

ABERDEEN CITY COUNCIL

COMMITTEE	Education and Children's Service Committee
DATE	3 September 2015
CHIEF OFFICER	Judith Proctor
TITLE OF REPORT	Adult Services Performance Report
REPORT NUMBER	ECS/SCW/019
CHECKLIST	Yes

1. PURPOSE OF REPORT

The purpose of the report is to provide the Committee with information on the performance of Adult Social Work against the Key Performance Indicators, as defined by the service. The timeframe for the report will be determined by the individual indicator and will be indicated in the analysis, as contained in Appendix A.

2. RECOMMENDATION(S)

Members of the Committee are asked to:

- i Approve the Adult Social Work performance report; and
- ii Note that work is ongoing to develop a suite of performance indicators, aligned to the national outcomes for integration in the Service Business Plan 2014-17.

3. FINANCIAL IMPLICATIONS

There are no direct financial implications arising from this report.

4. OTHER IMPLICATIONS

There are no direct implications arising from this report, however, the purpose of performance management and reporting is to manage improvement to the services provided to the citizens of Aberdeen. Improvements in the services provided by the Adult Social Work Services impact positively on communities across the City.

5. BACKGROUND/MAIN ISSUES

5.1 Background

The report attached in Appendix A has been produced following review and will be subject to ongoing developments including links into the Integration national outcomes.

Where available, benchmarking data has been included in this report. Establishing benchmarking information has proved difficult as there is only one national Statutory Performance indicator for Social Work, which is for Home Care. Where additional returns are made, such as the Community Care Quarterly Return, there are concerns regarding consistency of recording and reporting across all local authorities.

- 5.2** The performance report attached at Appendix A has been created in Covalent and is structured according to the priority themes contained within the Service Business Plan, namely:

Appendix B: Performance Report Links to Strategy Map 2015

- People at risk are protected
- People are effectively supported within their families and communities
- People fully participate in individual and service planning, review and delivery
- Wellbeing is promoted in all care groups
- Our resources are managed effectively
- Our organisation is effective.

- 5.3** Performance Information relating to Adult Social Work Services is reported to a number of different forums and web links to each of these reports is included on the final page of appendix A.

- 5.4** Indicators pages 14 – 18 covering Sickness Absence, Agency Staff, Complaints, Enquiries and FOIs contain information only on Adults Social Work. There is no previous comparison data for these measures as they werej previously reported as a combined figure for all staff in the former Social Care and Wellbeing Directorate.

6. IMPACT

Performance measurement and reporting should be viewed as a means to managing improvement in the services that we provide to the most vulnerable members of our community.

7. BACKGROUND PAPERS

Appendix A: Performance Report

Appendix B: Performance Report Links to Strategy Map 2015

8. REPORT AUTHOR DETAILS

Co-ordinated by Trevor Gillespie,
Team Manager (Performance Management)

