

Adults Services Portfolio – Summary

Performance Summary

1. Performance highlights this quarter:

- Work has continued this quarter to drive forward the two-year **Adult Social Care Improvement Programme**, which commenced in April 2023 and has been informed by work undertaken throughout 2022/23 to design models of care and support that are focussed on users of adult social care services. The programme is split into workstreams which include; strategic commissioning; practice and operations; finance and systems; workforce and organisational development; performance and intelligence; and systems partnership working. Communications and change, and Care Quality Commission (CQC) assurance readiness are included as overarching workstreams. To date, the improvement programme has delivered the first iteration of our Care Quality Commission (CQC) self-assessment report, ensuring that an evidence library is in place; design principles have been co-produced with our staff, service users and Voluntary and Community, Sector and Social Enterprise (VCSE) to underpin service design activities; an overarching commissioning strategy has been finalised; a provider has been commissioned to deliver training and contribute to the council's commissioning workforce; and the transitions programme has moved into its third stage having implemented new processes between Children's and Adults services.
- In line with the [Joint Carer Strategy 2021-26](#) and the Council's strategic priorities, a [Carer Information, Advice Assessment and Support Service](#) has been agreed for commencement in 2024 in order to re-focus provision on the growing carer population in West Sussex and the different needs of these carers across the county. Following consultation with carers the top three challenges identified were; feelings of stress, managing their own physical/mental health and missing out on socialisation because of caring. This service will have an emphasis on achieving 'communities around carers' at a localised level, and building carer resilience, to enable people to live well and ensure West Sussex is a county that values all carers.
- The **Domestic and Sexual Violence and Abuse** (DSVA) Service received a further 194 new referrals for victim-survivors in the last quarter. The service continues to work with passion and commitment to increase the safety and improve the wellbeing of all victim/survivors referred into the service for support.

Our Council Performance Measures

2. The following section provides KPI updates comparing performance over the last three periods (each measure will explain the reporting period).

Adults Services		2023/24 Target	Performance Over The Last 3 Periods			DoT	Year End Forecast
13	Measure: Outcomes of safeguarding risk – where a risk was identified, the outcome/expected outcome when the case was concluded for Section 42 enquires (% where risk remains). Reporting Frequency: Quarterly	8.26%	Jun-23	Sep-23	Dec-23	↓	A
			R	A	R		
			9.3%	9.0%	9.4%		
Performance Analysis: Dec-23: This is a slight reduction in performance from the position in Q2, moving from 9.0% to 9.4%. As part of the Adult Social Care Improvement Programme the service is reviewing Safeguarding practice and recording in relation to risk management to ensure that the process is robust and in line with best practice. This review, and any changes to practice or recording, may have an impact in the final year end position at the end of Q4. Actions: The service, as part of the Adult Social Care Improvement Programme, is reviewing safeguarding practice and recording to ensure best practice.							
11	Measure: Percentage of contacts to adult social care that progress to a social care assessment Reporting Frequency: Quarterly, reported six months in arrears	25.0%	Dec-22	Mar-23	Jun-23	↓	G
			G	G	G		
			11.4%	12.1%	18.4%		
Performance Analysis: Dec-23: This KPI measures the number of people that have progressed to an assessment (started, in progress and ended), of all completed initial contacts. Performance reported is an update on Q1 (2023/24), as data for this measure is retrospectively reviewed to ensure that the number of people who have progressed to an assessment have been confirmed on the case management system and therefore reflects the position more accurately. Performance has continued to exceed the target and demonstrates the impact of interventions throughout the customer journey to meet people's needs through information and advice as well as provision of preventative services. Actions: As part of the Adult Services Improvement Programme over the next two years, further work in relation to the council's information, advice and guidance offer will be undertaken, which is likely to increase performance further.							
36	Measure: Percentage of adults that did not receive long term support after a period of reablement support Reporting Frequency: Annually	85.5%	2020/21	2021/22	2022/23	↑	A
			G	R	A		
			92.3%	70.4%	81.7%		
Performance Analysis: Dec-23: This is an annually reported measure. From national benchmarking data for 2022/23, West Sussex County Council's performance is ranked 59 out of 151 which places us in the second upper quartile. Regional performance in comparison to South-East local authorities ranks West Sussex 9 out of 18 authorities, which is an improvement in performance on 2021/22. Actions: As part of the Adult Services Improvement Programme 2023-25, work will continue with Adult Social Care systems development and the council's reablement provider to improve the recording and submission of data in line with the changes highlighted in the 2023/24 Adult Social Care Framework (ASCOF).							
12	Measure: Percentage of adult social care assessments that result in a support plan Reporting Frequency: Quarterly, reported six months in arrears	80%	Dec-23	Mar-23	Jun-23	↓	A
			A	G	A		
			62.2%	79.2% (Target 2022/23: 65%-75%)	68.4%		
Performance Analysis: Dec-23: Performance reported is for Q1 (2023/24), as data for this measure is retrospectively updated, to ensure that the outcome of the assessment and the need for a support plan have been completed. A review of the measure in Q1 and a subsequent change in practice recording has contributed to an overall improvement in performance since these revisions, although there was a slight reduction at Q1 from Q4. Actions: This measure will be continually monitored, and performance will be routinely updated throughout the financial year to reflect the additional assessments.							

