

Cabinet Scorecard - March 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
1Daily Average Delay beds per day per 100,000 18+ population – combined figure (Social Care only and Joint NHS and Social Care)	RED	7.95	11.68	11.56	Down (Green)		✓
2The 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%	78.9% (Q2)	74.8% (Q3)	Down (Red)		
3Proportion of clients reviewed, reassessed or assessed within 12 months	RED	85%	76%	72.3%	Down (Red)	✓	
4The number of long-term admissions to residential or nursing care per 100,000 over 65s	GREEN	560	515.7 (Q2)	509.7 (Q3)	Down (Green)		

2. Personalised Support

Measure	Status	Target	Last Month	This Month	D o T	Const.	B/mark
5Social work client satisfaction - postcard questionnaire.	GREEN	70%	97% (Q3)	99% (Q4)	Up (Green)		
6Percentage of concluded Safeguarding enquiries where the individual or representative was asked what their desired outcomes were	GREEN	85%	91%	85%	Down (Red)	✓	
7Uptake of Direct Payments	GREEN	35% (EoY 35%)	35.7%	35.9%	Up (Green)	✓	✓
8The percentage of people who receive Adult Social Care in their own home	GREEN	DoT Only	69.3%	71.1%	Up (Green)		✓
9The number of people who have Shared Lives	RED	140	92	96	Up (Green)		

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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	14	18	Up (Red)		
11	Percentage of completed safeguarding enquiries which involved concerns about domestic abuse	GREEN	N/A	14.9%	13.8%	Down (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	N/A	DoT Only	4 (Q3)	(Q4)			
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

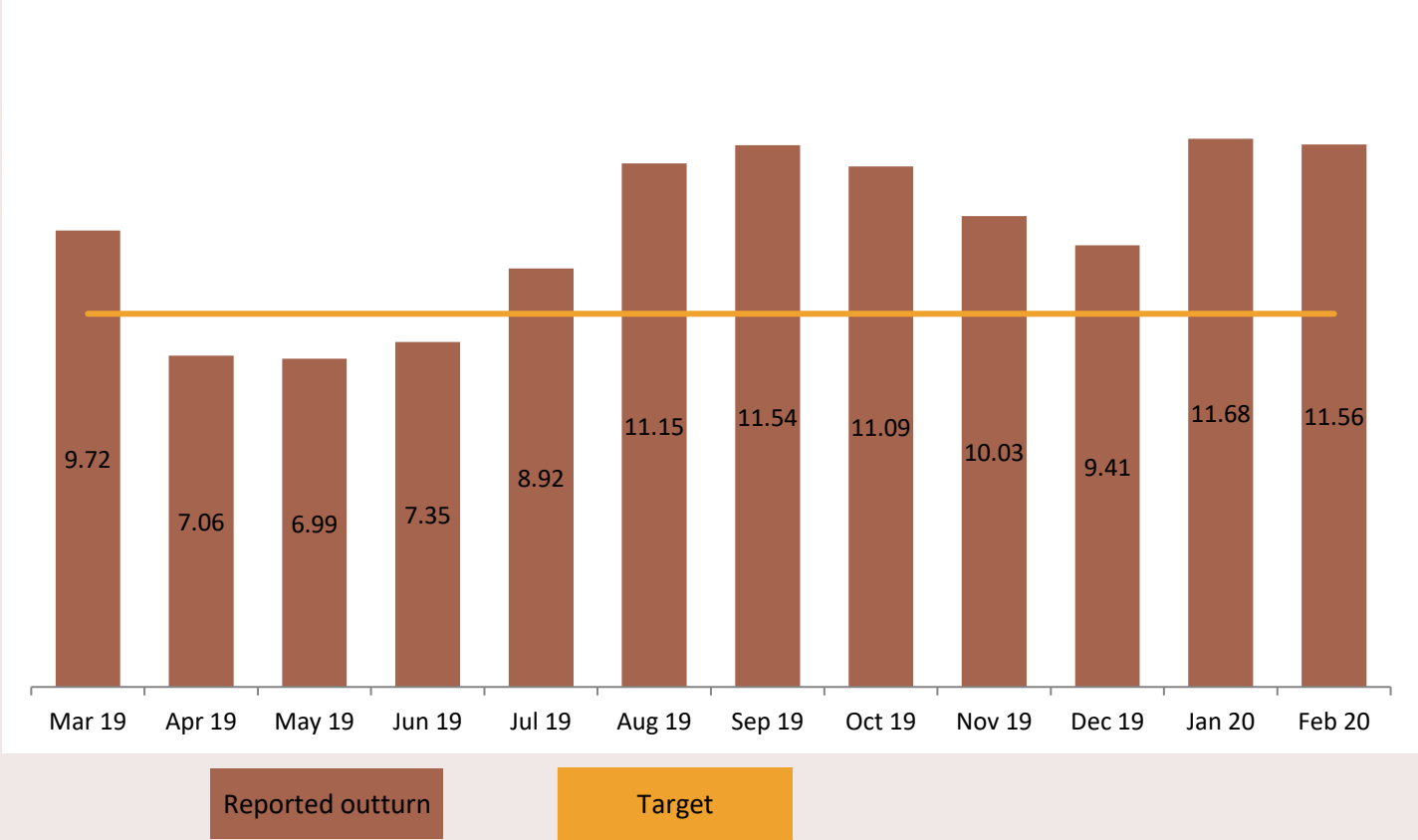
Daily Average Delay beds per day per 100,000 18+ population – combined figure (Social Care only and Joint NHS and Social Care)

RED

Change:
Down
(Green) 1%

Last Month	This Month	Target
11.68	11.56	7.95

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



Commentary:

We are unable to provide commentary this month due to the additional pressures on staff (including senior staff) resulting from the Covid-19 outbreak.

Measure Owner:
Balwinder Kaur

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: Client social contact](#)

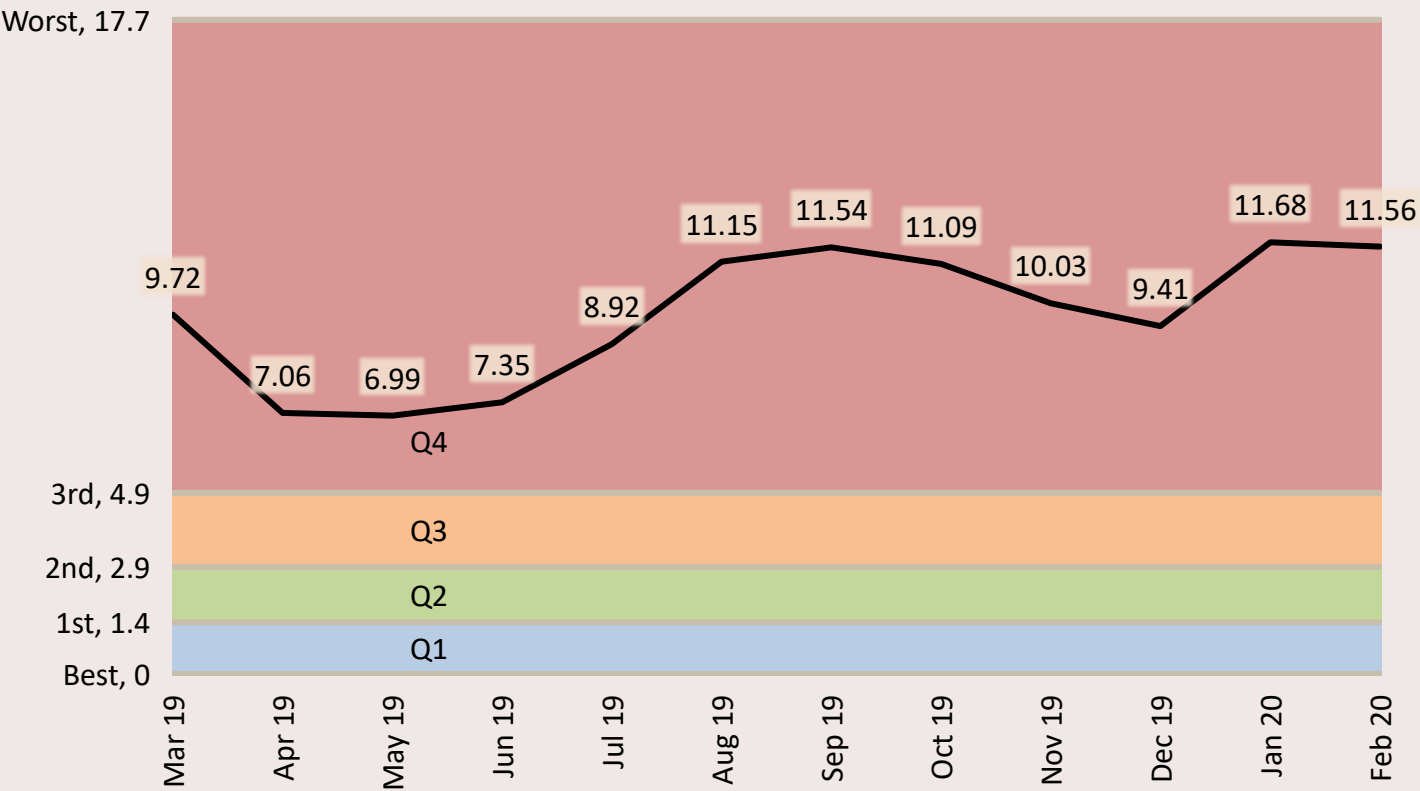
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[Next: DTOC Total quartiles >](#)

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	6.14	53%	52
Birmingham	11.56			
3rd	4.90	-6.66	-58%	-57
2nd	2.90	-8.66	-75%	-74
1st	1.40	-10.16	-88%	-87
Best	0.00	-11.56	-100%	-99

Current Quartile	4th
Distance to next quartile	57 Beds/day
Distance to top quartile	87 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.

