

HASC Performance Report Cover Page

Meeting Date:	8 th July 2024
Title of Report:	May Performance Report HASC

***Please highlight the key points below;
full details should be in the body of your report.***

Executive Summary

This report provides key highlights of the Health & Adults Social Care (HASC) performance scorecard to the Directorate Leadership Team (DLT) for the month ending May 2024. It also provides update on key activities undertaken by the Data & Performance Team over the last month.

Key issues

Highlights from the May HASC DLT Scorecard are provided in the section below.

Details of recommendations and timescales for decisions

Areas to highlight in the scorecard (for May):

Adult Social Care (ASC)

- **2A Proportion of new clients receiving short term service during the year where sequel to service was no ongoing support or support of a lower level:** A decrease can be seen in May (48.3%). However, the denominator has nearly doubled due to the growth in Reablement cohort size.
- **SAT 5: Percentage of closed section 42 enquiries where desired outcomes expressed were achieved** – An increase observed each month. However, figures are below regional (93.9%) and national (94.2%) averages from last year. We have flagged this with the service to discuss any extended plans and measures in place to reach the current minimum (80%) or stretch targets (90%). It would also be advisable to review the current targets against the benchmarking data from last year. Service highlighted that not meeting the desired outcomes within time is often recorded as outcomes not met or outcomes may be an action plan and sometimes further conversations hasn't taken place to conclude the attainable results. Supplementary analysis indicates that other boroughs may have a more generous approach to this measure.
- **FD3: Number of Contacts open for longer than 14 days** – May figure (75) displays that the trend has now stabilised after the spike in April (206) due to CLDS & CMHT data cleansing activity to reduce outstanding contacts, assessments, and reviews. This positively demonstrates the confirmed effects of the data cleansing activity. The same changes can be observed for FD3.1, AR3a, AR3b, AR4a & AR5.
- **FD8.2 Number of people with open short-term cases** - an abrupt plunge was recorded for May. However, the Data Team has informed that these figures would increase shortly after the next refresh, to continue a similar trend to previous months.
- **AR5: (Mean) Average length of days to complete assessment** – the overall mean has decreased from the initial upsurge in April, due to the CMHT data cleansing activity and the median of 27 days in May is an improvement from last month. It was remarked that completing old reviews instead of cancelling or rescheduling backlogged reviews, tends to harshly skew the figures and affect the mean.

- **R1a Number of service users starting Reablement in the Month** – May data revealed a sharp increase in new service users and discussions with the service highlighted the increased number of allocations in the month of May due to staff returning from AL and sick leave. Likewise, they have also introduced a maximum case load as part of the waiting list strategy to ensure allocations are more frequent and consistent within Reablement.
- **R3 % of service users with an outcome of 'NFA' or 'reduced long term package' at the end of Reablement Service** - Like R1a, unusually high denominator reported for this month as the typical denominator has been circa 50 to 90 for the last financial year. This was addressed by the service as they underlined that due to the recent parting of a Physiotherapist within team led to the prompt closure of all their cases before departure.
- **R5: % of service users with an outcome of 'increased long-term package' at the end of Reablement Service** – the reduction in May confirms the effects of data cleansing activities which has now stabilised. Reablement team manager has referred to the piloting of daily integrated triage with ELFT to ensure referrals are thoroughly screened. Furthermore, they have continued to hold workshops and interface meetings with IAT to support with optimal referrals into the Reablement services. This would act as an intervention to retain this indicator below the current stretch target (5%).
- **OT5 Average number of days to complete an OT Assessment / Reassessment:** (11 in May) lowest figure recorded since August 2021. Upon further inspection it was revealed that, the Housing Options OT (mean = 1) & South-West localities teams (mean = 10) had the lowest averages. From the engagement with the service, it was clearly highlighted that the assessments completed by the Housing Options OT teams were shorter one-off assessments completed within a day. This has accounted for the reduced mean recorded for this month. Additional resource within the South-West locality team has helped ease backlog and efficiently work through non-complex adaptations promptly.

Details on who has been consulted with on this paper to date and details of further plans for consultation.

- ASC/IC JSMT

Risk implications

NA

Budget/Legal Issues

NA

Equalities considerations

If DLT is required to make a decision about a strategy, policy or service change, they must be informed of the equalities implications. Please provide a summary of the key equalities implications below

As part of Phase 2, data monitoring on equalities will be developed and mainstreamed through our reporting.