



**REPORT TO: HEALTH AND SOCIAL CARE SERVICES COMMITTEE ON
4 DECEMBER 2013**

**SUBJECT: COMMUNITY CARE & CRIMINAL JUSTICE PERFORMANCE
REPORT – QUARTERS 1 & 2 APRIL – SEPTEMBER 2013**

BY: CORPORATE DIRECTOR (EDUCATION AND SOCIAL CARE)

1. REASON FOR REPORT

- 1.1 The purpose of this report is to outline the performance of the service for the period from 1 April to 30 September 2013.
- 1.2 This report is submitted to Committee in terms of Section III (E) (1) of the Council's Administrative Scheme relating to the exercise of the function of the Council as Social Work Authority under the Social Work (Scotland) Act 1968.

2. RECOMMENDATION

2.1 It is recommended that the Health and Social Care Services Committee:

- (i) Scrutinises performance outlined in this report in relation to the Performance Indicator Report, Service Improvement Plan, Complaints and the Improvement Action Plan (SCSWIS); and**
- (ii) Considers and notes the actions being taken to seek improvements where required.**

3. BACKGROUND

- 3.1 The Health and Social Care Services Committee approved the adoption of the Community Care and Criminal Justice performance indicators for 2013/14 on 10 April 2013 and agreed that performance reporting to this Committee will be undertaken on a 6 monthly basis (*para 5 of the minute refers*).
- 3.2 In addition, Service Plans are a key element of the Moray Council Performance Management Framework and contain departmental objectives derived from a number of sources including the Efficient Government Requirements, the Best Value Review Plan, the Public Service Improvement Framework (PSIF) process and the specific Corporate Development Plan objectives that impact Community Care. On 5th June 2013, the Health and Social Care Services Committee approved the adoption of the Community Care Service Plan 2013-2014 (*para 6 of the minute refers*). The Criminal Justice Service Plan will be reported along with 'Children and Families' as much of their work this year is focused on under 18s.

- 3.3 Performance against all Community Care and Criminal Justice performance indicators; progress against the outcomes and milestones relating to the Community Care Service Plan; and targets for Complaints acknowledged and responded to are therefore included in the 2013/14 Quarters 1 & 2 Performance Monitoring Statement.
- 3.4 Following the approval of the Moray Adult Community Care Improvement Action Plan by this Committee, which was developed in response to the Care Inspectorate Scrutiny Report (July 2011), (formerly Social Care and Social Work Improvement Scotland (SCSWIS)), this report provides an up-date on progress for quarter 2 by exception. A copy of the Care Inspectorate (SCSWIS) Action Plan Up-date is available on the members' portal.

4. **PERFORMANCE INDICATORS**

SUMMARY OF PERFORMANCE

- 4.1 Performance against indicators relevant to the quarter is presented across seven objectives/service areas and involves 20 indicators with targets and 8 Data only / Annual indicators. At the end of quarter 2, 55% are regarded as performing well and 6% require close monitoring while 39% require action if the target is to be met.

The table below summarises the performance against the indicators to 30 September 2013.

Service/Objective	No. of Indicators	Green - Performing Well	Amber - Close Monitoring	Red - Action Required	Annual Pls / Data Only
Access to Community Care Services	4	1		2	1
Re-ablement and Home Care	4	1	1		2
Fieldwork Teams	7	1		5	1
Drug and Alcohol	3	3			
Community Mental Health	5	2			3
Specialist Support Services - Transitions	3				3
Specialist Support Services - Learning Disability	3				3
Criminal Justice	2	2			
Total	31	10 (32%)	1 (3%)	7 (23%)	13 (42%)

Service/Objective	No. of Indicators	Green - Performing Well	Amber - Close Monitoring	Red - Action Required	Annual Pls / Data Only
% Total – Quarter 2	18	55%	6%	39%	

PERFORMANCE ANALYSIS - AREAS OF GOOD PERFORMANCE

Access to Community Care Services

- 4.2 “% of people who contact the access service who are satisfied that their needs were taken into account and their reason for contacting the service was addressed” – *Local*

This process began in September 2013. Of the 3 people contacted, all responded that they were satisfied with the level of service they received and that their needs were met. From the next quarter onwards it is the intention to secure responses from 20 people who have been in contact with the Access Service.

