

Health Overview and Scrutiny Committee

Adults Services Quarter 2 2022-23 Key Performance Indicators



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 the 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.

Top Wins

- We have achieved a significant improvement in reducing our waiting list down to zero and 100% of customers requiring assessments were allocated within timescales during quarter 2.
- The proportion of people coming to our front door who are provided with information and advice has been steadily increasing over the last year and improved further in quarter 2.
- 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 key performance indicator AS4.

Top Opportunities

Adult Services Transformation Programme will identify and maximise opportunities for improvement over the next 3 to 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

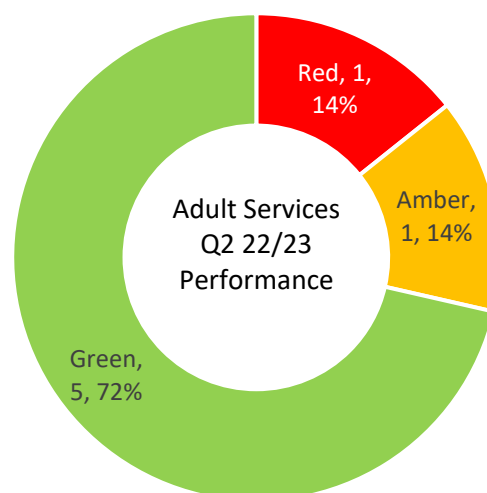
Adult Social Care has been historically underfunded. Future demographic and inflationary pressures together with the significant funding pressures remaining unaddressed are placing Adult Social Care statutory services and the wider care sector under increasing risk.

Quarter 2 2022/23 Performance Summary

Adult Services targets are set to be stretching and are deliberately challenging to achieve.

- 72% of KPIs achieving target, Green
- 14% of KPIs slightly off-target, Amber
- 14% of KPIs below target, Red

- 3 KPIs have improved performance compared to Q4 21/22
- 1 KPIs have maintained performance
- 3 KPI has deteriorated compared to Q4 21/22



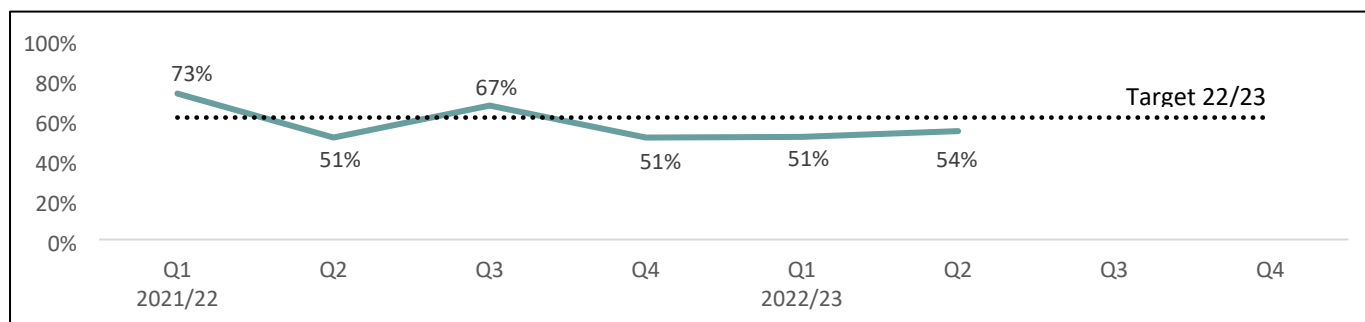
Appendix A-1: Adult Services Key Performance Indicators 2022/23 Summary Table

Ref	Description	RAG	DoT
AS1	Percentage of safeguarding concerns, leading to an enquiry, completed within 2 working days	Red	Better
AS2	Social work assessments allocated to commence within 28 days of the request (counted at point of allocation)	Green	Better
AS3	Percentage of new contact referrals closed with advice, information or signposting	Green	Better
AS4	The proportion of adults with a learning disability who live in their home or with their family (ASCOF Measure 1G)	Green	No change
AS5	New permanent admissions to residential or nursing care homes (65+) (ASCOF Measure 2A2)	Green	Worse
AS6	Proportion of people receiving long term care who were subject to a review in the last 12 months	Green	Worse
AS7	Percentage of CQC registered providers that are rated Good or Outstanding	Amber	Worse

