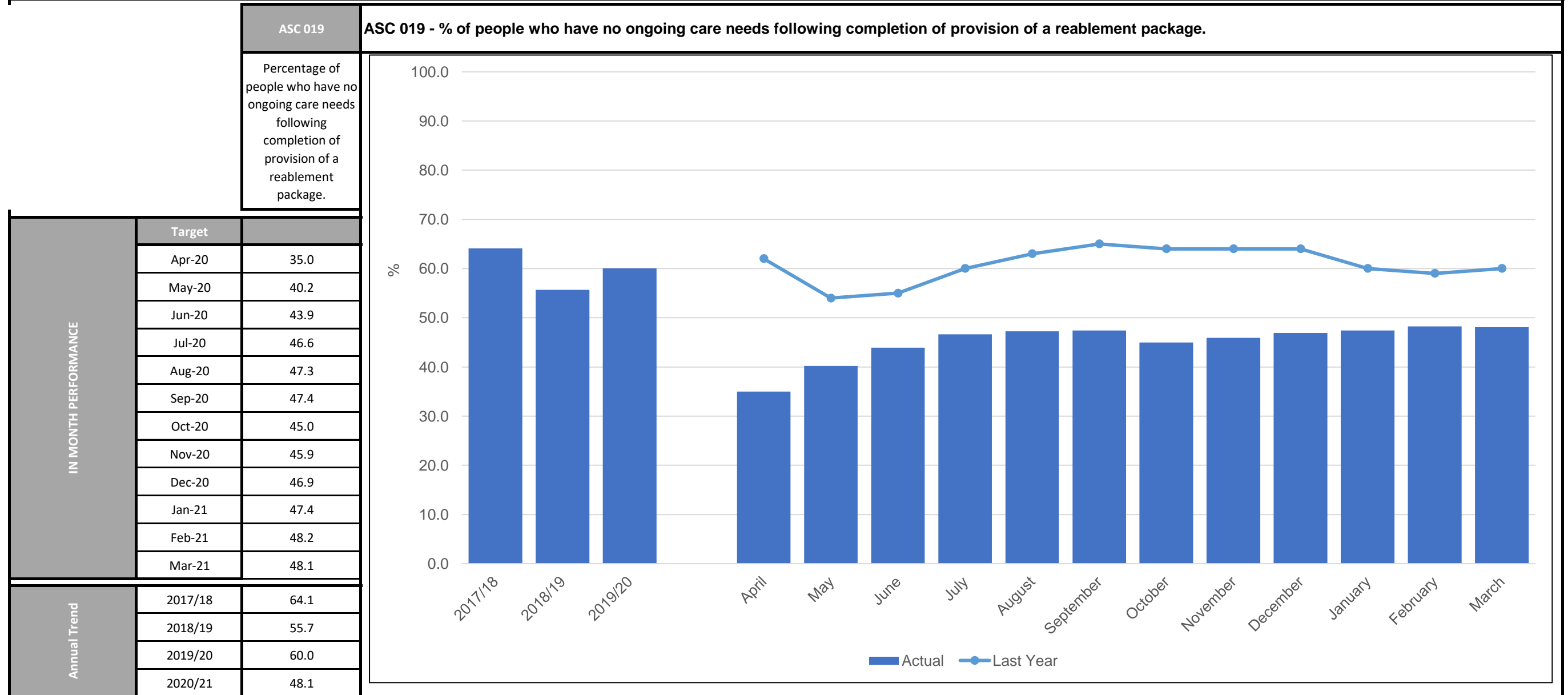




## **Adult Social Care**

# End of Year Scrutiny Performance Report 2020-21

MANAGING DEMAND	
ASC 019	% of people who have no ongoing care needs following completion of provision of a reablement package.
DEFINITION	<p>ASC 019 – Percentage of people who have no ongoing care needs following completion of provision of a reablement package (Bigger is better)</p> <p><b>Numerator:</b> 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'</p> <p><b>Denominator:</b> The total number of clients completing a reablement package during the period</p>
Performance Analysis	<p>Since April the percentage of clients who have completed a reablement package with an outcome of 'No Service Provided or Identified, Long Term Support Ended or Universal Services/Signposted is 48.1%. In terms of actual numbers out of the 472 clients who have completed a reablement package 227 had no ongoing care needs.</p> <p>During Quarter 4 out of 144 clients who had completed a reablement package 72 had no ongoing care needs, this equates to 50%, whilst during Quarter 3 the figure was 45%.</p> <p>When compared to 2019/20 end of year figure (60%), this year has seen a 12% decrease in the percentage of clients who have no ongoing care needs after completing a reablement package.</p> <p>Within the first quarter Covid impacted on service provision. Activity was lower into the team due to the cancellation of non-elective surgery which then had an impact on the cumulative figure.</p> <p>A breakdown of the figures for each month can be found on the following page.</p>



