

Cabinet Scorecard - May 2019

Produced by ASC Information and Analysis Team (data from various sources)

Intended to be viewed full screen - go to "View" and "Full Screen" above

Please note that due to changes in the cabinet reporting timescale, this report is for the month before the quarter. As a result, some quarterly measures have not been updated since our last submission to the committee.

1. Use of Resources

Measure	Status	Target	Last Month	This Month	D o T	Constit- uencies	Bench- markable	
1 Daily Average Delay beds per day per 100,000 18+ population – combined figure (Social Care only and Joint NHS and Social Care)	GREEN	7.95 (EoY 7.95)	9.72	7.06	Down (Green)		✓	More detail
2 The proportion of clients receiving Residential, Nursing or Home Care or Care and Support (supported living) from a provider that is rated as Silver or Gold (Quarterly)	AMBER	75%	66.1% (Q3)	73.1% (Q4)	Up (Green)			More detail
3 Proportion of clients reviewed, reassessed or assessed within 12 months	RED	85% (EoY 85%)	78.5%	77.2%	Down (Red)	✓		More detail
4 The number of long-term admissions to residential or nursing care per 100,000 over 65s	GREEN	650 (EoY 560)	628.7 (Q2)	611.5 (Q3)	Down (Green)			More detail

2. Personalised Support

Measure	Status	Target	Last Month	This Month	D o T	Const.	B/mark	
5 Social work client satisfaction - postcard questionnaire.	GREEN	70%	97% (Q3)	93% (Q4)	Down (Red)			More detail
6 Percentage of concluded Safeguarding enquiries where the individual or representative was asked what their desired outcomes were	GREEN	85%	93%	97%	Up (Green)	✓		More detail
7 Uptake of Direct Payments	GREEN	30.8% (EoY 35%)	30.5%	31.1%	Up (Green)	✓	✓	More detail
8 The percentage of people who receive Adult Social Care in their own home	GREEN	DoT Only	68.8%	68.8%	Static (Amber)		✓	More detail
9 The number of people who have Shared Lives	RED	140 (EoY 140)	76	75	Down (Red)			More detail

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3. Prevention and Early Help

Measure	Status	Target	Last Month	This Month	D o T	Const.	B/mark
10 Number of completed safeguarding enquiries which involved concerns about domestic abuse	GREEN	N/A	10	10	Static (Amber)		More detail
11 Percentage of completed safeguarding enquiries which involved concerns about domestic abuse	GREEN	N/A	9.7%	9.3%	Down (Red)		✓ More detail

4. Community Assets

Measure	Status	Target	Last Month	This Month	D o T	Const.	B/mark
12 The percentage of service users aged 18-64 with learning disabilities in employment	RED	2% (EoY 2%)	1.36%	1.37%	Up (Green)		✓ More detail
13 The percentage of adults in contact with secondary mental health services in employment	RED	DoT Only	4.3% (2016/17*)	4% (2017/18)	Down (Red)		✓ More detail
14 The proportion of people who use services who reported that they had as much social contact as they like	GREEN	DoT Only	37.3% (2016/17)	46.5% (2017/18)	Up (Green)		✓ More detail
15 The proportion of carers who reported that they had as much social contact as they like	N/A	DoT Only	28.3% (2016/17)	(2018/19)			✓ More detail

Theme: Use of Resources

Daily Average Delay beds per day per 100,000 18+ population – combined figure (Social Care only and Joint NHS and Social Care)

GREEN

Change:

**Down
(Green)** 27.3%

Last Month

9.72

This Month

7.06

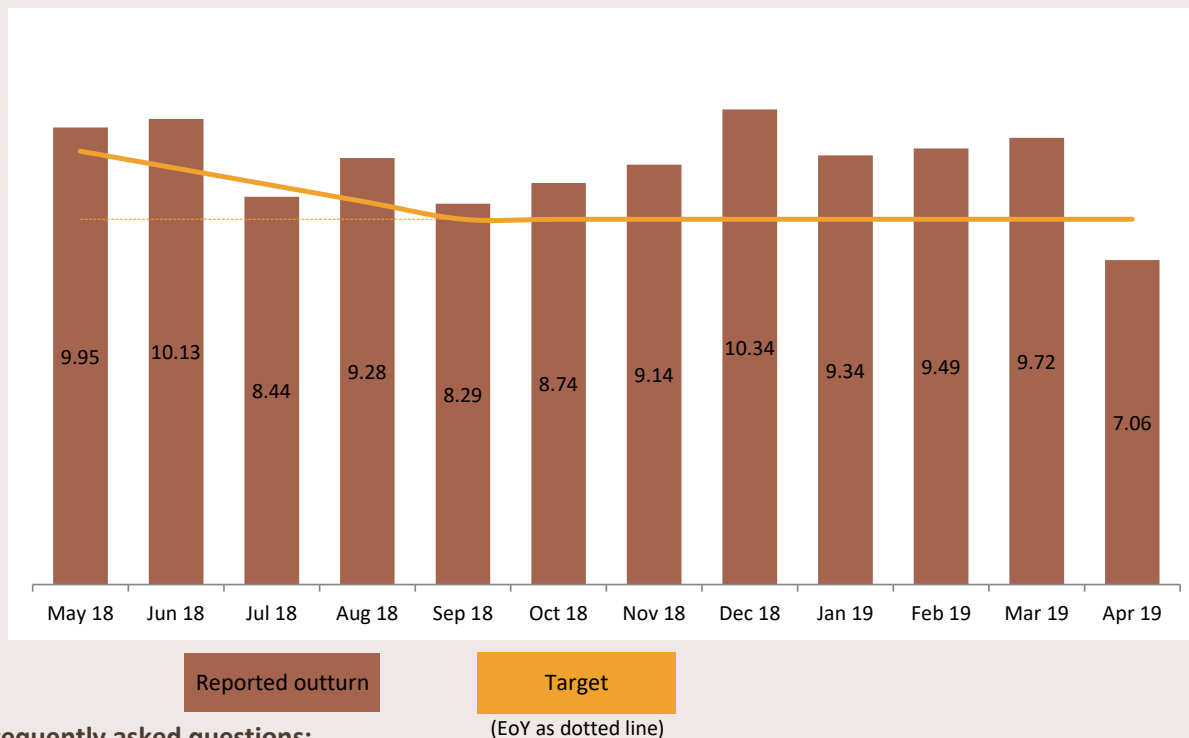
Target

7.95

(EoY 7.95)

Source:

UNIFY data as issued by NHS Digital. Data collated by health, available a month in arrears



Frequently asked questions:

Please advised that there has been a change to the target for this measure which was imposed by the Better Care Fund. This target remains externally set and has changed because the National Better Care Fund Team has now revised the provisional DToC figures following the recent period allowed for baseline challenges. There were 3 accepted challenges nationally of which one was in Birmingham, following counting adjustments by the former Heart of England Foundation Trust. This challenge has been factored in to the revised DToC expectations. This means that the year-end target is now slightly higher, with profiled monthly targets revised in line with this change. The change also affects targets for months which have been previously reported and this has been reflected in the Adult Social Care and Health scorecard.

Commentary:

We are pleased to note that there has been a significant improvement in the number of our delayed transfers of care. April's figure represents our best month since November 2015. We have achieved this despite an unusually high number of referrals in to two of our hospital teams (Heartlands and the Queen Elizabeth- QE), and a high number of safeguarding referrals to the QE hospital team.

A variety of things have contributed towards our improvement this month. Social work staff in the hospital teams have been making use of a discharge tracker that has helped ensure that they are aware of any upcoming delays. Our Home First principle, which is aimed at discharging people home whenever possible, has helped us to reduce the number of referrals to short-term care home beds, with an associated reduction in delays. Our new 3-times-weekly conference call, chaired by an assistant director, has helped our management team to take more control over severe delays.

The Early Intervention programme pilot that we have been operating for patients in the QE hospital who live in Edgbaston, has proved successful, and has increased the proportion of people being discharged straight home. We are now going to expand the pilot for all eligible patients at the hospital.

Our management team continues to look at new and different ways of approaching hospital discharges, and ways of sharing successful ideas between the teams.

Measure Owner:
Pauline Mugridge

Responsible Officer:
Natalie McFall

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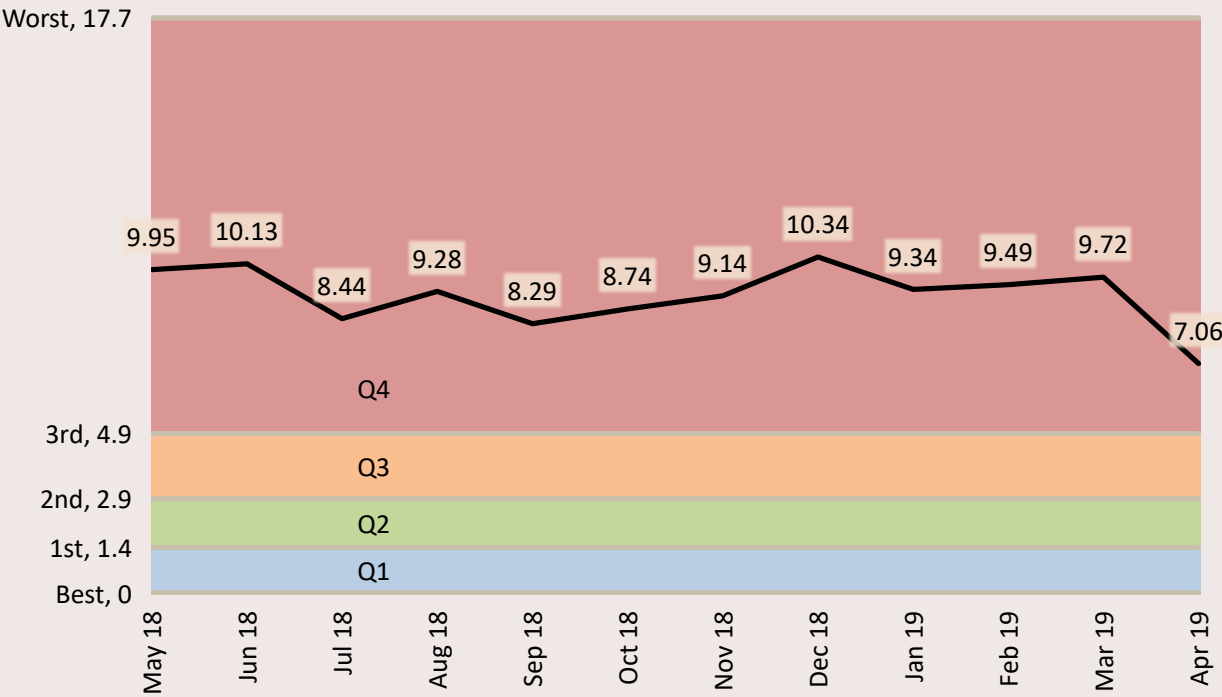
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Theme: Use of Resources

Daily Average Delay beds per day per 100,000 18+ population – combined figure (Social Care only and Joint NHS and Social Care)

Performance against national quartiles



Benchmarking data is taken from 2017/18 Ascof
This benchmarking is against historical results- current performance by other local authorities may differ from this.

Quartile	Score	Difference		Beds/day Difference
		Figure	%	
Worst	17.70	10.64	151%	89
Birmingham	7.06			
3rd	4.90	-2.16	-31%	-18
2nd	2.90	-4.16	-59%	-35
1st	1.40	-5.66	-80%	-47
Best	0.00	-7.06	-100%	-59

Current Quartile	4th
Distance to next quartile	18 Beds/day
Distance to top quartile	47 Beds/day

Please advised that there has been a change to the target for this measure which was imposed by the Better Care Fund. This target remains externally set and has changed because the National Better Care Fund Team has now revised the provisional DToC figures following the recent period allowed for baseline challenges. There were 3 accepted challenges nationally of which one was in Birmingham, following counting adjustments by the former Heart of England Foundation Trust. This challenge has been factored in to the revised DToC expectations. This means that the year-end target is now slightly higher, with profiled monthly targets revised in line with this change. The change also affects targets for months which have been previously reported and this has been reflected in the Adult Social Care and Health scorecard.

[< Previous: DTOC Total](#)

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Theme: Use of Resources

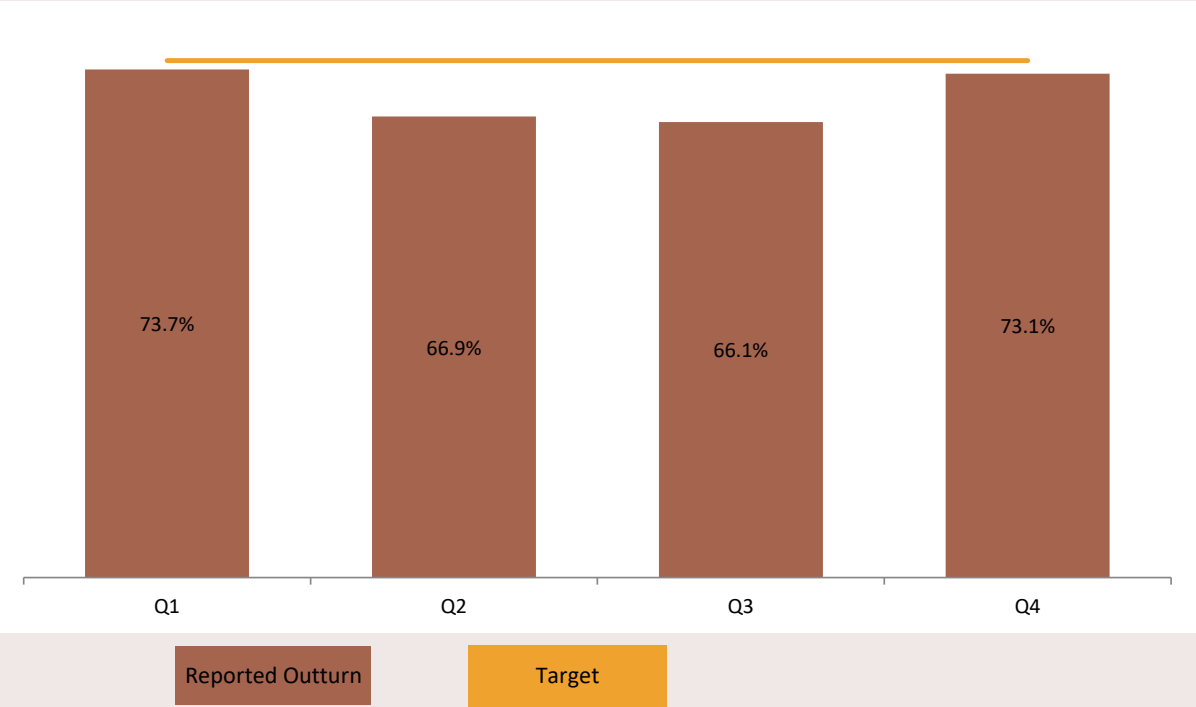
The proportion of clients receiving Residential, Nursing or Home Care or Care and Support (supported living) from a provider that is rated as Silver or Gold (Quarterly)

