



**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>6 September 2023</b>
Subject:	<b>Service Level Performance against the Corporate Performance Framework 2023-24 Quarter 1</b>

**Summary:**

This report summarises the Service Level Performance against the Success Framework 2023-24 for Quarter 1. All performance that can be reported in Quarter 1 is included in this report.




Full service level reporting to all scrutiny committees can be found here: [Corporate plan – Performance data - Lincolnshire County Council](#)

**Recommendation(s):**

To consider and comment on the Adult Care and Community Wellbeing Service Level Performance for 2023- 24 Quarter 1.

## 1. Background

This report details the Service Level Performance measures for the Adults and Community Wellbeing Scrutiny Committee that can be reported in Quarter 1.

- 2 measure that exceeded their target 
- 12 measures that achieved their target 
- 4 measures did not meet their target 
- 1 measure that does not have a target (contextual)

## 1.1 Adult Care

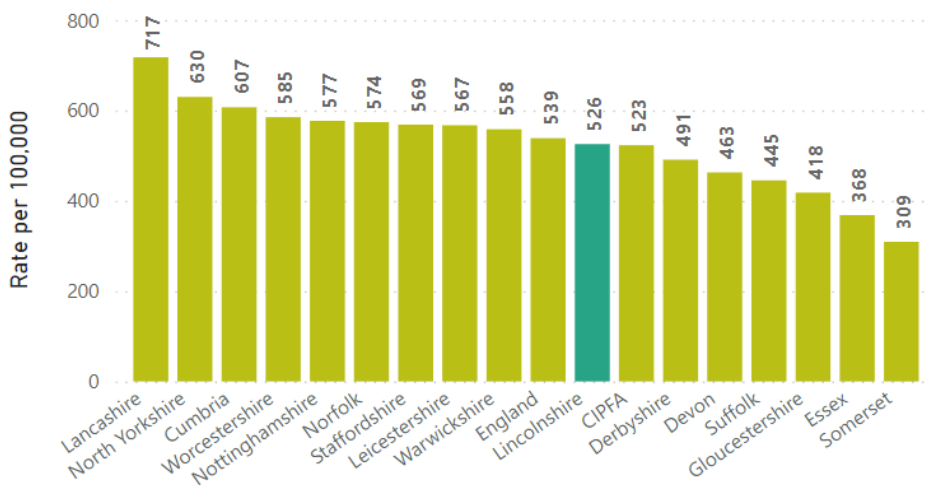
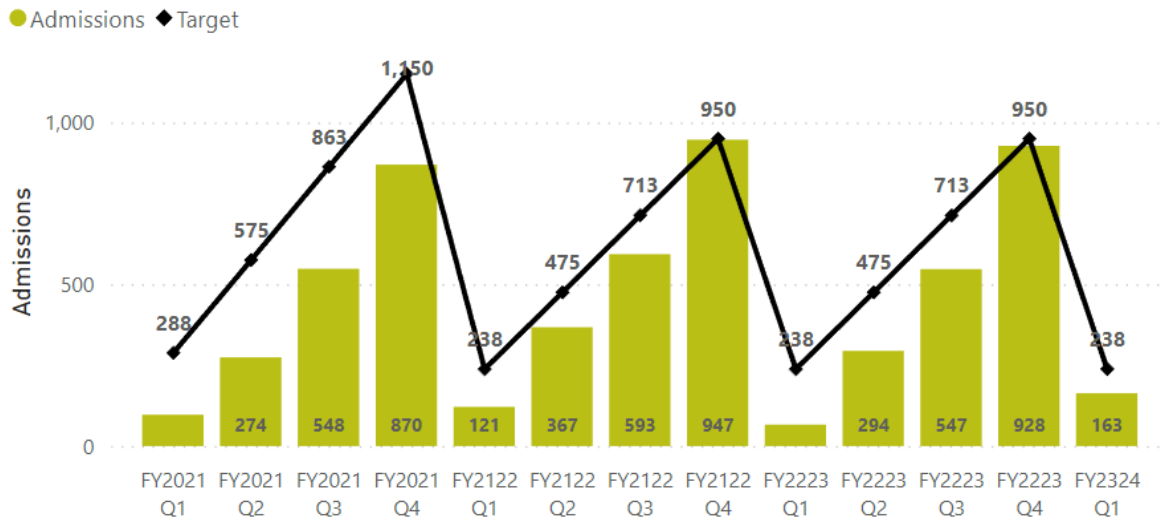
### 1.1.1 Measures that exceeded their target

**PI 60 Permanent admissions to residential and nursing care homes aged 65+ ☆**  
 April 2023- June2023

**Actual: 163**

**Target: 238**

There were 163 permanent admissions which is lower than predicted, but it should be noted that the actual number will be slightly higher as there is a known delay in entering information into the system. 84% of the new admissions have a physical support need. 23% are aged 90+. Clients living in the South Holland area has seen the largest increase of admissions to residential care (29).



Statistical Neighbours

Benchmarking period April 2021 – March 2022

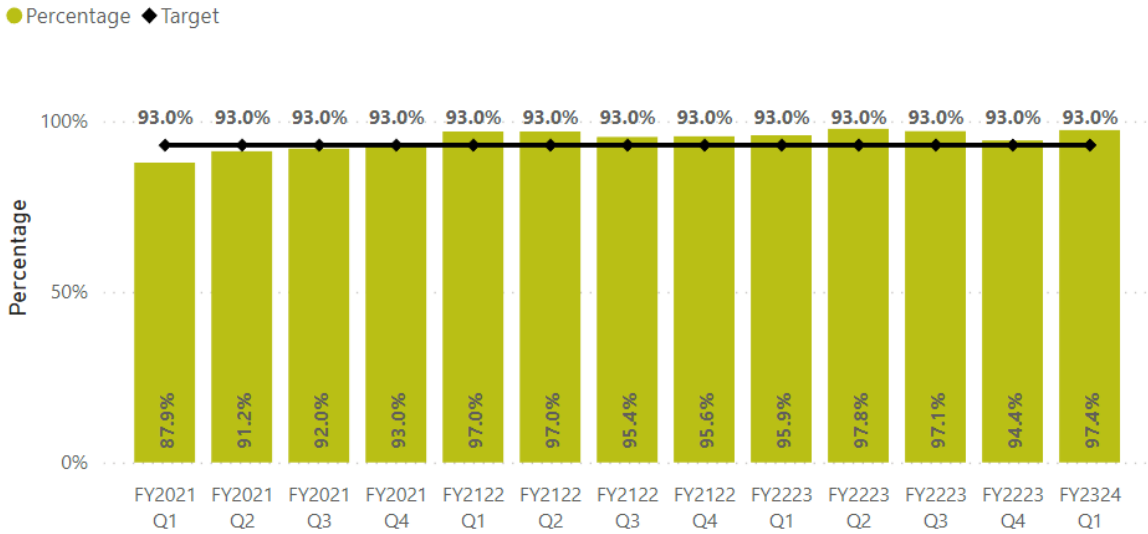
**PI 122 Requests for support for new clients, where the outcome was no support or support of a lower level ☆**

April 2023- June 2023

**Actual: 97.4**

**Target: 93**

We continue to exceed the target. This measure reflects the proportion of those new clients who received short-term services during the quarter, where no further request was made for ongoing support. Since short-term services aim to reable people and promote their independence, this measure provides evidence of a good outcome in delaying dependency or supporting recovery and short-term support that results in no further need for services. We usually perform well above national and the region.



This PI is a local measure for the 65+ age group, so benchmarking data is not available. Benchmarking information is available for the 18+ age group.

