

WEST DUNBARTONSHIRE COUNCIL

Report by the Acting Director of Social Work Services

Social Justice Committee: 8 November 2006

Subject: Report on Statutory Performance Indicators 2005/06 and Quarterly Progress Report - July to September 2006 - Community Care Services

1. Purpose

- 1.1 This report provides Committee with a progress report on Social Work Performance for the period 1 July to 30 September 2006.
- 1.2 In line with Scottish Executive Best Value Guidance and Audit Scotland recommendations, this report presents information for elected members and stakeholders as part of wider Public Performance Reporting.

2. Statutory Performance Indicators (SPIs)

- 2.1 This Committee Report is intended to provide an update on the performance of Adult Social Work Community Care Services. Information is presented for two Performance Indicators; ASW 1 – Community Care Assessments and ASW 4 – Home Care / Home Help; for the period July to September 2006. All other SPIs for Community Care have been agreed as being best suited to annual reporting.

3. ASW 1 - Community Care Assessments

The average time taken to provide community care services from first identification of need to first service provision. **(See Appendix 1)**

This indicator replaces the old ASW 1 which recorded the number and rate per 1,000 of people receiving a service and those being assessed or reviewed.

As this is the first year we have reported this indicator we do not have national or comparator group comparisons.

It should be noted that the period being reported always falls 3 months behind the reporting period to allow the timescales to be calculated where service start date is outside the period.

During the first reporting period (October to December 2005) 313 new clients moved through the assessment process to receive a service. The median time interval from first identification to service start date was 22 days.

Over the following two quarters this timescale increased from 33 days (median) between January and March 2006 to 37 days (median) between April and June 2006.

This performance is summarised in the table below.

Quarter	Days (Median)
October – December 2005	22
January – March 2006	33
April – June 2006	37

The Local Improvement Targets for Older People (numbers 7 and 8) detail targets for the number of days between referral and assessment start date (5 days) and days between start of assessment and service start date (30 days). Therefore, the overall target for ASW 1 is 35 days. We are currently slightly behind this target.

Calculating the timescales relies heavily on accurate recording within CareFirst. As some of the adult client groupings are relatively new to the Single Shared Assessment recording process the department needs to work in partnership to improve recording practices to ensure accurate and representative timescales are being reported.

This is the case particularly where we have joint teams, for example, Addictions and Mental Health. We are investigating options for training NHS staff to use the CareFirst system, in the hope that we can improve recording, and therefore reflect performance more accurately.

3.1 Local Improvement Targets for Assessment of Need (2006-2007)

During 2005-2006 Social Work Services in collaboration with key partners aimed to:

- Sustain assessment and review activity levels
- Increase the number of Single Shared Assessments (SSAs) completed by 20%
- Increase by 50% the percentage of SSAs led by partner agencies
- Increase the number of carers assessments (Carers Support Plans) carried out for carers to 60 by 31 March, 2007.
- In line with JPIAF requirements, develop Local Improvement Targets to ensure assessment of need and delivery of services are within agreed timescales.

3.2 Progress to Date

- In 2005/2006 2,133 SSAs were completed. The first quarter of 2006/2007 (April – June) saw 478 SSAs completed, while during the second quarter (July – September) this figure dropped to 365. However, it should be noted that this figure will rise as assessments still in progress are completed and returned.
- In 2005/2006, 168 SSAs were completed by Health and 1 by Housing for people aged 65 and over. During the first half of the period 2006/2007, 71 SSAs were completed by Health while no assessments were completed for over 65's by Housing.
- The Uptake of Carers Assessments still remains an issue. When a carer is identified they are offered a Carers Assessment, however, 868 carers declined such as assessment during 2005/2006. A total of 31 were completed, representing a decrease of 14% from last year. Between April and June 2006, 5 were completed, while only 3 were completed between July to September 2006. We are working in partnership with carers and carer services to review the current carer support plan and are developing an electronic version of it to go on the council's internet site. However, not all carers feel the need for a Carers Support Plan.
- Targets have been set for assessment and service delivery timescales and systems are in place to monitor and report on them. Over the year 2005/2006 we exceeded our target of 5 days between referral and the commencement of the assessment, with an average of 3 days. Quarterly figures for April to June 2006 show our timescales have reduced slightly, to just less than 3 days (2.93 average) and this has further improved during the second quarter (July to September) to an average of 1.64 days.
- Work is ongoing to progress the full implementation of SSA through partner agencies.
- The target for the number of days between start of assessment and completion was originally set at 28 days. During the first quarter, April to June 2006, the average number of working days taken to complete an SSA was 24 days. This reduced to 23 days during the second quarter (July to September) of 2006.