AMBER

Change:
Up
(Green) 7 pp

Prev. Quarter	Latest Quarter	Target
66.1%	73.1%	75%

Source:
Carefirst service agreements and commissioning provider assessment data



Commentary:

Q1 data due in the next Scrutiny scorecard due to change in cabinet reporting timetable

Measure Owner:
Alison Malik

Responsible Officer:

Frequently asked questions:

[< Previous: DTOC Total quartiles](#)

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[Next: Reviews >](#)

Theme: Use of Resources

Proportion of clients reviewed, reassessed or assessed within 12 months

RED

Change:

Down
(Red) 1.3 pp

Last Month

78.5%

This Month

77.2%

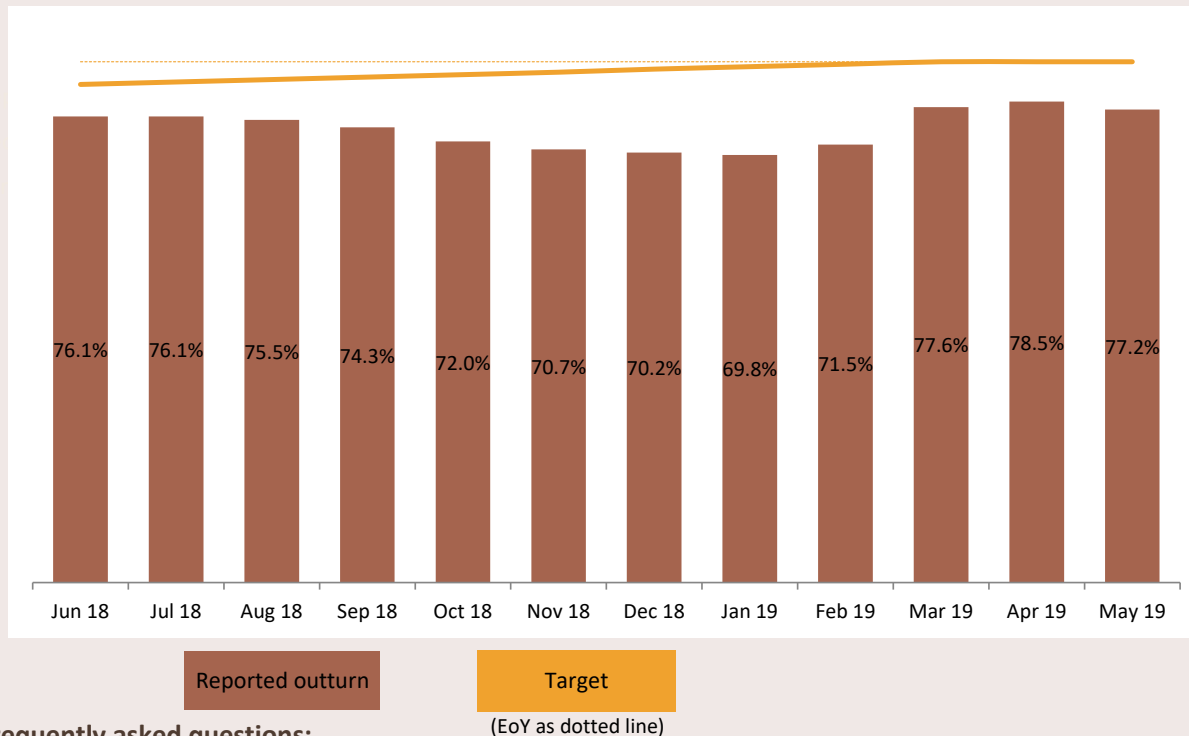
Target

85%

(EoY 85%)

Source:

Carefirst snapshot. The proportion of people receiving a reviewable service who have had a recorded review, assessment or reassessment in the last 12 months



Frequently asked questions:

Commentary:

Following three months of improvements, our performance has dropped back slightly. This is due to a number of circumstances, but our senior management remains confident that our performance is on track for the year. We will continue to monitor the situation in case our performance deteriorates further. As part of our work to develop a sustainable way of completing social care reviews, our Principal Social Worker will lead a working group to design a new broader definition of a review for Birmingham; identify opportunities for reviews to take place that are currently being missed; develop a clear package of support and guidance on reviews for social work staff and anyone else who carries them out; and a list of recommendations for implementing them. We have agreed the terms of reference for the group, and we expect that by December, it will have identified new opportunities for reviewing service users' support. In the meantime, we are continuing to monitor the performance of individual teams and the whole service weekly. Group Managers are involved in this, and are helping communicate issues both upwards and downwards through the management structure, so that they are addressed quickly.

Measure Owner:
Linda Harper

Responsible Officer:
Grace Natoli

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[Next: Long term admissions >](#)

Theme: Use of Resources

The number of long-term admissions to residential or nursing care per 100,000 over 65s

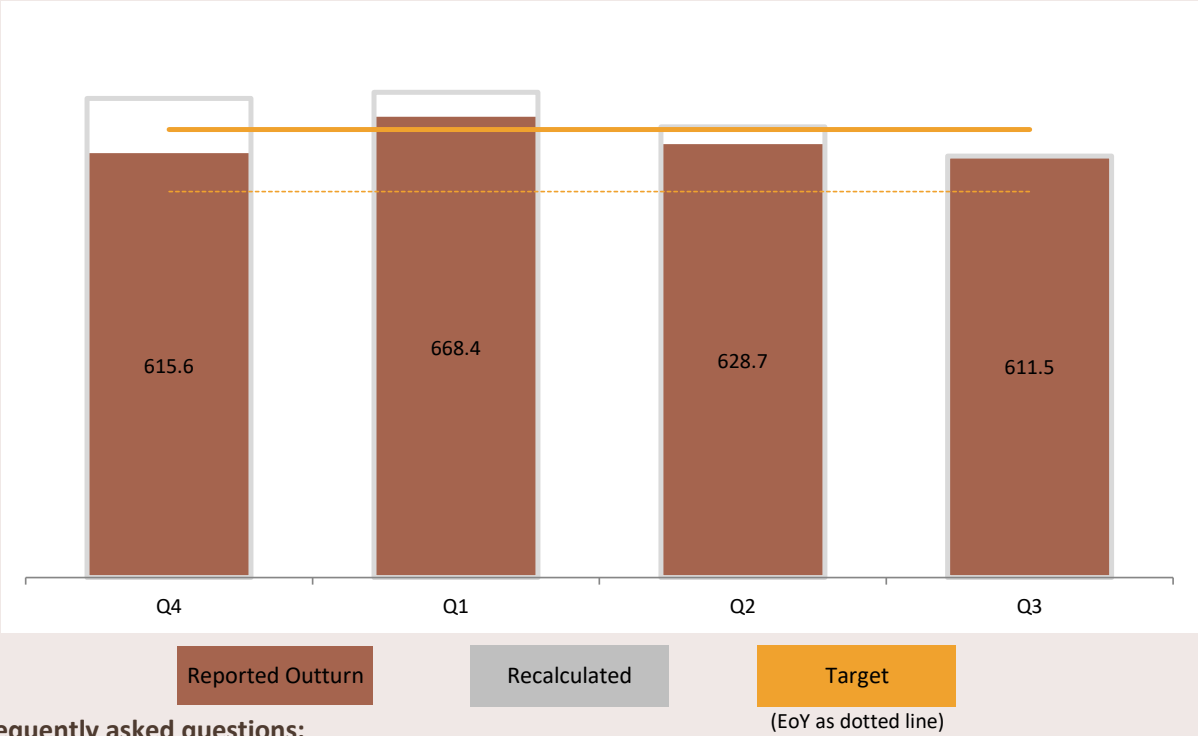
GREEN

Change:

Down
(Green) 2.7%

Prev. Quarter	Latest Quarter	Target
628.7	611.5	650
Recalculated: 0		(EoY 560)

Source:
Carefirst



Commentary:

Q4 data due in the next Scrutiny scorecard due to change in cabinet reporting timetable.

Measure Owner:
Pauline Mugridge

Responsible Officer:
Pauline Mugridge

Frequently asked questions:

[< Previous: Reviews](#)

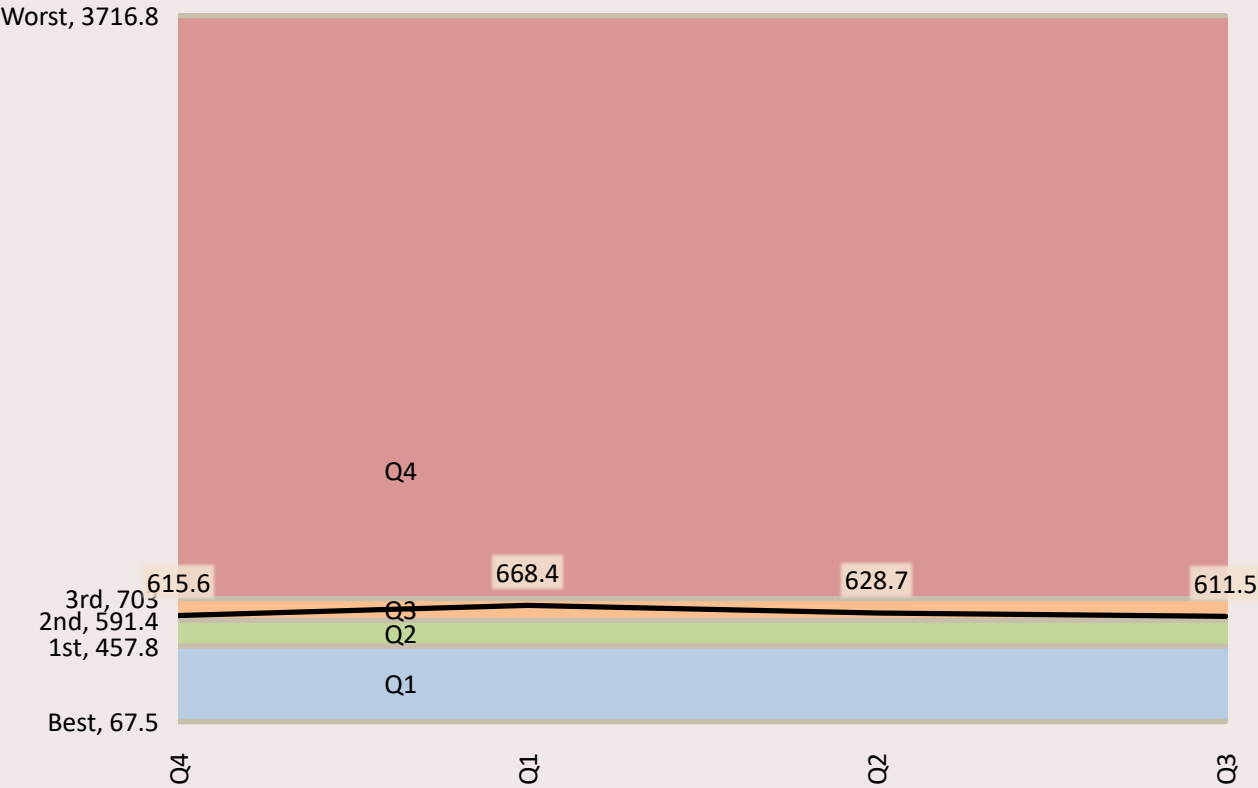
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[Next: Long term admissions quartiles >](#)

Theme: Use of Resources

The number of long-term admissions to residential or nursing care per 100,000 over 65s

Performance against national quartiles



Benchmarking data is taken from 2017/18 Ascof
This benchmarking is against historical results- current performance by other local authorities may differ from this.

Quartile	Score	Difference		Admissions Difference
		Figure	%	
Worst	3716.8	3105.3	508%	4530
3rd	703.0	91.5	15%	133
Birmingham	611.5			
2nd	591.4	-20.1	-3%	-29
1st	457.8	-153.7	-25%	-224
Best	67.5	-544.0	-89%	-794

Current Quartile	3rd
Distance to next quartile	29 Admissions
Distance to top quartile	224 Admissions

Theme: Personalised Support

Social work client satisfaction - postcard questionnaire.

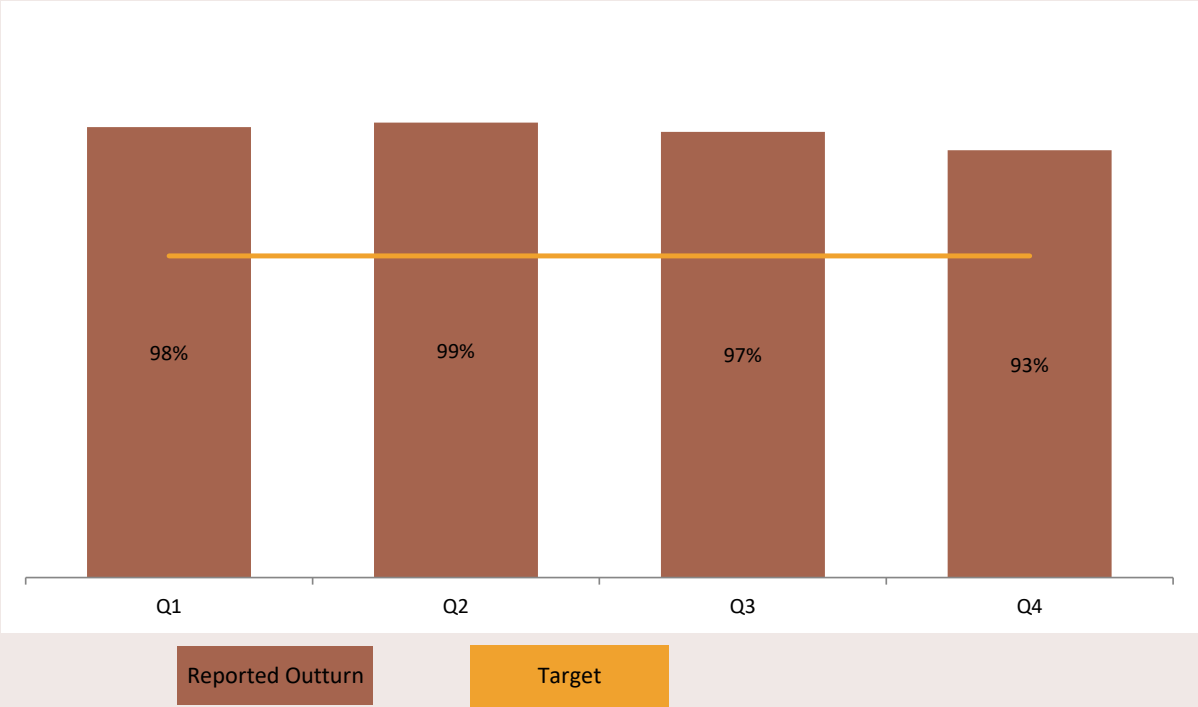
GREEN

Change:

Down
(Red) 3 pp

Prev. Quarter	Latest Quarter	Target
97%	93%	70%

Source:
Postcard survey- given to people by their social worker following an assessment



Commentary:

Q1 data due in the next Scrutiny scorecard due to change in cabinet reporting timetable

Measure Owner:
Fiona Mould

Responsible Officer:

Frequently asked questions:

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[Next: Safeguarding MSP >](#)

Theme: Personalised Support

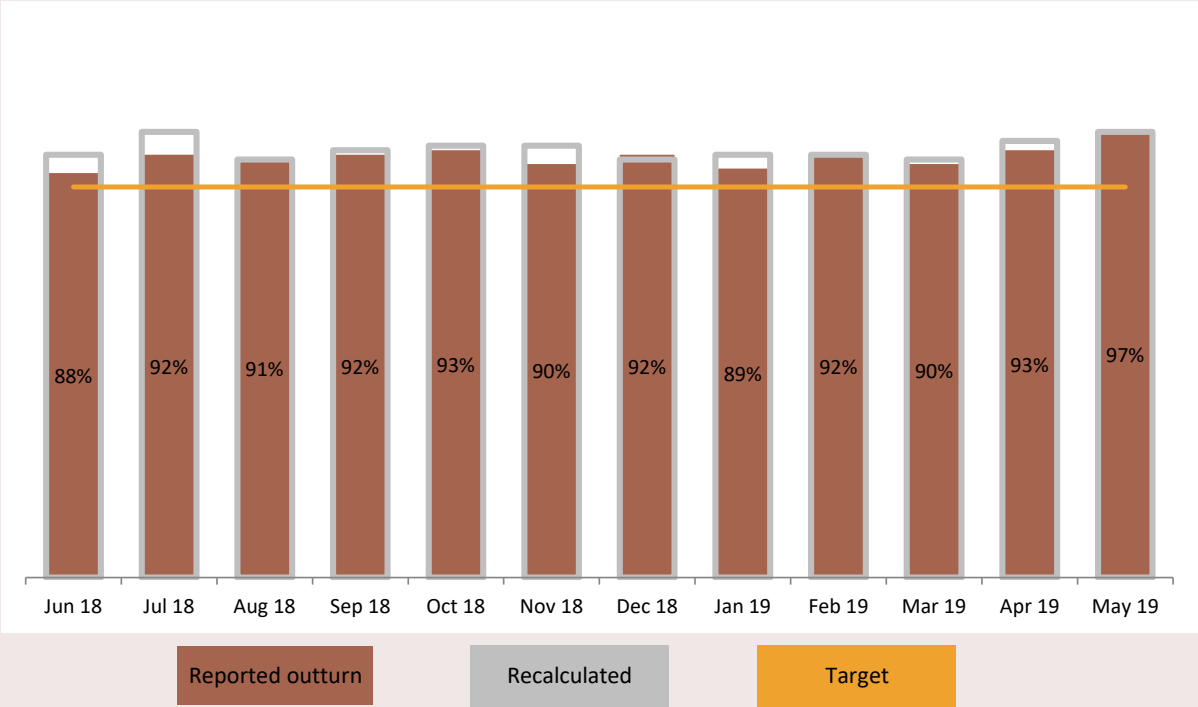
Percentage of concluded Safeguarding enquiries where the individual or representative was asked what their desired outcomes were

GREEN

Change:
Up
(Green) 4 pp

Last Month	This Month	Target
93%	97%	85%
Recalculated: 95%		

Source:
Carefirst. Proportion of qualifying closed Safeguarding Enquiry forms where the question "Was the adult asked about their Making Safeguarding Personal Outcomes" was answered "Yes"



Commentary:
We have consistently met or exceeded the target for this measure and our performance for the last 12 months overall is 93.2%. As we have noted previously, this measure is based on relatively small numbers, so we expect some variation in the result, however the consistently high performance indicates to us that social work staff are making efforts to include vulnerable people in their Safeguarding Enquiries.

Measure Owner: David Gray
Responsible Officer:

Frequently asked questions:

Theme: Personalised Support

Uptake of Direct Payments

GREEN

Change:

Up
(Green) 0.7 pp

Last Month

30.5%

Recalculated:
30.7%

This Month

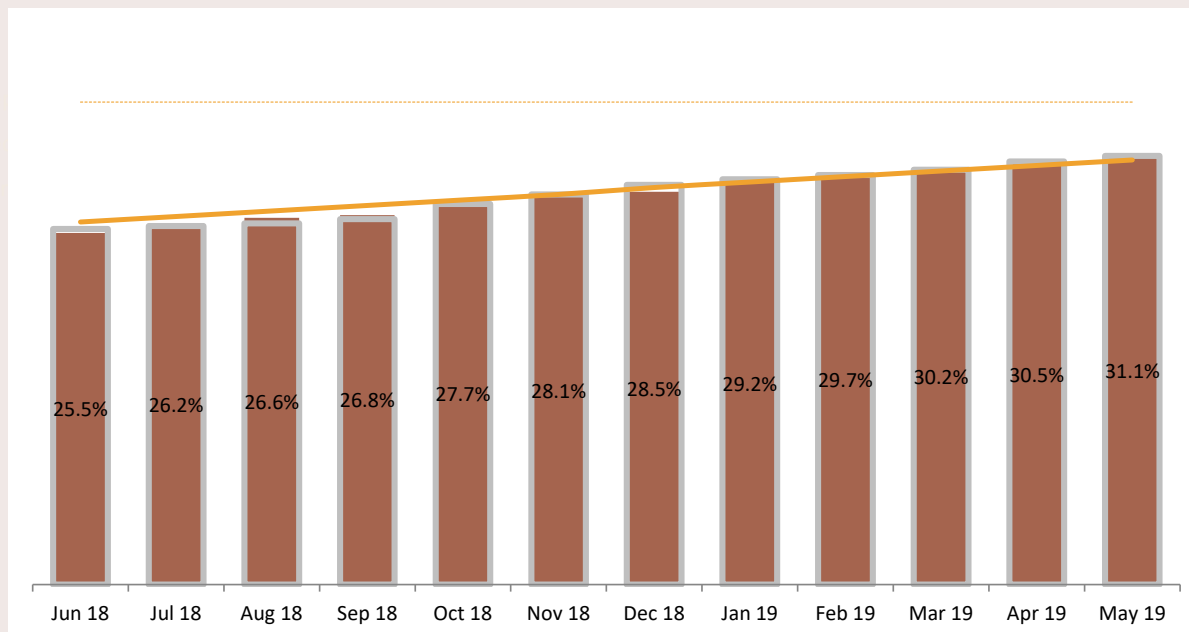
31.1%

Target

30.8%

(EoY 35%)

Source:
Carefirst service agreements. The proportion of clients receiving an eligible care package who have at least part of it delivered via direct payment.



Reported outturn

Recalculated

Target

(EoY as dotted line)

Commentary:

We have continued to increase the proportion of eligible people who are receiving a Direct Payment, and have now done this consistently month-on-month since December 2017.

We intend to build on this improvement over the course of this year across all our teams, but specifically focussing on understanding the variations between teams and sharing good practice.

Measure Owner:
Pauline Mugridge

Responsible Officer:
Julia Parfitt

Frequently asked questions:

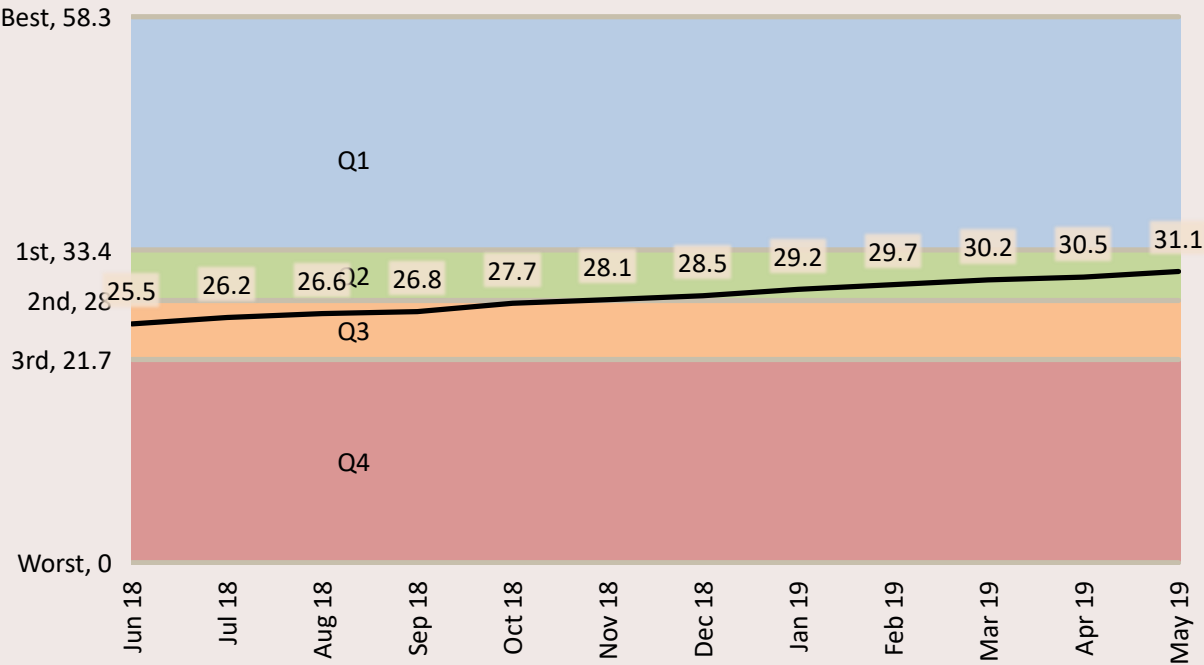
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[Next: Direct payments quartiles >](#)

Benchmarking data is taken from 2017/18 Ascof
This benchmarking is against historical results- current performance by other local authorities may differ from this.

Performance against national quartiles



Quartile	Score	Difference		Packages Difference
		Figure	%	
Worst	0.0%	-31.1	-100%	-2567
3rd	21.7%	-9.4	-30%	-776
2nd	28.0%	-3.1	-10%	-256
Birmingham	31.1%			
1st	33.4%	2.3	7%	190
Best	58.3%	27.2	87%	2245

Current Quartile	2nd
Distance to next quartile	190 Packages
Distance to top quartile	190 Packages

Theme: Personalised Support

The percentage of people who receive Adult Social Care in their own home

GREEN

Change:

Static
(Amber) 0.1 pp

Last Month

68.8%

Recalculated:
68.6%

This Month

68.8%

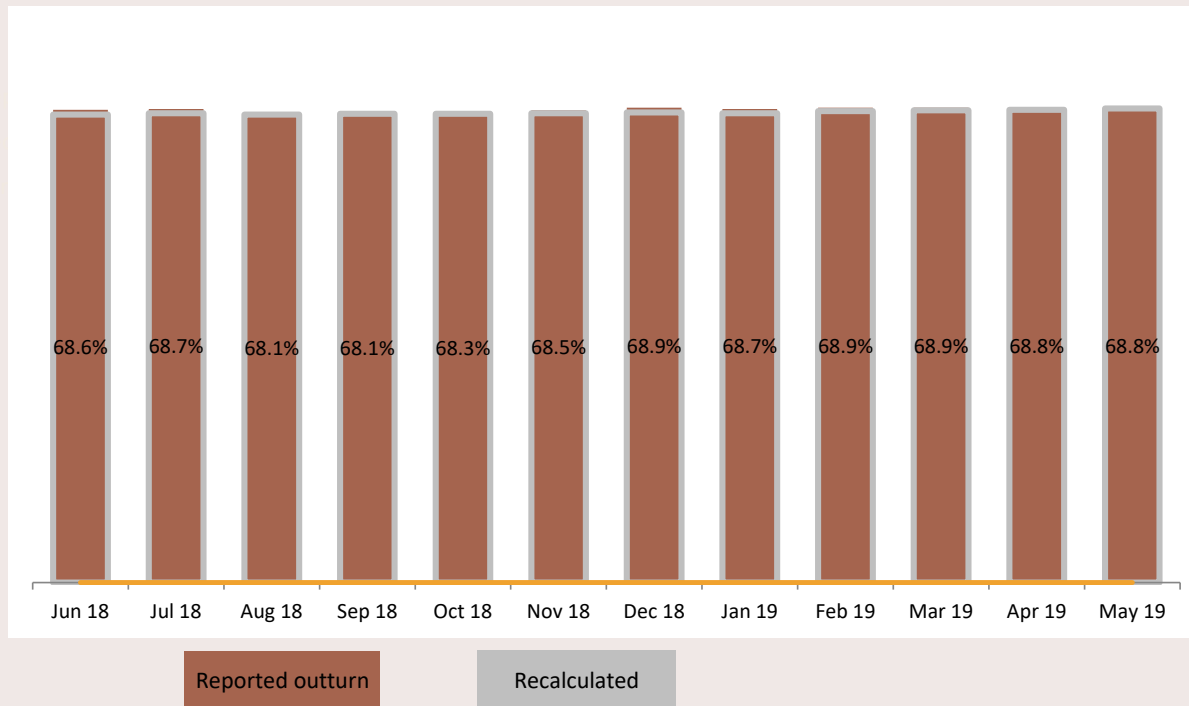
Preferred

Travel:

Upwards

Source:

Carefirst via finance team. Snapshot proportion of people receiving long-term services who do not receive residential or nursing care



Commentary:

The proportion of people receiving care in their own home has remained stable since last month, but has increased slightly over the last year. Our intention is to help people to remain living in their communities for as long as possible, so long as it meets their care needs and does not place them at risk. We have a variety of policies and initiatives in place to support this aim. These include our Home First policy, which aims to prevent discharging people from hospital into a care home wherever we can avoid it. As part of Home First we are running a pilot of an intensive home care service to assist people to return home when previously they would have needed to move to a nursing home. Our Occupational Therapists actively support our Social Workers to use equipment and assistive technology effectively so that people can remain in their homes for longer.