Appendix A-2: Adult Services Key Performance Indicators 2022/23 Detailed Information

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

Period	Actual	Target	RAG	DoT
Q1 22/23	51%	61% or more	Red	No change
Q2 22/23	54% (77/142)	61% or more	Red	Better
Q3 22/23				
Q4 22/23				



Benchmarking: N/A. This is not monitored as a national indicator. This indicator is set locally to achieve best practice performance by responding to safeguarding concerns in a timely manner. Our annual performance for 2020/21 was 61%. This local target was set with the aim of maintaining that level of improved performance.

Service Narrative for KPI AS1 Priority: Keeping People Safe.

The target was achieved in September 22 with performance improving to 67%. Due to the pressures outlined below, it is expected that performance will decline again and remain under target for the next quarter. Once processes are changed within the service to effectively manage the 'out-of-scope' referrals in a more appropriate way, performance is expected to increase.

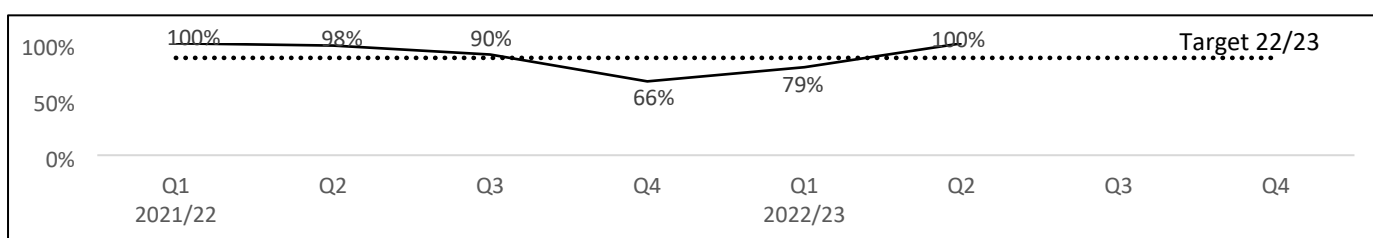
Every referral received is screened within an hour and triaged to ensure risk is managed.

Performance has been under target for the last three quarters for 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. 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.

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

Period	Actual	Target	RAG	DoT
Q1 22/23	79%	87% or more	Red	Better
Q2 22/23	100% (210/210)	87% or more	Green	Better
Q3 22/23				
Q4 22/23				



Benchmarking: N/A. This is not monitored as a national performance measure; however, we know from the results of a 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 borough was 30 days. We aim to not keep people waiting more than 28 days to ensure best practice.

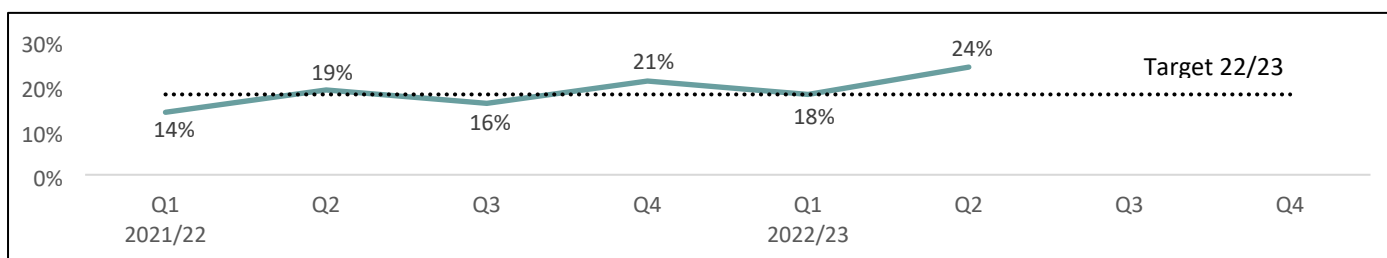
Service Narrative for KPI AS2 Priority: Involve people in their care and support.

