

Cabinet Scorecard - September 2018

Produced by AC&H Information and Analysis Team (data from various sources)

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

1. Use of Resources

Click for highlight view

Mea	sure	Status	Target	Last Month	This Month	DoT	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)	RED	8.3 (EoY 8)	8.4	9.3	Up (Red)		*
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%	70% (Q4)	73.7% (Q1)	Up (Green)		
3	Proportion of clients reviewed, reassessed or assessed within 12 months	RED	82.5% (EoY 85%)	75.5%	74.3%	Down (Red)	~	
4	The number of long-term admissions to residential or nursing care per 100,000 over 65s	AMBER	650	615.6 (Q4)	668.4 (Q1)	Up (Red)		

2. Personalised Support

Mea	sure	Status	Target	Last Month	This Month	DoT	Const.	B/mark
5	Social work client satisfaction - postcard questionnaire.	GREEN	70%	98% (Q1)	99% (Q2)	Up (Green)		
6	Percentage of concluded Safeguarding enquiries where the individual or representative was asked what their desired outcomes were	GREEN	85%	91%	92%	Up (Green)	✓	
7	Uptake of Direct Payments	AMBER	27.5% (EoY 30%)	26.6%	26.8%	Up (Green)	1	1
8	The percentage of people who receive Adult Social Care in their own home	GREEN	DoT Only	68.1%	68.1%	Static (Amber)		1
9	The number of people who have Shared Lives	AMBER	78 (EoY 140)	72	76	Up (Green)		

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3. Prevention and Early Help

Measure		Status	Target	Last Month	This Month	DoT	Const.	B/mark
10	The percentage of births that receive a face-to-face new-born visit within 14 days	AMBER	90%	90% (Q4)	89% (Q1)	Down (Red)		1
11	Proportion of eligible people receiving an NHS health check	GREEN	2.5%	2.8% (Q4)	2.7% (Q1)	Down (Red)		1
12	Rate of positive chlamydia screens (per 100,000 young people aged 15-24)	RED	2300	1972 (Q4)	1725 (Q1)	Down (Red)		1
13	Number of smoking quitters at 12 weeks	GREEN	168	215 (Q4)	330 (Q1)	Up (Green)		1
14	Percentage of drugs users who are in full time employment for 10 working days following or upon discharge	RED	31% (EoY 33%)	30.8% (Q4)	28.5% (Q1)	Down (Red)		~
15	Children under 5 attending wellbeing service	RED	13500	7496 (Q4)	11934 (Q1)	Up (Green)		1
16	Adults over 70 attending wellbeing service	GREEN	19500	21727 (Q4)	22207 (Q1)	Up (Green)		1
17	Number of completed safeguarding enquiries which involved concerns about domestic abuse	GREEN		15	9	Down (Red)		
18	Percentage of completed safeguarding enquiries which involved concerns about domestic abuse	GREEN		16.7%	8.5%	Down (Red)		
19	Fraction of mortality attributable to particulate air pollution	N/A	DoT Only	6.2% (2016/17)	(2017/18)			~
20	The percentage of children classed as overweight or obese at reception	N/A	DoT Only	25% (2016/17)	(2017/18)			1
21	The percentage of children classed as overweight or obese in Year 6	N/A	DoT Only	40% (2016/17)	(2017/18)			1

4. Community Assets

Mea	sure	Status	Target	Last Month	This Month	DoT	Const.	B/mark
22	The percentage of service users aged 18-64 with learning disabilities in employment	GREEN	1% (EoY 2%)	1.1%	1.05%	Down (Red)		✓
23	The percentage of adults in contact with secondary mental health services in employment	N/A	DoT Only	4.3% (2016/17*)	(2017/18)			1
24	The proportion of people who use services who reported that they had as much social contact as they like	N/A	DoT Only	37.3% (2016/17)	(2017/18)			1
25	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)			√

