

**ADULT CARE AND HEALTH SCRUTINY COMMITTEE**  
**17 JUNE 2004**

**SUPPLEMENT TO ITEM 3**

**ADULT CARE SERVICES**  
**DEPARTMENTAL PERSPECTIVE ON TRAFFIC LIGHT REPORT**

The Adult Care Services Scrutiny Committee on 17 June is being presented with the overall Traffic Light Monitor for the County Council. The Promises which are of particular relevance to Adult Care Services are Promise 18: Work with the NHS, Voluntary Organisations and other Councils to improve health and care services which appears on page 17 of the monitor and Promise 19 which is: fight for the interest of elderly and disabled people and their carers. We will help them to maintain their independence and get easy access to our services, which appears on pages 18 and 19.

Each of these Promises is supported by evidence from a number of performance indicators which are either drawn from the Performance Assessment Framework, which is used by Inspectorates to judge social services, or from Best Value Performance Indicators or local indicators largely relating to the Local Public Service Agreement.

On Promise 18, which is about our partnership working, targets against all the performance indicators in this category have been achieved and exceeded. There has been particularly positive joint work with our NHS colleagues around the number of hospital admissions prevented and prevention of delayed discharges. In addition there has been a very substantial increase in the number of clients benefiting from voluntary sector preventative services funded by the County Council. Additional resources were put out through the prospectus process at the end of 2003/04 and allocated to schemes during the year. The outcome is actually better than that currently printed on the paper as further collection of data now shows that 5,124 people benefited which is more than double the target we set ourselves.

On the printed version of the Traffic Light Monitor the Traffic Light against Promise 19 shows red. A further change to the figure on completion of data collection means that this will move to green. The change arises on BVPI 054 LPSA 3, which is the second entry on the Promise list. The stated figure of 66.1 rises to 84.5, again, this represents a very significant increase in the number of people supported by the voluntary sector but also includes over 700 more people being supported through the home care service. This improvement in performance will give us an additional banding on our performance rating this year for this particular indicator and actually exceeds the LPSA target set for the three-year period. Also of note under this Promise is the achievement of the target around rehabilitative services for older people which includes the provision of intermediate care services, extra care housing and enabling home care.

There are two indicators which are the responsibility of the Adult Care Services Department under this heading which are shown as red. The first is count of the number of informal carers receiving an assessment where we have achieved a 20% performance against a target of 22%. There has been a significant amount of work on improving this target and, in fact, there has been a 12% increase in the number of carers' assessments carried out in the year. However, the total number of clients and carers receiving assessments rose by more. Fair Access to Care has lowered the threshold for client eligibility for assessment and this is having an impact on our ability to improve our performance in this area. The implementation of our new information system during 2004/05 should improve the way in which we are able to record carers assessments and we anticipate an improvement in the figures.

The second indicator showing red is the percentage of assessments which lead to service being provided. This shows a fall in the indicator from 47% to 43% and, as reported above, Fair Access to Care has led to a lowering of the thresholds for eligibility for assessment and more people are being assessed. However, a number of these people will only receive advice and information once the assessment is complete and cannot therefore be counted as a delivery of services so the performance on this indicator is a reflection of the increased number of people receiving an assessment.

Finally, under this heading, we are pleased with our performance on our LPSA target and, indeed, performance assessment framework target around Direct Payments as we have over 178 people in receipt of Direct Payments, almost a 10% higher figure than the target we had set for ourselves, and setting us on a good path to achieve our LPSA target at the end of three years.