
Health and Adult Social Care Scrutiny Committee – 4th July 2011

Report of the Lead officer to the Committee

Contextual Information regarding Performance in the following areas: -

- NI 130: Percentage social care clients receiving self directed support (personal budget/direct payment)
- NI 141: Percentage of vulnerable people achieving independent living.
- NI 145: Adults with Learning Disabilities in settled accommodation.
- NI 146: Adults with Learning Disabilities in employment.

Purpose of Report

1. To inform members of the committee about specific performance measures, and factors affecting performance measures, in a small number of specific areas highlighted in the quarterly reporting process. To inform members of actions being taken and that are planned, to improve performance.

Background

2. The purpose of the report is to advise committee on issues where we are performing below target in order to help members understand why this is the case, and what the Adult Social Care Division and, where appropriate, their partners are doing to improve performance.

Reported Performance Areas

3. Percentage of social care clients receiving self directed support:

This indicator, collated annually, reports the number of adults, older people and carers receiving self-directed support in the year to 31st March 2011 as a percentage of clients receiving community based services and carers receiving carer's specific services aged 18 or over.

4,089 people received self-directed care during the reporting period which is 11 short of the target set at the beginning of the year. The failure to achieve the target has arisen because the denominator figure rose to 15,396 service users through the inclusion on SWIFT of clients receiving Telecare.

ASC are working to streamline the assessment, support planning and review process in order to reduce the time it takes to allocate personal budgets and to increase the number of people in receipt of self-directed support.

4. Percentage of vulnerable people achieving independent living:

This indicator reports the number of people who use our services, who are receiving a supporting people service, who have moved on from supported accommodation in a planned way, as a percentage of total service users.

This is a locally set target delivered through a large number of small providers, reporting on a wide range of data requirements, some of whom provide support for as little as two people. As a result the movement of one person can have a dramatic effect on percentage totals which is translated onto the overall percentage for the target. There is a need for more 'move on facilities' being widely available such as registered social landlords.

Success has been achieved with our provider's better matching data provision requirements with our reporting cycle. Management attention is now focused on the poorer performing providers who have been contacted and are developing action plans to achieve improved performance during the reporting year 2011/12.

5. Adults with Learning Disabilities in settled accommodation:

&

6. Adults with Learning Disabilities in employment:

These indicators, respectively, report on the percentage of adults (aged 18-64) known to the council who at the time of assessment or review were in settled accommodation and in employment.

The Council priority for Learning Disabilities during the reporting year 2010/11 has been the review of people attending day services. During 2011, the modernisation of the learning disability service will continue through the refurbishment of one of the Day Centres to become the focus for Day Care for people with higher dependency needs. The services provided through the two centres will come to an end and be re-provided with most people leaving the centres receiving a personal budget to purchase an alternative service.

People in employment and settled accommodation can only be counted for the purpose of these indicators if they have had a review or assessment during the past 12 months and as a result of the above schedule we have been unable to complete as many 'routine' reviews

as normal. The number of people actually in work or settled accommodation is higher than the indicators would suggest but many have not been included as their review is overdue. Many of the day centre reviews have addressed accommodation and employment issues where appropriate.

A challenging programme of reviews has been agreed for 2011/12 to ensure the backlog is cleared as soon as possible and, as a result, these indicators are expected to show significant improvement in the coming year.

Finance

7. Performance information for the Directorate is met from existing budgets.

Law

8. Section 111 of the Local Government Act 1972 enables the Council to do anything that is calculated to facilitate or is conducive or incidental to the discharge of any of its functions.

Equality Impact

9. The activity behind these indicators can be seen as contributing to the equality agenda in the pursuit of improving care for all. The management actions detailed above are designed to ensure that services meet the needs of all sectors of the community to make this an even greater reality in Dudley.

Recommendations

That the report and contextual circumstances be noted by the committee.

Brian Cuffey

**Lead Officer to the Health and Adult Social Care
Scrutiny Committee**

**Quarterly Corporate Performance Management Report
Summary for
Scrutiny Committee on Health and Adult Social Care
Quarter 4 (January to March 2011)**



Quarterly Corporate Performance Management Report

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Section 1

Introduction

This Summary is taken from the third Quarterly Corporate Performance Management Report of 2010/11 highlighting performance for the period January to March 2011.

