

COMMITTEE	Education and Children's Services Committee
DATE	28 <sup>th</sup> January 2016
DIRECTOR	Judith Proctor
TITLE OF REPORT	Adult Services Performance Report
REPORT NUMBER	ECS/SCW/021
CHECKLIST COMPLETED	Yes

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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 which will be overseen by the Integrated Joint Board following its establishment in April 2016.

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. Improvement in the services provided by the Adult Social Work Services impacts positively on communities across the City.

5. BACKGROUND/MAIN ISSUES

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. Web links to each of these reports are 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 on Adults Social Work only. There is no previous comparison data for these measures as they were previously reported as a combined figure, with children's social work services, for all staff in the former Social Care and Wellbeing Directorate.

## 6. IMPACT

### **Improving Customer Experience –**

Accurate performance information assists in the planning and design of services around both current and future needs. It informs of both the volume and diversity of the services being provided.

### **Improving Staff Experience –**

Performance Information helps to inform the management of services, including tracking of both Statutory and local initiatives and the impact of these on staff and our service users.

### **Improving our use of Resources –**

The Council has a legal duty to be open and accountable; performance information enables the monitoring of service delivery across a varied range of provided by and commissioned services.

### **Corporate -**

Aberdeen the Smarter City:

*Smarter Governance (Participation)*

We will encourage and support citizens to participate in the development, design and decision making of services to promote civic pride, active citizenship and resilience.

*Smarter Living (Quality of Life)*

We will enhance the physical and emotional wellbeing of all our citizens by offering support and activities which promote independence, resilience, confidence and self-esteem.

**Public –**

The Council has a duty to ensure that best value is considered in all of its operations and this report helps to inform that process.

7. MANAGEMENT OF RISK

The Council has a duty to manage the risks inherent in the operation of diverse and complex services. These risks are minimised by the regular reporting of performance information to services and corporately by Elected Members. This report has been produced to provide an overview of the current operating position.

8. BACKGROUND PAPERS

Performance Information was extracted from management and client information systems to populate this report.

9. REPORT AUTHOR DETAILS

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

☎ 01224 523387

✉ [tgillespie@aberdeencity.gov.uk](mailto:tgillespie@aberdeencity.gov.uk)

## APPENDIX A

### Health and Social Care Adult Services Performance Report

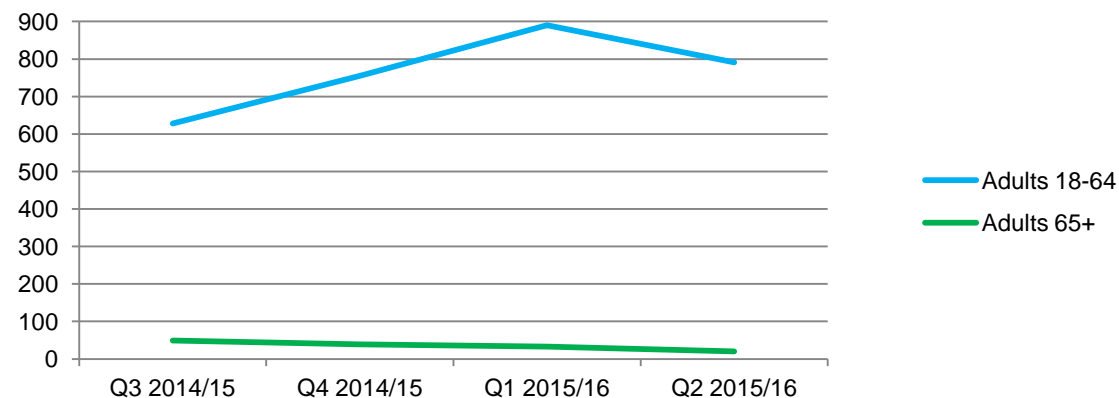
Non SPI performance indicators

Generated on: 30 September 2015

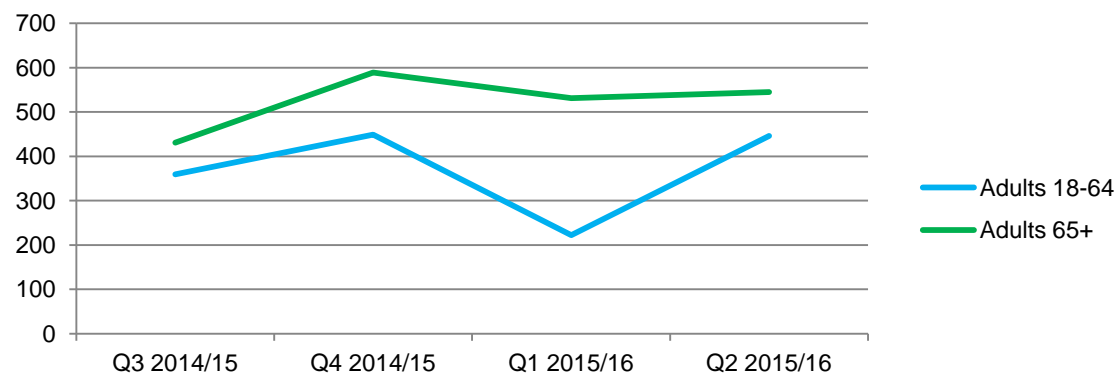
SCW17a	Number of referrals of adults (18-64) cases																																													
SCW17b	Number of referrals of adults (65+) cases																																													
<table border="1"> <caption>Line Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Adults 18-64</th> <th>Adults 65+</th> </tr> </thead> <tbody> <tr> <td>Q3 2014/15</td> <td>1100</td> <td>500</td> </tr> <tr> <td>Q4 2014/15</td> <td>1350</td> <td>650</td> </tr> <tr> <td>Q1 2015/16</td> <td>1250</td> <td>580</td> </tr> <tr> <td>Q2 2015/16</td> <td>1350</td> <td>580</td> </tr> </tbody> </table>			Quarter	Adults 18-64	Adults 65+	Q3 2014/15	1100	500	Q4 2014/15	1350	650	Q1 2015/16	1250	580	Q2 2015/16	1350	580	<table border="1"> <tr> <td><b>Status</b></td> <td colspan="2"></td> </tr> <tr> <td><b>Data Period</b></td> <td colspan="2">Q2 2015/16</td> </tr> <tr> <td rowspan="2"><b>Value</b></td> <td>SCW17a</td> <td></td> </tr> <tr> <td>SCW17b</td> <td></td> </tr> <tr> <td><b>Target</b></td> <td colspan="2">N/A</td> </tr> <tr> <td><b>Long Trend</b></td> <td></td> <td></td> </tr> <tr> <td><b>Short Trend</b></td> <td></td> <td></td> </tr> <tr> <td><b>Data Source</b></td> <td colspan="2">CareFirst (Alastair Condie)</td> </tr> <tr> <td rowspan="2"><b>Managed By</b></td> <td>SCW17a</td> <td>Tom Cowan</td> </tr> <tr> <td>SCW17b</td> <td>Tom Cowan</td> </tr> </table>	<b>Status</b>			<b>Data Period</b>	Q2 2015/16		<b>Value</b>	SCW17a		SCW17b		<b>Target</b>	N/A		<b>Long Trend</b>			<b>Short Trend</b>			<b>Data Source</b>	CareFirst (Alastair Condie)		<b>Managed By</b>	SCW17a	Tom Cowan	SCW17b	Tom Cowan
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<b>Managed By</b>	SCW17a	Tom Cowan																																												
	SCW17b	Tom Cowan																																												
Narrative and Analysis																																														
<b>SCW17a (Adult 18-64)</b> (see breakdown on page 6)	<b>Q2 2015/16</b> Figures taken from careFirst for July to September 2015 July = 484                      August = 442                      September = 419																																													
	<b>SCW17b (Adult 65+)</b>	<b>Q2 2015/16</b> Figures taken from careFirst for July to September 2015. July = 194                      August = 192                      September = 187																																												