Following a decline in performance last year we are now achieving 100% of assessments allocated within timescales.

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.

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

Period	Actual	Target	RAG	DoT
Q1 22/23	18%	18% or more	Green	Worse
Q2 22/23	24% (55/228)	18% or more	Green	Better
Q3 22/23				
Q4 22/23				



Benchmarking: N/A. 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 7th highest in the region.

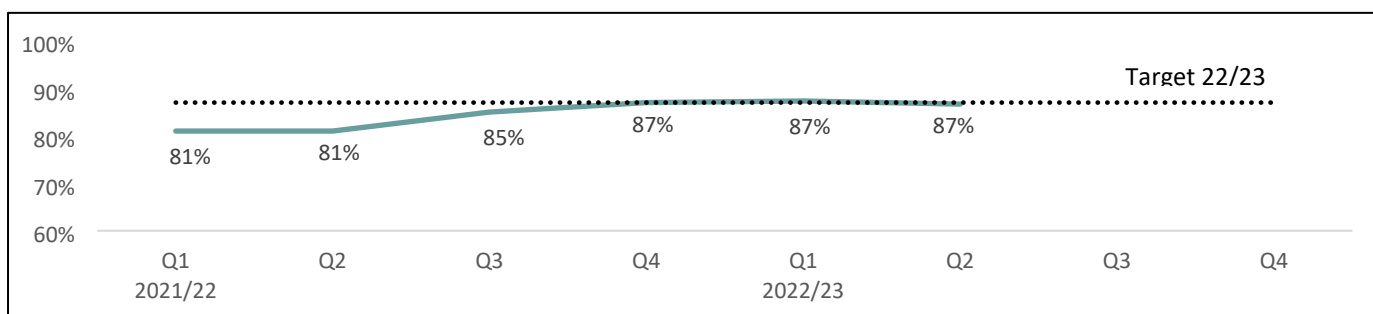
Service narrative: Priority: Prevent, Reduce, Delay the need for formal care and support

The target has been achieved for the last three quarters and performance improved in Q2 2022-23.

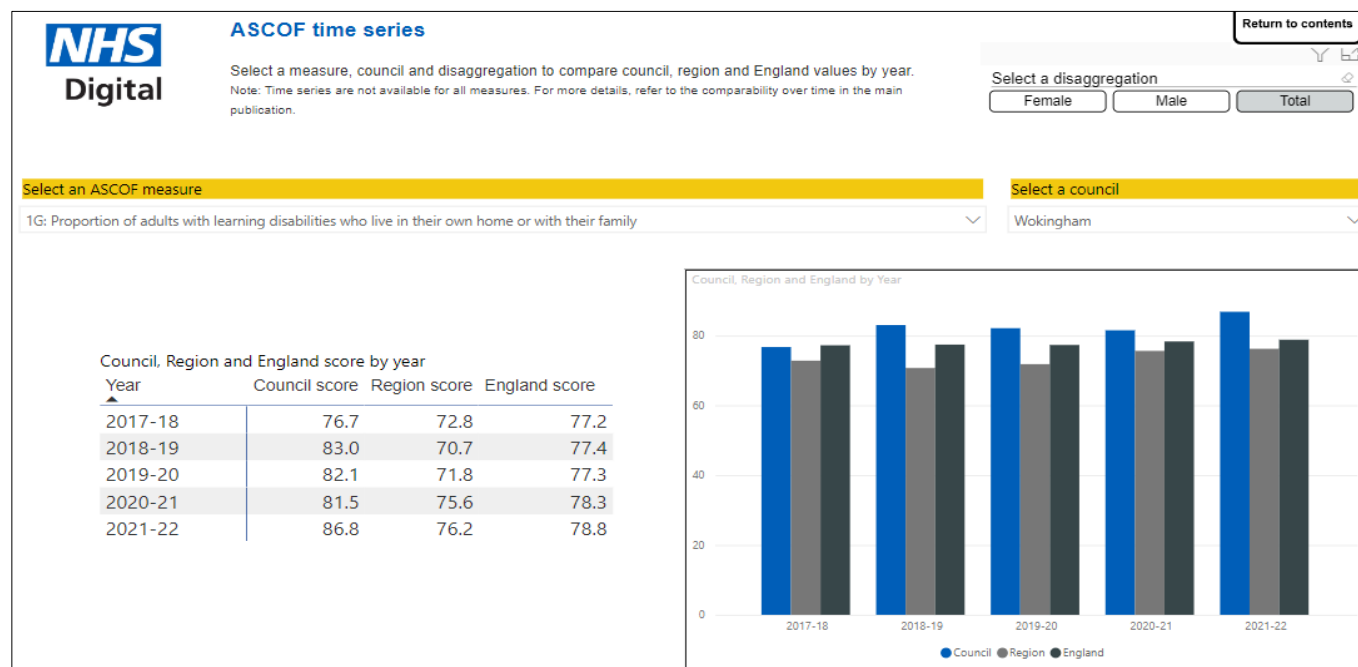
To prevent, reduce and delay the need for formal care and support is one of our priorities. Providing high quality advice, information or signposting at the first point of contact is key in achieving this aim. The customer pathway must be simple and efficient. It is essential that our residents are encouraged 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.

