

Classification: Open	Decision Type: Non-Key
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Report to:	Cabinet	Date: 05 June 2024
Subject:	Adult Social Care Performance Quarter Four Report 2023/24	
Report of	Deputy Leader and Cabinet Member for Health and Wellbeing	

Summary

1. This is the Adult Social Care Department Quarter 4 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.

Report Author and Contact Details:

Name: Adrian Crook

Position: Director of Adult Social Services and Community Commissioning

Department: Health and Adult Care

E-mail: a.crook@bury.gov.uk

Background

5. This is the Adult Social Care Department Performance Report, covering Quarter 4 of 2023-24.

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.

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:

Risk / opportunity	Mitigation
N/A.	N/A.

Legal Implications:

7. The Council has statutory duties under the Care Act 2014 to promote individual wellbeing, prevent needs for care and support, to provide information and advice and to safeguard adults at risk of abuse and neglect. The provision of this report evidences compliance against those duties and the Adult Social Care Strategic Plan, the new CQC assessment regime and provides an update regarding progress against the department's performance framework.

Financial Implications:

8. N/A.
-

Appendices:

Appendix - Data sources and what good looks like.

Background papers:

Adult Social Care Strategic Plan 2023-2026

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

Term	Meaning
CQC	Care Quality Commission

Adult Social Care Performance Report for Quarter Four, 2023/24

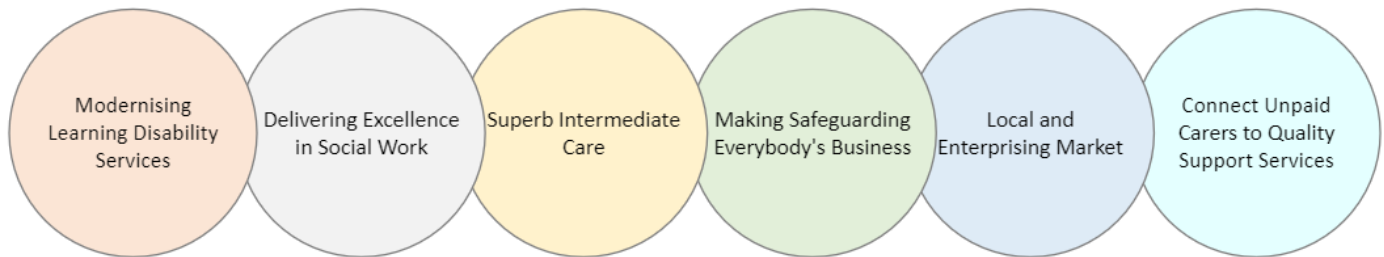
1.0 Executive Summary

- 1.1 This report provides a summary of the performance of the Adult Social Care Department during Quarter 4 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. It also provides an opportunity to reflect on the achievements of the last year and which areas require further improvement.
- 1.2 In the last year the department has been the busiest ever and broke many records with the number of people benefiting from intermediate care rising to over 6000, the number receiving an assessment under the Care Act or from an Occupational Therapist or as a Carer to over 2700 and the number of people we support with a service every day rising to over 2555. This is an increase of 180 or 8% in the last year and an increase of 501 or 24% from this time 2 years ago. The department also experienced 16% inflation in the care sector driven by positive national living and real living wage rises and large increases in utility costs.
- 1.3 Despite the scale of this activity the business plan identified clear priorities for our department and set several obsessions we wanted to improve. This focus has led to some clear improvement in most areas and identified some further ones where we still need to do more.
- 1.4 As part of our priority to modernise learning disability services we wanted to provide the opportunity for people who draw on our care and support services to move to more modern accommodation. In the last year we have delivered over 40 new places for people to live, ranging from single houses to small development of apartments. This has seen over £6.5m of new investment in property in the borough in one year alone. That's definitely **enterprising**.
- 1.5 Supporting people to move to this new accommodation has also freed up capacity in our borough and enabled 46 people to return to support in borough **local** to their friends and family. We now rank 4 out of 23 in the Northwest for having fewer people with learning disabilities living outside our borough. One new accommodation scheme alone created over 17 new jobs in Bury.
- 1.6 We wanted to ensure that more people than ever had an opportunity to live well at home and retain their independence and we obsessed about delivering superb intermediate care and making sure people who left our short-term services were as independent as possible. When we started, 81% of people left these services independent; it is now up to 84% and we have improved from 11th out of 23 in the Northwest to 8th. Working **together** with our NHS partners and building on the **strengths** of our users have delivered these improvements in a bumper busy year were around 6500 people benefited from our rapid response and intermediate care services.

- 1.7 Reducing the use of care homes is proving more challenging and we finished the year supporting 14 more than last year. This however is only growth of 1.8% when the population in the age range most likely to use care homes has gone up by 6%. We will keep focusing on this next year.
- 1.8 We knew we were not good at asking people what they hoped to achieve when going through a safeguarding enquiry or making sure they achieved these outcomes. We started the year only asking 57% what they wanted and only achieving these outcomes 39% of the time. This meant we ranked 21 out of 23 in the Northwest. Following the adoption of this as one of our obsessions we now ask 87% and achieve these outcomes 43% increasing our rank to 14 out of 23. Great progress but still more to do
- 1.9 We have been passionate this year about ensuring our users get quality care and support and experience a quality service from adult social care. We have seen big changes in these areas which can be seen later in this report. The annual adult social care users survey results from Bury shows our users reporting higher quality of life scores, greater control, better overall satisfaction and big jump in how safe the people who draw on our care and support feel. The details on these survey results can be found in 4.9 below.
- 1.10 We have also been supporting our care providers to achieve great quality ratings and 83.6% of our care home beds are rated Good or better, this is the highest in 3 years and remains well above the England average.
- 1.11 We wanted to make sure that more of our adults with disabilities were in paid employment and we've done a lot towards this by collaborating with a greater Manchester scheme who achieved the most job offers of all GM Localities and supporting our own internal service, BEST, having its best year ever with helping 20 people find work. So we are not sure why this measure is not moving yet. It may be our counting or it may be that even more effort is needed so we'll keep obsessing about this one next year.
- 1.12 We have seen great progress in reducing the number of people waiting to see a social worker with numbers waiting dropping from 270 at this time last year to 93 now. More work is needed to reduce this further and a government grant is being used to invest in some extra social workers to achieve this.
- 1.13 Finally following investment utilising government funding, we are seeing the number of people waiting for a review start to reduce which is great progress but accept more progress is needed here. It might have to be one of our obsessions for the year ahead.

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. The need for a new strategic priority to 'connect unpaid carers to quality support services' has been identified alongside the preparation of a new carers strategy in 2024/25 and progress will be included in future quarterly reports.
- 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 4 highlights include:

2.4.1 Priority – Modernising Learning Disabilities

- The Bury Supported Employment Service has supported 20 people with learning disabilities into jobs in 2023/24. Its best ever year
- The GM Supported Employment scheme received 31 referrals, with 12 Bury people getting jobs since the scheme started.
- The GM Individual Placement Scheme has now started, supporting people with Learning Disabilities and Autism to be referred into the scheme.
- Our Shared Lives scheme ("fostering for adults", delivered by Persona) has been very successful in 23/24, with 27 placements, its best ever year; and resulting in equivalent cost savings of £80,000.
- The 'Towards Independence' project, continues to receive extremely positive feedback from Bury residents, families and professionals across the system as we work with people with learning disabilities to maximise their independence, choice and control. This '**strengths-based**' approach, which aligns perfectly with Bury's "LET's Do It" values, is being embedded into ways of working in 24/25, with over 40 staff, system-wide being trained.