### BREAKDOWN OF OUTCOME OF REFERRALS

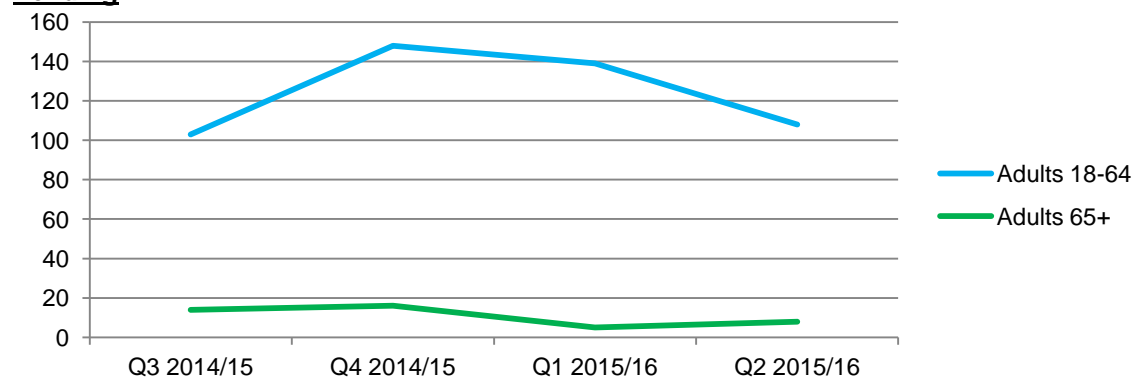
#### No further action



#### Proceed to...



#### Pending



### FIGURES FOR Q2 2015/16

	Total	No further action	Proceed to...	Pending
<b>SCW17a</b>	1345	791	446	108
<b>SCW17b</b>	573	20	545	8

### BREAKDOWN OF SCW17a

TEAM	Number
Adult Mental Health 1	39
Adult Mental Health 2	44
Adult Mental Health 3	29
Adult Protection	99
ARI	20
Caledonian System	80
Care Management North	33
Customer Service Centre	38
Community LD Team	10
Duty Team	694
Integrated Alcohol Service	115
Integrated Drugs Service	71
Old Age Psychiatry	7
Out of Hours Team	43
Planned Discharge Team ARI	5
CJ Admin	8
Care Management Central North	10
<b>TOTAL</b>	<b>1345</b>

**BREAKDOWN OF CLIENTS PER CLIENT GROUP**

Snapshot of client groups for people with an allocation relationship as at 30/09/2015 (end of Q2 2015/16)

<b>Client Group</b>	<b>No. of clients</b>
Adult Criminal Justice	869
Alcohol Misuse	38
Carer	33
Drugs Misuse	19
Elderly Client 65+	3,466
Elderly Client 65+ with Dementia	1,050
Learning disability	542
Mental health	536
Other Adult Client	217
Physical Disability	623
Physical Health	519
<b>TOTAL</b>	<b>10,243</b>

**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

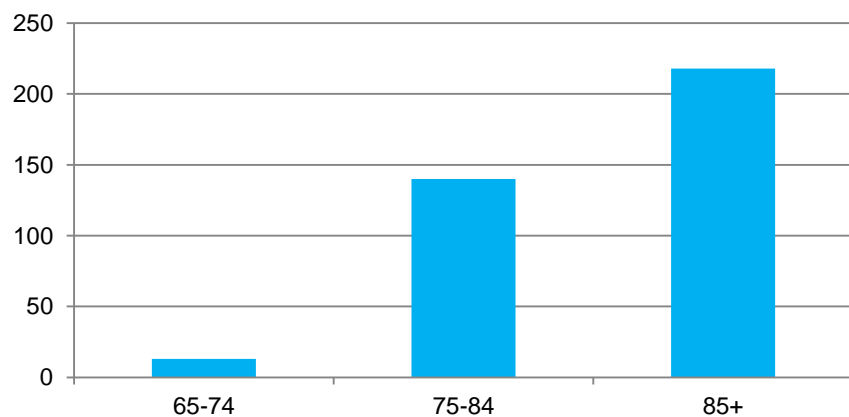
SOA8/906x	% of people 65+ with intensive care needs receiving care at home		
	<b>Status</b>		
	<b>Data Period</b>	Q2 2015/16	
	<b>Value</b>	29%	
	<b>Target</b>		
	<b>Long Trend</b>		
	<b>Short Trend</b>		
	<b>Data Source</b>		
	Quarterly Community Care Return		
<b>Managed By</b>			
Tom Cowan			

