

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



5 June 2006

Performance Management

Report of Performance Monitoring Manager

1. Purpose of the Report

To provide Scrutiny Sub-Committee with an update on performance information for 2005/06.

2. Background

Since 2000/1 Durham's performance against the Department of Health Performance Assessment Framework indicators as a whole has steadily improved. In an analysis carried out by Cordis Bright Consultants, Durham has been ranked as the top authority in England in terms of average PAF bandings for 2004/5. This is an improvement of one place from 2003/4 and is an indication of consistently high performance of which the council can be rightly proud.

This has also helped improve in the Social Care Star Rating awarded to Durham. The authority has moved from 1 star in 2002/3 to 2 stars in both 2003/4 and 2004/5.

3. Current Position

Performance against PAF indicators for 2005/6 is shown in Appendix A. Results are traffic lit and most range from dark green ('very good' performance) to red ('investigate urgently').

3.1 Adult Services: -

3.1.1 Overview

Adult Services performance indicators for which there is available data (twenty five out of twenty seven) are grouped by Department of Health bandings as follows:

- 9 very good (dark green)
- 9 good (light green)
- 3 acceptable (yellow)
- 2 ask questions (orange)
- 1 investigate urgently (red)
- 1 not banded

One of the indicators in the yellow banding and one in the light green banding are in the highest banding that can be achieved. In total eleven out of twenty seven indicators that can be banded at this point in the year are in the top banding that can be achieved.

3.1.2 Achievements

Very good performance is reported in relation to households receiving intensive home care, helping adults with physical disabilities, learning disabilities and mental health problems to live at home. Delivering items of equipment within seven days and the number of delayed discharges from hospital are also in the top (very good) banding. User satisfaction reported in the Home Care Survey was also in the highest banding.

3.1.3 Areas for Improvement

PAF C72 (Adults aged 65+ admitted on a permanent basis in the year to residential or nursing care per 10,000 65+ population) is in the red banding with 119.4 admissions per 10,000 65+ population. This is a new indicator for 2005/6. The high rate of admissions is being addressed by Adult Services with an action plan developed and local targets set to reduce the number of admissions across the County.

An Equality and Diversity Action Plan to address issues in relation to PAF E47 (ratio of the percentage of older service users receiving an assessment or review that are from minority ethnic groups compared to the percentage of older people in the population that are from minority ethnic groups) has been developed and implemented. A meeting has also taken place with the Race Equalities Council to explore ways of better engaging service users from minority ethnic groups. Due to such a small minority ethnic population in County Durham, small numbers can affect this indicator dramatically. Indeed, the ideal ratio of 1:1 would have been achieved if another 5 users from a minority ethnic group were assessed.

Changing Performance

PAF D55 (Acceptable waiting times for assessments) has moved into the orange banding after a change in banding thresholds and a change in how the indicator is calculated in 2005/6. Workers are now required to make contact with the client within 48 hours of Adult Services having received a referral. This is a risk area for the Service due to increasing demands, complexity of work and capacity issues. The majority of delays are occurring with Occupational Therapy assessments. Work is ongoing to make the process more responsive, including the appointment of an Occupational Therapist within Social Care Direct and the further development of Equipment Shops.

PAF E48 (ratio of the percentage of older service users receiving services following assessment or review that are from minority ethnic groups compared to the percentage of older users assessed or reviewed that are from a minority ethnic group). The indicator moved from the yellow to the orange banding. This is because the percentage of users from minority ethnic groups who received a service following assessment is higher than for the rest of the population. This is a volatile indicator that is liable to fluctuate year on year owing to the small numbers of people, only two in 2005/6, being assessed that are from minority ethnic groups.

PAF D40 (adults and older clients receiving a review as a percentage of those receiving a service) has moved from the orange to the yellow banding as a result of a greater number of re-assessments taking place under the Single Assessment Process. Under the definition of this indicator these re-assessments are classed as reviews.

PAF D56 (acceptable waiting times for care packages) has dropped from the dark green to light green banding due to an increase in the banding thresholds of 5%. This is despite there being an improvement in performance in 2005/6.

3.2 Children's Services:

3.2.1 Overview

Children's Services performance indicators for which there is available data (nineteen out of twenty one) are grouped by Department for Education and Skills bandings as follows:

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

One of the indicators in the light green banding is in the highest banding that can be achieved. In total ten out of seventeen indicators that can be banded are in the top banding that can be achieved.

3.2.2 Achievements

Very good performance is reported in relation to the number of looked after children who are adopted and the number of children looked after that are in foster placements or placed for adoption. There is also very good performance in relation to the low number of re-registrations on the child protection register and the number of children looked after who have had 3 or more placements in a year. Very good performance is also reported in relation to the completion of core assessments to timescale, timeliness of reviews of children looked after and the percentage of child protection cases reviewed.

3.2.3 Areas for Improvement

PAF C18 (final warnings and convictions of children looked after as a ratio of all children given a final warning or convicted) remains an area for improvement for Children's Services. The figure reported as at the end of September 2004, which was used for the PAF entry in 2004/5, was uncharacteristically low. A backlog of cases awaiting court dates and issues with computer data entry caused this. Performance in 2005/6 is a more accurate reflection of the situation. A Restorative Justice Approach has been implemented which will lead to different ways of working with young people and hopefully reduce the number of incidents within Children's homes.

3.2.4 Changing Performance

PAF C20 (percentage of child protection cases reviewed in the last year) has improved from 98% to 100%. This is excellent performance and moves the indicator into the dark green banding.

PAF C23 (percentage of children looked after who are adopted) has increased significantly in 2005/6, moving from the light green banding to dark green. This is good practice and is in line with Children's Services Invest to Save strategy of reducing the number of looked after children.

PAF E44 (percentage of children's gross expenditure that was not spent on children looked after) has moved from the yellow to orange banding. It should be noted, however, that this figure is provisional and the actual out-turn figure will not be available until July. A reduction of 2% will move this indicator back into the yellow banding. It should also be noted that the reduction in money spent on children looked after is in line with the Invest to Save strategy.

4. Recommendations and reasons

Members are recommended to:

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

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