



**Open Report on behalf of Martin Samuels,
Executive Director - Adult Care and Community Wellbeing**

Report to:	Adults and Community Wellbeing Scrutiny Committee
Date:	28 February 2024
Subject:	Service Level Performance against the Corporate Performance Framework 2023-24 Quarter 3

Summary:

This report summarises the Service Level Performance against the Success Framework 2023-24 for Quarter 3. All performance that can be reported in Quarter 3 is included in this report.




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

Recommendation(s):

To consider and comment on the Adult Care and Community Wellbeing Service Level Performance for 2023- 24 Quarter 3.

1. Background

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

- 3 measures that exceeded their target 
- 14 measures that achieved their target 
- 1 measure did not meet their target 
- 1 measure that does not have a target (contextual)

1.1 Adult Care

1.1.1 Measures that exceeded their target

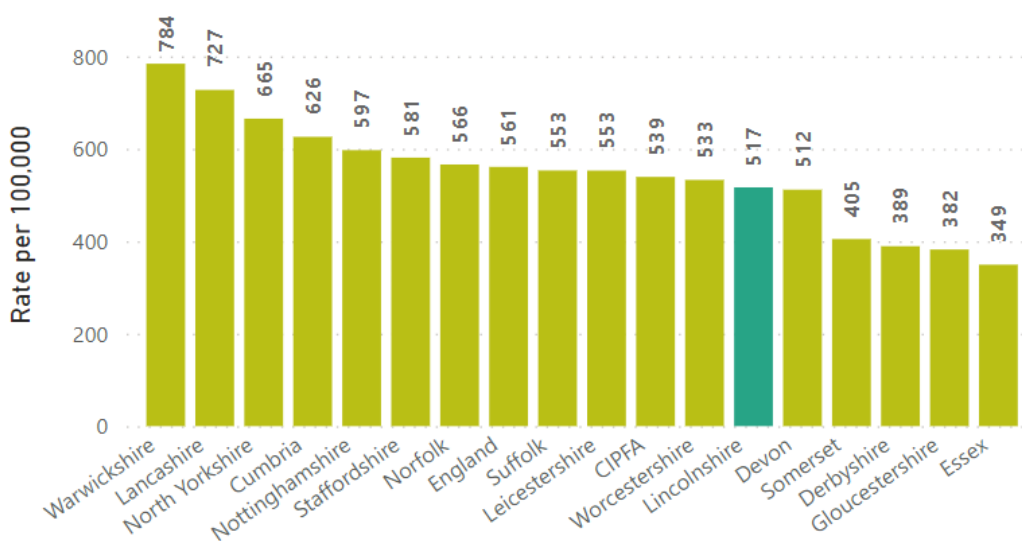
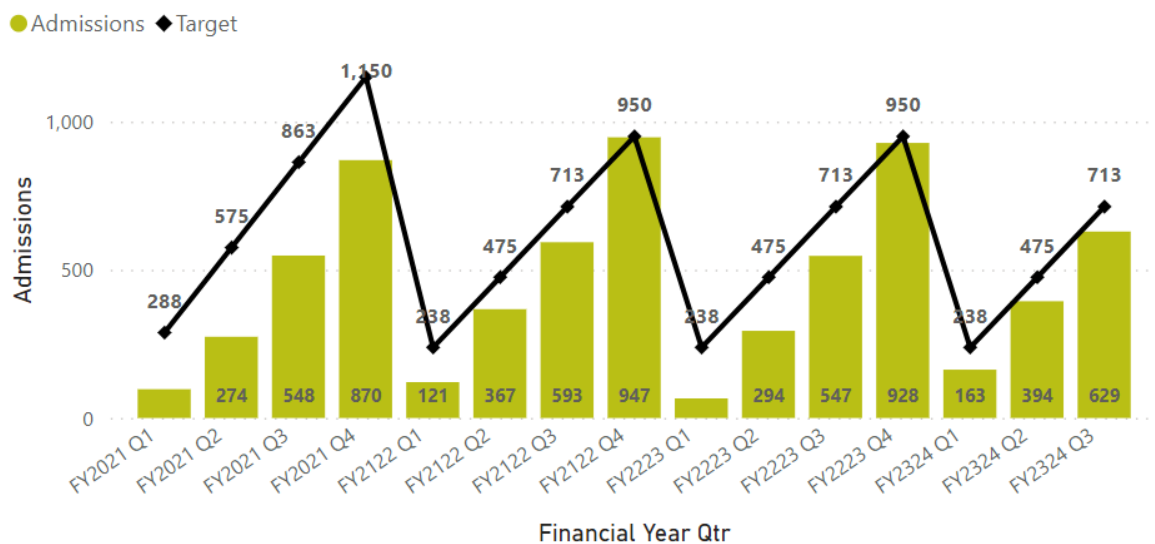
PI 60 Permanent admissions to residential and nursing care homes aged 65+

April 2023- December 2023

Actual: 629

Target: 713

There have been 629 permanent admissions to residential care up to the end of Quarter 3, but it should be noted that the actual number will be slightly higher as there is a known delay in entering information into the system. 83% of the new admissions have a physical support need as their primary need and 25% are aged 90+.



Statistical Neighbours

Benchmarking period April 2022 – March 2023

1.1.2 Measures that achieved their target

PI 63 Adults who receive a direct payment ✓

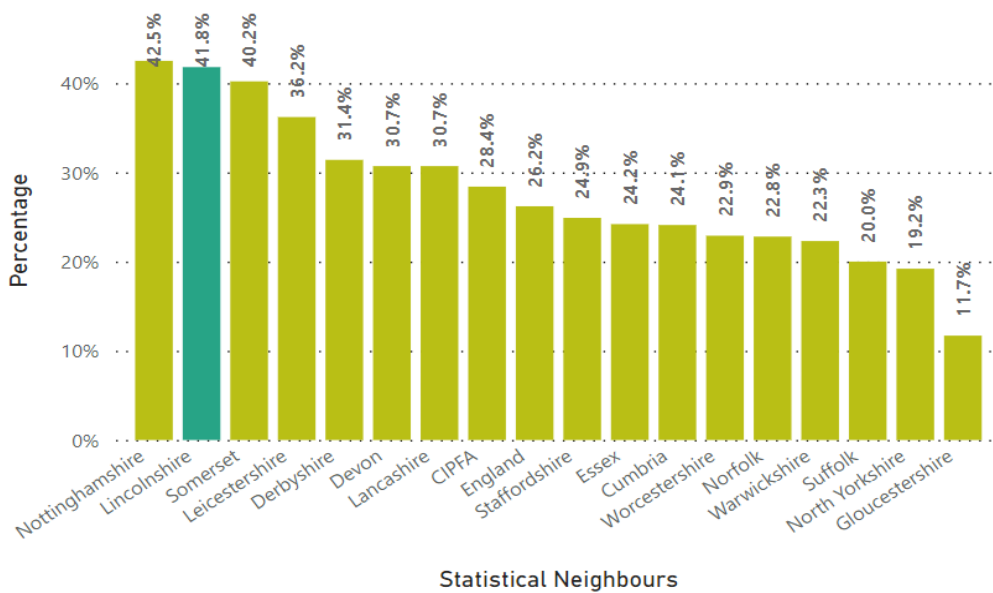
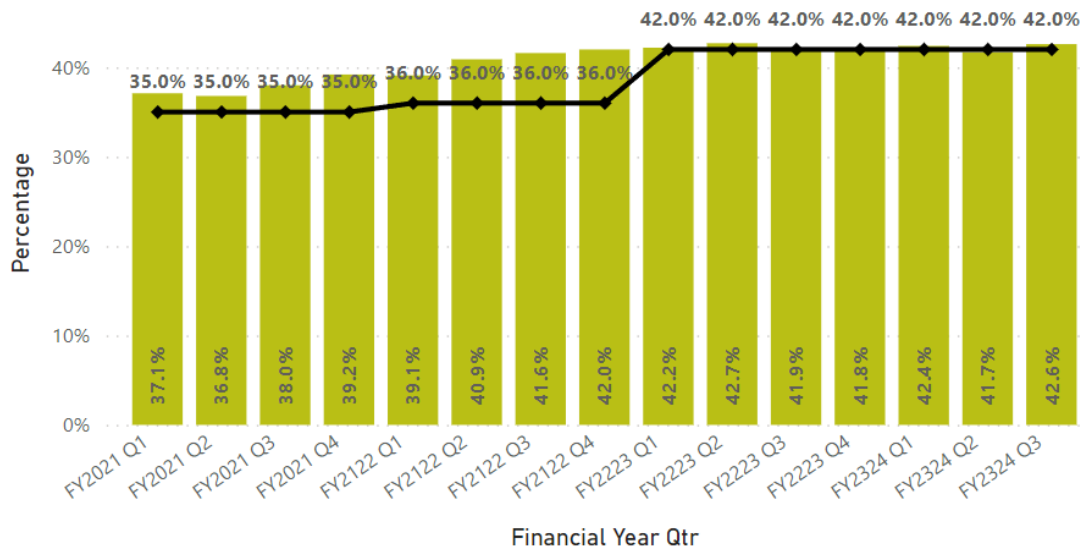
As at December 2023

Actual: 42.6

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 provided, and gives more freedom of choice over the care they need. The Quarter 3 performance of 42.6% (2,129 out of 4,993) is slightly higher than at the end of Quarter 2 and just above the 42% target. Performance against this measure is usually well-above the national average.

