

Report to:	Cabinet	Date: 08 January 2025
Subject:	Adult Social Care Performance Quarter Two Report 2024/25	
Report of	Deputy Leader and Cabinet Member for Health and Wellbeing	

Summary

1. This is the Adult Social Care Department Quarter 2 Report for 2024-25. 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 2 of 2024-25.

Links with the Corporate Priorities:

6. The Adult Social Care is 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:

7. 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:

8. N/A
-

Assessment and Mitigation of Risk:

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

Legal Implications:

9. This report demonstrates the Council's preparation for the new CQC inspection regime, its Care Act 2014 statutory duties and the strategic plan for Adult Social Care. There are no Legal implications, and this report adheres to the law.

Financial Implications:

10. There are no financial implications arising directly from this report.

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 Two, 2024/25

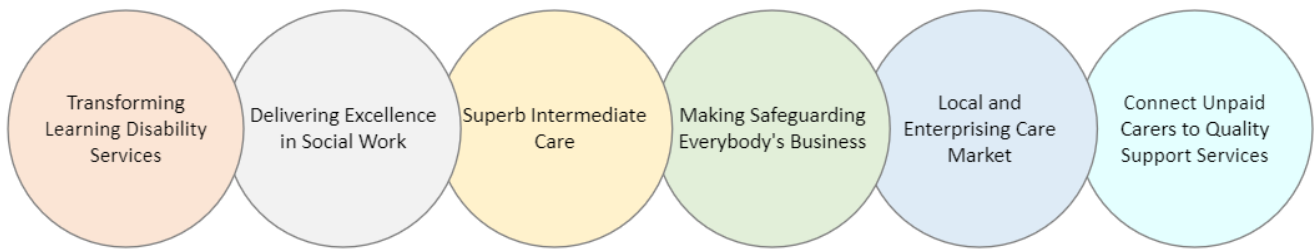
1.0 Executive Summary

- 1.1 This report provides a summary of the performance of the Adult Social Care Department during Quarter 2 of 2024-25. 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 The quarter saw great progress working towards the objectives in the departments business plan with brand new supported accommodation schemes open and great strides towards the delivery of our new co-produced carers, extra care and sensory strategy being made along with further progress in our toward independence transformation programme.
- 1.3 Great progress is also being made in our pursuit of delivering excellent social work service and our most recent recruitment drive is seeing our vacancies fall to its lowest level since the pandemic.
- 1.4 The core business of support vulnerable adults remains very busy with the number of assessments we are completing monthly now averaging 170 per month, compared to 140 month in 2023, this is a rise of nearly 20% and again the number of people receiving support from us grew to just below 3000 with demand for home care increasing after reducing slightly last quarter
- 1.5 Excellent progress is being seen in reducing people waiting for a Care Act assessment with a number of teams now regularly reporting no delays. Outstanding review continue to decrease but more work is needed on reducing the number of people waiting for an assessment by an Occupational Therapy.
- 1.6 In summary the department continues to show improvement in the delivery of its core business and delivery of its business plan despite ever increasing demand.

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 2 highlights include:

Priority 1 – Transforming Learning Disabilities

- Every young person aged 17 with Care Act eligible care and support needs has an allocated Adults social worker to support assessment and planning.
- 35+ staff trained on the 'Progression model' for Learning Disabilities. The new operating model is on track to be delivered by February. Our strengths-based approach, supporting residents to live independently, will be backed by new ways of working across Operations, Commissioning and (pilot) Providers.
- Development of a draft strategy on Autism, with workshops being held system wide.
- Links established between local and national datasets, enabling a more accurate picture of our residents getting into employment and receiving training. 14 people with Learning Disabilities or autism entered employment, enabled by Bury Supported Living Service, who are on track to have their best year ever. Bury Adult Learning Centre are supporting 37 learners with courses which include independent living skills like cooking etc. The Greater Manchester Individual Placement Scheme has now started to collect information for people with Learning Disabilities, at Bury's request, with 13 referrals and 6 residents still in work 4 months after starting.
- Delivery of the St Mary's Place supported living service, with 8 new homes for autistic 18–25-year-olds. Really positive feedback from young people and families.

Priority 2 – Delivering Excellence in Social Work

- A new progression policy has been agreed and shared with the workforce via our policy portal.

- The Quality Assurance Audit process and feedback is on track to complete 100 by end of October 2024.
- Recruitment of Market Sustainability Investment Fund (MSIF) social work staff has been completed. Also, the Sanctuary Recruitment project is supporting reduction in vacant Social Work posts.

Priority 3 – Superb Intermediate Care

- The review of Intermediate Care Services has a delivery plan prepared, and an Improvement Board established. Task and finish groups are continuing with milestones developed from priority plans. This work continues during Q2 to improve services being delivered under the Intermediate Teir.
- The review of Reablement customer demand and capacity has been completed and has been evidenced to require an increase in the workforce. This has evidenced there needs to be an increase in the workforce to compete with demand.
- The Tier is involved with working with the Acute Hospital and system partners to improve flow and quality of care given to Bury Residents throughout the Health and Social Care system.

Priority 4– Making Safeguarding Everybody’s Business

- Following approval of the MARM protocol and multi-agency panel in Q1. Discussion with SAB Independent chair has agreed a report going to November SAB to request MARM process continues pending a 12-month review in 2025. The report is completed and the panel members and professionals that have attended the panel have stated that they find it useful.
- The discovery phase of the safeguarding transformation programme has completed two local stakeholder workshops and several local authority peer conversations. The senior leadership team in adult social care have signed off the discovery phase and the interventions required for the safeguarding transformation programme. We are now working through those interventions and assigning the leads and processes needed to start the transformation work. The head of adult safeguarding and programme manager will report back to senior leadership team in December 2024.
- 10 Previous SAR Action plans completed and signed off by the SAB Scrutiny Panel. All other SAR actions are with Safeguarding Ops Group and will be completed for SAB scrutiny.
- SAB training has started to be rolled out and learning and development practice sessions have started, including a tri borough event on Mental Capacity.

Priority 5– A Local and Enterprising Care Market

- Drafting of the Extra Care Strategy has been co-produced with partners on the Extra Care Steering Group.
- A Project Group established to develop a Prevention and Wellbeing Strategy including planning engagement with residents and stakeholders.
- Care at Home contract has been extended for further year to allow for full tender. Consultation with users and families has begun while wider engagement sessions have been arranged.
- A Dementia Co-production network has been established.
- Drafting the Ageing Well Strategy has been co-produced with partners on the Ageing Well Steering Group and the Bury Older Peoples Co-Production Network.

- A workshop has been conducted with providers to develop plans for a provider workforce support offer. The most appropriate procurement mechanism is now being explored.
- Relevant sections of the department have been asked to develop/refine content for website.
- The Quality Assurance and Improvement Policy has been rolled out with an updated Quality Assurance audit being piloted with care at home.

