

## Delayed Transfers of Care

(see also pages 3 and 4)

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

Target: 7.95 M12 performance: 11.56 **RED** (February data due to release schedule)

### What happened:

-Delays rose in January and then fell slightly for February

### What were the challenges:

-There was a high level of demand in the discharge hubs

### What we are doing:

**We were unable to provide commentary this month due to pressures arising from the Covid-19 pandemic.**

-Our teams have continually reviewed people to see if they could return home safely

-We have worked with partners such as the Clinical Commissioning Group to increase capacity in the discharge hubs

## Clients reviewed in the last 12 months

(see also page 5)

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

Target: 85.0% M12 performance: 72.3% **RED**

### What happened:

-Performance dropped this month

### What we are doing:

**We were unable to provide commentary this month due to pressures arising from the Covid-19 pandemic.**

-An action plan to address underperformance is in development

-We are continuing work to redesign our approach to reviews within the Three Conversations model

## Direct Payments

(see also pages 6 and 7)

The proportion of eligible clients in receipt of a Direct Payment

Target: 35.0% M12 performance: 35.9% **Green**

### What happened:

-We have increased the number of people receiving direct payments and are have exceeded our end-of-year target.

-Based on 2018-19 Ascof, we are now in the top quartile of councils for this measure.

### What we are doing:

-We are anticipating a slow-down in take-up due to the Covid-19 pandemic, as people may feel more assured by commissioned services such as Homecare.

-Our workers will still encourage people to consider Direct Payments.

-We will continue to train new workers in Direct Payments using online training tools.

## Shared Lives (see also page 8)

The number of people who have shared lives

Target: 140 M12 performance: 96 **RED**

### What happened:

We have continued to increase the number of people receiving Shared Lives  
We have increased take-up over the course of the year by over 25%

### What we are doing:

- Due to the Covid-19 pandemic, we are not able to offer the same level of service, and will focus maintaining our existing placements, by supporting with carers' moral and PPE needs, and dealing with any placement breakdowns.
- We are continuing to make urgent placements where appropriate, to help keep vulnerable people safe
- We are using the available technology to avoid "in person" contact where possible
- We are approving new carers where it is safe to do so

## People with Learning Disabilities supported into employment by PURE project (see also page 9)

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

Target: n/a M12 performance: n/a

### What happened:

- This measure replaced "The proportion of people with learning disabilities in employment" for Q3.
- Due to the labour-intensive data-collection and pressures from the Covid-19 pandemic, the project were unable to provide us with data this quarter.
- Over the quarter from October to December, the Project succeeded in supporting 4 adults with learning disabilities into employment, and a further 11 into education and training.

### What we are doing:

**We were unable to provide commentary this month due to pressures arising from the Covid-19 pandemic. The following is from the previous quarter's commentary:**

- 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.
- Our work is carried out by a range of specialist contractor organisations
- The project's delivery phase launched in June 2019, and we expect that the number of people we help into employment will increase over the following months as the work gathers pace.
- We have already engaged with 142 people with learning disabilities.
- The project is due to run over 19 months, and we are having discussions to establish a suitable target profile for the measure.

