



115

Health Overview and Scrutiny Committee

Q1 2022-23

Adults Services



WOKINGHAM
BOROUGH COUNCIL

Agenda Item 21.

Overview

Our ambition is for Wokingham Borough to be one of the best boroughs for adults and carers in need of support to live, where they feel safe, included and a key part of our community. Our key priorities for the next four years are: Keeping people safe; Prevent, reduce and delay the need for formal care and support; Involve people in their care and support; Work in partnership and commission services that deliver quality and value for money.

Matt Pope
Director of
Adult Services

Top wins

- Despite the challenges faced by the service, as outlined below, which were then amplified further over the winter period, the continued hard work and dedication of the reviewing teams has resulted in a significant improvement in reviewing timescales in quarter 1. This followed a drop in performance in the previous quarter.
- We have supported Domiciliary Care providers in the local area to boost recruitment with a recruitment campaign, linked to the national ‘every day is different’ campaign. Early indications from ADASS suggest that Wokingham Borough has had the highest increase in Social Care staff over the last year.
- We have achieved a significant improvement by reducing our waiting list down to zero and 100% of customers requiring assessments were allocated within timescales in June
- The Specialist Accommodation project has been a success for the service where we are supporting people with a Learning Disability to live in their own home. The impact of this project is evident in the improvement achieved for the performance measure AS4. There are currently 7 schemes with 26 people who have or are moving into their own accommodation.

Opportunities

Adult Services’ Transformation Programme will identify and maximise opportunities for improvement over the next 3-4 years. Improvements are expected with the following KPIs:

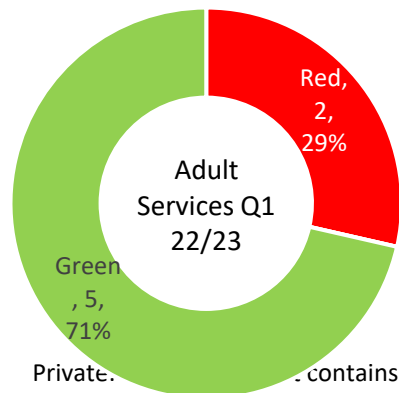
- Front door activity (AS3)
- Better demand management due to strength-based practice (AS5 & AS4)
- Consistent operational performance management (AS2)

Challenges

Covid-19 and its’ impact has been, and remains, our main challenge.

The service has seen an overall increase in demand and this manifests in increases in numbers but also people with higher needs, with this is having an impact particularly on the KPI AS2 – timeliness of allocating assessments.

In addition to the added pressures on workforce due to Covid-19, particularly with increases in sick leave, there is also a national challenge with recruiting qualified Occupational Therapists and Social Workers. Locally we have developed a recruitment and retention plan to support us with this.



Q1 22/23 Position

ASC’s targets are set to be stretching and are deliberately challenging to achieve

- 71% of KPIs achieving target, **Green**
- 0% of KPIs slightly off-target, **Amber**
- 29% of KPIs below target, **Red**

Direction of Travel Summary

- 👍 3 KPIs have improved performance compared to Q4 21/22
- 👉 2 KPIs have maintained performance
- 👎 2 KPIs have deteriorated compared to Q4 21/22

