Darlington Borough Council

Adult Social Care

End of Year Scrutiny Performance Report

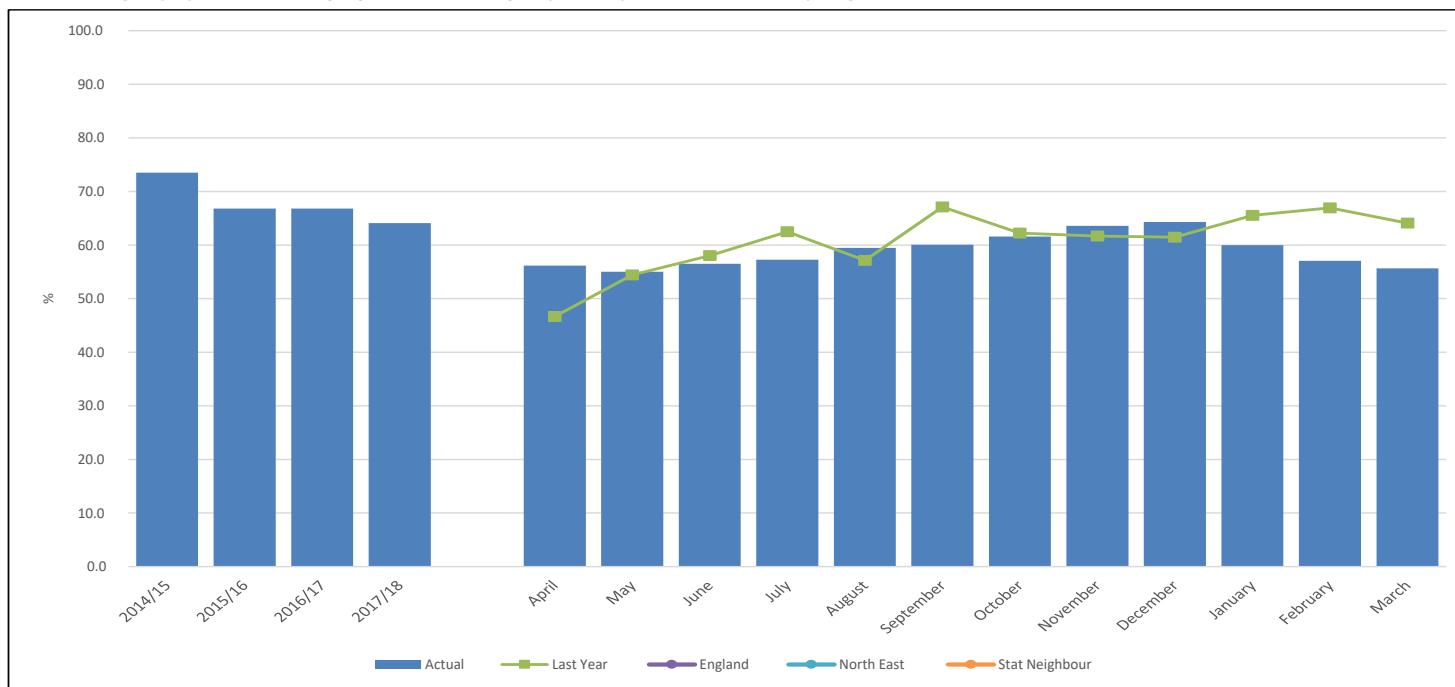2018-19

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

DEFINITION	**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

Performance Analysis	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 56%. In terms of actual numbers out of the 690 clients who have completed a reablement package 384 had no ongoing care needs. During March 45% of clients who completed a reablement package were outcomed as having no ongoing care needs. A breakdown of the figures for each month can be found on the following page. At present RIACT are receiving an increase in number of referrals whereby clients are presenting with high level needs. This is as a result of increased complex hospital referrals via the acute hospital and clients being put on reablement when they have not received support previously. As a result of this, clients do not always end the service with no ongoing care needs but instead a reduction to the support they required at the beginning of reablement. As well as measuring the number of clients who complete a reablement package and have no ongoing care needs a new indicator is to be created which will measure the percentage of clients who complete a reablement package and whose care needs are reduced. This will allow for a more accurate picture of how successful reablement packages are to be shown.

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

Target	70.0
Apr-18	56.2
May-18	55.0
Jun-18	56.5
Jul-18	57.3
Aug-18	59.5
Sep-18	60.1
Oct-18	61.6
Nov-18	63.6
Dec-18	64.3
Jan-19	60.0
Feb-19	57.1
Mar-19	55.7

Annual Trend	2015/16	66.8
	2016/17	66.8
	2017/18	64.1
	2018/19 YTD	55.7

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

SELF DIRECTED SUPPORT

ASC 045 - Proportion of adults with a learning disability who live in their own home or with their family

DEFINITION	**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) **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)