**MANAGING DEMAND**

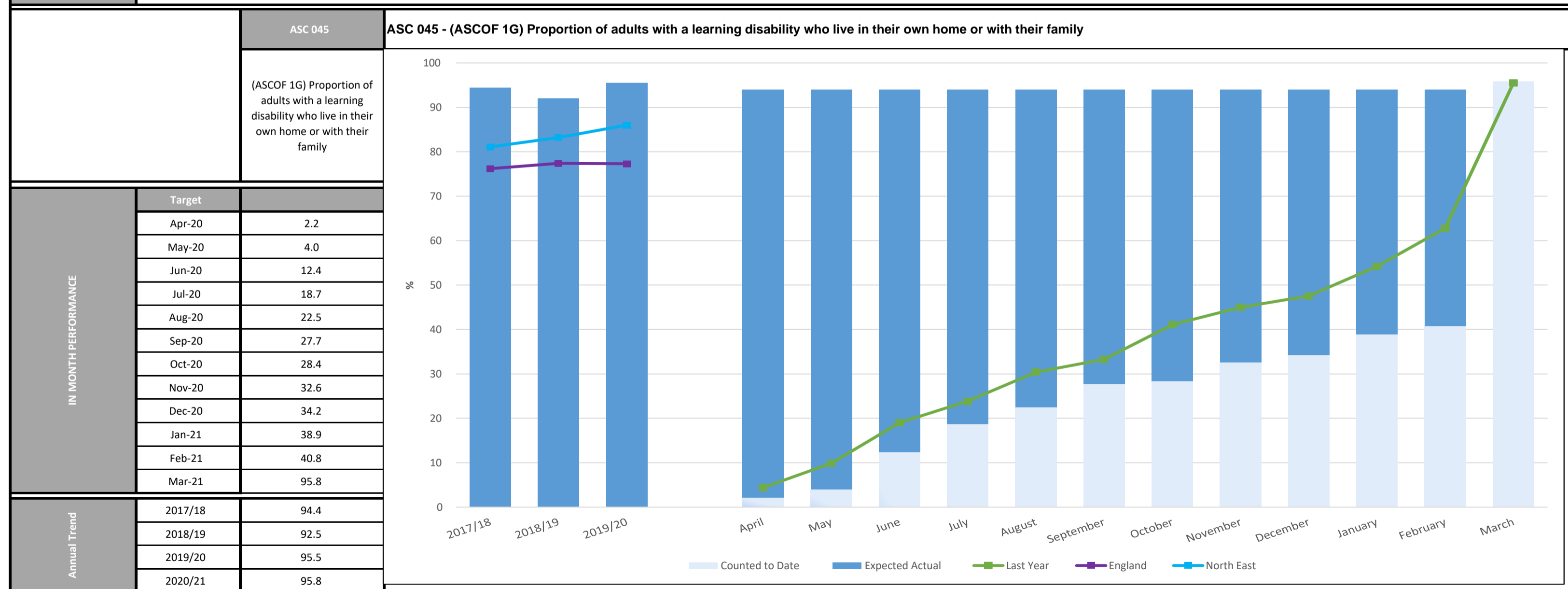
**ASC 019 - Percentage of people who have no ongoing care needs following completion of provision of a reablement package**

<b>DEFINITION</b>	<p><b>ASC 019</b> – Percentage of people who have no ongoing care needs following completion of provision of a reablement package (Bigger is better)</p> <p><b>Numerator:</b> 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'</p> <p><b>Denominator:</b> The total number of clients completing a reablement package during the period</p>
-------------------	--

Monthly breakdown of figures 20-21			
	Total no of clients completing reablement	No of clients with no ongoing care needs	Percentage of clients completing packages and outcomed with no ongoing care needs
April	55	21	38%
May	33	14	42%
June	36	18	50%
July	40	23	58%
August	37	19	51%
September	28	14	50%
October	47	15	32%
November	43	17	40%
December	33	16	48%
January	58	21	36%
February	42	23	55%
March	61	27	44%

Monthly breakdown of figures 19-20			
	Total no of clients completing reablement	No of clients with no ongoing care needs	Percentage of clients completing packages and outcomed with no ongoing care needs
April	50	31	62%
May	52	23	44%
June	53	27	51%
July	51	25	49%
August	42	25	60%
September	44	29	66%
October	41	20	49%
November	42	21	50%
December	45	13	29%
January	45	17	38%
February	30	15	50%
March	67	34	51%

SELF DIRECTED SUPPORT	
ASC 045	(ASCOF 1G) Proportion of adults with a learning disability who live in their own home or with their family
DEFINITION	<p>QUALITY OF LIFE: ASC 045 (ASCOF 1G) – Proportion of adults with a learning disability who live in their own home or with their family (Bigger is better)</p> <p>Numerator: All people within the denominator who are “living on their own or with their family.” Source: SALT</p> <p>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)</p>
Performance Analysis	<p>The Life Stages service currently have approximately 500 cases including individuals and their carers. There are 284 of these who are adults with a learning disability who are of working age which are captured within this indicator. Since April there were 272 clients accommodation statuses captured as either living in their own home or with family. Therefore the proportion of adults with a learning disability living in settled accommodation where the information has been captured since April is 95.8%. This is a cumulative total.</p> <p>An operational decision was made in February to manually update the classification on accommodation status based on the knowledge individuals status had not changed from the previous year. It has been standard operationally good practice to update the accommodation status at point of review and although this is not a requirement of the indicator it has been used as an effective management tool to measure progress. Due to the pandemic the usual review schedule was disrupted which resulted in fewer reviews being completed. An additional factor was the loss of key staff, including the reviewing officer who has been undertaking her social worker apprentice programme. Some staff have also at times supported other areas of the business during peak COVID times.</p> <p>The management team have reconfigured the review schedule to prioritise the outstanding 148 reviews. The revised schedule has been developed to include a traffic light system, all of the 148 outstanding reviews have been coded red and it is planned a significant number of these will be completed before the end of Quarter 1.</p>