● Percentage ◆ Target



Benchmarking period April 2022 – March 2023

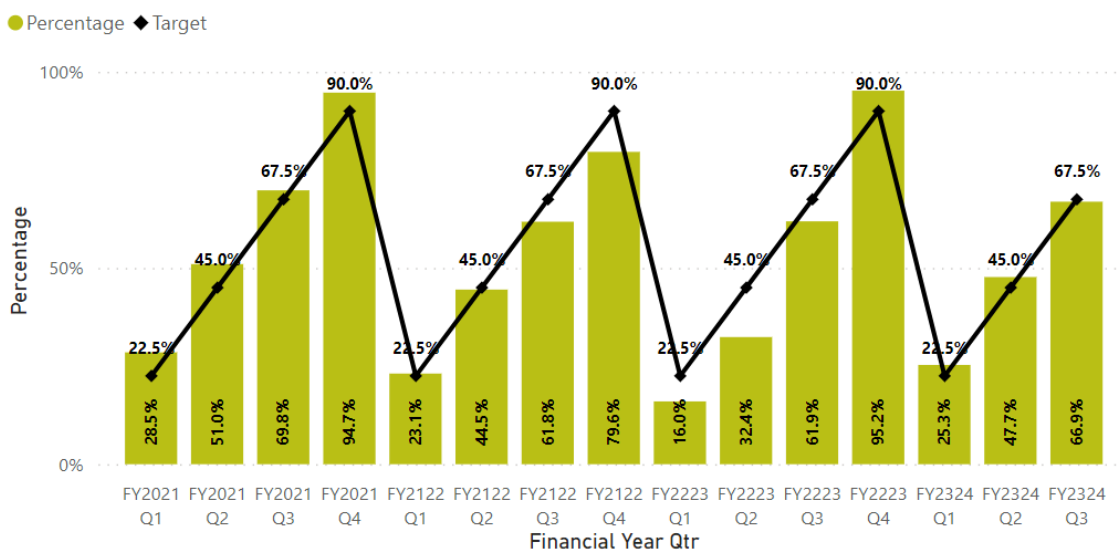
PI 65 People in receipt of long term support who have been reviewed ✓

April 2023 – December 2023

Actual: 66.9

Target: 67.5

All teams across Specialist Adults Services and Adult Frailty & Long Term conditions (AFLCT) are within the target tolerance for Quarter 3 (4,584 out of 6,848 = 66.9%) and on-track to achieve the end of year target. As well as ensuring that planned reviews are completed our monitoring of quality practice standards also tells us that our assessment and care management practice is of good quality. During the autumn and winter period there is a focus from the AFLCT teams on Review completion and progress is monitored every 2 weeks.



Benchmarking data has been removed as we use a different cohort definition which does not match the national definition. However, our definition will change in 2024-25 to match the national definition and benchmarking information will be available in future reports.

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

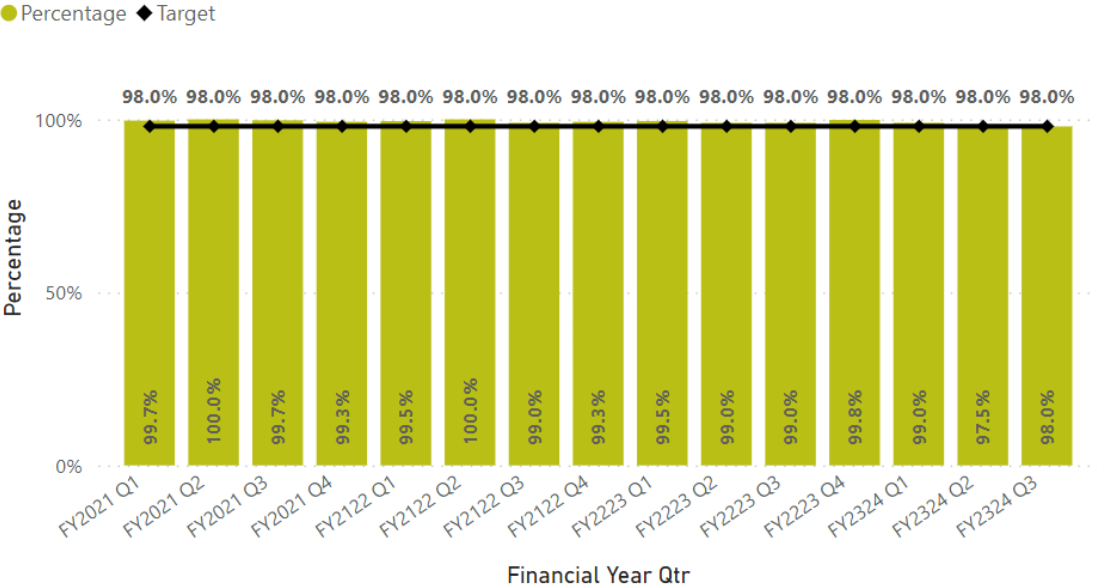
As at December 2023

Actual: 97.96

Target: 98

As reported last Quarter, work has been ongoing to mitigate against the challenges faced to achieve the targets and more staff have been recruited . This has had a positive impact on the Quarter 3 2023/24 result. The recruitment and training of those staff took some weeks which led to the impact in the first month of this quarter. However, there has been improvement month on month by the provider and the result is within the 1% tolerance and as such this PI is achieving its target with 11,605 emergency deliveries and collections

within 4 hours PLUS Number of urgent deliveries within 24 hours PLUS Number of urgent collections within 48 hours (deemed as 'on time'), of the total 11,847 emergency and urgent deliveries and collections this Quarter.



This performance indicator is a local measure so benchmarking data is not available.

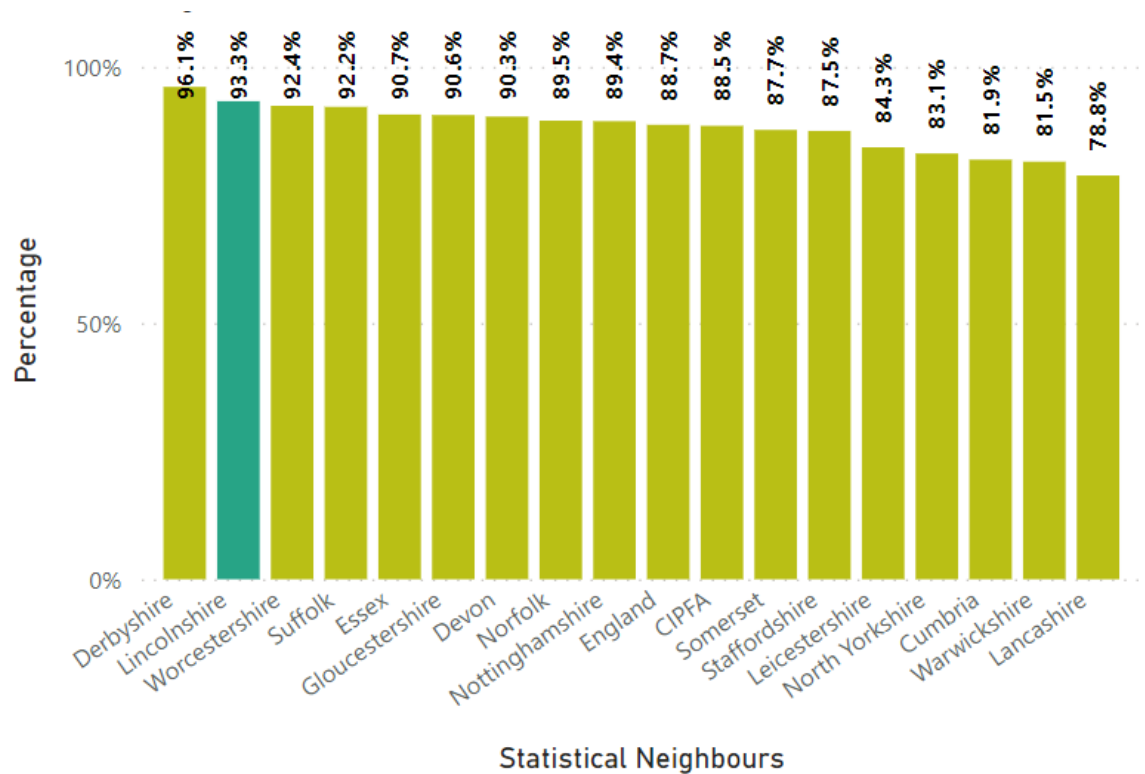
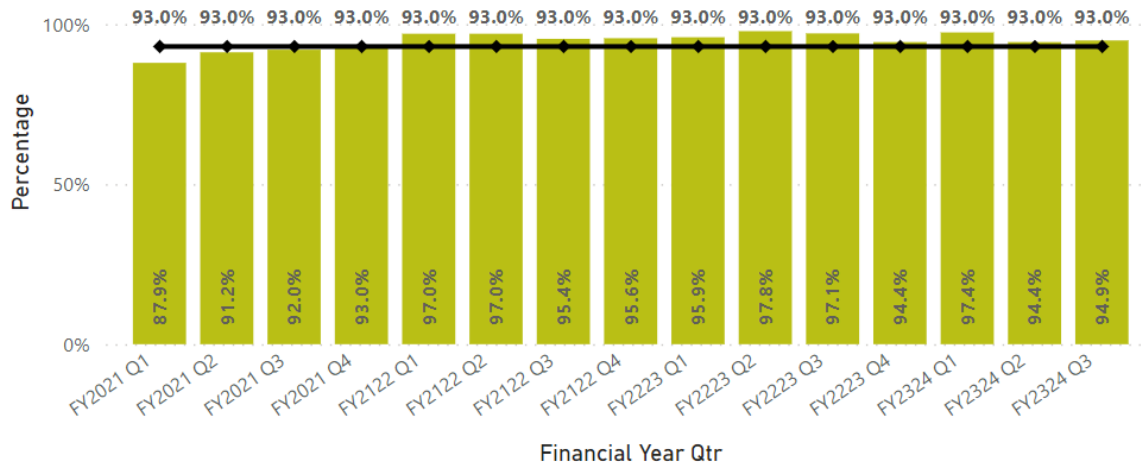
PI 122 Requests for support for new clients aged 65+, where the outcome was no support or support of a lower level ✓

April 2023 – December 2023

Actual: 94.9
Target: 93

We continue to perform better than the target but within tolerance, therefore the measure has been achieved. This measure (19,873 out of 20,934 = 94.9%) reflects the proportion of those new clients who received short-term services From April to December 2023, where no further request was made for ongoing support. Since short-term services aim to reable people and promote their independence, this measure provides evidence of a good outcome in delaying dependency or supporting recovery – short-term support that results in no further need for service. We usually perform well above national and the region.

● Percentage ◆ Target



Benchmarking period April 2022 – March 2023

PI 124 Completed episodes of Reablement, where the outcome was no support or support of a lower level ✓

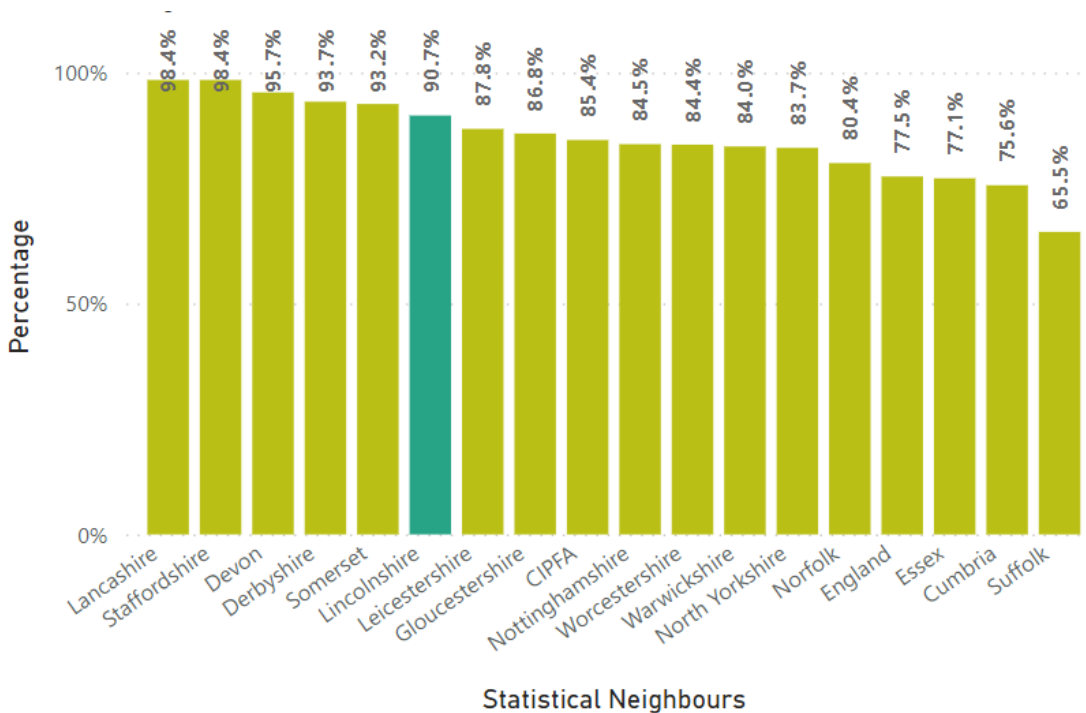
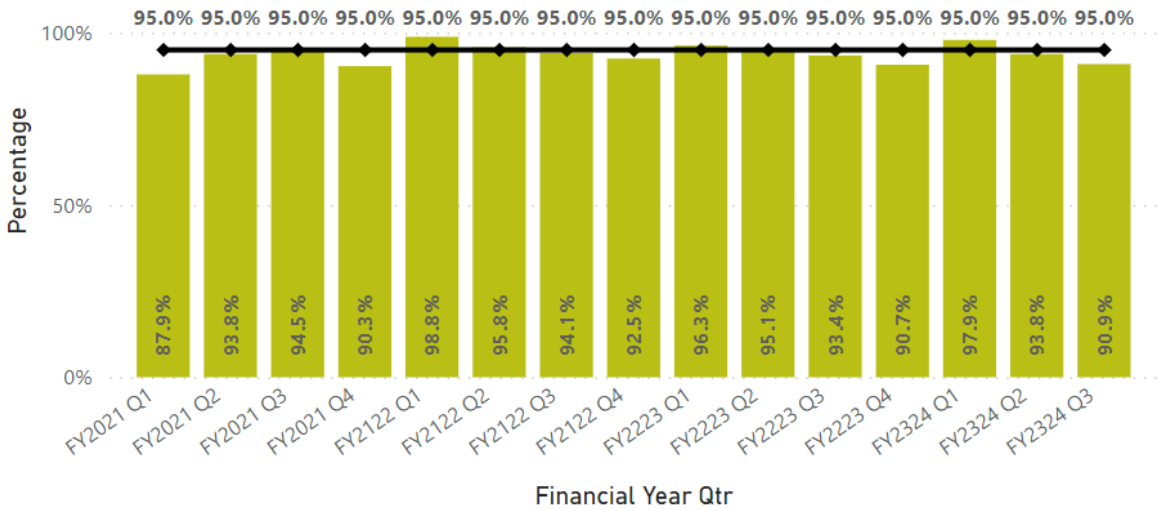
April 2023 - December 2023

Actual: 90.9

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 90.9% (2,792 out of 3,071) of all episodes of reablement have resulted in clients not going on to receiving a long-term adult care service. This is below the 95% target and below the Quarter 2 figure of 93.8%. Although below target it is within tolerance and so the measure is being achieved. The reason for the decrease compared to at the end of Quarter 2 is due to the increase in clients discharged from hospital going into a long-term community service and also coming via a community route into a long-term community service.

● Percentage ◆ Target



Benchmarking period April 2022 – March 2023

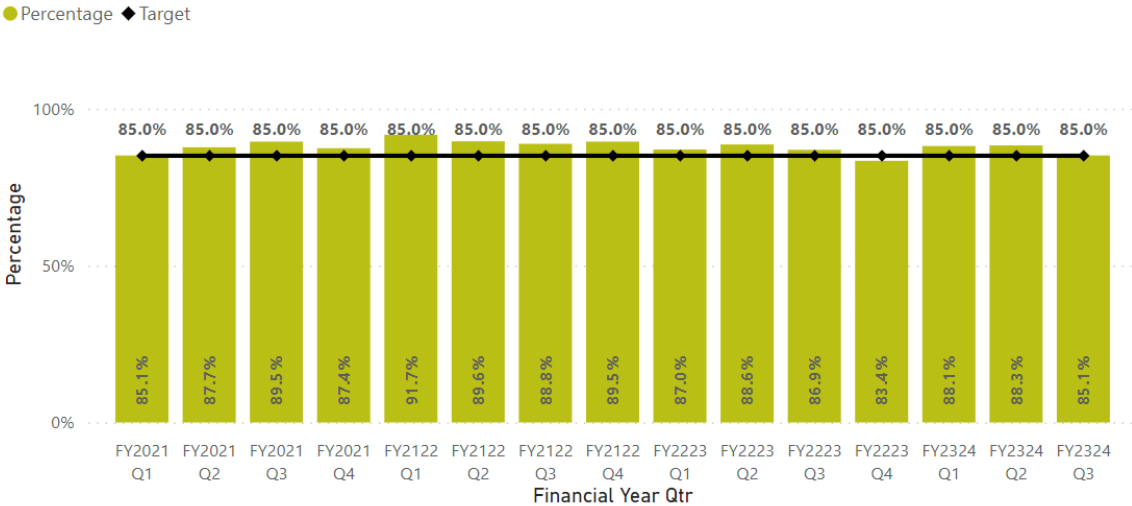
PI 158 For adults discharged from hospital, the percentage who remain at home 91 days after discharge ✓

As at December 2023

Actual: 85.1

Target: 85

The target has been 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 (1,011 out of 1,188). Of the 1,011 discharges that are at home after 91 days, 247 of these are at home receiving a long-term support service (e.g. home care). Of the 177 clients not at home on the 91st day, 72 of these are now in long-term residential care and 105 are receiving short-term support.



Benchmarking data is not available as we use a local definition (which is different to the national comparator).

1.1.3 Measures that did not meet their target

None in Quarter 3

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

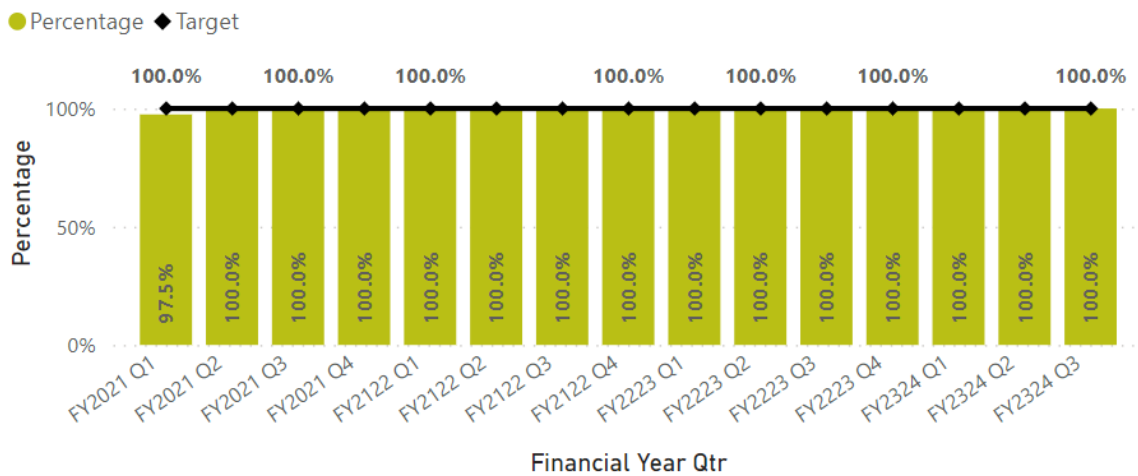
PI 28 Safeguarding cases supported by an advocate (where appropriate) ✓

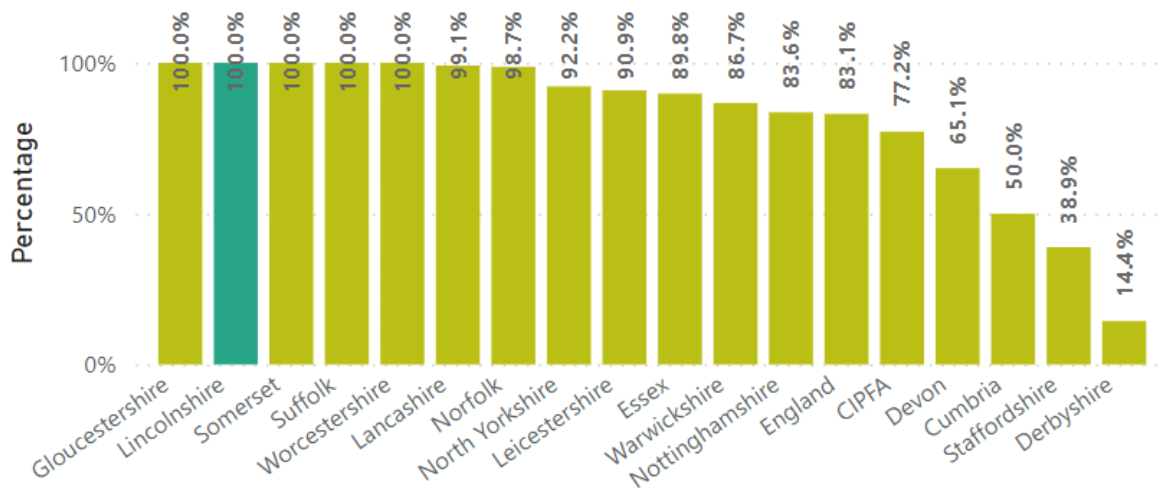
April 2023 – December 2023

Actual: 100

Target: 100

This measure is consistently met and demonstrates that individuals are provided with the necessary support to share their views and wishes. Of the 213 safeguarding cases from April 2023 to December 2023 all were appropriately supported.





Statistical Neighbours

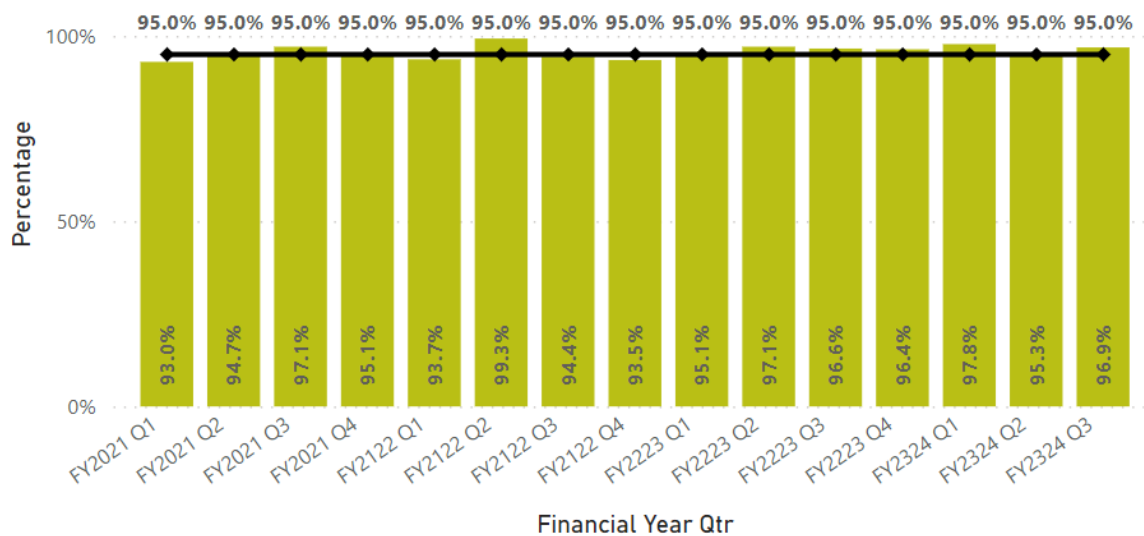
Benchmarking period April 2022 – March 2023

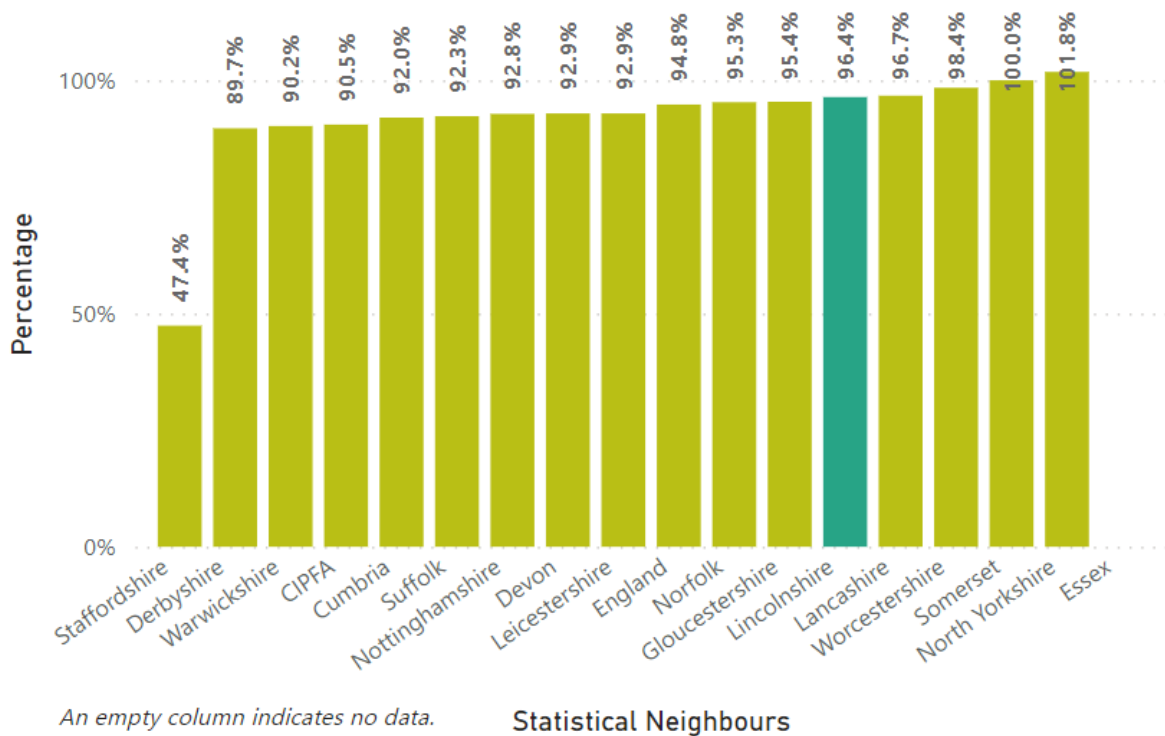
PI 116 Concluded safeguarding enquiries where the desired outcomes were achieved ✓
 April 2023 – December 2023

Actual: 96.9
Target: 95

Consistent high performance in this area demonstrates that the key safeguarding principles of 'empowerment' and 'partnership' are firmly embedded into practice. Supporting individual choice and control can improve resilience and outcomes. Of the 354 cases concluded from April 2023 to December 2023, desired outcomes were fully or partially achieved in 343 of those cases.

● Percentage ◆ Target





Benchmarking period April 2022 – March 2023

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

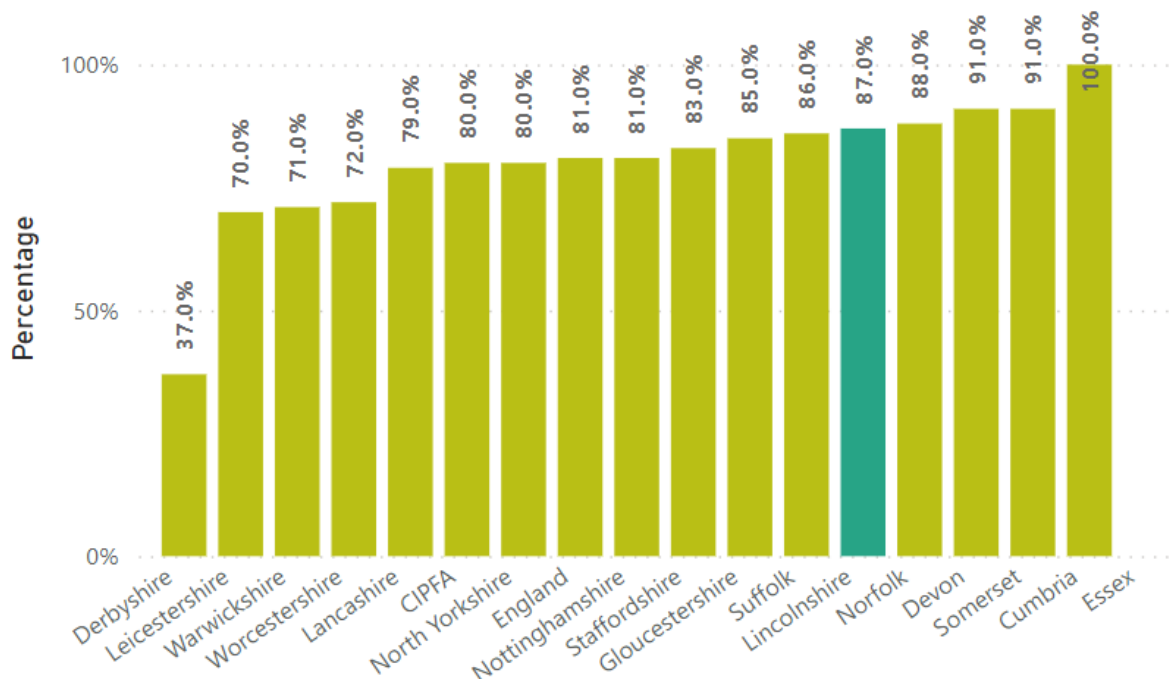
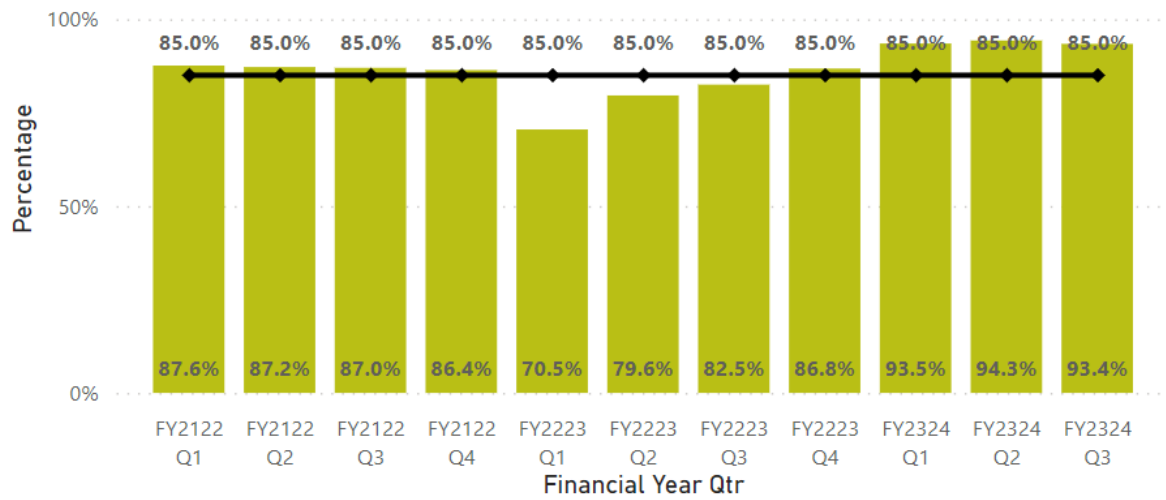
April 2023 – December 2023

Actual: 93.4

Target: 85

Making Safeguarding Personal (MSP) is a key priority for the LSAB (Lincolnshire Safeguarding Adults Board) Prevention strategy 2023-2026. The LSAB has also developed an MSP action plan which will consider how partners ensure that MSP is embedded into practice and how they maintain regular oversight and assurance in this area. Of the 458 people who underwent an Adult Safeguarding enquiry from April 2023 to December 2023 428 were asked what they wanted to achieve.

● Percentage ◆ Target



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Statistical Neighbours

Benchmarking period April 2022 – March 2023

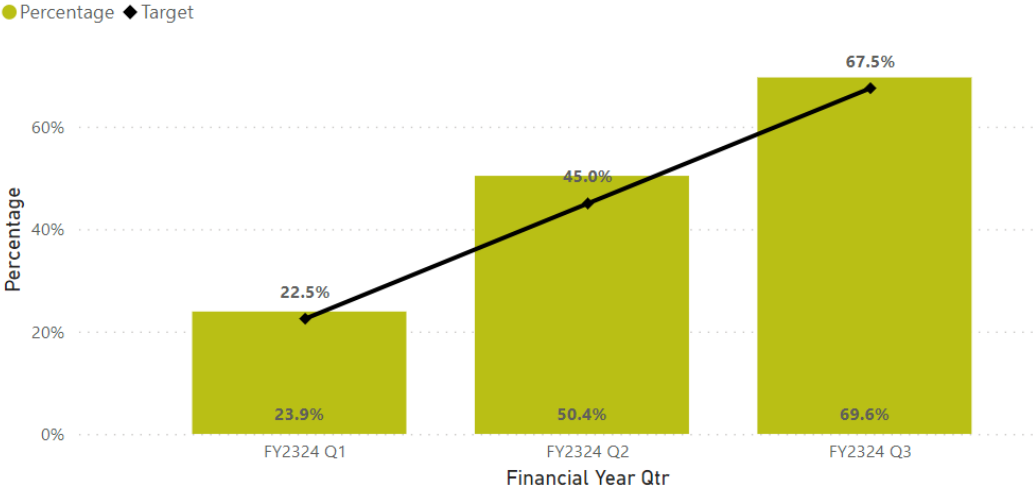
PI 174 Proportion of adults with a learning disability or a mental health need in receipt of long-term support who have been reviewed ✓

April 2023- December 2023

Actual: 69.6

Target: 67.5

Specialist Adults Services review performance (1,659 out of 2,383 = 69.6%) covering adults with a mental health need or a learning disability is above the Quarter 3 target and on-track to achieve the end-of-year target of 90%. As well as ensuring that planned reviews are completed our monitoring of quality practice standards also tells us that our assessment and care management practice is of good quality. No benchmarking information is made available by NHS England to allow comparisons with other Councils for Mental Health and Learning Disability Teams.



No benchmarking information is made available by NHS England to allow comparisons with other Councils.

1.2.3 Measures that did not meet their target

None in Quarter 3

1.2.4 Measure that does not have a target (contextual)

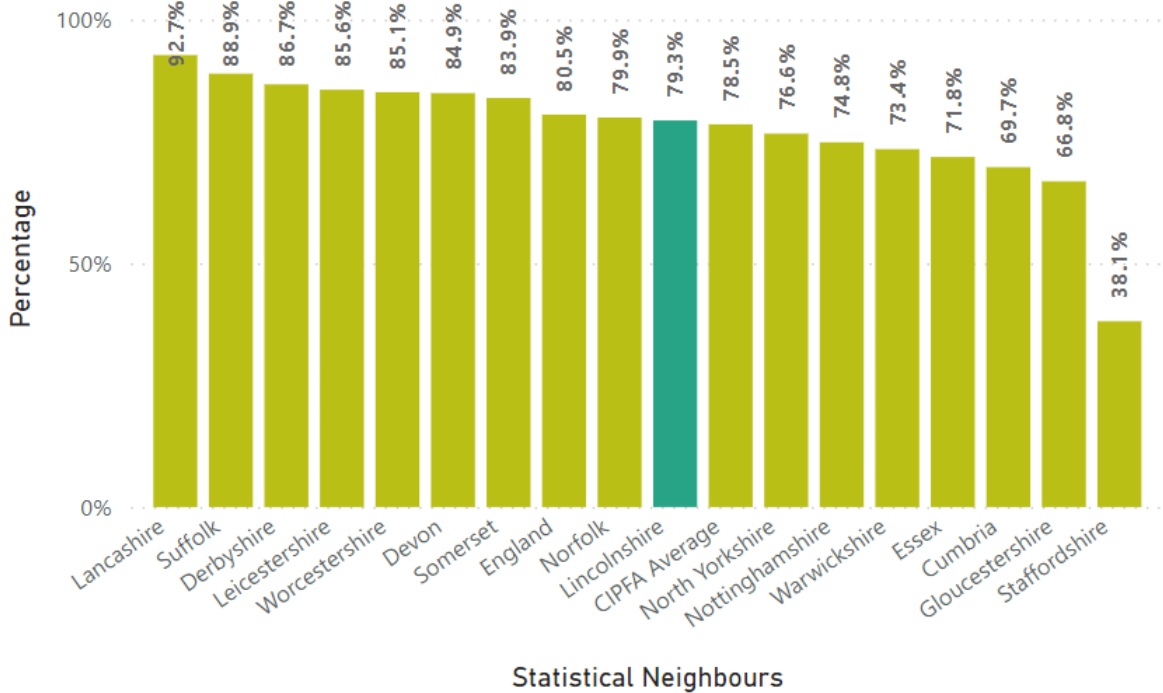
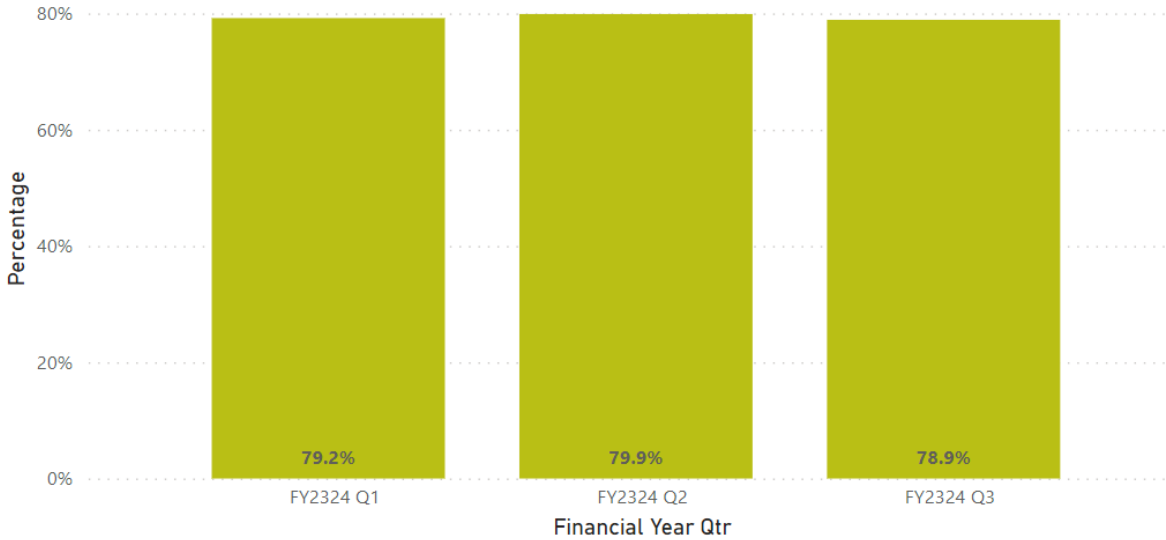
PI 173 Proportion of adults with a learning disability who live in their own home or with their family

As at December 2023

Actual: 78.9

Target: n/a

This measure is intended to improve outcomes for adults with a learning disability by demonstrating the proportion in stable and appropriate accommodation. The nature of accommodation for adults with a learning disability has a strong impact on their wellbeing, safety and overall quality of life including reduced risk of social exclusion. At the end of Quarter 3, 78.9% (1,403 out of 1,778) live in their own home, with their family or informal carers. This is a slight decrease from Quarter 2 and it is slightly lower than the 2022/23 national figure of 80.5%. A lot of work is done by the Learning Disability Team to support adults with a learning disability to move into their own home remain living with their family or informal carers.



Benchmarking period April 2022 – March 2023

1.3 Public Health and Community Wellbeing

1.3.1 Measures that exceeded their target

PI 31 Number of alcohol users that left specialist treatment successfully

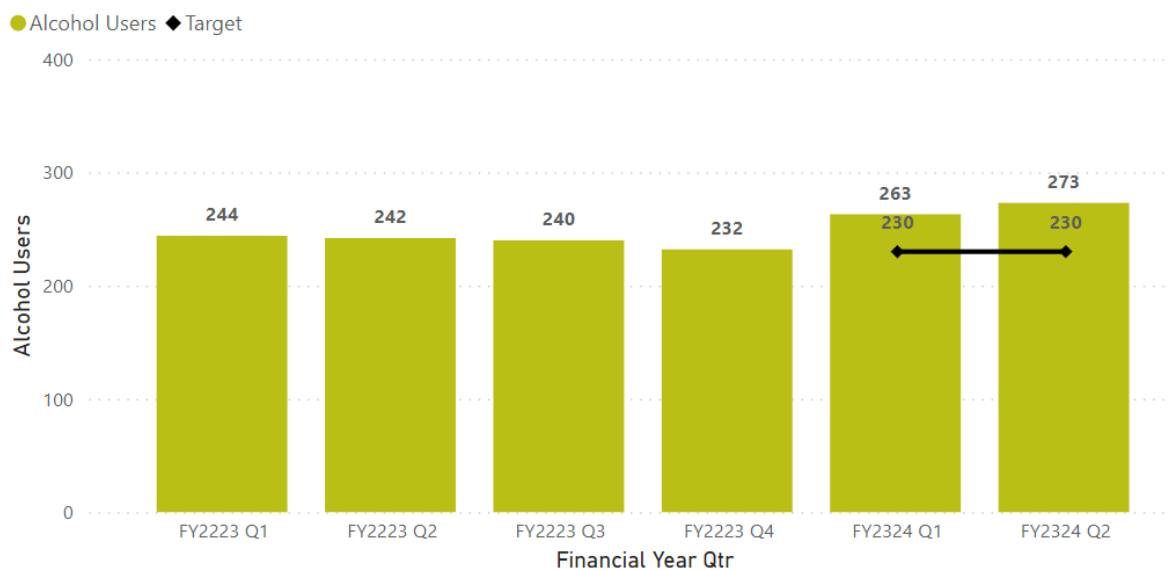
Oct 22 – Sep 23

Actual: 273

Target: 230

Service performance has improved each quarter through this reporting year rising from 232 successful completions reported in Quarter 1 to 273 reported in Quarter 3 which evidences a positive provider relationship and continued partnership working through the service Improvement Plan.

Following a successful recommissioning process a new contract has been awarded and key priorities for the next quarter will focus on the mobilisation of the new contract, whilst working with the incumbent provider on a positive exit strategy. The new service will commence April 1st 2024.



This performance indicator is a local measure so benchmarking data is not available.

PI 121 Carers who have received a review of their needs

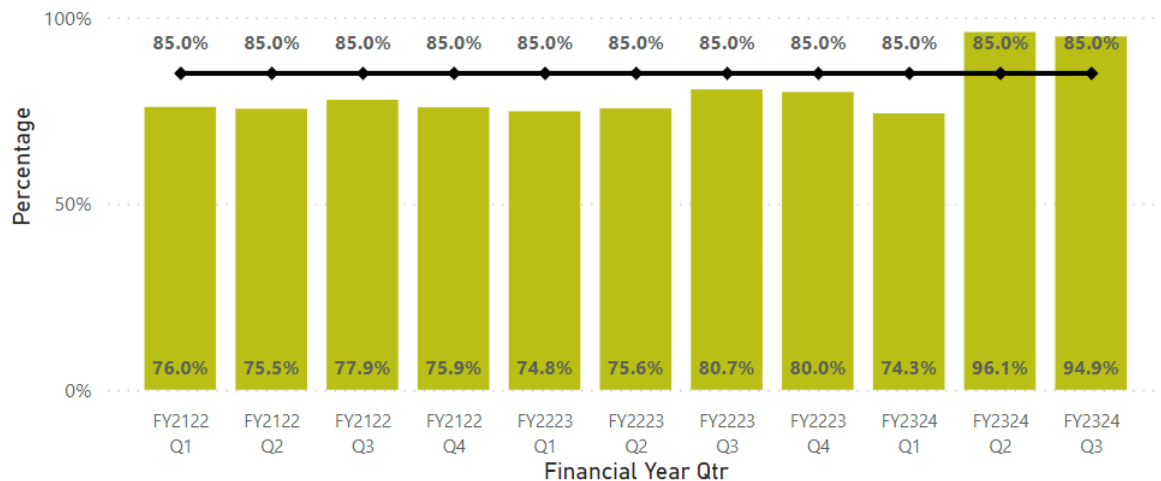
January 2023 - December 2023

Actual: 94.9

Target: 85

The end of Quarter 3 figure is 94.9% (521 out of 549) which exceeds the target and evidences the effective work of the Carer’s Service. It is slightly lower than the end of Quarter 2 figure of 96.1%.

● Percentage ◆ Target



This performance indicator is a local measure so benchmarking data is not available.

1.3.2 Measures that achieved their target

PI 33 Percentage of people aged 40 to 74 offered and received an NHS health check ✓
 April 2019 – September 2023

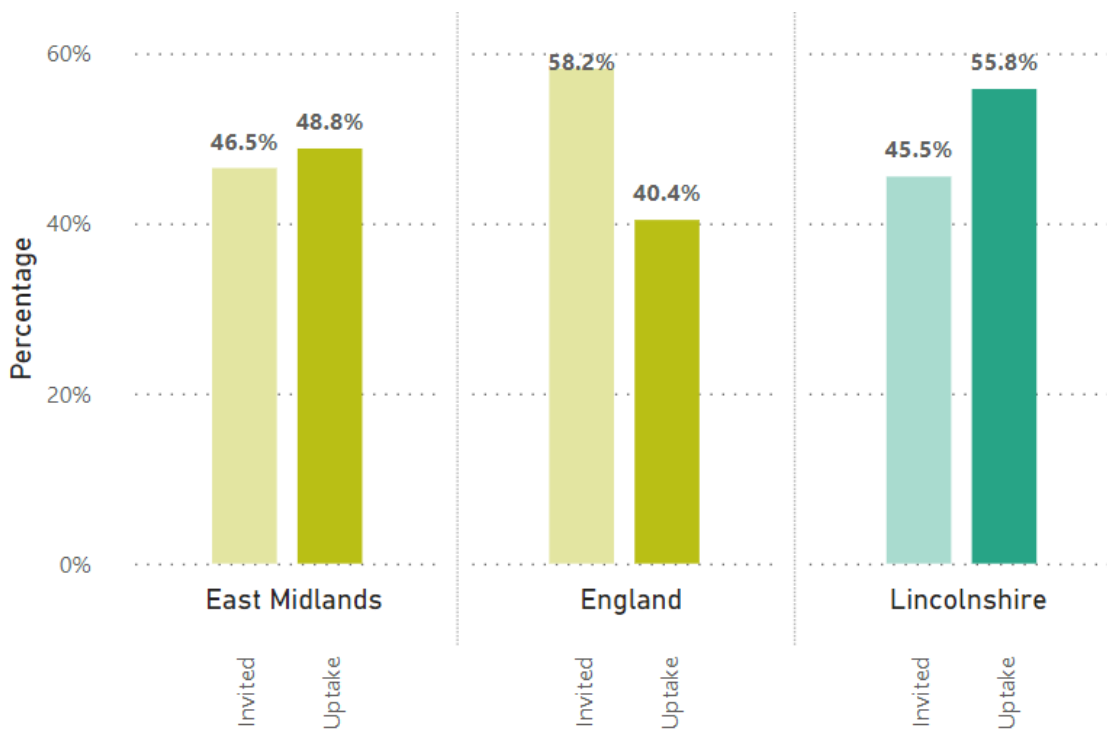
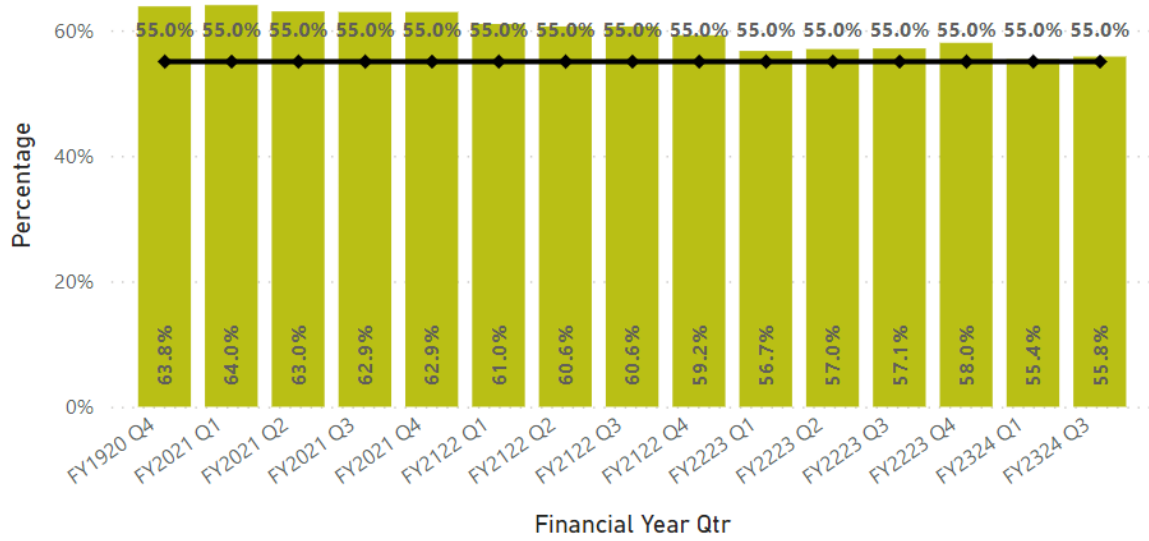
Actual: 55.8
Target: 55

This indicator reflects the latest Office for Health Improvement and Disparities (OHID) published data for the period April 2019 to September 2023 and is reported as a cumulative multi-year measure.

During this period in Lincolnshire 103,551 people were invited for an NHS Health Check and 57,817 people took up the invitation leading to a 55.8% overall uptake. Lincolnshire remains the highest amongst its 'CIPFA nearest neighbours' for people taking up an NHS Health Check invite, with the East Midland overall percentage at 48.8% and England average at 40.4% in the same time period. The position reported this quarter represents a slight increase from the previous quarter’s published data (55.4%) and it is also pleasing that the proportion of people invited for an NHS Health Check has also increased.

Locally reported service data for Quarter 1 and Quarter 2 2023/24 (April 2023 to Sept 2023) indicates 10,335 people accessed an NHS Health Checks in Lincolnshire during this period. Out of those people, 2,224 (21.5%) were referred to a physical activity service as a result of lack of exercise being identified as part of their Health Check.

● Percentage ◆ Target



Benchmarking period April 2019 – September 2023

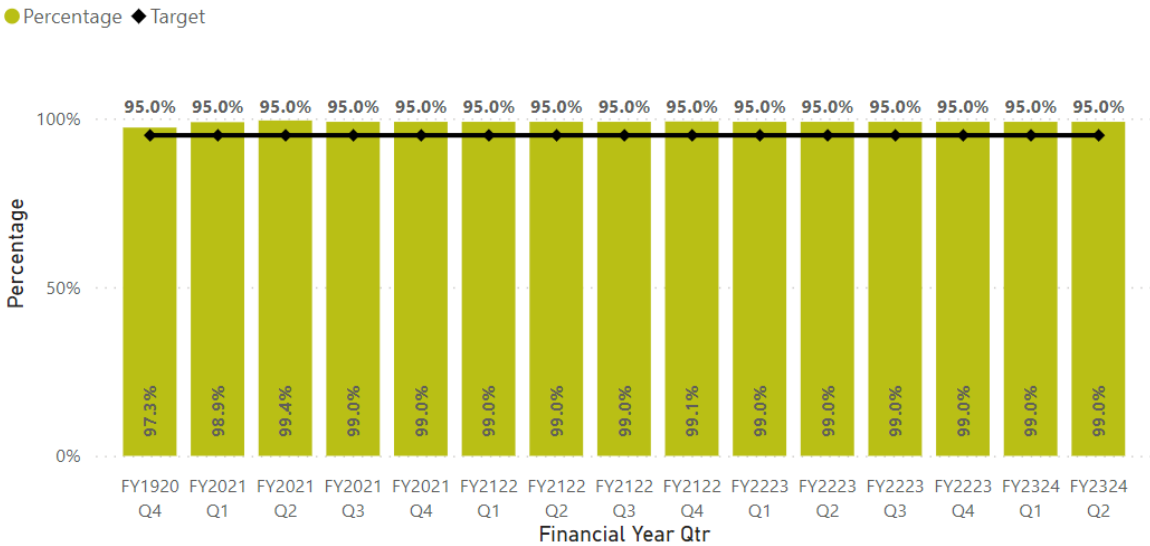
PI 110 Percentage of people supported to improve their outcomes following Wellbeing intervention ✓

As at September 2023

Actual: 99

Target: 95

Due to the time delay on this measure to account for the up to 12 weeks of support interventions available, this data pertains to Jul23-Sep23. During this reporting period the service has maintained its consistently strong performance in this outcome measure which indicates 99% of individuals supported by the service achieved an overall improvement in their outcomes. During this reporting period this represented 2,215 individuals achieving this overall improvement out of 2,245 that were supported by the service. The most common outcome areas individuals sought support with continues to be independence and managing money. Service demand during the reporting period saw a slight increase on the previous quarter which the service responded positively to, completing an average of 800 assessments per month in the reporting period. The service is currently being re-commissioned, no impacts to service delivery are currently being experienced at this stage of the re-commissioning process.



This performance indicator is a local measure so benchmarking data is not available.

PI 111 People supported to successfully quit smoking ✓

April 2023 – September 2023

Actual: 1295

Target: 1338

The quit rate for Quarter 3 is 57%, which is above the national target and in line with the same time last year (58%). Total quits is slightly below the target but within tolerance, therefore this measure is achieving. This is expected as the number of quits is not uniform across the year (with an expected increase in numbers at the start of each calendar year). The number of quits being CO (Carbon Monoxide) validated is also increasing, with Quarter 3 2023/24 reporting 11% (compared to 2% for Quarter 3 2022/23). Quarter 3 included collaborative work with the Integrated Care Board (ICB), NHS Tobacco Dependency services and Lincolnshire Fire and Rescue (LFR).

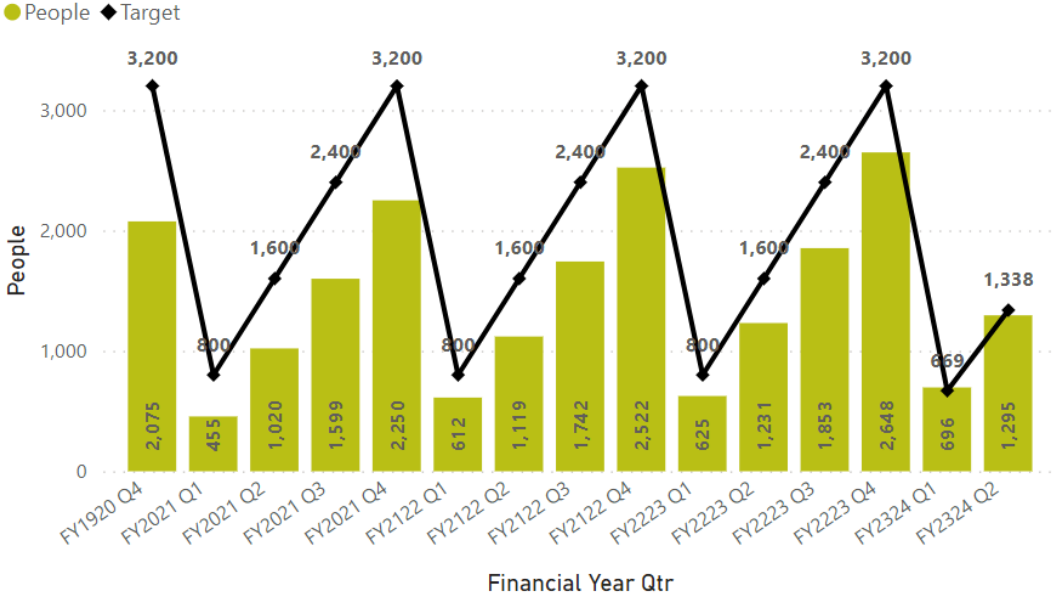
The Lincolnshire Prescribing guidance document has been updated, through the Prescribing and Clinical Effectiveness Forum (PACEF), to include the addition of E-cigarettes for both One You Lincolnshire and Lincolnshire Partnership NHS Foundation Trust (LPFT) as well as Microtabs on behalf of the NHS Tobacco Dependency services.

Training was delivered to Fire Safety Advocates on the service offer and how to refer their service users, particularly those identified as smokers in home safety checks.

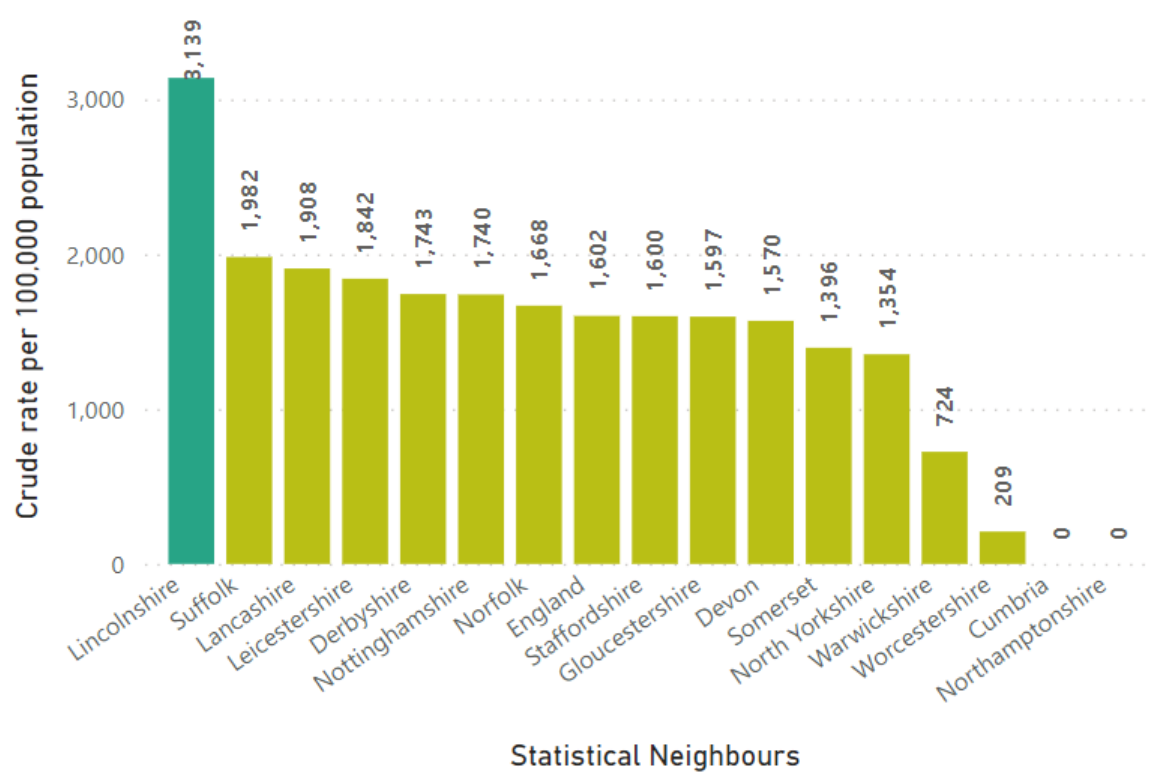
Face to face stop smoking support has been further increased, through a new clinic in Boston at the Centenary Methodist Church. This closely links with the existing stop smoking clinic at the homeless support centre, Centrepoint Outreach. This will continue to contribute to the number of quits being CO validated.

There has been a reduction in Smoking in Pregnancy referrals due to these now being seen by the United Lincolnshire Hospitals NHS Trust’s (ULHT) Maternity Tobacco Dependency service. This has been offset by an uplift in starters through the core team and sub-contractors.

Stoptober planning is underway, including production of a social media asset pack and scheduling key events to promote the stop smoking pathway. Work has started on an Expression of Interest for the national Swap to Stop scheme, which would allow One You Lincolnshire to increase work with E-cigarettes, targeting specific populations and potentially expanding this offer through the sub-contracted GP and Pharmacy network.



Benchmarking



Benchmarking period April 2022 – March 2023

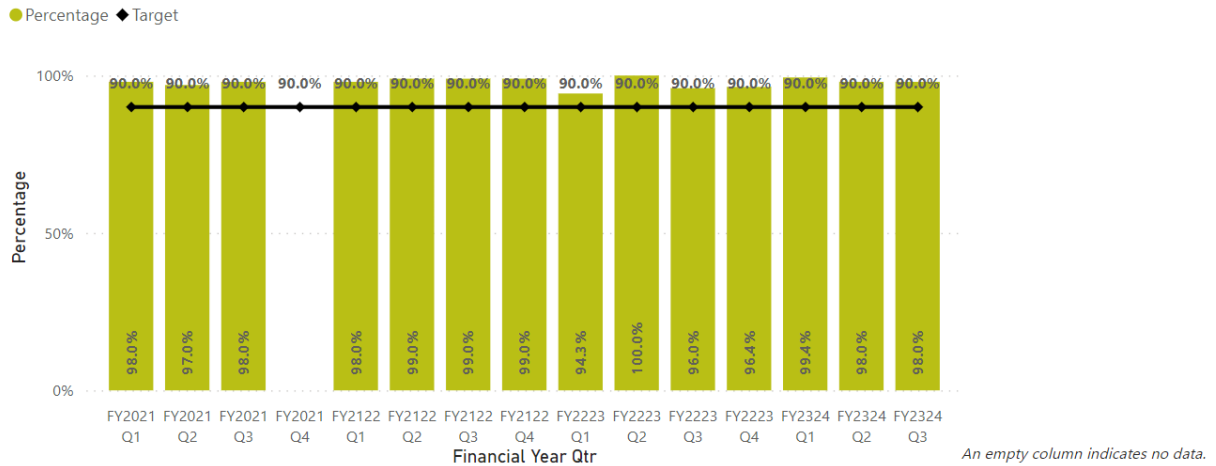
PI 112 People supported to maintain their accommodation via Housing Related Support Service (HRSS) ✓

As at December 2023

Actual: 98

Target: 90

98% has been achieved this quarter for improved outcomes for both accommodation and the floating support service, exceeding the 90% target. During the quarter 102 achieved a positive outcome for the floating support service out of 104 being supported and 80 achieved a positive outcome for the accommodation service out of 81 being supported. Focus remains on service user throughput and continued positive relationships with partners and agencies to ensure successful outcomes. The service continues to successfully deliver the supplementary substance misuse treatment and recovery – housing support grant, providing regular service engagement updates and evidence of the positive impact the grant is having on service user lives.



This performance indicator is a local measure so benchmarking data is not available.

1.3.3 Measures that did not meet their target

PI 59 Carers supported in the last 12 months ❌

January 2023 - December 2023

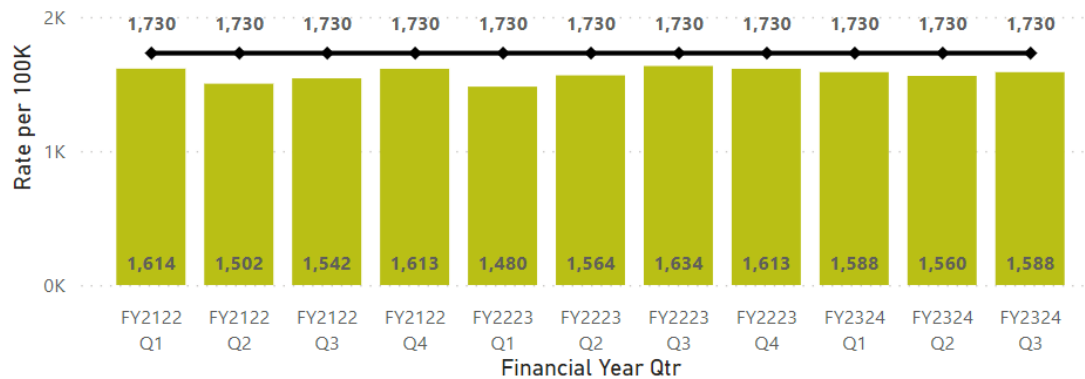
Actual: 1588

Target: 1730

The rate for Quarter 3 is an increase against Quarter 2, but remains below target. 12,066 unpaid carers were supported over the last 12 months, this comprised 9,398 Adult carers of adults and 2,668 Young Carers. Of the 9,398 adult carers supported; 779 received a Direct Payment and 8,157 were offered Information and Advice as part of the Carers Service. Outside of the Service, 462 cared for persons received respite, providing indirect support to unpaid carers.

The 1,730 per 100,000 population target for this measure was set several years ago and it is intended that this will be changed in 2024/25 to take into account benchmarking alongside the new Carer's Service model which went live on 1 October 2022. This will provide a realistic target which reflects the work of the Lincolnshire Carers service in the context of other Council services which support carers and are also included in this indicator.

● Rate per 100K ◆ Target



This performance indicator is a local measure and no national benchmarking data is available.

2. Conclusion

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

3. Consultation

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, who can be contacted on Caroline.Jackson@lincolnshire.gov.uk