**1.1.2 Measures that achieved their target**

**PI 63 Adults who receive a direct payment ✓**

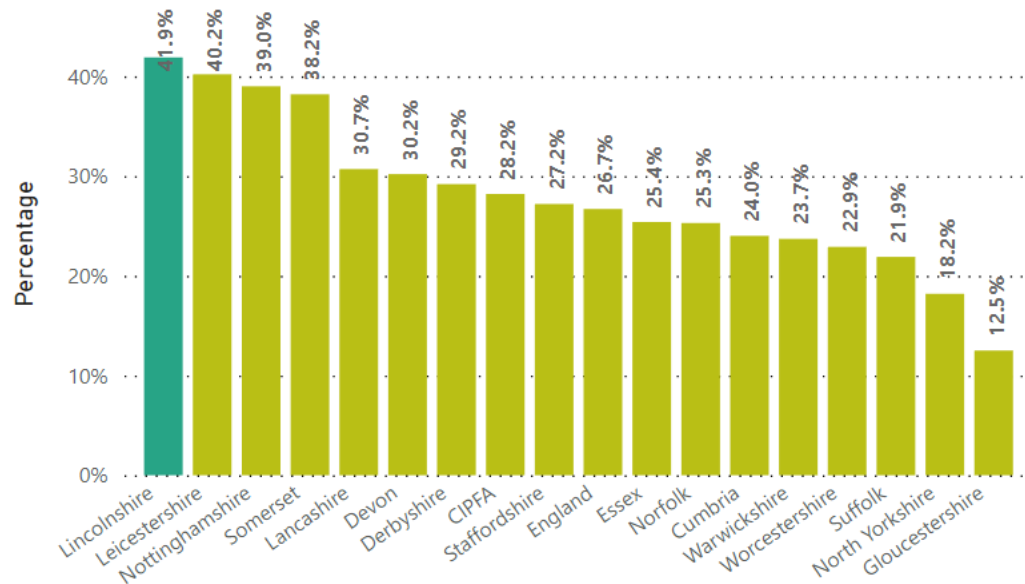
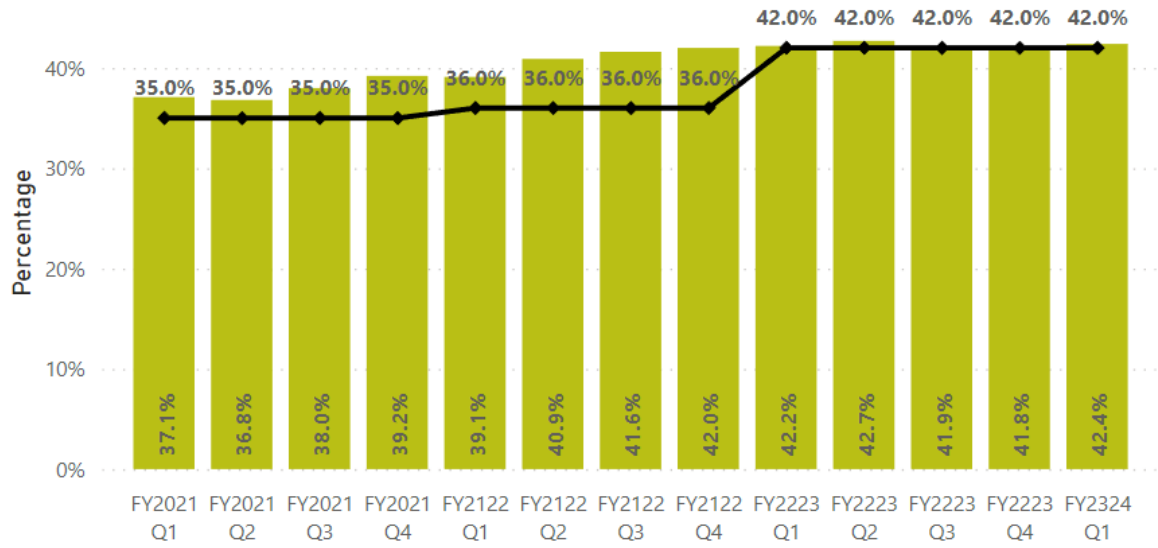
As at June 2023

**Actual: 42.4**

**Target: 42**

We continue to provide a consistent number of clients with a direct payment which enables them to have more control over how their own care and support is provided, and gives more freedom of choice over the care they need. Quarter 1 performance is above the previous quarter and the target has been achieved. Performance against this measure is usually well-above the national average.

● Percentage ◆ Target



Statistical Neighbours

Benchmarking as at March 2022

**PI 65 People in receipt of long term support who have been reviewed ✓**

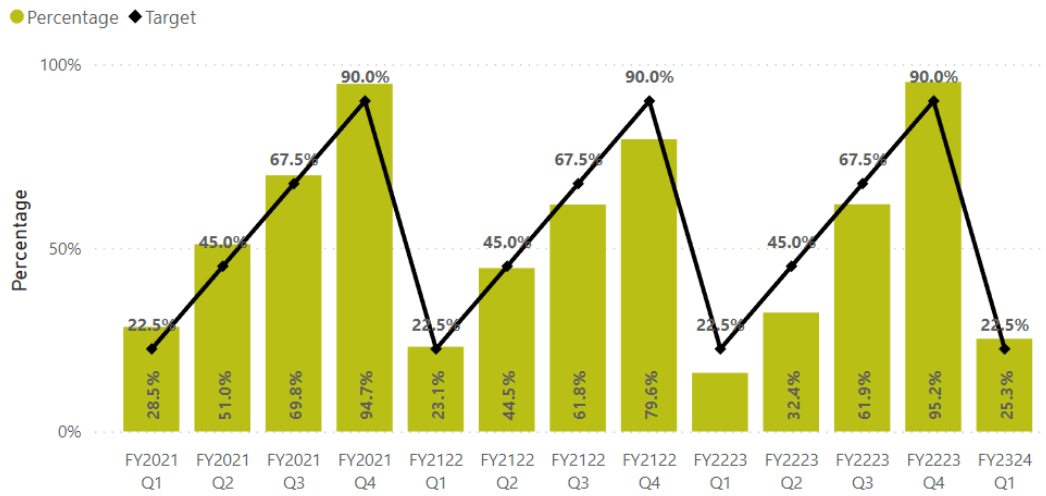
April 2023 – June 2023

**Actual: 25.3**

**Target: 22.5**

All teams across Specialist Adults Services and Adult Frailty & Long Term conditions teams have achieved the target for Quarter 1 and are on-track to achieve the end of year target. As well as ensuring that planned reviews are completed our monitoring of quality practice

standards also tells us that our assessment and care management practice is of good quality.



Benchmarking data has been removed as we use a different cohort definition which does not match the national definition. However, our definition will change in 2023-24 to match the national definition and benchmarking information will be available in future reports.

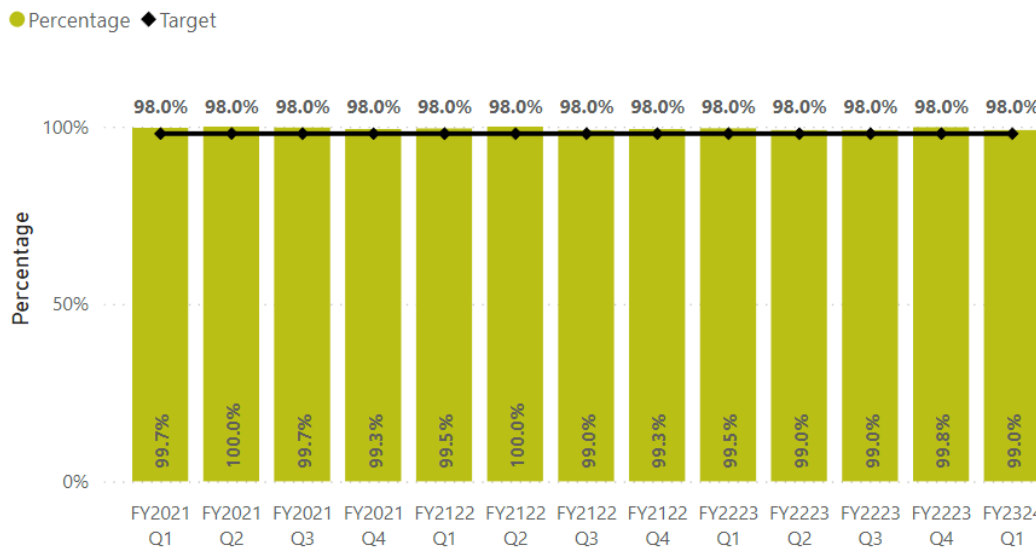
**PI 113 Emergency and urgent deliveries and collections completed on time** ✓

As at June 2023

**Actual: 99**

**Target: 98**

The service remains incredibly busy but is meeting the targets set. This is done in the backdrop of mobilising the new service and an imminent move to the new premises in Sleaford.



