



# Darlington Borough Council

Adult Social Care

End of Year Scrutiny Performance Report

2017-18

## **Performance Summary**

**ASC 002 & ASC 003 – Proportion of adults admitted on a permanent basis to residential care.** Both these indicators have performed extremely well during 2017/18 and are well within their annual targets. The improved robustness of the validation procedure has been a positive contributory factor in the performance of both these indicators.

**ASC 045 – Proportion of adults with a learning disability who live in their own home or with their family.** This indicator has performed well within target during 2017/18 and has seen the best performance during the past 3 years. The improvement in this performance has been achieved by the introduction of detailed guidance around monitoring this indicator and the work carried out by the Lifestages Team to ensure that all information is captured accurately and in a timely manner.

**ASC 046 – Proportion of adults with learning disabilities in paid employment.** In terms of actual numbers there has been 15 individuals who have had their employment status updated since April. This is one more individual in paid employment compared to 2015/16.

**ASC 208/209 – Number of Safeguarding concerns received.** This is a significant increase from 16/17 taking into account that the figure for each of the previous 4 quarters averaged 65%. The increase is a useful indicator in measuring the impact of Making Safeguarding Personal in the local authority.

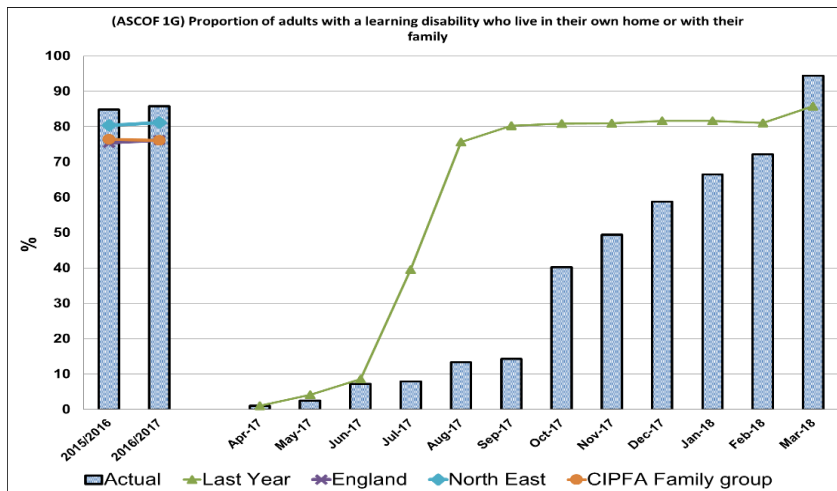
## QUALITY OF LIFE: ASC 045 (ASC OF 1G) – Proportion of adults with a learning disability who live in their own home or with their family (Bigger is better)

**Numerator:** All people within the denominator who are “living on their own or with their family.” Source: SALT

**Denominator:** Number of working-age learning-disabled clients known to CASSRs during the period. This includes clients who received long term support during the year and with a primary support reason of learning disability support. All support settings should be included (i.e. residential, nursing and community settings)

**ACTUAL: 94%**

**TARGET: 85%**



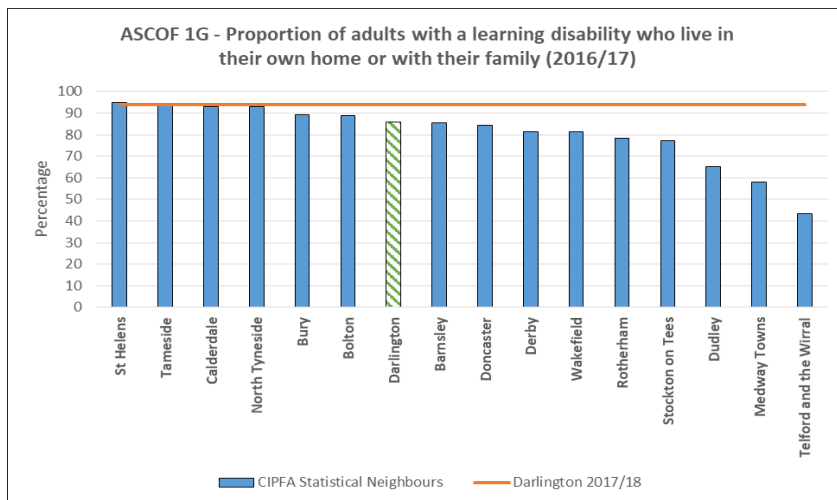
### What is the story the data is telling us?

	Quarter 1	Quarter 2	Quarter 3	Quarter 4
<b>2016/17</b>	8.5% (25)	72% (211)	2.6% (8)	5.2% (16)
<b>2017/18</b>	7.2% (21)	7.6% (24)	44% (132)	40% (109)

The figures in brackets denote the actual number of accommodation statuses updated during each period.

Annual Trend	2015/16	2016/17	2017/18
	85%	86%	94%

Comparator Groups	2016/17
England Average	76%
North East Average	81%
Statistical Neighbours Average	76%



During 2017/18 94% of adults with a learning disability known to Social Services were either living in their own home or with family. This performance has exceeded the target by 9%. In terms of actual figures out of 303 clients receiving a service 286 accommodation statuses were captured as either living in their own home or with family. The remaining 17 clients were living in either residential / nursing care or staying with family or friends.

The improvement in this performance has been achieved by the introduction of detailed guidance around monitoring this indicator and the work carried out by the Lifestages Team to ensure that all information is captured accurately and in a timely manner.

