

## LONDON BOROUGH OF HARROW

<b>Meeting:</b>	Health and Social Care Scrutiny Sub Committee
<b>Date:</b>	8 December 2003
<b>Subject:</b>	Published Tables of the Personal Social Services Performance Assessment Framework Indicators 2002 – 2003
<b>Key decision:</b>	None
<b>Responsible Chief Officer:</b>	Director of People First Strategy
<b>Relevant Portfolio Holder:</b>	Councillor Margaret Davine
<b>Status:</b>	Part I
<b>Ward:</b>	All
<b>Enclosures:</b>	Appendix A: Performance Indicators - Harrow

### 1. **Summary**

- 1.1 This report advises members of the council's performance reported in the Department of Health's fifth publication of the national results of Personal Social Services Performance Assessment Framework (**PAF**) indicators for 2002 – 2003. Fewer indicators than last year have achieved a band for satisfactory performance and above, i.e., 55.5% as opposed to 63% for 2001 – 2002. This is partly due to some changes in definitions, that have affected in particular, financial indicators.

### 2. **Recommendations**

- 2.1 The Health and Social Care Scrutiny Committee is asked to note publication of the Personal Social Services Performance Assessment Framework Indicators for 2002 – 2003.

### 3. **Consultation with Ward Councillors**

- 3.1 Not applicable.

#### 4. **Policy Context**

4.1 The Performance Assessment Framework was introduced under the government's modernisation agenda to better inform the Department of Health, Members and local citizens of the authority's achievements in meeting the government's key priorities and objectives in health and social care, and compare this with the achievement of other authorities. The Department of Health's evaluation of performance reported by way of the indicator framework for 2002 - 2003, inspections and other monitoring mechanisms such as the Delivery and Improvement Statement, completed and returned to the Social Services Inspectorate twice a year, are used for the '**star rating**' judgement. The star rating judgement is a performance indicator for the Corporate Performance Assessment.

#### 5. **Relevance to Corporate Priorities**

5.1 The delivery of services that are high in standard and good value, contribute to improving the quality of health and social care services for local citizens, by providing better life chances for young people and enabling more vulnerable or chronically sick people to be appropriately cared for in their own home or a community home.

#### 6. **Background**

6.1 On 13 November 2003, the Department of Health published the fifth Personal Social Services Performance Assessment Framework (PAF) indicator results for one hundred and fifty councils with social services responsibility for the period April 2002 to March 2003. There were three new indicators for 2002 – 2003, PAF - C51 Direct Payments, PAF D52 – Users who said they were very or extremely satisfied with Social Services and PAF D53 – Users that asked for changes to services and were satisfied with those changes. There are eighteen indicators for Children's Services and twenty-seven indicators for Adults and Older People's Services. There are in addition four health indicators published in the table, whereby the council has no control over the collection or reporting of the data, but work jointly with health in these areas.

6.2 The Performance Assessment Framework attempts to measure performance in the following five areas:

- National priorities and strategic objectives
- Cost and efficiency
- Effectiveness of service
- Quality of services for users and carers
- Fair access

6.3 The results of the performance indicators for all authorities nationally is ranked and bands awarded to indicate how well authorities are performing in relation to each other, a designated group if applicable, or in relation to a specified standard / target.

6.4 Band values are as follows:

- *Very good*
- *Good (highest band for financial data)*
- *Acceptable, but possible room for improvement*
- *Ask questions about performance (lowest band for financial data)*
- *Investigate urgently*

- 6.5 For England as a whole there has been an improvement against performance indicators for the fourth year running.
- 6.3 Advice from the Department of Health is that 'the indicators are intended to prompt questions about performance rather than provide a definitive statement'.
- 6.4 The overall performance of the authority's indicators is that just over a half, (55.5%), have been received a band to indicate they are satisfactory or above. This is less than the 63% reported for 2001 – 2002.
- 6.5 Six indicators, (14.3%) were awarded a higher band than the previous year, 28 indicators (66.6%), were awarded the same band and 8, (19%), received a lower band. Of the 28 indicators awarded the same band as the previous year, 15 (53.6%) had increased values, e.g. PAF D39, percentage of people receiving a statement of their needs and how they will be met has increased from 63% for 2001 – 2002 to 76.5% for 2002 – 2003, but still attracted the same rating of one band.