☎ 01224 523387

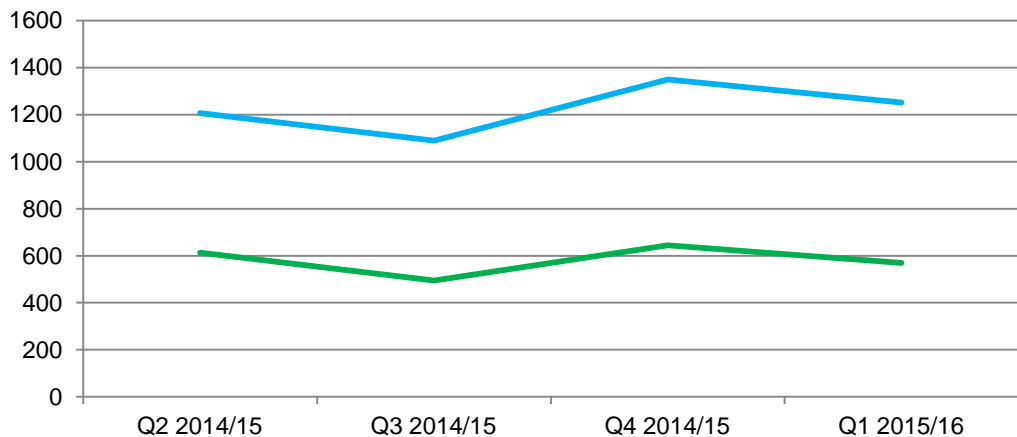

🖱 tgillespie@aberdeencity.gov.uk

APPENDIX A

Health and Social Care Adult Services Performance Report

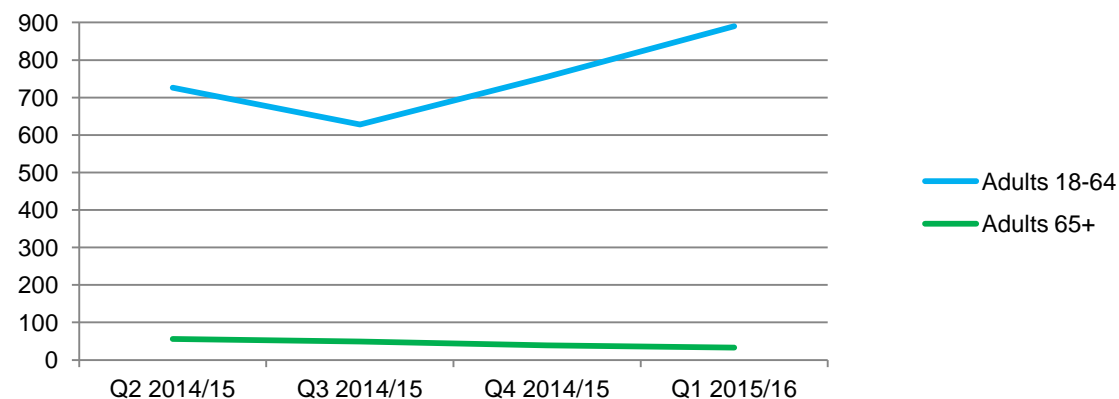
Non SPI performance indicators

Generated on: 30 June 2015

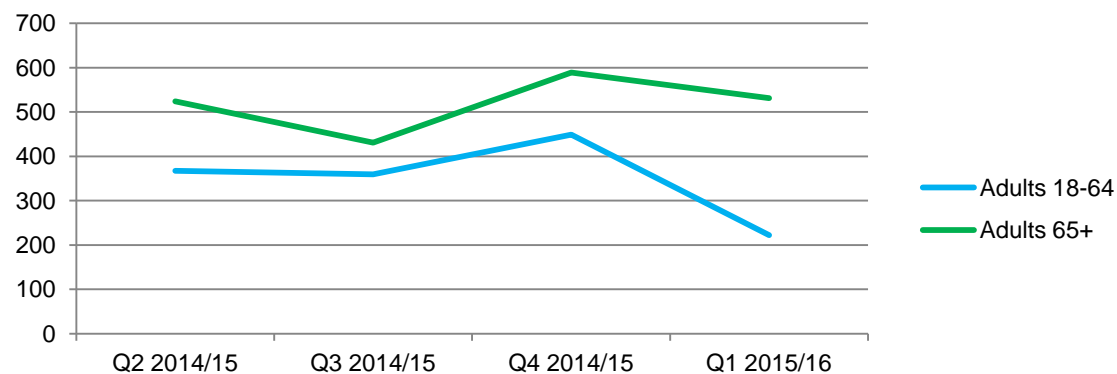
SCW17a	Number of referrals of adults (18-64) cases							
SCW17b	Number of referrals of adults (65+) cases							
<div><div>Adults 18-64 Adults 65+</div></div>						Status		
						Data Period	Q1 2015/16	
						Value	SCW17a	1251
							SCW17b	569
						Target	N/A	
						Long Trend	↑	↑
						Short Trend	↑	↑
						Data Source	CareFirst (Alastair Condie)	
						Managed By	SCW17a	Tom Cowan
	SCW17b	Tom Cowan						
Narrative and Analysis								
SCW17a (Adult 18-64) (see breakdown on page 6)	<u>Q1 2015/16</u>							
	Figures taken from careFirst for April to June 2015 April = 399 May = 419 June = 433							
SCW17b (Adult 65+)	<u>Q1 2015/16</u>							
	Figures taken from careFirst for April to June 2015. April = 210 May = 163 June = 196							

BREAKDOWN OF OUTCOME OF REFERRALS

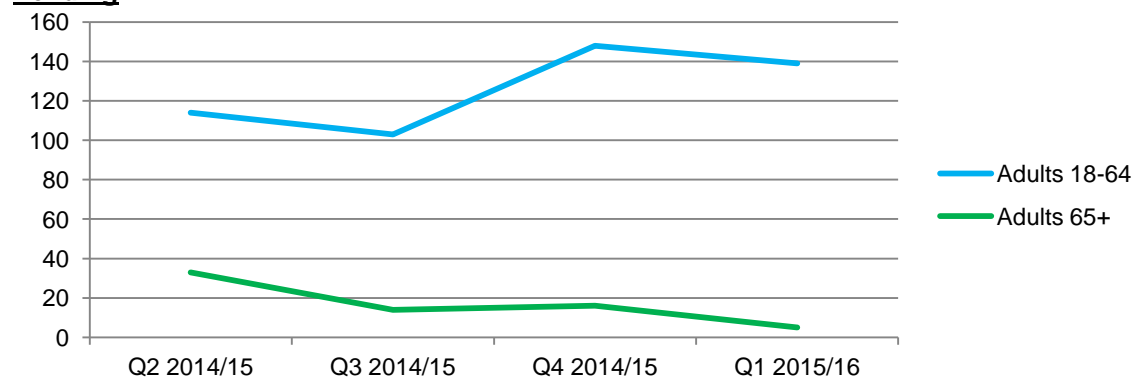
No further action



