the December round of Social Care and Health Performance Days. Attention will be drawn to those indicators against which improvements are most urgently needed and action plans will be developed. The success or otherwise of agreed actions will be closely monitored.

5. User Feedback

The Personal Social Services Physically Disabled and Sensory Impaired User Experience Survey 2003/04 provided data for PAF D57 – Users who said their opinions and preferences were taken into account, and PAF D58 – Users who said that they can contact Social Services easily. Durham's performance, compared to the IPF Group Average, can be seen in the following table. This survey was part of the Department of Health/Department for Education and Skills' rolling programme of user surveys. The 2004/05 survey will be for Children in Need aged 10 to 17.

| Indicator | Durham 2003/04 Outturn | IPF Group 2003/04 Outturn Average |
|--|------------------------|-----------------------------------|
| PAF D57: Users who said their opinions & preferences were taken into account | 28.9% | 29.6% |
| PAF D58: Users who said that they can contact Social Services easily | 80.4% | 80.8% |

For the established user feedback surveys carried out within Adult Services satisfaction remains mostly high with only the annual Carers' Survey recording poor performance. Action plans arising from the results are developed and agreed by the Adult Services Management Team and are used to address areas of low performance and drive improvement. The table below contains overall average satisfaction for the main user feedback surveys within Adult Services.

| Survey | 2000/01 | 2001/02 | 2002/03 | 2003/04 | 2004/05 Qtr 1-2 |
|---|---------|---------|---------|---------|-------------------|
| Assessment Exit | 84.9% | 86.8% | 88.7% | 89.3% | 89.4% |
| Carers Assessment Exit | | | 90.9% | 90.0% | 88.8% |
| Carers' Survey | | | | 66.5% | Reported annually |
| Community Mental Health Assessment Exit | | | 85.9% | 86.3% | 85.3% |
| Home Care Survey | 94.3% | 94.5% | 94.3% | 94.2% | Reported annually |
| Hospital Discharge | 76.6% | 76.7% | 79.2% | 81.5% | N/A* |

*The Hospital Discharge Survey was re-designed for 2004/05 to reflect the revised procedure. We are therefore unable to compare 2004/05 data to previous years' figures.

User experience surveys for initial and core assessments are currently under development for implementation within Children's Services. These are to be implemented in December 2004.

6. Recommendations and reasons

You are recommended to:

- (a) Note the information contained in this report.

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