

Adults Services Portfolio – Summary

Performance Summary

1. Performance highlights this quarter:

- In preparation for the Care Quality Commission (CQC) assurance assessment of adult social care, where all local authorities will be assessed on the delivery of their statutory Care Act 2014 adult social care duties, **a self-assessment has been prepared against nine quality statements**, mapped across the four themes of working with people; providing support; ensuring safety; and leadership. Work has been ongoing throughout the quarter to develop the self-assessment report using the ADASS 'Getting Ready for Assurance: A guide to support the development of your adult social care assessment'. The guide and the workbook provide a framework to enable the completion of an objective, honest and authentic self-assessment of the County Council's strengths and areas to improve, driving the focus of improvement planning and delivery at a local, regional, and national level. The self-assessment will be shared with members, staff and partners. The CQC will begin initial formal assessments from September 2023 and it is expected that all local authority assessments will be completed within two years. From this point, CQC will confirm its longer-term approach to regular ongoing assessments.
- The **health and social care system in West Sussex continues to experience significant pressure** and this dominates the work of the service. Recognising the demands this places on our staff, 250 staff members came together in April to recognise their achievements and to focus on their wellbeing and resilience. This was the first face to face conference since the Covid-19 pandemic. Workshops were provided which covered Putting People at the Centre of Care, Equality, Inclusion and Belonging, Working with Health, and Working in Co-production, with a key note speaker providing staff with advice and guidance on how they can 'Flourish in an Ever Demanding World'.
- The Prevention Assessment Team continues to **support residents with early intervention, advice and guidance** to help them to remain living independently in their own homes and to reduce the impact and demand on adult social care. During the quarter, 471 new customers came into the service and are now being provided with a range of 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%	Dec-22	Mar-23	Jun-23	↓	G
			G	G	R		
			8.0%	7.8%	9.3%		
Performance Analysis: Jun-23: Performance this quarter reflects an increase in risk remains from Q4 2022/23. Consideration is being given to the possible impact of devolved enquiries, particularly in relation to Mental Health Services and the complexity of service users in this area. There has also been additional focus on care homes subject to the Provider Concerns Framework and the assurance required prior to being satisfied of the reduction of risk for individuals. Actions: Greater scrutiny is being applied to open Section 42 enquiries to ensure they are managed in a timely way and risk remains is appropriately considered and recorded. The Enquiries Team Manager is screening all devolved enquiries at sign off, to follow up with the respective providers where risk remains. The plan is for these to be only signed off when the risk is reduced.							
11	Measure: Percentage of contacts to adult social care that progress to a social care assessment Reporting Frequency: Quarterly, reported a quarter in arrears	25.0%	Sep-22	Dec-22	Mar-23	↓	G
			G	G	G		
			14.3%	11.4%	15.1%		
Performance Analysis: Jun-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 for Q4 (2022/23), as data for this measure is retrospectively updated, to ensure that the number of people who have progressed to an assessment has been confirmed on the case management system. Performance has continued to exceed the target and reflects 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 Adults 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: Quarterly	85.5%	Sep-21	Mar-23	Jun-23	→	A
			A	A	A		
			81.3%	81.7%	81.7%		
Performance Analysis: Jun-23: The County Council has been working closely with the reablement provider to address performance issues noted in 2022/23 in terms of delivering the contracted number of reablement starts. The Q1 result for 2023/24 is based on the outturn position from 2022/23 which was confirmed as part of the statutory reporting to Department of Health and Social Care in July 2023. National data will be published in October 2023, this will provide benchmarking data to demonstrate how the County Council have performed against national and regional comparator groups. Actions: As part of the Adults Improvement Programme 2023-25, work will continue with Adult Social Care systems development (PaS Project), and the council's reablement provider, to improve the recording and submission of data in-line with the changes highlighted within 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%	Jun-22	Sep-22	Dec-22	↓	A
			G	A	A		
			72.9%	63.3%	62.2% (2022/23 Target: 65-75%)		

