

Report of the Director of Adults, Children & Education

**2011/12 FIRST QUARTER FINANCIAL & PERFORMANCE MONITORING  
REPORT – ADULT SOCIAL SERVICES**

**Summary**

- 1 This report analyses the latest performance for 2011/12 and forecasts the outturn position by reference to the service plan and budgets for all of the relevant services falling under the responsibility of the Director of Adults, Children and Education.

**Financial Analysis**

- 2 The Adult Social Services budget is reporting early financial pressures of £1,017k (2.1% of the £48,411k net budget) where pressures that have been evident in previous years related to demand for care still remain. The main contributory factors are:
  - i) A greater number of referrals than anticipated in Independent Residential & Nursing Care (£577k) and a continued increase above forecast level in the number of customers taking up Direct Payments (£613k).
  - ii) In terms of Business Change, there have been delays on two workstreams. In Homecare, there have been delays in letting the reablement contract and reconsideration of other care services options (£666k) and in EPHs, implementation delays mean that the full saving is unlikely to be achieved (net £385k).
- 3 However, mitigating actions have already been identified to help reduce these pressures. A significant number of vacant posts are being held whilst the Business Change workstreams continue (£806k) and delays in two Supported Living schemes (£200k).
- 4 As well as the vacancy freeze outlined above, and a moratorium on non essential expenditure, the directorate is also assessing 2012/13 savings proposals that could be brought forward, as well as reviewing commissioning budgets and new customer/scheme developments with a view to identifying additional one-off savings for 2011/12.

## Performance Analysis

5. Performance in Quarter 1 shows a positive picture with 7 of the 13 reported indicators meeting or exceeding the Q1 targets and a further 4 indicators, while falling short of Q1 targets, are within tolerance levels set. 2 indicators have fallen below tolerance and have been reported as red.

Code	Description of PI	11/12				
			Qtr 1	Qtr 2	Qtr 3	Year End Target
A&S1C (NPI 130)	Customers & Carers receiving Self Directed Support (Direct Payments and Individual Budgets)	Target	25.0%	29.0%	33.0%	37.0%
		Actual	25.7%			
A&S1G (NPI 145)	Adults with learning disabilities in settled accommodation	Target	16.8%	33.5%	50.3%	67.0%
		Actual	13.0%			
A&S1E (NPI 146)	Adults with learning disabilities in employment	Target	1.4%	2.9%	4.3%	5.7%
		Actual	2.1%			
Delayed Discharges 1	Average weekly number of CYC Acute delayed discharges	Target	7.90	7.90	7.90	7.98
		Actual	10.08			
A&SNPI 132	Timeliness of social care assessment	Target	70.0%	70.0%	70.0%	70.0%
		Actual	62.7%			
A&SNPI 133	Timeliness of social care packages	Target	90.0%	90.0%	90.0%	90.0%
		Actual	91.2%			
A&S NPI35	Carers receiving needs assessment or review and a specific carer's service, or advice and information	Target	6.4%	12.8%	19.2%	25.6%
		Actual	8.1%			
A&S NPI36	People supported to live independently through social services (all ages)	Target	4292	4316	4340	4364
		Actual	4363			
A&SD39	Statement of Needs	Target	96.0%	96.0%	96.0%	96.0%
		Actual	95.2%			
A&SD40	All services Reviews	Target	32.5%	55.0%	77.5%	90.0%
		Actual	35.6%			
A&SD54a	Equipment - 7 days - Excluding Telecare	Target	96.0%	96.0%	96.0%	96.0%
		Actual	93.9%			
RAP A6	Assessments missing Ethnicity	Target	5.0%	5.0%	5.0%	5.0%
		Actual	8.5%			
RAP P4	Services missing Ethnicity	Target	5.0%	5.0%	5.0%	5.0%
		Actual	4.5%			

6. A&S1C (the former NI 130) which shows the delivery of personal budgets in year continues to rise steadily. The working definition of this indicator is being looked at and the end of year target of 37.0% represents a significant challenge if we continue to count service users ineligible for Managed Budgets or Direct Payments.
7. A&S1G (former NPI 145) Adults with learning disabilities in settled accommodation: is slightly under target, but represents a lower outturn than the same point last year due to a change in the way this is reported. Despite missing the target of 65% set last year, the decision has been made to increase our targets in 2011/12 to reflect known new services due in year; including the changes to JRT which will result in more people leaving Residential Care and moving into supported living, new autism services and a second Extra care scheme opening between October 2011 and January 2012 for a further 12-14 tenants which will drive progress in this area.
8. Average weekly number of CYC Acute delayed discharges continue at rates seen at the end of last year calculated as an average over a 12 week period. When looked at alongside the Total Bed Days Cost, this indicates a worsening position than at the same time in 2010-11.
9. Timeliness of social care assessment (A&SNPI 132) is at a lowest performance and continues a decline seen in 2010/11. Data indicates that there have been significant drop offs in performance during the period of smoke damage at 10-12 GHS.
10. Timeliness of social care packages (A&SNPI 133) continues to rise and has exceeded the 90.0% target. Here we have seen exceptional performance in the Telecare & Warden call teams with 100% of packages required in Q1 delivered on time and combined OT / OTA performance is now running at 94.08%.
11. Assessments missing Ethnicity (RAP A6) has exceeded the 5% expected level at Q1. Remedial action is being taken to bring the numbers back below 5%.

## **Options**

- 12 As this report is for information only there are no options to consider.

## **Corporate Priorities**

13. The information included in this report demonstrates progress on achieving the council's corporate strategy (2009-12) and the priorities set out within it.

## Implications

14. The financial implications are covered within the main body of the report. There are no significant human resources, equalities, legal, information technology, property or crime & disorder implications arising from this report.

## Risk Management

- 15 The overall directorate budget is under significant pressure. This is particularly acute within Adult Social Services budgets. On going work within the directorate may identify some efficiency savings in services that could be used to offset these cost pressures before the end of the financial year. It will also be important to understand the level of investment needed to hit performance targets and meet rising demand for key statutory services. Managing within the approved budget for 2011/12 is therefore going to be extremely difficult and the management team will continue to review expenditure across the directorate.

## Recommendations

- 16 As this report is for information only there are no specific recommendations.

Reason: To update the committee on the latest financial and performance position for 2011/12.

## Contact Details

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Report  
Approved

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Specialist Implications Officer(s) None

Wards Affected: *List wards or tick box to indicate all*

All

For further information please contact the author of the report

**Background Papers**

First finance and performance monitor for 2011/12, Cabinet 6 September 2011

**Annexes**

None