- 4.3 “% of service users reporting that they are satisfied with Occupational Therapy equipment provision” – *Local*

Of the 5 questionnaires returned, all noted that they were either satisfied or very satisfied with the Occupational Therapy Service. Furthermore, all service users indicated that with Occupational Therapy support, they felt that they had greater capacity to live independently in their own homes. As with the Access Customer Satisfaction Survey, Officers will aim to increase the sample size return for the next quarter.

Fieldwork Teams

- 4.4 “Number of people (over 18) securing a personal budget” – *Local*
Against a target of 100, 111 people secured a personal budget for this quarter. Committee will note that the number of people securing a personal budget has steadily increased over the last 4 quarters.

Drug and Alcohol

- 4.5 “% of assessments offered within 72 hours of referral receipt” – *Local*
In quarter 2 the target has been met with all 48 service users receiving an offer of an assessment within 72 hours. This is the third consecutive quarter that Officers and our Studio 8 partners have fulfilled this service standard.

- 4.6 “% of service users will receive a first treatment appointment within 3 weeks from referral” – *Local (b)*
This measure seeks to improve the level of satisfaction by providing a prompt response when support is needed. In quarter 2, 100% (81 service users) received a first treatment appointment within 3 weeks from referral. The measure has now been at 100% for three consecutive quarters.

- 4.7 “% of people accessing drug and alcohol services who are given personal outcomes and have their performance mapped” – *Local*
Of the 70 people new to the service for this quarter, all have received support in developing their personal outcomes. Progress in achieving these outcomes will be monitored by the Drug and Alcohol Service.

Community Mental Health

- 4.8 “% of care plans completed within 8 weeks from the end date of assessment.” -*Local*
All 48 referrals to the service for this quarter have had their care plans completed within the 8 week period.
- 4.9 “% of Service Users (supported by the social work Mental Health team) involved in the development of their care plan.” – *Local*
All 13 service users who responded were satisfied with their level of involvement for this quarter.

Specialist Support Services – Learning Disability

- 4.10 “Number of people with a Learning Disability in employment or preparing for employment” (data only) – *Local*
For quarter 2, there were 76 service users who were either in employment or preparing for employment. Through the service striving to improve opportunities for inclusion, there were 22 service users in paid employment, while 54 were at different stages of preparing for employment for this period.

Criminal Justice

- 4.11 “% of social enquiry reports submitted to courts by the due date” – *Local*
Since quarter 2 of 2007/08 all social enquiry reports have been submitted by the due date. For this quarter, all 62 reports have continued to be submitted on time.
- 4.12 “% of new probationers seen by a supervising officer within one week” – *Local*
All 21 probationers were seen by their supervising officer within one week in quarter 2.

AREAS OF PERFORMANCE IDENTIFIED FOR IMPROVEMENT AND HOW THIS WILL BE ACHIEVED

Access to Community Care Services

- 4.13 “% of service users receiving a service within 28 days of assessment” – *Local*
While 108 (77%) out of 141 people received an assessment within the 28 day period, 33 people did not. The reasons attributed for not meeting this service standard were due to the complexities of the cases in question and the need for further engagement with the service user and family members.

4.14 “Number of hospital patients discharged to a community based setting out-with 28 days” – *Local*

For this quarter, 7 people had to wait over 4 weeks to be discharged. Committee will note that while this is a very small proportion of patients who are discharged in a timely manner, the Moray Community Health & Social Care Partnership works hard to ensure that no one experiences an unnecessary delay in their discharge. Health and social care professionals review each delayed discharge case to ensure that future delays are prevented.

Re-ablement and Home Care

4.15 “% of people aged 65+ with intensive needs (plus 10 hours) receiving care at home” – *National (b)*

As per the previous quarter, performance for this quarter remains slightly under the 33% target. Committee will however note that since 2011/12 when 30.72 of people aged 65+ received an intensive care package, this figure has now risen to 32.88% for this quarter. There therefore continues to be an overall improvement in performance against this measure.

Fieldwork Teams

4.16 “% of Care Plans agreed within 7 days from the completion of the assessment” – *Local*

249 support plans were created in quarter 2. Of these 173 (69.48%) were agreed within the above timeframe. Of the 76 support plans not agreed within this 7 day period, care officers have noted, that for legitimate reasons, family members may often need longer to agree and to consent to the plan.

4.17 “% of carers satisfied with their involvement in the design of the care package” and “% of carers who feel supported and capable to continue their role as a carer”- *both Local*.

