

**Select Committee on Health and Adult Social Care – 21st September 2006**

**Report of the Lead Officer to the Committee**

**Quarterly Corporate Performance Report**

**Purpose of Report**

1. To review and scrutinise the performance of the Council in relation to the activities relating to the terms of reference of this Committee for the final quarter of 2005/06, January to March, 2006.

**Background**

2. The Quarterly Corporate Performance Report for the final quarter of 2005/06 was submitted to the meeting of the Cabinet held on the 14<sup>th</sup> June 2006. The Cabinet approved the content and style of the report.
3. The sections of the Quarterly Corporate Performance Report relevant to this Committee are attached, as appendices to this report as follows:-

*Appendix 1 – Key Performance Indicators, 2005/06*

*Appendix 2 – Spotlight on Local Public Service Agreements*

*Appendix 3 – Partnership Working progress report – May 2006*

*Appendix 4 – Risk Management*

*Appendix 5 – Directorate Reporting – Social Services (Adult Community and Housing Services) including information on:*

- *the Benefits of the Re-Modelling process to the Directorate*
- *the Adult Home Care User Experience Survey 2005-06*

4. In accordance with Article 6 of Part 2 of the Constitution, the Committee is invited to review and scrutinise Council performance in respect of these issues, insofar as they relate to the improvement of local health and adult social/health care services.

**Finance**

5. There are no direct financial implications.

## **Law**

6. 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**

7. There are no special considerations to be made with regard to equality and diversity relating to receiving and noting this report. Children's issues are dealt with by the Select Committee on Children's Services.

## **Recommendation**

8. That the Committee review and scrutinise the performance of the Council in respect of the matters under the responsibility of the Select Committee on Health and Adult Social Care as indicated in the extracts from the Quarterly Corporate Performance Report to the Cabinet attached.



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### **LEAD OFFICER TO THE SELECT COMMITTEE ON HEALTH AND ADULT SOCIAL CARE**

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## **List of Background Papers**

The Quarterly Corporate Performance Report relating to the final quarter of 2005/06, which was submitted to the meeting of the Cabinet, held on 14<sup>th</sup> June 2006.

## Key Performance Indicators 2005/06

In order to provide a strategic focus to corporate performance management, from the 250+ Best Value Performance Indicators and the many Local Performance Indicators collected by the Authority, Directorates in liaison with the Corporate Policy Team have identified a set of Key Performance Indicators. These indicators have been selected to reflect a variety of factors, including delivery of Council Plan Objectives, Directorate Strategic Objectives, statutory performance frameworks such as the Performance Assessment Framework, Every Child Matters and the Local Public Service Agreement (LPSA). The basket of Key Performance Indicators reported corporately is reviewed annually to reflect changing priorities within the Council.

The Key Performance Indicators are reported to Corporate Board, the Cabinet Performance Management Sub-Group and Cabinet on a quarterly basis. These indicators represent important measures for the Authority in respect of the services and standards provided to the public and our aim is to ensure that the targets set are either fully met or achieved within an agreed tolerance by the end of the year, enabling us to demonstrate our commitment to continually improve upon our performance and to maintain excellence where optimum levels of performance have already been achieved.

Dudley's performance against this set of Key Performance indicators is provided in the section overleaf. Traffic light status indicators denote performance as follows:-

- ★ Performance is better than target limits (within agreed tolerance, generally where target is exceeded by more than 10% or, in the case of Social Services Performance Assessment Framework Indicators, where current performance has a 4 or 5 Blob rating)
- Performance is within target limits (generally +/-10% of target)
- ▲ Performance is worse than target limits (generally more than 10% away from target)

The report uses the following symbols to indicate the direction of change in performance since the previous quarter:-

- ↗ Performance against target is better than in Quarter 3
- Performance against target is consistent with Quarter 3
- ↘ Performance against target is worse than in Quarter 3

In addition, Audit Commission All England **top** and **bottom** quartile data for 2004/05 is provided for comparator purposes. An authority's quartile position for an indicator is determined by listing the values for that indicator for all other authorities in the comparator group (in this case All England) ranked by order of performance. The list is then divided into 4 parts, with an equal number of indicators in each part.

## Summary of Key Performance Indicators in 2005/06

### Caring Matters

#### *Performance Highlights*

**BV 054** – following underperformance in quarter 3, performance in the number of older people helped to live at home ended the year well ahead of target as a result of the Improvement Plan in place, achieving a 4 Blob band rating overall.