Adult Services Key Performance Indicators Summary 2022/23

Safe & Strong Communities


Ref	Description	RAG Q1	Change from Q4 (2021-22)	Benchmarking	Commentary
AS1	Percentage of safeguarding concerns, leading to an enquiry, completed within 2 working days	Red	No change	Not available	This is not monitored as a national indicator. The indicator is set to achieve best practice performance by responding to safeguarding concerns in a timely manner. Our annual performance for 2020-21 was 61%. This target was set with the aim of maintaining that level of improved performance.
AS2	Social work assessments allocated to commence within 28 days of the requests (counted at point of allocation)	Red	Better	Not available	This is not monitored as a national performance measure, however, we know from the results of a recent survey of Local Authorities that nationally 12% of people awaiting a social work assessment have been waiting more than 6 months. Over the last 18 months, the maximum wait for anyone in Wokingham was 38 days. We aim to not keep people waiting more than 28 days. Performance improved significantly in Jun-22 to 100% and is expected to remain at this level.
AS3	Percentage of new contact referrals closed with advice, information or signposting	Green	Worse	Not available	The target is set with the aim of improving our local performance for this specific area (information and advice). Comparative data from our statutory return is not reported with the same definition but monitors all new contacts from the community resulting in signposting or universal services. For this measure we were 5th highest in the region for those aged 18-64 and 4th highest for those aged 65+.
AS4	The proportion of adults with a learning disability who live in their own home or with their family (ASCOF Measure 1G)	Green	No change	71 of 152 LAs for 2020-21	This is monitored as an ASCOF national measure. Wokingham achieved 81.5% which is better than the England result 78.3% and regional result of 75.6%. Our local target is set with the aim of sustaining or improving our 2021-22 performance of 87%.
AS5	New permanent admissions to residential or nursing care homes (65+) (ASCOF 2A2)	Green	Worse	30 of 152 LAs for 2020-21 (1=good)	Our aim is to reduce the number of long-term admissions to care homes. The target was set with the aim of performing well in comparison to regional performance (131 on average per quarter for 2020-21).
AS6	Proportion of people receiving long term care who were subject to a review in the last 12 months	Green	Better	2 out of 16 South East LAs (1=high)	The 2021-22 target has been set as a challenging stretch target. Our aim is to perform in the top quartile in comparison to other Local Authorities. Currently our performance for people with a review or assessment in the last 12 months places us 2 nd highest in the South East benchmarking club.
AS7	Percentage of CQC registered providers that are rated Good or Outstanding	Green	Better	Target is set to perform better than South East	Registered provision rated good or outstanding across the South East were as follows at the end of 2021-22: Nursing Homes: 78%, Residential Homes: 85%, Domiciliary Care: 90%.

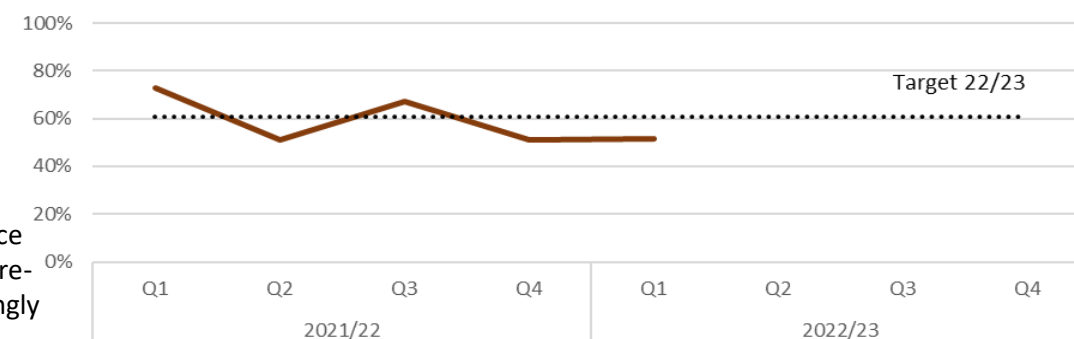
Appendix A-1: Adults Services Key Performance Indicators 2022/23 - Detail

Safe & Strong Communities

AS1: Percentage of safeguarding concerns leading to an enquiry, completed within 2 working days

 Red  No change



Period	Percentage	Target	RAG	Direction of Travel
Q1 22/23	51%	61% or more	Red	 No change
Q2 22/23				
Q3 22/23				
Q4 22/23				
Full year 22/23				




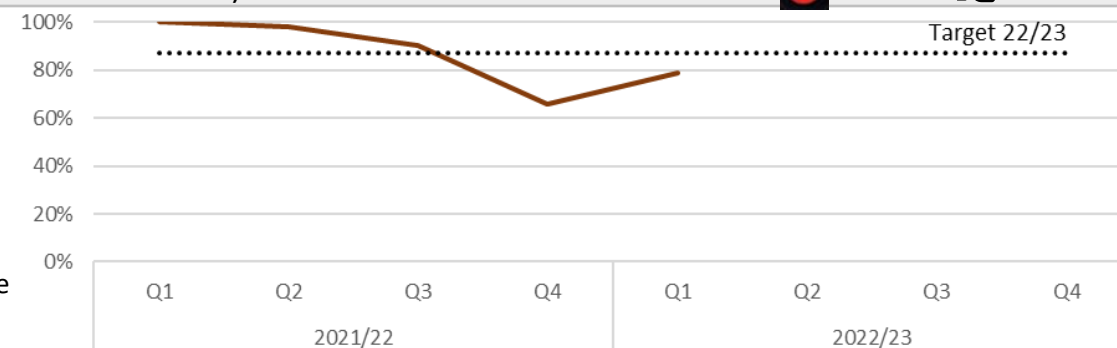
Priority: Keeping People Safe: Currently performance is under target due to a number of reasons. Pressure on the service has increased immensely over the past 2 years with the volume of Safeguarding Concerns having increased by 76% on pre-pandemic referral rates. Those concerns meeting the statutory criteria for Section 42 Enquiry are presenting as increasingly complex and require more intensive multiagency responses. These pressures have been heightened by an increase in

