

# Birmingham City Council

## Health and Social Care Overview and Scrutiny Committee

Date 14/03/2023



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**Subject:** Adult Social Care Quarterly Performance Report  
**Report of:** Director of Adult Social Care  
**Report author:** Maria Gavin, Assistant Director Adult Social Care

### **1 Purpose**

To provide Health and Social Care Overview and Scrutiny Committee with the Quarter 3 performance report for Adult Social Care

### **2 Recommendations**

2.1 To please note the contents of the report

### **3 Any Finance Implications**

3.1 There are no new financial implications resulting from this report.

### **4 Any Legal Implications**

4.1 There are no new legal implications resulting from this report.

### **5 Any Equalities Implications**

5.1 There are no new equalities implications resulting from this report.

### **6 Appendices**

6.1 Appendix 1: Quarter 3 Performance Report for Adult Social Care

6.2 Appendix 2: Breakdown by constituency of performance as at Q3



O&S Scorecard - December 2022

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

1. Corporate Plan

Measure	Status	Target	Last Quarter	This Quarter	D o T
1 Proportion of clients reviewed, reassessed or assessed within 12 months	RED	85%	63.2%	68.8%	Up (Green)
2 The percentage of people who receive Adult Social Care in their own home	AMBER	DoT Only	71%	70.7%	Down (Red)
3 Number of adults who have a vulnerability/inactive/disability aged over 25 engaged in support to help them into education, training, apprenticeships, jobs and job search activity	RED	208 (EoY 339)	227	185	Down (Red)

2. Corporate Plan and Vital Signs

Measure	Status	Target	Last Quarter	This Quarter	D o T
4 The percentage of concluded Safeguarding enquiries where the desired outcomes were met during the enquiry	GREEN	85%	90%	93%	Up (Green)
5 The proportion of patients discharged from hospital into pathways 0 and 1	GREEN	95%	96%	96%	Static (Amber)

