



ADULTS AND COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE
5 SEPTEMBER 2022

PERFORMANCE REPORT FOR QUARTER 1 2022/23 (APRIL-JUNE)

JOINT REPORT OF THE CHIEF EXECUTIVE AND
DIRECTOR OF ADULTS AND COMMUNITIES

Purpose of Report

1. The purpose of this report is to present the Committee with an update of the Adults and Communities Department's performance during the first quarter (April to June) of 2022/23.

Policy Framework and Previous Decisions

2. The Adults and Communities Department's performance is reported to the Committee in accordance with the Council's corporate performance management arrangements.

Background

3. The metrics detailed in Appendix A of the report are based on the key performance measures of the Adults and Communities Department for 2022/23. These are reviewed through the annual business planning process to reflect the key priorities of the Department and the Council. The structure of Appendix A is aligned with the Ambitions and Strategy for Adults and Communities Department 2020-2024, '*Delivering Wellbeing and Opportunity in Leicestershire*'. This strategic approach is based on a set of principles with the person at the centre, ensuring the support they receive can deliver the right outcomes. Appendix B outlines the 'layered' model designed to maximise independence – Prevent, Reduce, Delay and Meet needs.
4. Appendix A is also structured in line with the Council's Strategic Plan 2022-26. This sets out the Council's overall policy framework, approach, and is based on five aspirational strategic outcomes: Clean and Green; Great Communities; Improved Opportunities; Strong Economy, Transport and Infrastructure and Safe and Well.
5. Following on from a discussion held at the Committee meeting on 6 June 2022, reporting has been developed to provide a clear comparison, wherever possible, with the latest national performance. This is set out in Appendix A, which also highlights the change in performance from the previous year.
6. The national averages included in this report are those of the national Adult Social Care Outcomes Framework (ASCOF) which relate to the year 2020/21 and are the latest available. These will be updated to 2021/22 when the figures are published by NHS Digital in the autumn.

7. Several metrics are not part of the ASCOF, in particular those relating to Communities and Wellbeing, and do not have a national average to compare performance with. As such, local targets have been agreed and Appendix A outlines progress towards these by comparing performance to a milestone position at the end of the first quarter.

Performance Update: April to June 2022

8. Appendix A includes four key measures to reflect each of the four layers of the Vision and Strategy. Each of these monitors the proportion of new contacts from people requesting support and what the sequels of these requests were. Of the 5,000 new contacts during the first quarter of 2022/23, 52% (2,600) resulted in a preventative response, such as universal services or signposting. This is slightly lower than the preferred range of 55-60%. A further 18% (900) resulted in a response relative to reducing need, such as providing equipment or adaptations; a further 18% (900) resulted in a response relative to delaying need, i.e., the provision of a reablement service that supports people to relearn the skills required to keep them safe and independent at home. This reflects the increasing number of people receiving reablement following a downturn during the first couple of years of the Covid-19 pandemic. Finally, 11% (600) resulted in a long-term service such as a personal budget.
9. Following restrictions due to the pandemic, heritage sites did not resume normal opening hours until July 2021, and as such the number of visits during the more recent period of April to June 2022 – 78,500 – is 58% higher than the equivalent period last year (49,600).
10. It has been a similar situation with library services i.e., the resumption of normal opening hours not occurring until July 2021. This has again meant a considerable increase in the number of visits (+102%) and loans (+31%) when comparing April to June 2022 with the equivalent period last year. A full year local target has been agreed for the number of visits and loans through 2022/23, and Appendix A includes the first quarter milestone. At this point in the year the level of activity is meeting this milestone and therefore on track to achieve the full year target.
11. Library visits consist of both physical footfall at library premises and website visits, and the previous paragraph highlighted how the combined position has increased by more than 100%. For the period April to June 2022, 31% (56.1k) of visits were via the website – a considerable reduction from 52% (45.9k) during the similar period last year. Alternatively, footfall to library premises has increased from 48% (43.0k) between April and June last year to 69% (124.2k) during the same period in 2022.
12. Past performance reports have often cited the continuing growth in the use of e-loans from libraries. However, more recently this has started to show signs of slowing down and a lower local target than previous years of 1% growth was agreed. At the end of the first quarter the number of e-loans (222.2k) is similar to the equivalent point last year and on track to meet the 2022/23 target.
13. The Leicestershire Adult Learning Service's (LALS) performance relates to the proportion of learning aims due to be completed in a period that were successfully achieved. The current academic year is still ongoing, and the performance of 89% at the end of June is above the 86% target.