Table 1: Breakdown of the type of settled accommodation

<b>Settled mainstream housing with family and friends</b>	<b>136</b>
<b>Supported accommodation, supported lodging</b>	<b>102</b>
<b>Tenant LA – Housing Association</b>	<b>25</b>
<b>Sheltered Housing / Extra Care Housing</b>	<b>9</b>
<b>Tenant Private Landlord</b>	<b>9</b>
<b>Shared Lives Scheme</b>	<b>4</b>
<b>Owner Occupier</b>	<b>1</b>

Table 2: Breakdown of the accommodation type for those people not living in their own home or with family

<b>Registered Care Home</b>	<b>14</b>
<b>Registered Nursing Home</b>	<b>2</b>
<b>Staying with friend / family</b>	<b>1</b>

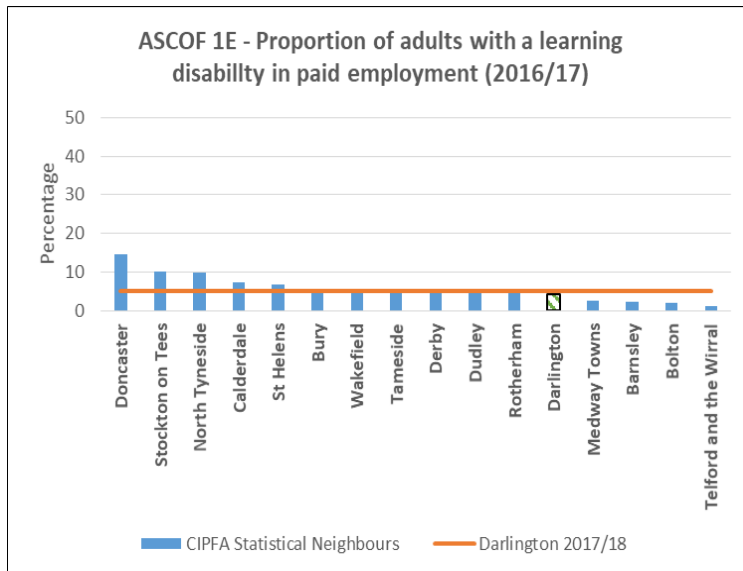
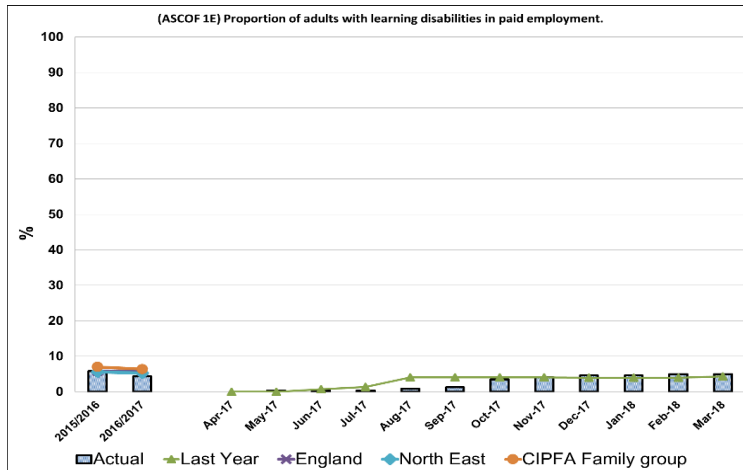
## QUALITY OF LIFE: ASC 046 (ASCOF 1E) Proportion of adults with learning disabilities in paid employment. (Bigger is better)

**Numerator:** All people within the denominator, who are in employment. Source: SALT

**Denominator:** Number of working-age learning-disabled clients known to CASSRs during the period. This includes clients who received long term support during the year and with a primary support reason of learning disability support. All support settings should be included (i.e. residential, nursing and community settings)

**ACTUAL: 5.0%**

**TARGET: 6%**



### What is the story the data is telling us?

	Quarter 1	Quarter 2	Quarter 3	Quarter 4
<b>2016/17</b>	0.68% (2)	3.4% (10)	0% (0)	0.3% (1)
<b>2017/18</b>	0.34% (1)	0.95% (3)	3.3% (10)	0.3% (1)

The figures in brackets denote the actual number of employment statuses updated during each period.

Annual Trend	2015/16	5.8%
	2016/17	4.3%
	2017/18	5.0%

Comparator Groups	2016/17
England Average	5.7%
North East Average	5.3%
Statistical Neighbours Average	6%

During 2017/18 5% of adults with a learning disability known to Social Services were in paid employment. This performance is slightly lower than the annual target, however during the year 1 new client was recorded as being in paid employment all the other clients have carried over from 2016/17. In terms of actual figures out of 303 clients receiving a service 15 of these were in paid employment. A breakdown of the employer's name and type of job can be found in Table 3 on the following page.

3 people stopped receiving paid employment between 2016/17 and 2017/18. 1 moved to voluntary work, 1 was recorded as being unemployed and 1 client's long term support ended.

Work is currently ongoing to try and increase the performance for this indicator during 2018/19. The Life Stages Service employment pilot is promoting and raising aspirations around employment for people with learning disabilities. 10 individuals have now been matched with voluntary and commissioned support providers and meetings are now being arranged with the individuals and the matched providers to produce individual's plans and costing to be presented at validation.

Table 3: Breakdown in the type of job each individual is employed in along with their employer.

