

## Cabinet Scorecard - June 2020

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

### 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)	N/A	7.95					✓
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%	74.8% (Q3)	74.8% (Q4)	Static (Amber)		
3 Proportion of clients reviewed, reassessed or assessed within 12 months	RED	85%	72.3%	72.3%	Static (Amber)	✓	
4 The number of long-term admissions to residential or nursing care per 100,000 over 65s	AMBER	560	509.7 (Q3)	565.6 (Q4)	Up (Red)		

### 2. Personalised Support

Measure	Status	Target	Last Month	This Month	D o T	Const.	B/mark
5 Social work client satisfaction - postcard questionnaire.	N/A	70%	99% (Q4)	(Q5)			
6 Percentage of concluded Safeguarding enquiries where the individual or representative was asked what their desired outcomes were	GREEN	85%	89%	90%	Up (Green)	✓	
7 Uptake of Direct Payments	GREEN	35% (EoY 35%)	36.3%	36.9%	Up (Green)	✓	✓
8 The percentage of people who receive Adult Social Care in their own home	AMBER	DoT Only	70.4%	70.3%	Down (Red)		✓
9 The number of people who have Shared Lives	RED	140	101	99	Down (Red)		

## Cabinet Scorecard - June 2020

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

### 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	19	22	Up (Red)	
11	Percentage of completed safeguarding enquiries which involved concerns about domestic abuse	GREEN	N/A	15.4%	17.5%	Up (Red)	✓

### 4. Community Assets

Measure	Status	Target	Last Month	This Month	D o T	Const.	B/mark
12	The number of people with Learning Disabilities who have been supported into employment by the PURE Project	GREEN	DoT Only	5 (Q4)	9 (Q5)	Up (Green)	
13	The percentage of adults in contact with secondary mental health services in employment	GREEN	DoT Only	4% (2017/18)	4% (2018/19)	Static (Amber)	✓
14	The proportion of people who use services who reported that they had as much social contact as they like	RED	DoT Only	46.5% (2017/18)	44% (2018/19)	Down (Red)	✓
15	The proportion of carers who reported that they had as much social contact as they like	RED	DoT Only	28.3% (2016/17)	25.1% (2018/19)	Down (Red)	✓

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)

N/A

Change:

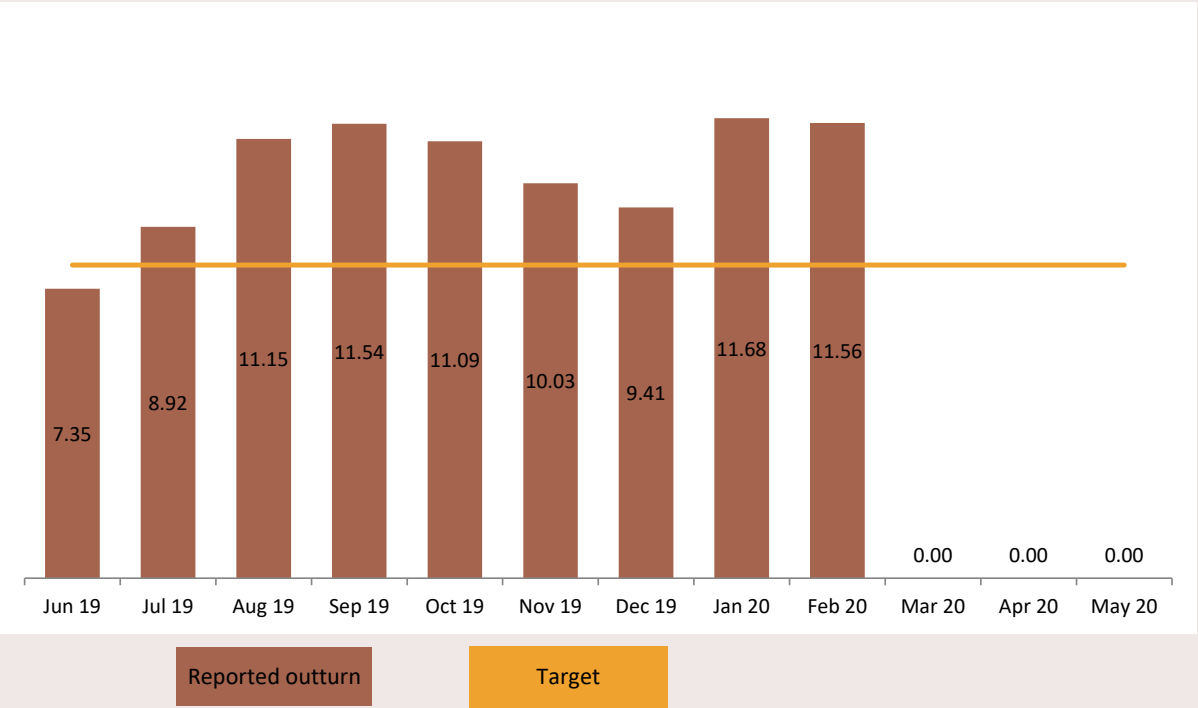
Last Month

This Month

Target

7.95

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



Commentary:

NHS Digital have suspended the Unify DTOC collection until at least November due to the Covid-19 pandemic.

Measure Owner:  
Balwinder Kaur

Responsible Officer:  
Amanda Jones

Frequently asked questions:

[< Previous: Client social contact](#)

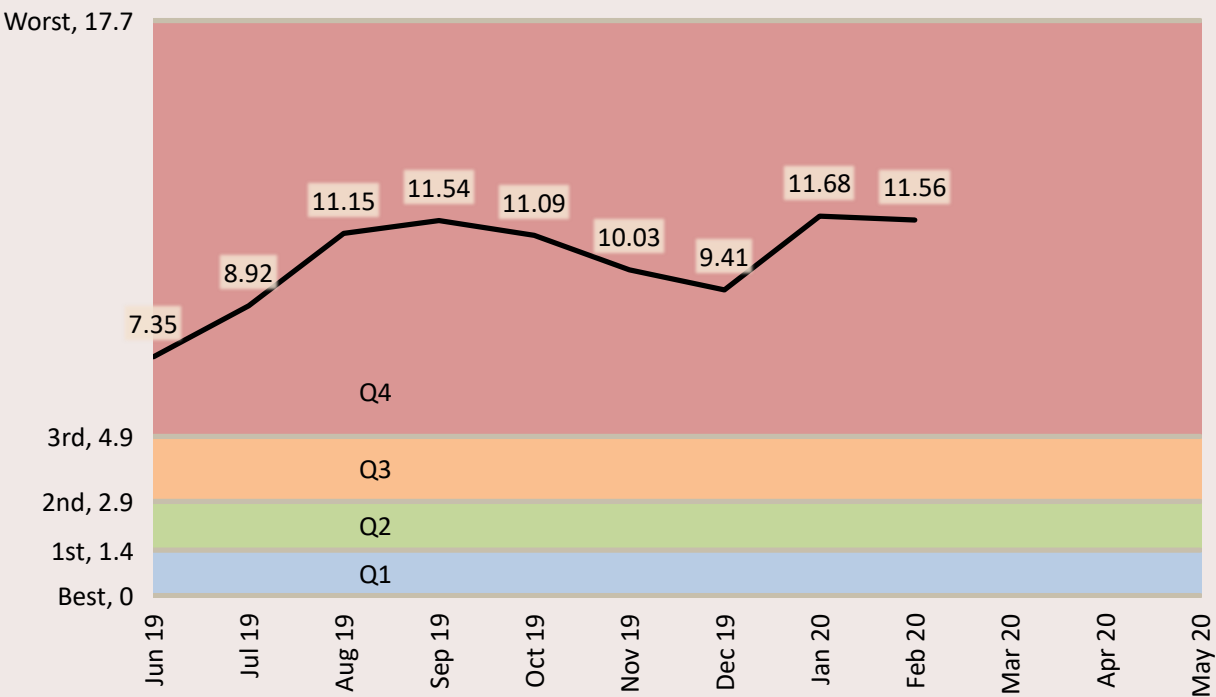
[Return to Scorecard](#)

[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 2018/19 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			
3rd	4.90			
2nd	2.90			
1st	1.40			
Best	0.00			