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

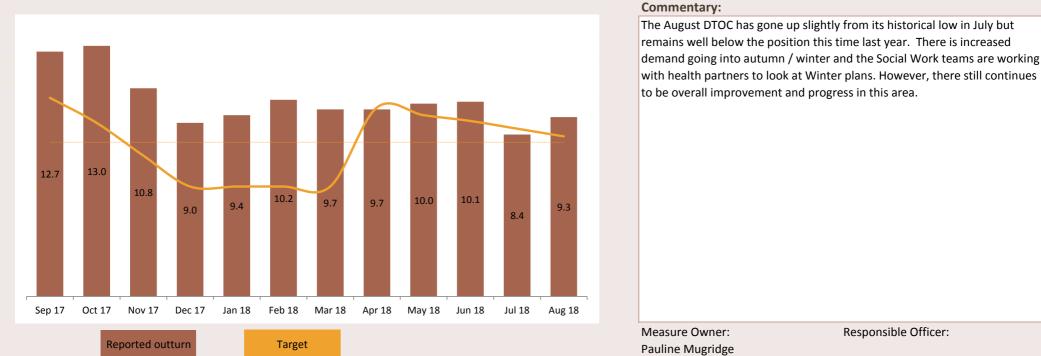
RED



Last Month	This Month	Target
8.4	9.3	8.3
		(EoY 8)

Source:

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



Frequently asked questions:

(EoY as dotted line)

Please be advised that there has been a change to the target for this measure which was imposed by NHS England. 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: DV safeguarding proportion

Return to Scorecard

Next: Good provider all >

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)

Change: Up (Green) 3.7 pp

AMBER

Prev. Quarter	Latest Quarter	Target
70%	73.7%	75%

Source:

Carefirst service agreements and commissioning provider assessment data



Commentary:

This is a new measure for 18/19. This measure currently includes those services supporting clients on the Council's new adult social care contracts. These services are subject to a new Quality Framework with effect from 01 May 2018. Annual quality monitoring visits have commenced to drive up the quality of providers that are not currently rated Gold or Silver and to improve the service that clients receive. At this time, this doesn't include home support services and these are likely to be included from Q1 of 19/20

Measure Owner: Alison Malik Responsible Officer:

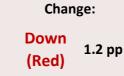
< Previous: DTOC Total

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Next: Reviews >

Proportion of clients reviewed, reassessed or assessed within 12 months

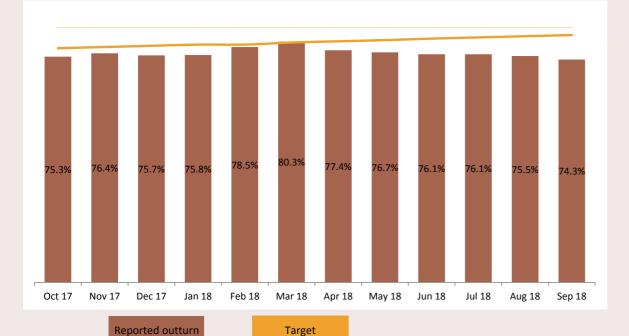
RED



Last Month	This Month	Target
75.5%	74.3%	82.5%
		(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:

(EoY as dotted line)

Commentary:

There has been a decline in our performance this month. The recently announced city wide job freeze has had an impact. Priority allocation has to be given to safeguarding and urgent social care assessments. We are however, looking at a number of initiatives that should see an improvement in the performance against this target moving forward. These are:

• The work undertaken by the Special Impact Team and the Community Opportunity Review Team will improve the position, as their completed work with individuals is recorded on CareFirst.

• Students are now being introduced to their placements. It has been customary to allocate a number of annual reviews to students (the default position has been five) once their induction is complete.

• Team managers and Senior Practitioners are working with their teams and clusters to ensure that impromptu work that amounts to a review is recognised as such and recorded on Care First.

Measure Owner: Pauline Mugridge Responsible Officer: Paul Hallam

< Previous: Good provider all

Return to Scorecard

Next: Long term admissions >

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

AMBER



Prev. Quarter	Latest Quarter	Target
615.6	668.4	650
Recalculated:		
677.3		

Source: Carefirst

 0.0
 0.0
 0.0
 0.0

 0.2
 0.3
 0.4
 0.1

Commentary:

Work has begun with the Directorate to have 'Home First as the first option for individuals. This option includes support in the community to develop services to meet individual's needs and '3 Conversations Model' of social work continues to be rolled out.

This is the first quarter where this has been reported a quarter in arrears in order to mitigate errors from delayed recording.

Following the stabilisation of the Q4 figure, Q1 shows an actual improvement (see "Recalculated" above).

Measure Owner: Pauline Mugridge Responsible Officer: Pauline Mugridge

Frequently asked questions:

< Previous: Reviews

Return to Scorecard

Next: General satisfaction >

Social work client satisfaction - postcard questionnaire.

