

Report of the Head of Commissioning, Adult Social Care

Be Independent – Be Independent End of Year Position

Background

1. Members will recall that the City of York Council previously provided a community alarm and telecare provision alongside an equipment service. A proposal was submitted by the service to “spin out” and become an independent Social Enterprise.
2. In April 2014 this proposal was implemented with staff transferred through TUPE arrangements to the new organisation Be Independent. Due to the significant levels of requirements in setting up a business that needed to be up and running for 2600 customers from day one a number of support services (finance, legal, HR etc) were provided through the council. In April 2015 a further step was taken 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 councils front door.

Be Independent Monitoring Information

3. As this and York Explore were the first council services to be “spun out” a decision was made to audit the monitoring processes in place to ensure these were sufficiently robust. The outcome of the audit carried out by Veritau in October 2014 demonstrated that effective processes were in place for Be Independent with the exception that monitoring data should be reported to a higher level. As a result it was agreed that high level monitoring would be reported to the ASC Performance Clinic and the Health & Adult Social Care Policy & Scrutiny Committee.

4. Monitoring data to be submitted to ASC Performance Clinic and the Health & Adult Social Care Policy & Scrutiny Committee:

- 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 -
% Deliveries completed on time

5. The first 5 monitoring indicators were assessed as a baseline before the service was spun out and derived from the National Adult Survey. In January 2015 a further survey was carried out 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 however a comparison to the National Survey came out less favourably.

Indicator	Baseline Values (pre-Contract) <i>Survey Point 2014</i>	2015 Local Survey	2015 National Survey
Satisfaction with service received	90.5%	91.3%	87%
Enhanced quality of life	79.6%	82.0%	74%
Increased independence	72.3%	74.4%	68%
Improvement in feeling safe	62.8%	66.1%	62%
Improved wellbeing	48.2%	47.0%	40%

6. As this service is now external the customers are no longer covered within the National Adult Social Care Survey and there will therefore not be any results for 2016. However going forward, a service specific customer consultation will be carried out annually with a 10% customer sample for future monitoring. The 2016 survey is scheduled for late Summer/Autumn.

7. Improved wellbeing is the only indicator that reduced across both surveys 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 to them. Care Act guidance (Social Care Institute for Excellence) states that wellbeing should be defined in each case and this approach will be taken in future customer consultations (please note - was previously not possible to do so as this was part of the National Adult Social Care Survey). There are specific wellbeing outcomes from the Care Act 2014 which can be used where appropriate to assess customer feedback.

Telephone calls

8. The service provides a 24 hour call and response service depending on the package of service they receive. Receiving calls in a timely manner is therefore an essential requirement to providing a good quality service:

Indicator		Indicator Value 2015/16			
Telephone calls answered promptly	14/15	Q1	Q2	Q3	Q4
% calls responded to in under 30 seconds	94.7%	96.0%	96.2%	95.0%	96.2%
	Target: 90%	Target: 90%	Target: 90%	Target: 90%	Target: 90%
Total number of telephone calls received	<i>Average per quarter = 39,434</i>	33,296	33,620	37,779	36,184

9. The results demonstrate that there is sufficient staffing and telephone lines to provide a responsive service and that there has been improvement in response times since the service was “spun out”. However the quantity of calls have reduced from an average of 39,434 a quarter in 2014-15 to 35,220 (10% reduction in calls). The increase in calls over Q3 and Q4 will predominantly be due to the floods that took place at the end of December 2015.

Community alarm customers

10. One of the potential benefits for “spinning” the service out was through a greater emphasis on developing the private market place and therefore creating economy of scale with eligible customers funded by City of York Council.

Lifelines Connections	14/15 at year end	15/16 Q1	15/16 Q2	15/16 Q3	15/16 Q4
Total number of lifelines customers (across all tiers)	2,769	2,675	2,774	2,649	2,575
Total number of self funding customers (across all tiers)	1,435	1,363	1,439	1,366	1,363
Total number of eligible customers (across all tiers)	1,334	1,312	1,335	1,283	1,212
% of eligible lifelines customers	48.2%	49.0%	48.1%	48.4%	47.1%

11. However despite provider advertising through various methods: leaflet drops; events; advertising on buses, stands in garden centres and supermarkets, marketing initiative with Tunstall etc there has been a reduction (7%) rather than an anticipated increase (projected at 3%) in provision. This also against the changing demographics of increase in older people in York.
12. The decrease in customers is across the board, although slightly less for self-payers, so this would suggest that the cost, that was increased just before the service was spun out, is not the main factor. With customer satisfaction levels being high then it also suggests the quality of service is not affecting demand. It would be reasonable to state that Warden Call as an internal service had ongoing difficulties in capturing customer data and closing customers that have left the service on the system. This was picked up again more recently with the floods in December where customers were contacted by the Council on behalf of Be Independent to ensure they were safe.
13. As a result of this an audit of a sample of past & current customers will be carried out to try to obtain greater intelligence both on whether their customer base is accurate and up to date and why customers are leaving the service.

Number of Loan Equipment Deliveries

Deliveries	14/15	Q1	Q2	Q3	Q4
Number of Deliveries	<i>Average per quarter = 4337</i>	3,406	3,142	3,208	3,859
Priority 2D (Within 5 working days) - % Deliveries completed on time	93.7%	92.2%	95.4%	93.6%	97.1%
		Target: 90%	Target: 90%	Target: 90%	Target: 90%

14. The average of deliveries is increasing on a quarter by quarter basis but is still lower than the 2014/15 data. Deliveries completed within 5 working days are performing well.

Summary

15. Reporting information generally indicates that the quality of service delivery remained good since it was spun out in April 2014. However the main concern is the consistent drop in quantity of community alarm customers without any clear indication why. Additional quality assurance processes will be implemented to understand in particular why customers are leaving the service as significant effort has been made to attract new customers.
16. The Adult Commissioning Team is continuing to engage regularly with Be Independent to develop understanding of the performance of different aspects of the service provision.

Implications

Financial

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

Equalities

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

Other

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

Risk Management

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

Recommendations

21. Members are asked to note the performance of Be Independent.

Reason: To inform members of the work of Be Independent

Contact Details

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**Report
Approved**

✓ **Date 3rd June 2016**

Specialist Implications Officer(s)

Wards Affected:

All ✓

For further information please contact the author of the report

Abbreviations

ASC - Adult Social Care

Q - Quarter

TUPE - Transfer of Undertakings (Protection of Employment)