



Report to Healthier Communities & Adult Social Care Scrutiny & Policy Development Committee 15 January 2014

Report of: Director of Care & Support

Subject: Adult Social Care Performance – Quarter 2 2013/14

Author of Report: Robert Broadhead, Head of Care and Support, Adults Assessment & Care Management, 0114 2735891.

Summary:

The Adult Social Care Performance Management Framework was discussed at the meeting of the Committee held on 16th January 2013 and a progress report was requested for January 2014. This briefing paper summarises recent performance against the main Adult Social Care performance measures and demonstrates recent performance improvements in terms of reducing customer journey waiting times.

Type of item: The report author should tick the appropriate box

Reviewing of existing policy	
Informing the development of new policy	
Statutory consultation	
Performance / budget monitoring report	√
Cabinet request for scrutiny	
Full Council request for scrutiny	
Community Assembly request for scrutiny	
Call-in of Cabinet decision	
Briefing paper for the Scrutiny Committee	√
Other	

The Scrutiny Committee is being asked to:

Recognise recent progress in improving performance within Adult Social Care and support the further improvement in this area.

Background Papers: None.

Category of Report: OPEN

Report of the Director of Care & Support – Adult Social Care Performance – Quarter 2 2013/14

1. Context

- 1.1. The Adult Social Care Performance Management Framework was discussed at the meeting of the Committee held on 16th January 2013 and a progress report was requested for January 2014.
- 1.2. At the start of 2012/13, adult social care customers were experiencing long customer pathway waiting times and we had a backlog of assessments and reviews. Since then we have significantly improved assessment waiting times and cleared the backlog. We have also started a focused piece of work to review and reassess people which should improve our performance on reviews.
- 1.3. These improvements are as a result of a number of interventions including focusing staff resource to work through the assessment backlog and using intense 10 week cycles of activity with teams to improve and redesign processes to make them as efficient as possible.
- 1.4. The Community Access and Reablement Service is also continuing to work with customers to meet their needs earlier through prevention or reablement services. This is therefore reducing the demand on longer term service provision.