Adults Services		2023/24 Target	Performance Over The Last 3 Periods			DoT	Year End Forecast
<p>Performance Analysis: Jun-23: Performance reported is for Q3 (2022/23), 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. Retrospective reporting is required as the full client journey must be completed, linking the original contact, assessment and support plan to ensure accurate reporting. Due to the complex nature of some cases and service availability to meet client needs, there is a lag in reporting to relate data and activity to the right quarter.</p> <p>Actions: This measure will be continually monitored and performance will be updated throughout the year to reflect the additional assessments.</p>							
37	<p>Measure: Percentage of adults that purchase their service using a direct payment</p> <p>Reporting Frequency: Quarterly</p>	27.4%	Dec-22	Mar-23	Jun-23		G
			A	R		↓	
			25.5%	22.5%			
<p>Performance Analysis: Jun-23: This measure is part of the national Adult Social Care Framework (ASCOF). There are a number of changes being implemented this year, along with new statutory reporting requirements for Client Level Data (CLD) and implementing these changes to meet in-year reporting requirements has impacted the ability to provide Q1 data for this measure. It is expected that this data will be available for Q2.</p> <p>In the meantime, the RAG status will be based on the latest data available (March 2023).</p> <p>Actions: Providing people with a Direct Payment, to give more choice and control over how care is purchased, remains a key priority for Adults Social Care and is fundamental to support planning where this is an appropriate option to meet care and support needs. The baseline position for 2023/24 of 27.4% is based on the 2022/23 outturn result and is comparable with other local authorities.</p>							
38	<p>Measure: Percentage of users of adult services and their carers that are reviewed and/or assessed in the last 12 months</p> <p>Reporting Frequency: Quarterly</p>	80.0%	Dec-22	Mar-23	Jun-23		A
			R	R	R	↓	
			51.8%	52.4%	44.4%		
<p>Performance Analysis: Jun-23: The percentage of users of adult services and their carers that are reviewed and/or assessed in the last 12 months, continues to remain below target at the beginning of 2023/24. Reviews and/or assessments for users of adult services and their carers are currently not being prioritised in date order, on which this measure is based and therefore, will not account for all reviews and assessments completed by Adult Social Care operational teams during the last quarter.</p> <p>As at 3rd July 2023, there were 6,449 people with an open long-term service of which 2,848 (44.4%) had been reviewed and/or reassessed in the last 12 months. Prioritisation of reviews and/or assessments is focused on keeping vulnerable people safe and carried out with a focus on people's strengths and wishes, supported by new forms and processes which were adopted by operational teams at the start of 2023/24, with a focus on quality of practice, supporting the County Council's strategic priorities as set out in Our Council Plan and Adult Social Care Strategy. Workforce challenges being experienced by the Council, as across the country, will continue to impact the performance of this measure.</p> <p>Actions: As part of the Adults Improvement Programme 2023-2025, 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 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.</p>							
39	<p>Measure: The percentage of adults with a learning disability in paid employment</p> <p>Reporting Frequency: Quarterly</p>	4.0%	Dec-22	Mar-23	Jun-23		R
			R	R	R	↓	
			3.0%	2.9%	2.6%		

