

# Adult Social Care

November 2023



# Performance Update

# New Requests for Care

- **4636 new requests for care between 1st April and 30th September 2023. Of these, 26.8% progressed to a new Care Act Assessment.** Improved recording and data quality has resulted in a reduction in the reported number of assessments completed.
- New requests for care are recorded on a 'contact'. Contact outcomes are being completed in a median average of 1 day which indicates that new requests for care are being responded to quickly. Contact reasons will be refined to further improve data.

# Safeguarding

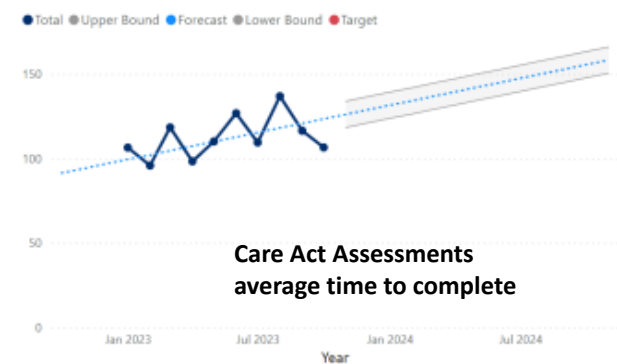
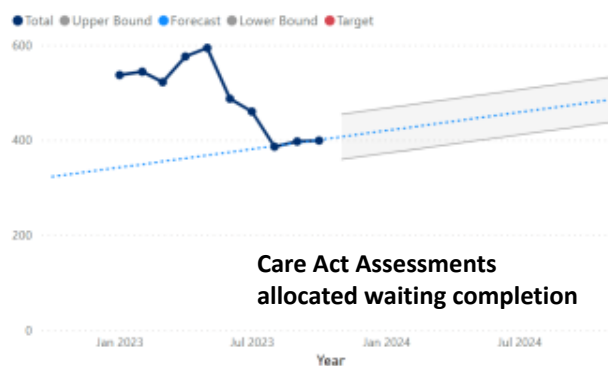
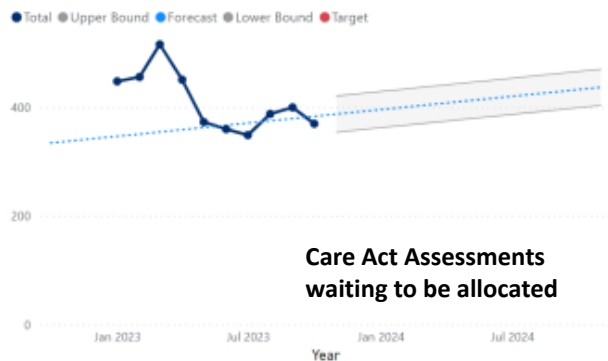
- Statutory performance measures relating to achieving desired outcomes and risk reduction were reviewed and found to be unreliable due to a high percentage of missing data. Actions planned to address performance -
  - **Safeguarding electronic audit form** implemented in November, 1 per month completed by all supervisors. **Data team developing dashboard** to capture outcomes for adult social care to identify and implement improvements.
  - **New CareDirector training officer** is developing recording guidance for practitioners.
  - **Further development of CareDirector** will streamline the safeguarding recording to improve data.
- Hospital Discharge Team currently have over 250 safeguarding forms open to them.
  - **Likely a data quality outlier and outstanding old forms are being reviewed by the HDT team.**

# DoLS

- In 2022-23 Southampton received 757 DoLS applications per 100k adults (age standardised), in comparison with the England rate of 664.
- In comparison with our peer group (replaces CIPFA) there were 8 authorities with a higher rate of applications received and 7 where the rate was lower.
- The rate of applications completed in Southampton was also higher than national at 671 per 100k adults (age standardised) compared with 638 for England.
- In comparison with our peer group there were 10 authorities with a higher rate of applications completed and 5 where the rate was lower.
- In 2022-23 we reported 485 applications which were not completed at the end of the reporting period. The current DoLS incomplete list is 449 of which 97 are in progress and 352 awaiting allocation
- In their analysis NHS England have calculated a rough estimate of the months required to complete those outstanding applications (assuming no new applications were received). For Southampton they have calculated this at 5.6 months, in comparison the England average estimate is 5.2 months and within our peer group 3 authorities have a higher estimate and 12 a lower one.
- Looking at applications for the 2023-24 year there have been a slightly higher volume of applications completed than new applications received.

