

2012/13 THIRD QUARTER FINANCIAL & PERFORMANCE MONITORING REPORT – ADULT SOCIAL SERVICES

Summary

- 1 This report analyses the latest performance for 2012/13 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 Within Adult Social Services budgets financial pressures of £3,794k are being projected. There was growth of £1,500k included in the adult social care budgets for 2012/13, but despite this it remains challenging to address the increase in demand for services. All areas of the directorate have been examined, and mitigation options within adult services of £1,578k have been identified, that bring the forecast outturn for the service down to £2,216k, representing 4.7% of the £47,129k net budget. This is an improvement of £401k compared to the position being reported at the time of the second monitoring report.
- 3 The growing numbers of older people in the population, together with more people with complex needs and learning disabilities living longer are impacting on social care budgets across the country. The demographic trends indicate that there has been an increase of over 30% in the number of over 85s between the 2001 and 2011 census data. Further projections indicate a further 9% increase in over 85s by 2015 and 21% by 2020 with a 35% increase in over 90s by 2020. This means not just an increase in the numbers of older people requiring care, but also more people having complex and more costly care needs for longer periods of time. The impact of this national picture on York can be seen clearly in the projected overspend being reported for Adult Social Services.
- 4 In York we need to support more people as the population ages and more people with complex needs live longer. We are successfully supporting more people with early intervention and preventive services, information and signposting.

This means that the numbers of people supported by social care packages are not increasing at as fast a rate as the demographic population increases, but those with social care packages have more complex needs so the costs of those packages are increasing. Local health provision is under strain and increasingly social care is being asked to support people who would previously have received health care support. With developments in medical science young people with complex needs are living for longer and moving from children's services to adult services, where they can need intensive support to keep them safe and able to live a full life. 35 young people have moved from children's to adult services in the last two years, which is a trend we would not have seen even 5 years ago.

- 5 There is also a shared ambition across local government and health agencies to see health care delivered closer to home. This is underlined in York by the need to work as a community to address the budget deficit within the local health care system. The North Yorkshire and York Review highlighted the need for more joined up working and the need to reduce hospital admissions and lengths of stay. This approach does mean that more people will require social care support and this is currently an area of major concern as early discharge from hospital leads to people with complex care needs requiring very expensive care within their community.
- 6 We have seen increasing numbers referred from the hospital for discharge support over the last two years:
 - Average of 125 a month in 2010-11
 - Average of 135 a month 2011-12 and this trend is continuing
- 7 People are leaving hospital on average 7 days earlier this year. This means that they require more social care for longer. This is a positive indicator for delivery of the care closer to home strategy, but progress in one part of the system brings pressures in other parts. Discussions are taking place with the GP commissioners and the Hospital Trust to consider this problem and seek mitigations.
- 8 Homecare – The Homecare service has been substantially redesigned and has been successful in signposting some customers with low level needs to other forms of provision, but it does also mean that those customers receiving the service have more complex needs on average. This is one reason why, despite unit costs going down following the outsourcing of the service, total spend on our home care contracts has increased. In March 2011 there were 553 customers receiving 7 hours a week home care on average. There are currently 720 customers on the tiered contracts receiving an average of 8.1 hours of care per week. This results in a forecast financial pressure of some £2,891k.

- 9 Residential and Nursing Care - The number of admissions to care homes has remained fairly stable, but as predicted the demographic pressures and the increasing ability to support people at home for longer means people are needing more intensive support as they enter care homes. This is leading to higher costs in nursing homes and, for some residents, additional 1:1 support to keep them safe. In addition, unbudgeted fee increases of 1% have been approved in April and October. All these factors have resulted in a forecast financial pressure of £197k.
- 10 Direct Payments - More people have opted to take direct payments than anticipated and the numbers are likely to increase as personalisation of services is rolled out further, creating a projected overspend of £387k. The projected overspend is despite £500k of growth being allocated to this area in the 2012/13 budget.
- 11 Respite Care - Budgets are overspending by £199k. The potential to use current EPH vacancies to accommodate more planned respite places in order to save externally commissioned respite places is being pursued.
- 12 Demographic pressures are also evident in Adult Transport with a forecast overspend of £224k.
- 13 Vacancies in small day services (£209k) help offset the overall forecast Adult Services overspend.

Mitigation Options

- 14 All areas of the directorate have been reviewed and work is ongoing within the Directorate Management Team to progress on a range of mitigation proposals, although this is not without some potential impact on customers and services:
 - Vacancy freeze measures are being strictly enforced across the directorate, including relief staff and short term cover. Other expenditure will only be incurred to meet statutory obligations, or where the well being of a vulnerable person could be compromised.
 - Contracts for care provision are being reviewed and opportunities taken to reduce the level of contracted spend where possible, and demand allows.
 - Options for utilising reserves and grants will be taken where a consequent general fund revenue saving can be generated.
 - Charges for services are being reviewed to consider the options for increased income generation.
 - Vacant beds within our Elderly Persons Homes will be used whenever possible for planned respite care.
 -

- All options to delay the start of planned investment in new or revised services will be considered.
- Decision making processes for care packages and support are being reviewed to ensure high cost arrangements are thoroughly scrutinised. All high cost packages have to be authorised by a Spend Panel, including The Assistant Director, Group Managers and Commissioning & Contracts Manager to ensure the needs are evidenced and eligible and that the costs are in line with market rates.