The report continues to be presented using the traditional performance framework while the Chief Executive's directorate work with colleagues across the Authority to undertake a review of the current arrangements, taking into account the changing national requirements.

Following consideration by Corporate Board, the Cabinet Performance Management Sub-Group and Cabinet, the full report will be made available to the public via the internet.

The main body of the report focuses on the seven priorities contained in the Council Plan and progress against the key performance indicators and activities used to determine our delivery of these priorities is included in **Section 3**.

A performance summary, incorporating the key service achievements and issues affecting Dudley MBC during quarter 4, is included in **Section 2**.

To view copies of all Quarterly Corporate Performance Management Reports please use the link below:

<http://www.dudley.gov.uk/council--democracy/performance-matters-in-dudley/performance-reporting>

Section 2

Performance Summary

Quarter 4 2010/11

This section summarises the performance information and key achievements and issues affecting health and adult social care in Dudley that are addressed in detail in the main body of the report.

Health and Wellbeing

Performance Review

Highlights

- Funding has been secured for the continuation of support for CAF (Common Assessment Framework) for 2011/12
- A 24.1% reduction in teenage conceptions since the 1998 baseline

Heritage, Culture and Leisure

Performance Review

Highlights

- Leisure centre and sport development programmes regularly reviewed and changes made to reflect trends - i.e. Growth of zumba classes
- The revised Discover Dudley website has been launched. Includes information on the events, activities and venues within the Borough.
- E-newsletters continue to be sent out to those who have signed up to the mailing list. Printed material continues to be produced and distributed throughout the Borough to inform residents and visitors on the activities taking place
- HCLP Olympic Group established and ensuring opportunities for involvement and delivery of local programmes is maximized through appropriate dissemination of information
 - **Community Games** - information has been disseminated and more than 25 individuals have been identified as Community Games advocates with access to information and materials which they can utilise to support community groups that propose to run Games events.
 - **People Dancing** - Dudley is to the fore in the West Midlands Dance programme with performances taking place on a regular basis.
 - **School Games** - Dudley is contributing to the Black Country sub-regional School Games in 2011, one of nine pilot events across the country. The intra- and inter- school events have already begun to take place and the Black Country county event is planned for early July 2011.

- **HCLP Sub Group** - inter agency group meets quarterly and information is disseminated electronically.
- **Saturday 23rd July 2011**
- Dancing for the Games performance by young people from Dudley and Sandwell at Mushroom Green , celebrating Dudley's rich Chain Making Heritage.

Section 3




Reporting on Council Action Plan Priorities

The Council Plan 2013 sets out the Authority's priorities for the three-year period 2010 to 2013. It provides a focus on where we want to be over the next three years and outlines how we are planning to meet the aspirations of the Community Strategy and the challenges of the Next Generation Local Area Agreement.

This section provides a detailed review of the progress of the key performance indicators and activities contained within the Council Action Plan.




Traffic light status indicators are used to denote performance as follows:

In terms of the **key activities** they represent the following progress:

-  Good (ahead of schedule)
-  Fair (on schedule)
-  Poor (behind schedule)

NB: The Directorate of Children's Services provide narrative only and do not apply a performance alert.

For **key performance indicators** they represent performance as:

-  Better than target limits
-  Within target limits
-  Worse than target limits

Comments are included for key performance indicators where performance is below target limits or where additional, useful intelligence is available.

Select Committees receive a summary of this report based on their areas of interest. For clarity, key performance indicator scorecards include reference to the Select Committee monitoring its performance.