# Assessments and Waiting Lists

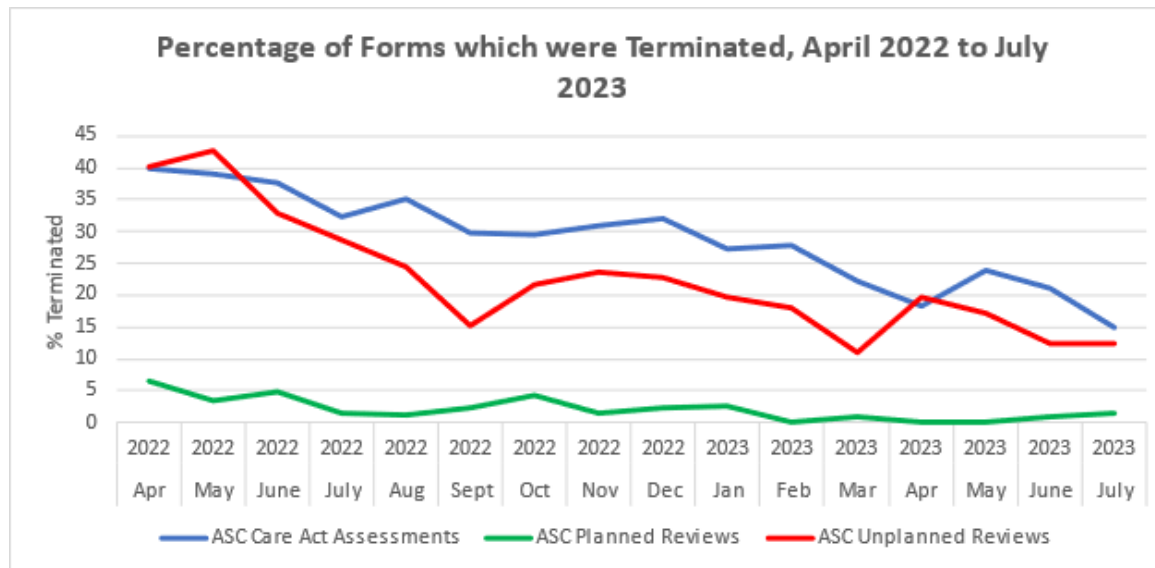
- The below shows graphs and forecasts of three timeliness measures relating to the Care Act Assessment. Firstly, is the number of Care Act Assessments waiting and not yet allocated. The improvement to this waiting list number can be attributed to better recording in the system and correctly closing work.



- As at the end of October, there were 370 forms awaiting allocation, 399 allocated and awaiting completion and an average of 107 days to complete.
- The target is completion of Care Act assessment within 28 days of allocation.
- Actions implemented to reduce waiting lists are weekly – case closure sessions, reflective sessions, review of waiting list, tracking allocations, duty undertaking tasks to complete work.

# Assessments and Waiting Lists

- A terminated assessment is where it is set to take place but did not. We examined the proportion of terminated assessments and reviews to address concerns around work being created in the system that should have never been created. The below chart shows the rate and shows an improved performance compared to last year as the rate of termination is decreasing.



- The top reason for termination (46.2% of all) is “Other – Please Provide Details below” which means it is likely this list doesn’t cover all the options to track this and is being revised so we can further analyse the causes to continue improvements.

# Reviews

- Performance has improved for the proportion of long-term users reviewed compared to last year for Southampton, sitting above the median average of 61.7% for the SE ADASS network.

