

Angus Council Performs

Community Care

In the following pages we provide information on a range of indicators that together provide an overview of the performance of Community Care services in Angus. For each indicator we provide not only data but also a short explanation of our performance.

Numbers can only tell us so much about performance so every year we also publish a range of other things, such as news releases, web-pages and committee reports that might give you a better picture of the services we provide and the level of service that is delivered.

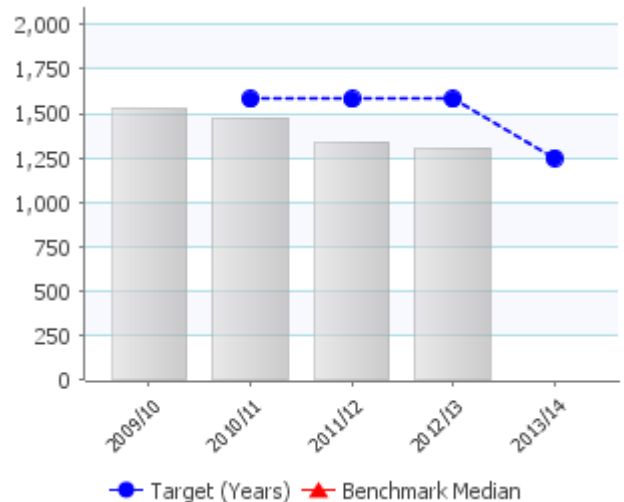
More information on Community Care in Angus can be found in the following:

- [Angus Adult Protection Committee](#) web-site
- [Social Work](#) web-pages
- [Community Care](#) committee reports on performance
- [Older People in Angus](#) web-pages
- [Older Person's Benefit Calculator](#) web-page
- [Angus Joint Equipment Loan Service Uplift](#) web-page
- [Social Work and Health Annual Report 2012/13](#)
- [The Annual Report of the Angus Adult Protection Committee 2012/13 and Action Plan 2013/14](#)

Number of people aged 65+ receiving homecare (SPI)

The number of over-65s receiving homecare fell from 1,341 in 2011/12 to 1,306 in 2012/13; this meant we missed our 2012/13 target of 1,580.

The target for 2012/13 was to be reviewed following the additional funding for enablement of 300k from the change fund.

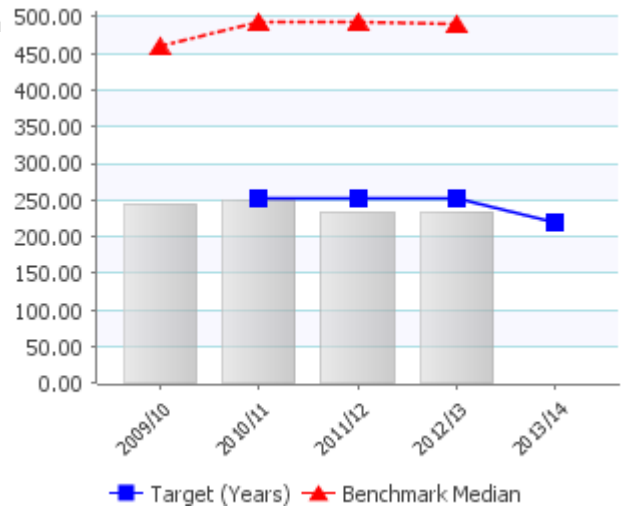


ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	1,525	Blank	Blank
2	2010/11	1,472	1,580	Blank
3	2011/12	1,341	1,580	Blank
4	2012/13	1,306	1,580	Blank
5	2013/14	Blank	1,250	Blank

Number of homecare hours per 1,000 population aged 65+ (SPI)

The number of homecare hours per 1,000 over-65s rose from 232.39 in 2011/12 to 233.70 in 2012/13 but we missed our 2012/13 target of 252.40.

The number of homecare hours per 1,000 of the population has remained static. Based on this trend there is a challenge in meeting the 2013/14 target.