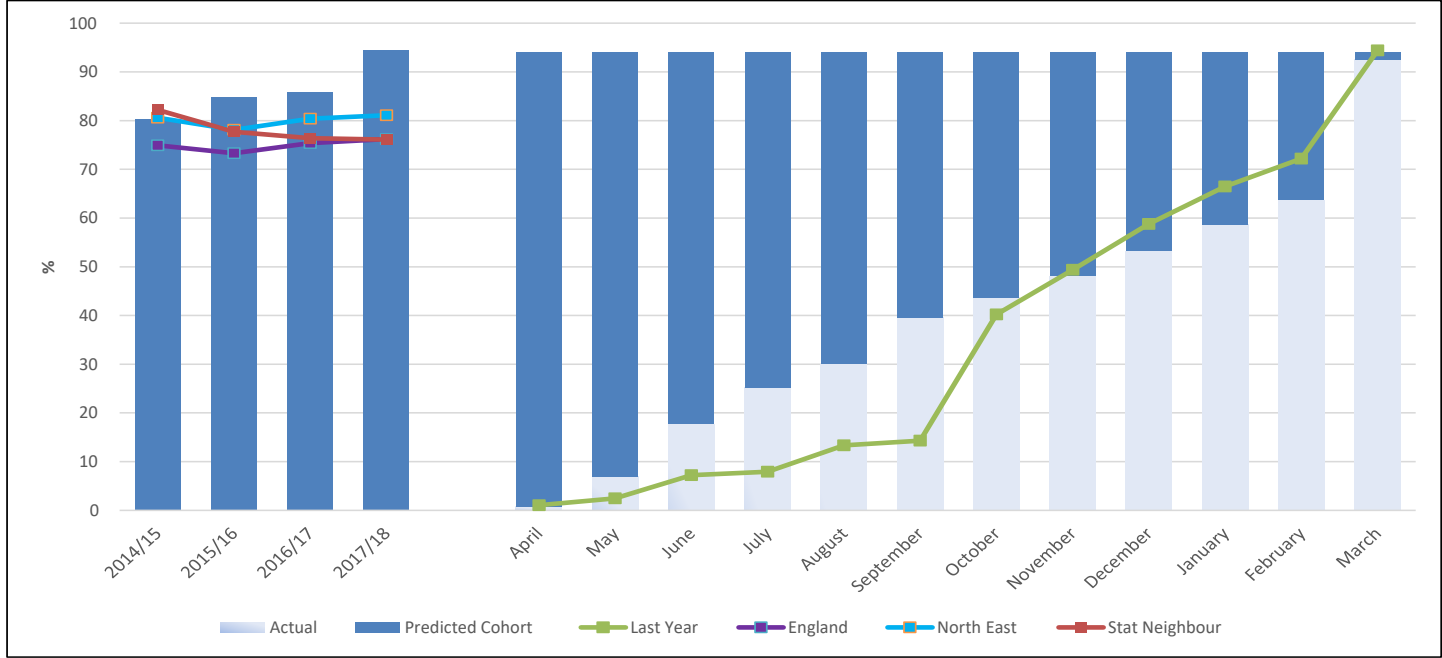| Performance Analysis	In terms of actual figures out of the 293 working aged clients who have a learning disability and receiving long term support 275 are recorded as being in settled accommodation. Since April 271 clients accommodation statuses were captured as either living in their own home or with family. Therefore the proportion of adults with a learning disability living in settled accommodation where the information has been captured since April is 92%. The reason for the spike in the number of accommodation statuses captured during March was due to a number of staffing issues. Firstly the reviewing officer who had been off for 7 weeks due to sickness returned to work, therefore had to input the backlog of work on to Liquid Logic on their return in March. Additional support provided by agency workers and 0-25 staff also increased the capacity for reviews to take place. Going forward, there will be improved performance intelligence to help ensure timely completions of reviews. There will also be regular meetings with brokerage to ensure that cases which are being held up in the system are identified and processed quicker. A breakdown of the number of clients whose status was not updated during 2018/19 can be found on the previous page. The target of 90% has been surpassed. Darlington also continues to outperform the 3 comparative groups. The most recent data from Darlington's comparative groups are England average (76%), Statistical Neighbours (76%) and North East (81%).

ASC 045
(ASCOF 1G) Proportion of adults with a learning disability who live in their own home or with their family

IN MONTH PERFORMANCE	Target	90.0
	Apr-18	0.7
	May-18	6.9
	Jun-18	17.7
	Jul-18	25.2
	Aug-18	30.0
	Sep-18	39.5
	Oct-18	43.7
	Nov-18	48.1
	Dec-18	53.2
	Jan-19	58.6
	Feb-19	63.7
	Mar-19	92.5

Annual Trend	2015/16	84.8
	2016/17	85.8
	2017/18	94.4
	2018/19 YTD	92.5

ASC 045: (ASCOF 1G) Proportion of adults with a learning disability who live in their own home or with their family

