



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

Report to:	<b>Adult Care and Community Wellbeing Scrutiny Committee</b>
Date:	<b>14 July 2021</b>
Subject:	<b>Service Level Performance against the Corporate Performance Framework – Quarter 4</b>

**Summary:**

This report summarises the Adult Care and Community Wellbeing Service Level Performance for Quarter 4. This report will only summarise the measures that are either above or below the target range.

**Actions Required:**

To note performance of the measures that are either 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 20 measures in Tier 2 that should be in Quarter 4, however, three of these measures are unable to be reported on, they are 'Carers supported in the last twelve months', 'Carers who have received a review of their needs' and 'People supported to maintain their accommodation via Housing Related Support Service (HRSS)'. These are not reported due to Covid-19.

In Quarter 4:

- 13 measures achieved their target;
- 4 did not achieve their targets

There is an explanation below as to why these have not achieved the targets for this quarter.

## **Measures Not Achieving Target in Quarter 4**

### Percentage of alcohol users that left specialist treatment successfully

The number of those who left specialist treatment successfully has increased from 30.8% in quarter 2 to 32.9% in quarter 3. This is still 2.1% below target but is improving; the service is still feeling the impact of the Covid-19 pandemic which is reflected in the performance figures.

This remains a challenging period for substance misuse treatment services with constantly evolving national guidance being released by the Department of Health and Social Care. Services are preparing and starting to implement recovery strategies but it is likely to be some time before all restrictions are removed. Services continue to use innovative ways to engage with clients and learning from this will inform future service delivery and commissioning. Evidence suggests that alcohol consumption has increased through the pandemic. It is anticipated more people will seek help as restrictions are relaxed which may affect performance over future reports.

### People supported to successfully quit smoking

One You Lincolnshire has achieved 67% of the target during this reporting period. As a result of the Covid-19 pandemic the service is continuing to provide telephone and digital support for smoking cessation with any nicotine replacement therapy being delivered by post in order to maintain the programme. This new delivery model continues to maintain the stop smoking service but the subcontracted services with pharmacies and primary care settings remain suspended with the exception of a few who have continued to deliver between lockdown which accounts for 10% of activity.

### Adults aged 18-64 living independently

The Trust continues to ensure that those individuals that are supported both by social care under the S75 agreement and by Lincolnshire Partnership Foundation Trust (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 Q4 is in line with the Chartered Institute of Public Finance and Accountancy (CIPFA) group average (our comparator authorities) for 2019-2020 (Mean 61% and Median 67%). The low number of people making up the denominator results in high volatility with regards to performance for this Key Performance Indicator (KPI).

## Adult Safeguarding concerns that lead to a Safeguarding Enquiry

The target has not been achieved. Despite a strong start to the year, the number of concerns which do not progress to enquiry has increased. It is recognised that the pandemic has impacted on work with partners around the reporting of concerns. It is also possible that a decrease in opportunities for face to face contact resulted in a more cautious approach to risk. We will continue to monitor this and to work with partner agencies through the Local Safeguarding Adults Board (LSAB) to improve the quality of reporting of safeguarding concerns.

### **2. Conclusion**

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

### **3. 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)

This page is intentionally left blank