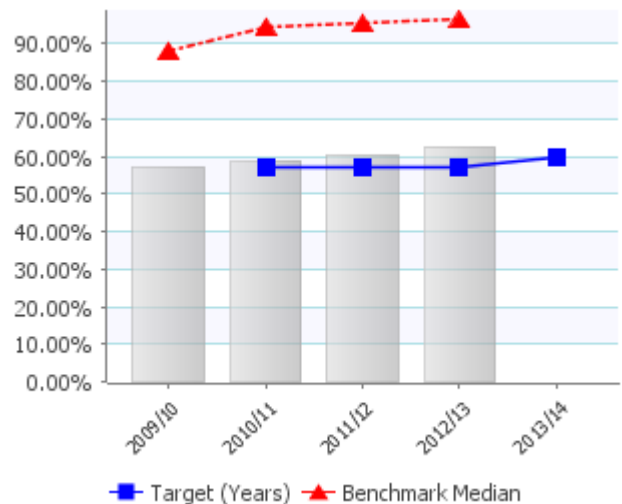


ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	243.74	Blank	459.10
2	2010/11	250.80	252.40	493.51
3	2011/12	232.39	252.40	493.62
4	2012/13	233.70	252.40	490.29
5	2013/14	Blank	220.00	Blank

As a proportion of homecare clients age 65+ the % receiving personal care (SPI)

The percentage of homecare clients receiving personal care rose from 60.40% in 2011/12 to 62.50% in 2012/13 and exceeded our 2012/13 target of 57%. We are, however, far below the average Scottish council in which 96.47% of homecare clients received personal care in 2012/13.

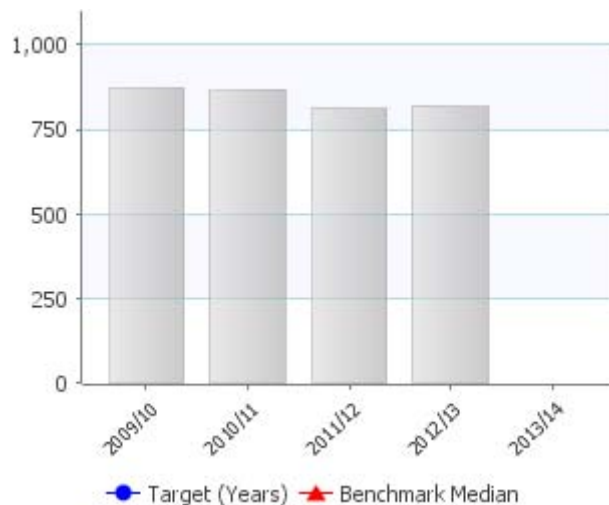
The target for 2013/14 has been set at 60%. Performance in this area has been consistent.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	57.20%	Blank	88.30%
2	2010/11	59.00%	57.00%	94.61%
3	2011/12	60.40%	57.00%	95.42%
4	2012/13	62.50%	57.00%	96.47%
5	2013/14	Blank	60.00%	Blank

As a proportion of homecare clients age 65+ the number receiving personal care (SPI)

This reflects the reduction in homecare clients receiving domestic assistance as a result of enablement. People are also accessing domestic services from alternative providers linking to improved independence and responsibility.

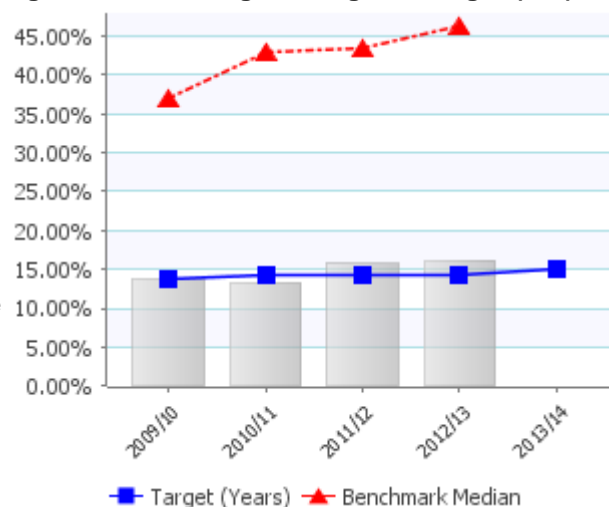


ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	873	Blank	Blank
2	2010/11	868	Blank	Blank
3	2011/12	810	Blank	Blank
4	2012/13	816	Blank	Blank
5	2013/14	Blank	Blank	Blank

