

Subject:	Adult Care Performance 2013-14		
Date of Meeting:	February 4 2015		
Report of:	Executive Director Adult Services		
Contact Officer:	Name:	Philip Letchfield	Tel: 29-5078
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Ward(s) affected:	All		

FOR GENERAL RELEASE

1. PURPOSE OF REPORT AND POLICY CONTEXT

- 1.1 The purpose of the report is to provide a summary of the developing adult care performance framework and specific benchmarked information against national performance indicators in 2013-14.
- 1.2 The information is intended to support the Committee in its overview and scrutiny functions.

2. RECOMMENDATIONS:

- 2.1 That the Committee considers any recommendations it would wish to make in relation to the performance of adult care services.
- 2.2 That the Committee considers any recommendations it would wish to make regarding the local arrangements to implement the national performance framework.

3. CONTEXT/ BACKGROUND INFORMATION

- 3.1 The national performance framework in adult social care is going through a period of significant change. The previous framework was characterised by Inspections and Annual Reviews by the national regulator, extensive self-assessment, 'star ratings' for Councils and 'league tables' for each performance indicator. This has been replaced by a model of sector led improvement outlined from 3.2 below onwards. This period of change will continue in the coming years, driven by the requirements of the Care Act and the Better Care Programme. In addition a 'zero based review' of all national data reporting has been completed and a new data reporting framework introduced in 2014/15.
- 3.2 The Adult Social Care Outcomes Framework (ASCOF) is a national set of indicators grouped under 4 outcome headings. Several of these indicators are derived from a standard annual survey of people using services and a biennial survey of informal carers with a focus on outcomes for people. The Health & Social Care Information Centre (HSCIC) provide annual public reports on the benchmarked performance of individual Councils. A copy of the most recent ASCOF report for the city is appended at **appendix 1**.

- 3.2.1 Performance in relation to the ASCOF indicators in 2013/14 was broadly positive in relation to trends and benchmarked performance. Key user survey outcomes (quality of life, choice and control, social activity, safety) all improved from 2012/13 and the Council was the highest performer in its comparator group on 3 of these outcomes. Overall satisfaction levels were also above average.
- 3.2.2 Performance in relation to key indicators regarding delayed transfers of care and long term admissions into residential care also improved significantly.
- 3.2.3 In relation to reablement / intermediate care services the percentage still living at home 91 days after discharge from the service continues to fall and is now below average. However the number of older people offered this type of service following admission to hospital remains the highest in our comparator group.
- 3.2.4 The results from the first survey of carers in 2012 were disappointing, an action plan was put in place and the survey for 2014 is now complete. The results are pending and we will be analysing these once available.
- 3.3 A second annual engagement event ('City Summit') was completed in 2014; these seek to gather local people's views on our performance and enable dialogue about priorities for improvement and the progress the Council is making. In 2014 the event was centred on a week of themed days based at the Jubilee library supported by social media activity. This was well attended and enabled a wider audience to be reached than previous events, specifically people not yet using services.
- 3.4 The Council remains an active member of the Making It Real (MIR) programme. This is a national programme (part of the Think Local Act Personal consortium) which is user / carer led and is seeking to promote the 'personalisation' of care and support services. The programme has developed a series of 'I' statements grouped under 6 headings which capture what people want to see and experience from personalised services.
- 3.5 The third annual 'Local Account' was produced in 2014 and was widely distributed, including on the Council website - . <http://www.brighton-hove.gov.uk/sites/brighton-hove.gov.uk/files/5126%20ASC%20Local%20Account%202014%20-%20r21FINAL.pdf>.

This is an annual 'account' of our performance and is developed in partnership with key voluntary sector partners in the city. It draws on the engagements events, Making It Real markers, annual surveys and other feedback mechanisms to highlight priorities, improvement actions and challenges. It is constructed around the MIR markers such as Information and Advice, active and supportive communities and support that is flexible and integrated. The content draws on local people's experiences as well as performance data.

- 3.6 The outcomes from the City Summits, Surveys and the Local Account are reported into key forums and are used to inform our business planning. The model is one based on a 'you said', 'we did' approach.

- 3.7 Peer Review is another element of sector led improvement; to date we have been the subject of one peer review by officers from other councils and have supported peer reviews of other councils. The peer review in the city focused upon people receiving direct payments and safeguarding matters; the improvement actions were included in the Safeguarding Boards annual plans. A new programme of 'Director to Director' peer review has also recently commenced.
- 3.8 The Personal Outcomes Evaluation Tool (POET); is a nationally approved annual 'survey' we are considering commencing in 2015 to benchmark the impact personal budgets are having on people's lives.
- 3.9 Apart from the statutory ASCOF information the remaining elements of the sector led improvement model are voluntary, although Councils are strongly encouraged to participate. Brighton & Hove has responded positively and engaged with the full programme of sector led improvement.

4. ANALYSIS & CONSIDERATION OF ANY ALTERNATIVE OPTIONS

- 4.1 The report is essentially providing the Committee with information to support its overview and scrutiny function. Adult Care is subject to a national performance framework and local performance arrangements need to take account of this.

5. COMMUNITY ENGAGEMENT & CONSULTATION

- 5.1 The report provides information regarding community engagement through the mechanisms of the City Summit and Local Account.

6. CONCLUSION

- 6.1 Overview and scrutiny of adult care services performance is a key function of the Committee and this report is seeking to support the Committee in carrying out that function.

7. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

- 7.1 The performance and benchmarking information is used alongside unit costs (available through the Personal Social Services Expenditure Report PSSEX1) to inform budget strategies and is monitored through the targeted budget management process.

Finance Officer Consulted: Anne Silley

Date: 23/12/14

Legal Implications:

[\[The national and legislative requirements underpinning the](#) information in this Report on adult care performance framework and benchmarking is specifically referred to in the body of the Report. There are no additional specific legal or Human Rights Act Implications arising from this report.

7.2

Equalities Implications:

- 7.3 The information gathered through the performance arrangements described within this report is used to inform business planning and equalities impact assessments in adult care.

Sustainability Implications:

- 7.4 There are no specific sustainability implications in the report.

Any Other Significant Implications:

- 7.5 There are no other significant implications in the report.

SUPPORTING DOCUMENTATION

Appendices:

1. ASCOF Comparator Report 2013-14
- 2.

Background Documents

1. Local Account 2014 'How are we doing ..' Available on Council website
<http://www.brighton-hove.gov.uk/sites/brighton-hove.gov.uk/files/5126%20ASC%20Local%20Account%202014%20-%20r21FINAL.pdf>
- 2.