Use the link below to view the Council Action Plan 2013:

<http://www.dudley.gov.uk/council--democracy/plans-policies--strategies/councilplan>


Health and Wellbeing

Priority 1 Tackle the problem of obesity

Key Activities

Direct.	Ref.	Description	Q4 Status	Update	Lead Officer
DUE	HW1.1a	To increase the amount of physical activity/ exercise undertaken by overweight /obese people		<ul style="list-style-type: none"> Collaborative programmes with Dudley NHS ongoing including GP referral with pathways to alternative providers 	Andy Webb
DCS	HW1.1b	Support children and young people to become and remain healthy – Reducing the incidence of obesity amongst primary aged children by the time they reach year 6	-	<ul style="list-style-type: none"> 2010/11 figures will be released in December 2011. 	Julia Simmonds

Key Performance Indicators

Direct.	Ref.	Definition	08/09 Actual	09/10 Actual	10/11 Target	Q1 Actual	Q2 YTD Actual	Q3 YTD Actual	Q4 YTD Actual	Select Committee
DCS	NI 056i (NGLAA)	% of children in year 6 with height and weight recorded who are obese	20.20%	20.8%	22.7%	2010/11 figures will be released in December 2011			23.8%	Health and Adult Social Care & Children's Services
DCS	NI 056ii (NGLAA)	% of children in year 6 with height and weight recorded	92.93%	93%	85% (National target)	Exceeded target by 13% for participation rate for Year 6			98%	
										

Health and Wellbeing

Priority 2 Tackle inequality in physical health and mental wellbeing

Key Activities

Direct.	Ref.	Description	Q4 Status	Update	Lead Officer
DUE	HW2.1a	Ensure access to clean and safe food and water and safe places of work	●	<ul style="list-style-type: none"> 100% of Food safety inspections of high risk premises (777) and 99% of low risk premises (278) that were due were carried out. 100% (400) of health and safety inspections of high and medium risk premises that were due were carried out 	Nick Powell
DUE	HW2.1b	To provide opportunities for people to improve physical health through sport and physical activity	●	<ul style="list-style-type: none"> Direct provision of opportunities and work with partners to deliver opportunities 	Andy Webb
DACHS	HW2.1c	Delivering prevention and early intervention to Dudley Citizens: <ul style="list-style-type: none"> To ensure transfers of care are undertaken in a timely and safe manner Reduce the number of inappropriate hospital admissions 	●	<ul style="list-style-type: none"> Performance Management data for Living Independently Team (LIT) stating excellent results. 	Maggie Venables/ Richard Carter
DACHS	HW2.1d	Alignment of service delivery to meet the eligibility needs of clients with critical and substantial needs	●	<ul style="list-style-type: none"> Significant number of clients with 'moderate' needs have been reviewed and decisions made to reduce or withdraw services 	Maggie Venables/ Richard Carter
DACHS	HW2.1e	Implement the action from the Learning Disability Strategy (2009) and Joint Review (2008)	●	<ul style="list-style-type: none"> This has been achieved. 	Richard Carter
DACHS	HW2.1f	Increase the number of people with mental health needs and recovering from mental illness having access to and sustaining employment	●	<ul style="list-style-type: none"> Mental Health Trust secured funding from the Strategic Health Authority to extend the step up scheme at Woodside day Centre (£35,000 funding secured) to implement the independent placement support model 	Ann Parkes
DCS	HW2.2a	Support all children to be and feel safe – Finalise and agree Anti-Bullying Strategy and ensure its effective implementation, especially within schools	●	<ul style="list-style-type: none"> Action plan agreed and on target. Anti-bullying policy, guidance and serious incident protocol agreed. Stage 3 (Implementation) of action plan in progress 	Ian McGuff
DCS	HW2.2b	Improve the effectiveness of early intervention for vulnerable children and young people to be safe from maltreatment, neglect, violence and sexual exploitation	●	<ul style="list-style-type: none"> Funding has been secured for the continuation of support for CAF for 2011/12 and the team restructured to focus on areas of greatest need. The signs of safety project has commenced within the Brierley Hill area, we are renegotiating our service level agreements with Homestart to provide a targeted family support service. Evaluations of parenting interventions have indicated positive outcomes and investment for continuation of the programmes has been secured from the early intervention grant. Our unannounced inspection took place in February and identified that there has been good progress in the development of CAF, there is a good variety of family support services and assessments undertaken as part of child protection investigations are thorough and timely 	Pauline Sharratt