Current Quartile	
Distance to next quartile	
Distance to top quartile	

Theme: Use of Resources

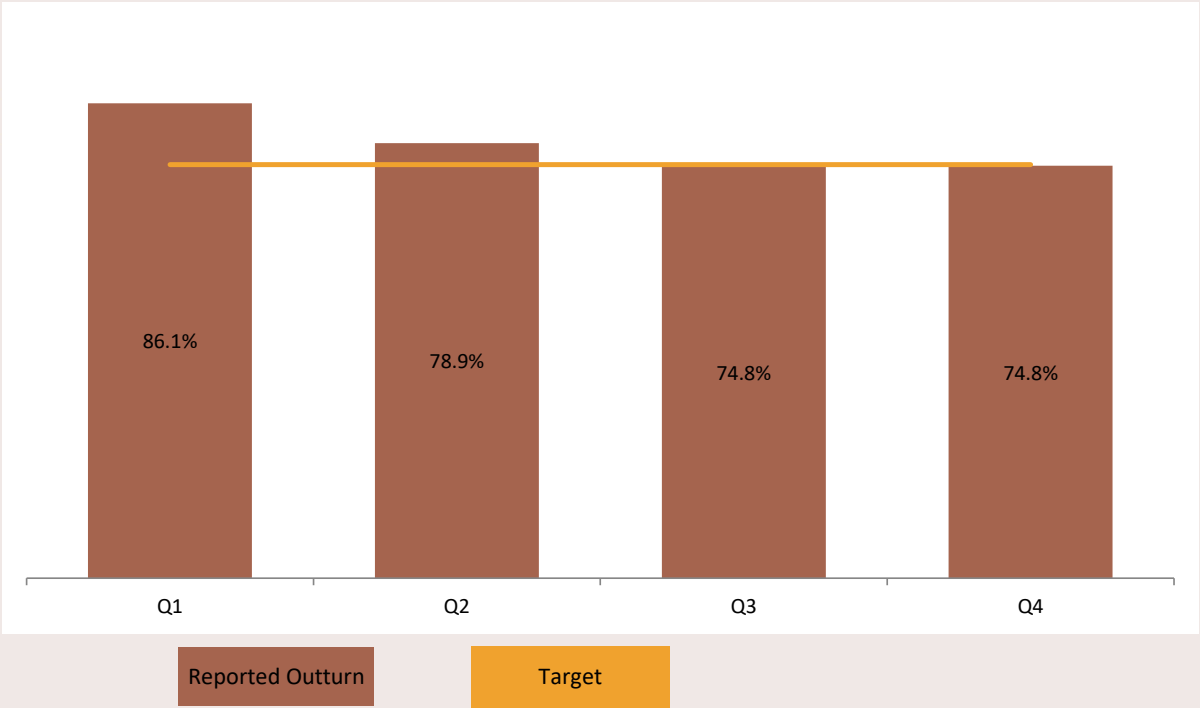
The proportion of clients receiving Residential, Nursing or Home Care or Care and Support (supported living) from a provider that is rated as Silver or Gold (Quarterly)

AMBER

Change:  
Static  
(Amber) 0 pp

Prev. Quarter	Latest Quarter	Target
74.8%	74.8%	75%

Source:  
Carefirst service agreements and commissioning provider assessment data



Commentary:

Our performance on this measure has remained consistent since last quarter and is only slightly short of the target of 75% of citizens placed with either a Gold or Silver rated provider. Our provider ratings are based on a rigorous, evidence-based process that includes periodic visits from our commissioning officers and inspections by the Care Quality Commission (CQC). As a result, we expect there to be fluctuations in this measure when providers who support a large number of people are inspected, particularly as the CQC are taking a harder line against poor providers. This is part of our drive to improve overall quality, and we work with providers who are rated as inadequate to help them improve.

This quarter, among the providers who dropped from a Silver rating following either BCC or CQC inspections were 8 care homes with over 125 service users, one small homecare provider and one small supported living provider. Overall, 81% of our citizens who receive home support from us are with a provider rated as silver or gold, as are 68% of citizens receiving residential/nursing care and 82% receiving supported living services.

We are working hard with inadequate providers in order to improve the overall quality of support available.

Measure Owner:  
Alison Malik

Responsible Officer:

Frequently asked questions:

Theme: Use of Resources

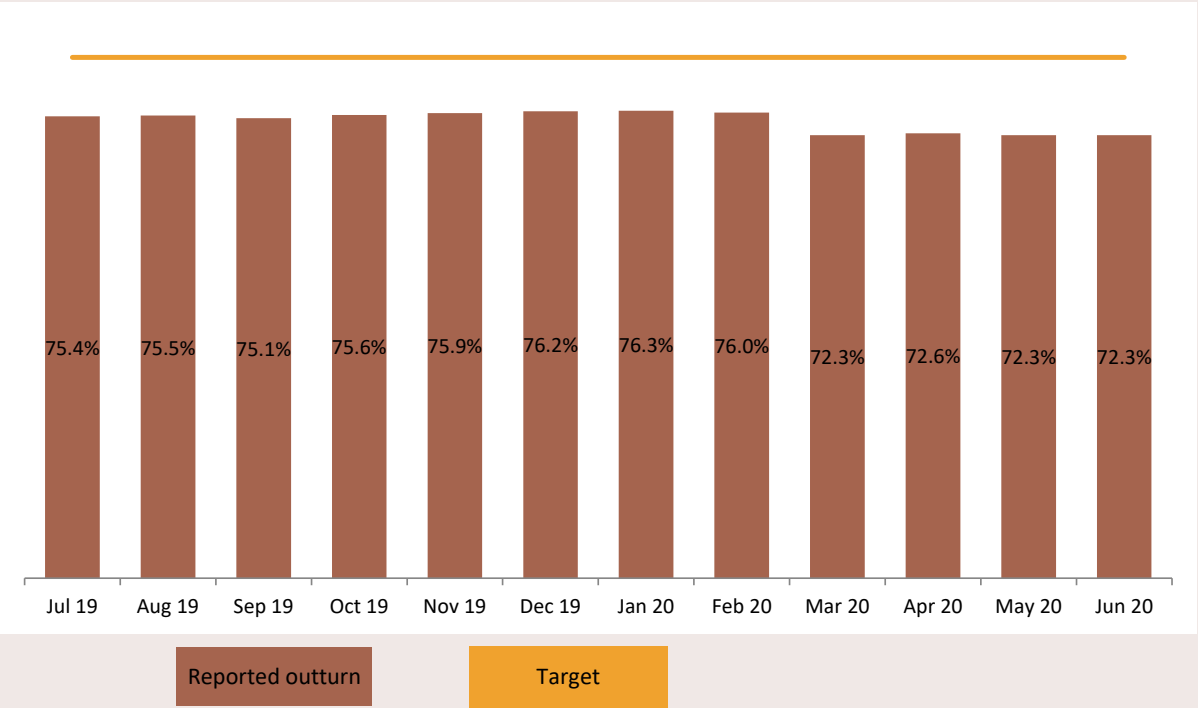
Proportion of clients reviewed, reassessed or assessed within 12 months

RED

Change:  
Static  
(Amber) 0 pp

Last Month	This Month	Target
72.3%	72.3%	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 on this measure dropped significantly in March and has remained stable since. There were a large number of reviews that were due in March as a result of our efforts in previous years to meet the target at the end of the year. Added to this, we had to redirect our social workers to support our response to the Covid-19 outbreak, which reduced the number of staff available to complete reviews. Adult Social Care senior management team have implemented a monthly performance board to monitor the review and assessment activity, reporting to the Director of Adult Social Care each quarter. The operational teams are currently working with Care First, Performance and Finance colleagues to ensure the system captures the review activity, review activity and allocation of cases is to be monitored and considered at a team level to ensure the 85% target is achieved by the end of March 2021.

Measure Owner:  
John Williams

Responsible Officer:  
Paul Hallam

Frequently asked questions:

[< Previous: Good provider all](#)

[Return to Scorecard](#)

[Next: Long term admissions >](#)

Theme: Use of Resources

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

AMBER

Change:

Up  
(Red) 11%

Prev. Quarter	Latest Quarter	Target
509.7	565.6	560
Recalculated: 0		

Source:  
Carefirst



Commentary:

The number of recorded people who we placed permanently in care homes has increased since the last reported quarter. This is mainly due to a significant number of residential and nursing placements having been recorded in April covering the previous 12 months. We are not currently sure why this has happened, but we are investigating. The previous quarter’s figure now stands at 553, so this only represents a small increase. In hospitals, we follow a Home First policy. We aim to avoid placing people permanently in care homes when they are discharged from hospital, and support them to remain in their own home whenever this is possible. In the community, our social work teams have adopted a “Three Conversations” model of working. Under this model, social workers focus on connecting people with their communities as a source of support, and actively seek out opportunities and assets in the community that can help to meet people’s needs.

