



**Open Report on behalf of Glen Garrod,
Executive Director – Adult Care and Community Wellbeing**

Report to:	Adults and Community Wellbeing Scrutiny Committee
Date:	22 February 2023
Subject:	Service Level Performance against the Corporate Performance Framework 2022-23 Quarter 3

Summary:

This report summarises the Service Level Performance against the Success Framework 2022-23 for Quarter 3. All performance that can be reported in Quarter 3 is included in this report.

Lincolnshire County Council (LCC) are undergoing a large system wide Business Intelligence Transformational Change Programme. Part of the Transformation Programme is to fully utilise Microsoft Power BI as a Business Intelligence platform across the organisation.

The Corporate Performance Team (CPT) are a significant driver of this delivery covering all operational and statutory reporting requirements for LCC. CPT have developed a new Power BI dashboard which with effect from Quarter 2 the Service Level Performance will be displayed, replacing the Lincolnshire Research Observatory (LRO).




Full service level reporting to all scrutiny committees can be found here: [Corporate plan – Performance data - Lincolnshire County Council](#)

Actions Required:

To consider and comment on the Adult Care and Community Wellbeing Service Level Performance for 2022- 23 Quarter 3.

1. Background

This report details the Service Level Performance measures for the Adult Care and Community Wellbeing Scrutiny Committee that can reported in Quarter 3.

- 2 measures that exceeded their target 
- 11 measures that achieved their target 
- 4 measures did not meet their target 
- 2 annual survey measures are not reported until Q4

1.1 Adult Frailty and Long-term Conditions

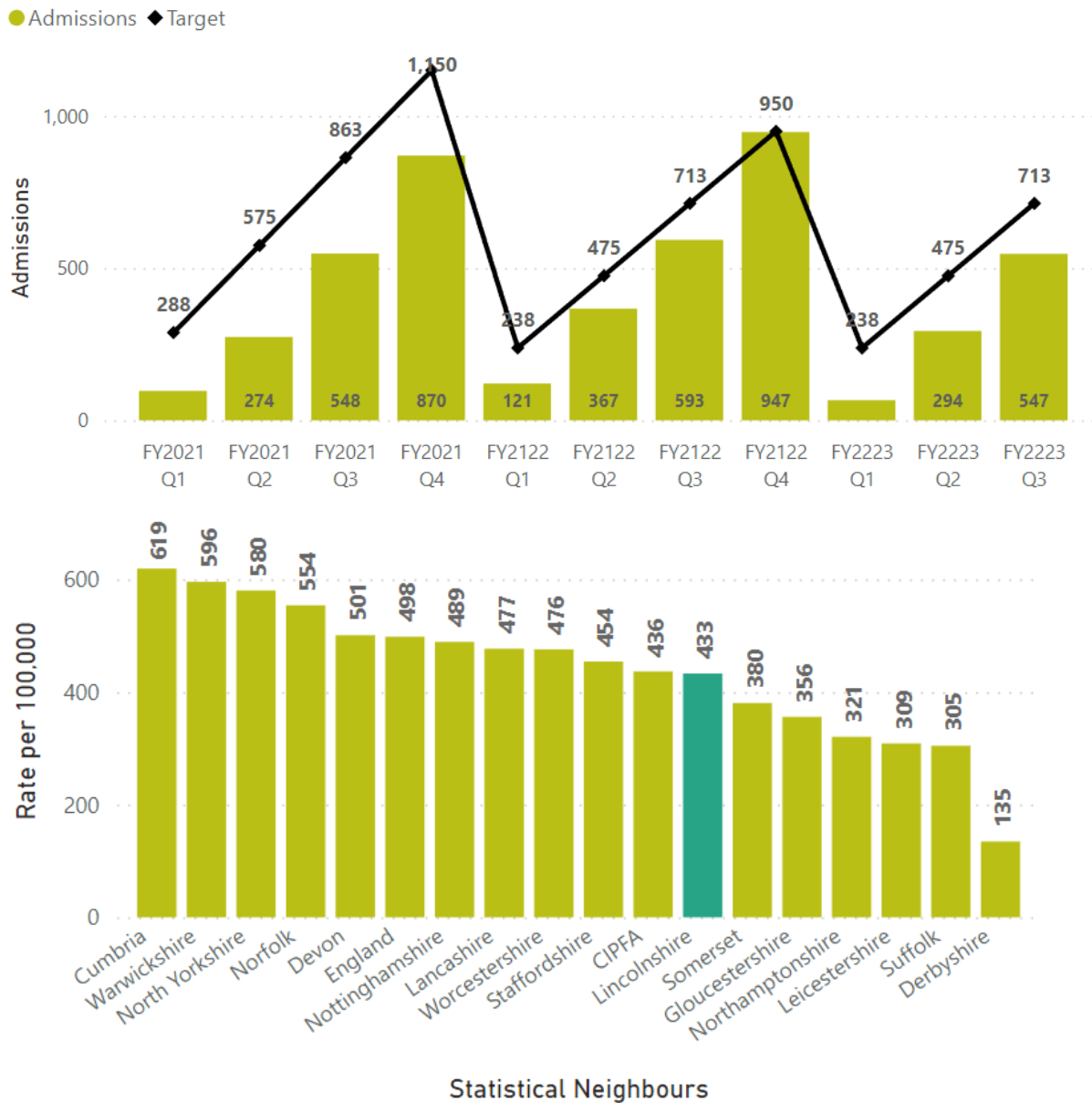
1.1.1 Measures that exceeded their target

PI 60 - Permanent admissions to residential and nursing care homes aged 65+ ☆

Actual: 547

Target: 713

This target has exceeded this quarter as well as the previous quarter, last quarter saw 294 admissions and this has increased to 547 for Q3. Of the 547 admissions, 10 clients have a primary support reason of Learning Difficulties. Q4 may see a slight increase in the number of admissions due to delays on inputting and updating of mosaic. Well, done to Hospital and Community Teams for supporting people to remaining in the community!



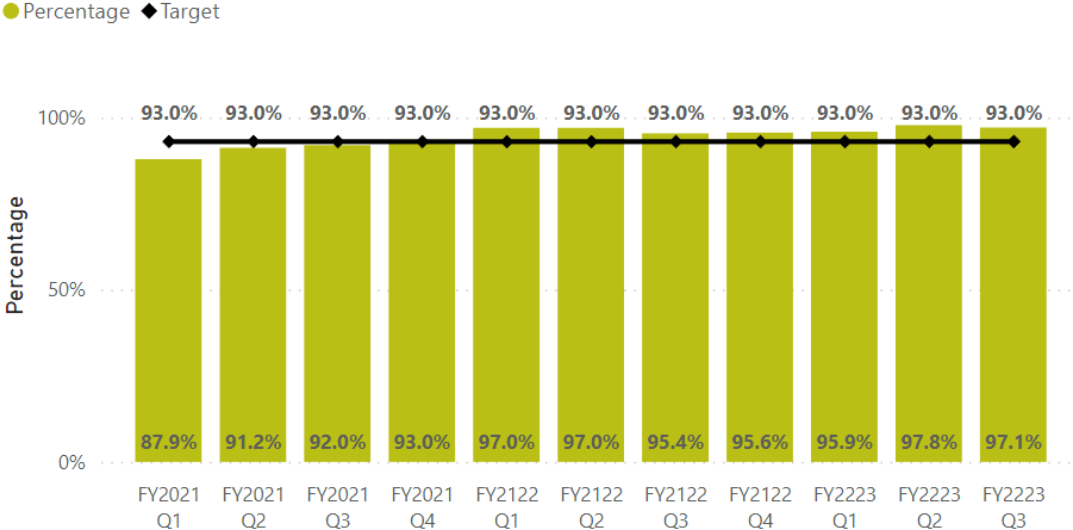
Benchmarking as at March 2021

PI 122 - Requests for support for new clients, where the outcome was no support or support of a lower level ☆

Actual: 97.1%

Target: 93%

This quarter saw a small drop from 97.8% to 97.1% however we are still exceeding in this target. The teams are performing well in this area.