Key Activities





Direct.	Ref.	Description	Q4 Status	Update	Lead Officer
DCS	HW2.2c	Ensure looked after children have security, stability and are cared for	●	<ul style="list-style-type: none"> Looked after child nurse post recruited to taking up appointment May 2011. KEEP Programme continues to be a positive option for carers and is demonstrating improvements in carers confidence and placement stability. LAC Psychologist Post recruited to in post May 2011. 	Pauline Sharratt
DACHS	HW2.2d	To improve arrangements for safeguarding and protecting vulnerable adults in line with the recommendations of the Adult Social Care Inspection June 2009	●	<ul style="list-style-type: none"> New computer system introduced to facilitate the process for recording for staff. Quarterly audits been completed to examine how operational teams implement procedures. These audits have been presented to the safeguarding board and operational managers. Action plans for Serious case reviews have promoted a self neglect policy which as been added to the procedures. Training Strategy developed with partner agencies. Information from the centre equality & diversity presented to November board to raise awareness of cultural issues to support vulnerable adults 	Richard Carter/ Maggie Venables
DACHS	HW2.2e	Work in partnership with Dudley PCT Commissioners and Dudley & Walsall Mental Health Trust to improve early intervention strategy: <ul style="list-style-type: none"> Develop a psychiatric liaison service Monitor the performance of the Early Intervention in Psychosis Team 	●	<ul style="list-style-type: none"> Progress being made with the early intervention approach 	Ann Parkes
DCS	HW2.3a	Support children and young people to become and remain healthy – Reducing teenage pregnancy rates	●	<ul style="list-style-type: none"> Family Information Service is supporting this target by including Emergency Hormonal contraception pharmacies and c card venues on the Family Service Directory which is visible through Launchpad website Baseline (SRE Toolkit) is now in 12 secondary schools and is working well amongst these schools. RYC coordinator in HPS is supporting the progression of the baseline into schools and providing necessary support to schools. We are now hoping to begin to develop an effective relationships and self-esteem baseline for Primary schools over the 6-12 months to be launched in September 2011. RYC coordinator in 'You First@ Multi-agency drop-ins are still in development with School health Advisors and schools. The first drop-in has still not started and there are still issues with the drop-ins. Respect Yourself Campaign are working with School Health Advisors and Schools to try to actually launch the drop-ins. It is hoped that the drop-ins will be in 3 secondary schools by September 2011 Peer Education is running in all 4 colleges and is averaging approximately 20 young people per 1 hour drop in per week. This project will be continuing next year in partnership with smoking cessation but as yet we are unclear of funding being provided through smoking cessation so definite plans have not been developed. However the drop-ins within the colleges will continue for another year. Over the next 12 months RYC manager will be working with colleges to look at financial contribution to this project DEPART is now being developed beyond Social Care to ensure early intervention and prevention is provided to those young people most at 	Rachel Allen

Key Activities

Direct.	Ref.	Description	Q4 Status	Update	Lead Officer
				<p>risk of teenage pregnancy. During the last quarter the Tool has been rolled out with more School Health Advisors, The Zone, and Nacro. There has not been any further training developed as yet but we are hoping over the next quarter to work with Education Welfare and Connexions</p> <p>Teenage Parents - A new referral process has been developed through RYC to ensure that teenage parents can be given the most appropriate support where possible on reduced resources and issues with current support provided through health. All low/medium risk are referred directly to Connexions and all Children's Centres to provide support. All high level teenage parents are seen by the support manager we are working closely to provide packages of support for these young people to try to ensure success. These case are retained by the specialist member of staff until risk reduces</p> <ul style="list-style-type: none"> • SHON - The sexual health outreach worker has proved to be a very successful role and in the last quarter alone has provided 37 young women with contraception. Any worker across the team refers appropriate cases to the SHON. <p>TATP meetings (Team around the teenage parent) are proving to support the work and allow packages of support for the most vulnerable teenage parents to be developed and delivered appropriately.</p> <p>Other Work - RYC are currently working closely with health visiting to ensure additional support can be provided where needed to reduce the risk for teenage parents and work with the SHON to prevent second conceptions</p>	

Key Performance Indicators

Direct.	Ref.	Definition	08/09 Actual	09/10 Actual	10/11 Target	Q1 Actual	Q2 YTD Actual	Q3 YTD Actual	Q4 YTD Actual	Select Committee
DCS	NI 059	% of initial assessments for children's social care carried out in less than 7 working days	66.3%	55.5%	70%	55.9%	61.2%	62.6%	69.3%	Children's Services
Comment for NI 059: <ul style="list-style-type: none"> • The volume of initial assessments has levelled out and performance has continued to improve 										
DCS	NI 062	% of looked after children with 3 or more placements during the year	10.6%	12.1%	11%	12.9%	11.9%	11.8%	9.2%	Children's Services

