

Report of the Head of Commissioning, Adult Social Care

Be Independent – Contract Monitoring Information

Summary

1. This paper provides an update to Members on the performance of Be Independent for 2017. It advises Members on the key performance areas included within the Council's contract, highlights areas where increased monitoring is required and advises Members of any concerns regarding performance of the organisation.
2. The key findings in this report shows improvements in;
 - An increase in customer satisfaction with Community Alarm provision
 - A small sample of feedback on community provision indicating a positive response from customers
 - An increase in strategic outcomes from a customer perspective
 - Continued improvement in telephone responses
 - An increase in equipment deliveries carried out
 - For those that have left the community alarm service, there is a higher proportion where Be Independent has been able to identify the reason for leaving.
 - The quantity of private customers is now starting to stabilise rather than reduce.

However there is still:

- A continued reduction in eligible customers
- The service is yet to show increases in private community alarm customers

Background

3. The City of York Council previously provided a community alarm, telecare and equipment service. These services were externalised in 2014 and as a result a Social Enterprise was established which was awarded the contract to manage services for an initial five year period.

The new organisation, Be Independent, is now in its fourth year of operations, in line with other externalised services such as Explore.

- Following the externalisation of Be Independent and York Explore, an audit of monitoring processes was carried out by Veritau in October 2014. This audit demonstrated that effective processes were in place to monitor the contract for Be Independent with the exception that monitoring data should be reported to this Committee on a half yearly basis.

Be Independent Monitoring Information

Telephone calls

- 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: Telephone calls answered promptly	14/15	15/16	16/17
% calls responded to in under 30 seconds	94.7%	95.8%	96.9%
	Target: 90%	Target: 90%	Target: 90%
Total number of telephone calls received	<i>Average per quarter = 39,434</i>	<i>Average per quarter = 35,220</i>	<i>Average per quarter = 33,684</i>

- There has been a progressive increase in the percentage of calls responded to in 30 seconds. The improvement in response rates is likely to be down to the progressive reduction in the quantity of calls.
- The reduction of calls has led to capacity which will enable the service to explore new business ideas.
- Part of the reason for the reduction in calls is down to reduction in community alarm customers and problem solving in utilising telecare initiatives to reduce the quantity of repeated telephone calls.

Community Alarm

9. Most outcomes are recorded through direct views of customers receiving the service and are as follows:

	Outcome	Applicable to	Monitored By
1	Satisfaction with service received	Equipment Loan and telecare	Council consultation, aligns with National Adult Social Care Survey
2	Enhanced quality of life		
3	Increased independence		
4	Improvement in feeling safe		
5	Improved wellbeing		
6	An increase in the number of people who are enabled to remain living in their chosen home		Council consultation
7	A reduction in the number of people requiring admission to hospital, residential or nursing care		Council consultation
	Evidence of efficient hospital discharges facilitated by a responsive Equipment Service		Council consultation/ stakeholder feedback/ case studies
	Evidence that the provision of appropriate equipment can in some cases prevent deterioration of a condition or the complications of additional related health problems		Stakeholder consultation
8	Reduced fear of falls or accidents		Council consultation
	Their Carer/s are more confident and able to look after them safely		Carers Survey
	Their Carer/s have peace of mind knowing that the person they care for is safe in their own home		Carers Survey

10. It was agreed to delay the consultation to May/June 2017 to avoid duplication or customer confusion with the National ASC survey. This took place agreed sample of 10% of customers receiving the telecare survey. There was 97 responses received (38.8%).

11. The results of customer outcomes were as follows:

	Previous survey/s 2014-15	Current Survey 2017
1.Satisfaction with service received	87.5%	90% ↑
2.Enhanced quality of life	28.5%	29% ↑↑
3.Increased independence	63.2	71% ↑↑
4.Improvement in feeling safe	80.7%	83% ↑
5.Improved wellbeing	Previous captured in a different way	30%
6.An increase in the number of people who are enabled to remain living in their chosen home	54.5%	61%. ↑
7.A reduction in the number of people requiring admission to hospital, residential or nursing care	27.5%	34.0 ↑
8.Reduced fear of falls or accidents	85.5%	93%. ↑

12 A full breakdown has been provided in Appendix 1

13 There is a positive increase in all outcomes measured in the same way with the greatest marked increase in independence and requirement to be admitted to hospital or residential care. Scaled up this would indicate 815 customers perceive that the service prevented them from needing to being admitted to hospital or residential care.