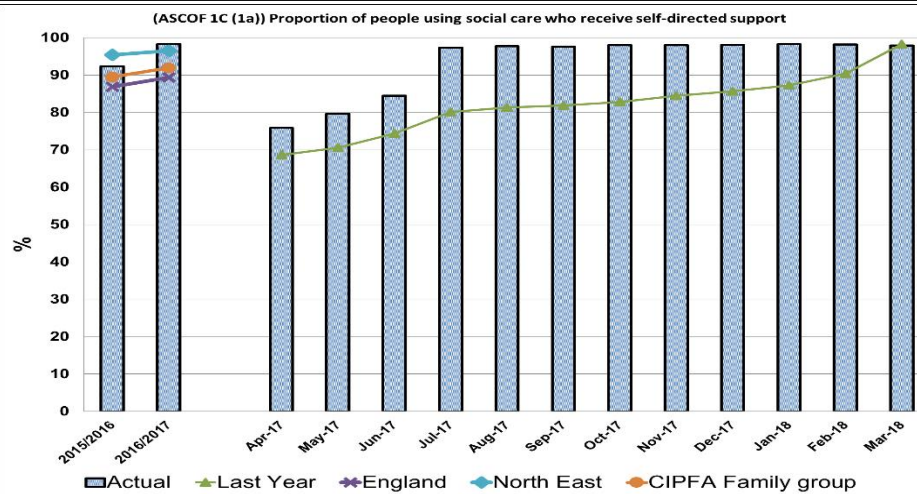
<b>Client ID</b>	<b>Job Type</b>	<b>Employer</b>
414124	Post Room Administrator Cleaner	Capita Hartshead Milburn House
415218	Cleaner	Dimensions
198005	Quality Assurance	Dimensions
400469	Kitchen Assistant	The Mowden
279811	Kitchen Assistant	Darlington College
305218	Office Assistant	Mencap
366259	Canteen Assistant	Magnet
186119	Café Staff	Sainsbury's
188380	Cleaner	Making Space
352135	Administrator	Foundations
361403	Retail Assistant	B&Q
401817	Grocery Assistant	Marks & Spencer's
415264	Cleaner	United Response
352431	Kitchen Porter	Thomas Ryhouse
194298	Recruitment Support	Dimensions

## QUALITY OF LIFE: ASC 049 (ASCOF 1C (1a)) – Proportion of people using social care who receive self-directed support (Bigger is better)

**Numerator:** The number of users receiving either a) Direct Payment, b) Part Direct Payment or c) CASSR managed Personal Budget at the year-end 31st March: SALT

**Denominator:** Clients (aged 18 or over) accessing long term community support at the year end 31st March: SALT

**ACTUAL: 98% TARGET: 98%**



### What is the story the data is telling us?

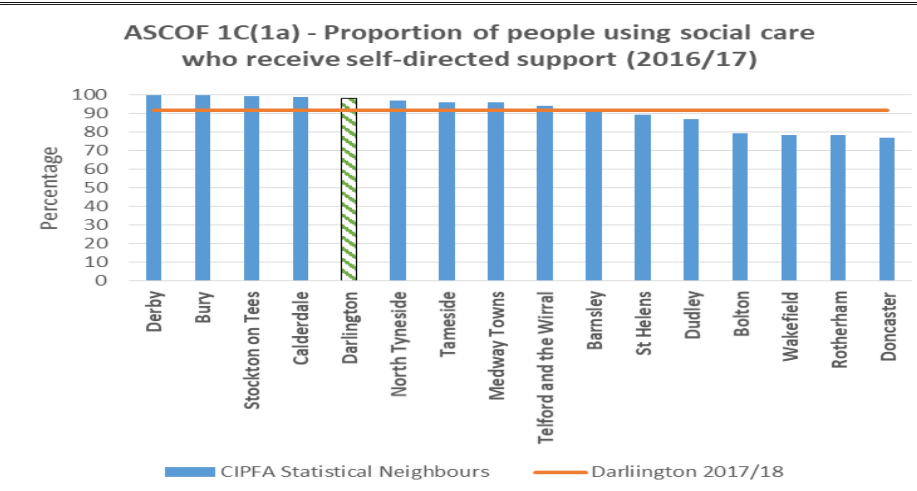
	Quarter 1	Quarter 2	Quarter 3	Quarter 4
<b>2016/17</b>	74%	82%	86%	98%
<b>2017/18</b>	84%	98%	98%	98%

Annual Trend	2015/16	92%
	2016/17	98%
	2017/18	98%

Comparator Groups	2016/17
England Average	89%
North East Average	97%
Statistical Neighbours Average	92%

Performance has stayed consistently at 98% during the last 3 quarters of the year and the end of year performance for 2017/18 is higher than the most recent average figures from the 3 comparator groups.

There are 15 clients who are not currently recorded as receiving self-directed support. Personal budgets are only generated if 'Yes' is answered in response to the RAS question. There are 3 clients who answered 'Yes' in response to the RAS question therefore should have been recorded as receiving a personal budget, but are not included in the indicator's figure. The Systems Team are to investigate these 3 cases to determine why this has not happened.



**Table 4**

**18-64**

<b>TYPES OF SELF DIRECTED SUPPORT</b>	
Direct Payments	217
CASSR Managed Personal Budget	157
Part Direct Payments	67
<b>Total</b>	<b>441</b>

**Table 5**

<b>PRIMARY SUPPORT REASON</b>	
Learning Disability Support	255
Physical Support – Personal Care Support	128
Mental Health Support	41
Social Support – Support for Social Isolation / Other	6
Physical Support – Access and Mobility Only	5
Social Support – Substance Misuse Support	2
Support with Memory and Cognition	2
Sensory Support – Support for Hearing Impairment	1
Sensory Support – Support for Dual Impairment	1
Sensory Support – Support for Visual Impairment	0
<b>Total</b>	<b>441</b>

