

**THE HIGHLAND COUNCIL**  
**ADULT AND CHILDREN'S SERVICES COMMITTEE**  
**25 September 2013**

Agenda Item	<b>12.</b>
Report No	<b>ACS/92/13</b>

**Amendments to Adult Services Performance Framework**

**Report by Director of Health & Social Care**

**Summary**

This report includes proposed amendments to the Performance Framework for Adult Services from 2013/14

**1. Background**

- 1.1 The adult services strategic commissioning structure has been developing as part of the new lead agency arrangements. In the meantime, a joint Statistical Group has been established, to ensure that data is available to populate the adult services performance framework, and also to consider new, improved outcome measures.
- 1.2 The Statistical Group involves senior officers of NHS Highland and Highland Council, and colleagues involved in performance management and Business Support. It has been reporting to the NHS Highland Improvement Committee.
- 1.3 The Statistical Group has made good progress in an initial overview of the performance framework. While further work will be undertaken by the various Improvement Groups, it developed the following proposals for amendments to the performance framework, which have been agreed by Highland Council's Adult Services Scrutiny and Development Sub-Committee.
- 1.4 These proposals were submitted and endorsed at the Strategic Commissioning Group on 23 August. They now require to be agreed by the Adult & Children's Services Committee, to enable changes to be made to performance and reporting process.
- 1.5 Further, new outcome indicators will be submitted to the next meeting of the Strategic Commissioning Group.

## 2 Proposals

IND.	MEASURE & DETAIL	PROPOSED CHANGE TO PERFORMANCE FRAMEWORK
<b>Healthier living - people are healthy and have a good quality of life - People's health needs are anticipated and planned for</b>		
6	Improve people's perceptions of their levels of health	This indicator should be removed. It is difficult to define in a way that can be measured, even by survey.
7	Public health indicator	It has not been possible to identify a relevant public health indicator. It is recommended to introduce 2 new indicators that are already available: <ul style="list-style-type: none"> <li>• The rate of emergency acute hospital admissions for people over the age of 65</li> <li>• The rate of emergency re-admissions for people over the age of 65</li> </ul>
<b>Healthier living - people are healthy and have a good quality of life - People are supported to recover from ongoing and enduring illness, mental illness and drug dependencies</b>		
9	Alcohol-related crime indicator	It is recommended that there are better possible indicators regarding alcohol use, already available: <ul style="list-style-type: none"> <li>• Rate of alcohol related mortality in Highland</li> <li>• The proportion of individuals in Highland exceeding daily and/or weekly recommended alcohol limits</li> <li>• The proportion of individuals in Highland exceeding twice the recommended daily alcohol limits</li> </ul>
10	People who have dementia will receive an early diagnosis	It is recommended to replace with a more focussed indicator in line with strategy: <ul style="list-style-type: none"> <li>• By 2015/16, all people newly diagnosed with dementia will have a minimum of a years worth of post diagnosis support co-ordinated by a link worker, including the building of a person-centred support plan.</li> </ul>
<b>Services are safe - people are supported and protected to stay safe - People are supported to stay safe through the operation of our policies and procedures</b>		
12	Implementation of the Highland Adult Support & Protection Committee Action Plan 2012-15	This is an action, and should be replaced by specific indicators, identified by the Adult Protection Committee.

IND.	MEASURE & DETAIL	PROPOSED CHANGE TO PERFORMANCE FRAMEWORK
<b>Independent living - people are supported to maximise their independence - Carers feel able to continue in their caring role</b>		
28	Increase the proportion of intermediate placements within residential and nursing care homes	The wording of this indicator should be amended to: <ul style="list-style-type: none"> <li>• Increase the proportion of available placements within residential care homes to support intermediate care.</li> </ul>
<b>Independent living - people are supported to maximise their independence - People are active participants in meeting their own care needs</b>		
29	Increase the number of people accessing the Highland Carers Centre service	This should be replaced by 3 specific indicators: <ul style="list-style-type: none"> <li>• Increase the number of new requests for information through the Highland Carers Centre service</li> <li>• Increase the number of peer support sessions facilitated by the Highland Carers Centre service</li> <li>• Increase the number of carers in receipt of training by the Highland Carers Centre service</li> </ul>
<b>Positive experiences and outcomes - people retain dignity and are free from stigma and discrimination - Our services and those we commission actively promote equality</b>		
30	People with learning disabilities who require reasonable adjustments have them implemented to allow them to access general health services.	This cannot be measured and should be deleted.
<b>Carers are supported - people and their carers are informed and in control of their care - People know how to stay as healthy and fit as possible</b>		
36	The number of Anticipatory Care Plans	The maximum levels of anticipatory care plans (at 5% of population) have been achieved and will be sustained, and this indicator should be deleted.

IND.	MEASURE & DETAIL	PROPOSED CHANGE TO PERFORMANCE FRAMEWORK
<b>Carers are supported - people and their carers are informed and in control of their care - People know about the services we provide and how to access them</b>		
39	<b>Advocacy Highland – Independent Individual Advocacy Service:</b> target is for the Organisation to provide a Service to a minimum of 550 cases per each year of the contract in place with the Council	This should read “contract in place with NHS Highland and The Highland Council.”
41	Spirit Advocacy – Collective Advocacy – Learning Disability	National and local strategy makes clear that a performance target is not appropriate, and this should be deleted.
42	Spirit Advocacy – Collective Advocacy – Mental Health	National and local strategy makes clear that a performance target is not appropriate, and this should be deleted.
43	People Say They are Informed	This cannot be measured in a meaningful and relevant way, and should be deleted.
<b>Engaged workforce - people are supported to realise their potential - People have access to training, employment and volunteering opportunities</b>		
46	Increase, by age band, the number of people stating that they volunteer on a regular basis, as reported by the Highland 3rd sector Limited Liability Partnership.	The reference to the Highland 3 <sup>rd</sup> sector Partnership should be deleted, as this will be measured via the Highland Council Performance Survey.
<b>Effective use of resources - we deliver Community Care services effectively, efficiently and jointly - care is delivered using joined-up core processes</b>		
48	The NHS Highland Complaints Team will work closely with the Administration and Personnel Team to ensure that joint procedures for managing health and social care complaints are integrated.	This is an action, and should be deleted.
49	An evaluation of the integration of NHSH and THC services to be scoped.	This is an action, and should be deleted.

IND.	MEASURE & DETAIL	PROPOSED CHANGE TO PERFORMANCE FRAMEWORK
52	Develop strategic & operational commissioning within the Lead Agency Model	This is an action, and should be deleted.
<b>Effective use of resources - we deliver Community Care services effectively, efficiently and jointly - resources are accessed quickly and equitably</b>		
57	Increase the percentage of older adults who had a community care assessment completed within timescale (15 days)	Assessment processes and timescales have to reflect the varying needs of service users, and a single and simplistic standard is not appropriate. It is proposed that this is deleted.

### 3 Implications arising from Report

- 3.1 There are no resource implications with regard to these changes to performance indicators.
- 3.2 There are no legal, equality or climate change implications.

#### **Recommendation**

Members are asked to agree to recommend to the Council these amendments to the Performance Framework for Adult Services from 2013/14

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Date: 16 September 2013

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