This PI is a local measure so benchmarking data is not available.

**PI 124 Completed episodes of Reablement, where the outcome was no support or support of a lower level ✓**

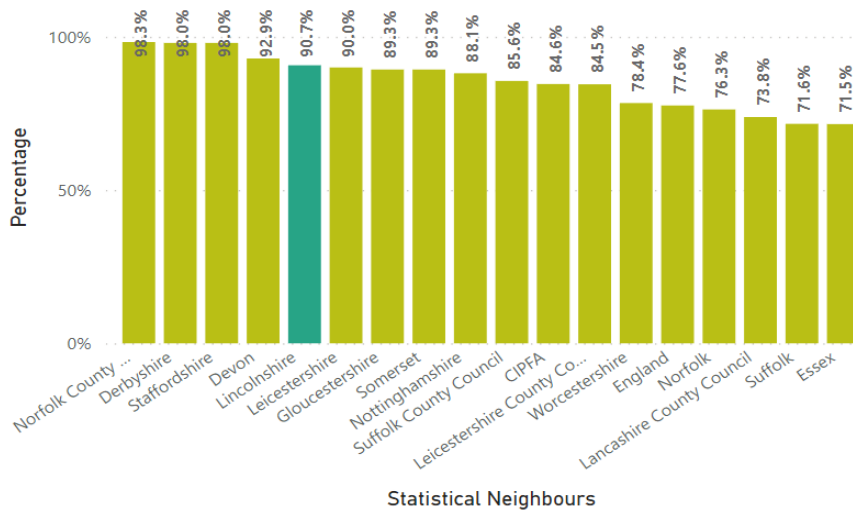
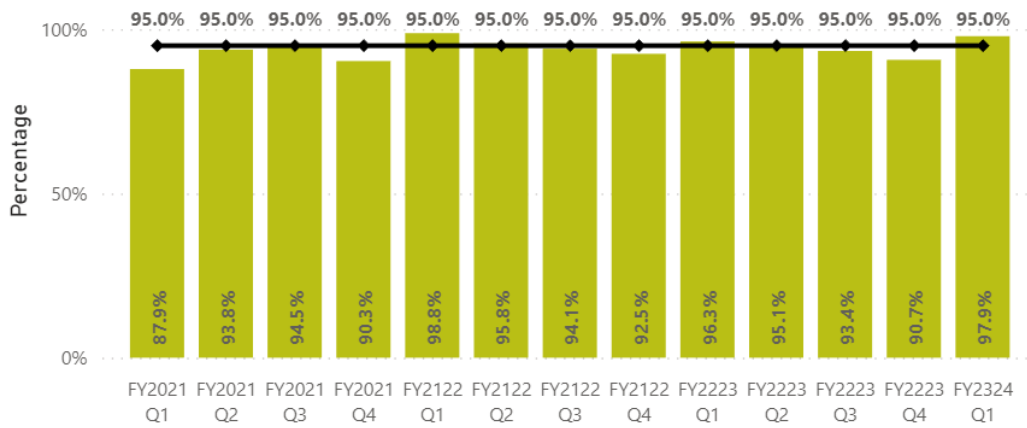
April 2023 - June 2023

**Actual: 97.9**

**Target: 95**

The reablement service Libertas continues to provide care and support that allows clients up to a maximum of 6 weeks reablement care in their own home. Due to the care and support these clients are receiving 97.9% of all episodes of reablement have resulted in clients not going on to receiving a long term adult care service.

● Percentage ◆ Target



Benchmarking period April 2021 – March 2022

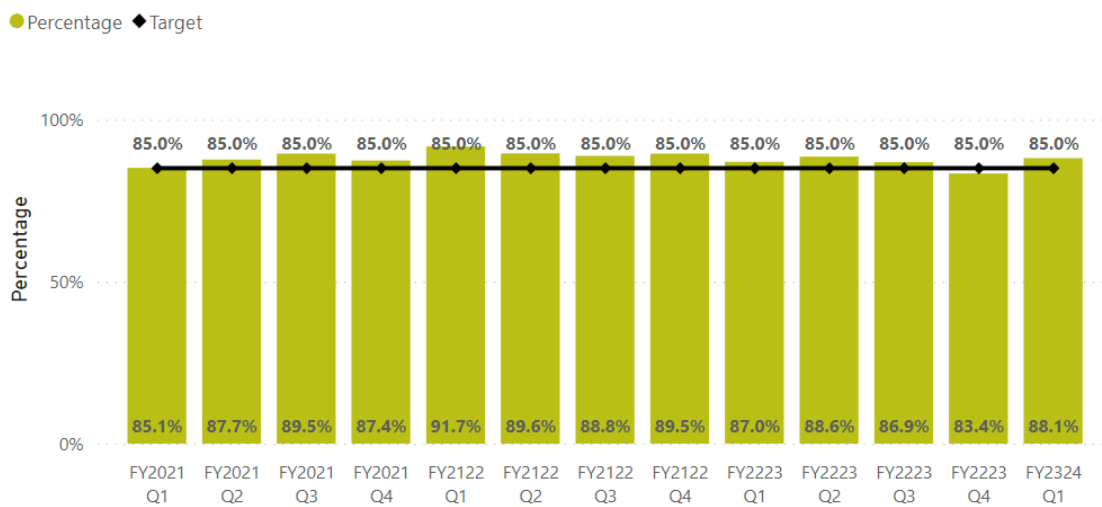
**PI 158 For adults discharged from hospital, the percentage who remain at home 91 days after discharge ✓**

As at June 2023

**Actual: 88.1**

**Target: 85**

The target has been achieved which is positive, evidencing that people have received an appropriate assessment of their needs to ensure they remain at home following discharge from hospital. Of the 1341 discharges that are at home after 91 days, 264 of these are at home receiving a long-term support service (e.g. home care). Of the 181 clients not at home on the 91st day, 105 of these are now in Long Term residential care.



Benchmarking data is not available as we use a local definition (which is different to the national comparator).