**Table 6**

**65+**

<b>TYPES OF SELF DIRECTED SUPPORT</b>	
CASSR Managed Personal Budget	271
Direct Payments	76
Part Direct Payments	12
<b>Total</b>	<b>359</b>

**Table 7**

<b>PRIMARY SUPPORT REASON</b>	
Physical Support – Personal Care Support	239
Support with Memory and Cognition	45
Learning Disability Support	30
Mental Health Support	21
Physical Support – Access and Mobility Only	11
Social Support – Support for Social Isolation / Other	4
Sensory Support – Support for Visual Impairment	4
Sensory Support – Support for Hearing Impairment	2
Sensory Support – Support for Dual Impairment	2
Social Support – Substance Misuse Support	1
<b>Total</b>	<b>359</b>



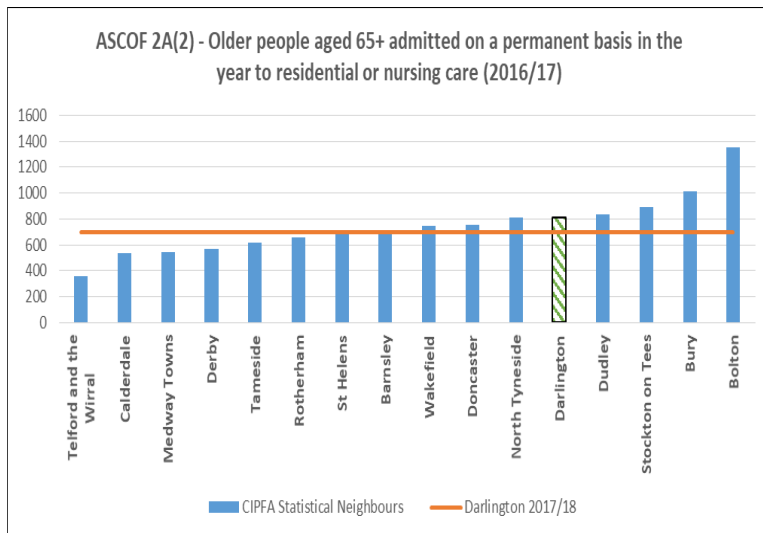
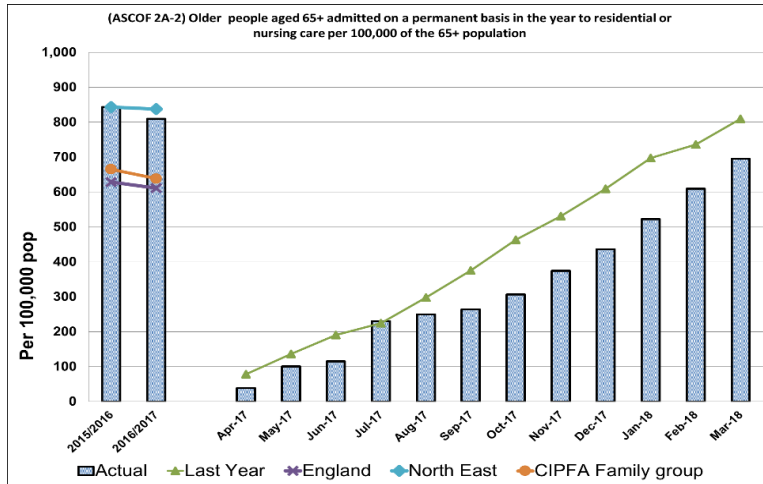
## REDUCE THE NEED: ASC 002 (ASCOF 2A-2) – Older people aged 65+ admitted on a permanent basis in the year to residential or nursing care. (Smaller is better)

**Numerator:** The sum of the number of council-supported permanent admissions of older people (aged 65 and over) to residential and nursing care during the year (excluding transfers between residential and nursing care): SALT

**Denominator:** Size of older people population (aged 65 and over) in area (ONS mid-year population estimates).

**ACTUAL: 695 (per 100,000 pop)**

**TARGET: 809 (per 100,000 pop)**



### What is the story the data is telling us?

	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2016/17	39	38	48	41
2017/18	24	31	36	54

Annual Trend	2015/16	2016/17	2017/18
	843 (173)	809 (166)	695 (145)

The figures in brackets denote the actual number admitted on a permanent basis to residential or nursing care for the year.

Comparator Groups	2016/17
England Average	611
North East Average	838
Statistical Neighbours Average	639