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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)

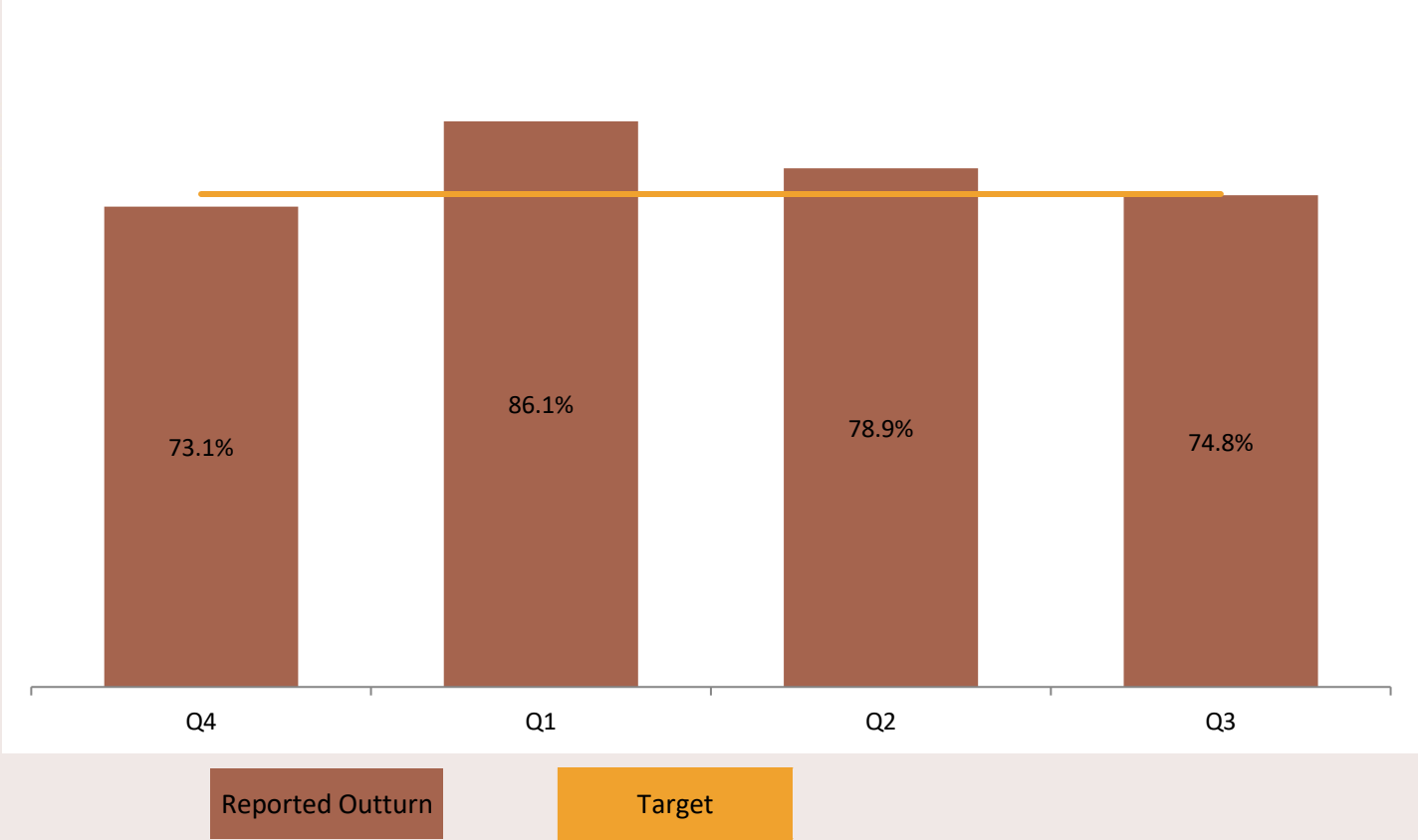
AMBER

Change:

Down
(Red) 4.1 pp

Prev. Quarter	Latest Quarter	Target
78.9%	74.8%	75%

Source:
Carefirst service agreements and commissioning provider assessment data



Commentary:

Our performance on this measure has dropped since last quarter to just below the target. 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 3 care homes with over 130 service users and one large homecare provider with over 200 service users, which contributed to the fall in performance. Overall, 82.3% of our citizens who receive home support from us are with a provider rated as silver or gold, as are 69.6% of citizens receiving residential or supported living services.

We are working hard with inadequate providers, and in particular the larger ones, in order to improve the overall quality of support available, and to increase the available capacity for new services ready for the higher levels of demand that we see over winter. Since May 2018, we have worked with 25 such providers, 5 of which we decommissioned, but the remaining 20 improved. This work has also shown us that it takes around 6 months to turn around and improve an inadequate provider.

We have started analysing the data gathered from our annual quality reviews and the areas where providers face challenges in delivering high-quality care, and we are now putting together support packages to help improve areas of concern. We hope to have these in place by the end of the year.

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:

Down
(Red) 3.7 pp

Last Month	This Month	Target
76%	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:

We are unable to provide commentary this month due to the additional pressures on staff (including senior staff) resulting from the Covid-19 outbreak.

Measure Owner:
John Williams

Responsible Officer:
Paul Hallam

Frequently asked questions:

Theme: Use of Resources

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

GREEN

Change:

Down
(Green) 1.2%

Prev. Quarter	Latest Quarter	Target
515.7	509.7	560
Recalculated: 0		

Source:
Carefirst



Commentary:

The number of people who we placed permanently in care homes has dropped slightly since the last reported quarter (September 2019). This represents a significant improvement from the same period last year, and we continue to exceed the target comfortably. The figure of 509.7 represents 765 new admissions between January 2019 and December 2019, compared to 790 in the period between October 2018 and September 2019, and 929 between January 2018 and December 2018. 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:
Pauline Mugridge

Frequently asked questions:

[< Previous: Reviews](#)

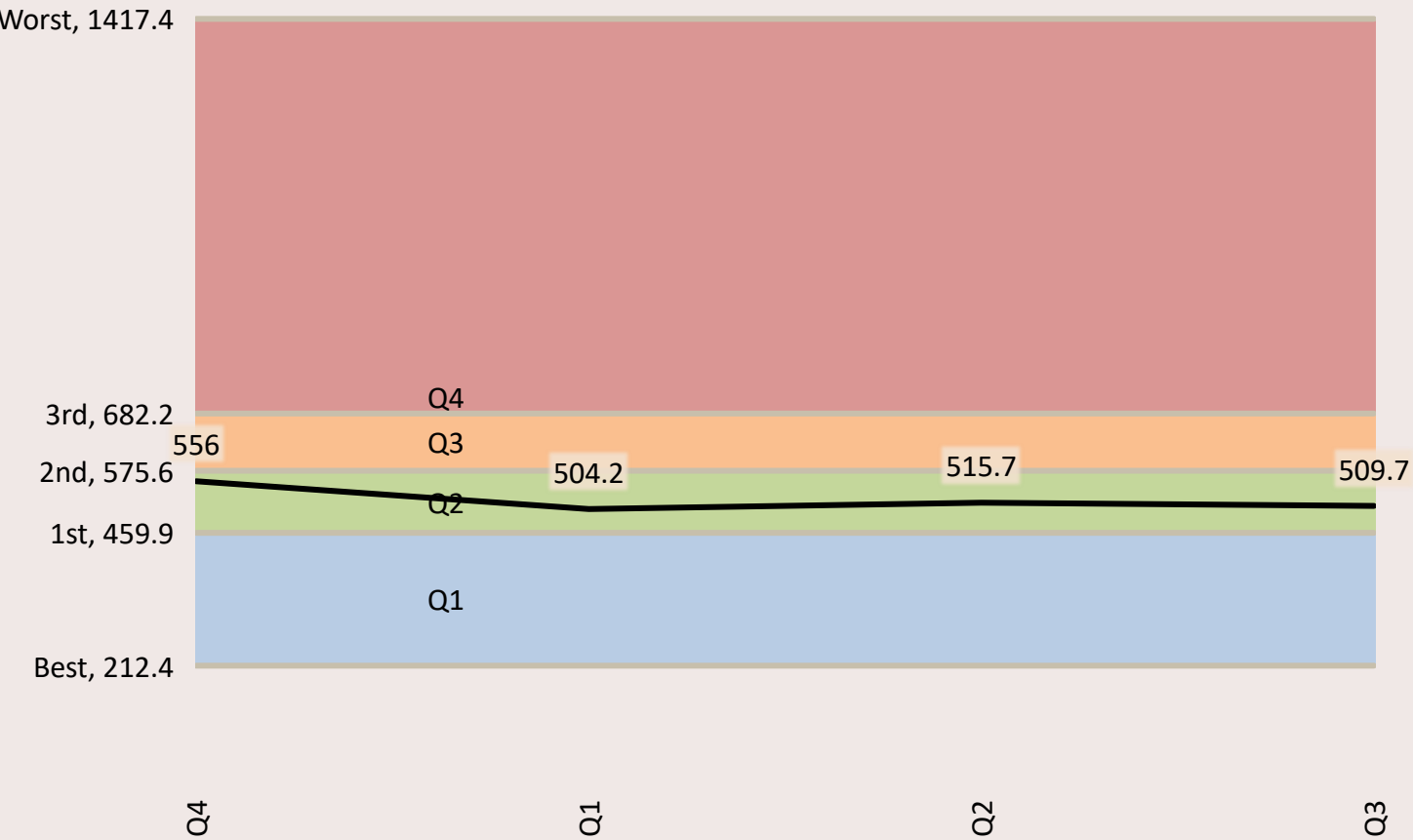
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[Next: Long term admissions quartiles >](#)

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 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	907.7	178%	1343
3rd	682.2	172.5	34%	255
2nd	575.6	65.9	13%	97
Birmingham	509.7			
1st	459.9	-49.8	-10%	-74
Best	212.4	-297.3	-58%	-440

Current Quartile	2nd
Distance to next quartile	74 Admissions
Distance to top quartile	74 Admissions

