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**REPORT TO: HEALTH AND SOCIAL CARE SERVICES COMMITTEE ON  
21 JANUARY 2015**

**SUBJECT: COMMUNITY CARE & CRIMINAL JUSTICE PERFORMANCE  
REPORT – QUARTER 2 – JULY TO SEPTEMBER 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 July to 30 September 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 function of the Council as Social Work Authority under the Social Work (Scotland) Act 1968.

**2. RECOMMENDATION**

**2.1 It is recommended that 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 This 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 (item 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 Committee approved the adoption of

the Community Care Service Plan 2014-2015 (item 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](http://www.moray.gov.uk/moray_standard/page_92321.html)

#### 4. **SUMMARY OF PERFORMANCE**

- 4.1 The tables below summarise performance:-

##### **Performance Indicators**

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

- 4.1.1 Performance against indicators relevant to the quarter is presented across eight objectives/service areas. This involves 17 indicators with targets and 16 Data only / Annual indicators. At the end of quarter 2, 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	2	15	1	
Performance	9		9		
Provider Services	9	2	7		
Assessment and Care	6	1	5		
Specialist Services	8	3	4	1	
Consultant Practitioners	7	1	6		
Allied Health Professionals	5		5		
Health Improvement Team	9		9		
<b>Total</b>	<b>71</b>	<b>9</b>	<b>60</b>	<b>2</b>	
<b>% Total – Quarter 2</b>		<b>13%</b>	<b>84%</b>	<b>3%</b>	

4.1.2 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 2, 9 (13%) of these have been met, 60 (84%) are progressing well against the final target timescale, giving a total of 97% actions measuring as green, while 2 are progressing outside of the target timescale and are discussed in 6. below.

### Complaints

4.2.1 During quarter two, 5 new complaints were received by Community Care (2 Frontline and 3 Investigative) of which all were fully responded to in the period. All of the Frontline complaints were responded to within the target 5 working days, and all of the investigative were responded to within the target 20 working days. 1 frontline complaint was fully upheld and 1 was part upheld, 2 investigative complaints were fully upheld. No complaints were escalated to the Complaints Review Committee or to the Ombudsman.

4.2.2 During quarter two, 1 new frontline complaint was received by Criminal Justice which was responded to within the period. It was responded to within the target 5 working days and was not upheld.

- 4.2.3 Details of actions taken in respect of upheld or part upheld complaints are given in the 2014-15 Quarter 2 Performance Monitoring Statement.

## **5. PERFORMANCE ANALYSIS**

### **Areas of Good Performance**

#### Community Care Services

- 5.1 The targets of 90% for the two measures that were introduced this year, which look at the personal outcomes of service users are for the second quarter in a row being exceeded. 279 out of 289 (96.5%) of service users where the personal outcome “having things to do” is relevant have reported it met or partially met and 300 out of 307 (97.7%) have had their outcome met or partially met for “feeling safe”. This demonstrates that the community care teams are meeting the qualitative needs of the service users despite pressures in other areas.
- 5.2 Of the 40 (informal) carers who underwent an assessment of their caring needs in quarter 2, all (100%) of them felt they were supported and capable of continuing in their role as a carer.
- 5.3 The above measures all illustrate Community Care remains focused on ensuring those service users and carers who are in 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 again in quarter 2 to 28.14 (516 out of a 65+ population of 18,337). This remains well below the target of 29.5 which in turn is well below the Scottish average of 31.8 per 1,000 reported in 2013.