SELF DIRECTED SUPPORT

ASC 046 - Proportion of adults with learning disabilities in paid employment

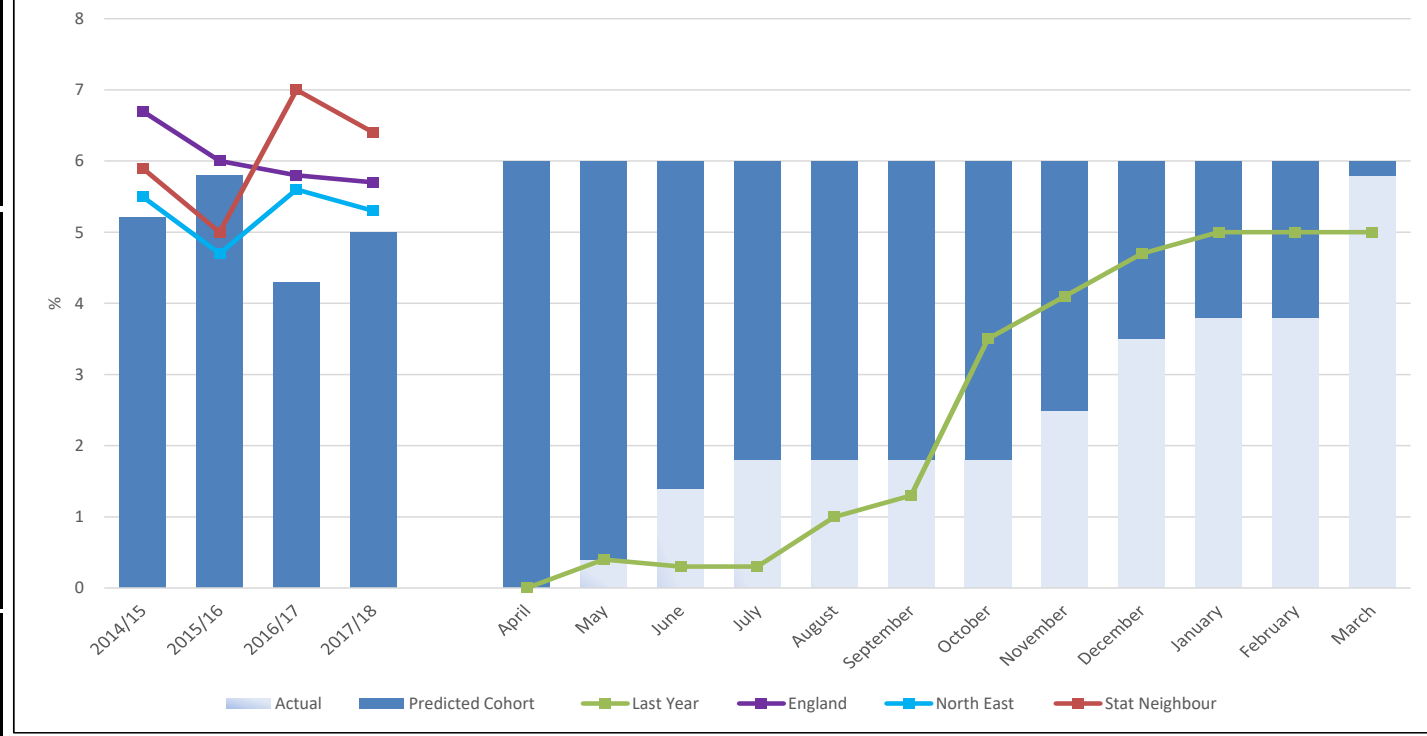| DEFINITION	QUALITY OF LIFE: ASC 046 (ASCOF 1E) Proportion of adults with learning disabilities in paid employment. (Bigger is better) **Numerator:** All people within the denominator, who are in employment. Source: SALT **Denominator:** Number of working-age learning-disabled clients known to CASSRs 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	In terms of actual figures out of the 293 working aged clients who have a learning disability and receiving long term support 18 are recorded as being in paid employment. Since April 17 clients statuses were 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 5.8%. A breakdown of the figures can be found on the previous page. Although the target of 6% has not been met one client who was recorded as being in employment was closed to the service as their skills had significantly progressed, meaning that they were no longer eligible for adult social care. This means that all the clients who are recorded as being in paid employment had their status captured during the year. Performance has improved since 2017/18. Darlington also continues to outperform both the England average (5.3%) and the North East average (5.7%).

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	6.0
	Apr-18	0.0
	May-18	0.4
	Jun-18	1.4
	Jul-18	1.8
	Aug-18	1.8
	Sep-18	1.8
	Oct-18	1.8
	Nov-18	2.5
	Dec-18	3.5
	Jan-19	3.8
	Feb-19	3.8
	Mar-19	5.8

Annual Trend	2015/16	5.8
	2016/17	4.3
	2017/18	5.0
	2018/19 YTD	5.8

SELF DIRECTED SUPPORT

ASC 049 - 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

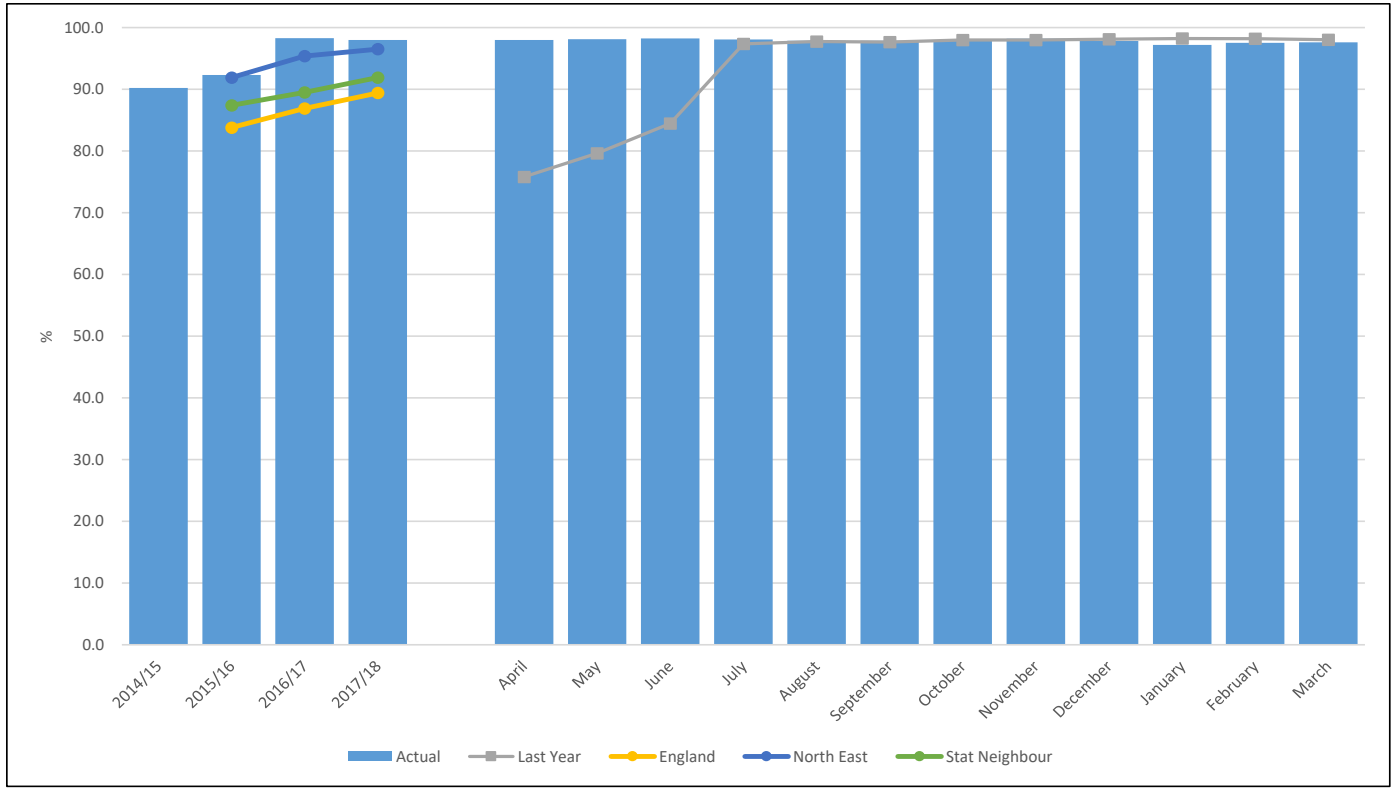| Performance Analysis	Since April the proportion of clients using social care who receive self-directed support is 97.6%. In terms of actual numbers this equates to 743 individuals receiving self-directed support. The chart shows that since July 2017 the performance for this indicator has remained at around 98%. The target of 98% has been met. There are 18 clients who are not currently receiving self-directed support. When compared to the most recent data from the average England (85%), North East (96%) and Statistical Neighbours (92%) figures, Darlington continues to perform highest.