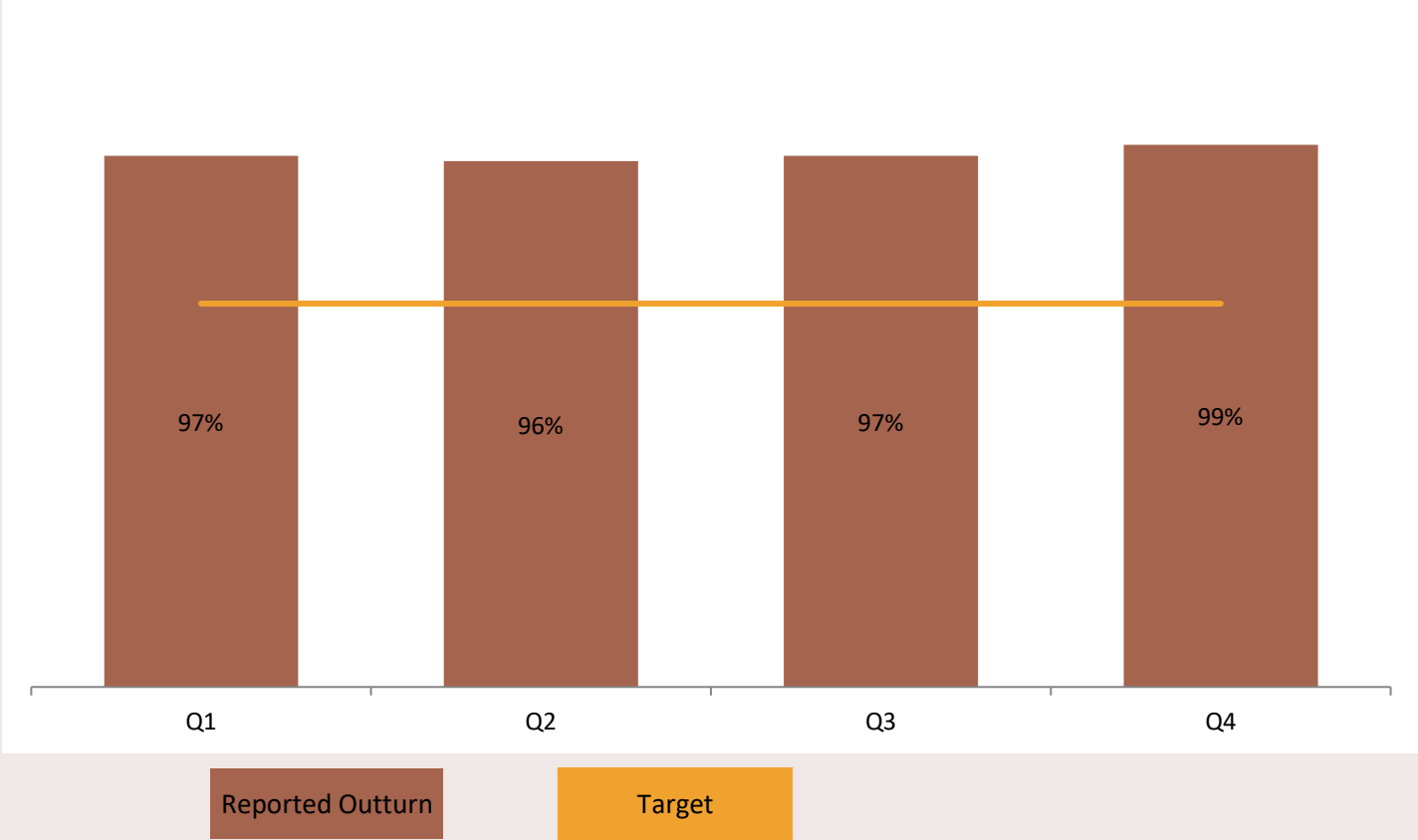
Theme: Personalised Support
Social work client satisfaction - postcard questionnaire.

GREEN

Change:
Up
(Green) 2 pp

Prev. Quarter	Latest Quarter	Target
97%	99%	70%

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



Commentary:
We are unable to provide commentary this month due to the additional pressures on staff (including senior staff) resulting from the Covid-19 outbreak.

Measure Owner:
Fiona Mould

Responsible Officer:

Frequently asked questions:

Theme: Personalised Support

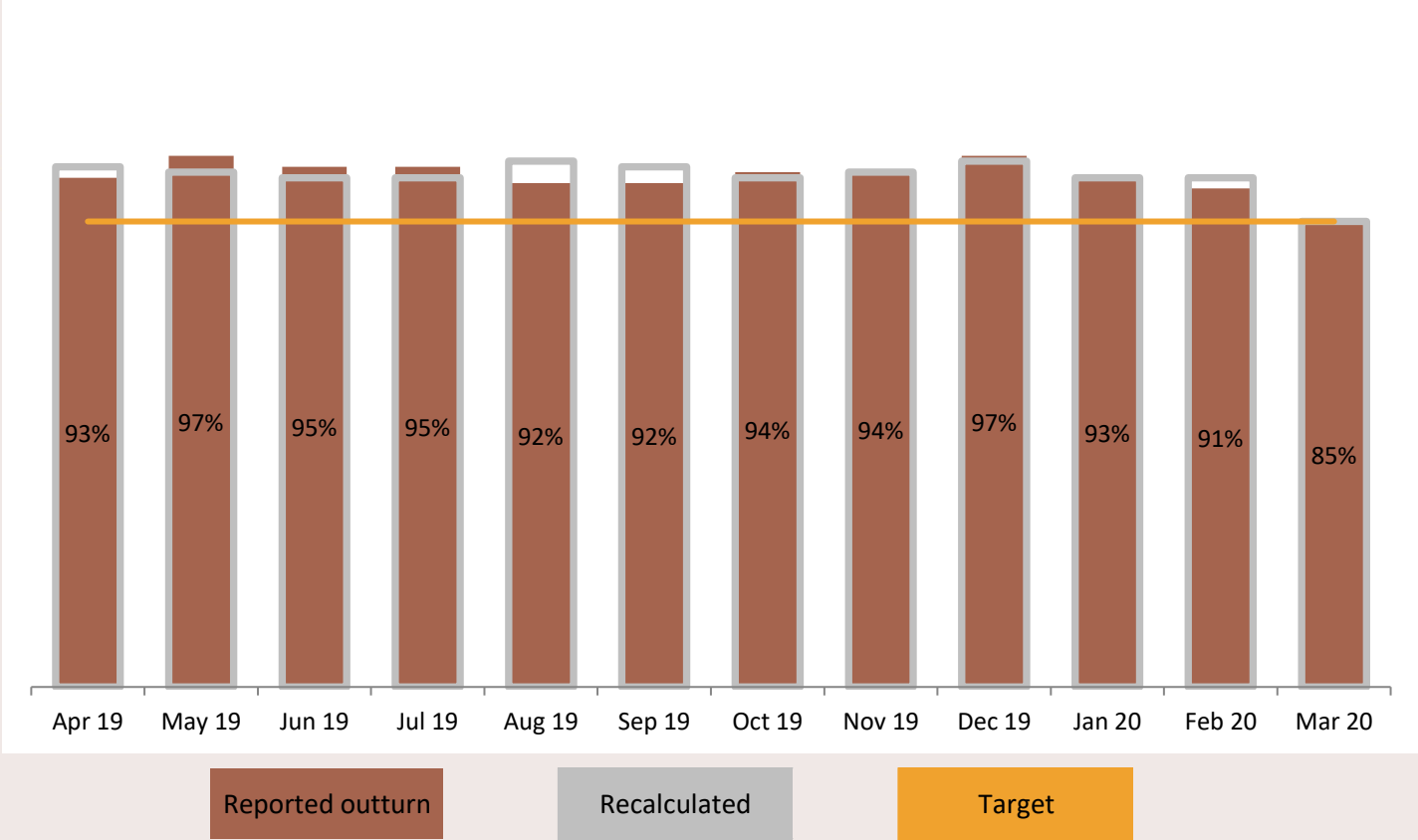
Percentage of concluded Safeguarding enquiries where the individual or representative was asked what their desired outcomes were

GREEN

Change:
Down
(Red) 6 pp

Last Month	This Month	Target
91%	85%	85%
Recalculated: 93%		

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 are unable to provide commentary this month due to the additional pressures on staff (including senior staff) resulting from the Covid-19 outbreak.

Measure Owner:
David Gray

Responsible Officer:

Frequently asked questions:

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Theme: Personalised Support

Uptake of Direct Payments

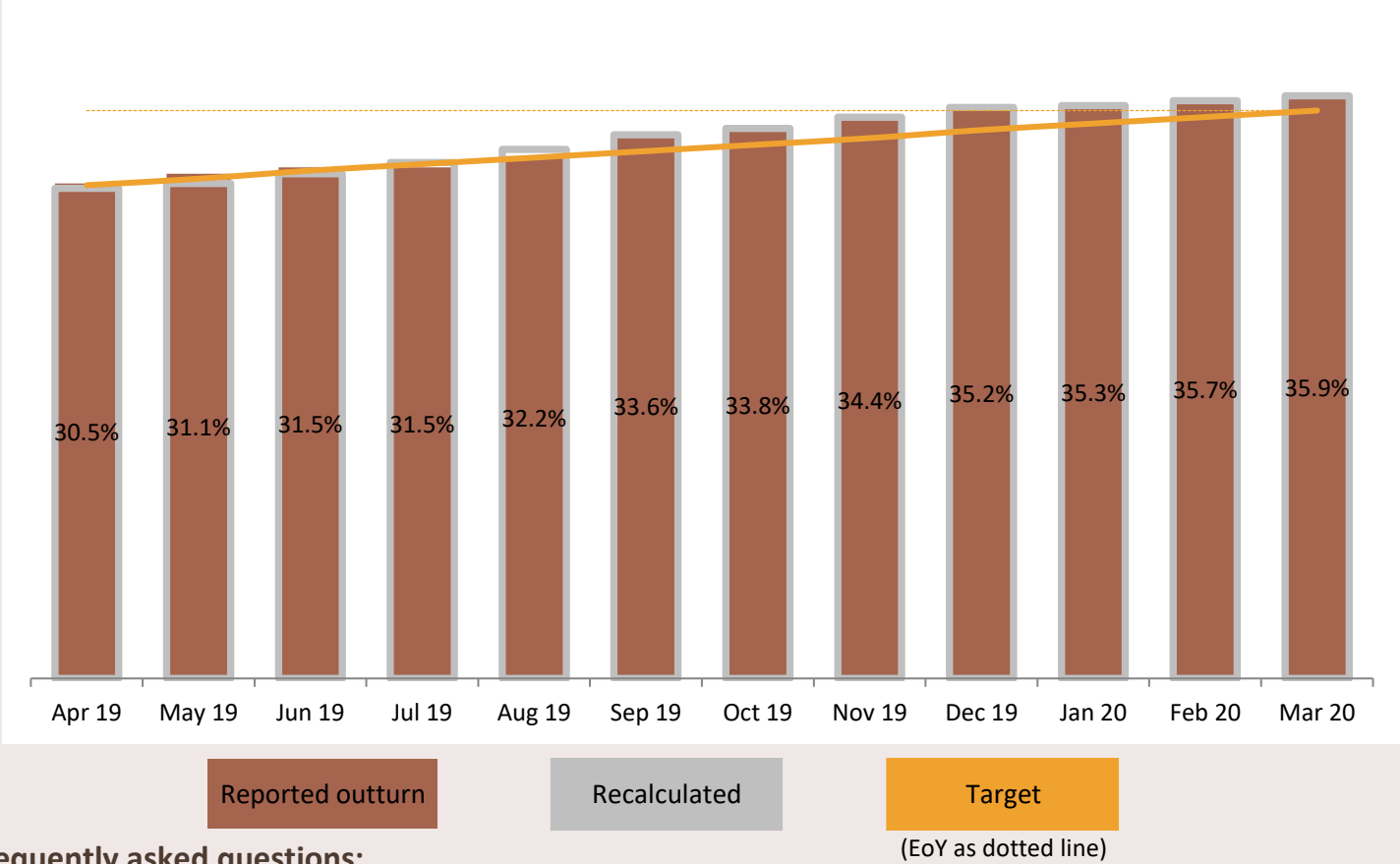
GREEN

Change:

Up
(Green) 0.2 pp

Last Month	This Month	Target
35.7%	35.9%	35%
Recalculated: 35.6%		(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.



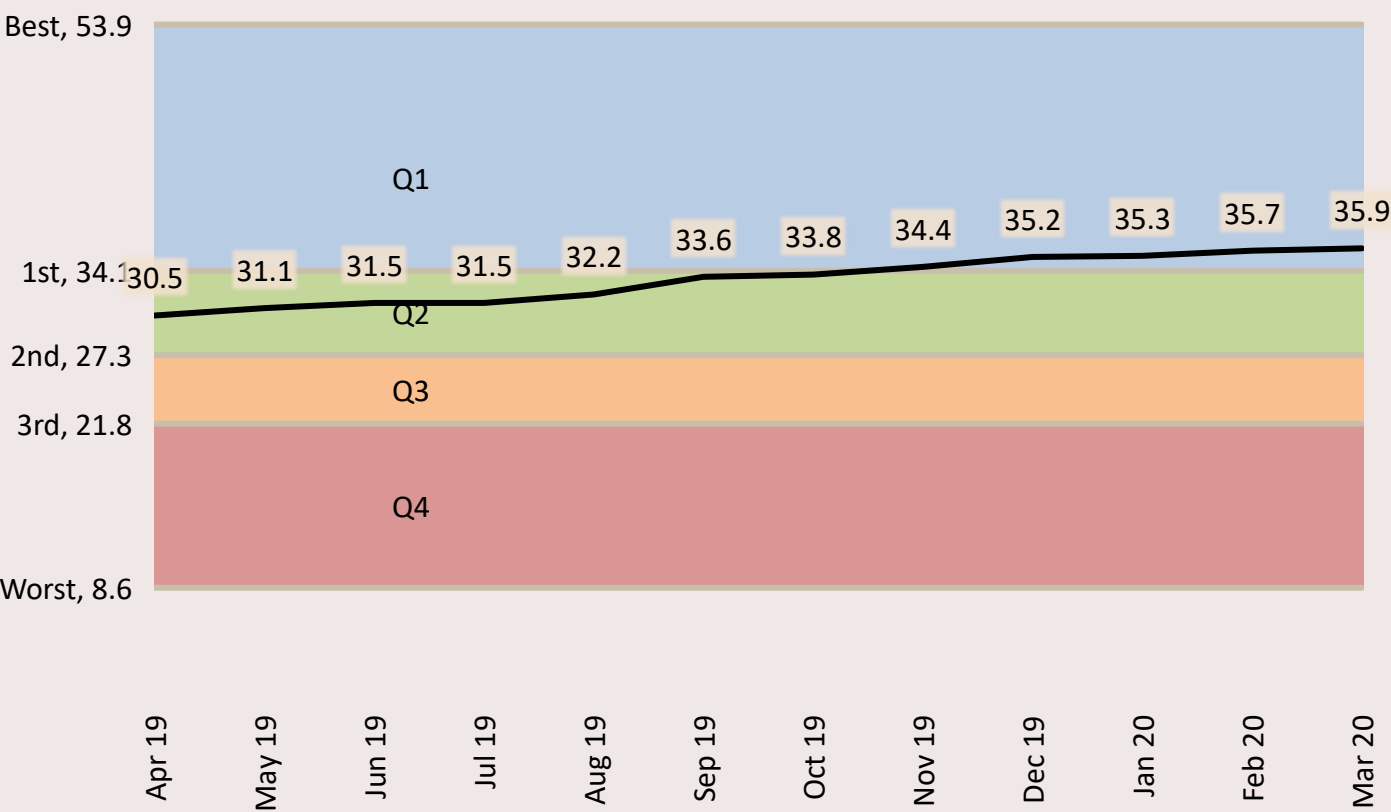
Commentary:
We have increased the number of people receiving direct payments again this month, and exceeded our end-of-year target, although the proportion has dropped slightly relative to the profile target. Based on the positions in the 2018-19 ASCOF measures, we are now in the top quartile of all councils for this measure.
We anticipate that citizen’s take-up of direct payments might slow down due to the Covid-19 outbreak and the emergency measures that are in place, as they begin to feel more assured by commissioned services such as homecare. 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

Frequently asked questions:

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

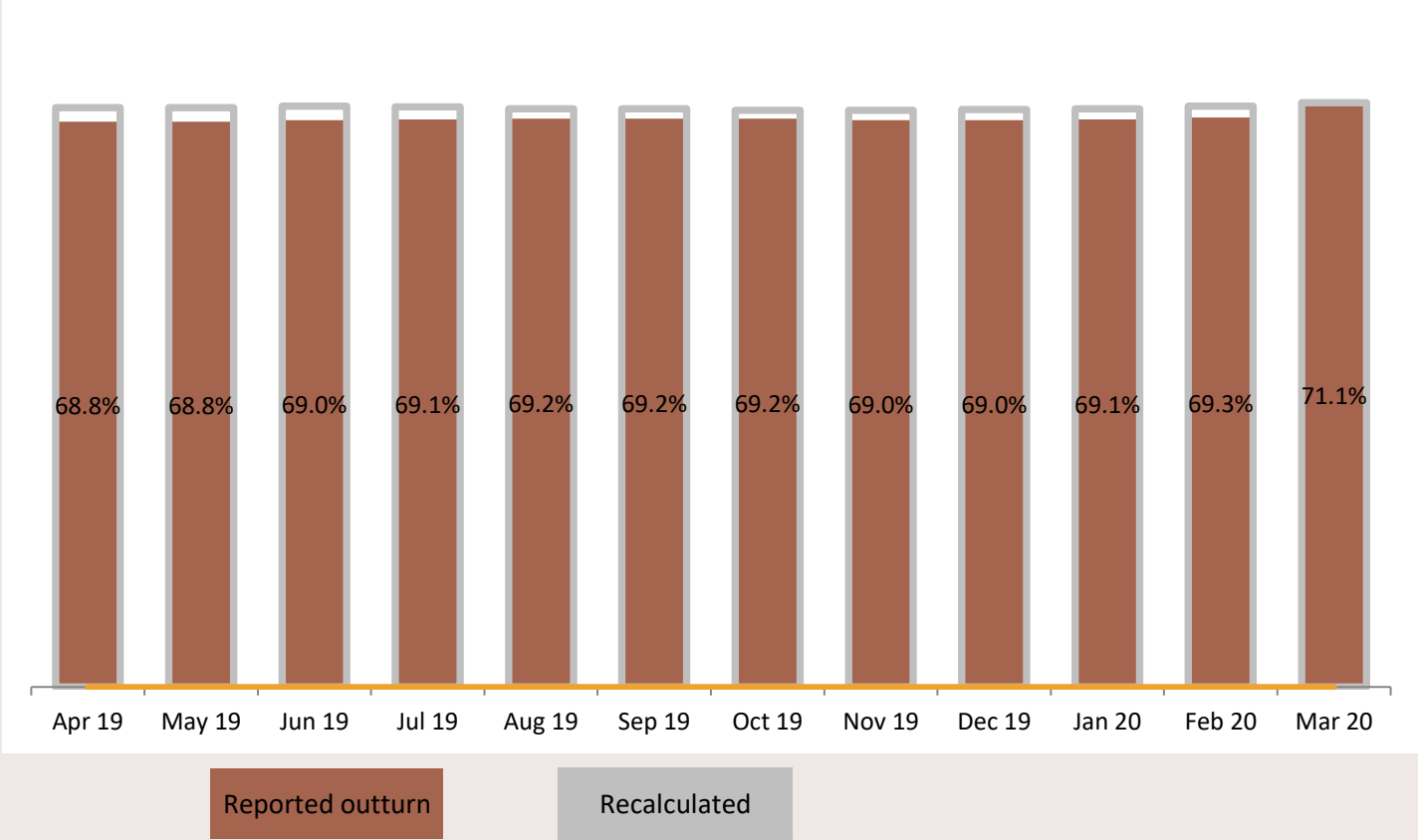
Performance against national quartiles



Quartile	Score	Difference		Packages Difference
		Figure	%	
Worst	8.6%	-27.3	-76%	-2207
3rd	21.8%	-14.1	-39%	-1140
2nd	27.3%	-8.6	-24%	-695
1st	34.1%	-1.8	-5%	-146
Birmingham	35.9%			
Best	53.9%	18.0	50%	1455

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

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 increased this month. Over the longer term, we have seen an incremental improvement in this measure.

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. 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 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.

Our Early Intervention project 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.

