Devon Adult Social Care

Senior Leadership Teams
Adult Care Operations and Health
& Adult Commissioning and
Adult Performance Framework
September 2016

Vision Priority 1: To ensure that people using services feel safe		
1. 1	Are we keeping people safe?	
		1.1 .1 Are people feeling safe?
		1.1.2 Do people who receive services think they make them feel safer?
		1.1.3 Is our use of Deprivation of Liberties Standards proportionate?
		1.1.4 Are safeguarding concerns and enquiries increasing
1.2.	Do we commission services which are affordable, sufficient and of at least adequate quality?	
		1.2.1 Is there sufficent supply for residential/nursing care, personal care and unregulated care?
		1.2.2 Is the supply for residential/nursing care, personal care and unregulated care of adequate quality?:
Vision Priority 2: To reduce or delay any need for long term social care and support		
2.1.	Are we enabling people to be independent for longer?	
		2.1.1 How do we best measure the impact of prevention?
		2.1.2 Is information, advice and signposting diverting people from requiring assessment?
		2.1.3 How can we evidence the reducing need of people?
		2.1.4 Do people find it easy to access information and advice?
2.2	Are we supporting carers well?	
		2.2.1 Are carers saying their quality of life is improving?
		2.2.2 Are people getting enough social contact?
		2.2.3 Are carers being assessed receiving a service as a result?
		2.2.4 What proportion of carers receiving a service do so via a personal budget?
		2.2.5 What proportion of carers receiving a service do so via a direct payment?
		2.2.6 Are we supporting more carers directly?
		2.2.7 Are we supporting more carers indirectly?
		2.2.8 How many carers are being assessed/identified?
Vision Priority 3: To expand the use of community based services and reduce the use of institutional care		
3.1.	Are we extending choice and control?	
		3.1.1 Are people offered and taking up a personal budget?
		3.1.2 Are people taking up Direct Payments as the preferred personal budget option?
		3.1.3 Are people using personal budgets saying they have more choice and control?
		3.1.4 Are allocated budgets in line with assessed need?
		3.1.5 Do people receive a service quickly?
3.2	Do we help keep people out of hospital wherever possible?	
		3.2.1 Are delayed transfers of care reducing?
		3.2.2 In particular are delayed transfers of care attributable to social care reducing?
		3.2.4 Are older people discharged from hospital offered appropriate reablement and rehabilitation?
		3.2.5 Is the reablement and rehabilitation of older people being discharged from hospital effective?
		3.2.6 Is ASC contributing to minimising hospital admissions?
3.3	Do we help people to remain at home wherever possible? / Are we minimising the use of residential services?	
		3.3.1 Are younger adults being maintained in their own homes?
		3.3.2 Are older adults being maintained in their own homes?
		3.3.3 Are we reducing the balance of residential vs community services?
		3.3.4 Is there a balance of service provision in the market place? Are there adequate services to meet community need?
		3.3.5 Are we increasing the number of people we support in the community?
Vision Priority 4: To ensure that people have a positive experience of social care services		
4.1.	Are we delivering an effective care management service?	
		4.1.1 Are people assessed in a timely way?
		4.1.2 Are people reviewed i)6 - 8 weeks after assessment, and ii) annually?
		4.1.3 Is the quality of assessment, review and care planning audited as good?
		4.1.4 Is the user/carer perception of the quality of assessment, review and care planning good?
		4.1.5 Productivity of teams
		4.1.6 Is our safeguarding response timely?
		4.1.7 Are safeguarding enquiries and concerns recurring for the same people?
		4.1.8 Is our use of Mental Capacity Act assessments proportionate?
		4.1.9 What are the outcomes for the clients?
		4.1.10 Transitions into Adult Services
4.2	Are we improving peoples lives? OR Are we helping people to improve their lives?	
		4.2.1 Are younger adults living independently?
		4.2.2 Are younger adults in employment?
		4.2.3 Are people getting enough social contact?
		4.2.4 Are service users saying their quality of life is improving?
		4.2.5 What are the outcomes of what we do?
Vision Priority 5: To ensure the social care workforce can deliver effective, high quality services		
5.1.	Do we have a workforce which is well trained and competent to meet the needs of service users and carers?	
	5.1.1	Workforce FTE, vacancies, agency staff, sickness,maternity and adoption
	5.1.2	Absence
	5.1.3	Appraisal and Supervision
	5.1.4	Recruitment and Retention
	5.1.5	Qualified Workforce
Vision Priority 6: To ensure that strategic planning and commissioning of adult social care services is integrated with the NHS and other partners		
6.1.		

Adult's Services APF Scorecard - September 2016

Code	Title	2015/16 Benchmarking				2015/16 ACS Targets	2016/17 ACS Targets	2016/17 September Performance
		Devon	Regional	Comparator	England	Devon Target 2015/16	Devon Target 2016/17	Performance @ Sep 2016
Vision Priority 1: To ensure that people using services feel safe								
1.1 We are keeping people safe								
4B	Users who say services have made them feel safe and secure	82.0%	87.1%	86.0%	85.4%	79.9%	84.5%	82.0%
4A	Users who feel safe	69.0%	69.6%	68.6%	69.2%	66.3%	68.3%	69.0%
L24	Rate of DOLS per 100,000 population	N/A	N/A	N/A	N/A	N/A	tbc	356
L25	Safeguarding alert volumes	N/A	N/A	N/A	N/A	N/A	tbc	2,472
L26	Whole service investigation volumes	N/A	N/A	N/A	N/A	N/A	tbc	8
APF 1.1.4	Making Safeguarding Personal - meeting preferred outcomes	N/A	N/A	N/A	N/A	N/A	tbc	91.8%
1.2 We commission services which are affordable, sufficient and of at least adequate quality								
APF 1.2.1	Unfulfilled Care Packages	N/A	N/A	N/A	N/A	N/A	tbc	117
3A	Overall satisfaction of people who use services with their care and support	68.0%	66.3%	64.4%	64.4%	68.0%	68.0%	68.0%
APF 1.2.2	Percentage of commissioned services in Devon graded by CQC as Compliant (assumes outstanding/good): NEW inspection regime	N/A	54.0%	N/A	N/A	No Target	66.0%	76.0%
Vision Priority 2: To reduce or delay any need for long term social care and support								
2.1. We are enabling people to be independent for longer								
3D part 1	People who find it easy to find information about support	70.0%	73.3%	73.1%	73.5%	71.0%	74.5%	70.0%
2.2 We are supporting carers well								
1D	Carer reported quality of life	8.1	7.9	7.8	7.9	8.2	8.2	(14/15) 8.2
1I part 2	Carers who reported that they had as much social contact as they would like	39.0%	36.4%	35.6%	38.5%	45.0%	39.0%	(14/15) 39%
NI135	Carers receiving needs assessment/ review/ and a specific carer's service, or advice and information	N/A	N/A	N/A	N/A	N/A	tbc	49.0%
1C Part 1 b	Carers receiving self-directed support	70.9%	55.4%	59.2%	77.7%	NO TARGET	89.4%	98.4%
1C Part 2 b	Carers receiving direct payments for support direct to carer	44.4%	44.4%	56.8%	67.4%	NO TARGET	66.9%	43.6%
APF 2.2.8	Number of Carers being identified / assessed	N/A	N/A	N/A	N/A	N/A	tbc	5,196
3B	Overall satisfaction of carers with social services	41.4%	41.9%	40.9%	41.2%	46.1%	41.9%	(14/15) 41.4%
3C	Carers who report that they have been included or consulted in discussion about the person they care for	73.0%	72.2%	73.1%	72.3%	73.7%	73.7%	(14/15) 73%
Vision Priority 3: To expand the use of community based services and reduce the use of institutional care								
3.1. We are extending choice and control								
1C Part 1 a	Adults receiving self-directed support	84.0%	81.1%	86.3%	86.9%	NO TARGET	89.9%	89.9%
1C Part 2 a	Adults receiving direct payments	30.6%	28.5%	30.4%	28.1%	NO TARGET	33.5%	38.2%
1B	People who have control over their daily life	76.8%	78.8%	78.2%	76.6%	79.0%	79.9%	76.8%
APF 3.1.4	% variance from Estimated Budget to Agreed Budget	N/A	N/A	N/A	N/A	N/A	tbc	6.9%
APF 3.1.4	Average agreed budget	N/A	N/A	N/A	N/A	N/A	tbc	£268.41
NI133	Waiting times for Services	N/A	N/A	N/A	N/A	N/A	94.8%	95.0%

3.2. We help keep people out of hospital wherever possible									
2C Part 1	DTOC (Delayed transfers of care) from hospital per 100,000 population	18.6	17.3	13.7	12.1	10.5	tbc		19.9
2C Part 2	DTOC attributable to social care or jointly to social care and the NHS	5.4	6.9	5.4	4.7	3.0	tbc		6.1
2B part 1	Older people (65+) still at home 91 days after hospital discharge into reablement/rehab services (effectiveness of the service)	87.1%	84.1%	83.6%	82.7%	81.5%	81.5%		88.2%
2B part 2	Older people (65+) still at home 91 days after hospital discharge into reablement/rehab services (offered the service)	1.3%	2.9%	2.6%	2.9%	3.3%	tbc		1.8%
2D	Received a short term service during the year where the sequel to the service was either no ongoing support or support of a lower level	87.8%	82.9%	78.2%	75.8%	NO TARGET	88.4		91.6%
3.3 We help people to remain at home wherever possible / We are minimising the use of residential services									
2A part 1	Long-term support needs of younger adults (18-64) met by admission to residential and nursing care homes, per 100,000 population	13.2	13.4	13.2	13.3	17.0	15.1		12.8
2A part 2	Long-term support needs of older adults (65+) met by admission to residential and nursing care homes, per 100,000 population	500.6	606.4	561.8	628.2	540.5	514.6		491.7
Vision Priority 4: To ensure that people have a positive experience of social care services									
4.1. We are delivering an effective care management service									
NI 132	Timeliness of social care assessment - new clients assessed within 28 days	N/A	N/A	N/A	N/A	80.0%	80.0%		62.9%
L37	Annual review - reviewable services	N/A	N/A	N/A	N/A	75.0%	75.0%		53.2%
APF 4.1.3	Practice Quality Review - Percentage of requested cases completed	N/A	N/A	N/A	N/A	N/A	tbc		52.3%
APF 4.1.3	Practice Quality Review - Number completed (Number requested)	N/A	N/A	N/A	N/A	N/A	tbc	#	45 (86)
L74a	Proportion of safeguarding strategy meetings/agreements held within 7 working days	N/A	N/A	N/A	N/A	80%	80%		49.1%
L77	Proportion of safeguarding case conferences held within 30 working days of strategy meetings	N/A	N/A	N/A	N/A	80.0%	80.0%		81.6%
L27	Mental Capacity Act assessments completed	N/A	N/A	N/A	N/A	N/A	tbc		1,907
4.2 We are improving peoples lives OR We are helping people to improve their lives									
1G	Adults with a learning disability who live in their own home or with their family	70.0%	72.2%	73.7%	75.4%	72.1%	69.5%		75.2%
1H	Adults in contact with secondary mental health services living independently, with or without support	63.8%	55.8%	55.1%	58.6%	60.8%	63.8%		64.9%
1E	Adults with a learning disability in paid employment	7.3%	7.0%	6.4%	5.8%	8.0%	8.0%		7.7%
1F	Adults with secondary mental health services in paid employment	5.6%	9.4%	9.0%	6.7%	7.4%	6.7%		7.4%
1I part 1	Adults who reported that they had as much social contact as they would like	42.8%	46.6%	44.8%	45.4%	45.0%	44.8%		42.9%
1A	Social care related quality of life	18.9	19.3	19.1	19.1	19.0	19.1		18.9
Vision Priority 5: To ensure the social care workforce									
5.1. We have a workforce which is well trained and competent to meet the needs of service users and carers									
L21	Percent of working days lost to sickness	N/A	N/A	N/A	N/A	4.8%	4.5%		4.1%
L23	Staff supervision meetings	N/A	N/A	N/A	N/A	100.0%	100.0%		86.5%
NEW	Staff appraisal meetings	N/A	N/A	N/A	N/A	100.0%	100.0%		not reported

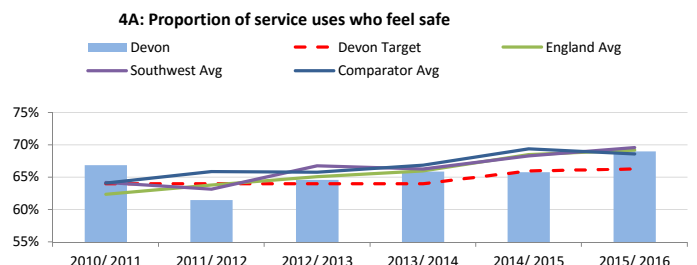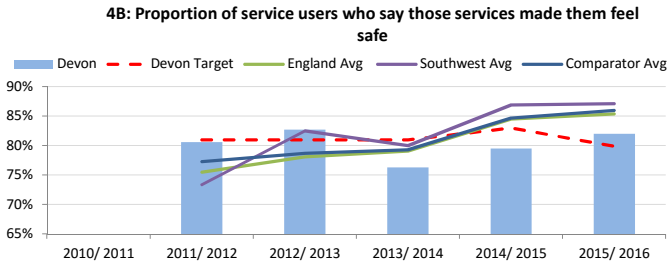| Vision Priority 1: To ensure that people using services feel safe |
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1. 1 Are we keeping people safe?

Summary of Performance (Insight and Impact analysis) -

Service users views are captured annually as part of the Adult Social Care User Survey. Published data relates to 2014-15, where Devon performance remains below benchmarks for both ASCOF perception measures of 'safety'. Provisional outcomes for 2015-16 show improvements in both indicators. DEPRIVATION OF LIBERTIES SAFEGUARDS (DoLS): Following the Cheshire West ruling, there is significant pressure in the system. Waiting lists for applications stood at 2,914 at the end of September. Work to develop workflow reports for those DoLS applications triaged as high priority will follow Care First development. As this work progresses we will be better able to describe the impact of actions to ensure the right people are being prioritised. SAFEGUARDING: as a result of the Care Act, safeguarding terminolog changed for 2015/16 from alerts/referrals/investigation to concerns/enquiries. New forms were introduced in DCC to reflect these changes from August 2015. Further changes have been made to the Enquiry form to better capture data on outcomes relating to risk assessment and 'Making Safeguarding Personal'. Rolling 12 months data will reflect a mixed picture of data before and after these form and threshold changes. The number of concerns increased following the Care Act implementation but is stabilising following management action. Alternative options for addressing the presenting issue (including care management) are considered before making the threshold decision; this may explain apparently low percentage of concerns moving to enquiries. National comparators for concerns and enquiries will be available in October 2016 when the Safeguarding Adult Collection data is published.