We have adopted a new model for social work across a large part of our service, the Three Conversations model, and we are in the process of rolling it out to the remaining teams. As part of the Three Conversation model, we focus on reconnecting people with their local communities as a source of support, and this should prevent, or at least delay, them needing to

Measure Owner:
Pauline Mugridge

Responsible Officer:
Gian Saini

Frequently asked questions:

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[Next: Shared lives uptake >](#)

Theme: Personalised Support

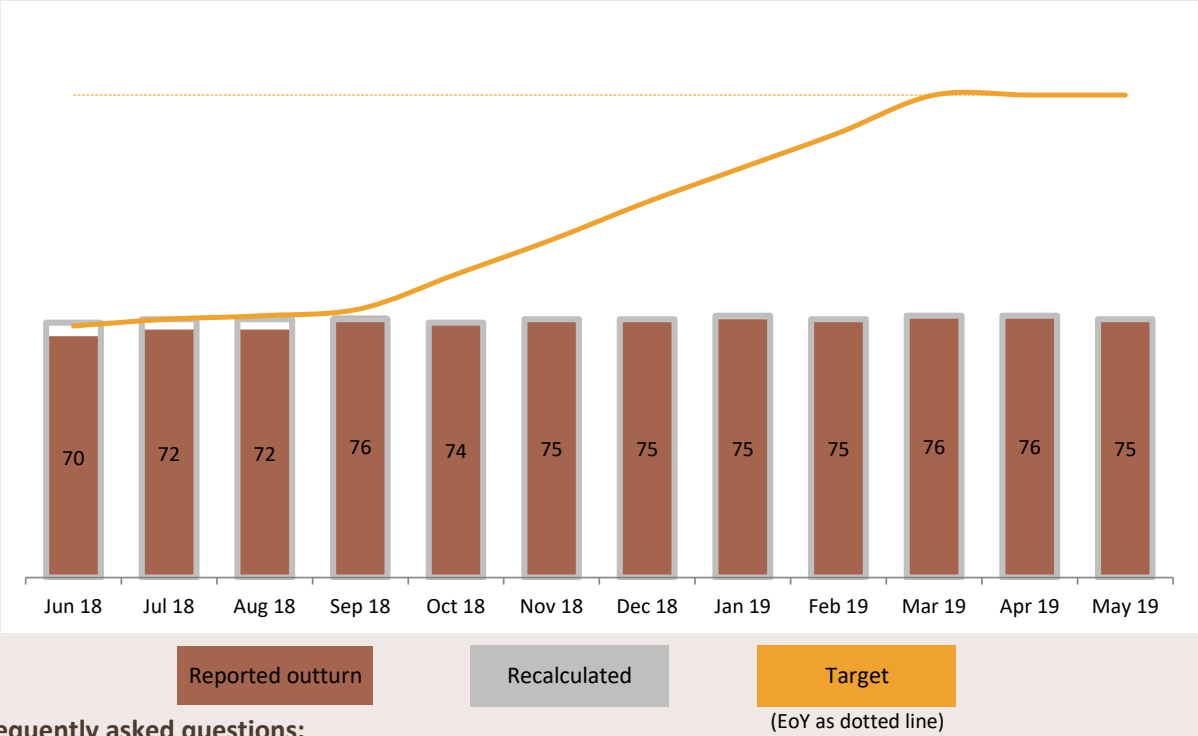
The number of people who have Shared Lives

RED

Change:
Down
(Red) 1.3%

Last Month	This Month	Target
76	75	140
Recalculated: 76		(EoY 140)

Source:
Carefirst service agreements



Frequently asked questions:

Commentary:

The Shared Lives Team has strengthened its approach to Performance Management, and individual team members are now aligned to constituencies to improve their links with the social workers within our communities. In spite of this, there has been a slight drop in the number of people receiving a Shared Lives service this month.

In May, Shared Lives received four new applications from members of the public to become Shared Lives carers, and two previous applications passed the recruitment panel successfully. They also received referrals for nine new service users in the month, and secured two new long-term placements, and one for respite.

For Shared Lives week (17th – 21st June) the team is organising a number of events aimed at bringing existing and prospective carers together. They also have a similar event planned for the citizens’ forum during the week of 10th June.

The team is implementing an incentive scheme that Shared Lives Plus uses successfully around the country. We have redesigned our offer from Shared Lives Plus so that it focusses on shaping a service in Birmingham that is based on national good practice. We will be presenting a Strategic Report to directorate management in June that will look at this offer and other options for expanding Shared Lives so that it supports Preparation for Adulthood and Mental Health. We will base the report on the outcomes of a successful partnership event that we held in May which involved key stakeholders including people who have lived experience of Shared Lives, such as carers and people currently using the service.

Measure Owner:
Linda Harper

Responsible Officer:
Sonia Mais-Rose

Theme: Prevention and Early Help

Number of completed safeguarding enquiries which involved concerns about domestic abuse

GREEN

Change:

Static
(Amber) 0%

Last Month

10

Recalculated:
12

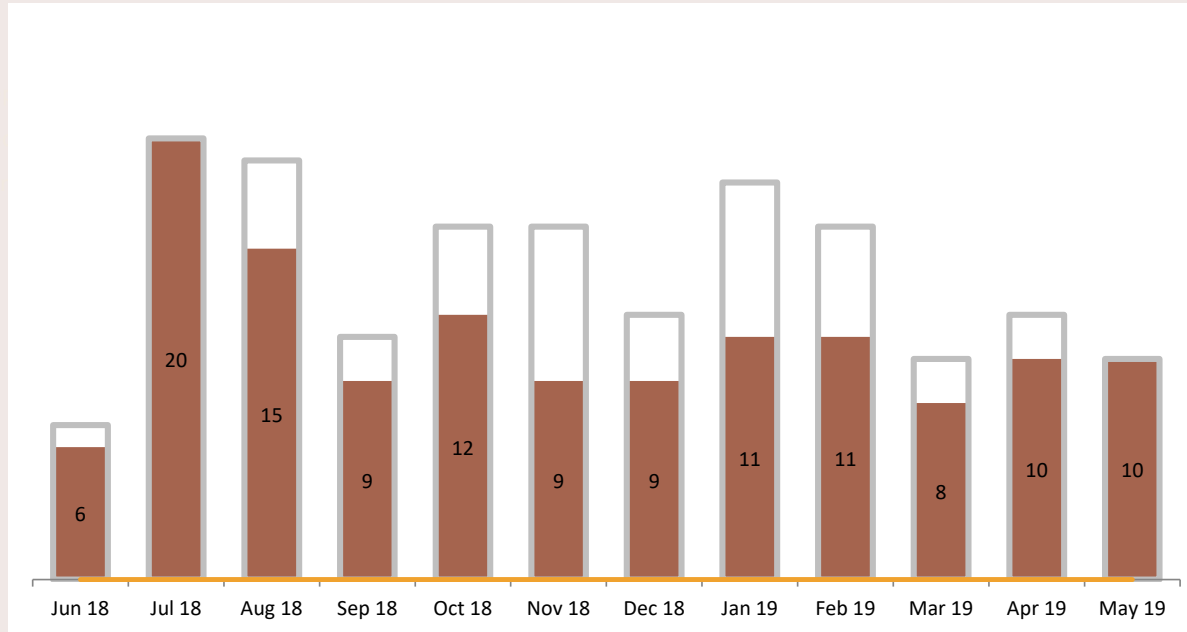
This Month

10

Target

N/A

Source:
Carefirst



Commentary:

107 Safeguarding Enquiries were completed in May, of which 10 involved allegations of domestic abuse - 9.3%
In the last 12 months there have been 167 completed enquiries relating to this. Of these 91% achieved their expressed outcomes, 93% felt that they were involved, 91% felt that they had been listened to, 90% felt we had acted on their wishes, 83% felt safer and 81% felt happier as a result of our intervention.

Measure Owner:
David Gray

Responsible Officer:

Frequently asked questions:

[< Previous: Shared lives uptake](#)

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[Next: DV safeguarding proportion >](#)

Theme: Prevention and Early Help

Percentage of completed safeguarding enquiries which involved concerns about domestic abuse

GREEN

Change:

**Down
(Red)** 0.4 pp

Last Month

9.7%

Recalculated:
9.3%

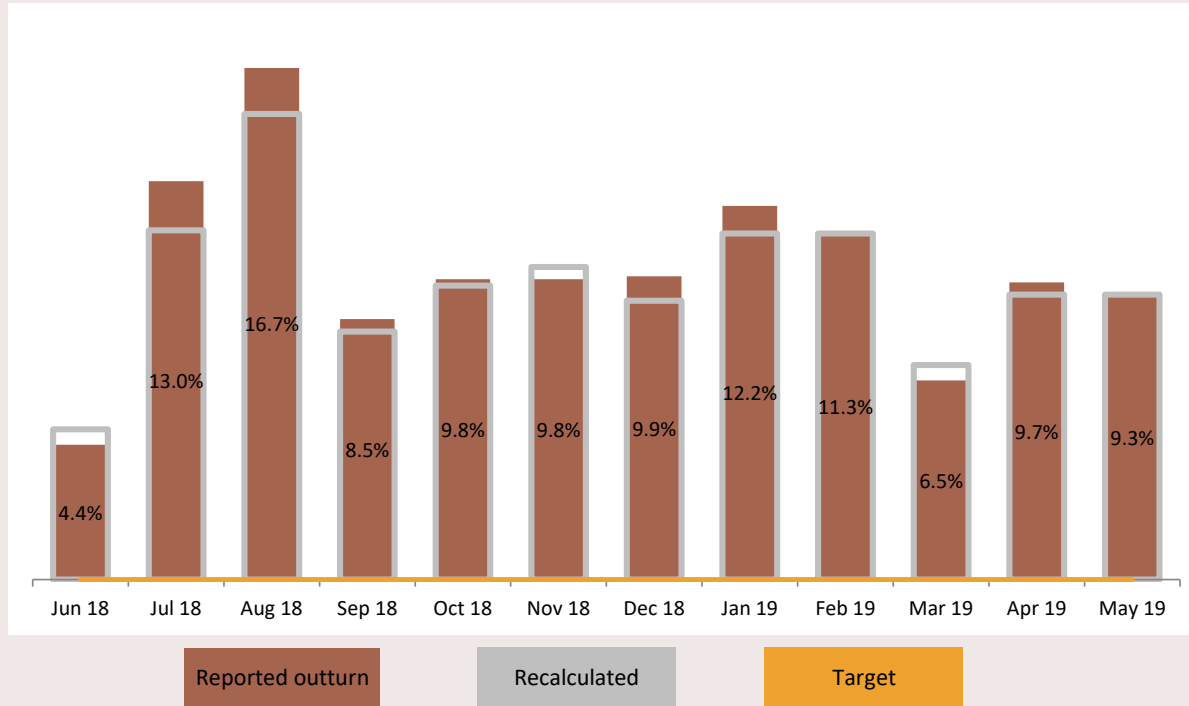
This Month

9.3%

Target

N/A

Source:
Carefirst



Commentary:

107 Safeguarding Enquiries were completed in May, of which 10 involved allegations of domestic abuse - 9.3%
In the last 12 months there have been 167 completed enquiries relating to this. Of these 91% achieved their expressed outcomes, 93% felt that they were involved, 91% felt that they had been listened to, 90% felt we had acted on their wishes, 83% felt safer and 81% felt happier as a result of our intervention.

Measure Owner:
David Gray

Responsible Officer:

Frequently asked questions:

[< Previous: DV safeguarding count](#)

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[Next: LD Employment >](#)

Theme: Community Assets

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

RED

Change:

Up
(Green) 0 pp

Last Month

1.36%

This Month

1.37%

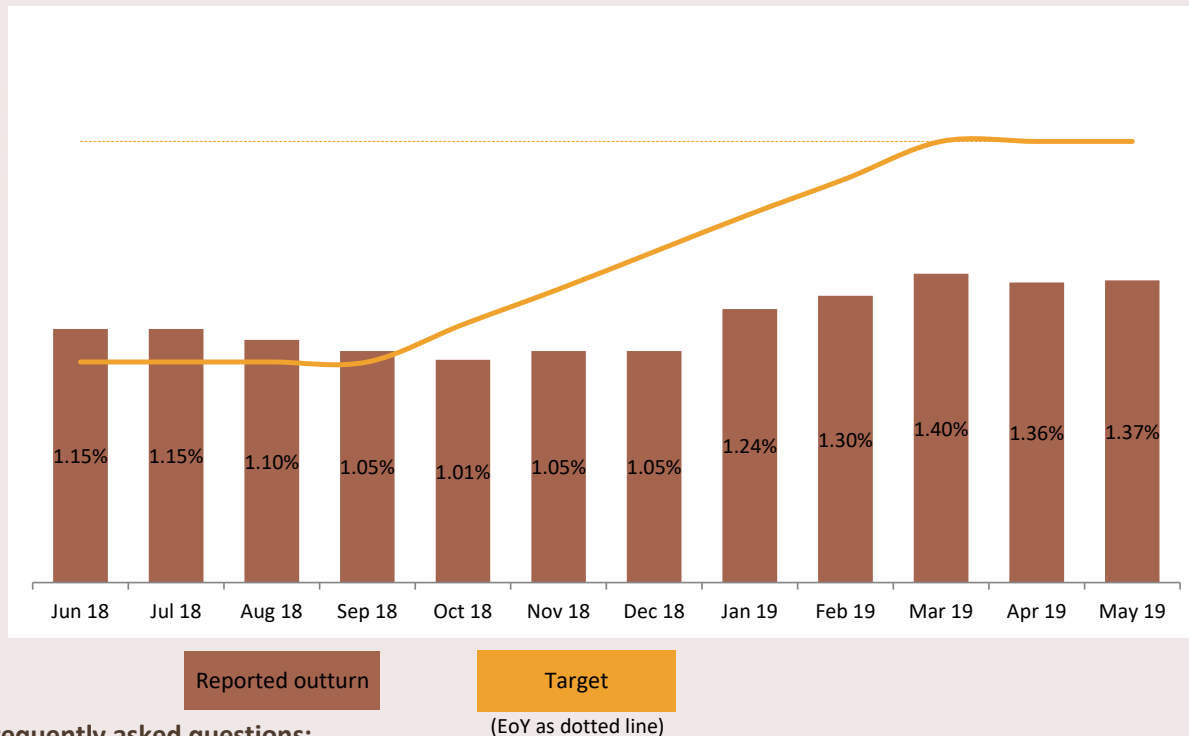
Target

2%

(EoY 2%)

Source:

Carefirst classifications



Frequently asked questions:

Commentary:

Our social work staff have worked concertedly to support people with Learning Disabilities into employment and this has resulted in a slight improvement this month.

We are continuing to focus on our action plan in order to drive improvements to our performance. As part of the plan, we are in the process of recruiting a dedicated officer whose sole responsibility will be to accelerate our work around employment for people with Learning Disabilities, both within the council and with our other partners. However, until we have appointed someone to the post, we expect that progress will be limited. We have been working together with the PURE Project (Placing vulnerable Urban Residents into Employment and training) to produce the job description and person specification for the post, and this work is nearly complete. Once they are in place, the new officer will take over the lead of the Readiness and Delivery project, which will be embedded as part of the PURE project.