Future reporting on carer measures will be subject to revised Scottish Government guidance in relation to the suite of measures for the future integration of health and social care. In the meantime, Committee will note the results of the carers survey which is detailed in a separate report submitted to this Committee. This report highlights that 68% of the 220 carer responses received said they got a lot of enjoyment from being a carer for a loved one and 55% found it a very rewarding experience. However, 97% confirmed their caring role affected the time they had to themselves and continued demands on their remaining free time was also the biggest area of future concern.

4.18 “Proportion of service users 65+ in permanent care (as a percentage of the overall number of people receiving care)” – *Local (b)*

When developing this measure, it was the aim to have reduced the proportion of people in permanent care from 33% to 31% by the end of this financial year. This target has proved to be challenging and for this quarter, this service outcome has not been achieved. The level of performance stood at 33.50% for quarter 2 with 521 clients out of 1555 in a permanent care setting. In light of a changing demographic and year on year increase in the number of older

people with complex care needs, maintaining the number of admissions to residential care homes has nevertheless been an achievement for the health and social care service. However, it is the expectation that reducing the number of admissions to residential care will follow from the full implementation of the 3 Tier Model (New Partners in Care) previously discussed at this Committee.

- 4.19 “Number of people (over 18) using Direct Payments” – *Local*
Direct Payments is one of a number of self-directed support options which are available to our service users. There has been little change in the Direct Payments client numbers over the last six quarters (staying around 104-106 against a target of 115). However there has been a significant increase in the number of people choosing a personal budget so Officers consider that significant progress has been made in progressing Self-Directed Support in Moray in anticipation of the Self-Directed Support Act (2013) coming into force.

Transitions

- 4.20 “% of young people and their parents or carers reporting satisfaction with the process of involvement with the transitions service” and “% of young people and their parents or carers reporting increased confidence regarding their future life, following involvement with the transitions service” - *both Local*
Following ongoing preparations to integrate children’s services, it has not been possible to provide satisfaction data in relation to the 29 young people who were referred to the transitions panel for this quarter. It is therefore the intention that an annual satisfaction survey will be sent to all parents and carers involved with the transitions process in 2013/14. The findings of this survey will be reported following analysis.

5. SERVICE PLAN

SUMMARY OF PERFORMANCE / PERFORMANCE ANALYSIS - AREAS OF GOOD PERFORMANCE

- 5.1 At the end of quarter 2, of the 145 objective milestones in the service plan 40 were completed, with 96 on schedule or not due to be started yet. 4 milestones were due within agreed tolerances and 5 were outside of their due date requiring action. Overall the Community Care Service Plan is 28.3% complete with a further 65.5% due to be completed on target.

Performance

- 5.2 Of the 19 milestones for this function, 9 were on schedule or not due to be started and 10 have been completed by the end of quarter two.

Provider Services

- 5.3 Of the 22 milestones for this function, 3 were on schedule or not due to be started and 19 have been completed by the end of quarter two.

Assessment and Care

- 5.4 Of the 17 milestones for this function, 6 were on schedule or not due to be started and 11 have been completed by the end of quarter two.

AREAS OF PERFORMANCE IDENTIFIED FOR IMPROVEMENT AND HOW THIS WILL BE ACHIEVED

Commissioning

- 5.5 Of the 23 milestones for the Commissioning function, 14 were on schedule or not due to be started and 6 have been completed by the end of quarter two. The remaining 3 are discussed below.
- 5.6 Two milestones relating to the objective “A market position statement is agreed by the Health & Social Services Committee for Moray Adult Community Care Services (May 2013)” were not completed by the proposed due date. However, this delay was to allow further consultation and it is proposed to now submit this document to this Committee at the beginning of 2014.
- 5.7 The other milestone relates to “The Learning Disability Delivery Plan is completed and approved by the Learning Disability Partnership Board by July 2013”. This has also been delayed to allow for further consultation and will be presented to Committee at the beginning of 2014.