#### *Areas for Concern*

**BV 183a** – the PI has highlighted underperformance since quarter 3 in the average length of stay in bed and breakfast accommodation, and the target was not achieved at the year end. Major work to the homeless hostel has impacted upon performance this year and now that this is complete should result in improved performance in 2006/07.

**BV 183b** – the PI has highlighted underperformance throughout the reporting year in the average length of stay in hostel accommodation. It is anticipated that the completion of improvements to the homeless hostel will ensure good performance in 2006/07.

## (a) Caring Matters Key Performance Indicator

Direct	PI Ref	Definition	05/06 Target	Q1 Status	Q2 Status	Q3 Actual	Q3 Status	Q4 Actual	Q4 Status	V Prev. Q	Year End Actual	Year End Status	Comment	Top Quartile 2004/05	Bottom Quartile 2004/05
HSG	BV 183a	Average length of stay in bed and breakfast accommodation (weeks)	0	★	★	1	▲	1	▲	➡	1	▲	Performance for 2005/06 has deteriorated slightly. There has been increased pressure on Bed & Breakfast due to major re-modelling of the homeless hostel.	5	1
HSG	BV 183b	Average length of stay in hostel accommodation (weeks)	6	▲	▲	8	▲	8	▲	➡	8	▲	Performance has remained static over the last 2 years. The completion of the homeless hostel to self contained family flats will ensure performance of zero weeks for 2006/07.	18	0
SSD	BV 054 PAF C32	Older people helped to live at home per 1,000 population aged 65 or over	82	●	●	70	▲	92.5	★	➡	92.5	★	Target exceeded. This is very good performance and is equivalent to 4 Blob banding.	98.54	68.08
SSD	BV 201 PAF C51	Adults and older people receiving direct payments during the year (per 100,000 population aged 18+)	43	●	●	38	●	56	●	➡	56	●	Target exceeded. Performance has improved slightly and the equivalent Blob banding is 3 which is acceptable performance.	73	39
SSD	PAF C30	Adults with learning disabilities helped to live at home per 1,000 population aged 18-64	3.2	★	★	3.3	★	3.6	★	➡	3.6	★	Target exceeded. Performance is equivalent to 5 Blob banding.	-	-

Direct	PI Ref	Definition	05/06 Target	Q1 Status	Q2 Status	Q3 Actual	Q3 Status	Q4 Actual	Q4 Status	V Prev. Q	Year End Actual	Year End Status	Comment	Top Quartile 2004/05	Bottom Quartile 2004/05
SSD	PAF E48	% of older service users receiving services following an assessment that are from a minority ethnic group	1%	★	★	1.07%	★	1.02%	★	↗	1.02%	★	Target exceeded. Excellent performance, the maximum Blob banding for this indicator is 3.	-	-

### **(b) Regeneration Matters Key Performance Indicators**

Direct	PI Ref	Definition	05/06 Target	Q1 Status	Q2 Status	Q3 Actual	Q3 Status	Q4 Actual	Q4 Status	V Prev. Q	Year End Actual	Year End Status	Comment	Top Quartile 2004/05	Bottom Quartile 2004/05
SSD	BV 161 PAF A4	% of looked after children engaged in education, training or employment at the age of 19	50.5%	▲	★	53.6%	●	0.7%	▲	↘	0.7%	▲	The definition of this indicator has been changed from a % to a ratio calculation. Hence the change in the value. In fact performance is equivalent to 5 Blob banding which is excellent performance.	-	-