Proceed to...



Pending



FIGURES FOR Q1 2015/16

	Total	No further action	Proceed to...	Pending
SCW17a	1251	890	222	139
SCW17b	569	33	531	5

BREAKDOWN OF SCW17a

TEAM	Number
Adult Mental Health 1	78
Adult Mental Health 2	36
Adult Mental Health 3	24
Adult Protection	127
ARI	16
Caledonian System	41
Care Management North	15
Customer Service Centre	74
Community LD Team	9
Duty Team	622
Integrated Alcohol Service	87
Integrated Drugs Service	58
Old Age Psychiatry	4
Out of Hours Team	32
Planned Discharge Team ARI	6
CJ Admin	13
Care Management Central North	8
Connection Womens CentreK	1
TOTAL	1251

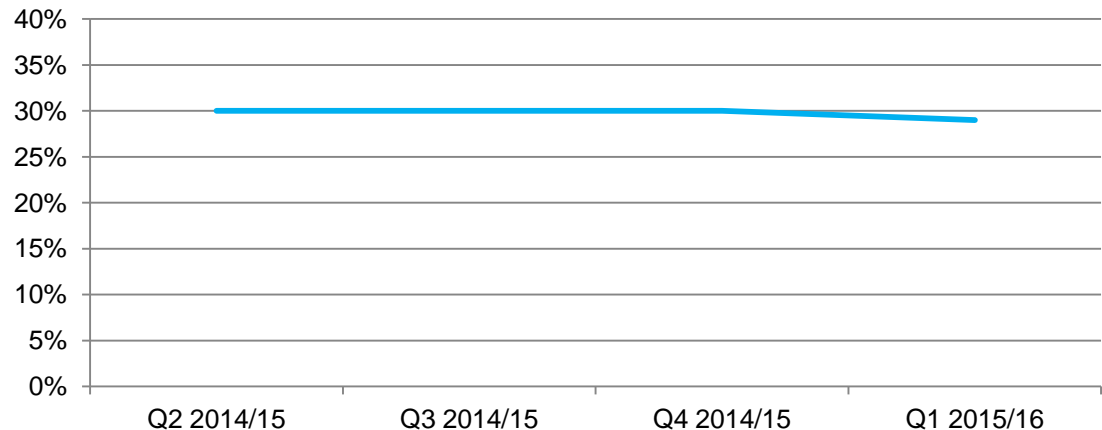



BREAKDOWN OF CLIENTS PER CLIENT GROUP

Snapshot of client groups for people with an allocation relationship as at 30/06/2015 (end of Q1 2015/16)

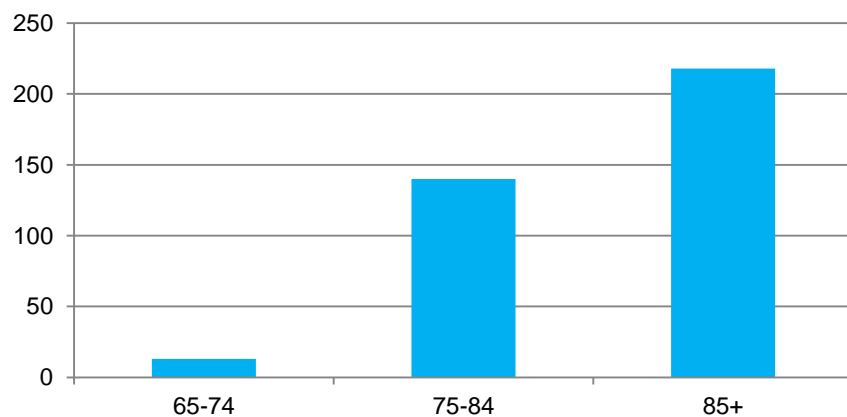
Client Group	No. of clients
Adult Criminal Justice	841
Alcohol Misuse	29
Carer	34
Child and Family	2,248
Child Looked After	76
Drugs Misuse	20
Elderly Client 65+	3,551
Elderly Client 65+ with Dementia	981
Learning disability	538
Mental health	524
Other Adult Client	222
Physical Disability	636
Physical Health	524
TOTAL	10,224

