

**2011/12 YEAR END FINANCIAL & PERFORMANCE MONITORING REPORT –
ADULT SOCIAL SERVICES**

Summary

- 1 This report analyses the outturn performance for 2011/12 and 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 & Education.

Financial Analysis

- 2 The Adult Social Services budget overspent by £1,660k (3.4% of the £48,649k net budget) where pressures that have been evident in previous years related to demand, particularly for community based care, still remain. The main contributory factors are:
 - i) There is a continued increase above forecast level in the number of customers taking up Direct Payments (£586k) 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 (£1,245k). 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 £1,393k. 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 (£679k); and in EPHs, implementation delays mean that the full saving has not been achieved (£421k).

- 3 However, mitigating actions have been identified to reduce these pressures. A significant number of vacant posts are being held whilst the Business Change workstreams continue (£399k). An underspend on Warden Call (£174k), delays in two Supported Living schemes (£385k), grant adjustments (£594k) and additional funding from the PCT (£614k) all contribute to offsetting some of the pressures.
- 4 In addition ACE DMT undertook action during the year to help mitigate some of the overspends that were being projected. In particular a moratorium on all non essential discretionary expenditure has continued throughout the year and has generated savings of £378k within Adult Social Services budgets.

Performance Analysis

- 5 Performance at year end shows six areas where the measures failed to hit target by the end of year and either fell below previous year's performance or below the average performance for regional or comparison authorities. These have been highlighted in red. There are five areas which, while falling short of their target for 2011-12 showed sustained improvement year on year these have been marked amber. There are a further 11 measures which met or exceeded their target which are in green.

Code	Description of PI	Historical Trend			11/12		12/13	BENCHMARKING	
		08/09	09/10	10/11	Target 11-12	Year End	Target 12-13	Region Average	CIPFA Group Average
A&S1 A (NPI 127)	Self reported experience of social care users – Social Care Quality of Life	-	-	78.9%	80%	79.1%	80%	77.9%	78.3%
A&S1 B	The proportion of people who use social care who have control over their daily life	-	-	79.12%	80%	78.1%	80%	76.0%	76.8%
A&S3 A	Overall satisfaction of people who use services with their care and support	-	-	65.2%	85%	63.9%	70.0%	63.2%	64.4%

Code	Description of PI	Historical Trend			11/12		12/13	BENCHMARKING	
		08/09	09/10	10/11	Target 11-12	Year End	Target 12-13	Region Average	CIPFA Group Average
A&S3D	The proportion of people who use services and carers who find it easy to find information about services	-	-	78.02%	80%	82.6%	85.0%	73.5%	74.5%
A&S4A	The proportion of people who use services who feel safe	-	-	62.8%	65.0%	64.6%	67.0%	63.2%	63.4%
A&S4B	The proportion of people who use services who say that those services have made them feel safe and secure	-	-	50.0%	50.0%	83.2%	85.0%	75.7%	77.8%
A&S1C (NPI 130)	Customers & Carers receiving Self Directed Support (Direct Payments and Individual Budgets)	-	14.4%	24.9%	37.0%	32.1%	TBC	47.1%	46.3%
A&S1G	Adults with learning disabilities in settled accommodation	76.2%	57.1%	60.6%	67.0%	73.1%	74.0%	76.4%	74.6%
A&S1E	Adults with learning disabilities in employment	5.8%	4.3%	7.9%	5.7%	10.3%	10.0%	6.8%	6.5%
A&S2A	Permanent admissions to residential & nursing care homes per 100,000 population	-	-	225	220	215	214	-	-
A&S2B (NPI	Achieving independence for older people	85.7%	100%	97%	91.0%	100.0%	93.0%	84.9%	83.6%

Code	Description of PI	Historical Trend			11/12		12/13	BENCHMARKING	
		08/09	09/10	10/11	Target 11-12	Year End	Target 12-13	Region Average	CIPFA Group Average
125)	through rehabilitation/intermediate care								
DToC 1	Average weekly number of CYC Acute delayed discharges	-	7.98	10.13	7.98	8.69	7.98	Q4	Q2
DToC 2	Average weekly number of reimbursable delays (people)	-	3.38	4.4	4.4	4	3.8	-	-
DToC 3	Average weekly number of bed days	-	32.38	41.44	41.44	41.25	33.3	-	-
DToC 4	Total bed days cost	-	168.4k	215.5k	215.5k	214.5k	215K	-	-
A&S NPI 132	Timeliness of social care assessment	67.1%	80.5%	68.0%	70%	63.4%	TBC	-	-
A&S NPI 133	Timeliness of social care packages	90.3% (>65s)	86.9%	85.4%	90.0%	88.6%	90.0%	-	-
A&S NPI3 5	Carers receiving needs assessment or review and a specific carer's service, or advice and information	17.1%	24.6%	25.5%	25.6%	24.0%	25.0%	-	-
A&S NPI3 6	People supported to live independently through social services (all ages)	3834.2	3980	4328	4364	4281	TBC	-	-
A&S D39	Statement of Needs	97.8%		95.4%	96.0%	96.8%	97.0%	-	-
A&S D40	All services Reviews	84.1%		80.9%	90.0%	85.8%	90.0%	-	-
A&S D54	Equipment delivered within 7 days	-		95.3%	95.0%	96.8%	96.0%	-	-

