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**REPORT TO: AUDIT AND PERFORMANCE REVIEW COMMITTEE ON  
16 DECEMBER 2009**

**SUBJECT: COMMUNITY CARE OUTCOMES FRAMEWORK UPDATE**

**BY: DIRECTOR OF COMMUNITY SERVICES**

**1. REASON FOR REPORT**

- 1.1 The purpose of this report is to provide Committee with a summary of the Community Care Outcomes Framework and its integration within the Council's Performance Management Framework.
- 1.2 This report is submitted to Committee in terms of the Council's Administrative Scheme in relation to the function of the Council as a Social Work Authority under the Social Work (Scotland) Act 1968.

**2. RECOMMENDATION**

**2.1 This report asks that Committee:-**

- (i) **considers the 4 overarching outcomes and 16 measures that form the basis of the Community Care Outcomes Framework; and**
- (ii) **considers the progress made in relation to the integration of the Outcomes Framework for Community Care within the Council's Performance Management Framework.**

**3. BACKGROUND**

- 3.1 At the Audit and Performance Review Committee Meeting on 26 August 2009, the Chairman requested that a "summary of the Community Care Outcomes Framework be provided to a future meeting of this Committee" (para 17 (iii) of the minute refers).
- 3.2 To this end, this report is submitted with the purpose of outlining to members the 4 overarching outcomes and the 16 inter-related measures which form the Community Care Outcomes Framework. The report will also describe the extent that the outcomes framework has been integrated within the Council's own Performance Management Framework.
- 3.3 Members may recall, that in the past national community care performance reporting has been characterised by an approach which has focused on the collection of data for a small number of measures.

- 3.4 This approach has been viewed by many professionals as failing to provide a full understanding of how the different components of the social and health care system interact with one another and how these elements ultimately impact on the service user.
- 3.5 In 2006, community health and social care partnerships collectively asked the then Scottish Executive, if the Joint Performance Information and Assessment Framework (JPIAF) could be replaced with an outcomes focused approach to performance management. It was proposed that the new system would be designed to address the weaknesses inherent in the JPIAF approach to performance reporting.
- 3.6 Following the testing and piloting by 7 Early Implementer Networks, Shona Robison, Minister for Public Health, formally launched the new Community Care Outcomes Framework on 17 March 2009.
- 3.7 The new framework consists of 4 national outcomes and 16 measures (**see APPENDIX 1**).
- 3.8 The 4 national outcomes of improved health, improved social inclusion, improved well-being and improved independence and responsibility is based on research in relation to what service users and informal carers consider to be most important to them.
- 3.9 Assessing the success in realising these 4 overarching outcomes is underpinned by monitoring performance in relation to 16 inter-related measures. These are grouped under the 6 themes of satisfaction, faster access, support for carers, quality of assessment and care planning, identifying those at risk and moving services closer to users and patients.
- 3.10 Members will note that an innovative feature of the framework is the incorporation of a number of qualitative measures (S1-S3 and C1) in relation to capturing the experience of service users and informal carers. These measures are considered to be the core elements of the community care outcomes approach.
- 3.11 Subject to confirmation in the forthcoming publication of the Social Work Inspection Agency (SWIA) Performance Inspection Follow Up Report (2009), SWIA acknowledged that there was evidence of good progress in developing an outcome approach in Moray.
- 3.12 This acknowledgement is partly due to the progress made by Community Care Officers in capturing the above mentioned qualitative measures since the national launch of the framework in March 2009.
- 3.13 By capturing this information, through the use of a re-designed joint service user and carer review form, Care Officers are now able to put the experience of service users and informal carers at the centre of assessment, care planning and review in Moray.

- 3.14 Since Quarter 2 2009, the review form has been implemented in relation to gathering qualitative information for Domiciliary Care, Older People's and Physical & Sensory Disability Services. From Quarter 4 2009, it is planned that the review form will be piloted in relation Learning Disabilities and Mental Health Services.
- 3.15 Following approval of the revised Performance Management Framework by Full Council on 30 September 2009, progress in developing the Community Care Outcomes approach can also be assessed by the number of outcome measures which have been selected as service outcomes, service standards and performance indicators in relation to the Single Outcome Agreement & Delivery Plan, Service Improvement Plan and Community Care & Criminal Justice Performance Reports.
- 3.16 Members will note that of the 16 community care outcome measures, 4 have been adopted as service outcomes, 2 as service standards, 1 as a performance indicator. Measures which underpin the delivery of the Single Outcome Agreement and the Community Care Service Improvement Plan are noted under paragraph 4(a) of this report (a summary table has been provided as **APPENDIX 2** of this report).
- 3.17 In addition to reporting to elected members through the Health and Social Care Services and the Audit and Performance Review Committees, internal performance reports are prepared on a quarterly basis for Community Care Officers in relation to progress being made in relation to the 16 community care outcome measures. Copies of these reports for Q1 and Q2 are available from the **Members' Library**.

#### 4. **SUMMARY OF IMPLICATIONS**

(a) **Single Outcome Agreement/Service Improvement Plan**

In relation to Single Outcome Agreement (2009/10) one of the measures, BC1: Shift in the balance of care from institutional to 'home based' care, is incorporated as one of the indicators for Outcome 6. To assist in monitoring delivery against the SOA outcomes, a further 5 outcome measures are identified as part of the Local Delivery Plan.

In relation to the Community Care Service Improvement Plan (2009/10), 2 of the measures have been identified as outcome targets (see **APPENDIX 2**).

(b) **Policy and Legal**

There are no policy or legal issues directly arising from this report.

(c) **Resources (Financial, Risks, Staffing and Property)**

There are no financial, staffing or property issues directly arising from this report.

(d) **Consultations**

In preparing this report, consultations have been undertaken with the Head of Community Care (Acting), Integrated Learning Disability Manager, Integrated Mental Health Manager, Service Manager (Physical and Sensory Disability and Domiciliary Care), Performance and Quality Assurance Officer and Research & Information Officer (Community Services).

5. **CONCLUSION**

**This report has focused on the present level of integration of the Community Care Outcomes Framework within the Council's own Performance Management Framework.**

**However, since the Community Care Outcomes Framework was only launched in March 2009, Moray Community Care Officers are still at a relatively early stage in fully embedding the outcomes approach in terms of their own professional practice.**

**It is the intention that the successful adoption of an outcomes approach will eventually be reflected in a service that is more solutions focused and personalised. By identifying new and more effective ways of supporting service users and carers in their own community, it is the expectation that the outcomes approach will contribute to providing a more cost effective means of delivering a community care service.**

Author of Report: Robin Paterson (Senior Performance and Quality Officer)  
Background Papers: Held in the Members' Library.  
Ref:

Signature:   
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Date : 3 December 2009

Designation: Director of Community Services

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