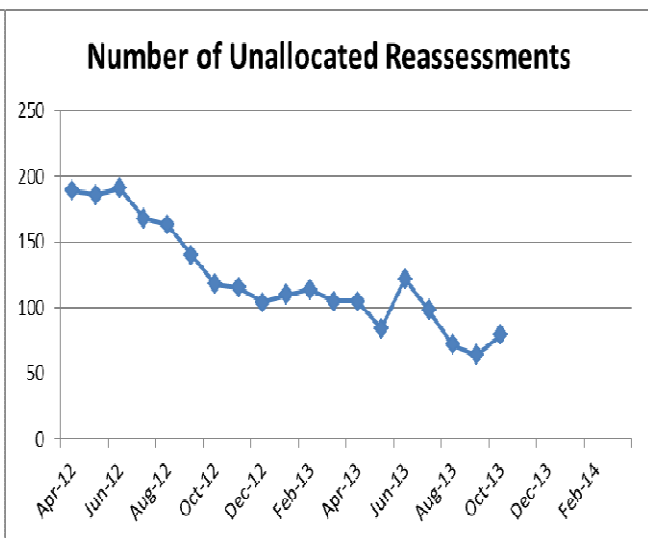
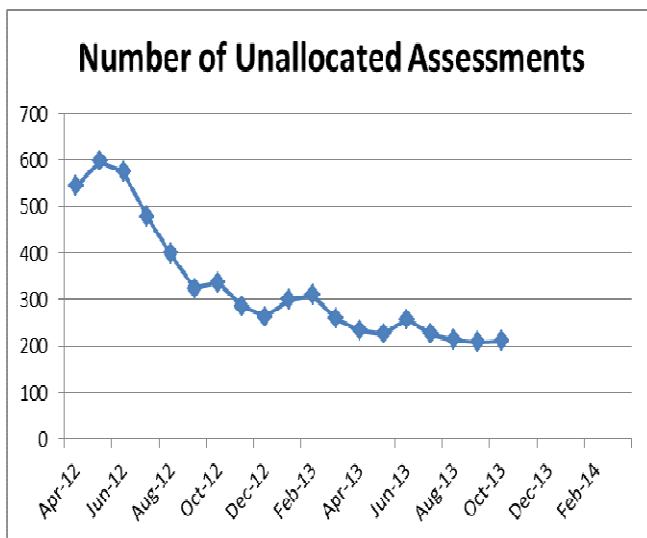
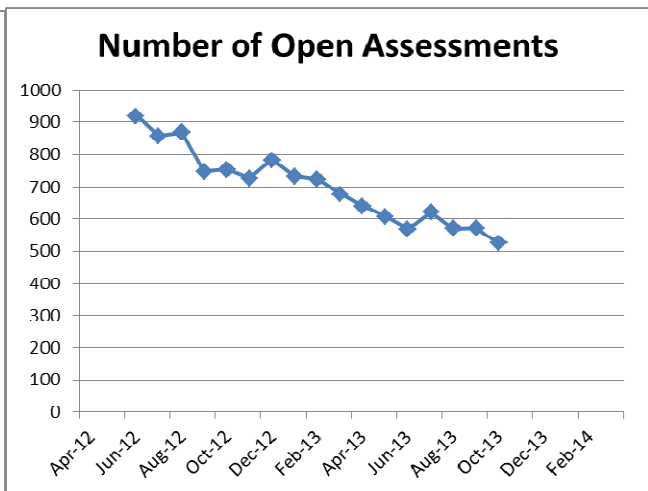
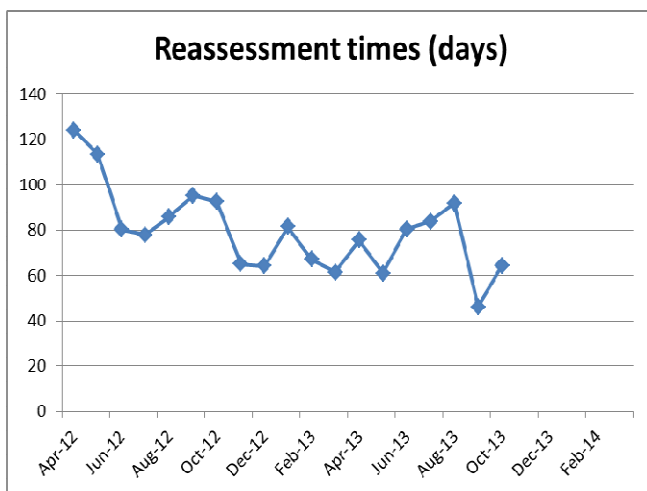