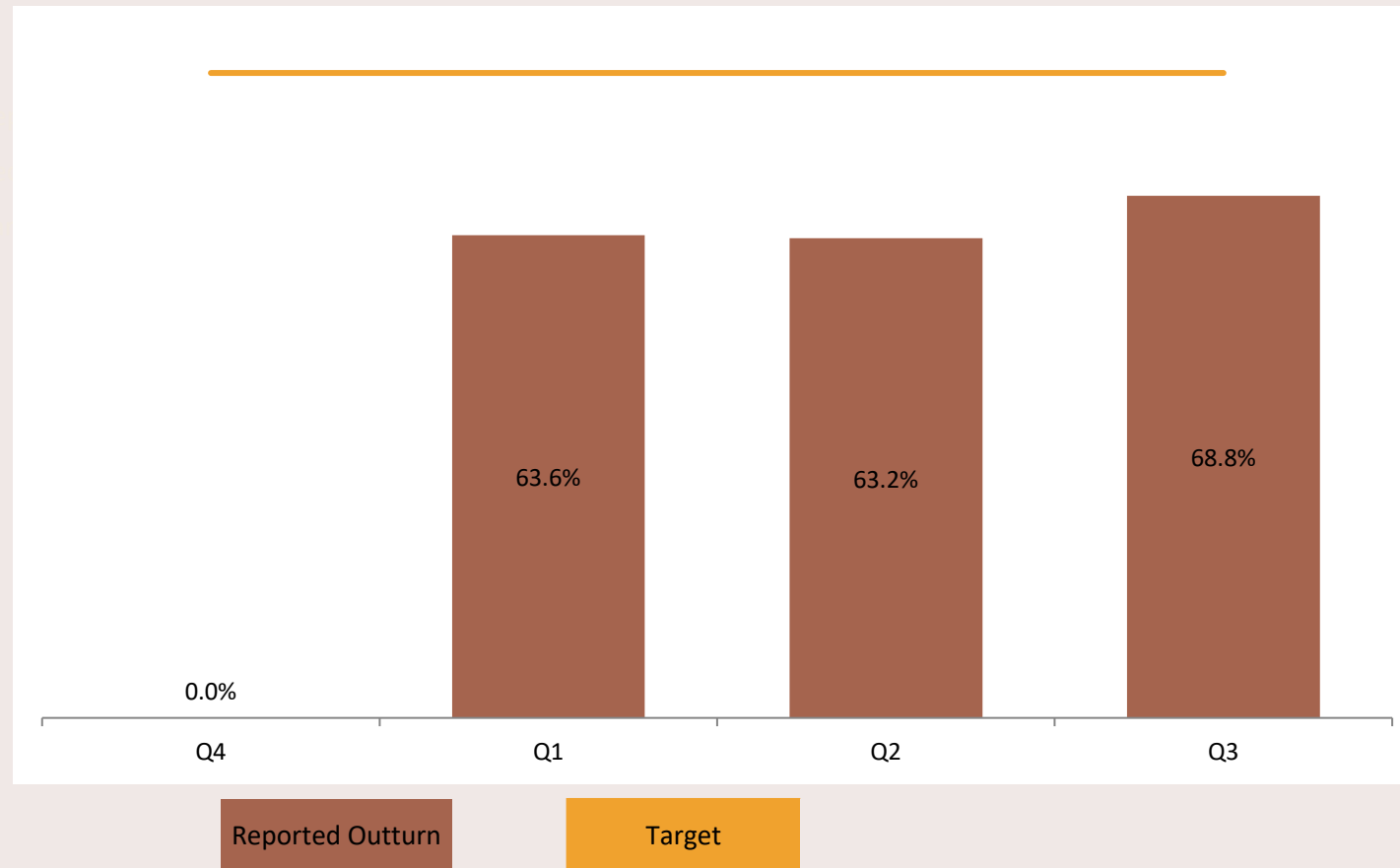
3. Vital Signs

Measure	Status	Target	Last Quarter	This Quarter	D o T
6 Uptake of Direct Payments	AMBER	40%	39.2%	38.8%	Down (Red)

**Theme: Corporate Plan****Proportion of clients reviewed, reassessed or assessed within 12 months****RED****Change:****Up  
(Green) 5.6 pp****Prev. Quarter****63.2%****Latest Quarter****68.8%****Target****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

**Commentary:**

Our performance has begun to improve substantially, as social work teams have focussed on action plans with targets, and heads of service have been meeting regularly with team managers and senior practitioners with a focus on carrying out reviews.

We have been carrying vacancies in Adult Social Care and have had issues retaining staff. We have now implemented a package of staff retention measures and we are actively recruiting to our vacancies. Because of the nature of recruitment, this process will take some time.

We expect our improvement to continue next quarter. However, it will still be challenging to meet the 85% target, and it will be at risk from any demand resulting from the predicted 'flu and covid waves this winter, plus the effects of the cost-of-living crisis.

Measure Owner:  
John Williams

Responsible Officer:  
Shazia Hanif

**Frequently asked questions:**

Typically, review due dates tend to skew towards March, due to last-minute attempts to meet the target. This in turn results in an uphill struggle in subsequent years.

It should be noted that the Care Act guidance compels us to review or assess each person at least once every 12 months.

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

**Theme: Corporate Plan**

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

**AMBER**

Change:

