

IP2 Ensuring people have the right social services to meet their needs

Lead Cabinet Member





▪ Cabinet Member for Social Services







Lead Officer

▪ Head of Adult and Community Services

Overall Judgement

Jun 2017		
Actual	Performance	Comments
Amber - Acceptable	●	<p>There are 2 measures contained within IP2</p> <p>Adult Protection which is currently 95.3% for quarter 1 against a target of 90% therefore demonstrating strong performance.</p> <p>DTOC is currently 1.19 against a target of 0.87 (low values are good)</p> <p>There are several factors that have impacted on DTOC and can be attributed to the increase this quarter: ability to respond to the volume of referrals within the hospital team and to have a robust workflow pathway has impacted on Social Work capacity. This has resulted in delays in allocation of cases.</p> <p>The fluctuating domiciliary market has meant that over the recent months key provider agencies have closed. The impact therefore is that the existing agencies have had to absorb ongoing cases which reduces their capacity to take on new cases. This has resulted in delays to individuals being discharged with home care more quickly.</p> <p>There have been some challenges with getting residential providers to respond to requests to assess individuals for placement quickly which has impacted on DTOC.</p> <p>There is current a review of the hospital discharge pathway to address some of the workflow issues to release capacity to manage what is Social Services work. We are also working with our commissioning and contracts team to see how we can improve access to domiciliary care. The In Reach project is also supporting a more streamlined approach to manage hospital discharge cases.</p>

Status	Explanation
Green Star 	Excellent All actions and measures are on track
Green 	Good Actions and measures are on mostly on track, one or two falling marginally short of planned targets
Amber 	Acceptable Some actions and measures have deviated from plan and are some are falling short of planned targets
Red 	Improvement Required Actions and measures are of concern and are mostly falling short of planned targets

Key for Measure RAG Status	
	Pink question mark – data missing
	Yellow exclamation mark - no target set
	Black arrow – performance remains the same
	Green tick – performance has improved
	Red cross – performance has declined
	New measure – no comparable data

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Measures

Key for Measures
 ☆ Green - on target
 ● Amber - slightly short of target
 ▲ Red - off target

	Jun 2017							
	Actual (YTD)	Target (YTD)	Performance (YTD)	Actual 1 year ago (YTD)	DoT 1 year ago (YTD)	Wales Average (YTD)	Perf. v Wales Average (YTD)	Period Performance
ACS/18 The percentage of adult protection enquiries completed within 7 days (SSPM, IP2) (M)	95.9%	90.0%	☆	98.8%	✘		!	
ACS/19 PAM/025 Delayed Transfers of Care (SSPM, PAM, IP2, SP) # (M)	1.19	0.87	▲	0.94	✘	14.61	☆	<p>There are several factors that have impacted on DTOC and can be attributed to the increase this quarter:</p> <ul style="list-style-type: none"> - ability to respond to the volume of referrals within the hospital team and to have a robust workflow pathway has impacted on Social Work capacity. This has resulted in delays in allocation of cases. - The fluctuating domiciliary market has meant that over the recent months key provider agencies have closed. The impact therefore is that the existing agencies have had to absorb ongoing cases which reduces their capacity to take on new cases. This has resulted in delays to individuals being discharged with home care more quickly. - There have been some challenges with getting residential providers to respond to requests to assess individuals for placement quickly which has impacted on DTOC. <p>There is currently a review of the hospital discharge pathway to address some of the workflow issues to release capacity to manage what is Social Services work. We are also working with our commissioning and contracts team to see how we can improve access to domiciliary care. The In Reach project is also supporting a more streamlined approach to manage hospital discharge cases.</p>
ACS/L/24 Number of assessments of need for support for carers (IP2) (Q)	37.00	22.50	☆	37.00	?	n/e	n/e	
CCAS/L/027 Number of integrated assessments completed per month (IP2) (M)	292	150	☆	401	✔		!	

