

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



7 March 2005

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 third quarter 2004/05 and up to date information on user feedback on the Hospital Discharge process.

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 48 Performance Assessment Framework (PAF) indicators some of which are also Best Value indicators.

Performance for 2004/05 and the previous three 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').

Third quarter information is available for 30 of the 48 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 third quarter 2004/5 are grouped by banding as follows:

- 11 very good (dark green)
- 1 good (light green)
- 3 acceptable (yellow)
- 2 ask questions (orange)
- 2 not banded

Of the 17 Adult services indicators that are banded, 14 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 9 of these indicators as they were already in the top banding.

PAF C51 (adults and older people receiving direct payments at end of period per 100,000 18+ population) has been reported for the first time in 2004/5 and is in the yellow banding with 66.62 per 100,000 18+ population in receipt of direct payments. This is substantially higher than Durham's IPF comparator group average.

The admission of supported residents aged 18-64 to permanent residential care per 10,000 population aged 18-64 (PAF C27) has also moved into the dark green banding and is line with Durham's IPF comparator group average.

The acceptable waiting times for assessments (PAF D55) has moved into the dark green banding with an average of 75.4% of assessments taking place within 48 hours from the first contact to the beginning of assessment and being completed within 4 weeks of the first contact. This is higher than Durham's IPF comparator group average.

Performance for adults and older clients receiving a review as a percentage of those receiving a service (PAF D40) remains static at 53.5% 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 (81.9%). Despite this, work is underway to increase the number of reviews carried out as performance in this indicator is considerably lower than Durham's IPF comparator group average.

The ratio of the percentage of older service users receiving an assessment or review that are from minority ethnic groups (PAF E47) remains within the orange banding with a ratio of 0.58:1. This is below the IPF comparator group average of 0.9:1. 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. Work is to take place with the Race Equalities Council to explore ways of better engaging service users from minority ethnic groups.

Hospital Discharge:

The number of reimbursable days due to delayed transfers of care remain low. User satisfaction with the Hospital Discharge process is high with 81.5% of users surveyed in the second quarter 2004/5 stating that their needs were accurately assessed. This is an increase from 78.1% in the first quarter.

98.5% of users surveyed in the second quarter felt that the place they were discharged to was the right place for them, compared to 93.6% surveyed in the first quarter.

Overall, 82.8% of users rated their experience of being discharged from hospital as excellent or good, compared to 77.8% in the first quarter this year.

Members have previously been told about the high levels of performance on avoiding unnecessary delayed discharges. Work is about to commence on an additional piece of research, at the request of Members. This work, which will be carried out by Northumbria University, will focus on the impact of new hospital discharge arrangements on service users and their informal carers. It is hoped that some Members will agree to take part in a focus group session as part of this research. Interviews will also be held with service users and carers and a user / carer postal survey will also be used. It is anticipated that Members will be very interested in this work and the findings will be reported to members at the earliest opportunity.

Children's Services:

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

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

Two of these Children's Services indicators have reduced banding and two 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 increased from 48.9% in the second quarter to 50.39% in the third quarter, taking it into the yellow banding and in line with Durham's IPF comparator group average. Work is taking place to analyse the circumstances of each child that has impacted on this indicator. Progress against this will be fed back at the next performance day on 15th March.

PAF A4 (Percentage of young people who were looked after who are engaged in education, training and employment at the age of 19) has increased performance to 48.6%, returning this indicator to the dark green banding.

PAF A3 (Percentage of children registered in a year on the Child Protection register who have been previously registered) has increased to 16.26%, taking this indicator from dark green to the light green banding and higher than the IPF comparator group average. Work is taking place with Team Managers to identify causal factors.

A key priority for Children's services is the performance of PAF C20 (Percentage of child protection cases reviewed in the last year). Performance reported in the third quarter has fallen to 94% and is in the orange banding, although it is still higher than the IPF comparator group average of 92.7%. Work is ongoing to closely monitor the situation and actions are being taken to ensure that the 2004/5 PAF year end figure reaches a higher performance level.

4. Improvement Plans

Adult Services and Children's Services PAF indicators, as well as results against other performance indicators, will be reported to the March 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. Recommendations and reasons

You are recommended to:

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

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