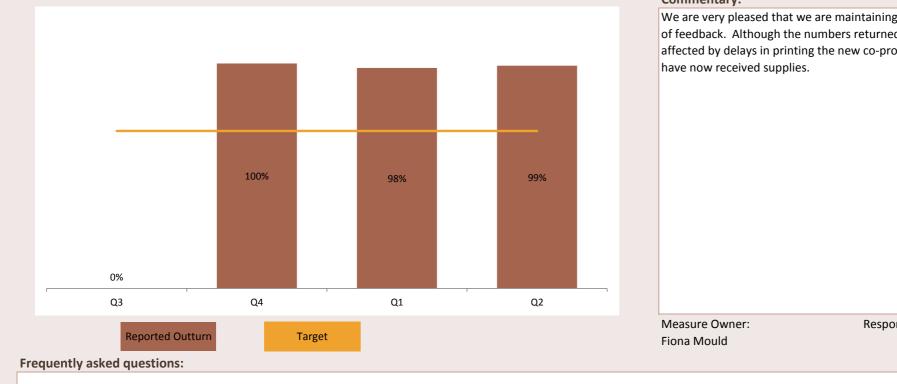
GREEN



Prev. Quarter	Latest Quarter	Target
98%	99%	70%

Source:

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



Commentary:

We are very pleased that we are maintaining this extremely positive level of feedback. Although the numbers returned are low this has been affected by delays in printing the new co-produced postcard. All teams

Responsible Officer:

< Previous: Long term admissions

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Next: Safeguarding MSP >

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

Change: **GREEN** Up (Green)

1 pp

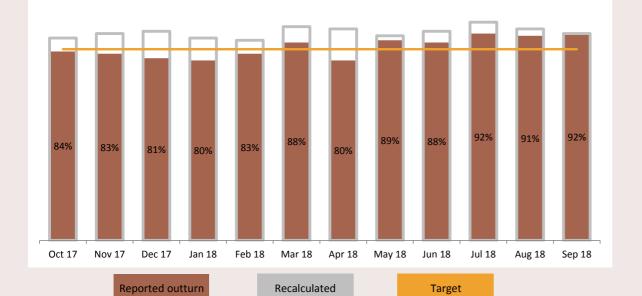


Source:

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:

As previously noted, monthly results can vary above and below the target, based upon relatively small numbers. It is pleasing to note that for the fifth consecutive month we have achieved a result above the target, but the trend around the target figure of 85% is probably more representative.



Measure Owner: David Gray

Responsible Officer:

Frequently asked questions:

< Previous: General satisfaction

Return to Scorecard

Next: Direct payments uptake >

Uptake of Direct Payments

AMBER



Last Month	This Month	Target
26.6%	26.8%	27.5%
		(EoY 30%)

Source:

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



As anticipated we are seeing a steady incremental increase in the take up of direct payments. This has been underpinned by a range of coproduction initiatives and support for workers which have included briefings, workshops, e-learning and one to one support. We have worked closely with support agencies, client financial services, commissioning, citizens and workers to develop tools which support this. Leadership from Cabinet Member and Senior Managers have supported and encouraged all the work that has been undertaken. We have a continued programme to enable us to further develop in this area.

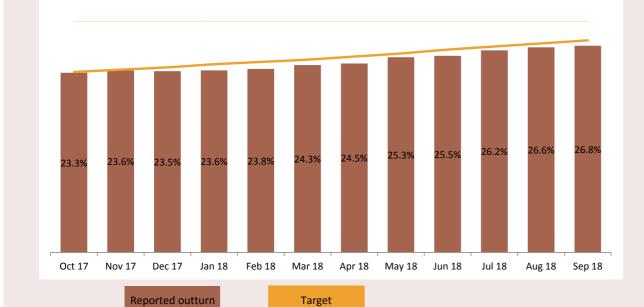
Measure Owner: Pauline Mugridge Responsible Officer: Julia Parfitt

< Previous: Safeguarding MSP

Frequently asked questions:

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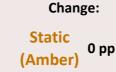
Next: Care in own home >



(EoY as dotted line)

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

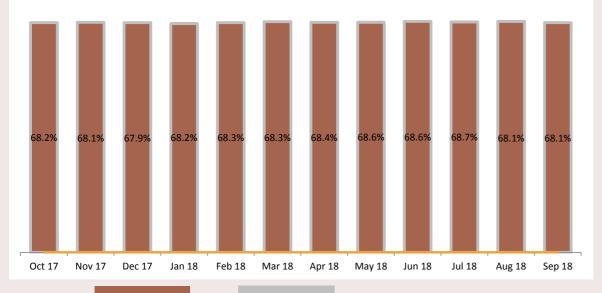
GREEN



Last MonthThis MonthPreferred68.1%68.1%Travel:Recalculated:
68.5%Upwards

Source:

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



Reported outturn

Recalculated

Frequently asked questions:

Commentary:

Our performance has remained the same as last month. However, the percentage of people who receive social care in their own home is likely to increase as we push for a 'home first principle from acute hospitals' and develop an enhanced wrap-around support initiative to get people home, where otherwise they would have gone into Enhanced beds and risked ending up in long term placements.