Priority 6 – Connect Unpaid Carers to Quality Support Services

- The Carers Strategy has been drafted and reviewed by the Adults Commissioning and Improvement Board. The Strategy has underpinned by robust engagement by stakeholders and residents. There has also been a stronger emphasis on the needs of Young Adult Carers (18 to 25 years old) and also how the strategy reflects on the diversity of localities in Bury.
- Planning is underway for an event for carers and stakeholders to share the draft strategy and complete a co-production exercise. The event will also include views on how the department delivers respites for Carers and reviewing personal budgets for Carers.
- A proposal has been submitted and approved by GM to commence procurement of the Accelerated Reform Fund to connect carers to services when they are discharged from hospital. The proposal is a three-way commission between Bury, Oldham and Rochdale Council to identify unpaid carers who are discharged from Hospital. Funding has been approved for a 12-month period, with service commencing from January 2025.

3.0 Update on CQC Assessment of Local Authorities

- 3.1 Since the CQC published its finalized assessment guidance for local authorities in December 2023, it has now published 9 assessment reports with around 50 councils undergoing the assessment process ([Local authority assessment reports - Care Quality Commission](#)) as it works towards assessments of all 153 councils over two years. No local authorities in Greater Manchester had been contacted at the time of writing.
- 3.2 Local progress in terms of CQC Assessment readiness activity includes:
- Continuing to compile the CQC Information Return.
 - Preparation of a draft self-assessment of Adult Social Care in Bury in conjunction with briefings for senior stakeholders across the Bury health and care system.
 - A 'Getting the Call' plan for pre-assessment site visit planning is in place.
 - Local key contacts for the CQC for the site visit have been confirmed.
- 3.3 We are reviewing the published local authority assessment reports that are rated either 'requires improvement' or 'good' to identify any potential gaps in our own planning.

4.0 Highlight Report for Quarter 2, 2024/5

Adult Social Care - Quarterly Highlight Report - Quarter 2

Obsessions	Performance Measures	Frequency	Polarity	Sparkline	Lastest Data	Direction of Travel	Rank		
							CIPFA (16) 22/23	NW (24) Q1 24/25	GM (8) Q1 24/25
<i>Reduce the number of people waiting for a social work needs assessment</i>	Number of people on waiting list for ASC needs assessment	Q	L		81	✓			3
	Median number of days waiting for an ASC needs assessment	Q	L		35	✓			5
<i>Increase the number of people who have their safeguarding outcomes partially or fully met</i>	Proportion of people that were asked about their outcomes	Q	H		88%	✓		6	
	Of those who expressed outcomes the proportion of people who have their safeguarding outcomes fully or partially met	Q	H		88%	✗		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		90%	✓	8	8	
	The proportion of older people (65+) who were still at home 91 days after discharge from hospital	A	H		86%	✗	8		
<i>Increase the number of people with a learning disability who are provided with the opportunity to live more independently</i>	Number of people trained in the progression model	Q	H		38				
	Number of customers who have had an assessment or review using the progression model [TBC]	Q	H						
<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		
<i>Increase the number of people with lived experience who provide feedback</i>	Number of feedback provided [TBC]	Q	H						
<i>Increase the number of unpaid carers identified</i>	Total number of new carers registered with Bury Carers' Hub	Q	H		68	✗			

Annual Measures: ASCOF 23/24

Quarterly Measures: updated Q2 24/25

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. An obsession is a key part of an outcome-based accountability framework where focus on these areas have positive knock-on effects right across our areas of work

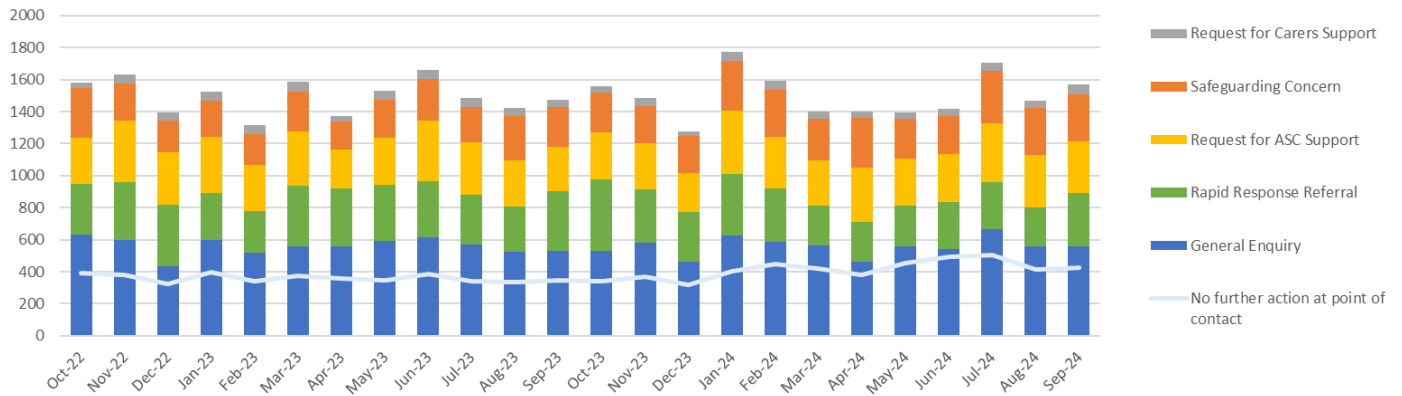
We are proud that we have worked hard on increasing the number of people with lived experience who provide feedback and have now started collecting and collating feedback from people with lived experience. We have attempted to gather feedback from 50 individuals with around 50% or those giving feedback (25%) over the last 2 months. We are targeting to complete 100 pieces of attempted feedback, either via the telephone or face to face by Jan 2025. This feedback is linked to the case file compliance and case audits so we can assure ourselves that our findings in our audits is aligned with how individuals feel about the support and care that they are receiving.

Some of the data and comments that we have received from the feedback can be seen on p21.

4.1 Contacts

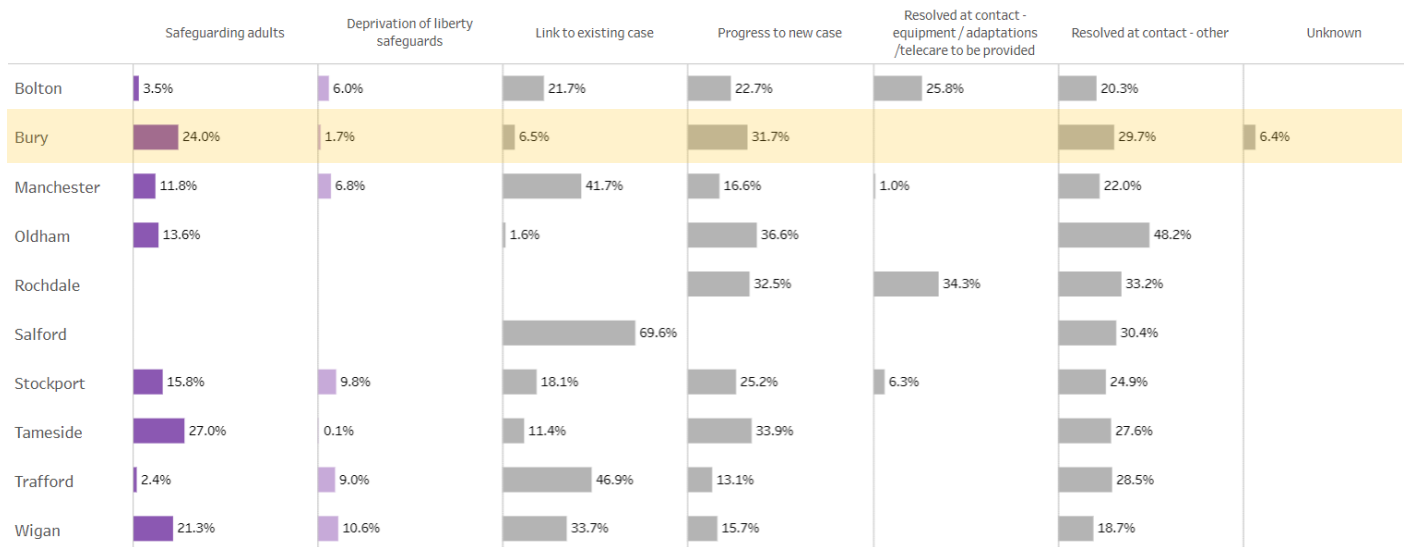
The primary means of public contact to request support, information and advice is through our care, connect and direct office (CAD). A higher proportion of contacts resolved by CAD means that people’s enquiries are being dealt with straightaway and not passed on to other teams.