Theme: Use of Resources

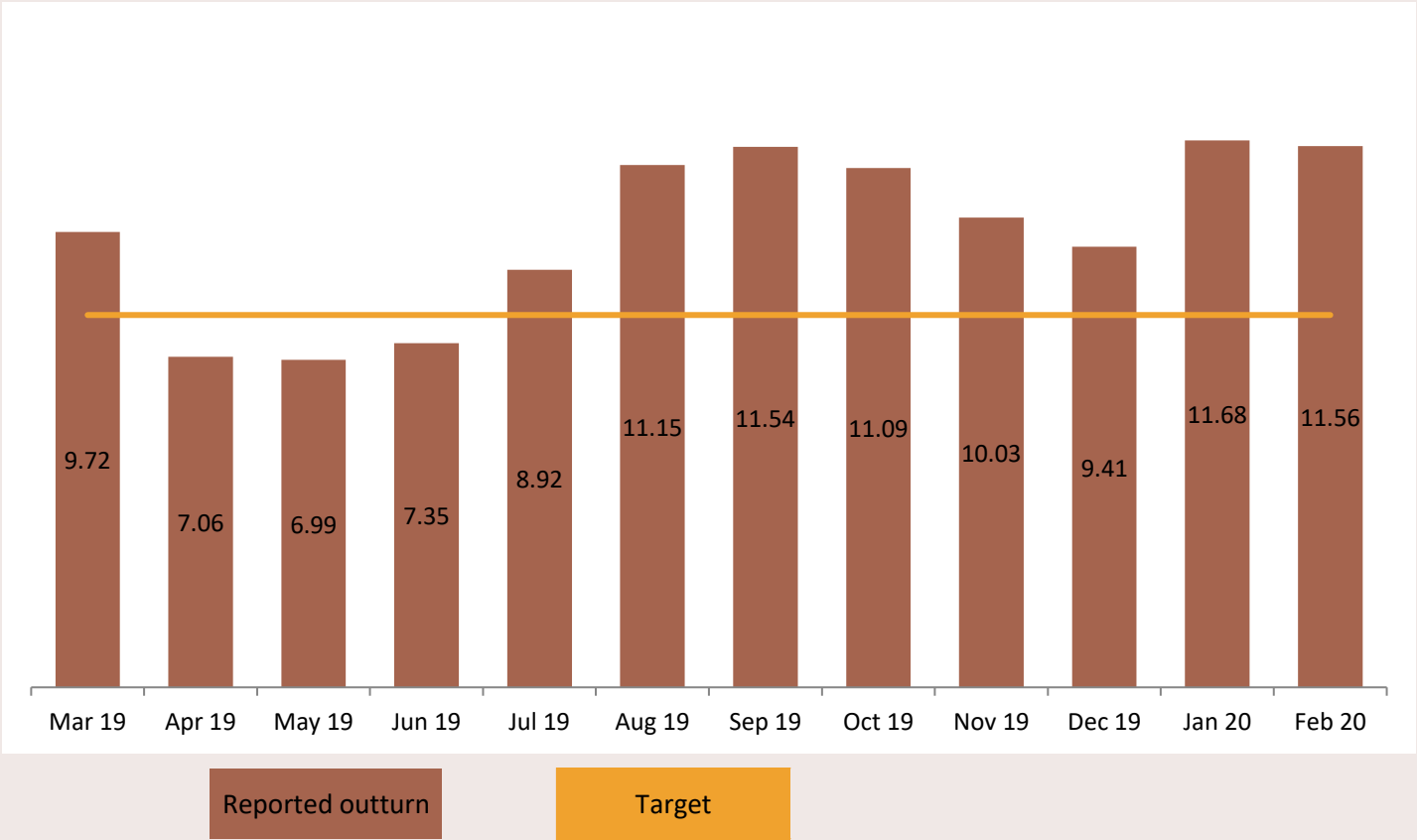
Daily Average Delay beds per day per 100,000 18+ population – combined figure (Social Care only and Joint NHS and Social Care)

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](#)

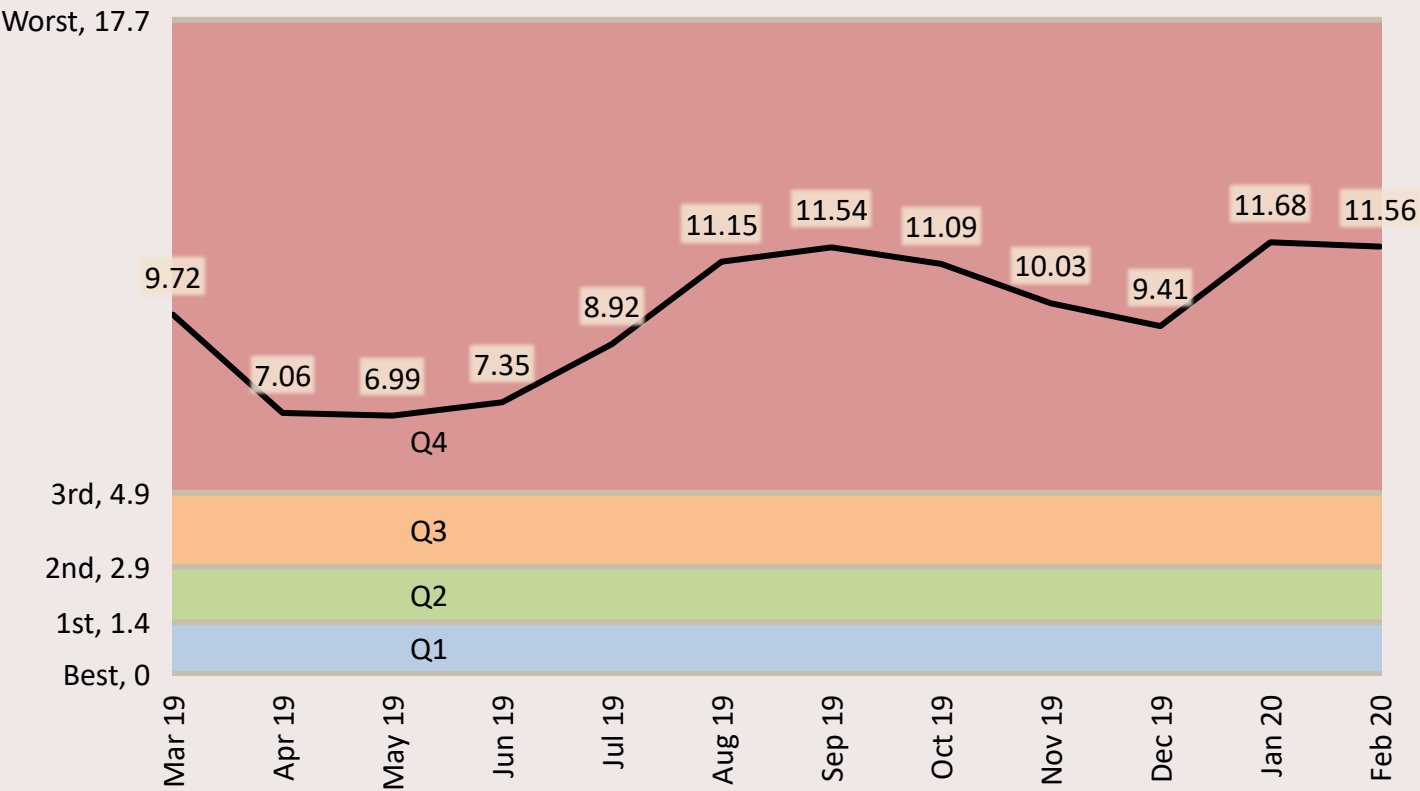
[Return to Scorecard](#)