Headline Performance for Devon	Headline Performance for Devon

4B: Proportion of service users who say those services made them feel safe

4A: Proportion of service uses who feel safe

4B	2012/ 2013	2013/ 2014	2014/ 2015	2015/ 2016	15/16 Target	England Avg 15/16	SW Avg 15/16	Comp. Avg 15/16	4A	2012/ 2013	2013/ 2014	2014/ 2015	2015/ 2016	Target 15/16	England Avg 15/16	SW Avg 15/16	Comp. Avg 15/16
Devon	82.7%	76.3%	79.50%	82.00%	79.90%	85.40%	87.10%	86.00%	Devon	64.6%	65.9%	65.80%	69.00%	66.30%	69.20%	69.60%	68.60%

1.1.3 Is our use of Deprivation of Liberties Standards proportionate

Headline Performance for Devon

Rate of DOLS applications per 100,000 population (rolling 12 mths)

Rate of DOLS authorisations per 100,000 population (rolling 12 mths)
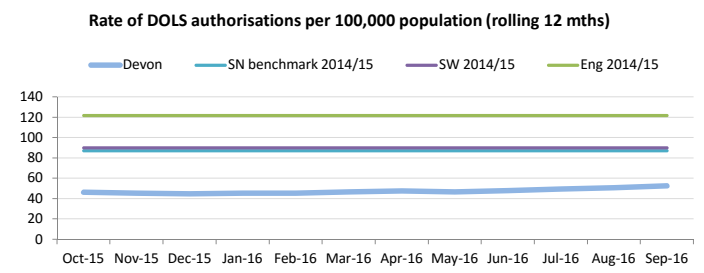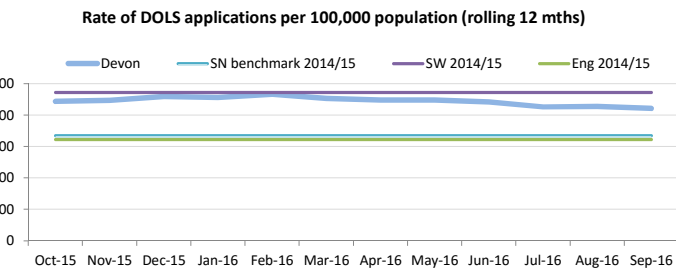
1.1.4 Are safeguarding concerns and enquiries increasing?

Headline Performance for Devon	

Safeguarding concern rate per 100,000 population

Safeguarding enquiry rate per 100,000 population

Percentage of Concerns that move to Enquiries
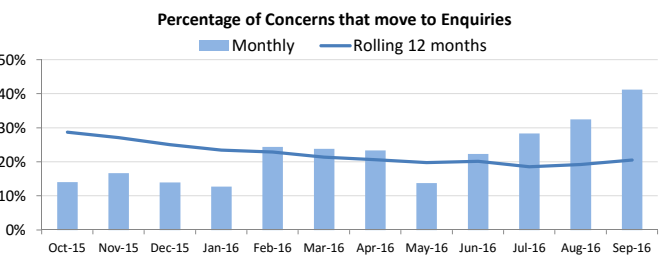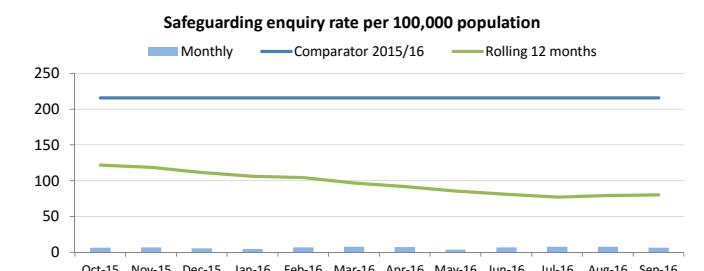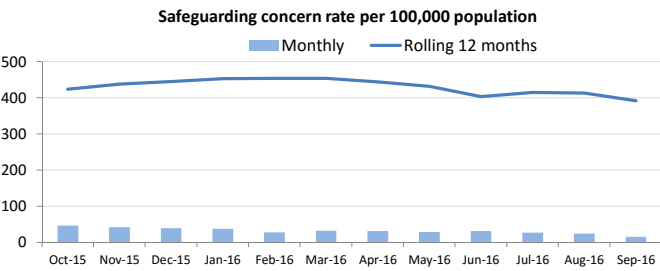
Outcomes of Safeguarding Concerns (rolling 12 mths)

	All concerns		s42 Concerns	
No further action	371	41.6%	26	12.0%
NFSA -info & advice	200	22.4%	18	8.3%
NFSA - social care assessment	168	18.8%	23	10.6%
Proceed to enquiry	153	17.2%	149	69.0%
Total	892		216	

No further safeguarding action (NFSA)

Volume of whole service investigations (rolling 12 mths)
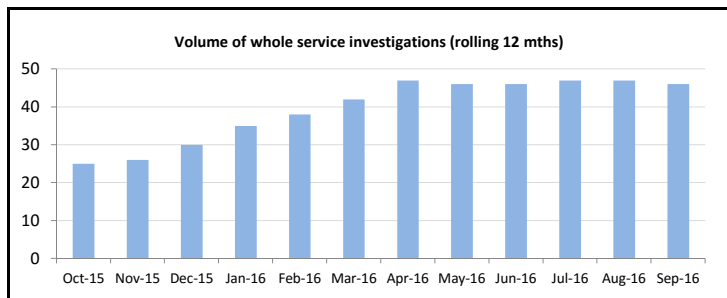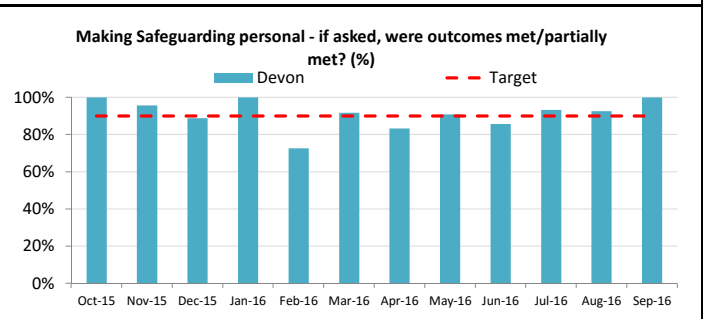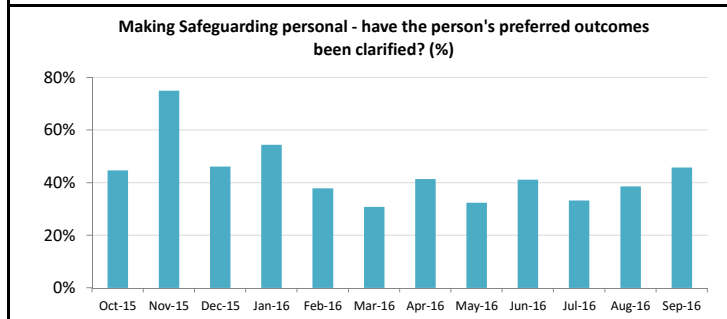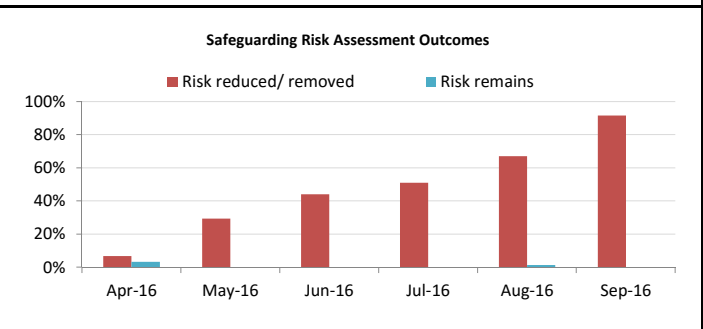

Whole Service Safeguarding Prevention data
under development

Safeguarding Risk Assessment Outcomes - 6 mths to end September 2016

Risk Identified	150
Risk Identified %	63.6%
No Risk identified/inconclusive	29
No Risk identified/inconclusive %	12.3%
Ceased at individual request	3
Ceased at individual request %	1.3%

Safeguarding Risk Assessment Outcomes

Making Safeguarding personal - have the person's preferred outcomes been clarified? (%)

Making Safeguarding personal - if asked, were outcomes met/partially met? (%)

1.2. Do we commission services which are affordable, sufficient and of at least adequate quality?

Summary of Performance (Insight and Impact analysis) -

The Care Quality Commission (CQC) changed its inspection regime in October 2014. Quality is assessed by the percentage of social care providers rated Good or Outstanding by CQC. Figures have been rebased this month to show active organisations only (i.e. not inactive or de-registered organisations). Performance has steadily been improving and was at 78% (1 September 2016) which is above the rate for the South West region (77%) and higher than the rate for England (73%). Quality for community based providers (90%) is markedly higher than for the residential care sector (76%). This remains a priority areas for development along with a better understanding of market sufficiency and price.
Quality suspensions have remained stable this month, and there is a small reduction in safeguarding advisory notice suspensions. The Quality team are working with all providers who are either suspended or under advisory notice.

1.2.1 Is there sufficient supply for residential/nursing care, personal care and unregulated care?

Unfulfilled care packages

Below is an extract from the Unfulfilled Care Packages report, dated 04/10/2016. There were a total of 117 people with unfulfilled care packages that week, of which 37 were new to the list in that week. As at the end of August 2016 there were 4104 people in receipt of personal care, meaning UCPs represent 2.85% of personal care clients. Whilst Eastern has the most Unfulfilled packages of care, Northern and Southern have 1 case each which have been waiting the longest. Opposite is a graph showing the monthly snapshot trend since 01/12/2013, and includes number of clients who are in hospital, or at home with no care.

Monthly snapshot of total unfulfilled care packages since 01/12/2013
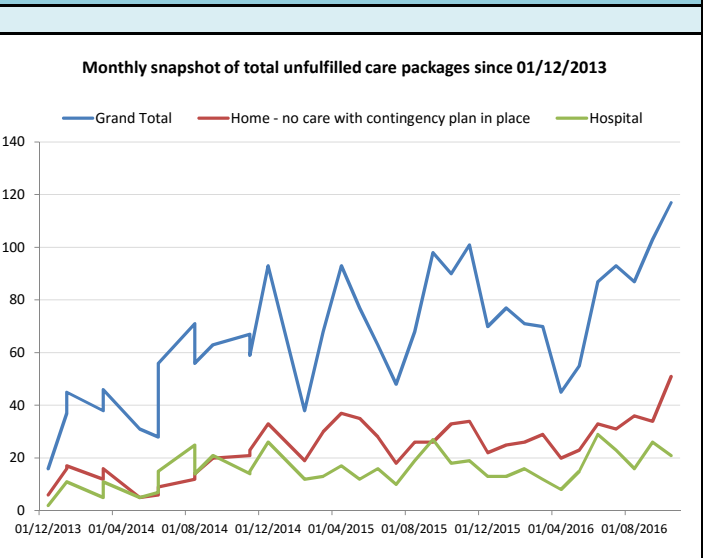
Length of time without supply	Eastern	Northern	Southern	Grand Total	New clients to the list
Less than 4 weeks	50	1	19	70	36
Between 4 & 7 Weeks	17	1	3	21	1
Between 8 & 11 Weeks	9	1	5	15	0
Between 12 & 15 Weeks	7	1	1	9	0
21 Weeks	1			1	0
42 Weeks		1		1	0
Grand Total	84	5	28	117	37

1.2.2 Is the supply for residential/nursing care, personal care and unregulated care of adequate quality?

ASCOF 3A: overall satisfaction of people who use services with their care and support
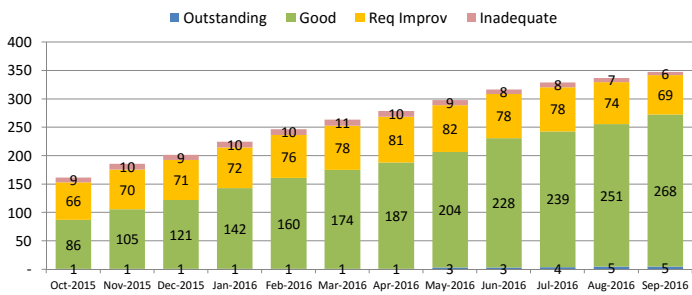
3A	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Devon	64.10%	63.00%	67.70%	66.80%	68.45%	68.00%
England	62.10%	62.80%	64.10%	64.80%	64.70%	64.40%
SN	64.10%	62.80%	64.90%	65.30%	66.00%	64.40%

3A Overall satisfaction of people with their care and support
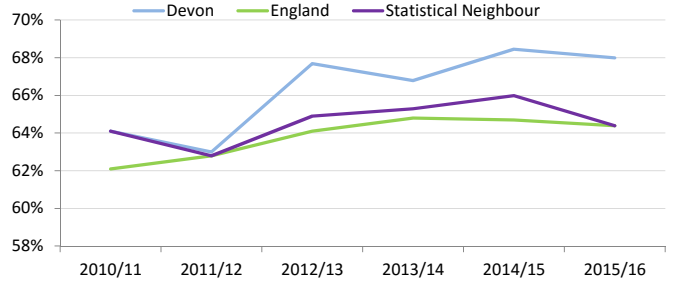
As determined by the regulator? CQC Inspections

Devon - New Style Inspection Results (Cumulative to date)

