



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

Report to:	Adults and Community Wellbeing Scrutiny Committee
Date:	8 September 2021
Subject:	Service Level Performance against the Corporate Performance Framework – Quarter 1

Summary:

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

Actions Required:

To note performance of the measures 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 Quarter 1.

In Quarter 1:

- 6 measures exceeded their target;
- 7 measures achieved their targets;
- 1 measure is improving but did not achieve its target;
- 3 measures did not achieve their target and
- 1 measure is not reported due to definition change.

There is an explanation below as to why these have either exceeded or not achieved the targets or not being reported in Quarter 1.

Indicators Exceeding Target in Quarter 1

Percentage of people aged 40 to 74 offered and received an NHS health check (PI 33)

Numerator: 97,653

Denominator: 155,251

In Lincolnshire during the period Quarter 1 2016/17 - Quarter 4 2020/21, the overall percentage of people taking up a NHS Health Check invite was 62.9%. Due to the measure being over a five year period the significant impact of Covid-19 on the NHS Health Check programme has yet to be seen in this performance indicator. Activity levels started to increase during Quarter 4 2020/21, with 26% of commissioned General Practices delivering some NHS Health Checks to their eligible populations. The formal restart of the NHS Health Check Programme in Lincolnshire for all commissioned practices is from 1 July 2021.

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

Number: 121

Admissions for 65+ into a residential and nursing section has continued to reduce resulting in performance being exceeded for 21/22. In part this is due to the continued work of the teams to help clients stay in their own homes longer if that is the best option.

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

Numerator: 132

Denominator: 135

The housing related support service, offered face to face interventions throughout the pandemic. This reporting period is no exception and 98% of service users have been successfully supported to develop new/improved skills to manage a tenancy/mortgage independently of support services, this for both services accommodation and floating support.

Emergency and urgent deliveries and collections completed on time (PI 113)

Numerator: 7,401

Denominator: 7,438

This measure has exceeded its target, the continued increase in demand is being driven by the Covid-19 activities and suggests that last year's trend will continue this year. Although the demand has increased this is being managed very successfully by NRS, who deliver this contract.

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

Numerator: 5,595

Denominator: 5,769

Contacts leading to no support/low level support have exceeded target this quarter, in part this is due to the continue good work from the teams to find a non-service solution to contacts. However the high level will be partially due to some contacts that lead to an assessment still being on-going and also on-going financial assessments.

People who remain at home 91 days after discharge (PI 158)

Numerator: 2,360

Denominator: 2,574

Discharges from hospital leading to the client being at home 91 days after discharge has exceeded target this quarter. In part this is due to the work of the hospital teams to help clients stay in their own homes longer if that is the best option and also the work of the reablement team to offer short and intense support to help clients after they are discharged.

Indicators Improving but Not Achieved in Quarter 1

People supported to successfully quit smoking (PI 111)

During the pandemic smoking services have performed very well given the circumstances. Up to March 2021, 2,250 people have been supported to successfully quit smoking which falls short of the target of 3,200 but the delivery of the contract is a core service and sub-contractors include General Practice and Pharmacy services. Covid-19 has had a significant impact on these sub-contractors, with only 10% continuing to deliver stop smoking support over the past 12 months. 90% of clients have been contacted and supported by the commissioned core service, providing an increase in our four week quit rate which is now 70% compared with the NICE guidance recommendation of 35%.

During the pandemic, services moved from face to face to telephone support. Face to face has not yet resumed and it is unlikely that it will resume fully once easing occurs, as there are a number of benefits in offering a telephone service, e.g. cost savings to the service and clients preferring the flexibility it offers.

Carbon monoxide (CO) monitoring to verify quits was stopped. This will resume once face to face appointments take place, and work is underway to develop a process for CO monitoring clients who have accessed the service via telephone support. Whilst the target has not been met, the quality and performance has exceeded our expectations and we hope this continues once numbers accessing the service increases and some level of normality resumes.

Indicators Not Achieved in Quarter 1:

Carers supported in the last 12 months (PI 59)

1,614 Carers per 100,000 population received support over the previous 12 month period. In comparison with the latest available submitted data (Quarter 4 2019-2020), Direct Payments to Adult Carers are up by 6.2% (54), the number of Adult Carers receiving information and advice is down by 8.3% (766) and respite to the cared for adult is down by 17.7% (99).

This is a total reduction in Adult Carers supported of 7.6% (811). This supports anecdotal evidence from the Carers Service that during the Covid-19 pandemic, the total number of carers has reduced while the level of support provided to individuals has increased.

From 2021-2022 Quarter 1 we are able to include Young Carers in this measure. 2,464 Young Carers are recorded by Children's Services.

Note that the addition of carers under 18 has changed the denominator as we are now looking at the entire population of Lincolnshire rather than just those 18+.

Carers who have received a review of their needs (PI 121)

Numerator: 702

Denominator: 924

Of the 924 Adult Carers who received a Direct Payment in the previous 12 months, 702 (76%) received a review of their needs. In comparison with the latest available submitted data (Quarter 4 2019-2020), Assessments and Reviews undertaken by the Carers Service have increased by 2.8% (18) and joint assessments undertaken by Adult Care practitioners where the carers' needs were taken into account during a client assessment reduced by 39.5% (34). An additional 54 Direct Payments (a 6.2% increase) were awarded.

During the Covid-19 pandemic Carers First reached out to all carers known to them and asked them how they were and whether they needed any additional assistance. These wellbeing calls are not included in this measure, but should be taken into account when considering the full picture of reviewing carers' needs.

Adult Safeguarding concerns that lead to a Safeguarding enquiry (PI 130)

Numerator: 275

Denominator: 1,099

This target has not been achieved and the percentage of referrals which do not progress to enquiry continues to rise. Work has been undertaken to identify themes and patterns where referrals do not progress and following a Lincolnshire Safeguarding Adults Board (LSAB) audit of referral forms, the LSAB is working with partners to review the referral process.

Indicator Not Reported due to Definition Change

Adults aged 18-64 living independently (PI 117)

This measure cannot be reported this period due to a definition change that is required. It is no longer possible to report on the Care Programme Approach (CPA) cohort because this no longer exists. We are working with our partners at Lincolnshire Partnership Foundation Trust (LPFT) to redefine this measure and it is hoped this can be reported again from Quarter 2.

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	
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Appendix A	Performance Measure Summary
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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

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