### (c) Safety Matters Key Performance Indicators

Direct	PI Ref	Definition	05/06 Target	Q1 Status	Q2 Status	Q3 Actual	Q3 Status	Q4 Actual	Q4 Status	V Prev. Q	Year End Actual	Year End Status	Comment	Top Quartile 2004/05	Bottom Quartile 2004/05
SSD	BV 056 PAF D54	% of items of equipment and adaptations delivered within 7 working days	77%	★	★	79%	★	80%	★	↗	80%	★	Target exceeded. Performance is very good and equivalent to 4 Blob banding.	89%	76%
SSD	BV 162 PAF C20	% of child protection cases which should have been reviewed during the year that were reviewed	100%	★	★	97.1%	●	100%	★	↗	100%	★	Target reached. Performance is equivalent to 5 Blob banding, i.e. excellent performance.	100%	98%
SSD	BV 195 PAF D55	Acceptable waiting times for assessments for new older clients (%)	80%	★	★	79%	★	80.5%	★	↗	80.5%	★	Target exceeded. Performance is very good and equivalent to 4 Blob banding.	77.2%	63.63%
SSD	BV 196 PAF D56	Acceptable waiting times for care packages for new older clients (%)	95%	★	★	94%	★	93%	★	↘	93%	★	Although it appears that the indicator is below target, performance is in fact equivalent to 5 Blob banding which is excellent performance.	89.85%	77.15%
SSD	PAF A3	Re-registrations on the Child Protection Register (%)	10.5%	★	★	12.6%	★	10.5%	★	↗	10.5%	★	Target reached. Performance is equivalent to 5 Blob banding, i.e. excellent performance.	-	-

# Spotlight on LPSA

## Background

Local Public Service Agreements (LPSAs) were developed for initial pilots in 2000 from complementary ideas in the Local Government Association and Government as a way of developing a more mature relationship between the two.

First round Local PSAs were three-year agreements, signed by Ministers and local authorities which were encouraged to work with partner agencies in the delivery of at least some of the targets. Negotiations between individual councils and central government led to agreement on around a dozen 'stretched' targets. These more demanding targets were rewarded by funding, pump priming money at the start and the potential for performance reward grant at the end of the agreement. To support target delivery, there was also the potential to negotiate freedoms and flexibilities from statutory requirements or regulations.

Each target may have had a number of performance indicators attached to it with an agreed proportion of the reward for that target attached to each indicator.

Dudley Council entered into LPSA round 1 with an agreement which ran from 1<sup>st</sup> April 2003 until 31<sup>st</sup> March 2006.

There is a set formula for calculating pump priming and reward grant, which in Dudley's case resulted in £1,055,082 pump priming grant and up to £7,073,725 reward grant.

The 'stretched' targets referred to above are targets which would not be achievable without the LPSA agreement. Reward grant is based on achievement of at least 60% of the difference between expected performance without the LPSA and the LPSA 'stretched' target. Once the threshold of 60% achievement is reached, reward grant increases pro rata up to a maximum of 100%. Each of the 12 targets of the agreement is assessed individually for achievement and, therefore, reward grant.

Like many Local Authorities, Dudley MBC finalised negotiations a long time after the start date of the agreement. This led to some difficulties in working towards what were, for a period, unknown targets. However, in some instances, it also allowed for very detailed and informed negotiations from which the Council benefited.

## Monitoring and Reporting

Two groups met specifically with regard to the LPSA, the Project Officer Group and the Steering Group.

The Project Officer Group met every two months and involved officers leading on individual targets who reported their progress in order to produce an overall summary.

The overall summaries of performance referred to above were considered at LPSA Steering Group meetings, they also formed part of the Council's quarterly report to Corporate Board, the Executive and, through the Council website, the public.



The Steering Group was a sub-group of Dudley Community Partnership which met quarterly to oversee general progress within the agreement, particularly ensuring effective partnership working on individual schemes and the ability to support one another.

In addition to the reporting mentioned above, individual projects were also reported to the appropriate thematic group of Dudley Community Partnership e.g. burglary reduction to the Crime & Disorder Reduction Partnership.

A full version of our first LPSA and the quarterly reports referred to above are accessible through 'Performance Matters in Dudley' on the Council's web site at [www.dudley.gov.uk](http://www.dudley.gov.uk)

The commencement of LPSA 2 has been put back to April 2007 to coincide with the Local Area Agreement and, because of the LAA, round 2 will be quite different to round 1.

## LPSA – Unaudited Performance at 31<sup>st</sup> March 2006

Target No.	LPSA Heading	LPSA PI No.	Particular Performance Indicator	Baseline Performance	Unaudited Performance at the end of the period of the Local PSA (31/03/2006)			
				2002/03	Target Without LPSA	Target With LPSA	Unaudited performance	
Target 5	To improve the opportunities of people with disabilities in the Metropolitan Borough of Dudley to live at home independently	5.1	The number of service users in receipt of Direct Payments	8	24	100	121	Full Reward
		5.2	The average waiting time for the installation of a stair lift in a privately owned home	36 months	32 months	6 months	3.5 months	Full Reward
		5.3	The number of additional pieces of community equipment collected and refurbished for re-issue, per year	2600	12600	13500	17487	Full Reward
Target 6	To reduce substance misuse related harm	6.1	The number of people completing the AAR Programme by attending the second appointment	109	218	262	Target achieved Dec 2005	Full Reward
		6.2	The number of people completing the A&E Programme	600	1800	2083	2285	Full Reward

## Partnership Working Progress Report May 2006

This section is intended to give an overall picture of developments with the Council's partnership working.