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

Period	Actual	Target	RAG	DoT
Q1 22/23	87%	87% or more	Green	No change
Q2 22/23	87% (449/518)	87% or more	Green	No change
Q3 22/23				
Q4 22/23				



Benchmarking: Wokingham Borough Council scored 38 out of 152 Local Authorities for this ASCOF National Measure performance in 2021/22 (where 1 is best). Wokingham achieved 86.8% which is better than the England result of 78.8% and regional result of 76.2%. Our local target is set with the aim of sustaining or improving our 2021/22 performance of 87%.



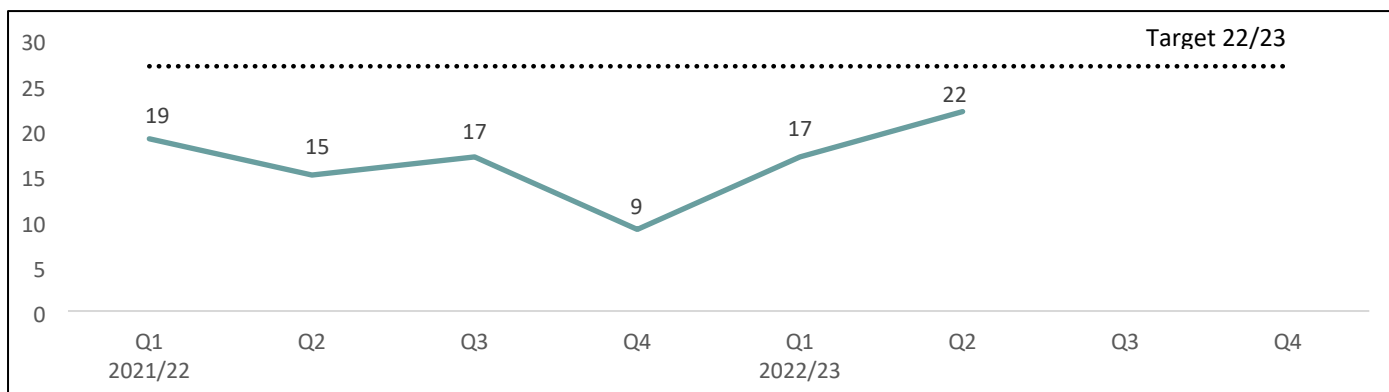
Service Narrative: Priority: To involve people in their care and support.

Our performance has improved in 2021-22 and this has been maintained over the last two quarters.

We aim to support people with a learning disability to live independently in suitable accommodation for as long as possible.