**Narrative and Analysis**

**Q2 2015/16**

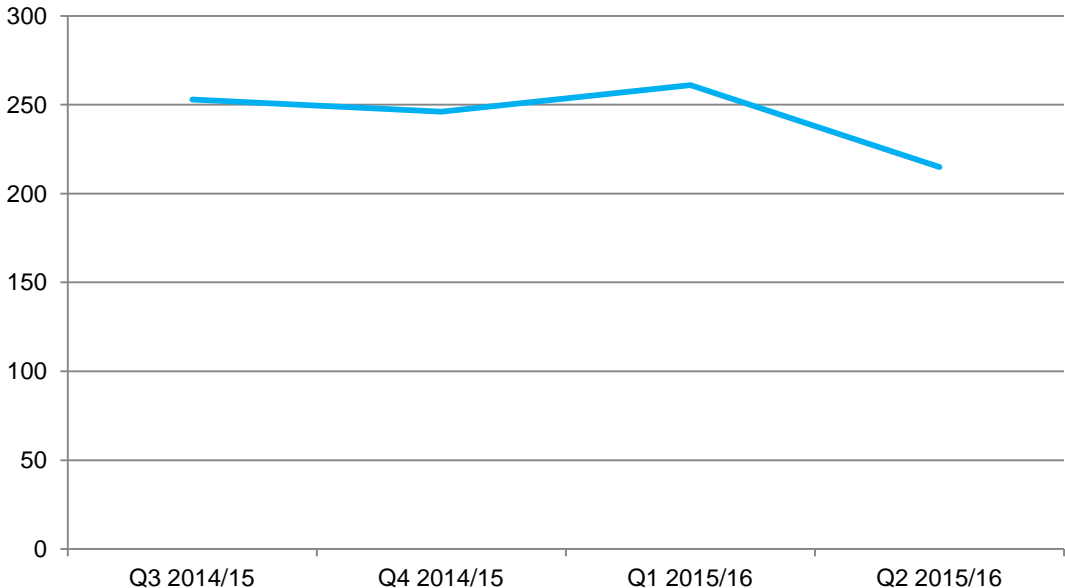



This metric remains relatively flat. This is primarily due to ongoing issues with obtaining care at home provision given the local failures in the care market presently.

**BREAKDOWN OF AGES OF PEOPLE 65+ WITH INTENSIVE CARE NEEDS RECEIVING CARE AT HOME FOR Q2 2015/16**



**Q2 2015/16**

Age bracket	Number of people	Percentage
65-74	78	18%
75-84	142	33%
85+	207	48%

SCW70	Number of new referrals within Adult Protection procedures											
 <table border="1"> <caption>Data for Line Chart</caption> <thead> <tr> <th>Quarter</th> <th>Number of new referrals</th> </tr> </thead> <tbody> <tr> <td>Q3 2014/15</td> <td>250</td> </tr> <tr> <td>Q4 2014/15</td> <td>245</td> </tr> <tr> <td>Q1 2015/16</td> <td>260</td> </tr> <tr> <td>Q2 2015/16</td> <td>215</td> </tr> </tbody> </table>	Quarter	Number of new referrals	Q3 2014/15	250	Q4 2014/15	245	Q1 2015/16	260	Q2 2015/16	215	<b>Status</b>	
	Quarter	Number of new referrals										
	Q3 2014/15	250										
	Q4 2014/15	245										
	Q1 2015/16	260										
	Q2 2015/16	215										
	<b>Data Period</b>	Q2 2015/16										
	<b>Value</b>	215										
<b>Target</b>	N/A											
<b>Long Trend</b>												
<b>Short Trend</b>												
<b>Data Source</b>												
David Waite CF Team Data Summary Sheet												
<b>Managed By</b>												
Scott Wilson												