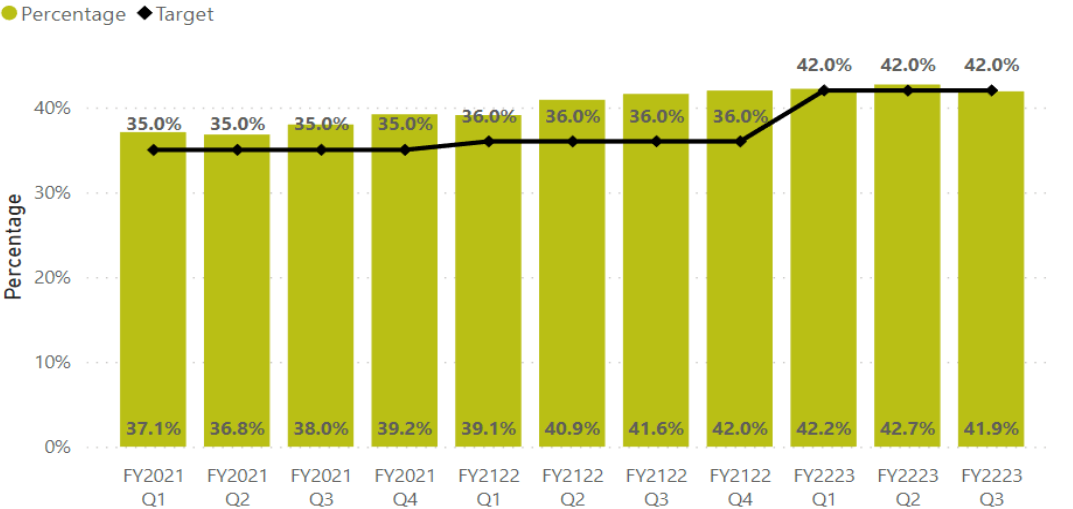
1.1.2 Measures that achieved their target

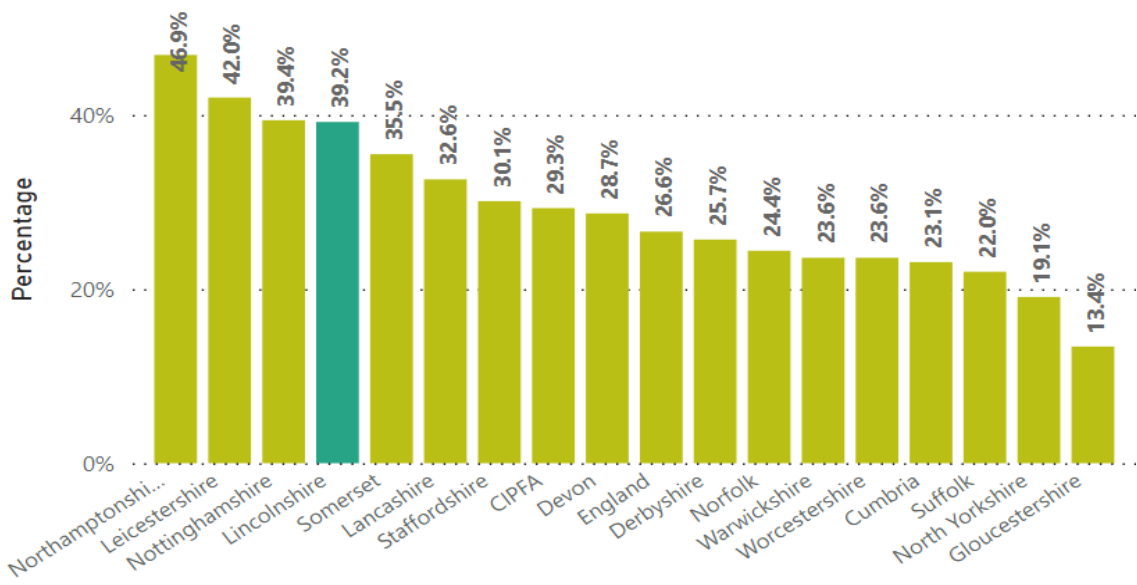
PI 63 – Adults who receive a direct payment ✓

Actual: 41.9%

Target: 42%

We continue to provide a consistent number of clients with a direct payment which enables them to have more control over how their own care and support is to be provided and more freedom of choice over the care they need. For quarter 2 this was 2,068 clients which is a slight drop from the previous quarter which was 2,080.





Statistical Neighbours

Benchmarking as at March 2021

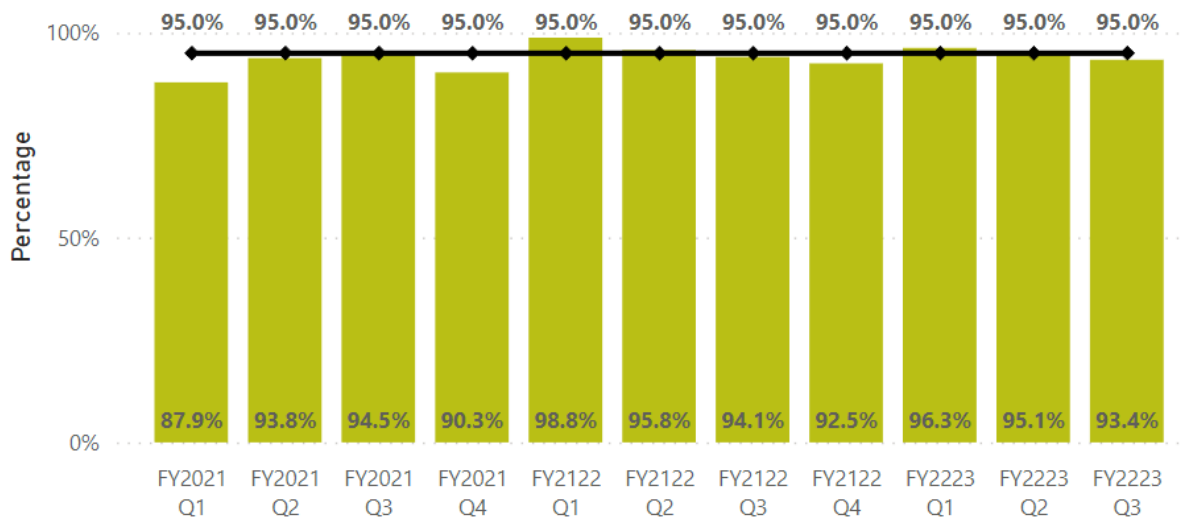
PI 124 – Completed Episodes of Reablement ✓

