



Meeting:	Private Member Briefing
Date of meeting:	19 th July 2022
Report Title:	Adult Social Care Annual Performance Report – July 2022
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1. Background

The Communities Directorate has a monthly report, which contains an overview of the performance indicators for adult social care, joint commissioning and some elements relating to provider services. The March 2022 edition of the monthly report (with year end data) has been produced by the Business Improvement & Intelligence Team and is attached. It includes a contents summary and scorecard key which explains the RAG rating and direction of travel. Barnsley's performance for the previous year (Barnsley 20/21) is also included where this is available.¹ Some areas also contain a comments section to provide further explanation about the measure.

This report has a summary analysis of performance across key selected areas. These areas have been selected because they represent key milestones and elements of many people's journey through adult social care. These are a mixture of national measures from the Adult Social Care Outcomes Framework (ASCOF) and areas considered to be important locally. A comprehensive list of all measures being monitored is contained within the monthly report. In addition to the above pages 10 and 11 of this report also has data from the Short and Long Term (SALT) support and Survey of Adult Carers (SACE) returns which may be of interest. Pages 12 onwards contain graphs and tables which visually show how some of the measures being tracked have changed over the past 12 months. In addition to this we have also included analysis of indicators which are critical to our success (Critical Success Factor indicators).

The year 2020/21 was an extraordinary year. People across the borough lost friends and family prematurely to covid 19 and many were left with disabilities or illnesses. National restrictions and coverage of the pandemic also impacted demand for support for many areas of adult social care. This means that year on year comparisons need to be handled sensitively.

This year has seen the emergence of the cost-of-living crisis. Locally and nationally, we have also witnessed workforce challenges. In Barnsley we have seen this both internally (with challenges recruiting social workers and care and support staff) and within the independent sector. The Government have also announced a series of policy changes which provide opportunities and challenges for adult social care in Barnsley in 2022/23. Barnsley has strong, passionate communities and staff. These have and will continue to provide a solid foundation for grasping these opportunities and meeting challenges. They have helped us to maintain and improve performance in many areas in 2021/22.

¹ Sections of the report are updated and revised on a monthly basis and represent a snapshot at the time reports were run. This means that figures can differ from other sources (like ASCOF available via NHS Digital) which represent a snapshot at a different point in time.



2. Summary

Critical Success Factors

These are areas of performance which have been deemed to be critical to our success.

Indicator or	CSF - Indicator Description	Baseline 2020/21	Target 2021/22	Year to Date	RAG DoT
HB02	No of Safeguarding Concerns Received by (Friend/Neighbour/Relative and Unpaid	64	70	74	↑
HB09	Number of Individuals Accessing Reablement Services (ACTIVE)	682	1000	1161	↑
HB10	Care Home (Residential/Nursing) % of Care Home providers, rated good or	67%	70%	64	↓
HB11	Home Care % of Home Care providers, are rated good or outstanding by CQC.	78%	85%	81	↔

Critical Success Factors (CSF) relating to safeguarding concerns and reablement have both achieved the target set.

Our CSF's relating to Care Quality Commission (CQC) ratings have not achieved the target. The Council has no control over when provider inspections take place however we do know that a risk-based approach is to be adopted by CQC and our contracts / quality team have adapted their work programme accordingly.

Overview of Performance

Most other performance areas are rated 'Green' / 'Amber'. Only one area, permanent admissions to residential care for older people, is rated red. New Service Managers are working with staff in this area and more information is within the report which follows.

Targets		
RAG	Q3 2021/22	Year End
Red	1	1
Amber	4	3
Green	7	8
	12	12

Description KPI Summary	
RED	Permanent Admissions to Residential and Nursing Care - People Aged 65+
Amber	Assessment within 28 Days, 12 Month Reviews, Reablement NO Long-Term Needs
Green	KPI's in very strong positions are :- CSF- Reablement, Carers and Safeguarding

Demand for adult social care continues to grow.

- The number of new contacts continues to increase, with more of these requiring further action.
- The number of homecare hours continues to increase,
- The number of permanent admissions to residential care for older people has increased.

Below is a summary of key performance issues highlighted in the report.



New Contacts

New Contacts are one indicator of additional demand for adult social care. New contacts relate to people who are not in receipt of long-term services at the time of contact.

New contacts increased from 8737 (2020/21) to 12065 (increase of 3,328 / 38% or around 10 more new contacts every per day).

We know that recording changes were made to this measure which may have led to the increase appearing to be larger than it is. In particular, reablement contacts were not previously recorded in this measure. When these 1504 contacts are removed from the new contacts in 2021/22 measure, the increase is 1824 / 21% (around 5 more every day).

Assessments Completed within 28 days or less

This measure focuses on the timeliness of the assessment against the statutory requirement.

2085 assessments were completed within 28 days of the contact. This is 82% which is very close to the 83% target set. Although performance last year was higher at 85% (2020) a greater number of assessments have been completed within the required times demonstrating how staff have managed increased demand. This year has also seen staff conducting more assessments face to face as restrictions have been removed. These can lead to much more meaningful conversations with people and families but can also take more time to complete.

Care Packages Completed within 28 days

The number of people having a care package started within 28 days has increased from 955 last year (2020/21) to 1011 this year (2021/22). The increased demand for help may also have contributed to a slight reduction in overall performance from 84% last year (2020/21) to 80% this year (2021/22).

