

DECISION-MAKER: HEALTH OVERVIEW AND SCRUTINY PANEL
SUBJECT: ADULT SOCIAL CARE PERFORMANCE INDICATORS
DATE OF DECISION: 26 MARCH 2015
REPORT OF: HEAD OF ADULT SOCIAL CARE

CONTACT DETAILS

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STATEMENT OF CONFIDENTIALITY

None

BRIEF SUMMARY

This report provides a snapshot of the latest available national performance data for Adult Social care in Southampton for the Health Overview and Scrutiny Panel to consider future monitoring of Adult Social Care.

RECOMMENDATIONS:

- (i) Agree to receive reports on a quarterly basis on the progress being made against the 12 Adult Services KPI's set out in Appendix two and
- (ii) To determine any amendments to the proposed set of KPI's it would like to see.

REASONS FOR REPORT RECOMMENDATIONS

- 1. As part of the HOSP's terms of reference the panel has a role to monitor performance and outcomes for Adult Social Care Service in the City.

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

- 2. None

DETAIL (Including consultation carried out)

Background

- 3. Key performance indicators (KPI's) form an important part of the information required to determine and explain how an organisation or team is progressing towards its set goals. There is no specific standard around what is an ideal number of KPI's, in general terms anywhere between four to 15 indicators will be right for most teams. What is important is that those selected should be crucial to the success of the team or organisation.
- 4. The Chair of HOSP has asked for a brief report on performance indicators which could be used at future meetings of the Health Overview and Scrutiny Panel as a business monitoring tool.

5. This report provides members of the Panel with a snapshot of the latest available national performance data for Adult Social care in Southampton; the Adult Social Care Outcomes Framework (ASCOF) report. It goes on to make recommendations around the future use of a different range of more strategically useful performance data which are presented as ideas around which future monitoring by HOSP of the Adults agenda could be geared.

ADULT SOCIAL CARE OUTCOME FRAMEWORK (ASCOF)

6. The ASCOF data set is collected by the Health and Social Care Social Care Information Centre (HSCIC) on an annual basis. This means that the most recent data set available is that showing the position in 2013/14. Consequently the data is of limited real time value as it is now more than a year out of date. The most recently available set for Southampton City Council is shown in Appendix One. HSCIC run an ASCOF website which allows you to compare data from different local authority areas. Comparable local authorities are selected according to the Chartered Institute of Public Finance and Accountancy (CIPFA) Nearest Neighbour Model which identifies similarities between authorities based upon a range of socio-economic and demographic indicators.

SUGGESTED ALTERNATIVE SET OF KPI's.

7. Although the type of comparison described above can for instance be useful in identifying, partners with whom to benchmark or perhaps to identify best practice, in terms of a barometer by which Management and the HOSP board can measure the performance of the Adult Social Care Team (ASC) the ASCOF data and website are perhaps of less value. Rather a set of data is required which can be measured and monitored closely and regularly which shows that the required actions and activity needed to deliver improvements are well in hand.
8. Consequently, in Appendix two, a proposed set of 12 Key Performance Indicators (KPI's) is suggested which, if reported regularly to HOSP, would provide the board with that more timely check of performance. This would bring the board into the critical process of planning, monitoring and controlling key activities. It is envisaged that monitoring these KPI's will help to identify areas where some degree of future reengineering of the social work resources might be required to maintain or improve performance in the future.
9. The indicators suggested would amongst other things:
 - Provide an indication of the levels of satisfaction of people who receive a service from adult social care and whether it is making them feel safe,
 - Measure "the number of reviews each month that are over three months overdue" this would provide the board with an assurance that Southampton's residents were receiving the right level of support which reflects their current level of need,
 - Two of the proposed indicators are mirrored in the data set currently being constructed by the Safeguarding Adults board and are likely to complement any action plan which flows from the recent completion of a Peer Review of the Board,
 - Show the progress being made in increasing the number of residents

supported via a Direct Payment,

- Indicate the number of residents whom it has proved necessary to support in potentially expensive residential and nursing homes and;
- Keep the board abreast of any ongoing difficulties over delayed discharges from hospital which are classified as being the authorities' responsibility.

10. The indicators will be closely monitored within the People's Directorate Management team on a monthly basis and they will be used to drive productivity, ensure that residents are safe and that they are being assessed in a timely manner for the correct level of support. The regular monitoring of the 12 indicators set out in appendix two could also help HOSP to focus on a set of common goals for ASC and ensure that the achievement of those goals stays aligned with those of the Council. It is therefore suggested that the KPI's set out in Appendix two are reported to HOSP on a quarterly basis. If HOSP is in agreement with this suggestion then the suggested data set shown in Appendix Two will be populated and presented at the end of quarter one in 2015/16 to HOSP.

RECOMMENATIONS.

11. HOSP is asked to consider data sets and KPI's set out in Appendix One and Two and to :
- i. Agree to receive reports on a quarterly basis on the progress being made against the 12 Adult Services KPI's set out in Appendix two or;
 - ii. To determine any amendments to the proposed set of KPI's it would like to see.

RESOURCE IMPLICATIONS

Capital/Revenue

6. None

Property/Other

7. None

LEGAL IMPLICATIONS

Statutory power to undertake proposals in the report:

8. The powers and duties of health scrutiny are set out in the Local Government and Public Involvement in Health Act 2003.

Other Legal Implications:

15. None

POLICY FRAMEWORK IMPLICATIONS

16. None

KEY DECISION?

No

WARDS/COMMUNITIES AFFECTED: ALL

SUPPORTING DOCUMENTATION

Appendices

1. Adult Social Care Outcome Framework Indicators 2013-14
2. Adult Services Top 12 Key Performance Indicators

Documents In Members' Rooms

None

Equality Impact Assessment

Do the implications/subject of the report require an Equality Impact Assessment (EIA) to be carried out. No

Other Background Documents

Equality Impact Assessment and Other Background documents available for inspection at:

Title of Background Paper(s)	Relevant Paragraph of the Access to Information Procedure Rules / Schedule 12A allowing document to be Exempt/Confidential (if applicable)
1. None	