[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	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.

[< Previous: DTOC Total](#)

[Return to Scorecard](#)

[Next: Good provider all >](#)

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: Personalised Support

Uptake of Direct Payments

GREEN

Change:

Up  
(Green) 0.2 pp

Last Month

35.7%

Recalculated:  
35.6%

This Month

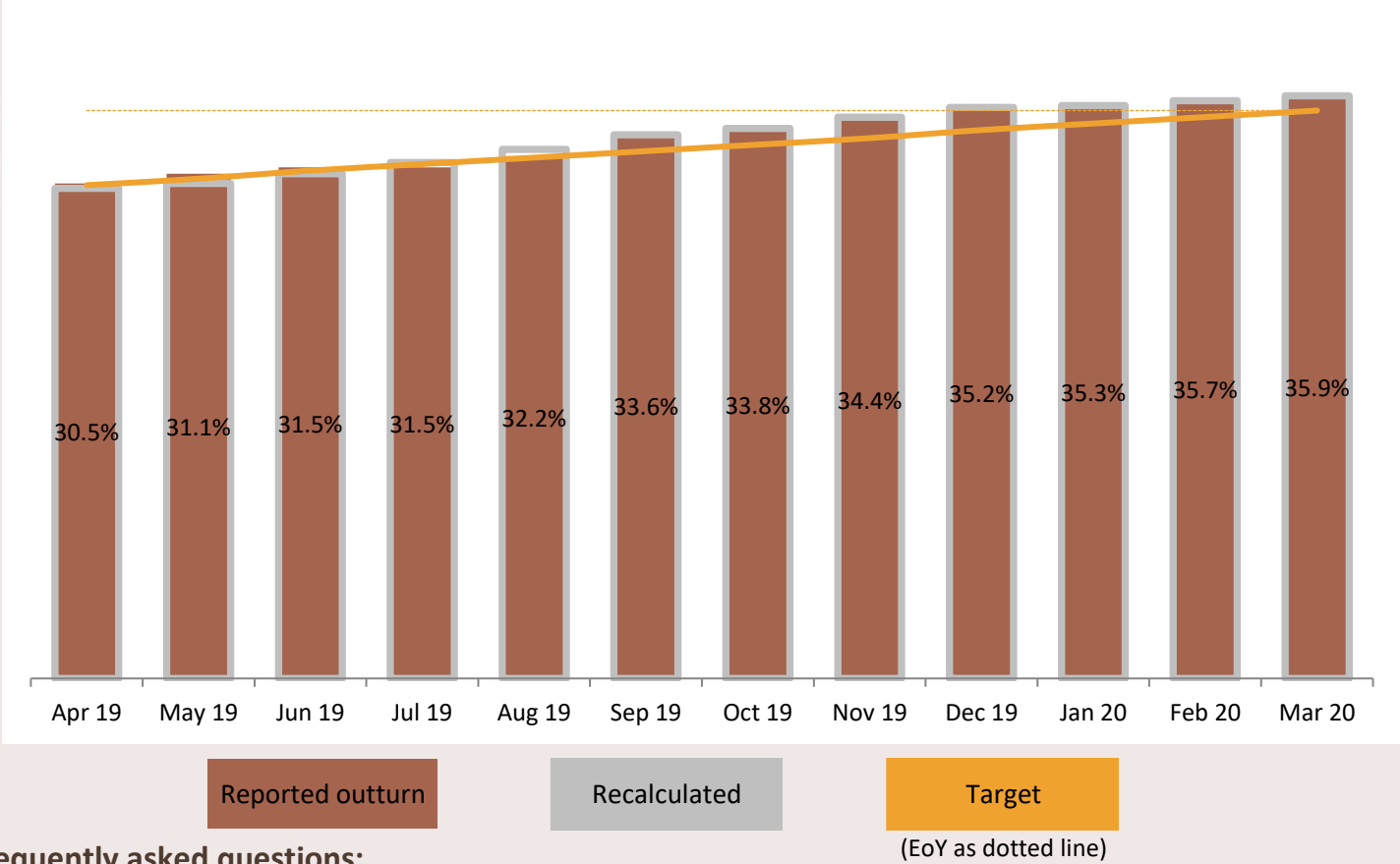
35.9%

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.



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:

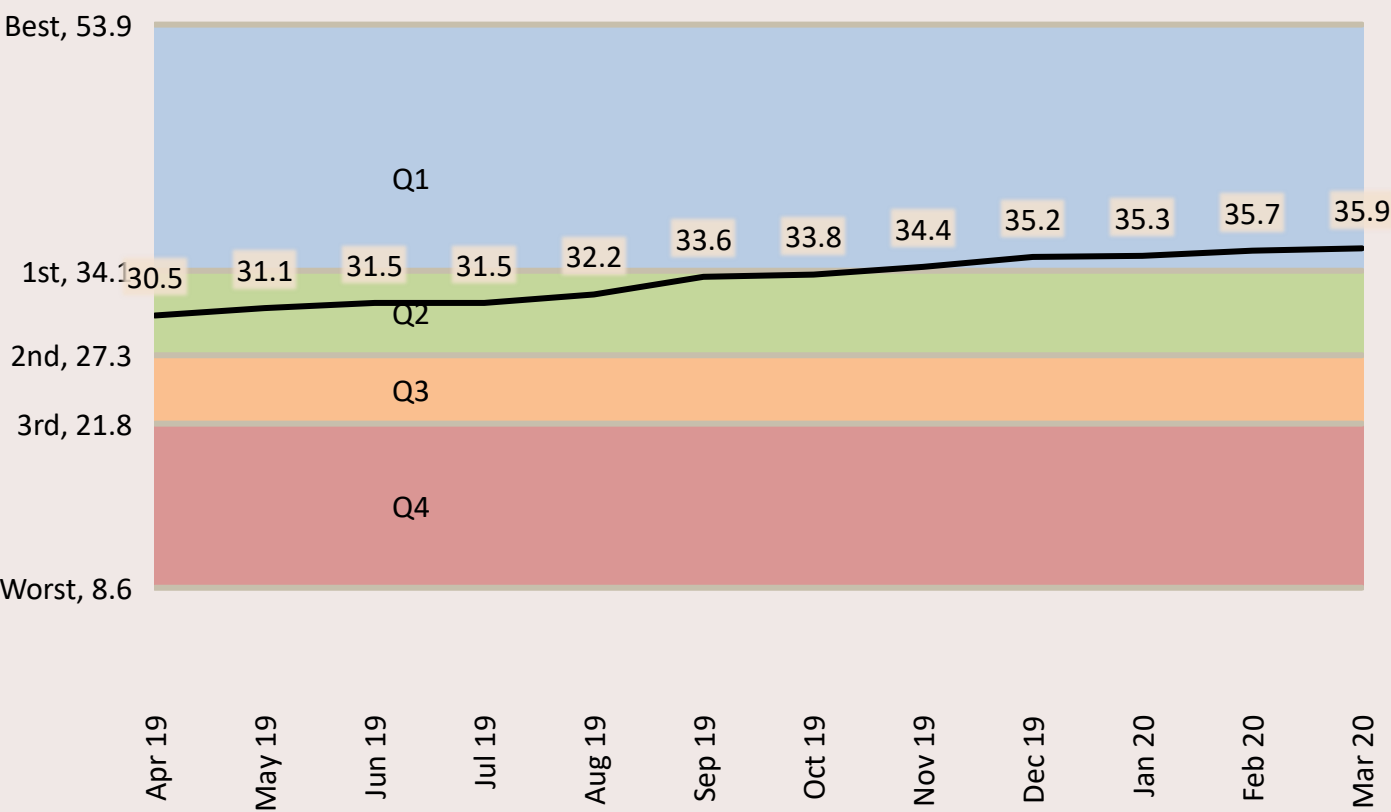
[< Previous: Safeguarding MSP](#)

[Return to Scorecard](#)

[Next: Direct payments 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.

