



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

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| Report to: | Adults and Community Wellbeing Scrutiny Committee |
| Date: | 23 February 2022 |
| Subject: | Service Level Performance against the Corporate Performance Framework – Quarter 3 |

Summary:

This report summarises the Adult Care and Community Wellbeing Service Level Performance for Quarter 3. 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 summarises 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 3. In Quarter 3:

- 6 measures exceeded their target
- 6 measures achieved their targets and
- 6 measures did not achieve their target

Exceeded in Quarter 3:

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

Actual: 593

Target: 713

The strategic vision of adult social care and the wider health and social care system is to support people to live at home under the strategy “care closer to home”. The target is exceeded as the number of people going into residential homes on a permanent basis is lower than estimated.

Adults who receive a direct payment (PI63)

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| Numerator: | 2087 | Denominator: | 5011 |
| Actual: | 41.6% | Target: | 36% |

There is a steady increase in people taking their Personal Budget as a Direct Payment in full or part particularly for young people in transition from Children's to Adult Services.

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

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| Numerator: | 15582 | Denominator: | 16326 |
| Actual: | 95.4% | Target: | 93% |

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.

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

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| Numerator: | 73273 | Denominator: | 121000 |
| Actual: | 60.6% | Target: | 55% |

In Lincolnshire during the period Quarter 1 2017/18 - Quarter 2 2021/22, the overall percentage of people taking up an NHS Health Check invite was 61.0% (compared to 45% in England). Due to the measure being over a five 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. In Lincolnshire in Quarter 2, 5,521 people were invited for an NHS Health Check and 2,954 Health Checks were completed.

From October 2021, the payment to general practices changed back to actual NHS Health Check activity rather than historic pre-Covid activity. The new provider of the NHS Health Check Support Service (TCR Nottingham Ltd), which provides software and related technical support to Lincolnshire general practices, is working well. The NHS Health Check programme will be impacted by the acceleration of the Covid vaccination booster programme as a result of general practices being informed in December by NHS England that they should pause some services to support the programme.

People supported to maintain their accommodation via Housing Related Support Service (HRSS) (PI112)

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| Numerator: | 174 | Denominator: | 175 |
| Actual: | 99% | Target: | 90% |

A framework with subcontractors continues to provide excellent results, offering support for service users with complex needs to achieve their outcomes related to maintaining accommodation. During this quarter from 175 service users, 174 achieved the outcome on maintaining accommodation, this is across the whole service which includes accommodation and floating support.

Emergency and urgent deliveries and collections completed on time (PI113)

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| Numerator: | 8128 | Denominator: | 8076 |
| Actual: | 99% | Target: | 98% |

The last quarter saw a significant increase in demand in line with winter pressures and Covid-19. The service has witnessed a sustained increase in use of urgent service levels to manage hospital discharges and prevent hospital admissions. NRS Healthcare (supplier of equipment) are maintaining their high level of success and have adapted their operations to manage increase in demand as part of winter pressures.

Not Achieved in Quarter 3:

People in receipt of long term support who have been reviewed (PI65)

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| Actual: | 61.8 | Target: | 67.5 |
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Adult Frailty and Longer-Term conditions area teams who undertake reviews have been under significant pressure due to a number of factors particularly capacity which has been impacted by Covid-19. This has resulted in the need to prioritise the focus of work being undertaken. Reviews are still a key priority but the focus has been on unplanned reviews and reviews of new packages of care rather than reviewing stable packages of care.

For Learning Disability Teams Quarter 3 review recording shows below trajectory which is not unusual due to the time of year as reviews undertaken in December may not be recorded on the electronic system until January. This year has been particularly challenging due to the increase in Covid-19 infections during Quarter 3 leading to postponement of reviews. Past performance has clearly demonstrated that the reviews will be completed within the financial year and the year-end target met. It is expected that the teams will once again achieve this in 2021/22.

Carers supported in the last 12 months (PI59)

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| Numerator: | 11718 | Denominator: | 7.6 |
| Actual: | 1542 | Target: | 1730 |

9641 Adult Carers and 2077 Young Carers were supported during 2021 (the 12 months leading up to the end of Quarter 3). This is an increase of 306 (2.6%) compared to the Quarter 2 outcome. The target of 1730 carers supported per 100,000 population has not been met this quarter, though we do see an upward trend.

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

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| Numerator: | 770 | Denominator: | 924 |
| Actual: | 77.9% | Target: | 85% |

Of the 924 Carers provided with a Direct Payment, 720 (77.9%) received a review of their needs. 667 (92.6%) of these reviews were undertaken by the Carers Service with the remaining 53 (7.4%) coming through Adult Care Area Teams. Changes to the informal care section of the Adult Care Review forms have been requested which will improve this outcome, though we may not see the effect of these changes until 2021-22 Quarter 1.

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

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| Numerator: | 813 | Denominator: | 3362 |
| Actual: | 24.2 | Target: | 48.25 |

The target has not been achieved. Recent audits have confirmed that decision-making in respect of whether to progress to an enquiry is sound and work continues with partners through the Lincolnshire Safeguarding Adults Board to improve understanding of safeguarding and alternative referral pathways.

Percentage of alcohol users that left specialist treatment successfully (PI31)

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| Numerator: | 276 | Denominator: | 856 |
| Actual: | 32.2% | Target: | 35% |

During this report period We Are With You have continued to adhere to national guidance by moving the service into recovery, this included all resource sites being fully open and an increase in face-to-face appointments although some clients are still being treated remotely where appropriate. Covid-19 precautions are in place at every resource site and regular risk assessments are completed by the provider.

The trend in more complex alcohol presentations continues. These clients are more likely to have multiple issues and drop out or require more intense residential services than generic clients. This impacts on discharge rates as treatment takes longer and is less likely to be successful straight away.

That said, there has been an 10% increase in successful discharges this reporting year, but this has been offset by a 34% increase in new alcohol clients during the same period. The increased number of clients means that the overall discharge rate is 32.2% which is below target by 2.8%.

People supported to successfully quit smoking (PI111)

Actual: 1119 Target: 1600

'One You Lincolnshire' (OYL) continues to deliver a smoking cessation service that is effective and efficient. Although their quarterly target was not achieved, OYL continue to adapt and look at new ways to grow their range of subcontractors, specifically looking to develop better relationships with occupational health teams, work-based health services and social prescribers.

During Quarter 2 there were no general practitioner subcontractors delivering smoking cessation and only very few pharmacies, who between them achieved a total of 103 set quits (target 375) and 38 four week quits, a quit rate of 37%. It is important to note that the original offer from OYL was that subcontractors would deliver 50% of the target and currently this only equates to 10%.

This underperformance by subcontractors has required OYL to make up any shortfall and they have tried to do this, with an increase of 63 four week quits during the first two quarters when compared with the same time period last year. Their quit rate has risen to 56%, which is above average and demonstrates that quality has not be compromised over the desire to achieve numbers. Covid-19 continues to impact on service provision, but we can be reassured that OYL whilst impacted by the pandemic will continue to do their best.

2. Conclusion

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

3. Appendices

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

4. 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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