Narrative and Analysis

A snapshot is being used to increase accuracy of data. If a 3 month period were used, people who have changed client groups during this period would be counted multiple times - David Waite

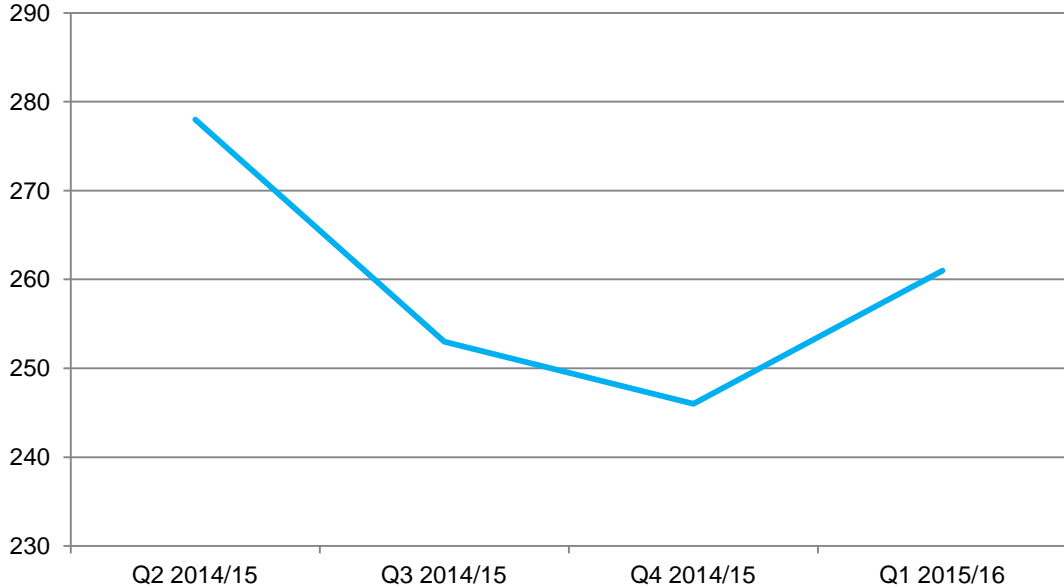



SOA8/906x	% of people 65+ with intensive care needs receiving care at home		
	Status		
	Data Period	Q1 2015/16	
	Value	29%	
	Target		
	Long Trend		
	Short Trend		
	Data Source	Quarterly Community Care Return	
	Managed By	Tom Cowan	
	Narrative and Analysis		
	<u>Q1 2015/16</u>		
This metric remains relatively flat. This is primarily due to ongoing issues with obtaining care at home provision given the local failures in the care market presently.			