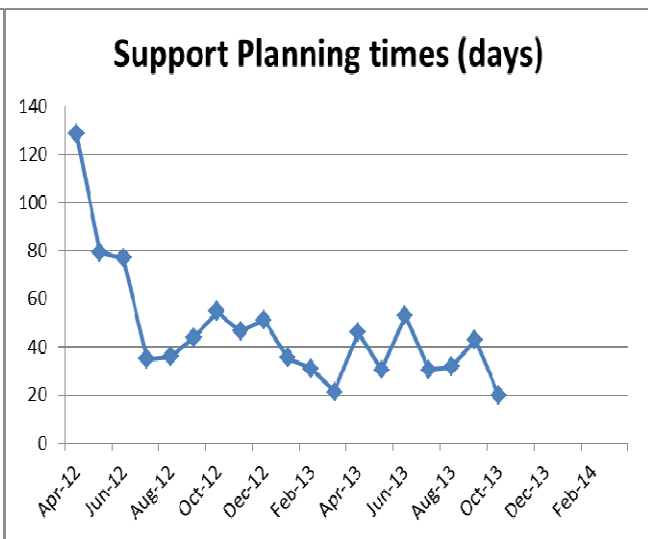
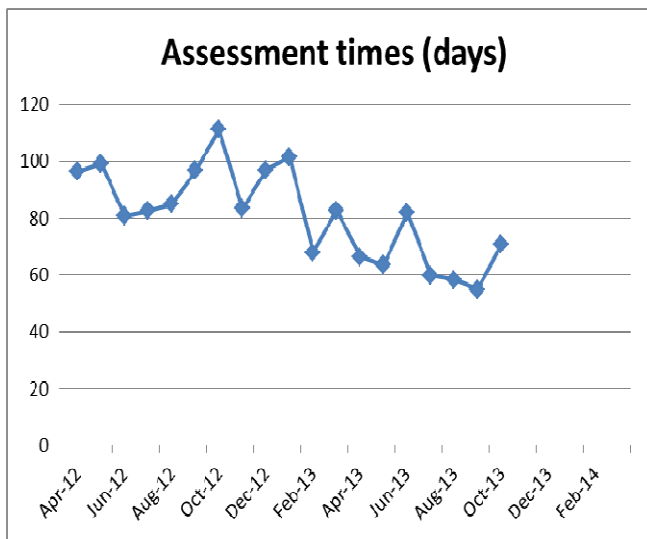
1.1 Customer pathway journey times are reducing