3.3 ASW 4 - Home Care / Home Help (See Appendix 2)

ASW 4 is currently used to monitor the level of service provision by Home Care Services to Older People. The indicator captures information for the last week in March each year.

To allow more meaningful national comparison to be made, hours of service are calculated as a rate per thousand of each Local Authorities population aged 65+.

In 2004/2005, West Dunbartonshire ranked second highest nationally, with 802.8 hours per thousand of the elderly population compared to the Scottish average of 561.6 hours. This equates to 1,648 clients aged 65+ receiving 11,775 hours per week. We were also well above the average for our comparator group and ranked highest in that group.

In 2005/2006, 11,153 hours of Home Care were being provided to 1,661 people aged 65+; representing a drop to 758.3 hours per thousand of the elderly population. National comparisons are not currently available.

During the last week of the period April to June 2006, 1,693 clients were receiving 10,919 hours service per week, representing a drop in the rate per 1,000 to 742.4. For the second quarter 2006/2007 (July to September), client numbers rose to 1,696, while service levels fell slightly, to 10,768 hours representing a rate of 732.2.

The number of clients fluctuates on a week to week basis, dependent on hospital discharges, and other short term support plans which are provided according to identified needs. As part of the improved performance reporting two Local Improvement Targets have been set which recording the number of interventions received by clients during a typical week. These have been developed as teams have been forced to develop new and innovative ways of delivering care. People are now receiving higher numbers of interventions within existing or shorter time slots, although this may not be clearly reflected in the SPI which consider hours of interventions rather than frequency.

3.4 Provision of Personal Care

In March 2006, 43% of clients were receiving personal care. This is up from 32.6% in 2003/2004 and 40.5% in 2004/2005. The figures for the first quarter of 2006/2007 show 44% of the total clients receiving personal care. This rate fell slightly, to 43% (726 clients) during the second quarter.

In 2004/2005 we were below both the national and comparator group average and were in the lowest quartile of Local Authorities. While national comparisons are not currently available we believe this will still be the case. We believe that this is as a result of two factors.

Firstly, there is a lack of consistency as to how local authorities count Personal Care. Many local authorities include the preparation of meals in the personal care category. If we were to calculate the indicator in this way, 59% of Home Care clients could be said to be receiving a personal care service.

Secondly, in comparison to other local authorities with a comparable population we provide a service to almost double the number of people. This has the effect of reducing personal care as a percentage overall.

3.5 Evenings and overnight services

The level of service provision during evenings or overnight is seen as an indicator of the flexibility and responsiveness of Home Care Services. Evening services are defined as those delivered between 7pm and 10pm while overnight service is delivered between 10pm and 7am.

National figures for 2004/2005 showed that West Dunbartonshire ranked 26th for services provided in the evenings and overnight, with just under 18% of the total clients receiving a service during this time period. If we were to include early evening services this would increase our percentage to 24.6%. The figures for the last week in March 2006 show 19% for evening and overnight and 26% if early evening services are included.

The proportion of clients receiving a service during the evening and overnight during the first quarter of 2006/2007 was 17.9% or 24.9% if early evening service was included. There was a slight reduction during the second quarter, with the rate falling to 17% or 294 people. If early evening was included however, this rises to 539 people, representing 32%.

The overnight service is based on a needs led assessment to ensure it is appropriately targeted to the most vulnerable clients. It is recognised that there is currently unmet demand around this service area.

In comparison to other local authorities with a comparable population we provide a service to almost double the number of people. This has the effect of reducing evening and overnight care as a percentage overall.

3.6 Weekend Service

Again, this indicator is used to measure the flexibility and responsiveness of Home Care Services.

The number of people receiving a weekend service increased from 771 in 2004/2005 to 782 in 2005/2006. As a percentage of the total clients this changes the rate from 46.8% in 2004/05 to 47.1% in 2005/2006.