Overall Outstanding or Good Rating
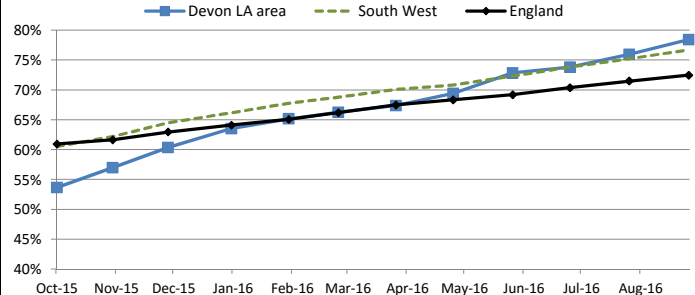
Overall Outstanding or Good Rating Residential Social Care
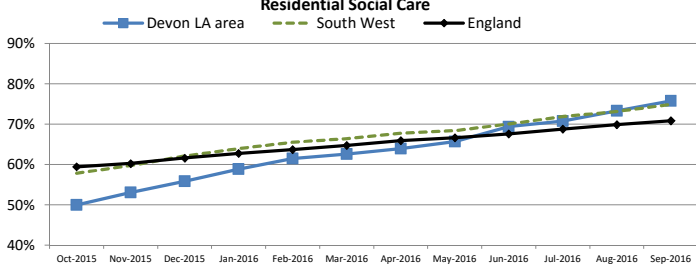
Overall Outstanding or Good Rating Community Based Adult Social Care
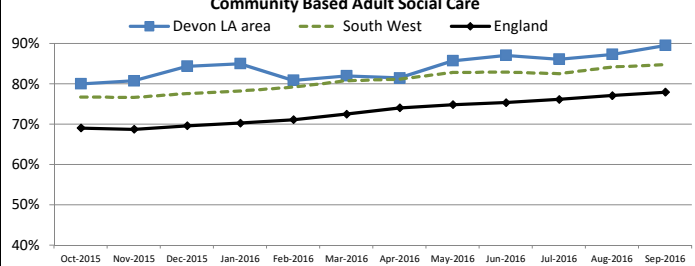
Residential Social Care - % rated Outstanding or Good, by domain
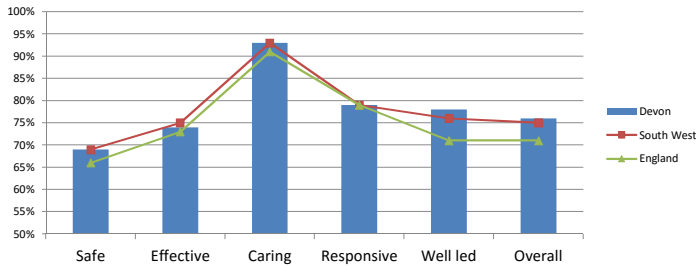
Community Based Social Care - % rated Outstanding or Good, by domain
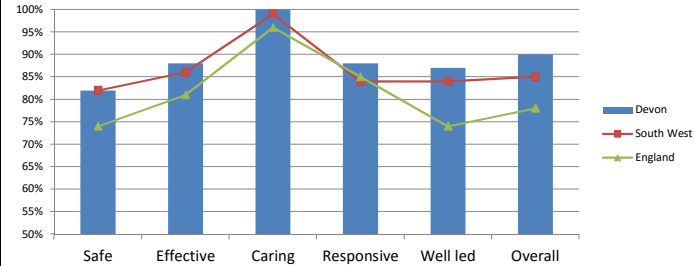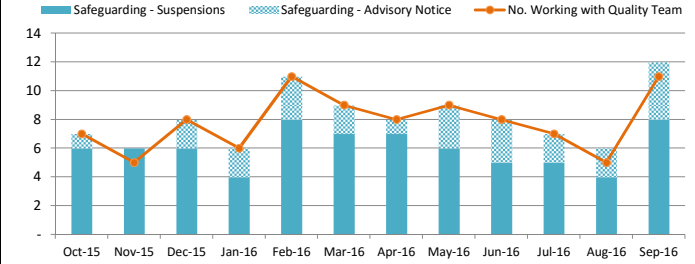

As determined by Devon? Quality Assurance and Improvement Team (QAIT)

Quality Provider Placement Suspensions
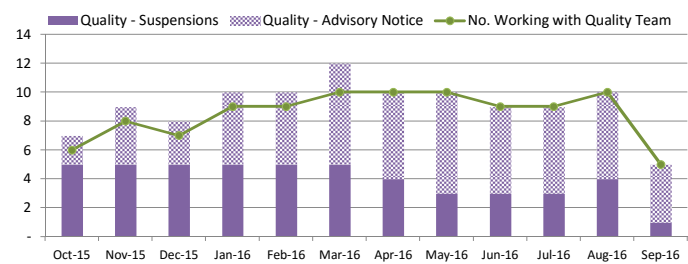
Safeguarding Provider Placement Suspensions

Vision Priority 2: To reduce or delay any need for long term social care and support

| **2.1 Are we enabling people to be independent for longer?** |
|---|
| Summary of Performance (Insight and Impact analysis) - |
| Following feedback this area is being re-developed and will be available later in Quarter 3. |

2.1.4 Do people find it easy to access information and advice?

Headline Performance for Devon

	2011 / 12	2012/ 13	2013/ 14	2014/15	2015/16	Target
3D - Proportion of people who use services an carers who find it easy to find informaiton about services	76.1	73.1	73.1			
3D1 - Proportion of people who use services who find it easy to find information about services			74.6	74.7	70	71
3D2 - Proportion of carers who find it easy to find information about services				66.1		

3D service users & carers find information about services easy


Legend: 3D, 3D i, 3Dii, target
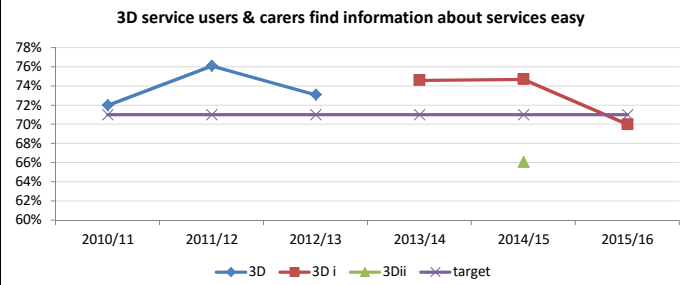
| **2.2 Are we supporting carers well?** |
|---|
| Summary of Performance (Insight and Impact analysis) - |
| Implementation of the carers elements of the Care Act has resulted in a revised three tier offer for carers, which has resulted in significant practice and process changes. The Care Act provided carers with an entitlement to individual assessment and since April 2015 6392 Carers Assessments have been started, of which 5872 had been completed by 30th September 2016. Of the completed assessment forms during 2015/16 49.47% had an outcome of Social Care offer. Feedback from carers is captured biennially through the national Survey of Adult Carers, which enables performance to be benchmarked Nationally, Regionally and against Statistical Neighbours. Devon performance for the composite indicator ASCOF 1D, Carer reported Quality of Life is good and above benchmarks. Likewise for ASCOF 1I (part 2) % of carers having as much social contact as they would like. Devon performs well against the carers personalisation measures ASCOF 1C parts 1b and 2b and is above England and Regional Comparators for 2014/15. |

### 2.2.1 Are carers saying their quality of life is improving?

1D Carer reported Quality of Life
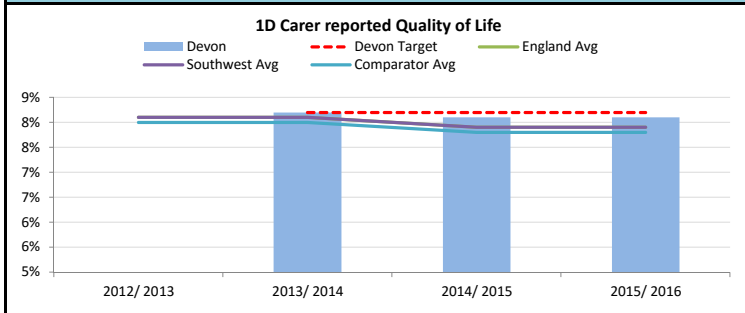
1D	Devon 2013/14	Eng 13/14	SW 13/14	Devon 2014/15	Eng 14/15	SW 14/15	Devon Target
	8.2%	8.1%	8.1%	8.1%	7.9%	7.9%	8.20%

2.2.2 Are people getting enough social contact?

1I part 2 - Proportion of carers who reported that they had as much social contact as they would like
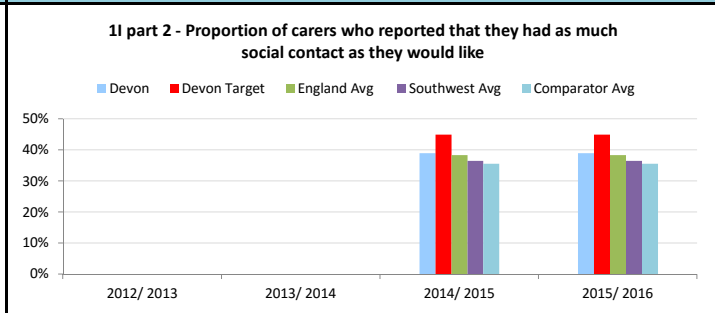
1I pt 2	2014/15	Target 16/17	Eng 14/15	SN 14/15
Devon	39	39	38.5	35.6

2.2.3 Are carers being assessed receiving a service as a result?

NI135 - Carers receiving needs assessment / review and a specific carer's service
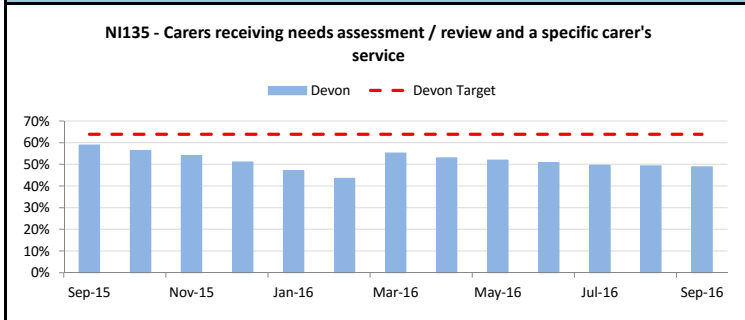
N135	Mar-15	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
Devon	54.14%	55.37%	53.13%	51.99%	50.84%	49.64%	49.46%	49.02%

Carer Assessment outcomes - based on new form implemented April 2016

Legend: Assessment did not proceed -- carer choice; Assessment did not proceed -- other e.g. deceased; Assessment did not proceed - professional decision; Assessment paused -- carer led delay; Assessment paused -- professional decision; Carer eligible; Carer eligible - needs identified support declined; Carer not eligible -- information and advice only; Carer not eligible -- preventative services

2.2.4 What proportion of carers receiving a service do so via a personal budget?

1C part 1B - Proportion of carers receiving self-directed support

Legend: Devon, Devon Target, England Avg, Southwest Avg, Comparator Avg

1C part 1B - Proportion of carers receiving self-directed support

Legend: East, North, South

1C pt 1B	Mar-16	Jun-16	Jul-16	Aug-16	Sep-16	16/17 Target	Eng 15/16	SW 15/16
Devon	97.20%	97.79%	97.85%	98.47%	98.39%	89.40%	77.70%	55.40%

1C pt 1B	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
East	90.26%	86.22%	76.19%	85.31%	86.42%	88.52%	90.27%	89.19%
North	79.25%	70.91%	64.29%	65.00%	59.38%	65.00%	80.00%	83.33%
South	82.52%	74.58%	67.74%	76.40%	82.80%	79.17%	85.29%	83.00%

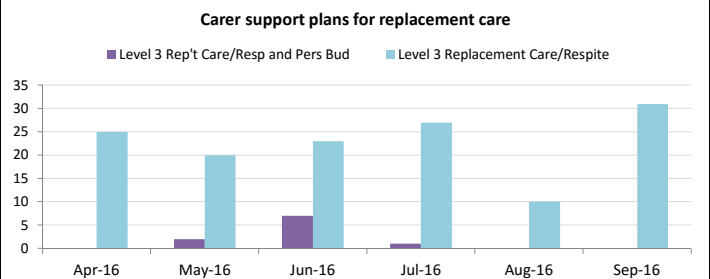## 2.2.5 What proportion of carers receiving a service do so via a direct payment?

1C part 2 B - Proportion of carers receiving direct payments for support direct to carer

Legend: Devon, England Avg, Southwest Avg, Comparator Avg

1C part 2 B - Proportion of carers receiving direct payments for support direct to carer

Legend: East, North, South
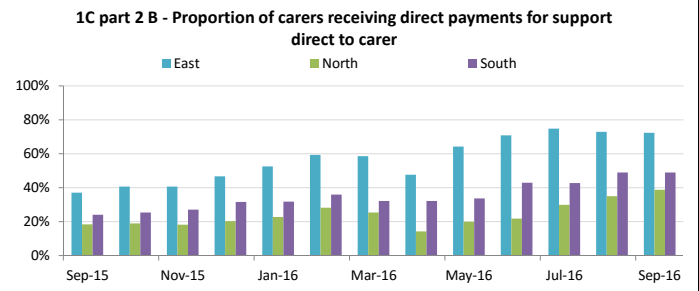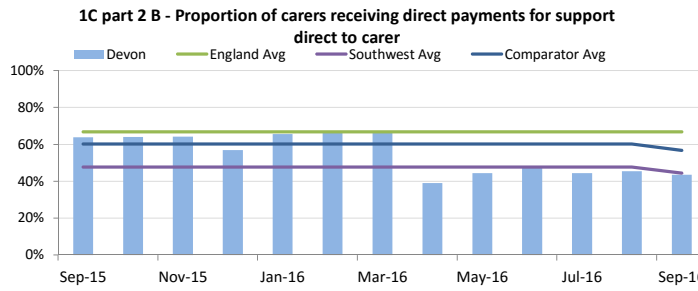
1C (2B)	Mar-16	Jun-16	Jul-16	Aug-16	Sep-16	16/17 Target	Eng 15/16	SW 15/16
Devon	66.50%	47.24%	44.52%	45.47%	43.60%	66.90%	67.40%	44.40%

1C (2B)	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
East	59.49%	58.67%	47.62%	64.34%	70.99%	74.86%	72.97%	72.43%
North	28.30%	25.45%	14.29%	20.00%	21.88%	30.00%	35.00%	38.89%
South	35.92%	32.20%	32.26%	33.71%	43.01%	42.71%	49.02%	49.00%

2.2.6 Are we supporting more carers directly?
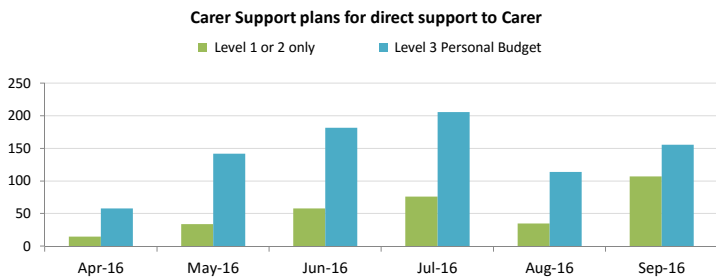
Carer Support plans for direct support to Carer