**SELF DIRECTED SUPPORT**

**ASC 046 (ASCOF 1E) Proportion of adults with learning disabilities in paid employment.**

**DEFINITION**  
 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)

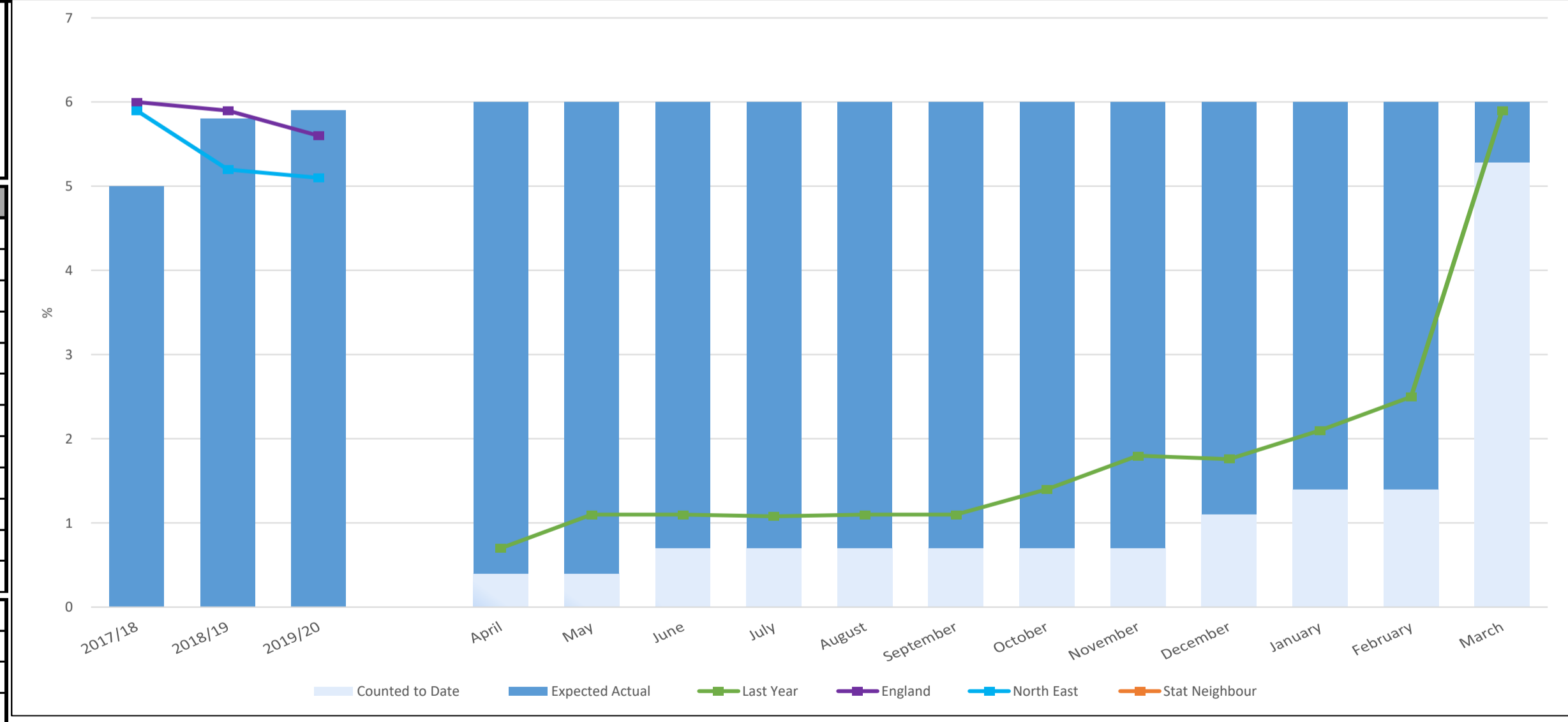
**Performance Analysis**  
 The Life Stages service currently have approximately 500 cases including individuals and their carers. There are 284 of these who are adults with a learning disability who are of working age which are captured within this indicator. Since April there has been 15 clients whose status has been captured as being in paid employment. Therefore the proportion of adults with a learning disability living in paid employment where the information has been captured since April is 5.3%.  
 An analysis of the impact of COVID on employment has been undertaken on the individuals captured by this indicator. It has been established that no one has lost employment due to the pandemic, those individuals who had been furloughed have returned to work

**ASC 046 - (ASCOF 1E) Proportion of adults with learning disabilities in paid employment.**

**ASC 046**  
 (ASCOF 1E) Proportion of adults with learning disabilities in paid employment.

IN MONTH PERFORMANCE		Target
	Apr-20	0.4
	May-20	0.4
	Jun-20	0.7
	Jul-20	0.7
	Aug-20	0.7
	Sep-20	0.7
	Oct-20	0.7
	Nov-20	0.7
	Dec-20	1.1
	Jan-21	1.4
	Feb-21	1.4
	Mar-21	5.3