- We have worked hard to create homes to bring back people to live **locally** and Bury now has the 2nd lowest figure of people with learning disabilities living outside the borough in Greater Manchester and 4th lowest in the Northwest which is a huge improvement on our position 2 years ago. In addition, 17 **local** jobs have been created by working with Greater Manchester partners on opening supported accommodation for people with complex learning disabilities or mental health issues.
- Final figures for 23/24 for the number of people with learning disabilities (14 years +) receiving annual health checks will not be available until mid-May/early June, but latest performance via GM systems shows 82.5% activity levels against a national target of 75%, which is very very encouraging.
- 2.4.2 Priority – Delivering Excellence in Social Work
- Social Work Workforce and Quality Boards have been established and are now running monthly.
- A comprehensive learning needs analysis has been completed, led by Organisational Development, Corporate Core.
- Mandatory autism and learning disabilities e-learning has been rolled to Adult Social Care staff.
- Managers are undertaking case file audits which enables us to evidence if our Social Work practice during the person's journey from assessment to closure is of a good enough standard, and what improvements we need to make to support them.
- In the next quarter we will be introducing a series of questions to the audits managers undertake that will add a much-needed layer to the audit findings where managers will contact the person receiving services or their carer to obtain direct feedback on their experience of the Social Work journey (intervention).
- The Principal Social Worker has held a workshop to map the “coproduction” work the various services across the council are currently undertaking. The results of this are available and demonstrates many areas are obtaining feedback from people with lived experience of our services for example Killelea Intermediate Care, and Rapid Response, but we still have more to do with those who use our other services

2.4.3 Priority – Superb Intermediate Care

- Creation of stand-alone intermediate tier bed-based and home-based services completed.
- Evaluation underway of residents requiring ongoing care following discharge from IMC service.
- Hospital at Home service embedded under the Rapid Response service, facilitating people remaining in their own homes for hospital level care.
- The IMC tier have supported circa. 6,500 Bury residents (excluding equipment services and CareLink) in the past 12 months.
- Reablement now working with IMC at Home Service to improve better outcomes for Bury Residents.
- Quality assurance daily meetings taking place to improve standards and reduce ongoing support utilising the **strengths**-based model.
- The Bury community IV Therapy team has developed alongside the Rapid Response service maintaining more people at home, and not requiring hospital admission for treatment.

2.4.4 Priority – Making Safeguarding Everybody's Business

- Public-facing e-leaflet to help residents understand the adult safeguarding process in preparation.
- Scoping of safeguarding transformation project commenced.

2.4.5 Priority – A Local and Enterprising Care Market

- Blackburn Street, The Rock and St Mary's housing developments are about to open.
- Carers channel on the Bury Directory reviewed and updated.
- Care at Home review completed and contract to be extended
- Commissioning gap analysis completed, and actions built into new Service Improvement Plan.
- Quality ratings of care home services continue to improve as providers supported to return to Good rating

3.0 Update on CQC Assessment of Local Authorities

3.1 Since the CQC published its finalised assessment guidance for local authorities in December 2023, it has now contacted over 20 councils as it works towards assessments of all 153 councils over two years.

3.2 Local progress in terms of CQC Assessment readiness activity includes:

- Continuing to compile the CQC Information Return.
- Preparation of the self-assessment of Adult Social Care in Bury.
- A 'Getting the Call' plan has been drafted.
- Local key contacts for the CQC for the voluntary sector, carers and advocacy organisations have been confirmed.
- Briefings and support for adult social care staff are being delivered.

4.0 Highlight Report for Quarter 4, 2023/4

Obsessions	Performance Measures	Frequency	Polarity	Sparkline	Latest Data	Direction of Travel	Rank (higher is better)	
							CIPFA (16) 22/23	NW (24) Q3 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		175	✗		21
	Number of individuals (65+) in a Permanent Nursing placements (per 10,000 population)	Q	L		43	✗		8
<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		19.11	✗	8	
	The proportion of people who use services who have control over their daily life	A	H		80%	✓	6	
	Proportion of services users in receipt of long-term community based services	Q	H		71%	✗		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		45%	✓		14
	Proportion of people who use services who feel safe	A	H		64%	✗	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		84%	✓	8	8
	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		66%	✓	11	
	The proportion of people who use services, who reported that they had as much social contact as they would like	A	H		46%	✓	11	

Annual Measures: Survey measures updated Q4 23/24, other ASCOF Q4 22/23
Quarterly Measures: updated Q4 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 people are able to be supported at home.

Improving personalisation, diverting people from unnecessary 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 variation over the year, but we have ended up at the end of the year with 1.8% more people being supported to live in a care home. Whilst this is disappointing as the real number has not dropped it needs to be seen in the context of a rise in the population of the age group most likely to go into a care home of 6%

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 peoples' 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.

The national adult social care survey was published in Q4 and the results are found at the end of this report where we have improved in every single question response.

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 bench marking, and share best practice and learning.

This indicator has improved again and now sits at 89% of people compared to 85% the previous quarter and 57% the quarter before. It demonstrates our safeguarding team are really obsessing about this and make sure we are definitely making safeguarding personal.

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 84% of the people who use our intermediate care services receiving no ongoing long-term care which is an improvement on the 82% last quarter. which means we are currently ranked 8 out of 23 in the North West. The numbers using intermediate care services are shown later in the report and it's been a really busy quarter.

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

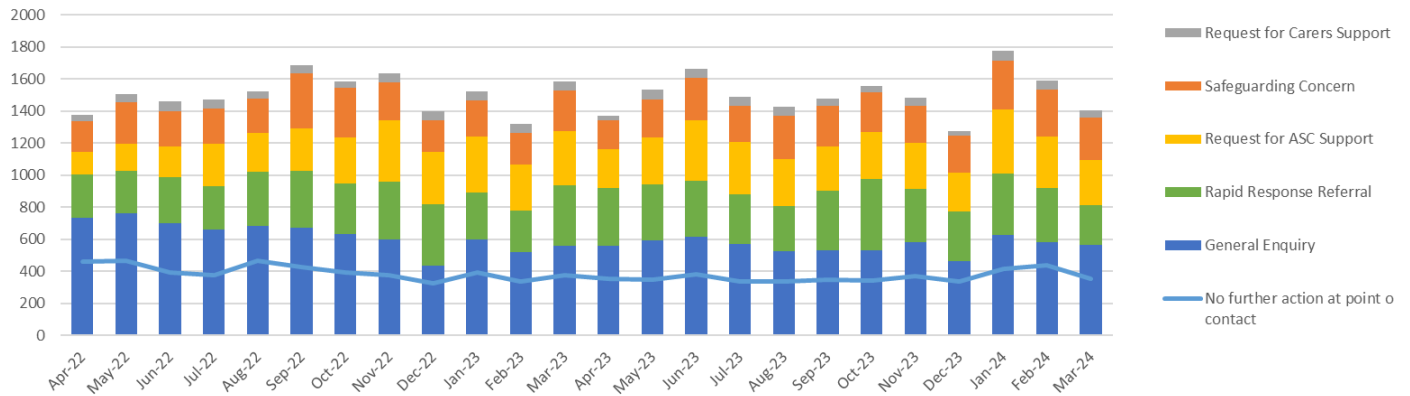
These 2 simple outcomes demonstrate if the borough is being successful in improving the inclusion of our resident adults living with learning disabilities. A key priority of our plan is to modernise our services and improve outcomes of those living with learning disabilities and the priorities chosen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

This data is available quarterly and we currently score 2.4% which is unchanged from last quarter. No change here is disappointing as improving this is one of our obsessions. We are going to be checking our data as this month our employment support service helped 4 people with learning disabilities get jobs which has been its best month ever. See further updates above on our ambition to modernise learning disability services for more detail on all the work taking place here.

