

ADULTS AND HEALTH SCRUTINY PANEL

28 June 2018

ADULT SERVICES PERFORMANCE UPDATE: QUARTER 4, 2017/18

Report of the Director for People

Strategic Aim:	Safeguarding the most vulnerable and supporting the health & well-being needs of our community	
Exempt Information	No	
Cabinet Member(s) Responsible:	Mr Alan Walters, Portfolio Holder for Safeguarding Adults, Public Health, Health Commissioning, Community Safety and Road Safety	
Contact Officer(s):	Jon Adamson, Business Intelligence Manager	01572 75 8259
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DECISION RECOMMENDATIONS

That the Panel:

1. Notes the performance for the Key Performance Indicators for adult services for Quarter 4, 2017/18.

1 PURPOSE OF THE REPORT

- 1.1 This report provides an overview of performance against the 18 Key Performance Indicators (KPIs) for adult services. The KPIs were agreed at the Adults and Health Scrutiny Panel on 8th February 2018. The purpose of this report is to provide a narrative summary to accompany the data provided in Appendix A (available as a separate A3 sheet).

2 INFORMATION PROVIDED ON KEY PERFORMANCE INDICATORS

- 2.1 The data for the 18 KPIs for adult services is provided on a separate A3 sheet. Data is provided for each quarter of the last two financial years alongside an annual total, the target for 2017/18 (where relevant) and whether or not that target was achieved. There is indication of whether high or lower numbers are desirable. Some measures are included to provide an overview of demand for services and therefore no targets are set and it is not relevant to say whether high numbers are good or bad. Some

KPIs are new and data is not therefore available for the full two year period and targets may not have been set for 2017/18.

3 SUMMARY PERFORMANCE FOR ADULT SERVICES IN QUARTER 4, 2017/18

- 3.1 Overall, the performance of adult services against the selected KPIs is very positive: eight-out-of-eleven KPIs for which a target has been set achieved that target for the year (2017/18).
- 3.2 Of the eight targets that were achieved: three show that reviews are happening on time and that people are being signposted appropriately (KPIs 7, 8 and 9). One target shows that reablement services are successfully supporting people to regain their independence after being discharged from hospital (KPI 10). The target for minimising the number of people admitted to residential or nursing care homes (KPI 12) was achieved, demonstrating continued good performance by the service. Although there was a large percentage increase from the previous year for this measure (KPI 12) this was based on low numbers. Although there was a slight increase (4%) in non-elective admissions to hospital (all ages) the target was achieved. The final two targets achieved are both very important as they are based on direct feedback from service users. This demonstrates that those people who use adult services in Rutland are very satisfied with the care and support they receive (KPI 17) and that people feel safer as a result of safeguarding enquiries being undertaken (KPI 18).
- 3.3 The target for reducing the number of delayed days in the transfer of care (DToC) was narrowly missed (KPI 11). The figure reported nationally is expressed as a rate per 100,000 population. The actual performance fell short of the target by 15 delayed days per 100,000 population; equivalent to just over 4 nights over the entire year. Further, it is important to note that the direction of travel shows a huge reduction of 44% year-on-year from the previous year. Narrowly missing a very challenging target for Rutland – set nationally by the NHS, and taking into account previous good performance in this area – should not mask what was actually extremely positive performance over the year.
- 3.4 The rate of emergency hospital admissions for injuries due to falls in persons aged 65 years and over (per 100,000 population) increased by 14% year-on-year and the target for 2017/18 was not achieved. The increase in falls was largely due to a much harsher winter this year than in the previous year. There were a higher number of falls recorded from November, through December and January, which did not start to decline until February 2018.
- 3.5 A new KPI this year is to measure the percentage of requests for service ('contacts') that are triaged within 48 hours. The target of 80% over the year was missed with performance recorded at 76%. However, this is believed to be due to systematic recording practices rather than performance. The only way of measuring the time taken to triage contacts is by measuring the time between a new contact being recorded in our case management system (LiquidLogic) and the point at which the action relating to that contact has been approved by a manager. Further investigation of those contacts which were not triaged within 48 hours found that although the action taken following the contact had not been approved by a manager on the system, the contact had actually been triaged within timescale. Further development work is being undertaken to determine whether there is an alternative

way of measuring this important aspect of how we respond to requests for support.

- 3.6 KPI 1 shows that the number of new requests for service received in 2017/18 (2,169) increased by 5% from the previous year (2,056 in 2016/17). This demonstrates that good performance against the majority of targeted KPIs has been achieved in 2017/18 alongside an increase in demand for services.

4 CONCLUSION AND SUMMARY OF REASONS FOR THE RECOMMENDATIONS

- 4.1 It is recommended that the Panel notes the performance update for Quarter 4, 2017/18 for adult services.

5 BACKGROUND PAPERS

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

6 APPENDICES

- 6.1 Appendix 1 (available separately) Adults Services: Update on Key Performance Indicators for adult services for Quarter 4, 2017/18

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