Performance Analysis

15 Of the reported in year indicators, seven have achieved expected target for Q3; three show that although the target for Q3 has been missed, they are within an allowed tolerance; and ten have missed target and are outside of tolerance. Two measures have only Q2 performance noted as due to collection and verification processes nationally, information relating to Q3 will not be available until late March 2013.

Code	Council Plan Link	Description of PI	11/12		12/13				RAG Status	
				Year End		Qtr 1	Qtr 2	Qtr 3		Year End
A&S1C Part2 (NPI 130)	Protecting Vulnerable people	Customers & Carers receiving Self Directed Support (Direct Payments ONLY)	Target	-	Target	10.0 %	13.5 %	17.5 %	20.0 %	Red – Missing Target.
			Actual	-	Actual	10.6 %	11.9 %	12.7 %		
A&S1C REGION AL	Protecting Vulnerable people	Customers & Carers receiving Self Directed Support (Direct Payments and Individual Budgets)	Target	-	Target	70.0 %	70.0 %	70.0 %	70.0 %	Green – on Target.
			Actual	65.9 %	Actual	73.6 %	73.6 %	73.1 %		
A&S1G (NPI 145)	Protecting Vulnerable people	Adults with learning disabilities in settled accommodation	Target	67.0 %	Target	18.5 %	37.0 %	55.5 %	74.0 %	Red – Missing Target.
			Actual	73.1 %	Actual	8.0 %	19.8 %	40.0 %		
A&S1E (NPI 146)	Protecting Vulnerable people	Adults with learning disabilities in employment	Target	5.7 %	Target	2.8 %	5.5 %	8.3 %	10.0 %	Red – Missing Target.
			Actual	10.3 %	Actual	0.9 %	2.9 %	6.6 %		
PAF C72	Protecting Vulnerable people	Admissions - Permanent (65+) / Per 1000 pop	Target		Target	20	81	127	205	Red – Missing Target.
			Actual	205	Actual	35	78	138		
PAF C73	Protecting Vulnerable people	Admissions - Permanent (18-64) / Per 1000 pop	Target		Target	2	3	7	9	Green – on Target.
			Actual	9	Actual	1	4	5		

Code	Council Plan Link	Description of PI	11/12		12/13				RAG Status	
				Year End		Qtr 1	Qtr 2	Qtr 3		Year End
Delayed Discharge s 1	Protecting Vulnerable people	Average weekly number of CYC Acute delayed discharges	Target	7.98	Target	7.90	7.90	7.90	7.98	Red – Missing Target.
			Actual	8.69	Actual	10.46	8.67	9.45		
Delayed Discharge s 2	Protecting Vulnerable people	Average weekly number of reimbursable delays (people)	Target	4.4	Target	3.8	3.8	3.8	3.8	Amber – inside tolerance.
			Actual	4	Actual	5	4	4.6		
Delayed Discharge s 3	Protecting Vulnerable people	Average weekly number of bed days	Target	41.44	Target	33.3	33.3	33.3	33.3	Red – Missing Target.
			Actual	41.25	Actual	52.07	46.41	50.9		
Delayed Discharge s 4	Protecting Vulnerable people	Total bed days cost	Target	215.5	Target	40.0	98.0	152.0	215K	Red – Missing Target.
			Actual	214.5	Actual	67.70	125.30	188.6		
A&SNPI 132 (Part1)	Protecting Vulnerable people	Timeliness of social care assessment - Commencement of Assessment within 2 weeks.	Target	-	Target	80.0 %	80.0 %	80.0 %	80.0 %	Red – Missing Target.
			Actual	-	Actual	25.0 %	28.8 %	31.7 %		
A&SNPI 132 (Part 2)	Protecting Vulnerable people	Timeliness of social care assessment - Completion of assessment in 6 weeks.	Target	-	Target	80.0 %	80.0 %	80.0 %	80.0 %	Red – Missing Target.
			Actual	-	Actual	42.9 %	51.4 %	55.0 %		
A&SNPI 133	Protecting Vulnerable people	Timeliness of social care packages	Target	90.0 %	Target	90.0 %	90.0 %	90.0 %	90.0 %	Amber – inside tolerance.
			Actual	88.6 %	Actual	89.8 %	89.1 %	89.9 %		
A&S NPI35	Protecting Vulnerable people	Carers receiving needs assessment or review and a specific carer's service, or advice and information	Target	25.6 %	Target	6.3%	12.5 %	18.8 %	25.0 %	Amber – inside tolerance.
			Actual	24.0 %	Actual	9.2%	14.6 %	18.4 %		
A&S NPI35 b	Protecting Vulnerable people	Carers Separate Assessment waiting list - snapshot	Target	-	Target	180	150	125	100	Red – Missing Target.
			Actual	207	Actual	214	179	165		
A&SD39	Protecting Vulnerable people	Statement of Needs	Target	96.0 %	Target	97.0 %	97.0 %	97.0 %	97.0 %	Green – on Target.
			Actual	96.8 %	Actual	96.3 %	96.7 %	97.0 %		

