



Healthier Communities & Adult Social Care Scrutiny Board

Q2 2015/16 Performance

Phil Holmes – Director of Adult Services



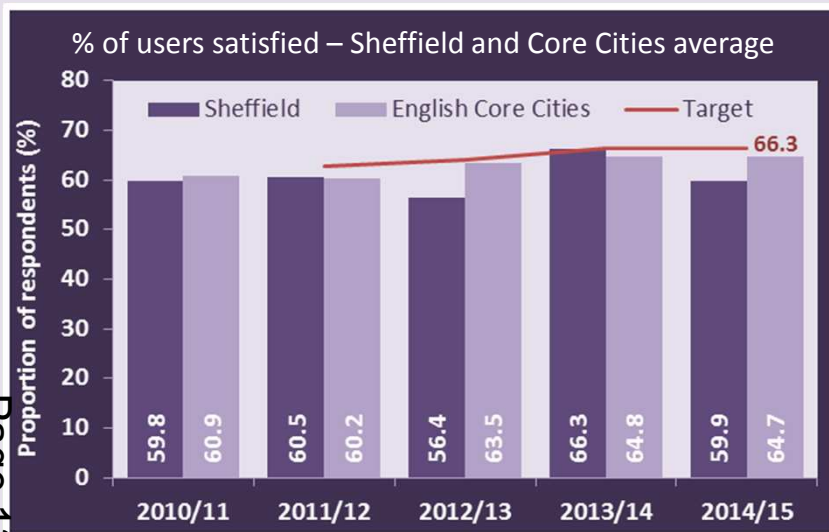
Do we ensure there are good quality, innovative, value for money care and support services available for the people of Sheffield?

- **Measures considered:**

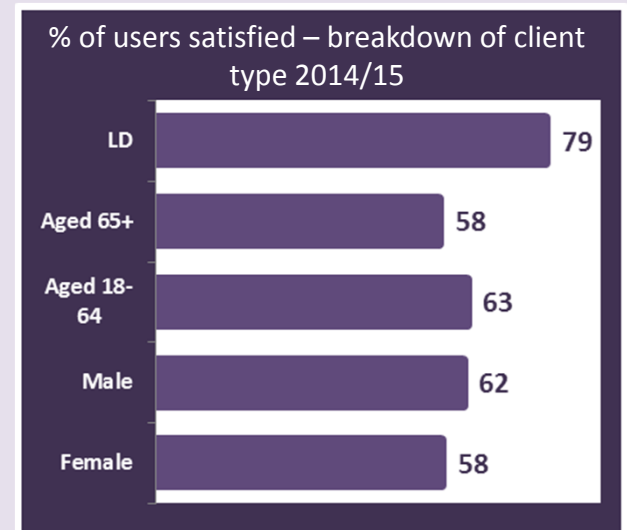
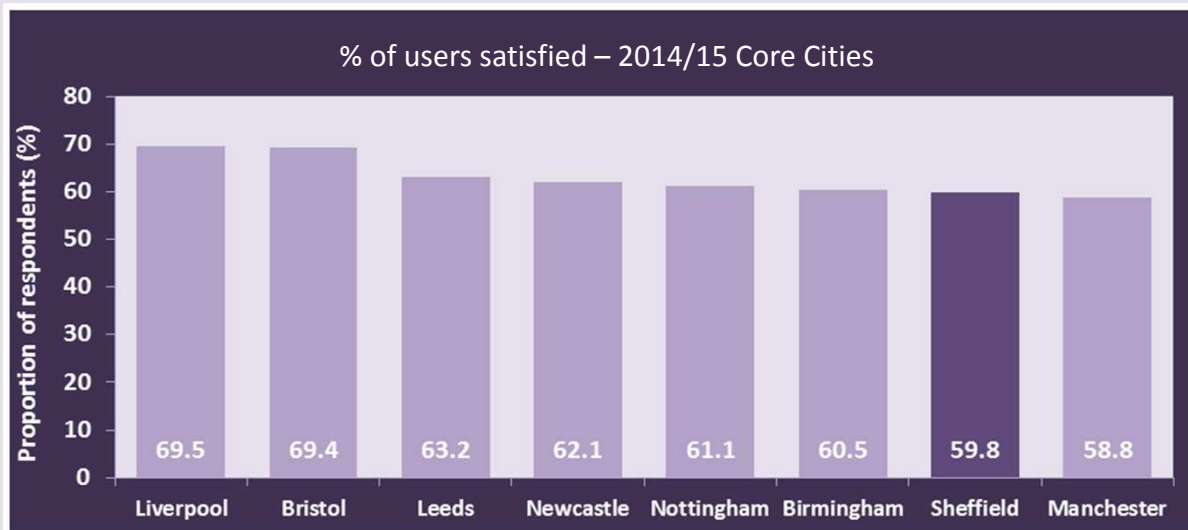
- **Overall satisfaction of people who use services with their care and support**
- **Overall satisfaction of carers with social services**
- **Proportion of people who use services who say that those services have made them feel safe and secure**
- **Time taken to assess new customers**
- **Time taken to complete the support plan after assessment**
- **Time taken to fully resolve ASC complaints**
- **% of users who received a review in the past 12 months**
- **Delayed transfers of care per 1000,000 population**
- **Average gross weekly expenditure per person - long term residential and nursing care**

Do we ensure there are good quality, innovative, value for money care and support services available for the people of Sheffield?