staffing pressures due to vacancies, as well as an increase in 'out-of-scope' referrals, particularly from South Central Ambulance Service (SCAS) and Thames Valley Police (TVP), as well as some commissioned services – these are referrals that are not about abuse or neglect and alternative pathways should in fact have been used. Face to face education is being provided to those commissioned services most often making 'out-of-scope' referrals to look to address the problem at source. ASC Head of Service is working with the Safeguarding Adults Board and other Local Authorities in the West of Berkshire to collaborate with SCAS and TVP to seek to educate them on the impact of 'out-of-scope' referrals and to try and reduce the volume of these – this is slow progress however. In the meantime, a BRAG process is used within triage – this means that every concern is screened within the first hour or so of it being received and marked as Black, Red, Amber, or Green according to level of risk and the highest risk cases being prioritised for full triage. This provides a level of assurance that whilst the team is unable to meet the performance target, they are prioritising the highest risk cases appropriately. An audit has been undertaken to assure ourselves the BRAG is being applied correctly and this has been confirmed. A Business Case is awaiting approval to secure an additional Fixed Term Referral Coordinator post, which will provide resilience for the next 12 months, whilst the education work around out-of-scope referrals continues to try and address this issue.

AS2: Social work assessments allocated to commence within 28 days of the requests (counted at point of allocation)

 Red  Better

Period	Percentage	Target	RAG	Direction of Travel
Q1 22/23	79%	87% or more	Red	 Better
Q2 22/23				
Q3 22/23				
Q4 22/23				
Full year 22/23				



Priority: Involve people in their care and support: People must be provided with the right combination of care, in the right place at the right time, in ways that will be sustainable going forward. There is a process of triaging and risk assessing all contacts received to ensure those requiring immediate attention are prioritised.

Numbers of people waiting for assessments, packages of care or reviews is collected regularly for all Local Authorities in the South East. Currently 26% of people are waiting longer than 6 months across the region. Wokingham Borough Council has no-one waiting this length of time. 28 days for allocating an assessment is a local target to ensure best practice.

The target has not been met in previous quarters due to an increase in demand on the service and increase in the complexity of customer's needs, which was particularly an issue over the winter months. Staffing pressures, which is a national issue, has added to this. Despite these additional pressures, performance has significantly improved in this area with 100% of allocations taking place in 28 days for June. Currently the waiting list is zero. This was achieved by the implementation of an improvement plan which included staff from other teams supporting to clear the backlog of assessments.

The main focus of the teams now will be working towards sustaining this level of performance.

Appendix A-1: Adults Services Key Performance Indicators 2022/23 - Detail

Safe & Strong Communities

AS3: Percentage of new contact referrals closed with advice, information or signposting

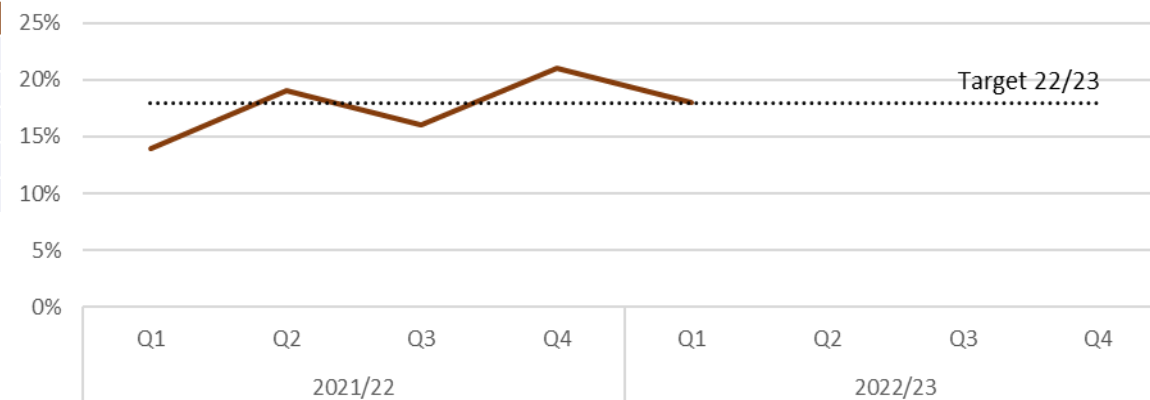


Green



Worse

Period	Percentage	Target	RAG	Direction of Travel
Q1 22/23	18%	18% or more	Green	Worse
Q2 22/23				
Q3 22/23				
Q4 22/23				
Full year 22/23				



Priority: Prevent, Reduce, Delay the need for formal care and support:

Providing high quality advice, information or signposting at the first point of contact is key in achieving this priority. The customer pathway must be simple and efficient. It is essential that our residents are encouraged to self-serve where it is appropriate and possible. Whenever and however people and their carers contact services, they should receive a positive response and appropriate support to help resolve the issues they face.

