

ABERDEEN CITY COUNCIL

COMMITTEE Social Care and Wellbeing DATE 3rd June 2010

DIRECTOR Fred McBride

TITLE OF REPORT Revised Performance Indicator Suite for Social Care and Wellbeing Service

REPORT NUMBER SCW/10/069

1. PURPOSE OF REPORT

The purpose of this report is to seek elected members' agreement to a suite of regular performance information to the Social Care and Wellbeing Committee and the Adults and Children's Sub Committees.

2. RECOMMENDATION(S)

It is recommended that the Committee:

- 2.1 Approve the indicators attached in Appendix 1;
- 2.2 Note the reporting frequency of each indicator;
- 2.3 Note that the indicator suite will be subject of continual review to ensure that the information provided to elected members is appropriate and timely;
- 2.4 Note that work is ongoing within the Social Care and Wellbeing Service to develop a Performance Management Framework for the service.

3. FINANCIAL IMPLICATIONS

There are no financial implications associated with this report.

4. SERVICE & COMMUNITY IMPACT

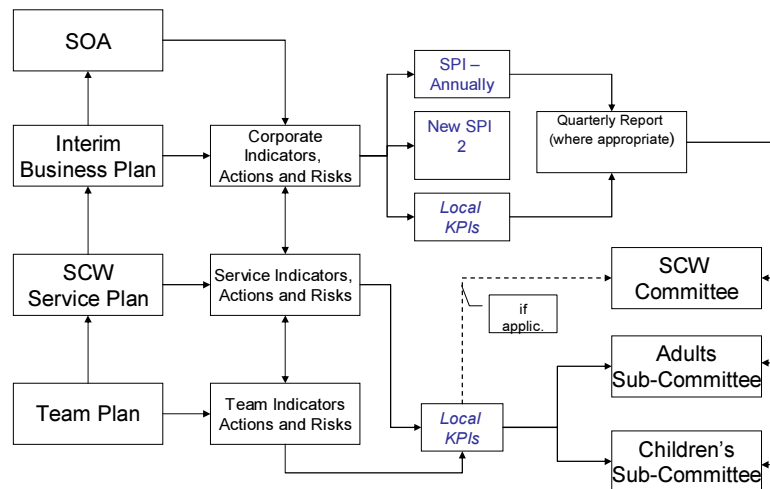
Whilst there is no direct impact associated with this report, the indicators contained at Appendix 1 contain the measures to be used to demonstrate how well the Service is meeting its performance targets. These targets are informed by national and local strategies and priorities. By improving Performance Management reporting we will become more outcome focused and be able to demonstrate better outcomes for service users.

5. OTHER IMPLICATIONS

There are no other implications associated with this report.

6. REPORT

- 6.1 The indicator suite contained at Appendix 1 contains those indicators which the Social Care and Wellbeing Service intends to report to the Social Care and Wellbeing Committee and its associated sub-committees. Work has commenced within the Social Care and Wellbeing Service to define the data to be collected, to establish baseline information and to set performance targets (where these are appropriate). The first reporting of performance will be to the meeting of this Committee in September 2010.
- 6.2 Work is ongoing within the Service to define lower level indicators, which will be used for managing the performance of the Service. It is not intended that these are reported to Committee, although they will be used to highlight areas of pressure and demand and any performance issues, to the Committee, as required.
- 6.3 A performance management framework for the Social Care and Wellbeing Service will link all elements of performance within the service, from individual development plans through to outcomes contained within the Single Outcome Agreement to nationally agreed objectives. This is represented below:



SOA – Single Outcome Agreement

SPI – Statutory Performance Indicator KPI – Key Performance Indicator

- 6.4 The indicator suite at Appendix 1 will be the subject of review, as we continue to develop our key strategic documents, including our Service Business Plan. One of the key outputs of the continuing work to refine the Service Business Plan will be the development of outcome indicators to measure our progress in achieving our strategic objectives.

7. REPORT AUTHOR DETAILS

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8. BACKGROUND PAPERS

The suite of performance indicators at Appendix 1 has been informed by the Single Outcome Agreement, the Local Community Care Outcome Indicators, national and local strategic documents, the performance indicator suite of Glasgow City Council and the Service Plan from Fife Council's Social Work Service.