Adults Services		2023/24 Target	Performance Over The Last 3 Periods			DoT	Year End Forecast
<p>Performance Analysis: Jun-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 and work underway to review this measure to include all working age adults supported by the Council, and to include those in both paid and unpaid work.</p> <p>Actions: 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. 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.</p>							
40	<p>Measure: The percentage of adults with a learning disability living in settled accommodation</p> <p>Reporting Frequency: Annually</p>	60.0%		2021/22	2022/23		G
	<p>Performance Analysis: Jun-23: This is a new measure for 2023/24 and is part of the national Adult Social Care Framework (ASCOF). There are a number of changes being implemented this year in relation to statutory reporting requirements and the definition for this measure has not been finalised. The baseline position for 2022/23 of 60.9% is comparable with other local authorities.</p>						
44	<p>Measure: Percentage of people affected by domestic violence and abuse who feel safe upon leaving the service</p> <p>Reporting Frequency: Quarterly</p>	90.0%	Dec-22	Mar-23	Jun-23		G
			G	G	A	↓	
	<p>Performance Analysis: Jun-23: In the last reporting quarter, the Domestic Abuse Service has closed 106 victims/survivors following a period of engagement with the service. The percentage of clients who reported feeling safer following engagement was 86%. In addition to the 106 clients closed in this period, there were also two "other contact" forms submitted which related to clients who received a short-term intervention, but whom were all provided with safety planning advice.</p> <p>The current data reflects that the service asked and recorded the clients' views of their safety on 82% of clients closed. The 18% missing data relates to clients who disengaged from the service mid-support; it was not possible to ask their view on their safety.</p> <p>In addition to 86% of clients feeling safer, it is important to recognise that our data evidenced that clients exiting the service have also reported the following:</p> <ul style="list-style-type: none"> 74% reported improved wellbeing. 67% reported their quality of life improved. 70% were optimistic about the future. 74% reported feeling more confident. <p>In this last reporting quarter, the service has completed an additional 90 intake forms for new victim/survivors allocated to a community keyworker across the domestic abuse and sexual violence service.</p> <p>Actions: Whilst the numbers of Insight Evaluation forms have remained similar in number to the last reporting quarter, it is still not fully reflective of the current workload across the Independent Domestic Violence Adviser's and Domestic Abuse Practitioners. There remains work to do with frontline teams to ensure this information is being captured to evidence the crucial impact they continue to have on victim/survivors accessing support.</p> <p>There have been discussions with the Data Team and the Domestic Abuse Management Team to progress client reported impact data onto the Mosaic primary recording database. The service is aware that using a scaling mechanism linked with their Individual Safety and Support Plan (ISSP) areas, it will be possible to effectively record and evidence the reported change across a variety of support areas. The Domestic Abuse Data Dashboard continues to evolve to evidence the demand, work, outcome, and impact data from victim/survivors of domestic and sexual violence and abuse in West Sussex. This information is reflecting the Worth Domestic Abuse Service and the Multi Agency Risk Assessment Conference (MARAC) in West Sussex.</p>						

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, plus projected backdated costs	£8.300m	Staffing vacancies within the service	(£1.200m)	
Older People – Non delivery of saving	£0.714m	Planned use of Improved Better Care Fund	(£3.300m)	
Lifelong Services – Projected in-year increase in demand – transitions from children to adults	£1.542m	Planned use of grant funding	(£7.100m)	
Lifelong Services – Non delivery of saving	£4.444m	Reduction in the reablement block contract – lower level of service demand than anticipated.	(£1.400m)	
Adults Services Portfolio - Total	£15.000m		(£13.000m)	£2.000m

Financial Narrative on the Portfolio's Position

- As at the end of June, the forecast for the Adults Services Portfolio budget is a projected overspend of £2.0m. The main variations are described below.
- Overall, the overspend forecast for the **Older People** cohort is £9.0m. This is largely due to the underlying demand pressure of £5.7m brought forward from 2022/23 which emerged after the budget had been set and from the clearance of backlog cases; alongside an estimated £2.6m of continuing retrospective growth in customer numbers which relate to 2022/23 but will need to be funded from the 2023/24 budget. These items together total £8.3m.
- A saving of £2.6m relating to the Shaw contract continues to be monitored this financial year. The overall saving is based on the County Council achieving an average occupancy of 90% a year. Based on the pattern of occupancy in 2022/23, an average of 87% is judged to be more realistic at this time, therefore the current forecast assumes a £0.7m shortfall in saving delivery in 2023/24.
- The main risk to the **Lifelong Services** budget relates to savings, where the target is £8.3m in 2023/24. Most of this was due to have been delivered in 2022/23 and has been supported by the allocation of resources from the Service Transformation Fund to enable additional capacity to be recruited. Progress to date, especially in connection with customer reviews which is the largest individual target, has been limited and a shortfall of £4.5m is currently forecast. Plans have been prepared to achieve the targets in full, so their status should be seen as delayed rather than non-deliverable.
- Elsewhere within Lifelong Services there are pressures of £1.5m, the majority of which is as a result of increased numbers of young people transitioning through to adults which had not been anticipated when the

