



**REPORT TO: HEALTH AND SOCIAL CARE SERVICES COMMITTEE ON
10 SEPTEMBER 2014**

**SUBJECT: COMMUNITY CARE & CRIMINAL JUSTICE PERFORMANCE
REPORT – QUARTER 1 – APRIL TO JUNE 2014**

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 June 2014.
- 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 and Complaints; 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 2014/15 on 11 June 2014 and agreed that performance reporting to this Committee will be undertaken on a quarterly basis until further notice (paragraph 6 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, Moray 2023 A Plan for the Future and the specific Corporate Development Plan objectives that impact Community Care. On 11 June 2014, the Health and Social Care Services

Committee approved the adoption of the Community Care Service Plan 2014-2015 (paragraph 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 The detailed table relating to 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 included in the 2014/15 Quarter 1 Performance Monitoring Statement, available online on the Moray Council performance webpage:
http://www.moray.gov.uk/moray_standard/page_92321.html

4. **SUMMARY OF PERFORMANCE**

- 4.1 The tables below summarise performance:-

Performance Indicators

Service/Objective	No. of Indicators	Green - Performing Well	Amber - Close Monitoring	Red - Action Required	Annual Pls / Data Only
Community Care Services	15	2	2	1	10
Re-ablement and Home Care	3	1	0	1	1
East and West Teams	3	1		1	1
Drug and Alcohol	3	3			
Community Mental Health	3	1		1	1
Specialist Support Services – Transitions	2				2
Specialist Support Services - Learning Disability	2			1	1
Criminal Justice	2	1	1		
Total	33	9 (28%)	3 (9%)	5 (15%)	16 (48%)
% Total – Quarter 1	17	53%	18%	29%	

- 4.2 Performance against indicators relevant to the quarter is presented across eight objectives/service areas and involves 17 indicators with targets and 16 Data only / Annual indicators. At the end of quarter 1, of those with targets, 53% are regarded as performing well (Green) and 18% require close monitoring (Amber) while 29% require action if the target is to be met (Red).

Service Improvement Plan Actions

Section	No. of Actions	Green – Complete	Green – Progressing within target Timescale	Progressing outside target Timescale	Cancelled/ Postponed
Commissioning	18		17	1	
Performance	9		9		
Provider Services	9	1	8		
Assessment and Care	6		6		
Specialist Services	8	2	6		
Consultant Practitioners	7		7		
Allied Health Professionals	5		5		
Health Improvement Team	9		9		
Total	71	3	67	1	
% Total – Quarter 1		4%	94%	2%	

- 4.3 The Community Care and Criminal Justice Service Plan for 2014/15 has a set of 71 actions to be completed for the year. At the end of quarter 1, 3 (4%) of these have been met, 67 (94%) are progressing well against the final target timescale, giving a total of 98% actions measuring as green, while 1 is progressing outside of the target timescale.

Complaints

- 4.4 During quarter one, 4 new investigative complaints were received by Community Care while 3 investigative were fully responded to in the period. Of the investigative, 2 were responded to within the target 20 working days (66% against a target of 85%). 1 investigative complaint was fully upheld. No complaints were escalated to the Complaints Review Committee or to the Ombudsman.
- 4.5 No complaints were received by Criminal Justice.
- 4.6 Details of actions taken in respect of upheld or part upheld complaints are given in the 2014-15 Quarter 1 Performance Monitoring Statement.

5. PERFORMANCE ANALYSIS

Areas of Good Performance

Community Care Services

- 5.1 For two measures that were introduced this year, which look at the personal outcomes of service users, over 90% of service users feel that regarding “having things to do” (96.1% of 306 service users) and “feeling safe” (97.4% or 315 service users), they have had their outcomes met or partially met. This demonstrates that the community care teams are meeting the qualitative needs of the service users despite pressures in other areas.
- 5.2 Regarding carer indicators, for the first time in over a year both carer qualitative measures are showing above the target of 90% with over 92.7% (38 of 41) carers feeling satisfied with their involvement in the design of the service package of their cared for, and 97.7% (43 of 44) feeling supported and able to continue in their role as a carer. Even with the targets being met, work continues with those who report not being satisfied additional support has been provided in all “not met” cases.
- 5.3 The above measures all illustrate Community Care is focused on ensuring those service users who enter the system have their personal outcomes at the core of the services they receive. When compared to other Scottish Adult Community Care Services, Moray has made significant progress in developing its personal outcomes approach. This will provide a strong foundation for the future integration of health and social care services in Moray.

East and West Teams

- 5.4 Against a target of 29.5, the rate per 1000 population of those over 65 in permanent care dropped to 28.85 from 29.87. This was due to a decrease in the actual numbers of those in permanent care (540 in Q4 2013/14 to 529 in Q1 2014/15) as well as a larger than expected increase in population of those over 65.