BREAKDOWN OF AGES OF PEOPLE 65+ WITH INTENSIVE CARE NEEDS RECEIVING CARE AT HOME FOR Q1 2015/16

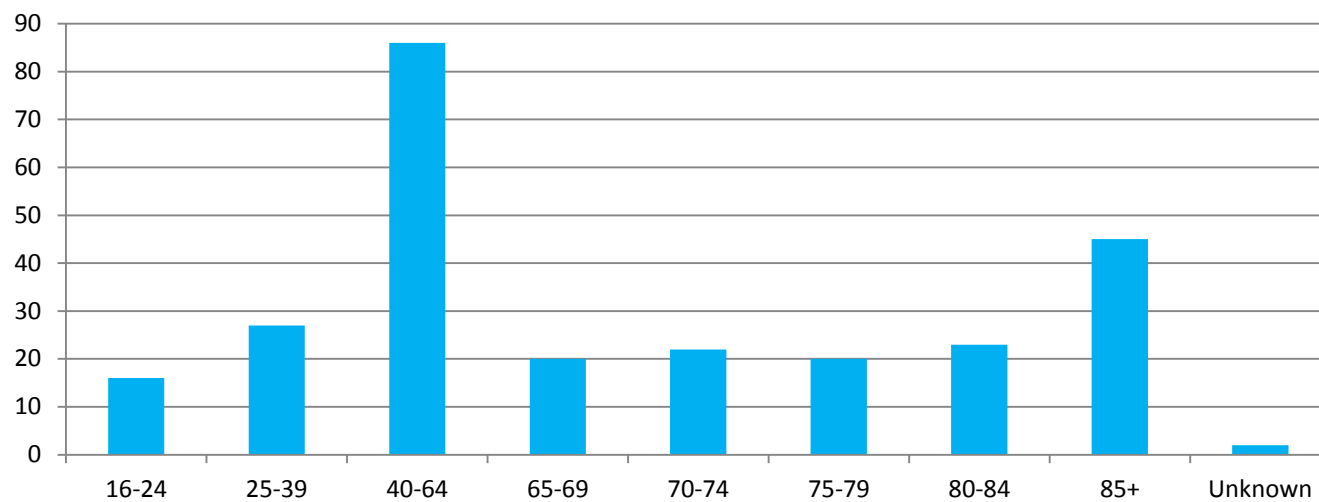


Q1 2015/16

Age bracket	Number of people	Percentage
65-74	73	17%
75-84	140	32%
85+	218	51%

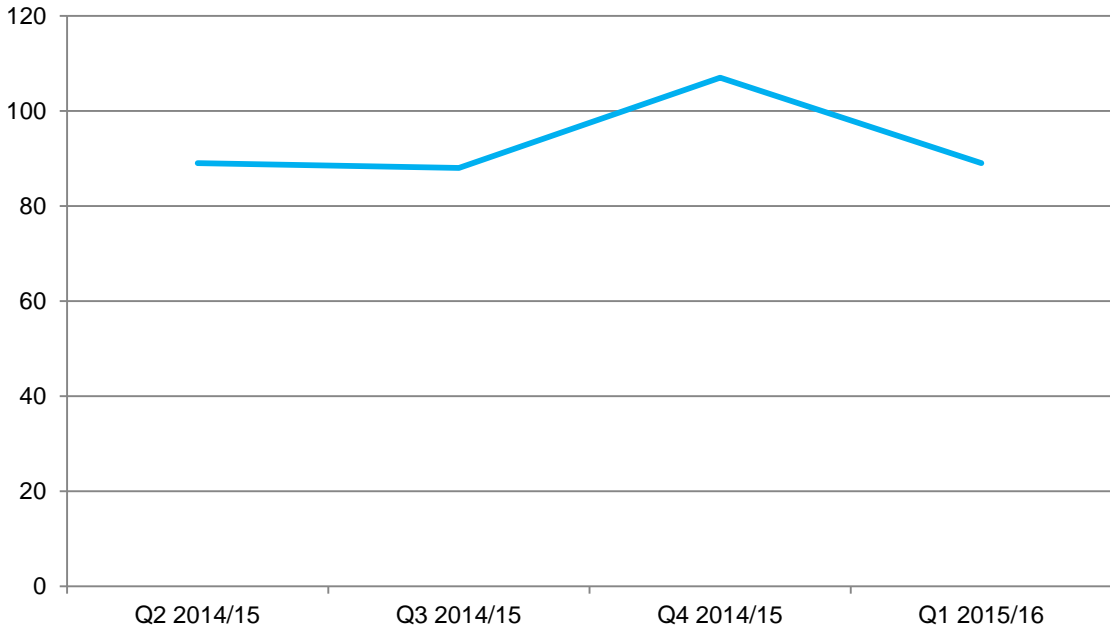



SCW70	Number of new referrals within Adult Protection procedures												
 <table><thead><tr><th>Quarter</th><th>Number of new referrals</th></tr></thead><tbody><tr><td>Q2 2014/15</td><td>278</td></tr><tr><td>Q3 2014/15</td><td>253</td></tr><tr><td>Q4 2014/15</td><td>246</td></tr><tr><td>Q1 2015/16</td><td>261</td></tr></tbody></table>	Quarter	Number of new referrals	Q2 2014/15	278	Q3 2014/15	253	Q4 2014/15	246	Q1 2015/16	261	Status		
	Quarter	Number of new referrals											
	Q2 2014/15	278											
	Q3 2014/15	253											
	Q4 2014/15	246											
	Q1 2015/16	261											
	Data Period	Q1 2015/16											
	Value	261											
	Target	N/A											
Long Trend													
Short Trend													
Data Source	David Waite CF Team Data Summary Sheet												
Managed By	Kenneth O'Brien												

Narrative and Analysis	
<p><u>Q1 2015/16</u></p> <p>Adult protection referrals increased in the last quarter. However, it is too early to say if this reflects the start of a longer upward trend or is merely an indication of greater awareness of the issue, in this particular quarter. It should also be noted that in the previous quarter while there was a drop in number of referrals, a higher proportion of those required further action under Adult Protection.</p>	

AGE BREAKDOWN OF ADULT PROTECTION REFERRALS FOR Q1 2015/16

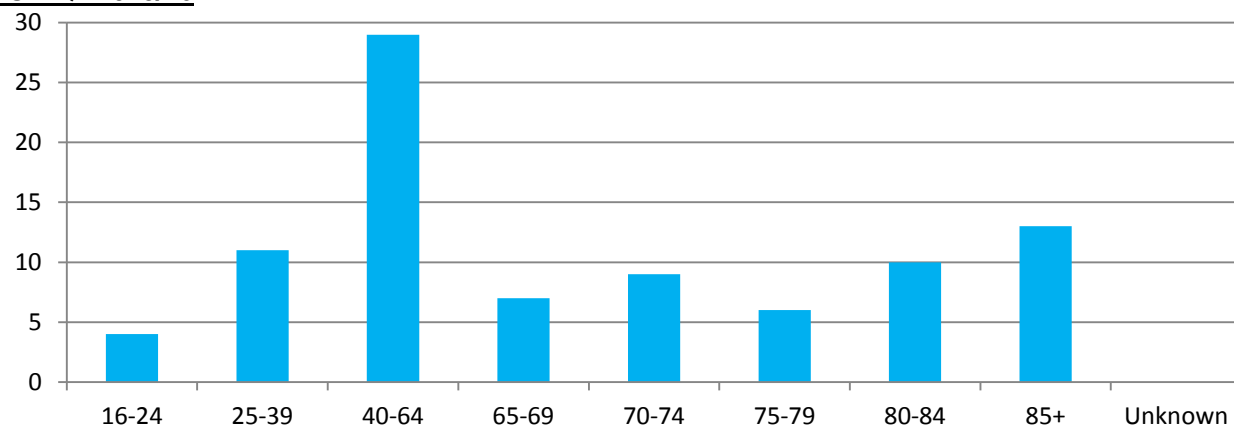
Age Bracket	Total
16-24	16
25-39	27
40-64	86
65-69	20
70-74	22

Age Bracket	Total
75-79	20
80-84	23
85+	45
Not Known	2
Total	261

SCW71		Number of New Referrals Progressing to Initial Investigation Under Adult Protection Procedures											
 <table><thead><tr><th>Quarter</th><th>Value</th></tr></thead><tbody><tr><td>Q2 2014/15</td><td>89</td></tr><tr><td>Q3 2014/15</td><td>88</td></tr><tr><td>Q4 2014/15</td><td>107</td></tr><tr><td>Q1 2015/16</td><td>89</td></tr></tbody></table>	Quarter	Value	Q2 2014/15	89	Q3 2014/15	88	Q4 2014/15	107	Q1 2015/16	89	Status		
	Quarter	Value											
	Q2 2014/15	89											
	Q3 2014/15	88											
	Q4 2014/15	107											
	Q1 2015/16	89											
	Data Period	Q1 2015/16											
	Value	89											
	Target	N/A											
Long Trend													
Short Trend													
Data Source	David Waite - CF Team - Data Summary Sheet												
Managed By	Kenneth O'Brien												

