



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

Report to:	<b>Adults and Community Wellbeing Scrutiny Committee</b>
Date:	<b>01 December 2021</b>
Subject:	<b>Service Level Performance against the Corporate Performance Framework – Quarter 2</b>

**Summary:**

This report summarises the Adults and Community Wellbeing Service Level Performance for Quarter 2. 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 Adults and Community Wellbeing.

There are 18 measures in Tier 2 that should be reported in Quarter 2.

In Quarter 2:

- 3 measures exceeded their target
- 10 measures achieved their targets
- 4 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 are not being reported in Quarter 2.

## **Exceeded in Quarter 2:**

### **Percentage of people aged 40 to 74 offered and received an NHS health check (PI33)**

Numerator: 69,239

Denominator: 113,532

In Lincolnshire during the period Quarter 1 2017/18 - Quarter 1 2021/22, the overall percentage of people taking up an NHS Health Check invite was 61.0%. Due to the measure being over a 5-year period, the impact of Covid-19 on the NHS Health Check programme has yet to be seen in this performance indicator. Whilst NHS Health Checks were paused during the Covid pandemic, just over half of general practices are now delivering some NHS Health Checks to their patients, although further disruption is likely to be due to a shortage of bottles being available for blood tests. From October 2021, the payment to general practices will change back to actual NHS Health Check activity rather than historic pre-Covid activity. In March 2021, Lincolnshire County Council (LCC) concluded a procurement exercise to secure a countywide NHS Health Check Support Service. The successful provider was TCR Nottingham Ltd which will provide software and related technical support to Lincolnshire General Practices delivering NHS Health Checks (from 1 July 2021). The service was previously provided by Health Intelligence, which ended on 30 June 2021. The contract with TCR will run for an initial period of 21 months with the option to extend for a further period or periods of up to 60 months.

### **Permanent admissions to residential and nursing care homes aged 65+ (PI60)**

Number: 367

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.

### **Requests for support for new clients, where the outcome was no support or support of a lower level (PI122)**

Numerator: 11,111

Denominator: 11,450

Contacts leading to no support/low level support has exceeded target this quarter, in part this is due to the continued 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 on-going financial assessments. The change in how referrals are made into adult social care means that re-referrals occur until the service has capacity to take.

## **Not Achieved in Quarter 2:**

### **Carers supported in the last 12 months (PI59)**

Numerator: 11,412

Denominator: 7.6

1,502 carers per 100,000 population were supported over the previous 12 months.

Changes to the Adult Care Client Assessment form have led to a reduction in the number of carers identified as part of a client assessment. The addition of a question asking if the carer feels that their needs were addressed as part of the assessment allows us to better identify where carers were present and consulted. The previous method was potentially over-counting as all carers identified as part of the client assessment were counted. This has resulted in 36% (1,048) fewer Joint Assessments being counted towards this measure.

2,013 Young Carers, recorded by Children's Services are included in the total for Quarter 2. Note that this is fewer than recorded in Quarter 1 as it appears that some duplicates were included in the count.

### **People supported to successfully quit smoking (PI111)**

Numerator: 612

Denominator: 995

One You Lincolnshire (OYL) continues to grow and deliver a smoking cessation service that is effective and efficient, and whilst it is reported that the quarterly target was not achieved, it is important to recognise that OYL have adapted to deliver most of the quitters with minimal support from subcontractors (pharmacies, GPs and practice nurses) who have been required to divert to covid-related activity and vaccination programmes.

During Q1 GPs and Pharmacies achieved 164 set quits and 62 four week quits, a success rate of 38%. This indicates that Primary care is not yet delivering to pre-covid levels and although the original offer from OYL was that subcontractors would deliver 50% of the target. Subcontractors are underperforming and OYL are compensating by making up this shortfall in house. OYL is working to re-engage with the GPs and Pharmacies to increase the number of subcontractors based quits as covid-related work settles."

### **Carers who have received a review of their needs (PI121)**

Numerator: 693

Denominator: 918

Of the 918 Carers who received a Direct Payment during the last 12 months, 693 (75.5%) received a review of their needs in the same period.

648 (93.5%) of these reviews were undertaken by the Carers Service. 45 (6.5%) were undertaken by Adult Care. Changes to the informal care section of the Adult Care Review forms are underway to improve this outcome.

**Adult Safeguarding concerns that lead to a Safeguarding enquiry (PI130)**

Numerator: 546  
Denominator: 2,255

It is important partners train their front-line teams to understand the criteria for an Adult Safeguarding Concern and Enquiry. This indicator is a proxy measure of this understanding. Given the large percentage of concerns that do not progress to an enquiry work is in train to review the referral process and to increase stakeholder understanding of care act criteria.

**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 3.

**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.

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