## 6.6 Children Services

- 6.6.1 Overall 55.6% of Children's Services PAF indicators have improved values with 55.5% of them attracting a band of satisfactory or above. Improved IT and policy, and procedures have supported better monitoring and responsiveness.
- 6.6.2 Children's & Families Services have been asked to investigate urgently the following:

PAF A2 Educational qualifications of children looked after  
*(Included in the targets for the council's LPSA for the improved educational attainment of children and young people in care.)*

PAF C21 Duration on the Child Protection Register  
*(Changes in the management of the register brought about high de-registrations of children registered for two years or more. The number of children registered for two years or more has been substantially reduced and this low level maintained by way of regular monitoring)*

PAF C21 is one of ten key performance indicators judged for Star Rating, along with other evidence.

- 6.6.3 The department has been directed to ask questions about a further five Children's indicators:

PAF B8 cost of services for children looked after

PAF B10 unit cost of foster care

PAF C18 final warnings / reprimands and convictions of children looked after;

PAF C23 adoption of children looked after *(adoption targets are included in the councils LPSA)*

PAF D35 long term stability of children looked after and

PAF E45 ethnicity of children in need.

## 6.7 Adult / Older People Services

6.7.1 Overall 59.3% of Adult / Older People's Services PAF indicators have improved values with 55.5% of them attracting a band of satisfactory or above. Care Management have introduced quarterly performance review meetings to tackle poor performing areas and regular monitoring for some of the indicators. Community Care Managers will develop a performance improvement plan before the end of the year.

6.7.2 Three new indicators were introduced for 2002 – 2003. Two were also Best Value Performance Indicators and related to service users' satisfaction. The third indicator relates to direct payments.

6.7.3 Adults and Older People's Services have been asked to investigate urgently the following:

PAF C51 Direct Payments (New)  
*(Nationally 38% of councils achieved band 1. 45% of Outer London authorities achieved band 1. The delay of our partner agency delivering our joint plan had a serious impact on take-up, although registration of those interested is favourable. Direct payment take-up will be monitored.)*

PAF D39 Percentage of people receiving a statement of their needs and how they will be met.  
*(The department continues to investigate underlying causes for poor performance and monitor improvement measures.)*

PAF D52 Users who were very or extremely satisfied with social services (New)  
*(Best value user satisfaction survey to be undertaken every three years. The survey asked respondents to advise if they were extremely satisfied, very satisfied or satisfied with help from social services. The result only includes responses of extremely satisfied or very satisfied when calculating the percentage of respondents who are satisfied. If respondents who indicated that they were satisfied was included, the result would have been 82%.)*

PAF D53 Users that asked for changes to social services who were satisfied with those changes. (New)  
*(Best value user satisfaction survey to be undertaken every three years. A further investigation is needed to establish why a high percentage of clients are of the opinion that they get a lack of response to their request for change. A report of the survey is available.)*

6.74 The department has been directed to ask questions about a further eight Adult's / Older People's Indicators:

PAF B12 Unit cost of intensive social care for adults and older people  
PAF B13 Unit cost of residential and nursing care for older people  
PAF B14 Unit cost of residential and nursing care for adults with learning disabilities  
PAF B15 Unit cost of residential and nursing care for adults with mental illness  
*(The department is not confident in all elements of it's financial data. The calculation of financial indicators without the aid of a fully integrated system linking client with service data, remains a challenge for the department, as does the production of some of the other indicators. The department has*

*revised the budget structure to facilitate devolved authority and monitoring of expenditure, to allow greater scrutiny. The department is currently addressing this issue and it is envisaged that long-term plans for improved IT facilities will promote sound financial information and greater confidence in it.)*

PAF C29 Adults with physical disabilities helped to live at home

PAF C30 Adults with learning disabilities helped to live at home

PAF C32 Older people helped to live at home

*(Activity data needs further investigation, but this is hindered by not having reliable service records linked to client details).*

PAF D42 Carer assessments

*(Performance measures have been introduced to improve recording, but further work is required in this area.)*

## 7. **Consultation**

7.1 Not applicable.

## 8. **Finance Observations**

8.1 None.

## 9. **Legal Observations**

9.1 None.

## 10. **Conclusion**

10.1 Overall the department has achieved some level of improvement in indicator values, but this is not yet sufficient to influence improved band ratings. Indicators that attracted bands 'Investigate Urgently' or 'Ask Questions About Performance' will be addressed in performance improvement plans and business plans for both Children's and Adult's Services.

## 11. **Background Papers**

11.1 Social Service Performance Assessment Framework Indicators 2002 – 2003

11.2 Social Services Performance Star Rating & Performance Indicators for 2002/3 (CI(2003)123), November 2003 - *Letter*

11.3 Modernising Social Services, 1998 – *Government's White Paper*

*All background papers are available from Althea Mitcham, (020) 8424 7537 (ext. 757)*

## 12. **Author**

12.1 Althea Mitcham, Performance Assessment Manager.