### Partnership Evaluation Tool

*This enables Council members and officers who are actively engaged in partnership working to assess the effectiveness of the Council's partnership working. The tool has now been used in respect of the following partnerships:*

Partnership	Outcome	Improvement Plan
Brierley Hill Regeneration Partnership	Amber	Being implemented
Children & Young Peoples Partnership	Green	Being implemented
Dudley Community Partnership	Amber	Pending
Dudley Health & Wellbeing Partnership	Amber/Green	Being implemented
Dudley Learning Partnership	Amber/Green	Pending
Dudley Town Centre Forum	Amber	Pending
Regeneration & Economic Development Partnership	Amber/Green	Pending
Safe & Sound	Green	Being implemented
Strategic Housing & Environment Partnership	Amber/Green	Being implemented

Work continues with colleagues to ensure that all of our previously agreed most significant partnerships have been evaluated as soon as possible.

### Partnership Awareness and Training

The Partnership Strategy and Protocol has now been published, with hard copies being sent to all elected members, Dudley Community Partnership board members, and Directors and Assistant Directors within the council. This document has also been posted on the intranet along with the Partnership Evaluation Tool, for colleagues to refer to as and when required.

The overview training made available for elected members last autumn will be incorporated this year into induction training for newly elected members. Preparations for the inaugural one-day training course for officers are now well advanced and, based on the feedback from that day, the course will then be included in the corporate training programme.

There is also the opportunity through the Council's insurers, Zurich Municipal, to undertake training (free of charge) on risk management in partnership working. This is being arranged for the late summer and will involve lead officers on partnerships that operate pooled budgeting arrangements.

## **Dudley Borough Challenge**

In the week commencing 13<sup>th</sup> March, Dudley Community Partnership, with support from council officers, took to the streets by means of a double-decker bus to let residents know about Dudley Borough Challenge and priorities that have been agreed by the Dudley Community Partnership for improving the quality of life for all residents living in the borough.

The bus went to the town centres of Dudley, Brierley Hill, Halesowen and Sedgley. On one day the bus was in Dudley College while a simultaneous event took place in the Crown Centre in Stourbridge. The events were a huge success and during the week over 600 members of the public were spoken to and gave information on what they thought about the priorities in Dudley Borough Challenge. People also indicated what they were already doing to contribute towards the priorities and new things they could do to improve their quality of life. Nearly all of the feedback we received from residents was positive and supportive

## **Audit Commission**

Members of the Partnership Working and Consultation Group continue to work with colleagues to ensure that we are prepared for the return visit of the Audit Commission to complete the work that they started last December. Members will be informed of the outcomes of this inspection as and when further information is available.

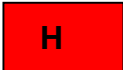

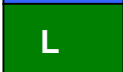
# Risk Management

The section provides an overview of current High Net and Monitored Risks as shown in the table on the following page.

Work is ongoing to ensure that these risks are explicitly linked to Council strategic objectives, in order that changes in their status that may impact on performance can be monitored and reviewed. Recent improvements to the Magique Risk Management system now allow:-

- Links to Key Performance Indicators to be specified
- Links to Council Plan themes to be specified

Net Risk Status is shown after mitigating actions have been applied:

	= High Risk Status
	= Medium Risk Status
	= Low Risk Status

## Strategic High Net Status Risks

as at April 2006

Directorate	Risk Owner	Risk	Net Risk Status	Key Indicators Where Appropriate	Magique Risk No.
Adult, Community & Housing Services	Ron Sims	Insufficient funds to run the program effectively or to develop services as per the 5 year strategy	H		907
Adult, Community & Housing Services	Linda Sanders	Withdrawal of Supporting People Funding	H		1541
Adult, Community & Housing Services	Linda Sanders	Risk/impact job evaluation programme on core staff costs - (BS)	H		235
Adult, Community & Housing Services	Linda Sanders	Funding shortfall against demand/need for placements (C&F, A)	H		230