Permanent Admissions to Residential and Nursing Care – People Aged 18-64 (ASCOF)

This indicator includes people who are funded solely by BMBC, through S117 (this is aftercare relating to mental health for people who have been detained) and also people funding their own care. This year (2021/22) 23 younger adults have been permanently admitted to residential care which is within the target set (25). Our rate of admissions per 100K population is 14.2. This is lower than the average rate last year for both our statistical neighbours (21.2) and nationally (14.6).

Permanent Admissions to Residential and Nursing Care – People Aged 65+ (ASCOF)

This year (2021/22) 406 permanent admissions to residential and nursing care for older people were recorded. This year our rate per 100K population is 784.6. This is up from 666.5 in 2020/21. In 2019/20 the national average was 584. The average for our statistical neighbours was 562.2. This suggests that more people locally are being permanently admitted to residential care than other parts of the country. This year, the increase in admissions is likely to have been contributed to by difficulties sourcing domiciliary / homecare, the need to help the acute trust and community



health colleagues with patient flow / acutety of discharges and the suppression of demand duing the preceding year.

The Heads of Service (HoS) and Service Managers are looking closely at admissions. It has been agreed that going forward all new proposals for permanaent admission must be approved by a Service Manager. This will help to understand more about the factors driving demand, challenge performance and promote alternatives.

Clients with a Community Service (Total)

At the end of 2021/22 1702 people were recorded as receiving a community service. This is broadly the same as last year (2020/21) when 1701 people were recorded.

Home Care (Hours) inc. Spot Purchase / Other

Securing homecare hours to meet demand has been a challenge locally, regionally and nationally. Despite this, the number of weekly hours increased from 9647 (2020/21) to 11,346 at the end of 2021/22. This is approximately an increase of 18%.

Number of carers receiving services provided as an Outcome of an Assessment or review by the Council

Carers provide unpaid support to family and friends in our communities. At the end of this year (2021/22) the number of carers receiving services has increased by 213 people / 20% to 1263. In 2020/21 there were just 1,053 people receiving services.

Percentage of people with learning disabilities in stable accommodation ASCOF

The percentage of people with a learning disability in stable accommodation was 87% at the end of this year (2021/22). This is the same as performance in 2020/21 and the target set. In 2019/20 our statistical neighbours performance was 79% and the national average was 77%. This suggests that our perfomance in this area is better than other places.

Proportion of people completing a reablement episode with no long term needs ASCOF

Performance at the end of 2021/21 was 85% which is just below the target of 86%. Performance in 2020/21 was 86% and has therefore fallen slightly. It is worth noting that alongside this, the in house reablement service have exceeded their target (1000) around number of people accessing the service helping 1161 regain lost skills and independence.

Deprivation of Liberty Safeguards (DoLs) Applications

At the end of 2021/22 1033 applications had been made for a Deprivation of Liberty Safeguard (DoLS) an increase of 13% from 2020/21 where we received 897 applications in 2020/21. A PowerBi Report has been available to managers since September 2019 covering DoLs. The DoLs Team continue to have a number of cases stacked (waiting to be processed). A new Service Manager has been appointed to cover DoLs and Mental Health. The Service Manger will be helping the team to address operational challenges and ensure they are adequately prepared for the introduction of Liberty Protection Safeguards (LPS - which will replace DoLS). It was planned



	<p>for the LPS to be introduced from April 2022 but in December 2021 the Government announced that this would not be possible.</p> <p><u>Safeguarding Concerns (stages 1 &2) – Section 42 Enquiry Decisions within 72 hours</u></p> <p>In 2021/22 92% of Safeguarding Enquiry decisions were made within 72 hours of receipt of a safeguarding concern. Decisions on if the concern meets the three-stage test (laid down in the Care Act) are ordinarily made by Advanced Practitioners or Team Managers within Adult Social Care Teams. Performance this year has been broadly the same as last year (92.5%) and on target (92%).</p>
	<p>Recommendations</p> <p>The committee is asked to review the attached report in a private session and challenge performance. Any areas for investigation or improvement can be agreed for formal detailed discussion at a future meeting of the Overview and Scrutiny Committee.</p>
4.	<p>Attachments/background papers</p> <ul style="list-style-type: none">• Adult Social Care Monthly Report – March 2022
5.	<p>Possible Areas for investigation</p> <ul style="list-style-type: none">• What are the priorities for adult social care over the coming months and what key impacts are these looking to achieve?• What do you consider to be the strengths and areas for development in adult social care at present?• What do you think the key challenges and opportunities are around national policy changes?• How do you know how well you are performing against indicators that do not have targets or comparator information? Should more performance areas have targets set?• What are the implications of not achieving the critical success factor targets around Care Quality Commission (CQC) ratings? What does this mean for the people of Barnsley?• How does the performance around CQC ratings compare to other local authorities?• What actions are being taken by adult social care/the Council to influence work in care homes and home care services to improve Care Quality Commission (CQC) ratings?• What do you feel are the key factors contributing to more older people appearing to be placed permanently in residential care than other local areas? What is being done about this?• What are you doing to manage the increase in contacts effectively to ensure people get the right response in a timely manner?



	<ul style="list-style-type: none">• What does quality look like and how do you know that people are receiving the care that is right for them, at the right time?• How confident are you that the service is fully inclusive and caters to all sections of the community, including those who are hard to reach?• How are you approaching the sector wide challenge of recruiting and retaining social care staff?• What can members do to support the work of adult social care?
7.	Officer Contact Jane Murphy, Scrutiny Officer, Scrutiny@barnsley.gov.uk 11 th July 2022