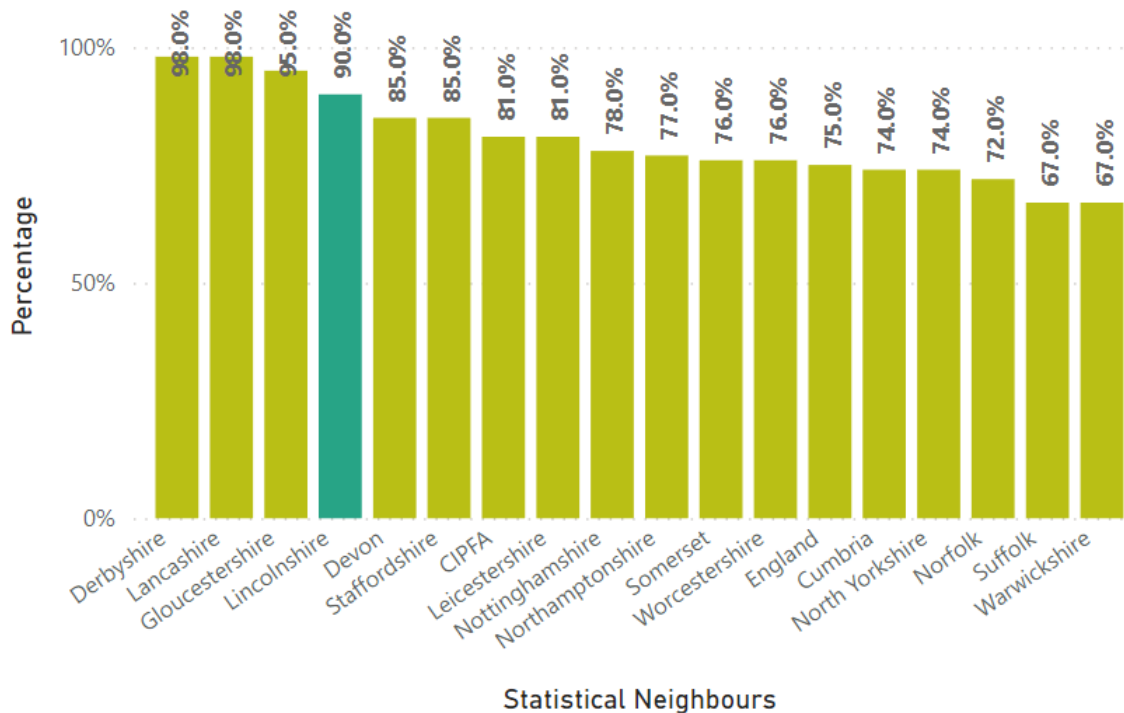
Actual: 93.4%

Target: 95%

The reablement service Libertas continues to provide care and support that allows clients up to a maximum of 6 weeks reablement care in their own home. Due to the care and support these clients are receiving 93.4% of all episodes of reablement have resulted in clients not going on to receiving a- long term adult care service.

● Percentage ◆ Target





Benchmarking as at March 2021

1.1.3 Measures that did not meet their target

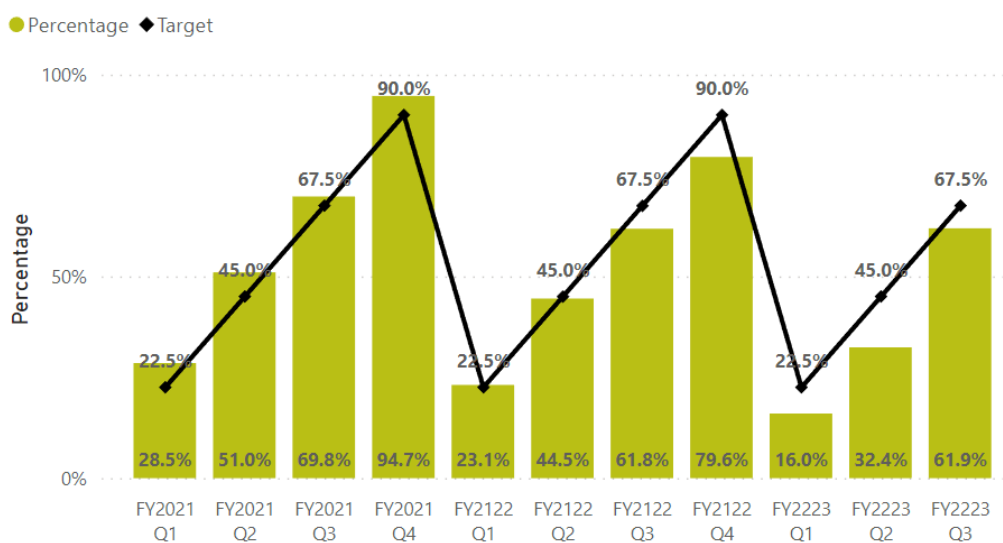
PI 65 - People in receipt of long term support who have been reviewed ✖

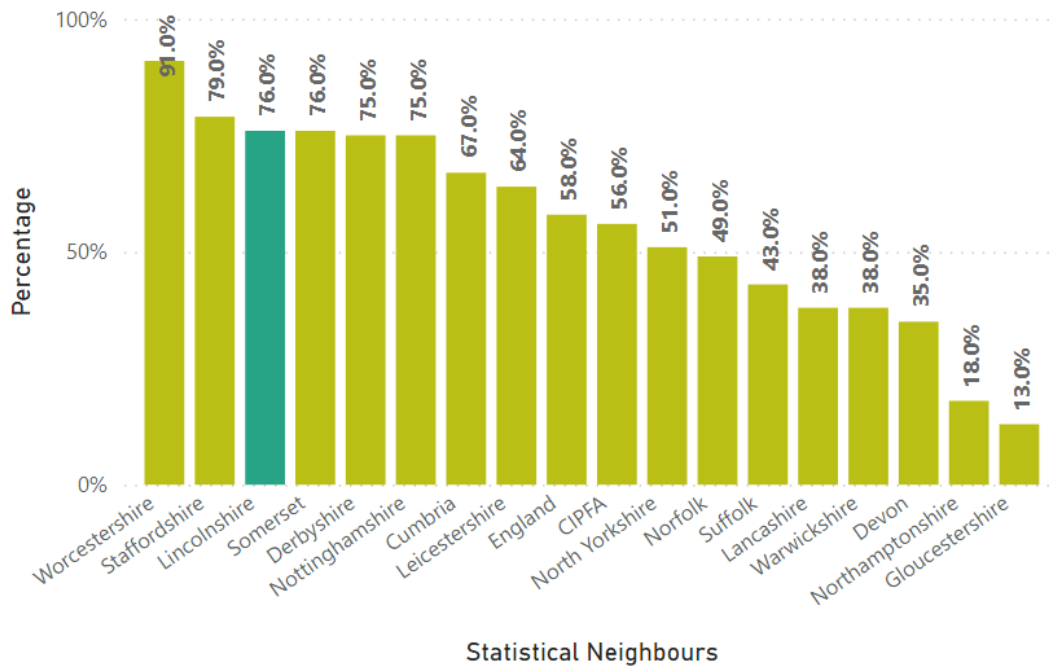
Actual: 61.9%

Target: 67.5%

Performance against this indicator within Specialist Adult Services has been consistently excellent and is on target for another strong year. Adult Frailty whilst currently behind target has improved performance in comparison to last quarter and is working hard to achieve the target by year end.