As a proportion of homecare clients age 65+ the % receiving a service during evenings/overnight (SPI)

The percentage of homecare clients receiving a service during evenings/overnight rose from 15.7% in 2011/12 to 16.2% in 2012/13 and exceeded our 2012/13 target of 14.2%. We are, however, far below the average Scottish council in which 46.31% of homecare clients received a service during evenings/overnight in 2012/13.

The number of people receiving a service during evenings/overnight has remained fairly static however as the number of homecare clients has decreased significantly there is an increase in the overall percentage.

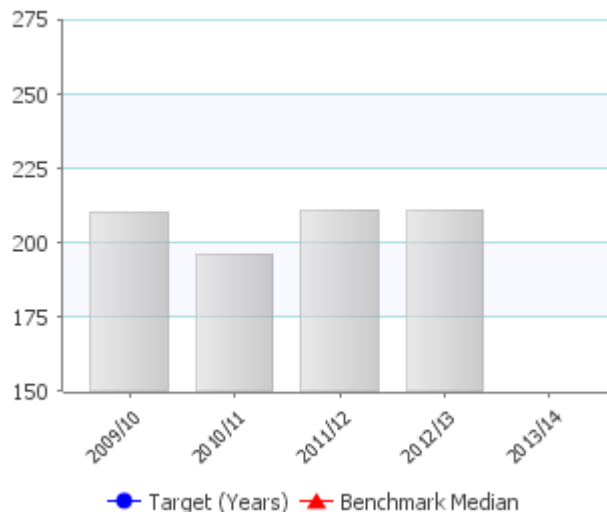


ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	13.80%	13.80%	37.00%
2	2010/11	13.30%	14.20%	43.02%
3	2011/12	15.70%	14.20%	43.49%
4	2012/13	16.20%	14.20%	46.31%
5	2013/14	Blank	15.00%	Blank

As a proportion of homecare clients age 65+ the number receiving a service during evenings/overnight (SPI)

The increase in the number of people receiving a service at weekends reflects the reduction in the provision of domestic assistance which is only provided Monday to Friday. We set a target of 15% for this indicator in 2013/14.

The policy to reduce care home placements has led to an increase those individual with complex needs receiving services during the evening and overnight.



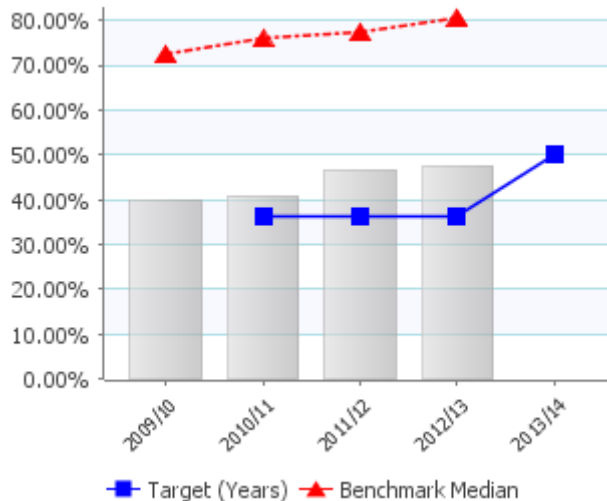
ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	210	Blank	Blank
2	2010/11	196	Blank	Blank
3	2011/12	211	Blank	Blank
4	2012/13	211	Blank	Blank
5	2013/14	Blank	Blank	Blank

As a proportion of homecare clients age 65+ the % receiving a service at weekends (SPI)

The percentage of homecare clients receiving a service at weekends rose from 46.6% in 2011/12 to 47.5% in 2012/13 and exceeded our 2012/13 target of 36.3%. We are, however, far below the average Scottish council in which 80.67% of homecare clients received a service at weekends.

