

Report of the Director of Adults, Children & Education

**2011/12 SECOND 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 £1,374k (2.8% 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 (£828k) and a continued increase above forecast level in the number of customers taking up Direct Payments (£630k), 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 (£929k).
 - 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 (£270k).
- 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 (£891k); and delays in two Supported Living schemes (£250k).

- 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 2 shows 6 of the 14 reported indicators meeting or exceeding the Q2 targets and a further 7 indicators, while falling short of Q2 targets, are within tolerance levels set. 1 indicator has fallen below tolerance and has been reported as red.

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

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

6. *A&S1C Customers & Carers receiving Self Directed Support (Direct Payments and Individual Budgets)* which shows the delivery of personal budgets in year continues to rise steadily. The working definition of this indicator is being looked at nationally, and the end of year target of 37.0% represents a significant challenge as under the current definition we continue to count service users ineligible for Managed Budgets or Direct Payments in the denominator. Work in the region has identified an alternative and more accurate measure which is now being used to benchmark locally and is reported in the matrix as *A&S1C REGIONAL*. This change will be recommended as part of the DH Zero Based Review of all indicators. Customers in receipt of personal budgets continues to rise (currently 28.11%) but has fallen just short of the Q2 target. Actions

are being taken to re-invigorate progress, including a new hospital review process which will ensure that people discharged into Social Care will be eligible for review and a personal budget.

7. *Average weekly number of CYC Acute delayed discharges* has fallen to 8.64 from over 10 in the previous quarter, and compared to 9.38 at the same period last year which indicates an improving situation. Further analysis shows the average weekly number of reimbursable delays, which reflect the number of people delayed is below last year, while the bed days calculation is higher. This shows that while fewer people are being delayed, it is, on average, for a longer period than in 2010/11.
8. Timeliness of social care assessment is now at 61.9%, which is below the target of 70% and lower than last year. Performance in this area has been affected by the process of clearing waiting lists which have been reduced (from 196 in August to 108 by the end of September). 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 is just below target levels 89.9% which is better than 85.4% last year.
9. Despite overall Timeliness of social care assessment being significantly low in Q2, Telecare and warden call assessments are running for September was 100%. Timeliness of social care packages however continues to rise and was just short of 97% of packages required in Q2 delivered on time.
10. *Assessments missing Ethnicity* has been reported as outside of tolerance, however work to reduce this has been effective in Q2, and new processes introduced as part of the locality redesign and data cleansing activity is likely to bring this back on target in the next quarter.

Council Plan

10. 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

11. 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

- 12 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

- 13 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.

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Report
Approved

Date 17 November 2011

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 2, Cabinet 1 November 2011

Annexes

None