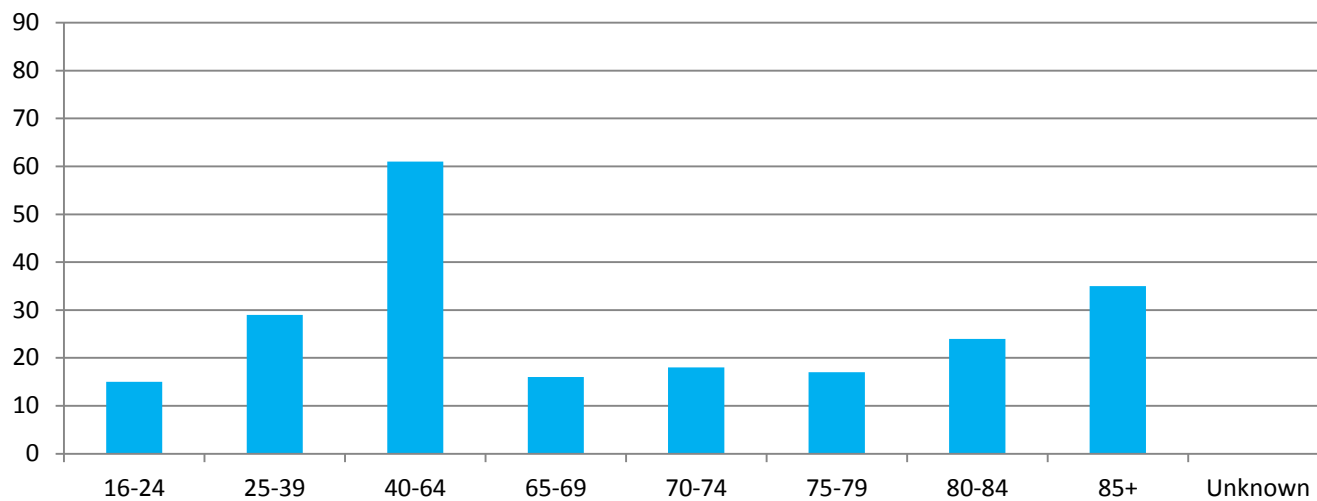
**Narrative and Analysis**

**Q2 2015/16**

The finalised figures for July, August and September 2015 reflect a reduction in the rate of concerns reported to the APU. Referral numbers reduced in August (69) in comparison to July (82) by 13. In September (40) the reduction was more marked by around 50% in comparison to July, however please note that the figures for this month are very low due to the data being pulled 9 days before the end of the month and the fact that 7 referrals are pending screening. There may also be a 'seasonal' reason for this reduction due to being a peak holiday period but this cannot be quantified without further investigation.