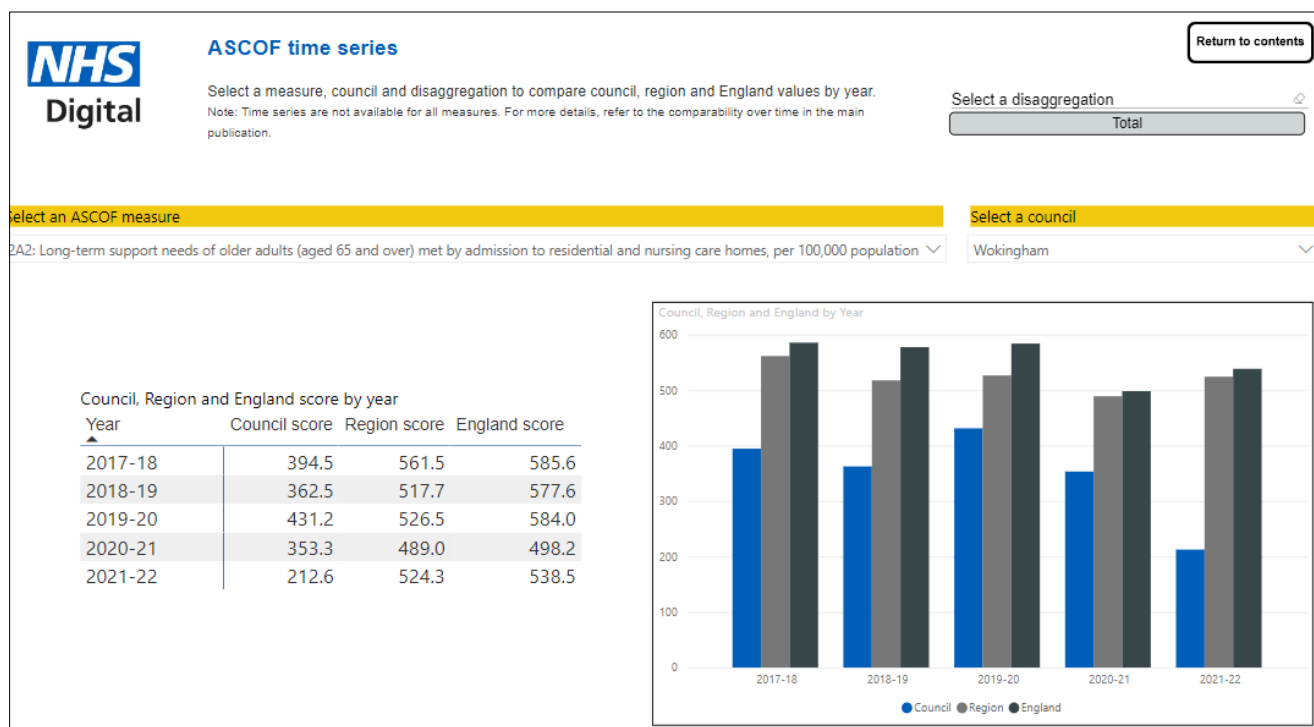
AS5 – New permanent admissions to residential or nursing care homes (65+) (ASCOF Measure 2A2)

Period	Actual	Target	RAG	DoT
Q1 22/23	17	Less than 27	Green	Worse
Q2 22/23	22	Less than 27	Green	Worse
Q3 22/23				
Q4 22/23				



Benchmarking: Wokingham Borough Council scored 6 out of 152 Local Authorities for this ASCOF National Measure performance in 2021/22 (where 1 is best). Our aim is to reduce the number of long-term admissions to care homes.

In 2021/22 Wokingham reported, annually, 212.6 admissions to residential and nursing care homes for people aged 65+, per 100,000 population compared to 524.3 in the South East and 538.5 in England.