14. Volunteering programmes continue to be a priority for the department in relation to libraries, museums, and heritage services. Between April and June there were 3,900 hours of volunteering, an increase of 2,000 hours on 1,900 during the same period last year. Furthermore, it is a 4% increase on 3,750 hours during April to June 2019 – the last equivalent period prior to the Covid-19 pandemic.
15. The nature of accommodation for people with learning disabilities has a strong impact on their safety, overall quality of life, and reducing social exclusion. One of the ASCOF indicators monitors the proportion of service users aged 18-64 with a learning disability who are in settled accommodation and not in a care home. Leicestershire's performance in 2021/22 was 84% (1,057/1,255) and continued at this level into the first quarter of 2022/23. This is higher than the latest national average which was 78% in 2020/21.
16. ASCOF 1E measures the proportion of adults with learning disabilities who are receiving long-term services and are in paid employment. There is a strong link between employment and enhanced quality of life, including evidenced benefits for health and wellbeing. Performance during the first quarter of 2022/23 was 9.2% (106/1,145), similar to last year and notably higher than the latest national average of 5%.
17. Each year local authorities are required to conduct a survey of people in receipt of social care services. A similar survey of carers is required on a biennial basis and following a hiatus in 2020/21 due to the Covid-19 pandemic both were completed in 2021/22. For carers – based on 409 responses - 49% stated that they found it easy to find information, lower than 58% nationally, whilst 25% said they had as much social contact as they liked, slightly lower than the national figure of 28%. Both of these aspects of carers' lives – finding information and social contact – saw a considerable reduction in performance from the last pre-Covid survey nationally, across the East Midlands, and locally. The Committee commented on the draft Leicester, Leicestershire and Rutland (LLR) Carers Strategy 2022-25 at its meeting on 6 June 2022 and a further report presenting the initial findings of the formal consultation is due to be presented at September's meeting, ahead of Cabinet approval being sought on the final strategy in October. Engagement with carers as part of developing this strategy highlighted the barrier of knowing where to look for required information. As such - and combined with the findings of the national survey noted above - ensuring carers can access the information they need has been identified as an action in the draft strategy to support the 'carers are informed' key priority.
18. Similar questions are asked of service users who were surveyed in February this year. With regards to finding information, 57% of the 388 respondents said it was easy to find, and in relation to social contact, 37% said they have as much as they would like. Note the national figures in Appendix A relate to the 2019/20 survey (pre-Covid) and will potentially reduce given the shift in carers' views. National figures will be available in the autumn and details will be reported to a future Committee meeting as part of the wider analysis of the ASCOF for 2021/22.
19. Reablement is a short and intensive service to help people who have experienced deterioration in their health and/or have increased support needs to relearn the skills required to keep them safe and independent at home. In the 12 months leading up to lockdown the average proportion of hospital discharges to reablement was 72%.

This initially dropped to 33% in the early response to the pandemic, before increasing to an average of 51% up to the end of 2021. Given the excellent outcomes for people following reablement, improving this rate is a key priority for the authority and there has been continued improvement since the start of 2022, with the average weekly proportion between April and June being 56% (and up to 62% on average in July).