Overall satisfaction of people who use services with their care and support

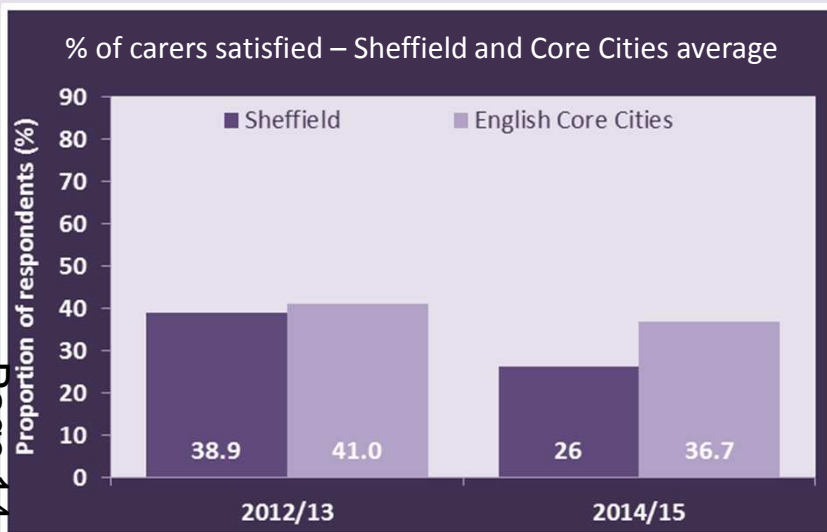


- The percentage of survey respondents who reported they were satisfied with their care and support dropped by more than 6%pts in 2014/15, although remains higher than 2012/13.
- Sheffield is one of the worst performing of the Core Cities in this area.
- A higher proportion of our LD clients are satisfied with their care and support.

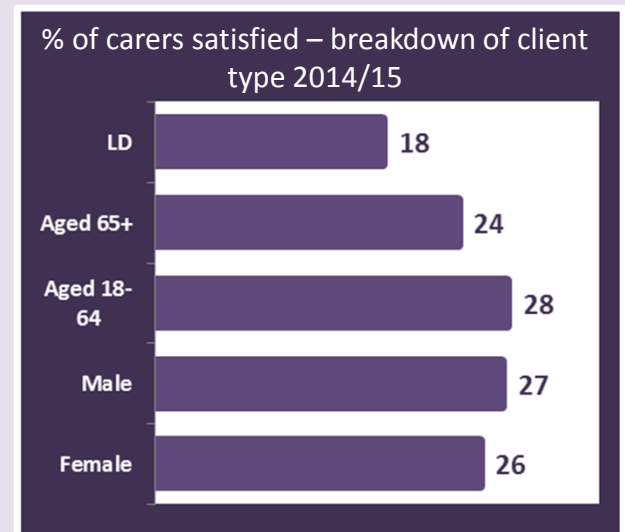
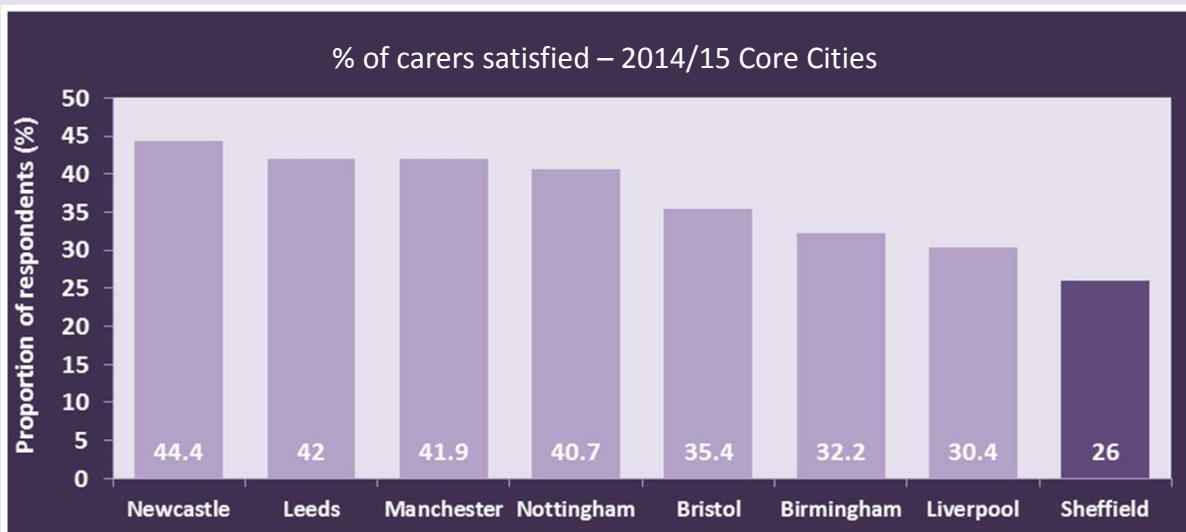


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Overall satisfaction of carers with social services

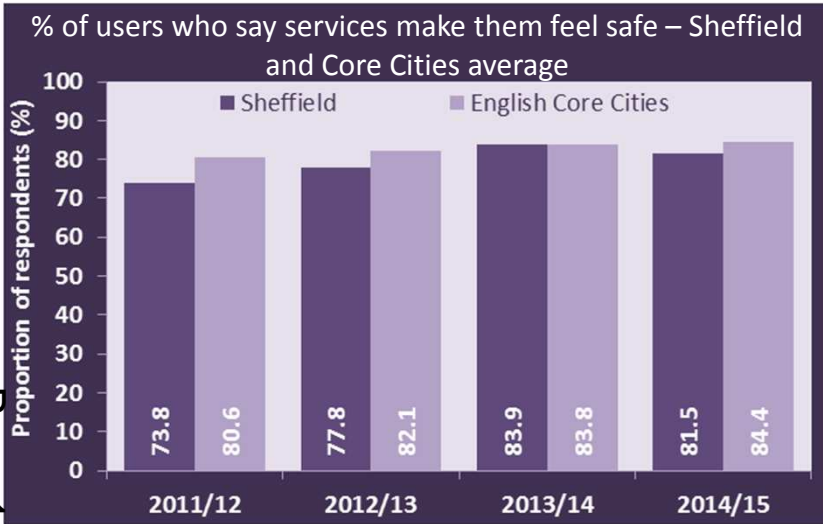


- Similarly to care users, the satisfaction of carers in Sheffield has fallen sharply in 2014/15 compared the previous survey in 2012/13.
- Sheffield performs more poorly than all the other English Core Cities.
- In contrast to the user survey, the carers of LD clients report lower levels of satisfaction.