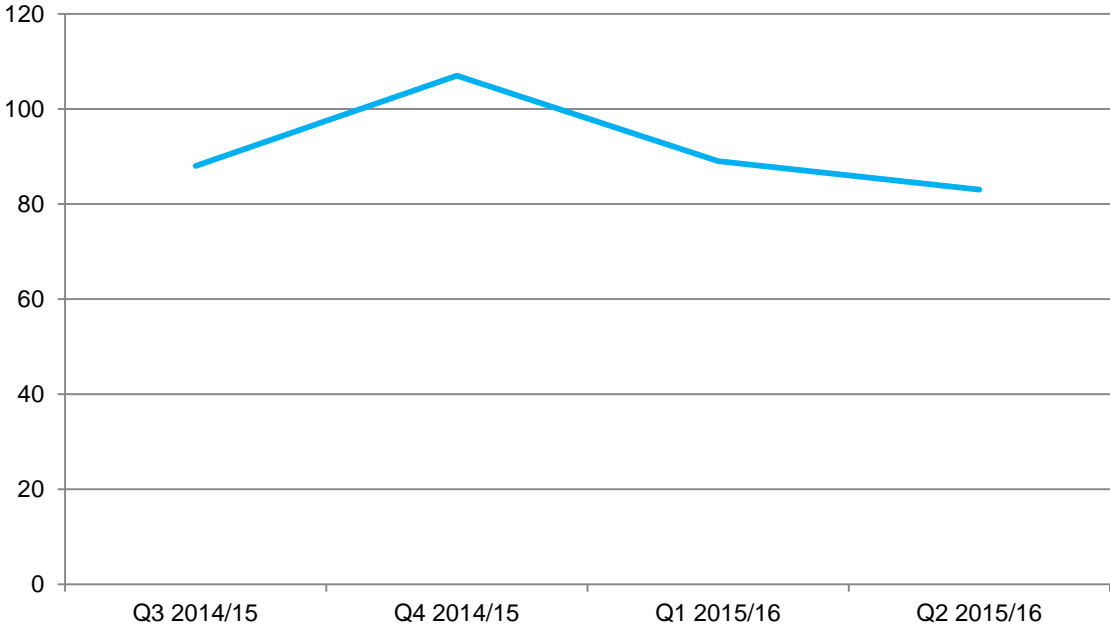





**AGE BREAKDOWN OF ADULT PROTECTION REFERRALS FOR Q2 2015/16**

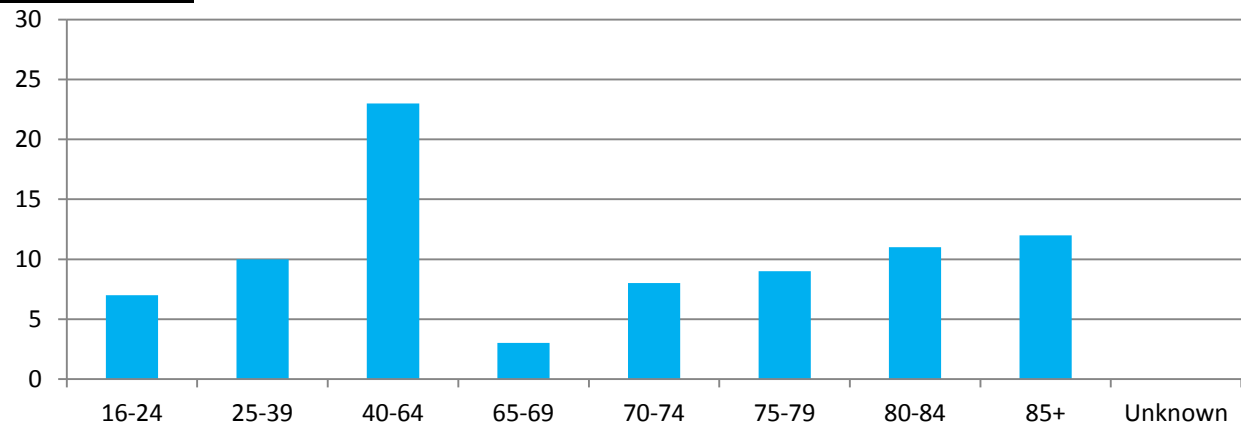


Age Bracket	Total
16-24	15
25-39	29
40-64	61
65-69	16
70-74	18

Age Bracket	Total
75-79	17
80-84	24
85+	35
Not Known	0
<b>Total</b>	<b>215</b>

SCW71	Number of New Referrals Progressing to Initial Investigation Under Adult Protection Procedures											
 <table border="1" data-bbox="264 183 1370 810"> <caption>Data for Line Graph</caption> <thead> <tr> <th>Quarter</th> <th>Number of Referrals</th> </tr> </thead> <tbody> <tr> <td>Q3 2014/15</td> <td>88</td> </tr> <tr> <td>Q4 2014/15</td> <td>108</td> </tr> <tr> <td>Q1 2015/16</td> <td>90</td> </tr> <tr> <td>Q2 2015/16</td> <td>83</td> </tr> </tbody> </table>	Quarter	Number of Referrals	Q3 2014/15	88	Q4 2014/15	108	Q1 2015/16	90	Q2 2015/16	83	<b>Status</b>	
	Quarter	Number of Referrals										
	Q3 2014/15	88										
	Q4 2014/15	108										
	Q1 2015/16	90										
	Q2 2015/16	83										
	<b>Data Period</b>	Q2 2015/16										
	<b>Value</b>	<b>83</b>										
<b>Target</b>	N/A											
<b>Long Trend</b>												
<b>Short Trend</b>												
<b>Data Source</b>												
David Waite - CF Team - Data Summary Sheet												
<b>Managed By</b>												
Scott Wilson												
<b>Narrative and Analysis</b>												
<p data-bbox="98 871 241 895"><b><u>Q2 2015/16</u></b></p> <p data-bbox="98 935 2168 959">The disposal of reports screened in August and September do not reflect a consistency with previous statistics reflecting the pattern of disposal first noted in March of this year.</p> <p data-bbox="98 999 2168 1023">One half of referrals in August and September resulted in further inquiry under ASP. Prior to this it around one third of referrals progressed to inquiry.</p> <p data-bbox="98 1062 2168 1110">The number of self-referrals slightly increased in August and September. Reporting from all professional groups remains at steady levels only less in numbers from the previous 2 months.</p>												

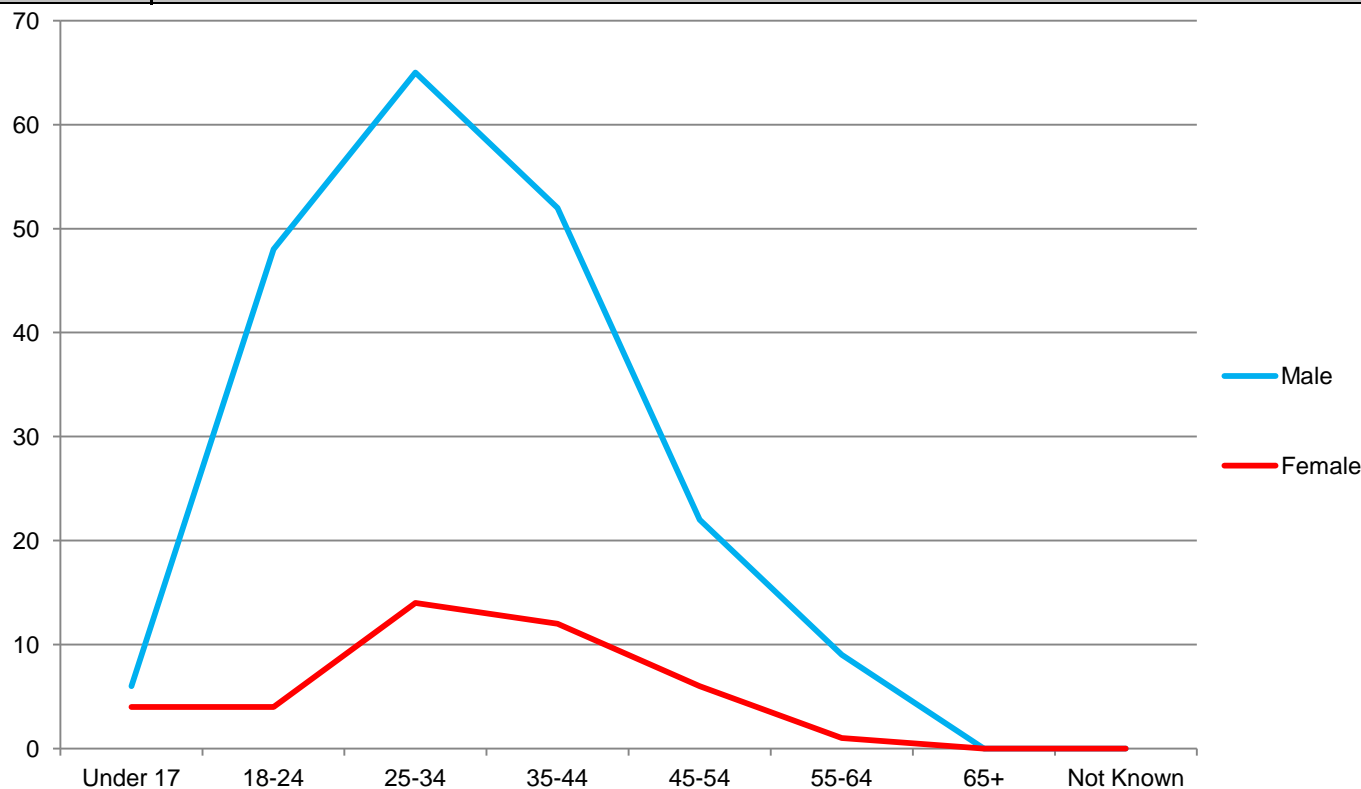
**AGE BREAKDOWN OF ADULT PROTECTION REFERRALS PROGRESSING TO INITIAL INVESTIGATION FOR Q2 2015/16**



