

# Adults Services Portfolio – Summary

## Performance Summary

### 1. Performance highlights this quarter:

- As reported in Quarter 1, 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, has begun. **A baseline [self-assessment](#) has been prepared against nine quality statements**, mapped across four themes; working with people, providing support, ensuring safety and leadership. The self-assessment highlights what the service is most proud of and areas for improvement. This is all framed within the context of the challenges faced in adult social care locally and nationally. The self-assessment is a vital piece of preparation for the CQC assurance visit, but it will be regularly updated as progress is made on the priorities outlined in [the adult social care strategy 'The Life You Want to Lead'](#) and the ongoing improvement programme. CQC assurance visits are expected to commence later in 2023, and all local authorities will have been assessed within two years.
- At the end of July 2023, the Department for Health and Social Care (DHSC) announced that additional funding will be provided to local authorities through the **[Market Sustainability Improvement Fund](#)**. West Sussex has been allocated £5.023m in 2023/24. A spending plan has been prepared and submitted to DHSC at the end of September 2023, which largely proposes to direct the funding towards the management of waiting times. Whilst waiting lists in West Sussex reflect the national position, reducing wait times is expected to have a positive impact on those awaiting assessments and use of the funding in this way will support required improvements as highlighted in the self-assessment, by focussing on managing demand in this area. This funding should increase social care capacity and contribute to the ambitions of the developing Improvement Programme'.
- Avila House in Worthing is being converted to provide an **extra care scheme for adults** who require care, support, and suitable housing, delivering against both the Empowerment and Home priorities set out in the Adult Social Care Strategy – The Life You Want to Lead. This will also be the first scheme in the county to accept referrals for adults aged 18 years plus who meet the criteria. Construction at Avila House commenced in September 2022 and the first customers are expected to be able to move in in Winter 2023. This will enable the service to develop in line with other commissioned extra care schemes and ensure a consistent and successful contract management of the care and support provider. The opening of Avila House in the coming weeks will also enable the 2023/24 saving target to be delivered.
- 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. 465 customers came into the service this quarter and are being provided with a range of support to meet the outcomes most important to the individual.

## 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	<p><b>Measure:</b> 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).</p> <p>Reporting Frequency: Quarterly</p>	8.26%	Mar-23	Jun-23	Sep-23	↗	A
	G		R	A			
			7.8%	9.3%	9.0%		
<p><b>Performance Analysis:</b> Sep-23: This is a slight improvement on the data reported at Q1, 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.</p> <p><b>Actions:</b> 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 and to add further resource to the enquiries team to deal with the delegated enquiries in a more timely way to hopefully reduce the risk for the long term.</p>							
11	<p><b>Measure:</b> Percentage of contacts to adult social care that progress to a social care assessment</p> <p>Reporting Frequency: Quarterly, reported six months in arrears</p>	25.0%	Sep-22	Dec-23	Mar-23	↘	G
	G		G	G			
			14.3%	11.4%	12.1%		
<p><b>Performance Analysis:</b> Sep-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 Q4 (2022/23), 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.</p> <p><b>Actions:</b> 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.</p>							
36	<p><b>Measure:</b> Percentage of adults that did not receive long term support after a period of reablement support</p> <p>Reporting Frequency: Quarterly</p>	85.5%	Sep-21	Mar-23	Jun-23	→	A
	A		A	A			
			81.3%	81.7%	81.7%		
<p><b>Performance Analysis:</b> Sep-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 Q2 result for 2023/24 is based on the outturn position from 2022/23 which was confirmed as part of the statutory reporting to the Department for 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.</p>							

Adults Services		2023/24 Target	Performance Over The Last 3 Periods			DoT	Year End Forecast
<b>Actions:</b> 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	<b>Measure:</b> Percentage of adult social care assessments that result in a support plan  Reporting Frequency: Quarterly, reported six months in arrears	80%	<b>Sep-22</b> A 63.3%	<b>Dec-23</b> A 62.2%	<b>Mar-23</b> G 79.2% (Target 2022/23: 65%-75%)		A
	<b>Performance Analysis:</b> Sep-23: Performance reported is for Q4 (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. There has been a review of the measure which highlighted an error in the calculation. A change in practice recording has contributed to an improvement in performance.  <b>Actions:</b> This measure will be continually monitored, and performance will be routinely updated throughout the financial year to reflect the additional assessments.						
37	<b>Measure:</b> Percentage of adults that purchase their service using a direct payment  Reporting Frequency: Quarterly	27.4%	<b>Dec-22</b> A 25.5%	<b>Mar-23</b> R 22.5%	<b>Sep-23</b> R 24.3%		A
	<b>Performance Analysis:</b> Sep-23: Although this measure is reported annually as part of the national Adult Social Care Framework (ASCOF), a snapshot has been provided as at Quarter 2 which shows a slight increase since the last available data at Quarter 4. This is broadly in line with other authorities.  <b>Actions:</b> 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	<b>Measure:</b> 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%	<b>Mar-23</b> R 52.4%	<b>Jun-23</b> R 44.2%	<b>Sep-23</b> R 56.5%		A
	<b>Performance Analysis:</b> Sep-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, however, there has been an increase in Quarter 2. 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 two 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. Between October 2022 and the end of September 2023, 4,864 reviews were completed.  <b>Actions:</b> 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	<b>Measure:</b> The percentage of adults with a learning disability in paid employment  Reporting Frequency: Quarterly	4.0%	<b>Mar-23</b> R 2.9%	<b>Jun-23</b> R 2.6%	<b>Sep-23</b> R 3.6%		R
	<b>Performance Analysis:</b> Sep-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 and is within the Adults and Health Business Plan. The Adult Social Care Service will be working with						

Adults Services		2023/24 Target	Performance Over The Last 3 Periods			DoT	Year End Forecast
<p>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.</p> <p><b>Actions:</b> 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) placements. 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><b>Measure:</b> The percentage of adults with a learning disability living in settled accommodation</p> <p>Reporting Frequency: Annually</p>	60.0%	2021/22	2022/23	2023/24		G
			56.3%	60.9%	G 72.7%		
<p><b>Performance Analysis:</b> Sep-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 for Quarter 2.</p> <p><b>Actions:</b> The service continues to promote a strength-based approach in order to reduce new admissions to residential care for customers. This in line with the aspirations and priorities in the Adult Social Care Strategy – the life you want to lead, supporting empowerment, independence and choice.</p>							
44	<p><b>Measure:</b> Percentage of people affected by domestic violence and abuse who feel safe upon leaving the service</p> <p>Reporting Frequency: Quarterly</p>	90.0%	Mar-23	Jun-23	Sep-23		G
			G 86% (2022/23 Target: 85%)	A 86%	G 95%		
<p><b>Performance Analysis:</b> Sep-23: In the last reporting quarter, the Domestic Abuse Service has closed 82 victim/survivors following a period of engagement with the service. The percentage of clients who reported feeling safer following engagement was 93%.</p> <p>In addition to the 82 clients closed in this period, 10 "other contact" forms were submitted for clients who received a short-term intervention but whom were all provided with safety planning advice. The current data reflects that clients' views of their safety we asked and recorded on 87% of all clients closed. The 13% reported missing data relates to clients who disengaged from the service mid-support and is therefore linked with unplanned exits from the service, whereby the client disengaged, and we would not have been able to ask about their safety or views on this.</p> <p>In addition to 95% of clients feeling safer, it is important to recognise that our data evidenced that clients exiting the service have also reported the following:</p> <p>81% reported improved wellbeing. 79% reported their quality of life improved. 83% were optimistic about the future. 76% reported feeling more confident.</p> <p>During the quarter, the service have completed an additional 77 intake forms for new victim/survivors allocated to a community keyworker across the Domestic and Sexual Violence and Abuse Service.</p> <p>Following a break over the summer holiday period there are now 'Safer Us' groups running across the whole of West Sussex, with currently 45 victim-survivors either attending or due to start this group programme.</p> <p><b>Actions:</b> Every victim/survivor who engaged with the service was asked this question upon exiting support. The numbers of intake and exits remains lower than expected. The Domestic Abuse Service received 157 new allocations in the last three months and the current active caseload in that part of the service has 405 allocated victim-survivors. Within the Childrens part of the Domestic Abuse Service, there is an active caseload of 147 victim/survivors. Working in close partnership with the Integrated Care Board (ICB), the Domestic Abuse Service have launched a community-based Health Independent Domestic Violence Advisors (IDVA) service, co-located within three acute hospital settings in Worthing, St. Richards in Chichester, and The Princess Royal in Haywards Heath. We have successfully recruited three new Health IDVAs who are able to provide an immediate response to victim/survivors and will be supporting health colleagues via training and consultation to ensure victim/survivors have the specialist support they need.</p>							

## Finance Summary

### Portfolio In Year Pressures and Mitigations

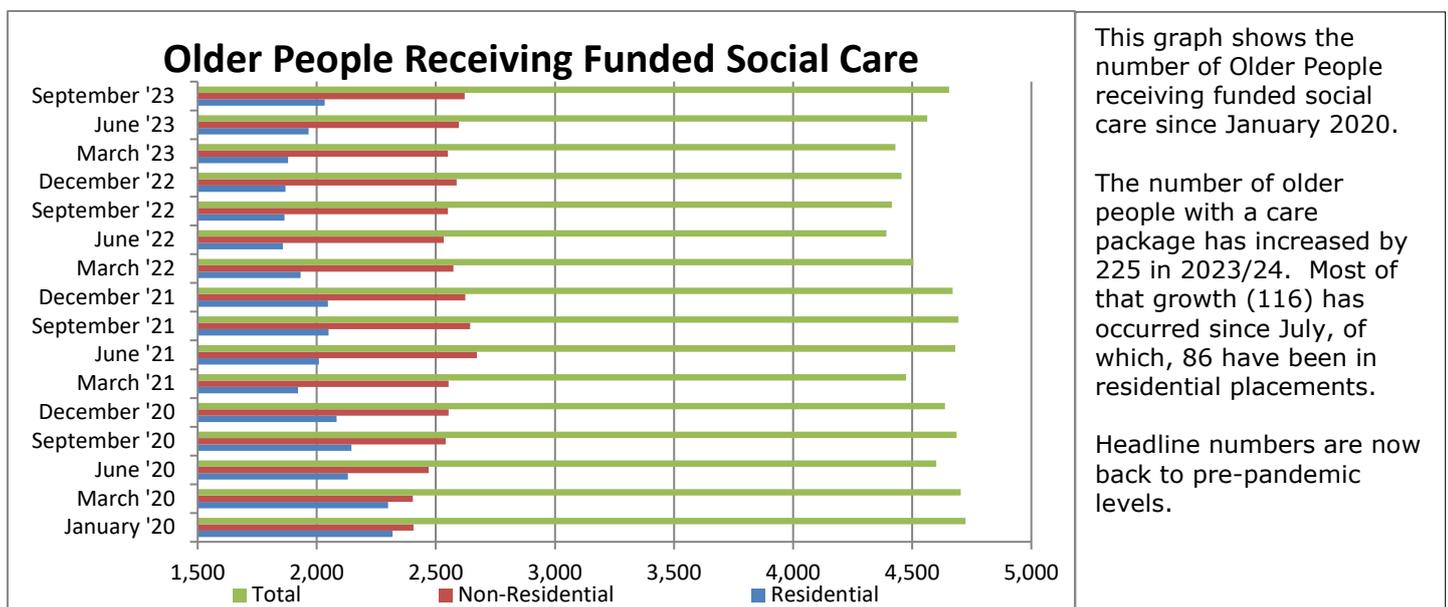
Pressures	(£m)	Mitigations and Underspending	(£m)	Year end budget variation (£m)
Older People – Underlying demand pressure brought forward from 2022/23, plus projected backdated costs	£9.100m	Staffing vacancies within the service	(£1.200m)	
Older People – Non delivery of saving	£1.000m	Planned use of Improved Better Care Fund	(£4.000m)	
Lifelong Services – Projected in-year increase in demand – transitions from children to adults	£2.700m	Planned use of grant funding	(£10.100m)	
Lifelong Services – Non delivery of saving	£5.800m	Reduction in the reablement block contract – lower level of service demand than anticipated.	(£2.100m)	
<b>Adults Services Portfolio - Total</b>	<b>£18.600m</b>		<b>(£17.400m)</b>	<b>£1.200m</b>

### Financial Narrative on the Portfolio's Position

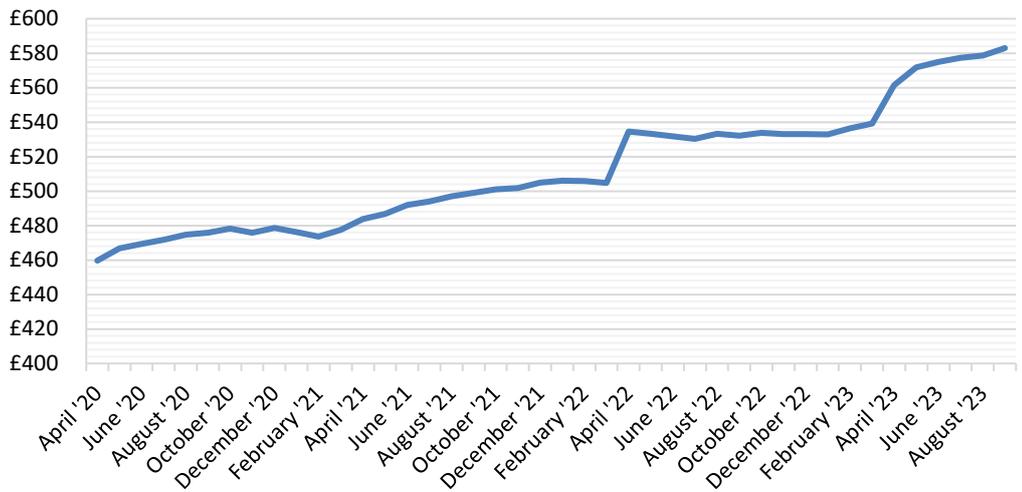
- As at the end of September, the forecast against the Adults Services budget is a projected overspend of £1.2m, a decrease of £0.8m when compared to the reported June position.
- The overspend forecast for the **Older People** cohort is £10.1m. This is largely due to the underlying demand pressure of £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 £3.4m 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 £9.1m.
- Alongside this, the projected shortfall on older people's savings plans has risen from £0.7m reported in June to £1.0m. The primary reason for this relates to the number of customer reviews being completed per week; this is likely to result in around £0.6m of savings being delayed until 2024/25. The shortfall has partly been offset by improved occupancy of the Shaw contract.
- The main risk to the **Lifelong Services** budget relates to savings, where the target is £8.3m in 2023/24. Most of this saving 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. Unless savings activity improves significantly during the second half of the financial year, a shortfall of £5.8m is expected, which is an increase of £1.3m since the end of the first quarter. Whilst plans have been prepared to achieve the target in full, until the review process generates significant momentum, overspending risk will continue to transfer into future years.

7. Exacerbating the position, there has been an increase in overspending on care costs by £1.2m from £1.5m reported in June, to £2.7m. This mainly relates to residential college placements and college transport. These are responsibilities under the Education Act rather than the Care Act, which are charged to the Lifelong Services budget for historic reasons. In practice limited control can be exercised over expenditure, partly as decision-making is subject to third party influences. This is adding to the risks that the Adults budget faces as a knock-on consequence of some of the demand factors which have affected spending through the Children's budget in recent years. This is because responsibility for those people with social care needs eventually transfers to Adults Services and therefore the costs in budgets such as transitions, residential colleges and college transport are rising sharply.
8. These pressures are causing the Lifelong Services to overspend by £8.5m, which is £2.5m higher than at the end of the first quarter.
9. **Summary and Mitigations.** Across care budgets, there is estimated overspend of £18.6m, though the reality is that this extends over a range of between £17m and £20m due to the volatile nature of the budget. Mitigations of £17.4m have been identified, including:
  - £4.0m – Planned use of the Improved Better Care Fund.
  - £10.1m – Use of grant.
  - £1.2m – Staffing underspend - vacancies and pay grade variations.
  - £2.1m – Other funding opportunities, including the reablement block contract where a lower level of service than originally sought is currently being delivered by the provider.
10. Of those mitigations, £6.9m are expected to be recurring. If planned savings can be delivered in full by 2024/25, it is not inevitable that the service will take the deficit into future years.

### Cost Driver Information



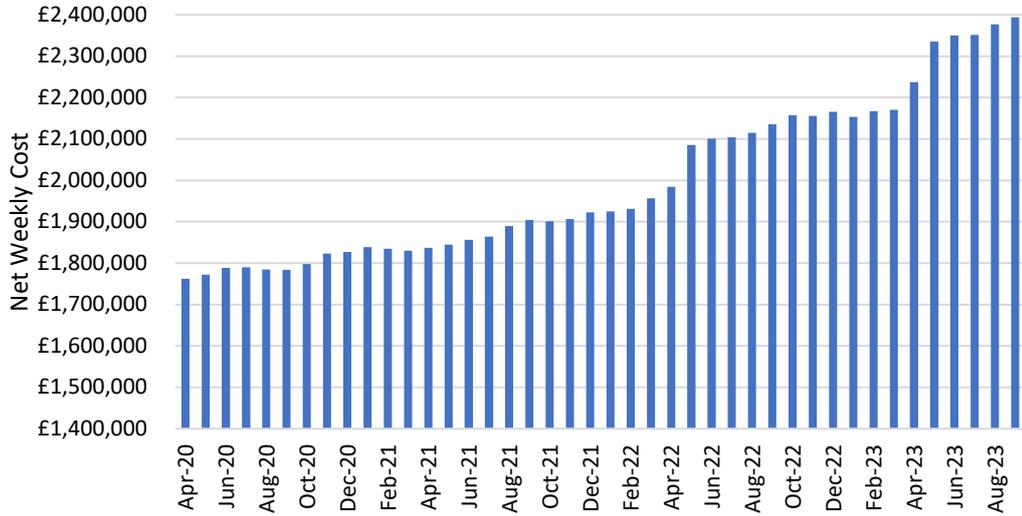
### Average Gross Weekly Cost - Older People



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

At cost level, the growth in the number of residential placements has led to an increase in the average weekly amount being spent on a care package. Currently this is 8.1% higher than at the end of March, whereas the average inflationary uplift that the County Council agreed for older people’s providers was 7.7%.

### Net Weekly Cost- Lifelong Services



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

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

### Savings Delivery Update

11. 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 £1.4m reported as 'At Risk'. Details are shown in the table below:

Saving Activity	Year	Saving to be delivered in 2023/24	September 2023		Narrative
Delivery of Public Health outcomes through Adult Social Care Services	2023/24	£0.500m	£0.500m	<b>B</b>	
Avila House -Proposed extra care housing scheme in Worthing for younger adults.	2023/24	£0.100m	£0.100m	<b>G</b>	Contract agreed through Cabinet Member decision report OKD 14 (23/24). Customers are scheduled to begin moving in from November.
Community Care (Including Redirecting residential customers to home-based care saving)	Prior Years	£8.336m	£6.156m	<b>R</b>	Savings at risk of not being delivered until 2024/25 because of timing and capacity reasons.
			£1.060m	<b>A</b>	Savings estimated to be delivered in 2023/24 based on the number of customer care reviews expected to be completed.
			£1.120m	<b>G</b>	
Non-residential customers to remain at home with reduced package	Prior Years	£0.766m	£0.383m	<b>A</b>	Savings expected to be delivered in 2023/24. As at August, £0.383m were reported as delivered.
			£0.383m	<b>G</b>	
Continuing Healthcare	Prior Years	£0.675m	£0.509m	<b>G</b>	Savings expected to be delivered in 2023/24.
			£0.166m	<b>B</b>	
Placement costs	Prior Years	£1.500m	£0.500m	<b>B</b>	Delivered through the fees uplift decision report.
			£0.690m	<b>G</b>	Savings combined with community care reviews for delivery purposes.
			£0.310m	<b>R</b>	Savings at risk of not being delivered until 2024/25 because of timing and capacity reasons.
Occupancy of Shaw contract	Prior Years	£2.594m	£2.260m	<b>G</b>	The saving is based on occupancy of 90%. Since July, that target has been exceeded and has meant that some of the shortfall from early months has been recovered.
			£0.334m	<b>R</b>	Savings at risk because of average occupancy in the first quarter and due to the challenges, that will exist in maintaining it throughout the year, for example if any of the homes become temporarily closed to new admissions owing to seasonal illness.

**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, 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 <b>failure of social care provision</b> which will result in funded and self-funded residents of West Sussex being left without suitable care.	20	20

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.