Adults Services		2023/24 Target	Performance Over The Last 3 Periods			DoT	Year End Forecast
37	Measure: Percentage of adults that purchase their service using a direct payment Reporting Frequency: Quarterly	27.4%	Mar-23 R 22.5%	Sep-23 R 24.3%	Dec-23 R 23.0%		R
	Performance Analysis: Dec-23: Performance, although stable, has dropped slightly but remains broadly in line with other authorities. Actions: Providing people with a direct payment to give more choice and control over how care is purchased remains a key priority for adult social care and is fundamental to support planning where this is an appropriate option to meet care and support needs.						
38	Measure: Percentage of users of adult services and their carers that are reviewed and/or assessed in the last 12 months Reporting Frequency: Quarterly	80.0%	Jun-23 R 44.2%	Sep-23 R 56.5%	Dec-23 R 53.6%		R
	Performance Analysis: Dec-23: Performance in this quarter has decreased slightly owing to winter capacity and additional pressures. Reviews and assessments are currently not being prioritised in date order, on which this measure is based, and therefore this data does not account for all reviews and assessments completed by adult social care operational teams during the last 3 quarters. Reviews are prioritised and focussed on those with greatest need. Everyone continues to receive their care service and are able to contact the relevant social care team if there are any issues, and then their review will be prioritised. Actions: As part of the Adults Improvement Programme 2023-25, an extended piece of work will be undertaken within Lifelong services to focus on the reviews and assessments of adult services users and their carers, which is expected to improve the performance. Those at greatest risk will continue to be prioritised for review, regardless of whether their last review and/or assessment has been within the last 12 months.						
39	Measure: The percentage of adults with a learning disability in paid employment Reporting Frequency: Quarterly	4.0%	Jun-23 R 2.6%	Sep-23 R 3.6%	Dec-23 R 3.5%		R
	Performance Analysis: Dec-23: The service is continuing to engage the market to support people to prepare and access paid employment. Changes to the national Adult Social Care Outcomes Framework (ASCOF) has resulted in this measure being removed from statutory returns in 2023/24. However, supporting people into employment remains a priority for the County Council, with the Adult Social Care Business Plan. The Adult Social Care Service will be working with colleagues in Performance and Intelligence to specify a new performance measure to include all working age adults within paid and unpaid (voluntary and work experience) placement, which will be included in the 2024/25 Adult Social Care business plan. Actions: The Adult Social Care Service is working with colleagues in Performance and Intelligence to specify a new performance measure to include all working age adults within paid and unpaid (voluntary and work experience) placement. This will be agreed with the Health and Adult Social Care Scrutiny Committee and Cabinet prior to any changes being made to corporate performance measures and work remains underway to improve the position.						
40	Measure: The percentage of adults with a learning disability living in settled accommodation Reporting Frequency: Annually	60.0%	2021/22 56.3%	2022/23 60.9%	2023/24 G 72.7%		G
	Performance Analysis: Dec-23: Although this measure is reported annually as part of the national Adult Social Care Framework (ASCOF), a review of the data parameters for this measure and improved reporting and recording methodologies have resulted in an increase. Actions: The service continues to promote a strengths-based approach in order to reduce new admissions to residential care for customers. This is in line with the aspirations and priorities in the adult social care strategy, supporting empowerment, independence, and choice. Refocussing commissioning support to identify new or changed service provision is in progress.						