Age Bracket	Total
16-24	7
25-39	10
40-64	23
65-69	3
70-74	8

Age Bracket	Total
75-79	9
80-84	11
85+	12
Not Known	0
<b>Total</b>	<b>83</b>

**SCW73 Criminal Justice: Community Payback Orders (including Transferred CPOs)**



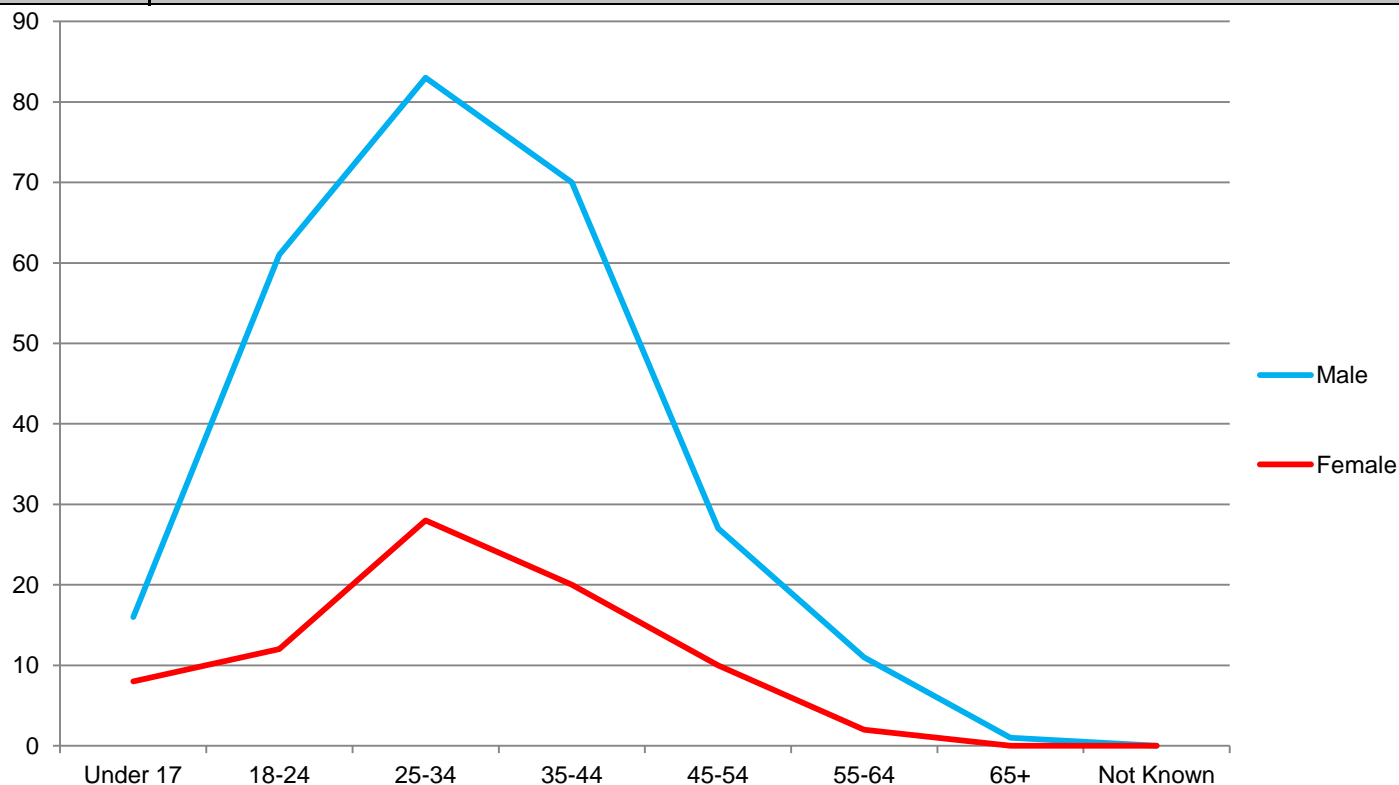
<b>Status</b>				
<b>Data Period</b>	Q2 2015/16			
<b>Target</b>	N/A			
<b>Values</b>				
<b>Male</b>	17 and under	6	18-24	48
	25-34	65	35-44	52
	45-54	22	55-64	9
	65+	0	Not Known	0
<b>Female</b>	17 and under	4	18-24	4
	25-34	14	35-44	12
	45-54	6	55-64	1
	65+	0	Not Known	0
<b>Data Source</b>				
Ross Kennedy, Information & Research Assistant				
<b>Managed By</b>				
Lesley Simpson				

**Narrative and Analysis**

**Q2 2015/16**

This refers to individuals with new Community Payback Orders imposed during the period (including CPOs transferred in). No target can be set. It should be noted that in the region of 90% of CPOs have an Unpaid Work Requirement.