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Actions	Jun 2017		
	Performance	IP Progress Update	IP Activity Planned
<p>✓ IP 2.1 Establish the pathway for adult social services across health and social care</p>	★	<p>WCCIS implementation work is underway, business processes are mapped and appropriate forms are being developed in conjunction with adults and childrens practitioners.</p> <p>The project team are in regular communication with the supplier of the system and with the ENWIS (Health) National team and are involved in regional meetings t establish commonalities.</p> <p>Project risks are being identified and managed and resources allocated accordingly.</p> <p>Trainers have been identified and are being upskilled.</p>	<p>A new go live date will be confirmed</p> <p>Training schedule will be completed</p> <p>Communication strategy agreed</p> <p>A practitioner from both adults and childrens operational teams will be seconded to the project full time to facilitate implementation.</p> <p>Super users identified to support go live</p>
<p>✓ IP 2.2 Restructure the operational adult social services teams.</p>	★	<p>NCN structure in place and operational.</p> <p>Recruitment for the Team Manager NCN North successfully completed</p>	<p>Workflow processes in place - new WCCIS system is requiring review of business processes and configuration of critical referral pathways. This work is ongoing as part of the implementation project work and practitioners are fully engaged.</p> <p>Data cleanse is underway to ensure information transferred to the new system is current and correct. Work ongoing and monitored by WCCIS Project Team.</p>
<p>✓ IP 2.3 Develop and implement the integrated assessment tools</p>	★	<p>Act compliant documentation is in place for adult services and 88% of cases are in receipt of the new Care & Support Plan (CASP)</p>	<p>Continuing to monitor the quality or recording and assessment documentation, weekly process in place to oversee the allocation of resources and monitor the consistency of care packages. Attended by Team Managers and Service Managers on a rota basis (ECO - equality, consistency and outcomes) where documents are quality assured.</p> <p>NCC is engaged Regionally and with Welsh Government to establish and agree a meaningful National Performance Management and reporting framework.</p>

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<p>✓ IP 2.4 Review and re-commission services as necessary</p>	<p>★</p>	<p>The Third Sector Consortium (Newport Support Partnership) is fully operational. The first annual report and evaluation will be produced in October 2017</p> <p>2,000 hours of domiciliary care hours re-commissioned as block contracts. An additional 400 hours became available as Reach home care left the market. A new provider entered the Newport market and was awarded the hours following a successful bid.</p> <p>Fee negotiations for 2017/18 were concluded with reference to the new National Living Wage limits. This ensures stability within the city's social care workforce.</p> <p>Re-commissioning process commenced for the Newport day service for people with learning disabilities currently based in the YMCA. This presents an opportunity for further development of the current model with a sharper focus on independent living skills.</p> <p>Work commenced on the production of an adults commissioning strategy, a carers strategy and an independent Living Strategy for people with Learning Disabilities. Distribution planned for the Autumn</p>	<p>Award of the Independent Living & Day Service Contract scheduled. Identifying new providers who can offer a wider range of one to one support in the community and a new day service for people with learning disabilities.</p> <p>Commencement of the managed banking service for people using direct payments. This will offer people full support to oversee their payroll and tax liabilities around the employment of carers and improve financial audit oversight for NCC.</p> <p>Continuing to engage with Regional work streams around domiciliary care, residential care and pooled budgets.</p>
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<p>✓ IP 2.5 Review and develop our systems and processes</p>	<p>★ WCCIS implementation has made significant progress in terms of the development of business processes, data cleanse and system build. The project timescales have changed in response to issues both internal and external but the project plan continues to be managed and appropriate oversight applied.</p> <p>Additional resource to support implementation secured</p>	<p>Allocation of further resource to the project from both children's and adults to ensure appropriate Practitioner involvement.</p> <p>Agreement of a revised project go live date with all partners.</p> <p>Continued Regional & National engagement to manage transitional and implementation issues</p>
<p>✓ IP 2.6 Undertake a Questionnaire of people who have a care and support plan</p>	<p>★ A survey will be undertaken in 2017/18. Currently in discussions with Welsh Government and other Local Authorities to agree the process</p>	<p>A survey will be undertaken for 2017/18. The process will commence in September and will take 6 months to complete.</p>

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