4.1 Contacts

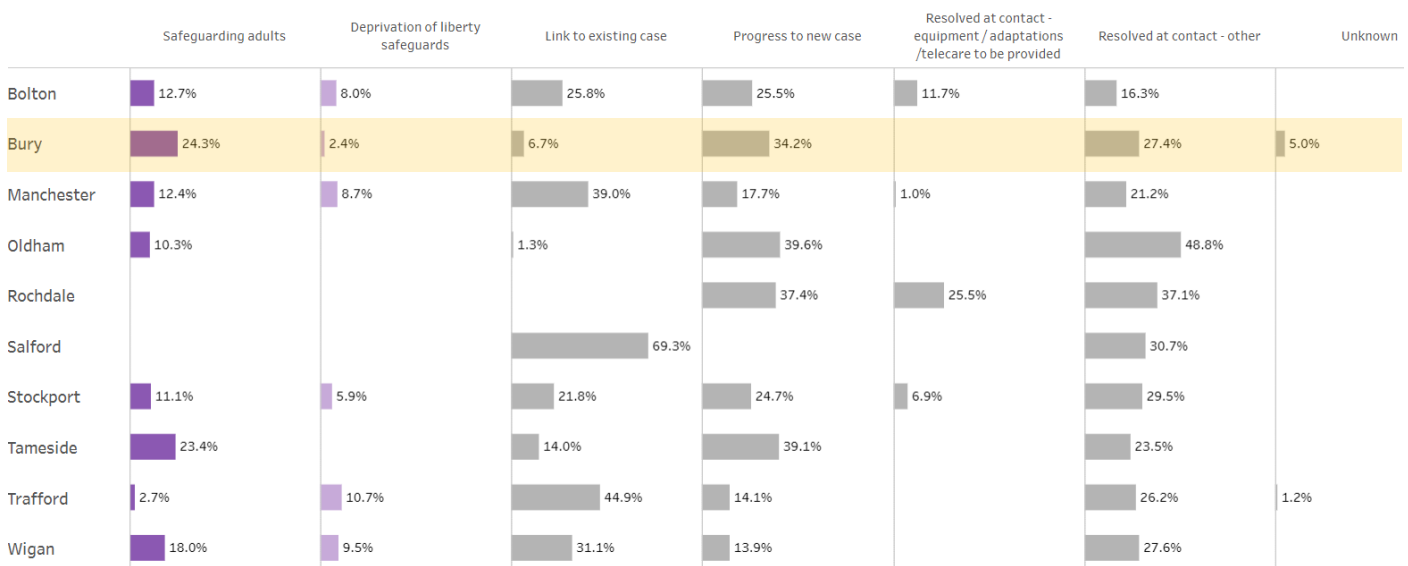
The primary means of public contact to request support, information and advice is through our care, connect and direct office (CAD). A higher proportion of contacts resolved by CAD means that people's enquiries are being dealt with straightaway and not passed on to other teams.

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



How does Bury Compare?

Contacts by Outcome | February 2024



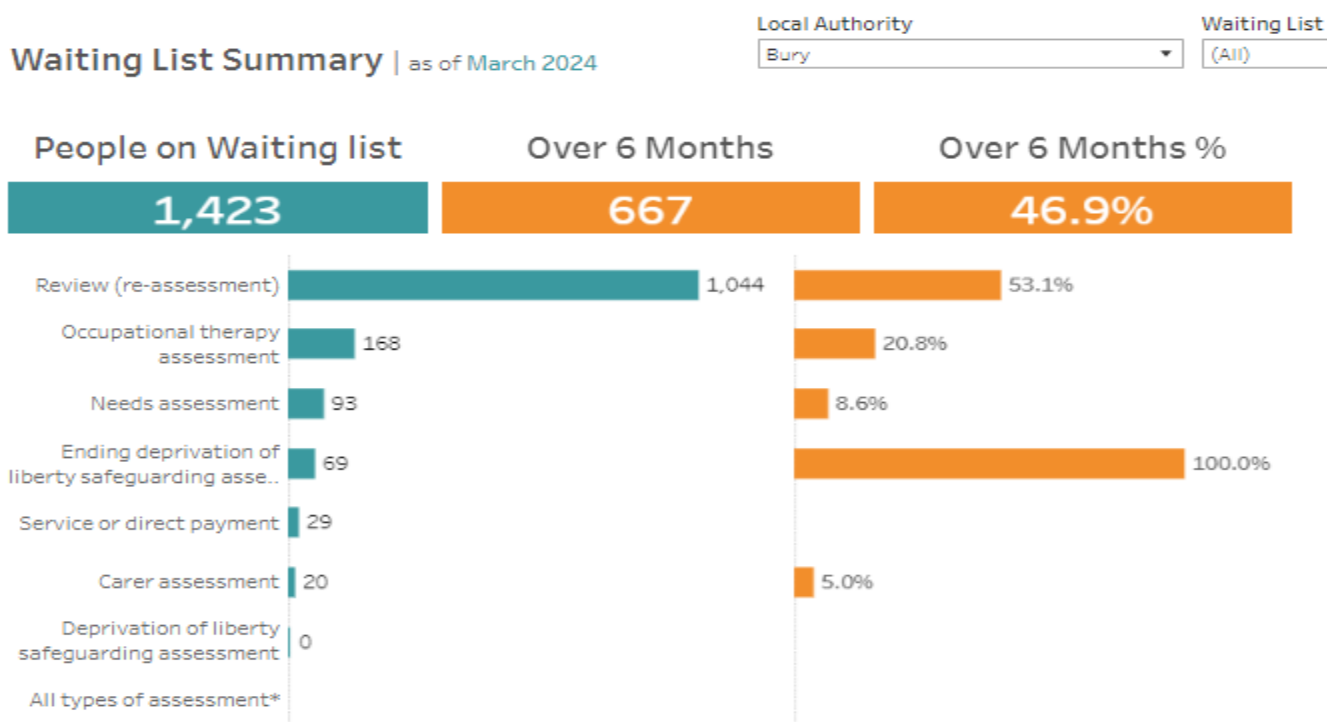
Contacts – commentary

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.