- 1.1.1 The average time taken to carry out adult social care assessments for new customers has improved significantly from the average of 90 days in 2012/13 to 58 days in quarter 2 of 2013/14. This is based upon completing 837 assessments in quarter 2. The target is to reduce the waiting time to 50 days by quarter 4 with the further aim to reduce it to 28 days by mid-2014/15.
- 1.1.2 Performance on completing and agreeing the support plan after the assessment for new customers is also improving and reduced from an average of 48 days in 2012/13 to 35 days in quarter 2. This is based upon 506 completed and agreed support plans in quarter 2. We expect to meet the 28 day target by quarter 4.
- 1.1.3 The average time taken to carry out adult social care reassessments for existing customers whose needs have changed has gradually improved from the high of 106 days in quarter 1 2012/13 to 82 days on average for 2012/13 and has reduced further to 74 days in quarter 2 2012/13. We expect this to improve significantly as a result of the focused review and reassessment work that is currently underway.

1.2 The backlog of assessments has reduced

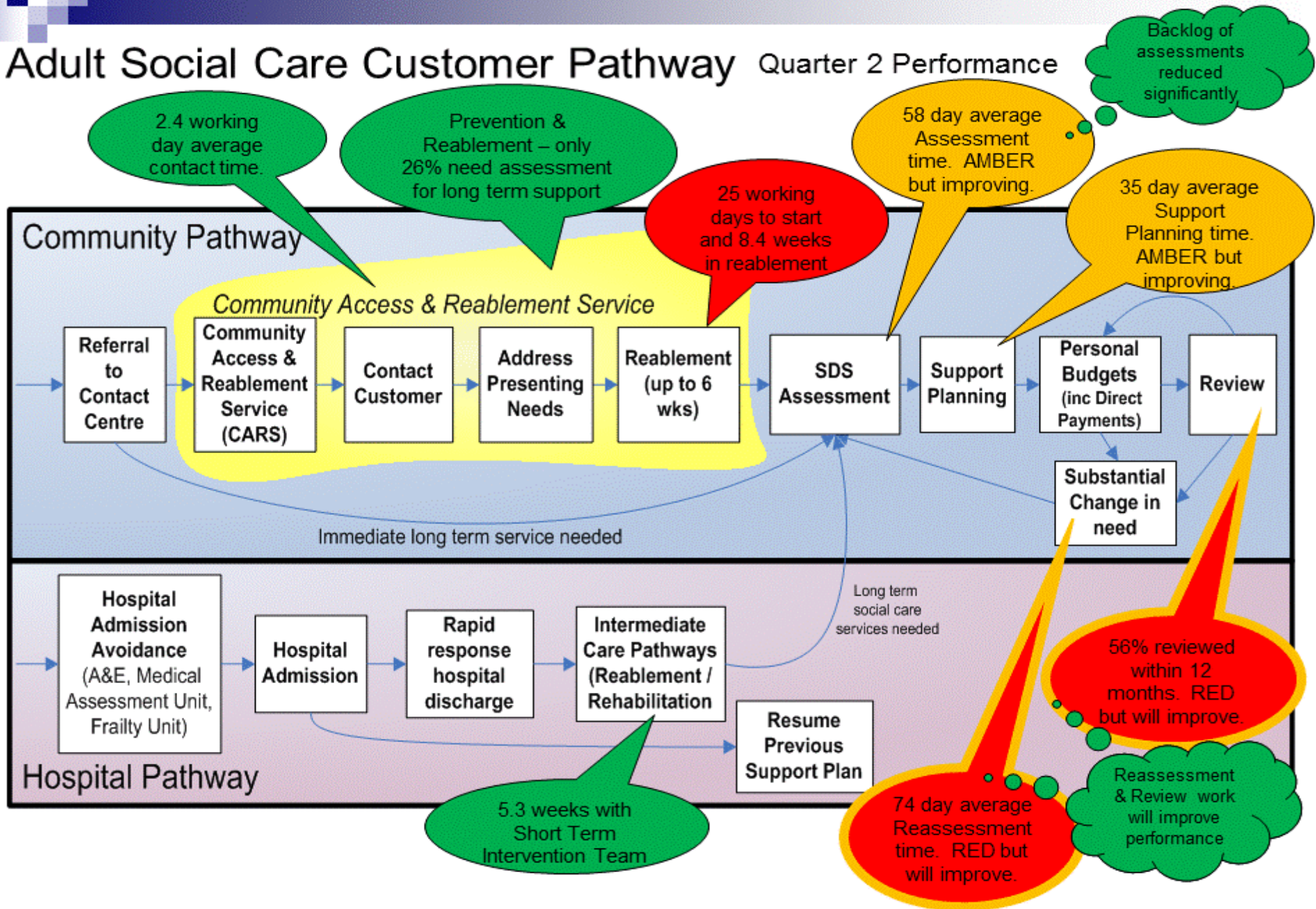
- 1.2.1 The number of new customers either waiting for assessments or with their assessments currently underway has been reducing with time (from 747 at the end of June 2012 to 525 as at the end of October 2013). This is well on the way to reducing to a more manageable level given that we complete about 300 assessments a month.
- 1.2.2 The number of new customer assessments not yet allocated to a worker has also been reducing from 575 at the end of June 2012 to 211 as at the end of October 2013.
- 1.2.3 The number of reassessments for existing customers whose needs have changed not yet allocated to a worker has also reduced (to 79 as at the end of October 2013 from 140 as at the same time last year).
- 1.2.4 Performance on reviews was 56% in quarter 2, which is higher than the 48% in 2012/13 but remains low. We expect performance to further improve as a result of the planned reassessment/reviews work and a target to meet the Yorkshire & Humber average of 72% has now been set.
- 1.2.5 The Community Access and Reablement Service customers are generally having their needs met earlier and are currently contacted by the service within 2 to 3 working days on average from referral to discuss their needs. This is against a 2 working day target. The service provides advice, information and signposting to other services and access to reablement services where this is needed.
- 1.2.6 Out of 245 customers approaching the Community Access and Reablement Service in November, only 64 (26%) went onto need an assessment for long term support. This is as a result of prevention activity resulting in 63% of customers not even requiring reablement or assessment.
- 1.2.7 There have however been some delays recently on starting the reablement period when reablement is required, with an average waiting time of 25 working days against a target of 12 working days. We do need to improve in this area.
- 1.2.8 The average time within the Community Access and Reablement Service reablement period is currently 8.4 weeks on average in quarter 2 against a target of 6 weeks. The Hospital & Intermediate Care pathway reablement period is however currently averaging just 5.3 weeks and is meeting the target of 6 weeks.
- 1.2.9 Further graphs showing the improvement in the length of time taken to complete assessments and to reduce the backlog are included within Appendix A.
- 1.2.10 Recent performance is also displayed visually on the adult social care pathway diagram within Appendix B.

Appendix A – Assessment times



Adult Social Care Customer Pathway Quarter 2 Performance

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