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



How does Bury Compare?

Contacts by Outcome | August 2024



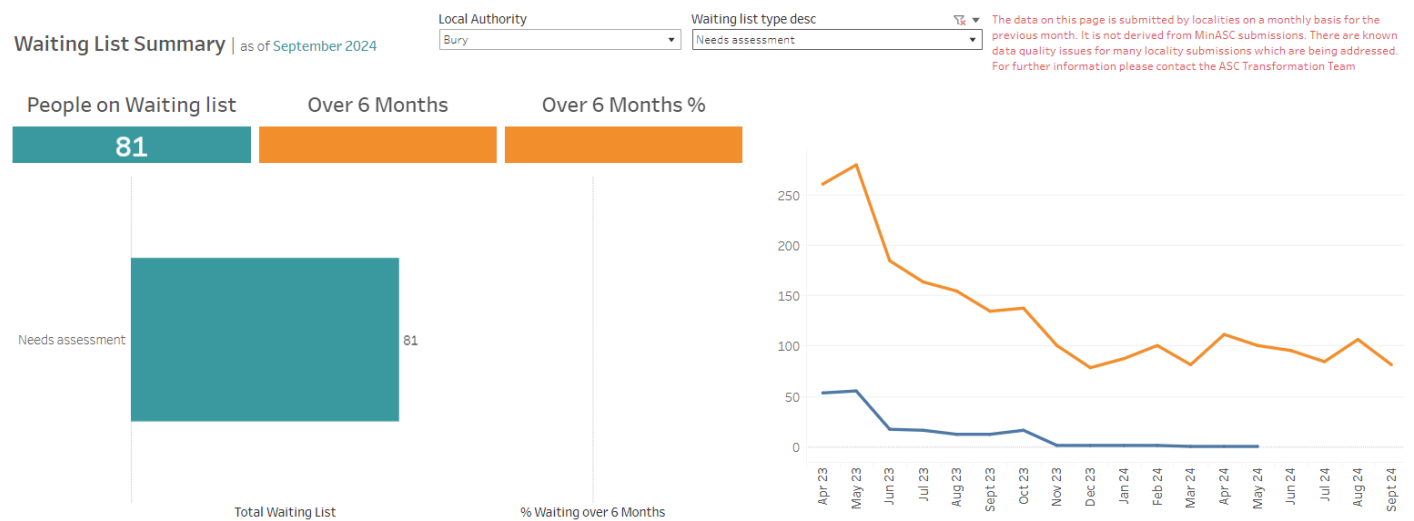
Contacts – Q2 commentary

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.

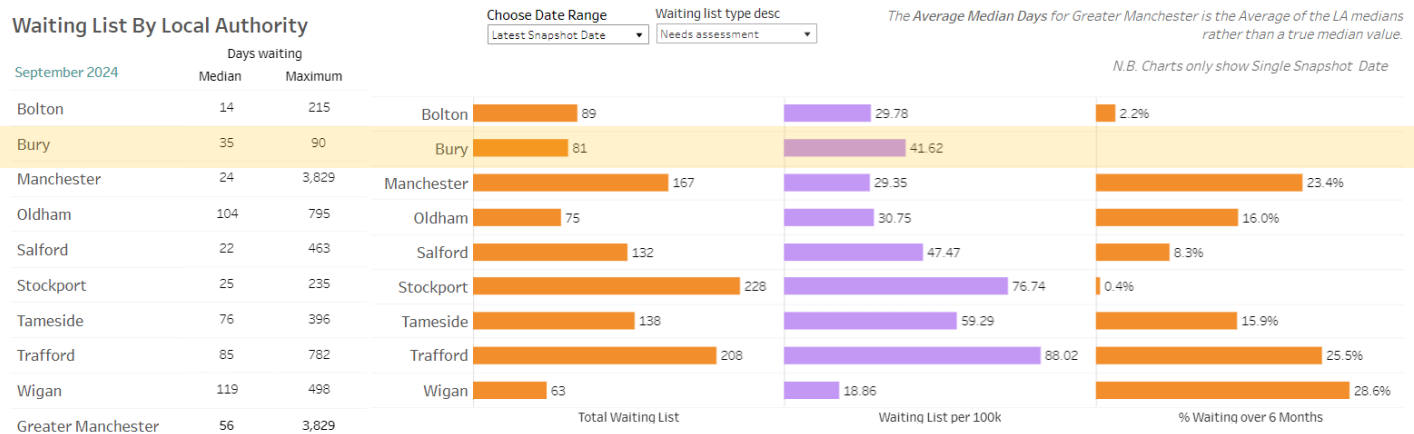
After a quieter Q1, Q2 show volumes returning to busier levels. July, August, and September evidence increased contact for CAD with July showing the highest level since January 2024. September is showing a slow rise leading into the colder season.

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?



Waiting list – Q2 commentary

Significant progress has been made in reducing the number of individuals awaiting a social work needs assessment. Through our targeted initiatives under the oversight of the Performance and Improvement Board, and through the focus applied by frontline staff with oversight and direction of their managers across Adult Social Care we have continued to reduce waiting times to allocation to 81 people which is a reduction of a further 9 individuals from the previous quarter. This now means we rank 3rd in Greater Manchester for our position on cases awaiting allocation and we are the only Greater Manchester authority with no cases waiting longer than 6 months for allocation.