**Down**  
**(Red)** 0.2 pp

Prev. Quarter

71%

Latest Quarter

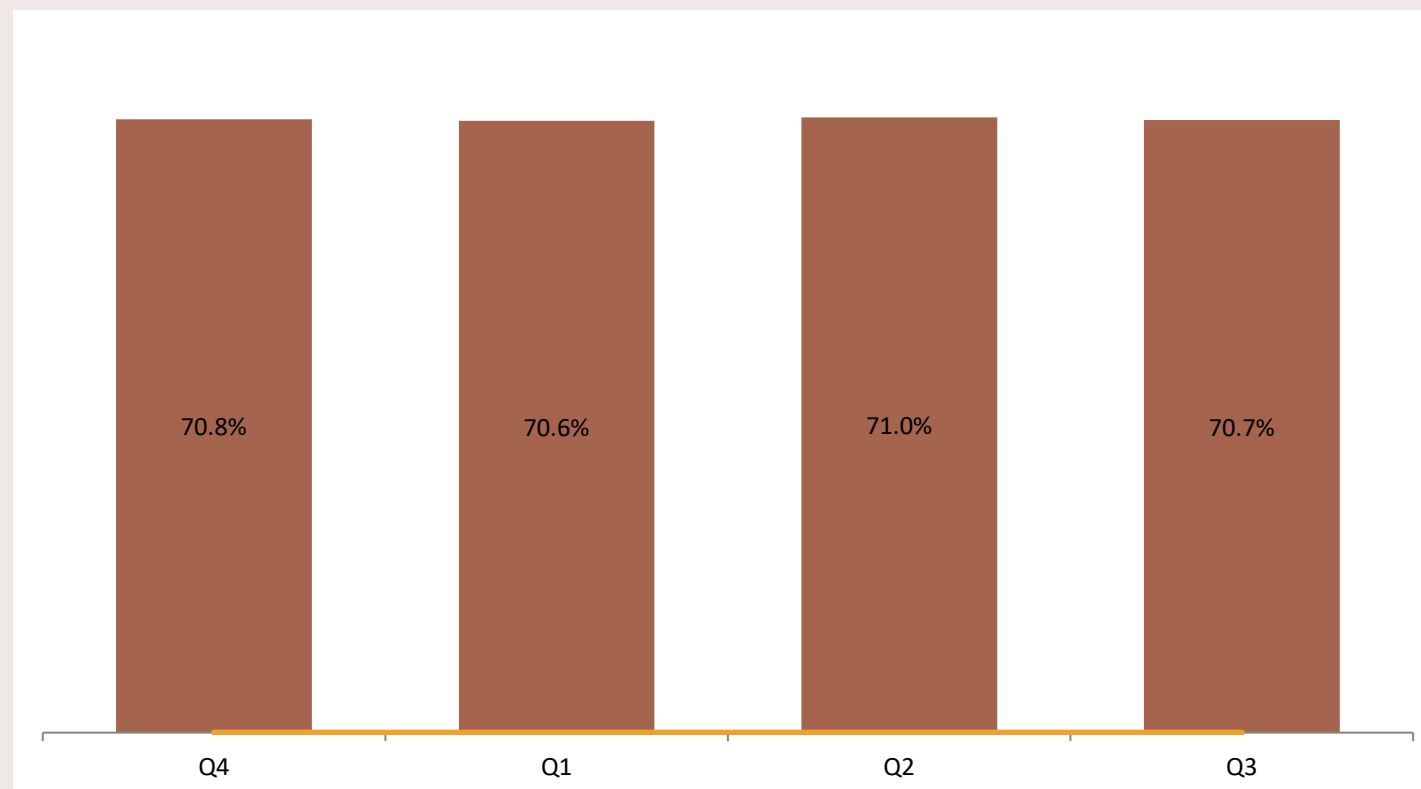
70.7%

Preferred

**Travel:**  
**Upwards**

Source:

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



Reported Outturn

**Commentary:**

While our long-term goal is to increase the proportion of the people we support who receive care at home, it is only possible to improve this very gradually, and any quarter-on-quarter progress may be hidden by other factors that aren't under our control.

Our social work teams in both the community and the hospital discharge-to-assess service follow a "home first" principle, which means that they support citizens to stay in their own home as long as possible. However we only do this where it is safe, and if someone's support needs are too great then we have to arrange a care home placement for them.

Measure Owner:

Responsible Officer:

Andrew Marsh

**Frequently asked questions:**

This measure is based upon service agreements which can take some time to be recorded or closed down, due to the lengthy nature of the process. The resultant late recording can mean that the performance for a given month may change significantly when it is recalculated at a later date.