Appendix 1 – Performance Indicator Suite for Social Care and Wellbeing Service

Shifting the Balance of Care

Adults and Older People and Rehabilitation Services

Performance Indicator	Reporting to	Reporting Frequency	Responsible Officer
Home Care a) the number of people age 65+ receiving homecare b) the number of homecare hours per 1,000 population age 65+ c) As a proportion of home care clients age 65+ the number receiving (i) Personal Care (ii) A service during evenings / overnight (iii) A service at weekends	SC&W Committee	Annual (SPI 1)	Liz Taylor
Total home care hours provided a) In House b) By other providers and broken down by sector	Adults Sub Committee	Annual	Liz Taylor
% of people 65+ with intensive needs receiving care at home	Adults Sub Committee	Annual	Liz Taylor
The number of patients waiting more than 6 weeks for discharge to an appropriate setting (<i>information will need to be provided by colleagues in NHS Grampian</i>)	Adults Sub Committee	Six Monthly	Liz Taylor

Performance Indicator	Reporting to	Reporting Frequency	Responsible Officer
Respite Care a) Total overnight respite nights provided for people aged 18-64 b) Total overnight respite nights provided for older people aged 65+ c) Total overnight respite nights in a care home, at home and other for people aged 18-64 d) Total overnight respite nights in a care home, at home and other for people aged 65+ e) Total daytime hours respite provided for people aged 18-64 f) Total daytime hours respite provided for people aged 65+ g) Total daytime hours respite provided in a care home, in a day care centre, at home and other for people aged 18-64 h) Total daytime hours respite provided in a care home, in a day care centre, at home and other for people aged 65+	SC&W Committee	Annual (Concordat Commitment)	Liz Taylor Tom Cowan
Number of people waiting for drug treatment services in Aberdeen City <i>(information will need to be provided by colleagues in NHS Grampian)</i>	SC&W Committee	Annually	Tom Cowan
Number of people waiting over a year to access drug treatment and rehabilitation services	Adults Sub Committee	Annually	Tom Cowan
% of people recovering from drug problems entering training, education or employment	Adults Sub Committee	Annually	Tom Cowan
Number of people waiting over a year to access integrated alcohol service	Adults Sub Committee	Annually	Tom Cowan
Number of referrals of Adults' Cases (18 to 64) by service	Adults Sub Committee	Quarterly	Tom Cowan
Number of referrals of Adults' Cases (65+)	Adults Sub Committee	Quarterly	Liz Taylor
% of adults and older people supported to stay at home	Adults Sub Committee	6 monthly	Tom Cowan Liz Taylor

Performance Indicator	Reporting to	Reporting Frequency	Responsible Officer
Number accommodated in care homes (long stay) a) Older People b) Aged 18-64 with a physical disability c) Aged 18-64 with a learning disability d) Aged 18-64 with a MH problem	Adults Sub Committee	6 monthly	Tom Cowan Liz Taylor
% of carers who feel able to continue in the role	Adults Sub Committee	Annual	Liz Taylor
% of service user assessments completed to national standard	Adults Sub Committee	6 monthly	Liz Taylor
% of carers' assessments completed to national standard	Adults Sub Committee	6 monthly	Liz Taylor

Criminal Justice Social Work

Performance Indicator	SC&W Committee	Reporting Frequency	Responsible Officer
Social Enquiry Reports a) The number of reports submitted to the courts during the year b) The proportion of these submitted to courts by the due date	SC&W Committee	Annual (SPI 2)	Tom Cowan
Probation a) The number of new probation orders issued during the year b) The proportion of new probationers seen by a supervising officer within one week	SC&W Committee	Annual (SPI 2)	Tom Cowan

Community Service: a) The number of new community service orders issued during the year b) The average number of hours per week taken to complete orders	SC&W Committee	Annual (SPI 2)	Tom Cowan
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Children's Services

Performance Indicator	Reporting to	Reporting Frequency	Responsible Officer
Number and length of time on the child protection register	SC&W Committee (SPI 2) Children's Sub Committee	Annual 6 monthly	Susan Devlin
The number of children re-registering on the CPR within 2 years of being taken off the register	SC&W Committee (SPI 2) Children's Sub Committee	Annual 6 monthly	Susan Devlin
% of Looked After Accommodated Children with 3 or more placements in the current care episode	SC&W Committee (SPI 2)	Annual	Susan Devlin

	Children's Sub Committee	6 monthly	
% of looked after young people and families at risk supported to stay together or in their own community	SC&W Committee (SPI 2) Children's Sub Committee	Annual 6 monthly	Susan Devlin
The numbers of persistent young offenders	Children's Sub Committee	6 monthly	Susan Devlin
Number of additional foster carers and adopters recruited over 6 month period	Children's Sub Committee	6 monthly	Susan Devlin
Number and % of Looked After Children who are looked after: a) At Home b) In foster care (total and split by in Aberdeen City and outwith the City) c) With prospective adopters d) In residential units e) In residential schools f) In secure accommodation g) In Link Carer placements h) Other	Children's Sub Committee	Quarterly	Susan Devlin

Respite Care a) Total overnight respite nights provided relating to children in total b) Number and % of overnight respite nights in a care home, at home and other c) Total hours of daytime respite provided to children in total d) Number and % of daytime respite hours provided in a care home, in a day care centre, at home or other	SC&W Committee (Concordat Commitment)	Annual	Susan Devlin
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Managing the Workforce