This achievement was facilitated by the strategic investment in expanding our Reviewing Team, which directly addressed the backlog of overdue reviews, the results of which can be seen later in

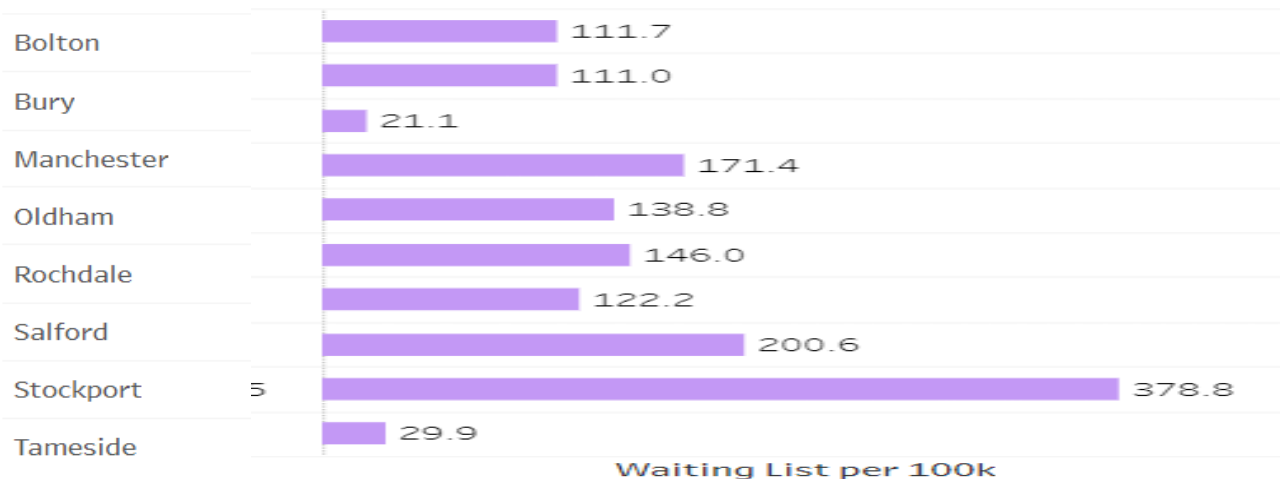
this report. We have continued to expand social work capacity through successful recruitment with currently our lowest vacancy rate for the last 2 years.

As we enter Quarter 3 of 24/25, our mission remains to reduce waiting times. Data-driven strategies guide our governance boards to allocate resources and interventions promptly. We are committed to improving pathways, systems, and timely assessments despite rising service demands. We have set ambitious workforce targets aimed at reducing median and maximum waiting times which are beginning to see good outcomes and improvements. We will review NHS 'Waiting Well' initiatives to see if they can be applied in Adult Social Care. The department remains committed to further reducing the waiting list and will continue to monitor progress closely.

Further attention is required in people waiting for waiting for Occupational Therapy assessments where at the end of September 219 people were waiting. We have invested in 2 additional therapists to combat these waits and hope to see the numbers reduce over quarter 3 and quarter 4.

Whilst too high this continues to be similar to other areas in Greater Manchester.

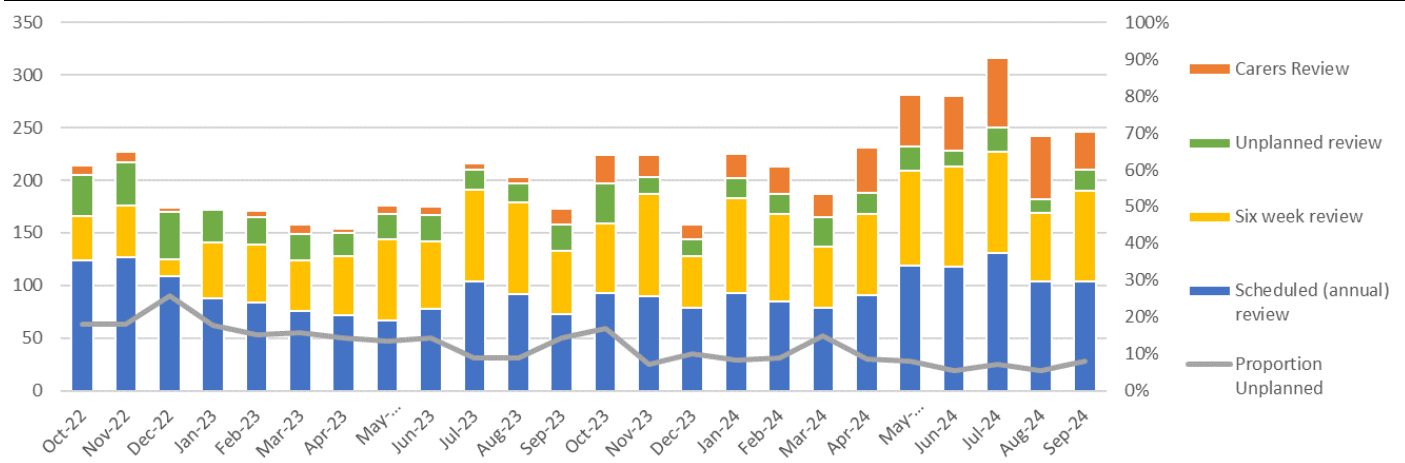
August 2024



4.3 Reviews

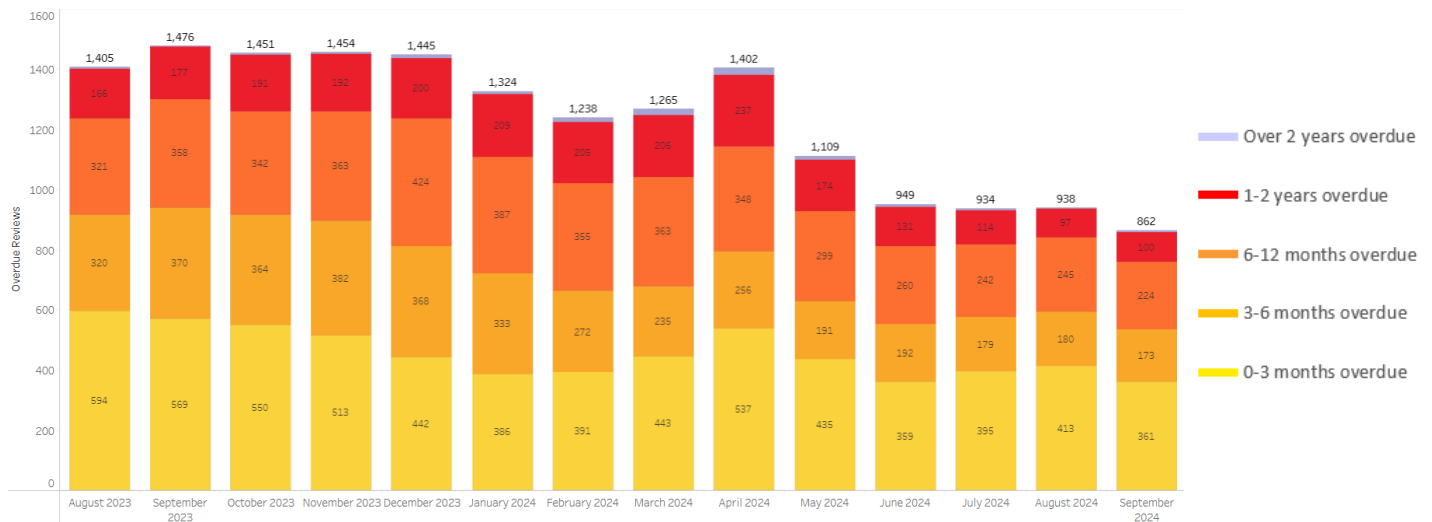
Adult Social Care reviews are a re-assessment of a person’s support needs to make sure that they are getting the right support to meet their needs. Needs may change and new services and technology may give someone more independence and improve their wellbeing. A lower proportion of unplanned reviews 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. It is important to note that it is not just the adult social care reviewing team who undertake reviews, however, the majority of review activity is completed by this team.