We have also established a link with the Department of Work and Pensions (DWP) so that we can carry out some targeted work within our constituencies. We will be presenting a report to the council's Corporate Management Team in July that will build on the wider responsibilities and opportunities around supporting adults with a learning disability into employment, particularly in the context of the upcoming Commonwealth Games.

Measure Owner:
Linda Harper

Responsible Officer:
Sonia Mais-Rose

[< Previous: DV safeguarding proportion](#)

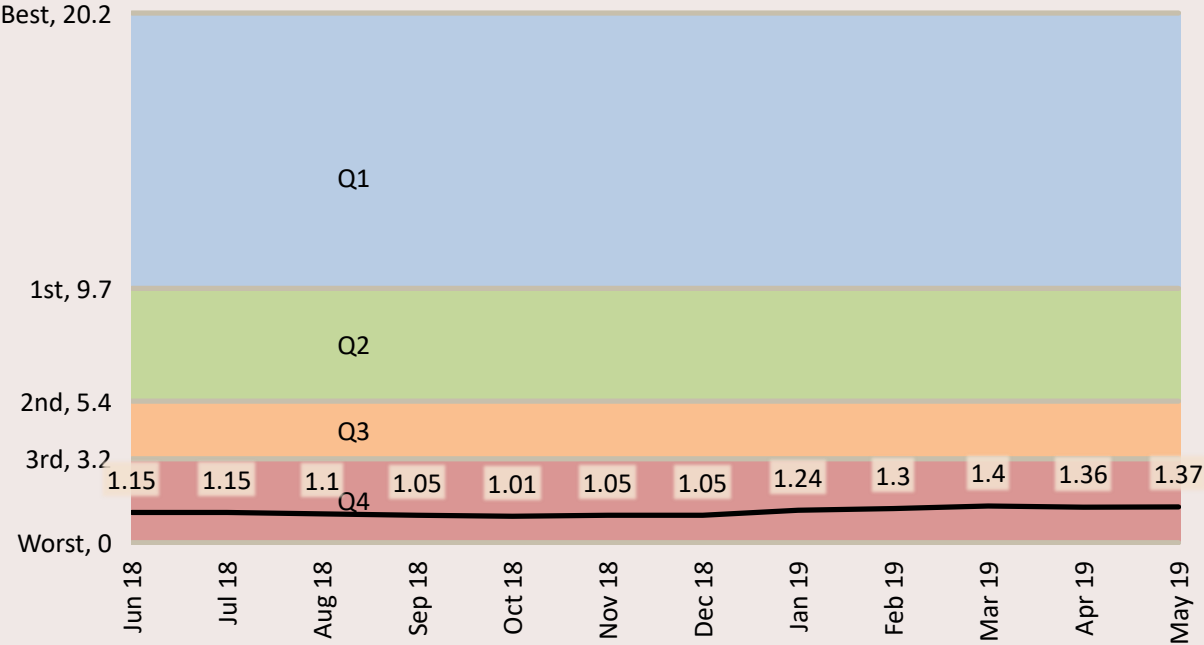
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Theme: Community Assets

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

Performance against national quartiles



Benchmarking data is taken from 2017/18 Ascof
This benchmarking is against historical results- current performance by other local authorities may differ from this.

Quartile	Score	Difference		People Difference
		Figure	%	
Worst	0.00%	-1.37	-100%	-28
Birmingham	1.37%			
3rd	3.20%	1.83	134%	38
2nd	5.40%	4.03	295%	83
1st	9.70%	8.33	610%	171
Best	20.20%	18.83	1378%	387

Current Quartile	4th
Distance to next quartile	38 People
Distance to top quartile	171 People

[< Previous: LD Employment](#)

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[Next: MH Employment >](#)

Theme: Community Assets

The percentage of adults in contact with secondary mental health services in employment

RED

Change:

Down
(Red) 0.3 pp

Prev. Quarter

4.3%

Latest Quarter

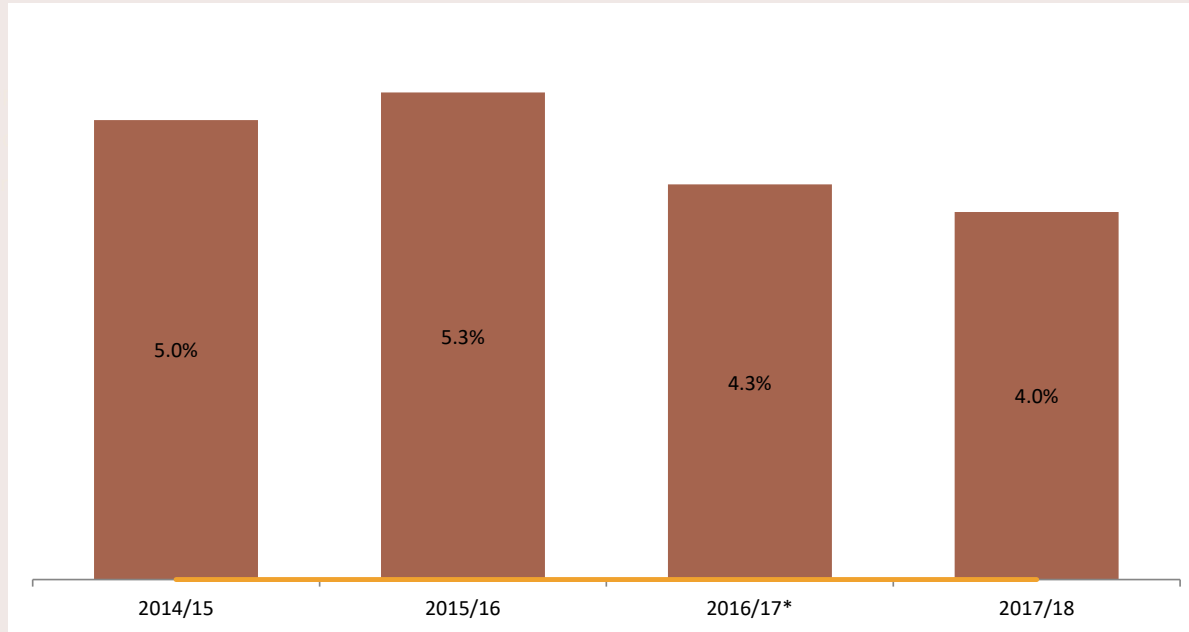
4%

Preferred

Travel:
Upwards

Source:

NHS Digital



Reported Outturn

Commentary:

2018/19 data due around November

Measure Owner:
Linda Harper

Responsible Officer:
Linda Harper

Frequently asked questions:

This is issued annually as part of the Ascof set of measures.

*Please note that due to national data quality issues, NHS Digital did not release this as an official Ascof measure for this year, and this figure should be viewed as a guide only.

[< Previous: LD Employment quartiles](#)

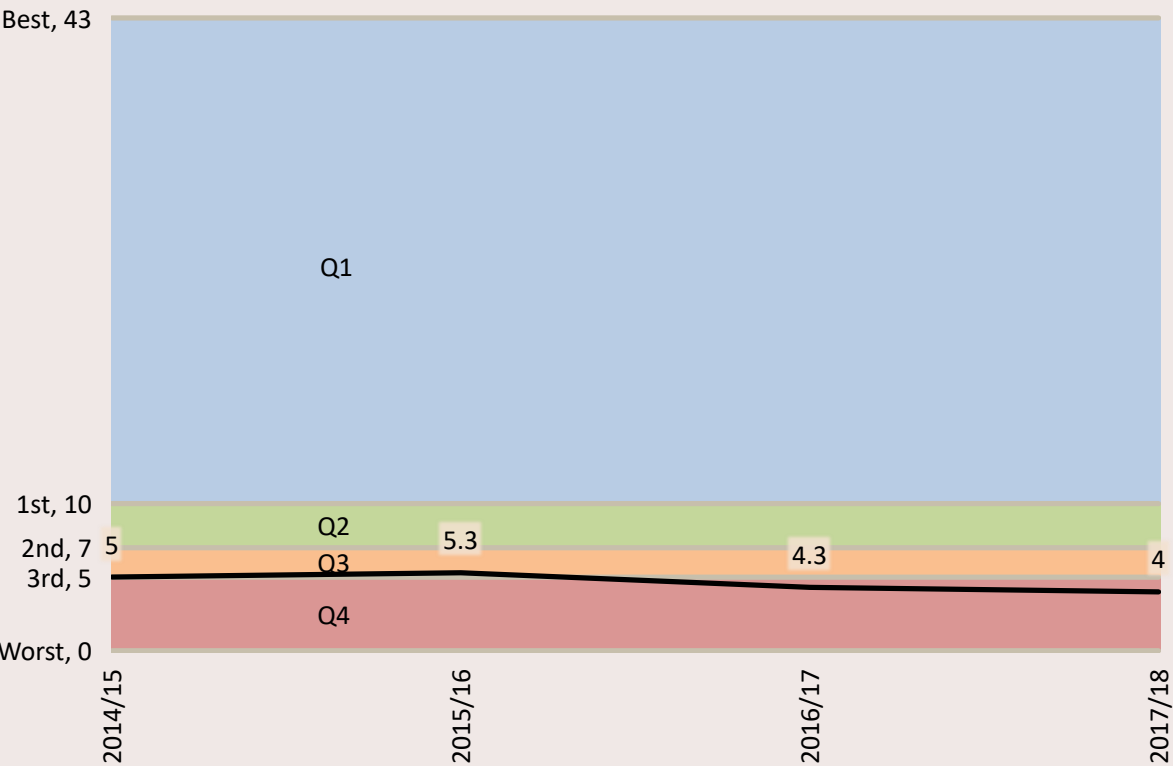
[Return to Scorecard](#)

[Next: MH Employment quartiles >](#)

Theme: Community Assets

The percentage of adults in contact with secondary mental health services in employment

Performance against national quartiles



This is issued annually as part of the Ascof set of measures.

*This is external data, and no numerator or denominator were given, so it is not possible to calculate the difference in terms of individuals in employment.

Benchmarking data is taken from 2017/18 Ascof

This benchmarking is against historical results- current performance by other local authorities may differ from this.

Quartile	Score	Difference		People* Difference
		Figure	%	
Worst	0.0%	-4.0	-100%	
Birmingham	4.0%			
3rd	5.0%	1.0	25%	
2nd	7.0%	3.0	75%	
1st	10.0%	6.0	150%	
Best	43.0%	39.0	975%	

Current Quartile	4th
Distance to next quartile	
Distance to top quartile	

Theme: Community Assets

The proportion of people who use services who reported that they had as much social contact as they like

GREEN

Change:

Up
(Green) 9.2 pp

Prev. Quarter

37.3%

Latest Quarter

46.5%

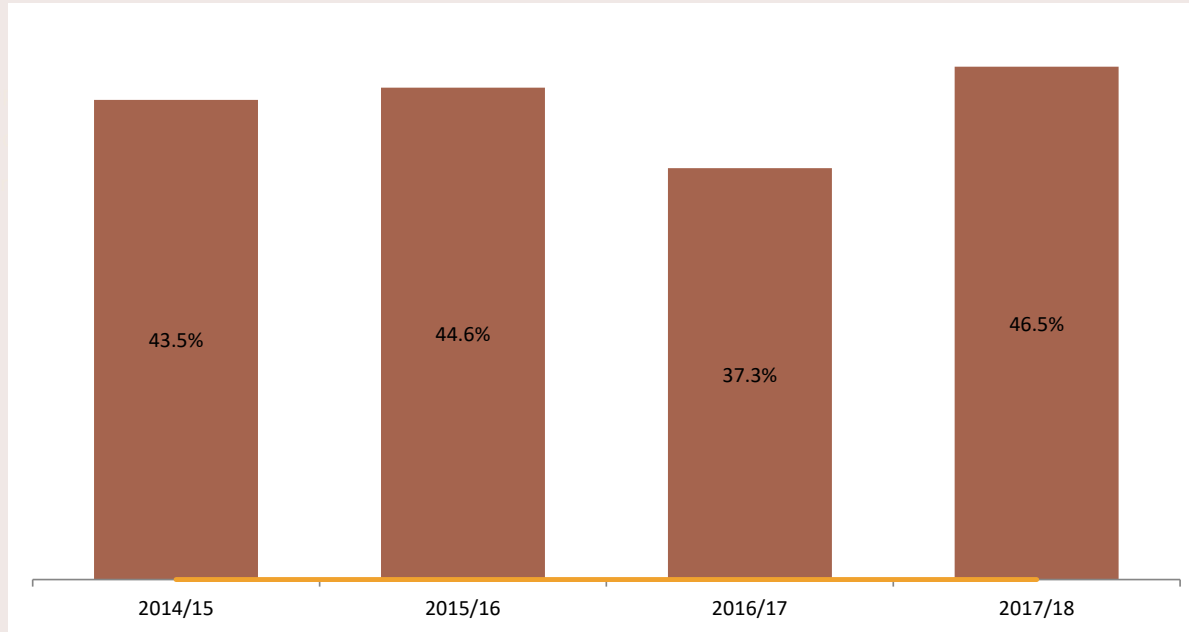
Preferred

Travel:

Upwards

Source:

NHS Digital



Reported Outturn

Commentary:

2018/19 data due around November

Measure Owner:

Responsible Officer:

Frequently asked questions:

This is issued annually as part of the Ascof set of measures

[< Previous: MH Employment quartiles](#)