Annual Trend	
2017/18	5.0
2018/19	5.8
2019/20	5.9
2020/21	5.3



SELF DIRECTED SUPPORT		
ASC 049	(ASCOF 1C (1a)) Proportion of people using social care who receive self-directed support	
DEFINITION	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	
Performance Analysis	Since April the proportion of clients using social care who receive self-directed support is 98.6%. In terms of actual numbers this equates to 803 individuals receiving self-directed support.  The decrease in the percentage of people receiving self-directed support during January and February can be contributed to the increase in the number of clients who were receiving CASSR Commissioned Support only (not included in the numerator calculation). This was a systems issue which has now been resolved.	
	ASC 049	ASC 049 - (ASCOF 1C (1a)) Proportion of people using social care who receive self-directed support
	(ASCOF 1C (1a)) Proportion of people using social care who receive self-directed support	
IN MONTH PERFORMANCE	Target	
	Apr-20	98.2
	May-20	98.2
	Jun-20	98.4
	Jul-20	98.3
	Aug-20	98.3
	Sep-20	97.9
	Oct-20	97.9
	Nov-20	97.7
	Dec-20	96.1
	Jan-21	95.0
	Feb-21	93.5
Mar-21	98.6	
Annual Trend	2017/18	98.0
	2018/19	97.8
	2019/20	98.7
	2020/21	98.6

**SELF DIRECTED SUPPORT**  
**ASC 049 - Proportion of people using social care who receive self-directed support**

<b>DEFINITION</b>	<p><b>QUALITY OF LIFE: ASC 049 (ASCOF 1C (1a))</b> – Proportion of people using social care who receive self-directed support (Bigger is better)  <b>Numerator:</b> 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  <b>Denominator:</b> Clients (aged 18 or over) accessing long term community support at the year end 31st March: SALT</p>
-------------------	---

18-64

<b>Type of self directed support</b>	
Direct Payments	180
CASSR Managed Personal Budget	154
Part Direct Payments	63
<b>Total</b>	<b>397</b>

<b>Primary Support Reason</b>	
Learning Disability Support	255
Physical Support - Personal Care Support	93
Mental Health Support	33
Physical Support - Access and Mobility Only	8
Social Support - Support for Social isolation / other	6
Social Support - Substance misuse support	1
Sensory Support - support for dual impairment	1
Support with memory and cognition	0
Sensory Support - support for hearing impairment	0
Sensory Support - Support for Visual Impairment	0
<b>Total</b>	<b>397</b>

65+

<b>Type of self directed support</b>	
CASSR Managed Personal Budget	287
Direct Payments	43
Part Direct Payments	9
<b>Total</b>	<b>339</b>

<b>Primary Support Reason</b>	
Physical Support - Personal Care Support	226
Learning Disability Support	32
Physical Support - Access and Mobility Only	25
Mental Health Support	25
Support with memory and cognition	20
Social Support - Support for Social isolation / other	9
Sensory Support - support for hearing impairment	1
Sensory Support - Support for Visual Impairment	1
Sensory Support - support for dual impairment	0
Social Support - Support misuse support	0
<b>Total</b>	<b>339</b>

ASCOF 1c(1a) - 2019-20 Regional breakdown for proportion of people who use services who receive Self Directed Support (bigger is better)

Redcar and Cleveland	100
South Tyneside	100
Sunderland	100
Northumberland	99.6
Stockton on Tees	99.6
<b>Darlington</b>	<b>98.7</b>
Newcastle upon Tyne	98.7
Gateshead	97.8
North Tyneside	97.6
Durham	96.2
Hartlepool	95.4
Middlesbrough	34.1

SELF DIRECTED SUPPORT			
ASC 050	(ASCOF 1C (1b)) Proportion of carers using social care who receive self-directed support		
DEFINITION	QUALITY OF LIFE: ASC 050 (ASCOF 1C (1b)) – Proportion of carers 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: Carers (caring for someone aged 18 or over) receiving carer-specific services in the year to 31st March: SALT		
Performance Analysis	Since April the proportion of carers using social care who receive self-directed support is 100%. In terms of actual numbers this equates to 107 carers receiving self-directed support.  All carers who are in receipt of a commissioned service are now recorded as having a personal budget, therefore this indicator should always be recorded as 100% of carers being in receipt of self-directed support.		
	ASC 050	ASC 050 - (ASCOF 1C (1b)) Proportion of carers using social care who receive self-directed support	
	(ASCOF 1C (1b)) Proportion of carers using social care who receive self-directed support		
IN MONTH PERFORMANCE	Target		
	Apr-20		100.0
	May-20		100.0
	Jun-20		100.0
	Jul-20	100.0	
Aug-20	100.0		
Sep-20	100.0		
Oct-20	100.0		
Nov-20	100.0		
Dec-20	100.0		
Jan-21	100.0		
Feb-21	100.0		
Mar-21	100.0		
Annual Trend	2017/18	95.9	
	2018/19	100.0	
	2019/20	100.0	
	2020/21	100.0	