Code	Council Plan Link	Description of PI	11/12		12/13				RAG Status	
				Year End		Qtr 1	Qtr 2	Qtr 3		Year End
A&SD40	Protecting Vulnerable people	All services Reviews	Target	90.0 %	Target	22.5 %	45.0 %	67.5 %	90.0 %	Green – on Target.
			Actual	85.8 %	Actual	36.9 %	56.1 %	70.1 %		
A&SD54	Protecting Vulnerable people	Equipment - 7 days	Target		Target	96.0 %	96.0 %	96.0 %	96.0 %	Green – on Target.
			Actual	96.8 %	Actual	97.1 %	96.0 %	95.8 %		
RAP A6	Protecting Vulnerable people	Assessments missing Ethnicity	Target	5.0%	Target	5.0%	5.0%	5.0%	less than 5%	Green – on Target.
			Actual	2.9%	Actual	7.1%	3.7%	3.7%		
RAP P4	Protecting Vulnerable people	Services missing Ethnicity	Target	5.0%	Target	5.0%	5.0%	5.0%	less than 5%	Green – on Target.
			Actual	3.8%	Actual	3.7%	3.5%	3.42 %		
SPKPI1	Protecting Vulnerable people	Number of vulnerable people achieving independent living (%)	Target	72.9 %	Target	72.3 %	72.3 %	72.3 %	72.3 %	Amber – inside tolerance.
			Actual	69.1 %	Actual	65.5 %	65.5 %	<u>Marc h 12</u>		
SPKPI2	Protecting Vulnerable people	Number of vulnerable people who are supported to maintain independent living (%)	Target	98.6 %	Target	98.6 %	98.6 %	98.6 %	98.6 %	Green – on Target.
			Actual	98.4 %	Actual	98.1 %	98.6 %	<u>Marc h 12</u>		

16 Customers & Carers receiving Self Directed Support (Direct Payments and Individual Budgets) – The percentage of those eligible people in receipt of direct payments is below local target and highlighted red.

It is felt that the introduction of the new RAS forms and process will allow for increased offers of personal budgets and direct payments. The wider measure which looks at eligible people in receipt of either has exceeded the Government's new target of 70%.

17 Adults with learning disabilities in settled accommodation and Adults with learning disabilities in Employment: Performance here remains short of expectations for Q3. This is in part due to the number of reviews which are planned for the end of the year. There are 191 reviews due by end of the year. Group managers are working with services to bring these up to date.

18 Admissions - Permanent (65+): From a good position in Q2 there has been an increase in older people admissions to EPHs. Customer Finance are undertaking assessments on a further 22 clients aged 65+ which may further impact on the figures by the end of the year position.

19 Average weekly number of CYC Acute delayed discharges / Average weekly number of bed days / Total bed days cost. The pace and volume of hospital discharges continues to increase.

November 2012 referrals were at a significant high. Q3 performance represents an improvement since Q1, but a slight deterioration since Q2.

- 20 Timeliness of social care assessment : Commencement of Assessment within 2 weeks and Completion of assessment in 6 weeks. There has been improvement over the three quarters, but this has not been in line with expectations. Figures continue to be low.
- 21 Carers Separate Assessment waiting list: The services have been successful in reducing the carers separate assessment waiting list. However progress has been slower than forecast and remains outside of the planned reduction for 2012-13. As well as working to reduce the list, the use of joint assessments of carers along with the cared for person are encouraged as best practice, except where a separate assessment is specifically requested.

Council Plan

- 22 The information included in this report demonstrates progress on achieving the Council Plan for 2011-2015 and in particular, priority 4 'Protect Vulnerable People'

Implications

- 23 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

- 24 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 2012/13 is therefore going to be extremely difficult and the management team will continue to review expenditure across the directorate.

Recommendations

- 25 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 2012/13.

Contact Details

Authors:

Richard Hartle
Head of Finance
Tel No. 554225

Mike Richardson
Performance & Improvement
Manager
Tel No. 554355

Chief Officer Responsible for the report:

Peter Dwyer
Director of Adults, Children and Education

Report
Approved

Date 5 March 2013

Specialist Implications Officer(s) None

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

All

For further information please contact the authors of the report

Background Papers

Third finance and performance monitor for 2012/13, Cabinet 12 February 2013

Annexes

None