However with the 3 Conversations initiative looking at non-statutory ways of supporting citizens in the community and reducing dependency on care services, the % for this measure could equally go down, which would also be a good thing in those circumstances.

It is also worth noting that if the Council is looking at a home first policy, this would impact those who would have gone into residential care. Residual packages of care risk being high cost as many are for citizens with complex care needs requiring two carers up to 4 times a week, with need for some sitting services and sometimes night care input to support family carers.

Measure Owner: Pauline Mugridge Responsible Officer: Gian Saini

< Previous: Direct payments uptake

Return to Scorecard

The number of people who have Shared Lives

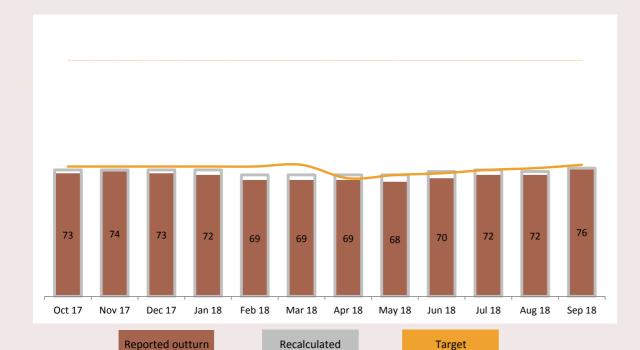
AMBER



Last Month	This Month	Target
72	76	78
Recalculated:		(EoY 140)
74		

Source:

Carefirst service agreements



Commentary:

The targets for Shared Lives is being driven by a strategic partnership with Shared Lives Plus, PSS and the CCG. The partnership with Shared Lives is in place and the partnership with PSS and the CCG is being developed. In partnership with Shared Lives Plus the scheme is currently reviewing all aspects of the service and in particular what it will be delivering in the future ie; day opportunities, increased respite etc. The risks with regard to meeting the new targets has been escalated to Graeme Betts and the proposal is to present a business case to the Cabinet Member for health and social care with a view to amend.

With the arrangements in place I am expecting to be in a position to be much clearer about timescales for this in November. In the meantime the target remain unchanged

