



Adult Social Care & Public Health & Wellbeing quarterly performance management report **2021-2022**

Quarter 3 (1st October to 31st December 2021)



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Section 1: Introduction

This Quarterly Performance Management Report for Adult Social Care highlights performance for the period 1st October 2021 to 31st December 2021. It provides specific information detailed in the Council Plan 2019-22, relating to performance indicators and key actions. Enabling us to monitor progress towards our vision.

“Dudley Borough – Forging a Future for All”

We have a ‘One Council’ ethos to build an effective and dynamic organisation aligned to our three core priorities to:

- Grow the economy and create jobs
- Create a cleaner and greener place
- Support stronger and safer communities

The main body of the report focuses on the four priorities contained in the Council Action Plan and provides a detailed review of the progress of the key performance indicators within the plan.

The scorecards show performance for the:

- Reporting Quarter
- The score symbol status denotes performance against set targets.
- The trend symbol status compares latest performance against previous reporting frequency.

The score status symbol employed for performance indicators as follows.

- ★ Where performance exceeds the target tolerance
- 🟡 Where performance is on target and in the upper half tolerance
- ⚠ Where performance is below the target tolerance

Short term trend status symbol employed as follows.

- ↗ Performance is improved against previous reporting frequency
- Performance is consistent against previous reporting frequency



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Performance is worse against previous reporting frequency

Section 2.1: Performance Summary

The Quarter 3 report incorporates both quarterly and annual key performance measures which monitor the progress of delivery of the Council Plan 2019-22, overall, there are 12 measures reported for 2021-22 for Adult Social Care and Public Health and Wellbeing. Below summaries performance against short term targets and trends for both directorates. (Quarter 2 comparing Quarter 1)

Overview: Number of performance indicators due for reporting this quarter: **5**

Performance Indicators status
(see Chart 1)

 **5**
Exceeds target

 **3**
On target upper tolerance

 **1**
Below Target

1 Delayed Data PI 2131

Short Term Trend Status
(see Chart 1)

 **6**
Improved

 **1**
Consistent

 **3**
Worsened

0 measures are new with no comparable data
0 measure target change significantly to reflect Covid
1 Delayed Data

Section 3.1: Balanced Scorecard

The following section provides a detailed scorecard for each key performance measure aligned to the Council Plan priority and directorate service area. Where applicable the percentage and number outturn are shown for this specific reporting quarter.

Summary Status ★ 3 Exceeds Target ● 1 On target upper tolerance ▲ 0 Below target

Performance Indicator	2020-2021 Financial Year				2021-2022 Financial Year						
	Qtr.1 Outturn	Qtr.2 Outturn	Qtr.3 Outturn	Qtr.4 Outturn	Qtr.1 Outturn	Qtr.2 Outturn	Qtr.3 Outturn	Target	Score	Short Term Trend	Benchmarking Comparable Data
PI 501 ASCOF2B (P1) - Prop of 65+ at home 91 days after discharge from hospital into reablement services	84.0%	90.0%	94.0%	88.6% (186/210)	97%	93%	92%	83%	★	↓	82% England 19/20
PI.2131 % of Delayed transfers of care as percentage of occupied beds	Delay with Data (latest Feb 2020 at 3.9%)							85			4.9% (Feb 2020)
PI.2132 % of contacts to adult social care with an outcome of information and advice/signposting	11.4%	9.8%	14.6%	13.5% (3310/24565)	10.8%	10.6%	10.9%	11%	●	↗	Local Measure
PI 2133 % of working age service users (18-64) with a primary support reason of learning disability support, who are living on their own or with their family	65.0%	66.0% (582/882)	40.0%	41% (293/712)	49%	49.5%	51%	50%	★	↗	77.3% England 19/20
PI.2134 % of the conversion of safeguarding concerns to enquiry	11.0%	3.9% (56/1446)	3.0% (45/1482)	5.6% (87/1552)	7.5%	8.4%	8.1%	20%	★	↗	37% England 19/20



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Section 3.3: Stronger and Safer Communities (Public Health and Wellbeing) - Scorecard

Summary
status

 2
Exceeds target

 2
On target upper tolerance

 1
Below target

Performance Indicator	Comparator to 2020-21	2021-2022 financial year						Benchmarking comparator data
	Qtr. 3 outturn	Qtr. 1 outturn	Qtr. 2 outturn	Qtr. 3 outturn	Target	Score	Short term trend	
PI 2074 Proportion of premises in the borough that are broadly compliant with food hygiene law (star rating of 3 or more).	84.0%	81.06%	86.6%	86.8%	90%			
includes unrated new businesses which were registered last year and which we were advised by the FSA were not a priority for inspection. These unrated businesses are now being prioritised for inspection.								
PI 1441 Air Quality completed in actions in accordance with the timetable in the approved Air Quality action plan.	New measure	100%	100%	100%	75%			
PI 2257 Value of savings made by prevention (intervention) to the people of Dudley (Scams Team)	New measure	£123,6100	£410,000	£414,300	£125,000			
PI 1798 To reduce the absolute percentage gap in NHS Health checks coverage	22.0%	1%	2.2%	-0.6%	1%			
NHS Health Checks were largely suspended during the pandemic. Therefore, the trajectory for this indicator may be variable until more practices can participate again. Timing of this will be subject to demands of managing COVID-19.								
PI 2258 Increase the uptake of Covid vaccinations in all hard-to-reach communities.	New measure	80%	80%	84%	72%			
PI 2259 % of Local Covid cases that are followed up within 24 hours	New measure	97%	98%	87%	90%			
PI 2260 % reduction in smoking during pregnancy	New measure	8.9%	6.8%	Data delayed	11%			
Data based on all maternities per CCG. Due to implementation issues with the new patient care record in Maternity we are unable to provide accurate SATOD figures for this quarter. We have assurance from Dudley Group that this will be resolved as a priority								