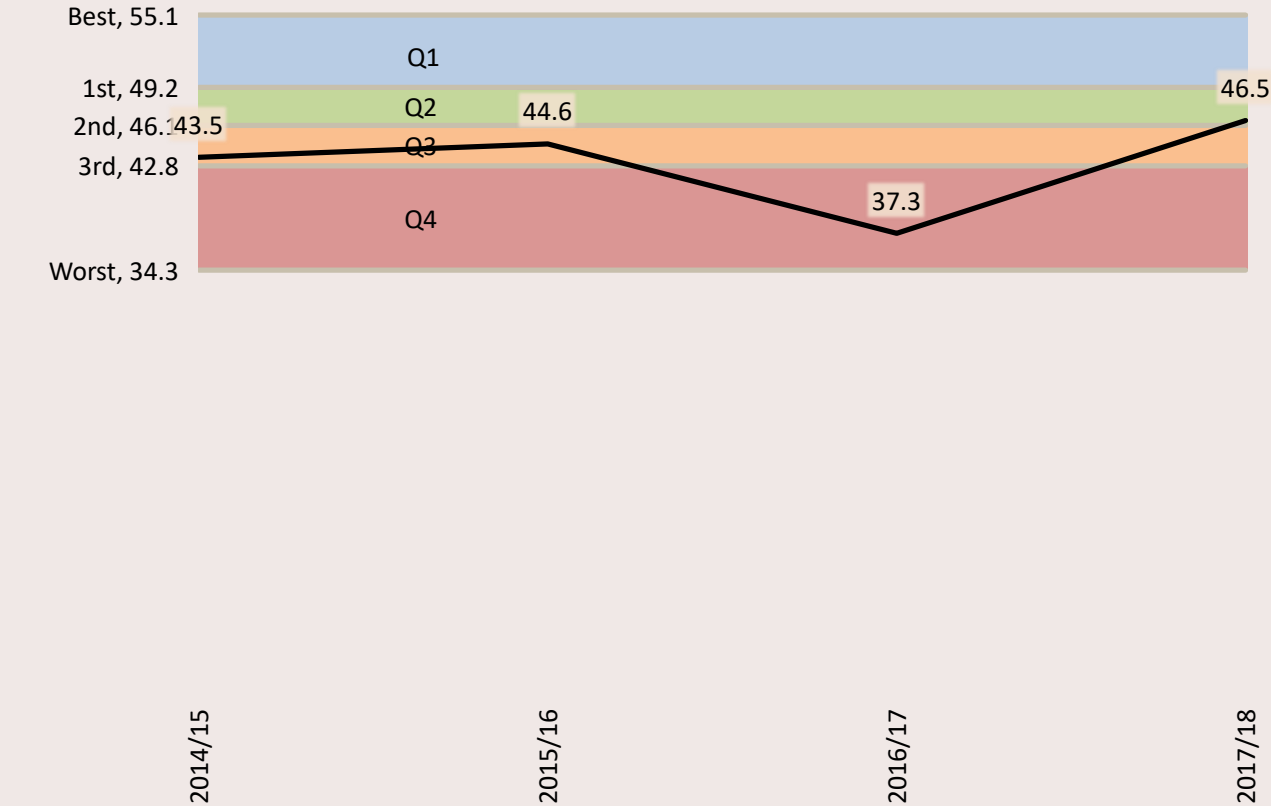
[Return to Scorecard](#)

[Next: Client social contact quartiles >](#)

Theme: Community Assets

The proportion of people who use services who reported that they had as much social contact as they like

Performance against national quartiles



This is issued annually as part of the Ascof set of measures

Bencharking data is taken from 2017/18 Ascof

This bencharking is against historical results- current performance by other local authorities may differ from this.

Quartile	Score	Difference		Respondents Difference
		Figure	%	
Worst	34.3%	-12.2	-26%	-53
3rd	42.8%	-3.7	-8%	-16
2nd	46.1%	-0.4	-1%	-2
Birmingham	46.5%			
1st	49.2%	2.7	6%	12
Best	55.1%	8.6	18%	37

Current Quartile	2nd
Distance to next quartile	12 Respondents
Distance to top quartile	12 Respondents

[< Previous: Client social contact](#)

[Return to Scorecard](#)

[Next: Carer social contact >](#)

Theme: Community Assets

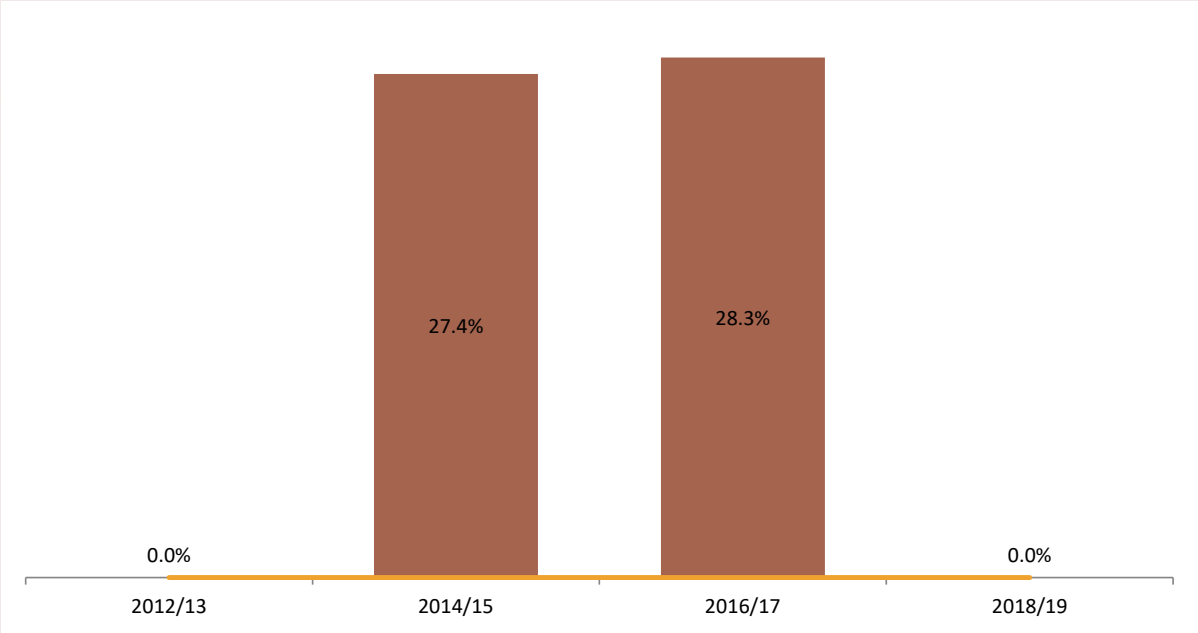
The proportion of carers who reported that they had as much social contact as they like

N/A

Change:

Prev. Quarter	Latest Quarter	Preferred
28.3%		Travel: Upwards

Source:
NHS Digital



Reported Outturn

Commentary:

2018/19 data due around November

Measure Owner: Pauline Mugridge
Responsible Officer: Fiona Mould / Austin Rodriguez

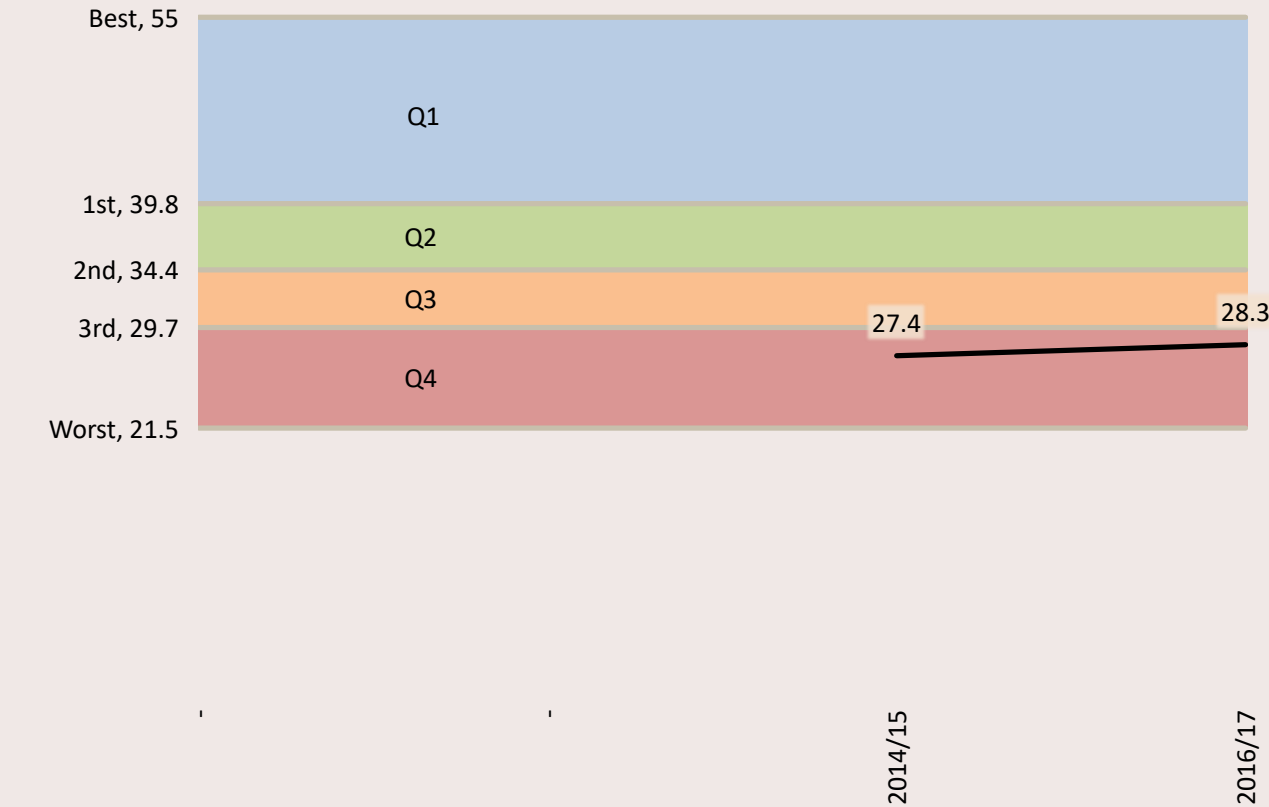
Frequently asked questions:

This is issued annually as part of the Ascof set of measures

Theme: Community Assets

The proportion of carers who reported that they had as much social contact as they like

Performance against national quartiles



This is issued annually as part of the Ascof set of measures

Benchmarking data is taken from 2016/17 Ascof
This benchmarking is against historical results- current performance by other local authorities may differ from this.

Quartile	Score	Difference		Respondents Difference
		Figure	%	
Worst	21.5%	-6.8	-24%	-24
Birmingham	28.3%			
3rd	29.7%	1.4	5%	5
2nd	34.4%	6.1	22%	21
1st	39.8%	11.5	41%	40
Best	55.0%	26.7	94%	93

Current Quartile	4th
Distance to next quartile	5 Respondents
Distance to top quartile	40 Respondents

[< Previous: Carer social contact](#)

[Return to Scorecard](#)

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 M2 performance: 7.06 **GREEN** (April data due to release schedule)

What happened:

- We saw a significant improvement in the number of delayed transfers of care
- April's figure exceeds the target and is our best performance since November 2015

What were the challenges:

- Social Work staff have been using a discharge tracker that ensures they are aware of upcoming delays
- "Home First" principle has reduced referrals to short-term care beds, which has reduced delays
- The 3-times-weekly conference call has helped our management team take more control over severe delays

What we are doing:

- The successful early intervention pilot at the QE which covered patients from Edgbaston will be extended to all patients.
- Our management team continues to look at new ways of approaching hospital discharges, and sharing successful ideas between teams.

Clients reviewed in the last 12 months

(see also page 5)

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

Target: 85.0% M2 performance: 77.2% **RED**

What happened:

- Performance has dropped slightly after three months of improvement
- Senior management remains confident that our performance is on track for the year

What we are doing:

- We are continuing to monitor the performance of individual teams and the whole service on a weekly basis.
- Our principal social worker will lead a working group to:
 - design a new broader definition of a review for Birmingham;
 - identify opportunities for reviews that are currently being missed;
 - develop a clear package of support and guidance on reviews; and
 - provide a list of recommendations on how to implement this.

Direct Payments (see also pages 6 and 7)

The proportion of eligible clients in receipt of a Direct Payment

Target: 30.8% M2 performance: 31.1% **Green**

What happened:

We have achieved our target, and have improved consistently month-on-month since December 2017

What we are doing:

We intend to build on this improvement over the course of this year across all our teams, but specifically focussing on understanding the variations between teams and sharing good practice.

Shared Lives (see also page 8)

The number of people who have shared lives

Target: 140 M2 performance: 75 **RED**

What happened:

The number of people living in a Shared Lives arrangement has dropped slightly

What we are doing:

- The team has strengthened our approach to performance management, and aligned team members with constituencies to improve links with social workers
- A number of events aimed at bringing existing and prospective carers together are being organised for Shared Lives week.
- The team is implementing an incentive scheme that is used by Shared Lives Plus around the country
- The offer from Shared Lives Plus has been redesigned so that it is based on national good practice
- Based on a successful partnership event in May, we will be presenting a report to directorate management in June that will look at options for expanding Shared Lives.

People with Learning Disabilities in employment (see also pages 9 and 10)

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

Target: 2.00% M2 performance: 1.37% **RED**

What happened:

Our social work staff have worked concertedly to support people with Learning Disabilities into employment and this has resulted in a slight improvement this month.

What we are doing:

- We are continuing to focus on our action plan in order to drive improvements to our performance.
- We are in the process of recruiting a dedicated officer whose sole responsibility will be to accelerate our work around employment for people with Learning Disabilities
 - We have been working with the PURE Project to produce the job description and person specification
 - The new officer will take over the lead of the Readiness and Delivery project
 - Until we have appointed someone to the post, we expect progress to be limited
- We have established a link with the Department of Work and Pensions (DWP) so that we can carry out some targeted work within our constituencies.
- We will be presenting a report to the council's Corporate Management Team in July that will build on the wider responsibilities and opportunities around supporting adults with a learning disability into employment

Theme: Use of Resources

Daily Average Delay beds per day per 100,000 18+ population – combined figure (Social Care only and Joint NHS and Social Care)

GREEN

Change:

**Down
(Green)** 27.3%

Last Month

9.72

This Month

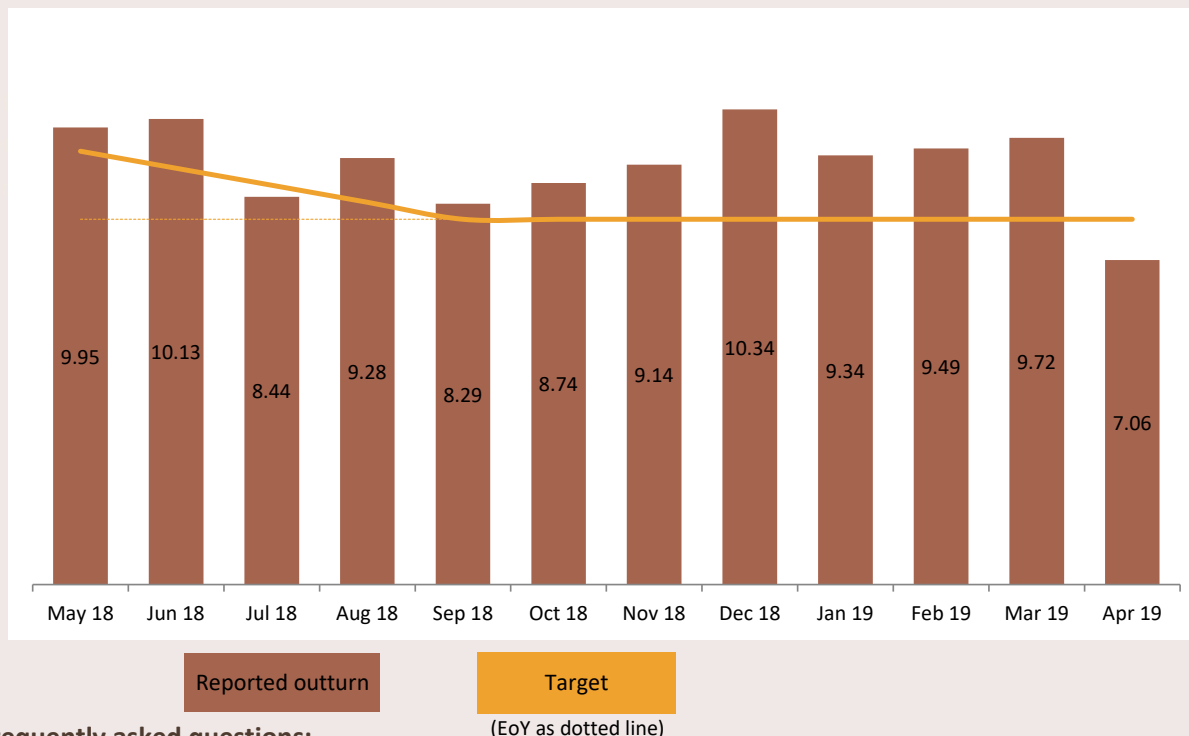
7.06

Target

7.95
(EoY 7.95)

Source:

UNIFY data as issued by NHS Digital. Data collated by health, available a month in arrears



Commentary:

We are pleased to note that there has been a significant improvement in the number of our delayed transfers of care. April's figure represents our best month since November 2015. We have achieved this despite an unusually high number of referrals in to two of our hospital teams (Heartlands and the Queen Elizabeth- QE), and a high number of safeguarding referrals to the QE hospital team.