## Strategic Monitored Risks

## as at April 2006

Directorate	Risk Owner	Risk	Net Risk Status	Key Indicators Where Appropriate	Magique Risk No.
Adult, Community & Housing Services	Linda Sanders	Failure to meet achievement targets for specified qualifications required by NCSC and GSCC - (BS)	L		236
Adult, Community & Housing Services	Linda Sanders	Failure to achieve potential of local LIFT schemes (BS)	L		262
Adult, Community & Housing Services	Linda Sanders	Failure to complete re-provision of Ridge Hill hospital (LD)	L		269
Adult, Community & Housing Services	Linda Sanders	Failure to effectively manage budgets for grant aid assistance	L	HSG PSH 022	263
Adult, Community & Housing Services	Linda Sanders	Failure to deliver new IT developments	L		140
Adult, Community & Housing Services	Linda Sanders	Unable to provide effective service if unable to recruit staff (BS)	L		229

## **Directorate Reporting**

The section provides more detailed reporting on Directorate progress towards Council Plan and Directorate Strategic Plan objectives and exception reporting on Best Value and Local Performance Indicators.

In particular, Directorates are asked to report on any significant variation from anticipated progress, new pressures arising within the Directorate having implications for performance and to advise on proposed actions to be taken.

Directorates also report on any significant achievements of note during the period, such as any external accreditation, nomination for awards or positive publicity.



## Quarterly Directorate Issues Report

<b>Directorate: Adult, Community and Housing Services (Adult Services Report)</b>	<b>2005-06 Quarter 4</b>
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### 1. KEY ISSUES FOR THE DIRECTORATE HAVING IMPLICATIONS FOR THE DELIVERY OF COUNCIL PLAN MILESTONES

<u>Issue</u>	<u>Comment and Proposed Action</u>
Remodelling of Council Services	<p>A report presented to Cabinet on 8th February 2006, gained approval for an outline structure of DACHS, DMT level and Business services.</p> <p>Centralisation of Human Resources (under Steve Woodall) and Marcomms (under Jayne Surmon) was implemented on 1<sup>st</sup> April. Further discussions are underway to finalise the operational arrangements for the Business support services. It is anticipated that full implementation will take place by Autumn 2006.</p>
Heath & Social Care White Paper Conference” Our Health, Our Care, Our Say: a New Direction for Community Services”	<p>The Health &amp; Social Care White Paper will require the Directorate to implement and promote the 4 goals of the White paper: Better prevention services, greater patient choice, tackling inequalities and more support for people with long term conditions and their carers.</p>

### 2. KEY ISSUES RELATING TO DIRECTORATE STRATEGIC PLANS

<u>Issue</u>	<u>Comment and Proposed Action</u>
<u>Continued development &amp; Implementation Of Older People’s strategy</u>	<p>An Older People’s conference took place on 27<sup>th</sup> April to consult further on the contents of the strategy. The strategy will be presented to Cabinet in April 2006 for approval. A further conference is planned for 2007 to review the progress on implementation of the strategy and to increase intergenerational awareness.</p>
User Experience Survey for Older People	<p>A User Experience Survey for Older People receiving Home Care is scheduled for April 2006, which will seek to inform current and future service needs.</p>

### 3. **PERFORMANCE INDICATORS**

#### **(a) Quarterly Reported Key Performance Indicators**

Preliminary work show that all Adult Services' indicators have achieved good or excellent performance. This quarter's indicators are also final year figures and as such will not be validated and signed off by the Department of Health until October 2006, when all performance indicators for all Councils are published and made available to the public. Also, the indicators are still subject to audit by Audit Commission auditors during May and June 2006. Work is still underway to finalise the indicators for return to the DH by May-July. An expanded report on the indicators will be included in the next first Corporate Quarterly Report of 2006/07.

#### **(b) Other Directorate Performance Indicators – Reporting by Exception**

As above.