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**Theme: Corporate Plan**

Number of adults who have a vulnerability/inactive/disability aged over 25 engaged in support to help them into education, training, apprenticeships, jobs and job search activity

**RED**

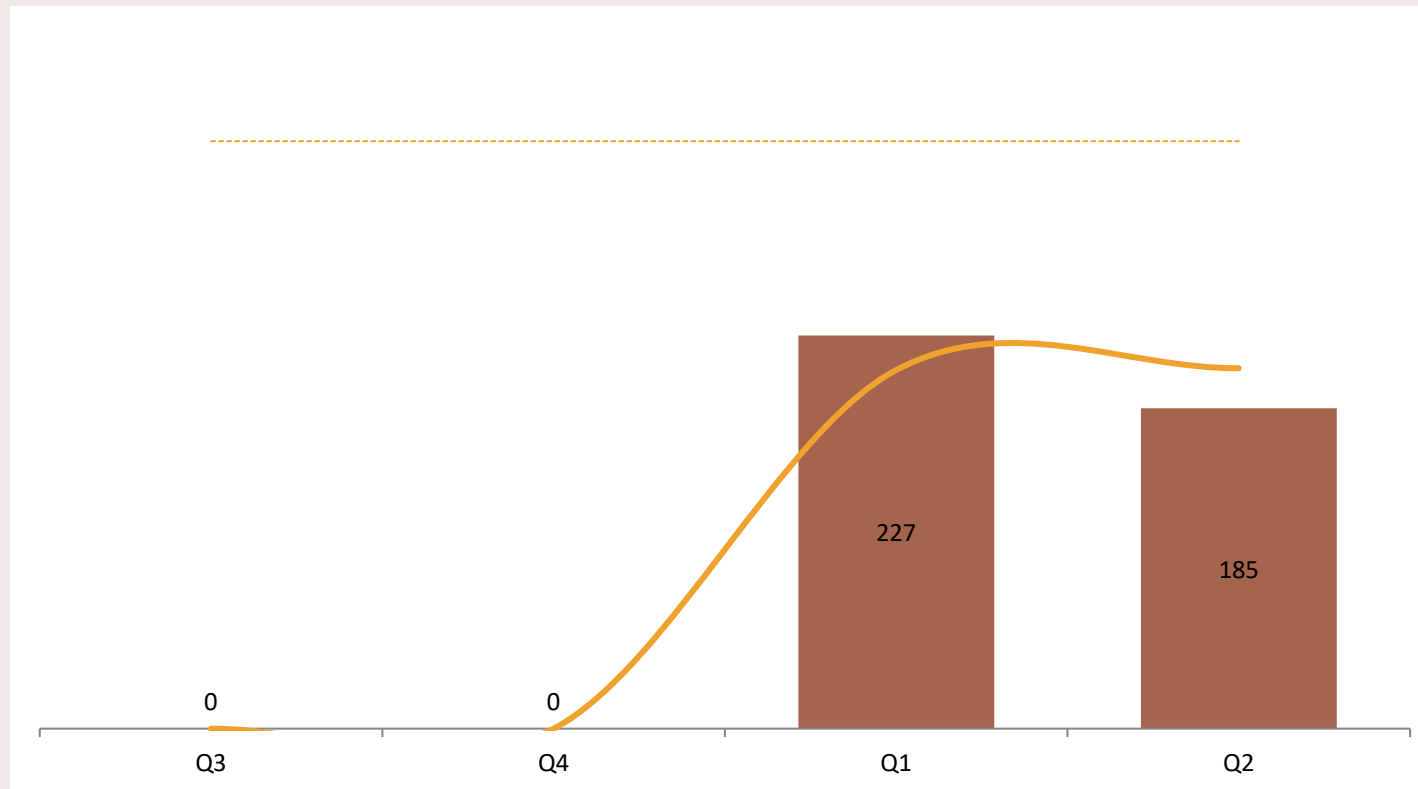
Change:

**Down**  
**(Red)** 18.5%

Prev. Quarter	Latest Quarter	Target
227	185	208
		(EoY 339)

Source:

Pure Project



Reported Outturn

Target

(EoY as dotted line)

**Frequently asked questions:****Commentary:**

This quarter the number of people who we engaged with support was below target. Factors include further education institutions being closed over the summer and contract variations being arranged for contracts which came to an end in June 22.

We delivered the PURE Expo with more than 100 people attending on the day. There was bespoke employment support available, jobs clubs, skills and confidence training, one-to-ones with employers, intros to the PURE digital inclusion programme and the employer toolkit, and the chance to learn some British Sign language.