budget was set. Costs in budgets such as transitions, residential colleges and college transport continue to rise sharply as more young people move across. Establishing an accurate picture about this continues to prove a challenge, making it another area where the projection involves a greater element of estimation than might be expected. The total overspend for Lifelong Services is £6m.

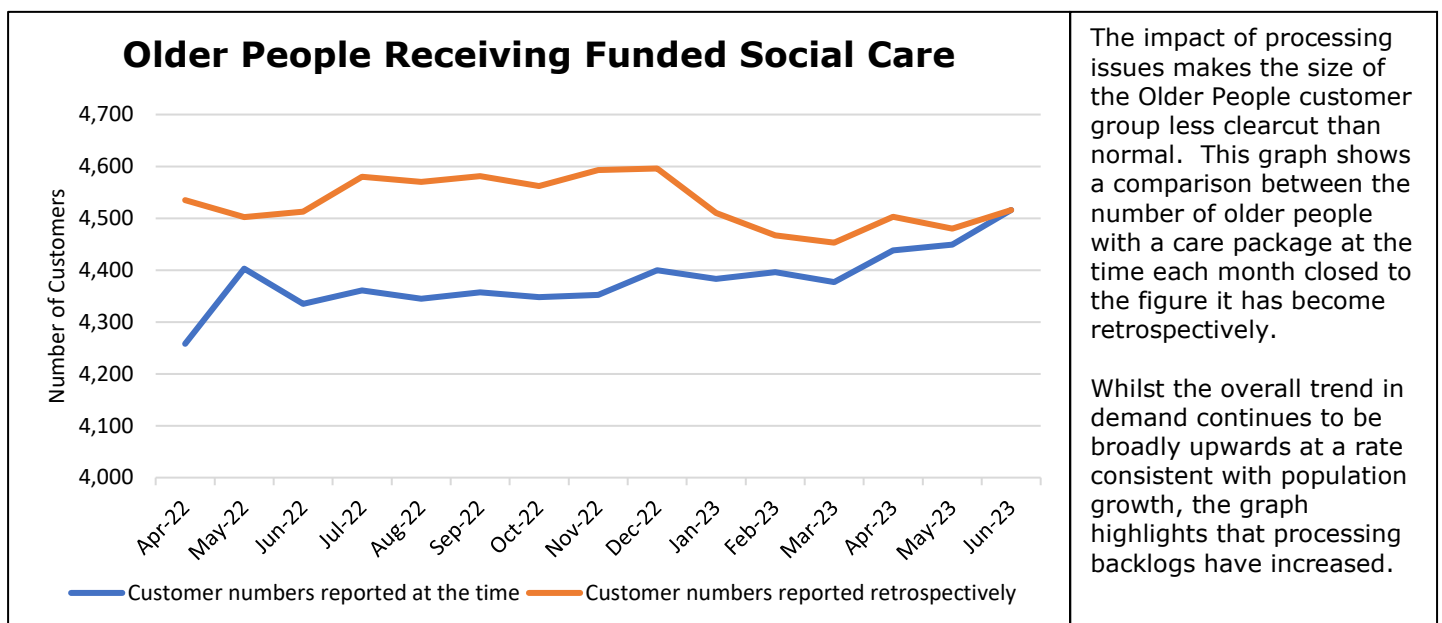
8. **Mitigations.** Across care budgets there is estimated overspend of £15m, though the reality is that this extends over a range of between £13m and £18m due to the volatile nature of the budget. Mitigations of £13m have been identified, including:

- £3.3m – Planned use of the Improved Better Care Fund.
- £7.1m – Use of grant.
- £1.2m - Staffing underspend - vacancies and pay grade variations.
- £1.4m - Other funding opportunities, including the reablement block contract where a lower level of service than originally sought is currently being delivered by the provider.