Outputs – Community Alarm

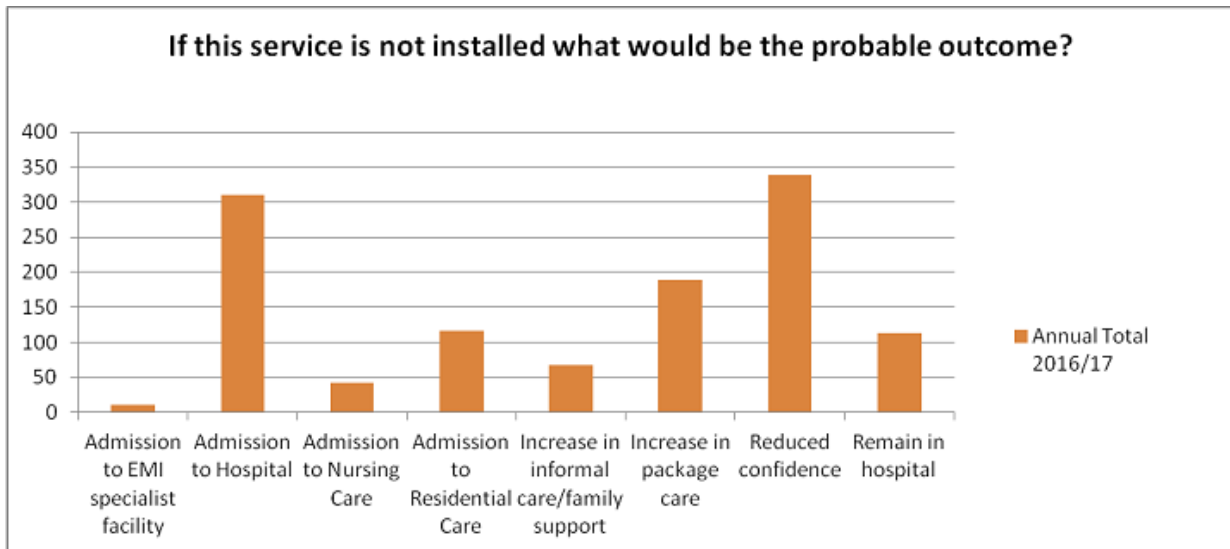
Community Alarm Connections	14/15 at year end	15/16 at year end	16/17 at year end
Total number of community alarm customers (across all tiers)	2,769	2,575	2,396
Total number of self funding customers	1,435	1,363	1,324

(across all tiers)			
Total number of eligible customers (across all tiers)	1,334	1,212	1,073
% of eligible community alarm customers	48.2%	47.1%	45%

- 14 This shows a continued decrease in eligible customers, while the quantity of private customers has stabilised. Point 20 of the report shows 707 customers no longer using the service, mainly down to change of circumstances which represents a loss of 29% of the customer base. There needs to therefore be 59 new customers a month just to stand still. The high turnover would suggest the customer base is predominantly those that are just managing to remain independent. There are other lower cost community alarm services that may be better placed to pick up on the lower risk customers (services where a keyholder, eg relative would respond rather than a warden), these would more likely require the service for longer, reducing the turnover.
- 15 Following the previous report to scrutiny it was agreed to provide the following details on the reasons for activation of alarms:

	Q1	Q2	Q3	Q4	Number of calls 2016/17
Fallen	580	566	560	564	2270
No Response	1108	972	1662	1537	5279
Unplugged	204	411	552	362	1529
Anxiety Call	3063	1441	2093	1808	8405
Fire Brigade	14	9	21	15	59
Medical Emergency	89	83	84	90	346
<i>Services Alerted - Ambulance, DN, GP</i>					
Other - False Alarms	4385	3704	4696	4352	17137

- 17 The previous report also proposed providing details on the perceived outcome if the service was not offered.
- 18 This information is collected from the Be Independent referral form and is self-identified by the referrer. More than one outcome can be chosen.