Adults Services		2023/24 Target	Performance Over The Last 3 Periods			DoT	Year End Forecast
44	Measure: Percentage of people affected by domestic violence and abuse who feel safe upon leaving the service Reporting Frequency: Quarterly	90.0%	Jun-23	Sep-23	Dec-23		G
			A	G	G	↓	
			86%	95%	92%		
Performance Analysis: Dec-23: In the last reporting quarter, the Domestic Abuse Service has closed 120 victim/survivors following a period of engagement with the service. The percentage of clients who reported feeling safer following engagement was 92%. In addition, the service also submitted 23 "other contact" forms for clients who received a short-term intervention but whom were all provided with safety planning advice.							
The Service recorded the clients' views of their safety on 77.5% of all clients closed. The 22.5% reported missing data is an increase from the previous reporting quarter, the majority of this related to unplanned closures from the service or from clients who were closed in a planned way, however they were not contactable to feed into their client-reported outcome data when the exit point came.							
Also, clients exiting the service reported the following: <ul style="list-style-type: none"> • 77% reported improved wellbeing. • 72% reported their quality of life improved. • 72% were feeling optimistic about the future. • 75 % reported feeling more confident. 							
Actions: The service continues to meet its KPI target, which is a fantastic achievement and testament to the ongoing commitment and dedication of the whole team. In this reporting quarter, the Worth Training Team has delivered free training to 203 West Sussex professionals across the five-specialist domestic abuse training modules, located on the County Councils Learning Gateway. The team has also delivered domestic abuse light-bite training sessions to 86 clinical, health and reception staff based within GP surgeries in West Sussex.							

Finance Summary

Portfolio In Year Pressures and Mitigations

Pressures	(£m)	Mitigations and Underspending	(£m)	Year end budget variation (£m)
Older People – Underlying demand pressure brought forward from 2022/23	£5.700m	Staffing vacancies within the service	(£1.200m)	
Older People – Impact of processing backlogs and improving data quality	£7.800m	Planned use of Improved Better Care Fund	(£4.000m)	
Older People – Delayed delivery of saving	£1.000m	Planned use of grant funding	(£11.800m)	
Lifelong Services – Demand pressure partly related to transitions from children to adults and to overspending driven by Education Act responsibilities	£5.900m	Other opportunities- Including a reduction in the reablement block contract	(£2.600m)	
Lifelong Services – Delayed delivery of saving	£5.800m	Community Equipment – Activity volumes lower than budgeted	(£0.900m)	
Adults Services Portfolio - Total	£26.200m		(£20.500m)	£5.700m

Financial Narrative on the Portfolio's Position

3. As at the end of December, the forecast against the Adults Services budget is a projected overspend of £5.7m, an increase of £4.5m when compared to the reported September position.

Older People

4. The overspend forecast for the **Older People** cohort is £14.5m, an increase of £4.4m when compared to September. This increase is largely due to a rise in the work that has been underway in the last quarter to address the backlog in both care assessments and financial assessments and the improvement in data quality and forecasting.
5. An **underlying demand pressure** of £5.7m was brought forward from 2022/23 which emerged after the budget had been set following work undertaken to clear backlogged cases.
6. This is in addition to an estimated £7.8m of **continuing retrospective growth in customer numbers** which will need to be funded from the 2023/24 budget. Mitigations have been agreed to cover this pressure in the 2024/25 budget, so although this issue is contributing towards care cost overspending this year, the impact will be one-off.
7. Alongside this, there continues to be a £1.0m **projected shortfall on older people's savings plans**. The primary reason for this is that some of the customer reviews originally planned to be undertaken this year will now be completed in 2024/25.

Lifelong Services

8. The overspend forecast for the **Lifelong Services** cohort is £11.7m, an increase of £3.2m when compared to September. This increase is due to the number and value of young people transitioning from children's services who require support accessing residential college placements and college transport.
9. **Residential college placements and college transport** are responsibilities under the Education Act rather than the Care Act but are funded from the Lifelong Services budget. This is adding to the challenges that the Adults budget faces and currently the projected overspend is £5.9m for 2023/24.
10. The Lifelong Services projection includes £5.8m of pressure due to the **non-delivery of planned savings**. This is similar to that reported last quarter and shows that the rate at which the customer reviews are being undertaken has not improved during the third quarter. This is mainly a result of the challenges to recruit to the additional capacity needed to undertake the reviews. This pressure will continue into 2024/25, where plans are being laid to generate momentum through a redirection of existing staff capacity and from reductions in the cost of commissioned day services from July onwards.