ASC 049
(ASCOF 1C (1a)) Proportion of people using social care who receive self-directed support

ASC 049: (ASCOF 1C (1a)) Proportion of people using social care who receive self-directed support

	Target	98.0
IN MONTH PERFORMANCE	Apr-18	98.0
	May-18	98.1
	Jun-18	98.2
	Jul-18	98.1
	Aug-18	97.9
	Sep-18	97.9
	Oct-18	98.0
	Nov-18	98.2
	Dec-18	97.8
	Jan-19	97.2
	Feb-19	97.5
	Mar-19	97.6
Annual Trend	2015/16	92.3
	2016/17	98.3
	2017/18	98.0
	2018/19 YTD	97.6

SELF DIRECTED SUPPORT

ASC 049 - 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

18-64

Type of self directed support	
Direct Payments	189
CASSR Managed Personal Budget	155
Part Direct Payments	71
Total	**415**

65+

Type of self directed support	
CASSR Managed Personal Budget	263
Direct Payments	56
Part Direct Payments	9
Total	**328**

SELF DIRECTED SUPPORT

ASC 050 - Proportion of carers using social care who receive self-directed support

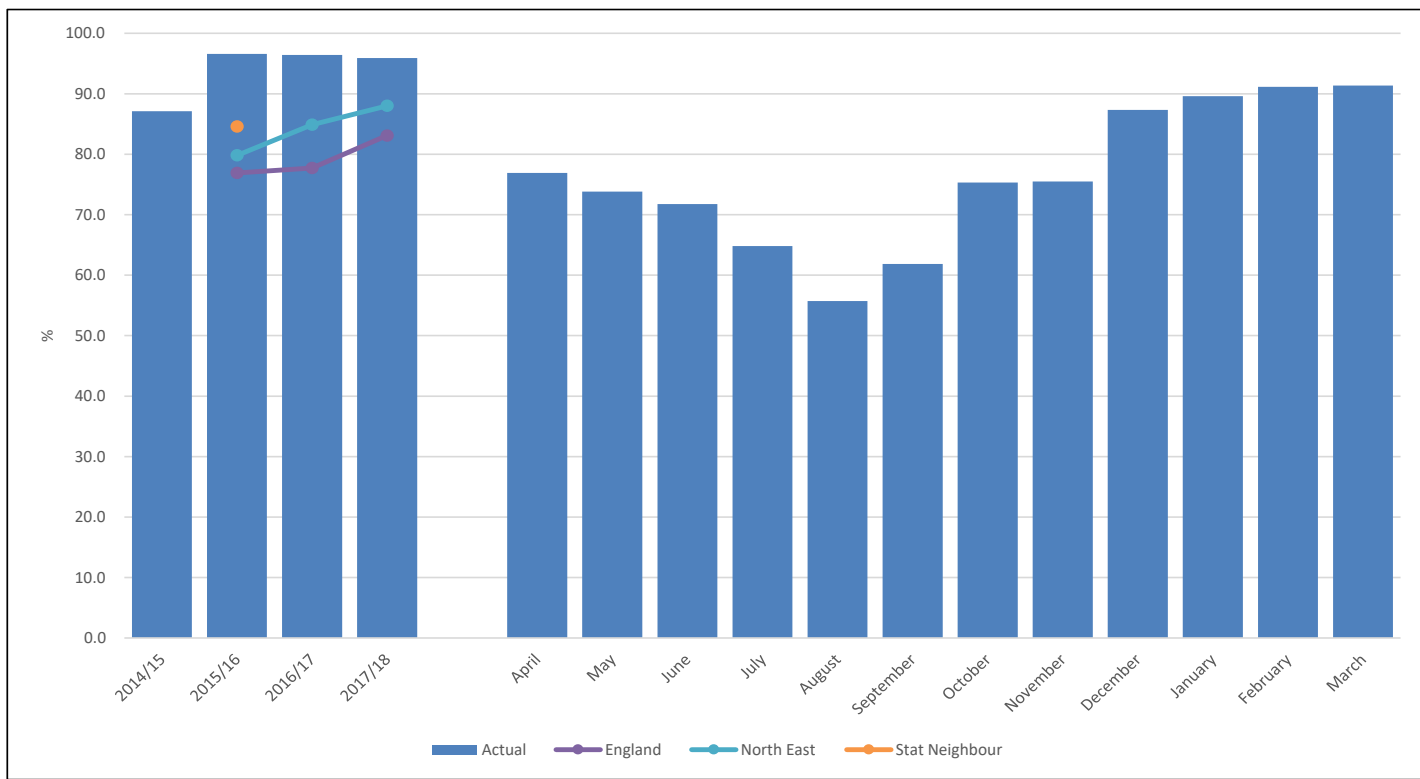| DEFINITION	QUALITY OF LIFE: ASC 050 (ASCOF 1C (1b)) – Proportion of carers using social care who receive self-directed support (Bigger is better) Numerator: The number of users receiving either a) Direct Payment, b) Part Direct Payment or c) CASSR managed Personal Budget at the year-end 31st March: 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 91%. In terms of actual numbers this equates to 74 carers receiving self-directed support. Currently there are seven carers who are not receiving self-directed supported. Although they are in receipt of a commissioned service such as domestic support, they do not wish to take this as a direct payment. They have all had a carers assessment during the year but as it does not have a RAS to pull through to the Carers Support Plan to calculate the indicative budget amount these are not counted as having a personal budget. To include these as a personal budget would take the figure to 100% of carers in receipt of self-directed support. Compared to the most recent data comparable data Darlington is performing better than the England average (83%), Statistical Neighbours (85%) and North East average (88%).