Measure Owner:  
Balwinder Kaur

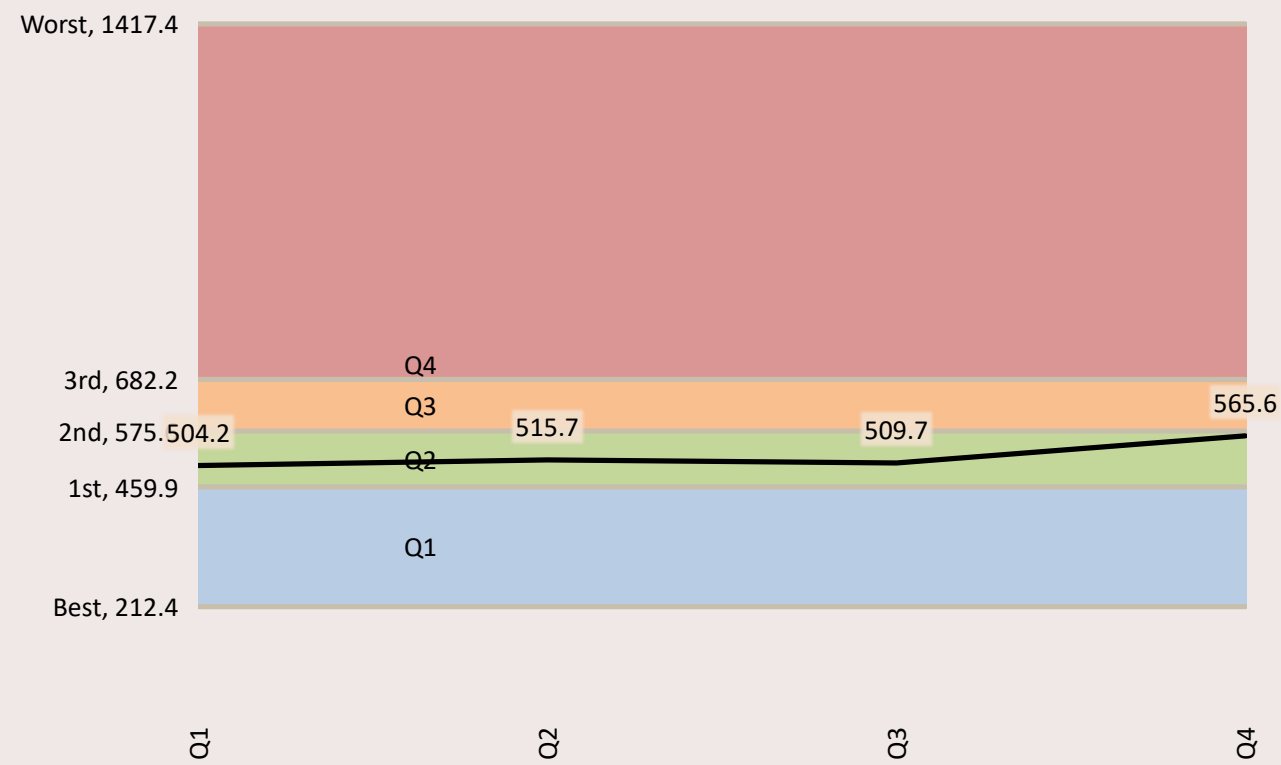
Responsible Officer:

Frequently asked questions:

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 2018/19 Ascof  
This benchmarking is against historical results- current performance by other local authorities may differ from this.

Quartile	Score	Difference		Admissions Difference
		Figure	%	
Worst	1417.4	851.8	151%	1260
3rd	682.2	116.6	21%	173
2nd	575.6	10.0	2%	15
Birmingham	565.6			
1st	459.9	-105.7	-19%	-156
Best	212.4	-353.2	-62%	-523

Current Quartile	2nd
Distance to next quartile	156 Admissions
Distance to top quartile	156 Admissions



Theme: Personalised Support

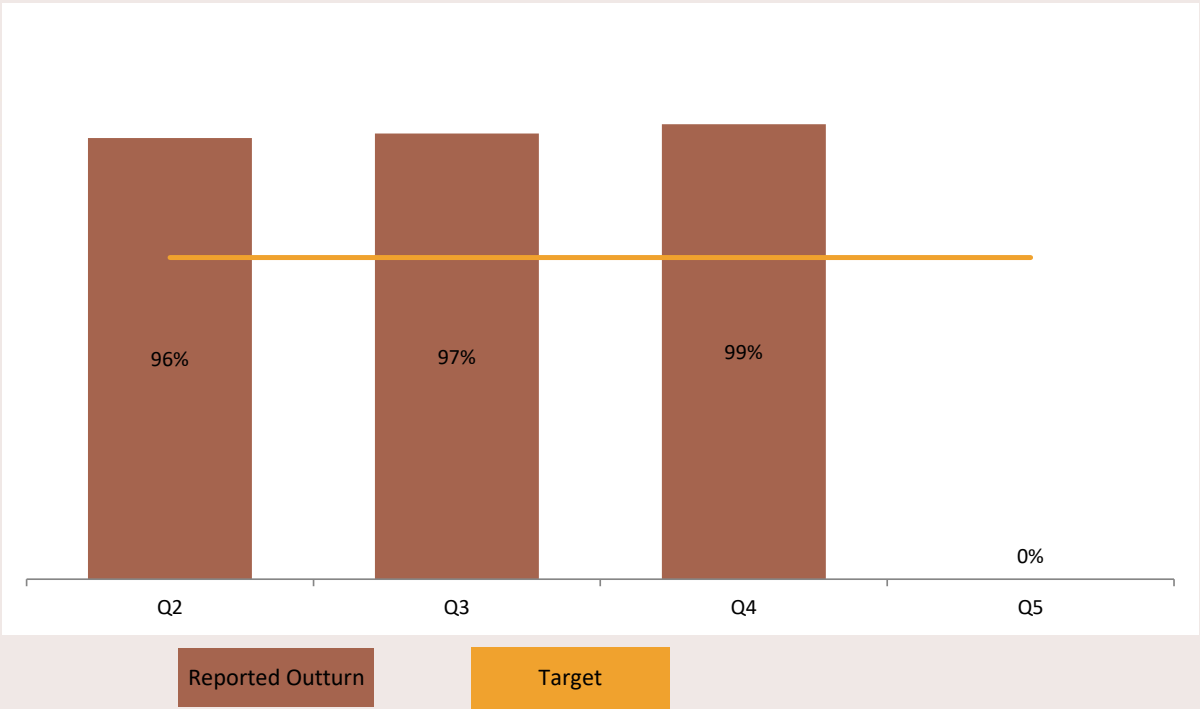
Social work client satisfaction - postcard questionnaire.

N/A

Change:

Prev. Quarter	Latest Quarter	Target
99%		70%

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



Commentary:

The postcard questionnaire is currently suspended due to the Covid-19 pandemic.

Measure Owner:  
Julia Parfitt

Responsible Officer:  
Julia Parfitt

Frequently asked questions:

[< Previous: Long term admissions quartiles](#)

[Return to Scorecard](#)

[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) 1 pp

Last Month	This Month	Target
89%	90%	85%
Recalculated: 88%		

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:

Following a dip in performance related to the Covid-19 pandemic, we are again exceeding the target. Our overall performance over the last 12 months is 91.5%. As we have noted previously, this measure is based on relatively small numbers, so we expect variations in the result from month to month. However, the consistently high performance indicates that social work staff are making efforts to include vulnerable people in their safeguarding enquiries.

Measure Owner:

Responsible Officer:  
Paul Hallam

Frequently asked questions:

[< Previous: General satisfaction](#)

[Return to Scorecard](#)

[Next: Direct payments uptake >](#)

## Theme: Personalised Support

### Uptake of Direct Payments

**GREEN**

Change:

Up  
(Green) 0.6 pp

Last Month

36.3%

Recalculated:

36.5%

This Month

36.9%

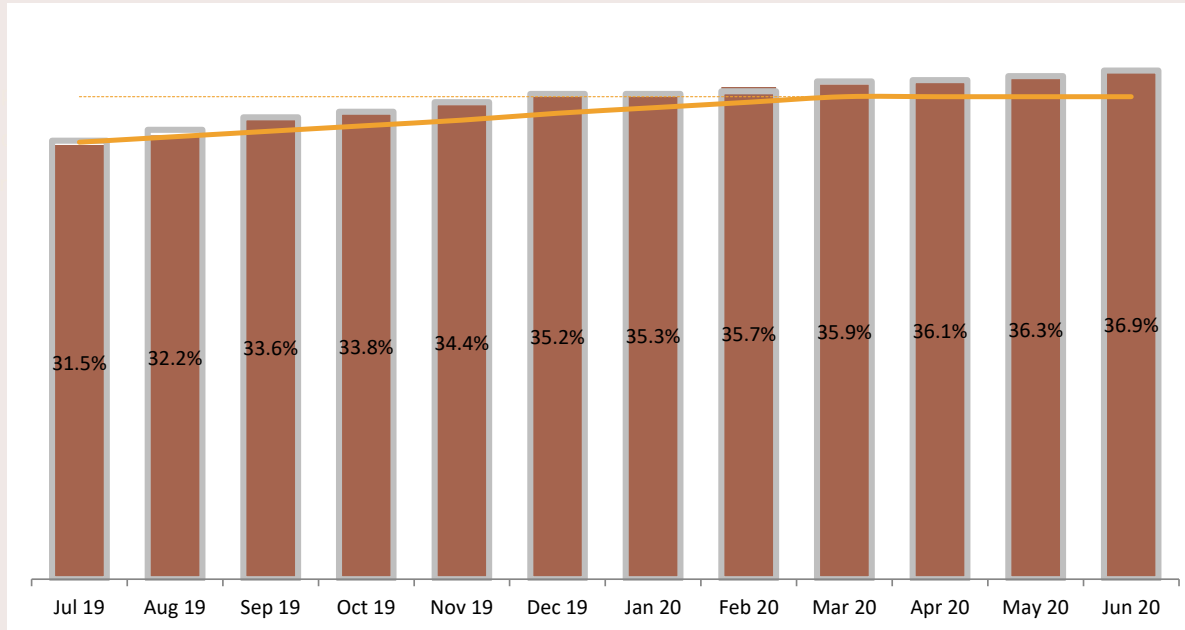
Target

35%

(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)

### Frequently asked questions:

### Commentary:

We have increased the number of people receiving direct payments again this month. Based on the positions in the 2018-19 ASCOF measures, we are in the top quartile of all councils for this measure.

