**Key areas of success and progress**

**Contacts handled and resolved with no costed service by Somerset's Council’s Customer Contact Centre** Through our ongoing commitment to early help and prevention, and the development of a robust community offer for local residents, we would expect to see more contacts resolved at the front door and an increase in signposting to community solutions. Our award-winning Customer Contact Centre continues to help people find solutions to their provlems and is demonstrating its impact in terms of diversions from formal care and statutory services. The cumulative figure of contacts resolved with no costed service - for the period April 2023 to January 2024 - is 60.9%. The proportion of Care Act assessments that are then undertaken and result in an outcome of ‘Provide Support (short term or long term)’ also remains above target and was reported at 83.2% in January 2024.

**Adult safeguarding:** In January 2024, 36.6% of safeguarding concerns received by the Safeguarding team were accepted as requiring a formal safeguarding response, exceeding the 2022/23 national average conversion rate 33% and is an indicator of an effective pathway decision process. To date this financial year the identified safeguarding risk was either removed or reduced following enquiry completion in approximately 92% cases. The Safeguarding Adults Board held a Development Day in January and is currently repeating a Member Effectiveness Survey as part of its routine governance and assurance activity.

**Sourcing of homecare and contract ‘handbacks’:** Somerset has continued to see the impact of additional investment and focused commissioning activity, as well as some pick up in care provider recruitment of new starters over recent months, with levels of unmet homecare need falling to their lowest ever levels since March 2021, with 3 unmet packages as of end of January 2024. There were 7 homecare package contract handbacks in January 2024, with Somerset seeing a 34% reduction in the number of handbacks received during 2023 when compared to figures in 2022.

**Key areas of concern/ongoing monitoring**

**Overdue assessments and reviews:** Overdue assessments and reviews remain high and above target, with overdue assessment levels continuing to rise. Detailed assurance reports in relation to waiting lists and prioritisation are presented on a quarterly basis to the Safeguarding Adults Board’s performance and quality subgroup, with the latest report received in November 2023 and the next one due early February 2024. Whilst significant work is being undertaken by ASC Ops to address waitlists, capacity and demand pressures continue to impact on performance. A weekly Operational Oversight Meeting oversees productivity and improvement activity. This work includes monitoring individual team performance against targets and assessing data quality. Our approach to assessing needs and reducing risk will be a key focus of both any future Care Quality Commission assessment and the Local Government Association Peer Challenge scheduled for early March 2024.

**Intermediate Care (proportion of people aged 65+ able to return home from hospital with no formal support – Pathway 0):** Performance remains below target in relation to the number of older adults able to return home from hospital with no formal support required; we continue to work closely in partnership with our health colleagues to monitor and support effective and proportionate discharge arrangements.