Key Performance Indicators										
Direct.	Ref.	Definition	08/09 Actual	09/10 Actual	10/11 Target	Q1 Actual	Q2 YTD Actual	Q3 YTD Actual	Q4 YTD Actual	Select Committee
DCS	NI 066	% of looked after children cases which should have been reviewed during the year ending 31 st March that were reviewed on time (within 28 days of placement, then within three months and six-monthly thereafter - subject to rescheduling if there are significant changes to the child's care plan)	9.2%	79%	80%	83.2%	77.2%	75%	78.8%	Children's Services
										

Key Performance Indicators

Direct.	Ref.	Definition	08/09 Actual	09/10 Actual	10/11 Target	Q1 Actual	Q2 YTD Actual	Q3 YTD Actual	Q4 YTD Actual	Select Committee
Comment for NI 066: (Provisionally) 23 late reviews during quarter 4. Capacity issues have continued to impact.										
DCS	NI 067	% of child protection cases which were reviewed within required timescales	100%	100%	100%	100% ★	100% ★	97.8% ●	96.90% ●	Children's Services
DCS	DCS CF 039	% of private fostering assessments completed within 42 days	New PI	0%	50%	0% ▲	0% ▲	0% ●	5% ●	Children's Services
DACHS	DACHS NI 132	% of new clients aged 18+ for whom the time from first contact to completion of assessment is less than or equal to 4 weeks	83.9%	87%	89%	94% ★	90% ●	90% ●	89% ●	Health and Adult Social Care
DACHS	DACHS NI 133	% of new clients aged 18+ for whom the time from completion of assessment to provision of all services in the care package is less than or equal to 4 weeks	92.6%	93%	94%	98% ●	98% ●	97% ●	96% ●	Health and Adult Social Care
DACHS	NI 136	Number of adults, all ages per 100,000 population, that are assisted directly through social services assessed/care planned funded support to live independently	3,652	3,841	4,000	3,593 ●	4,092 ★	4,468 ★	4,447 ★	Health and Adult Social Care
DACHS	NI 141	% of people receiving a Supporting People service who move on from supported accommodation in a planned way	59.2%	72.9%	75%	64.89% ▲	68.38% ▲	71.50% ●	67.40% ▲	Health and Adult Social Care
DACHS	NI 142	% of people receiving a Supporting People service who have established or are maintaining independent living	98.8%	99.3%	99.5%	98.1% ●	98.8% ●	97.70% ●	98.10% ●	Health and Adult Social Care
Comment for NI 141: We are at this time dealing with the worst performing providers of this low figure. Letters of concern have been sent out to the identified providers and action plans are being developed. Issues associated with the target:- <ul style="list-style-type: none"> • It was set locally • There needs to be adequate 'move on' facilities – including DMBC social housing and others such as Registered Social Landlords • Some buildings that accommodate 'Supporting People' function may house just 2 people – one moves on – result is 50% 										
DACHS	NI 145	% of adults with learning disabilities known to councils with Adult Social Care Responsibilities (CASSRs) in settled accommodation at the time of their assessment or latest review	66%	68%	75%	10% ●	24% ●	37% ▲	42% ▲	Health and Adult Social Care
DACHS	NI 146	% of adults with learning disabilities known to	2.9%	3.94%	5%	1% ●	1% ●	1.96% ●	2.2% ●	Health and Adult Social Care