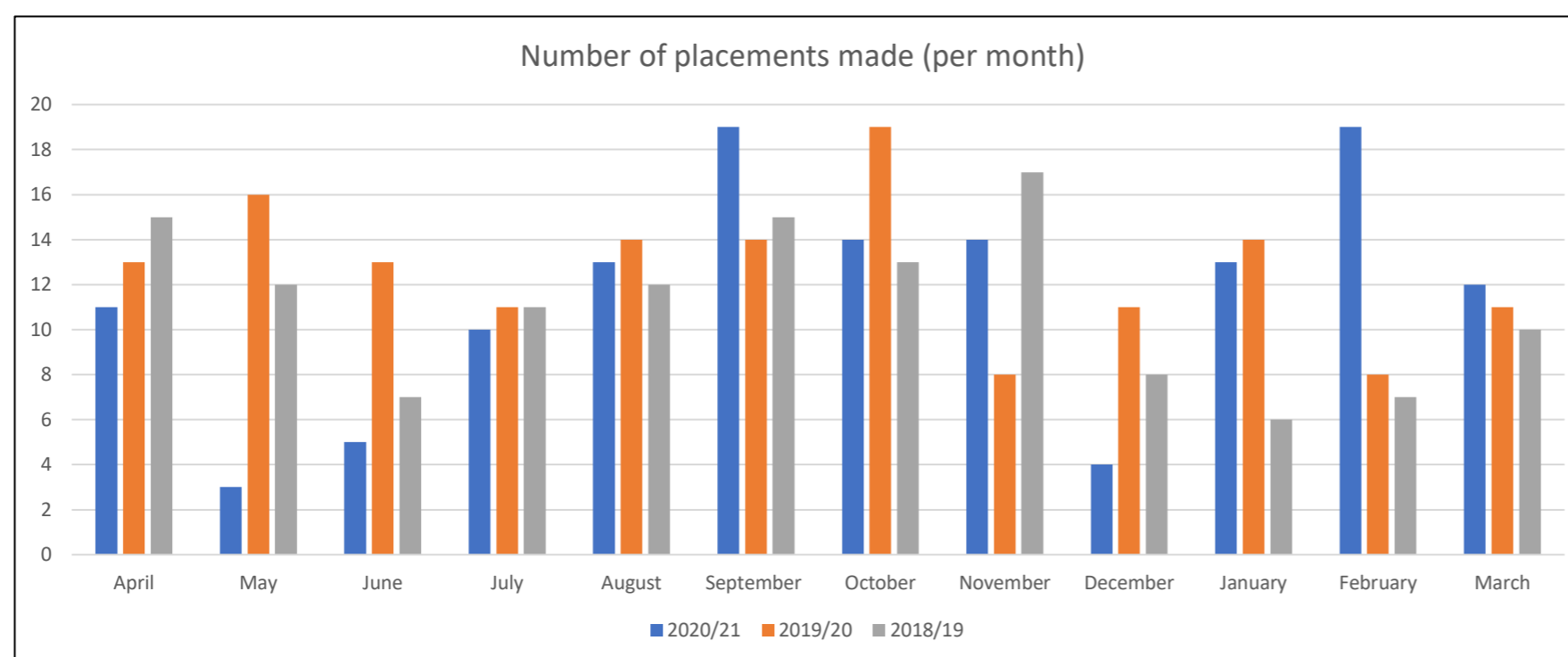
SELF DIRECTED SUPPORT										
ASC 002	(ASCOF 2A-2) Older people aged 65+ admitted on a permanent basis in the year to residential or nursing care per 100,000 of the 65+ population									
DEFINITION	<p>REDUCE THE NEED: ASC 002 (ASCOF 2A-2) – Older people aged 65+ admitted on a permanent basis in the year to residential or nursing care. (Smaller is better)</p> <p>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</p> <p>Denominator: Size of older people population (aged 65 and over) in area (ONS mid-year population estimates).</p>									
Performance Analysis	<p>Since April the number of 65+ who have been permanently placed into residential care is 137 (634.6 per 100,000 population). When compared to the same period last year the number of permanent admissions between April - March 2020 was 152.</p> <p>Recently staff have been able to visit care homes following the safe procedures to complete face to face assessments which incorporates mental capacity assessments, best interest decision meetings and to ensure timely completion of the short break stay. As of the 22nd April the current number of individuals who remain in a short break stay is 29.</p> <table border="1"> <tr> <td>Over 65</td> <td>16</td> </tr> <tr> <td>Under 65</td> <td>6</td> </tr> <tr> <td>Carers</td> <td>2</td> </tr> <tr> <td>Covid</td> <td>5</td> </tr> </table>		Over 65	16	Under 65	6	Carers	2	Covid	5
Over 65	16									
Under 65	6									
Carers	2									
Covid	5									
ASC 002 - (ASCOF 2A-2) Older people aged 65+ admitted on a permanent basis in the year to residential or nursing care per 100,000 of the 65+ population										
	ASC 002	(ASCOF 2A-2) Older people aged 65+ admitted on a permanent basis in the year to residential or nursing care								
IN MONTH PERFORMANCE	Target									
	Apr-20	27.8								
	May-20	55.6								
	Jun-20	78.7								
	Jul-20	120.4								
	Aug-20	152.9								
	Sep-20	245.5								
	Oct-20	328.9								
	Nov-20	375.2								
	Dec-20	398.4								
	Jan-21	458.6								
	Feb-21	574.4								
	Mar-21	634.6								
Annual Trend	2017/18	681.3								
	2018/19	616.1								
	2019/20	704.0								
	2020/21	634.6								

**SELF DIRECTED SUPPORT**  
**ASC 002- Older people aged 65+ admitted on a permanent basis in the year to residential or nursing care (per 100,000 of pop)**

<b>DEFINITION</b>	<p><b>REDUCE THE NEED: ASC 002 (ASCOF 2A-2)</b> – Older people aged 65+ admitted on a permanent basis in the year to residential or nursing care. (Smaller is better)</p> <p><b>Numerator:</b> 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</p> <p><b>Denominator:</b> Size of older people population (aged 65 and over) in area (ONS mid-year population estimates).</p>
-------------------	---