Measure Owner: Melanie Brooks Responsible Officer: Sonia Mais-Rose

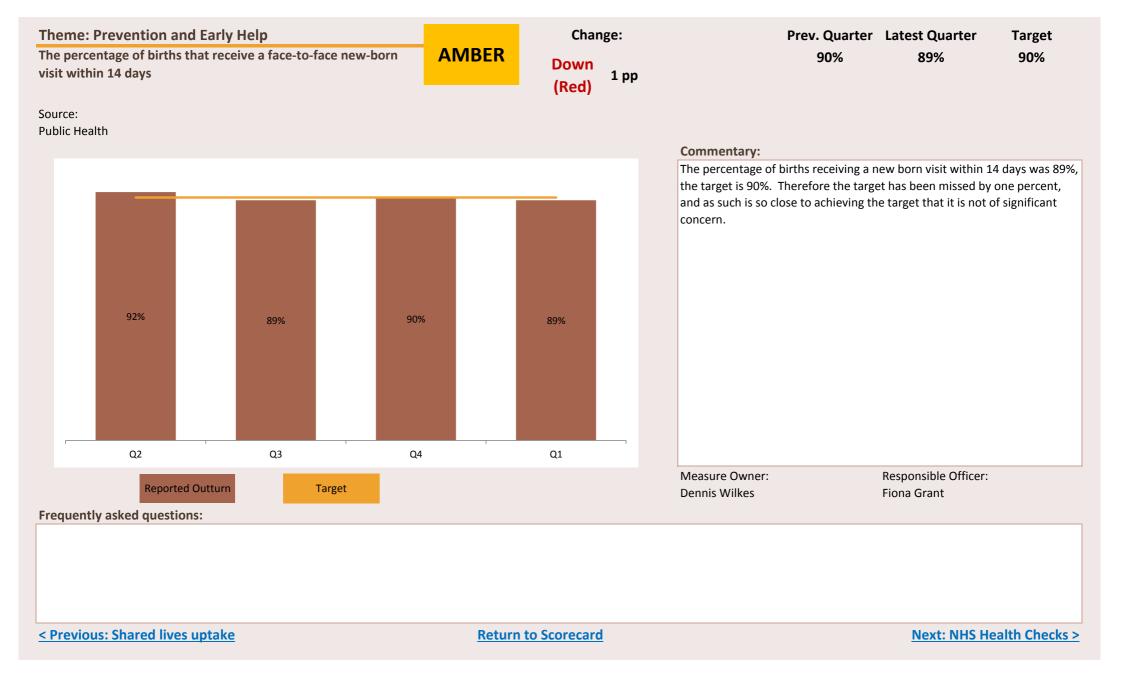
< Previous: Care in own home

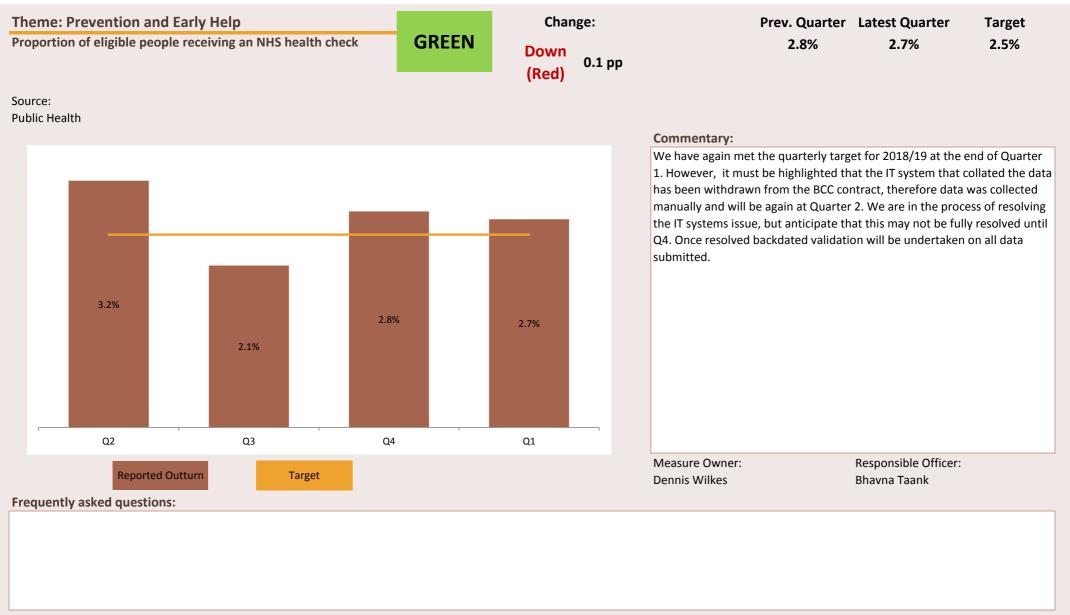
Frequently asked questions:

Return to Scorecard

(EoY as dotted line)

Next: Home visits after births >





< Previous: Home visits after births

Return to Scorecard

Next: Chlamydia screens >

eme: Prevention and E e of positive chlamydia so d 15-24)		ng people	Down	Prev. Quarter Latest Quarter Target 1972 1725 2300 2.5%
rce: lic Health			(Red)	Commentary: The chlamydia diagnosis rate per 100,000 of the eligible population (15- year olds) in Birmingham increased for three consecutive quarters from
1,879	1,876	1,972	1,725	1,615 in Q2 (Jul-Sept 2017) to 1,966 in Q4 (Jan-Mar 2018). Whilst the diagnosis rate in Birmingham fell to 1,725 in Q1 (Apr-Jun 201 it continued to remain above the West Midlands quarterly average rate 1,461. A reduction in the diagnosis rate was seen regionally and nationa during Q1 (Apr-Jun 2018): 1,461 in the West Midlands and 1,811 in England. Umbrella has been working closely with GPs contracted directly with Umbrella from 1st April 2018 to increase testing.
Q2	Q3	Q4	Q1	
Reported Ou		t		Measure Owner:Responsible Officer:Max Vaughan / Dennis WilkesKarl Beese