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

IN MONTH PERFORMANCE	Target	98.0
	Apr-18	76.9
	May-18	73.8
	Jun-18	71.7
	Jul-18	64.8
	Aug-18	55.7
	Sep-18	61.8
	Oct-18	75.3
	Nov-18	75.5
	Dec-18	87.3
	Jan-19	89.6
	Feb-19	91.1
	Mar-19	91.4

Annual Trend	2015/16	96.6
	2016/17	96.4
	2017/18	95.9
	2018/19 YTD	91.4

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

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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)

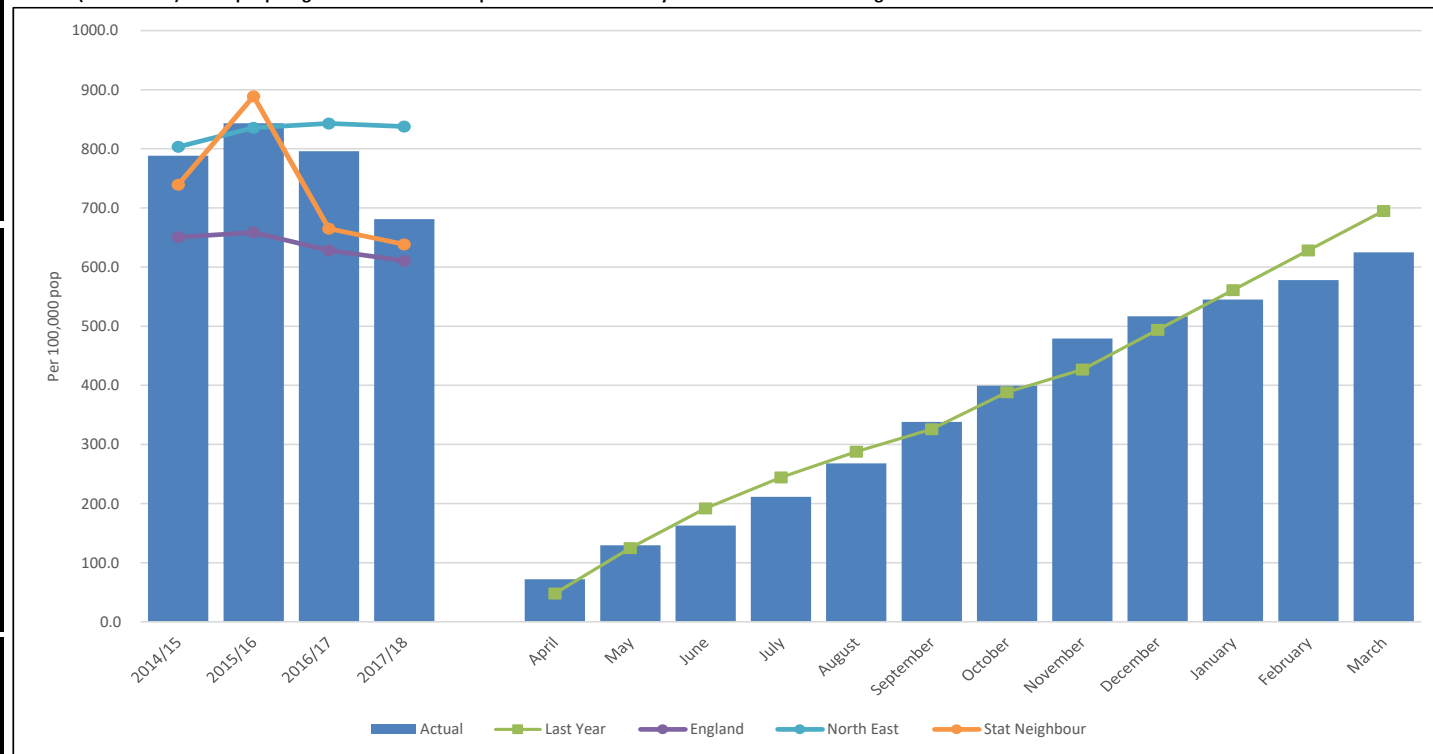| DEFINITION	REDUCE THE NEED: ASC 002 (ASCOF 2A-2) – Older people aged 65+ admitted on a permanent basis in the year to residential or nursing care. (Smaller is better) **Numerator:** The sum of the number of council-supported permanent admissions of older people (aged 65 and over) to residential and 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).