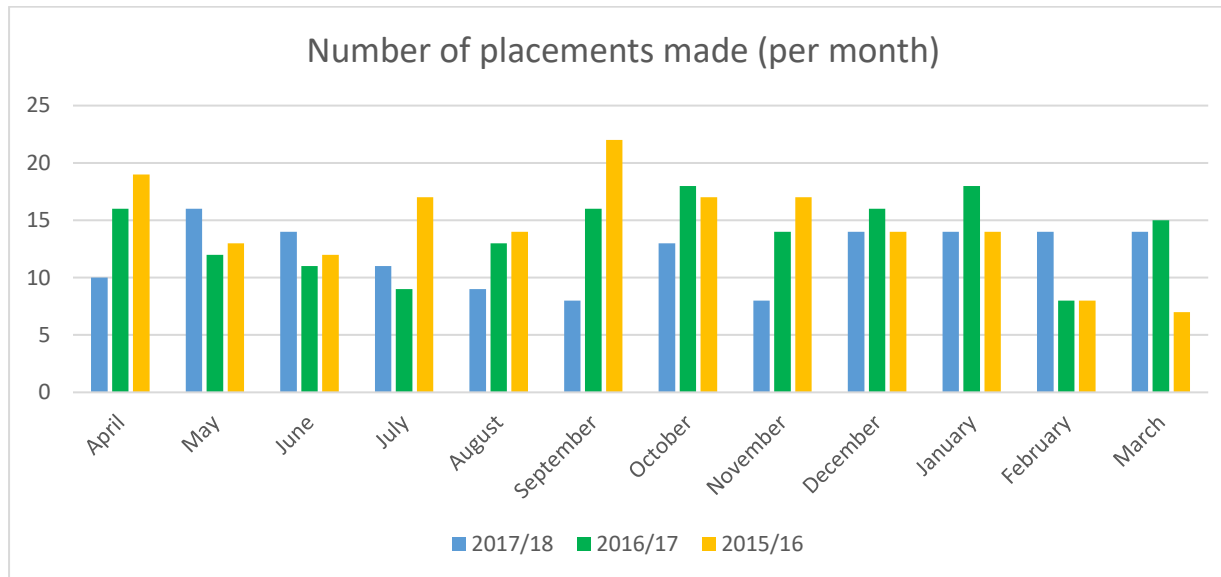
At the end of 2017/18 there were 145 older people (65+) who were admitted to residential or nursing care on a permanent basis. This is 21 individuals less than the previous year and 28 less than during 2015/16. The reduction in the number of permanent admissions demonstrates the positive impact that the improved robustness of the validation procedure is having on ensuring that all avenues are considered before permanency is agreed. The checking of data between Finance, Validation and Performance continues to take place to ensure that the figures for this indicator are accurate and up to date.

The increase in the number of reablement packages provided during the year (ASC017) and the use of Care Connect are both contributory factors in the reduction of the number of permanent admissions. Both these show how the preventative agenda is having a positive impact on the number of permanent admissions and how trying to ensure that clients remain in their homes for as long as possible is the primary goal.

**Breakdown of data for 65+ admitted to residential or nursing care on a permanent basis.**

**Table 8: Breakdown of placement made per month for past 3 years**

	April	May	June	July	August	September	October	November	December	January	February	March	Year Total
<b>2017/18</b>	<b>10</b>	<b>16</b>	<b>14</b>	<b>11</b>	<b>9</b>	<b>8</b>	<b>13</b>	<b>8</b>	<b>14</b>	<b>14</b>	<b>14</b>	<b>14</b>	<b>145</b>
<b>2016/17</b>	<b>16</b>	<b>12</b>	<b>11</b>	<b>9</b>	<b>13</b>	<b>16</b>	<b>18</b>	<b>14</b>	<b>16</b>	<b>18</b>	<b>8</b>	<b>15</b>	<b>166</b>
<b>2015/16</b>	<b>19</b>	<b>13</b>	<b>12</b>	<b>17</b>	<b>14</b>	<b>22</b>	<b>17</b>	<b>17</b>	<b>14</b>	<b>14</b>	<b>8</b>	<b>7</b>	<b>174</b>



**Table 9: Breakdown of Service Type for each placement**

<b>Service Type</b>	<b>Total</b>
<b>Permanent Residential Care</b>	<b>118</b>
<b>Permanent Nursing Care</b>	<b>27</b>

**Table 10: Breakdown of Service Element for each placement**

<b>Service Element</b>	<b>Total</b>
<b>OP Residential</b>	<b>76</b>
<b>EMI Residential</b>	<b>45</b>
<b>OP Nursing</b>	<b>19</b>
<b>EMI Nursing</b>	<b>5</b>

**Table 11: Breakdown of Long Term Support Reasons**

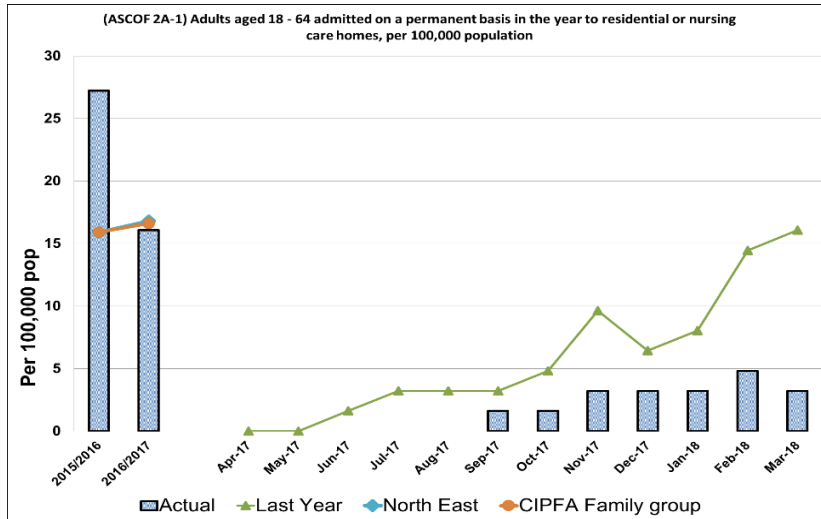
<b>Long Term Support Reason</b>	<b>Total</b>
<b>Physical Support – Personal Care Support</b>	<b>71</b>
<b>Support with Memory and Cognition</b>	<b>43</b>
<b>Mental Health Support</b>	<b>15</b>
<b>Deceased</b>	<b>5</b>
<b>Physical Support – Access and Mobility Only</b>	<b>5</b>
<b>Social Support – Support for Social Isolation/ Other</b>	<b>5</b>
<b>Learning Disability Support</b>	<b>1</b>

## REDUCE THE NEED: ASC 003 (ASCOF 2A-1) – Adults aged 18-64 admitted on a permanent basis in the year to residential or nursing care homes (Smaller is better)