**Breakdown of placements made per month for the past 3 years**

	April	May	June	July	August	September	October	November	December	January	February	March	Total
<b>2020/21</b>	11	3	5	10	13	19	14	14	4	13	19	12	<b>137</b>
<b>2019/20</b>	13	16	13	11	14	14	19	8	11	14	8	11	<b>152</b>
<b>2018/19</b>	15	12	7	11	12	15	13	17	8	6	7	10	<b>133</b>



**ASCOF 2a(2) - 2019-20 Regional breakdown for permanent admissions 65+ (smaller is better)**

Stockton-on-Tees	535.4
North Tyneside	553.4
Northumberland	668.1
Hartlepool	675.9
South Tyneside	679.9
<b>Darlington</b>	<b>692.9</b>
Durham	717.1
Newcastle upon Tyne	748.2
Redcar and Cleveland	750.8
Sunderland	1046
Gateshead	1067.9
Middlesbrough	1143

**SELF DIRECTED SUPPORT**  
**ASC 002- Older people aged 65+ admitted on a permanent basis in the year to residential or nursing care (per 100,000 of pop)**

<b>DEFINITION</b>	<p><b>REDUCE THE NEED: ASC 002 (ASCOF 2A-2)</b> – Older people aged 65+ admitted on a permanent basis in the year to residential or nursing care. (Smaller is better)</p> <p><b>Numerator:</b> 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</p> <p><b>Denominator:</b> Size of older people population (aged 65 and over) in area (ONS mid-year population estimates).</p>
-------------------	---

Age Breakdown

65-70	71-75	76-80	81-85	86-90	91-95	96-99	100+
8	9	21	29	36	26	7	1

Service Type

Service Type	
Permanent Residential Care	114
Permanent Nursing Care	23

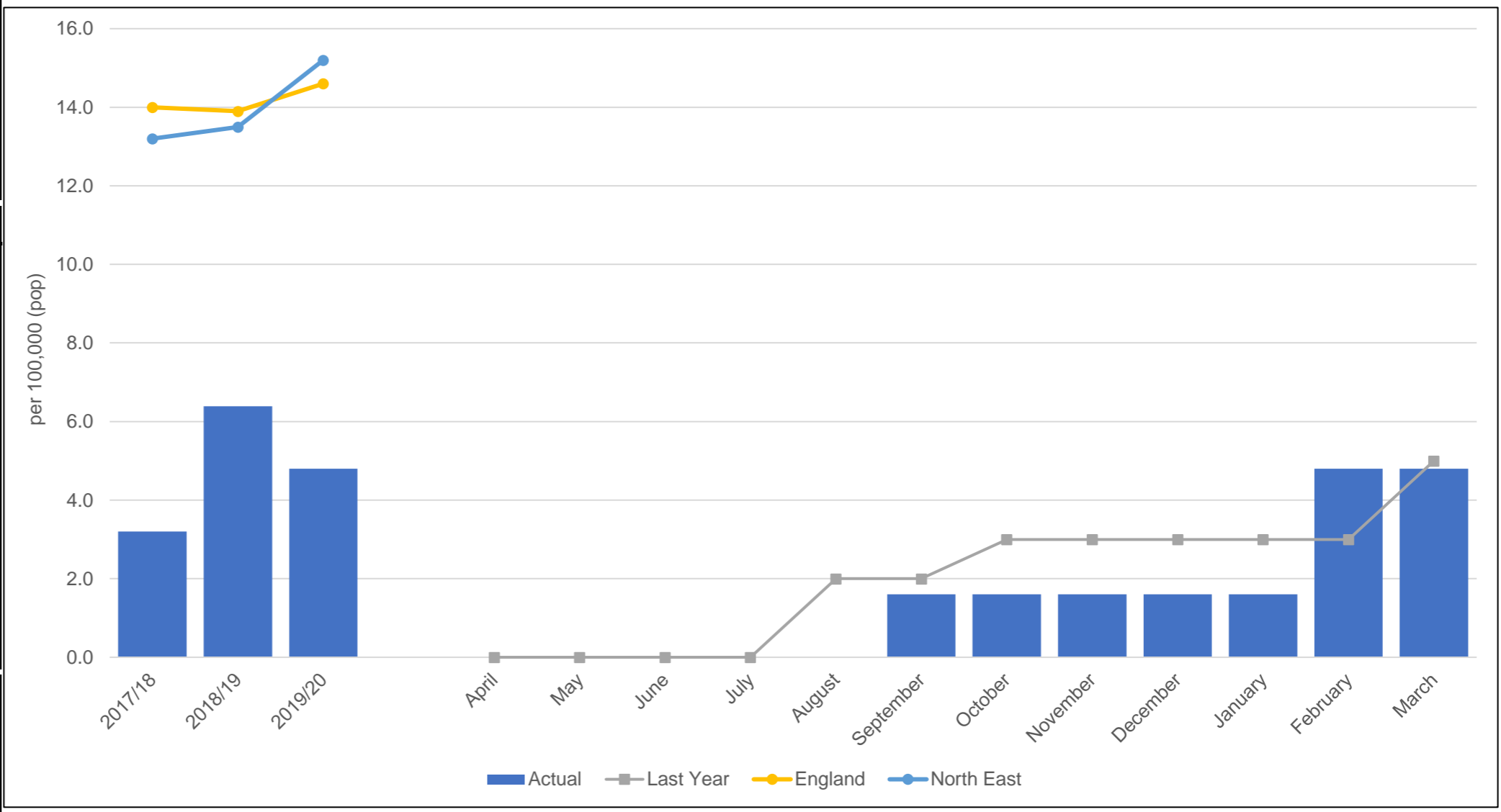
Breakdown of Service Element for each placement