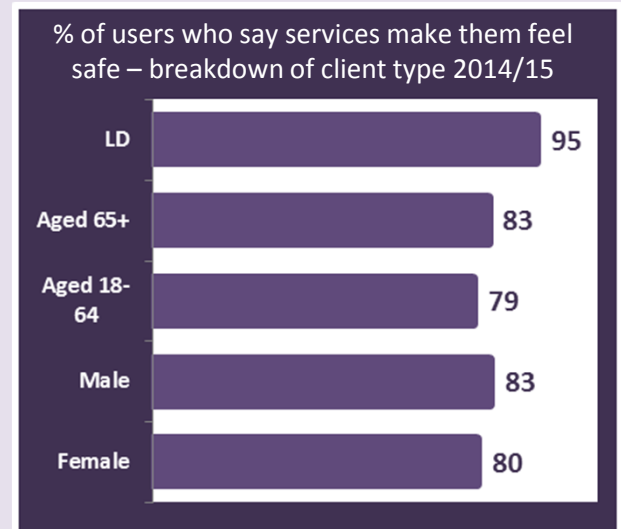
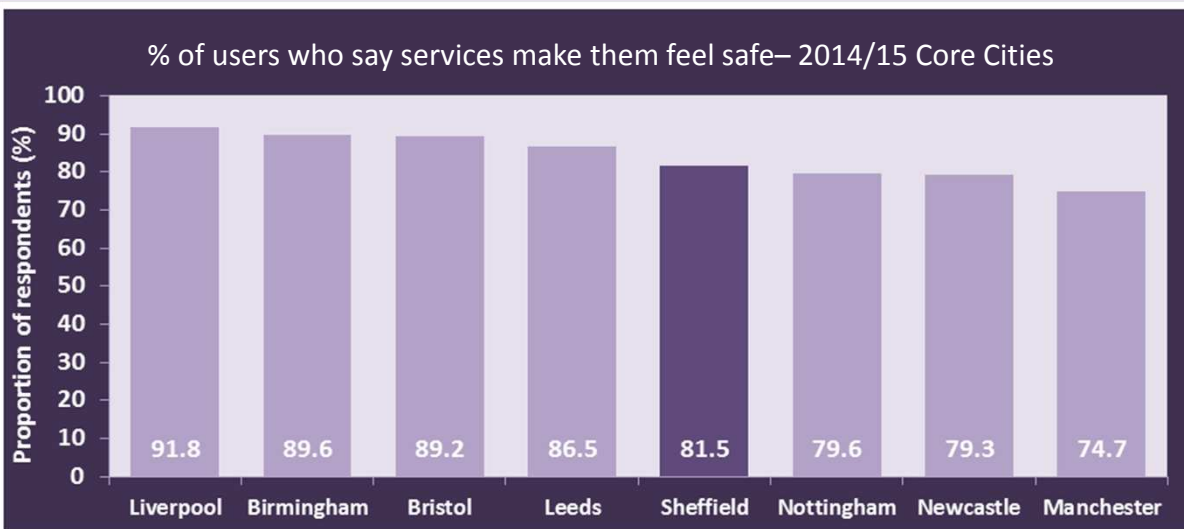
Do we ensure there are good quality, innovative, value for money care and support services available for the people of Sheffield?

Proportion of people who use services who say that those services have made them feel safe and secure



- The proportion of service users who reported that those services make them feel safe and secure has dropped slightly in the last year, but is still higher than 2012/13.
- Sheffield is below the Core Cities average and ranked 5th out of 8 in this area.
- LD clients respond most positively to this question.

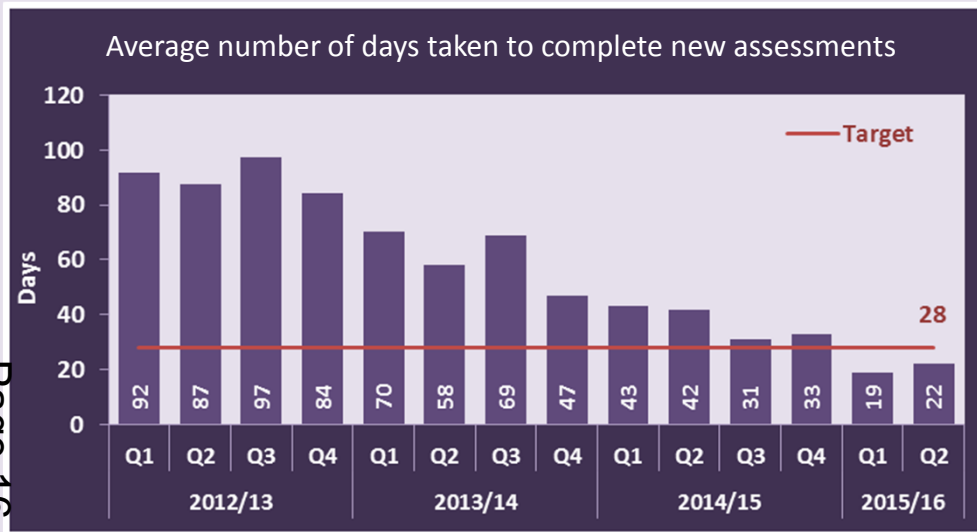
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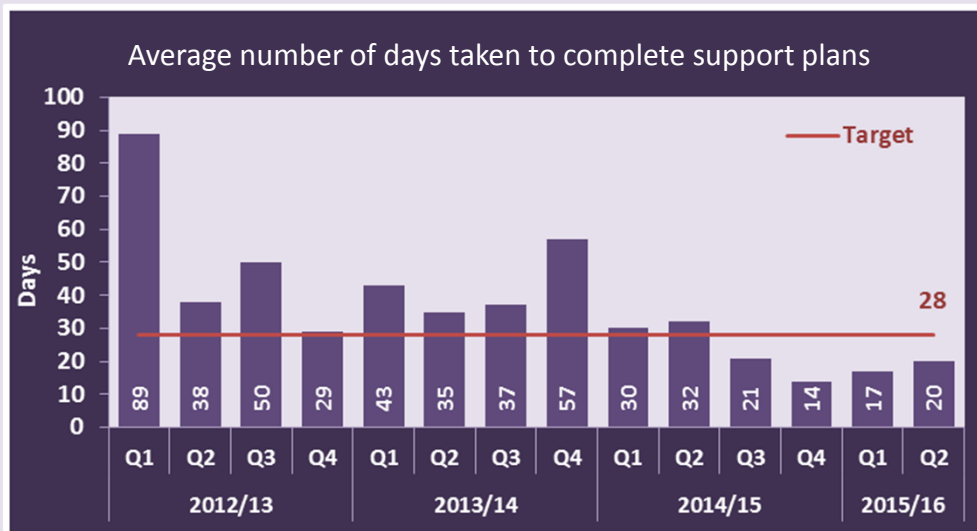
Timescales

Time taken to assess new customers



- For Q2 2015/16:
 - Adults** - 787 assessments were completed in an average of **15 days**.
 - LD** – 20 assessments were completed in an average of **126 days**.