### 4. **SIGNIFICANT ACHIEVEMENTS/POINTS OF NOTE**

- **DirectGov**  
Mid January 2006  
- All requested changes to meet Government requirement integrated into the DACHS Internet site. Positive letter of thanks received from the Office of the Deputy Prime Minister.
- **Directorate name change project**  
January 2006  
- Transition from Social Services & Housing to DACHS communicated across the Council. Stationery, templates, etc. updated to reflect new branding title.
- **CSCI Inspection of Fostering**  
End January 2006  
- Support including production of the Statement of Purpose and development of a set of branded leaflets on the variety of fostering services in Dudley.
- **Learning from Best Practice**  
21st February 2006  
- Council wide event to demonstrate best practice and transferable learning. The event was deemed a success by Chief Exec's. Approx. 120 senior managers attended.
- **A Career in Social Care Internet area**  
Late February 2006  
- Internet recruitment area redeveloped as part of a Central ICT. Site launched.
- **R18 & Aspire audit of Adults information**  
Mid February 2006  
- Report was received favourably by ISSG and project extended to include C&F information and report on management arrangements.
- **Directorate branding**  
Mid February 2006

- New Directorate branding images commissioned and obtained. Images have been integrated into directorate profiling and will be used over the next 1 to 3 years.

- **CDT DVD**

February

- The Children's Disability Team DVD was scripted and filmed with involvement of the Children's Services Director.

- **Other fostering newsletters**

February/March 2006

- 1 x Family & Friends and 1 x Fostering News.

- **ICC Jobs Fair, 6th March 2006**

- **Showcased work of Dudley social care at regional jobs fair to prospective employees and interested parties**

- **BME Consultation Event**

9th March 2006

- Successful consultation event to explore the most effective ways for DACHS, and the wider Council, to interact and provide services with Dudley's BME Communities. All information was available in the main community languages for the first time. Approx. 50 community and faith leaders attended.

- **Fostering leaflet**

9th March 2006

- Translated into six community languages and profiled with community and faith leader at BME consultation event.

- **Single Assessment Process web development**

**13th March 2006**

- **SAP web development plans presented at multi-agency forum and were well received. Extranet part of the development was launched by 31st March 2006.**

- **Direct Payments Campaign**

**31st March 2006**

- **LPSA target 100 adults using Direct Payments has been surpassed (approx. 120 as at 7th March 2006).**

- **Corporate Remodelling site**

Late March 2006

- Creation and launch of the Council's remodelling site for staff. Site was received well by DACHS DMT and the Corporate Communications Group.

- **Care Mapping**

Late March 2006

- System created, tested and instruction guide created. System presented to Adult Services and was received well.

- **Ednam House branding**

End March 2006

- Corporate display systems and branding images integrated into Ednam House as

part of 'One Council' approach.

- **Permanency News**

March 2006

- First ever edition of the newsletter was created and distributed to all of Dudley's foster carers.

- **White Paper Conference**

10th April 2006

- Putting You in the Picture multi-agency conference to start the process of developing a long-term strategy for Dudley's adults, based on the 'Our health, our care and our say' White paper. Event evaluation was positive.

- **Ehsas Carers Group**

A group of Muslim parents got together to set up a carers group - Ehsas, with the support of the council, which in the space of 2 years received national recognition at the BME Spark Awards in February 2006.

**RE-MODELLING AND THE BENEFITS DERIVED SO FAR**

In addition to the above achievements, it is noteworthy that there have been a number of benefits from the re-modelling process for the Adult, Community and Housing Directorate arising from closer working relationships and which include:

Strategic planning – this has been joined-up and a single Strategic Plan for the Directorate in which the links between Adult Social Care and other areas within the new Directorate are integrated even more closely has been made

Ridge Hill - The link between adult social care and housing has been energized still further in developing the work to provide housing solutions for residents of Ridge Hill hospital with speedier processes being experienced.

Broadened Tenancy options for adults with a learning disability - Similarly, new solutions such as shared ownership for tenants with a learning disability with Housing Associations have been developed allowing the move of people into supported housing.

Adult Learning – this service is being used by adults with learning disabilities to promote social inclusion e.g. in drama groups

Extra Care Housing – substantial projects for extra care housing are underway with than improvement in the shared aim of developing these schemes to increase housing and care options for Dudley people

Telecare – an innovatory approach to the use of telecare solutions has been undertaken in the sharing of this task between housing and adult social care divisions to bring such solutions into the homes of Dudley people

Supporting People – this programme is no longer split between two Departments but is now being integrated into the commissioning function of the Adult Social Care Divisions of the Directorate to promote even greater coherence with relevant care agendas.

In 2000-2001 Councils in England were required to carry out nationally comparable surveys of recently assessed Social Services clients and to return summaries of their responses to **two key questions** to Department of Health (DH). At the time DH made it clear that the 2000-2001 survey was but a first step in a broader programme of surveys of PSS User Experiences that would include improved guidance, a broader range of questions and coverage of more users, carers and client groups.

