

Report of the Head of Commissioning, Adult Social Care

**Be Independent Year End Position Statement and 1st Qtr Monitoring
Report**

Background

1. The Be Independent Service is a social enterprise that was established in April 2014 following the “spinning out” of the existing service which was previously provided within Adult Social Care. The service became an independent social enterprise in 2014 and provides a Community Alarm, Telecare and Community Equipment Service under contract to Adult Services.
2. As part of the arrangements existing staff were transferred through TUPE arrangements to the new organisation and as a result of Be Independent having to provide a continuous level of service from the initial date of transfer support services such as HR and Finance continued to be provided through the Council.
3. This position changed in April 2015 with the organisation taking responsibility for its own support services with finance and legal services no longer being provided by the council and an additional member of staff transferred across to Be Independent. In addition Be Independent no longer use the Adult Social Care database system (Frameworki) with all customers recorded through their own database and all referrals made direct to Be Independent rather than through the Council.
4. At the same stage York Explore (Library Services) also became an independent social enterprise. During the initial year of operations, officers from Adult Services worked closely with Be Independent to ensure a smooth transition and during the latter part of 2015 following discussions with Veritau, it was agreed that regular reports

on the performance of the organisation would be taken to the Health & Adult Social care Policy & Scrutiny Committee.

5. It was agreed that Members would receive quarterly monitoring and performance reports commencing in September 2015 which would also allow Members to review current performance against the outcomes of the first year of Be Independent providing the service.

Be Independent Monitoring Information

6. The Commissioning team in Adult Social Care compile monitoring information for the service on a quarterly basis and performance within this reports covers the period April – June 2015 (Quarter 1). Where possible we have provided the monitoring information for the 2014-15 financial year for the organisation and Members will note that in some areas for example Customer Satisfaction which is an annual survey, we have provided details of the survey recently undertaken and details of the outcomes for the survey undertaken for 2013-14 which was the final year of the service being provided internally by the Council.
7. Whilst a vast range of monitoring information is collected, the following key indicators are included within this report;
 - Satisfaction with service received
 - Enhanced quality of life
 - Increased independence
 - Improvement in feeling safe
 - Improved wellbeing
 - Telephone calls answered promptly -
% calls responded to in under 30 seconds
 - Telephone calls answered promptly -
Total number of telephone calls received
 - Total number of community alarm customers (across all tiers)
 - Total number of self funding community alarm customers
(across all tiers)

- Total number of community alarm eligible customers (across all tiers)
- % of eligible customers
- Number of Loan Equipment Deliveries
- Priority 2D (Within 5 working days) Loan Equipment Deliveries (%age deliveries completed on time)

8. The initial five indicators outlined above are monitored through an annual customer satisfaction surveys and as a result we have included the outcomes of the survey undertaken in January 2014 when the service was provided by the Council. As part of the annual service monitoring a further survey was carried out in January 2015 with all customers receiving a community alarm service (2800) contacted and a response rate of 45%. This demonstrated an increase in customer satisfaction in most areas since the service was “spun out”.

| Indicator | Baseline Values (pre-Contract) Survey Point Jan 2014 | 2015 Indicator Value Survey Point Jan 2015 |
|------------------------------------|--|--|
| Satisfaction with service received | 90.5% | 91.3% |
| Enhanced quality of life | 79.6% | 82.0% |
| Increased independence | 72.3% | 74.4% |
| Improvement in feeling safe | 62.8% | 66.1% |
| Improved wellbeing | 48.2% | 47.0% |

9. The questions asked within the consultation align with the National Adult Social Care Survey. This will enable comparisons to be made against care services if required. Going forward, a customer consultation will be carried out annually with a 10% customer sample for future monitoring.
10. Improved wellbeing is the only indicator that reduced and more than half of the customers could not see this service contributing to their wellbeing. Wellbeing has a wide holistic definition within the Care Act and customers may struggle to determine what this question means specifically to them. Care Act guidance (SCIE) states that

wellbeing should be defined in each case and will therefore do so in future customer consultations (was previously not possible to do so as this was part of the National Adult Social Care Survey).

In this case wellbeing may be reduced anxiety and piece of mind. It is possible that those receiving telecare in addition to a standard pendant/pull cord may be likely to identify more with the relevance of this question. Previous evidence from the Community Alarm service showed that customers experienced “peace of mind” due to the availability of community alarm equipment. As a result people responding may differentiate between “peace of mind” and “wellbeing”.