Time taken to complete the support plan after assessment

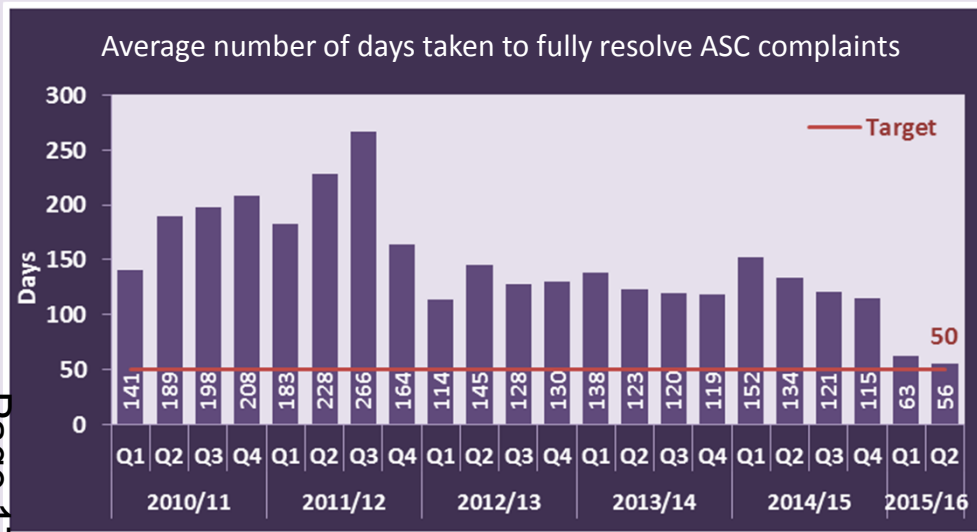


- For Q2 2015/16:
 - Adults** - 549 plans were completed in an average of **15 days**.
 - LD** – 14 plans were completed in an average of **178 days**.

Do we ensure there are good quality, innovative, value for money care and support services available for the people of Sheffield?

Timescales

Time taken to fully resolve ASC complaints



- Performance around the time taken to resolve complaints has improved significantly over the past few quarters.
- The measure is only just short of the target of 50 days.

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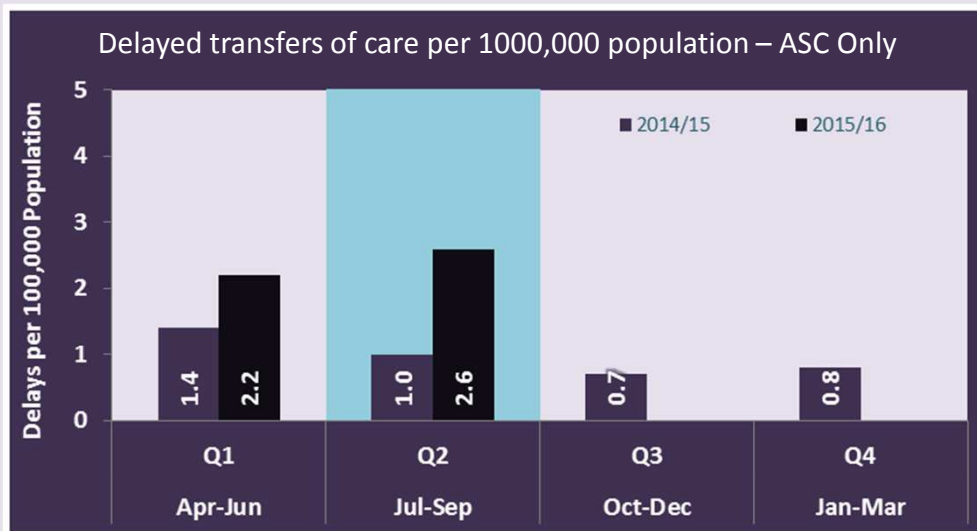
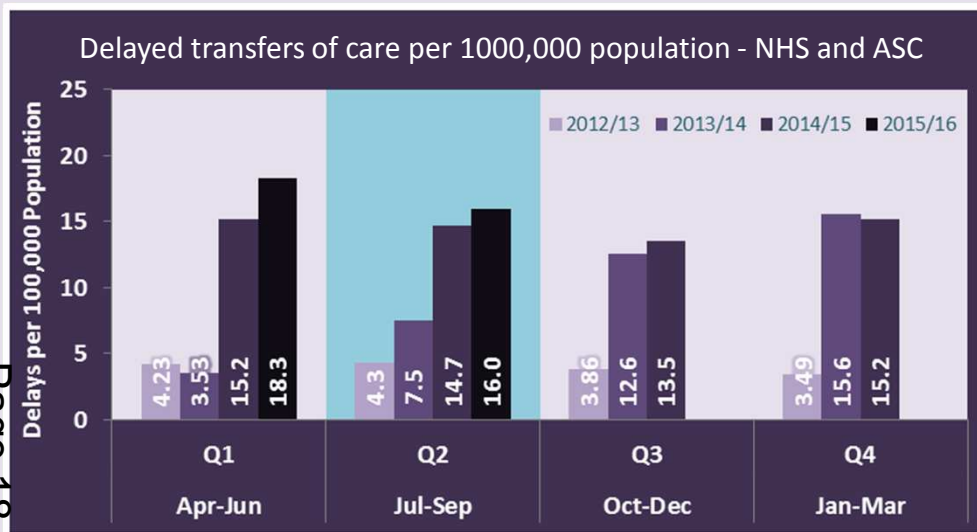
Reviewing clients on an annual basis



- The number of clients receiving a review each year continues to be a cause for concern.
- The last time reviews were above the target levels of 72% was Q1 2010/11.

