

## ADULTS AND HEALTH SCRUTINY PANEL

8 February 2018

### ADULT SERVICES PERFORMANCE MANAGEMENT

#### Report of the Director of People

Strategic Aim:	Safeguarding the most vulnerable and support the health & well-being needs of our community	
Exempt Information	No	
Cabinet Member(s) Responsible:	Councillor Alan Walters	
Contact Officer(s):	Jon Adamson, Business Intelligence Manager	01572 75 8259
	Mark Andrews, Deputy Director of People	01572 75 8339
	John Morley, Head of Adult Services & Principal Social Worker	01572 75 8442
Ward Councillors	All	

#### DECISION RECOMMENDATIONS

That the Panel:

1. Approves the 18 Key Performance Indicators (KPIs) to be reported to Scrutiny on a quarterly basis for performance management of adults' services.

#### 1 PURPOSE OF THE REPORT

- 1.1 This report describes the performance framework for adult services. The purpose is to provide an overview of all the relevant performance measures used for monitoring adult services and to establish a suite of Key Performance Indicators (KPIs) which will be reported to Scrutiny.

#### 2 BACKGROUND AND MAIN CONSIDERATIONS

- 2.1 Rutland County Council makes a number of statutory data returns to Government regarding adult services. This, along with some additional data from health services, informs the national Adult Social Care Outcomes Framework (known as ASCOF). ASCOF measures how well care and support services achieve the outcomes that matter most to people. The measures are calculated by NHS Digital and published annually. This is the main national publication which is used to

compare performance of adult services across Local Authorities.

- 2.2 Alongside the national measures (outlined above) Rutland County Council also reports on 70 performance indicators (PIs) to the local Safeguarding Adults Board (SAB) and reports local performance indicators for adult services on a quarterly basis in the form of our six Better Care Fund (BCF) outcomes and our six Corporate Performance Measures (under the theme of 'Safeguarding').
- 2.3 As we continue to improve our business intelligence service we are adopting some new local performance indicators to monitor adult services. Some of these measures are 'for information only' as they provide information on the demand for services and workflow, rather than directly measuring performance. For example, the number of 'contacts' (requests for service) which we receive each quarter. Other local indicators will be used to help monitor performance – such as the number of requests for support that are triaged within 48 hours.
- 2.4 The national, regional and local measures for adult services are numerous, with potentially over 130 PIs reported on a regular basis. It is not necessary or appropriate for Scrutiny to review such a large number of indicators; rather it is proposed that a small number of Key Performance Indicators (KPIs) are reviewed on a quarterly basis. This will provide a broader and timelier overview of adult services for Scrutiny than is currently made available via the Corporate Performance Report without being overly burdensome.
- 2.5 Appendix A provides a list of the proposed KPIs to report quarterly to Scrutiny. The list includes those performance indicators currently reported through the Corporate Performance Report and five of the six Better Care Fund measures (the excluded measure is taken from a national survey conducted once a year and not helpful in understanding service delivery). In addition to this we are proposing five measures of demand/workflow and five new local performance measures. There are 18 KPIs proposed in total.

### **3 CONCLUSION AND SUMMARY OF REASONS FOR THE RECOMMENDATIONS**

- 3.1 It is recommended that the Panel approves the proposed list of 18 Key Performance Indicators (KPIs) to be reported to Scrutiny on a quarterly basis for performance management of adults' services. This will provide a broader and more timely oversight of adult services than is currently available to Scrutiny through the Corporate Performance Report.

### **4 BACKGROUND PAPERS**

- 4.1 There are no additional background papers to the report.

### **5 APPENDICES**

- 5.1 Appendix A. Adults Services: Key Performance Indicators for Scrutiny

**A Large Print or Braille Version of this Report is available upon request – Contact 01572 722577.**

## Appendix A. Adults Services: Key Performance Indicators for Scrutiny

The following Key Performance Indicators (KPIs) are proposed for quarterly review of adult services by Scrutiny:

	Performance Indicator	Corporate PI	Better Care Fund	New local PI	Info only
1	Number of new requests for service (Contacts)				✓
2	Contact outcomes by category				✓
3	Number of existing support plans				✓
4	Number of existing services commissioned				✓
5	Number of existing carers supported				✓
6	Percentage of carers signposted to appropriate follow on services following assessment	LI111			
7	Percentage of adult social care reviews for Learning Disability completed annually	LI176			
8	Percentage of adult social care reviews completed on time	LI18			
9	Percentage of service users who were still at home 91 days after discharge	LI182	BCF2		
10	Total number of delayed days in transfer of care (DTC) per 100,000 population (aged 18+)	LI191	BCF3		
11	Permanent admissions of older people (65+) to residential and nursing care homes	LI192	BCF1		
12	Total non-elective admissions in to hospital (general and acute), all ages		BCF4		
13	Rate of emergency hospital admissions for injuries due to falls in persons aged 65+		BCF6		
14	Percentage of new referrals from clients who had previously received a service within the last 12 months.			1.1	
15	Percentage of requests for support triaged within 48 hours			1.2	
16	Percentage of people/carers receiving direct payments			3.2	
17	Overall satisfaction of people who use adult services with their care and support			3.5	
18	Percentage of people who feel safer as a result of a safeguarding enquiry being undertaken			5.6	