We do not have national comparisons for 2005/2006, but in 2004/2005 we were last in the comparator group and just below the group average.

Figures for the first quarter of 2006/2006 showed that 772 people or 46.5% of the total clients aged 65+ were receiving a service during the weekend. This figure rose during the second quarter of 2006/2007 to 788 or 47% of the total.

In comparison to other local authorities with a comparable population we provide a service to almost double the number of people. This has the effect of reducing weekend care as a percentage overall.

3.7 Local Improvements Targets for Home Care Services (2006/2007)

Targets set for 2005/06 included:

- Provide SMART technology across all Council run Sheltered Housing complexes.
- Increase evenings/overnight service to 20%.
- Increase the number of people receiving high numbers of interventions

3.8 Progress to Date

- SMART technology has been provided to 153 people in Sheltered Housing complexes across West Dunbartonshire.
- As noted at 3.5 above the number receiving evening/overnight services has reduced slightly. Investment will be made to ensure unmet assessed need is met. It should be noted that the increase to 20% depends on 20% needing such service provision.
- During the last week in March 2006, 355 people aged 65+ were receiving between 10 and 20 interventions. The number receiving 20+ interventions was 424. This figure had fallen marginally by the last week in June 2006 for both categories, to 348 and 417 respectively. However, during the last week in September the number of people receiving between 10 and 20 interventions rose to 378 while those receiving 20+ interventions fell again to 387 people.

4. Departmental Objective: Evidence of Continuous Improvement and Performance Improvement Actions

4.1 Best Value Review

During this year four Best Value Reviews are being undertaken.

Further reviews on adoption and fostering services, the use of temporary agency staff and the provision of transport are planned to commence before the end of the year. A joint review (with HR&ES) on the provision of adaptations is also planned.

4.2 Supporting People Service Reviews

The department is on target to meet the Scottish Executive target of the completion of all reviews. It is anticipated that the reviews will generate significant efficiency savings which will assist in dealing with the £1.2m reduction in Supporting People Grant for 2007/08.

4.3. Quality Management Systems

Through a process of workforce planning and development meetings held with Section Heads, we have identified and agreed an appropriate scheme for each section in Social Work, along with a timescale for submission, which takes account of the amount of work required for realistic progress to be made.

Three groups of staff are currently involved in preparatory work. The Strategy, Resources and Quality Assurance Section is preparing a submission for IIP, residential and day care services for children and adults are preparing a joint submission for Charter Mark, as are the group work teams in childcare.

Achievement of these targets is being supported by the departmental Quality Assurance and Training Section with support from the Employee Development Team in the Corporate Personnel Section.

The implementation plan for Quality Management Systems reported as a separate report to this committee.

4.4 Complaints

Between 1 July and 30 September 2006, the department received four formal complaints.

Of these, 1 concerned Social Work Finance, 2 concerned Home Care and 1 concerned Community Care. For two of the four complaints, the result of the investigation was that the complaints were unjustified, for one the investigation result was unsubstantiated and the remaining complaint is still under investigation.

4.5 Performance Development Planning (PDP)

Our commitment with regard to PDP is that every Social Work employee will have had at least one PDP review by 31 March 2007, which is ahead of our corporate target date.

Progress on this is now fairly substantial and on target to achieve our commitment.

5. Recommendation

5.1 Committee is asked to note the content of this report.

William W. Clark,
Acting Director of Social Work Services

Person to contact: Moira Swanson, Research and Information Manager, Bruce Street, Clydebank, G81 1TT - Tel: 0141 951 6124

Person to Contact: Moira Swanson, Section Head – Strategy
0141 951 6124
moira.swanson@west-dunbarton.gov.uk

Background papers: Social Work Services Service Plan (details of improvement actions)