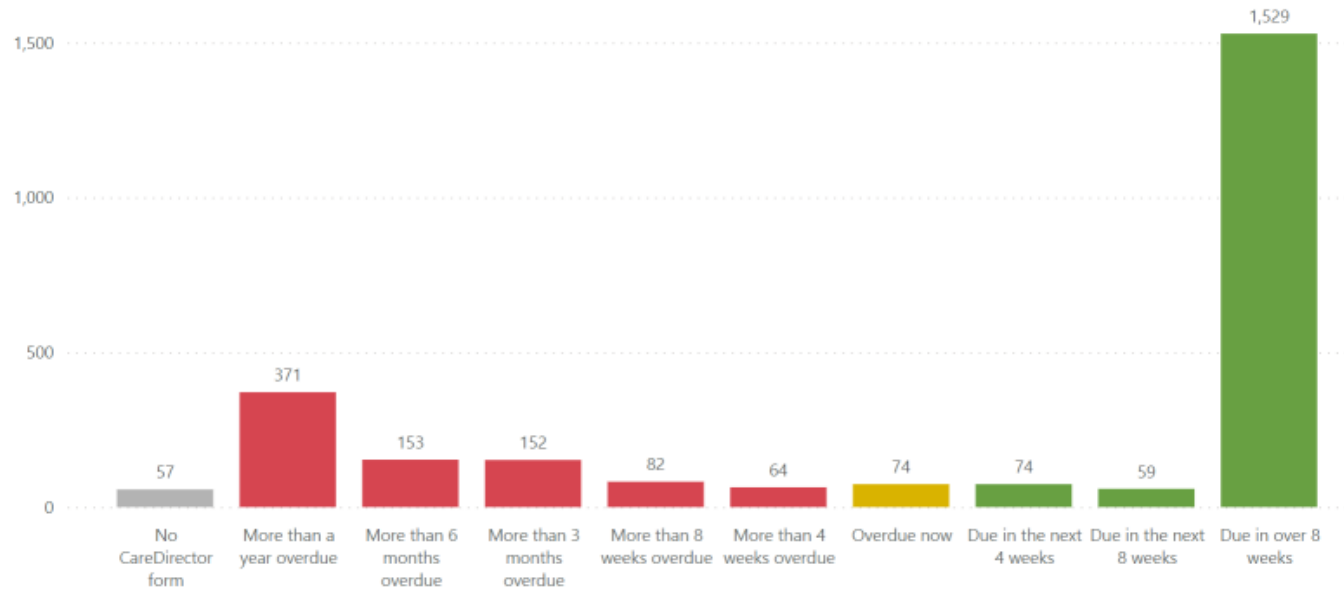


- 2021-22 Southampton have the 4th highest percentage of client reviews completed and are 4% above the comparator group average.



# Reviews

- In order to meet our target of 90% reviews completed at least annually, there are still a number of outstanding overdue reviews that need to be addressed as shown below.



- For those overdue for more than a year there is an action plan underway to prioritise these to get them completed.
- 153 Learning Disability Team reviews to be completed by end March 2024
- All direct payment reviews to be completed by end March 2024 to enable implementation of a new electronic payment method to support efficiency improvements in the delivery of direct payments.

# Month-On-Month Measures

Measure	Description	Trend	Current Month	Previous Month	2 Months Ago	Target	RAG	DOT
1C(2a)	Proportion of people who use services who receive direct payments		13.00	13.26	13.20	26	●	▼
2A(1)-N	Long-term support needs of younger adults (aged 18-64) met by admission to residential and nursing care homes		9.00	9.00	8.00	15	●	►
2A(2)-N	Long-term support needs of older adults (aged 65 and over) met by admission to residential and nursing care homes		150.00	128.00	111.00	206	●	▲
ASST-2	Proportion of people with eligible long term services reviewed during the past 12 months		64.53	63.85	65.18	90	●	▲
CAA-Completed	Number of completed Care Act Assessments		128.00	98.00	158.00		●	▲
N5	Proportion of completed safeguarding enquiries where the Adult at Risk achieved their desired outcomes		37.50	33.33	50.00	65	●	▲
LOC13A	% of contacts with an outcome of Information, Advice and Guidance		30.20	25.77	24.05		●	▲
LOC13E	% of contacts with an outcome of Request for Telecare, Housing Adaptations Required or Reablement Intervention Required		9.68	10.56	10.50		●	▼
LOC13F	% of Contacts with an outcome of Care Act Assessment Required		8.10	8.85	12.22		●	▼
LOC20	Number of Care Act Assessments waiting and not yet allocated		370.00	400.00	388.00		●	▼
LOC21	Number of Care Act Assessments waiting and allocated to a worker		399.00	397.00	386.00		●	▲
LOC22	Average time to complete Care Act Assessment in days		106.59	116.49	136.93		●	▼
LOC23	Number of contacts interacted with by ASC Connect		1,046.00	946.00	1,116.00		●	▲
LOC24	Number of contacts added to CareDirector by the Contact Centre		610.00	515.00	545.00		●	▲
LOC25	Average time waiting for planned review		245.00	270.00	122.00		●	▼

Transformation

# Transformation Programme

*“Working together to build a sustainable future, working as one team, equipping our people, empowering residents and connecting our communities”*

## Key Principles:

- Good outcomes for people
- Person centred
- Good quality
- Maximising Co-production
- Performance focus
- Efficient and Effective operational pathways and services
- Generation of Savings

## Key objectives:

1. Deliver a **sustainable**, financially viable ASC service
2. Deliver a redesigned **operating model** including structure, operations and processes
3. Improve **outcomes** for residents
4. Create a well-equipped, future-enabled **workforce**
5. Create clear **strategy** for ASC
6. Embed use of care **technologies**

Finance

# Financial - Savings and Efficiencies (1) –

Savings approved at February 2023 budget setting :

