

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

Report to:	Adults and Community Wellbeing Scrutiny Committee
Date:	03 July 2019
Subject:	Adult Care and Community Wellbeing Performance Report - Quarter 4 2018/19

Summary:

This report presents performance against Council Business Plan targets for the Directorate as at the end of Quarter 4 2018/19.

A summary of performance against target for the year has been provided in Appendix A of this report.

A full analysis of each indicator over the year has been provided in Appendix B of this report.

Actions Required:

The Committee is requested to consider and comment on the performance of Adult Care & Community Wellbeing for Quarter 4.

1. Background

The report includes an overview of performance for a suite of measures designed to reflect the impact of the work of Adult Care and Community Wellbeing (AC & CW) across the five commissioning strategies:

- Community Wellbeing
- Safeguarding Adults
- Specialist Adult Services
- Carers, and
- Adult Frailty & Long Term Conditions.

As in previous performance reports to the Committee, a one-page summary has been provided as Appendix A to this report. This shows at a glance the status against target for each measure. For a selection of measures, there is a time delay in reporting, so the latest available figures have been included and the period they relate to clearly marked.

More detail, including indicator definitions and commentary on current performance from strategy owners is provided in Appendix B. For consistency and

comparability, the Council Business Plan measures have been largely based on Adult Social Care statutory datasets, which enables benchmarking of performance against other local authorities. Benchmarking information is also provided in this appendix.

Overall, 20 of the 26 measures in AC & CW are achieving or exceeding the agreed targets at the end of Quarter 4. Although there have been changes to some measures since the same period last year, this compares with 19 of 25 measures reported to be achieving or exceeding target in Quarter 4 of 2017/18.

Reporting by exception, the targets for six measures have not been achieved at the end of Quarter 4.

Within the Community Wellbeing commissioning strategy these relate to successful alcohol dependency treatments, chlamydia diagnoses and smoking cessation. Both the MECC and Housing related support measures reported on in Quarter 3 are now meeting, and indeed exceeding, their targets.

The percentage of alcohol users who left drug treatment successfully and did not re-present to treatment within six months has fallen slightly, to 32.4%. The data has a three month time lag. Work is being undertaken to compare Lincolnshire's performance with comparator areas in relation to contract size, number of clients and key outcomes. Re-presentation rates, a measure of people leaving services and remaining problem free, are low at 4.2% compared with a comparator area average of 7.6%. The provider continues to seek new and innovative ways to provide the service to maintain the good re-presentation rates and improve the successful completions but with high caseloads and limited resources this is difficult.

Data on chlamydia diagnoses per 100,000 15-24 year olds is published nationally six months in arrears so reflects performance in the second quarter of 2018/19. There have been changes in the provider's delivery model and the Sexual Health Services (LISH) have an action plan in place to improve their performance which includes partnership work and collaboration, including midwifery services, Addaction and school Immunisation services. The situation is being continually monitored. Relationships with sub-contracted General Practitioners and Pharmacies have been developed to improve and promote the chlamydia testing programme and are ongoing. Online self-testing remains very popular and has the highest positivity rate, indicating this service is well targeted. Overall, Lincolnshire is ranked fifth out of nine Local Authorities in the East Midlands Region. There is only one Local Authority in our Cipfa comparator group (Lancashire) that is meeting the national target. Positive test results are high, at 10.4% against a target of 8%, again suggesting the services are well targeted. Public Health England advise that the positivity rate should be the key indicator of quality.

The measure for people successfully supported to stop smoking has a three month time lag and so represents data to Quarter 3 of 2018/19. Although the provider only reached 65% of the Quarter 3 target, and 64% for the three quarters to date, there has been some improvement in the types of smokers supported. The number of pregnant women supported by the service has increased due to changes in staffing

and improved partnership working, with more sessions facilitated within antenatal clinics and in children's centres. There is more work to be done but the new Integrated Lifestyles Service will build on this when it takes over in July 2019. The service continues to target the most hardened smokers that need more support to help them to quit and to stay smoke free. The average Lincolnshire quit rate (at 4 weeks) for April to December 2018 was 48.5%, compared to a national (England) figure of 51.5%.

Within the Safeguarding Adults commissioning strategy, the new measure for the percentage of safeguarding concerns that lead to an enquiry was the only one which did not achieve target. The target of 50% was based on the limited data available for the first nine months of 2018/19 and it was agreed this would need to be kept under review once reporting began. The inclusion of the most recently available data has provided a figure of 43% at year end and, as this is the first year of reporting, this will become the baseline. The aim is to achieve a 2% increase per quarter in order to reach the target of 50% by March 2020. Work is currently being undertaken with providers and the Lincolnshire Safeguarding Adults Board which should positively impact on the referrals received.

Within the Adult Frailty and Long Term Conditions commissioning strategy, the measures for direct payments and reablement are not currently being achieved.

The percentage of clients in receipt of long term support who receive a direct payment has remained quite static during the year which has meant that the ambitious target of 40% has not been achieved. For clients aged 65 in particular, Lincolnshire still remains well above the national average, which was 18% last year, and current performance suggests that Lincolnshire would be in the upper quartile. Direct payments are promoted by fieldworkers for people taking a community package and this can be via a prepayment card, paid straight into their bank account or managed by our Direct Payment Support Service provider, Penderels Trust.

The percentage of people with a concluded episode of reablement who subsequently require no ongoing support or support of a lower level has dipped below the 95% target this quarter, however this still shows a slight increase from 87% in 2017/18 to 88% for the current year. Allied Healthcare went into administration during the year, which caused an unanticipated disruption whilst a replacement provider was urgently found. Consequently, there was reduced capacity in the service and recording was disrupted. Whilst the volume of people accessing reablement dipped, the quality of service appears to have been unaffected, with a similar proportion of people being diverted away from long term support compared to last year. Also, in Quarter 4 this measure was exclusively reported from Mosaic, whereas in the past there has been a reliance on the provider for data extracts which were difficult to match to LCC records. The reporting is therefore much more efficient from a single source, and is likely to be more robust.

All measures for the Specialist Adult Services and Carers commissioning strategies are achieving targets.

Please note that changes in reporting to committees are being implemented organisationally, with a new process beginning in Quarter 1 of 2019/20.

2. Conclusion

The Adults and Community Wellbeing Scrutiny Committee is requested to consider and comment on the report and the Council Business Plan information shown in Appendix A.

3. Consultation

a) Have Risks and Impact Analysis been carried out?

No

b) Risks and Impact Analysis

N/A

4. Appendices

These are listed below and attached at the back of the report	
Appendix A	Q4 Adult Care & Community Wellbeing Performance Summary
Appendix B	Adult Care & Community Wellbeing Q4

5. Background Papers

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

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