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

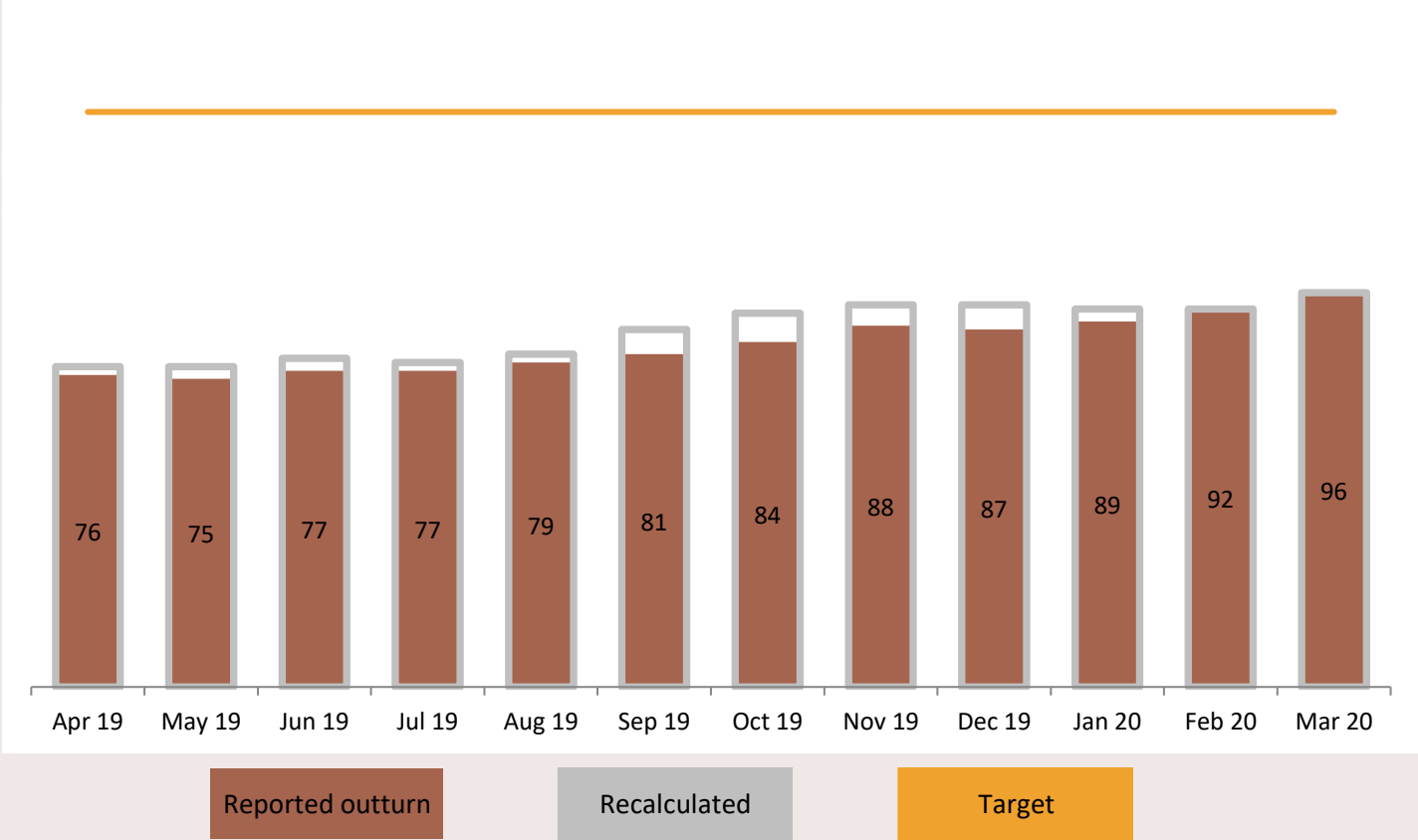
Change:

Up
(Green) 4.3%

Last Month	This Month	Target
92	96	140
Recalculated: 92		

Source:

Carefirst service agreements



Commentary:

The number of people receiving a Shared Lives service from us has increased this month, continuing the significant improvement of the last few months. Over the course of this year, we have increased our take-up by over 25%.

Due to the Covid-19 outbreak, we are not able to offer the same service as we were. We are hoping to maintain the 96 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

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 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, to maintain and increase Shared Lives' capacity to support people.

Measure Owner:
John Williams

Responsible Officer:
Zakia Loughead

Frequently asked questions:

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[Next: DV safeguarding count >](#)

Theme: Prevention and Early Help

Number of completed safeguarding enquiries which involved concerns about domestic abuse

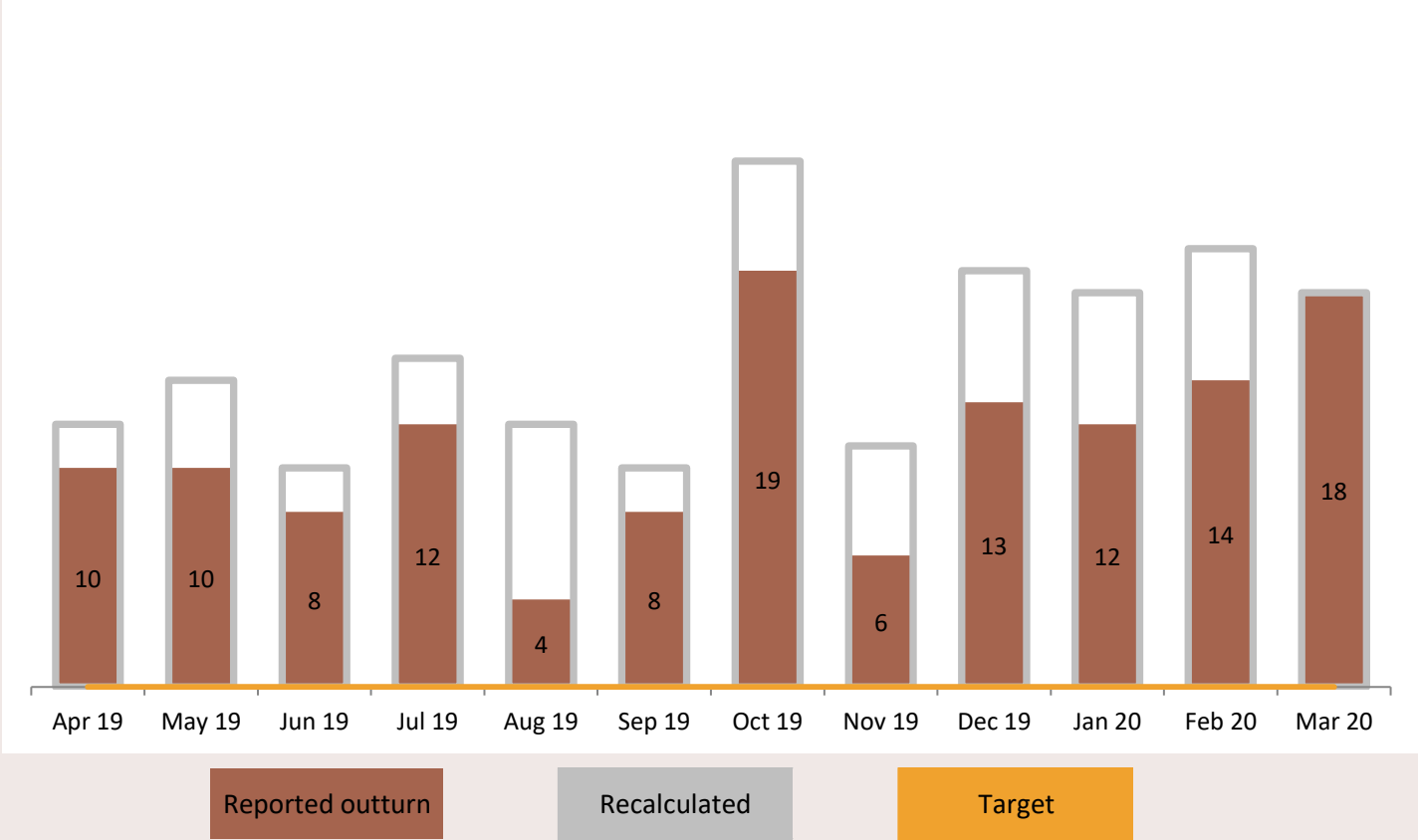
GREEN

Change:

Up
(Red) 28.6%

Last Month	This Month	Target
14	18	N/A
Recalculated: 20		

Source:
Carefirst



Commentary:

130 Safeguarding Enquiries were completed in March, of which 18 involved allegations of domestic abuse - 13.8%
In the last 12 months there have been 183 completed enquiries relating to this. Of these 94% achieved their expressed outcomes, 90% felt that they were involved, 89% felt that they had been listened to, 88% felt we had acted on their wishes, 79% felt safer and 79% felt happier as a result of our intervention.

