



ADULTS AND COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE
6 JUNE 2022

PROVISIONAL PERFORMANCE REPORT 2021/22

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

Purpose of the Report

1. The purpose of this report is to present the Committee with an update of the Adults and Communities Department's performance for the year 2021/22.

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 2021/22. 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 2018-22 – *Working Together for the Benefit of Everyone*. This sets out the Council's overall policy framework, approach, and includes a high-level overview of a number of strategies which provide the detail on how the Authority plans to deliver positive change for Leicestershire. The Council's new Strategic Plan for 2022-26 will be reflected in reporting of performance in the year 2022/23 onwards.
5. Performance figures are classed as provisional at this stage as the source data for the metrics is currently being compiled, with the signed-off version to be published by NHS Digital in the autumn. However, the final performance figures are not expected to vary greatly from those included in this report and will be presented later in the year alongside national benchmarking.
6. Progress against targets is highlighted using a Red/Amber/Green (RAG) system and Appendix C sets out the description of each category.

Performance Update: April 2021 to March 2022

7. 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. During 2021/22, there were 28,500 new adult social care contacts, an increase of 11% on the previous year. This notable increase is more due to a lower number of new contacts during the previous year when the pandemic first materialised. Of the new contacts in 2021/22, 56% resulted in a preventative response, such as universal services or signposting. A further 20% resulted in a response relative to reducing need, such as providing equipment or adaptations; 11% 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. Finally, 12% resulted in a long-term service such as a personal budget.
8. Heritage sites were only open intermittently during 2020/21 due to the Covid-19 pandemic and alternative methods of engagement were developed including downloadable family activities and virtual tours. Sites resumed normal opening hours from July 2021, with restrictions on capacity and events in place for most of the year, during which time there were 259,000 visitors. Of this, 102,000 were physical visits (the remainder being visits to the website). Whilst this is a considerable increase on the Covid impacted previous year and above the target for 2021/22, it remains short of the 130,000 physical visits during the 12 months leading up to the start of the pandemic in March 2020.
9. As with Heritage sites, the restrictions on library services during 2020/21 due to Covid-19 meant a considerable reduction in activity such as visits and issues. Libraries resumed normal opening hours in July 2021 and the number of visits (including those to the website) topped 560,000 with the overall number of loans being 1,991,000. As expected, both were considerably higher than the previous year and exceeded local targets.
10. Despite the re-opening of libraries in July 2021, the increasing use of e-loans through the first 12 months of the pandemic was exceeded further during 2021/22 with over 851,000 loans in the year – a 9% increase on the level in 2020/21 and above the target.
11. 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 85% is just short of the 86% target.
12. Volunteering programmes continue to be a priority for the department in relation to libraries, museums, and heritage services although the necessary response to the Covid-19 pandemic meant that very little volunteering in these settings was possible during 2020/21. With these venues re-opening during the summer of 2021, volunteering has steadily increased and there were 9,700 hours of volunteering between then and March 2022 which is 700 hours more than the local target. As with other areas of the service, levels remain lower than pre-Covid when there would have been c25,000 hours of volunteering in the year.

13. 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 Adult Social Care Outcomes Framework (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 performance in 2020/21 was 84%, higher than the national and shire council's average (78% and 75% respectively). Final figures for 2021/22 will be compiled for statutory data returns to central government for which the current position shows performance to be in line with last year, although slightly short of the 86% target.
14. 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 in 2020/21 was 10.5% and in the top 25% of authorities in England. During the past year - 2021/22 - performance fell to 9% although this may remain high enough to be in the top quartile of authorities. Performance will have been impacted by Covid-19 as the pandemic will have had a negative effect on new employment opportunities due to Community Life Choices providers having limited staffing and social distancing challenges.
15. 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. Findings from the first of these two surveys are still being collated whilst figures for a couple of key metrics from the carer's survey – finding information, and having social contact – are included in Appendix A. Both are showing a notable reduction in performance. It is important that this is viewed in the context of the national position which will be published later in the year, and how the intervening pandemic period since the previous survey maybe impacting the findings. Details of this will be reported to a future Committee meeting as part of the wider analysis of the national ASCOF) for 2021/22.
16. 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 prior to the outbreak of Covid-19 there were, on average, 310 people starting a reablement service per month. As yet, the number of people starting a reablement service has not returned to this level with a monthly average during the past year of 265.
17. Despite the return to pre-pandemic levels of reablement being slower than wished, the outcomes of the service have certainly improved. 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 against these metrics struggled in 2020/21, both nationally and locally (although Leicestershire's position remained higher than the national average). However, there has been notable improvement within the County during 2021/22 with performance during the year exceeding the 85% target set for both metrics (2D and 2B part 1 referred to above) (88.5% and 89.4% respectively).