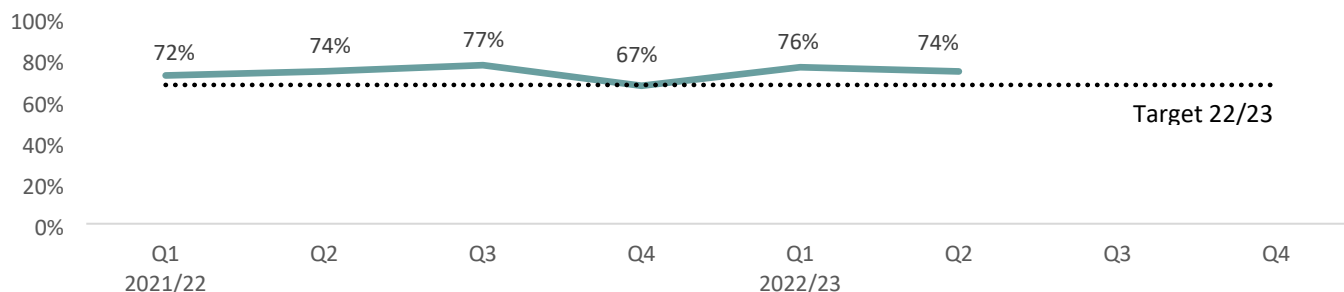
Service Narrative: Priority: Prevent, Reduce, Delay the need for formal care and support.

We consistently achieve the target for reducing the number of long-term admissions to care homes and perform well in comparison to other areas.

Achieving a reduction in the number of people entering care homes (residential or nursing) evidences that we are putting in the right measures to effectively reduce, delay, prevent the need for long term care and support.

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

Period	Actual	Target	RAG	DoT
Q1 22/23	76%	67% or more	Green	Better
Q2 22/23	74% (1150,1555)	67% or more	Green	Worse
Q3 22/23				
Q4 22/23				



Benchmarking: Wokingham is ranked 2 out of 16 South East Local Authorities (where 1 is best). 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 2nd highest in the South East Benchmarking Club.

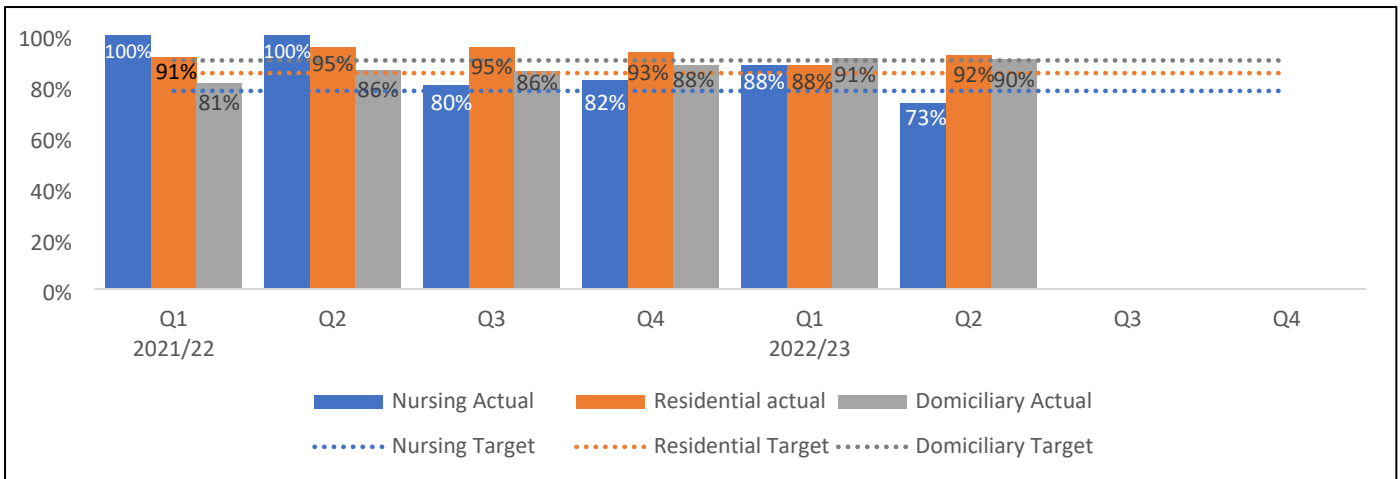
Service Narrative: Priority: Involve people in their care and support.