< Previous: NHS Health Checks

Return to Scorecard

Next: Smoking cessation >



< Previous: Chlamydia screens

Return to Scorecard

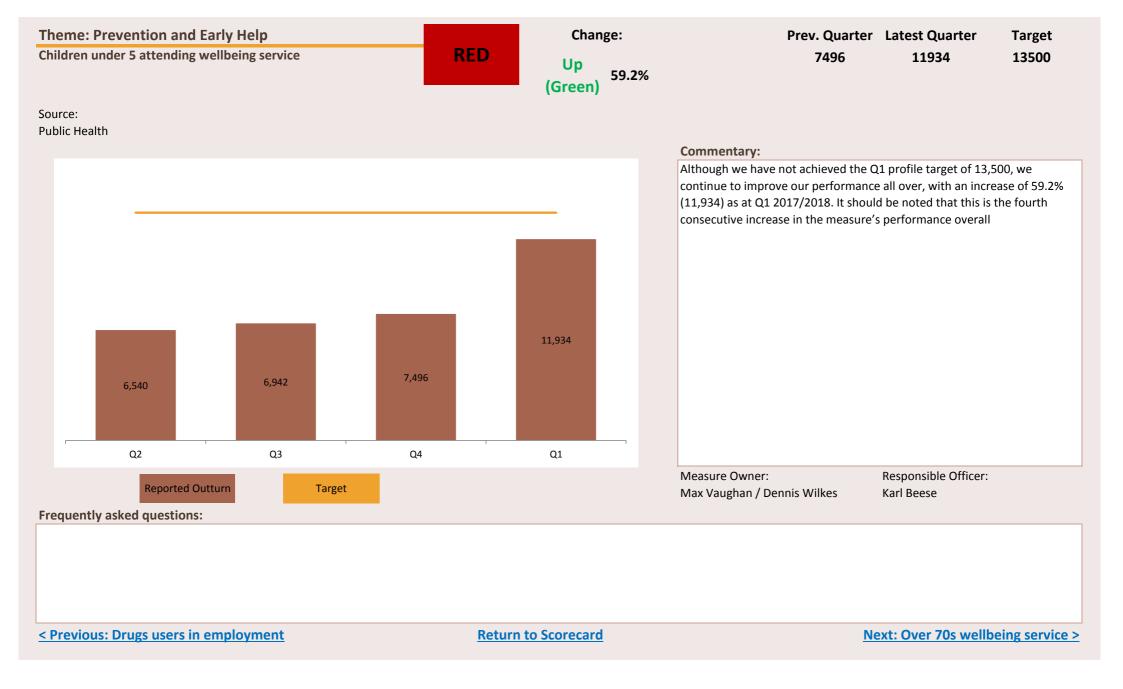
Next: Drugs users in employment >

Theme: Prevention and Early Percentage of drugs users who are		nent for RED	Chai	nge:		er Latest Quarter	Target
10 working days following or upor	• •		Down (Red)	2.3 pp	30.8%	28.5%	31% (EoY 33%)
Source: Public Health							
					Commentary: At Q1 28.5% of drugs users who ar		-
					days following or upon discharge. employment Payment by Results t	argets during Q1. This is	in line with the
29.0%	31.0%	30.8%	28.5%		decrease of successful completion achieve the required targets will be with the contract provider on a qu the event of performance droppin	e achieved. Performanc arterly basis and penalt	e is reviewed ies are in place in
Q2	Q3	Q4	Q1				
Reported Outturn Frequently asked questions:	Target (EoY as dotted li	ne)			Measure Owner: Max Vaughan / Dennis Wilkes	Responsible Officer Karl Beese	:

< Previous: Smoking cessation

Return to Scorecard

Next: Under 5s wellbeing service >





Theme: Prevention and Early Help		Change:	Last Month	This Month	Target
Number of completed safeguarding enquiries which involved	GREEN	Down	15	9	N/A
concerns about domestic abuse		40% (Red)	Recalculated:		
		(neu)	19		

Source: Carefirst

Commentary:

In September there were 35 concerns raised involving allegations of Domestic Abuse, of which 10 resulted in a completed Enquiry. 8.7% of all enquiries completed in September involved allegations of Domestic Abuse. In the last 12 months there have been 132 completed enquiries relating to this. Of these 87% achieved their expressed outcomes, 92% felt that they were involved, 92% felt that they had been listened to, 89% felt we had acted on their wishes, 82% felt safer and 83% felt happier as a result of our intervention.