Service Wide Indicators

Performance Indicator	Reporting to	Reporting Frequency	Responsible Officer
Average number of days lost through sickness absence	SC&W Committee	Quarterly	Fred McBride
Score for compliance with Health & Safety Matrix	SC&W Committee	Quarterly	Fred McBride
Number and % eligible staff appraised in the past year and of those appraised, % with a PDP	SC&W Committee	Quarterly	Fred McBride
% of identified senior staff who have undergone training in priority areas	SC&W Committee	Quarterly	Fred McBride
Use of agency staff	SC&W Committee	Monthly	Fred McBride
% of care staff with appropriate qualifications for the level of post held working in council residential homes for older people	Adults Sub Committee	Annually	Liz Taylor
% of care staff with appropriate qualifications for the level of post held working in council residential homes for other adults	Adults Sub Committee	Annually	Tom Cowan
% of care staff with appropriate qualifications for the level of post held working in council residential homes for children	Children's Sub Committee	Annually	Susan Devlin

The Personalisation of Services and Implementing our Joint Commissioning Strategy

Service Wide Indicators

Performance Indicator	Reporting to	Reporting Frequency	Responsible Officer
Number of people receiving self directed care	SC&W Committee	Quarterly	Tom Cowan
Number of formal complaints acknowledged within 5 day timescale	SC&W Committee	Quarterly	Fred McBride
Number of formal complaints responded to within 28 day timescale	SC&W Committee	Quarterly	Fred McBride
Number of enquiries acknowledged within 5 day timescale	SC&W Committee	Quarterly	Fred McBride
Number of enquiries responded to within 15 day timescale	SC&W Committee	Quarterly	Fred McBride
Number of freedom of information requests responded to within timescales	SC&W Committee	Quarterly	Fred McBride
% of clients who agree they have satisfying things to do	Adults Sub Committee	Annual	Liz Taylor Tom Cowan
% of clients who agree that they have good social contacts	Adults Sub Committee	Annual	Liz Taylor Tom Cowan
% of clients agreeing that they have support that is flexible and puts them in control	Adults Sub Committee	Annual	Liz Taylor Tom Cowan
% of palliative clients with their palliative and end of life care needs identified, assessed and planned with families and carers	Adults Sub Committee	Annual	Liz Taylor Tom Cowan
% of ACC clients who feel safer because of the Community Care Services they receive	Adults Sub Committee	Annual	Liz Taylor Tom Cowan

Number of people referred to employment services	Adults Sub Committee	Annual	Liz Taylor Tom Cowan
% of young people leaving care who have a pathway plan	Children's Sub Committee	6 monthly	Susan Devlin

Improving the Use of Resources

Adults and Older People and Rehabilitation Services

Performance Indicator	Reporting to	Reporting Frequency	Responsible Officer
Community Care Services: the number and % of people for whom the target for assessment was met (total and broken down by service)	Adults Sub Committee	Quarterly	Tom Cowan Liz Taylor
Community Care Services: the number and % of people for whom the target for delivery of service was met (total and broken down by service)	Adults Sub Committee	Quarterly	Tom Cowan Liz Taylor
Community Care Services: % of service users with a service package that has been reviewed within the last 12 months (total and broken down by service)	Adults Sub Committee	Quarterly	Tom Cowan Liz Taylor
Number of people waiting for an occupational therapy assessment: a) Less than 28 days b) 1 to 3 months c) 3 to 6 months d) 6 to 12 months e) More than 12 months	Adults Sub Committee	Quarterly	Liz Taylor
Number of new care packages approved and number of care packages closed in period (total and broken down by service)	Adults Sub Committee	Quarterly	Tom Cowan Liz Taylor
Every person under the guardianship of the local authority will have a supervising officer	Adults Sub Committee	Quarterly	Tom Cowan Liz Taylor

Number of people subject to orders under the MHA	Adults Sub Committee	Annual	Tom Cowan
Number of people using Mental Health employment service and people moving into employment, meaningful activity or other learning environments	Adults Sub Committee	Annual	Tom Cowan

Children's Services

Performance Indicator	Reporting to	Reporting Frequency	Responsible Officer
The number of social background reports submitted to the reporter during the year	Children's Sub Committee	Quarterly	Susan Devlin
The number of new supervision requirements made during the year	Children's Sub Committee	Quarterly	Susan Devlin
The proportion of children seen by a supervising officer within 15 days	Children's Sub Committee	Quarterly	Susan Devlin
Number and % of children with an allocated social worker	Children's Sub Committee	Quarterly	Susan Devlin
Number and % of Children on the CPR with an allocated social worker	Children's Sub Committee	Quarterly	Susan Devlin
The number of children we support with one or more parent with a substance misuse problem	Children's Sub Committee	Quarterly	Susan Devlin
Number and % of Children who are LAAC with an allocated social worker	Children's Sub Committee	Quarterly	Susan Devlin
Number and % of Children who are LAC with an allocated social worker	Children's Sub Committee	Quarterly	Susan Devlin