**SCW74 Criminal Justice: Social Work Reports (including supplementary CJSW reports)**



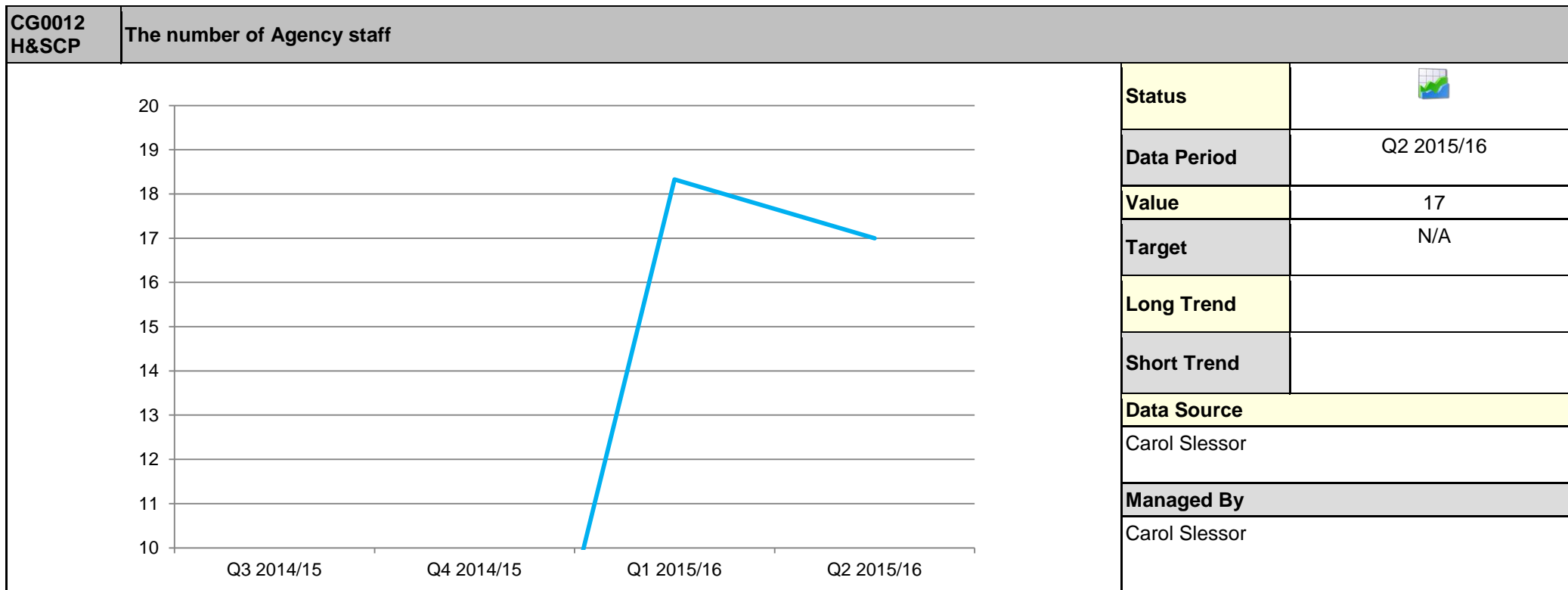
<b>Status</b>				
<b>Data Period</b>	Q2 2015/16			
<b>Target</b>	N/A			
<b>Values</b>				
<b>Male</b>	17 and under	16	18-24	61
	25-34	883	35-44	70
	45-54	27	55-64	11
	65+	1	Not Known	0
<b>Female</b>	17 and under	8	18-24	12
	25-34	28	35-44	20
	45-54	10	55-64	2
	65+	0	Not Known	0
<b>Data Source</b>				
Ross Kennedy, Information & Research Assistant				
<b>Managed By</b>				
Lesley Simpson				

**Narrative and Analysis**

**Q2 2015/16**

This refers to individuals with Criminal Justice Social Work Reports to Court (including Supplementary Reports but excluding Progress Reports) but does not include reports to the Parole Board etc. For the 349 people reported above 429 Criminal Justice Social Work Reports to Court were requested. No target can be set for the number of reports requested, as this is the decision of the Court, but it should be noted that more than 99% of court reports are submitted on time i.e. by noon on the day prior to Court.

SCW1	Average number of days per employee lost through sickness absence - Social Care and Wellbeing																														
<table border="1"> <caption>Line Graph Data</caption> <thead> <tr> <th>Quarter</th> <th>Average number of days per employee lost</th> </tr> </thead> <tbody> <tr> <td>Q3 2014/15</td> <td>11.2</td> </tr> <tr> <td>Q4 2014/15</td> <td>11.4</td> </tr> <tr> <td>Q1 2015/16</td> <td>13.7</td> </tr> <tr> <td>Q2 2015/16</td> <td>13.6</td> </tr> </tbody> </table>	Quarter	Average number of days per employee lost	Q3 2014/15	11.2	Q4 2014/15	11.4	Q1 2015/16	13.7	Q2 2015/16	13.6	<table border="1"> <tr> <td data-bbox="1570 169 1787 220"><b>Status</b></td> <td data-bbox="1794 169 2168 220"> </td> </tr> <tr> <td data-bbox="1570 225 1787 296"><b>Data Period</b></td> <td data-bbox="1794 225 2168 296">Q2 2015/16</td> </tr> <tr> <td data-bbox="1570 301 1787 373"><b>Value</b></td> <td data-bbox="1794 301 2168 373">13.6</td> </tr> <tr> <td data-bbox="1570 378 1787 450"><b>Target</b></td> <td data-bbox="1794 378 2168 450">11.3</td> </tr> <tr> <td data-bbox="1570 454 1787 526"><b>Long Trend</b></td> <td data-bbox="1794 454 2168 526"> </td> </tr> <tr> <td data-bbox="1570 531 1787 603"><b>Short Trend</b></td> <td data-bbox="1794 531 2168 603"> </td> </tr> <tr> <td colspan="2" data-bbox="1570 608 2168 667"><b>Data Source</b></td> </tr> <tr> <td colspan="2" data-bbox="1570 671 2168 743">Carol Slessor</td> </tr> <tr> <td colspan="2" data-bbox="1570 748 2168 807"><b>Managed By</b></td> </tr> <tr> <td colspan="2" data-bbox="1570 812 2168 850">Kate MacKay</td> </tr> </table>	<b>Status</b>		<b>Data Period</b>	Q2 2015/16	<b>Value</b>	13.6	<b>Target</b>	11.3	<b>Long Trend</b>		<b>Short Trend</b>		<b>Data Source</b>		Carol Slessor		<b>Managed By</b>		Kate MacKay	
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Kate MacKay																															
<b>Narrative and Analysis</b>																															
<b>Q2 2015/16</b>																															
<p>2014/15 figures show combined figures for Children's and Adult Social Work. Figures for Adults from Q2 2015/16 are comparable to the previous figures for the old SCWB Service.</p>																															
<p>Average of monthly sickness absence figures for July to September 2015:            July = 13.5            August = 13.4            September = 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.            Figure shows a small fall from previous quarter.            Managers require to closely monitor and manage the situation to continue to improve the statistics and overall absence levels in the Council.</p>																															