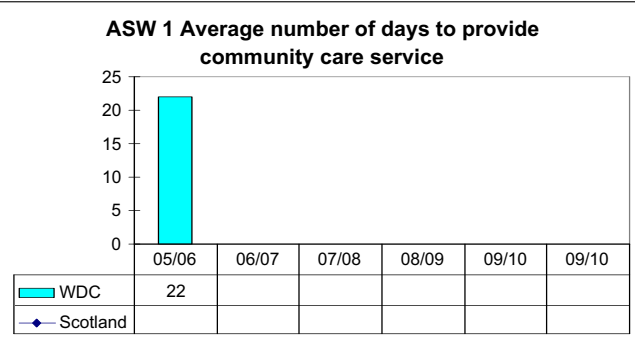
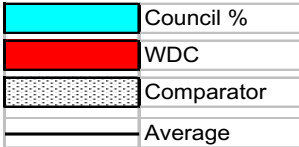
Wards Affected: All wards are affected

APPENDIX 1 - ASW 1 - COMMUNITY CARE ASSESSMENTS

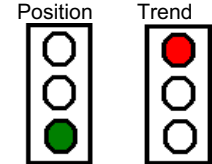
WEST DUNBARTONSHIRE COUNCIL Statutory Performance Indicators and Targets

Position Trend
New Indicator

ASW 1: Average time to provide a Community Care service (New) **Social Work Services**
30 Sept 2006

Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																					
 <table border="1" data-bbox="121 695 751 792"> <thead> <tr> <th>Year</th> <th>WDC</th> <th>Scotland</th> </tr> </thead> <tbody> <tr> <td>05/06</td> <td>22</td> <td></td> </tr> <tr> <td>06/07</td> <td></td> <td></td> </tr> <tr> <td>07/08</td> <td></td> <td></td> </tr> <tr> <td>08/09</td> <td></td> <td></td> </tr> <tr> <td>09/10</td> <td></td> <td></td> </tr> <tr> <td>09/10</td> <td></td> <td></td> </tr> </tbody> </table>	Year	WDC	Scotland	05/06	22		06/07			07/08			08/09			09/10			09/10				The departmental service plan has set baseline targets for operational managers across all community care. Managers will monitor assessment activity and ensure that staff works to agreed targets.
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New Indicator – no comparative data until December 2006	Legend 	05/06 35 days 06/07 07/08 08/09																					

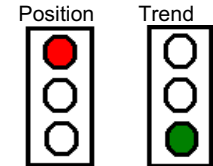
APPENDIX 2 - ASW 4 - HOME CARE / HOME HELP



ASW 4b: Homecare

**Social Work Services
30 Sept 2006**

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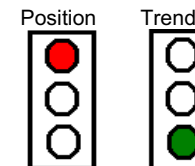


ASW 4c(i): Homecare: Personal Care

Department: Social Work Services **Date: 30 Sept 2006**

Section:

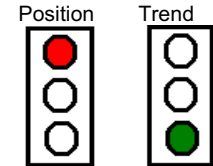
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ASW 4c(ii): Homecare: Evening/Overnight

Department: Social Work Services **Date: 30 Sept 2006**
Section:

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<p>There has been an increase in the number of people receiving a service during the evening or overnight. The evening time band reflects 7pm to 10pm and so does not take account of services delivered in the early evening like meal preparation. If we were to include services delivered in the early part of the evening this would increase the percentage to 29%</p>	<p>Inverclyde, Dundee, Clackmannanshire, North Ayrshire</p>	<table border="1"> <thead> <tr> <th></th> <th>05/06</th> <th>06/07</th> </tr> </thead> <tbody> <tr> <td>June 05</td> <td>291</td> <td>297</td> </tr> <tr> <td>Sept. 05</td> <td>255</td> <td>294</td> </tr> <tr> <td>Dec. 05</td> <td>253</td> <td></td> </tr> <tr> <td>Mar. 06</td> <td>315</td> <td></td> </tr> </tbody> </table>		05/06	06/07	June 05	291	297	Sept. 05	255	294	Dec. 05	253		Mar. 06	315																												
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<p>ASW 4c(ii) Percentage of Homecare Clients receiving a service during evenings/overnight 04/05</p> <p>Legend:</p> <ul style="list-style-type: none"> Council % (Cyan bar) WDC (Red bar) Comparator (Dotted bar) Average (Horizontal line) 		<p>05/06 Sustain current service level</p> <p>06/07 Sustain current service Level. Further progress partnership service developments</p> <p>07/08</p>																																										



ASW 4c(iii): Homecare: % Receiving Weekend Service

Department: Social Work Services Date: 30 Sept 2006

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