



4 September 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 Adult and Children's Social Care for 1st Quarter 2006/7.

2. Background

Since 2000/1 Durham's performance against the Commission for Social Care Inspection Performance Assessment Framework indicators as a whole has steadily improved. In an analysis carried out by Cordis Bright Consultants, Durham was 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 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. Separate judgements on performance for 2005/6 will be available for Adult and Children and Young People's Social Care Services later in the year.

3. Current Position

Performance against PAF indicators for 1st Quarter 2006/7 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: -

Overview

Adult Services performance indicators for which there is available data (sixteen out of twenty seven) are grouped by Commission for Social Care Inspection bandings as follows:

- 8 very good (dark green)
- 3 good (light green)
- 1 acceptable (yellow)
- 4 ask questions (orange)
- 0 investigate urgently (red)

In total eight out of sixteen indicators that can be banded at this point in the year are in the top banding that can be achieved.

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. The acceptable waiting times for care packages also moved into the top banding despite an increase in the banding threshold.

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 orange banding with 108.7 admissions per 10,000 65+ population. Although this figure is in the orange banding, it demonstrates a significant improvement in performance from the figure reported at the year end with the indicator moving out of the red banding. The high rate of admissions continues to be addressed by Adult Services with an action plan developed and local targets set to reduce the number of admissions across the County. It is hoped to bring the rate of admissions down to 100 per 10,000 65+ population by the end of the year. This would move the indicator into the yellow banding.

PAF D55 (Acceptable waiting times for assessments) is also a Best Value Indicator (BVPI 195). Commentary on the indicator is included in the Corporate Performance Report.

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 five users from a minority ethnic group were assessed.

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 the rolling year, being assessed that are from minority ethnic groups.

Changing Performance

PAF D56 (acceptable waiting times for care packages) has increased from the light green to dark green banding. This indicator is also a Best Value Indicator (BVPI 196). Further commentary on the indicator is included in the Corporate Performance Report.

Developments

On the 2 August 2006 a consultation document was published by the Department of Health entitled 'A new outcomes framework for Adult Assessment of Social Care 2006/07'. The intention of the CSCI proposals is to allow judgements of Adult Services performance to be based on how they improve people's lives, which should be more meaningful for both staff and people in communities served. It is also the intention to reduce the demand for data from councils.

The proposed framework is structured around the seven outcomes that were introduced in the White Paper 'Our health, our care, our say' plus the last two in the list below which are included because effective outcomes can only be delivered through excellent leadership and effective commissioning. The full list is:

- i. Improved Health
- ii. Improved quality of life
- iii. Making a positive contribution
- iv. Exercise of choice and control
- v. Freedom from discrimination or harassment
- vi. Economic wellbeing
- vii. Personal dignity and respect
- viii. Leadership
- ix. Commissioning and use of resources

A copy of the consultation document will be placed in the Members Library for comments.

3.2 Children and Young People's Services:

Overview

Children and Young People's Services performance indicators for which there is available data (fourteen out of twenty two) are grouped by Commission for Social Care Inspection bandings as follows:

6 very good (dark green)
3 good (light green)
1 acceptable (yellow)
0 ask questions (orange)
0 investigate urgently
4 not banded

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

Achievements

Very good performance is reported in relation to the number of looked after children who are adopted. 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.

Areas for Improvement

All of the indicators that are banded for the 1ST Quarter 2006/7 are performing in at least the yellow (acceptable) banding. While this performance is commendable, Children and Young People's Services managers are aware that this is not the full set of PAF indicators and a better indication of performance will be available for the 2nd Quarter.

Changing Performance

PAF C63 (children and young people communicating their views specifically for each of their statutory reviews) reduced from the light green to yellow banding. Senior Managers are aware of the dip in performance and will continue to monitor this indicator closely. An improvement in performance is expected in the next quarter.

4. Recommendations and reasons

Members are recommended to:

(a) Note the information contained in this report.

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