As anticipated, citizens' take-up of direct payments appears to have slowed down due to the Covid-19 outbreak and the emergency measures that are in place, as citizens appear to be more assured by commissioned services such as homecare. Added to this the opportunity for community support is also on hold, which usually is an area of high take up rates. Our workers will continue to encourage people to consider Direct Payments, and we will continue to train new workers on Direct Payments using online training tools.

Measure Owner:

Balwinder Kaur

Responsible Officer:

Julia Parfitt

[< Previous: Safeguarding MSP](#)

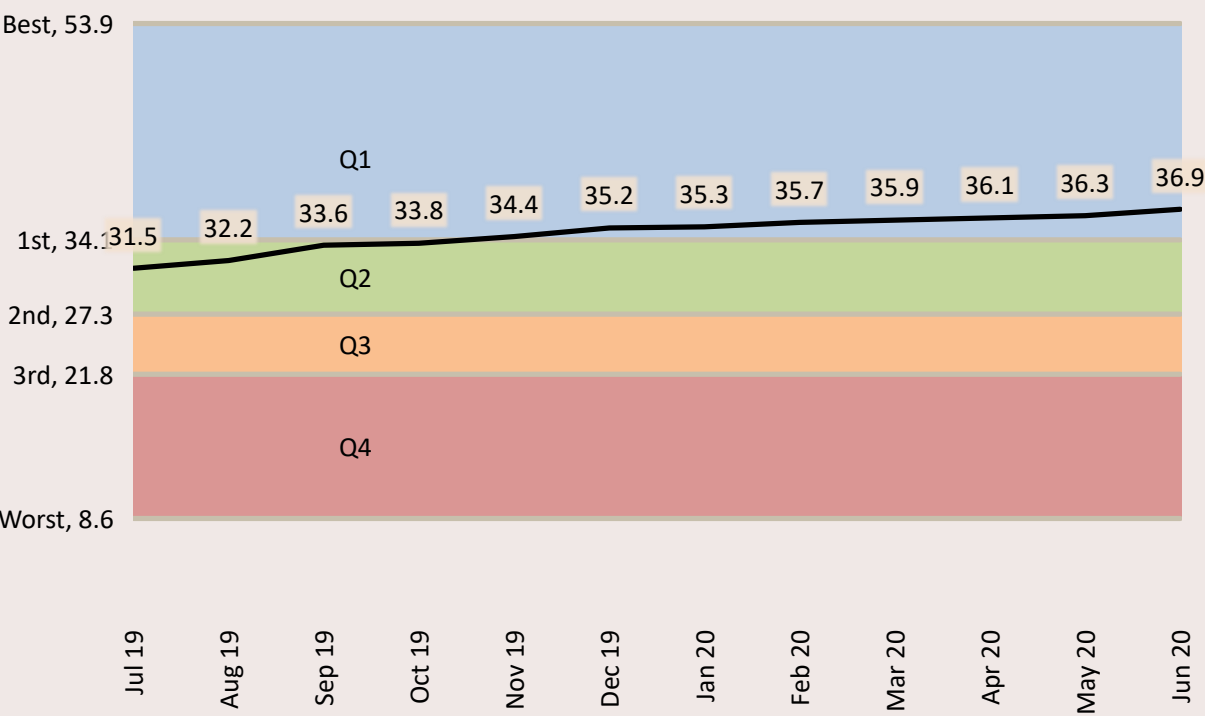
[Return to Scorecard](#)

[Next: Direct payments quartiles >](#)

Theme: Personalised Support

Uptake of Direct Payments

Performance against national quartiles



Benchmarking data is taken from 2018/19 Ascof  
This benchmarking is against historical results- current performance by other local authorities may differ from this.

Quartile	Score	Difference		Packages Difference
		Figure	%	
Worst	8.6%	-28.3	-77%	-2288
3rd	21.8%	-15.1	-41%	-1221
2nd	27.3%	-9.6	-26%	-776
1st	34.1%	-2.8	-8%	-226
Birmingham	36.9%			
Best	53.9%	17.0	46%	1374

Current Quartile	1st
Distance to next quartile	N/A
Distance to top quartile	N/A

Theme: Personalised Support

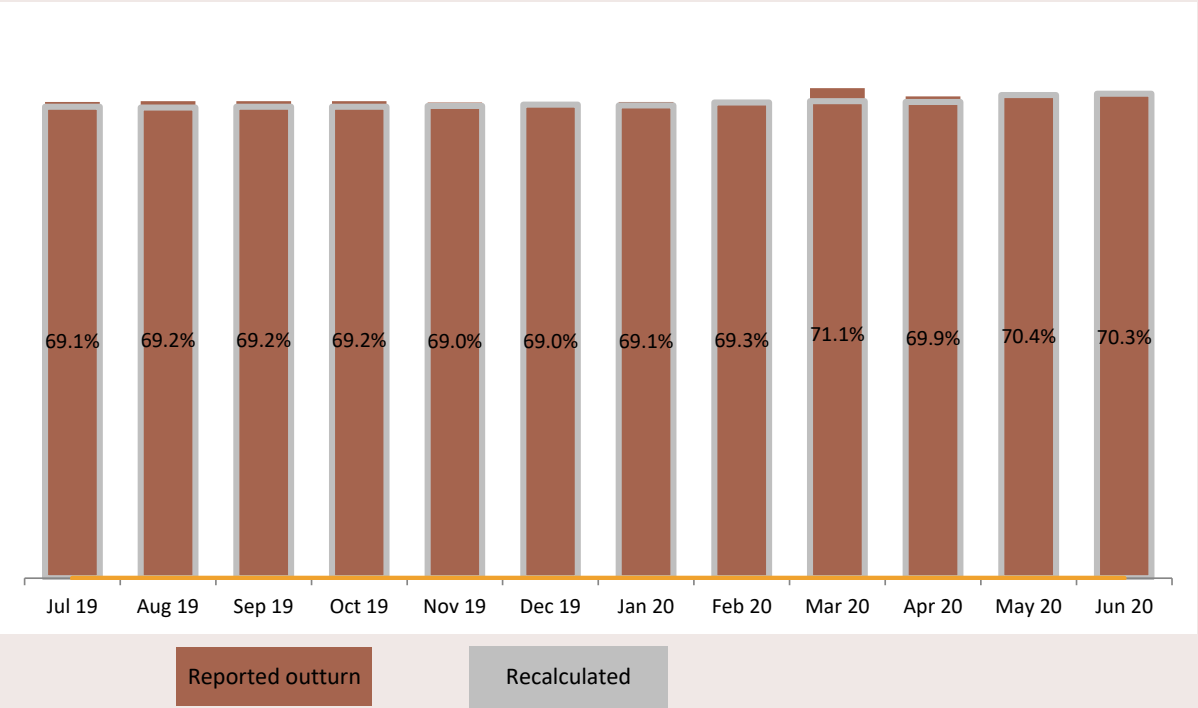
The percentage of people who receive Adult Social Care in their own home

AMBER

Change:  
Down  
(Red) 0.1 pp

Last Month	This Month	Preferred
70.4%	70.3%	Travel: Upwards
Recalculated: 70.1%		

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 support from us in their own homes has dropped very slightly this month. Over the longer term, we have seen an incremental improvement in this measure, and we expect to see some slight fluctuation.

We are continuing 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. We have implemented a Discharge to Assess model in hospitals which means we are not undertaking any long term planning for people while they are in hospital. Instead, the assessment takes place in the community with the aim of supporting people to remain as independent as possible for as long as possible. Our Early Intervention Community Team is helping to keep people at home following discharge from hospital. With it, we aim to prevent people being admitted to care homes by providing them with an intensive period of support that helps them be as independent as possible. We are also supporting people at the hospital ‘front door’, linking them into their communities to avoid hospital admission and supporting them to remain at home.

Our Occupational Therapists continue to 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 move into a care home. In some cases, it can even prevent people needing support at all.