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?

This is an annual measure and does not reflect the progress made in the last 6 months.

Metric	Bury	Northwest Average	Rank in Northwest (out of 22)
% of completed annual reviews in a rolling 12-month period	29.8%	57.3%	20 th
% of backlog of reviews overdue	6.4%	10.3%	6 th

Reviews – Q2 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 an initial review in the first 6 to 8 weeks of service commencing.

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 provides an opportunity to reduce care to increase a person's independence. This also releases care back into the market to be used by others.

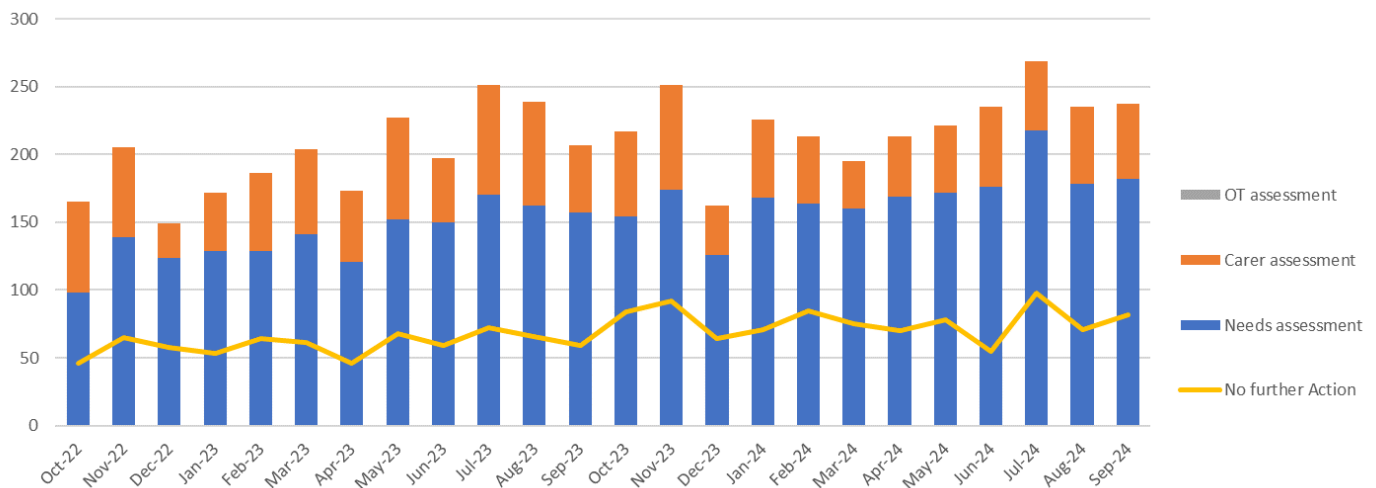
Within Q2 of 2024/25, performance has been steady when compared to the significant progress observed in Q1. Comparing the figures at the start of Q2(July) to the end of Q2 (September), there has been a 9% reduction in the overall number of overdue reviews. This is significant progress when compared to the position 6 months ago and is down to several factors, including: the expanded adult social care reviewing team continuing to be fully staffed, as well as a continued push on data quality across the system and ensuring that reviews are not incorrectly showing as overdue. The graphs also reflect the extra efforts which have been taken to target carers reviews, with the reviewing team now being in a position where all carers' reviews identified as due to become overdue in a particular month are allocated across the team at the beginning of the month, meaning that all unpaid carers are reviewed yearly. Identifying and supporting unpaid carers is a departmental target and we have achieved our target set out in Q1 of being in a position where unpaid carers are now no longer overdue their reviews.

This is a very positive achievement for the department and further demonstrates where adopting an obsession drives positive performance.

4.4 Assessments

Local Authorities have a duty to conduct 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 can focus their time on those people with identified needs.

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



Assessments – Q2 commentary

Despite the reduced number of contacts seen the high demand for assessments continues to be a challenge. To address this, the department has focused on optimising workflows through the implementation of the short-term assessment to enable proportionate assessment in urgent cases and maintained a focus on caseload reviews to ensure workflow. additional resources strategically. Maintaining a sufficient workforce to meet demand remains a priority. The department is exploring further recruitment and training initiatives to ensure a robust and responsive workforce.

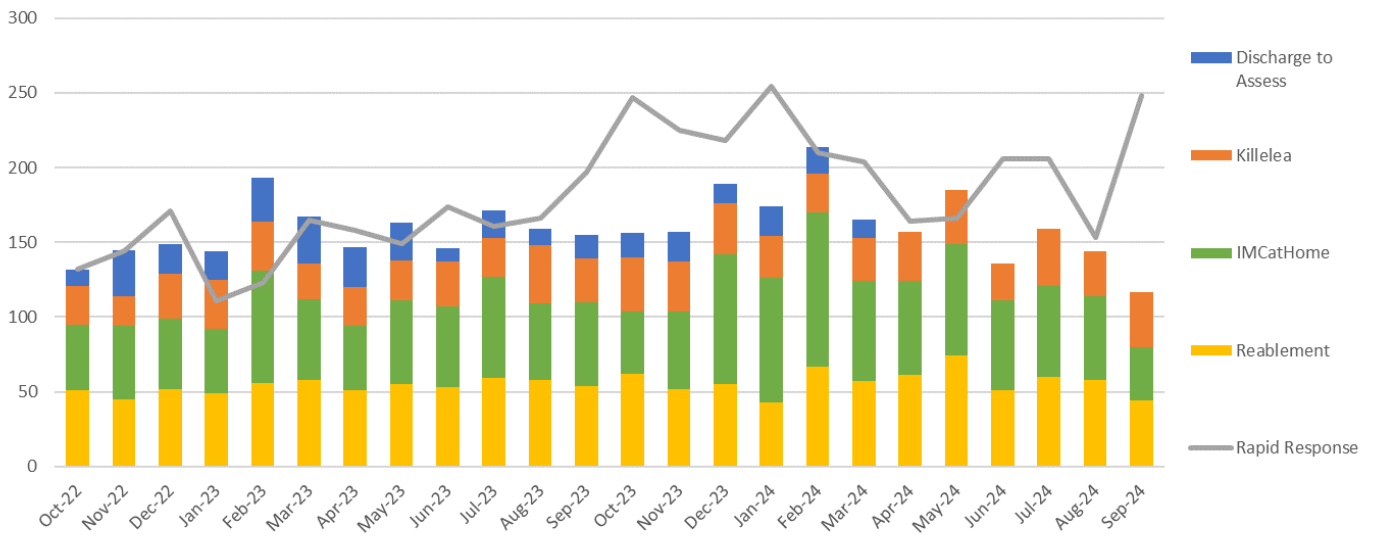
The focus on efficiency and workforce capacity has resulted in a stable assessment completion rate, with the time taken to complete assessments improving compared to the Greater Manchester (GM) average. Moving forward, the department will continue to monitor demand and make necessary adjustments to staffing and processes to ensure that the high standards of service are maintained.