Measure Owner:
David Gray

Responsible Officer:

Frequently asked questions:

Theme: Prevention and Early Help

Percentage of completed safeguarding enquiries which involved concerns about domestic abuse

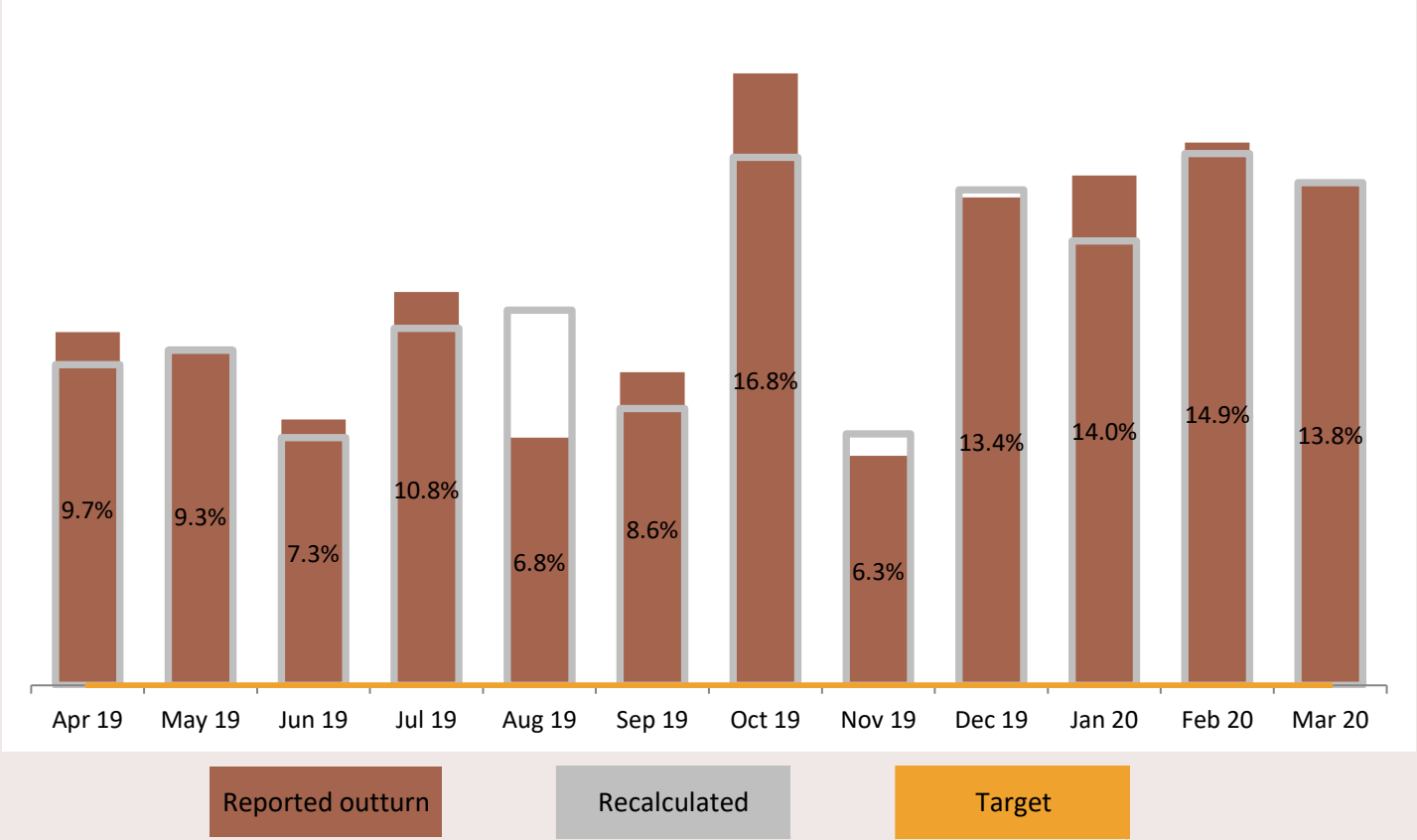
GREEN

Change:

Down
(Red) 1 pp

Last Month	This Month	Target
14.9%	13.8%	N/A
Recalculated: 14.6%		

Source:
Carefirst



Commentary:

130 Safeguarding Enquiries were completed in March, of which 18 involved allegations of domestic abuse - 13.8%
In the last 12 months there have been 183 completed enquiries relating to this. Of these 94% achieved their expressed outcomes, 90% felt that they were involved, 89% felt that they had been listened to, 88% felt we had acted on their wishes, 79% felt safer and 79% 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 number of people with Learning Disabilities who have been supported into employment by the PURE Project

N/A

Change:

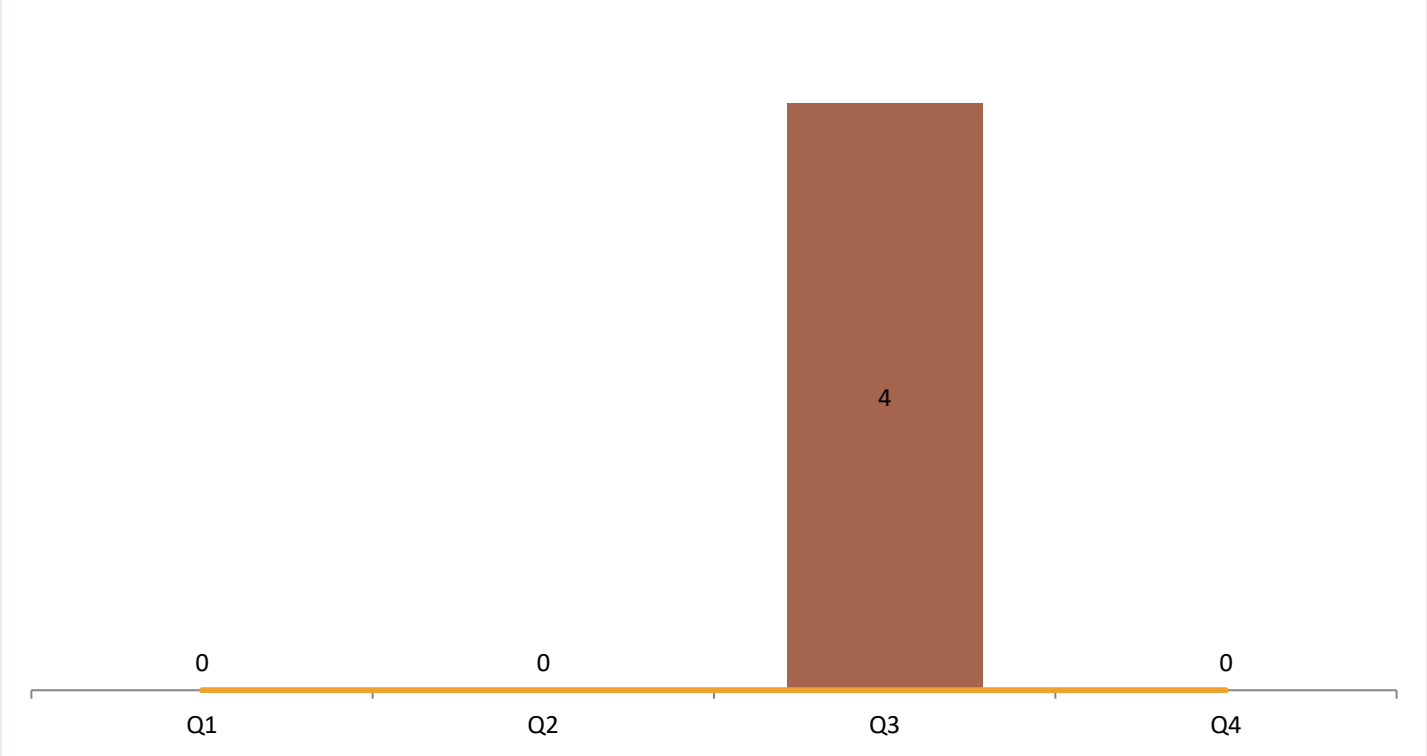
Prev. Quarter Latest Quarter Preferred

4

Travel: Upwards

Source:

Data supplied by PURE



Reported Outturn

Commentary:

We are unable to provide data or commentary this month due to the additional pressures on staff (including senior staff) resulting from the Covid-19 outbreak.

The following commentary was submitted for Q3:

This measure is new for quarter 3 and has replaced the previous measure on employment for people with Learning Disabilities.

The PURE Project (Placing vulnerable Urban Residents into Employment and training) 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.

Over the quarter from October to December, the PURE Project has succeeded in supporting 4 adults with learning disabilities into employment, and a further 11 into education and training. The project’s delivery phase launched in June, so it is still early days, and we expect that the number of people we help into employment will increase over the following months as the work gathers pace. As the project is supported by the European Social Fund (ESF), we have to comply with their strict requirements for evidence, so there were some successes that we haven’t been able to include in our figures. We have since held training sessions with our providers to ensure that they properly understand the reporting requirements and are credited for their successes.

We have already engaged with 142 people with learning disabilities. We hope to build on this foundation by encouraging more referrals from social work colleagues, and we expect the providers who are working with us to build their own caseloads from the community too.

The project is due to run over 19 months, and we are having discussions to establish a suitable target profile for the measure.

Measure Owner: Responsible Officer:

John Williams

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

4%

Latest Quarter

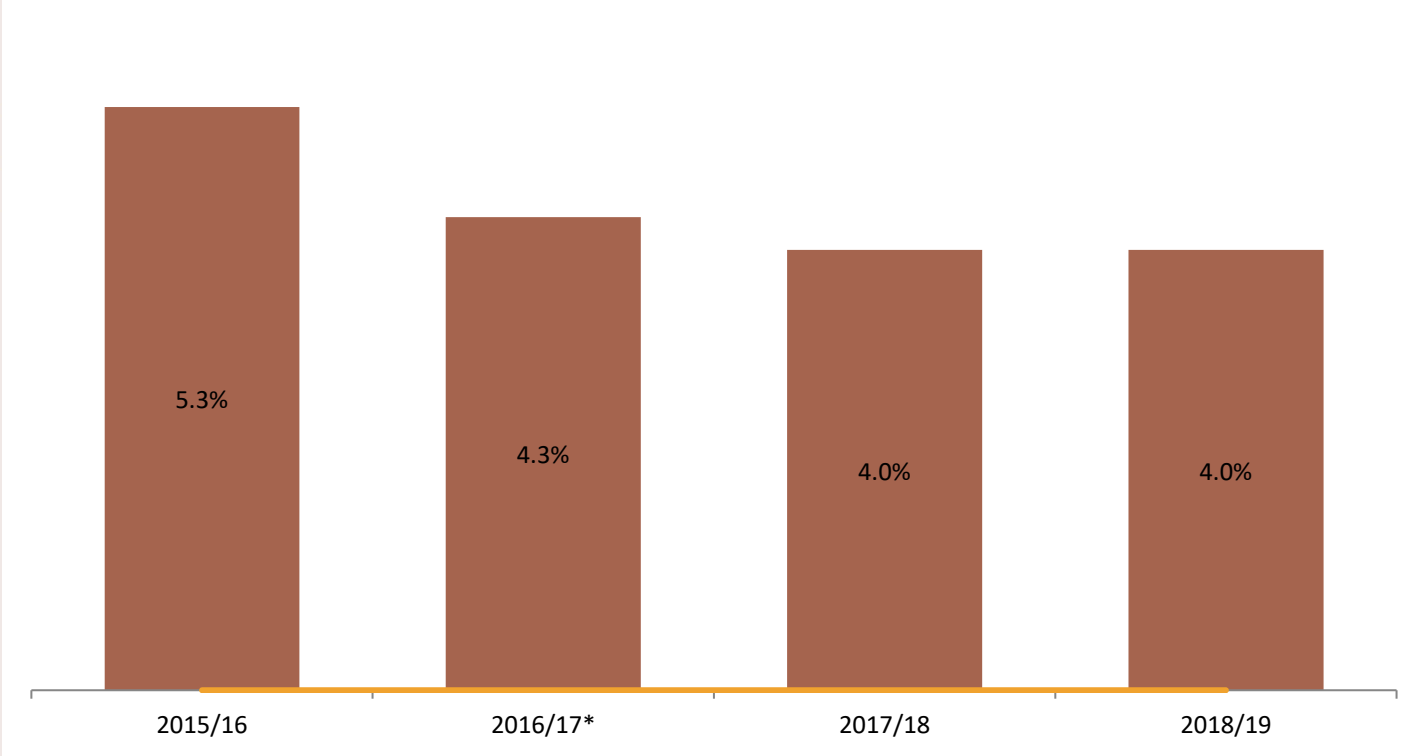
4%

Preferred

Travel:

Upwards

Source:
NHS Digital



Reported Outturn

Commentary:

2019/20 data will be available around November 2020

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.

