

Delayed Transfers of Care

(see also pages 2 and 3)

Daily average delay beds per 100,000 population (Social Care delays and joint NHS and social care delays)

Target: 7.95 M2 performance: 8.92 **RED** (July data due to release schedule)

What happened:

-We saw an increase in delays in July

What were the challenges:

- Hospital social work teams have had a very busy summer
- Referrals to the discharge hub increased (the QE saw an increase of 16% on last year)
- We have taken referrals for people with complex needs, requiring a longer assessment and support planning process

What we are doing:

- We hold regular conference calls with Commissioning colleagues to resolve delays
- The Early Intervention pilot continues to be rolled out across our hospital sites, and capacity is being increase at existing pilot sites
- The team at the QE now holds care progression meetings focussing on patient outcomes

Clients reviewed in the last 12 months

(see also page 4)

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

Target: 85.0% M2 performance: 75.5% **RED**

What happened:

- Performance improved slightly
- Staffing levels returned to normal following the summer holiday period

What we are doing:

- Social Work Group Managers to come up with action plans for each of their teams
- The project group are continuing to progress through their actions, including:
 - redesign our approach to reviews and their function in the Three Conversations model
 - develop a "trusted provider" model for reviews
- Performance management and tracking of reviews continues.

Direct Payments (see also pages 5 and 6)

The proportion of eligible clients in receipt of a Direct Payment

Target: 32.1% **M2 performance:** 32.2% **Green**

What happened:

We have achieved our target, and have improved consistently month-on-month since December 2017.
We are confident that we are on track to meet our March 2020 target.

What we are doing:

- We intend to build on this improvement over the course of this year across all our teams, but specifically focussing on understanding the variations between teams and sharing good practice.
- We expect that the expansion of the Three Conversations model and Commissioning's re-contracting work will further boost the number of people taking up Direct Payments

Shared Lives (see also page 7)

The number of people who have shared lives

Target: 140 **M2 performance:** 79 **RED**

What happened:

The number of people living in a Shared Lives arrangement has increased by two
This is the highest number we've had in at least two years.

What we are doing:

- Social Workers are making an increased number of referrals now that Shared Lives workers are aligned to their teams
- We have planned a session to meet with Shared Lives carers who don't currently have someone placed with them to explore blockages.
- We have strengthened our links with the occupational therapy service

People with Learning Disabilities in employment (see also pages 8 and 9)

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

Target: 2.00% **M2 performance:** 1.47% **RED**

What happened:

The proportion of people with a learning disability, and who we support with long-term care, that are in employment has increased again this month.

What we are doing:

- We are continuing to focus on our action plan in order to drive improvements to our performance.
- We now have a small cohort of people who we can help through person-centred planning towards employment opportunities
- We continue to work with the PURE project (Placing vulnerable Urban Residents into Employment) following their launch in July
- Two more parents of adults with learning disabilities have joined our Carers' Forum
- We are hoping to apply lessons from the recent day opportunities consultation to the way we support people into employment.