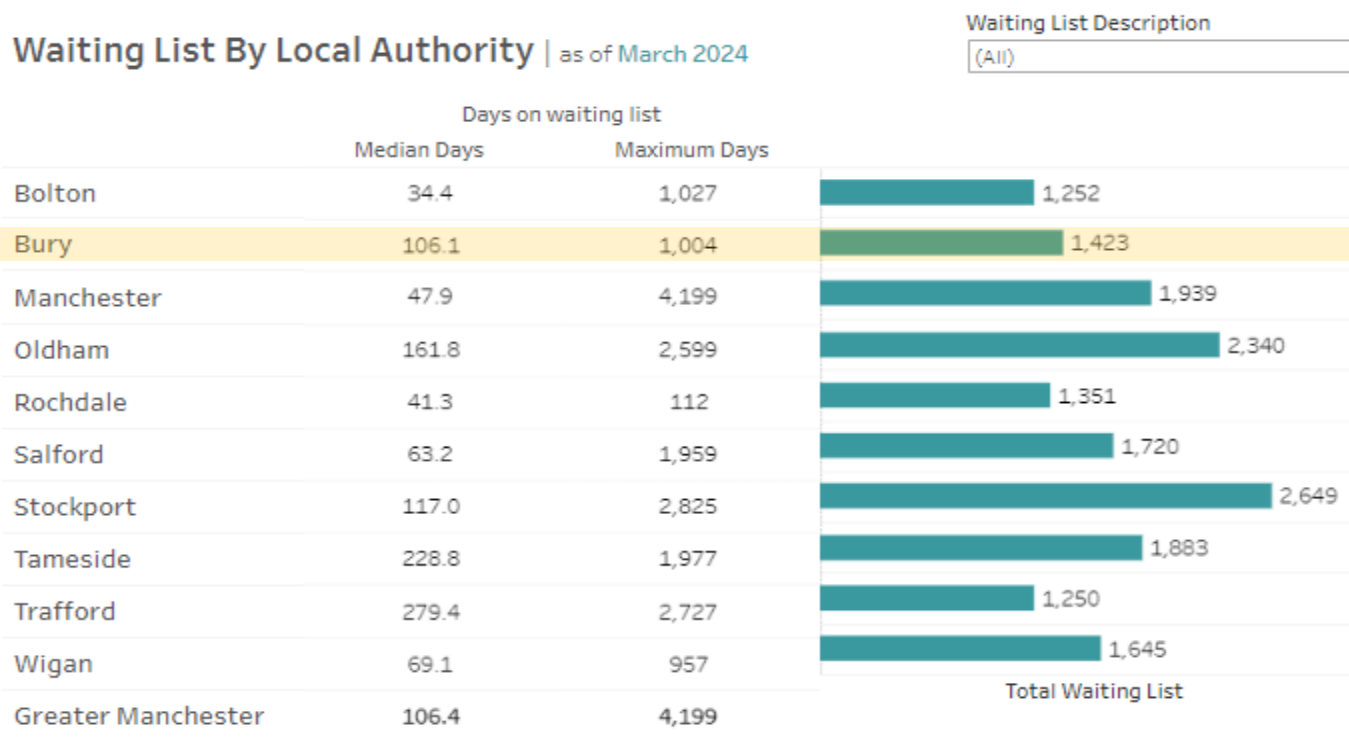
After a larger than normal drop in December January more than made up for it with our busiest month ever. We are pleased to report that March has returned to normal, but this was helped by an early Easter, and services being closed for the easter weekend. Enquiries resolved at first contact remains strong but did drop in February as enquiries that progressed to a new case increased considerably this month.

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.



How does Bury Compare?



A closer look at waiting for a needs assessment

There are currently 93 people waiting for assessment by a social worker

How does Bury Compare?

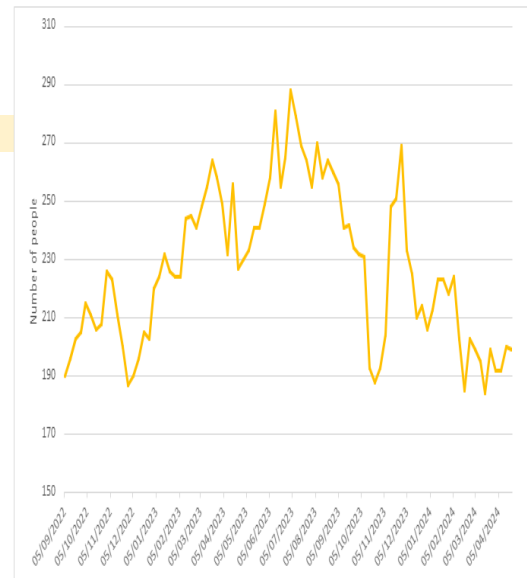
Waiting List By Local Authority | as of March 2024

Waiting List Description

Needs assessment

	Days on waiting list		Total Waiting List
	Median Days	Maximum Days	
Bolton	17.0	291	80.0
Bury	57.0	424	93.0
Manchester	13.0	2,203	141.0
Oldham	67.0	878	129.0
Rochdale			
Salford	29.0	269	148.0
Stockport	32.0	280	219.0
Tameside	115.6	860	195.0
Trafford	68.0	587	264.0
Wigan	75.0	331	54.0
Greater Manchester	52.7	2,203	

No. of Cases Waiting for Allocation (needs Assessment)



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.

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.

At the end of the last quarter of 23/24 there has been continued reduction in the numbers of individuals awaiting allocation from earlier in the year. Of note is the reduction in numbers of people awaiting Care Act assessment, this has seen positive impact particularly due work within neighbourhood teams who have managed to reduce the volume through targeted initiatives and caseload monitoring to their lowest awaiting allocation figures. Work continues across social work teams under the governance of the Performance and Quality Board to focus on improving case waiting times to allocation, new mechanisms have been identified through cleansing of data, regular staff supervisions and better data reporting to assist in these endeavours. There are also improved processes for regular review of cases awaiting allocation to support risk mitigation. At the close of 23/24 current awaiting allocation of needs assessment figures sit at 93 from 205 at the same time last year with Bury performing as one of the top 3 Local Authorities in relation to this indicator. Further focus will be given to average times to allocation in the first quarter of 2024.