Legend: Level 1 or 2 only, Level 3 Personal Budget

2.2.7 Are we supporting more carers indirectly?

Carer support plans for replacement care

Legend: Level 3 Rep't Care/Resp and Pers Bud, Level 3 Replacement Care/Respite

2.2.8 How many carers are being assessed/identified?

Carer Assessments started and completed

Legend: Started, Completed
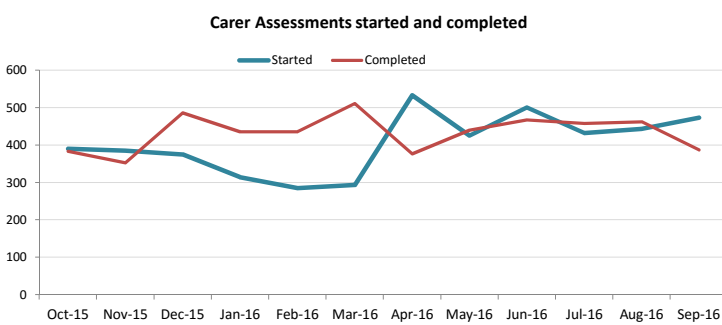
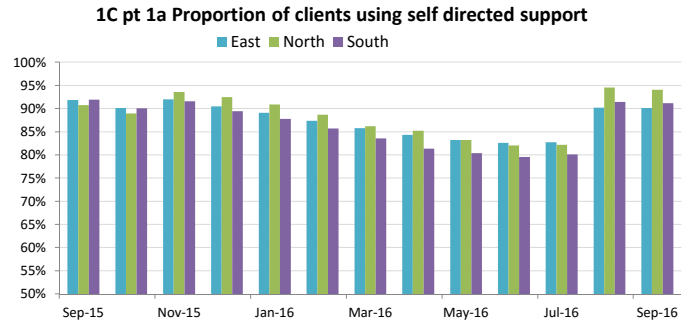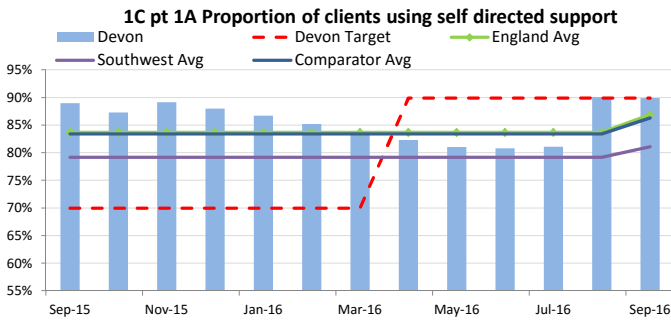| Vision Priority 3: To expand the use of community based services and reduce the use of institutional care |
|---|
| 3.1. Are we extending choice and control? |

Summary of Performance (Insight and Impact analysis) -

Devon performas well against the national personalisation metrics: ASCOF 1C parts 1A and 2A, which measure self-directed support and direct payments; benchmarking in excess of comparators in 2014-15. Reported performance against both measures had declined during 2015-16. upon investigation however, a correction has been made to the calculation process and therefore performance from August 2016 onwards has improved and is meeting the target. Service user perceptions are measured annually through the national Adult Social Care User Survey, which enables benchmarking of performance. In 2014-15, Devon performance against ASCOF 1B (Proportion of people who feel they have control in their daily lives) was above national and regional comparators. A new resource allocation system was introduced in 2015-16 to provide a more equitable and transparent basis for funding decisions. Local indicators are currently being used to monitor ressources allocated to fund packages. Data shows that for LEarning Disability service users Agreed budgets are routinely lower than Estimated budgets, whereas the converse is true for Older People and Physical Disability service users.

3.1.1 Are people offered and taking up a personal budget?

Headline Performance for Devon | **Area breakdown of performance**

1C pt 1A Proportion of clients using self directed support

1C pt 1a Proportion of clients using self directed support

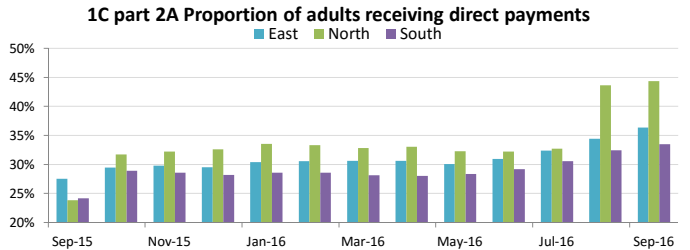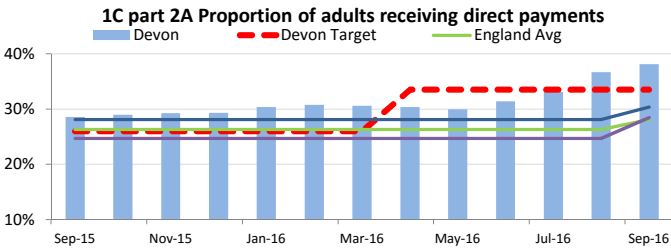| IC 1a	Mar-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Devon 16/17	Eng 15/16
Devon	83.49%	81.06%	80.79%	81.13%	90.12%	89.90%	89.90%	86.90%

Devon performance prior to March 2015 was based on the previous definition of 1c part 1

1C 1a	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
East	87.41%	85.82%	84.35%	83.21%	82.65%	82.79%	90.24%	90.17%
North	88.68%	86.20%	85.26%	83.24%	82.09%	82.18%	94.54%	94.11%
South	85.75%	83.56%	81.38%	80.38%	79.60%	80.12%	91.48%	91.19%

3.1.2 Are people taking up Direct Payments as the preferred personal budget option?

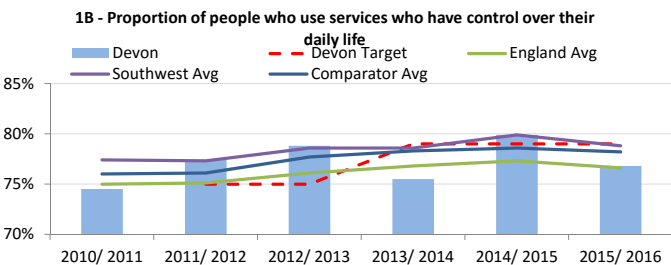**Headline Performance for Devon** | **Area breakdown of performance**

1C part 2A Proportion of adults receiving direct payments

1C part 2A Proportion of adults receiving direct payments

1C part 2A	Mar-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Devon 16/17	Eng 15/16
Devon	30.62%	29.98%	31.44%	33.09%	36.68%	38.18%	33.50%	28.10%
Target	26.00%	33.50%	33.50%	33.50%	33.50%	33.50%		

1C part 2A	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
East	30.61%	30.63%	30.63%	30.08%	30.96%	32.41%	34.48%	36.40%
North	33.33%	32.85%	33.10%	32.33%	32.25%	32.72%	43.67%	44.41%
South	28.63%	28.15%	28.06%	28.36%	29.20%	30.57%	32.46%	33.51%

3.1.3 Are people using personal budgets saying they have more choice and control?

Headline Performance for Devon

1B - Proportion of people who use services who have control over their daily life
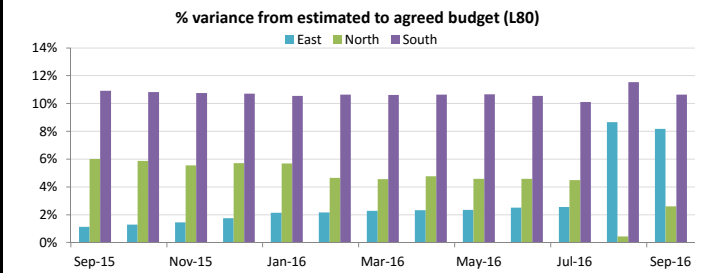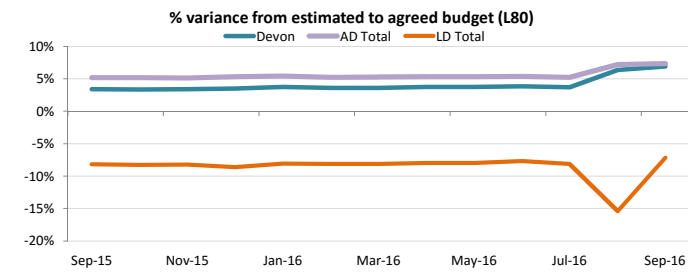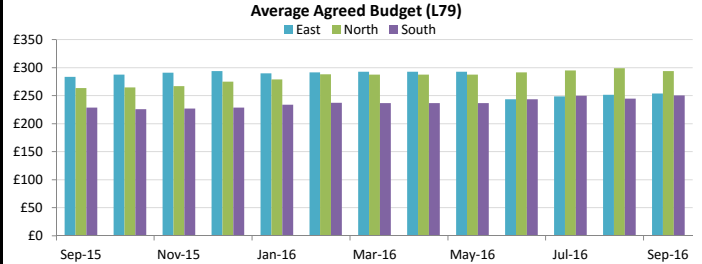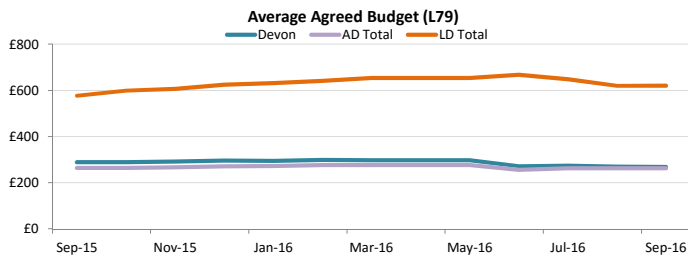

This National Indicator is taken from the Annual Users Survey. Devon's performance for 2015/16 has declined to 76.8% and below target.

Performance in Devon is higher than the 2015/16 England average of 76.6% and below 2015/16 SW regional average of 78.8%

1B	2011/12	2012/13	2013/14	2014/15	2015/16	Target 16/ 17	Eng 15/ 16	Comp 15/16
Devon	77.40%	78.70%	75.50%	79.84%	76.80%	79.90%	76.60%	78.20%

3.1.4 Are allocated budgets in line with assessed need?

Headline Performance for Devon

Average Agreed Budget (L79) — Devon, AD Total, LD Total

Average Agreed Budget (L79) — East, North, South

% variance from estimated to agreed budget (L80) — Devon, AD Total, LD Total

% variance from estimated to agreed budget (L80) — East, North, South

3.1.5 Do people receive a service quickly?

Headline Performance for Devon

NI133 Waiting time for services — Devon, East, North, South, Devon Target
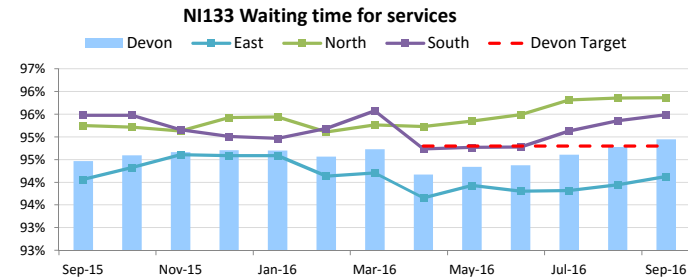
NI133	Mar-15	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
Devon	94.81%	94.73%	94.17%	94.34%	94.38%	94.61%	94.78%	94.95%
East	95.28%	94.21%	93.66%	93.93%	93.81%	93.82%	93.95%	94.13%
North	95.83%	95.27%	95.23%	95.35%	95.49%	95.82%	95.86%	95.87%
South	94.78%	95.58%	94.74%	94.77%	94.78%	95.13%	95.36%	95.49%
Target 16/17	94.80%							

area to be developed - Waiting times for service provision; meeting most eligible need for lowest cost

3.2 Do we help keep people out of hospital wherever possible?

Summary of Performance (Insight and Impact analysis) -

Understanding and improving delayed transfers of care is a priority area. Local, Regional and National performance has been in decline throughout 2015-16 and remains a cause for concern. Current performance against ASCOF 2C (part 1) Delayed Transfer of Care (all sources) has increased to 19.85 per 100,000 population and is well in excess of the 2015-16 England (12.31) and Regional (17.4) comparators. Improvement Plans are in place and actions are in-hand to improve recording consistency. Analysis shows the majority of cases for delayed discharge are waiting for further non acute NHS care which includes intermediate care and reablement.Since 1st July 2015 the majority of cases for delayed discharge are waiting for further non acute NHS care which includes intermediate care and reablement. This affected the largest number of patients (536 out of 1,502) and caused the largest number of days of delay (17,269 out of 52,754). For acute beds the RD&E has the largest number of delayed patients (732 out of 939). For non-acute beds, the provider with the largest delays is DPT (282 out of 563).

ASCOF 2C (part 2) measures delays attributable to social care/both: current performance has decreased slightly on last month to 6.07 and is in excess of England Average for 2015/16 of 4.80, but better than the South West average of 7.00. Performance for Social Care Only delays is 4.30 and has been increasing over recent months. Of the 459 patients delayed due to social care or jointly to social care and the NHS over the last 12 months, the highest reasons for delay were, Awaiting Care Package in own home which affected 120 patients (26%), Awaiting Completion of Assessment which affected 93 patients (20%) and Awaiting Residential Home placement which affected 80 patients (17%).