Performance Analysis	Since April the number of 65+ who have been permanently admitted to residential care is 133 (625 per 100,000 population). Currently the average age of clients who have been permanently admitted into care during 2018/19 is 84. During 17/18 the average age of newly admitted residents was 85. The target of remaining under 700 (per 100,000 population) has been met. 2018/19 performance of 625 (per 100,000 population) is also better than the previous year's performance of 681. Compared to the most recent comparative group figures Darlington has outperformed both to outperform both the Statistical Neighbours average (638.5) and the North East average (837.9).

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	700.0
	Apr-18	71.9
	May-18	129.5
	Jun-18	163.0
	Jul-18	211.4
	Aug-18	267.8
	Sep-18	338.3
	Oct-18	366.5
	Nov-18	479.2
	Dec-18	516.8
	Jan-19	545.0
	Feb-19	577.9
	Mar-19	624.9

Annual Trend	2015/16	843.3
	2016/17	795.9
	2017/18	681.3
	2018/19 YTD	624.9

ASC 002: (ASCOF 2A-2) Older people aged 65+ admitted on a permanent basis in the year to residential or nursing care
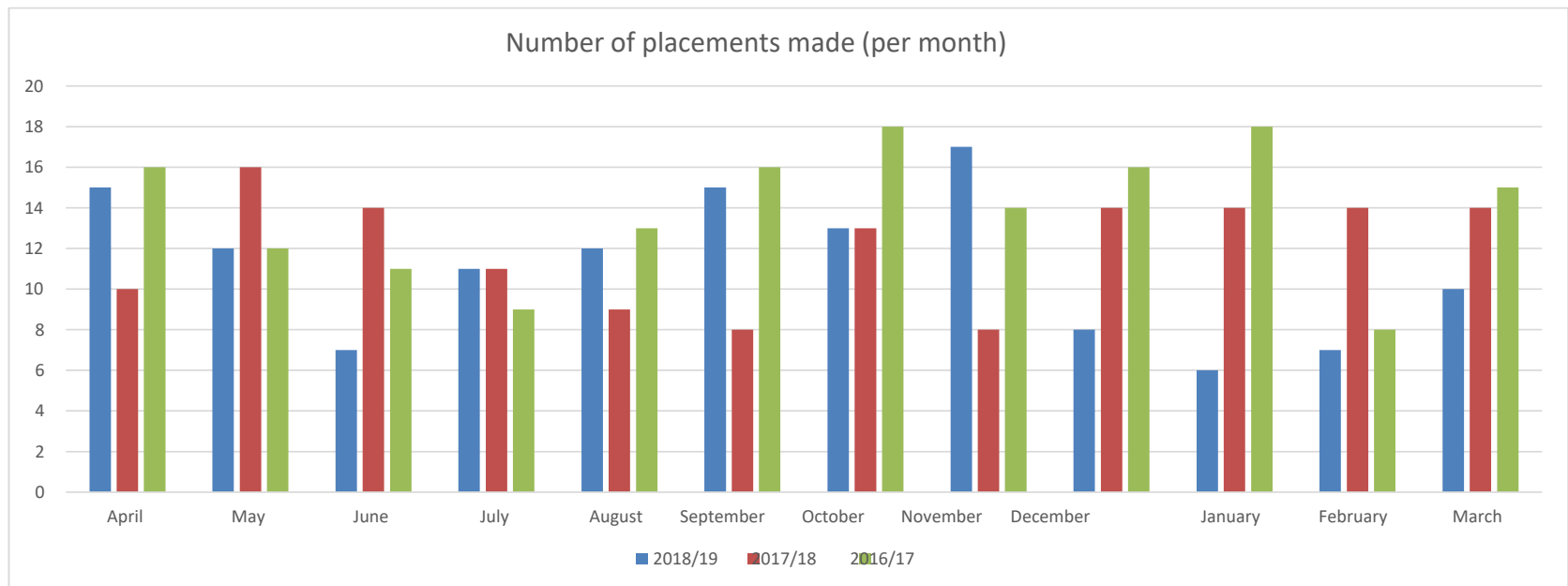

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SELF DIRECTED SUPPORT

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

DEFINITION	**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).

Breakdown of placements made per month for the past 3 years

	April	May	June	July	August	September	October	November	December	January	February	March		Total
2018/19	15	12	7	11	12	15	13	17	8	6	7	10		**133**
2017/18	10	16	14	11	9	8	13	8	14	14	14	14		**145**
2016/17	16	12	11	9	13	16	18	14	16	18	8	15		**166**

Number of placements made (per month)

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)

DEFINITION	**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).