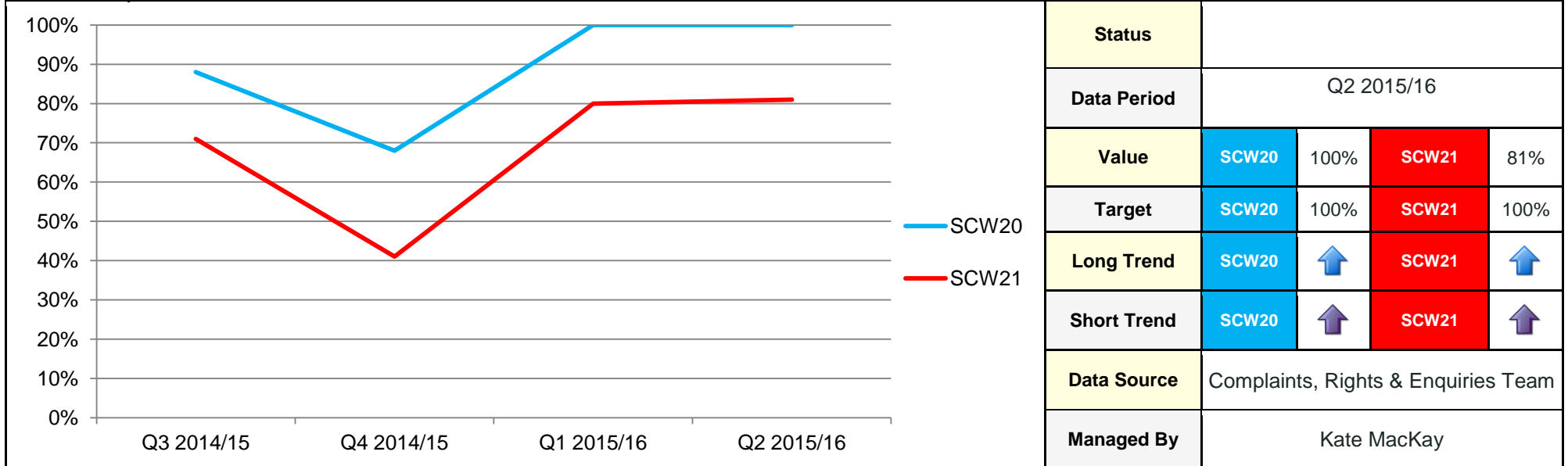
**Narrative and Analysis**

**Q2 2015/16**

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 prior to Q1 2015/16 as this was previously reported as a whole SCWB figure.

<b>SCW20</b>	<b>% of formal complaints acknowledged within 5 day timescale</b>
<b>SCW21</b>	<b>% of formal complaints responded to within 28 day timescale</b>



<b>Status</b>				
<b>Data Period</b>	Q2 2015/16			
<b>Value</b>	SCW20	100%	SCW21	81%
<b>Target</b>	SCW20	100%	SCW21	100%
<b>Long Trend</b>	SCW20	↑	SCW21	↑
<b>Short Trend</b>	SCW20	↑	SCW21	↑
<b>Data Source</b>	Complaints, Rights & Enquiries Team			
<b>Managed By</b>	Kate MacKay			

**Narrative and Analysis**

**Q2 2015/16**

In period 2, there were 26 complaints received by the CRE team.

- Of the 26 complaints received, 20 were statutory complaints, 4 were corporate investigative complaints and 2 were appeals to stage 2 of the complaints process.
- Of the 20 statutory complaints, 8 were formal complaints and 12 were frontline.
- 24 of the 26 complaints required acknowledgement. All were acknowledged on time.
- 3 complaint responses were late, 2 are ongoing (one of which has exceeded statutory deadlines).
- Of the completed late responses, there have been delays ranging from 7-13 days. Late responses from the investigating officer and delays caused by workload in the CRE team were the causes of the delays.
- 4 holding letters were sent out, with the newly agreed response date being met in 3 cases. The fourth case is ongoing, but already outwith statutory deadlines.



SCW23	% of enquiries acknowledged within 5 day timescale				
SCW24	% of enquiries responded to within 15 day timescale				
<p>— SCW23 — SCW24</p>	<b>Status</b>				
	<b>Data Period</b>	Q2 2015/16			
	<b>Value</b>	SCW23	100%	SCW24	83%
	<b>Target</b>	SCW23	100%	SCW24	75%
	<b>Long Trend</b>	SCW23	↓	SCW24	↓
	<b>Short Trend</b>	SCW23	↑	SCW24	↑
	<b>Data Source</b>	Complaints, Rights & Enquiries Team			
	<b>Managed By</b>	Kate MacKay			
<b>Narrative and Analysis</b>					
<b>Q2 2015/16</b>					
<p>In period 2, there were 29 enquiries received by the CRE team.</p> <ul style="list-style-type: none"> <li>• Of those that required an acknowledgment (19 out of 29) all received this within the corporate timeframe.</li> <li>• 24 of the 29 enquiries were answered on time. The three late responses were delayed by periods of between 3 – 46 days.</li> <li>• Late responses from staff were the cause of the delays.</li> </ul>					

SCW39	% of freedom of information requests responded to within timescales											
<table border="1"> <caption>Data for % of freedom of information requests responded to within timescales</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <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> <tr> <td>Q2 2015/16</td> <td>100%</td> </tr> </tbody> </table>	Quarter	Percentage	Q3 2014/15	82%	Q4 2014/15	85%	Q1 2015/16	73%	Q2 2015/16	100%	<b>Status</b>	
	Quarter	Percentage										
	Q3 2014/15	82%										
	Q4 2014/15	85%										
	Q1 2015/16	73%										
	Q2 2015/16	100%										
	<b>Data Period</b>	Q2 2015/16										
	<b>Value</b>	<b>100%</b>										
	<b>Target</b>	100%										
<b>Long Trend</b>	↓											
<b>Short Trend</b>	↓											
<b>Data Source</b>	Complaints, Rights & Enquiries Team											
<b>Managed By</b>	Kate MacKay											

### Narrative and Analysis

#### Q2 2015/16

In period 2, there were 5 FOIs received by the CRE team.

- All 5 were completed on time.

There were 16 FOIs which related to both Adults' and Children's Services

- All were completed on time

**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**

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