Service Element	
OP Residential	70
EMI Residential	44
EMI MH Nursing	13
OP Nursing	10

Breakdown of Long Term Support Reasons

Long Term Support Reason	
Physical Support - Personal Care Support	91
Support with Memory and Cognition	24
Mental Health Support	13
Physical Support - Access and Mobility Only	7
Social Support - Support for Social Isolation / Other	2
Learning Disability Support	0
Sensory Support - Support for Visual Impairment	0

SELF DIRECTED SUPPORT		
ASC 003	(ASCOF 2A-1) Adults aged 18 - 64 admitted on a permanent basis in the year to residential or nursing care homes, per 100,000 population	
DEFINITION	<p>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)</p> <p>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</p> <p>Denominator: Size of population (aged 18-64) in area (ONS mid-year population estimates).</p>	
Performance Analysis	<p>Since April there have been 3 individuals who have been placed permanently into residential care, of which 1 individual is planned to return home.</p>	
		ASC 003 - (ASCOF 2A-1) Adults aged 18 - 64 admitted on a permanent basis in the year to residential or nursing care homes, per 100,000 population
		<p>(ASCOF 2A-1) Adults aged 18 - 64 admitted on a permanent basis in the year to residential or nursing care homes, per 100,000 population</p>
IN MONTH PERFORMANCE	Target	
	Apr-20	0.0
	May-20	0.0
	Jun-20	0.0
	Jul-20	0.0
	Aug-20	0.0
	Sep-20	1.6
	Oct-20	1.6
	Nov-20	1.6
	Dec-20	1.6
	Jan-21	1.6
	Feb-21	4.8
Mar-21	4.8	
Annual Trend	2017/18	3.2
	2018/19	6.4
	2019/20	4.8
	2020/21	4.8



**SAFEGUARDING**

**ASC 208** Number of Safeguarding concerns (initial enquiries) started - year to date

**ASC 209** Number of Safeguarding concerns (initial enquiries) started - per month

**Performance Analysis**

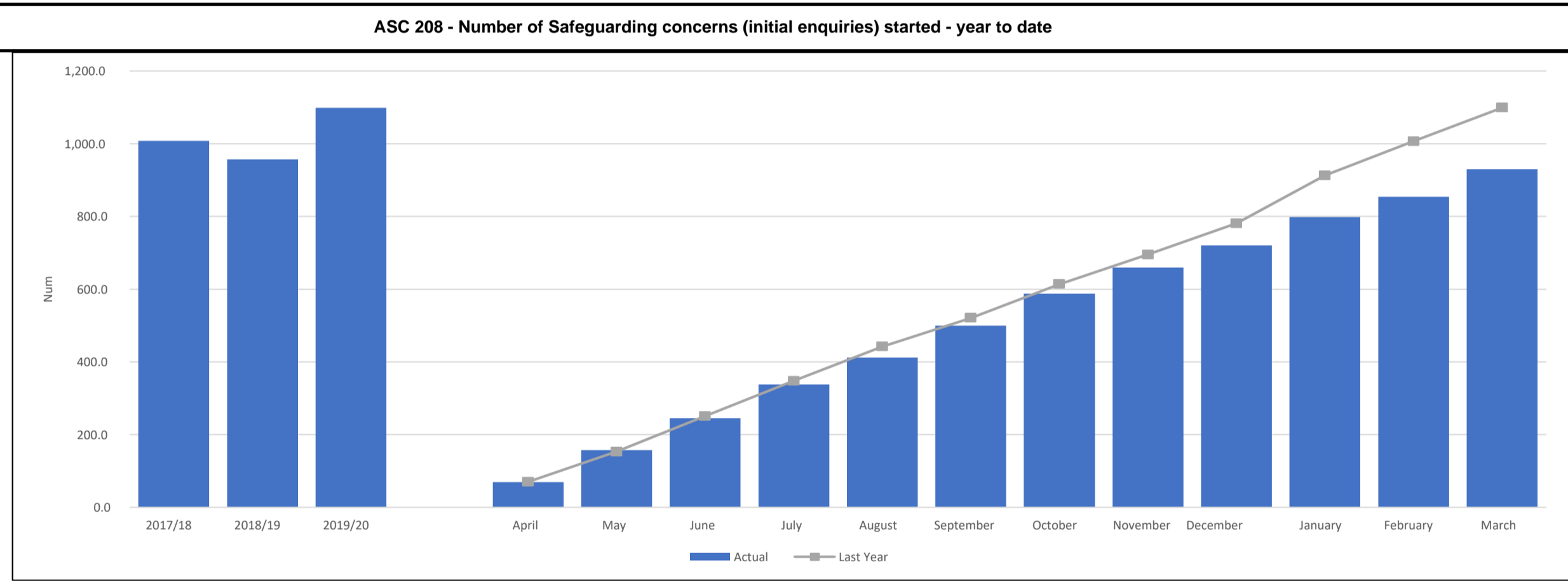
The number of safeguarding contacts during quarter 4 has been consistent with other periods of the year 2020 / 2021. There has been 594 safeguarding contacts reported in quarter 4 compared to quarter 1 where 584 were reported, quarter 2 where 605 were reported and quarter 3 had 528 reported. Although the quarter performance is consistent March 21 has seen the greatest reported number of concerns (251) since January 20.

