

NORTH LINCOLNSHIRE COUNCIL

CABINET

ADULT SOCIAL CARE, END OF YEAR PERFORMANCE OUTCOMES

1. OBJECT AND KEY POINTS IN THIS REPORT

1.1 To inform Cabinet of the Adult Services performance outcomes for 2015/16 and how North Lincolnshire Council compares to other Councils with Social Services Responsibilities.

1.2 Cabinet is asked to note the excellent progress that continues to be made in Adults Services.

2. BACKGROUND INFORMATION

2.1 The national Adult Social Care Outcome Framework (ASCOF) has now been published for 2015/16 which enables North Lincolnshire to compare local performance with other Councils in England.

2.2 The Council aims to **enable** adults with care and support needs to be as **independent** as they can be, to ensure they **are safe and feel safe**, that they **enjoy good health and emotional well-being** and **recognise and achieve their potential**. The Council places a high priority on enabling **carers** to continue to care and to also enjoy these outcomes.

2.3 There are 22 indicators that North Lincolnshire has been measured against in 15/16. Performance against last year (14/15) is very positive. The service has improved overall performance or remained consistent in 17 out of these 22 measures which equates to 77%. In comparison the England average is just 50% of the indicators improved.

2.4 Most importantly, through the national survey People in North Lincolnshire say that information to help and support them is easy to find, that they feel safe and are safe as a result of the services they receive and overall how satisfied they are with their services. On **all** of these questions the Council **exceeds the England, regional and comparator averages**. The outturn for '*People who use Services Feeling Safe*' placed North Lincolnshire 4th in the country for this indicator, and the outturn for '*People Feeling Safe as a Result of Services*' at 89% which is 9% better than last year's outturn.

- 2.5 Both of the Council regulated adult services have 'Good' ratings from the Care Quality Commission inspections (CQC), and have been noted in the publication of the CQC 'state of care' report for delivering good integrated outcomes.
- 2.6 Of the people who used these services throughout last year 91% had their needs met early and regained their independence. The England average for this outcome is just 76%. The services are also very effective and these people are still living independently over 3 months later.
- 2.7 These services work together with the hospital to perform well to ensure people are not delayed unnecessarily in hospital compared with most authorities. This is an excellent achievement against a back drop of an ever increasing elderly population and growing level of activity around the hospital
- 2.8 The service has a strong focus on ensuring local residents in receipt of a longer term service have maximum choice and control over their lives. As such it is one of only 18 across the country that have managed to achieve an outturn of 100% for '*Service users in receipt of Self Directed Support*', which means all 1168 people who are entitled to a personal budget have one.
- 2.9 The Council is also very successful in converting the personal budget to a cash direct payment when compared to most other Councils, 374 (32%) of them have taken their budget as a cash direct payment; this is well above the England average which is 28% of those eligible.
- 2.10 This attention to choice and control is equally applied in respect of '**Carers**' the Council enables more to be *in receipt of Self Directed Support* which currently stands at 95% against an England average of 77%. Again, we perform well in terms of these Carers taking their personal budget as a direct payment 76% against an England average of 67%.
- 2.11 The full details can be found on the appendix attached.

3. **OPTIONS FOR CONSIDERATION - None this is an information paper.**

4. **ANALYSIS OF OPTIONS**

N/A

5. **RESOURCE IMPLICATIONS (FINANCIAL, STAFFING, PROPERTY, IT)**

- 5.1 The service uses, Outcome Based Accountability, methodology to improve outcomes. Implementing the Employability Skills Framework is a priority.

6. **OUTCOMES OF INTEGRATED IMPACT ASSESSMENT (IF APPLICABLE)**

6.1 N/A

7. OUTCOMES OF CONSULTATION AND CONFLICTS OF INTERESTS DECLARED

7.1 Publication of this report will enable local residents to understand the Council performance.

8. RECOMMENDATIONS

8.1 Cabinet notes the excellent progress that continues to be made in Adults Services.

INTERIM DIRECTOR OF ADULT SOCIAL CARE

Civic Centre
Ashby Road
SCUNTHORPE
North Lincolnshire
DN16 1AB
Author: Karen Pavey
Date: 1/11/16

Background Papers used in the preparation of this report – SEE APPENDIX

Appendix

Adult Social Care Survey Question	NL outturn	England outturn	Regional outturn	Comparator Outturn
Social Care Related Quality of Life	19.7/24	19.1	19.1	19.3
Control Over Daily Life	79.3%	76.6%	76.2%	78.0%
Social Contact	50.5%	45.4%	46.0%	47.0%
Overall Satisfaction with Care and Support	67.5%	64.4%	63.8%	65.8%
Information About Services is Easy to Find	81.5%	73.5%	75.3%	77.2%
People Who Use Services Feeling Safe	76.2%	69.2%	69.9%	71.3%
People Feeling Safe and Secure as a Result of Services	89.1%	85.4%	85.9%	86.3%

Measure	14/15	15/16	Direction of Travel 14/15 to 15/16	England Outturn	Above England Outturn	Regional Outturn	Above Regional Outturn	Comparator Group Outturn	Above Comparator Group
Delayed Transfers of Care (Low Number is Good)	6.3	6.6		12.1		10.2		9.0	
Delayed Transfers of Care (Social Care or Joint Social Care and NHS) (Low Number is Good)	2.7	2.0		4.7		3.4		3.0	
Reablement/Rehabilitation (Effectiveness of Service)	90.3%	91.1%		82.7%		82.9%		83.2%	
Reablement/Rehabilitation (Availability of Service)	2.1%	2.6%		2.9%		3.1%		2.5%	
Outcomes from Short Term Support	85.3%	90.6%		75.8%		73.1%		73.8%	
Self-Directed Support (Service Users)	60.1%	100.0%		86.9%		87.9%		87.2%	
Direct Payments (Service Users)	31.9%	32.0%		28.1%		25.8%		25.8%	
New Long-Term Admissions (18-64) (Low Number is Good)	13.9	13.9		13.3		13.9		12.7	
New Long-Term Admissions (65+) (Low Number is Good)	560.4	575.3		628.2		699.5		748.1	
Self-Directed Support (Carers)	44.5%	95.2%		77.7%		70.3%		77.9%	
Direct Payments (Carers)	35.4%	76.3%		67.4%		59.8%		55.8%	
Learning Disability Paid Employment	5.2%	5.3%		5.8%		6.3%		5.5%	
Learning Disability Independence	77.3%	77.2%		75.4%		78.6%		77.8%	
Mental Health Paid Employment	7.4%	8.2%		6.7%		8.2%		6.1	
Mental Health Independence	67.7%	71.7%		58.6%		64.7%		65.5%	