**Numerator:** The sum of the number of council-supported permanent admissions of adults (18-64) to residential and nursing care during the year (excluding transfers between residential and nursing care): SALT

**Denominator:** Size of population (aged 18-64) in area (ONS mid-year population estimates).

**ACTUAL: 3.2 (per 100,000 pop) TARGET: 19 (per 100,000 pop)**



### What is the story the data is telling us?

	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2016/17	1	1	2	6
2017/18	0	1	0	1

Annual Trend	2015/16	27 (17)
	2016/17	16 (10)
	2017/18	3.2 (2)

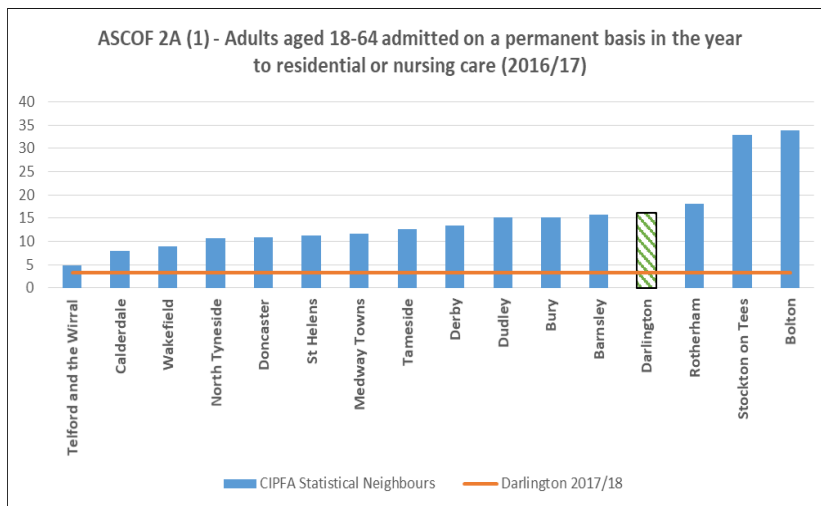
The figures in brackets denote the actual number admitted on a permanent basis to residential or nursing care for the year.

Comparator Groups	2016/17
England Average	13
North East Average	17
Statistical Neighbours Average	17

There has been a significant improvement in the number of adults aged 18-64 admitted on a permanent basis during 2017/18. During 2017/18 there have been 2 permanent admissions 8 less than the previous year. When Darlington's current performance is compared to the most recent figures it shows that we are performing significantly better than the 3 comparator groups.

To ensure that figures continue to remain low scrutiny will continue those clients who are put forward to be considered for permanent residential care via the validation panel. The details of the 2 clients in permanent residential care can be found in Appendix 1.

One person was removed from permanent residential care during February. They were moved to a placement under s17 in February but was recalled 6 days later. The placement has been cancelled as due to the instability in both her physical and mental health needs she remains detained under the MHA in hospital.

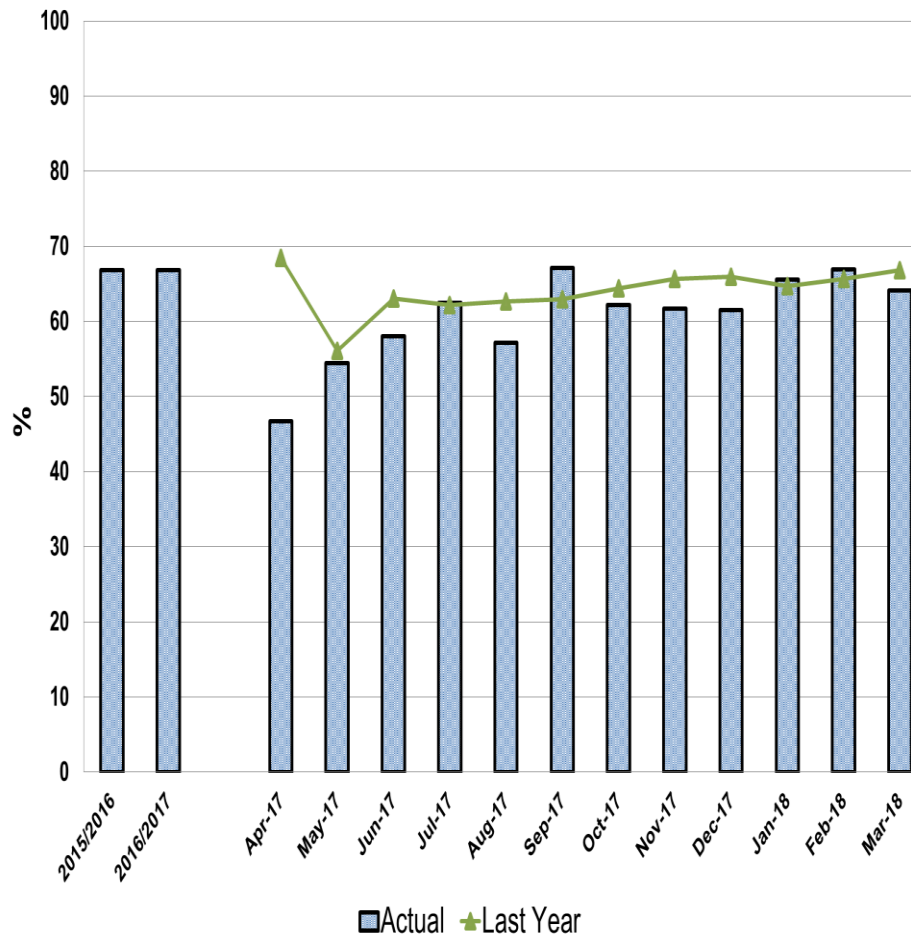


**REDUCE THE NEED: ASC 019 – Percentage of people who have no ongoing care needs following completion of provision of a reablement package (Bigger is better)**