Overall Lincolnshire performs very well in terms of reviewing performance in comparison to other councils.





Benchmarking as at March 2021

1.2 Specialist Adult Services

1.2.1 Measures that exceeded their target

None in Quarter 3.

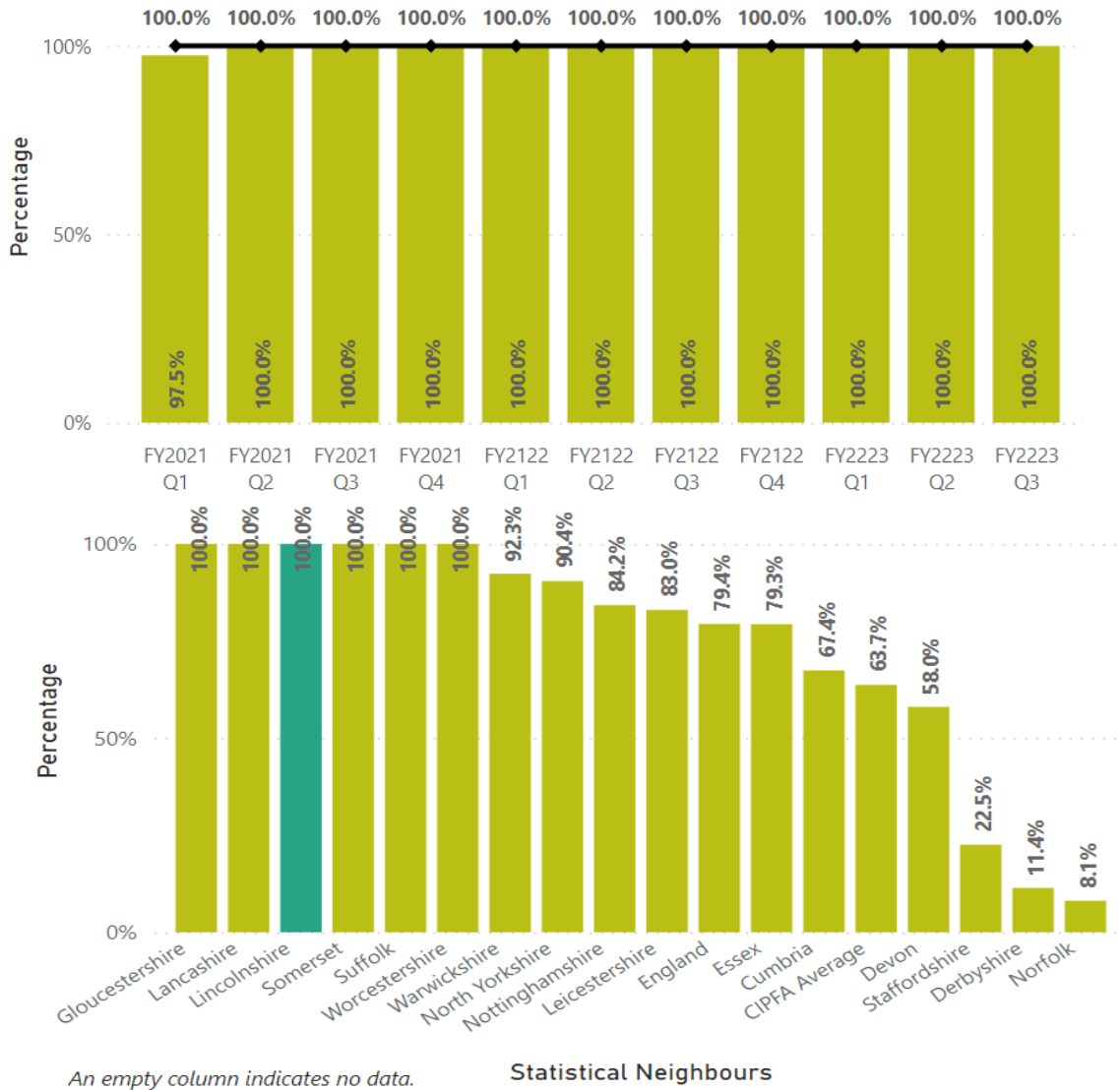
1.2.2 Measures that achieved their target

PI 28 – Safeguarding cases supported by an advocate (where appropriate) ✓

Actual: 100

Target: 100

Continued high performance against this measure demonstrates that the commitment to ensuring the voice of the person is heard within safeguarding enquiries. It is strongly embedded in practice. This is fundamental to the principles of 'making safeguarding personal'.



Benchmarking as at March 2022

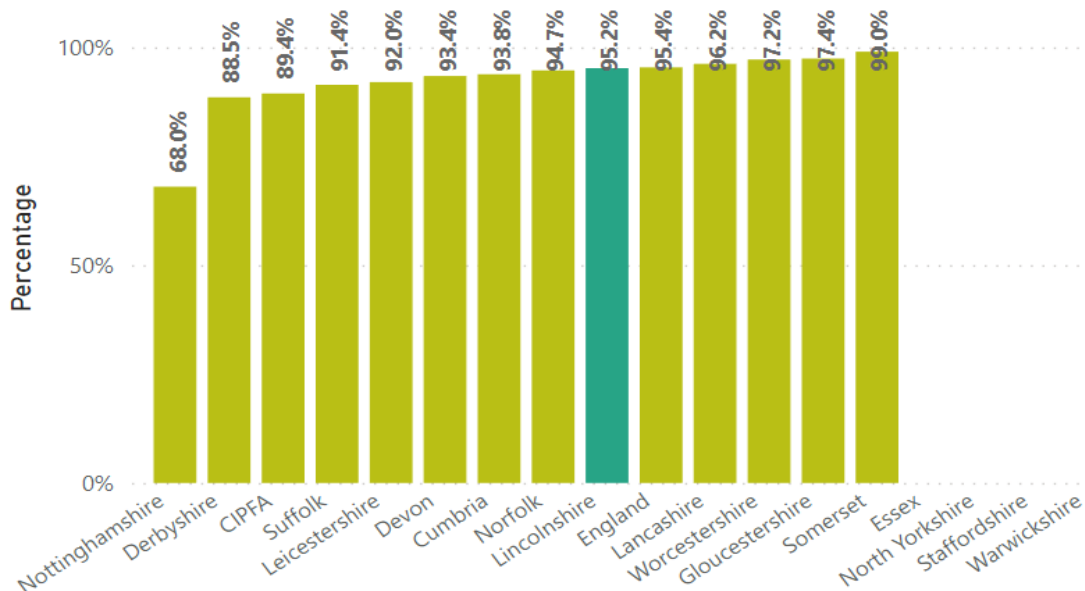
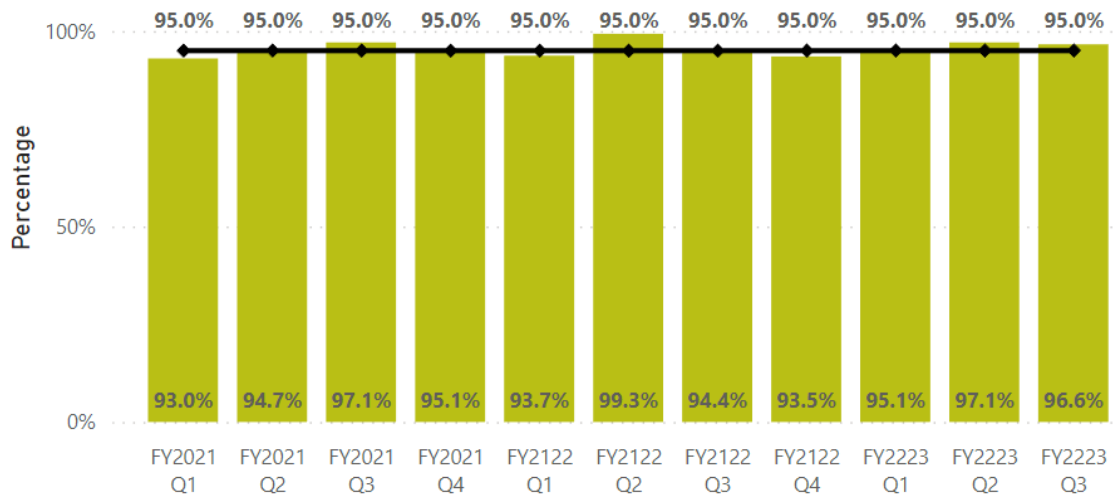
PI 116 - Concluded safeguarding enquiries where the desired outcomes were achieved ✓