Summary and Mitigations

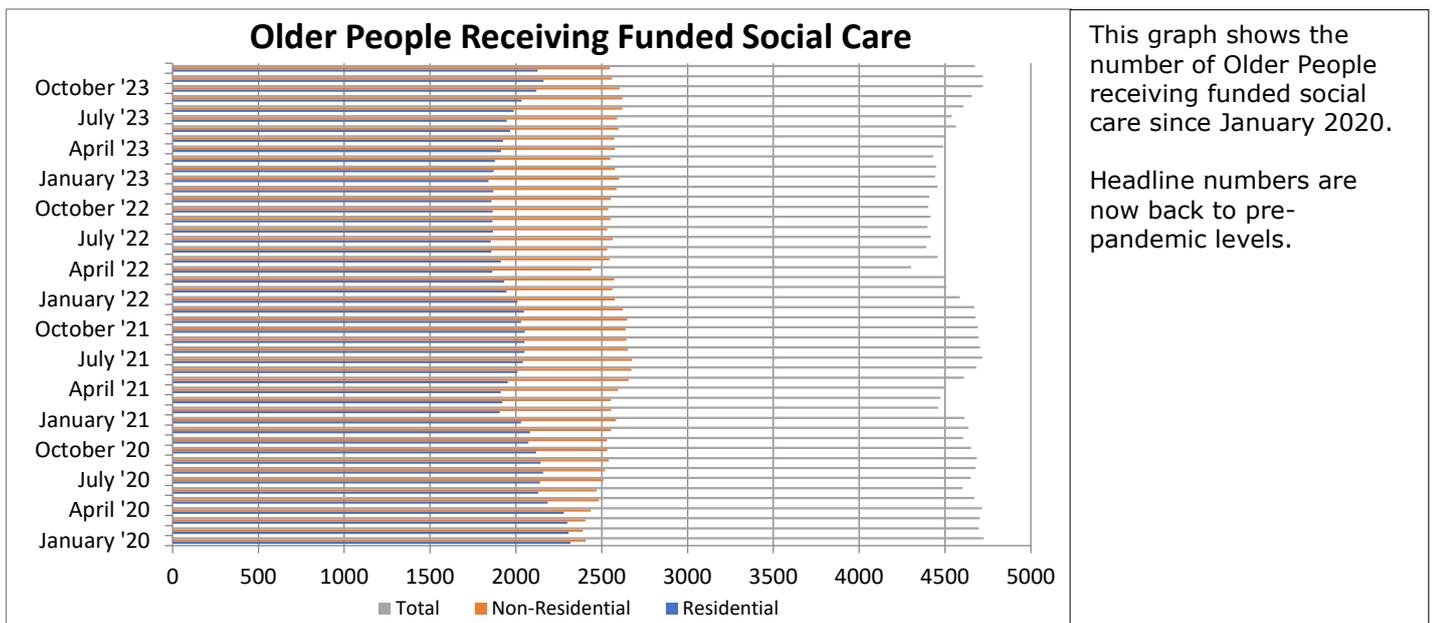
11. Across care budgets, there is an estimated overspend of £26.2m, though the reality is that this extends over a range of between £24m and £31m.

12. **Mitigations** of £20.5m are available to apply against this, including:

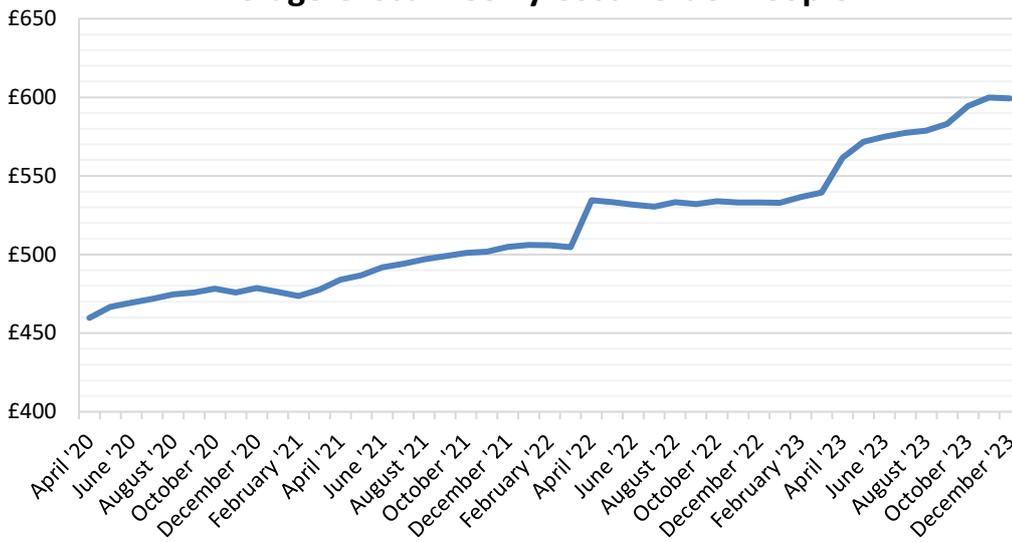
- £4.0m – Planned use of the Improved Better Care Fund.
- £11.8m – Use of Government grant.
- £1.2m – Staffing vacancies.
- £0.9m – Community equipment underspend, reflecting activity volumes in the year to date.
- £2.6m – Other funding opportunities, including the reablement block contract where a lower level of service than originally sought is currently being delivered by the provider.

13. Of those mitigations, £6.9m are expected to be recurring. These have been factored into the 2024/25 budget together with an updated plan for realising the £6.8m of savings which will transfer for delivery into next year. Since a significant element of the 2023/24 overspend reflects the one-off impact of clearing care plan and financial assessment processing backlogs and as a plan is in place for the delivery of savings and ongoing additional grant funding which has been announced, a significant structural deficit is not expected to transfer into future years. Improvements in processing and data quality continues which could change this position because the current forecast includes assumptions about the outcomes this will bring both in relation to further one-off costs and ongoing expenditure. This work is being monitored closely to ensure that the implications can be managed in a timely way.

Cost Driver Information



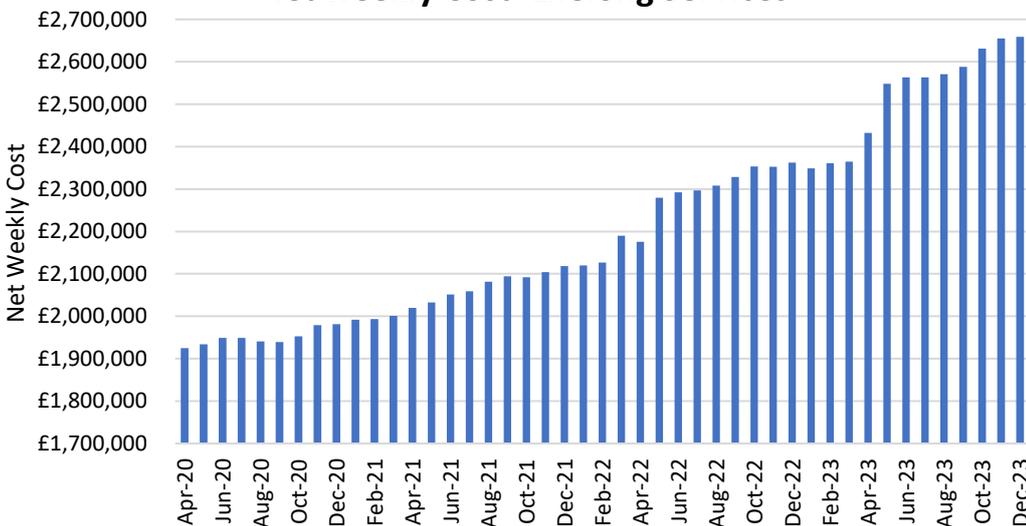
Average Gross Weekly Cost - Older People



This graph shows the average gross weekly cost for Older People care since 2020.

At a macro level, net weekly expenditure has risen by £0.028m per week in the last two months which equates to approximately £0.6m in part-year effect terms. Some of this is due to new starters which has added a net £0.3m to spending after allowing for the cost of leavers. There is also evidence of increases in package costs following care reviews.