**Numerator:** Of those in the denominator, those who have had a completed reablement review with outcomes of 'No Services Provided or Identified, Long Term Support Ended, Universal Services/Signposted'

**Denominator:** The total number of clients completing a reablement package during the period **ACTUAL: 64%** **TARGET: 70%**

ASC 019 - Percentage of people who have no ongoing care needs following completion of provision of a reablement package



**What is the story the data is telling us?**

	Quarter 1	Quarter 2	Quarter 3	Quarter 4
<b>2016/17</b>	63%	63%	72%	69%
<b>2017/18</b>	67%	59%	61%	68%

Annual Trend	2015/16	67%
	2016/17	67%
	2017/18	64%

The percentage of clients with no ongoing care needs following the completion of a reablement package is 3% lower than during 2016/17. The increase in the number of cases receiving reablement packages, and who required a high level of care need will have had an impact on this indicator. It would be unrealistic to expect that all these cases would have no ongoing care following the completion of a reablement package. To get a complete picture of how reablement packages are having a positive impact then a new indicator needs to be developed to run alongside this one which measures the increase or decrease in the level of care needed once the reablement package has been completed.

The increase in the eligibility threshold to receive reablement services has also impacted on the performance of this indicator as the 2017/18 figure is not comparable to the 2016/17 figure when the threshold was lower.

Considering that there has been an increase in cases with high level care needs receiving a reablement package, achieving over 60% of cases where there has been no ongoing care needs shows that the reablement service continues to successfully prevent and delay the need for long term care.

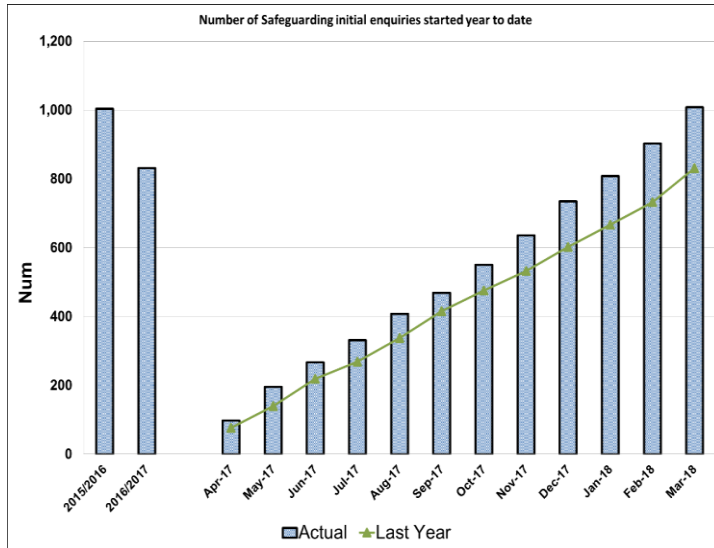
**SAFEGUARDING:**

**ASC 208 – Number of Safeguarding initial enquiries started year to date**

**ASC 209 – Number of Safeguarding initial enquiries started per month**

**ACTUAL: 1008**

**ACTUAL: 97**



**What is the story the data is telling us?**

There have been 1,008 safeguarding initial enquiries started since April 2017, with 97 during March, this is comparable to the same period last year (98) Between April 2016 and March 2017 there had been 831 safeguarding initial enquiries in total, 177 initial enquiries less than the same period this year.

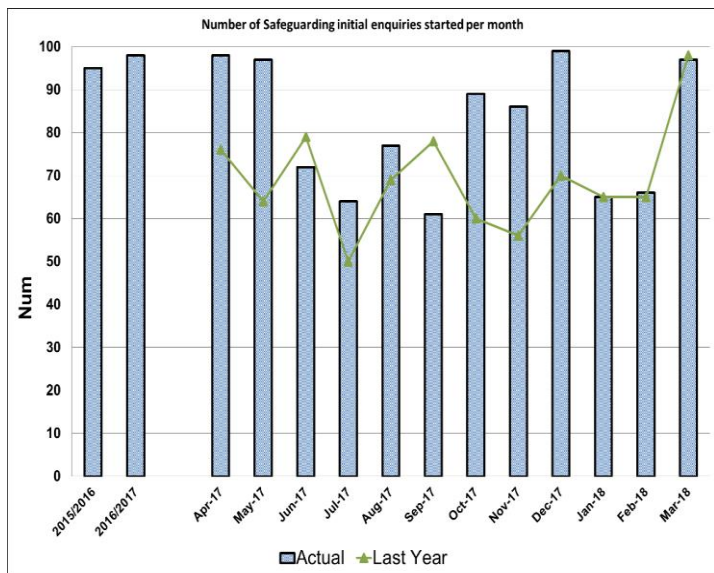
Throughout each quarter there has been an increase in the numbers where the individual, family representative or advocate were involved in discussions prior to a concern being submitted