Measure Owner: Balwinder Kaur  
Responsible Officer: Andrew Marsh / Amanda Jones

Frequently asked questions:

Theme: Personalised Support

The number of people who have Shared Lives

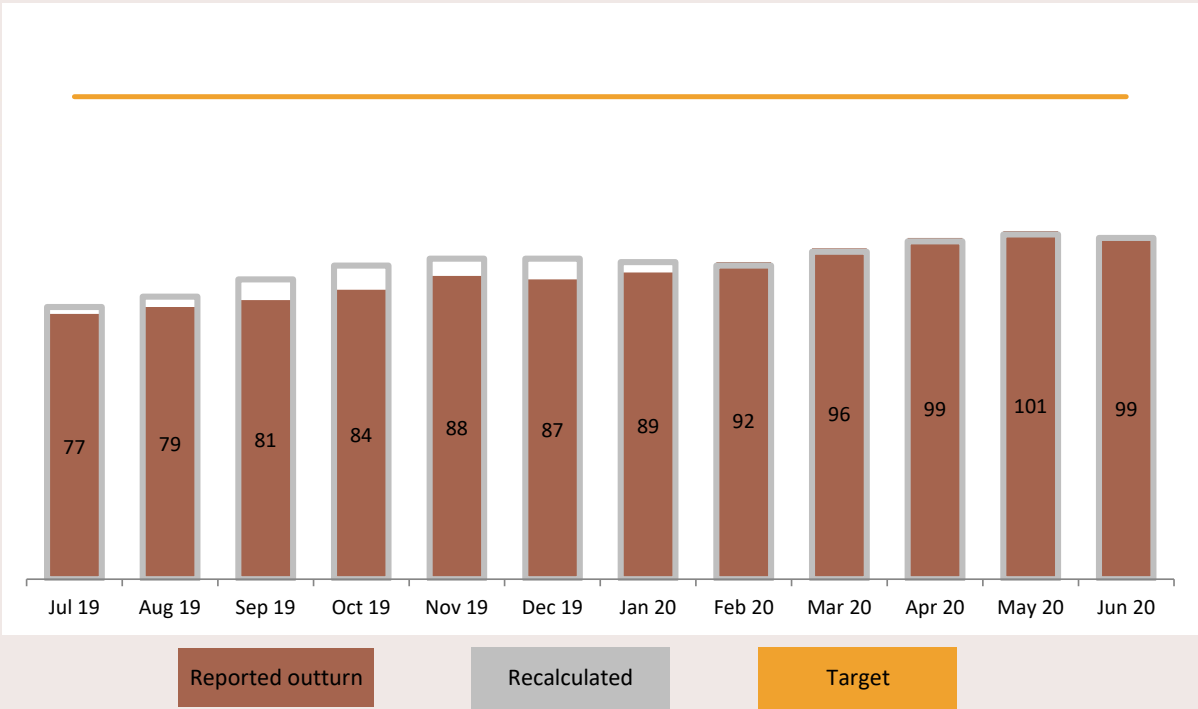
RED

Change:

Down  
(Red) 2%

Last Month	This Month	Target
101	99	140
Recalculated: 100		

Source:  
Carefirst service agreements



Commentary:

The number of people receiving a Shared Lives service from us has dropped slightly this month, following the significant improvement of the last few months. Over the last 12 months we have increased our take-up by a third. The rate that social work teams have been referring people to us has been low across all teams. We are now doing work to address this, including linking with our hospital teams to look for potential “step-down” placements for people, following stays in hospital.

Due to the Covid-19 outbreak, we are not able to offer the same service as we were. We are hoping to maintain the 99 placements we currently have, by focussing on:

- Offering daily check-in calls to our carers
- Supporting our carers with their personal protective equipment (PPE) needs
- Supporting our staff’s and carers’ morale
- Dealing with any placement breakdowns that might occur
- Continuing to take enquiries, and making placements where it is essential

This month, our Directorate Management Team agreed a one-off set of payments, recognising the additional pressures from the Covid-19 outbreak, that we will be giving to our carers who have long-term placements. This will take the form of 3 payments of £500, in April, July and October.

During this challenging time, we are continuing to make urgent placements where they are appropriate, to keep vulnerable people safe and free from exploitation. We are also making placements to support people being discharged from hospital. We are using the technology available to us, so that we can do this with as little “in person” contact as possible. We are still approving new carers where it is safe to do so, and have recruited 3 more during this time.

Measure Owner:  
John Williams

Responsible Officer:  
Zakia Loughead

Frequently asked questions:

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

[Return to Scorecard](#)

[Next: DV safeguarding count >](#)

Theme: Prevention and Early Help

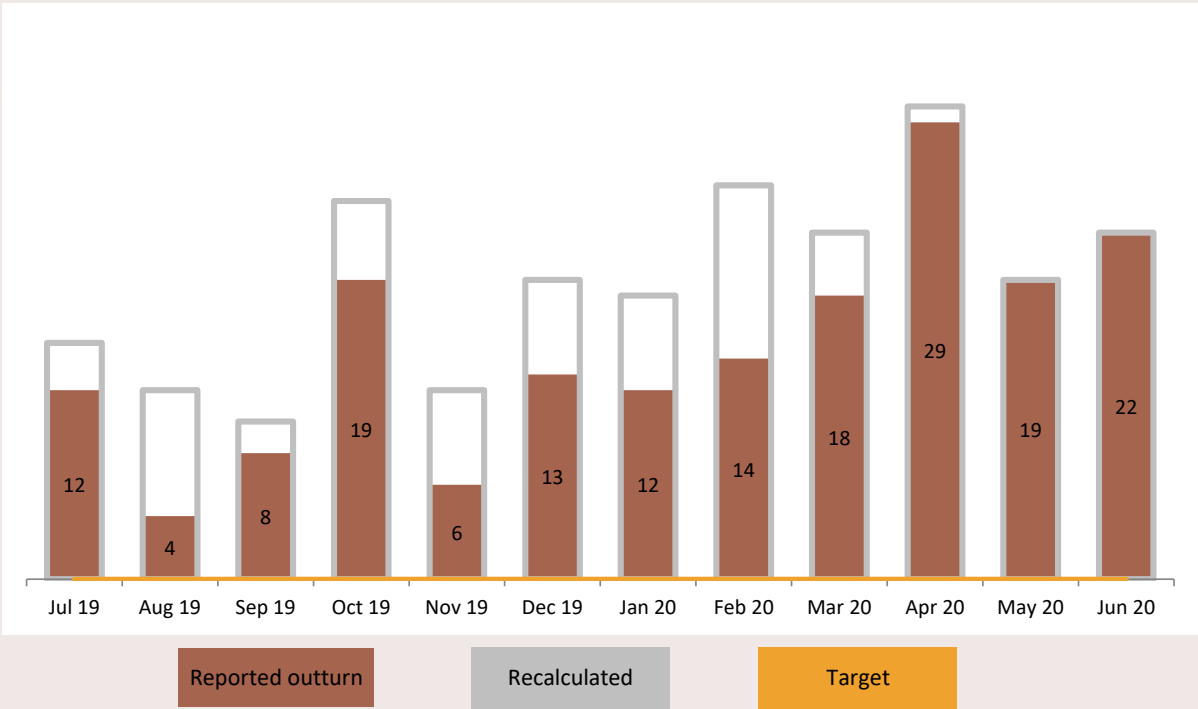
Number of completed safeguarding enquiries which involved concerns about domestic abuse

GREEN

Change:  
Up  
(Red) 15.8%

Last Month	This Month	Target
19	22	N/A
Recalculated: 19		

Source:  
Carefirst



**Commentary:**  
126 Safeguarding Enquiries were completed in June, of which 22 involved allegations of domestic abuse - 17.5%  
In the last 12 months there have been 228 completed enquiries relating to this. Of these 92% achieved their expressed outcomes, 86% felt that they were involved, 85% felt that they had been listened to, 84% felt we had acted on their wishes, 77% felt safer and 75% felt happier as a result of our intervention.

Measure Owner: Responsible Officer:  
Paul Hallam

Frequently asked questions:

Theme: Prevention and Early Help

Percentage of completed safeguarding enquiries which involved concerns about domestic abuse

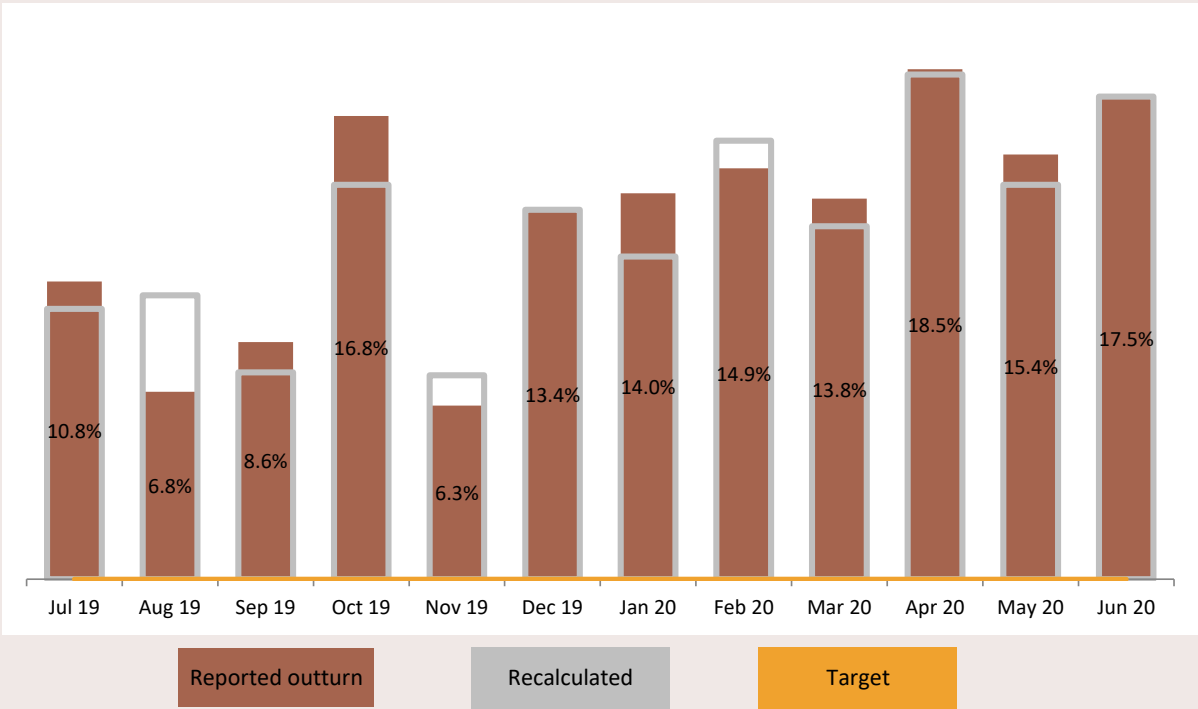
GREEN

Change:

Up  
(Red) 2 pp

Last Month	This Month	Target
15.4%	17.5%	N/A
Recalculated: 14.3%		

Source:  
Carefirst



Commentary:

126 Safeguarding Enquiries were completed in June, of which 22 involved allegations of domestic abuse - 17.5%

In the last 12 months there have been 228 completed enquiries relating to this. Of these 92% achieved their expressed outcomes, 86% felt that they were involved, 85% felt that they had been listened to, 84% felt we had acted on their wishes, 77% felt safer and 75% felt happier as a result of our intervention.

Measure Owner:

Responsible Officer:  
Paul Hallam

Frequently asked questions:

[< Previous: DV safeguarding count](#)

[Return to Scorecard](#)

[Next: LD Employment >](#)



Theme: Community Assets

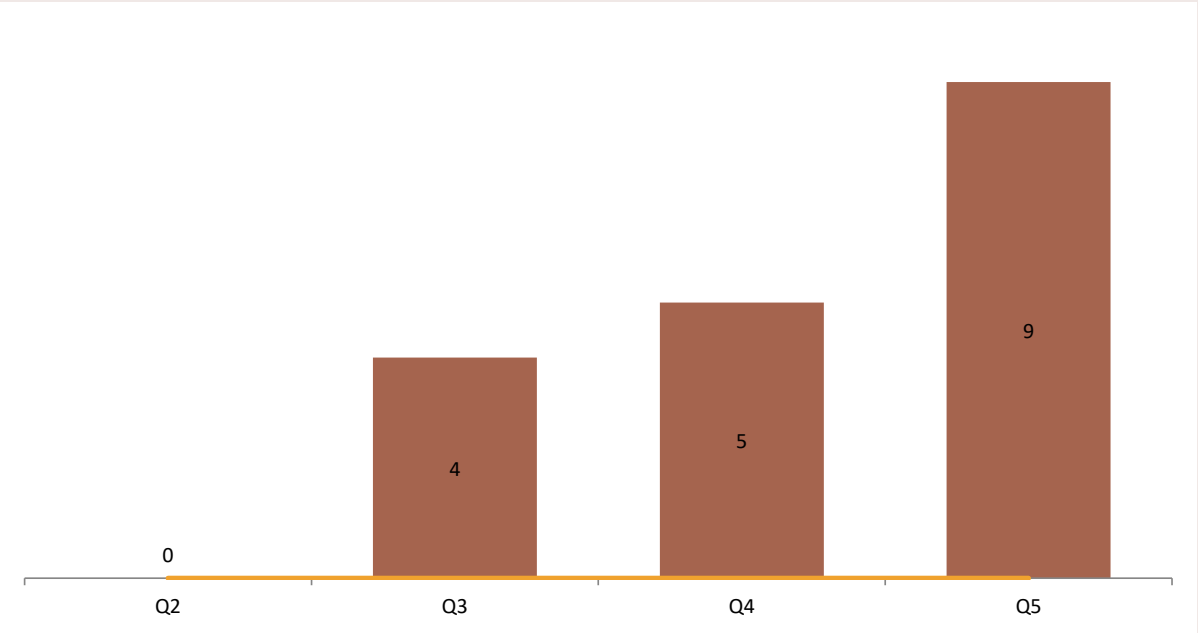
The number of people with Learning Disabilities who have been supported into employment by the PURE Project

GREEN

Change:  
Up  
(Green) 80%

Prev. Quarter	Latest Quarter	Preferred
5	9	Travel: Upwards

Source:  
Data supplied by PURE



Reported Outturn

Commentary:

The PURE Project (Placing vulnerable Urban Residents into Employment and training) succeeded in supporting 4 adults with Learning Disabilities into employment this quarter, bringing our total to 9, and supported a further 8 people into training opportunities

The project aims to support various groups of people aged 29 and over into employment, including people with Learning and other disabilities, but also people who are homeless, leaving prison or care, recovering from substance misuse, or fleeing domestic abuse. Our work is carried out by a range of specialist contractor organisations- Midland Mencap and Rathbone in particular support people with Learning Disabilities, although we encourage cross-referrals between these organisations.

We were in the early days of the project at the beginning of the Covid-19 outbreak, and it has had a severe impact on our progress. It has resulted in a lack of suitable employment opportunities due to businesses being closed, and many of the people we engage with are very vulnerable and have been having to shield. In addition, many of our staff were moved onto other work in order to support the pandemic effort. However, we have taken this opportunity to put in place new data collection practices and reconcile the data we have.

The Covid-19 outbreak has also affected our ability to promote the project to the people who may benefit. We were able to fit in one roadshow event before lockdown, but we have had to cancel several others, including our planned drop-in sessions at the John Lewis Community Café.

The project has now engaged with 212 adults with learning disabilities, and further 1,108 other people. When we engage with someone, we carry out an in-depth analysis of the person's needs, and work to produce an action plan. We were previously doing this face-to-face, but in the current circumstances we have been using online services such as Zoom. We have been carrying out a questionnaire at the beginning and the end of the process, and we are analysing the results to see what affect the project has had on each person's motivation and outlook.

We are also looking to reinstate our jobs clubs, and we are looking at the possibility of a volunteering scheme as a stepping-stone to employment, particularly in light of the expected redundancies coming out of this crisis.

Measure Owner:  
John Williams

Responsible Officer:

Frequently asked questions:

Theme: Community Assets

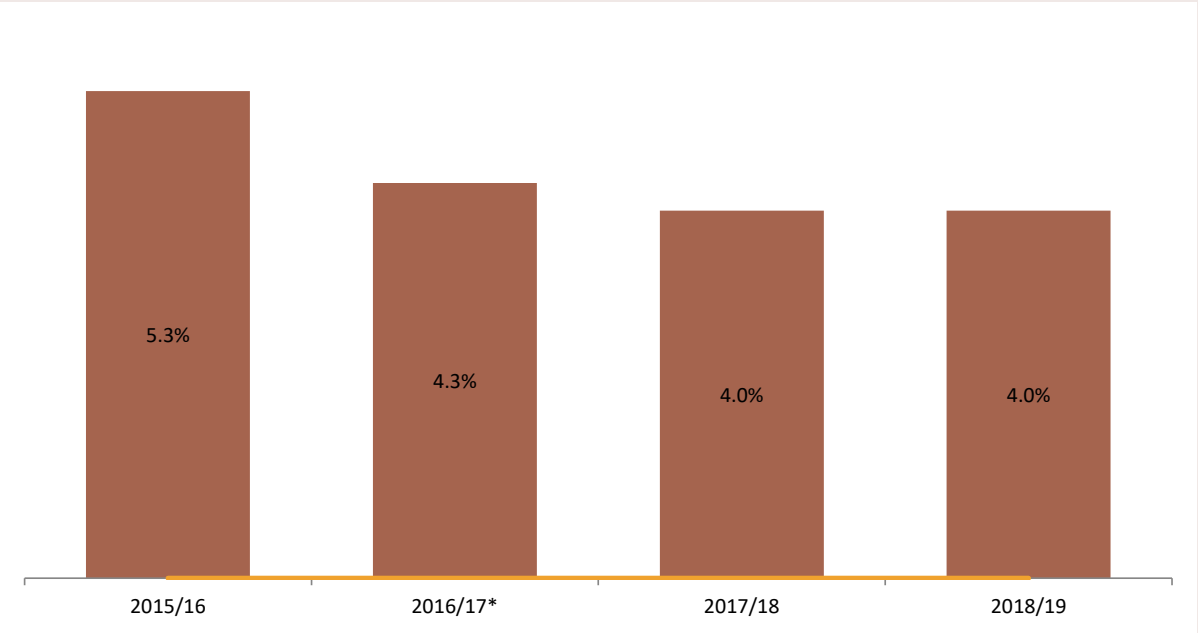
The percentage of adults in contact with secondary mental health services in employment