Net weekly Cost- Lifelong Services



This graph shows the net weekly cost of Lifelong Services care packages since April 2020.

The change in mix of customers during the third quarter has resulted in the average gross weekly cost of a care package rising by 2.8% since September. This takes the overall increase in that figure in 2023/24 to 11.1%

Savings Delivery Update

14. There are £14.471m of planned savings to be delivered within the Portfolio. Delivery to date has been limited with £6.8m currently reported as 'At Significant Risk' and a further £1.2m reported as 'At Risk'. Details are shown in the table below:

Saving Activity	Year	Saving to be delivered in 2023/24	December 2023		Narrative
			£	Rating	
Delivery of Public Health outcomes through Adult Social Care Services	2023/24	£0.500m	£0.500m	B	Saving delivered.
Avila House -Proposed extra care housing scheme in Worthing for younger adults.	2023/24	£0.100m	£0.100m	G	Contract agreed through Cabinet Member decision report OKD 14 (23/24). Customers began moving in from November. Subject to occupancy being achieved the saving will be delivered.
Community Care (Including Redirecting residential customers to home-based care saving) <i>*£1m saving from Placement Costs combined in Q3</i>	Prior Years	£9.336m	£6.469m	R	Savings at risk of not being delivered until 2024/25 because of timing and capacity reasons.
			£0.913m	A	Savings estimated to be delivered in the final quarter based on review activity planned to be delivered.
			£1.954m	G	Savings delivered in 2023/24 from the customer care reviews which have been completed. (NB For processing reasons the benefit of this is not yet evident in the accounts in full.)
Non-residential customers to remain at home with reduced package	Prior Years	£0.766m	£0.255m	A	Savings expected to be delivered during the remainder of the year.
			£0.511m	G	Savings reported as delivered as at the end of December.
Continuing Healthcare	Prior Years	£0.675m	£0.463m	G	Savings expected to be delivered.
			£0.212m	B	Saving delivered.
Placement costs <i>*£1m saving to Community Care combined in Q3</i>	Prior Years	£0.500m	£0.500m	B	Saving delivered through the fees uplift decision report.
Occupancy of Shaw contract	Prior Years	£2.594m	£2.250m	G	The saving is based on occupancy of 90%. Since July the average has exceeded that target. (NB For processing reasons the benefit of this is not yet evident in the accounts in full.)
			£0.344m	R	Savings at risk because of average occupancy in the first quarter.

Savings Key:

R Significant Risk **A** At Risk **G** On Track **B** Delivered

Capital Programme

Summary - Capital

15. In 2023/24, there are no capital projects in delivery within the Adult Services portfolio; however, since this time, one completed project from 2022/23 has required a financial update.

	Adult Services Capital Projects	Performance RAG Status			Total Project Budget	Previous Years Expenditure To 2022/23	2023/24 Expenditure to Date	In Flight Remaining Project Budget
		Time	Quality	Cost				
	Project: Choices For The Future Part B	G	G	A	£4.975m	£4.948m	£0.065m	(£0.038m)
1	Latest Estimated Completion Date: 2023			Project Phase: Completed				
	Narrative: Project is complete; however, a late payment has been made, taking the project over budget. External funding to cover this final invoice has been identified and will be amended once agreed through the Capital Governance process.							

16. A summary of the latest Capital Programme Budget Monitor is reported in **Appendix 4** and full details of all individual schemes are set out in the Budget Report published in February 2023.

Risk

17. The following table summarises the risks within the corporate risk register that would have a direct impact on the portfolio. Risks to other portfolios are specified within the respective portfolio sections.

Risk No.	Risk Description	Previous Quarter Score	Current Score
CR58	The care market, and in particular the Lifelong Services and Mental Health market is experiencing significant fragility. This is anticipated to be related to factors such as but not limited to cost pressures, changing requirements and expectations, and workforce challenges. There is a risk of failure of social care provision which will result in funded and self-funded residents of West Sussex being left without suitable care.	20	20

18. Further details on all risks can be found in **Appendix 5** - Corporate Risk Register Summary. Full details of the latest Risk Register, including actions and mitigations can be found under the County Council's Regulation, Audit and Accounts Committee Agenda website.