**1.1.3 Measures that did not meet their target**

None in Quarter 1

**1.2 Specialist Adult Services**

**1.2.1 Measures that exceeded their target**

None in Quarter 1

### 1.2.2 Measures that achieved their target

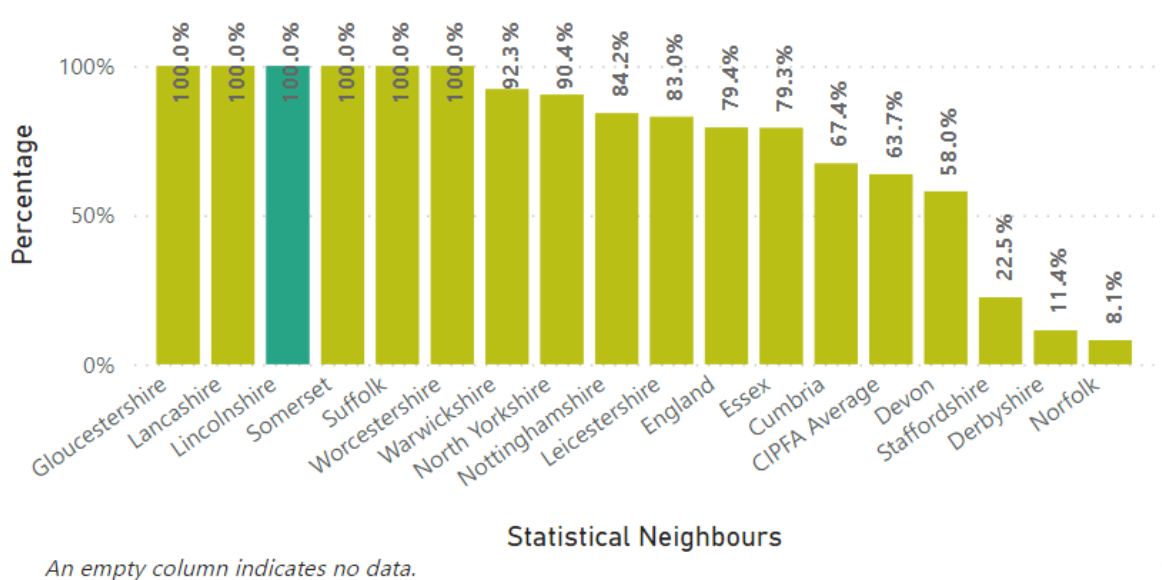
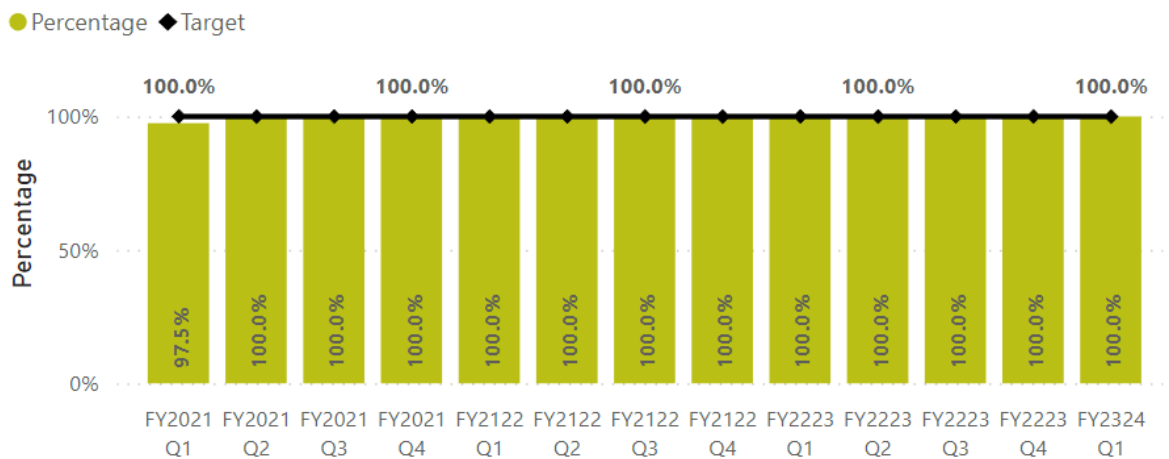
#### PI 28 Safeguarding cases supported by an advocate (where appropriate) ✓

April 2023 – June 2023

**Actual: 100**

**Target: 100**

This measure is consistently met and demonstrates that individuals are provided with the necessary support to share their views and wishes.



Benchmarking period April 2021 – March 2022

#### PI 116 Concluded safeguarding enquiries where the desired outcomes were achieved ✓



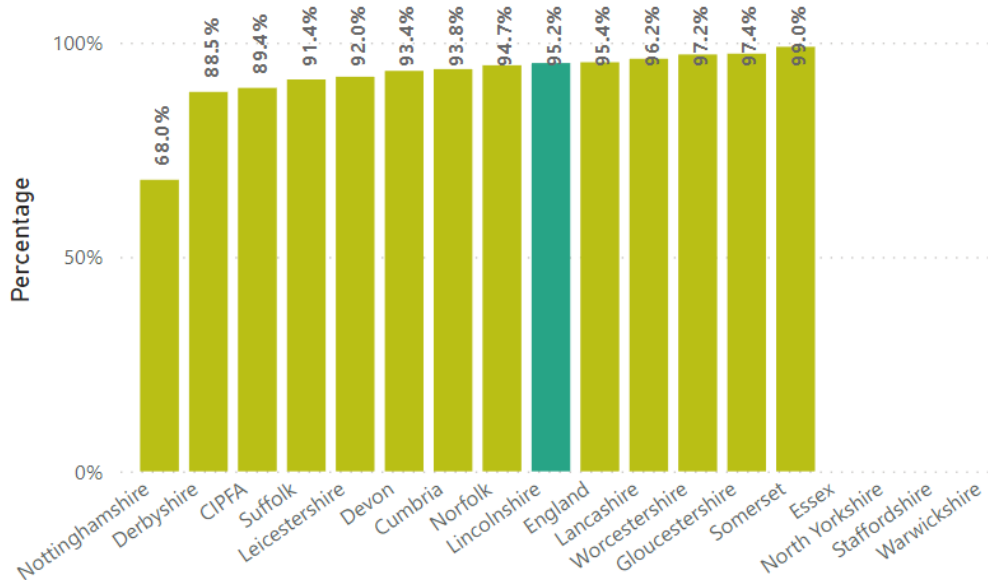
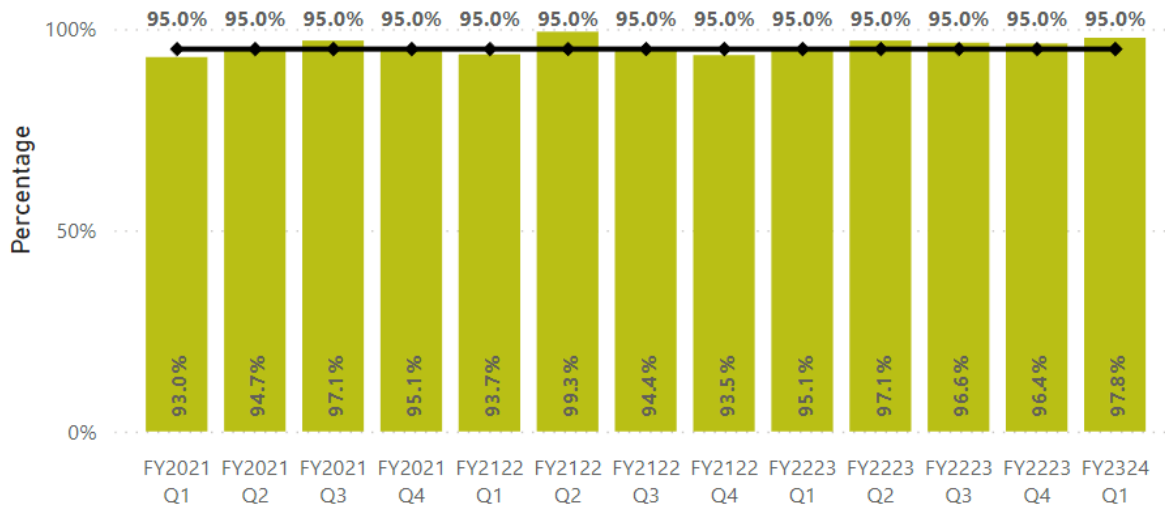
April 2023 – June 2023

**Actual: 97.8**

**Target: 95**

This target has been met. Understanding what being safe means to the individual and working with them to attain this supports independence, choice and control, helping to build resilience which can prevent further risk.