Age Breakdown

65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+
<5	13	25	26	36	20	8	<5

Breakdown of Service Type for each placement

Service Type	
Permanent Residential Care	112
Permanent Nursing Care	21

Breakdown of Service Element for each placement

Service Element	
OP Residential	76
EMI Residential	36
OP Nursing	13
EMI Nursing	8

Breakdown of Long Term Support Reasons

Long Term Support Reason	
Physical Support - Personal Care Support	80
Support with Memory and Cognition	28
Mental Health Support	17
Physical Support - Access Mobility Only	
Sensory Support - Support for Visual Impairment	<5

SELF DIRECTED SUPPORT

ASC 003 - Adults aged 18-64 admitted on a permanent basis in the year to residential or nursing care homes

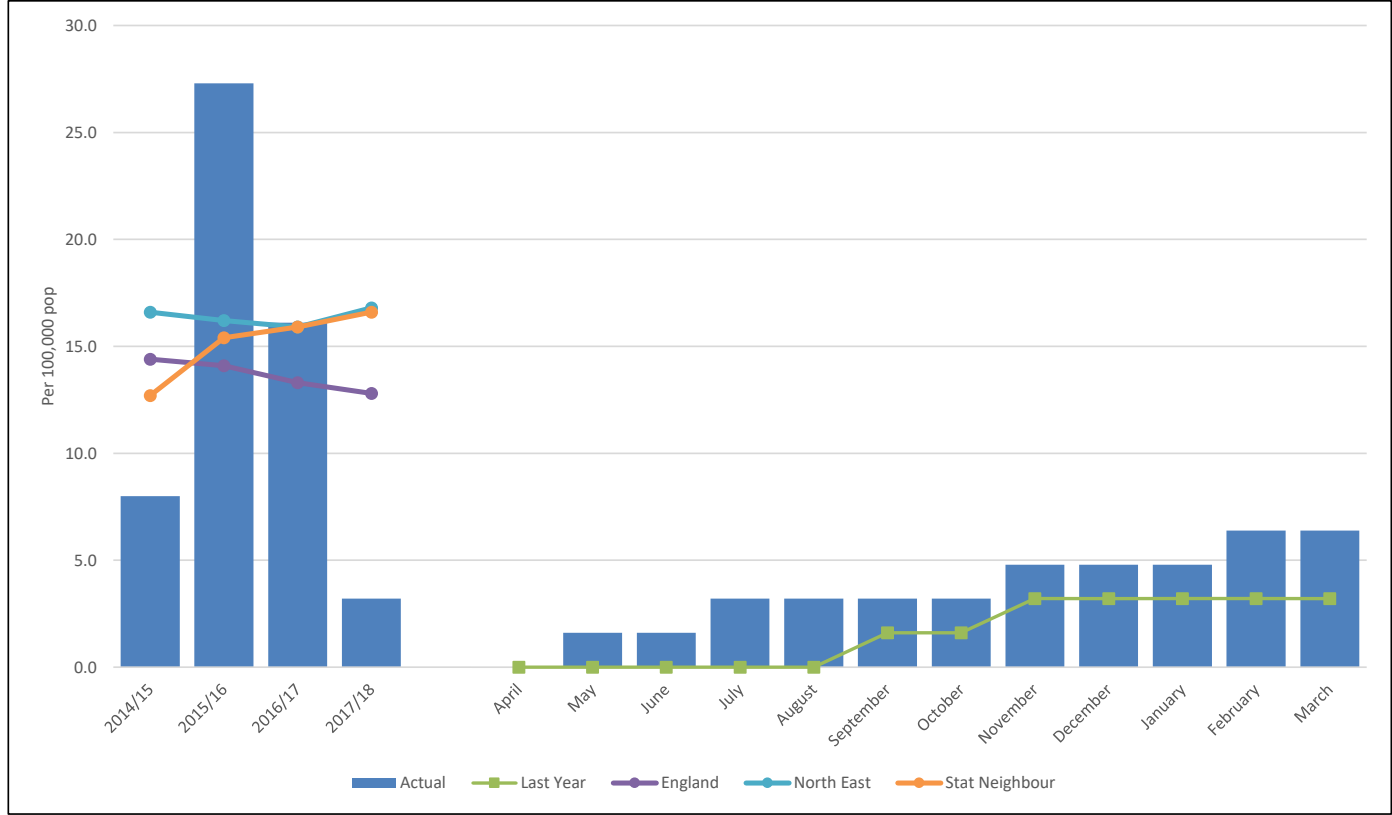| DEFINITION	REDUCE THE NEED: ASC 003 (ASCOF 2A-1) – Adults aged 18-64 admitted on a permanent basis in the year to residential or nursing care homes (Smaller is better) **Numerator:** The sum of the number of council-supported permanent admissions of adults (18-64) to residential and nursing care during the year (excluding transfers between residential and nursing care): SALT **Denominator:** Size of population (aged 18-64) in area (ONS mid-year population estimates).

Performance Analysis	Since April the number of 18-64 year olds who have been permanently admitted to residential care is 4 (6.4 per 100,000 population). The target of remaining under 10 (per 100,000 population) has been met. Darlington also continues to outperform the 3 comparative groups. The most recent data from Darlington's comparative groups are England average (12.8), Statistical Neighbours (16.6) and North East (16.8).