We have set a target of 50% for this indicator in 2013/14. The target has not been met with performance being at 47.5%

The policy to reduce care home placements has led to an increase in those individuals with complex needs receiving services at the weekends.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	40.00%	Blank	72.60%
2	2010/11	40.70%	36.30%	75.88%
3	2011/12	46.60%	36.30%	77.41%
4	2012/13	47.50%	36.30%	80.67%
5	2013/14	Blank	50.00%	Blank

As a proportion of homecare clients age 65+ the number receiving a service at weekends (SPI)

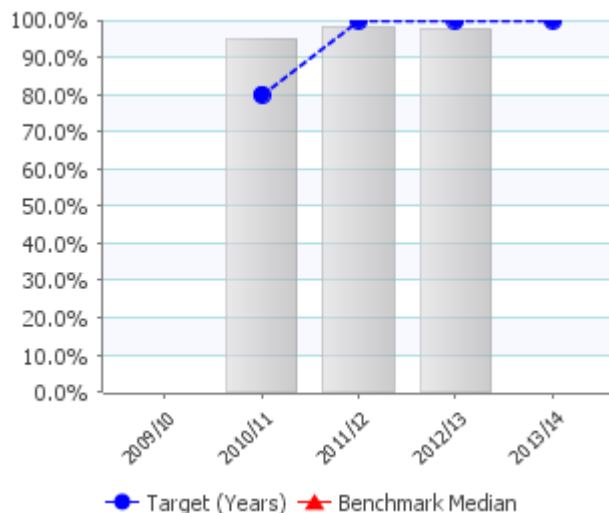
The has been a slight decrease in the number of people receiving a service at weekends. This indicator needs to be reviewed and a target set.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	610	Blank	Blank
2	2010/11	599	Blank	Blank
3	2011/12	625	Blank	Blank
4	2012/13	621	Blank	Blank
5	2013/14	Blank	Blank	Blank

% of people aged 65+ who are assessed as being at critical or substantial risk who have had their personal or nursing care services delivered within 6 weeks (SOA) (KPI)

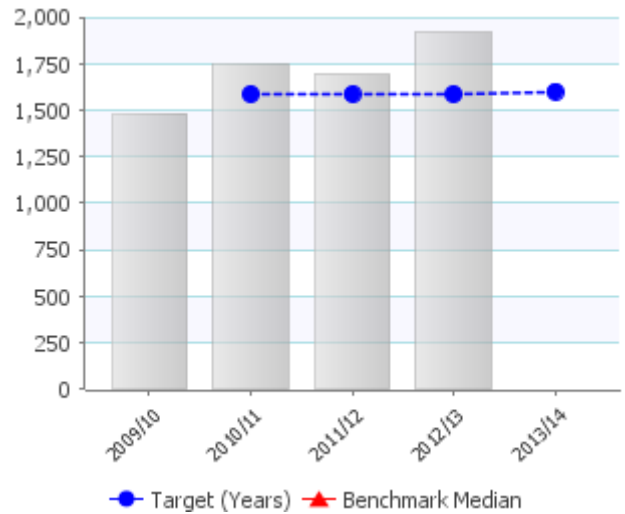
The target of 100% was not achieved due to a number of people being admitted to hospital. They therefore did not receive personal/nursing care within 6 weeks due to the delay in the assessment process. The 2.5% difference represents a very small number of people.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	Blank	Blank	Blank
2	2010/11	95.0%	80.0%	Blank
3	2011/12	98.0%	100.0%	Blank
4	2012/13	97.5%	100.0%	Blank
5	2013/14	Blank	100.0%	Blank