● Percentage ◆ Target



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Statistical Neighbours

Benchmarking period April 2021 – March 2022

**PI 163 Percentage of people who were asked what outcomes they wanted to achieve during an Adult Safeguarding enquiry ✓**

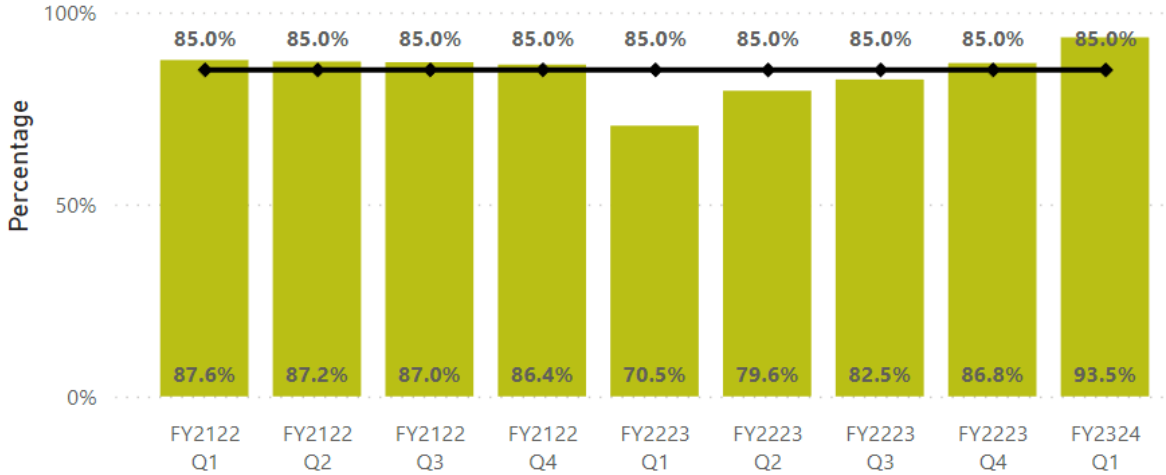
April 2023 – June 2023

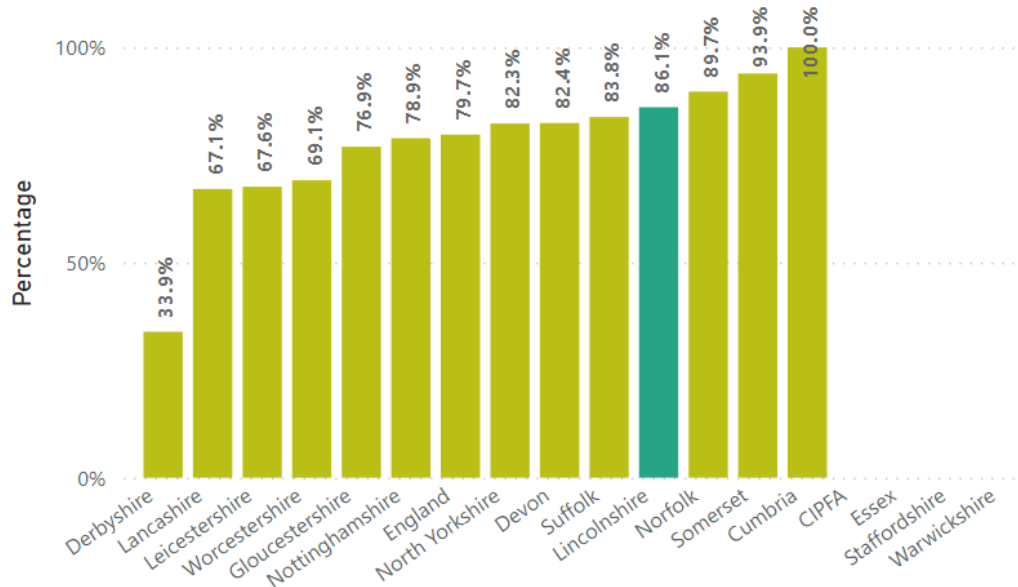
**Actual: 93.5**

**Target: 85**

Work has been undertaken with the Lincolnshire Safeguarding Adults Board (LSAB) to ensure that all safeguarding activity starts with a conversation with the person. As a result, the target has been achieved, with a 7.7% increase since the last quarter. This work with the LSAB will continue to ensure that the principles of Making Safeguarding Personal are understood and embedded across Lincolnshire.

● Percentage ◆ Target





An empty column indicates no data.

Statistical Neighbours

Benchmarking period April 2021 – March 2022

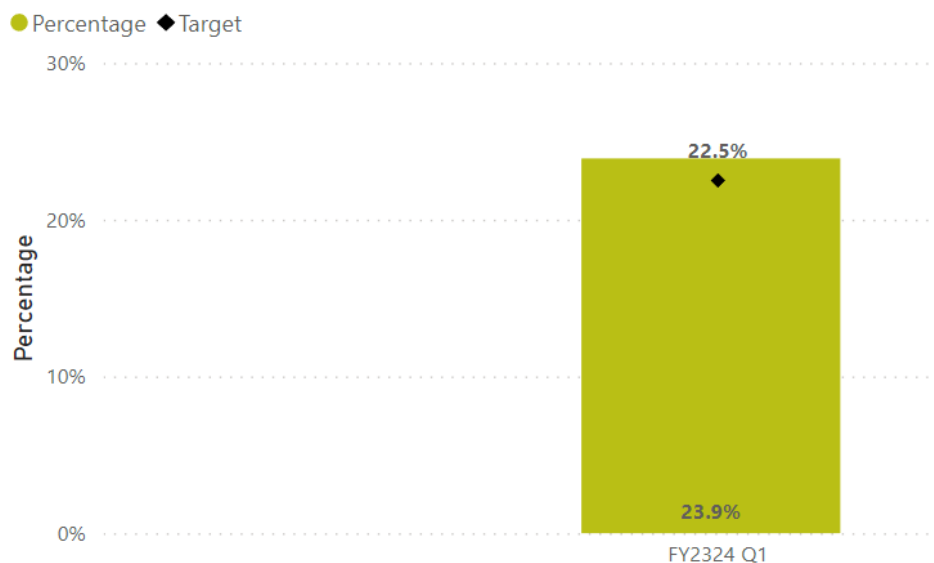
**PI 174 Proportion of adults with a learning disability or a mental health need in receipt of long-term support who have been reviewed ✓**

April 2023- June 2023

**Actual: 23.9**

**Target: 22.5**

A review in Adult Social Care is a process that looks at the care and support needs and considers whether support in place is meeting the individual's identified needs and outcomes. Specialist Adults Services review performance covering adults with a mental health need or a learning disability is above the Quarter 1 target and on-track to achieve the end-of-year target of 90%. As well as ensuring that planned reviews are completed our monitoring of quality practice standards also tells us that our assessment and care management practice is of good quality.



No benchmarking information is made available by NHS England to allow comparisons with other Councils.