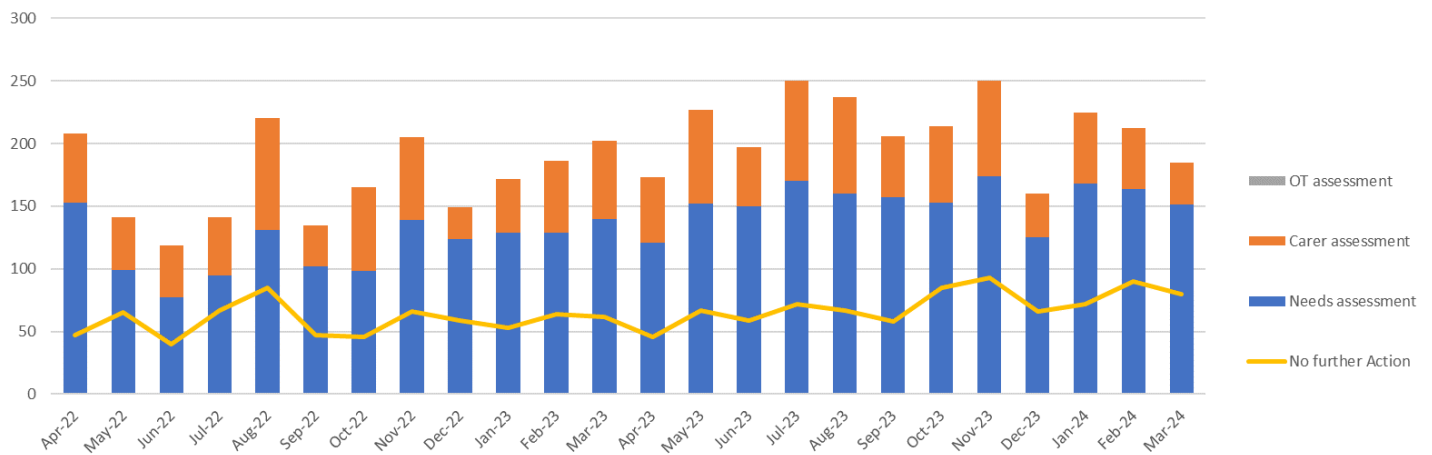
There has also been continued reduction in the numbers of people awaiting reviews with a drop of 229 cases overdue review in this quarter. Following focussed actions identified through governance and assurance boards this remains a priority into 24/25 with targets set for further improvement across Adult Social Care as whole. Following investment in additional posts to expand the Reviewing Team, as a direct response to our current position relating to overdue reviews, it is hoped that an improved position will be noted as we move into 24/25.

Further successful recruitment to Occupational Therapy services is expected to show improvement in allocation once the new post holder takes office in Quarter 1 24/25. It is positive to note that Bury remains the only Adult Social Care department with no waiting list for deprivation of liberty safeguards. Across the service through deep dives in Senior Leadership Team meetings and across internal governance a more robust, data led and evidence-based approach to the management of waiting lists has been adopted in year and will continue across the next financial year.

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: Mar 24

Assessments - commentary

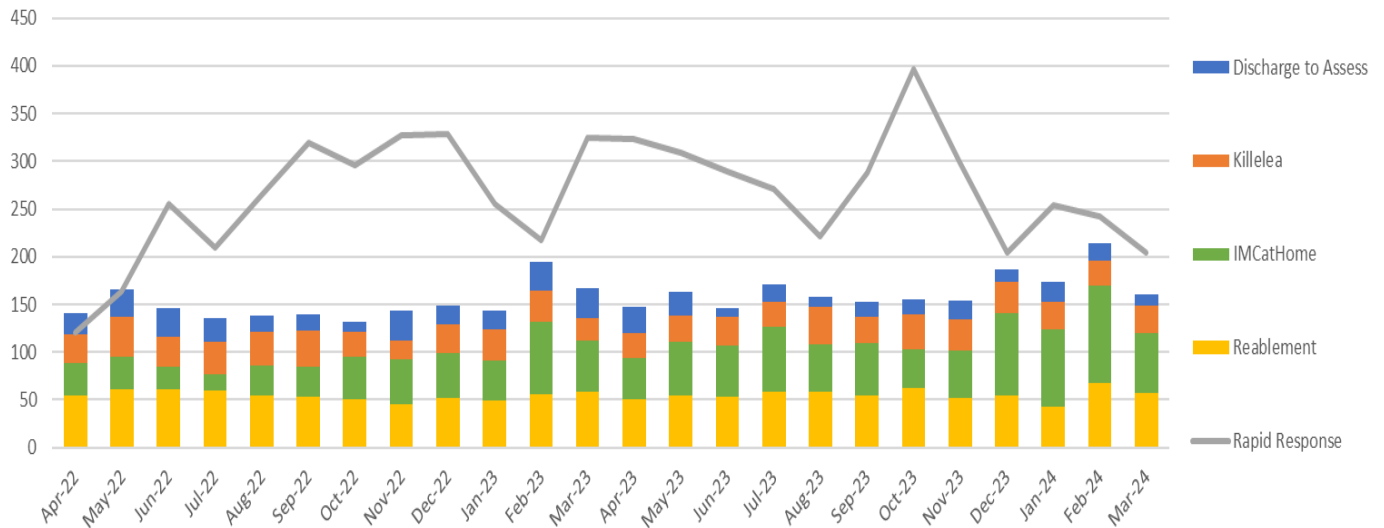
This shows the number of assessments and the type of assessment we complete each month.

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. Q4 demonstrates this level of demand holding steady. Despite this extra demand, the time taken to complete an assessment is improving compared to the GM average.