The next set of monitoring information is in relation to Telephone Calls. The service provides a 24 hour call and response service depending on

| Indicator | Indicator Value 2015/16 | | | | |
|--|-------------------------------------|------------------------------|--------------------|--------------------|--------------------|
| | 14/15 | Q1 | Q2 | Q3 | Q4 |
| Telephone calls answered promptly | | | | | |
| % calls responded to in under 30 seconds | 94.7 % Target: 90% | 96.0 % Target: 90% | Target: 90% | Target: 90% | Target: 90% |
| Total number of telephone calls received | <i>Average per quarter = 39,434</i> | 33,296 | | | |

the package of service people receive. Receiving calls in a timely manner is therefore an essential requirement to providing a good quality service.

11. The results show an improvement on performance in response times to calls during Quarter 1 and this builds on the continuous improvement demonstrated by the service to date. The statistics for phone calls were discussed at a recent review meeting and in relation to the drop in total numbers of calls in Q1, Be Independent believe this is a seasonal variation which was evidenced in the last year with the highest call volumes experienced in January – March.
12. Community Alarm customers – one of the potential benefits for “spinning the service out” was a greater emphasis on developing the private market place and therefore creating economies of scale with eligible customers funded by City of York Council.

| Indicator – number of customers | 14/15 at year end | 15/16 Q1 |
|---|-------------------------|-------------|
| Total number of customers (across all tiers) | 2,769 | 2,675 |
| Total number of self funding customers (across all tiers) | 1,435 | 1,363 |
| Total number of eligible customers (across all tiers) | 1,334 | 1,312 |
| % of eligible customers | 48.2% | 49.0% |

13. Previous data showed that, despite an increase in customer charges in April 2014, there was an increase in customer numbers last year to 2,769 at March 2015. However, first quarter monitoring at the end of the June 2015 showed a small decrease in customer numbers affecting both self-paying and eligible customers (72 customers or 5.0% net decrease in self-paying customers and 22 customers or 1.6% net decrease in eligible customers).
14. Be Independent is currently working with the equipment provider, Tunstall, to market the service directly to the public through distribution of publicity to settings such as GP surgeries, direct mail shots and staffed information stands in settings such as supermarkets and garden centres.
15. Be Independent report positive response and increased numbers of referrals during the second quarter (July to September 2015). It can be anticipated that direct marketing to the public will be effective in targeting self-paying customers as well as eligible customers. In addition, Be Independent continues to work with the council's adult social care staff to increase the number of telecare referrals from social work practitioners.
16. Community loan equipment – The response rate for deliveries completed on time has consistently been over the target of 90%. However there was no statistical information available for when the service was internal to create a baseline to determine whether the quality of service or amount of deliveries has changed and indeed whether there are seasonal changes.

17. The quantity of deliveries shows a significant drop, even with any potential seasonal changes, we are therefore following this up with the provider to determine the reasons for this.

| | <i>14/15 at year end</i> | 15/16 Q1 |
|--|--|-------------------------------------|
| Number of Deliveries | <i>Average per quarter = 4,337</i> | 3,406 |
| Priority 2D (Within 5 working days) - % Deliveries completed on time | 93.7 % | 92.2 % Target: 90% |

Summary

18. The monitoring of the service generally indicates that the quality of service delivery has improved since it was “spun out” in April 2014. However there is a recent drop in quantity of community alarm customers which will need to be monitored to ensure the service can continue to be of a high standard while at the same time delivering the efficiencies envisaged.
19. The provider is responding proactively to the reduction in customer numbers and early indications are that that the approaches identified above are showing to be effective.
20. As mentioned above in paragraph 5 of this report, it was agreed that reports be submitted on a quarterly basis. Members are asked to consider if they wish to review receiving reports on a quarterly basis or to move to six monthly reports. This would allow issues that are identified to be addressed and evaluated.

Implications

Financial

21. There are no financial implications associated with this report.

Equalities

22. There are no direct equality issues associated with this report

Other

23. There are no implications relating to Human Resources, Legal, Crime and Disorder, Information Technology or Property arising from this report.

Risk Management

24. There are at present no risks identified with issues within this report.

Recommendations

Members are asked to note the performance of Be Independent and advise if they wish to receive reports as initially planned on a quarterly basis or amend to six monthly as discussed in paragraph 21 of this report.

Reason: To advise the Committee on the performance of Be Independent.

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Report
Approved ✓

24th August 2015
All ✓

Wards Affected:

For further information please contact the author of the report