[< Previous: LD Employment](#)

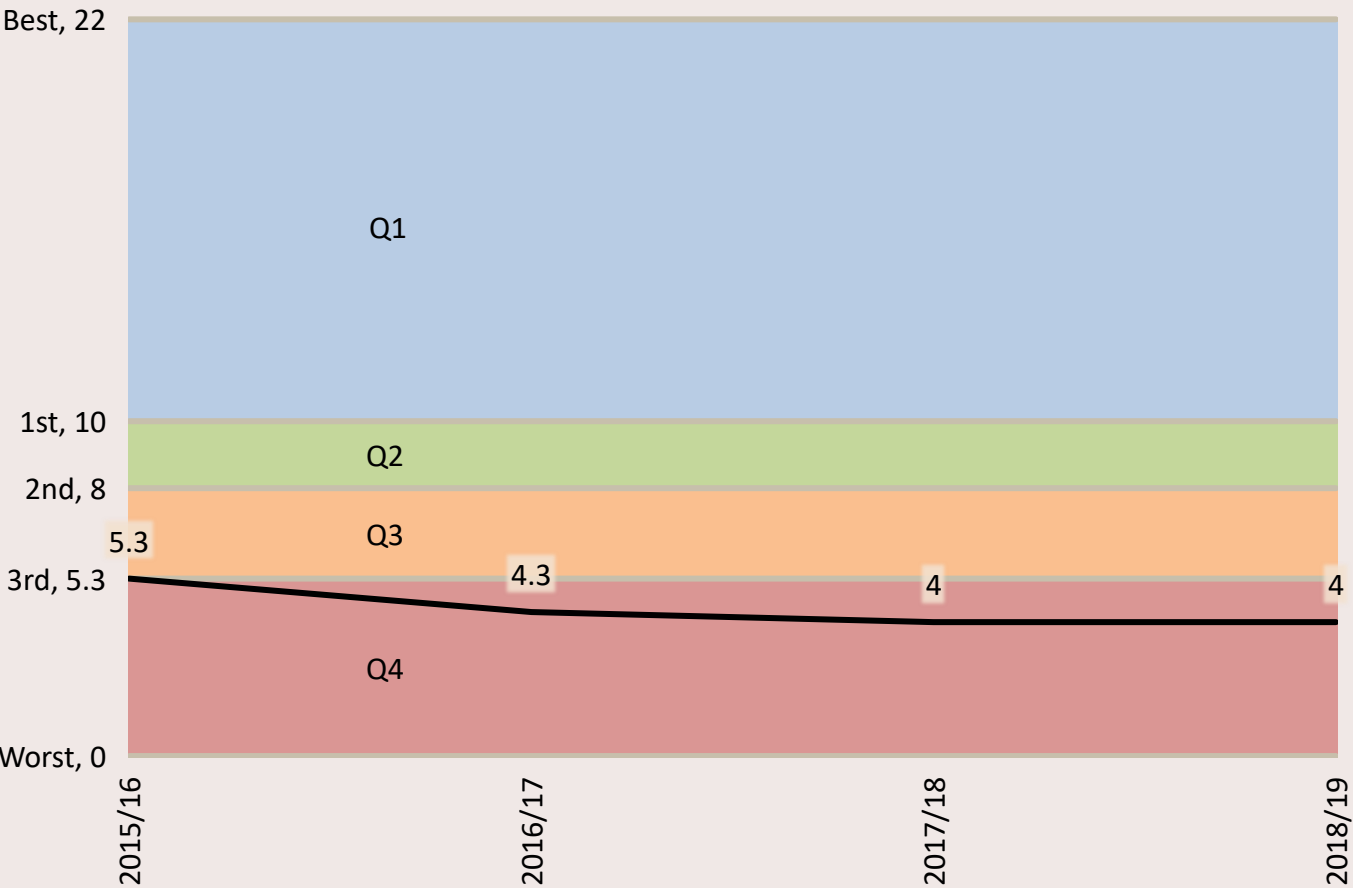
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[Next: MH Employment quartiles >](#)

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 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	

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[Next: Client social contact >](#)

Theme: Community Assets

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

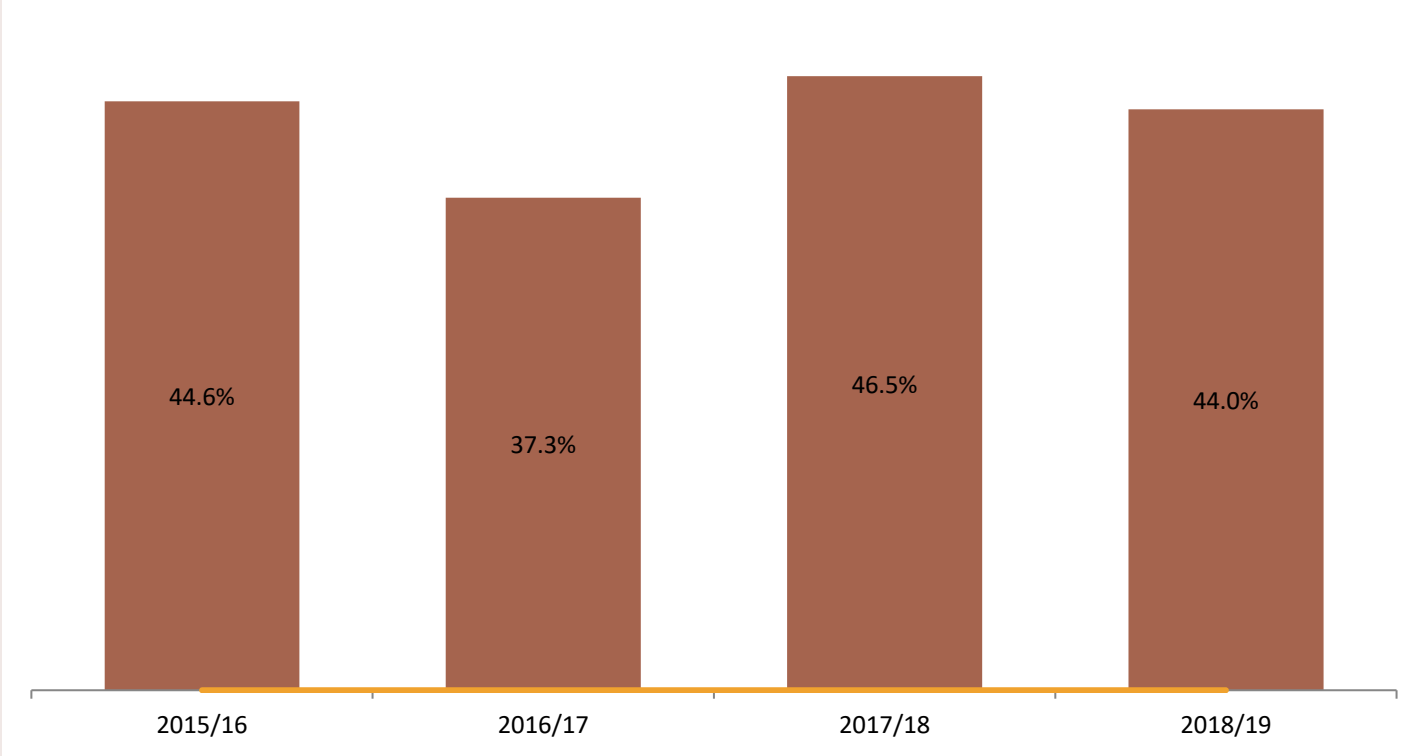
RED

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 will be available around November 2020

Measure Owner:

Responsible Officer:

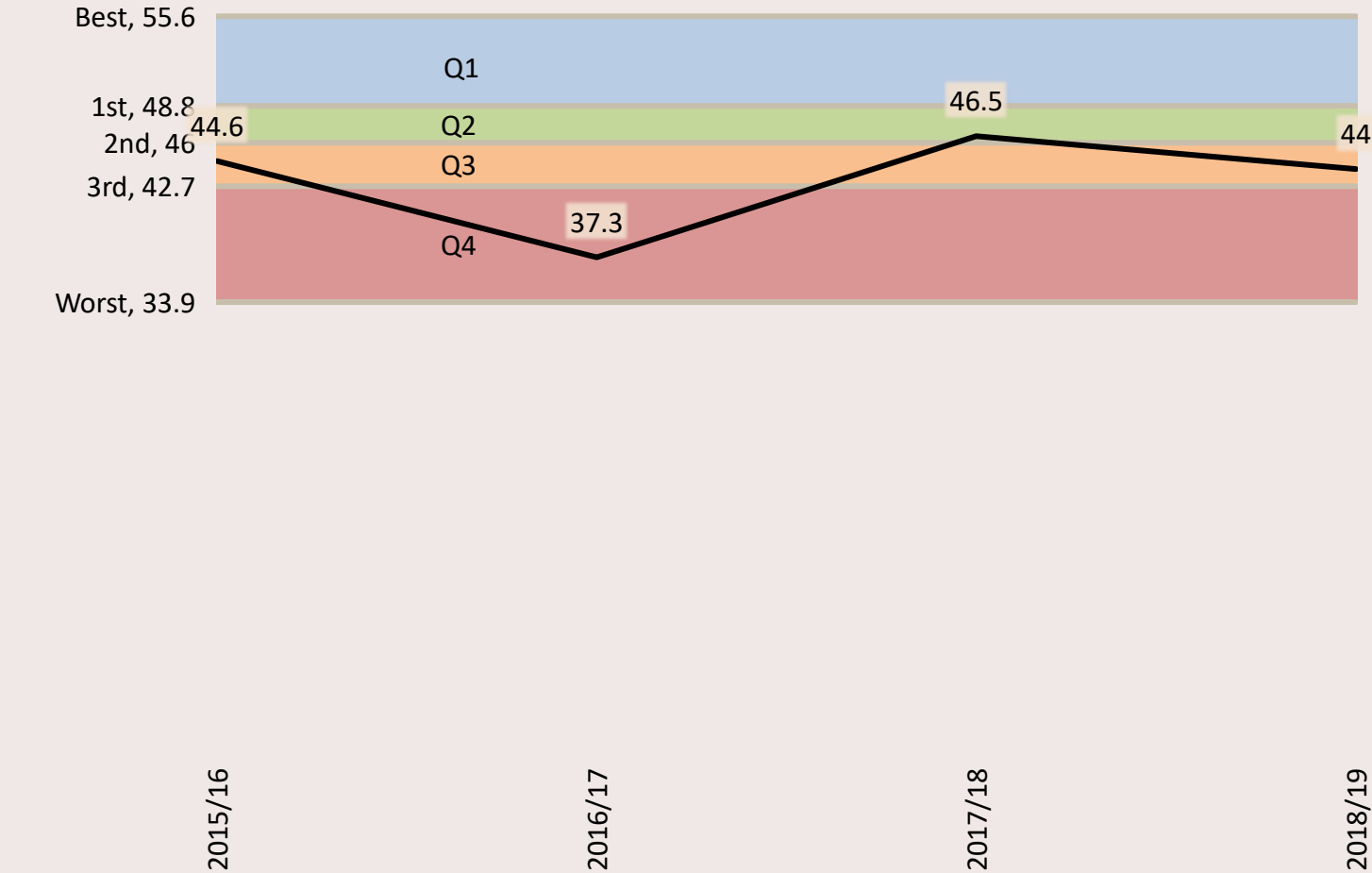
Frequently asked questions:

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

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

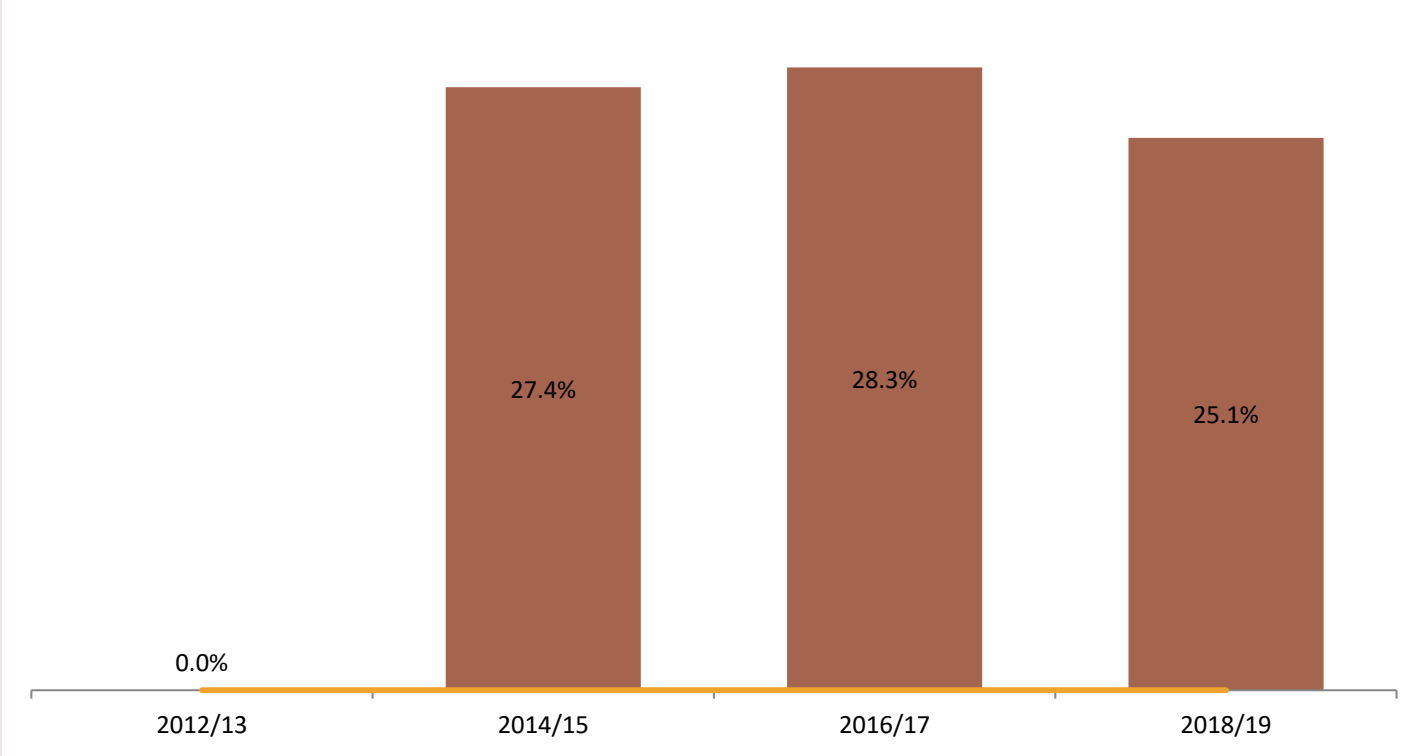
RED

Change:

Down
(Red) 3.2 pp

Prev. Quarter	Latest Quarter	Preferred
28.3%	25.1%	Travel: Upwards

Source:
NHS Digital



Reported Outturn

Commentary:

Measure is biennial: 2020/21 data will be available around November 2021

Measure Owner:
Balwinder Kaur

Responsible Officer:
Fiona Mould / Austin Rodriguez

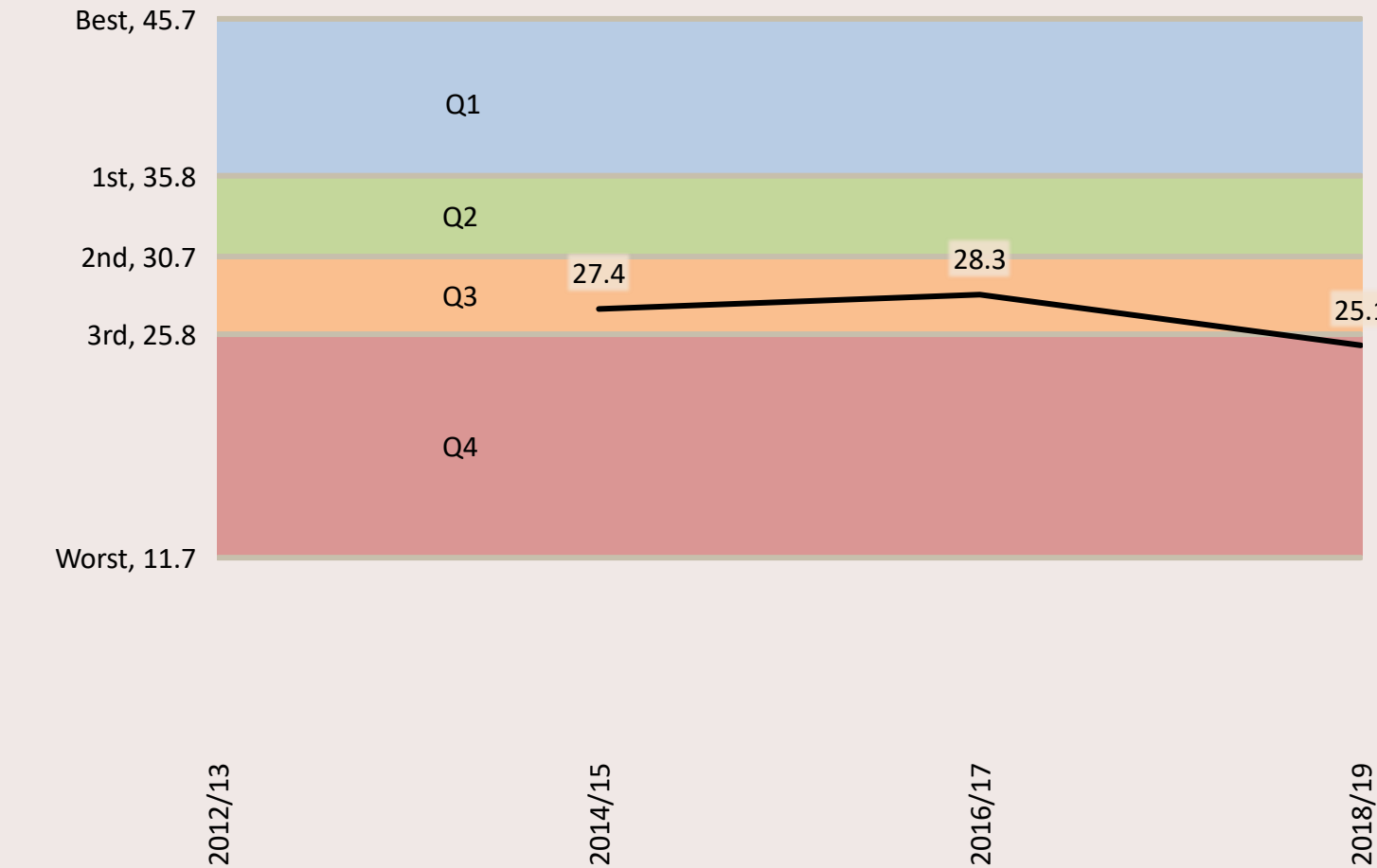
Frequently asked questions:

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 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