3.2.1 Are delayed transfers of care reducing?
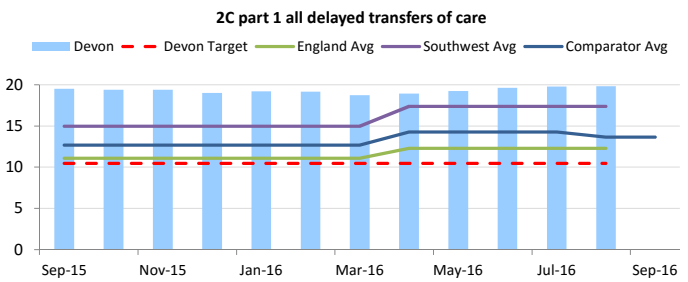
2C part 1 all delayed transfers of care — Devon, Devon Target, England Avg, Southwest Avg, Comparator Avg

3.2.2 In particular are delayed transfers of care attributable to social care reducing?

2C part 2 Social Care or jointly attributable to Social Care and NHS delayed transfers of care — Devon, Devon - Social Care only, Devon Target, England Avg, Southwest Avg, Comparator Avg
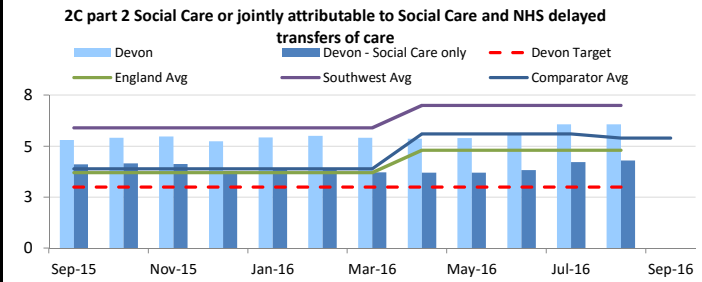
2C pt 1	Mar-16	May-16	Jun-16	Jul-16	Aug-16	Target 15/16	Devon 15/16	Eng 15/16
Devon	18.79	19.28	19.67	19.84	19.85	10.5	18.6	12.1

2C pt 2	Mar-16	May-16	Jun-16	Jul-16	Aug-16	Target 15/16	Devon 15/16	Eng 15/16
Devon	5.42	5.41	5.66	6.08	6.07	3.0	5.4	4.7

3.2.3 Where there are delayed transfers of care do we understand why?

2C(i) Average monthly rate of delays by reason per 100,000 of population (August 16)
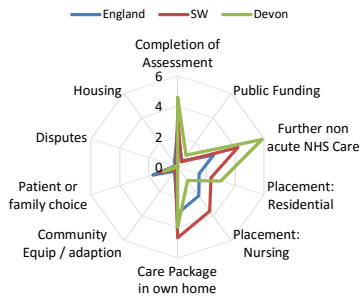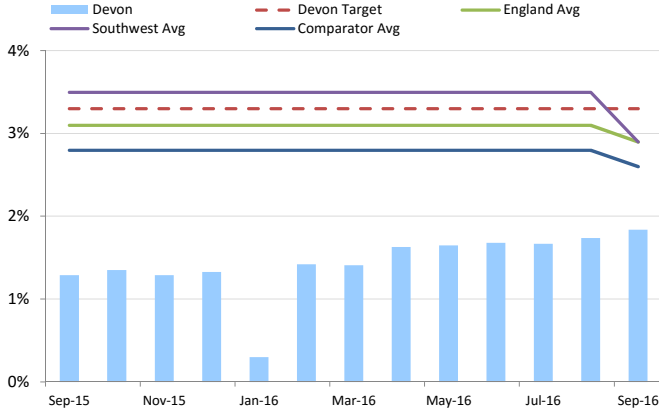

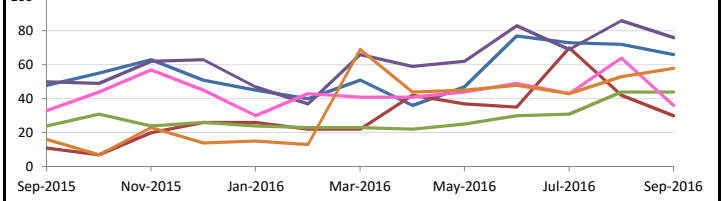**2C(ii) Average monthly rate of delays by reason per 100,000 of population (August 16)**
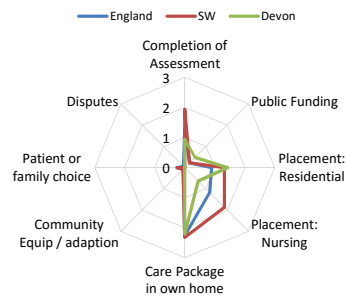
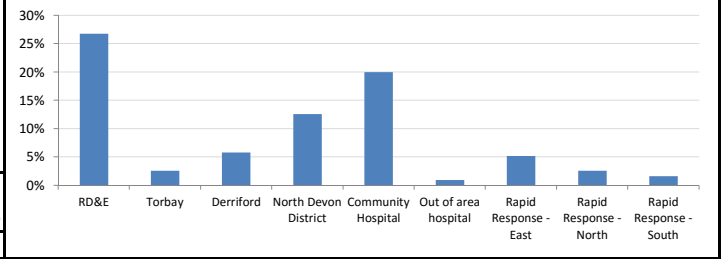**3.2.4 Are older people discharged from hospital offered appropriate reablement and rehabilitation?**

**2B pt 2 Proportion 65+ offered reablement services upon discharge from hospital**

SCR New Referrals

Percentage of SCR Referrals for Hospital Discharge - September 2016

2B pt 2	Mar-16	Jul-16	Aug-16	Sep-16	Target 15/16	Devon 15/16	Eng 15/16	SW 15/16
Devon	1.41%	1.67%	1.74%	1.84%	3.30%	1.30%	2.90%	2.90%

2B pt 1 Proportion 65+ still at home 91 days after hospital discharge into reablement/rehab services
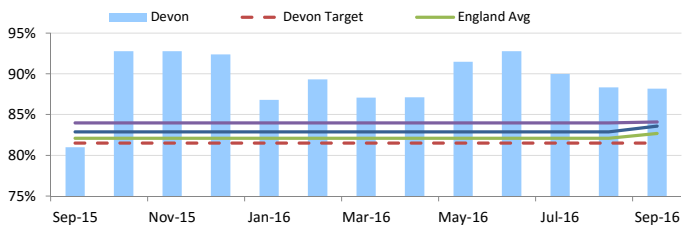
2D Outcome of short-term services: sequels to services
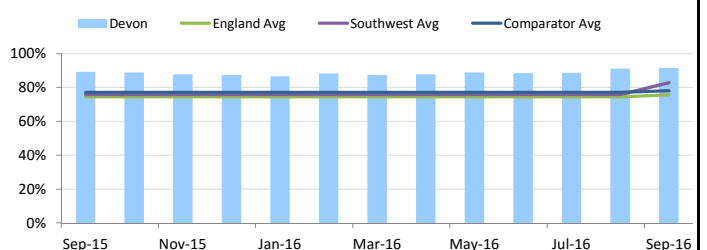
2B pt 1	Jun-16	Jul-16	Aug-16	Sep-16	Target 16/17	Devon 15/16	Eng 15/16	SW 15/16
Devon	92.82%	90.02%	88.37%	88.19%	81.50%	87.10%	82.70%	84.10%

2D	Mar-16	Jun-16	Jul-16	Aug-16	Sep-16	Devon 16/17	Eng 15/16	SW 15/16
Devon	87.53%	88.67%	88.73%	91.17%	91.60%	88.40%	75.80%	82.90%

3.3 Do we help people to remain at home wherever possible ?/ Are we minimising the use of residential services?
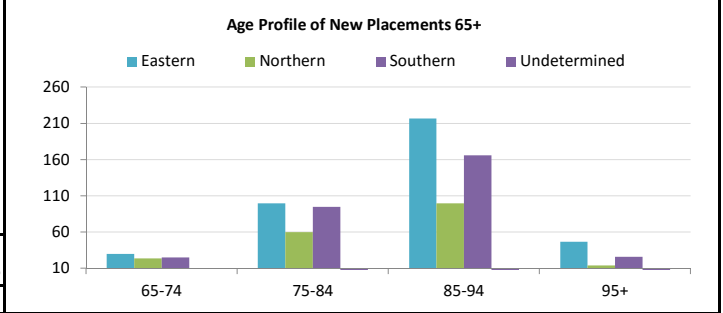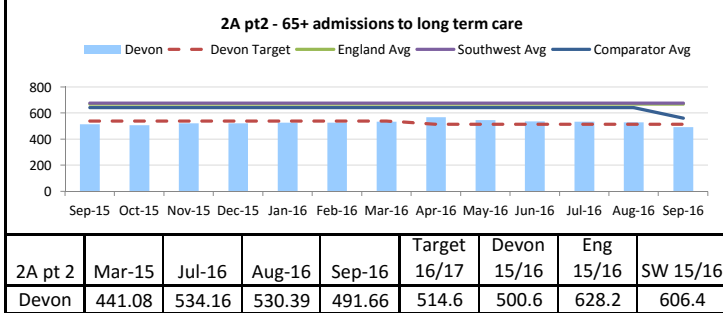
Summary of Performance (Insight and Impact analysis) -

Permanent admissions to residential and nursing care (ASCOF 2A) for service users aged 18-64 (part 1) and 65 and over (part 2) have seen an improvement during 2015-16 when compared to 2014-15. Performance for both parts of the indicator is ahead of target. For the 18-64 cohort, performance is below the 2014-15 England comparator (14.2) and for service users aged 65 and over, performance is significantly better than 2014-15 comparators.

3.3.1 Are younger adults being maintained in their own homes?
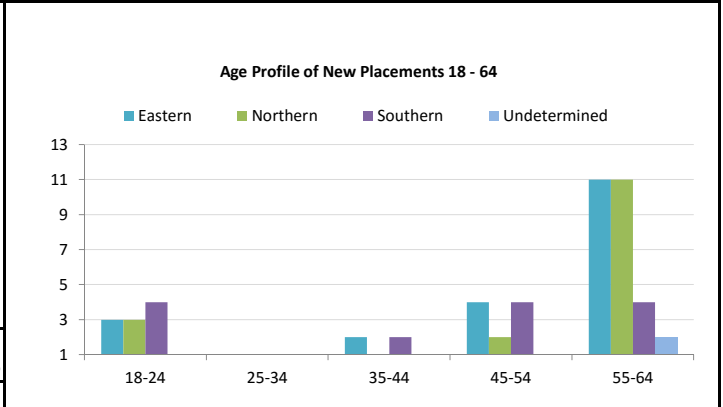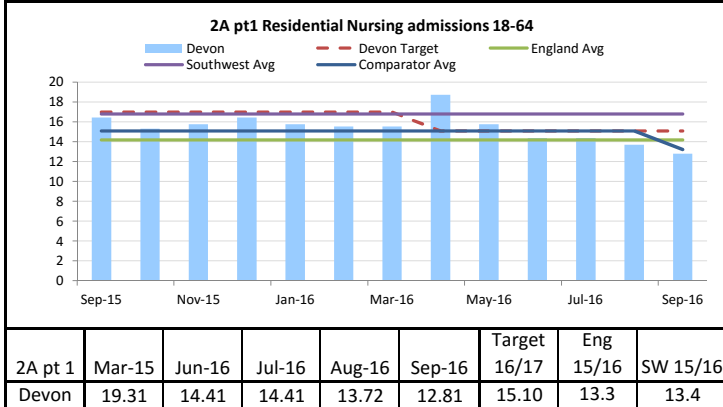
2A pt1 Residential Nursing admissions 18-64

Age Profile of New Placements 18 - 64

2A pt 1	Mar-15	Jun-16	Jul-16	Aug-16	Sep-16	Target 16/17	Eng 15/16	SW 15/16
Devon	19.31	14.41	14.41	13.72	12.81	15.10	13.3	13.4

3.3.2 Are older adults being maintained in their own homes?

2A pt2 - 65+ admissions to long term care

Age Profile of New Placements 65+

2A pt 2	Mar-15	Jul-16	Aug-16	Sep-16	Target 16/17	Devon 15/16	Eng 15/16	SW 15/16
Devon	441.08	534.16	530.39	491.66	514.6	500.6	628.2	606.4

Vision Priority 4: To ensure that people have a positive experience of social care services
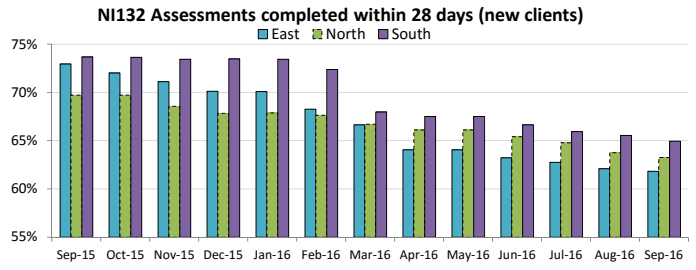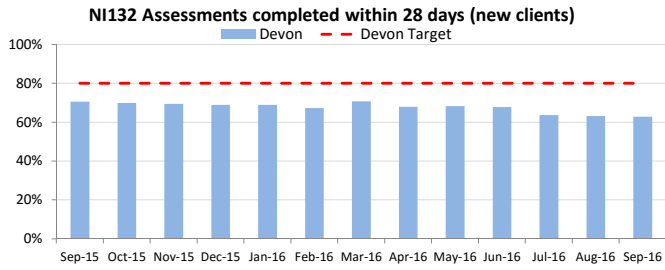
4.1. Are we delivering an effective care management service?

Summary of Performance (Insight and Impact analysis) -

The care management service has recently been reorganised leading to integration of learning disability teams with older people and physical disability teams. The staffing establishment has been a previous concern, but vacancy levels have now returned to more normal levels. The focus is now on improving performance in key areas, for example, productivity, efficiency (by removing duplication) and demand management (pre-contact, at point of contact and when people are receiving services).
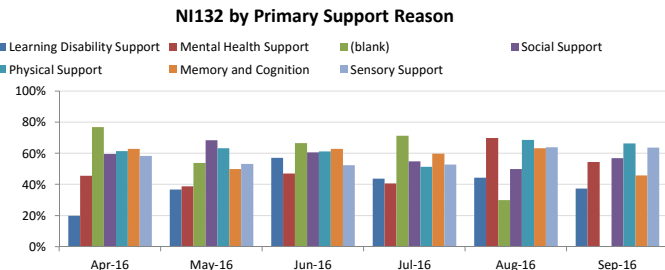
4.1.1 Are people assessed in a timely way?
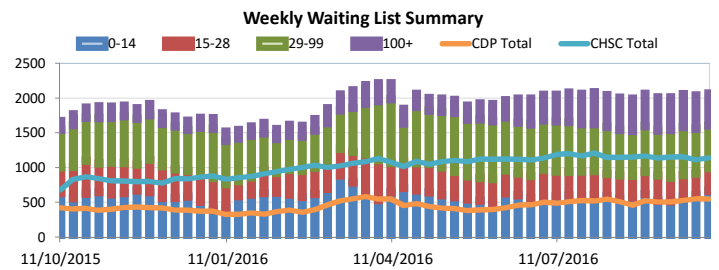
NI132 Timeliness of assessment

NI132 Assessments completed within 28 days (new clients) — Devon / Devon Target

NI132 Assessments completed within 28 days (new clients) — East / North / South

NI132	Mar-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	14/15 Devon	Target
Devon	70.87%	68.33%	67.85%	63.82%	63.21%	62.92%	74.50%	80.00%

NI132	Mar-15	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
East	79.42%	66.66%	64.07%	64.07%	63.22%	62.76%	62.12%	61.83%
North	69.06%	66.71%	66.12%	66.12%	65.43%	64.80%	63.76%	63.27%
South	76.40%	67.97%	67.51%	67.51%	66.67%	65.96%	65.57%	64.97%

NI132 Assessments by Primary Support Reason

NI132 by Primary Support Reason — Learning Disability Support / Mental Health Support / (blank) / Social Support / Physical Support / Memory and Cognition / Sensory Support

Waiting List for Devon

Weekly Waiting List Summary — 0-14 / 15-28 / 29-99 / 100+ / CDP Total / CHSC Total
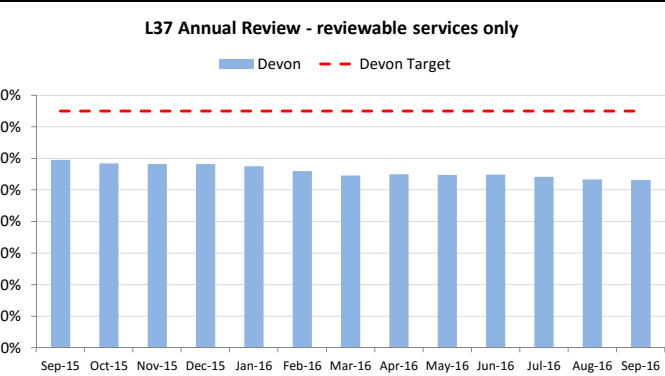
4.1.2 Are people reviewed i)6 - 8 weeks after assessment, and ii) annually?