Drug and Alcohol

- 5.5 For the fifth consecutive quarter, the Drug and Alcohol team have achieved targets of 100% against indicators relating to assessments offered, first treatment appointments and mapped outcomes. In the quarter ended June 2014, 74 assessments were carried out within 72 hours of referral, 94 service users received a first treatment appointment within 3 weeks of referral and all agreed personal outcomes in which their progress will be mapped against.

Areas of Performance Identified for Improvement (and how this will be achieved)

Community Care Services

- 5.6 The measure relating to the percentage of service users receiving a service within 28 days of assessment has increased to 95% (113 of 119) this quarter (from 91.5% last quarter) against a target of 100%. Despite being amber and requiring further improvement, the performance increase is encouraging and may indicate the long term improvements that members will recall outlined 5.7.2 of the Community Care and Criminal Justice Performance Report – Quarter 4 – January to March 2014 are starting to show, however the effects of the delays are being felt across community care as is evidenced below.
- 5.7 Against a target of 0, there were 4 service users waiting more than 28 days to be discharged from hospital into a more appropriate community based setting. 2 were delayed due to suitable care not being available. 1 service user had complex needs that required negotiation with the family in order to determine appropriate care that meant they were delayed in being discharged and the other service user was delayed due to a disagreement over the relevance of the care home placement.

East and West Teams

- 5.8 The percentage of support plans authorised by the team manager within 7 days of completion for the East and West teams saw a decrease this quarter to 84.3% (223 out of 258). This is below the target of 100% and a decrease from Q4 2013/14 (93.8%). As this measure relies on the team managers it can be impacted by annual leave or sickness. The plans that have not been authorised within 7 days are typically those for people who are in long term residential or nursing care and for whom there is no change in service being provided following review, so there is no impact on the individual who uses the service. In order to be more agile in responding to fluctuations in this measure it has been added to the monthly reporting suite of management reports. It is hoped that doing this will highlight where improvements can be made more easily and where team managers can be assisted to meet this target.

Community Mental Health Team

- 5.9 The community mental health team authorised 19.35% (12 out of 62) of their support plans within 7 days of completion (target 100%) in the quarter. The reason for this figure is due to the fact that the nature of the services undertaken by the team had not previously required the formal authorisation of the forms as part of the process for requesting those services. This process has since been amended to be more in line with other community care services and in doing so there was a need to authorise historical support plans which has in turn resulted in the percentage of those authorised within 7 days being dramatically reduced. As with the East and West teams this is now recorded and reported on monthly and it is the expectation that this measure will show improvement in the coming quarters.

Learning Disability Team

- 5.10 In line with an initiative to have all teams adhere to the same or similar processes, the learning disability team are now having their process for authorisation measured and in Q1 against a target of 100% they authorised 66% (33 out of 50) of their support plans within 7 days of completion in the quarter. This has highlighted some processes within the team that may require closer attention due to the more complex nature of the service users presented to the learning disability team.

Service Plan Objectives

Commissioning

- 5.11 Of the 18 actions set out in the service plan in 2014/15 for the commissioning team only one is projected to be outside of the agreed timescale. The other 17 are all progressing ahead of or according to target timescales.
- 5.12 The Physical and Sensory Disability Strategy (2014-24) was due to be presented to the Health & Social Services Committee by the end of June 2014, but the timeline has been increased in order to include children and families who were not in the original scope of the Strategy. The revised timeline for completion is now 31 December 2014.
- 5.13 As highlighted in the Service Improvement Plan Actions table in 4.1.2 all other services have a total of 50 actions progressing within agreed timescales and 3 additional actions completed already (1 in Provider Services and 2 in Specialist Services).

6. SUMMARY OF IMPLICATIONS

- (a) **Moray 2023 A Plan for the Future/ Service Plan**
This report is in line with the Moray 2023 A Plan for the Future priority area; 'adults living healthier, sustainable independent lives safeguarded from harm'.
- (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), Joint Performance Officer, Integration Project Officer, Provider Services Manager and Criminal Justice and Lead System Managers who are in agreement with the information as set out in this report.

7. CONCLUSION

7.1 Performance over the first quarter for 2014/15 is mixed. Measures highlighting service user outcomes and carer satisfaction are indicating service users are satisfied with the provision of care when they receive a service. Additionally against a backdrop of an increasing 65+ population, few people are in permanent care. Areas of concern have been highlighted by the introduction of team level indicators for individual teams. Work is already underway to understand the differences and assist those teams to meet the agreed targets.

7.2 A number of measures are also showing an increase in the length of time to source care, this will be addressed by the introduction of a framework contract for additional home care providers which commenced in April 2014.

7.3 70 out of the total 71 Service Plan actions were green at the end of the quarter, with three of those already completed.

7.4 In relation to complaints, action has been taken in respect of all the complaints.

Authors of Report: Bruce Woodward, Performance Officer

Background Papers: Held by Author

Ref:

Signature: 

Date: 26th August 2014

Designation: Head of Community Care

Name: Jane Mackie