Number of overnight respite weeks for all adults (KPI)

The full year figure for the number of respite weeks provided has exceeded target. To support this work the Angus Carers Strategy 2013-2016 commits to explore innovative respite options, including Shared Lives and Short Breaks Schemes

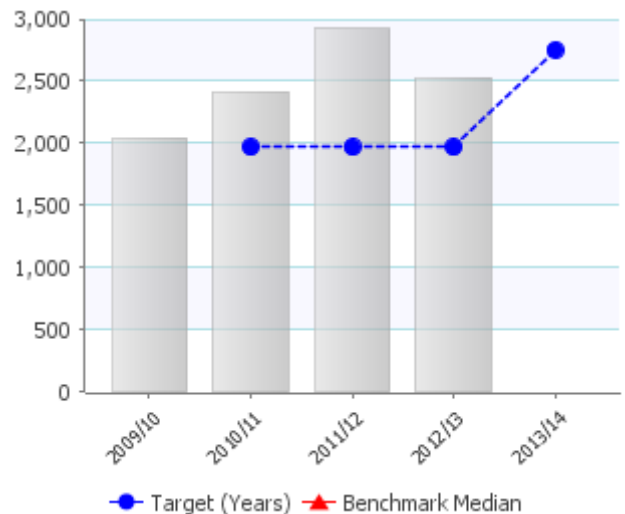


ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	1,483	Blank	Blank
2	2010/11	1,749	1,586	Blank
3	2011/12	1,689	1,586	Blank
4	2012/13	1,917	1,586	Blank
5	2013/14	Blank	1,600	Blank

Number of daytime respite weeks for all adults (KPI)

The full year figure for the number of respite weeks provided has exceeded target. To support this work the Angus Carers Strategy 2013-2016 commits to explore innovative respite options, including Shared Lives and Short Breaks Schemes.

Shared Lives is a scheme that provides support and accommodation in carers homes as an alternative to residential respite care.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	2,043	Blank	Blank
2	2010/11	2,412	1,968	Blank
3	2011/12	2,920	1,968	Blank
4	2012/13	2,530	1,968	Blank
5	2013/14	Blank	2,750	Blank

Proportion of 85+ population supported care homes (SOA 13/16) (KPI)

Progress continues to exceed target. This is expected to continue in 2013/14 with 28 units for supported accommodation opening at the Kinloch Care Centre in Carnoustie in May 2013 and further facilities planned to open later in 2013.

We have set a target of 25% for this indicator for 2013/14.

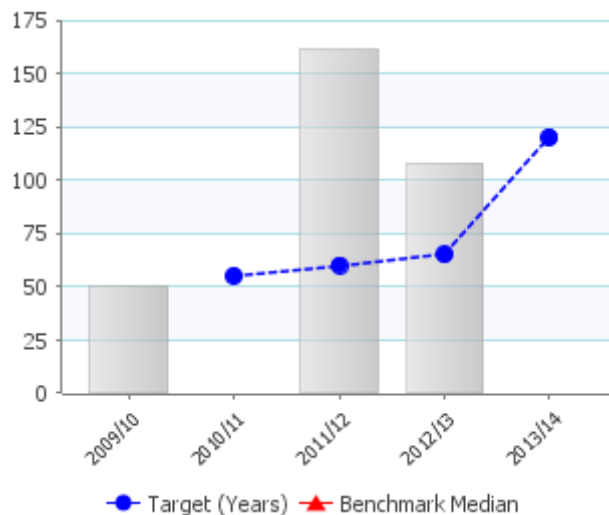
There is a commitment outlined in the Single Outcome Agreement to reduce the proportion of 85+ supported in care homes to 23% by 2016.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	28.90%	Blank	Blank
2	2010/11	28.90%	28.00%	Blank
3	2011/12	25.60%	28.00%	Blank
4	2012/13	23.20%	26.50%	Blank
5	2013/14	Blank	25.00%	Blank