### 1.2.3 Measures that did not meet their target

None in Quarter 1

### 1.2.4 Measure that does not have a target (contextual)

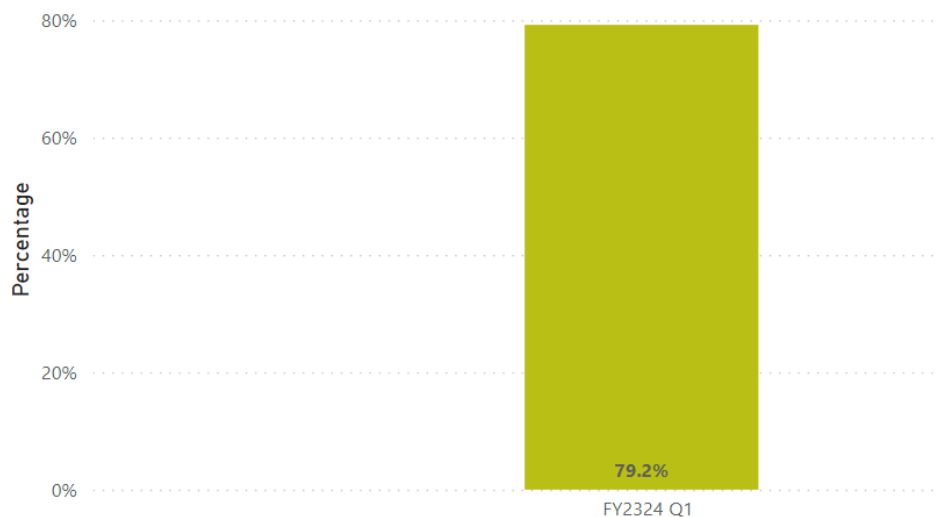
#### PI 173 Proportion of adults with a learning disability who live in their own home or with their family

April 2023- June 2023

**Actual: 79.2**

**Target: n/a**

This measure is intended to improve outcomes for adults with a learning disability by demonstrating the proportion in stable and appropriate accommodation. The nature of accommodation for adults with a learning disability has a strong impact on their safety and overall quality of life and the risk of social exclusion. In Quarter 1 79.2% live in their own home or with their family. This compares to the 2021/22 national figure of 78.8% and the statistical neighbours figure of 75.8%. A lot of work is done by the Learning Disability Team to support adults with a learning disability to remain at home or with their family.



Benchmarking data will be updated in Quarter 3

### **1.3 Public Health and Community Wellbeing**

#### **1.3.1 Measures that exceeded their target**

None in Quarter 1

#### **1.3.2 Measures that achieved their target**

**PI 33 Percentage of people aged 40 to 74 offered and received an NHS health check ✓**  
As at March 2023

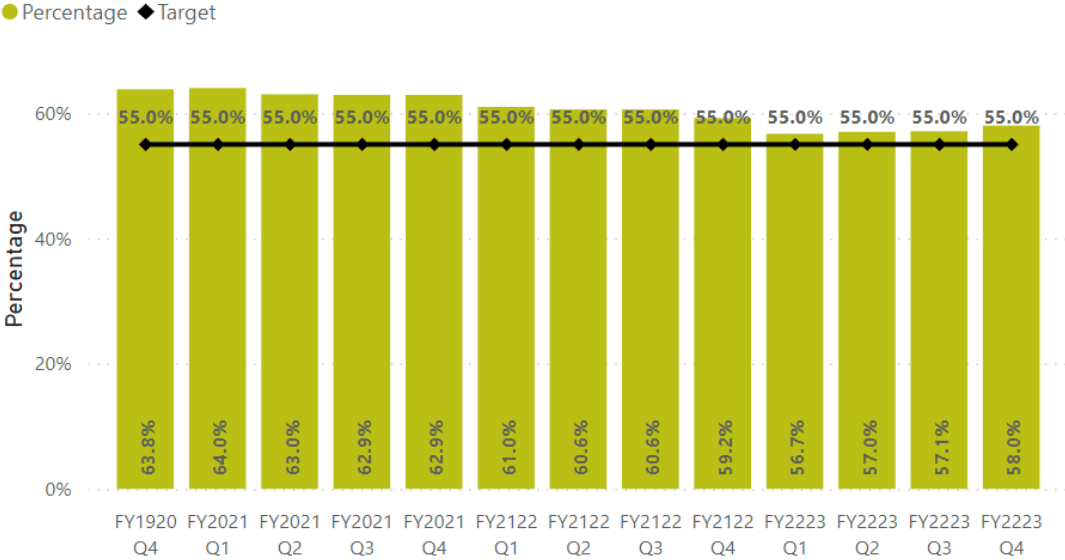
**Actual: 58**

**Target: 55**

Local Authorities collect information on the number of NHS Health Checks offered and the number of NHS Health Checks received each quarter and return this to the Office for Health Improvement and Disparities (OHID). The latest OHID published data is Quarter 1 2018/19 – Quarter 4 2022/23.

In Lincolnshire during this period 124,688 people have been invited for an NHS Health Check and 72,307 people have taken up the invite. The overall percentage of people taking up an NHS Health Check invite was 58% (compared to 42.3% in England and 51.5% in East Midlands). Lincolnshire has the highest percentage amongst its 'CIPFA nearest neighbours'. The NHS Health Check programme aims to help prevent heart disease, stroke, diabetes and kidney disease. Everyone between the ages of 40 and 74, who has not already been diagnosed with one of these conditions, will be invited (once every five years) to have a check. A high take up of NHS Health Check is important to identify opportunities for early interventions.

The NHS Health Check Programme supports the delivery of the Better Lives Lincolnshire Integrated Care Partnership (ICP) Strategy, specifically the 'population health and prevention' priority enablers and the 'working age' and 'ageing well' themes.



Benchmarking period April 2018 – March 2023

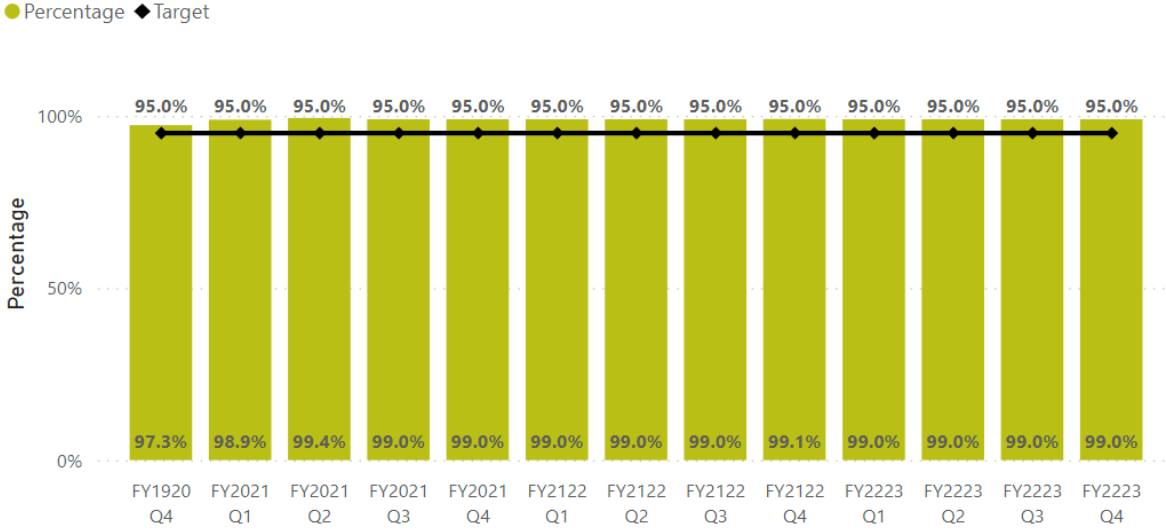
**PI 110 Percentage of people supported to improve their outcomes following Wellbeing intervention ✓**

As at March 2023

**Actual: 99**  
**Target: 95**

Due to the time delay on this measure to account for the up to 12 weeks of support interventions available, this data is for Quarter 4 2022-23. During this period the service experienced the highest quarterly demand for 2022-23 with the highest referral volumes

seen during the month of January as has been seen in previous years. Despite the volumes seeking support, the service continues to maintain its consistently strong performance in this self-determined outcome measure indicating 99% of individuals made improvements in their overall outcomes following service intervention.