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Section 4.1 Directorate Service Summaries

Corporate Scrutiny Service Summary (Template)

Directorate: Adult Social Care
Date: Quarter 3 performance reporting
Benchmarking (with local authorities/nearest neighbours)
<ul style="list-style-type: none">• Dudley MBC won the Gold Public Service Transformation Award for Project Rita against strong competition from Northern Ireland, Scotland and English Local Authorities. Rita is a project for people with Dementia that enabled people to stay connected with loved ones during the Covid '19 pandemic.• Adult Social Care have maintained a full Care Act range of services throughout the quarter with increasing demand for safeguarding, Deprivation of Liberty Safeguards (DOLS), packages of care for Older People and hospital discharges.
Overview of Service Delivery (include any issues / risks)
<p>There is insufficient domiciliary care capacity to meet the additional demand caused by Omicron. This is resulting in people being diverted away from hospital into temporary bed-based placements awaiting availability of care at home support.</p> <p>A high level of discharges has been sustained despite the impact of the Omicron variant and increased demand at the Russell's Hall Hospital. DTOC figures remained in single digits for most of the third quarter and were also subject to scrutiny in January 2022.</p>
Workforce Metrics – (Corporate to populate)
Service Achievements (<i>report of any external accreditation, nomination for awards, positive publicity, during the past quarter</i>)
<p>The first phase of the Adult Social Care in Dudley online portal went live today, Wednesday 15 December.</p> <p>This new, secure, system allows residents and carers to complete and submit social care forms and assessments online, check if they could get help paying for care and gain access to wide-ranging information at a time and place to suit them. Similarly, professionals will be able to submit referrals online.</p> <p>The portal is in addition to the current ways of communicating with Adult Social Care.</p> <p>Phase one of the launch includes the information signposting and financial assessment sections. The other phases will go live from January – July 2022.</p>
Access and Prevention
<ul style="list-style-type: none">• Financial assessment completion is on target, with assessments typically taking up to 4 weeks to complete from start date of long-term care. 135 first assessments and 401 re-assessments have been completed for the period 01/10/21 to 31/12/21. Loss from financial re-assessments completed for this period total £78046.28 per annum (£1500.89 per week). This is mainly due to two Money Management clients where they have gone from self-funders to contribution payers in October. These two cases alone lost us income of £152,302.28 per annum.• The living well feeling safe partnership continues to meet virtually and shares local information,



offers home assessment visits and an online service. A “get connected” event was held at Merry hill Centre and 300+ members of the community gained information and advice on a range of support aimed at keeping them safe and well in their own homes. A total of 362 “hits” was been made to the online LWFS tool of which 281 were new visitors to the site.

Dudley Disability Service

- New quality monitoring process has been developed and trialled with the transition team. This is being rolled out to the whole service during quarter 4. Quarter 3 – 188 needs assessments completed -291 reviews.
- Preparing for Adulthood strategy was agreed and launched and a detailed list of outcomes from have been identified Having a clear set of outcomes has given real focus to the work and many of the outcomes have been achieved or on track to being achieved. A new governance structure with working groups linked to the 4 pillars within the strategy is in place to drive forward meeting the outcomes within the strategy and agreed future outcomes. These groups have enabled partnership working to really develop and a strong commitment to achieving the outcomes in the strategy to grow. A Post 19 Complex PFA Group has been created as part of the PFA governance structure to specifically focus on how we meet the outcomes for this group.
- There has been positive movement of people moving from a residential setting to living in the community and this will continue to be a key focus for the service. A housing need analysis of supported housing for people with disabilities in Dudley is being conducted that will identify current provision, gaps in provision and future need.

Assessment & Independence

- A high level of discharges has been sustained despite the impact of the Omicron variant and increased demand at the Russell’s Hall Hospital. DTOC figures remained in single digits for most of the third quarter and were also subject to scrutiny in January 2022.

Adult Safeguarding & Mental Health

- MASH maintained a full Care Act Compliant service throughout the third quarter, despite the need to mobilise the business continuity plan towards the end of December/early January.
- The Adults at Risk Team has now been established and the team are working with vulnerable adults who present with a range of complex needs The AMHP hub has seen an increase in referrals, however, all the elements of the statutory duties are being met within the designated and regionally agreed timeframes

Integrated Commissioning Performance & Partnerships

- Voluntary Sector Provider – awarded and mobilisation plan in place for April 1st, 2022 start date
- Extra Care – modelling completed. Aim for February 2022 Cabinet. RP procurement project being finalised

Opportunities for Improvement (*information relating to service complaints / compliments and learning from these.*)

Any additional information relevant to Corporate Scrutiny

Despite increased demand, staffing absences, limited domiciliary care capacity, fuel shortages and fluctuating Covid '19 levels the service continues to adapt to meet the needs of the Borough.



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