There have been 76 safeguarding initial enquiries started in March 2021. This is less than the same time as last year, 92 in March 2020.

During the same period last year the total number of safeguarding concerns for 2019-20 was 1099 whilst during this year the figure is 930.

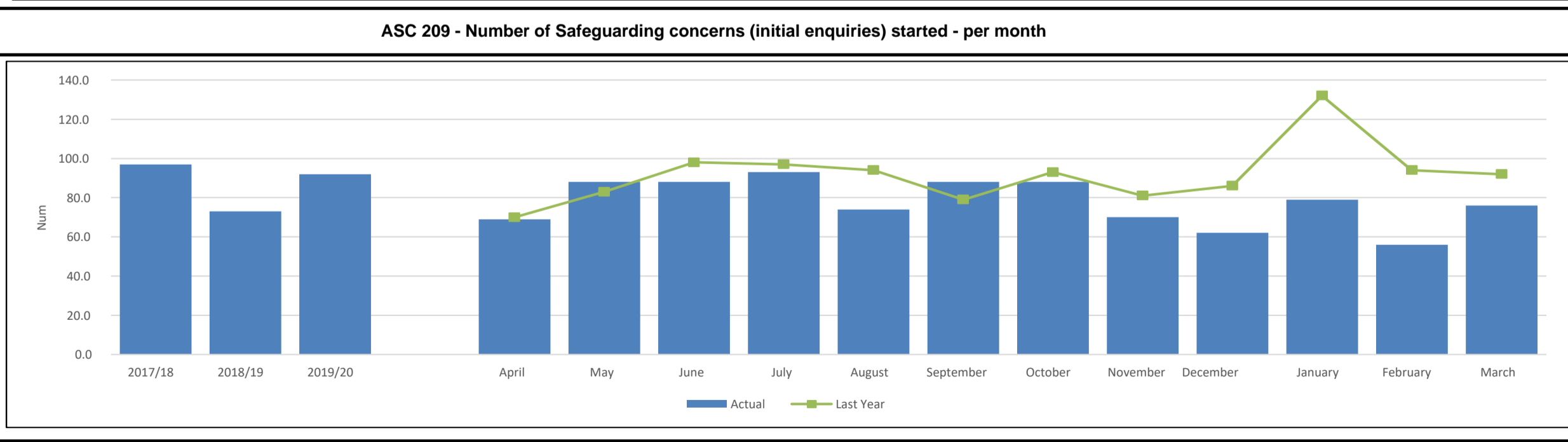
During 2019/20 there was an average of 92 initial enquiries started each month, so March 2021 is less than last years average. The year end monthly average for 2020-21 is 77.5.

	ASC 208	ASC 209
	Number of Safeguarding concerns (initial enquiries) started - year to date	Number of Safeguarding concerns (initial enquiries) started - per month



**IN MONTH PERFORMANCE**

Month	Target	ASC 208	ASC 209
Apr-20	69.0	69.0	69.0
May-20	157.0	157.0	88.0
Jun-20	245.0	245.0	88.0
Jul-20	338.0	338.0	93.0
Aug-20	412.0	412.0	74.0
Sep-20	500.0	500.0	88.0
Oct-20	588.0	588.0	88.0
Nov-20	659.0	659.0	70.0
Dec-20	720.0	720.0	62.0
Jan-21	798.0	798.0	79.0
Feb-21	854.0	854.0	56.0
Mar-21	930.0	930.0	76.0



**Annual Trend**

2017/18	1008.0	97.0
2018/19	957.0	73.0
2019/20	1099.0	92.0
2020/21	930.0	76.0

SAFEGUARDING	
ASC 211 - Number of strategy meetings undertaken i.e. concerns progressed to strategy per month	
DEFINITION	ASC 211 - Number of strategy meetings undertaken i.e. concerns progressed to strategy per month
Performance Analysis	<p>50 of the 211 safeguarding initial enquiries started during Quarter 4 with 18 of the 76 during March 2021 progressed to strategy. That is a 23.4% conversion rate for Quarter 4 with 23.6% in March 2021. The year end figure for 2020-21 was 284 of 930 which is 30.5%.</p> <p>The 2018-19 year end conversion rate was 23.9%, and 2019-20 year end figure was 28.6% so the current figure of 30.5% is higher than both previous years.</p> <p>There is no target set for this indicator but it is suggested that a 20% conversion rate is the level to aim for performance.</p>

ASC 211
Number of strategy meetings undertaken i.e. concerns progressed to strategy per month

ASC 211: Number of strategy meetings undertaken i.e. concerns progressed to strategy per month

IN MONTH PERFORMANCE	Target	-
	Apr-20	26.0
	May-20	35.0
	Jun-20	28.0
	Jul-20	39.0
	Aug-20	18.0
	Sep-20	26.0
	Oct-20	24.0
	Nov-20	13.0
	Dec-20	13.0
	Jan-21	14.0
	Feb-21	18.0
Mar-21	18.0	
Annual Trend	2017/18	7.0
	2018/19	18.0
	2019/20	22.0
	2020/21	18.0