Actual: 96.6%

Target: 95%

This target has been achieved and the figure remains consistent. Whilst it is recognised that we may not be able to achieve all desired outcomes, we ensure that the person remains at the centre of the process. We continue to remind staff and partners that desired outcomes need to be specific, measurable and achievable within the context of a safeguarding enquiry.

● Percentage ◆ Target



An empty column indicates no data.

Statistical Neighbours

Benchmarking as at March 2022

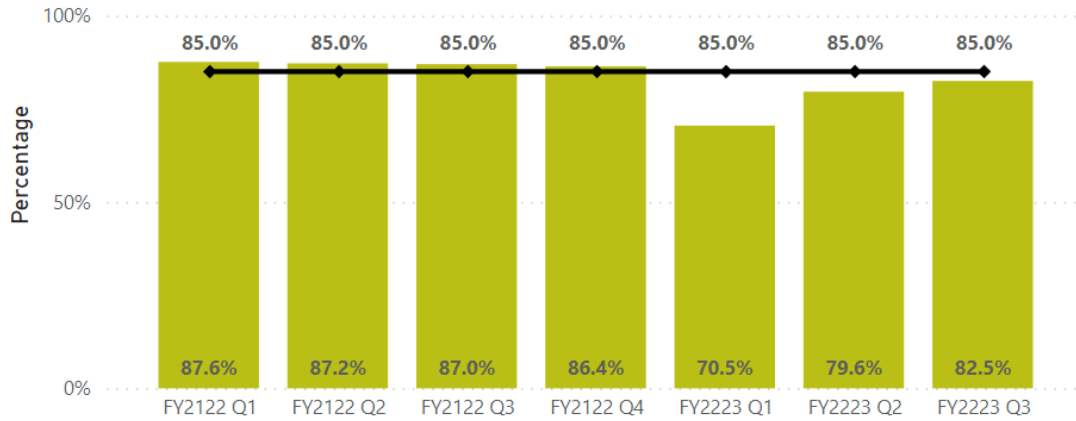
PI 163 – Percentage of people who were asked what outcomes they wanted to achieve during an Adult Safeguarding enquiry ✓

Actual: 82.5%
Target: 85%

Following significant work to ensure that data is captured accurately, positive progress has been made and this measure is now within tolerance. To continue improvement, work with the Lincolnshire Safeguarding Adults Board will focus on embedding the principles of

making safeguarding personal to ensure outcomes are captured at the earliest opportunity.

● Percentage ◆ Target



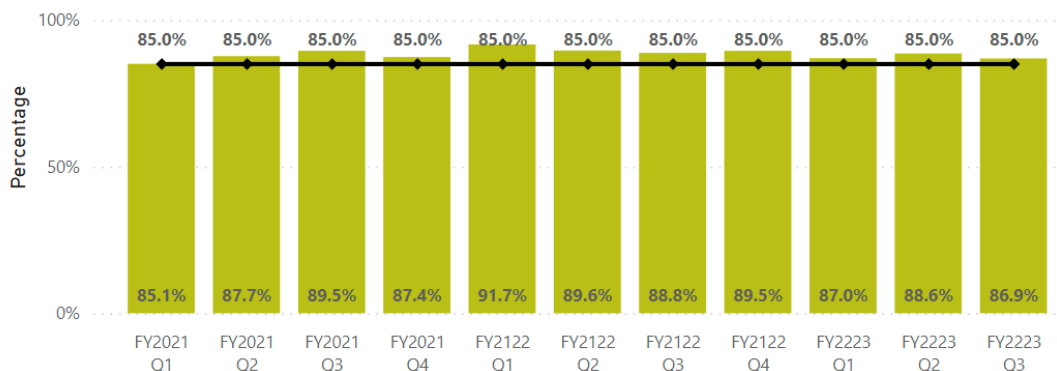
PI 158 – For adults discharged from hospital into reablement, the percentage who remain at home 91 days after discharge ✓

Actual: 86.9%

Target: 85%

The target is being achieved which is positive evidencing that people have received an appropriate assessment of their needs to ensure they remain at home following discharge from hospital. Of the 1,293 discharges recorded 221 of these are at home receiving a long term support service (e.g. home care). Of the 195 clients not at home on the 91st day, 103 of these are now in residential care.

● Percentage ◆ Target



1.2.3 Measures that did not meet their target

None in Quarter 3.

1.3 Public Health and Community Wellbeing

1.3.1 Measures that exceeded their target

None in Quarter 3.

1.3.2 Measures that achieved their target

PI 33 - People aged 40 to 74 offered and received an NHS health check ✓

Actual: 57%

Target: 55%

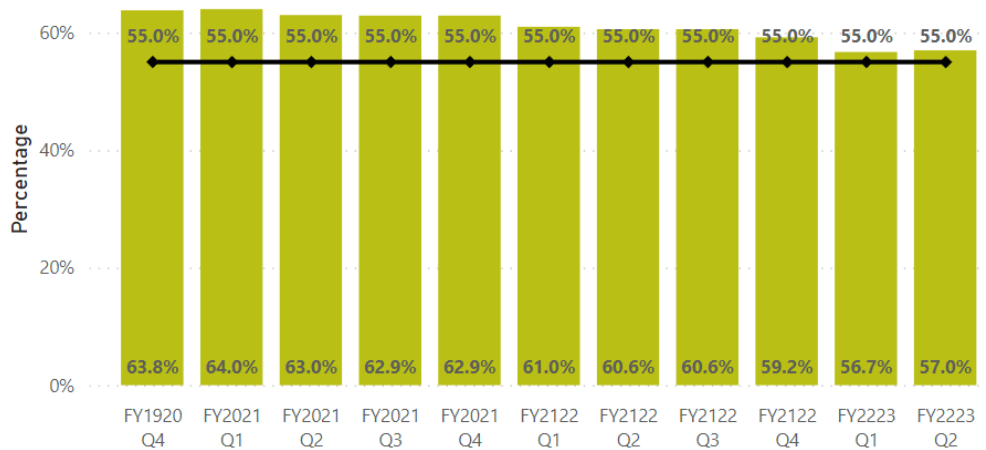
This performance indicator is over a 5-year period, with the latest data, published by the Office for Health Improvement and Disparities (OHID) being Q1 018/19 –Q2 2022/23.

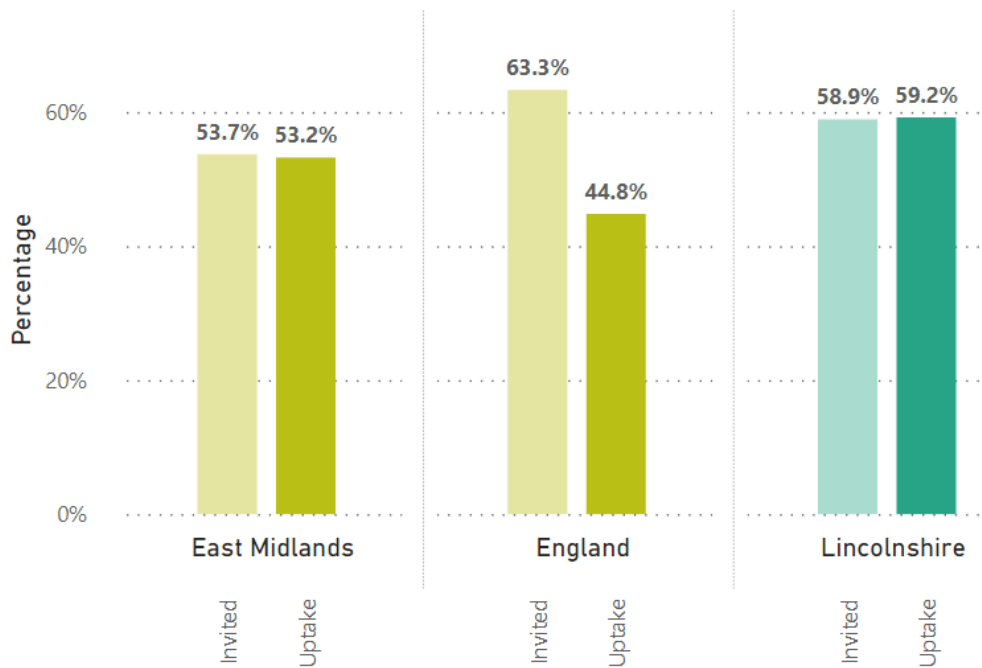
In Lincolnshire during this period 109,509 people have been invited for an NHS Health Check and 62,438 have taken up the invite. The overall percentage of people taking up an NHS Health Check invite was 57% (compared to 42.4% in England and 51.9% in East Midlands). Lincolnshire has the highest percentage amongst its 'CIPFA nearest neighbours.'

The Office for Health Improvement and Disparities (OHID) provides the estimated eligible population for the NHS Health Check programme. This is 226,407 for Lincolnshire for 2022-23. People are invited every five years and therefore this means approximately 45,000 are eligible to be invited in 2022/23. Each general practice has been provided with their individual eligible population.

The NHS Health Check Programme supports the delivery of the Lincolnshire Health Inequalities and Prevention programme, specifically the priorities in relation to cardiovascular disease prevention.

● Percentage ◆ Target





Benchmarking April 2017 – March 2022

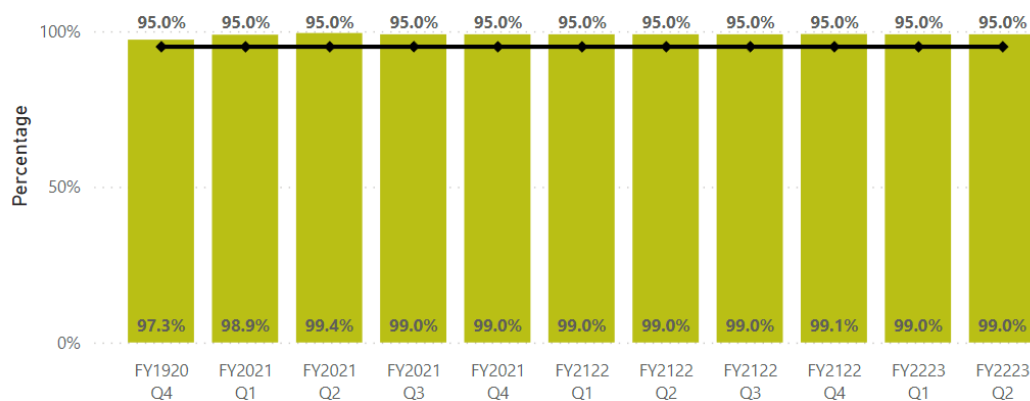
PI 110 – Percentage of people supported to improve their outcomes following Wellbeing intervention ✓

Actual: 99%

Target: 95%

Due to the time delay on this measure to account for the up to 12 weeks of individual service interventions, this data is for Quarter 2 2022-23. During this period, referral volumes remained at an elevated level however the service has continued to deliver consistently high performance in this measure that illustrates 99% of individuals accessing support from the service made improvements in their self-determined outcomes. The Wellbeing Service also continues to contribute to the Homes for Ukraine workstream to assist guests and hosts with information and support.

● Percentage ◆ Target



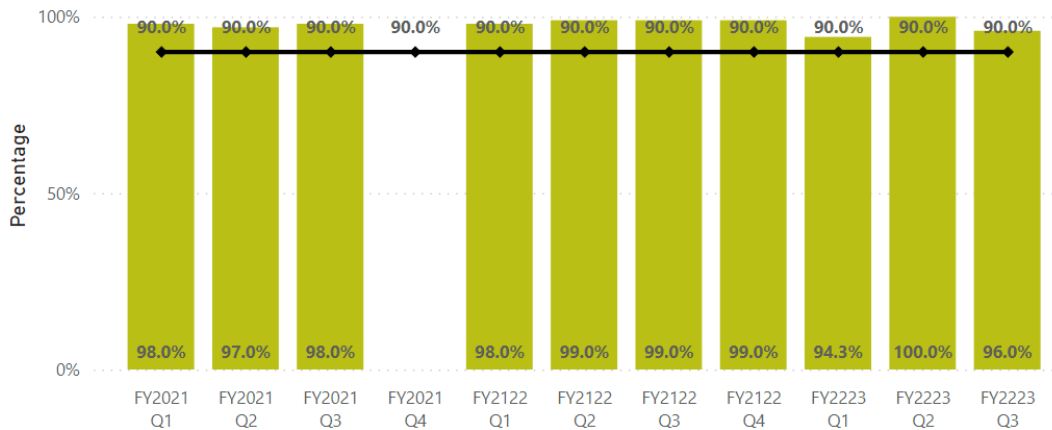
PI 112 - People supported to maintain their accommodation via Housing Related Support Service (HRSS) ✓

Actual: 96%

Target: 90%

Framework Services continue to support their service users to meet their outcomes. During the quarter Framework supported 96% of their service users across both accommodation-based support and floating support to develop new and improved skills to manage a tenancy/mortgage independently from services.

