

Strength Based Reviews Project

Performance Report – 18 May 2022

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Nottingham

City Council

Update to ASC Programme Board

To provide ASC Programme Board performance report for the Strengths based reviews Project for this period:

This report shows the current status of cases allocated to Imperium:

- An update on the status of assessments, including outcomes and financial savings
- An update on the status of reviews, including outcomes and financial savings
- Citizen feedback

To confirm next steps:

- This months report has again been developed following manual updates from the Senior Practitioners allocated to the project. This continues to be resource intensive. The importance of collating the performance information monthly is understood and the emphasis continues to be to work with the Data and Insight Team whilst they develop the automated performance report.
- Continue to work with Imperium to ensure quality and the efficient delivery to improve citizen outcomes
- Align the financial savings with the corporate monthly financial benefits monitoring and reporting
- Review and learn from the citizen feedback and make appropriate adjustments accordingly



Strengths-Based Reviews Programme Level Report – as at 22nd April 2022

Sponsor: Sara Storey | Lead Officer: Sue Taylor/Richard Groves | Transformation
Delivery Lead: Gurdish Sandhu

| | Care Act Assessments | |
|--|----------------------|----------------------------|
| | Adult Duty Team | Integrated Enablement Team |
| Number of cases Underway | 36* | 29* |
| Number of cases Fully Completed | 17 | 7 |
| Outcome of case | | |
| • Preventative or Non-Funded Service | 12 | 6 |
| • Statutory/funded service | 5 | 1 |
| Financial Impact | | |
| • Increase | 4 | - |
| • No Change | 13 | 7 |
| • Decrease | - | - |
| Net In Year Savings (weekly) | - £1,107.26 | - |
| Subtotal number of cases | 53 | 36 |
| | Reported Last Period | Current Period |
| Total number of cases allocated | 89 | 89 |
| Total number of cases Fully Completed | 22 | 24 |
| In Year Savings | - £9,210.13 | - £7,083.61 |
| Full Year Savings | - £44,895.87 | - £50,705.03 |

Of the **89 total assessments** allocated as at 25 March 2022:

- **24 assessments** are showing as **fully complete**
- Of these, **18** out of the 24 assessments (**75%**) have resulted in **preventative/non-funded services**
- **6** of the **24** assessments (**25%**) have resulted in a **statutory/funded service** with an **in-year cost of £7,083.61**

Of the **65 assessments** showing as **underway**:

- **27** assessments have been reassigned to an additional agency worker who's role is to complete unplanned work
- 2 cases are waiting for a **care provider**, 3 waiting on **Day Centre**, 3 waiting on **Direct Payment**
- **5** cases are at **Panel (final)** and **3** assessments are at **Pre-panel** stage
- **18** cases have been **Returned** to the teams and **4** others are currently still **Underway**

**since the time of the data collection a number of care and support plans have since been completed*



Strengths-Based Reviews Programme Level Report - as at 22nd April 2022

Sponsor: Sara Storey | Lead Officer: Sue Taylor/Richard Groves |
Transformation Delivery Lead: Gurdish Sandhu

| | Reviews and Reassessments | | |
|--|---------------------------|----------------------------|-----------------|
| | Community Review Team | Integrated Enablement Team | Adult Duty Team |
| Number of cases Underway | 331 | 9 | 1 |
| Number of cases Fully Completed | 82 | 2 | 0 |
| Outcome of case | | | |
| • Preventative or Non-Funded Service | 15 | 1 | - |
| • Statutory/funded service | 67 | 1 | - |
| Financial Impact | | | |
| • Increase | 1 | - | - |
| • No Change | 66 | 1 | - |
| • Decrease | 8 | 1 | - |
| In Year Savings (weekly) | £545.59 | £578.50 | - |
| Total number of cases | 413 | 11 | 1 |

| | Reported Last Period | Current Period |
|--|----------------------|-------------------|
| Total number of cases allocated | 332 | 425 |
| Total number of cases Fully Completed | 10 | 84 |
| Net In Year Savings | £4,297.43 | £16,486.36 |
| Net Full Year Savings | £25,784.57 | £29,007.92 |

Of the **425 total reviews/reassessments allocated** as of 22 April 2022:

- **84** are showing as **fully completed**
- **16** of the **84** reviews/reassessments (**19%**) produced an outcome of **preventative/ non-funded service**
- **9** of the **84 cases (11%)** have resulted in a **financial in-year saving of £16,486.36.**
- **67** of the **84 cases (80%)** have resulted in **no financial change.**
- **7** citizens (of the 84) have **deceased** before their review date, and therefore **no financial savings can be attributed.**

Of the **341 total reviews/reassessments underway:**

- **7** cases at **Panel (final)**
- **29** have been **Reassigned**, **18** have been **Returned** and **287** are **Underway**
- A number of cases have had the reviews completed **however the care and support plan is still being finalised**



Citizen Feedback – *additional feedback*



The allocated worker was lovely. I have struggled with understanding the processes and what happens next, everything is very slow. I didn't think when I asked for help in January that I'd still be waiting for support. Nothing is explained in detail to help with understanding the processes and what happens next.

Overall citizen is satisfied with the care package however was disappointed that the assessing social worker had not followed up on the concerns raised.

"Social worker didn't explain everything." "The assessment was ok, she was ok." "I've never had to work with social workers before so have nothing to go on but it was ok."

"Very happy and I understood everything, happy with the social worker."

"Seems friendly and nice but haven't heard from her in a while. I was asked if I wanted to go to the day centre but I don't want to go to a day centre, I want to go out to the local shops as I can't go out on my own and can't walk unaided, I need someone to push me in my wheelchair."

The worker was friendly and provided a lot of useful advice on information we weren't aware of. The social worker was lovely and my mother's views were taken into account.

Citizen stated that the carers were ok. He was unable to remember the assessment with the practitioner. Brother stated 'he had no problems with the assessment and 'it was fine.

"We thought the social worker was supposed to help us, we are trying to move another house as this flat isn't working for us and my partner isn't able to have a proper Bath. Occupational Therapy and Stroke Team are very good. Haven't heard anything else we thought that the social worker was going to help us with the housing. Advised that if citizen and herself are able to then they can call housing to register for a change in property."

"I had useful conversation with the worker, she was able to obtain my voice and my mother's voice. Practitioner was friendly and engaging. I haven't had an update since the assessment and have tried to call but have had no response."