Specialist Services-Learning Disability, Mental Health and Transitions

- 5.8 Of the 17 milestones for this function, 6 were on schedule or not due to be started and 9 have been completed by the end of quarter two. The remaining 2 are discussed below.
- 5.9 In relation to “Increase the volume of respite delivered to Mental Health Carers (reported September 2013 and March 2014)”, carer and respite reporting is being reviewed and is subject to pending Scottish Government guidance.
- 5.10 In relation to “Quality of life of young people in transitions is improved by their contact with the transitions service is evidenced by feedback forms collated regularly by Integrated Children’s Services (reported every quarter)”, as with 4.20, owing to the changes in service in preparing to integrate children’s services, it has not been possible to provide satisfaction data in relation to this measure. It is therefore the intention that a satisfaction survey will be sent to all parents and carers involved with the transitions process in 2013/14. The findings of this survey will be reported following analysis.

Drug & Alcohol Services

- 5.11 Of the 32 milestones for this function, 30 were on schedule and performing well and 1 has been completed by the end of quarter two. The remaining one is discussed below.
- 5.12 In relation to “Implement the Continuous Learning Framework Programme within the Drug & Alcohol Team”; this has been delayed due to a change in the management overseeing the implementation. Full implementation will now be completed when a new manager is appointed.

Consultant Practitioners: Improve professional Social Work Practice

- 5.13 Of the 15 milestones for this function, 9 were on schedule or not due to be started and 4 have been completed by the end of quarter two. The remaining 2 are discussed below.
- 5.14 In relation to “Practice development work to be undertaken with Drug & Alcohol to establish the social work role within the team (July 2013)”, as with 5.12, the change in the overseeing management has resulted in some slippage. It is the expectation that this will be satisfactorily addressed, once the post has been filled.
- 5.15 In relation to “Develop a Positive Behaviour Policy for Community Care (August 2013)”, Committee will note that this will not be able to be completed until December due to incorporation of changes following the completion of the consultation exercise.

6. COMPLAINTS

- 6.1 During quarter two, 5 new Stage 1 or Stage 2 complaints were received by Community Care. Of these, 2 were responded to within the target 20 working days (40% against a target of 85%). Of the 3 not responded to within 20 days, contact was made either by telephone or holding letter in each of these cases. A total of 3 were upheld and 1 was part upheld. No complaints were escalated to the Complaints Review Committee or to the Ombudsman.
- 6.2 No complaints were received by Criminal Justice.
- 6.3 Details of actions taken in respect of upheld or part upheld complaints are given in the 2012-13 Quarter 2 Performance Monitoring Statement.

7. CARE INSPECTORATE (SCSWIS) IMPROVEMENT ACTION PLAN

- 7.1 As part of the SCSWIS Improvement Action Plan for quarter 2 (2012/13), out of the 42 actions which were due for completion by the end of this quarter, all have now been completed.

- 7.2 Committee will be aware that a joint inspection of health and social care services for older people in Moray is currently underway. Future improvement actions will be subject to the outcome of this inspection.
- 7.3 A copy of the Care Inspectorate (SCSWIS) Action Plan Up-date is available on the members' portal.

8. SUMMARY OF IMPLICATIONS

(a) Council / Community Planning Priorities

This report is in line with National Priority 6 'we live longer healthier lives and Community Planning priority 1, 'healthier citizens'.

(b) Policy and Legal

This report covers the selected national indicators reported to the Scottish Government and Audit Scotland and should be considered in accordance with the statutory duties contained under section 12A of the Social Work (Scotland) Act 1968.

(c) Financial implications

None

(d) Risk Implications

None

(e) Staffing Implications

None

(f) Property

None

(g) Equalities

None

(h) Consultations

Consultation has taken place with the Head of Community Care, Specialist Services Manager, Commissioning & Performance Manager, Service Manager (Assessment & Care), Provider Services Manager and Criminal Justice and Lead System Managers who are in agreement with the information as set out in this report.

9. CONCLUSION

- 9.1 **Of the performance indicators due to be reported by the end of quarter 2, 55% were performing well, 6% required close monitoring and 39% require action if targets are to be met.**
- 9.2 **Of the 145 objective milestones in the service plan 40 were completed, with 96 on schedule or not due to be started yet. 4 milestones were due within agreed tolerances and 5 were outside of their due date. Overall**

the Community Care Service Plan is 28% complete with a further 65% of milestones due to be completed on target.

- 9.3 In relation to complaints, action has been taken in respect of all the complaints.**
- 9.4 As part of the SCSWIS Improvement Action Plan for quarter 2 (2012/13), out of the 42 actions which were due for completion by the end of this quarter, all have now been completed.**
- 9.5 That Committee scrutinises performance outlined in this report, notes the actions being taken to seek improvements where required.**

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