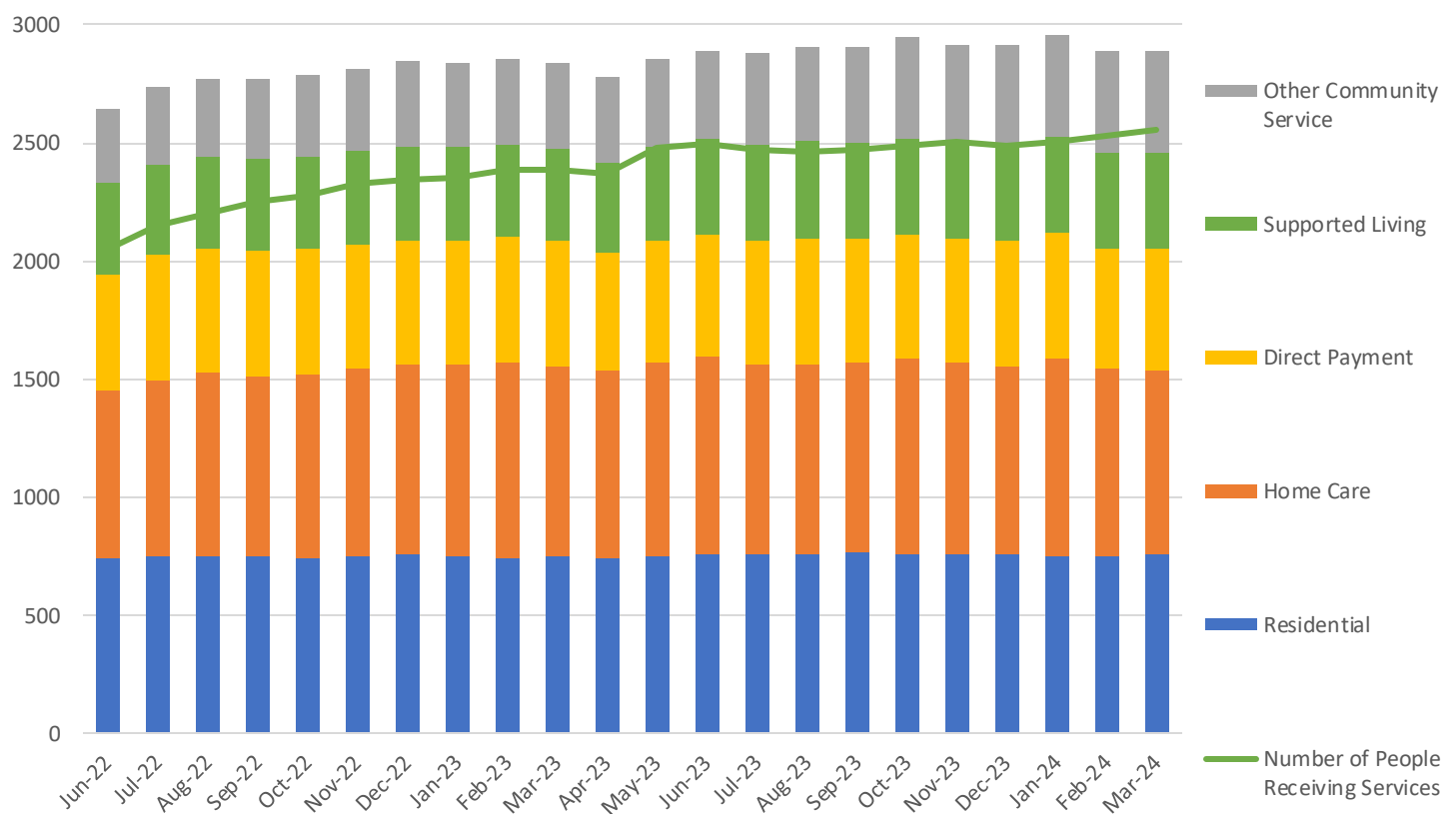
4.4 Services

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 1st of each month.



How does Bury Compare?

People receiving services per 100,000 population
February 2024 - Long term residential care



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. February was the busiest ever month for these services and shows heightened demand in winter and additional support provided to the hospitals to facilitate timely discharge.

The second chart shows the number we support with long term care services which has grown by nearly 400 or 18% in one year mostly driven by people accessing home care.

In the last 2 months of quarter 4 we saw some of this ever-increasing demand drop off as the number of people using home care fell by 50 people from its peak. Much of this reduction is due to work taking place in our hospital system to maintain patients' abilities whilst admitted and reduce their need for care and support on discharge plus 2 very busy months for our reablement services that saw more people able to benefit from their support and proved itself extremely effective in preventing and reducing the need for care and support.

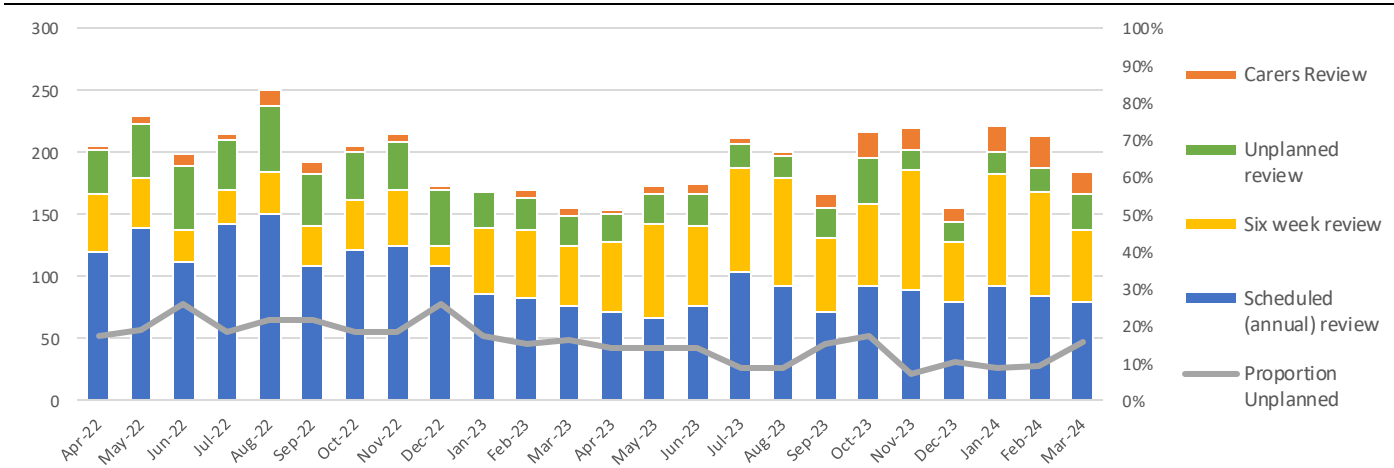
The number of people living in care homes saw a very small increase to 760 and despite increases in opportunities to access rehabilitation continues to grow slowly rise from 746 at the same time a year ago. Whilst disappointing that despite reducing admissions to care homes being an obsession of ours the rate of growth was 1.8% when the growth in that age range in the population is running at 6%

Bury continues to support its population to a very similar level as the other areas of Greater Manchester.

4.5 Reviews

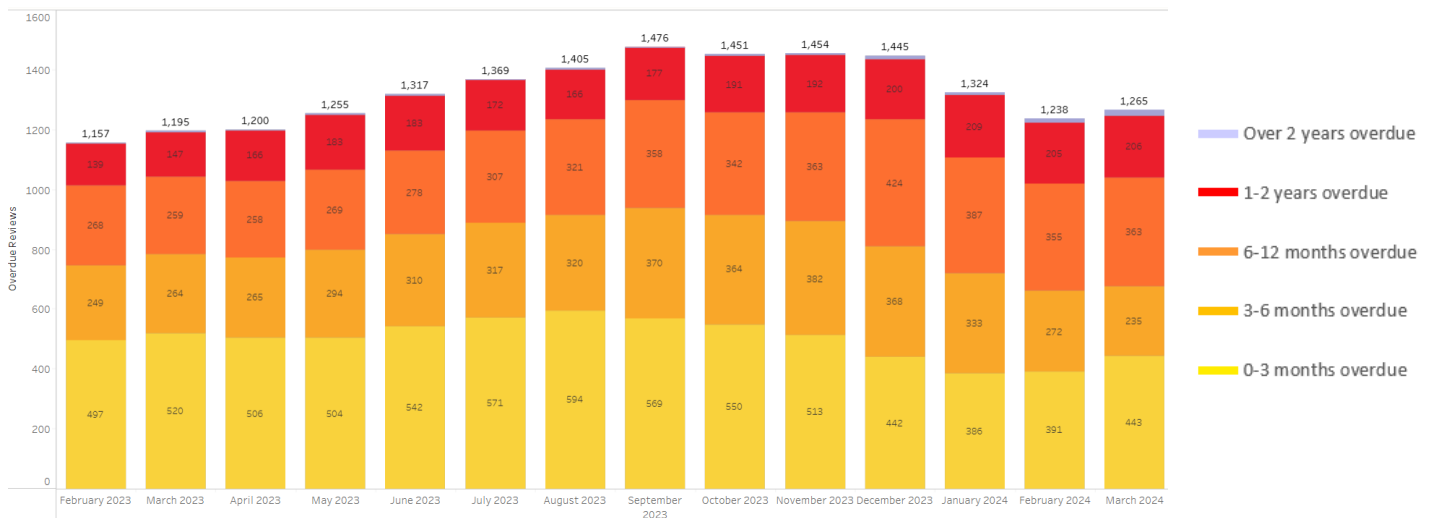
Adult Social Care reviews are a re-assessment of a person’s support needs to make sure that they are getting the right support to meet their needs. Needs may change and new services and technology may give someone more independence and improve their wellbeing. A lower proportion of unplanned reviews 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%	55.3%	22 nd
% of service users with a review 2 years overdue	6.2%	11.5%	6 th

Last Updated: Q3 2023/24

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.