18. 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. This resulted in a lower number of admissions for the full year and a target to match this was agreed for 2021/22.
19. For people aged 18-64 performance has been better than the national average during the past four years, more often in the top 25% of authorities. In 2021/22, there were 24 admissions which was higher than the maximum target, but lower than pre-pandemic levels.
20. For people aged 65 or over there were 845 admissions in 2021/22 which is considerably higher than the previous year and the target (maximum of 780 admissions). However, despite an increasing population of people aged 65 or over in the County, the number of admissions in 2021/22 was 5% lower than pre-pandemic levels.
21. 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%, similar to the previous year and slightly higher than the latest national average of 92%. At 99.9% virtually all carers were on a personal budget during 2021/22. In terms of direct payments, 40% of service users and 99% of carers were in receipt of one in 2021/22. Whilst performance in relation to service users is lower than previous years and short of the 2021/22 target it may be high enough to remain in the top quartile nationally.
22. During 2021/22, the Council received 5,500 safeguarding alerts. 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 2020/21, there were 700 completed enquiries, a very similar number to the previous year.
23. 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 2021/22 where an outcome was expressed, 93% were fully or partially achieved, a similar position to the previous year.

Conclusion

24. The latest year is the second since the outbreak of Covid-19 and has seen a varying shift in activity and performance back towards pre-pandemic levels. The number of visitors to heritage sites and libraries surpassed expectations as set out in the annual targets. In addition, the number of library loans – both physical and electronic – have seen improvements during the past 12 months.
25. Across adult social care, there have been positives in the outcomes of reablement services, and, despite falling slight short of targets, the continued high-level use of

personal budgets and direct payments. However, early findings from the carers survey are disappointing, although as noted, the national context will be helpful. Higher levels of permanent care admissions to residential and nursing homes are also an area to seek improvement in the coming 12 months.

26. Reporting of performance in 2022/23 is currently being established. Monitoring and analysis will continue on a regular basis covering performance measures such as those included in ASCOF and locally agreed targets.

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 2018-22
- Better Care Fund

Circulation under the Local Issues Alert Procedure

27. None.

Equality and Human Rights Implications

28. The Adults and Communities Department supports vulnerable people from all diverse communities in Leicestershire. There are no specific equality and diversity 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.
29. Work has commenced in the Adults and Communities Department to improve the quality and quantity of protected characteristics that are recorded in the information system for individual people. This will continue to benefit performance reporting and ensure we are proactive against discrimination.

Partnership Working and Associated Issues

30. Better Care Fund 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 2021/22
- Appendix B - Adult Social Care Strategic Approach
- Appendix C - Red/ Amber/Green (RAG) Rating - Explanation of Thresholds

Officers to Contact

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Adults and Communities Performance 2021/22

April 2021 – March 2022

PREVENT NEED

Leicestershire County Council's Strategic Plan 2018-22	Wellbeing and Opportunity
Supporting Outcome	People are cared for at home, in their own community, whenever possible, and for as long as possible.

Measure	Description	Aim	RAG	2021/22 Target	2021/22 Performance	2020/21 Performance	2020/21 Quartile
Local	% of sequels that 'Prevent Need'	Target Band Width	G	55-60%	56.4%	54.7%	N/A
ASCOF 3D pt 1	% of SUs who find it easy to find information	H	N/A	68%	Due June 2022	No Survey in 2020/21 due to Covid-19 pandemic	N/A
ASCOF 3D pt 2	% of carers who find it easy to find information	H	R	62%	49.4%	60.3% (Previous survey conducted in 2018/19)	N/A

Leicestershire County Council's Strategic Plan 2018-22	Wellbeing and Opportunity
Supporting Outcome	Cultural, historical and natural heritage is enjoyed and conserved

Measure	Description	Aim	RAG	2021/22 Target	2021/22 Performance	2020/21 Performance	2020/21 Quartile
Local	Heritage visits (inc. website visits)	H	G	214.0k	258.9k	112.2	N/A
Local	Hours of Volunteering (Heritage and libraries)	H	G	9.0k	9.7k	3.1k	N/A