Key Performance Indicators

Direct.	Ref.	Definition	08/09 Actual	09/10 Actual	10/11 Target	Q1 Actual	Q2 YTD Actual	Q3 YTD Actual	Q4 YTD Actual	Select Committee
		councils with Adult Social Care Responsibilities (CASSRs) in paid employment at the time of their assessment or latest review				●	●	▲	▲ (See comment)	Social Care
DACHS	NI 125	% of people aged 65+ on discharge from hospital, and who were discharged and benefited from intermediate care/rehabilitation still living at home 3 months after discharge	75%	86%	89%	Reported Annually			91%	
DACHS	NI 130 (NGLAA)	% social care clients receiving self directed support (personal budget/direct payments)	PI definition revised	15.2%	31%	Reported Annually			26.60	
DUE	NI 184	% of food establishments in the area which are 'broadly compliant' with food hygiene law (Rating of 2 or more stars out of a total of 5)	79%	89%	89%	Information not available			88.70	
DACHS	DACHS 10P001	Number of people funded by the council receiving non-residential intermediate care to prevent hospital admission	447	489	570	Reported Annually			633	
DACHS	10P002	Number of people funded by the council receiving intermediate care in a residential setting (rapid response) to prevent hospital admission	130	128	140	Reported Annually			168	
DACHS	10P003	Number of people funded by the council receiving non-residential intermediate care to facilitate timely hospital discharge and/or effective rehabilitation	1413	1520	1550	Reported Annually			2706	
DCS	NI 112	% change in the rate of under-18 conceptions per 1,000 girls aged 15-17 years resident in the area for the current calendar year (as compared with the 1998 baseline rate of 54.7 per 1,000 girls aged 15-17)				24.1% reduction in teenage conceptions since the 1998 baseline			24.1%	
DACHS	NI 131	The average weekly rate of delayed transfers of care from all NHS hospitals per 100,000 population aged 18+	27.4	16.3	10	The data to calculate this indicator is no longer available based on the original national indicator definition				

Comment on NI 130

- The projected figure for the numerator at the end of March is 4089, just short of the target we had set at the beginning of the year of 4100.
- The problem arises because the figure for the denominator is higher than anticipated at 15396, because all clients receiving Telecare are now included on Swift.
- The Telecare clients include a significant number of people who have had appliances for several years, but were not previously included on Swift. If we exclude from the denominator all these clients (2482 in total), and include only those who have received a Telecare appliance since 1 April 2010, the denominator becomes 12914, and the indicator will be 31.6%.
- Future plan: we are working to streamline the assessment, support planning and review process, in order to reduce the time it takes to allocate personal budgets and to increase the number of people in receipt of these budgets.

Comment for NI 145 and NI 146:

- The Council priority for Learning Disabilities during this reporting year has been the review of people currently attending day services. Two day centres will close during 2011, and a third is being refurbished.

Key Performance Indicators

Direct.	Ref.	Definition	08/09 Actual	09/10 Actual	10/11 Target	Q1 Actual	Q2 YTD Actual	Q3 YTD Actual	Q4 YTD Actual	Select Committee
		<p>Most people leaving the day centres will receive a personal budget to purchase an alternative service.</p> <ul style="list-style-type: none"> Over 200 clients have been reviewed and we are now setting up personal budgets and support plans; this work has been very time-consuming, in order to ensure satisfactory outcomes for this vulnerable group. As a result of this schedule we have not been able to complete as many 'routine' case reviews as normal. People in employment or settled accommodation can only be counted for the purposes of these indicators, if they have had a review or an assessment during the past 12 months. The number of people actually in work or in settled accommodation is higher than the indicators would suggest, but many of them have not been included because their review is overdue. Many of the day centre reviews have addressed accommodation and employment issues where appropriate. A challenging programme of reviews has been agreed for 2011/12 to ensure the backlog is cleared as soon as possible, and as a result these indicators are expected show significant improvement in the coming year As a result of this schedule we have not been able to complete as many 'routine' case reviews as normal. People in employment or settled accommodation can only be counted for the purposes of these indicators, if they have had a review or an assessment during the past 12 months. The number of people actually in work or in settled accommodation is higher than the indicators would suggest, but many of them have not been included because their review is overdue. Many of the day centre reviews have addressed accommodation and employment issues where appropriate. A challenging programme of reviews has been agreed for 2011/12 to ensure the backlog is cleared as soon as possible, and as a result these indicators are expected show significant improvement in the coming year 								

Community Safety

Priority 2 Substance misuse – engaging misusers into interventions at an early stage

Key Activities

Direct.	Ref.	Description	Q4 Status	Update	Lead Officer
DACHS	CS2.3b	To implement the Alcohol Strategy <ul style="list-style-type: none"> Take part in the systems thinking programme and implement outcomes 	●	<ul style="list-style-type: none"> Alcohol strategy refreshed to include Crime & Disorder, Parental Substance Misuse and Accident Prevention. 	Ann Parkes