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| **No** | **Performance indicator** | **Target** | **Apr-**  **23** | **May-23** | **Jun-**  **23** | **Jul-**  **23** | **Aug-23** | **Sep-23** | **Oct-**  **23** | **Nov-23** | **Dec-23** | **Jan-**  **24** | **Feb-**  **24** | **Mar-24** | **Commentary** |
| 1 | % of active social care settings rated ‘Good’ or ‘Outstanding’ by CQC – Pi3.8 | 88% | 84.6% | 84.2% | 83.6% | 82.8% | 81.8% | 81.8% | 81.8% | 81.7% | 81.7% | 82.3% |  |  | The Care Quality Commission (CQC) has the overarching role to monitor, inspect and regulate health and social care services to make sure those who use these services receive high-quality, safe, effective, and compassionate care. We work closely with the CQC as part of our routine system surveillance activity.  Through our monitoring and assurance function, we support and work alongside our local care providers in obtaining the best possible standards of care, as well as holding them accountable for doing so, working closely with any provider that falls below a ‘Good’ overall rating as part of a quality improvement process. 82.3% of Somerset’s active social care settings (*residential and community provision combined*) inspected by the CQC were rated as ‘Good’ or ‘Outstanding’ as of January 2024, down from 83.5% in January 2023. This is in part a consequence of the CQC only prioritising high risk provisions pending the introduction of their new inspection framework from 6 December 2023 – the impact of which was discussed with the regulator at the November 2023 Care Provider Commissioning & Quality Board; it was agreed Somerset Council would share recommendations with the CQC relating to provisions that we believe have improved in quality and would benefit from an inspection to ensure a fairer balanced approach to regulation. The Board will next meet in Feb 2024 and receive the latest quarterly ‘State of the Somerset Care Market’ info and data pack to support system scrutiny and quality improvement. |
| 2 | Number of CQC regulated settings where ASC is currently restricting placements whilst quality improvement activity takes place – Pi3.9 | <15 | 10 | 9 | 12 | 15 | 13 | 12 | 12 | 17 | 19 | 18 |  |  | At the end of January 2024 placements were being restricted in 18 provider settings in Somerset by the Local Authority due to quality and/or safety concerns, or at request of provider:   * 3 settings are rated red – i.e. we are not currently placing; * 15 settings are rated amber – i.e. we are placing but with restrictions.   Care market quality and sustainability continues to be closely monitored at a strategic level via the joint NHS/LA Commissioning and Quality Board (next meeting in Feb 2024) and the Somerset Quality Surveillance Group (which met on 29 Jan 2024) There have been no home closures since October 2023. |
| 3 | Total number of contacts handled by Customer Contact Centre– Pi3.4 | N/A | 6,171 | 6,365 | 5,699 | 4,879 | 5,298 | 5,265 | 5,005 | 4,927 | 3,907 | 5,486 |  |  | The monthly average volume of calls handled by Somerset Council’s Customer Contact Centre in **2021/22** was 5,893. For **2022/23** the monthly average call volume was very similar at 5,830 (a reduction of approx. 1% on **2021/22**).  So far in 2023/24 the average number of adult social care calls per month is **5,300** – a decrease of approx. 9% when compared to 2022/23.  The overall resolution rate for **2022/23** was 63.7%. The equivalent figure for **2021/22** was 64.9%. The cumulative figure for the period April to January 2024 is 60.9%. |
| 4 | % total contacts handled and resolved with no costed service by Somerset's Council’s Customer Contact Centre | 60% | 63.7% | 62.7% | 60.6% | 59.1% | 59.1% | 60.0% | 59.7% | 61.5% | 60.8% | 60.8% |  |  |
| 7 | Proportion of Care Act assessments with outcome of ‘Provide Support (short or long term)’ | 80% | 84.5% | 86.4% | 85.4% | 86.1% | 84.3% | 87.4% | 87.3% | 84.0% | 84.9% | 83.2% |  |  | This measure looks at Care Act assessments and the proportion that resulted in an outcome of ‘Provide Support (short term or long term)’.  For assessments completed between April 2023 and January 2024 this figure stood at **85.3%**. Latest monthly performance stands at 83.2%. |
| 8 | Total number of overdue\* assessments  \* *over 28 day target timeframe* – Pi3.7 | 200 | 767 | 782 | 752 | 826 | 845 | 858 | 866 | 858 | 910 | 901 |  |  | These figures reflect Care Act Assessments that are overdue (above a 28 day target timeframe), with the January 2024 figure standing at 901 – a slight reduction compared to the previous month’s figures.  Significant work continues to be undertaken by ASC Ops to address our waitlists, with capacity and demand pressures continuing to impact on performance.  A weekly Operational Oversight Meeting is overseeing productivity and improvement activity across our frontline social care teams. This work includes monitoring individual team performance against targets and assessing data quality.  Detailed assurance reports in relation to waiting list delays are presented on a quarterly basis to the Safeguarding Adults Board’s performance and quality subgroup and Board, with the latest report received in November 2023 and the next due in early Feb 2024. |