								2023/24 RAG Rating			
Directorate	Head of Service	Ref No	Description	Sum of 2023/24 £000	Sum of 2024/25 £000	Sum of 2025/26 £000	Sum of 2026/27 £000	Full Saving to be achieved	There is a risk that up to 25% will not be achieved but there are plans in place to achieve the rest.	There is a large risk that more than 25% of the target will not be achieved.	The saving will not be achieved.
Wellbeing & Housing	Adult Social Care	23S92	ASC - CHC/s117 Review	-100	-150	-150	-150	-100			
		23S95	ASC - Home first/Maintain at home	-134	-473	-473	-473	-134			
		23S97	ASC - This relates to the posts associated with the budget pressures for staffing applied in February 2021 and February 2022	-850	-850	-850	-850	-850			
	<b>Adult Social Care Total</b>				<b>-1,084</b>	<b>-1,473</b>	<b>-1,473</b>	<b>-1,473</b>			
	Public Health	23S98	PH - Funding Public Health activities within the Council	-500	-500	-500	-500	-500			
	<b>Public Health Total</b>				<b>-500</b>	<b>-500</b>	<b>-500</b>	<b>-500</b>			
<b>Savings approved in 2022/23</b>											
Directorate	Head of Service	Ref No	Description	Sum of 2023/24 £000	Sum of 2024/25 £000	Sum of 2025/26 £000	Sum of 2026/27 £000				
Wellbeing & Housing		22S40	Adult Social Care - Contract Reviews	-1,044	-1,044	-1,044	-1,044	-1,044			
<b>Wellbeing &amp; Housing Total</b>				<b>-1,044</b>	<b>-1,044</b>	<b>-1,044</b>	<b>-1,044</b>				
<b>Overall savings target</b>				<b>-2,628</b>	<b>-3,017</b>	<b>-3,017</b>	<b>-3,017</b>				

# Financial - Savings and Efficiencies (2)

Additional Savings achieved since February 2023 budget setting and/or currently being worked on :

Budget Issues Log No.	Description	Savings Achievability RAG	2023/24 £000	2024/25 £000	2025/26 £000
259	Savings arising from negotiations on inflationary uplift applied to care provision costs	G	-1,380	-1,380	-1,380
407	Wellbeing & Housing agency review	G	-200	-200	-200
415	Additional Government funding to meet Adult Social Care cost pressures (Market Sustainability Grant)	G	-1,687	-947	0
	<b>TOTAL</b>		<b>-3,267</b>	<b>-2,527</b>	<b>-1,580</b>

Note – the above savings have been approved through the July and October budget reports. Significant further savings are being worked on with a view to be added to future budget papers.

# Financial - Savings and Efficiencies (3)

Further work updates :

- The high cost/complexity tracker work is continuing, with Service Managers received month 7 listing, following on from the work carried out since month 3.
- Per previous sheet, additional savings continue to be found, plus work is continuing around plans for further later years' savings.
- Monitoring continuing to take place each month on the financial position and being fed back as part of the ongoing financial reporting process.
- Overall Council position remains under close scrutiny, further updates expected within the next couple of months.
- Budget work for 24/25 is continuing ahead of the February 2024 report. This is being carried out as part of the current year financial position work.



# Financial - Current financial position –

Scorecard month 6

Adult Social Care and ICU only :

## Adults & ICU BUDGET MONITORING MONTH 6 (September)

Service Area	Current Budget 2023/24	Forecast 2023/24	Forecast Annual Variance at Period 6	Variance P5	Variance Movement Compared to P5	Significant Forecast Variance Indicator	Improving ↑ / Deteriorating ↓ Movement
	£M	£M	£M	£M	£M		
Adults - Adult Services Management	1.16	1.16	0.00	0.06 A	0.06 F	Green	↑
Adults - Long Term	45.14	48.68	3.54 A	3.25 A	0.30 A	Red	↓
Adults - Provider Services	4.46	4.48	0.01 A	0.14 A	0.12 F	Red	↑
Adults - Reablement & Hospital Discharge	8.80	8.60	0.20 F	0.15 F	0.05 F	Green	↑
Adults - Safeguarding AMH & OOH	14.02	14.26	0.24 A	0.31 A	0.07 F	Red	↑
ICU - Provider Relationships	14.97	15.11	0.14 A	0.37 A	0.23 F	Red	↑
ICU - System Redesign	1.64	1.74	0.10 A	0.10 A	0.00	Red	-
<b>Total Wellbeing &amp; Housing</b>	<b>90.19</b>	<b>94.03</b>	<b>3.84 A</b>	<b>4.08 A</b>	<b>0.24 F</b>	<b>Red</b>	<b>↑</b>

# CQC Self Assessment

# CQC Action Plan

## **Strategy and Policy**

- Adult social care strategy
- Workforce development plan
- Charging policy

## **Practice and Process**

- Safeguarding peer review
- DoLs action plan to improve performance
- IAG improvements, training for practitioners and external stakeholders in January
- Carers support improvements
- Performance dashboard developed, Improvement Group
- Practice quality assurance – audits, operational procedures developed and in place, care act training implemented
- Direct payments project