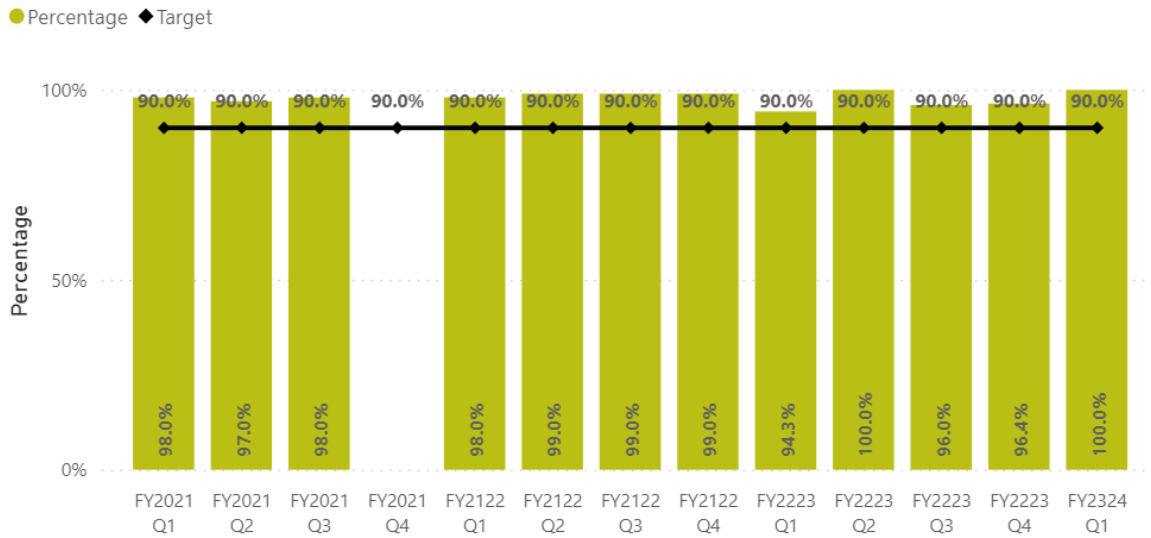
This PI is a local measure so benchmarking data is not available.

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

June 2023

**Actual: 100**  
**Target: 90**

100% has been achieved for this quarter for accommodation services. The Provider continues to support service users to achieve an overall improvement across their outcomes. 98.6% has been achieved for the floating support service element which has exceeded its target of 90%. Areas of support focus on improving the health and wellbeing of services users, along with sustaining tenancies and enabling service users to live independently. The service is currently delivering the Supplemental Substance Misuse Treatment and Recovery Housing Support Grant (SSMTR-HS), which enables service users with substance misuse issues to improved access to, and sustainment of suitable accommodation.



This PI is a local measure so benchmarking data is not available.

### 1.3.3 Measures that did not meet their target

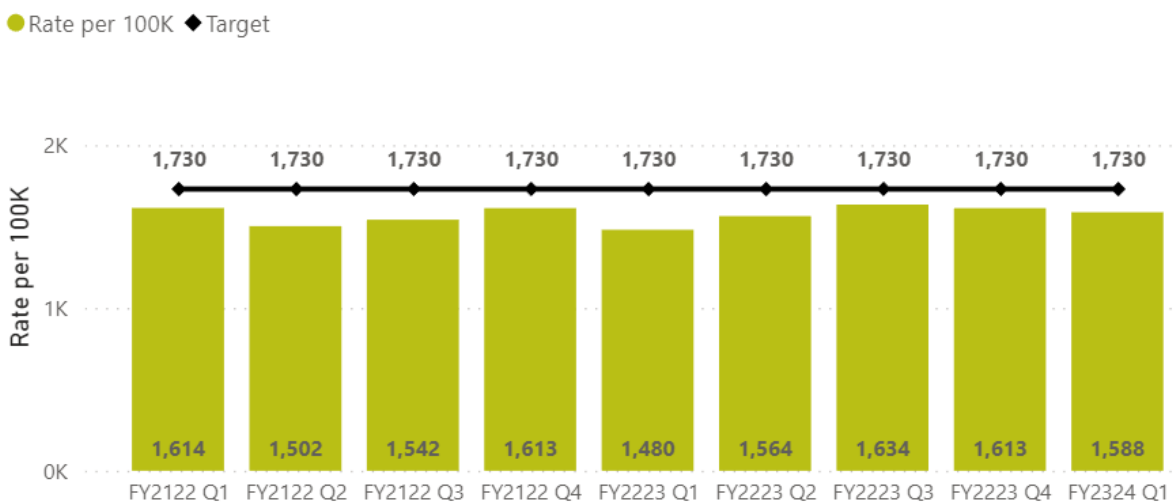
#### PI 59 Carers supported in the last 12 months ✖

July 2022 - June 2023

**Actual: 1588**

**Target: 1730**

While the target has not been met, 12,067 carers were supported over the last 12 months. This number breaks down to 9,561 Adult carers of adults and 2,506 Young Carers. We can be confident that the carers that we are reporting are receiving substantive support and we expect the numbers to increase over time. Of the 9561 adult carers supported; 819 received a Direct Payment, 8239 were offered Info & Advice and 503 no direct support (respite provided to carer for adult).





This PI is a local measure and no national benchmarking data is available.

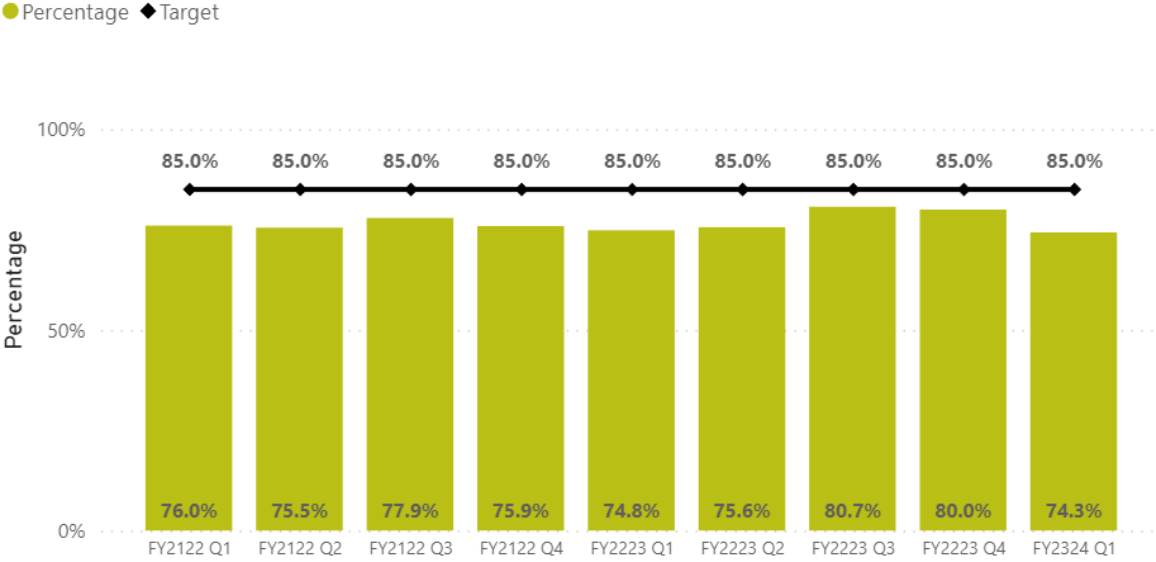
**PI 121 Carers who have received a review of their needs ✖**

July 2022 - June 2023

**Actual: 74.3**

**Target: 85**

This quarters outcome of 74.3% (604 out of 813 carers who required a personal budget review received one) is slightly lower than the previous quarter. The introduction of a New Lincolnshire Carers service has seen a number of improvements and one provider is now responsible for completing assessments and reviews. Close monitoring of performance will continue though it is expected that in subsequent quarters performance will begin to meet the expected levels. A remedial plan is in place should this not prove to be the case.



This PI is a local measure so benchmarking data is not available.