● Percentage ◆ Target



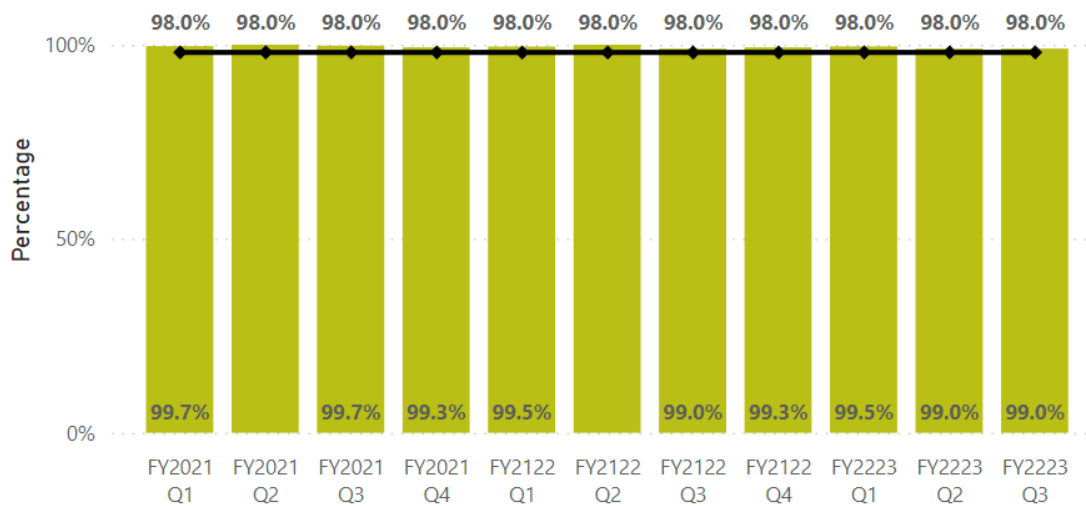
PI 113 - Emergency and urgent deliveries and collections completed on time ✓

Actual: 99%

Target: 98%

Close work with the partners has led to one emergency collection speeds being removed. Partners are being challenged on the efficiency of the use of emergency and urgent activities which has also aided the comparative decline in activity speed use.

● Percentage ◆ Target



PI 121 - Carers who have received a review of their needs ✓

Actual: 80.7%

Target: 85%

To bring the Carers Service reviews reporting in line with the rest of Adult Care, a revised process was implemented from 2022/23 Quarter 2. Unfortunately, an error in the formula used resulted in the numerator being reported incorrectly. This error has been corrected and the Quarter 2 outcome amended as shown below.

The Quarter 2 outcome was incorrectly reported as 91.6%. Revised figures show that 440 of 582 carers who required a review received one. Therefore, the actual Q2 outcome was 75.6%.

This quarter's outcome of 80.7% (654 of 810 carers who required a review received one) meets the target and shows an improvement on the previous outcome.

● Percentage ◆ Target



Benchmarking as at March 2021

1.3.3 Measures that did not meet their target

PI 31 - Percentage of alcohol users that left specialist treatment successfully ✖

Actual: 25.4%

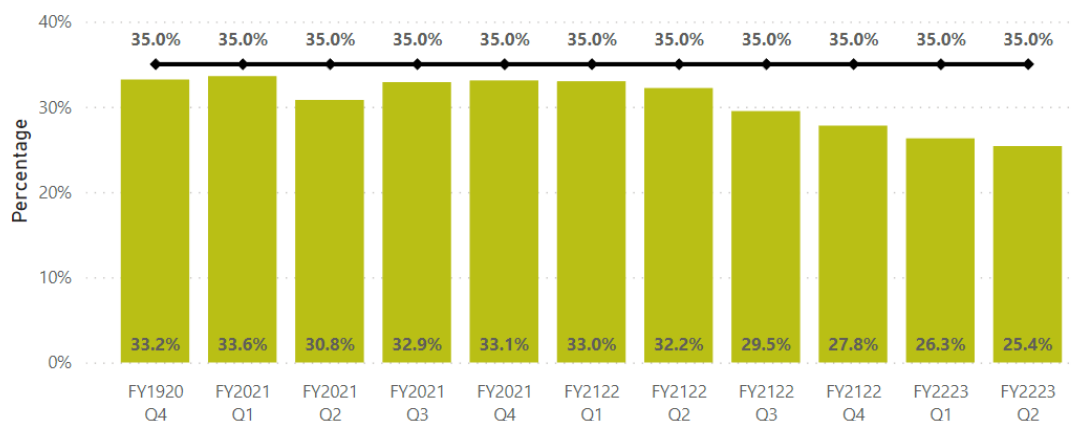
Target: 35%

This indicator has dropped from 26.3% to 25.4% over the last report period. During this period, an in-depth review has been conducted as to why this target is being missed, several contributing factors have emerged which include:

- The number being discharged successfully has remained consistent between 240 and 250 but the number entering treatment has risen by 23.6% between 2019 and 2022, this trend has continued through 2022/23 with a further 6.6% during the first half of 2022/23. This increase in client numbers has brought the percentage of completion down even though discharges have remained constant.
- The number of alcohol clients offered extended brief advice within our One You Lincolnshire lifestyles service has increased, this has prevented many lower-level clients requiring specialist substance misuse treatment and although this is a positive outcome all round, it does mean those in specialist services are more complex and harder to treat.
- Recruitment issues have been challenging over the last 12 months, the provider reviewed its processes and completed a new campaign which was more successful, and posts have now been filled.
- Those presenting for treatment are more challenging and often requiring medically assisted detoxifications and more complex packages of care to address their alcohol use, these clients are more difficult to discharge successfully and are more likely to drop out of treatment or require several attempts before achieving recovery.

The provider has an action plan in place to continue to review this target which is managed through regular contract management reviews. The team will continue to monitor the situation closely and make further changes if necessary.