The Digital Inclusion Lending Library continues to be delivered across the project and approximately 100 laptops and over 300 accessories have been delivered to Pure provider locations. We are now at the early stages of creating several Digital Hubs at various community locations and Homeless Centres across Birmingham to help the project deliver its outputs and results.

Measure Owner:  
John Williams

Responsible Officer:  
Tabriz Hussain

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[Next: Safeguarding outcomes met >](#)

**Theme: Corporate Plan and Vital Signs**

The percentage of concluded Safeguarding enquiries where the desired outcomes were met during the enquiry

**GREEN**

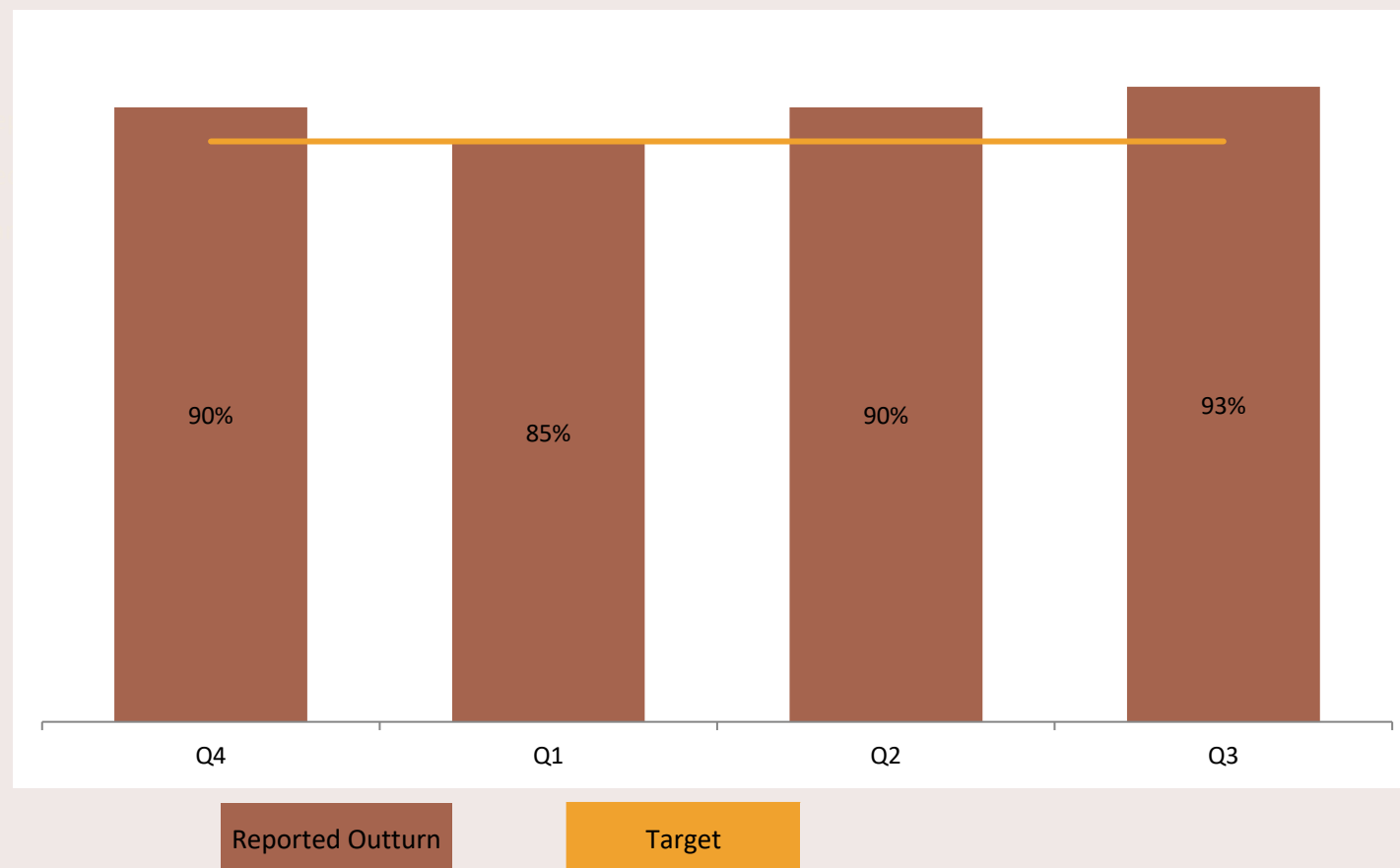
Change:

Up  
(Green) 3 pp

Prev. Quarter	Latest Quarter	Target
90%	93%	85%

Source:

Carefirst- safeguarding enquiry forms. Proportion of enquiries where the person expressed desired outcomes where at least one was partially met.

**Commentary:**

We have achieved our target this quarter. This measure is based on a small number of safeguarding enquiries, which can cause large fluctuations in our reported performance.

We are continuing to work through a relatively large volume of cases as a result of an existing backlog and unusually high referral rates in summer 2022, but we have made significant progress in terms of addressing these issues. This means that there are less incidents of our opportunity to meet someone's outcomes having passed even though we have addressed any risks to them, so we are seeing a higher number of met outcomes.

We are monitoring the situation closely in case we need to take additional action, but the situation is improving, and we don't expect previous issues to reoccur.

Measure Owner:  
John Williams

Responsible Officer:  
Merryn Tate

**Frequently asked questions:**

This measure looks at safeguarding enquiries where the person or their representative stated that they had outcomes (see measure 14). In order to count as "met", a minimum of one outcome must be partially met by the end of the enquiry. It is recognised that some outcomes either cannot be met within the period of the enquiry, or are simply unrealistic, for instance, the person may tell us that they want their alleged abuser prosecuted, however it is not something that we can guarantee.

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[Next: Hospital pathway >](#)

**Theme: Corporate Plan and Vital Signs**

The proportion of patients discharged from hospital into pathways 0 and 1

**GREEN**

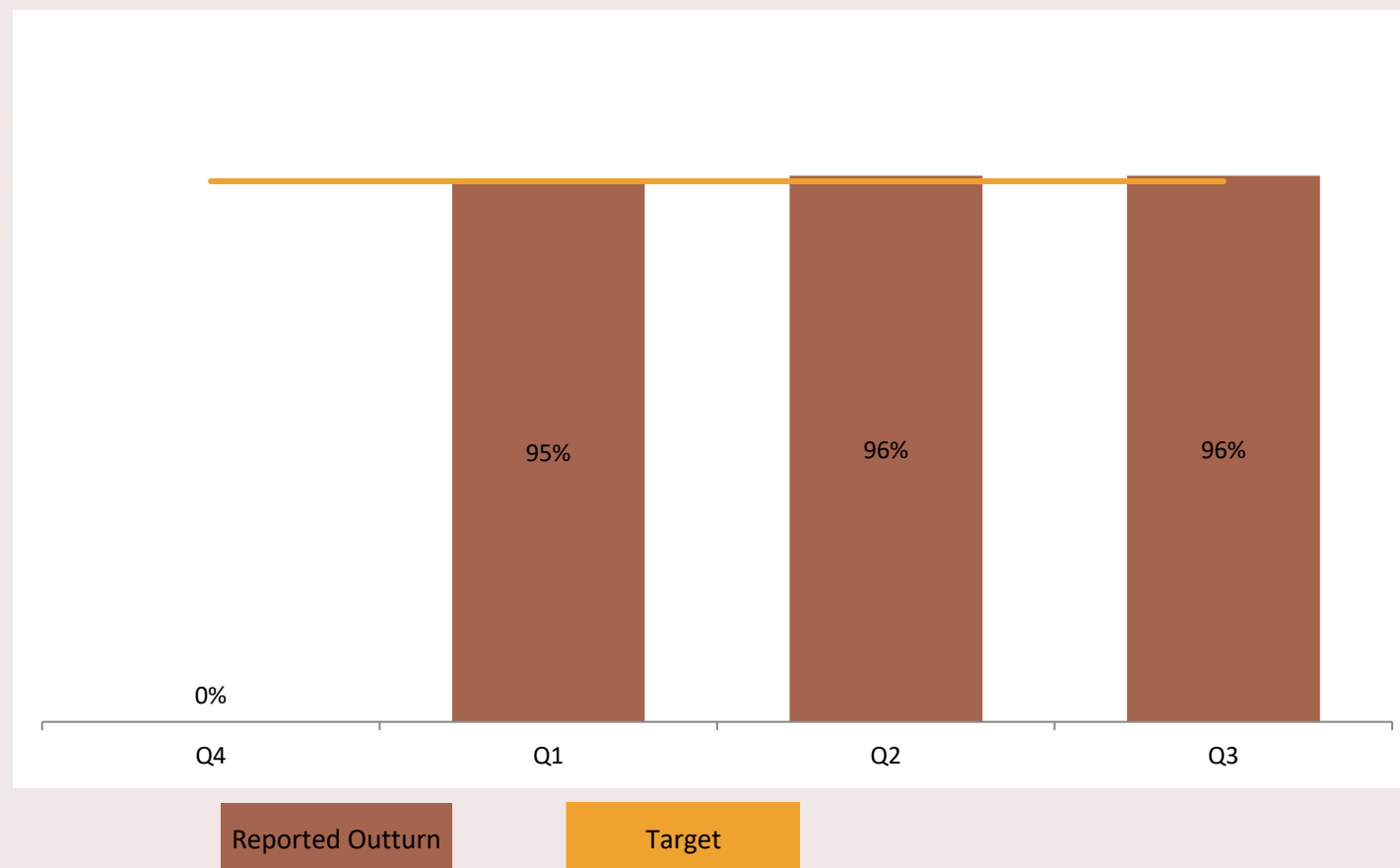
Change:

Static  
(Amber) 0 pp

Prev. Quarter	Latest Quarter	Target
96%	96%	95%

Source:

NHS Data

**Commentary:**

We have met our target this quarter despite the extremely high pressures on the hospital and discharge systems at the moment. Our hospital social work teams and our partners in the NHS focus on our “home first” principle when people are discharged from hospital. Our Early Intervention Community Team assists people who need extra support to stay at home after discharge.

Our performance on this measure may be affected by how severely ill people are when they are admitted to hospital, and there is a suggestion that this is getting worse. This is beyond our control, however we are monitoring it in case it impacts our performance.

Measure Owner:

Responsible Officer:  
Andrew Marsh

**Frequently asked questions:**

Note that this is estimated and has the following limitations:

- Data relates to all patients discharged from UHB hospitals- this could include residents of other local authorities
- Data is currently received as a weekly percentage. We have tried to weight each week appropriately, and split weeks correctly between months where appropriate, but this means the figure is approximate.

[< Previous: Safeguarding outcomes met](#)
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[Next: Direct payments uptake >](#)



## Theme: Vital Signs

## Uptake of Direct Payments

AMBER

Change:

Down  
(Red) 0.4 pp

Prev. Quarter

39.2%

Latest Quarter

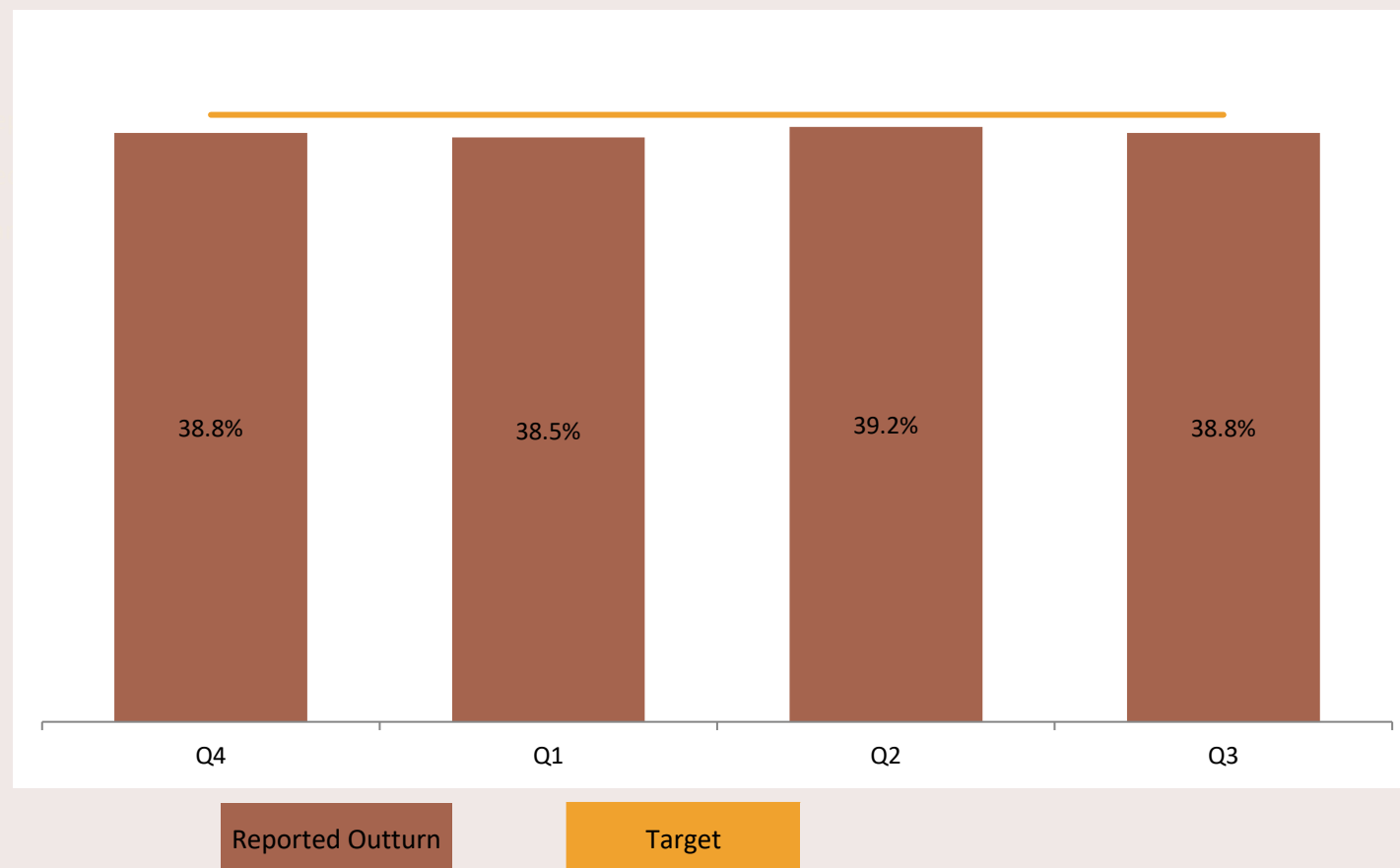
38.8%

Target

40%

Source:

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



## Commentary:

Vital signs measure only

Measure Owner:  
John WilliamsResponsible Officer:  
Shazia Hanif

## Frequently asked questions:

This is Ascof measure 1C part 2a and as such is defined externally. Eligible people are those clients who receive long-term services in the community, and excludes any services delivered to carers, who are covered in a separate measure.

[< Previous: Hospital pathway](#)[Return to Scorecard](#)



## Constituency Breakdowns Q2 2022/23

Performance by constituency	Reviewed in last 12 months	Care in own home	Direct payment uptake	Safeguarding outcomes achieved
Edgbaston	70.9%	67.8%	37.0%	100%
Erdington	76.6%	64.5%	36.3%	79%
Hall Green	69.1%	76.7%	40.8%	85%
Hodge Hill	68.3%	76.3%	42.3%	97%
Ladywood	62.8%	71.0%	42.3%	92%
Northfield	71.6%	63.7%	33.9%	100%
Perry Barr	66.6%	71.2%	42.0%	100%
Selly Oak	71.9%	64.8%	37.8%	100%
Sutton	76.0%	61.9%	36.3%	92%
Yardley	82.7%	71.2%	39.8%	97%
<b>Scorecard</b>	<b>68.8%</b>	<b>70.7%</b>	<b>38.8%</b>	<b>93%</b>