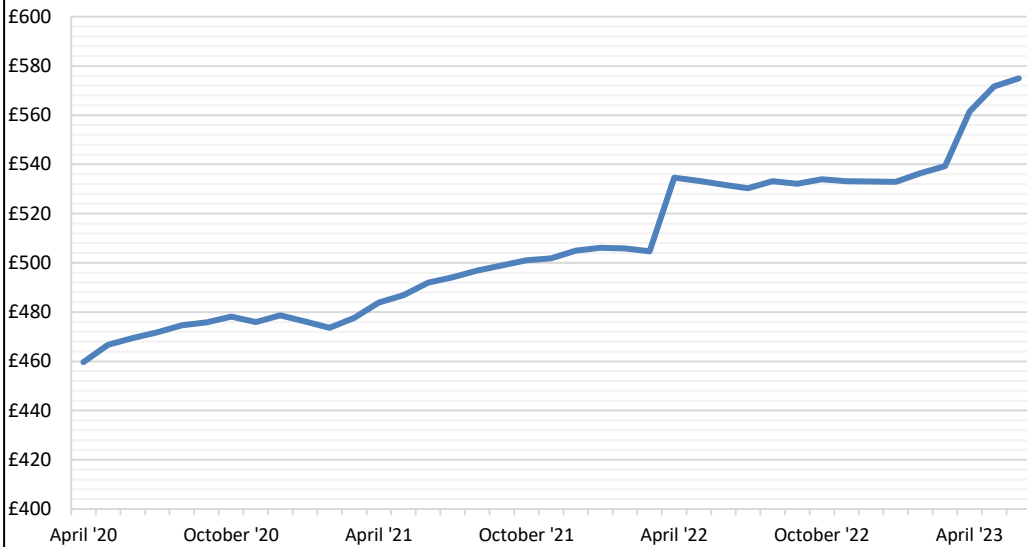
9. Of those mitigations, £7m are expected to be recurring. It is assumed that savings will be delivered in full by 2024/25 and therefore the Adults budget is not bound to take a significant structural deficit into future years.

10. In relation to **grant funding**, Government has announced that additional funding will be provided to local authorities through the Market Sustainability and Improvement Fund. Of the £365m allocation, West Sussex have been allocated £5.0m in 2023/24. There will be a further allocation in 2024/25, but its value remains unknown at this stage. The purpose of the funding is to 'increase social care capacity'. A spending plan is being prepared based on the grant conditions.

