

### Delayed Transfers of Care

(see also pages 3 and 4)

Daily average delay beds per 100,000 population (Social Care delays and joint NHS and social care delays)

Target: 7.95 M3 performance: -

#### **What happened:**

Reporting has been suspended indefinitely due to the Covid-19 pandemic.

NHS Digital has suspended the data collection in hospitals that our reporting is based upon. The suspension is indefinite, but they've stated that data will be unavailable until at least November.

### Clients reviewed in the last 12 months

(see also page 6)

The proportion of clients receiving a long-term service who have been reviewed, reassessed or assessed in the last 12 months

Target: 85.0% M3 performance: 72.3% **RED**

#### **What happened:**

-Performance has remained stable since dropping in March

-A large number of reviews were due in March but we had to redirect social workers to support our response to the pandemic

#### **What we are doing:**

-ASC Senior management team have implemented a monthly performance board to monitor activity

-Operational teams are working with Carefirst, Performance, and Finance colleagues to ensure the system captures review activity

-Review activity and allocation of cases to be monitored at a team level

### Direct Payments

(see also pages 11 and 12)

The proportion of eligible clients in receipt of a Direct Payment

Target: 35.0% M3 performance: 36.9% **Green**

#### **What happened:**

-We have continued to increase the number of people receiving direct payments

-Citizen's take-up of direct payments has slowed due to the pandemic, as anticipated

#### **What we are doing:**

-Our workers will still encourage people to consider Direct Payments.

-We will continue to train new workers in Direct Payments using online training tools.

## Shared Lives (see also page 14)

The number of people who have shared lives

Target: 140 M3 performance: 99 **RED**

### What happened:

Take-up dropped slightly this month, but has increased since last quarter

### What we are doing:

- Due to the Covid-19 pandemic, we are not able to offer the same level of service, and will focus maintaining our existing placements, by supporting with carers' moral and PPE needs, and dealing with any placement breakdowns.
- We are working with social work teams to increase referral rates to the service, and looking for potential step-down placements for people being discharged from hospital
- We are continuing to make urgent placements where appropriate, to help keep vulnerable people safe
- We are using the available technology to avoid "in person" contact where possible
- We are approving new carers where it is safe to do so
- Directorate management has approved a series of one-off payments to support carers through additional pressures, of £500 in April, July and October.

## People with Learning Disabilities supported into employment by PURE project (see also page 17)

The percentage of service users aged 18-64 with learning disabilities in employment

Target: n/a M3 performance: 9

### What happened:

-A further 4 people with learning disabilities were supported into employment over the quarter, bringing the total to 9

### What we are doing:

- Covid-19 has resulted in a lack of suitable employment opportunities, and has meant that many of the people the PURE project are supporting have been shielding
- It has also meant that planned outreach events had to be cancelled
- We have taken this opportunity to put in place new data-collection practices and reconcile our existing data.
- We have been using remote meetings via Zoom to engage with citizens and analyse their needs.
- We are looking to reinstate our jobs clubs
- We are examining the possibility of a volunteering scheme as a stepping-stone to employment, particularly in light of the expected redundancies coming out of this crisis.