Performance has improved following a drop in Q4 2021-22 and has remained above target the last two quarters. Due to staffing pressures, it is expected performance will decline over the next quarter. This is being managed within the service and impact is monitored. Higher risk customers will always be prioritised.

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.

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

Period	Actual	Target	RAG	DoT
Q1 22/23	Nursing Homes: 88% Residential Homes: 88% Domiciliary Care: 91%	Better than South-East: Nursing Homes: 78% Residential Homes: 85% Domiciliary Care: 90%	Green	Better
Q2 22/23	Nursing Homes: 73% Residential Homes: 92% Domiciliary Care: 90%	Better than South-East: Nursing Homes: 78% Residential Homes: 85% Domiciliary Care: 90%	Amber	Worse
Q3 22/23				
Q4 22/23				



Benchmarking: The target for this indicator is to perform better than South East region. Registered provision rated Good or Outstanding across the South East was as follows at the end of 2021/22: Nursing Homes 78%, Residential Homes 85%, Domiciliary Care 90%.

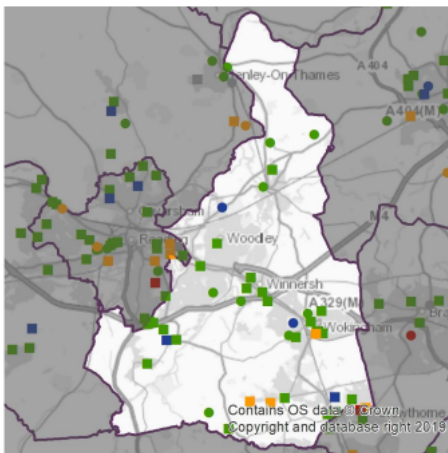
In the Care Quality Commission (CQC) Local Area Data Profile (published March 2020), Wokingham LA was reported to have:

- 100% of nursing homes Good or Outstanding, compared to 74% in England
- 90% of residential homes Good or Outstanding, compared to 83% in England
- 67% of domiciliary care agencies Good or Outstanding, compared to 72% in England



Adult social care ratings

This map shows the overall ratings of all active adult social care locations within Wokingham. There may be multiple locations in one position so not all locations may be visible



Nursing homes - see circles on map

Area	Inadequate	R.I.	Good	Outstanding	Unrated
This LA	0% (0)	0% (0)	75% (9)	25% (3)	0% (0)
England	2%	21%	69%	5%	3%
Comparators	2%	21%	69%	5%	4%

Residential homes - see squares on map

Area	Inadequate	R.I.	Good	Outstanding	Unrated
This LA	0% (0)	10% (4)	85% (35)	5% (2)	0% (0)
England	1%	13%	79%	4%	2%
Comparators	2%	15%	77%	5%	2%

Domiciliary care agencies - not shown on map

Area	Inadequate	R.I.	Good	Outstanding	Unrated
This LA	0% (0)	18% (6)	61% (20)	6% (2)	15% (5)
England	1%	11%	68%	4%	17%
Comparators	1%	10%	72%	4%	13%

Community care services - not shown on map

Area	Inadequate	R.I.	Good	Outstanding	Unrated
This LA	0% (0)	0% (0)	71% (10)	7% (1)	21% (3)
England	0%	7%	73%	5%	15%
Comparators	1%	8%	72%	5%	15%

Source: CQC- 17 March 2020

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

Three Nursing Homes are rated as Requires Improvement which has caused the drop of those rated as Good/Outstanding to 73%. Two of the homes are owned by the same provider and therefore affected by the same concerns. All three homes are being supported by the LA to address the areas requiring attention through the Care Governance arrangements.

We aim to ensure we maintain a high proportion of regulated services in the local area that are judged as good or outstanding. CQC inspection ratings for care providers are above national averages in Wokingham Borough as evidenced in our Market Position Statement.

We are comparing our current performance with last year's national data. Our more recent drop in ratings locally is a national trend. Previous CQC inspections were based on infection control only, which was an adjustment made due to the pandemic. Regular, wider inspections only re-commenced more recently.