Cost Driver Information



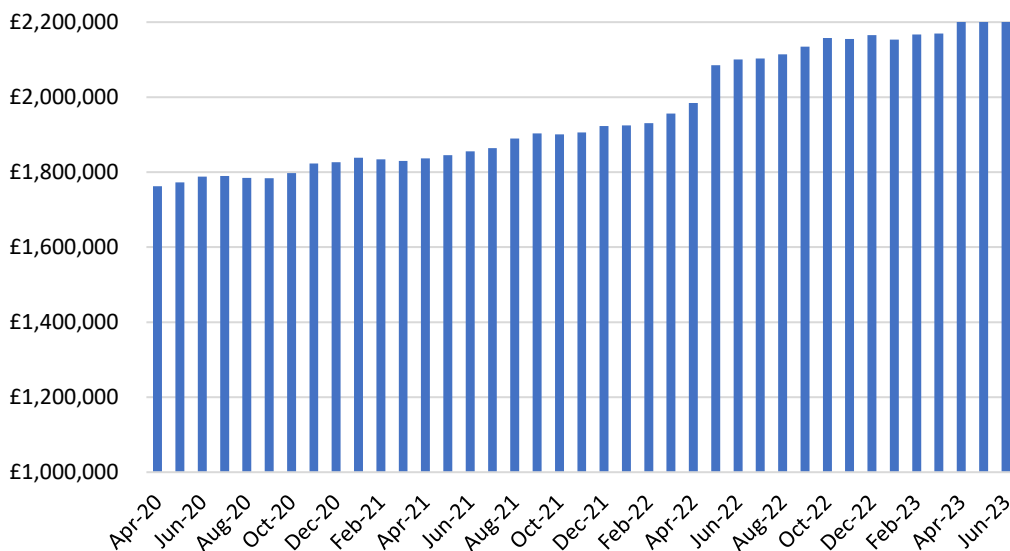
Average Gross Weekly Cost -Older People



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

The rate of increase in the gross average weekly cost of a care package (6.6%) is below the inflationary uplift that the County Council has agreed to pay providers for 2023/24. This is a leading indicator of the benefits that are being delivered from adopting a strength-based approach to customer reviews, since it means that on average the size of a care package is reducing.

Net Weekly Cost- Lifelong Services



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

The appearance of stability underlines how the delays in delivering savings are obscuring trends in actual expenditure.

Savings Delivery Update

- There are £14.471m of planned savings to be delivered within the Portfolio. Delivery to date has been limited with £5.2m currently reported as 'At Significant Risk' and a further £6.4m reported as 'At Risk'. Details are shown in the table below:

Saving Activity	Year	Saving to be Delivered in 2023/24 (£000)	June 2023		Narrative
Delivery of Public Health outcomes through Adult Social Care Services	2023/24	500	500	B	
Avila House -Proposed extra care housing scheme in Worthing for younger adults.	2023/24	100	100	A	Contract negotiations are continuing with the service provider. Subject to agreement of a Cabinet Member decision report, the first customers could move into this provision during November.
Community Care (Including Redirecting residential customers to home-based care saving)	Prior Years	8,336	3,944	R	Savings at risk of not being delivered until 2024/25 because of timing and capacity reasons.
			4,392	A	Savings estimated to be delivered in 2023/24 based on the number of customer care reviews expected to be completed.
Non-residential customers to remain at home with reduced package	Prior Years	766	766	A	Savings are dependent on the volume of activity delivered by the County Council's reablement provider. Currently this is near to capacity, which is increasing the likelihood of the saving being achieved in full.
Continuing Healthcare	Prior Years	675	675	A	Discussions over the eligibility of customers for Continuing Healthcare are taking place with the Sussex Integrated Care Board.
Placement costs	Prior Years	1,500	500	B	Delivered through the fees uplift decision report.
			500	A	Savings combined with community care reviews for delivery purposes.
			500	R	Savings at risk of not being delivered until 2024/25 because of timing and capacity reasons.
Occupancy of Shaw contract	Prior Years	2,594	1,880	G	The saving is based on occupancy of 90%, which is a target that has recently been achieved. Maintaining it throughout the year is subject to factors that are outside direct control, for example the likelihood that there will become times when individual homes are temporarily closed to new admissions. Based on the pattern of occupancy in 2022/23, an average of 87% is more likely.
			714	R	Element of savings at risk if average occupancy is 87%.

Savings Key:

R Significant Risk
 A At Risk
 G On Track
 B Delivered

Capital Programme

Summary - Capital

12. Currently, there are no Adult Services capital schemes within the County Council's Capital Programme.
13. 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

14. 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 is experiencing an unprecedented period of fragility, particularly due to staff shortages and increasing demand. This has been further exacerbated by Covid-19 and is increasing weekly costs of care. If the current and future commercial/economic viability of providers is not identified and supported, there is a risk of failure of social care provision which will result in funded and self-funded residents of West Sussex left without suitable care.	20	20
CR74	The overdue re-procurement of care and support at home services has been further postponed, meaning the contractual arrangements are non-compliant, inefficient to manage, difficult to enforce and present a risk of challenge and CQC criticism. The delay is to enable more time for the market to stabilise, to complete service reviews and to allow imminent legislative changes to take effect.	6	6 (De-escalate risk to Adult and Health Risk Register. Removed from Corporate Risk Register.)

15. 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.