**L37 Annual Reviews for clients in receipt of a service open for 365+ days**

L37 Annual Review - reviewable services only — Devon / Devon Target

L37	Mar-15	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Target
Devon	62.02%	55.02%	54.85%	54.94%	54.17%	53.37%	53.22%	75.00%

Summary of Due and Overdue Reviews for 2016/17 by Area and age band

	1) Under 31 days	2) 31 to 90 days	3) 91 to 365 days	4) Over 365 days	Total Overdue	Total Due	Grand Total
Eastern	245	249	823	505	1,822	1266	3,088
18-64	78	95	383	293	849	368	1217
65+	167	154	440	211	972	898	1870
No DOB				1	1		1
Under 18							0
Northern	136	187	330	146	799	672	1,471
18-64	32	38	118	125	313	189	502
65+	104	148	211	21	484	483	967
No DOB			1		1		1
Under 18		1			1		1
Southern	188	227	661	380	1,456	949	2,405
18-64	58	80	283	194	615	249	864
65+	130	147	378	186	841	695	1536
No DOB						0	0
Under 18						5	5
Grand Total	569	663	1,814	1,031	4,077	2887	6,964

L37 performance breakdown by Area

L37 Annual Review - reviewable services only — East / North / South
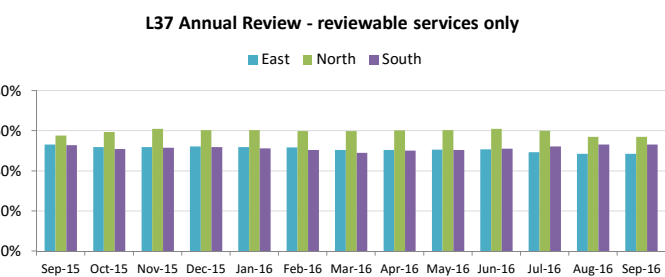
L37 performance breakdown by Area

L37	Mar-15	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
East	64.01%	50.40%	50.50%	50.66%	50.82%	49.40%	48.56%	48.56%
North	65.47%	59.84%	60.28%	60.38%	61.05%	60.12%	57.02%	57.02%
South	62.40%	49.09%	50.20%	50.43%	51.18%	52.21%	53.13%	53.13%

| 4.1.3 Is the quality of assessment, review and care planning audited as good? |
| --- |
| Summary of Practice Quality Review |

A new desktop process to monitor the quality of social work practice was introduced in January 2016. The process identifies a random sample of cases to be reviewed against a set of standardised assessment criteria. During September, 88 cases were identified for review with 45 completed (51.14%). The process is currently being embedded and it is anticipated that completion rates will improve over time. Of thoses cases reviewed in September, a total average of 61.78% of all questions are scored as Fully met, with 6.52% being Partially met. During Septembert, 12 Safeguarding Practice Quality Reviews were requested and 6 completed (50%). Of these, a total average of 84.72% were scored as Fully met and 2.78% being Partially met. Further reporting metrics are in development with the Prinicpal Social Worker.

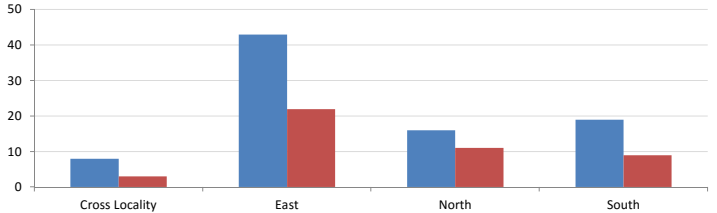### September 2016 Practice Quality Review Scores
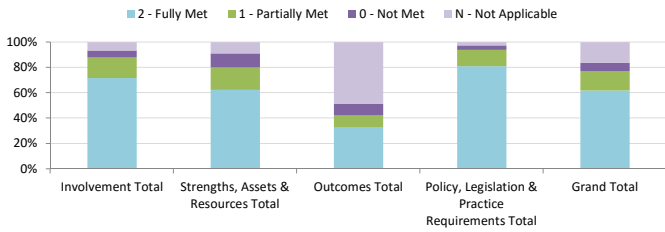
September 2016 Safeguarding Adults Practice Quality Review Scores
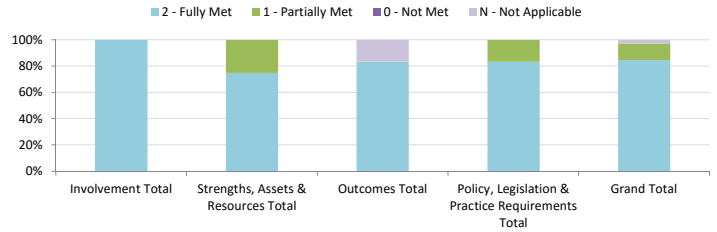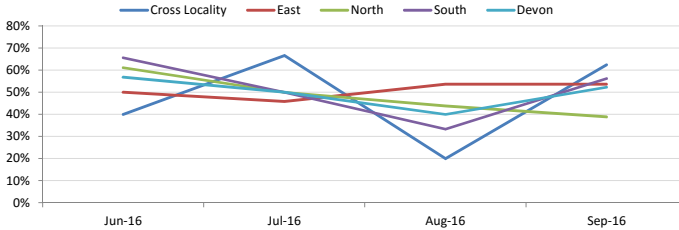

Number of My Assessment Practice Quality Review requested and completed by reviewers locality - September 2016
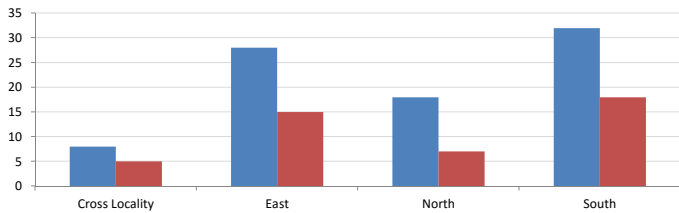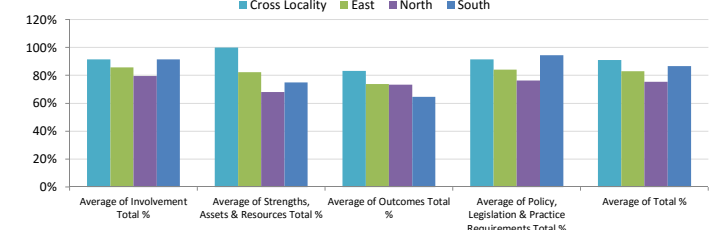

Number of My Assessment Practice Quality Review requested and completed (Staff Member Locality) - September 2016

Trend of Percentage of My Assessment Practice Quality Reviews completed by reviewers Locality - September 2016
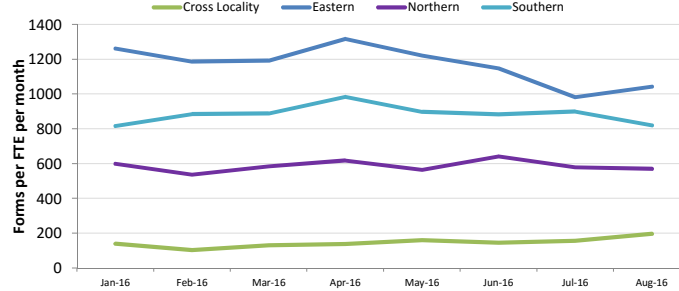

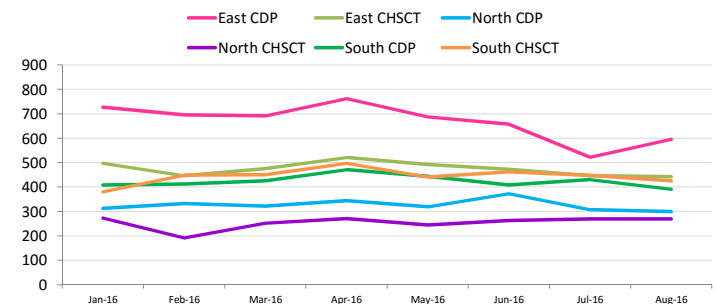### Practice Quality Review - My Assessment - Average Score by Locality (September 2016)

4.1.5 Productivity of teams

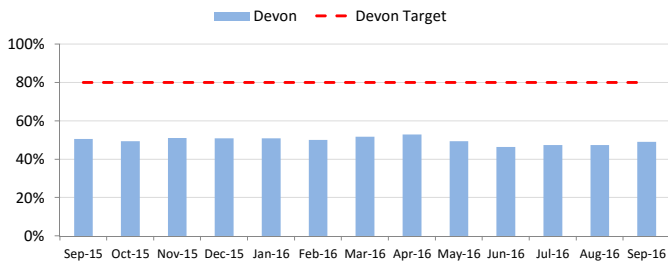### Number of Assessments and Reviews completed per locality per month

Completed Assessment and Reviews per month by team type
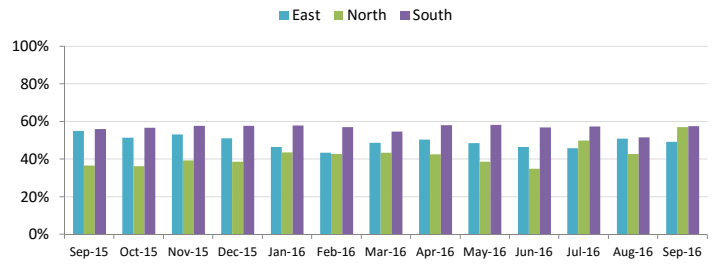
4.1.6 Is our safeguarding response timely?

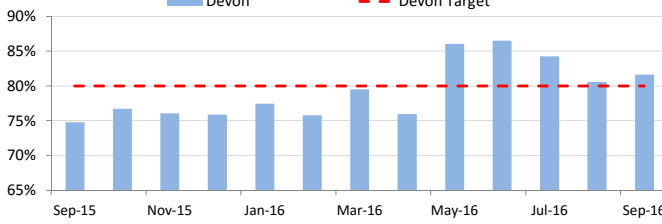### L74a Safeguarding Strategy meetings held within 7 days

L74a	Mar-15	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Target
Devon	49.12%	52.99%	49.37%	46.39%	47.37%	47.40%	49.12%	80.00%

L74a Safeguarding Strategy meetings held within 7 days

L74a	Mar-15	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
East	57.62%	48.72%	50.46%	48.57%	46.60%	45.87%	50.88%	49.18%
North	21.92%	43.48%	42.55%	38.71%	35.00%	50.00%	42.86%	57.14%
South	56.41%	54.74%	58.06%	58.33%	56.92%	57.38%	51.61%	57.63%

L77 Safeguarding Case Conferences held wtihin 30 days of Strategy Meeting

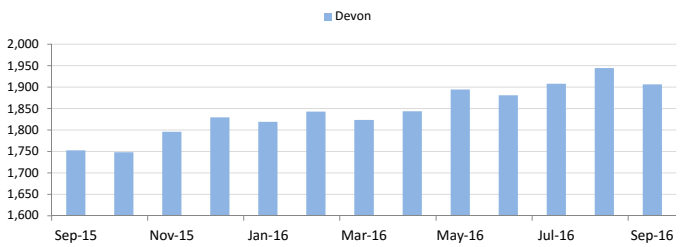| L77	Mar-15	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Target
Devon	82.20%	76.00%	86.05%	86.52%	84.27%	80.61%	81.63%	80.00%

L77 Safeguarding Case Conferences held wtihin 30 days of Strategy Meeting
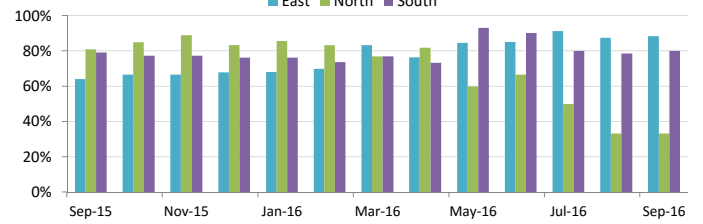
L77	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
East	70.00%	79.55%	76.47%	84.62%	85.19%	91.30%	87.50%	88.46%
North	83.33%	79.71%	81.82%	60.00%	66.67%	50.00%	33.33%	33.33%
South	73.68%	100.00%	73.33%	93.10%	90.32%	80.00%	78.57%	80.00%

4.1.8 Is our use of Mental Capacity Act assessments proportionate?

L27 Mental Capacity Act assessments completed

L27	Mar-15	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
Devon	1,598	1,824	1,844	1,895	1,881	1,908	1,945	1,907

4.1.9 What are the outcomes for the clients?

Area in development:- SALT sequels to assessment
Clients having multiple assessments through the year
Outcomes of assessments ie close/nfa; social care offer
% of population referred to social care – prevelance of need

4.2 Are we improving peoples lives OR Are we helping people to improve their lives?

### Summary of Performance (Insight and Impact analysis) -

During 2014-15, service user classifications changed from primary client group to recording the primary reason for their support. This reduced the numbers of service users receiving Learning Disability Support and adversely impacted on the 2014-15 final performance against ASCOF indicators 1E (employment) and 1G (settled accommodation). Current performance benchmarks well and is ahead of all 2015-16 comparators for both indicators. The comparable indicators (ASCOF 1F and 1H) report performance for service users aged 18-69 with a Mental Health Support reason. Current performance is above 2015-16 benchmarks with regard to employment and for accommodation. Service user perceptions are capture annually in the national Adult Social Care User Survey. Performance against the quality of life indicator (ASCOF 1A) is marginally below comparators in 2014-15, but overall is static agains the prevous year.