By addressing these areas with targeted strategies and ongoing improvements, Bury Council's Adult Social Care Department aims to enhance service delivery and outcomes for all individuals requiring assessments and support.

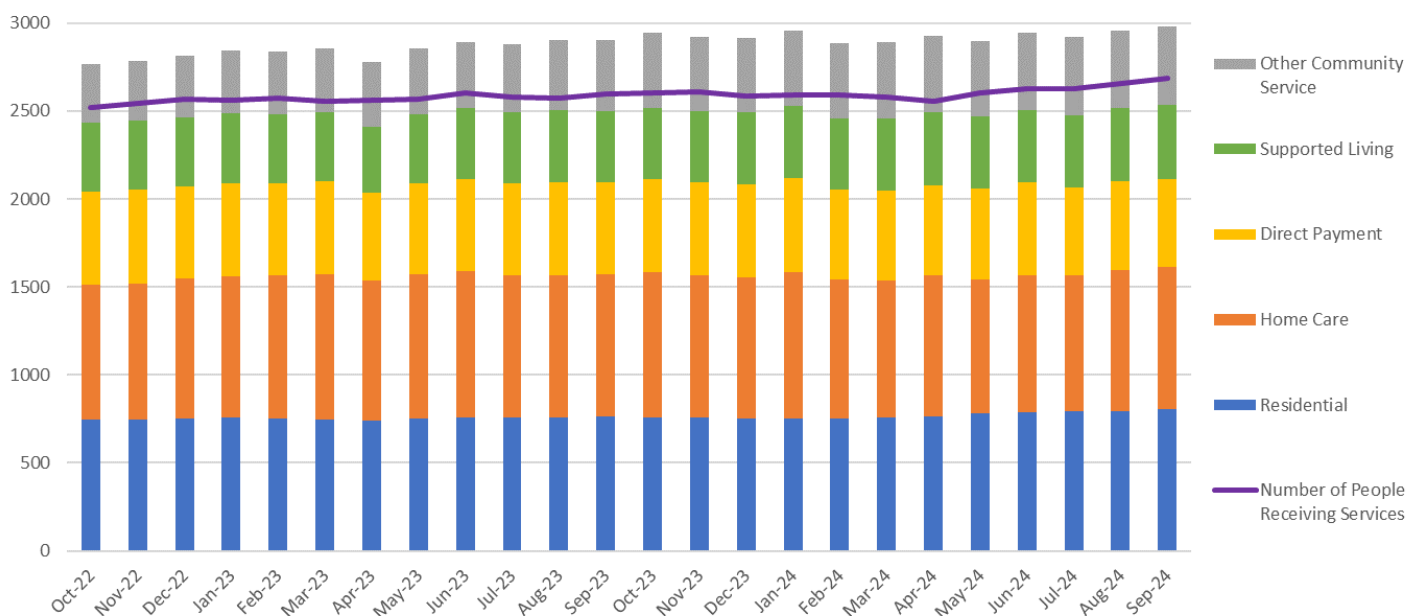
4.5 Services

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.

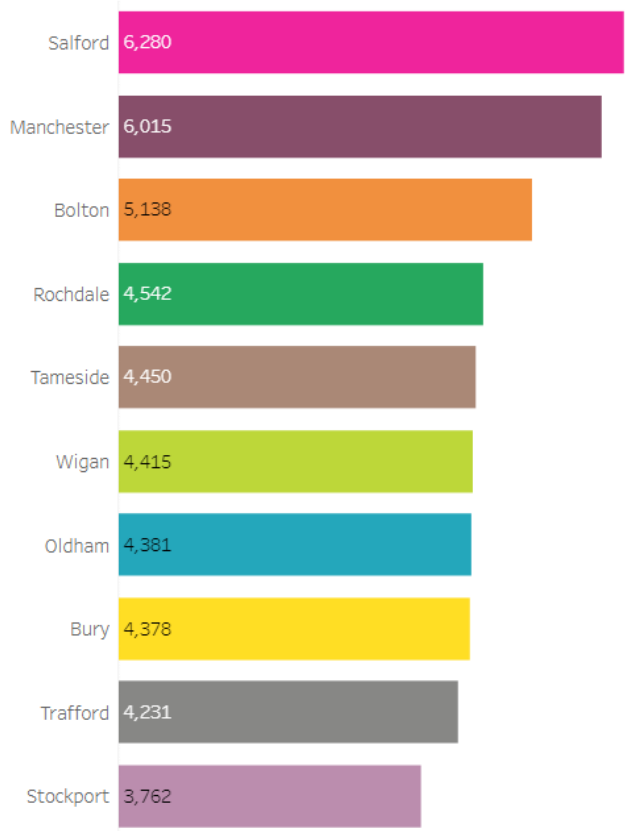


Number of Long-term Adult Social Care services open on the 1st of each month.



How does Bury Compare?

People receiving services per 100,000 population
August 2024 - Direct Payment, Home Care, Long term nursing care and 2 more



Services – Q2 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 ADASS report for Q2 indicates the episodes of reablement and intermediate care intervention (per 10,000 population) is Higher than the Northwest Average.

The whole service returned to a steadier state this quarter, but we did see a drop in demand for our services in the summer months.

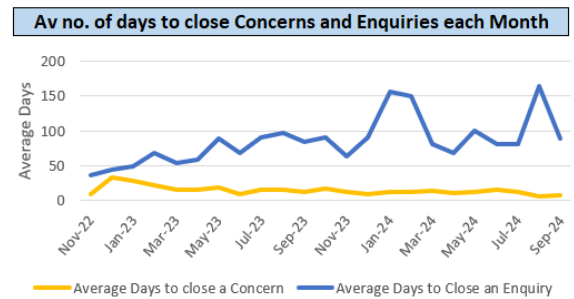
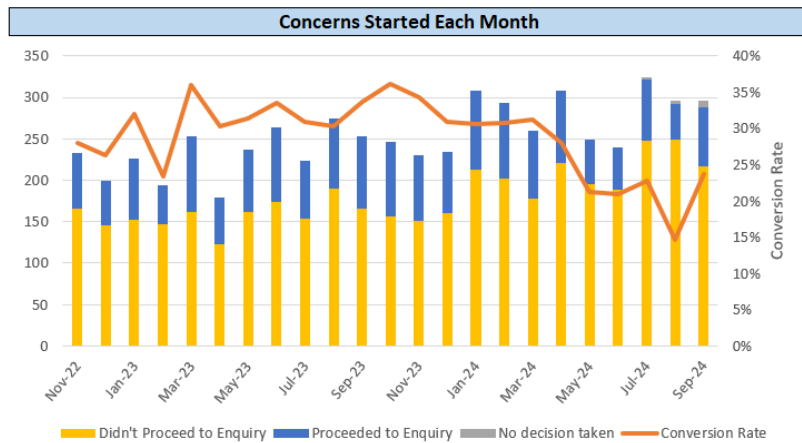
Bury Residents leaving the service - there is still a high proportion not requiring any ongoing services and maintaining their independence.