Number of acute hospital admissions avoided through prevention of admission (SOA 13/16) (KPI)

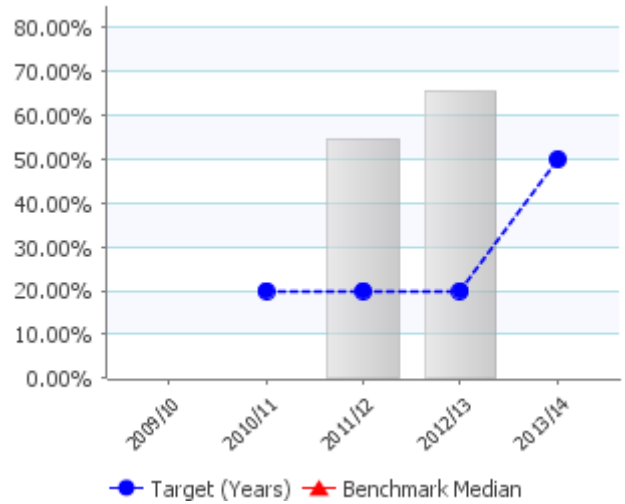
As a result of investment from the Change Fund to provide additional resources to the Prevention of Admission Scheme the target has been exceeded significantly. The target for 2013/14 has been reviewed.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	50	Blank	Blank
2	2010/11	Not Available	55	Blank
3	2011/12	161	60	Blank
4	2012/13	108	65	Blank
5	2013/14	Blank	120	Blank

% of people requiring no care services following enablement (SOA 13/16) (KPI)

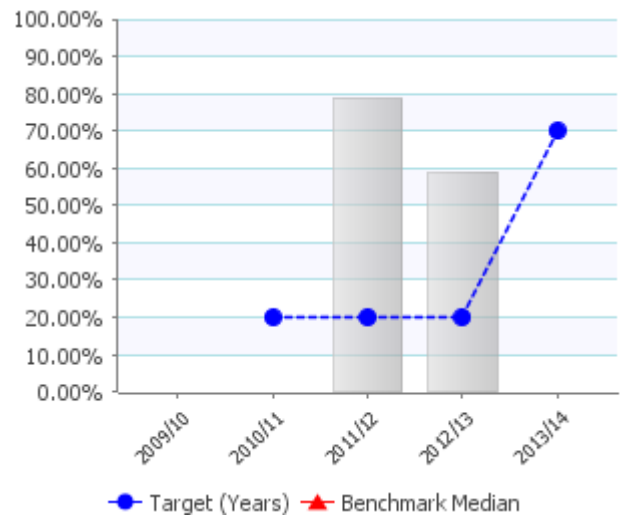
The target for this indicator has been exceeded. The initial target was conservative as the potential impact of enablement was not known. The target for 2013/14 was reviewed and increased to 50% in light of previous years performance



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	Blank	Blank	Blank
2	2010/11	Not Available	20.00%	Blank
3	2011/12	54.50%	20.00%	Blank
4	2012/13	65.40%	20.00%	Blank
5	2013/14	Blank	50.00%	Blank

Average % reduction in personal care required following enablement (KPI)

Enablement services are now provided across the whole of Angus. Enablement forms part of a robust approach to assessment of long term needs and therefore the majority of new referrals now access enablement. This approach is being consolidated in organisational arrangements.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	Blank	Blank	Blank
2	2010/11	Not Available	20.00%	Blank
3	2011/12	78.60%	20.00%	Blank
4	2012/13	59.00%	20.00%	Blank
5	2013/14	Blank	70.00%	Blank

Older Persons (Over 65) Home Care Costs per Hour (LGBF)

Angus home care costs per hour for over-65s increased from £28.31 in 2011/12 to £31.08 in 2012/13. In 2012/13 it cost the average Scottish council £21.13 per hour to provide home care for over-65s.