**PI 31 Percentage of alcohol users that left specialist treatment successfully ✖**

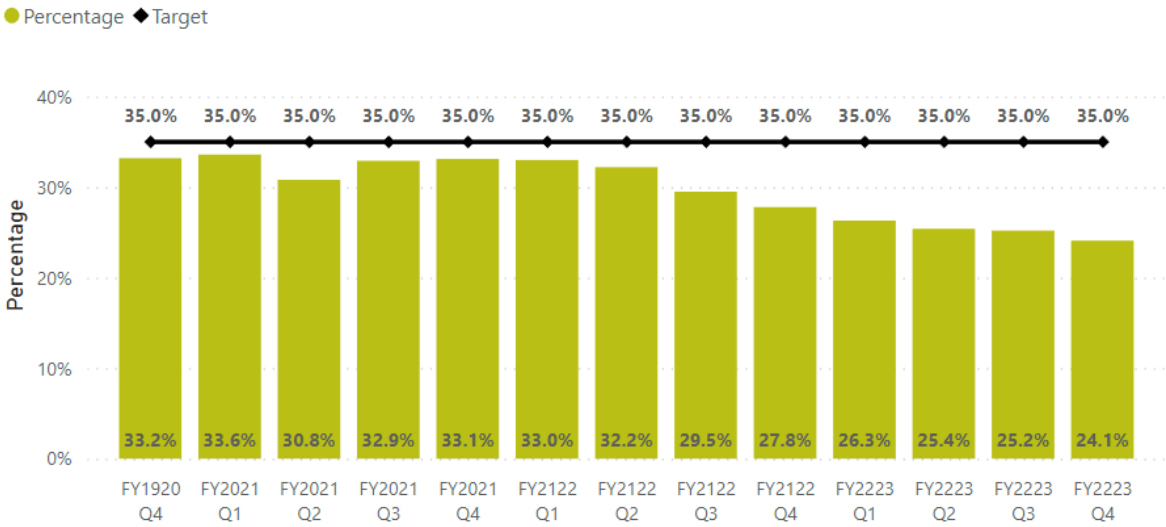
January 2023 – March 2023

**Actual: 24.1**

**Target: 35**

An Improvement Plan was implemented by the Contract Officer with the Provider on the 9th May 2023. The plan targets 4 key areas of improvement for this performance indicator. Focusing on referral pathways, internal audit of complex alcohol clients, service interventions, analysis of increased numbers of service users entering treatment and identifying alcohol specific workers within service. Timescales have been set in partnership with the provider and ongoing performance monitoring is taking place. The performance indicator continues to improve and has improved since Quarter 4 of the contract, which was 24.1%. Overall, the Treatment Provider performs well and continues to work in partnership

with the Contract Officer for this performance indicator. Regular improvement plan review meetings are taking place to discuss agreed actions and outcomes of the improvement plan to monitor progress.



**PI 111 People supported to successfully quit smoking ✖**

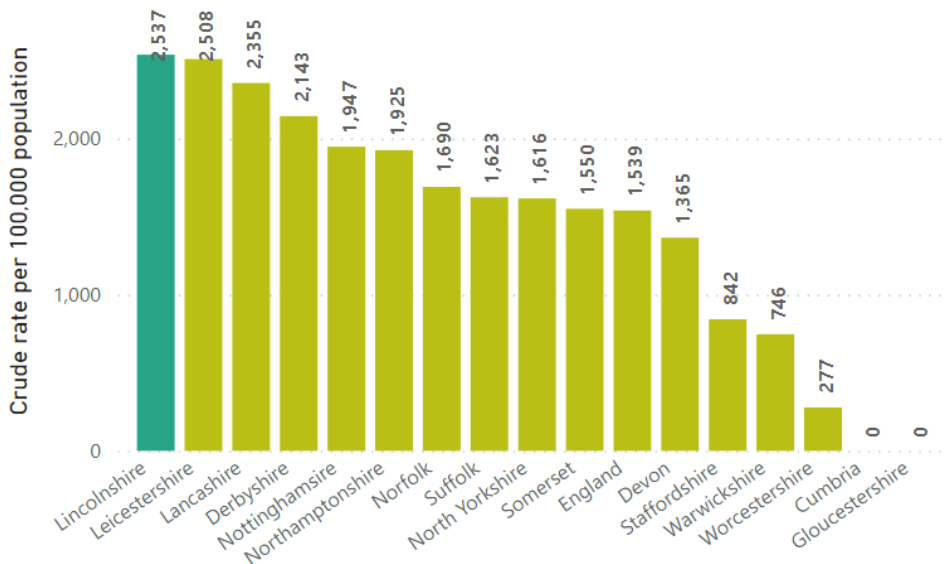
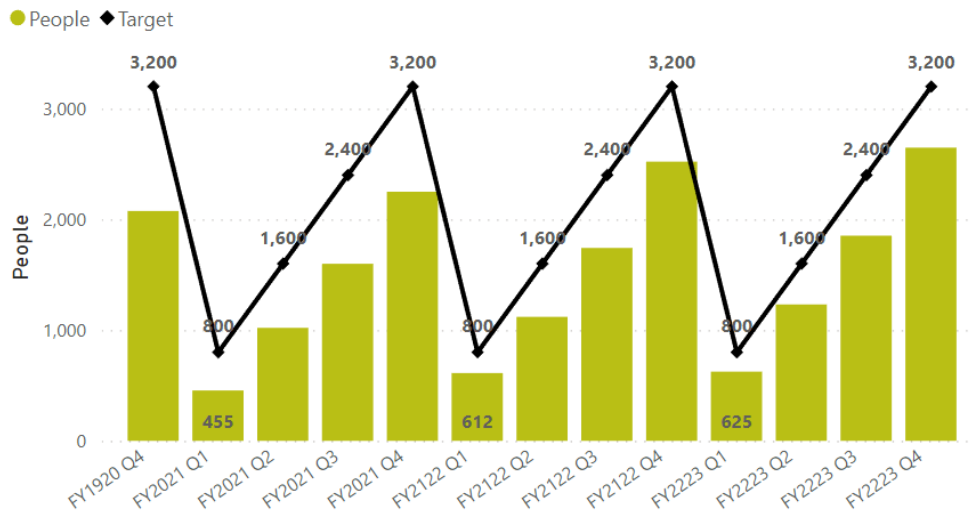
April 2022 – March 2023

**Actual: 2648**  
**Target: 3200**

This data relates to Quarter 4 2022-23 (Jan to Mar 2023) due to a 12-week data lag for completion of service interventions. The quit rate for Quarter 4 is 62%, which is the highest this year. The annual 4 week quits for 2022-23 is 2,648 against a target of 3,200 resulting in an 83% achievement against this annual target. It is recognised that the annual target is ambitious; however, successful quit rates within Lincolnshire are above national benchmarks and the service is continuing to deliver well against this stretching target.

Recently, a new referral route and referral form has been established for patients being discharged from inpatient mental health support, which should improve the transition into community support for this cohort. Multiple engagement events have been attended to promote the service, and a joint social media plan was produced with tobacco control partners for No Smoking Day in March.

Regulated e-cigarettes have been introduced as part of a 6-month pilot program, and the service has written a report which demonstrates that quit rates are above the target of 50% and on par with the traditional Nicotine Replacement Therapy (NRT) option. Quit rate with patch and e-cigarette is comparable with that of medications that have been used in the past to support smoking cessation, and thus e-cigarettes offer an effective alternative quit aid. The service has submitted a request to include regulated e-cigarettes on the Lincolnshire Joint Formulary so the sub-contractors can offer this, resulting in an equitable service across the county.



Benchmarking period April 2021 – March 2022

Update regarding **PI 33 Percentage of people aged 40 to 74 offered and received an NHS health check 2023-24 target**. It is 55% but was incorrectly stated as 95% in Appendix A in 2022-23 Quarter 4 report.

## 2. Conclusion

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

## 3. 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 [Caroline.Jackson@lincolnshire.gov.uk](mailto:Caroline.Jackson@lincolnshire.gov.uk)

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