● Percentage ◆ Target



PI 59 - Carers supported in the last 12 months ✖

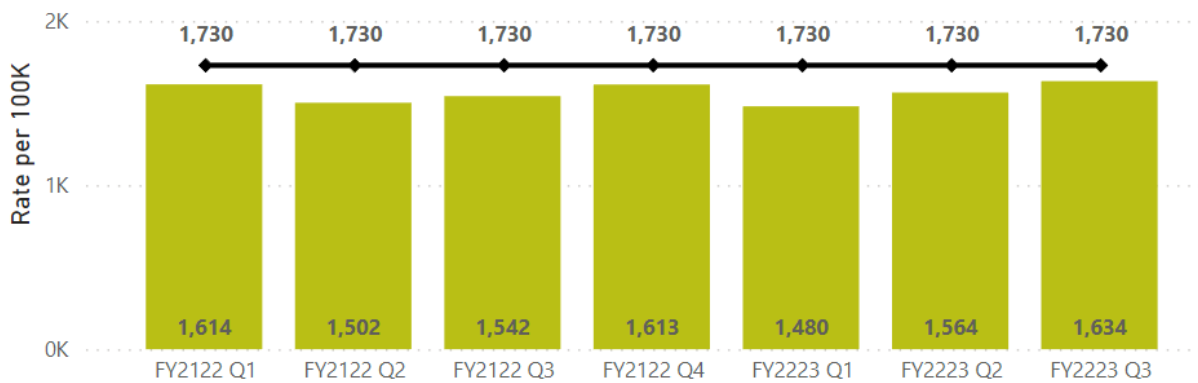
Actual: 1,634

Target: 1,730

While this measure has not been met, we can see an improvement of 70 carers per 100k population compared to last quarter's outcome of 1564.

12421 carers were supported over the last 12 months. This number breaks down to 9540 Adult carers of adults and 2881 Young Carers.

Changes to forms identifying carers and tighter definitions on what counts as support have led to a reduction in the total number of carers reported over the last few quarters. We can be confident that the carers that we are reporting are receiving substantive support and we expect the numbers to increase over time.



PI 111 – People supported to successfully quit smoking ✖

Actual: 1,231

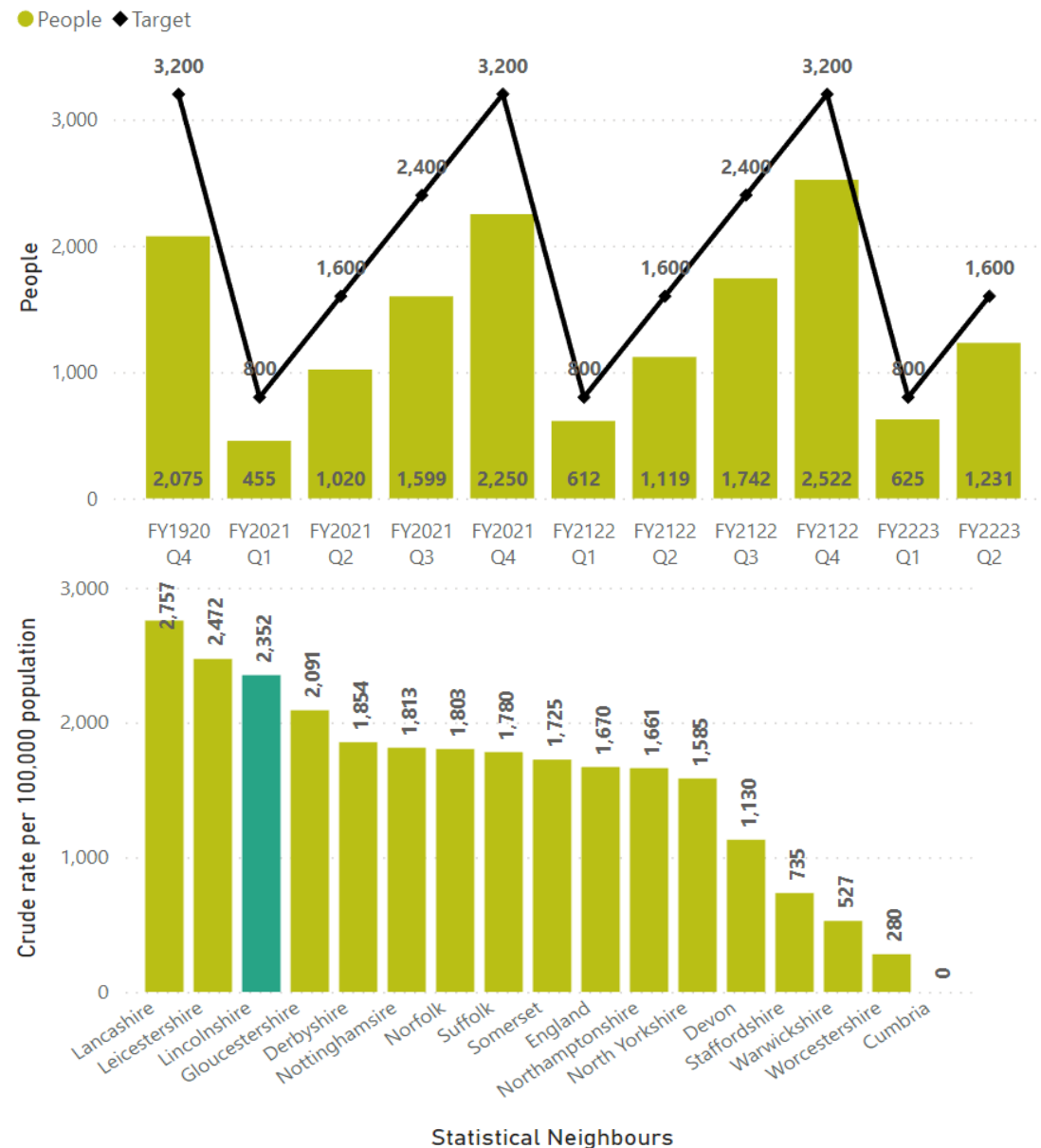
Target: 1,600

The target for this quarter has not been achieved, due to sub-contractors (GP's and Pharmacies) not returning to service delivery at pre-covid-19 levels. Most clients, 76% are still being supported by the core One You Lincolnshire (OYL) smoking specialists, via telephone and face to face support and achieving a well above average 61.7% quit rate. The remaining 24% of clients are being seen by the sub-contractors at an average quit rate of 50.2%.

These figures demonstrate the quality of the service provided, in that once people access the service 58.9% of them go on to successfully quit smoking (measured at 4 weeks). Lincolnshire is now ranked fifth nationally for overall quitters and compares with ranking 10th in 2019 when OYL first took over the contract; this shows the strength of performance compared to other local authorities through the challenging times. Costs

have escalated during and post covid-19 due to increases in venue hire, medication costs and delivery costs of medication for clients supported over the telephone. These are being reviewed and discussed with the provider by commercial and public health teams to identify the best way forward. In the absence of GP practices, other community facilities have been identified to deliver clinics, such as Fire Stations and community halls, these should help to increase carbon monoxide (CO) validation rates and reduce venue hire and mailing costs as medications can be handed over direct to clients. In the meantime, OYL continue to work on sub-con engagement to increase the number of face-to-face appointments across the county.

The development of the NHS Long Term Plan in-house tobacco treatment service is on-going and both the maternity and mental health services are now operational. OYL have been working closely to ensure a smooth handover of clients leaving the NHS services to their own community provision. NHS Acute settings are due to come on-line within the next quarter.



Benchmarking as at March 2021

2. Conclusion

The Adult Care and Community Wellbeing Scrutiny Committee is requested to consider and comment on the report.

3. Consultation

a) Risks and Impact Analysis

N/A

4. Background Papers

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

This report was written by Caroline Jackson, Head of Corporate Performance, who can be contacted on Caroline.Jackson@lincolnshire.gov.uk

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