20. In addition to the growing proportion of discharges to reablement, the outcomes of the service also bounced back following a reduction in the first year of the pandemic. The ASCOF contains two metrics (2D and 2B part 1) to measure a local authority's performance in this area – the proportion with no continued needs post reablement, and where people live 91 days following hospital discharge and reablement. Performance in relation to no continued needs post reablement has fallen slightly from last year (currently 86% - 739/862), whilst those living at home 91 days later remains similar (currently 90% - 417/466). Despite this, performance against both metrics remains considerably higher than the latest available national averages.
21. Avoiding permanent placements in residential or nursing care homes is a good indication of delaying dependency. Research suggests that where possible, people prefer to stay in their own home rather than move into permanent care. During the early stages of the pandemic there was a notable reduction in permanent care home admissions across the country and Leicestershire was no different. Since then, the number of admissions has increased, although not quite to the same extent as pre-Covid. For people aged 18-64 there were 24 admissions in 2021/22 compared to 27 during the year before Covid-19 whilst the equivalent figures for people aged 65 or over are 868 in 2021/22 compared to 894 in the year before Covid-19.
22. During the first quarter of 22/23 the number of admissions of people aged 18-64 has meant a full year forecast of 32 admissions. Although this is a notable increase on 24 in the previous year, it remains well below the latest available national average. For people aged 65 or over the forecast for 22/23 is currently for fewer admissions than last year. Again, performance compared the latest national average is good.
23. The County Council remains committed that everyone in receipt of long-term, community-based support should be provided with a personal budget, preferably as a direct payment. The proportion of service users on a personal budget in 2021/22 was 95% (4,514/4,750), and this level has continued into the first quarter of 2022/23. The situation for carers is similar with virtually all carers on a personal budget (currently – 1,553/1,554). Performance on both metrics is above the latest national average, particularly in relation to carers.
24. In terms of direct payments, 40% of service users (2,025/5,063) and 99% (1,544/1,554) of carers were in receipt of one during the first quarter of 22/23, both similar to the previous year. Like personal budgets, performance in relation to direct payments remains higher than the latest national averages.
25. There were 1,350 safeguarding alerts between April and June, 27% fewer than the comparable period last year. An alert can include any concern for welfare and will often require a response from the authority, but not necessarily in relation to safeguarding. Once an alert has been investigated into any potential risk of abuse or neglect there maybe need for a more in-depth enquiry under Section 42 of the Care Act. During the same three-month period there were 189 completed enquiries, 13% fewer than the equivalent three months last year.

26. Developing a safeguarding culture that focuses on the personalised outcomes desired by people with care and support needs who may have been abused is a key operational and strategic goal of the Care Act. Of the safeguarding enquiries completed in the first quarter of 22/23 where an outcome was expressed, 94% were fully or partially achieved, slightly higher than last year and about in line with the local target for the 2022/23.
27. People's needs change over time, so it is important that their support plan is reviewed to monitor how it is meeting a person's needs and helping them to achieve their desired outcomes. As a minimum, support plans should be reviewed every 12 months. In the 12 months to the end of June 70% (3,530/5,035) of people who had been receiving services for more than a year had received an annual review. This is similar to the position last year and higher than the latest available national average (although the expectation is that this will be higher when the 2021/22 data is published in the autumn).

Conclusion

28. This report provides a summary of performance at the end of quarter one of 2022/23 covering the period April to June.
29. Areas of adult social care performance exceeding the latest available national figures include reablement outcomes, permanent admissions and use of direct payments. However, responses from the surveys of service users and carers continue to be a concern. Though, for the latter, the aims of the LLR Carers' Strategy 2022-25 will work to address these and in respect to the service user survey the release of national service user findings in the autumn will add context to the current position.
30. Monitoring and analysis continue on a regular basis including key metrics of activity and performance across the Adults and Communities Department.

Background papers

- Adult Social Care Outcomes Framework
- Delivering Wellbeing and opportunity in Leicestershire – Adults and Communities Department Ambitions and Strategy for 2020-24
- Leicestershire County Council Strategic Plan 2022-26
- Better Care Fund

Circulation under the Local Issues Alert Procedure

31. None.

Equality and Human Rights Implications

32. The Adults and Communities Department supports vulnerable people from all diverse communities in Leicestershire. However, there are no specific equal opportunities implications to note as part of this performance report. Data relating to equalities implications of service changes are assessed as part of Equality and Human Rights Impacts Assessments.

Partnership Working and Associated Issues

33. Better Care Fund (BCF) measures and associated actions are overseen and considered by the Integration Executive and Health and Wellbeing Board.

