

## ADULTS AND HEALTH SCRUTINY PANEL

29 November 2018

### ADULT SERVICES PERFORMANCE UPDATE: QUARTER 2, 2018/19

#### 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	
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#### DECISION RECOMMENDATIONS

That the Panel:

1. Notes the performance for the Key Performance Indicators for adult services for Quarter 2, 2018/19.

## 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 8<sup>th</sup> 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

Data is provided for each quarter of the last two financial years alongside an annual total, the target for 2018/19 (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.

### **3 SUMMARY PERFORMANCE FOR ADULT SERVICES IN QUARTER 2, 2018/19**

- 3.1 Overall, the performance of adult services against the selected KPI's is very positive, despite a growing demand in numbers for new requests in both Quarter 1 and Quarter 2 compared to the same period in 2017-18. There is a 20% increase in demand overall for new requests (KPI 1.) However number of existing support plans for Long Term Services has remained static.
- 3.2 Eight out of twelve KPI's with set targets have been achieved this quarter. Annual reviews (KPI 8) have remained above target and above regional and national averages. Due to staffing issues Learning Disability reviews in Quarter 1 suffered a dip in performance this has recovered in Quarter 2 the target has been achieved. The annual target for minimising the number of people admitted to residential or nursing care homes (KPI 11) has been further reduced in 2018/19, to date this target has been achieved, demonstrating further successful prevention activity. The percentage of service users who remain at home 91 days after discharge from hospital (KPI 9) also remains on target. This is also above the national average and the highest in the region. Rates of non-elective admissions are also well under target at the mid year point with 3951 admissions per 100,000 population relative to the target of 5094.
- 3.3 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) collected via a personalisation survey at case closure. There are two very similar questions in the annual Adult Social Care Survey in which Rutland remain one of the highest regions for both measures.
- 3.4 The target for reducing the number of delayed days in the transfer of care (DToC) is currently running above target (KPI 10). The overall Rutland rate of 6.1 DToCs per day per 100,000 adult population exceeds our nationally defined target of just 4.9 DToCs per day, but is still well below the English average of ca10.8. Rates locally remain highly variable, as tends to be the case in a small system, where a small number of additional delays can have a disproportionate impact, with causes including out of area patients not being notified in time to the Rutland integrated discharge team, and patients registered with Lincolnshire GPs being subject to out of area decision making processes which are not as streamlined as the local model. The team continues to work with out of area colleagues to resolve these ongoing causes of delay.
- 3.5 The rate of emergency hospital admissions for injuries due to falls in persons aged 65 years and over (per 100,000 population) is 909 at the end of Quarter 2, relative to a target of 816, so 11% over target, albeit improving after a period of higher falls injuries (November 2017 to May 2018). Falls prevention is a key focus of current Locality Pilot planning.
- 3.6 KPI 14 shows the percentage of new referrals from clients who had previously received a service within the last 12 months. This percentage is maintaining a static path between 28%- 35% each quarter over the past two years and therefore establishing the normal range and good practice benchmark for the future.

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

It is recommended that the panel notes the performance update for Quarter 2 2018/19 for adult services.

#### **5 BACKGROUND PAPERS**

5.1 There are no additional background papers to the report.

#### **6 APPENDICES**

6.1 Appendix 1: Adults Services: Update on Key Performance Indicators for Adult Services for Quarter 2, 2018/19.

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