The current Survey was carried out during the period January to March 2006. 1243 clients were surveyed and 640 returned completed questionnaires, this represents a 51.5 % response rate that is very good for a postal survey. The clients included in the survey were those who were receiving care in their own homes and aged 65 or over. The Survey was conducted in collaboration with The University of Kent PSSRU Unit (Personal Social Services Research Unit) and was approved by the DH.

Approximately 40 other Councils have taken part in the PSSRU initiative and, therefore, the national findings will not be ready until about October 2006. However, outlined below the two key questions and a sample of other questions from the survey with some brief commentary.

Overall, Members will be aware that Surveys help give some overall indication of people's views that it may be difficult to capture in other ways. As such, there are some advantages to Surveys that may need to be set alongside any disadvantages e.g. minimising or exaggerating views about specific questions. The positive feedback, however, is never taken for granted and it is understood that staff work extremely hard to help people using services have a good experience of that care. In addition to the two Key questions required of the DH, further questions are asked by the Directorate so that we extend the benefit derived from this approach.

### Key Questions:

#### How satisfied are you with help from Social Services that you receive in your own home?

Response	Number	%
Extremely satisfied	164	26.5%
Very satisfied	216	34.9%
Quite satisfied	195	31.5%
Neither satisfied nor dissatisfied	32	5.2%
Quite dissatisfied	8	1.3%
Very dissatisfied	4	0.6%
Extremely dissatisfied	0	0.0%
Total respondents	619	100.0%

Just over 60% (380 people) were either "extremely" or "very" satisfied with the service received in their own home which is very encouraging to the service. In addition, a further 31.5% being "quite satisfied" which means that overall satisfaction levels were over 90%. Only 1.9% of respondents expressed dissatisfaction. This is slightly above the level of complaints received by the service (119 out of 11,000 service contacts) but not all perceptions of dissatisfaction will result in a complaint.

#### Do your care workers do the things that you want done?

Response	Number	%
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Always	431	70.0%
Nearly always	153	24.8%
Sometimes	32	5.2%
Never	0	0.0%
Total respondents	616	100.0%

The things that care workers do are determined by the agreement reached with the person using services in an assessment. 70% of respondents said that care workers “always” did the things they wanted them to do and a further 24.8% stated that it was “nearly always.” The latter may cover a range of experiences.

### Other Questions from the Survey:

#### Do you know how to make a complaint about the Home Care Service?

Response	Number	%
Yes and I feel I could	511	83.0%
Yes but I do not feel that I could	36	5.8%
No	69	11.2%
Total respondents	616	100.0%

This is an interesting question because it has sometimes been suggested that people feel that they could not complain because they are grateful for receiving the services. However, only 5.8% of people said that they did not feel that they could not complain which seems low number. However, 11.2% said that they did not know how to complain. All service users receive a leaflet as a matter of course when first receiving a service and this is repeated at review. The Complaints Manager will take this into account when planning further publicity to the complaints service but we believe that this figure compare favourably with other local authorities.

#### Which of the following statements best describes your situation?

Response	Number	%
I feel in control	242	39.3%
Services help me to feel in control	288	46.8%
I have some control but not enough	68	11.0%
I have no control	18	2.9%
Total respondents	616	100.0%

Receiving care can be a deeply personal experience that reminds us of needs that many others may not have e.g. assistance in getting dressed. The aim of social work and social care is to help people feel more in control of their lives and the survey shows that most people (over 86%) do indeed feel that. The Service remains committed to extending people’s control and there has been an increase in the use of Direct Payments and this is a way of increasing the control that people have over their services.

#### Do your care workers come at times that suit you?

Response	Number	%
Always	233	37.9%
Usually	303	49.3%
Sometimes	73	11.9%
Never	5	0.8%

Total respondents	614	100.0%
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There is a lot of demand for care services and sharing that in a way that suits everybody is a challenge. Nevertheless, the experience of people in Dudley is positive in response to this question.

**Are you kept informed by your home care service about changes in your care?**

Response	Number	%
Always	234	38.2%
Usually	268	43.7%
Hardly ever	69	11.3%
Never	42	6.9%
Total respondents	613	100.0%

Again, because of the demand for care services, changes do sometimes happen and this needs to be discussed with people using services as required. Most people's experience was positive in response in that about 82% of people said that they were kept informed.