Appendices

- Appendix A - Adults and Communities Department Performance Dashboard for 2022/23
- Appendix B – Adult Social Care Strategic Approach

Officers to Contact

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Adults and Communities Performance 2022/23

Quarter One (Q1): April – June 2022

Performance Rating and Progress

	Performing better than the latest national average or local target		Performance has improved on last year
	Performing similar to the latest national average or local target		Performance is similar to last year
	Performing below the latest national average or local target		Performance is not as good as last year

PREVENT NEED

Leicestershire County Council's Strategic Plan 2022-26

Safe and Well

Carers and People with care needs are supported to live active, independent, and fulfilling lives

Measure	Description	Aim	Rating	Progress	2022/23 Performance	2021/22 Performance
Local	% of sequels that 'Prevent Need'	Target Band Width	55% - 60% Local target		52.1%	56.4%
ASCOF 3D pt 1	% of SUs who find it easy to find information	High	68.4% 19/20 Nat. Ave.	N/A	Survey Results due May 2023	56.8%
ASCOF 3D pt 2	% of carers who find it easy to find information	High	57.7% 21/22 Nat. Ave.	N/A	Survey is biennial and will next run in Autumn 2023	49.4%

Great Communities

Cultural and historical heritage are enjoyed and conserved

Measure	Description	Aim	Rating	Progress	2022/23 Performance	2021/22 Performance
Local	Heritage visits (inc. website visits)	High	73.2k Local Q1 milestone	▲	78.5k	49.6k
Local	Library visits (inc. website visits)	High	141.1k Local Q1 milestone	▲	180.2k	89.0k
Local	Total library loans	High	522.7k Local Q1 milestone	▲	537.8k	410.6k
Local	Junior loans	High	179.0k Local Q1 milestone	▲	180.6k	98.0k
Local	E-loans	High	214.9k Local Q1 milestone	◀▶	222.2k	222.7k
Local	Total community library issues	N/A	For Information Only	N/A	67.9k	39.6k
Local	Community library children's issues.	N/A	For Information Only	N/A	38.7k	21.0k

Great Communities

People support each other through volunteering

Measure	Description	Aim	Rating	Progress	2022/23 Performance	2021/22 Performance
Local	Hours of Volunteering (Heritage and libraries)	High	2.6k Local Q1 milestone	▲	3.9k	1.9k

**Leicestershire County
Council's Strategic Plan
2022-26**
Strong Economy, Transport, and Infrastructure
 There is close alignment between skill supply and demand

Measure	Description	Aim	Rating	Progress	2022/23 Performance	2021/22 Performance
Local	LALS Success Rate	High	86% Local target	▲	89.0%	85.0%

REDUCE NEED

**Leicestershire County
Council's Strategic Plan
2022-26**
Improved Opportunities

Young people and adults are able to aim high and reach their full potential

Measure	Description	Aim	Rating	Progress	2022/23 Performance	2021/22 Performance
ASCOF 1E	% of people with LD in employment	High	5.1% 20/21 Nat. Ave.	◀▶	9.2%	9.0%
ASCOF 1G	% of people with LD in settled accommodation	High	78.3% 20/21 Nat. Ave	◀▶	84.3%	84.2%

**Leicestershire County
Council's Strategic Plan
2022-26**
Safe and Well

Carers and People with care needs are supported to live active, independent, and fulfilling lives

Measure	Description	Aim	Rating	Progress	2022/23 Performance	2021/22 Performance
Local	% of sequels that 'Reduce Need'	Target Band Width	18% - 23% Local target	◀▶	18.2%	20.3%
ASCOF 11 pt 1	% of SUs who had as much social contact as they would like	High	45.9% 19/20 Nat. Ave.	N/A	Survey Results due May 2023	37.3%

Measure	Description	Aim	Rating	Progress	2022/23 Performance	2021/22 Performance
ASCOF 11 pt 2	% of carers who had as much social contact as they would like	High	28.0% 21/22 Nat. Ave.	N/A	Survey is biennial and will next run in Autumn 2023	24.7%

DELAY NEED

Leicestershire County Council's Strategic Plan 2022-26	Safe and Well Carers and People with care needs are supported to live active, independent, and fulfilling lives
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Measure	Description	Aim	Rating	Progress	2022/23 Performance	2021/22 Performance
Local	% of sequels that 'Delay Need'	Target Band Width	10% - 15% Local target	▲	18.3%	11.0%
ASCOF 2D	% of people who had no need for ongoing services following reablement	High	74.9% 20/21 Nat. Ave	▼	85.7%	88.5%
ASCOF 2B pt 1 <i>*BCF*</i>	Living at home 91 days after hospital discharge and reablement	High	79.1% 20/21 Nat. Ave	◀▶	89.5%	89.4%
ASCOF 2A pt 1	Permanent admissions to care (aged 18-64) per 100,000 pop.	Low	13.3 per 100k pop. 20/21 Nat. Ave	▼	7.6 per 100k Pop. Forecast 32 Admissions in 22/23	5.7 per 100k Pop. Actual 24 Admissions in 21/22
ASCOF 2A pt 2 <i>*BCF*</i>	Permanent admissions to care (aged 65+) per 100,000 pop.	Low	498 per 100k pop. 20/21 Nat. Ave	▲	404 per 100k Pop. Forecast 619 Admissions in 22/23	567 per 100k Pop. Actual 868 Admissions in 21/22