1G Proportion of adults with learning disabilities in stable accommodation
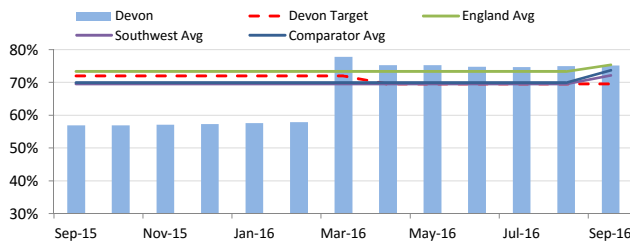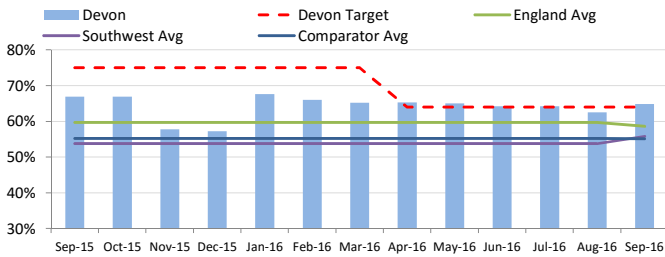

1G Proportion of adults with learning disabilities in stable accommodation
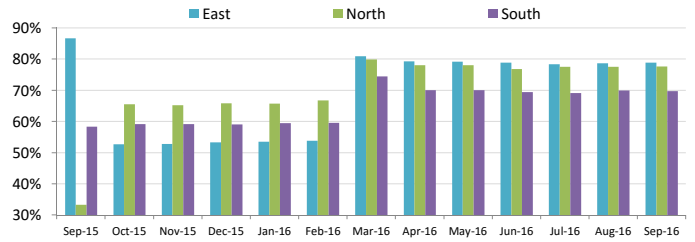
1G	Mar-16	Jun-16	Jul-16	Aug-16	Sep-16	16/17 Target	Devon 15/16	England 15/16
Devon	77.79%	74.78%	74.72%	75.00%	75.20%	69.50%	70.00%	75.40%

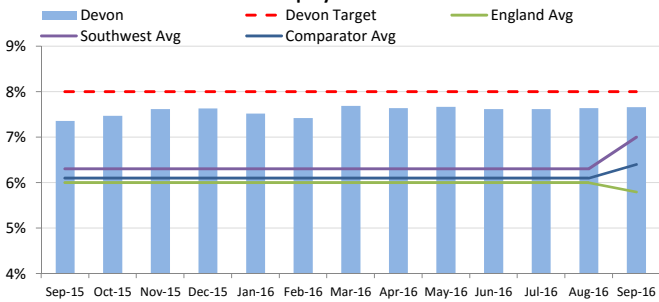| 1G	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
East	53.87%	80.92%	79.36%	79.23%	78.94%	78.37%	78.67%	78.92%
North	66.76%	79.95%	78.10%	78.06%	76.90%	77.61%	77.58%	77.67%
South	59.60%	74.50%	70.03%	70.06%	69.43%	69.18%	69.99%	69.76%

1H Proportion of adults in contact with secondary mental health services who live independently with or without support
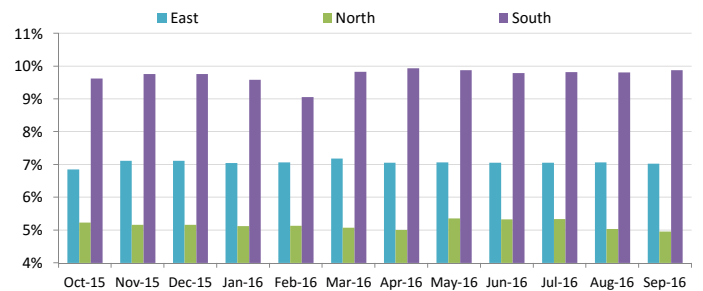

1H	Mar-16	Jun-16	Jul-16	Aug-16	Sep-16	Target 16/17	England 15/16	SW 15/16
Devon	65.27%	64.26%	64.26%	62.60%	64.90%	64.00%	58.60%	55.80%

**1E Proportion of adults with learning disabilities in paid employment**

1E Proportion of adults with learning disabilities in paid employment

1E	Mar-16	Jun-16	Jul-16	Aug-16	Sep-16	Target	Devon 15/16	England 15/16
Devon	7.69%	7.62%	7.62%	7.64%	7.66%	8.00%	7.30%	5.8%

| 1E	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
East	7.07%	7.18%	7.06%	7.07%	7.06%	7.06%	7.07%	7.03%
North	5.14%	5.08%	5.01%	5.36%	5.33%	5.34%	5.04%	4.96%
South	9.06%	9.83%	9.94%	9.88%	9.79%	9.82%	9.81%	9.88%

1F Proportion of adults in contact with secondary mental health in paid employment
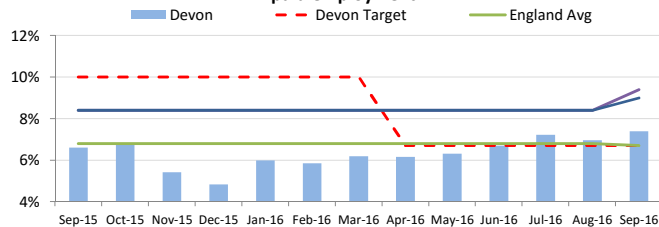
1F	Mar-16	Jun-16	Jul-16	Aug-16	Sep-16	Target	Devon 15/16	England 15/16
Devon	6.19%	6.70%	7.23%	6.96%	7.40%	6.70%	5.60%	6.70%

| 4.2.3 Are people getting enough social contact?	4.2.4 Are service users saying their quality of life is improving?

1I part 1 Proportion of people who use services who reported that they had as much social contact as they would like

Legend: Devon, Devon Target, England Avg, Southwest Avg, Comparator Avg
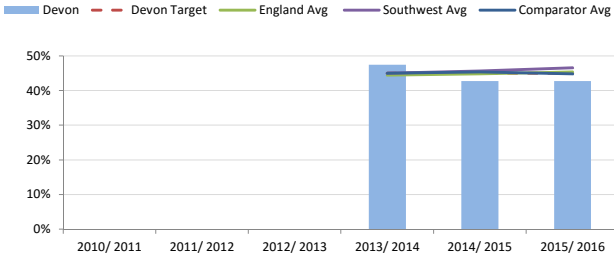
1I pt 1	2013/14	2014/15	2015/16	Target 15/16	England 15/16	SW 15/16
Devon	47.50%	42.80%	42.80%	45.00%	45.40%	46.60%

1A Social Care related quality of life

Legend: Devon, Devon Target, England Avg
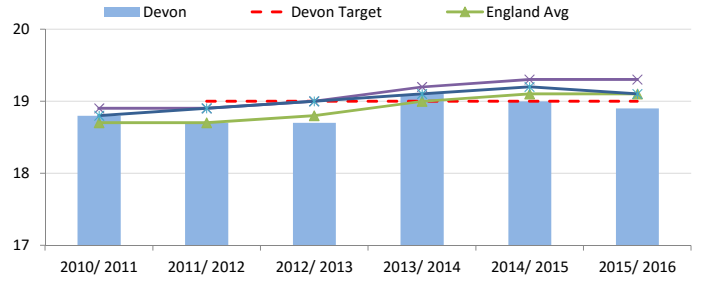
1A	2011/12	2012/13	2013/14	2014/15	2015/16	Target 15/16	England 15/16	Comp. 15/16
Devon	18.7	18.7	19.1	19	18.9	19.0	19.1	19.1

Vision Priority 5: To ensure the social care workforce can deliver effective, high quality services

5.1. Do we have a workforce which is well trained and competent to meet the needs of service users and carers?

Summary of Performance (Insight and Impact analysis) -

This section of the Adult Performance Framework has been developed to monitor the quality of the Adult Social Care workforce. Its focus is to provide a combined view of the current workforce in terms of numbers, vacancies. turnover, sickness absence, qualifications, supervision and appraisal. The intention is to answer a range of important questions, for example: Is the workforce happy/unhappy? Are they supported by Managers? Do we enable them to develop? Do we make sure they have the right tools to do their jobs well? Are we able to recruit suitable staff?

Headline themes: Devon's 2015-16 turnover rates for Social Workers is in excess of the national benchmark published in the NMDS-SC. Internally, comparing voluntary turnover between roles shows similar rates between Social Workers and Occupational Therapists. The recent regrading of Social Workers is starting to stabilise this position. Sickness absence levels are below target this month and the level of absence attributable to mental health/psychological issues (28.72%) could give cause for concern. The qualifcation profile of the workforce is good with over 38% qualified to NVQ Level 4 or above.

5.1.1 Workforce FTE, vacancies, agency staff, sickness, maternity and adoption

The following charts aim to show the actual FTE worked during the month compared to the budgeted FTE. They also show a breakdown of agency staff employed, vacancies and FTE lost to sickness, maternity and adoption leave. These figures do not take into account any annual leave taken during the period or days spent on training courses.

Key to charts:

99.99 **Budgeted FTE**
Vacancies
FTE lost to sickness, maternity & adoption leave
99.99 Actual FTE + Agency FTE - FTE lost to sickness, maternity & adoption

*These figures do not take into account any annual leave taken during the period or days spent on training courses.
**Data sources:**
HR database Budgeted FTE monthly extract
HR database Performance Indicator absence extracts

CDP East
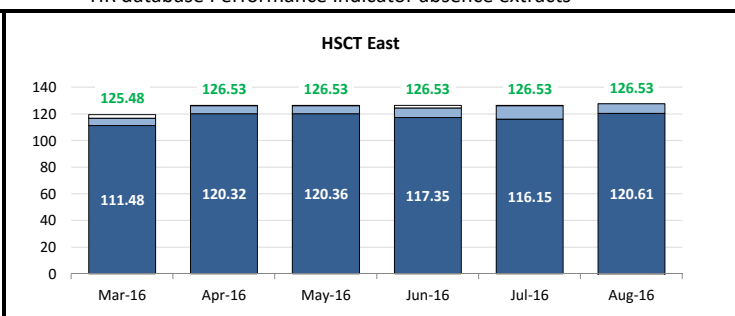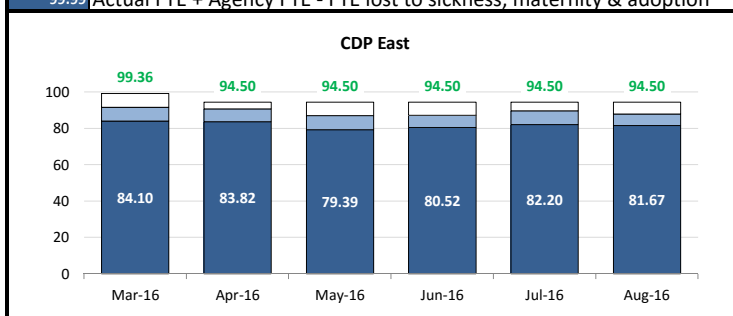
	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16
FTE Lost to Sickness	4.91	4.38	5.06	3.74	5.20	3.93
Maternity & Adoption	2.65	2.65	2.65	3.05	2.40	2.40
Agency	0.00	0.00	0.00	0.00	0.00	0.00
Vacancy (inc. Agency)	7.70	3.65	7.40	7.19	4.70	6.50

HSCT East

	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16
FTE Lost to Sickness	3.91	3.42	3.58	4.87	7.69	4.62
Maternity & Adoption	1.59	2.41	2.41	2.41	2.41	2.41
Agency	7.41	13.41	13.41	13.41	13.41	13.41
Vacancy (inc. Agency)	9.91	13.79	13.59	15.31	13.69	12.30

CDP North
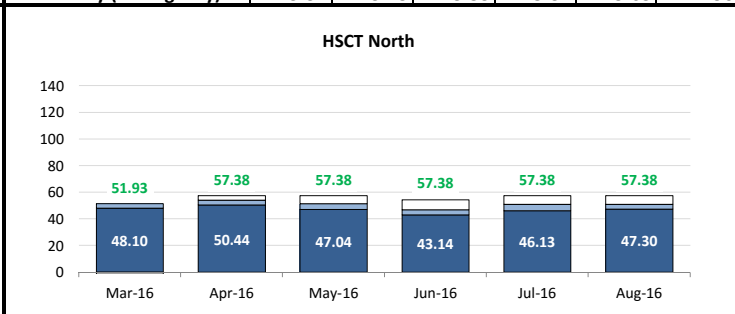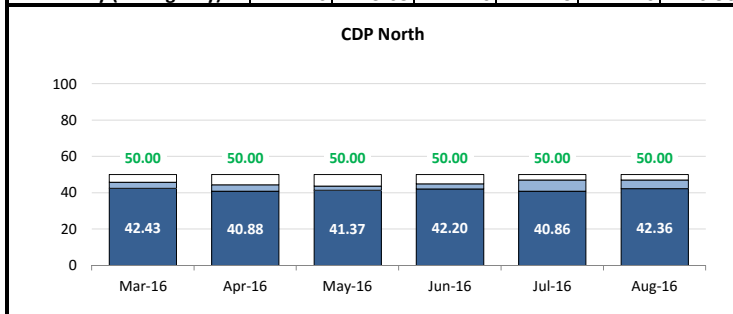
	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16
FTE Lost to Sickness	2.45	2.50	2.39	2.75	5.16	3.66
Maternity & Adoption	1.00	1.00	0.00	0.00	1.00	1.00
Agency	0.00	0.00	0.00	0.00	0.00	0.00
Vacancy (inc. Agency)	4.12	5.62	6.24	5.05	2.98	2.98

HSCT North

	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16
FTE Lost to Sickness	2.35	2.62	3.46	2.75	3.76	2.59
Maternity & Adoption	1.00	1.00	1.00	1.00	1.00	1.00
Agency	2.00	4.00	4.00	0.00	3.00	3.00
Vacancy (inc. Agency)	0.48	7.72	9.88	7.49	9.49	9.49