| 9 | Adult Safeguarding Conversion rate - % of safeguarding contacts received per month accepted as requiring a safeguarding response – Pi2.10 | >33%  *(2022/23 national average)* | 40.6% | 31.7% | 39.6% | 42.3% | 43.9% | 43.0% | 43.8% | 38.2% | 36.2% | 36.6% |  |  | In January 2024, 36.6% of safeguarding concerns received by the Safeguarding team were accepted as requiring a formal safeguarding response. This exceeds the 2022/23 national average conversion rate 33% and is an indicator of an effective pathway decision process.  Between April 2023 and January 2024, in approx. 92% of cases, the identified safeguarding risk was either removed or reduced following enquiry completion.  Data and trends continue to be routinely monitored by the service and the multiagency Safeguarding Board. The Board’s Performance and Quality Subgroup will meet next in early Feb 2024 and examine latest performance in depth. National SAC data for 2022/23 was published on 7th September 2023 and has supported local benchmarking analysis and assessment.  Both the Board and the ASC Safeguarding Service will play a key role in informing the CQC Assessment of LA in relation to how the system ensures safety and is focused on improving local effectiveness. The service submitted an organisational self-audit relating to adult safeguarding as part of regional SAB work in late December 2024 and also had a new Practice Development Advanced Practitioner joining in January to support learning and development in this important area of delivery.  The service and SSAB were very active in supporting national Stop Adult Abuse week during November – this included contributing to webinars regionally, the internal Carnival of Practice, the launch of a new public-awareness campaign and refresh of the Board’s website.  The SSAB is currently repeating its annual member’s Effectiveness Survey with results due next month. |
| 12 | Safeguarding Risk Outcomes – proportion of individuals for whom the risk was reduced or removed following safeguarding intervention  (cumulative) – Pi2.9 | 90% | 98.0% | 95.0% | 95.9% | 95.9% | 94.8% | 93.6% | 93.1% | 93.1% | 92.7% | 91.9% |  |  |
| 13 | Sourcing Care: Number of packages of care (core and reablement) that had not been sourced (unmet need) – Pi3.10 | 30 | 4 | 0 (zero) | 0  (zero) | 2 | 4 | 2 | 1 | 0 (zero) | 0  (zero) | 3 |  |  | *Figures are as of last working day of the month.*  Somerset has continued to see the impact of additional investment and focused commissioning activity, as well as some pick up in care provider recruitment of new starters over recent months, with levels of unmet homecare need falling to their lowest ever levels since March 2021. We are presently in a position where provision of domiciliary care outstrips demand, meaning we are not currently accepting any new home care providers onto our procurement framework. This is a significantly improved position to where we were a year ago. |
| 14 | Number of returned packages of care (homecare contract ‘hand backs’) | 14 (monthly average across 20/21 and 21/22) | 10 | 11 | 12 | 10 | 13 | 14 | 4 | 21 | 7 | 7 |  |  | November 2023 saw the highest number of contract handbacks this financial year to date; however, 16 of the 21 stemmed from one provider which decided to rationalise some of their runs to make it more economically viable to deliver support in other areas. Pleasingly, figures for December and January have reduced to 7 in each month.  Although occasional care package handbacks are not uncommon and can occur for a variety of reasons, most commonly staffing capacity issues within the provider, these rose sharply during the pandemic as evidenced by annual stats below but have reduced by 34% when comparing 2023 numbers to those in 2022:  2020 – 54 package handbacks  2021 – 233 package handbacks  2022 – 238 package handbacks  2023 – 157 package handbacks.  Care package contract handbacks place additional pressure on Local Authority staff to find replacement care within a stretched care market and is therefore an indicator we monitor closely as part of both commissioning and quality activity. |
| 15 | Total number of people placed in Residential Care | **919** (monthly average across 20/21 and 21/22) | 895 | 903 | 888 | 878 | 890 | 884 | 912 | 919 | 920 | 915 |  |  | New placements (both permanent and temporary) into residential and nursing care are closely tracked and monitored by the service.  During 2022/23 we averaged **40.5** placements per month for people aged 65+.  So far in 2023/24 we are averaging **51** new placements per month for people aged 65+.  As well as permanent placements, we are also monitoring the number of temporary / interim placements being made. A key part of this is ensuring that temporary placements are reviewed in a timely manner.  Our ongoing work with Newton Europe as part of our ‘My Life My Future’ transformation programme is focused on seizing opportunities to support our practice and approach in promoting people’s independence and ensure people receive the right support at the right place at the right time. |