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

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

IN MONTH PERFORMANCE	Target	10.0
	Apr-18	0.0
	May-18	1.6
	Jun-18	1.6
	Jul-18	3.2
	Aug-18	3.2
	Sep-18	3.2
	Oct-18	3.2
	Nov-18	4.8
	Dec-18	4.8
	Jan-19	4.8
	Feb-19	6.4
	Mar-19	6.4

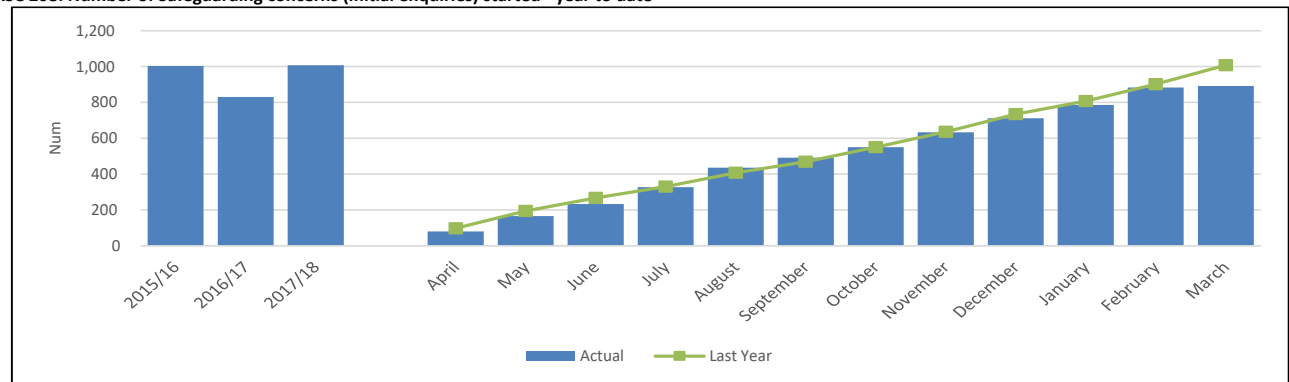| Annual Trend	2015/16	27.3
	2016/17	16.1
	2017/18	3.2
	2018/19 YTD	6.4

SAFEGUARDING

Number of Safeguarding initial enquiries started

DEFINITION	SAFEGUARDING: ASC 208 - Number of Safeguarding initial enquiries started year to date SAFEGUARDING: ASC 209 - Number of Safeguarding initial enquiries started per month

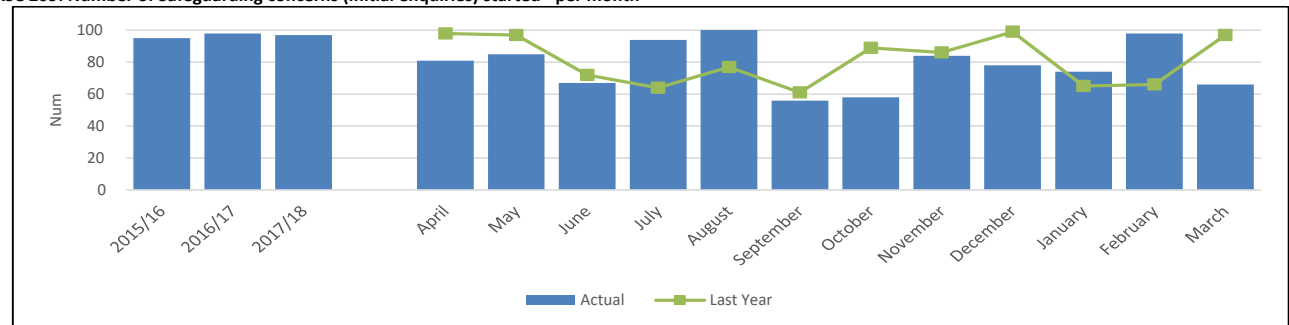| Performance Analysis	There have been 957 safeguarding initial enquiries started since April 2018. Included in this number are 70 initial enquiries commenced in this year but the concerns were received pre April 2018. This demonstrates a consistency in the number of initial enquires started over the last two years for the same periods. On average there are approximately 80 safeguarding concerns started each month. There were 73 in March with 26 (36%) having the contact before March 2019. Fortnightly exception reports continue to be ran. There is no benchmarking data available for this indicator.

	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	Target	-	-
	Apr-18	81.0	81.0
	May-18	166.0	85.0
	Jun-18	233.0	67.0
	Jul-18	327.0	94.0
	Aug-18	436.0	109.0
	Sep-18	492.0	56.0
	Oct-18	550.0	58.0
	Nov-18	634.0	84.0
	Dec-18	712.0	78.0
	Jan-19	786.0	74.0
	Feb-19	884.0	98.0
	Mar-19	957.0	73.0

Annual Trend	2015/16	1004.0	95.0
	2016/17	831.0	98.0
	2017/18	1008.0	97.0
	2018/19 YTD	957.0	73.0

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

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

SAFEGUARDING

ASC 211 - Number of intial enquiries progressed to strategy per month

DEFINITION	SAFEGUARDING: ASC 211 - Number of initial enquiries progressed to strategy per month

Performance Analysis

64 of the 245 safeguarding initial enquiries started during Quarter 4 with 19 of the 73 during March 2019 progressed to strategy. That is a 26.1% conversion rate for Quarter 4 with 26.0% in March 2019. The 2018-19 year end figure is 230 of 957 which is 24.0%.

Exception reports are now being sent on a fornightly basis to Senior Management Team to highlight any initial enquiries that are incomplete and need progressing to strategy sooner (within 5 working days). The 2017-18 year end conversion rate was 13.7%, so the 2018-19 year end figure of 24.0% was significantly higher.

There is no target set for this indicator but it is suggested that a 20% conversion rate is the level to aim for performance.

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

IN MONTH PERFORMANCE

Target	-
Apr-18	11.0
May-18	26.0
Jun-18	8.0
Jul-18	22.0
Aug-18	26.0
Sep-18	13.0
Oct-18	20.0
Nov-18	25.0
Dec-18	15.0
Jan-19	22.0
Feb-19	23.0
Mar-19	19.0

Annual Trend

2015/16	212.0
2016/17	145.0
2017/18	212.0
2018/19	230.0

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