CDP South
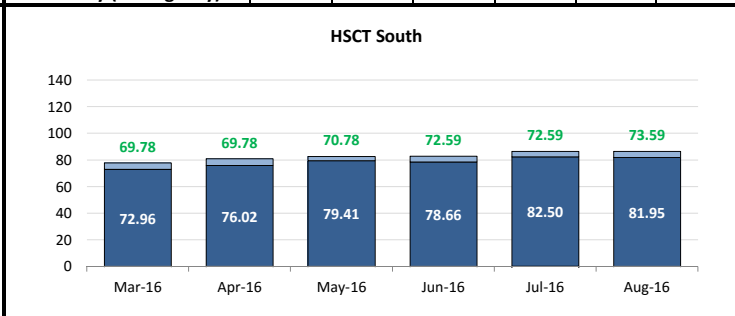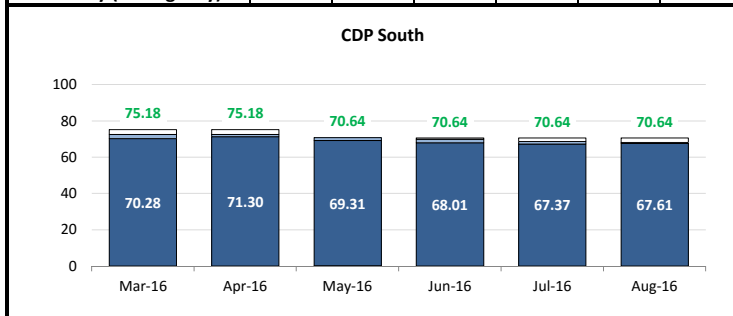
	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16
FTE Lost to Sickness	2.26	1.24	1.51	2.00	1.40	0.56
Maternity & Adoption	0.00	0.00	0.00	0.00	0.00	0.00
Agency	1.00	1.00	1.00	1.00	1.00	1.00
Vacancy (inc. Agency)	3.64	3.64	0.82	1.63	2.87	3.47

HSCT South

	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16
FTE Lost to Sickness	2.45	2.43	1.84	1.79	1.65	2.21
Maternity & Adoption	2.42	2.42	1.42	2.42	2.42	2.42
Agency	9.50	14.50	14.50	13.50	13.50	13.50
Vacancy (inc. Agency)	-3.55	3.41	2.61	3.22	-0.48	0.51

Care Management
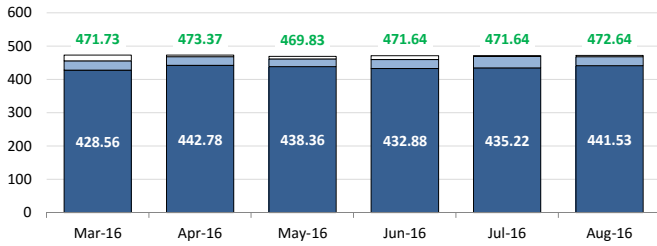
	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16
FTE Lost to Sickness	19.12	16.59	16.36	17.90	24.86	17.55
Maternity & Adoption	8.66	9.48	7.48	8.88	9.22	9.22
Agency	19.91	32.91	32.91	30.91	30.91	30.91
Vacancy (inc. Agency)	36.87	37.43	40.54	42.89	33.25	35.25

Residential
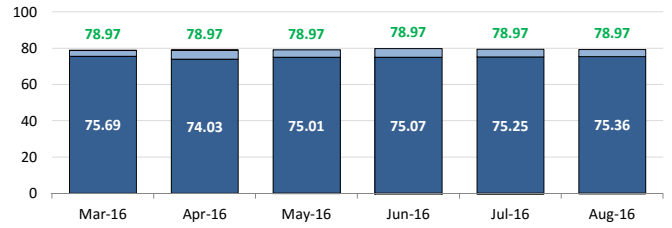
	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16
FTE Lost to Sickness	2.26	4.58	3.83	4.75	4.26	3.93
Maternity & Adoption	0.87	0.28	0.28	0.00	0.00	0.00
Agency	0.00	0.00	0.00	0.00	0.00	0.00
Vacancy (inc. Agency)	0.15	0.08	-0.15	-0.85	-0.53	-0.31

Community Enabling
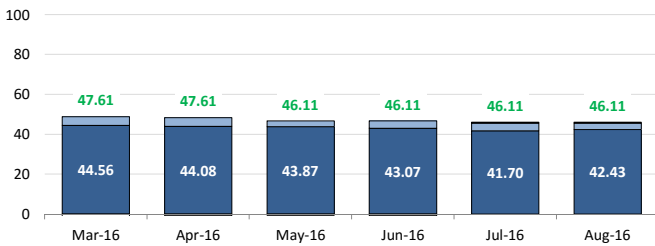
	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16
FTE Lost to Sickness	2.73	2.78	1.32	1.65	1.78	1.05
Maternity & Adoption	1.49	1.49	1.49	2.08	2.08	2.08
Agency	0.00	0.00	0.00	0.00	0.00	0.00
Vacancy (inc. Agency)	-1.17	-0.74	-0.57	-0.69	0.55	0.55

Social Care Reablement
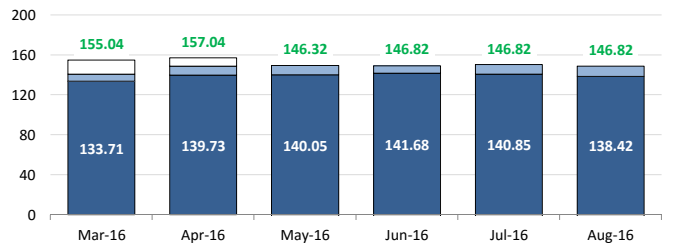
	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16
FTE Lost to Sickness	5.91	7.83	8.04	6.93	8.76	10.05
Maternity & Adoption	1.30	1.30	1.30	0.65	0.65	0.41
Agency	0.00	0.00	0.00	0.00	0.00	0.00
Vacancy (inc. Agency)	14.11	8.16	-3.11	-2.47	-3.47	-2.09

Social Care Commissioning
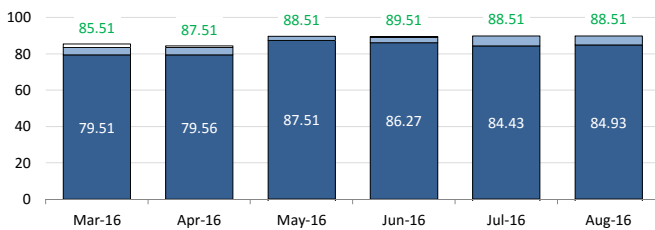
	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16
FTE Lost to Sickness	3.02	2.97	1.21	2.05	2.60	2.10
Maternity & Adoption	1.00	1.00	1.00	1.00	3.00	3.00
Agency	0.00	0.00	0.00	0.00	0.00	0.00
Vacancy (inc. Agency)	1.98	0.98	-1.21	0.19	-1.52	-1.52

Day Services
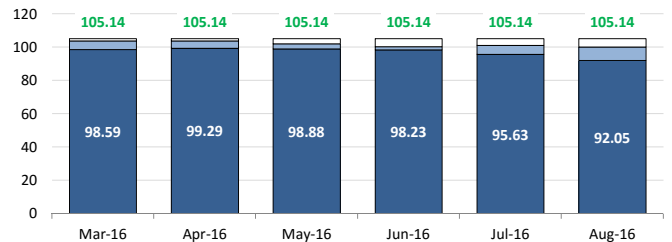
	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16
FTE Lost to Sickness	5.19	4.49	3.17	2.02	5.29	7.96
Maternity & Adoption	0.00	0.00	0.00	0.00	0.00	1.00
Agency	0.00	0.00	0.00	0.00	0.00	0.00
Vacancy (inc. Agency)	1.36	1.36	3.09	4.89	4.22	5.13

Senior Social Workers
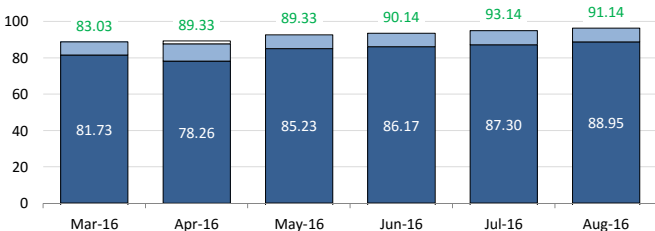
	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16
FTE Lost to Sickness	3.57	4.12	4.16	4.03	4.37	4.12
Maternity & Adoption	3.59	4.41	3.41	3.41	3.41	3.41
Agency	17.10	17.10	17.10	15.10	15.10	15.10
Vacancy (inc. Agency)	11.23	18.64	13.63	11.63	13.16	9.76

Occupational Therapists
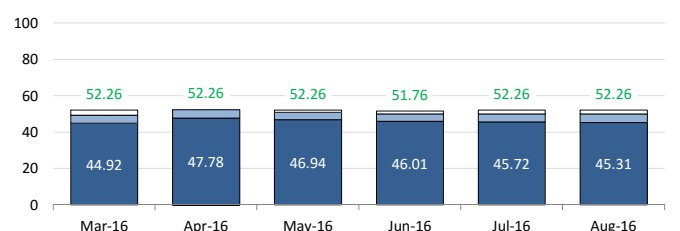
	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16
FTE Lost to Sickness	2.00	2.14	1.71	1.64	2.04	2.45
Maternity & Adoption	2.42	2.42	2.42	2.42	2.42	2.42
Agency	2.81	2.81	2.81	2.81	2.81	2.81
Vacancy (inc. Agency)	5.73	2.73	4.00	4.00	4.89	4.89

5.1.2 Absence

L21 - Working days lost due to sickness (Adult Care Management)

Legend: L21 - Percentage of working days lost (ACM) — Sickness - Target

Top reasons for Sickness Absence (Adult Social Care)

Legend: Psychological / Mental Health — Cold / Cough / Flu — Skeletal / Muscular — Surgery — Benign / Malignant Tumours / Cancers — Back and neck problems

5.1.3 Appraisal and supervision

Percentage of expected supervisions which have taken place

Meetings which have taken place in 3 month periods

	Jul-Sep	Aug-Oct	Sep-Nov	Oct-Dec	Nov-Jan	Dec-Feb	Jan-Mar	Feb-Apr	Mar-May	Apr-Jun	May-Jul	Jun-Aug
Clinical/Professional	79	73	83	84	126	106	95	61	63	66	78	70
Both (LM & CP)	304	294	328	329	332	345	356	376	346	359	342	341
Line Management	489	519	562	589	660	609	621	567	545	547	547	543

Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16
81.4%	80.3%	85.9%	89.4%	85.4%	85.1%	84.7%	88.1%	86.5%

Appraisals - 232 staff have had an apprasial in the past 12 months

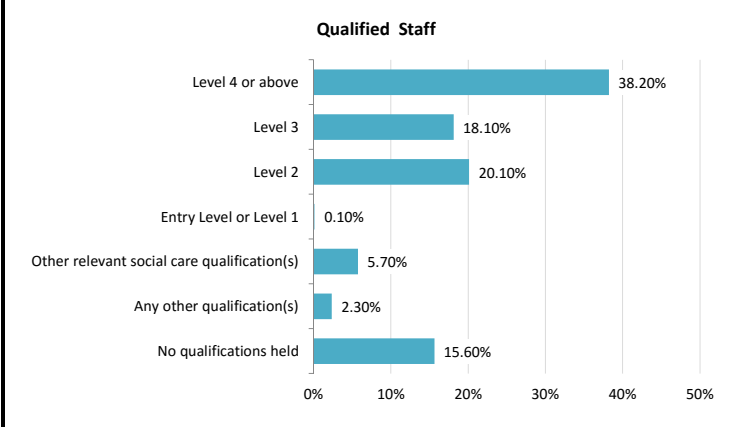**Staff - There were (on average) 504 staff during the Jun - Aug period**

5.1.4 Recruitment and retention

Voluntary Staff Turnover (FTE) rolling 12 monthly

Legend: Senior Social Worker — Occupational Therapist

Staff Turnover by Job role 2015/16

Legend: Turnover 2015/16 — Benchmark (NMDS-SC)

Senior Social Worker: 17.58% / 11.90%
Occupational Therapist: 12.89% / 13.20%
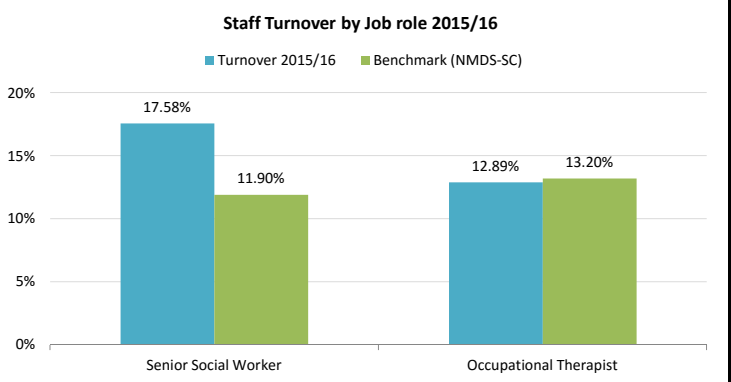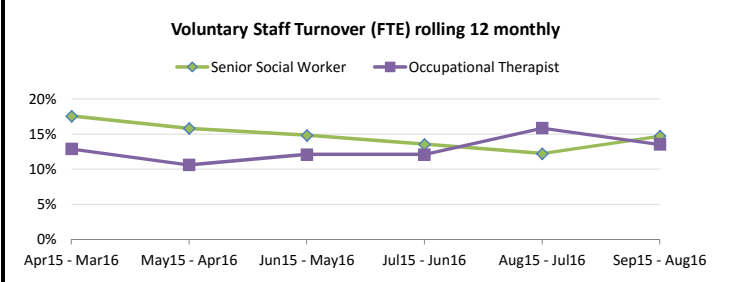
Leavers (Headcount)	May15 - Apr16	Jun15 - May16	Jul15 - Jun16	Aug15 - Jul16	Sep15 - Aug16
Senior Social Worker	15	14	13	12	14
Occupational Therapist	7	8	8	10	9

Please note - Headcounts are calculated as an average of staff employed throughout the 12 month period. All data from Oracle HR database.

5.1.5 Qualified workforce

Qualified Staff

Qualification	Percentage
Level 4 or above	38.20%
Level 3	18.10%
Level 2	20.10%
Entry Level or Level 1	0.10%
Other relevant social care qualification(s)	5.70%
Any other qualification(s)	2.30%
No qualifications held	15.60%

The qualified staff data is extracted from the NMDS-SC system based on data submitted by DCC in October 2015.

Approximately 28% of employees are recorded as "Not Known" which are not included in the analysis. Work is underway to set up systems to collect this missing data. Once collected the NMDS-SC system will be updated.

All employees where a qualification is mandatory have qualifications recored in the NMDS-SC

Vision Priority 6: To ensure that strategic planning and commissioning of adult social care services is integrated with the NHS and other partners
6.1.
Summary of Performance (Insight and Impact analysis) -