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**Health Overview & Scrutiny Committee****14 March 2012**

Report of the Director of Adults, Children &amp; Education

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

- 1 This report analyses the latest performance for 2011/12 and forecasts the financial 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 financial pressures of £959k (2.0% of the £47,930k net budget) where pressures that have been evident in previous years related to demand, particularly for community based care, still remain. This is an improvement in the position reported at quarter 2 of £415k. The main contributory factors are:
  - i) There is a continued increase above forecast level in the number of customers taking up Direct Payments (£545k) along with a significant pressure in External Homecare, primarily related to Learning Disability customers, with additional pressures relating to children in transit between children's and adults services (£1,083k). A number of specific additional high cost residential and nursing care placements made in 2011/12 over and above that provided for in the budget have resulted in a pressure of £1,139k. The total number of customers in residential and nursing care is, however, still reducing as a percentage of the total customer base as the ambition to see more people assisted in the community is realised.
  - 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 (£480k); and in EPHs, implementation delays mean that the full saving is unlikely to be achieved (£270k).

- 3 However, mitigating actions have already been identified to reduce these pressures. A significant number of vacant posts are being held whilst the Business Change workstreams continue (£768k), a projected underspend on Warden Call (£220k) and delays in two Supported Living schemes result in an underspend (£250k). Grant adjustments (£310k), other underspends (£396k) and additional funding from the PCT (£614k) all contribute to the overall forecast reduction.
- 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 3 shows 5 of the 14 reported indicators meeting or exceeding the Q2 targets and a further 9 indicators, while falling short of Q2 targets, are within tolerance levels set.

Code	Description of PI	11/12				
			Qtr 1	Qtr 2	Qtr 3	Year End
A&S1C (NPI 130)	Customers & Carers receiving Self Directed Support (Direct Payments and Individual Budgets)	Target	25.0%	29.0%	33.0%	<b>37.0%</b>
		Actual	25.7%	28.1%	29.4%	
A&S1C REGIONAL	Customers & Carers receiving Self Directed Support (Direct Payments and Individual Budgets)	Target	-	-	-	<b>TBC</b>
		Actual	-	64.1%	62.3%	
A&S1G (NPI 145)	Adults with learning disabilities in settled accommodation	Target	16.8%	33.5%	50.3%	<b>67.0%</b>
		Actual	13.0%	30.6%	42.8%	
A&S1E (NPI 146)	Adults with learning disabilities in employment	Target	1.4%	2.9%	4.3%	<b>5.7%</b>
		Actual	2.1%	3.8%	6.6%	
Delayed Discharges 1	Average weekly number of CYC Acute delayed discharges	Target	7.90	7.90	7.90	<b>7.90</b>
		Actual	10.08	8.64	8.69	

A&SNPI 132	Timeliness of social care assessment	Target	70.0%	70.0%	70.0%	<b>70.0%</b>
		Actual	62.7%	62.0%	63.3%	
A&SNPI 133	Timeliness of social care packages	Target	90.0%	90.0%	90.0%	<b>90.0%</b>
		Actual	91.2%	89.9%	89.5%	
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%	<b>25.6%</b>
		Actual	8.1%	13.1%	18.5%	
A&S NPI36	People supported to live independently through social services (all ages)	Target	4292	4316	4340	<b>4364</b>
		Actual	4363	4325	4349	
A&SD39	Statement of Needs	Target	96.0%	96.0%	96.0%	<b>96.0%</b>
		Actual	95.2%	95.9%	94.8%	
A&SD40	All services Reviews	Target	32.5%	55.0%	77.5%	<b>90.0%</b>
		Actual	35.6%	56.4%	71.1%	
A&SD54a	Equipment - 7 days - Excluding Telecare	Target	96.0%	96.0%	96.0%	<b>96.0%</b>
		Actual	93.9%	95.7%	96.2%	
RAP A6	Assessments missing Ethnicity	Target	5.0%	5.0%	5.0%	<b>5.0%</b>
		Actual	8.5%	7.7%	7.3%	
RAP P4	Services missing Ethnicity	Target	5.0%	5.0%	5.0%	<b>5.0%</b>
		Actual	4.5%	4.4%	4.5%	

- 6 A&S1C (the former NI 130 – Customers and Carers receiving Self Directed Support) which shows the delivery of personal budgets in year continues to rise, however it is at a slower than expected pace and has fallen short of the Q3 target (currently 29.4%). The factors preventing the promotion of Self Directed Support were cited as issues with the use and accuracy of the RAS (Resource Allocation System). The failure to use the systems precludes a number of Managed Budgets to meet the criteria for being counted as Self Directed Support.
- 7 Adults with learning disabilities in settled accommodation (1G) is short of the Q3 target, the lists of outstanding reviews are being worked on by LD staff and previous years' trajectories suggest that end of year activity will take this much closer to meeting this target during March 2012 where the bulk of these reviews are undertaken.

- 8 Despite being outside of Q3 target, Average weekly number of CYC Acute delayed discharges has remained steady at 8.69 for the Q3 period and lower compared to 9.72 for the same period last year). Both the average weekly calculations for reimbursable delays (people), and bed days calculations are lower than at the same point last year. This is particularly noteworthy in light of the fact that referrals to the hospital team are calculated as being up 6% since last year.
- 9 The percentage of social care assessments completed on time is now at 63.3%, which is below the target of 70% and lower than last year. Performance in this area is still affected by the process of clearing waiting lists. The effect has been to introduce a number of new assessments which are out of time. It is envisaged that this performance will continue to decline until the waiting lists are cleared. The timeliness of social care packages remains positive is just below target levels 89.5% which is better than 85.4% last year.
- 10 Carers receiving needs assessment or review and a specific carer's service, advice or information has fallen below target for the first time this year. Analysis shows that there has been a decline in the use of joint assessments which have dropped by a third, the effect has been to require more resource to undertake a separate carer's assessment requiring more resources to complete and increasing the numbers of those on the waiting list. Work is now underway to promote the use of joint assessments which are less resource intensive and improve performance in this area.
- 11 All services Reviews has fallen below the Q3 target because of the Locality redesign work, and the delays realised during the moving of the Long Terms Team. Analysis of figures in February has shown that there has been a substantial improvement since end of Q3 and reviews will be back on target for Q4.
- 12 Performance against delivery of Equipment in less than 7 days has now met the quarterly target. Telecare and Warden Call delivery remains high at 96.49%. Equipment delivered within- 7 days (Telecare only) continues to rise and remain in excess of *targets*.

## **Council Plan**

- 13 The information included in this report demonstrates progress on achieving the Council's Corporate Priorities for 2011-2015 and in particular, priority 4 'Protect Vulnerable People'.

## **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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Date 06 March 2012

Specialist Implications Officer(s) None

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

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For further information please contact the author of the report

## Background Papers

2011-12 Finance and Performance Monitor 3, Cabinet 15 February 2012

## Annexes

None