GREEN

Change:  
Static  
(Amber) 0 pp

Prev. Quarter	Latest Quarter	Preferred
4%	4%	Travel: Upwards

Source:  
NHS Digital



Reported Outturn

Commentary:

2019/20 data available in January 2021 (delayed due to Covid-19)

Measure Owner:  
John Williams

Responsible Officer:  
John Williams

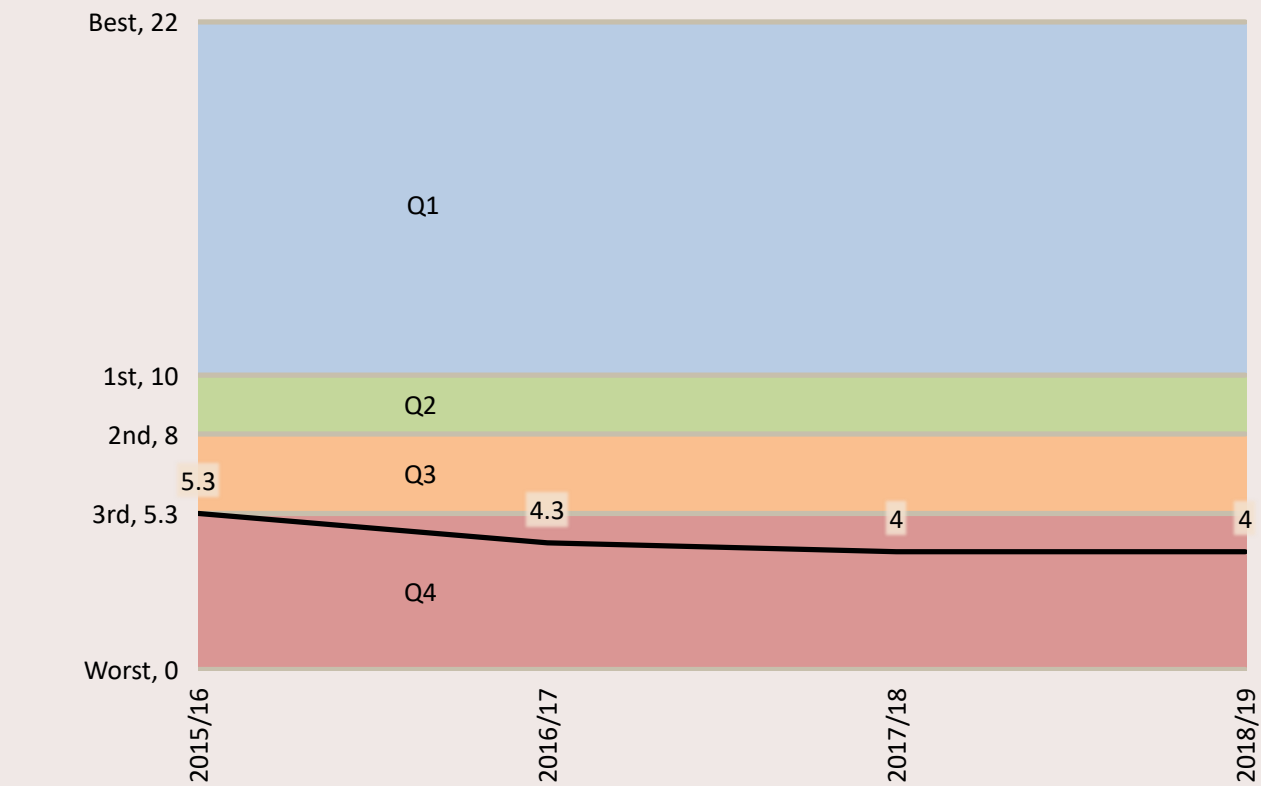
Frequently asked questions:

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.

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 2018/19 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	5.3%	1.3	33%	
2nd	8.0%	4.0	100%	
1st	10.0%	6.0	150%	
Best	22.0%	18.0	450%	

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

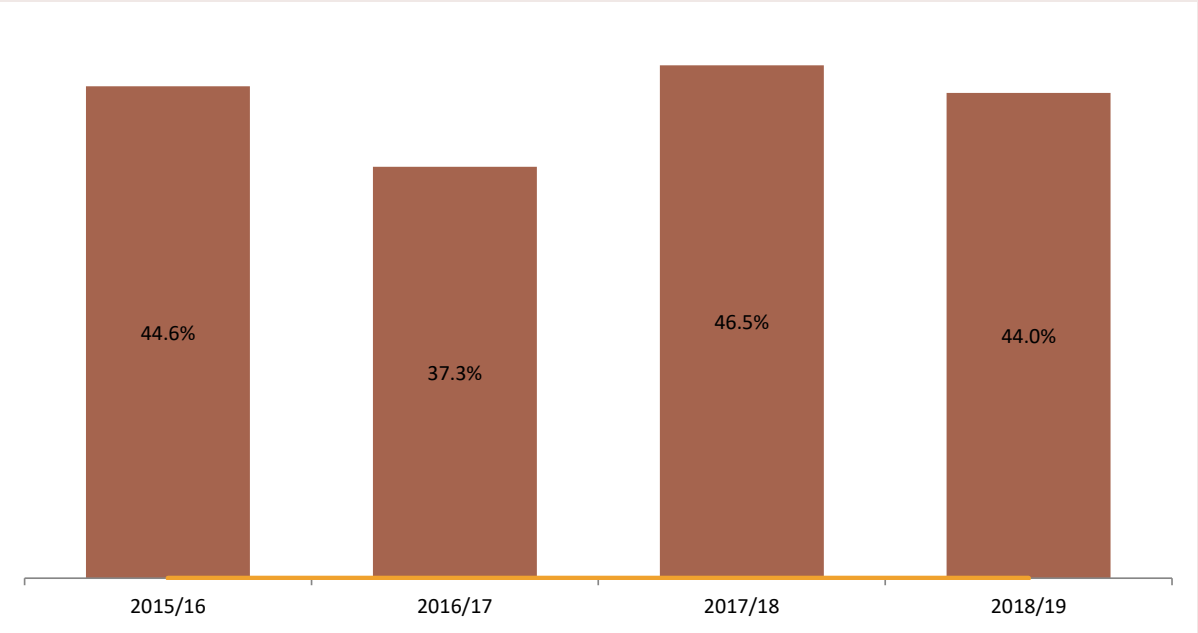
RED

Change:

Down  
(Red) 2.5 pp

Prev. Quarter	Latest Quarter	Preferred
46.5%	44%	Travel: Upwards

Source:  
NHS Digital



Reported Outturn

Commentary:

2019/20 data available in January 2021 (delayed due to Covid-19)

Measure Owner:

Responsible Officer:

Frequently asked questions:

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

[< Previous: MH Employment quartiles](#)

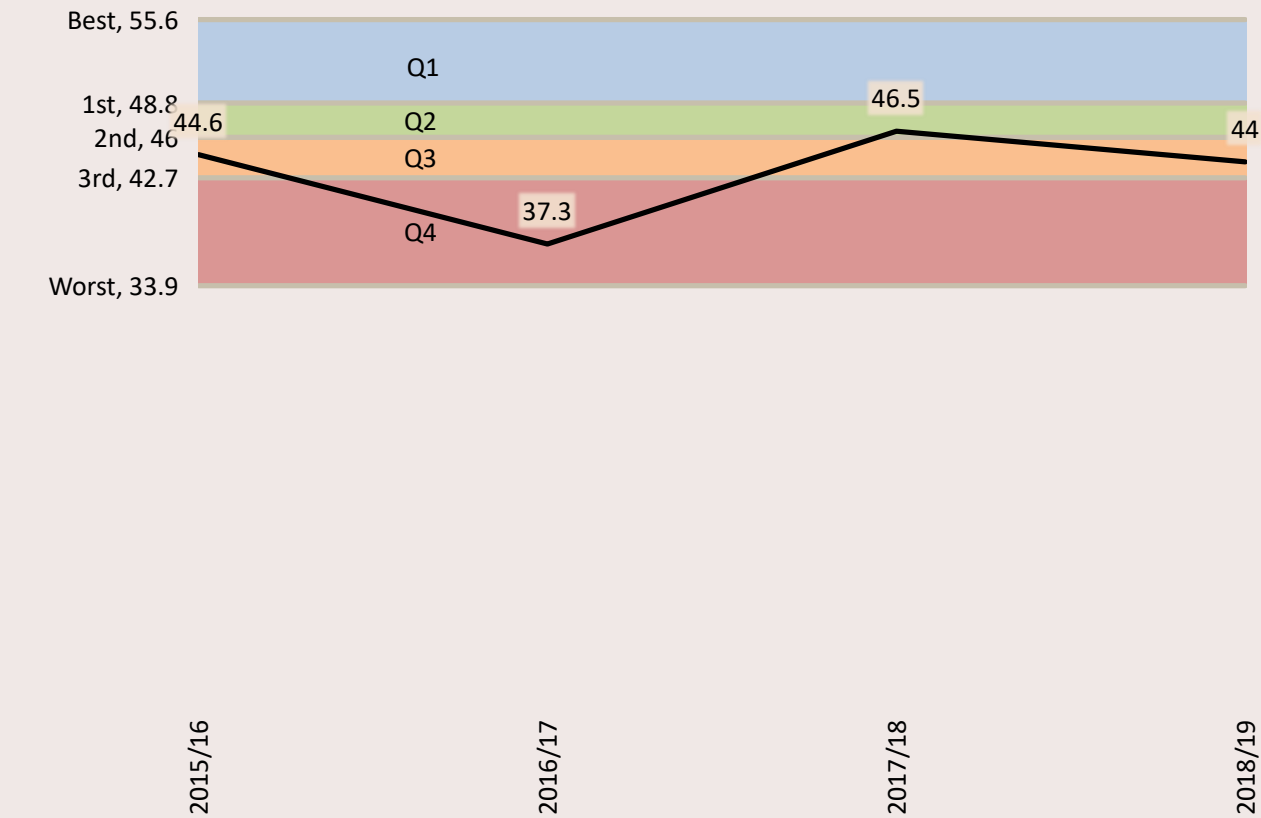
[Return to Scorecard](#)