A variety of things have contributed towards our improvement this month. Social work staff in the hospital teams have been making use of a discharge tracker that has helped ensure that they are aware of any upcoming delays. Our Home First principle, which is aimed at discharging people home whenever possible, has helped us to reduce the number of referrals to short-term care home beds, with an associated reduction in delays. Our new 3-times-weekly conference call, chaired by an assistant director, has helped our management team to take more control over severe delays.

The Early Intervention programme pilot that we have been operating for patients in the QE hospital who live in Edgbaston, has proved successful, and has increased the proportion of people being discharged straight home. We are now going to expand the pilot for all eligible patients at the hospital.

Our management team continues to look at new and different ways of approaching hospital discharges, and ways of sharing successful ideas between the teams.

Measure Owner:
Pauline Mugridge

Responsible Officer:
Natalie McFall

Frequently asked questions:

Please advised that there has been a change to the target for this measure which was imposed by the Better Care Fund. This target remains externally set and has changed because the National Better Care Fund Team has now revised the provisional DToC figures following the recent period allowed for baseline challenges. There were 3 accepted challenges nationally of which one was in Birmingham, following counting adjustments by the former Heart of England Foundation Trust. This challenge has been factored in to the revised DToC expectations. This means that the year-end target is now slightly higher, with profiled monthly targets revised in line with this change. The change also affects targets for months which have been previously reported and this has been reflected in the Adult Social Care and Health scorecard.

[< Previous: MH Employment quartiles](#)

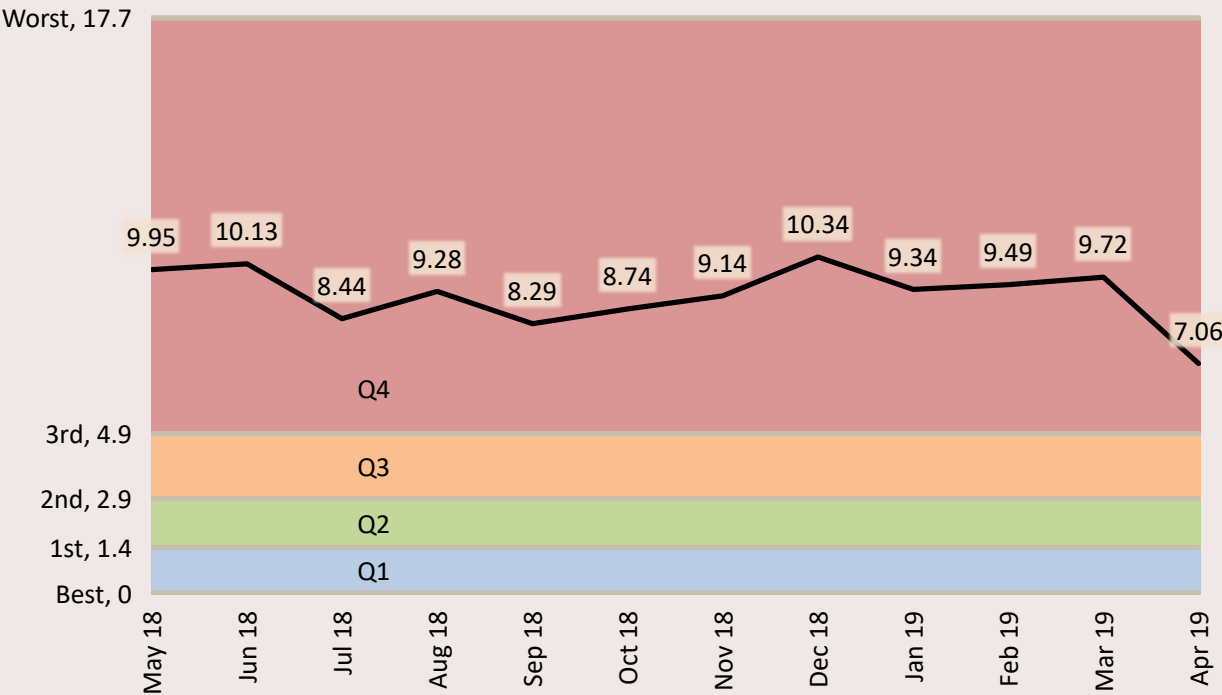
[Return to Scorecard](#)

[Next: DToC Total quartiles >](#)

Theme: Use of Resources

Daily Average Delay beds per day per 100,000 18+ population – combined figure (Social Care only and Joint NHS and Social Care)

Performance against national quartiles



Benchmarking data is taken from 2017/18 Ascof
This benchmarking is against historical results- current performance by other local authorities may differ from this.

Quartile	Score	Difference		Beds/day Difference
		Figure	%	
Worst	17.70	10.64	151%	89
Birmingham	7.06			
3rd	4.90	-2.16	-31%	-18
2nd	2.90	-4.16	-59%	-35
1st	1.40	-5.66	-80%	-47
Best	0.00	-7.06	-100%	-59

Current Quartile	4th
Distance to next quartile	18 Beds/day
Distance to top quartile	47 Beds/day

Please advised that there has been a change to the target for this measure which was imposed by the Better Care Fund. This target remains externally set and has changed because the National Better Care Fund Team has now revised the provisional DToC figures following the recent period allowed for baseline challenges. There were 3 accepted challenges nationally of which one was in Birmingham, following counting adjustments by the former Heart of England Foundation Trust. This challenge has been factored in to the revised DToC expectations. This means that the year-end target is now slightly higher, with profiled monthly targets revised in line with this change. The change also affects targets for months which have been previously reported and this has been reflected in the Adult Social Care and Health scorecard.

[< Previous: DTOC Total](#)

[Return to Scorecard](#)

[Next: Good provider all >](#)

Theme: Use of Resources

Proportion of clients reviewed, reassessed or assessed within 12 months

RED

Change:

Down
(Red) 1.3 pp

Last Month

78.5%

This Month

77.2%

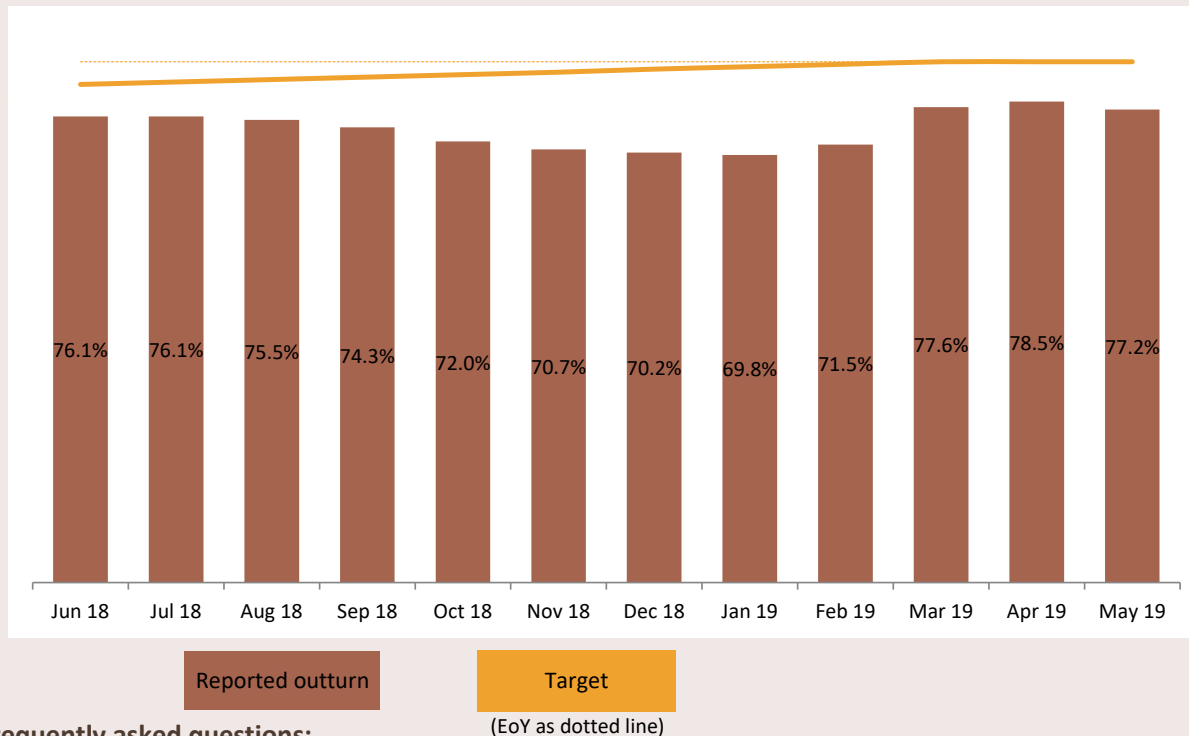
Target

85%

(EoY 85%)

Source:

Carefirst snapshot. The proportion of people receiving a reviewable service who have had a recorded review, assessment or reassessment in the last 12 months



Frequently asked questions:

[< Previous: Good provider all](#)

[Return to Scorecard](#)

[Next: Long term admissions >](#)

Commentary:

Following three months of improvements, our performance has dropped back slightly. This is due to a number of circumstances, but our senior management remains confident that our performance is on track for the year. We will continue to monitor the situation in case our performance deteriorates further. As part of our work to develop a sustainable way of completing social care reviews, our Principal Social Worker will lead a working group to design a new broader definition of a review for Birmingham; identify opportunities for reviews to take place that are currently being missed; develop a clear package of support and guidance on reviews for social work staff and anyone else who carries them out; and a list of recommendations for implementing them. We have agreed the terms of reference for the group, and we expect that by December, it will have identified new opportunities for reviewing service users' support. In the meantime, we are continuing to monitor the performance of individual teams and the whole service weekly. Group Managers are involved in this, and are helping communicate issues both upwards and downwards through the management structure, so that they are addressed quickly.

Measure Owner:
Linda Harper

Responsible Officer:
Grace Natoli

Theme: Personalised Support

Uptake of Direct Payments

GREEN

Change:

Up
(Green) 0.7 pp

Last Month

30.5%

Recalculated:
30.7%

This Month

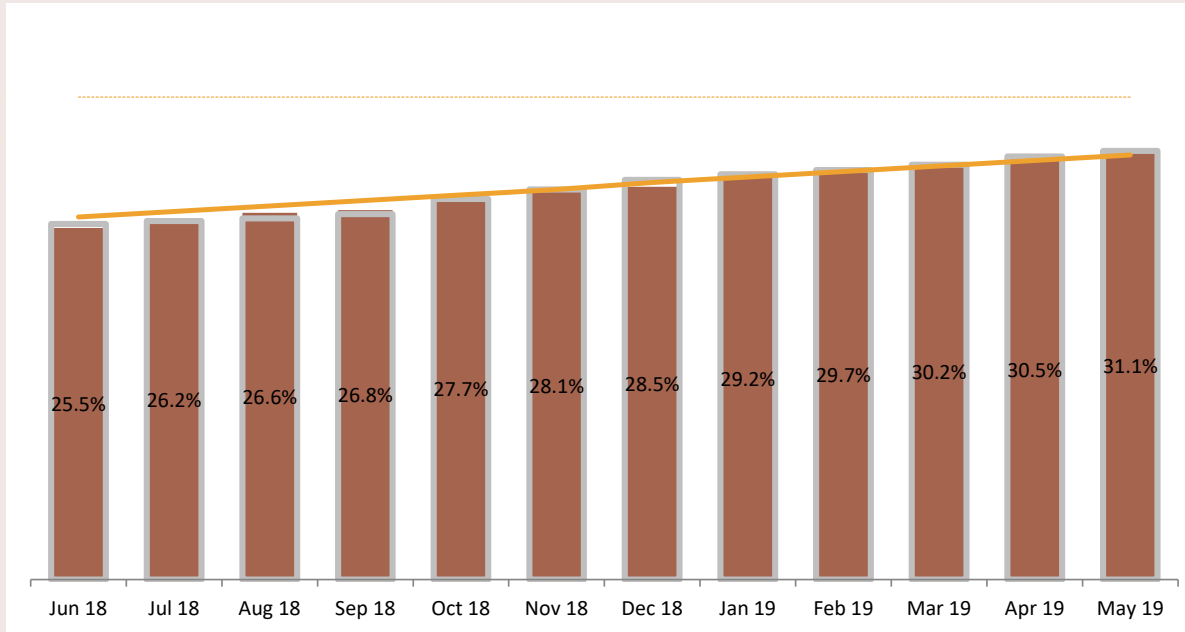
31.1%

Target

30.8%

(EoY 35%)

Source:
Carefirst service agreements. The proportion of clients receiving an eligible care package who have at least part of it delivered via direct payment.



Reported outturn

Recalculated

Target

(EoY as dotted line)

Commentary:

We have continued to increase the proportion of eligible people who are receiving a Direct Payment, and have now done this consistently month-on-month since December 2017.

We intend to build on this improvement over the course of this year across all our teams, but specifically focussing on understanding the variations between teams and sharing good practice.