Performance is strong in this area and has remained above target for the last 2 quarters.

AS4: The proportion of adults with a learning disability who live in their own home or with their family (ASCOF Measure 1G)

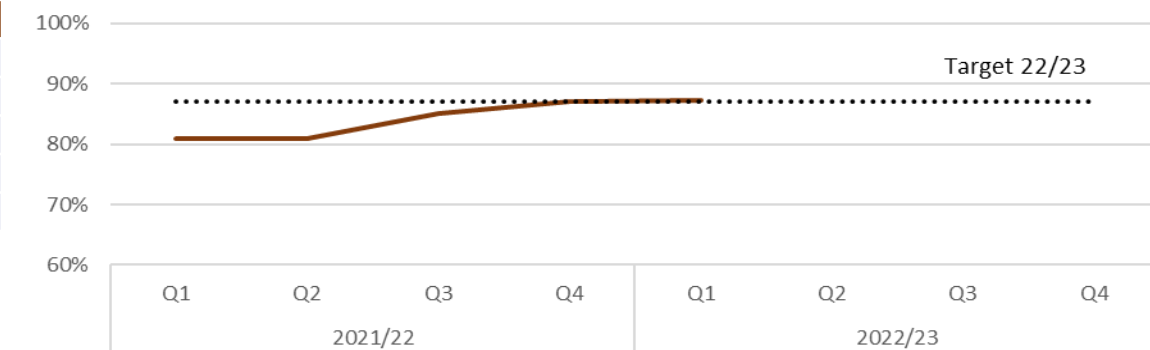


Green



No change

Period	Percentage	Target	RAG	Direction of Travel
Q1 22/23	87%	87% or more	Green	No change
Q2 22/23				
Q3 22/23				
Q4 22/23				
Full year 22/23				



Priority: Involve people in their care and support:

We aim to support people with a learning disability to live independently in suitable accommodation for as long as possible. We perform well in comparison to other areas for this measures, South East performance was 77.4% for 2020-21 and 81.5% for Wokingham for the same period.

Local performance has increased significantly in the last year with 2021-22 performance at 87%.

This improvement evidences the positive impact achieved from the Specialist Accommodation project. There are currently 7 schemes with 26 people who have or are moving into their own accommodation.

As detailed in our Learning Disability Strategy, Wokingham has one of the highest prevalence of adults with a learning disability needing support in England.


Wokingham is ranked 22nd highest out of 152 English councils with social care responsibilities and 2nd within the South East region in terms of people with a learning disability needing support.

Private: Information that contains a small amount of sensitive data which is essential to communicate with an individual but doesn't require to be sent via secure methods.

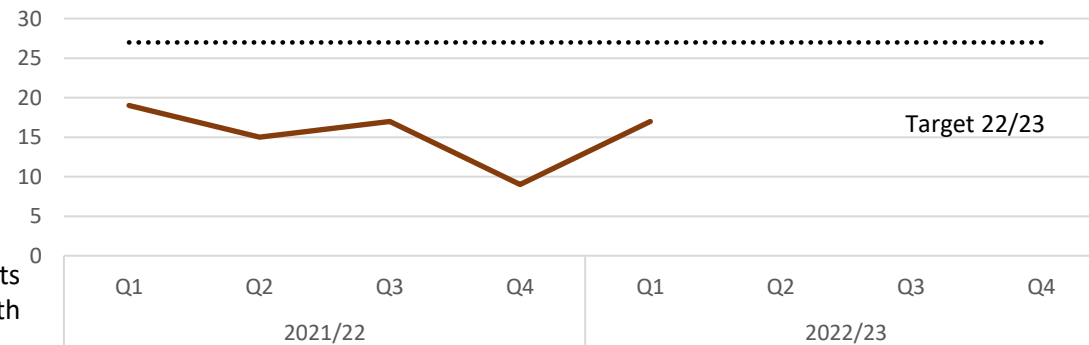
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Safe & Strong Communities

AS5: New permanent admissions to residential or nursing care homes (65+) (ASCOF 2A2)

 Green  Worse

Period	Number	Target	RAG	Direction of Travel
Q1 22/23	17	Less than 27	Green	 Worse
Q2 22/23				
Q3 22/23				
Q4 22/23				
Full year 22/23				





Priority: Prevent, Reduce, Delay the need for formal care and support:


Achieving a reduction in the number of people commencing Local Authority funded care home placements (residential or nursing) evidences that we are putting in the right measures, collaboratively with our health colleagues, to effectively reduce, delay, prevent the need for long term care and support.