The first two months of 2024 saw 2 successive reductions in the number of overdue reviews; however, this figure of total overdue reviews did increase slightly for March 2024. A reason for the increase is due to natural peaks and troughs within the adult social care system as a large number of recently overdue reviews are reflected in the graph for the reviews 0-3 months overdue. Another reason is due to the impact of winter pressures on the social care system, particularly the adult social care reviewing team. With the acute and intermediate tier services being under increased winter pressures and discharging more patients with care services, which in turn, creates more initial reviews for the reviewing team and impacts on planned annual review activity.

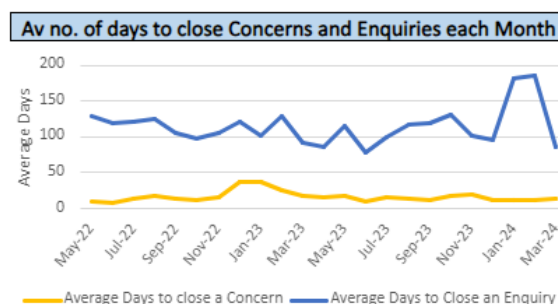
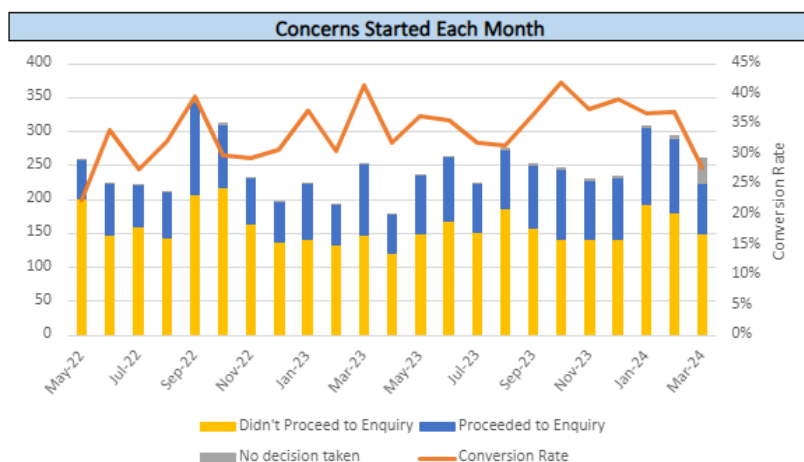
Moving forwards, the planned expansion of the adult social care reviewing team is nearing completion. At time of writing, all but one of the practitioner posts have been successfully recruited to and the induction is underway for those who have recently joined the team as part of this expansion using the Market Sustainability and Improvement Fund grant. An Assistant Team Manager will also join the team in May 2024 which will also improve team performance, so it is expected that overall number of overdue reviews will continue to decrease in coming months.

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	176	86	452
Hospital Social Work Team			
Learning Disability Team	3	169	399
OPMHT	2	29	46
Community Mental Health Team			
Strategic Adults Safeguarding Team	16	109	561
Discharge To Assess Heathlands			
Operation Crawton	19	477	651
Total	216	123	651



Active DoLS Requests			
	Urgent	Standard	Total
Waiting for Assessment	1	82	83
Processing	6	13	19
Total	7	95	102

How does Bury Compare? – Still to update

Metric	Bury	Rank in Northwest (out of 22)
Conversion Rate	36%	11 th
Making Safeguarding Personal – Asked	69%	10 th
Making Safeguarding Personal - Outcomes	45%	14 th

Last Updated: Q3 2023/24

Safeguarding - commentary

The data above shows some important trends and an improving picture for Adults Safeguarding in Bury when discussing people's outcomes which is one of our making safeguarding personal obsessions. Progress in reducing the length of time to complete and enquiry fell back to due to high levels of demand in January and February as resources were diverted to address this new demand rather than closing cases.

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 as we have now received all S.42 enquiries back from the neighbouring authorities and just need to get them closed as an administration task.

Deprivation of Liberty Safeguards (DoLS) continues to perform well with no concerns from a supervisory body perspective.

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
Q4	18	1	5	6	7	5

- 3 Complaints awaiting consent to progress
- 3 Complaints ongoing

Compliments

Period 2023/24	Source		
	Person receiving or had received services	Relative of person receiving or had received services	Other (incl. various survey responses)
Q4	11	20	186

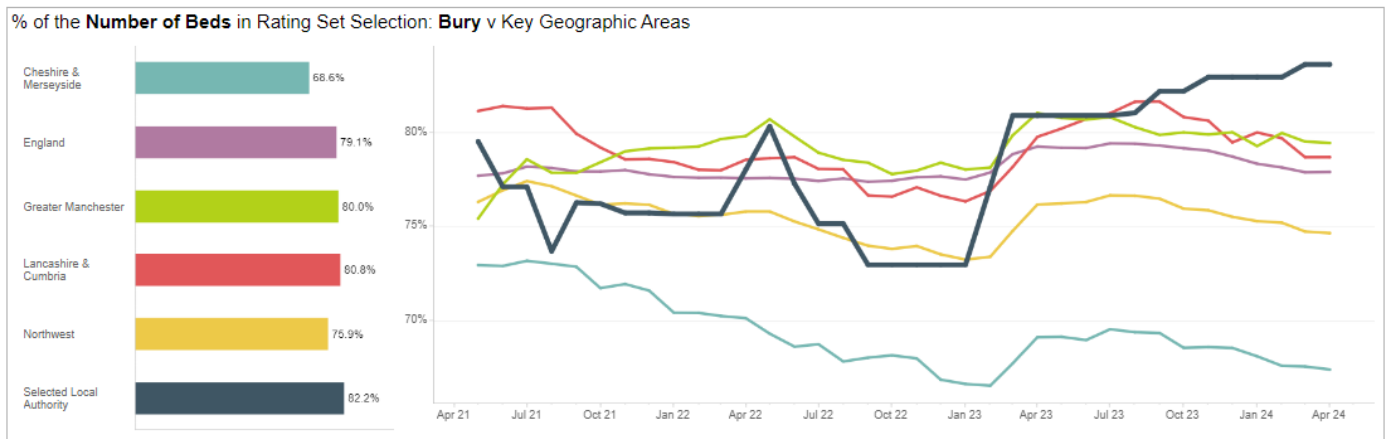
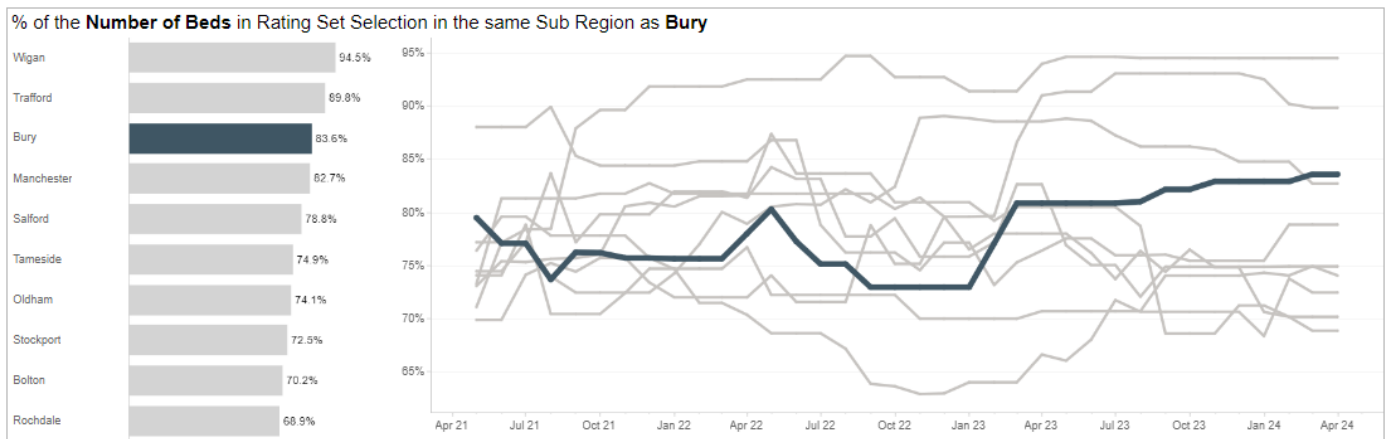
Complaints and Compliments - Commentary