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Delayed Transfers of Care



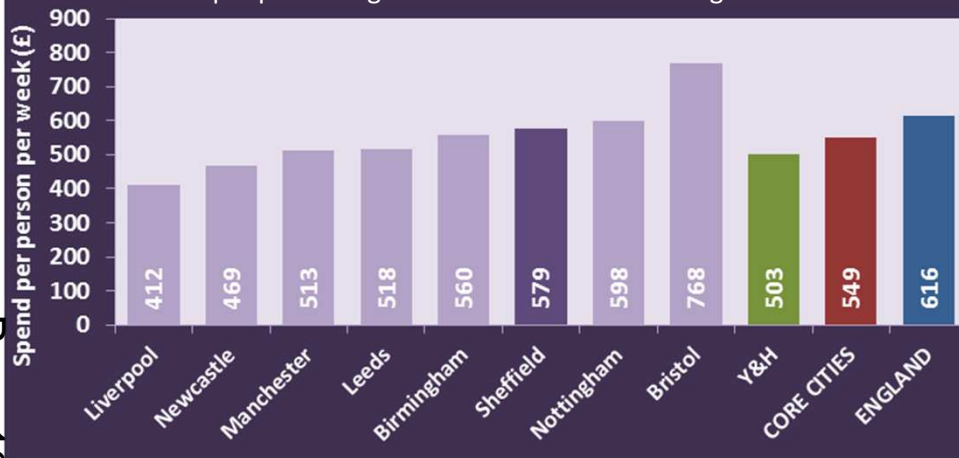
- Sheffield is currently reporting a much higher level of delays than other authorities (National average = 11.1, Y&H average = 9.6) although this is mainly due to Sheffield reporting delays differently to other authorities.
- Social care only delays account for just 2.6 of this total. (National average = 3.7, Y&H average = 3).
- Joint work with Health on Active Support and Recovery is helping to tackle delays and looking at options to reduce admissions in the first place.
- A proposal to simplify the decisions around joint funded packages of care with Health should also reduce the delays associated with the Non Reablement pathway.
- A predictive dashboard has also been developed to forecast possible future pressures on the system in order to take action earlier.
- An escalation process has been agreed to escalate any delay attributable to social care within 3 days to reduce these.

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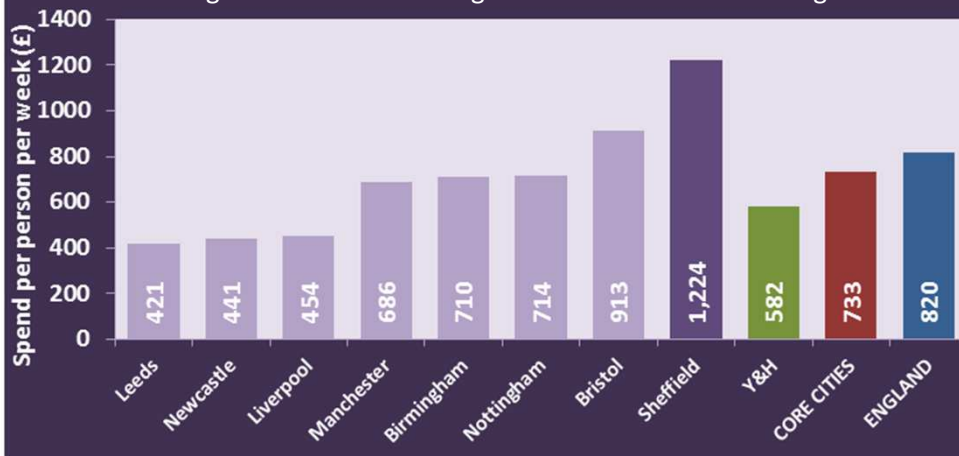
Cost of services

Long-term residential and nursing care

Average gross weekly expenditure per person on supporting adults and older people in long term residential and nursing care



Average gross weekly expenditure per person on learning disability support for clients aged 65 and over in long term residential and nursing care



- It is difficult to compare costs between local authorities because of the different ways that client types are classified.
- A reasonable comparator is the weekly average expenditure on supporting adults and older people in long term residential and nursing care, which shows that average costs in Sheffield are the third highest of the Core Cities and above the averages of Y&H and Core Cities, but below the average for England.
- The second chart, detailing costs for older LD clients, shows Sheffield's spending is much higher than the other Core Cities. However data suggests that our spending on older clients who have mental health needs or require sensory support are much lower.
- **The differences are attributed to the way that different local authorities split their overall spend by customer cohort**

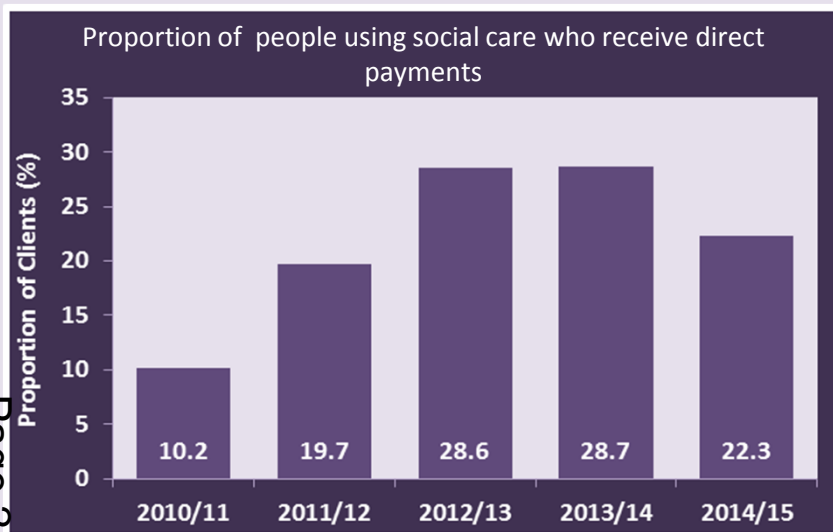
How do we support people to be in control of their care and support and have genuine voice and influence over the things that affect them?

- **Measures considered:**

- Proportion of people using social care who receive direct payments.
- Proportion of people using social care who receive self-directed support.
- Proportion of people who use services who have control over their daily life.
- % Carers reporting they have been included or consulted in discussion about the person they care for.
- Proportion of people who use services who find it easy to find information about services.
- Proportion of people who use services who reported that they had as much social contact as they would like.
- Proportion of adults in contact with secondary mental health services who live independently.