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.

Increase the number of people who have their safeguarding outcomes met		Sep-24	
Obsession	Percentage of people who were asked what outcome they would like	88%	
	Of the people that expressed outcomes, were the outcomes achieved?	Not Achieved	13%
		Partially Achieved	38%
		Fully Achieved	50%

Open Safeguarding Enquiries			
	Number	Av. Days	Max Days
ACS Safeguarding Team	94	78	448
Hospital Social Work Team	2	105	119
Learning Disability Team	6	27	50
OPMHT	9	80	228
Community Mental Health Team			
Strategic Adults Safeguarding Team	12	124	736
Operation Crawton			
Total	123	83	736



Active DoLS Requests			
	Urgent	Standard	Total
Waiting for Assessment	2	98	100
Processing		6	6
Total	2	104	106

How does Bury Compare?

Metric	Bury	Rank in Northwest (out of 22)
Conversion Rate	16%	5 th
Making Safeguarding Personal – Asked	90%	6 th
Making Safeguarding Personal - Outcomes	94%	10 th

Last Updated: Q2 2024/25

Safeguarding – Q2 commentary

A continuing picture of improvement for Bury Adult Safeguarding. Last quarter we saw a marked increase in asking people their outcomes and either fully or partially achieving those outcomes. This increased at one point to 100% which caused some concern when we reviewed the data at the safeguarding operations group. It is unlikely that we will ever meet everybody's outcomes all the time. However, with some work with our frontline social workers we now see the data back to a good and realistic standard of asking outcomes at 90% and meeting or partially meeting outcomes at 94%.

There are no concerns with our performance measures regionally and we continue to improve and hold a maintained positive position.

The conversion rate as stated in the chart has dropped to 16% which again shows a fall in conversions to S.42 enquiries. We reviewed this change and discovered that some changes needed to be made to the way our social workers were managing the safeguarding on duty (they were starting the enquiry work at the screening stage). Since this review, our conversion rate is back up to 25% which is within what our head of adult safeguarding perceives as normal parameters. This will be shown in the Q3 data.

We have moved up in the last 12 months at a regional level in Making Safeguarding Personal. Now we are in the top 10 local authorities in the Northwest, and there is potential as new data is collected and collated that this will improve further.

S.42 enquiry length times has continued to decrease over the last quarter and is showing a good picture. This is partially due to reviewing how allocations have been taking place and focusing the front-line staff in completion of paperwork where the risk has already been managed. We continue to undertake reflective sessions, the next booked for January which will focus on Mental Capacity Act assessment and link into the safeguarding adults board tri borough event which took place in October 2024. We also continue to promote a shared risk culture within the safeguarding service. This has potentially, and by design, allowed more positive risk management on safeguarding outcomes.

Operation Crawton (Edenfield) is concluding from a safeguarding perspective with all the S.42 enquiries now being closed. Therefore, this will no longer be reported on in the cabinet report going forward. However, for note, the two spikes in increase in S.42 enquiry length are due to the two periods that we received the closure notifications from our regional partners around the Edenfield organisational safeguarding.

Deprivation of Liberty Safeguards (DoLS) continues to perform well with no concerns from a supervisory body perspective. We are starting to set up our training for our first cohort of internal Best Interest Assessors which will support this statutory process.

4.7 Complaints and Compliments

Complaints

Period 2024/25	Number of complaints received	Decision			20 working day timescale	
		Upheld	Partially Upheld	Not Upheld	Within	Outside
Q2	32	3	13	6	19	3

10 complaints remain ongoing

Compliments

Period 2024/25	Number of compliment s received	Source		
		Person receiving or had received services	Relative of person receiving or had received services	Other (incl. various survey responses/thank you cards)
Q2	140	9	22	109

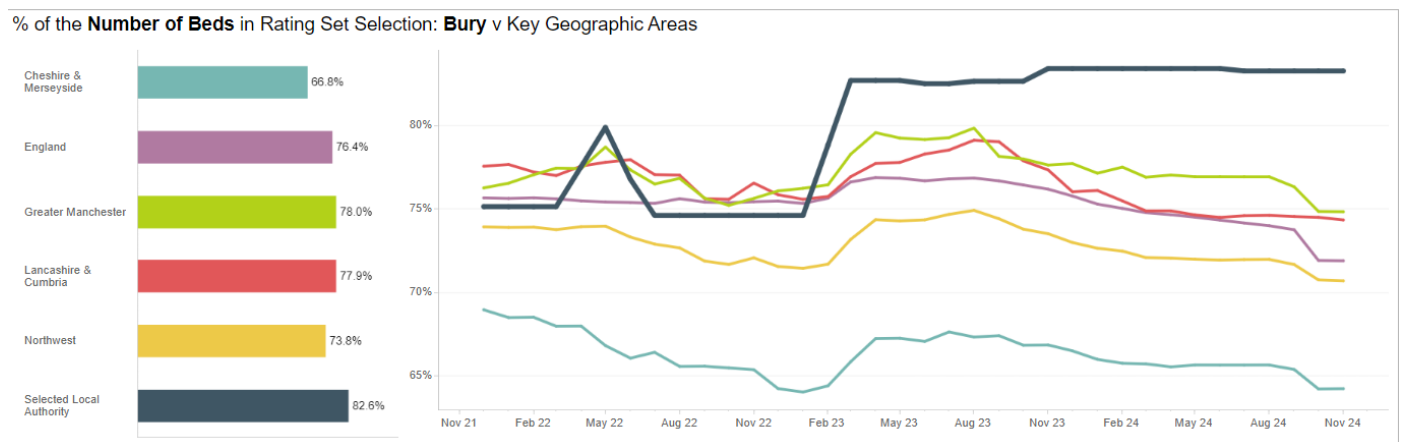
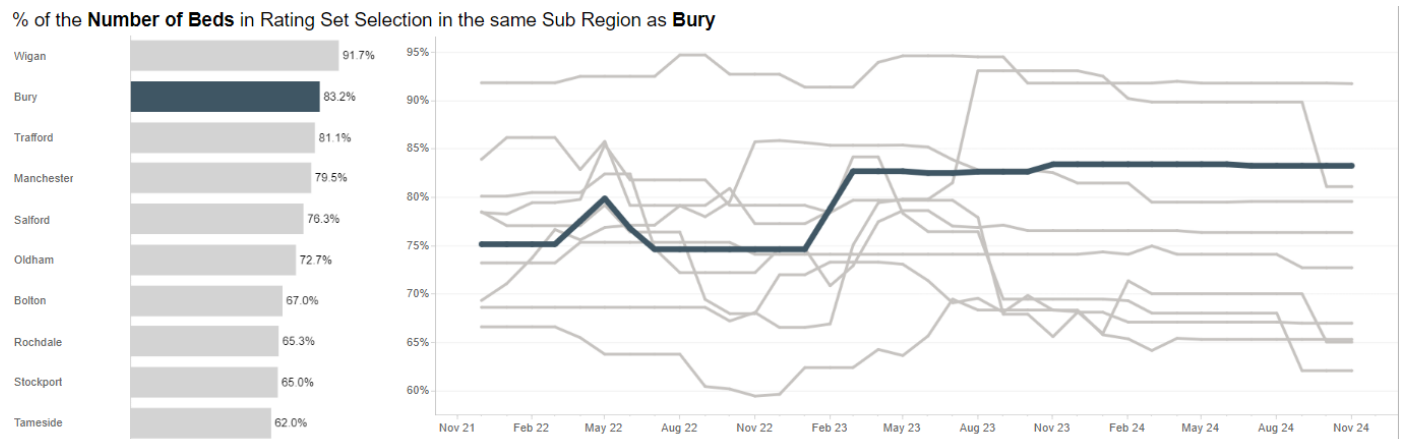
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Complaints and Compliments – Q2 Commentary