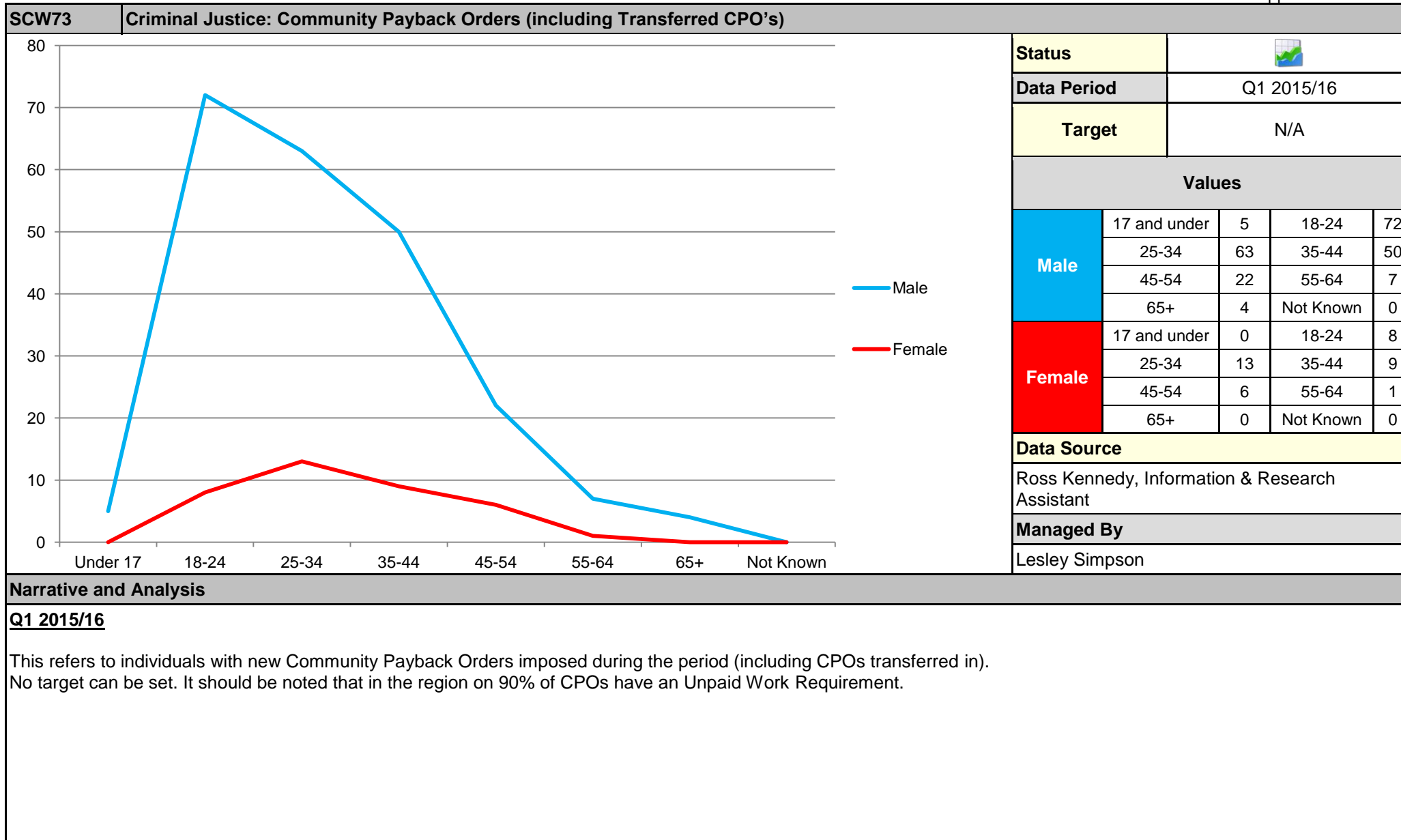
Narrative and Analysis	
<u>Q1 2015/16</u>	
Despite an increase in the number of referrals overall, the number proceeding to further investigation under Adult Support and Protection Procedures has fallen slightly from the last quarter. This reflects a return to the position of approximately one third of referrals requiring further investigation under Adult Protection.	

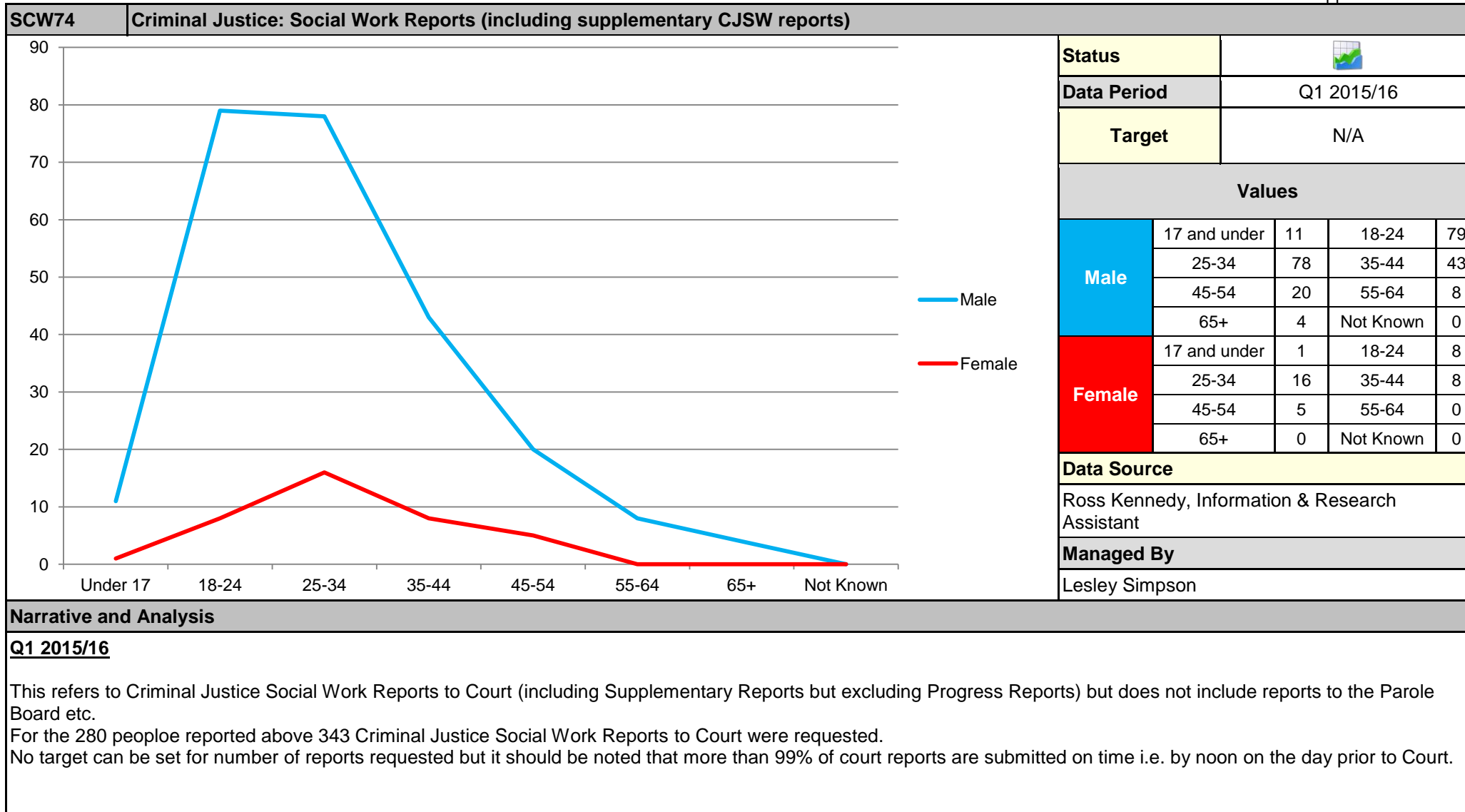
AGE BREAKDOWN OF ADULT PROTECTION REFERRALS PROGRESSING TO INITIAL INVESTIGATION FOR Q1 2015/16