Measure Owner: David Gray Responsible Officer:

< Previous: Over 70s wellbeing service

Frequently asked questions:

Return to Scorecard

Next: DV safeguarding proportion >

Theme: Prevention and Early Help		Change:	Last Month	This Month	Target
Percentage of completed safeguarding enquiries which involved	GREEN	Down	16.7%	8.5%	N/A
concerns about domestic abuse		8.2 pp (Red)	Recalculated: 16.8%		

Source: Carefirst

 6.1%
 6.6%
 7.9%
 6.6%
 5.9%
 5.7%
 6.3%
 4.4%
 Jul 18
 Aug 18
 Sep 18

Commentary:

In September there were 35 concerns raised involving allegations of Domestic Abuse, of which 10 resulted in a completed Enquiry. 8.7% of all enquiries completed in September involved allegations of Domestic Abuse. In the last 12 months there have been 132 completed enquiries relating to this. Of these 87% achieved their expressed outcomes, 92% felt that they were involved, 92% felt that they had been listened to, 89% felt we had acted on their wishes, 82% felt safer and 83% felt happier as a result of our intervention.

Measure Owner: David Gray Responsible Officer:

< Previous: DV safeguarding count

Frequently asked questions:

Return to Scorecard

Next: Air quality >

Theme: Prevention a Fraction of mortality at	and Early Help ttributable to particulate a	air pollution	Change: N/A	Prev. Quarter Latest Quarter Preferred 6.2% Travel: Downwards
Source: Public Health	5.1%	6.2%		Commentary: Modelled estimate by Public Health England based on Defra data which is produced annually. There has been a decreasing trend between 2010 - 2015. However, there was an Increase in 2016. It is unknown if this the start of a new trend or single year blip. Birmingham is worse than England average figure (5.3% in 2016). Given the exposure to PM is based on models rather than local measures, the true impact of some initiatives on health may not be shown in this indicator. The 2017/2018 outturn data is due in May 2019
2014/15	2015/16	2016/17	0.0%	
	rted Outturn			Measure Owner: Responsible Officer: Duncan Vernon Duncan Vernon
< Previous: DV safegu	larding proportion		Return to Scorecard	Next: Obesity in reception >

Theme: Prevention The percentage of child reception Source:	and Early Help dren classed as overweigh	nt or obese at N	Change:	Prev. Quarte 25%	er Latest Quarter	Preferred Travel: Downwards
Public Health 23%	24%	25%	0%	Commentary: For the 2016/17 academic year 24. overweight or obese. This was 2.19 (22.6%). The Council plan obesity target is to childhood excess weight (at both re Birmingham and England. Local an academic year is anticipated to be the gap has changed – therefore w progress re the council plan target	6 higher than the Engla o maintain or reduce th eception and year 6) be d National Data for the available in December, e should be in a positic	nd Average. ne gap in etween e 2017/18 to determine if
2014/15	2015/16	2016/17	2017/18			
Reported to the second	rted Outturn tions:			Measure Owner: Dennis Wilkes	Responsible Officer Fiona Grant / Jenny	
<u>< Previous: Air qualit</u>	Y		Return to Scorecard		Next: Ob	esity in year 6 >

Theme: Prevention and E The percentage of children c Year 6		obese in N/A	Change:		Quarter Latest Quarter	Preferred Travel: Downwards
Source: Public Health						
39%	40%	40%	0%	Commentary: For the 2016/17 academic ye overweight or obese. This w (34.2%). The Council plan obesity targ childhood excess weight (at Birmingham and England. Le academic year is anticipated the gap has changed – there progress re the council plan	as 5.9% higher than the Engl get is to maintain or reduce t both reception and year 6) b ocal and National Data for th to be available in December fore we should be in a positi	and Average. he gap in etween e 2017/18 , to determine if
2014/15	2015/16	2016/17	2017/18			
Reported Ou Frequently asked questions: Data available annually	tturn			Measure Owner: Dennis Wilkes	Responsible Office Fiona Grant / Jenn	

< Previous: Obesity in reception

Return to Scorecard

<u>Next: LD Employment ></u>

Theme:	Community	y Assets
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The percentage of service users aged 18-64 with learning disabilities in employment

GREEN



Last Month	This Month	Target
1.1%	1.05%	1%
		(EoY 2%)

Source:

Carefirst classifications



Commentary:

The plan is to review the activities around this area of work to better understand the barriers. This will require a collaborative approach with Commissioning colleagues.