Code	Description of PI	Historical Trend			11/12		12/13	BENCHMARKING	
		08/09	09/10	10/11	Target 11-12	Year End	Target 12-13	Region Average	CIPFA Group Average
RAP A6	Assessments missing Ethnicity	-	-	4.7 %	<5%	2.9 %	<5%	-	-
RAP P4	Services missing Ethnicity	-	-	4.2 %	<5%	3.8 %	<5%	-	-

6. The Annual Survey for Adult Social Care showed a very good response with 431 people taking part. The area in which the performance fell since 2011-12 was the measure for overall satisfaction of people who use services with their care and support which dropped off by 1.3%. The outturn places us above the regional average for this measure, but below the average for similar areas (CIPFA comparison group).
7. Customers and Carers receiving Self Directed Support shows the delivery of personal budgets had continued to rise year on year but fell short of the 2011-12 target. The view is that the target itself was extremely challenging given that the denominator included a number of people who would not have been eligible for a personal budget such as those receiving equipment or prevention services. This was corrected through the use of a local indicator which only included those eligible for SDS which achieved 65.9% for the year and has further been enhanced by an additional measures and target for direct payments for 2012-13.
8. Despite falling short of the yearly target, Average weekly number of CYC Acute delayed discharges has reduced in year and is an improved performance from the 10/11 position. 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 up 6% since last year. The performance however is still lower than both the regional and comparator group averages for delayed transfers of care putting in regionally in the lowest quartile (Q4).
9. Timeliness of Social Care assessment. The percentage of social care assessments completed on time ended the year at 63.3%, which is below the target of 70% and lower than last year. Performance in this area was affected in year by the process of clearing waiting lists which introduced a number of new assessments which were out of time.

10. *Carers receiving assessment, review or service.* Performance fell in Q3 in year and missed target by 1.6% and fell short of last year's performance by 1.5%. There remain a large number of carers on the waiting list. There is a rebalancing of the assessments to ensure that a greater number of joint assessments are taking place to reduce the workload. As a result of the Health Oversight & Scrutiny comments in this area, an additional indicator has been added to the dashboard to allow oversight of this waiting list.
11. The measure showing People supported to live independently had been on target at each of the first three quarters in year, but fell below the expected outturn in Q4. This measure includes people who are supported in grant funded services, voluntary partners, through preventative activities and also by social care service delivery. The next year will see further development of this measure to split it ensure that more people are supported though preventative and early interventions which we work towards managing the numbers coming through for formal support by ASC services.
12. The following table summarises the additional measures put in place for 2012-13 to focus on priorities in the service plans and issues arising in 2011-12.

Code	Description of PI	Target / Trajectory 12-13
A&S1C Part2 (NPI 130)	Customers & Carers receiving Self Directed Support (Direct Payments ONLY)	20.0%
A&S1C REG	Customers & Carers receiving Self Directed Support (Direct Payments and Individual Budgets)	80.0%
A&SNPI 132 (Part1)	Timeliness of social care assessment - Commencement of Assessment within 2 weeks.	80.0%
A&SNPI 132 (Part 2)	Timeliness of social care assessment - Completion of assessment in 6 weeks.	80.0%
A&S NPI35 b	Carers Separate Assessment waiting list - snap shot	Reduction
A&S NPI36(a)	People supported to live independently through social services PACKAGES OF CARE	Reduction
A&S NPI36(b)	People supported to live independently through social services PREVENTION	Increase
SGA1	Number of Safeguarding Alerts	Reduction from 10-11

SGA2	Timeliness of Safeguarding Adults Initial Assessment Authorisation - ytd %age sent for authorisation within 24 hours	Increase from 10-11
SGA3	Incoming & Uncompleted Safeguarding Adults events over 100 days	Reduce

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 has identified some efficiency savings in services that offset these cost pressures.

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.

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Report
Approved

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Specialist Implications Officer(s) None

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

All

For further information please contact the author of the report

Background Papers

2011-12 Finance and Performance Outturn, Cabinet 17 July 2012

Annexes

None