

People Scrutiny Commission
13 December 2021
Performance Report:
Questions



Questions

| Ref | Name | Performance Indicator |
|-----|--------------|--|
| P1 | Cllr Tim Wye | DPEB003b: Ave weekly cost of service users (65+) in Tier 3 |
| P2 | Cllr Tim Wye | BPB280: Increase the % of people who contact Adult Social Care and receive Tier 1 and 2 services |



Questions

Responses provided by the Director of Adult Social Care

1: Cllr Tim Wye

Ref: DPEB003b: Ave weekly cost of service users (65+) in Tier 3

The average cost for packages is £541/week over 65s. Is this the cost of the placement (inclusive of user contribution) or the actual cost to council (net cost to council)

Response

The average unit prices produced on Powerbi reporting is the commissioned spend. It is therefore inclusive of client contributions and includes the full cost received by the care market to deliver that placements or package of care. The gross cost currently on 65+ to provide care services is circa £77m, but income to the council through service user contributions is circa £23m. There are also NHS income which is circa £22m a year across all age groups.

2: Cllr Tim Wye

Ref: BPB280 – Increase the % of people who contact ASC and receive Tier 1 and 2 services

The referrals to tier 1 and 2 services is down by 6-7 percentage points. I am not sure I really understand the explanation . It is such an important way of addressing finance and promoting independence that I would like to understand whether this is a blip (covid or whatever) or whether a worrying downward trend.

Response

We are going to review the way we report on this key performance indicator (KPI) as it no longer reflects the total activity as it only reports on contacts via Care Direct and does not record cases where people access Tier 1 and 2 services directly from voluntary, community and social enterprise (VCSE) organisations. We have worked with our VCSE providers a lot to promote their services and so now mainly people contact their local VCSE services directly without needing to be signposted by the council at all. This is a good outcome for the person and us in terms of the cost of redirecting to the VCSE and this KPI doesn't take that work into account. So we are trying to develop a better measure to capture how we manage contacts effectively. The new KPI still being worked up would be something like 'the % of contacts each quarter that results in a Tier 3 (long term) care service'. We think this is a better measure of how we are managing demand and addresses contacts as they come into our front door.