- 19 The table demonstrates that the service is targeting the right customers with the customer referring looking to reduce access to statutory services.
- 20 It was also agreed to provide details on why a customer has left a service to see if the proportion of reasons classified as “other” could be achieved.

REASONS FOR CUSTOMERS LEAVING THE SERVICE	Number of customers 2016/17	% of total 2016/17	Previous report 6 qtrs April '15 to Sept '16
Customer Death	308	43.6%	42.1%
Moved to Sheltered Housing	24	3.4%	3.7%
Moved to SHEC	13	1.8%	1.1%
Moved to hospice or long-term hospital admission	11	1.6%	1.7%
Moved to residential care home or residential with nursing	192	27.2%	24.4%
Move in with family, or equivalent	44	6.2%	5.9%
Evicted / abandoned tenancy / imprisoned			0.2%
Dissatisfied with service	3	0.4%	0.3%
Financial reasons	4	0.6%	1.1%
Transferred to alternative provider	5	0.7%	0.3%
Other (unclassified)	103	14.6%	19.3%
TOTAL	707	100%	100%

- 21 Be Independent have provided details of a sample of 31 customers “no longer requiring the service” reported as Other (unclassified) in the table above. After scrutinising records, 4 cases were identified with change of circumstances known to Be Independent which was not reflected in the reported data (data quality issues). In addition, adult social care records showed that 6 further customers had change of circumstances that may not have been made known to Be Independent.
- 22 Of the remaining 21 customers in the sample, 15 customers were self-funding whilst 6 customers were receiving the service free of charge (approx 70%/30% split). Out of the self-funding group, 6 customers had assessed social care needs or were receiving care services
- 23 The table shows a decrease in number of “other” departures compared to previous report, indicating improved processes for identifying reasons for leaving service.
- 24 It would suggest that financial reasons may be one of a number of factors why a self-paying customer may choose to leave the service without disclosing why. Customer satisfaction levels are high which would suggest that few will leave due to the quality of the service.
- 25 As the service is a “just in case” service, customers may go through a significant period of time where they have not needed to activate the community alarm. It is therefore anticipated that some customers may perceive they do not require it. This may particularly be the case where the referral is from a relative /doctor etc rather than the customer, where the perception in the level of frailty/ vulnerability may be different. As a result we are checking with Be Independent what the proportion of customers that left the service activated their alarm over the last year.

26 Number of Loan Equipment Deliveries

Indicator	14/15	15/16	16/17
Number of Deliveries	<i>Average per quarter = 4337</i>	<i>Average per quarter = 3404</i>	<i>Average per quarter = 4653</i>
Priority 2D (Within 5 working days) - % Deliveries completed on time	93.7%	94.7%	98.5%

	Target: 90%	Target: 90%	Target: 90%
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- 27 The quantity of deliveries has fluctuated based on fluctuations in demand.
- 28 Deliveries completed within 5 working days are performing strongly, with the indicator values showing continuous improvement in this area.
- 29 Reporting information generally indicates that the quality of service in respect to outputs for delivery remained good since it was externalised in April 2014. Outcomes are less easy to obtain due to services being one off pieces of work rather than a continued service.
- 30 As part of the consultation process the responses were gathered for 2016-17. Unfortunately only 7 responses were received with 6 out of 7 being positive and confirmed they would recommend the service to someone else.

When asked what one thing would have made your experience better, the following feedback was provided:

“Bars on the bath made a great difference”

“Words fail me to thank you for the care and attention& loan of your equipment”

“Nothing, my experience was fine”

“Nothing could have made anything any better”

“Nothing - prompt and helpful”

“The lid of the commode bucket is almost impossible to remove - so I will use the lid off the old commode.”

“I only wish I had known of you before I went out and bought equipment needed prior to operation. Your service was excellent. Staff - kind careful and helpful, delivery and collection very efficient”

- 31 Be Independent are working alongside the OT team to ensure there is good communication and a shared expectation with respect to service delivery.