[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

Benchmarking data is taken from 2018/19 Ascof  
This benchmarking is against historical results- current performance by other local authorities may differ from this.

Quartile	Score	Difference		Est. people Difference
		Figure	%	
Worst	33.9%	-10.1	-23%	-1125
3rd	42.7%	-1.3	-3%	-145
Birmingham	44.0%			
2nd	46.0%	2.0	5%	223
1st	48.8%	4.8	11%	534
Best	55.6%	11.6	26%	1292

Current Quartile	3rd
Distance to next quartile	223 Est. people
Distance to top quartile	534 Est. people

## Theme: Community Assets

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

RED

Change:

Down  
(Red)

3.2 pp

Prev. Quarter

28.3%

Latest Quarter

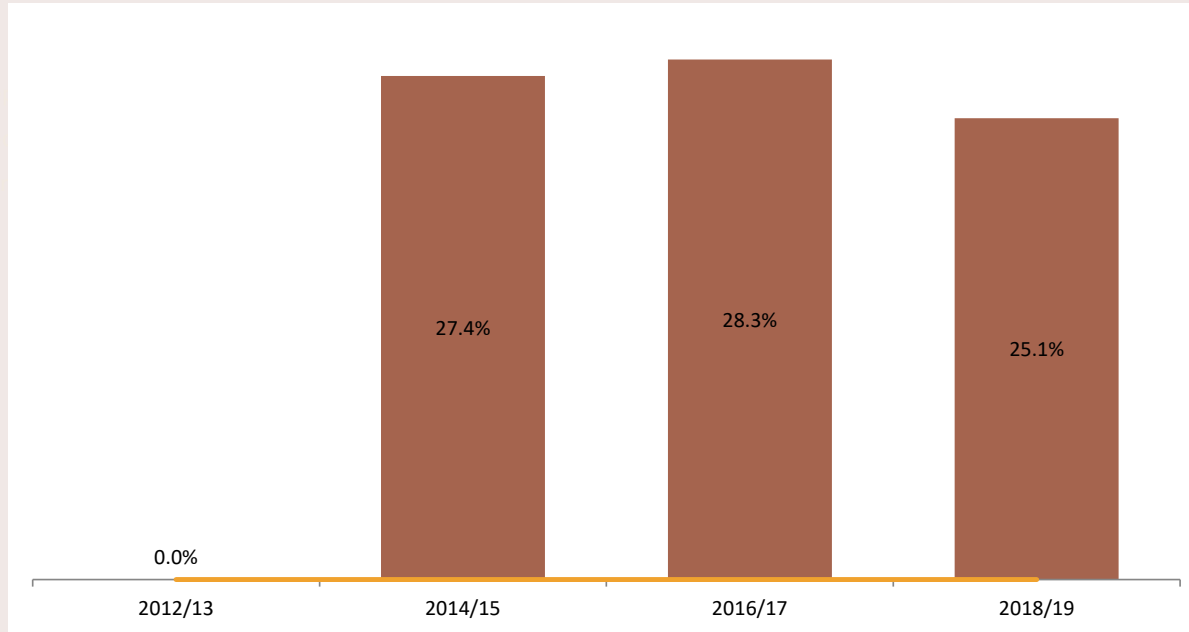
25.1%

Preferred

Travel:  
Upwards

Source:

NHS Digital



Reported Outturn

### Commentary:

This is biennial, however NHS Digital has decided to postpone the 2020/21 survey due to Covid-19. This will now take place in 2021/22, and this measure will next be updated in late 2022.

Measure Owner:  
Balwinder Kaur

Responsible Officer:  
Fiona Mould / Austin Rodriguez

### Frequently asked questions:

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

[< Previous: Client social contact quartiles](#)

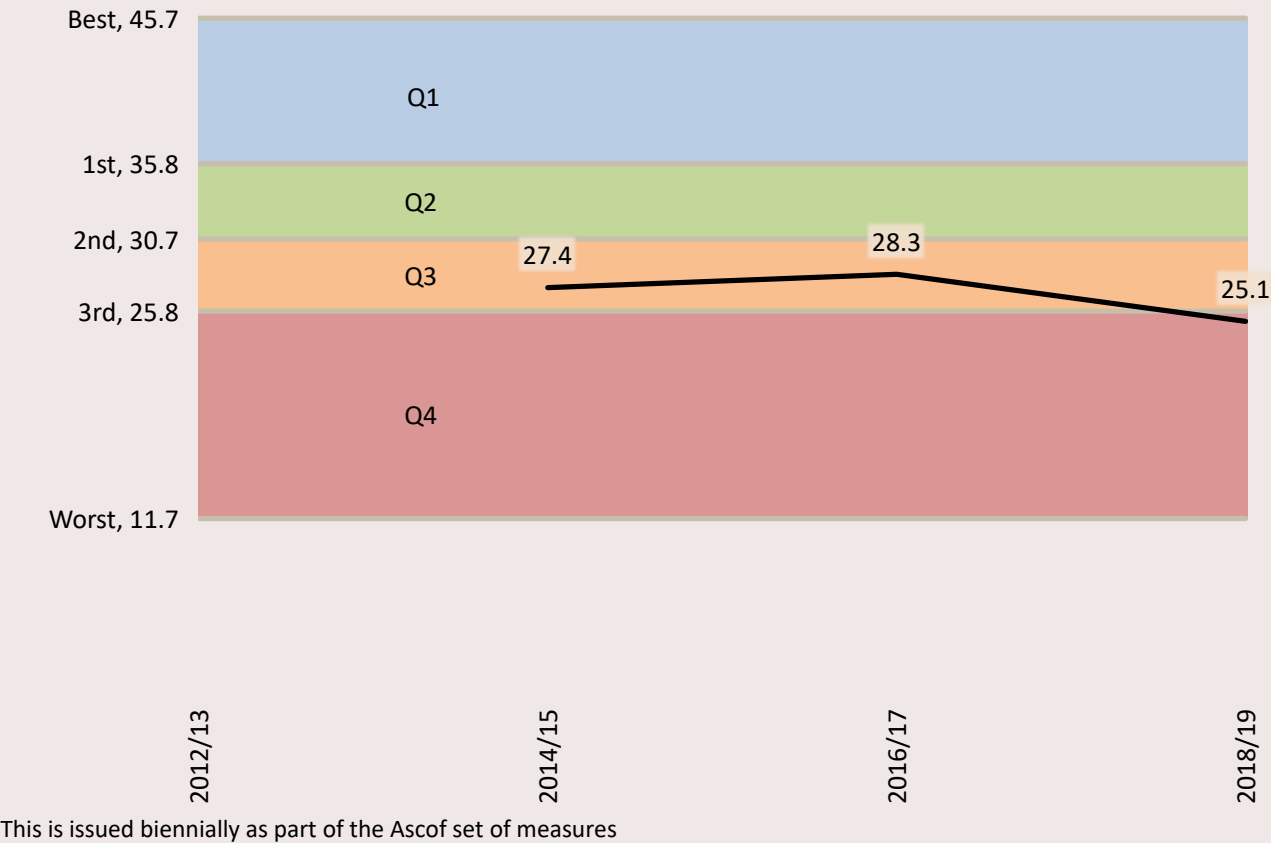
[Return to Scorecard](#)

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

Theme: Community Assets

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

Performance against national quartiles



Benchmarking data is taken from 2018/19 Ascof

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

Quartile	Score	Difference		Est. people Difference
		Figure	%	
Worst	11.7%	-13.4	-53%	-397
Birmingham	25.1%			
3rd	25.8%	0.7	3%	21
2nd	30.7%	5.6	22%	166
1st	35.8%	10.7	43%	317
Best	45.7%	20.6	82%	610

Current Quartile	4th
Distance to next quartile	21 Est. people
Distance to top quartile	317 Est. people