MEET NEED

Leicestershire County Council's Strategic Plan 2022-26

Safe and Well

Carers and People with care needs are supported to live active, independent, and fulfilling lives

Measure	Description	Aim	Rating	Progress	2022/23 Performance	2021/22 Performance
Local	% of sequels that 'Meet need'	Target Band Width	7% - 12% Local target	▲	11.4%	12.3%
ASCOF 1C pt 1a	Adults aged 18+ receiving self-directed support	High	92.2% 20/21 Nat. Ave	◀▶	94.8%	94.7%
ASCOF 1C pt 2a	Adult aged 18+ receiving direct payments	High	26.6% 20/21 Nat. Ave	◀▶	39.5%	40.3%
ASCOF 1C pt 1b	Carers receiving self-directed support	High	87.1% 20/21 Nat. Ave	◀▶	99.9%	99.9%
ASCOF 1C pt 2b	Carers receiving direct payments	High	75.3% 20/21 Nat. Ave	◀▶	99.3%	99.1%

Leicestershire County Council's Strategic Plan 2022-26

Safe and Well

People at most risk are protected from harm

Measure	Description	Aim	Rating	Progress	2022/23 Performance	2021/22 Performance
Local	Safeguarding outcomes fully or partially achieved	High	94% Local target	◀▶	93.8%	92.9%

Measure	Description	Aim	Rating	Progress	2022/23 Performance	2021/22 Performance
ASCOF 4B	% of service users who say that services have made them feel safe	High	86.8% 19/20 Nat. Ave.	N/A	Survey Results due May 2023	81.2%
Local	% of service users who received their annual review	High	56.3% 20/21 Nat. Ave		70%	69%

Delivering Wellbeing and Opportunity in Leicestershire

Adults and Communities Department, Ambitions and Strategy for 2020 – 2024

Prevent need

We will work with our partners to prevent people developing the need for specialist health and social care support. We will achieve this through information and advice to enable people to benefit from services, facilities or resources that are not focused on particular support needs, but which contribute towards wellbeing and are available for the whole population. Examples include libraries, adult learning services, museums, and associated digital services; green spaces, places of worship, community centres, leisure centres, information and advice services. We will promote wellbeing and work together through active citizenship with families and communities (including local voluntary and community groups). We will help people develop confidence to enable them to speak up and share concerns about their safety and wellbeing.

Reduce need

We will identify those people most at risk of needing social care support in the future and intervene early wherever possible to maintain wellbeing and prevent further need for services (for example people with a new diagnosis of dementia; newly-bereaved; people at risk of isolation; low-level mental health problems; and services for carers). Targeted interventions aim to prevent further needs developing and ensure that people do not become dependent on health and social care. Services might include information and advice, minor adaptations to housing which improve accessibility or provide greater assistance for those at risk of a fall, or telecare services.

Delay need

This focuses on support for people who have experienced a crisis, or who have a defined illness or disability, for example, after a fall or a stroke, following an accident or onset of illness and on minimising the effect of disability or deterioration for people with ongoing conditions, complex needs or caring responsibilities. It includes interventions such as reablement, rehabilitation, and recovery from mental health difficulties. We will work together with the individual, their families and communities, health and housing colleagues to ensure people experience the best outcomes through the most cost-effective support.

Meeting need

The need for local authority funded social care support will be determined once personal and community resources and assets have been identified and fully explored. People with social care needs, assessed as being eligible for funding through the local authority, will be supported through provision of a personal budget. The personal budget may be taken as a direct payment or can be managed by the council. Wherever possible the council will work with people to provide a choice of provision which is suitable to meet people's outcomes, however in all cases the council will ensure that the cost of services provides the best value for money. Whilst choice of provision is important in delivering the outcomes that people want, maintaining people's safety, independence and achieving value for money are the priorities.