| 16 | Total number of people placed in Nursing Care | **812** (monthly average across 20/21 and 21/22) | 849 | 852 | 838 | 834 | 825 | 823 | 807 | 800 | 785 | 785 |  |  |
| 17 | No of new placements in Residential and Nursing Care in month (18-64) – Pi4.1 | 0 per month | 3 | 5 | 2 | 3 | 4 | 6 | 5 | 2 | 3 | 4 |  |  |
| 18 | No of new placements in Residential and Nursing Care in month (65 +) – Pi4.2 | 52 per month | 49 | 34 | 59 | 40 | 51 | 48 | 54 | 62 | 55 | 61 |  |  |
| 19 | % of reviews that are more than 12 months overdue – Pi3.11 | 0% | 14.3% | 12.2% | 11.9% | 11.4% | 10.7% | 9.8% | 9.6% | 8.7% | 8.6% | 8.2% |  |  | This measure looks at the percentage of reviews outside the statutory 12 month period *(every open client is entitled to a review at least annually).*  Analysis shows we are completing more reviews than we have done in the past; this means individuals are often being reviewed multiple times within a 12-month period.  Local performance continues to slowly improve and is down to 8.2% in January 2024 having peaked at 24.3% in Oct 2022, demonstrating our ongoing efforts in this area of core business.  A weekly Operational Oversight Meeting oversees productivity and improvement activity. This work includes monitoring individual team performance against targets and assessing data quality.  Assurances about ongoing plans to tackle both overdue assessments and reviews are received on a quarterly basis (with presentation to the Safeguarding Adults Board), and clear plans are in place to continue to monitor and address performance in this area. The next quarterly update is due in early Feb 2024. |
| 20 | Intermediate Care - % of people (aged 65+) who went home from hospital with no formal support (Pathway 0) – Pi4.4 | *85%* | 85.8% | 85.0% | 85.8% | 85.8% | 86.4% | 81.5% | 80.5% | 78.3% | 80.7% | 79.2% |  |  | This measure shows the proportion of people (aged 65+) that are able to leave hospital with no formal support (i.e. a package of home care or a placement in a care home).  In January 2024, 79.2% of people were able to return home from hospital with no formal support required – reflecting a continued ‘below target’ trend over recent months some of which is reported by Acute Hospital colleagues to be associated with the high acuity of patients. Further work being taken forward in this space to improve performance.  For the whole of **2022/23** 85.4% of people aged 65+ discharged from hospital went home with no formal service. |
| 21 | Intermediate Care - % of people who went home from bedded pathways (includes those being discharged to D2A) – Pi4.6 | 50%  Higher is better | 32.2% | 43.2% | 42.1% | 46.1% | 49.0% | 35.7% | 38.5% | 39.5% | 33.8% | 39.2% |  |  | This measure shows the effectiveness of the reablement services provided in our intermediate care bedded pathways (Pathway 2, Pathway 3 and Community Hospitals).  Our ambition is for the proportion of people able to go home following a period of time on a bedded pathway to be as high as possible.  Nationally recognised demands on hospitals and supply challenges in the independent care market/workforce have also been felt locally, Targeted action plans are in place to address this wherever possible. Newton Europe is continuing to support us in this space.  These figures are based on summarised discharge outcomes from the bedded pathways. |
| 22 | Number of Stakeholder Feedback Responses received | Higher is better | 18 | 26 | 23 | 20 | 27 | 30 | 24 | 25 | 18 | 27 |  |  | Since launch in January 2022, our ASC Feedback form responses have offered valuable insights on the experience of service users and carers, partner colleagues and other key stakeholders, and opportunities for learning and improvement.  We know the single biggest element and influencer of both positive and negative feedback is communication – how clear, responsive, professional and compassionate we are in our respective job roles makes a fundamental difference to the experience of those we engage with and support.  In January 2024, 70% of the feedback received via this route rated the overall service received from our staff and teams as good or excellent. To date this financial year from April 2023, 238 submissions have been received and 186 (78.2%) of these are rated good or better. We are also now capturing feedback from people receiving services as part of our monthly auditing approach.  The experience of people is critical to our understanding of our performance and plays an important part in future CQC assessment. A detailed report on the experience of people using adult social care services during 2023 was presented to our Practice Quality Board in January. |
| 23 | % of Stakeholder Feedback Responses rating service received from ASC as ‘Good’ or ‘Excellent’ overall | >75%  Higher is better | 77.8% | 92.3% | 91.3% | 90.0% | 74.1% | 53.3% | 87.5% | 84.0% | 66.7% | 70.4% |  |  |