

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

Report to:	<b>Adults and Community Wellbeing Scrutiny Committee</b>
Date:	<b>25 November 2020</b>
Subject:	<b>Service Level Performance Against the Corporate Performance Framework – Quarters 1 and 2</b>

**Summary:**

This report summarises the Adult Care and Community Wellbeing Service Level Performance for Quarters 1 and 2. This report will only summarise the measures that are above or below the target range.

**Actions Required:**

To consider and note performance of the Tier 2 Service Level Performance measures for Quarters 1 and 2 that are above or below the target range.

## 1. Background

This report will summarise the performance of the Tier 2 Service Level Performance measures for Adult Care and Community Wellbeing.

There are 18 measures in Tier 2 that should be reported in Quarters 1 and 2. However, reports on two of these measures could not be made owing to Covid-19. These two measures are:

- 'Carers supported in the last twelve months'; and
- 'Carers who have received a review of their needs'.

In Quarter 1:

- 8 measures achieved their target;
- 4 measures exceeded their targets;
- 3 did not achieve their targets; and
- 1 measure has improved but did not achieve its target.

In Quarter 2:

- 11 of the measures are on target, which you can see in the appendix attached to the report.

- 3 measures exceeded their targets. These are:
  - 'Percentage of people aged 40 to 74 offered and received an NHS health check'; and
  - 'Permanent admissions to residential and nursing care homes for clients aged 65+' and 'People in receipt of long term support who have been reviewed'.
- 2 did not achieve their targets. These are:
  - 'Adults aged 18-64 with a mental health problem living independently'; and 'People supported to successfully quit smoking'.

There are explanations below as to why these measures have either exceeded or not achieved the targets for these quarters.

### **Exceeded in Quarter 1**

#### **Adult Safeguarding concerns that lead to a Safeguarding enquiry**

'Provider Generated Quality Concern Guidance' has been issued to care providers in order to support their own monitoring of quality concerns, which once embedded should have a positive impact on the quality of referrals received. The proportion of referrals which progress to enquiry continues to increase.

### **Exceeded in Quarters 1 & 2**

#### **Percentage of people aged 40 to 74 offered and received an NHS health check**

In Lincolnshire during quarter 1 2016/17 – Q1 2020/21, the overall percentage of people taking up a NHS Health Check invite was 63.7% (46.8% in England). During the Q1 of 2020/21, the NHS Health Check programme has been impacted by Covid-19, with significantly reduced activity taking place.

#### **Permanent admissions to residential and nursing care homes for clients aged 65+**

Admissions into residential and nursing care homes for clients aged 65+ continues to exceed in performance with only 274 admissions at present. The previous Q2 year saw 328 admissions which is a 16% decrease compared to last year. This decrease could be due to the work the teams are doing to keep clients in their homes using other support services.

#### **People in receipt of long term support who have been reviewed**

The teams have continued to perform well in getting clients in receipt of long term support reviewed within the year and at present is performing at 51%. This in part is due to the teams reorganising themselves and how they process the work internally and also improved reporting on a more regular basis which allows the managers to prioritise and monitor their team's workload.

## **Not Achieved in Quarter 1**

### **Requests for support for new clients, where the outcome was no support or support of a lower level**

Due to a reduced number of contacts over the period (due to Covid-19) combined with the support provided for the shielded and vulnerable groups being recorded separately this will impact on the numbers with lower level needs presenting to Adult Social Care (ASC).

### **Completed Episodes of Re-ablement**

Due to a reduced number of contacts over the period (due to Covid-19), combined with the support provided for the shielded and vulnerable groups being recorded separately, this will impact on the numbers with lower level needs presenting to ASC.

## **Not Achieved in Quarters 1 & 2**

### **Adults aged 18-64 with a mental health problem living independently**

The Lincolnshire Partnership NHS Foundation Trust (LPFT) continues to ensure that those individuals that are supported both by social care under the Section 75 agreement and by LPFT under health, in addition to being on Care Programme Approach (CPA), are in accommodation settings to ensure their safety and wellbeing. Whilst the target has not been attained, performance for Q2 is in line with the Chartered Institute of Public Finance and Accountancy (CIPFA) group average for 2018/19 (Mean: 63% Median: 67%). The low denominator results in high volatility with regards to performance for this measure. Performance in the East Midlands for 2018/19 was 59%.

## **Improving but Not Achieved in Quarter 1 and Not Achieved in Quarter 2**

### **People supported to successfully quit smoking (Quarter lag)**

One You Lincolnshire (OYL) has achieved 56% of the target during the period of a national Covid-19 lockdown. As a result of the Covid-19 lockdown, OYL has ceased face to face working and has lost the additional capacity from sub-contractors for smoking cessation (General Practitioners and Community Pharmacies), due to a vast reduction in customer levels coming through sub-contracting route. Sub-contractors would usually support 40% of the service. One You Lincolnshire has moved to phone and digital support solely for smoking cessation (with pharmacotherapy by post) in order to maintain a programme. The transition to this new service model during the lockdown has managed to maintain the level of the core component of a stop smoking service from OYL (typically 60%). There is evidence that there is an increase in referrals via local pharmacies, but the heavy reduction in referrals caused by the Covid-19 pandemic has made it very challenging for performance to exceed 60% of the target.

## **2. Conclusion**

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

### 3. Consultation

#### a) Risks and Impact Analysis

None required

### 4. Appendices

These are listed below and attached at the back of the report	
Appendix A	Performance Measure Summary

### 5. 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 07920 214017 or [Caroline.Jackson@lincolnshire.gov.uk](mailto:Caroline.Jackson@lincolnshire.gov.uk)