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

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:

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

[Return to Scorecard](#)

[Next: DV safeguarding count >](#)

Theme: Community Assets

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

N/A

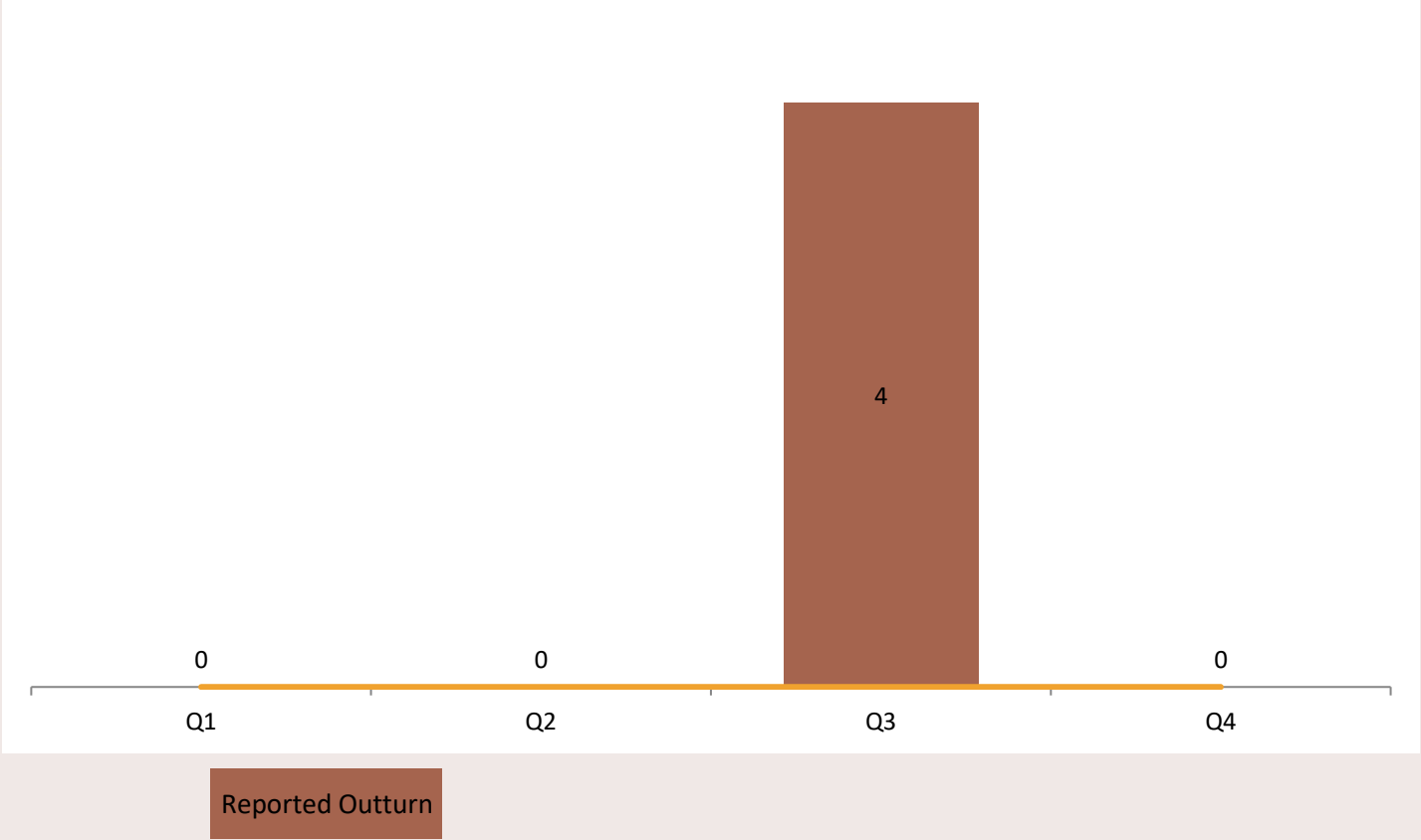
Change:

Prev. Quarter Latest Quarter Preferred

4

Travel: Upwards

Source:  
Data supplied by PURE



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: