

<b>Classification:</b> Open	<b>Decision Type:</b> Non-Key
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<b>Report to:</b>	Cabinet	<b>Date:</b> 13 March 2024
<b>Subject:</b>	Adult Social Care Performance Quarter Three Report 2023/24	
<b>Report of</b>	Cabinet Member for Health and Wellbeing	

## Summary

1. This is the Adult Social Care Department Quarter 3 Report for 2023-24. The report outlines delivery of the Adult Social Care Strategic Plan, preparation for the new CQC Assessment regime for local authorities and provides an illustration and report on the department's performance framework.

## Recommendation(s)

2. To note the report.

## Reasons for recommendation(s)

3. N/A.

## Alternative options considered and rejected.

4. N/A.

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*Department: Health and Adult Care*

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## Background

5. This is the Adult Social Care Department Performance Report, covering Quarter 3 of 2023-24.

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## Links with the Corporate Priorities:

The Adult Social Care Department is committed to delivering the Bury 'LETS' (Local, Enterprising, Together, Strengths) strategy for our citizens and our workforce.

Our mission is to work in the heart of our communities providing high-quality, person-centred advice and information to prevent, reduce and delay the need for reliance on local council support by connecting people with universal services in their local communities.

For those eligible to access social care services, we provide assessment and support planning and where required provide services close to home delivered by local care providers.

We aim to have effective and innovative services and are enterprising in the commissioning and delivery of care and support services.

We work together with our partners but most importantly together with our residents where our intervention emphasises building on individual's strengths and promoting independence.

We ensure that local people have choice and control over the care and support they receive, and that they are encouraged to consider creative and innovative ways to meet their needs. We also undertake our statutory duties to safeguard the most vulnerable members of our communities and minimise the risks of abuse and exploitation.

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**Equality Impact and Considerations:**

6. In delivering their Care Act functions, local authorities should take action to achieve equity of experience and outcomes for all individuals, groups and communities in their areas; they are required to have regard to the Public Sector Equality Duty (Equalities Act 2010) in the way they do carry out their work. The Directorate intends to drive forward its approach to EDI, ensuring that equality monitoring information is routinely gathered, and consider how a realistic set of S/M/L-term objectives may help to focus effort and capacity.
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**Environmental Impact and Considerations:**

7. N/A
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**Assessment and Mitigation of Risk:**

<b>Risk / opportunity</b>	<b>Mitigation</b>
N/A.	N/A.

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**Legal Implications:**

8. There are no legal implications however this report provides Members with details of performance reporting alongside an update on preparation for the CQC assessment.
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**Financial Implications:**

9. There are no financial implications relating to this report.
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**Appendices:**

*Appendix - Data sources and what good looks like.*

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**Background papers:**

*Adult Social Care Strategic Plan 2023-2026*

**Please include a glossary of terms, abbreviations and acronyms used in this report.**

<b>Term</b>	<b>Meaning</b>
CQC	Care Quality Commission

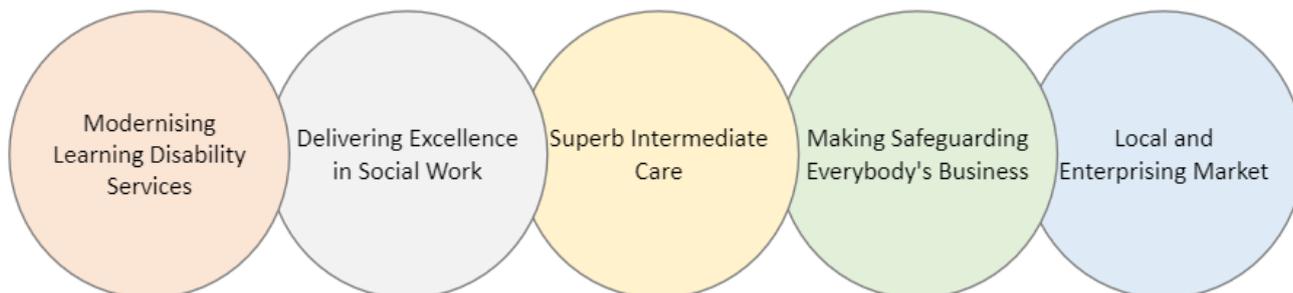
## Adult Social Care Performance Report for Quarter Three, 2023/24

### 1.0 Executive Summary

- 1.1 This report provides a summary of the performance of the Adult Social Care Department during Quarter 3 of 2023-24. The report outlines delivery of the Adult Social Care Strategic Plan, preparation for the new CQC Assessment regime for local authorities and provides an update on the department's performance framework.
- 1.2 The department continues to experience high demand and of note especially this last quarter. December was a particularly busy month for our intermediate care services and is evidence of our support to the hospital system winter came, see 4.4
- 1.3 The number of times people contact us and the number of assessments we do in December appears to drop but this is simply a reflection of people preparing for Christmas and some of our services being closed on Christmas and Boxing Day.
- 1.4 As can be seen in 4.2 our waiting lists whilst beginning to fall can be erratic, this is due to the high volumes of work coming into the department which can result in small backlogs escalating quickly, it can be seen how an immediate response to this returned the levels quickly. We have recently used government grants to invest in extra staff to make further inroads into these waiting list, these include OTs and Social Workers and we expect to see more consistent improvement over the next 2 quarters. Our position compared to our neighbours since the last quarter has improved slightly.
- 1.5 We are finally seeing the increase in the number of outstanding reviews drop, this is thanks to the hard work of our reviewing team. Previously supporting the department with two care home closures and changes we needed to make to a home care agency because of poor quality services the team is now back wholly focused on carrying out reviews. Greater improvement is expected over the next 2 quarters.
- 1.6 Over special note in 4.6 is our improvement in recording outcomes for people undergoing a safeguarding investigation. Making safeguarding personal is one of our obsessions and performance has improved from 71% to 87% this quarter.
- 1.7 Continued work with our care homes now sees 82% of our care home beds rated Good or better, this is above the England average of 79%. 88.6% of our care home agencies continue to be rated Good or better but we have lost one agency since last quarter which ended its business due to poor quality services.

## 2.0 Delivery of the Adult Social Care Strategic Plan

- 2.1 Adult Social Care are committed to delivering the Bury 'LETS' (Local, Enterprising, Together, Strengths) strategy for our citizens and our workforce. Our mission is to work in the heart of our communities providing high-quality, person-centred advice and information to prevent, reduce and delay the need for reliance on local council support.
- 2.2 The Adult Social Care Strategic Plan 2023-26 sets out the Department's roles and responsibilities on behalf of Bury Council. It explains who we are, what we do, how we work as an equal partner in our integrated health and social care system and identifies our priorities for the next three years:



- 2.3 To build a health and social care system which will sustain our communities in the coming years within the funding available to us we need to look at providing support in different ways. Our journey over the next 3 years will be one of improvement and transformation, with the development of clear assurance mechanisms to enable transparency and accountability to the communities we serve. As we explore what social care delivery will look like 3 years from now, we will ensure that people who receive our support and their carers are at the heart of co-producing our social care delivery model and that their voice is central as we navigate through the financial and systemic changes we must make.
- 2.4 The 2023-26 Strategic Plan includes an annual delivery plan to deliver the service priorities, this is monitored on a quarterly basis. Quarter 3 highlights include (see overleaf):

### 2.4.1 Priority – Modernising Learning Disabilities

The GM Individual Placement Scheme has started with co-ordinators being sign-posted to Learning Disability services system-wide to support referrals into work placements. The Bury Supported Employment Service has helped 12 people into employment between April and December. We have brought 46 people back to live in the borough over the past 12 months; we now have 32 people with Learning Disabilities living outside the borough (second lowest in GM). The 'Towards Independence' project continues to make significant costs savings across the system; a follow-up worker has been recruited which will mean an increase in people supported. Work continues to embed new pathway for Preparing For Adulthood with key training and co-production session delivered 5<sup>th</sup> February 2024 with one additional social worker recruited and further vacancies in recruitment.

### 2.4.2 Priority – Delivering Excellence in Social Work

Analysis of the evaluation of the 'My Life, My Way' assessment is underway; with a task and finish group to be set up to refresh the format and update the practitioner guidance. Mapping of social work training activity has been carried out. Regular upload of revised policies to the 'policy portal'

is taking place with good usage of the new platform by social work practitioners. Work is underway on developing our approach to co-production and how we obtain feedback from people who use our services. A mapping meeting took place in December with Adults Commissioners and children's services an improvement action plan is in development.

#### 2.4.3 Priority – Superb Intermediate Care

The Technology Enabled Care (TEC) initial offer is now live to support staff and clients. As of February 24, savings to the department from the TEC project are circa £83k. The Registered Managers for home and bed base are in post and work is underway to implement revised management arrangements and start the quality improvements required for both areas. The N-Compass contract to support carers has been extended while a new Carer's Strategy and action plan is prepared.

#### 2.4.4 Priority – Making Safeguarding Everybody's Business

Our Safeguarding policy and procedure has been signed-off by legal to be hosted on the policy portal. PIPOT (Person in a Position of Trust) review has been put on hold while NWADASS review their PIPOT policy. We will continue to work under the current policy through our PIPOT lead while this is undertaken. DoLS triage work is ready to be presented to workforce; alongside this the MARM (Multi Agency Risk Management) Local Authority is complete and have started briefing the social care front line on the process going forward.

To support cross team working in safeguarding and ensure that we are focusing on the outcomes of citizens we are trialling safeguarding social workers sitting with CAD (Connect and Direct) during duty to see if this supports cross-learning and review once completed. We continue to develop links with CAD and our commissioning colleagues. A large Organisational Safeguarding enquiry has been closed with positive outcomes and feedback from the provider and the family/loved ones of the residents. Our recording of personalised outcomes has improved to 87%

#### 2.4.5 Priority – A Local and Enterprising Care Market

External funding brought in 2023/24 for housing development now stands at £2.3 million; Topping Mill and St Mary's schemes approved by Cabinet in November 2023. Carers interface of the Bury Directory has been reviewed and revised following stakeholder feedback. Work to refresh the Market Position Statement for Older People and Ageing Well has started. A Care at Home review is underway, and an Extra Care Steering Group established to produce an Extra Care Strategy and develop a pipeline of plans/proposals for the development of increased provision/new builds. The Dementia Steering Group has been re-established and membership refreshed with work started to develop an overarching Dementia Strategy.

### **3.0 Update on CQC Assessment of Local Authorities**

- 3.1 The CQC published its finalized assessment guidance for local authorities, and it has been confirmed that the first local authorities to be assessed are West Berkshire, Hounslow and Hertfordshire. We expect a first tranche of 20 councils to be assessed, with local authorities informed in groups of three as the CQC scales up its assessments of all 153 councils.
- 3.2 Briefings on CQC assessment of local authorities will be offered as part of the scheduled Member Development sessions.
- 3.3 CQC Assessment readiness activity underway in Bury includes:
- Compiling the CQC Information Return.
  - Preparing a Self-Assessment of Adult Social Care in Bury.
  - Drafting a 'Getting the Call' plan
  - Briefings and support for staff.

## 4.0 Highlight Report for Quarter 3, 2023

Obsessions	Performance Measures	Frequency	Polarity	Sparkline	Lastest Data	Direction of Travel	Rank (higher is better)	
							CIPFA (16) 22/23	NW (23) Q2 23/24
<i>Reduce the number of people living in permanent nursing and residential care</i>	Long-term support needs (65+) are met by admission to residential and nursing care homes (per 100,000 population)	A	L		584	✓	14	20
	Number of individuals (65+) in a Permanent Residential placements (per 10,000 population)	Q	L		172	✗		20
	Number of individuals (65+) in a Permanent Nursing placements (per 10,000 population)	Q	L		41	✓		4
<i>Increase the number of people living well at home</i>	Quality of life of people who use services (composite survey metric out of 20)	A	H		18.8	✗	8	
	The proportion of people who use services who have control over their daily life	A	H		79%	✗	6	
	Proportion of services users in receipt of long-term community based services	Q	H		72%	✓		14
<i>Increase the number of people who have their safeguarding outcomes met</i>	Proportion of people who have their safeguarding outcomes fully met	Q	H		57%	✓		18
	Proportion of people who use services who feel safe	A	H		66%	✗	10	
<i>Increase the number of people leaving intermediate care services independently</i>	The proportion of people who received short-term services during the year where no further request was made for ongoing support	Q	H		82%	✓	8	7
	The proportion of older people (65+) who were still at home 91 days after discharge from hospital	A	H		87%	✗	8	
<i>Increase the number of people with a learning disability and/or autism who have their own front door and in paid employment</i>	Proportion of adults with a learning disability in paid employment	Q	H		2.4%	✗	15	
	[Measure to be developed for recording people with their own front door]							
<i>Increase the number of people accessing care and support information and advice that promotes people's wellbeing and independence.</i>	The proportion of people and carers who use services who have found it easy to find information about services and/or support	A	H		64%	✗	11	
	The proportion of people who use services, who reported that they had as much social contact as they would like	A	H		40%	✗	11	

Annual Measures: updated Q4 22/23  
Quarterly Measures: updated Q3 23/24

The Department has adopted an outcome-based accountability framework to monitor performance and drive improvement. Several outcomes have been chosen that will change if the objectives of our strategic plan are met, we call these our obsessions.

### Reduce the number of people living in permanent residential care.

Reducing those that live in permanent residential or nursing care as a share of the numbers we support in total and increasing those that are living well at home demonstrates that the objectives set within our delivering superb intermediate care which provides rehabilitation and recovery to our older adults is working as more are able to be supported at home.

Improving personalisation, diverting people from unnecessary and care and support and maximising use of a person's strengths through the adoption of our new strength-based assessments as part our delivering excellence in social work programme will also increase the numbers able to live well at home and reduce those living in care homes.

Overall, this indicator is 584 per 100,000 of population. The indicator is measured annually over the financial year and the trend line shows a steady drop for a number of years. Bury performs overall on average.

Measuring residential home and nursing home use individually is available more frequently. This shows a reducing pattern of residential use at 172 per 100,000, however there was a small increase in quarter 3 when most recent data was available, and a small decrease in nursing home use. Care Home use increased dramatically after the pandemic as use of care home beds to facilitate hospital discharge continued, this led to a number of people entering care homes prematurely. Following the ending of funding, a refocus on recovery and personalisation as part of

our planning and our partnership with the NCA in the Discharge Front Runner Programme we are beginning to see these numbers drop again.

### **Increase the number living well at home.**

The quality of life of people who use services should change if their experience of our care services improves as part of our development of a Care Quality Strategy. If people's experience of social work also improves as part of our work to deliver excellence in social work, they are also likely to report a higher quality of life when using services. This is an annual measure and is collected via the national adult social care survey.

### **Safeguarding outcomes**

Asking people what outcomes they want to achieve and whether they have them during a safeguarding intervention is a central component of making safeguarding personal.

The making safeguarding personal framework was developed to provide a means of promoting and measuring practice that supports an outcomes focus and person led approach to safeguarding adults. The framework aims to enable councils and SABs to better identify how practice is impacting on outcomes, indicate areas for improvement, enable benchmarking, and share best practice and learning.

This indicator shows some recent improvement, and we are now 57% which is an improvement on last quarter, for this reason this remains one of our priorities. Our own internal data now shows that we are asking 85% of people their outcomes and either meeting or partially meeting these outcomes in over 90% of cases. This is a positive improvement that will show through the regional data in the next Qtr and has been celebrated with the social care staff that have worked hard against this obsession.

### **Increase the number of people living intermediate care independently.**

Intermediate Care is a range of services aimed at preventing, reducing and delaying the need for care, helping people recover after hospital or avoid being admitted.

Rarely do we find people keen to be dependent upon adult social care, so it is important we have services available that aim to prevent this. This is why continuing to improve these services are a key priority in our plan. This indicator is available quarterly and shows that 82% of the people who use our intermediate care services receiving no ongoing long-term care, which although very high was ranked 8 out of 16 at the end of 22/23. The numbers using intermediate care services are shown later in the report.

### **People with learning disabilities or autism with their own front door and numbers in paid employment**

These 2 simple outcomes demonstrate if the borough is being successful in improving the inclusion of our resident adults living with learning disabilities. A key priority of our plan is to modernise our services and improve outcomes of those living with learning disabilities and the priorities chosen by our learning disability partnership board include good jobs and better homes.

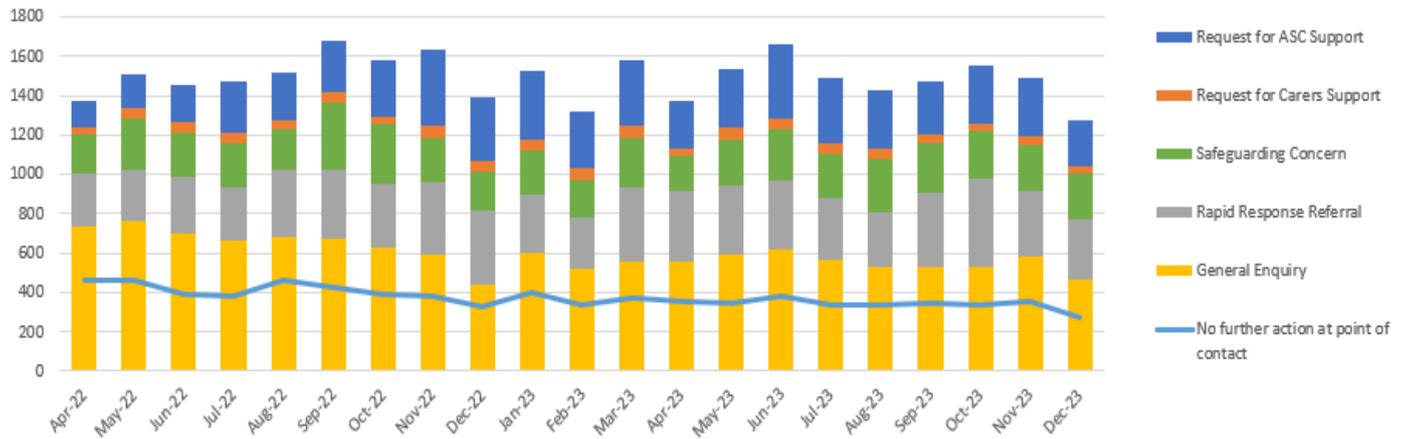
This data is available quarterly and we currently score 2.4% which means 2.4% of the adults living with learning disabilities who receiving adult social care support are in paid employment, we are ranked 15 out of 16 against our CIPFA peer group. We continue to have room for improvement in

this measure, but we hope to see improvements as our employment support service, BEST, continues to deliver even greater numbers of job outcomes.

## 4.1 Contacts

The primary means of public contact to request support, information and advice is through our care, connect and direct office (CAD). A higher proportion of contacts resolved by CAD means that people's enquiries are being dealt with straightaway and not passed on to other teams.

### Number of Adult Social Care (ASC) Contact Forms recorded each month.



### How does Bury Compare?

Contacts by Outcome | October 2023

	Safeguarding adults	Deprivation of liberty safeguards	Link to existing case	Progress to new case	Resolved at contact - equipment / adaptations / telecare to be provided	Resolved at contact - other	Unknown
Bolton	12.0%	7.3%	23.1%	31.7%	10.8%	15.0%	
Bury	6.3%	1.7%	0.7%	30.4%		56.6%	4.3%
Manchester	12.6%	8.2%	38.8%	16.8%	0.9%	22.7%	
Oldham	14.7%		1.9%	37.9%		45.0%	0.5%
Rochdale				43.7%	25.3%	31.0%	
Salford	0.1%	0.2%	74.1%	0.1%		25.5%	
Stockport	13.5%	6.4%	21.2%	25.9%	5.6%	27.4%	
Tameside	21.2%		16.0%	30.1%		32.7%	
Trafford	2.4%	10.5%	40.3%	13.1%		32.6%	1.1%
Wigan	15.5%	11.4%	35.4%	16.1%		21.6%	

### Contacts – commentary

This shows the number of contacts the department receive each month and what they were about. It also illustrates the number resolved by our contact centre.

The pattern of contact shows little variation of over the seasons and a consistent pattern of increasing demand for intervention, this is shown by grey, green, orange and blue portions increasing whilst the general enquiries are dropping. The drop in December is due to the public holiday days in this month.

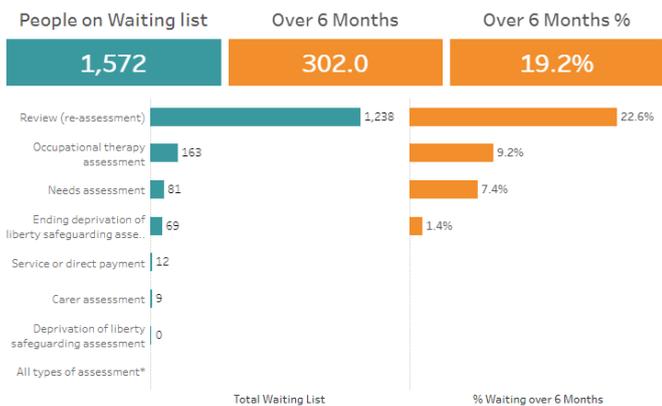
Current Bury is the top of Greater Manchester for resolving contacts in our contact centre.

## 4.2 Waiting Times for Assessments and Reviews

People awaiting an assessment or review of their needs by social workers, occupational therapists or deprivation of liberty safeguards assessors. Reduced waiting times lead to improved outcomes for people because they are receiving a timelier intervention.

### Total number waiting for all interventions

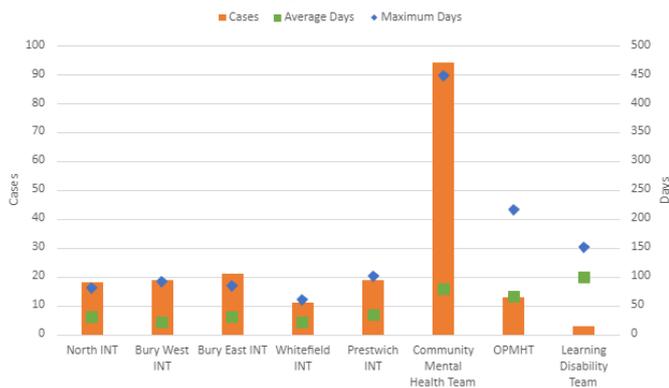
Waiting List Summary | as of December 2023



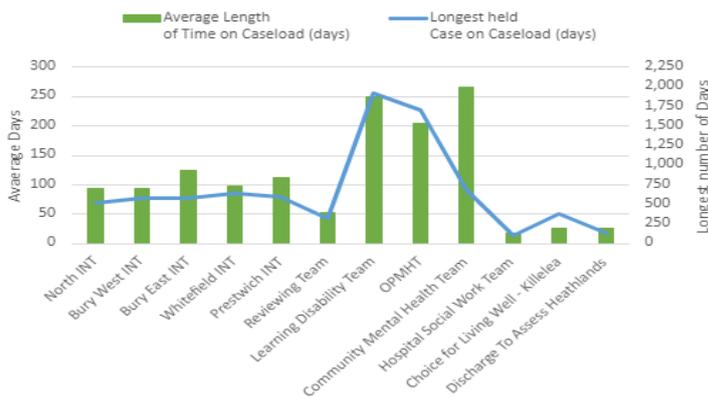
### Needs & Carers Assessments: No. of Cases Waiting for Allocation.



### Number of cases awaiting allocation by team



### Average and Longest Time on Caseload



### How does Bury Compare?

Waiting List By Local Authority | as of December 2023

[CLICK ON LOCAL AUTHORITY TO FILTER THE CHARTS ABOVE](#)

The Average Median Days for Greater Manchester is the Average of the LA medians rather than a true median value

Local Authority	Days on waiting list		Total Waiting List	Wait list per 100,000	% Waiting over 6 Months
	Median Days	Maximum Days			
Bolton	34.6	1,099	1,362	472.5	23.8%
Bury	99.1	913	1,572	824.3	19.2%
Manchester	50.9	5,297	1,973	355.0	29.0%
Oldham	168.3	2,508	2,460	1,035.2	43.9%
Rochdale	58.0	85	1,370	612.5	0.0%
Salford	69.4	1,871	1,984	755.2	44.8%
Stockport	139.3	3,044	2,956	1,004.8	53.7%
Tameside	240.5	1,970	1,939	853.7	74.3%
Trafford	166.0	2,635	1,920	808.2	31.3%
Wigan	99.2	865	1,781	538.5	43.6%
Greater Manchester	109.2	5,297			

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## **Waiting list - commentary**

This shows the number of people waiting for the different types of assessments provided by the department. Where people are waiting for a social worker to be allocated, we also show this by team.

These charts illustrate the level of demand here in Bury and across Greater Manchester and the pressure the system is under whilst it recovers from back logs since COVID, struggles to keep pace with population growth with limited increases in resources and workforce challenges.

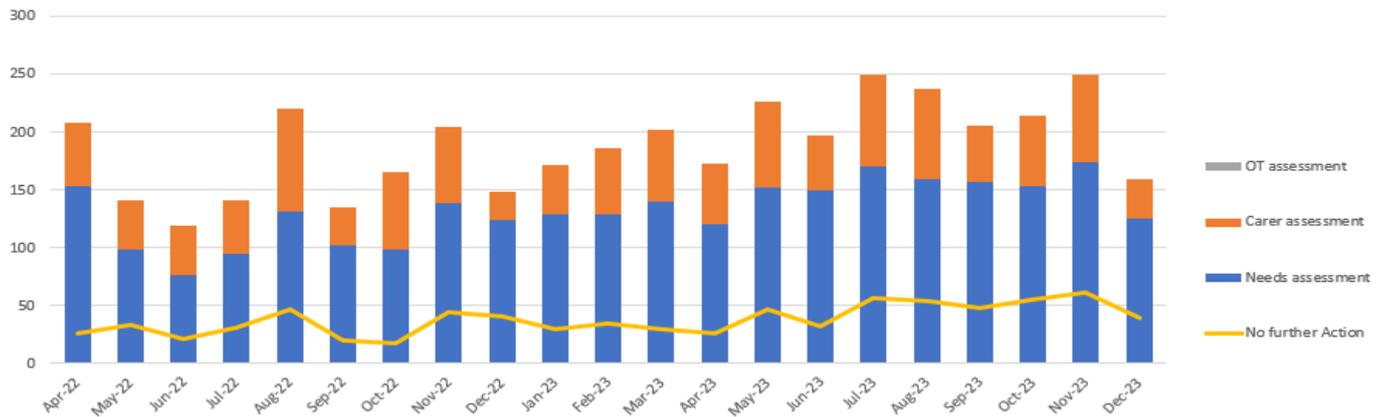
Following a proposal to utilise government grants to invest in staff to address our challenges in those waiting for reviews, those waiting for assessment under the Care Act and those waiting for assessment by an OT improvement in performance can be seen

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## 4.3 Assessments

Local Authorities have a duty to carry out an assessment of anyone who appears to have needs for care and support, regardless of whether those needs are likely to be eligible. The focus of the assessment is on the person's needs, how they impact on their wellbeing, and the outcomes they want to achieve. Assessments where there was no further action are where there were no eligible needs identified or a person with eligible needs declined services. A lower number means that operation teams are able to focus their time on those people with identified needs.

### Number of Adult Social Care (ASC) Assessments Completed each month.



### How does Bury Compare?

#### Average number of Days between contact and Assessment



Updated: Dec 23

### Assessments - commentary

This shows the number of assessments and the type of assessment we complete each month.

It illustrates a growing demand for needs assessments where we have seen an increase of nearly 50% growing from an average of 100 per month to 150 per month. This growth in demand is partly responsible for the increase in waiting lists.

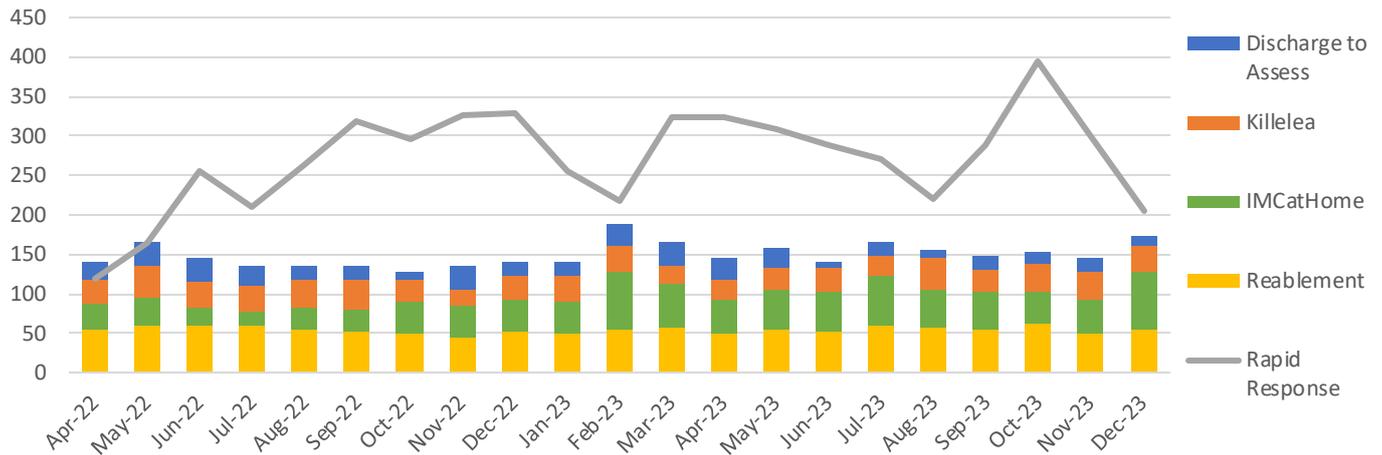
Despite this extra demand the time taken to complete an assessment is improving and now matches the GM average.

A drop in assessments in December is normal as people prioritise preparing for Christmas and parts of the department close for 2 days,

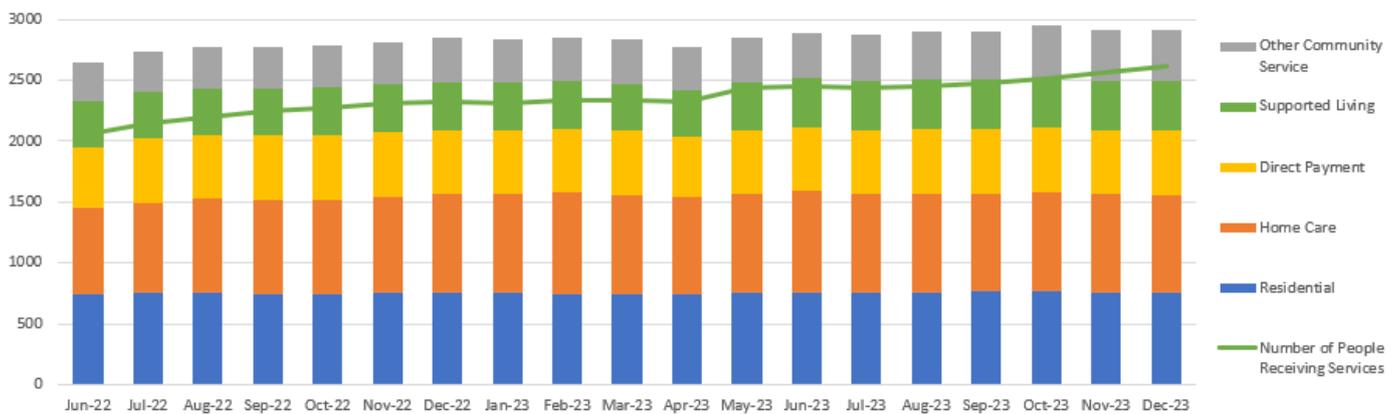
## 4.4 Services

Adult Social Care services may be short-term or long-term. Short-term care refers to support that is time-limited with the intention of regaining or maximising the independence of the individual so there is no need for ongoing support. Long-term care is provided for people with complex and ongoing needs either in the community or accommodation such as a nursing home. It is preferable to support people in their own homes for as long as it is safe to do so.

**Number of Intermediate Care (short-term) services completed each month.**



**Number of Long-term Adult Social Care services open on the 1<sup>st</sup> of each month.**

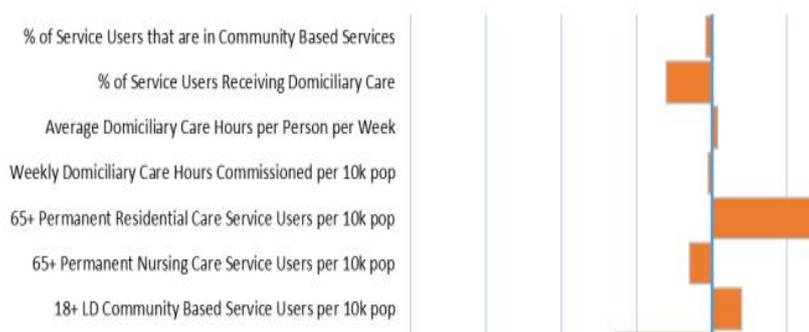


**Proportion of Home Care vs Nursing and Residential Care Services compared against 2 years ago.**



## How does Bury Compare?

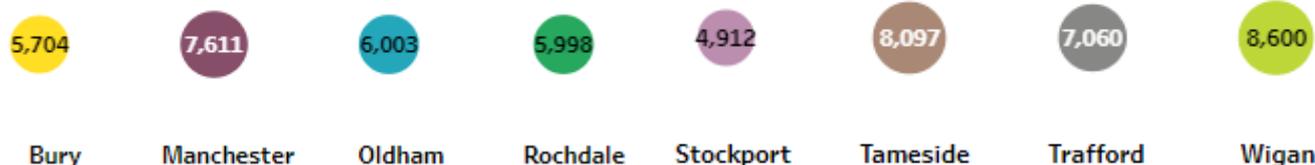
Analysing the Level of Provision Against the NW Average at Q2 2023/24



People receiving services per 100,000 population November 2023 - Long term nursing care & Long term residential care



Service type by Local Authority per 100,000 population: November 2023



### Services - commentary

This shows the number of people we support in our various service types.

The first chart shows the number of people supported in our intermediate care services. These services aim to prevent, reduce and delay the need for long term care and support so the busier they are the better.

The second chart shows the number we support with long term care services which has grown by nearly 400 or 18% in one year. However, this needs to be seen with the context of how many extra assessments have been completed which is considerably more. This shows our strength-based approach is helping keep people independent but despite this, additional services are still being provided albeit at a much lower rate of increase. There is currently a quality improvement program underway for reviewing all support plans requesting long-term packages of care and 24hr care, ensuring that minimal packages are used, enabling people to maintain as much independence as possible.

The third indicates the split between residential and home care and our position 2 years ago. Currently the number we support in residential care is slightly higher than 2 years ago. This is due to 2 reasons, 2 years ago we the pandemic and the numbers living in care homes was reducing, later in the pandemic and following hospital discharge policies to move people into care homes has increased this number. For this reason reducing our use of care homes continues to be one of our obsessions.

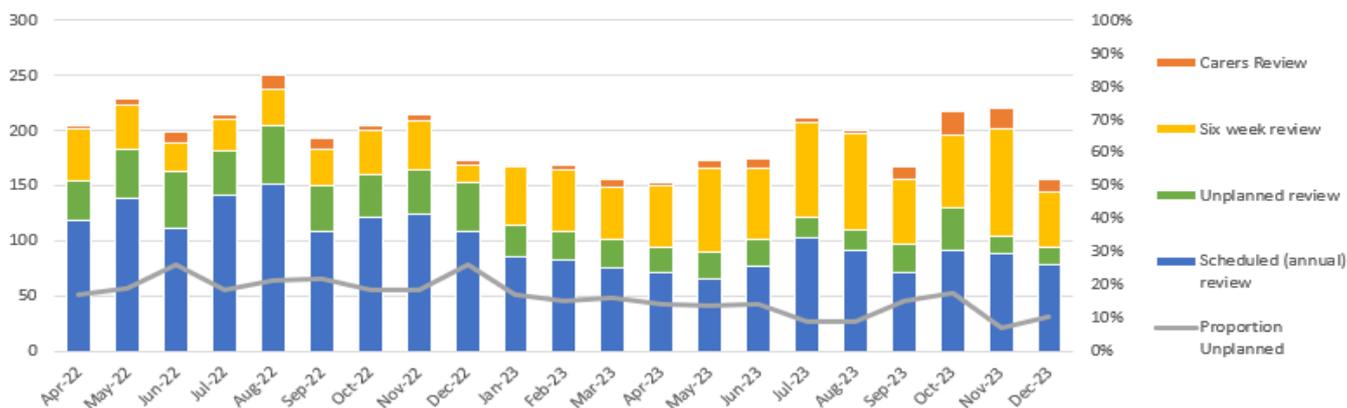
The final 3 charts are comparisons with the Northwest and Greater Manchester. It shows good performance in managing demand with us now being in the middle for supporting people in care homes compared to the rest of Greater Manchester but still higher than average when compared to whole of the Northwest.

December was a very productive month for our intermediate care services as activity was increased to support our hospitals

## 4.5 Reviews

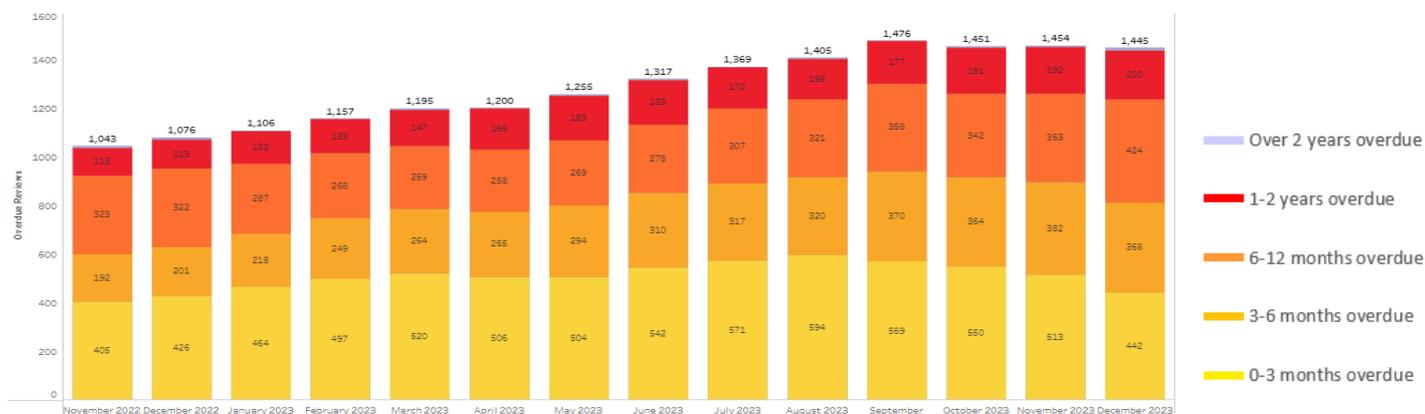
Adult Social Care reviews are a re-assessment of a person’s support needs to make sure that they are getting the right support to meet their needs. Needs may change and new services and technology may give someone more independence and improve their wellbeing. A lower proportion of unplanned reviews means that people are supported through scheduled reviews of their support needs rather than when a significant event has occurred requiring a change in support. Support packages should be reviewed every 12 months.

### Number of Adult Social Care Reviews Completed each month.



Note - the % axis references the grey line which is the proportion of unplanned reviews.

### Number of Overdue Adult Social Care Reviews on the last day of each month



### How does Bury Compare?

Metric	Bury	Northwest Average	Rank in Northwest (out of 22)
% of service users with a completed annual review	27.1%	85.5%	22 <sup>nd</sup>
% of service users with a review 2 years overdue	5.4%	12.6%	4 <sup>th</sup>

Last Updated: Q2 2023/24

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## Reviews - commentary

This shows the number of people who have had a review of their care and support and those who are overdue an annual review. All the 3000 people receiving long term services should receive an annual review each year and those new or in short term services should receive a review in the first 6 to 8 weeks.

A review is an opportunity to ensure someone's care and support is meeting their needs and personalised to them. It is also an opportunity to ensure care is not resulting in dependence and reduce care to increase independence. This also releases care back into the market to be used by others.

These 2 charts evidence the symptoms of a department experiencing high new demand. 6-to-8-week review numbers have increased as we review new people entering our system, but this is at the expense of the annual review where the numbers overdue increase.

Comparisons with the Northwest are included which shows us being 12 out of 22 for overall overdue reviews which demonstrate a whole system under pressure. We perform better on making sure people do not go 2 years overdue for a review with our performance being 4<sup>th</sup> highest in the Northwest.

An investment proposal has been implemented using the Market Sustainability and Improvement Fund to address this and improvements can be seen in a small decrease in those waiting reviews. Further improvements are expected over the next quarter

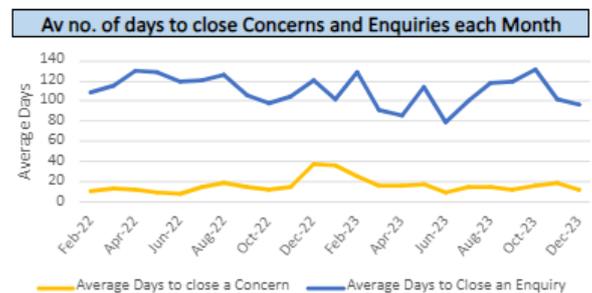
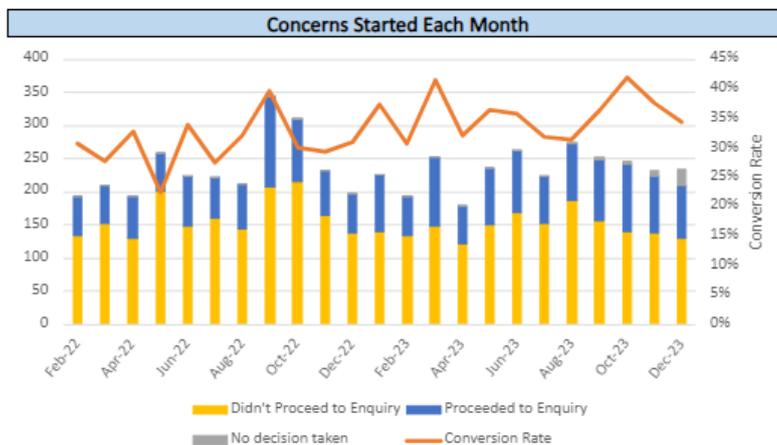
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## 4.6 Safeguarding

Safeguarding means protecting an adult’s right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult’s wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action.



Open Safeguarding Enquiries			
	Number	Av. Days	Max Days
ACS Safeguarding Team	153	85	368
Hospital Social Work Team			
Learning Disability Team	5	85	315
OPMHT	16	93	232
Community Mental Health Team			
Strategic Adults Safeguarding Team	21	139	477
Discharge To Assess Heathlands			
Operation Crawton	54	382	567
<b>Total</b>	<b>249</b>	<b>154</b>	<b>567</b>



Active DoLS Requests			
	Urgent	Standard	Total
Waiting for Assessment	2	83	85
Processing	7	13	20
<b>Total</b>	<b>9</b>	<b>96</b>	<b>105</b>

### How does Bury Compare?

Metric	Bury	Rank in Northwest (out of 22)
Conversion Rate	28%	8 <sup>th</sup>
Making Safeguarding Personal - Asked	56%	20 <sup>th</sup>
Making Safeguarding Personal - Outcomes	39%	18 <sup>th</sup>

Last Updated: Q2 2023/24

### Safeguarding - commentary

The data above shows some important trends and an improving picture for Adults Safeguarding in Bury. The measurements “How does Bury Compare?” was taken before the completion and rollout of the safeguarding dashboard and the data in the graphs above is taken directly from the safeguarding dashboard in October 2023. As described below, care must be taken when being ranked out of the neighbouring authorities in conversion rate. Having a ‘high conversion rate’ is potentially not a sign of effective practice.

A good conversation rate, according to our Head of Adult Safeguarding should sit between 30% - 40% which means around 3 – 4 safeguarding concerns are proceeding to an S.42 enquiry. If the rate is low (<20%) then Bury Council is probably receiving too many inappropriate safeguarding concerns; too high (>50%) then Bury Council is probably not receiving enough safeguarding concerns and abuse may be taking place but not being reported. The rationale for the 28% (which is lower than ideal) is due to an ongoing organisational safeguarding in which many safeguarding concerns have been linked to the organisational safeguarding rather than investigated as individual S.42 enquiries. This is acceptable practice, and has been discussed with individuals, families and representatives. Currently our conversation rate sits at almost 35%.

Ensuring we are asking outcomes during the safeguarding process is our obsession and is key to the strategy of making safeguarding everyone's business. We have improved from the low rate of 54% to 87% through data analysis, improvement work and communications across the adult social care system. There is further work to do in this area, including some work on the recording system to support front line practitioners to record outcomes more effectively.

There is no statutory timeframe for S.42 enquiries under the Care Act 2014. However, our average time for completion of S.42 enquiries was far more than 100 days, which without rationale does raise questions around timely completion. Over the last 6 months we have worked with the staff to understand why this is and set up some Key Performance Indicators to support the staff in the expectations of the Senior Leadership Team. We have seen a good reduction in time to complete S.42 enquiries with most teams now averaging under 100 days. We continue to work on the administration and to support our social staff to dedicate time to completing their paperwork and recording promptly on the systems.

Operation Crawton (Edenfield) is concluding from a safeguarding perspective, and we are currently working with our neighbouring authorities to close their S.42 enquiries. There has been some delay in some areas due to differences in practice and sickness in those areas. However, we are hopeful that by the next reporting cycle all Operation Crawton s.42 enquiries will be closed.

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## 4.7 Complaints and Compliments

### Complaints

Period 2023/24	Number of complaints received	Decision			20 working day timescale	
		Upheld	Partially Upheld	Not Upheld	Within	Outside
Q3	11	2	6	2	5	

### Compliments

Period 2023/24	Source		
	Person receiving or had received services	Relative of person receiving or had received services	Other (incl. various survey responses)
Q3	12	22	148

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### **Complaints and Compliments - Commentary**

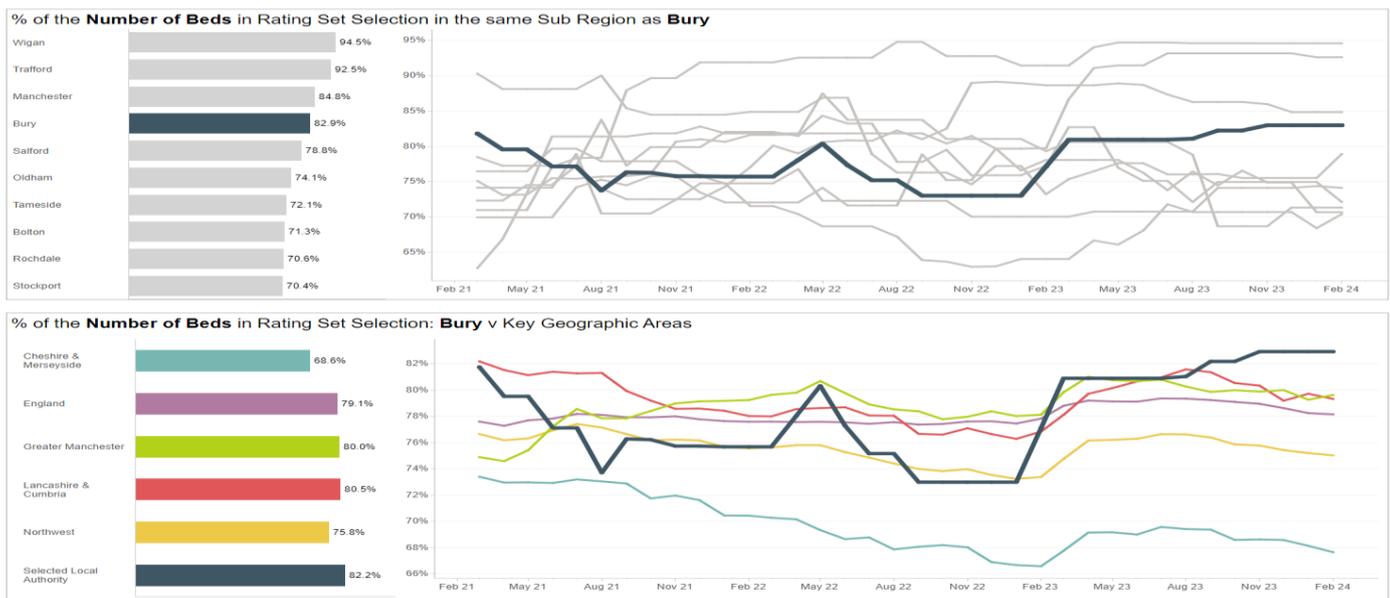
Complaints remain steady and below last year's levels which indicates learning is being implemented and improvement in services.

Compliments continues to be high especially for where we provide services directly such as our equipment services and our intermediate care services.

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## 4.8 State of the Care Market

Number of care home beds rated good or outstanding.



### Quality Ratings of Bury's Home Care Agencies



Last Updated: Q4 2022/23

### State of the Care Market - commentary

The top charts show the quality ratings of care homes in Bury compared to the rest of Greater Manchester showing the % of beds rated good or outstanding. The second chart shows Great Manchester compared to the other regions in England and the Northwest. The final chart shows the rating of home care agencies operating in Bury. For both charts the nearer to 100% the better.

Adult Social Care Providers in Bury have historically performed well compared to neighbouring authorities in achieving Good and Outstanding CQC ratings. In 2019 Bury was joint top of Greater Manchester Local Authorities in Good and Outstanding Care providers. Since the outbreak of the COVID pandemic, a noticeable drop in quality has been identified within care providers, with care homes especially being particularly affected. This resulted in a number of care homes being rated Inadequate by CQC, however, as the data shows, the Local Authority have worked hard to support those homes back to compliance while proactively identifying other providers in need of improvement support. This has seen the overall quality picture in Bury improve greatly while the work being carried out on the Council's Quality Assurance and Improvement Framework will only enhance this further.

The overall quality of our care services has increased this month with 82.9% of our care home beds now rated Good or better which is better than the England average and the average of all Northwest regions

# 4.9 Adult Social Care recently published data 2022 to 2023

Published 7<sup>th</sup> Dec 2023

NHS-E Adult Social Care Outcomes Framework 22-23 - [Interactive Report](#)



## Key Findings

Select a Local Authority on the right (by searching or scrolling through the local authorities) to see the comparative figures for the selected local authority and England

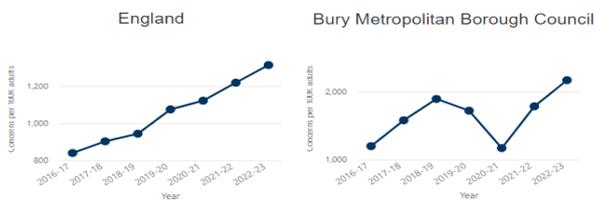
### Safeguarding Concerns received during 2022-23

The total number of Safeguarding Concerns reported by local authorities between 1st April 2022 and 31st March 2023 was **687,970** which is an **increase of 9%** from 2021-22 (541,535).



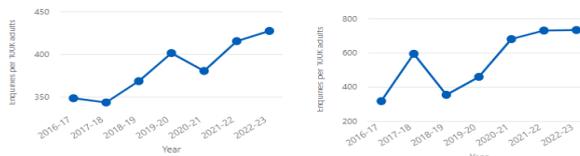
Please select one local authority from the dropdown menu

Bury Metropolitan Borough Council



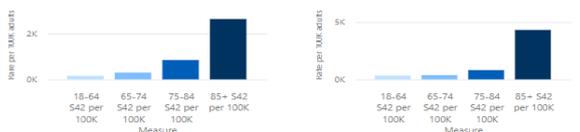
### Section 42 and Other Enquiries commenced during 2022-23

The total number Section 42 and Other Enquiries reported by local authorities between 1st April 2022 and 31st March 2023 was **191,190** which is an **increase of 4%** from 2021-22 (184,510).



### Age of individuals involved in Section 42 Enquiries

The majority of individuals involved in Section 42 Safeguarding Enquiries reported by local authorities between 1st April 2022 and 31st March 2023 were age 85 and over, approximately 1 for every 38 adults aged 85 and over in England.



NHS-E Safeguarding Adults Collection 22-23 - [Interactive Report](#)



## Key Findings

Select a Local Authority on the right (by searching or scrolling through the Local Authorities) to see the comparative figures for the selected Local Authority and the related region.

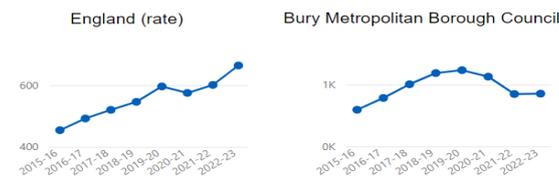
### Applications received in 2022-23

The total number of applications reported by Local Authorities as received between 1st April 2022 and 31st March 2023 was **300,765** which is an **increase of 11%** from 2021-22 (270,650).



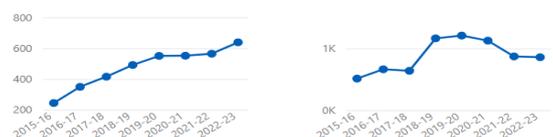
Please select a Local Authority from the dropdown menu

Bury Metropolitan Borough Council



### Applications completed in 2022-23

The total number of completed applications reported by Local Authorities as completed between 1st April 2022 and 31st March 2023 was **289,150** which is an **increase of 14%** from 2021-22 (254,215).



### Applications not completed as of 31st March 2023

The total number of applications reported as not completed as of 31st March 2023 was **126,100**.



NHS-E Deprivation of Liberty Safeguards 22-23 - [Interactive Report](#)

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## **Commentary**

This newly published data shows our performance with safeguarding enquiries and number of deprivation of liberty safeguards during 22 to 23

A deprivation of liberty safeguard is a protection offered to people who don't have the capacity to consent to receiving care and support or residing in a specific care home

This shows increases in both in line with those found in England.

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## Appendix - Data sources and what good looks like

Section	Chart	Data Source	What does good look like?
Contacts	Number of Adult Social Care (ASC) Contact Forms recorded each month.	Contact Records in LiquidLogic: Contact Type Contact Outcome	Six Steps to Managing Demand in Adult Social Care: ≈ 25% of contacts go on to receive a full social care assessment.
	GM Comparison		
Waiting Lists	Waiting List Summary	Professional Involvement in LiquidLogic: Awaiting allocation work trays Brokerage Work trays Overdue Review Tasks DoLS data from the database.	Lower is better
	Needs and Carers Assessments: No of Cases Waiting for Allocation		
	GM Regional Comparison		
Assessments	Number of Adult Social Care (ASC) Assessments Completed each month	Assessment forms in LiquidLogic	
	GM Regional Comparison	Av. number of days from the contact start date to the assessment end date	Lower is better
Services	Number of Intermediate Care (short-term) services completed each month	All IMC Service data from 4 data sources	
	Number of Long-term Adult Social Care services open on the 1 <sup>st</sup> of each month.		
	Proportion of Home Care vs Nursing and Residential Care Services compared against 2 years ago	Service data from Controcc Grouped by Service Type Count of service types, not people	Lower Residential & Nursing Care is better
	Northwest Regional Comparison		
Reviews	Number of Adult Social Care Reviews Completed each month	Review forms completed in LiquidLogic	Higher number of completed reviews. Lower proportion of Unplanned reviews.
	Number of Overdue Adult Social Care Reviews on the last day of each month	Review Tasks in LiquidLogic past the due date	Lower is better
	Regional Comparison	As above	
Safeguarding	Percentage of people who have their safeguarding outcomes met	Completed safeguarding enquiries: Making Safeguarding Personal questions	Higher is better
	Outcomes were achieved		
	Open Safeguarding Enquiries	Safeguarding enquiry forms on LiquidLogic and CMHT/EIT spreadsheets	Target: Enquiries closed in 56 days or less
	Concerns Started Each Month	Contact Forms on LiquidLogic: form type safeguarding concerns	
	Average number of days to close Concerns and Enquiries each month	As above	Targets: Concerns closed in 3 days or less. Enquiries closed in 56 days or less
Regional Comparison	As above	Higher is better	