Complaints remain steady and well below last year's levels which indicates learning is being implemented and improvement in services and the previous reason for higher-than-normal levels last year are no longer present.

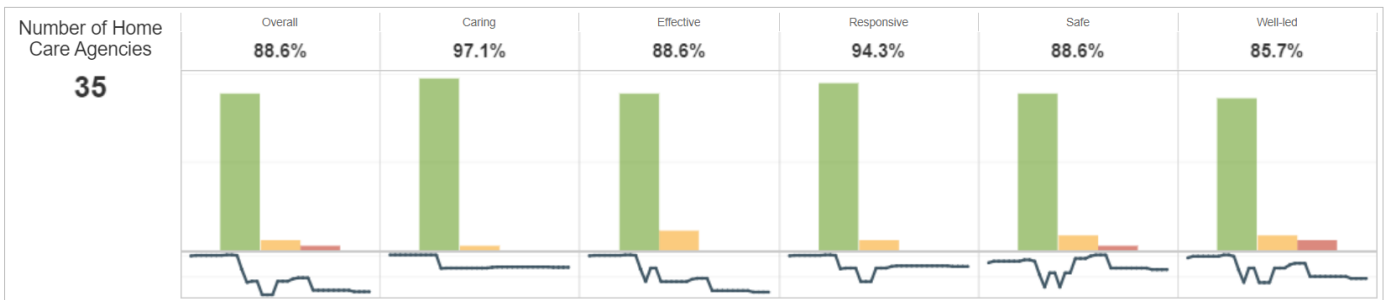
Compliments continues to be high especially for where we provide services directly such as our equipment services and our intermediate care services.

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 2023/24

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.

The overall quality of our care homes continues to increase with Bury now 3rd amongst its GM Neighbours and performing well above the England average and the average of all Northwest regions.

4.9 Adult Social Care data submitted in Q4

These are the ASCOF measure from the adult social care survey submitted on 3rd March 2024

Performance Measures		Sparkline	22/23	23/24	Direction of Travel
ASCS	(1A) Social care-related quality of life		18.8	19.1	✓
	(1B) The proportion of people who use services who have control over their daily life		78.7%	79.6%	✓
	(111) The proportion of people who use services who reported that they had as much social contact as they would like		39.7%	46.2%	✓
	(1J) Adjusted Social care-related quality of life – impact of Adult Social Care services		0.378	0.401	✓
	(3A) Overall satisfaction of people who use service with their care and support		63.2%	63.8%	✓
	(3D1) The proportion of people who use services who find it easy to find information about services		63.6%	65.8%	✓
	(4A) The proportion of people who use services who feel safe		66.4%	72.7%	✓
	(4B) The proportion of people who use services who say that those services have made them feel safe and secure		84.3%	87.2%	✓

Commentary

The adult social care survey completed yearly shows improvement in every question area which is extremely positive. As this survey has only just been published no benchmarking information is available

These are the ASCOF measure from the Carer's Survey submitted on 17th February 2024

Performance Measures		Sparkline	21/22 Data	23/24 Data	Direction of Travel
Carers Survey	(1D) Carer Reported quality of life		6.9	7.3	✓
	(1I2) Proportion of carers who reported that they had as much social contact as they would like		27.9%	26.1%	✗
	(3B) Overall satisfaction of carers with social services		31.6%	33.5%	✓
	(3C) The proportion of carers who report that they have been included or consulted in discussions about the person they care for		63.8%	70.9%	✓
	(3D2) The proportion of carers who find it easy to find information about services		50.7%	60.5%	✓

Commentary

The carers survey is completed every 2 years and has as recently been published. It shows positive improvement in all but one question.

Carers' Survey Negative responses

The carers survey is an in-depth survey that asks for both positive and negative ratings of a number of different aspects of caring. Whereas the overarching performance measures show improvement overall it is always valuable to look at a number of both the negative and positive measures as doing so better informs what actions we need to concentrate on to improve. Red indicates a negative position and green a positive one

Analysis of data from the Carers' Survey, comparing findings from the 23/24 Carers' survey with those from the 21/22 Carers' survey and against the England average for provisional 23/24 data submitted. Questions where data has changed since the last survey or is significantly different from the England average:

1. **Emergency Support Services:** The provision of services allowing carers to stop caring at short notice or in an emergency saw a decrease from **12.3% to 5.4%**, 7.1% lower than the England average.
2. **Personal Assistant Support:** The utilization of personal assistants decreased from **16.3% to 8.4%**, 6.6% lower than the England average.
3. **Home Care/Home Help Services:** The usage of home care or home help services decreased from **26.4% to 20.5%**, 10.1% lower than the England average.
4. **Home Adaptation or Equipment:** Carer access to equipment or home adaptations decreased from **55.5% to 42.3%**, 8.2% lower than the England average.
5. **Personal Safety:** Bury's carers reported feeling safer, with 84.7% feeling no worries about personal safety **increased from 79.3%**, 4.3% higher than the England average.
6. **Financial Difficulty:** 8.8% of Bury's carers report that their caring role has caused them a lot of financial difficulties. A **decrease from 13.2%** in 21/22 and lower than the England average of 10.6%.
7. **Access to Information:** 26.9% of Bury's carers found it fairly or very difficult to access information and advice about support, services, or benefits. **This is a decrease from 31.9%** in 21/22 and slightly lower than the England average of 28.3%.
8. **Employment and Caring:** Carers not being in paid employment due to caring responsibilities has decreased from **21.5% to 13.2%** in 23/24, significantly lower than the England average of 21.7%.

Commentary

This indicates that there is room for improvement in the provision of homecare, equipment and personal assistance to facilitate respite and carers support. These results will be analysed further and strategies to improve included in the refresh of the carers strategy taking place this year.

The survey shows fewer carers experiencing financial difficulty, more are feeling safer and more are able to continue in paid employment all of which are positive for Bury Carers.

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 st 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	