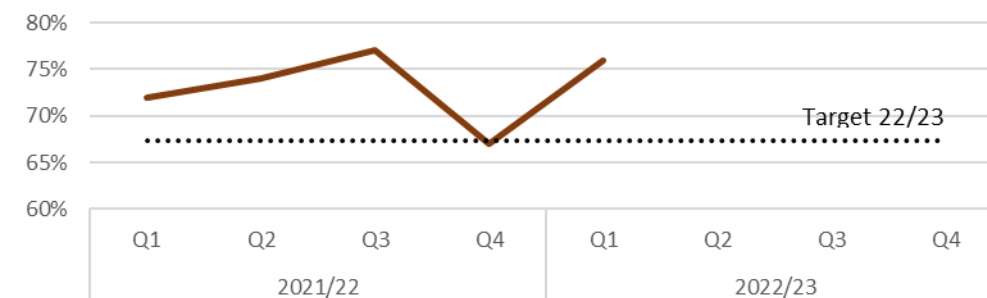
Comparatively we perform well for this indicator and remain better than target. There were 489 admissions per 100k population for the South East last year, compared to 353 for the Wokingham Borough.

Numbers increased in June 22 and this is a result of increasing numbers of people entering and being discharged from hospitals. There is an increasing number of people awaiting discharge from hospitals who require care home placements and it is expected this indicator is likely to increase further in coming months.

AS6: Proportion of people receiving long term care who were subject to a review in the last 12 months

 Green  Better

Period	Percentage	Target	RAG	Direction of Travel
Q1 22/23	76%	67% or more	Green	 Better
Q2 22/23				
Q3 22/23				
Q4 22/23				
Full year 22/23				



Priority: Involve people in their care and support:

People must be provided with the right combination of care, in the right place at the right time, in ways that will be sustainable going forward. Local Authorities have a duty under the Care Act to undertake reviews of care and support plans to ensure that plans are kept up to date and relevant to the person's needs and aspirations, provides confidence in the system and mitigates the risks of people entering a crisis situation.

Our aim is to perform in the top quartile in comparison to other Local Authorities. Currently our performance for people with a review or assessment in the last 12 months places us third highest in the South-East benchmarking club.

There are continuing pressures on the service due to significant increases in customers with a higher acuity of need, despite these pressures, performance has remained above target over the last year with only a drop in the winter period. The target is set with the aim of maintaining or improving performance and it is expected to remain steady for the next monitoring period.

Reviews are triaged and those with higher risk, such as customers residing out of area, are prioritised.

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Safe & Strong Communities

AS7: Percentage of CQC registered providers that are rated Good or Outstanding



Green



Better

Period	Actual	Target	RAG	Direction of Travel	
Q1 22/23	Nursing Homes: 88.2% Residential Homes: 88.2% Domiciliary Care: 90.9%	Better than South-East Nursing Homes: 78% Residential Homes: 85% Domiciliary Care: 90%	Green	👍	Better
Q2 22/23					
Q3 22/23					
Q4 22/23					
Full year 22/23					



Priority: Work in partnership and commission services that deliver quality and value for money:

It is the responsibility of Wokingham Borough Council (WBC) to work with providers of Adult Social Care to ensure all services provided are safe and meet the needs of customers. We aim to support the maintenance of a high proportion of regulated services in the local area that are judged as good or outstanding by the Care Quality Commission (CQC).

CQC inspection ratings for care providers located in the Wokingham Borough are above national averages, as evidenced in our Market Position Statement. We currently have no providers that are judged as inadequate in the local area.

Domiciliary (Home Care) providers rated good or outstanding have increased in Q1. Wokingham Borough Council have supported these providers with a recruitment campaign, linked to the national 'every day is different' campaign, including videos with local providers that can be found on our YouTube channel. All providers have received additional support from the local authority over the last three years with the Covid Task Force being established and the distribution of Covid grant monies.

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