Implications

Financial

- 32 Initially, looking at the drop in eligible community alarm customers, this would raise concerns regarding value for money. However with an increase in deliveries and a year on year contract reduction a more balanced Value for Money has been achieved.
- 33 Although it is not possible to create a clear unit value for comparison, with two very different services within the same contract the cost of weekly community alarm provision and deliveries against the block contract value were compared on a year by year basis. This would give a unit value of £12.89, £13.98 and £13.72 respectively over the last 3 financial years.
- 34 Improved outcomes, partially around the perception of increased customers having prevented hospital or residential care admission should also be taken into consideration with any value for money considerations.

Equalities

- 35 There are no direct equality issues associated with this report

Other

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

Risk Management

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

Recommendations

- 38 Members are asked to note the performance of Be Independent.
- 39 It is recommended that scrutiny reports are now submitted on an annual rather than 6 monthly basis to create monitoring proportionality with other services. However if Councillors agree in principal this will need to be approved by Veritau as this was the auditors requirement for services that have been externalised.
- 40 That the next scrutiny report to Scrutiny focuses on the business development of the service.

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Report ✓ **Date** 6 July 2017
Approved

Specialist Implications Officer(s)

Wards Affected:

All ✓

For further information please contact the author of the report

Appendix 1

Community Alarm Survey 2017

Total surveys sent	250	100%
Total surveys received	97	38.8%

1. When you first started to receive a service from Be Independent, were you given information to explain what service you could expect?	Yes	No	N/A	Don't know
	71	3	0	9
	86%	4%	0%	11%

2. Did you get the equipment and alarm services you needed within the timescale you were given?	Yes	No	N/A
	81	2	0
	98%	2%	0%

3. Can you tell us what the service has helped you to achieve?		%
Has enabled me to remain independent	67	71%
Has enhanced my quality of life	27	29%
Has improved my wellbeing	28	30%
Has enabled me to remain at home	57	61%
Has enabled me to feel safe e.g. through having someone to contact at night	78	83%
It reduces the fear of what will happen if I have a fall	87	93%
It has prevented my admission to a residential or nursing home	22	23%
It has prevented my admission to hospital or a hospice	11	12%
It has prevented an increase to my package of care	16	17%
It has prevented a delayed discharge from hospital for me	11	12%

It has provided reassurance to family and friends, knowing that I can always contact someone i.e. it has prevented family and friends feeling anxious and therefore supported their caring role and increased my independence.	79	84%
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4. Can you tell us if the service has helped you in any of the other ways listed below?		%
Has it led to other advice being provided to you e.g. how you might reduce the chances of having a fall	17	22%
Has it made you aware of any other services that may be useful to you e.g. the Occupational Therapy service, the aides and equipment service	40	52%
Has it provided reassurance over the phone to you	55	71%
Has it at any time contacted the emergency services for you.	28	36%

5. Are you able to tell us if your family / friend /carer have more peace of mind knowing that you are safe in your own home?	Yes	No	N/A
	84	1	8
	90%	1%	9%

6. Are you able to tell us if your family / friend /carer feel more confident and are able to look after you better knowing that you have the Be Independent service in place?	Yes	No	N/A
	75	1	14
	83%	1%	16%

7. If you have had a fall or there has been any other reason why Be Independent has had to come out to you quickly, do you feel you had a response in a timely manner?	Yes	No	N/A
	45	12	4
	73.8%	19.7%	6.6%

8. Are Be Independent staff always pleasant and helpful?	Yes	No	N/A
	89	1	1
	98%	1%	1%

9. If you have ever had to make a complaint were you satisfied with the way it was dealt with?	Yes	No	N/A
	14	15	11
	35.0%	37.5%	27.5%

10. Overall, how satisfied or dissatisfied are you with the services you are receiving from Be Independent?		
I am extremely satisfied	38	39%
I am very satisfied	36	37%
I am quite satisfied	14	14%
I am neither satisfied nor dissatisfied	2	2%
I am quite dissatisfied	0	0%
I am very dissatisfied	0	0%
I am extremely dissatisfied	0	0%
no answer	7	7%