#### Drug and Alcohol

- 5.5 For the sixth consecutive quarter, the Drug and Alcohol team have achieved targets of 100% against statutory indicators relating to assessments offered, first treatment appointments and mapped outcomes. In the quarter ended September 2014, 69 assessments were carried out within 72 hours of referral, 81 service users received a first treatment appointment within 3 weeks of referral and all 69 service users 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 Out of 76 service users who received an assessment for the first time in quarter 2, 68 received a service within 28 days of that assessment. This represents a performance of 89.5% against a target of 100% and is the first time this measure has dropped below 90% in a year. Of those 8 that missed the target; 4 were delayed due to appropriate care not being available, 2 were due to service users negotiating the care being offered, 1 was to allow for appropriate training to take place to cater for a complex case in the requested service provider and the final one was due to a clerical oversight that has been addressed.
- 5.7 Against a target of 0, there were 10 service users waiting more than 28 days to be discharged from hospital into a more appropriate community based setting. 5 Service Users were awaiting appropriate home care services. 4 Service Users were awaiting a care home placement. 1 Service User was delayed due to a disagreement between the family and health services.
- 5.8 In addition to this the percentage of those carers asked whether they are satisfied with their involvement in the design of the care package dropped to 78.9% in quarter 2 (30 out of 38). The main reason given for not being satisfied were carers not being happy with the time taken for care to be implemented for their cared for.
- 5.9 All three measures above are evidence of the challenges that are now pressing on Community Care services resulting from other stresses within the Health and Social Care system. These pressures are now manifesting in difficulty in providing appropriate and timely care to a small number of service users. This is a pressure that is being felt across Scotland as is evidenced by a sharp increase in the total number of delayed discharges across Scotland in July. However, Moray continues to perform better than the Scottish average in a national measure of Bed Days Occupied by Delayed Discharge Patients per 1000 Population aged 75+ at 766 compared to the Scottish average of 1,010 (Aberdeen City had 2,122 and Aberdeenshire had 933 bed days per 1,000 population).
- 5.10 The home care services are feeling the pressure the most as is evidenced by the number of hours commissioned per month which rose from 13,075 in January 2014 to 14,613 in September 2014. While the new Homecare Monitoring System is showing efficiencies it requires time to bed in. This along with the introduction of a framework contract for additional home care providers which commenced in April 2014 has meant that the number of hours provided for by external providers has increased (6,686 in January to 8,405 in September) while those provided by The Moray Council have only dropped slightly (6,389 in January to 6,197 in September).

### Community Mental Health Team

- 5.11 Of the 50 support plans authorised within the period, 13 (26%) were authorised within 7 days. This is an improvement on last quarter and this improvement is expected to continue.
- 5.12 The annual measure relating to a reduction in suicide rates from baseline (2002) shows Moray as increasing 14.88% in 2013/14. For 2002 the Moray actual number was 15 suicides, a 20% reduction in numbers would provide a target of 12 suicides or less. In 2008 there were 10 suicides, 2009 - 17, 2010 – 21 and 2011 - 16. A new action plan was created in 2011 and subsequently in 2012 and 2013 the number of suicides were 21 and 17 respectively. A suicide review group has been set up and a new strategy is in development that will incorporate the Choose Life programme.

## **6. SERVICE PLAN OBJECTIVES**

### Commissioning

- 6.1 Of the 18 actions set out in the service plan in 2014/15 by 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.
- 6.1.1 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.

### Specialist Services

- 6.2 Of the 8 actions set out for Specialist Services only one is progressing outside of target timescales. Of the other 7, 3 are completed and 4 are still projected to be completed on target.
- 6.2.1 The review of the Recovery Orientated System of Care (ROSC) within Drug and Alcohol Services has been completed, but timescales have slipped slightly in relation to the work requested from the Third Sector. Work is ongoing with Turning Point Scotland and Quarriers to deliver the required ROSC with implementation due to begin in January 2015.
- 6.3 As highlighted in the Service Improvement Plan Actions table in 4.1.1 all other services have a total of 41 actions progressing within agreed timescales and 4 additional actions completed already.

## **7. 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.

**8. CONCLUSION**

**8.1 Performance over the second 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, proportionally fewer people are in permanent care. Areas of concern have been highlighted by the introduction of team level indicators for individual teams and indicators are improving in those measures.**

**8.2 A number of measures are also showing an increase in the length of time to source care, this is a complex issue that is happening Scotland wide and will, in part, be addressed by the introduction of a framework contract for additional home care providers which commenced in April 2014 and the bedding in of the new Homecare Monitoring System.**

- 8.3    69 out of the total 71 Service Plan actions were green at the end of the quarter, with 9 of those already completed.**
- 8.4    In relation to complaints, action has been taken in respect of all the complaints.**

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Background Papers: Held by Author  
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