Quality Service

Priority 1 Ensure we provide efficient and effective services that demonstrate value for money for the people of the Borough

Key Activities

Direct.	Ref.	Description	Q4 Status	Update	Lead Officer
DACHS	QS1.3c	Embed community engagement in planning and quality improvement of services	●	<ul style="list-style-type: none"> Good progress is being made. This action is ongoing 	Brendan Clifford

Quality Service

Priority 2 Resource efficiency

Key Activities

Direct.	Ref.	Description	Q4 Status	Update	Lead Officer
DACHS	QS2.1d	Joint Workforce Planning with the Primary Care Trust (PCT) and Mental Health Trust	●	<ul style="list-style-type: none"> Joint Strategy in place. Needs review in light of NHS reforms 	Brendan Clifford
DACHS	QS2.3f	To ensure services are commissioned that are led by citizens' needs and outcomes	●	<ul style="list-style-type: none"> On schedule. Micro commissioning responsibilities integrated into commissioning unit. 	Brendan Clifford

Key Activities

Direct.	Ref.	Description	Q4 Status	Update	Lead Officer
DACHS	QS2.3g	To produce a 3-year indicative spending plan alongside project activity levels to support the effective use of resources and commissioning of services	●	<ul style="list-style-type: none"> Good progress is being made 	Brendan Clifford
DACHS	QS2.3i	Older People Service re-design	●	<ul style="list-style-type: none"> Due to go to DMT 12th April. Meeting with Union to take place in April 2011 	Maggie Venables
DACHS	QS2.3j	To develop & implement Dudley's approach to Transforming Social Care	●	<p>User Led Organisation: The Queens Cross A team did become a User Lead Organisation (ULO) by December 2010 but further development work continues and significant progress has been made.</p> <ul style="list-style-type: none"> Consultation continues with Action For Disabled People and Carers (ADC). Final Transforming Social Care Team Update Sessions for managers, assistant team managers and senior social workers held Working together for change and personalised outcomes feedback event held with users and carers at Queens Cross in February re market intelligence - Physical Disabilities and Sensory Impairment services. Follow up event later in the year. Following the co-production event re development of peer support/ advocacy for people with physical disabilities and sensory impairments two groups presented how they would provide this service. The A-Team were successful and have been awarded £5000. <p>Self Directed Support and Personal Budgets: More than 2000 fully completed self-directed support assessments have been recorded on the system. Over 410 staff have so far attended the 'Moving on Together' briefing sessions which have reinforced the key messages and aimed at ensuring that the processes in place around self-directed support are understood and being implemented. The self-directed support process has been rolled out to all localities and is still ongoing with mental health services.</p> <p>We still need more details and more completed data to determine whether the RAS system is working across all user groups. Work has continued throughout 2010 to ensure consistency and thus across all reviews and reassessments a MAF2 and support plan must be completed.</p> <p>Resource Allocation System:</p> <ul style="list-style-type: none"> Monitoring of systems for authorisation of personal budget allocation. Further analysis of RAS data across service user groups. Drive to ensure all data required for systems to function correctly is available and in the right place. Development work regarding meeting high cost supported community living placements continues from initial roll out of personal budgets. We have identified a problem with maximum allocations available for complex case clients particularly affecting Learning Disability. In order to correct this anomaly some of the Learning Disability budget has been moved out of the 	Richard Carter/ Maggie Venables

Key Activities

Direct.	Ref.	Description	Q4 Status	Update	Lead Officer
				<p>resource allocation system (RAS) to meet costs of clients requiring high cost community placements and support. A method for the allocation of this budget has been accepted by Learning Disability Team Managers but this is subject to the agreement of the Head of Service - meeting is being held on the 8th March regarding this. The net effect of this is the price point has had to be reduced to make this change. Also given the reduction in public sector funding in order to minimise the impact on clients receiving a personal budget it was decided the reduction in price point should be implemented from 1st January 2011 this will continue to be monitored.</p> <ul style="list-style-type: none"> Charging: New policy is being implemented as clients are financially reviewed. 	