The Day Opportunity Strategy, which includes plans to invest in employment support and has been approved by Cabinet, has now progressed to the detailed planning stage . Targeting people with Learning Disabilities is a key plank of the strategy, and implementation is due to begin in December, with results expected in line with the target of 2% at year end.

Measure Owner: Melanie Brooks Responsible Officer: Sonia Mais-Rose

Frequently asked questions:

(EoY as dotted line)

< Previous: Obesity in year 6

Return to Scorecard

Next: MH Employment >

Theme: Community Assets The percentage of adults in co health services in employmen	ntact with secondary	mental	Change N/A		Prev. Quarter 4.3%	Latest Quarter	Preferred Travel: Upwards
Source: NHS Digital				Commentary:			
5.0%	5.3%	4.3%	0.0%	This is a measu submitted by N services" are pa proportion of th care. A partner	re taken from the ASC IHS Mental Health sen art of the NHS rather t hese citizens are also I ship approach to this i lude mapping the coh	vices. "Secondary Me han part of the counc likely to be in contact issue is therefore requ	ental Health il, although a with adult social uired. Initial work
2014/15	2015/16	2016/17*	2017/18				
Reported Outt	urn			Measure Owne Melanie Brooks		Responsible Officer: Melanie Brooks	
Frequently asked questions:							

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

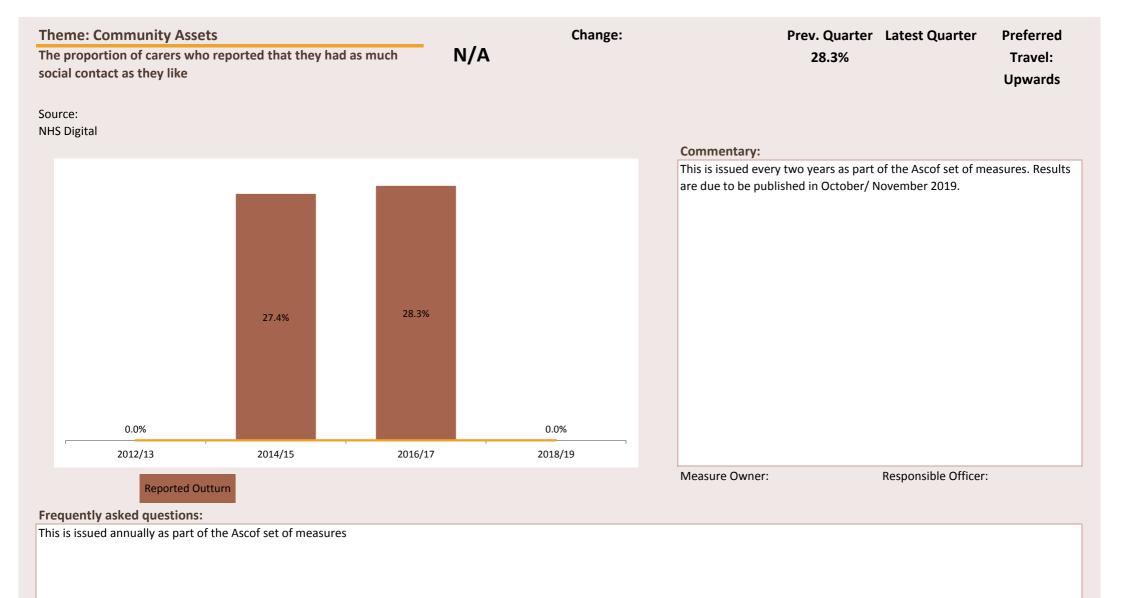
*Please note that due to national data quality issues, NHS Digital did not release this as an official Ascof measure for this year, and this figure should be viewed as a guide only.

< Previous: LD Employment

Return to Scorecard

Next: Client social contact >

Theme: Community Assets The proportion of people who use they had as much social contact as		reported that	N/A	Change:	Prev. Quarter Latest Quarter Preferred 37.3% Travel: Upwards
Source: NHS Digital					
43.5%	44.6%	37.3%			Commentary: This is issued annually as part of the Ascof set of measures. Results are due to be published in October/ November.
				0.0%	
2014/15	2015/16	2016/17	ľ	2017/18	
Reported Outturn Frequently asked questions: This is issued annually as part of the A	scof set of mea	asures			Measure Owner: Responsible Officer:
<u>< Previous: MH Employment</u>			Return	to Scorecard	<u>Next: Carer social contact ></u>



< Previous: Client social contact

Return to Scorecard