Q1-66%

Q2-92%

Q3-92%

Q4-86%



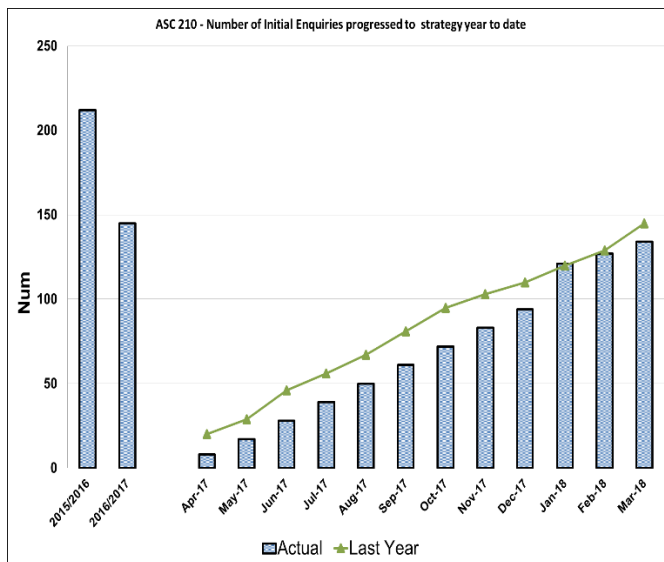
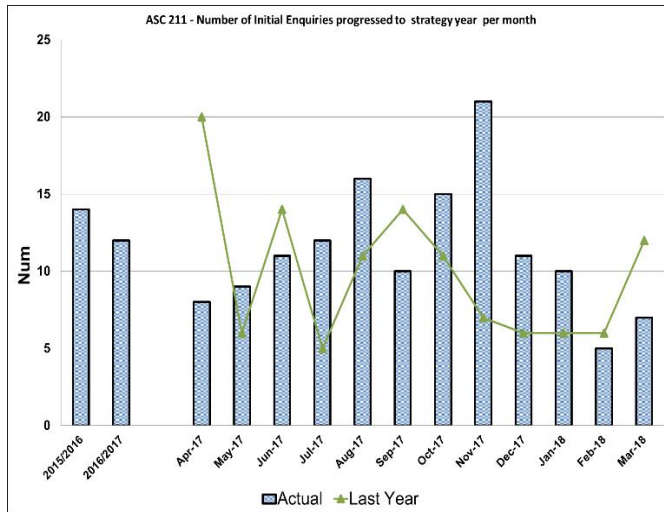
This is a significant increase from 16/17 taking into account that the figure for each of the previous 4 quarters averaged 65%. The increase is useful indicator in measuring the impact of Making Safeguarding Personal in the local authority.

Work has recently been completed to align the indicators to reflect the journey of the individual through the safeguarding process. The suggested indicators set out in Appendix 2 will allow for a more robust way of managing performance. Guidance for practitioners has recently been developed to ensure that SAMs are clear about expectations. Guidance and support is being rolled through the regular monthly SAMs meetings.

**SAFEGUARDING:**

**ASC 211 – Number of initial enquiries progressed to strategy per month**

**ACTUAL: 7**



**What is the story the data is telling us?**

The percentage of cases that have progressed to a safeguarding strategy meeting has again fallen this year.

It is thought that part of the reason for the fall last year and again this year is due to the introduction of the 5 days to complete an initial enquiry. This allows SAMs longer to gather information which often means sufficient information is available to make a final decision at that point. However, it has been identified that there is a risk that SAMs are keeping initial enquiries open too long to gather information when they could have been progressed to a strategy meeting.

Analysis by SAMs suggests that there have been several cases which have progressed to a safeguarding strategy meeting but this will not be recorded on Liquid Logic because the initial enquiry has not been ended. If the initial enquiry is not ended, it will not allow a safeguarding meeting to be entered. The work to ensure initial enquiries are completed in a timely manner has included discussion around how long the initial enquiry should be kept open waiting for information. It has been identified that there are a significant number of initial enquiries which have been open for well over the 5 day timescale.

Discussions at SAMs meetings highlighted that some may be carrying our safeguarding discussion meetings (telephone strategies) in the initial enquiry. These should be progressed to a safeguarding strategy (could still be recorded as telephone strategy discussion). This would increase the percentage progressed to safeguarding discussion/meeting and probably give a more accurate reflection of the conversion rate from initial enquiry to strategy. The percentage progressed to initial enquiry will also be affected by the number of concerns submitted which should not have come to LA. If these had not come in the conversion rate would be higher.

To ensure these issues are addressed a range of interventions will be put in place

- Audit of decision making around concerns and whether they progress to a strategy meeting or not.
- Weekly performance reports to highlight open initial enquiries to support SAMs to complete them in a reasonable timescale.
- Work with SAMS to ensure initial enquiries are used appropriately and not replacing strategy meetings
- Identify cases where meetings have been held but this is not recorded on Liquid Logic because the initial enquiry has not been completed on Liquid Logic.



**Please note the following indicators have not been included in the End of Year Scrutiny Report:**

**ASC 008 – (ASCOF 2A 1 & 2) – Permanent admissions to residential and nursing care homes per 100,000 of the 18 + population**

This indicator tends not to be reported as it is the total figure of ASC 002 and ASC 003 combined.

**ASC 021 - Percentage of people whose need for home care has reduced through provision of a reablement package**

This indicator has not been reported on since the introduction of Liquid Logic

**ASC 050 - (ASCOF 1C (1b)) – Proportion of carers using social care who receive self-directed support.**

This indicator will be included in the 2018/19 Quarter 1 Scrutiny Report.

**ASC 054 – The proportion of people who use Adult Care services who find it easy to find information about services.**

The results for this indicator are taken from the Carer's Survey. The results have only recently been recorded and still need to be validated. Provisional data will be included in the 2018/19 Quarter 1 Scrutiny Report.

**ASC 055 - The proportion of people who are carers who find it easy to find information about services.**

The results for this indicator are taken from the Carer's Survey. The results have only recently been recorded and still need to be validated. Provisional data will be included in the 2018/19 Quarter 1 Scrutiny Report.