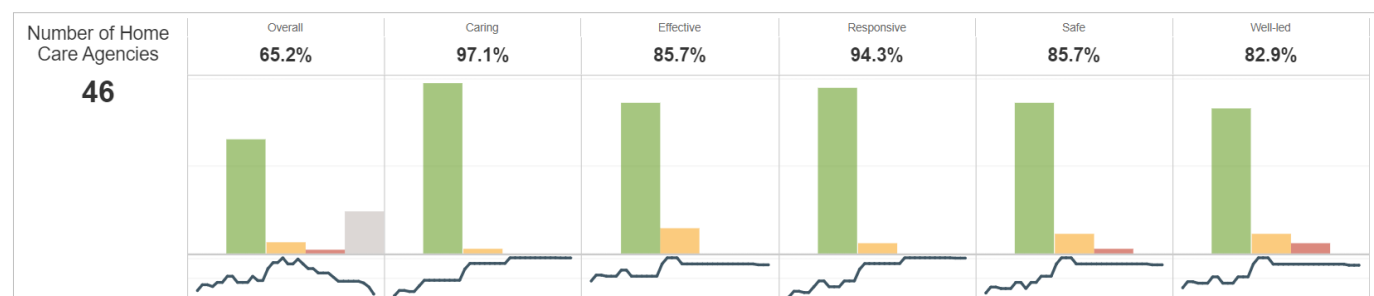
Complaints have shown an increase from this time last year, 19 in Q2 2023/2024. Although there has been an increase it has not highlighted any areas of concern. Compliments are showing a reduction from this time last year, 205 in Q2 2023/2024. Managers are reminded and encouraged to record and share compliments received.

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: Q2 2024/25

State of the Care Market – Q2 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 Greater 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 2nd amongst its GM Neighbours and performing well above the England average and the average of all Northwest regions.

Bury is ranked 4th in GM for community providers including care at home and supported living, however, it should be noted that this takes into account all providers active in our locality. Of those providers that the Council commission

- All care at home providers rated Good or Outstanding
- Only one supported living provider rated Requires Improvement, the rest are Good or Outstanding.

4.9 Quality Assurance – Embedding Audits and Feedback

Case File Audits

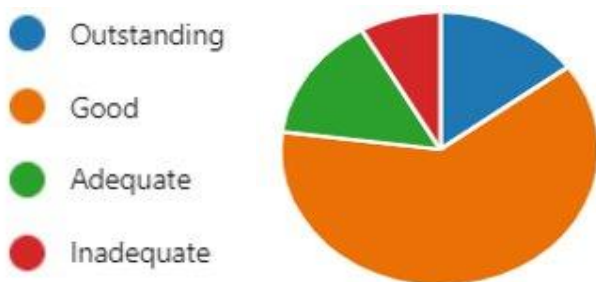
Our operational management has worked hard to review, amend and revitalise our audit process. We have now completed 100 case file audits over the last three months and now we have the space to move to a business as usual 20 case file audits a month.

The purpose of carrying out regular audit is to gather evidence that demonstrates the work we do and the decisions we make, achieve the best outcome for individuals and families who access our services.

Casefile audits have 3 objectives:

- First, they can improve social care practice
- Second, they ensure the person is supported appropriately
- Third, they provide assurance of the quality of ASC practice

Overall quality of case file audits - 73% of all cases being recognised as being good or above. This is an excellent achievement for our base level audit work over the last three months and this should be celebrated. We are now working on some of themes that have been identified in the data such as, financial assessment, updating demographics and ensuring that we are recording and sending individual's their assessment. This is documented on our risk assessment and quality assurance board action log and improvement plan.



Case file audit feedback from reviewers:

'Evidence of outstanding piece of work. All documents visible on the system'

'The case work completed was relevant and proportionate, this was a good piece of work however this is now still an active case as issues keep occurring.'

'There is a good level of recording on this case, this timelines the intervention well. There was an outstanding response to support provided when there had been an issue with a respite booking which supported the customer to access respite on the planned date, the timeframe met here was excellent'

Feedback from people

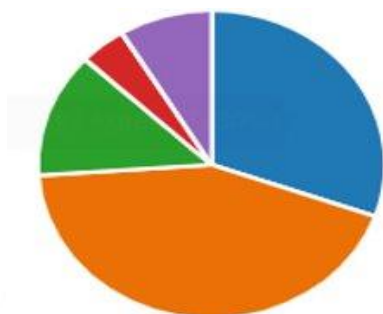
Feedback from the people we support helps us to gather the lived experiences of people using social care and confirm what is going well and potential areas for improvement.

The narrative for the feedback is given on p7 of this cabinet report. We have some excellent data from the direct feedback we have received. The individuals themselves are directly reporting that 75% agreed or strongly agreed that they were given time to tell their story in their own way. Furthermore, 66% felt that our interventions made a difference and only 15% disagreed or strongly disagreed that we wanted to know what the individual was good at and what they enjoyed doing.

This is a strong picture that we are getting direct reporting that we are working in a person centered and strength-based manner. However, our quality assurance board recognise there is further work to be done.

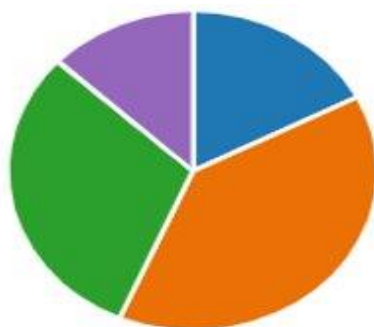
'Gave me time to tell my story in my own way'

- Strongly Agree
- Agree
- Undecided
- Disagree
- Strongly disagree



'Wanted to know what I was good at and what I enjoyed doing'

- Strongly Agree
- Agree
- Undecided
- Disagree
- Strongly disagree



'Made a difference'



Quotes from feedback:

Assessment – what did we do well:

- *'You were very nice, and I understand with my son it's difficult. You have now said you're going to look into extra care which makes me happy.'*
- *'The assessment process was in depth; the worker covered a lot of things. offered choice with care provided. Helped with forms.'*
- *'Very professional throughout.'*

Did we make a difference:

- *'Helping me to stay in my own home.'*
 - *'Enabled me a carers personal budget, time for myself to relax and enjoy holistic therapies.'*
 - *'Lovely to talk to...gave me a lot of good support.'*
 - *'Good information provided. Supported us all as a family.'*
-

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 four 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