How do we support people to be in control of their care and support and have genuine voice and influence over the things that affect them?

Proportion of people using social care who receive direct payments & Self Directed Support

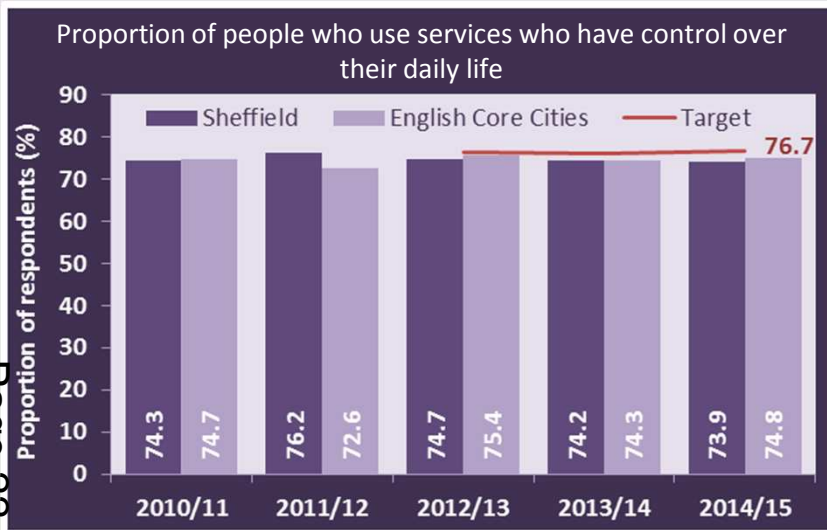


- The proportion of people receiving **direct payments** in Sheffield decreased by 6.4%pts in 2014/15.
- Sheffield is ranked third among the Core Cities in terms of the proportion of care users receiving direct payments.
- **Self Directed Support** – The proportion of Adult and LD clients receiving SDS has increased to 96% from 60% in December 2013.

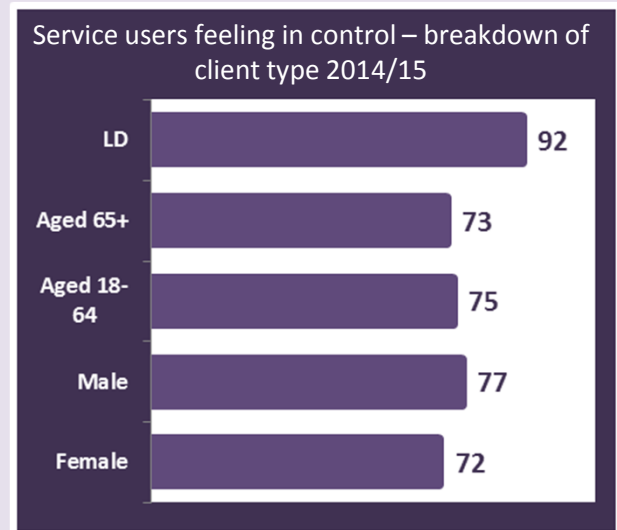


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Service users feeling they have control over their daily lives

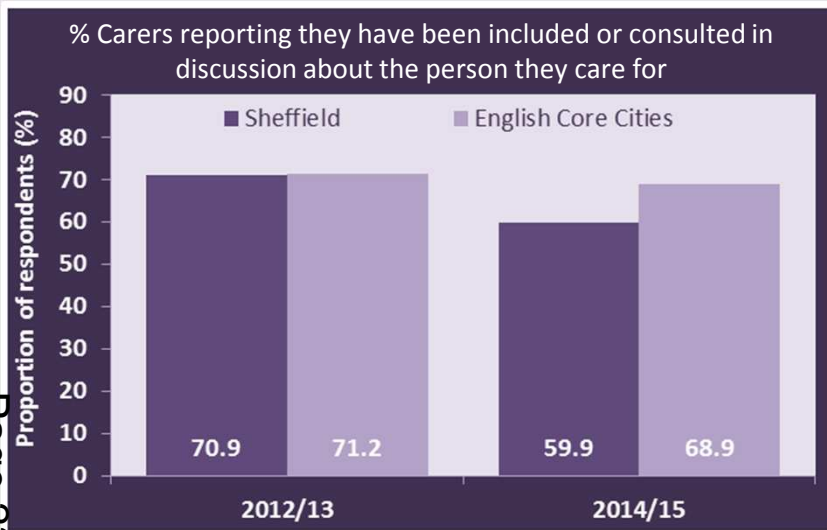


- This measure has showed a small decline in Sheffield over the past three years and is below the target of 76.7.
- Sheffield's score is slightly below the average for the Core Cities.
- As with many of the other survey questions, LD clients respond more positively.