This measure is part of the Local Government Benchmarking Framework first published in March 2013. We're working with other Scottish councils to make sure we're all measuring the same costs, to learn from each other and to improve services.

We haven't set targets for this indicator.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	Blank	Blank	Blank
2	2010/11	£22.84	Blank	£21.16
3	2011/12	£28.31	Blank	£19.31
4	2012/13	£31.08	Blank	£21.13
5	2013/14	Blank	Blank	Blank

Direct payments spend on adults 18+ as a % of total social work spend on adults 18+ (SPI) (LGBF)

In 2012/13 direct payments spend on adults made up 1.6% of all adult social work spend, a rise from 1.5% in 2011/12. The equivalent figure for the average Scottish council in 2011/12 was 1.9%.

This indicator is part of the Local Government Benchmarking Framework first published in March 2013.

Councils across Scotland are working together to compare services and learn from each other in order to improve the services they provide. Scottish councils are very different in terms of their economies, geography and so on, this means that the best solution in one area might not work in another. As this work progresses we will have more information to publish. We haven't set targets for this indicator.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	Blank	Blank	Blank
2	2010/11	1.6%	Blank	1.1%
3	2011/12	1.5%	Blank	1.6%
4	2012/13	1.6%	Blank	1.9%
5	2013/14	Blank	Blank	Blank

Percentage of people aged 65+ with intensive needs (plus 10 hours) receiving care at home (LGBF)

In 2012/13 12.3% of over-65s with intensive needs in Angus received care at home up from 12.2% in 2011/12. In the average Scottish council the equivalent figure in 2012/13 was 36%.

This indicator is part of the Local Government Benchmarking Framework first published in March 2013. Scottish councils are working together to learn from each other to improve the services they provide in very different social, economic and geographic circumstances.

We haven't set targets for this indicator.



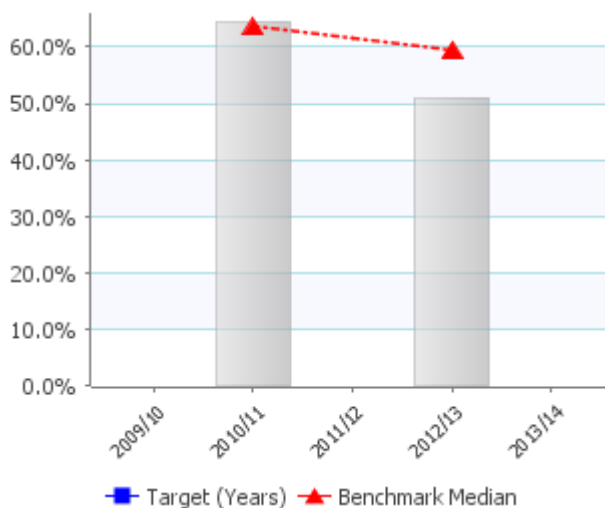
ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	11.2%	Blank	Blank
2	2010/11	11.1%	Blank	35.0%
3	2011/12	12.2%	Blank	36.2%
4	2012/13	12.3%	Blank	36.0%
5	2013/14	Blank	Blank	Blank

% of adults satisfied with social care or social work services (LGBF)

In 2012/13 51% of people surveyed were satisfied or very satisfied with social care or work services a fall from 64.4% in 2010/11. In the average Scottish council this figure was 59.5%.

This measure is part of the Local Government Benchmarking Framework first published in March 2013. We're working with other Scottish councils to learn from each other and to improve services. Councils will meet in the autumn to look at the data so we'll have more information later.

Data for the measure comes from the Scottish Household Survey which is conducted across Scotland. Unfortunately, not all those surveyed use social care or social work services and the sample is small, which means that the data can be unreliable. We haven't set targets for this indicator.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	Blank	Blank	Blank
2	2010/11	64.4%	Blank	63.6%
3	2011/12	Blank	Blank	Blank
4	2012/13	51.0%	Blank	59.5%
5	2013/14	Blank	Blank	Blank