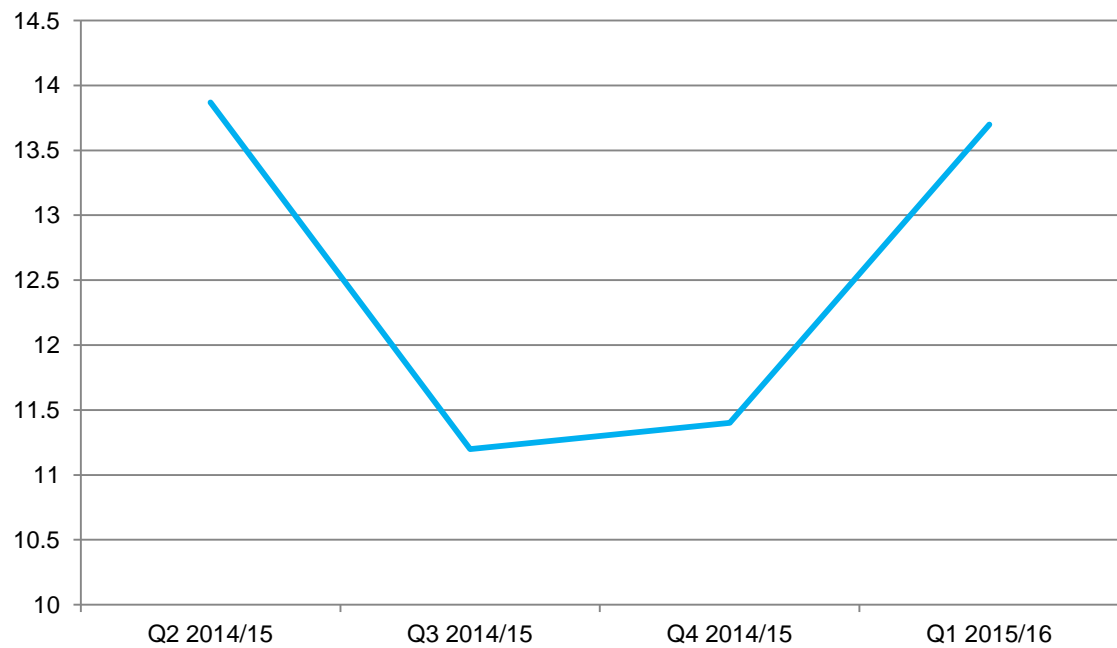





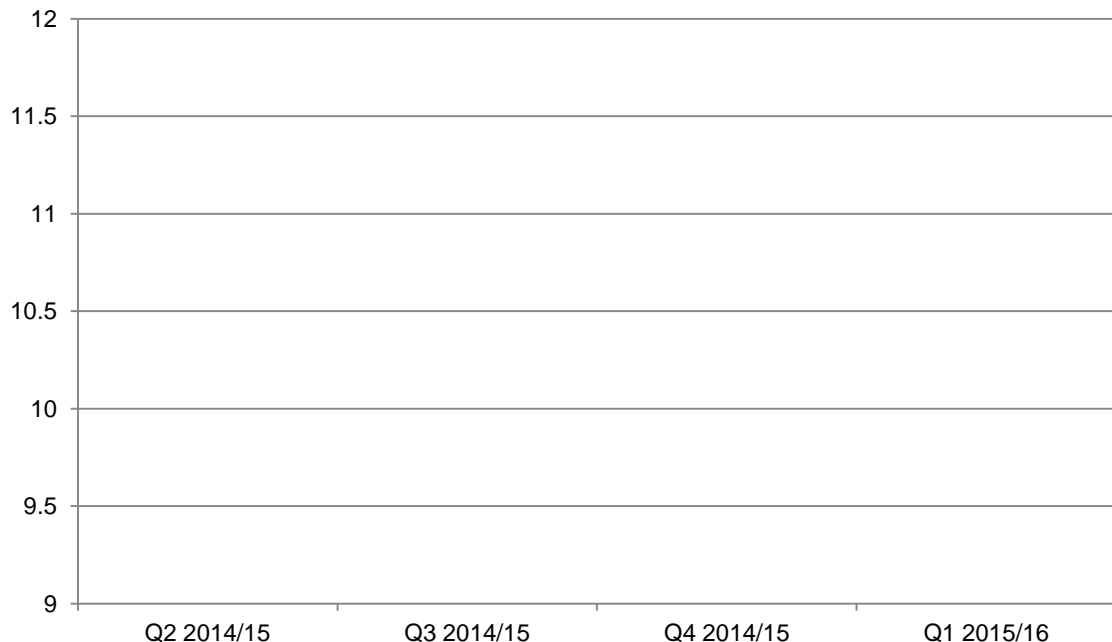

Age Bracket	Total
16-24	4
25-39	11
40-64	29
65-69	7
70-74	9

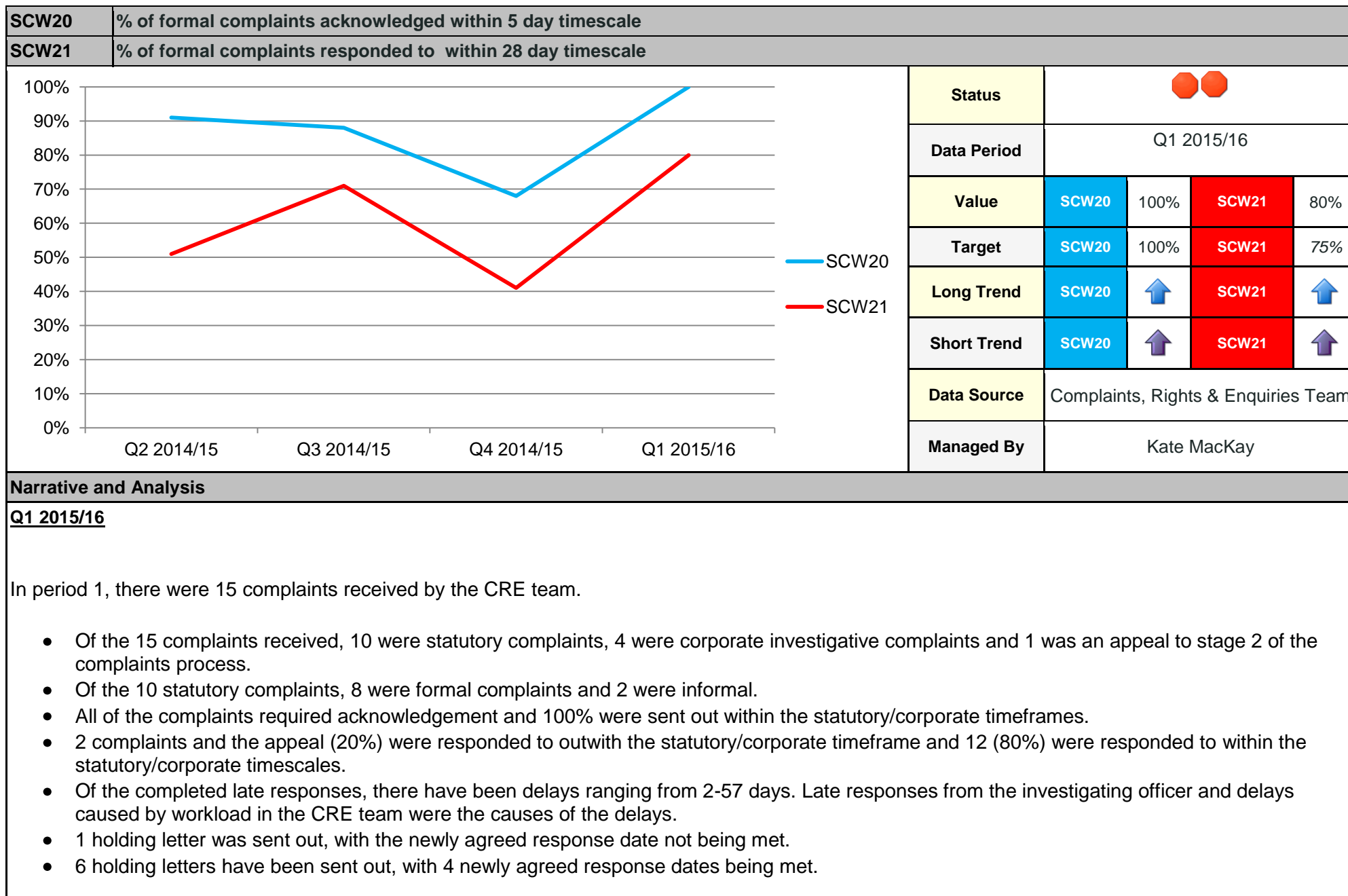
Age Bracket	Total
75-79	6
80-84	10
85+	13
Not Known	0
Total	89