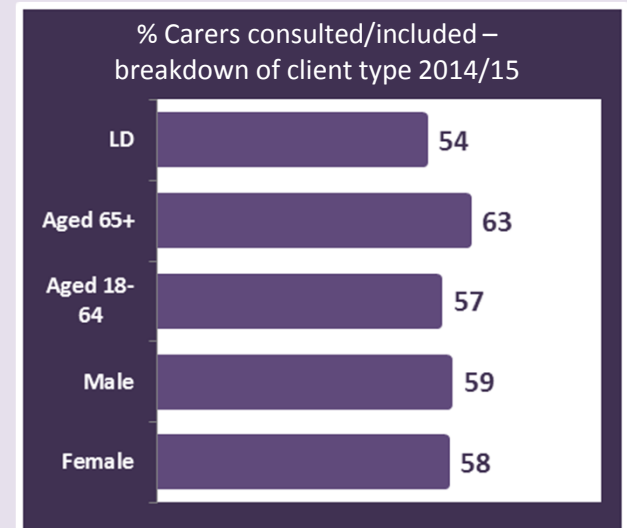
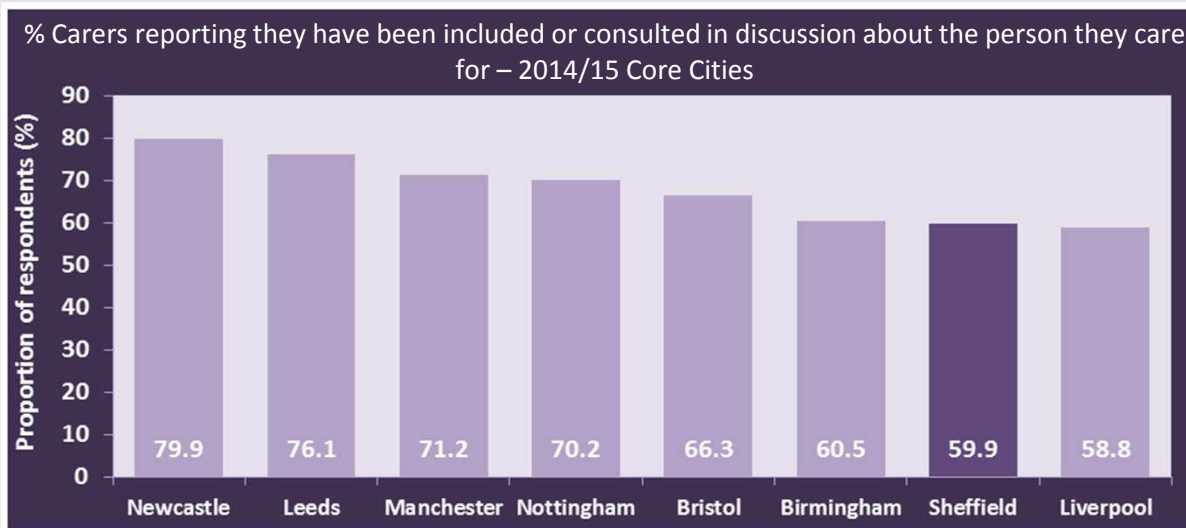
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Carers being consulted



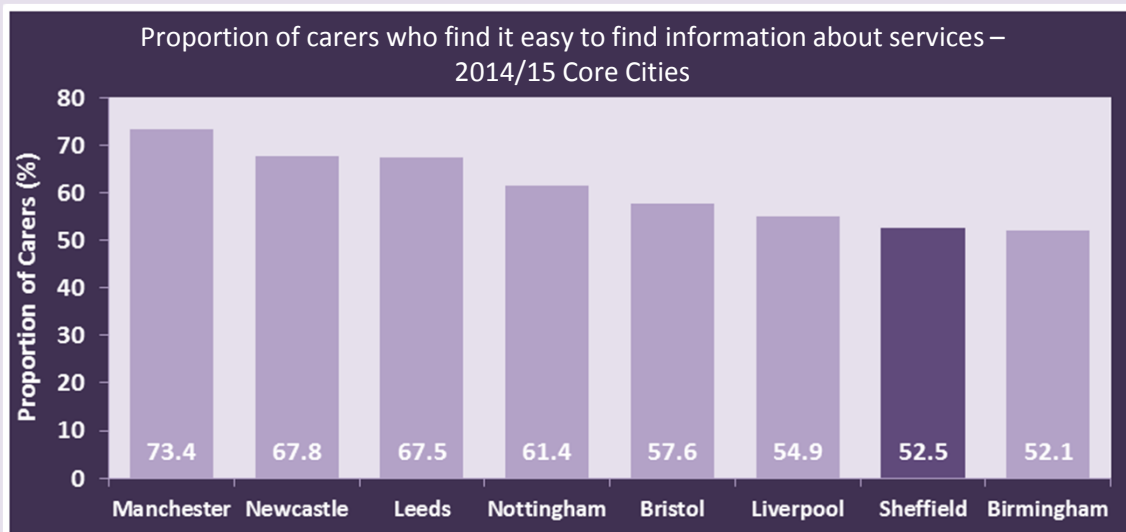
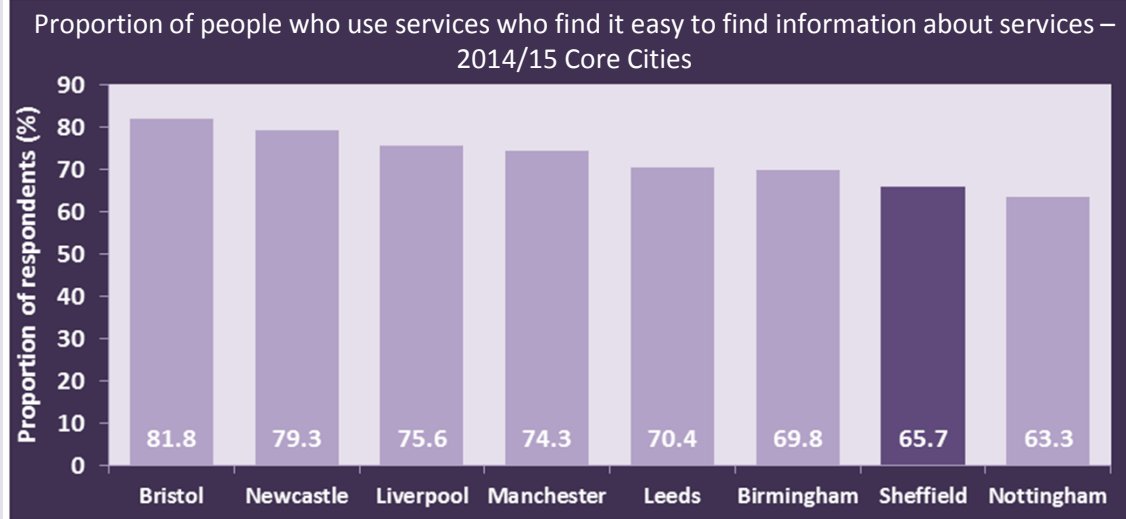
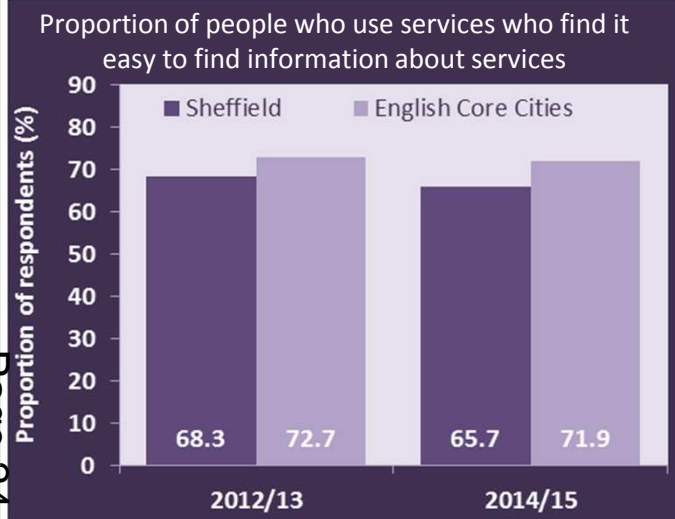
- The proportion of carers reporting that they've been included or consulted in a discussion about the person they care for has fallen by 11%pts between the two surveys.
- Sheffield's result is the second worst of the Core Cities.
- The breakdown of clients suggests a relatively even response, but with a slightly better result for carers of service users aged 65+.