Measure Owner:
Pauline Mugridge

Responsible Officer:
Julia Parfitt

Frequently asked questions:

[< Previous: Safeguarding MSP](#)

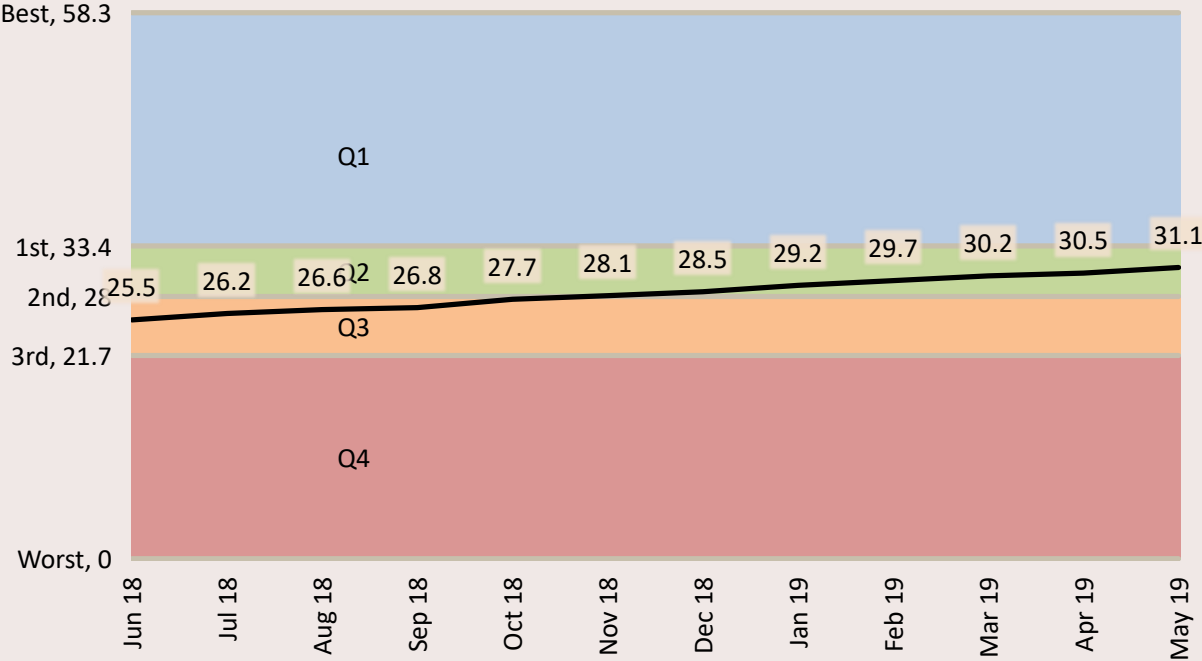
[Return to Scorecard](#)

[Next: Direct payments quartiles >](#)

Theme: Personalised Support

Uptake of Direct Payments

Performance against national quartiles



Benchmarking data is taken from 2017/18 Ascof
This benchmarking is against historical results- current performance by other local authorities may differ from this.

Quartile	Score	Difference		Packages Difference
		Figure	%	
Worst	0.0%	-31.1	-100%	-2567
3rd	21.7%	-9.4	-30%	-776
2nd	28.0%	-3.1	-10%	-256
Birmingham	31.1%			
1st	33.4%	2.3	7%	190
Best	58.3%	27.2	87%	2245

Current Quartile	2nd
Distance to next quartile	190 Packages
Distance to top quartile	190 Packages

[< Previous: Direct payments uptake](#)

[Return to Scorecard](#)

[Next: Care in own home >](#)

Theme: Personalised Support

The number of people who have Shared Lives

RED

Change:

Down
(Red) 1.3%

Last Month

76

Recalculated:
76

This Month

75

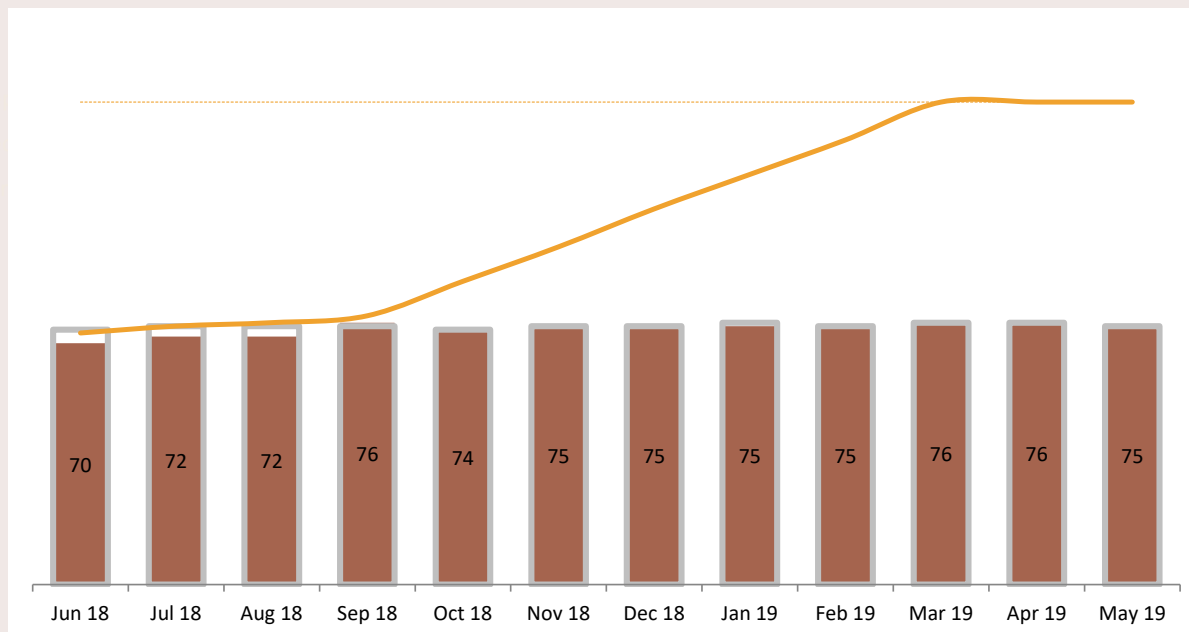
Target

140

(EoY 140)

Source:

Carefirst service agreements



Reported output

Recalculated

Target

(EoY as dotted line)

Commentary:

The Shared Lives Team has strengthened its approach to Performance Management, and individual team members are now aligned to constituencies to improve their links with the social workers within our communities. In spite of this, there has been a slight drop in the number of people receiving a Shared Lives service this month.

In May, Shared Lives received four new applications from members of the public to become Shared Lives carers, and two previous applications passed the recruitment panel successfully. They also received referrals for nine new service users in the month, and secured two new long-term placements, and one for respite.

For Shared Lives week (17th – 21st June) the team is organising a number of events aimed at bringing existing and prospective carers together. They also have a similar event planned for the citizens' forum during the week of 10th June.

The team is implementing an incentive scheme that Shared Lives Plus uses successfully around the country. We have redesigned our offer from Shared Lives Plus so that it focusses on shaping a service in Birmingham that is based on national good practice. We will be presenting a Strategic Report to directorate management in June that will look at this offer and other options for expanding Shared Lives so that it supports Preparation for Adulthood and Mental Health. We will base the report on the outcomes of a successful partnership event that we held in May which involved key stakeholders including people who have lived experience of Shared Lives, such as carers and people currently using the service.

Measure Owner:
Linda Harper

Responsible Officer:
Sonia Mais-Rose

Frequently asked questions:

[< Previous: Care in own home](#)

[Return to Scorecard](#)

[Next: DV safeguarding count >](#)

Theme: Community Assets

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

RED

Change:

Up
(Green) 0 pp

Last Month

1.36%

This Month

1.37%

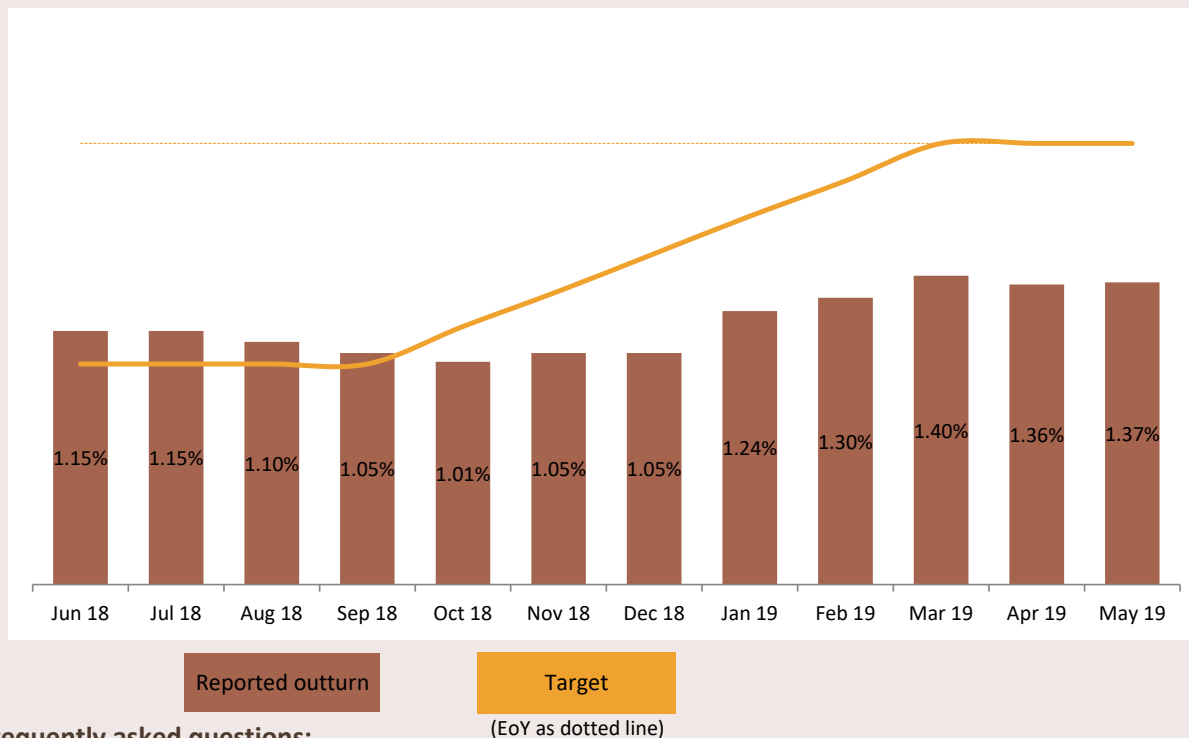
Target

2%

(EoY 2%)

Source:

Carefirst classifications



Frequently asked questions:

Commentary:

Our social work staff have worked concertedly to support people with Learning Disabilities into employment and this has resulted in a slight improvement this month.

We are continuing to focus on our action plan in order to drive improvements to our performance. As part of the plan, we are in the process of recruiting a dedicated officer whose sole responsibility will be to accelerate our work around employment for people with Learning Disabilities, both within the council and with our other partners. However, until we have appointed someone to the post, we expect that progress will be limited. We have been working together with the PURE Project (Placing vulnerable Urban Residents into Employment and training) to produce the job description and person specification for the post, and this work is nearly complete. Once they are in place, the new officer will take over the lead of the Readiness and Delivery project, which will be embedded as part of the PURE project.

We have also established a link with the Department of Work and Pensions (DWP) so that we can carry out some targeted work within our constituencies. We will be presenting a report to the council's Corporate Management Team in July that will build on the wider responsibilities and opportunities around supporting adults with a learning disability into employment, particularly in the context of the upcoming Commonwealth Games.

Measure Owner:
Linda Harper

Responsible Officer:
Sonia Mais-Rose

[< Previous: DV safeguarding proportion](#)

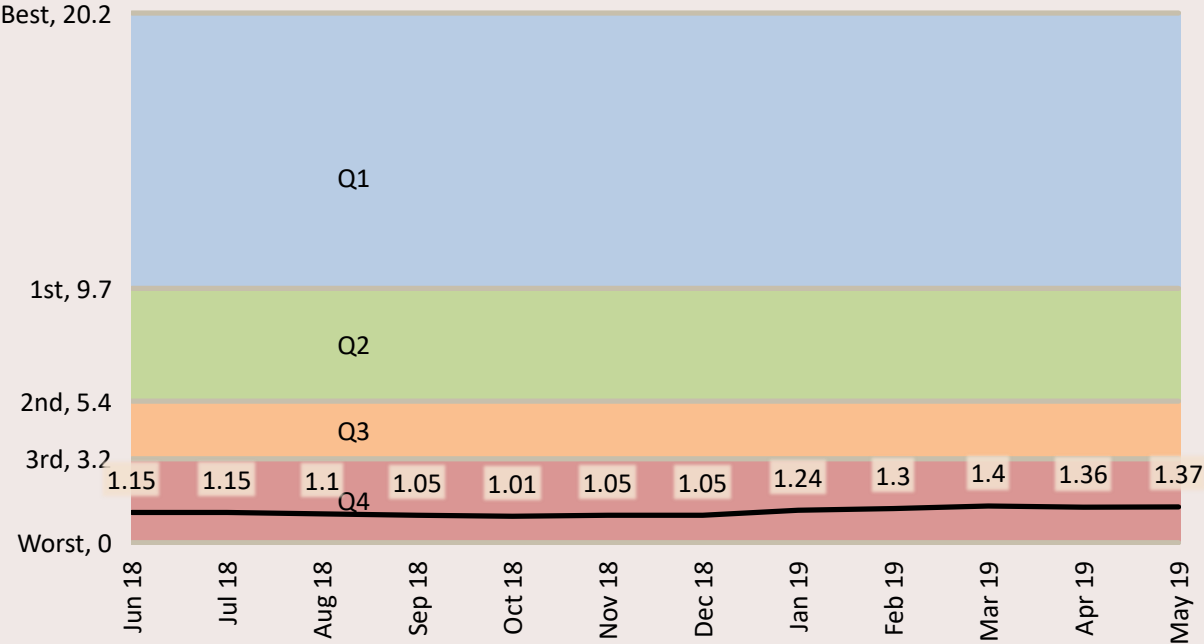
[Return to Scorecard](#)

[Next: LD Employment quartiles >](#)

Theme: Community Assets

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

Performance against national quartiles



Benchmarking data is taken from 2017/18 Ascof
This benchmarking is against historical results- current performance by other local authorities may differ from this.

Quartile	Score	Difference		People Difference
		Figure	%	
Worst	0.00%	-1.37	-100%	-28
Birmingham	1.37%			
3rd	3.20%	1.83	134%	38
2nd	5.40%	4.03	295%	83
1st	9.70%	8.33	610%	171
Best	20.20%	18.83	1378%	387

Current Quartile	4th
Distance to next quartile	38 People
Distance to top quartile	171 People

[< Previous: LD Employment](#)

[Return to Scorecard](#)

[Next: MH Employment >](#)