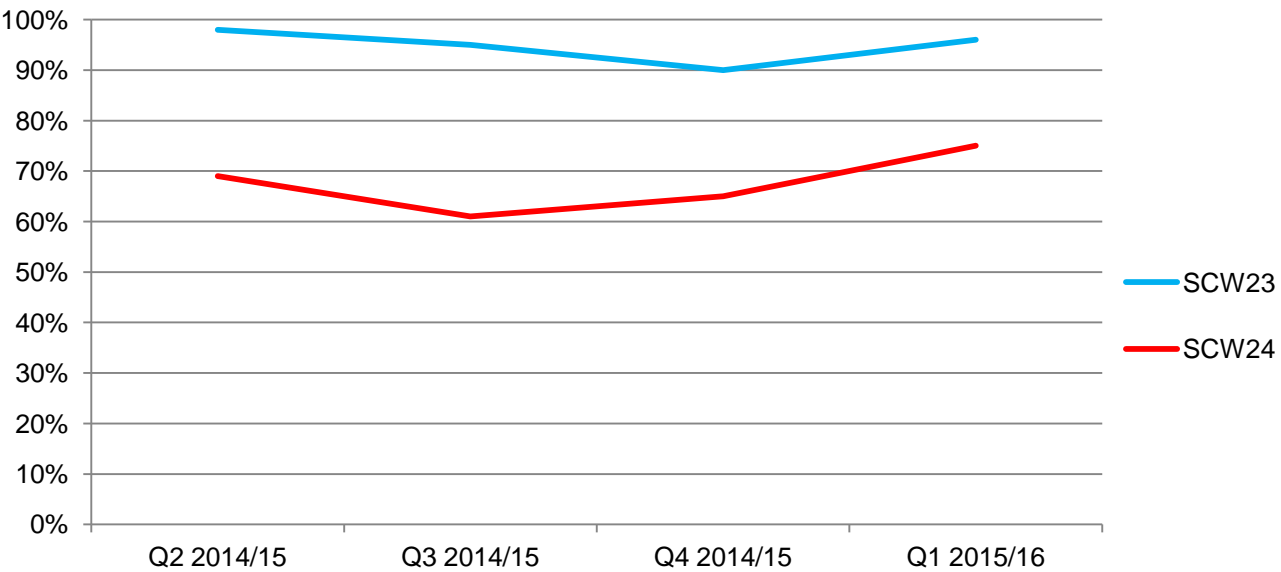







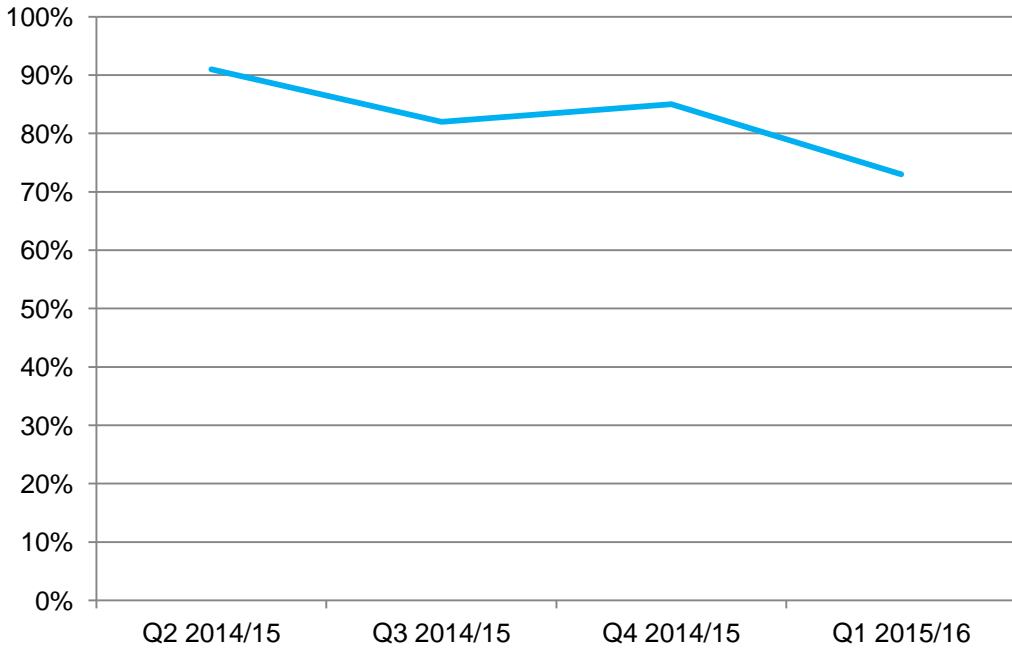





Appendix A		
SCW1	Average number of days per employee lost through sickness absence - Social Care and Wellbeing	
	Status	
	Data Period	Q1 2015/16
	Value	13.7
	Target	11.3
	Long Trend	
	Short Trend	
	Data Source	
	Carol Slessor	
	Managed By	
Kate MacKay		
Narrative and Analysis		
<u>Q1 2015/16</u>		
<p>Difficult to compare 2014/15 figures as these show combined figures for Children’s and Adult Social Work. However figures for Adults only in Q1 2015/16 are comparable to the previous figures for the old SCWB Service.</p> <p>Average of monthly sickness absence figures for April to June 2015: April = 13.5 May = 13.7 June = 13.9</p> <p>Sickness absence is calculated on an annual rolling basis. The number of days absent per employee is calculated on a monthly calculation instead of a single annual calculation.</p> <p>Overall number of days lost per employee had fallen during 2014/15 but in the last few months it has been steadily increasing to previous levels. Managers require to closely monitor and manage the situation to continue to improve the statistics and overall absence levels in the Council.</p>		

SCW27	The number of Agency staff		
	Status		
	Data Period	Q1 2015/16	
	Value	18.33	
	Target	N/A	
	Long Trend		
	Short Trend		
	Data Source		
	Paul Toseland		
	Managed By		
	Paul Toseland		
Narrative and Analysis			
<u>Q1 2015/16</u>			
All requests for the need to employ agency staff are required to be submitted to a Head of Service for consideration.			
There are no comparative figures as figures are solely for Adult Services.			



SCW23	% of enquiries acknowledged within 5 day timescale				
SCW24	% of enquiries responded to within 15 day timescale				
 <p>— SCW23 — SCW24</p>					Status 
					Data Period Q1 2015/16
					Value SCW23 96% SCW24 75%
					Target SCW23 100% SCW24 75%
					Long Trend SCW23  SCW24 
					Short Trend SCW23  SCW24 
					Data Source Complaints, Rights & Enquiries Team
					Managed By Kate MacKay
Narrative and Analysis					
<u>Q1 2015/16</u>					
<p>In period 1, there were 27 enquiries received by the CRE team.</p> <ol style="list-style-type: none"> 1. Of those that required an acknowledgment (24 out of 27) 23 (96%) received this within the corporate timeframe. The ones which were not acknowledged were due to an oversight. 2. As of 30 July 2015, 20 (75%) have been completed within the corporate timeframe. 7 (25%) have not been completed within the corporate timeframe (one of which is still outstanding). Of the completed late responses, there have been delays ranging from 3 - 15 days. Staff absence and late responses have been the main causes of delay. 					

SCW39		% of freedom of information requests responded to within timescales											
 <table><caption>Data for Freedom of Information Response Timescales</caption><thead><tr><th>Quarter</th><th>% of requests responded to within timescales</th></tr></thead><tbody><tr><td>Q2 2014/15</td><td>91%</td></tr><tr><td>Q3 2014/15</td><td>82%</td></tr><tr><td>Q4 2014/15</td><td>85%</td></tr><tr><td>Q1 2015/16</td><td>73%</td></tr></tbody></table>	Quarter	% of requests responded to within timescales	Q2 2014/15	91%	Q3 2014/15	82%	Q4 2014/15	85%	Q1 2015/16	73%	Status		
	Quarter	% of requests responded to within timescales											
	Q2 2014/15	91%											
	Q3 2014/15	82%											
	Q4 2014/15	85%											
	Q1 2015/16	73%											
	Data Period	Q1 2015/16											
	Value	73%											
	Target	100%											
Long Trend													
Short Trend													
Data Source	Complaints, Rights & Enquiries Team												
Managed By	Kate MacKay												

Narrative and Analysis	
<p>Q1 2015/16</p> <p>In period 1, there were 15 FOIs received by the CRE team.</p> <ul style="list-style-type: none">11 (73% were completed within the statutory timeframe. 4 (26%) were late, with delays ranging from 1 – 8 days. Late responses from the investigating officers were the cause of the delays. <p>There were 14 FOIs which related to both Adults and Children’s, of which 11 (79%) were completed on time and 3 (21%) completed outwith timescales.</p> <p>In period 1, there were 14 FOIs received by the CRE team.</p> <ul style="list-style-type: none">11 (79%) were completed within the statutory timeframe. 3 (21%) were late, with delays ranging from 2 - 12 days. Late responses from the investigating officer were the cause of the delays.	

LINKS

Scottish Government Community Care Quarterly Survey

<http://www.scotland.gov.uk/Topics/Statistics/Browse/Health/Data/QuarterlySurvey/QRTDATAECWT>

Northern Community Justice Authority reports

<http://www.northerncja.org.uk/Annual-Reports-incl-MAPPA>

Adult Protection Committee Biennial Report

<http://www.scotland.gov.uk/Topics/Health/Support-Social-Care/Adult-Support-Protection/Committees/BiennialReport-2012>

PERFORMANCE REPORT LINKS TO STRATEGY MAP 2015

Adults

People at risk are protected	People are effectively supported within their families and communities	People fully participate in individual and service planning, review and delivery	Wellbeing is promoted in all care groups	Our resources are managed effectively	Our organisation is effective
SCW17a Number of referrals of adults (18-64) cases	SOA8/906x % of people 65+ with intensive care needs receiving care at home			SCW1 Average number of days per employee lost through sickness absence - Social Care and Wellbeing	SCW73 Criminal Justice: Community Payback Orders (including Transferred CPO's)
SCW17b Number of referrals of adults (65+) cases				SCW27 The number of Agency staff	SCW74 Criminal Justice: Social Work Reports (including supplementary CJSW reports)
SCW70 Number of new referrals within Adult Protection procedures					SCW20 % of formal complaints acknowledged within 5 day timescale
SCW71 Number of New Referrals Progressing to Initial Investigation Under Adult Protection Procedures					SCW21 % of formal complaints responded to within 28 day timescale
					SCW23 % of enquiries acknowledged within 5 day timescale
					SCW24 % of enquiries responded to within 15 day timescale
					SCW39 % of freedom of information requests responded to within timescales