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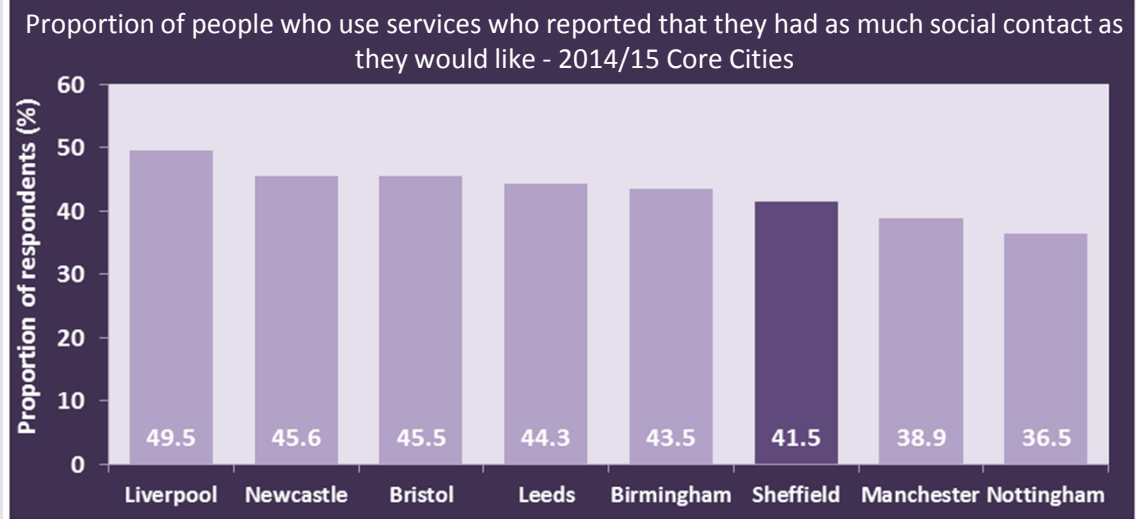
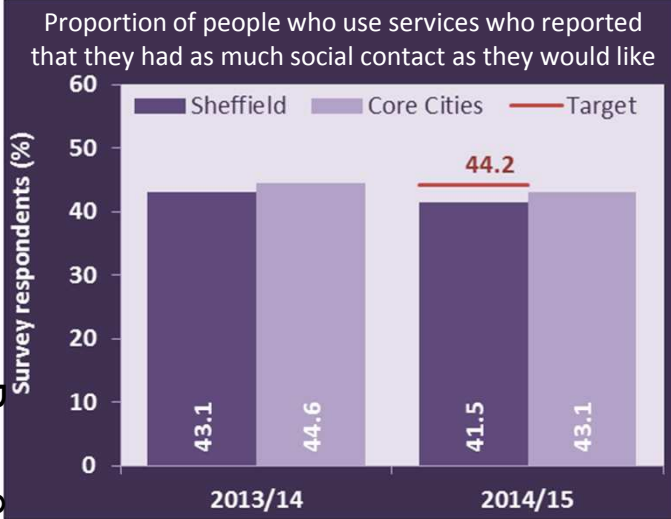
Finding information about services



- Sheffield's performance around users finding it easy to find information about services has been poor for a number of years and declined further in 2014/15.
- Scores from users and carers leave Sheffield ranked 7th out of the 8 Core Cities.

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Social contact

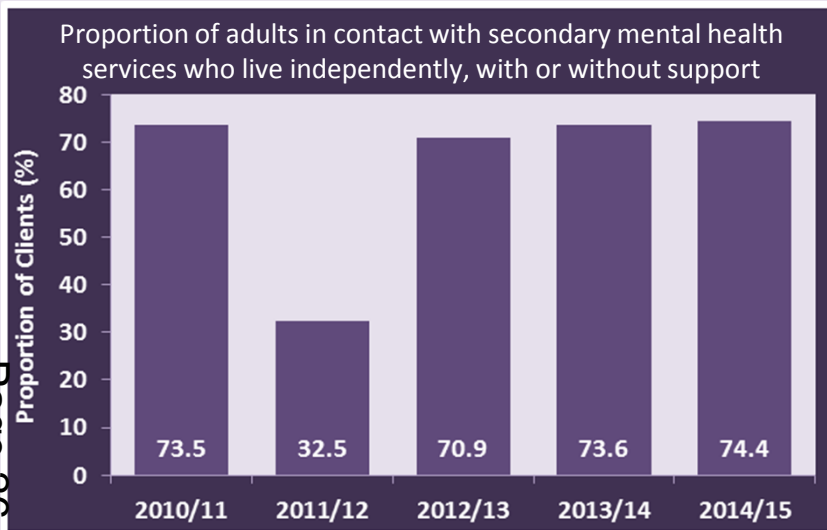


- The proportion of Sheffield's service users and carers who reported that they have as much social contact as they'd like is below the average for the Core Cities.
- The result for carers is much lower than for service users, which is a pattern seen in 4 of the other Core Cities.



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Adults in contact with secondary mental health services who live independently



- Aside from the anomalous result in 2011/12, the percentage of adults in contact with secondary mental health services living independently has remained fairly stable.
- Sheffield's result was the highest of the Core Cities in 2014/15.