Measure	Description	Aim	RAG	2021/22 Target	2021/22 Performance	2020/21 Performance	2020/21 Quartile
Local	Library visits (inc. website visits)	H	G	400.0k	561.5k	230.1	N/A
Local	Total library loans	H	G	1,801.7k	1,991.3k	1,102.0k	N/A
Local	Junior loans	H	G	525.1k	662.9k	192.4k	N/A
Local	E-loans	H	G	815.0k	851.2k	782.6k	N/A
Local	Total community library issues	N/A	N/A	For Information Only	230.9k	58.4k	N/A
Local	Community library children's issues.	N/A	N/A	For Information Only	135.6k	27.0k	N/A

Leicestershire County Council's Strategic Plan 2018-22	Strong Economy
Supporting Outcome	Leicestershire has a highly skilled and employable workforce

Measure	Description	Aim	RAG	2021/22 Target	2021/22 Performance	2020/21 Performance	2020/21 Quartile
Local	LALS Success Rate	H	A	86%	85.0%	86.0%	N/A

REDUCE NEED

Leicestershire County Council's Strategic Plan 2018-22	Wellbeing and Opportunity
Supporting Outcome	People are cared for at home, in their own community, whenever possible, and for as long as possible.

Measure	Description	Aim	RAG	2021/22 Target	2021/22 Performance	2020/21 Performance	2020/21 Quartile
Local	% of sequels that 'Reduce Need'	Target Band Width	G	18-23%	20.3%	20.3%	N/A
ASCOF 1I pt 1	% of SUs who had as much social contact as they would like	H	N/A	46%	Due June 2022	No Survey in 2020/21 due to Covid-19 pandemic	N/A
ASCOF 1I pt 2	% of carers who had as much social contact as they would like	H	R	33%	24.7%	30.0% (Previous survey conducted in 2018/19)	N/A
ASCOF 1E	% of people with LD in employment	H	R	10.5%	9.0%	10.5%	Top

Leicestershire County Council's Strategic Plan 2018-22	Affordable and Quality Homes
Supporting Outcome	There is enough suitable housing to support independence for those with social care needs.

Measure	Description	Aim	RAG	2021/22 Target	2021/22 Performance	2020/21 Performance	2020/21 Quartile
ASCOF 1G	% of people with LD in settled accommodation	H	R	86%	84.2%	84.3%	Second

158 DELAY NEED

Leicestershire County Council's Strategic Plan 2018-22	Wellbeing and Opportunity
Supporting Outcome	People are cared for at home, in their own community, whenever possible, and for as long as possible.

Measure	Description	Aim	RAG	2021/22 Target	2021/22 Performance	2020/21 Performance	2020/21 Quartile
Local	% of sequels that 'Delay Need'	Target Band Width	G	9-14%	11.0%	11.2%	N/A
ASCOF 2D	% of people who had no need for ongoing services following reablement	H	G	85%	88.5%	81.1%	Second
ASCOF 2B pt 1 <i>*BCF*</i>	Living at home 91 days after hospital discharge and reablement	H	G	85%	89.4%	84.7%	Second
ASCOF 2A pt 1	Permanent admissions to care (aged 18-64) per 100,000 pop.	L	R	<4.1 (17 Adm's)	5.7 (24 admissions)	3.8 (17 admissions)	Top
ASCOF 2A pt 2 <i>*BCF*</i>	Permanent admissions to care (aged 65+) per 100,000 pop.	L	R	<538 (780 Adm's)	576.1 (845 admissions)	528.7 (780 admissions)	Top

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MEET NEED

Leicestershire County Council's Strategic Plan 2018-22	Wellbeing and Opportunity
Supporting Outcome	People are cared for at home, in their own community, whenever possible, and for as long as possible.

Measure	Description	Aim	RAG	2021/22 Target	2021/22 Performance	2020/21 Performance	2020/21 Quartile
Local	% of sequels that 'Meet need'	Target Band Width	G	7-12%	12.3%	13.8%	N/A
ASCOF 1C pt 1a	Adults aged 18+ receiving self-directed support	H	R	98%	94.7%	95.2%	Third
ASCOF 1C pt 2a	Adult aged 18+ receiving direct payments	H	R	42%	40.3%	42.0%	Top
ASCOF 1C pt 1b	Carers receiving self-directed support	H	G	99%	99.9%	99.9%	Third
ASCOF 1C pt 2b	Carers receiving direct payments	H	G	98%	99.1%	98.9%	Third

Leicestershire County Council's Strategic Plan 2018-22	Keeping People Safe
Supporting Outcome	People at the most risk or in crisis, are protected and supported to keep them safe

Measure	Description	Aim	RAG	2021/22 Target	2021/22 Performance	2020/21 Performance	2020/21 Quartile
Local	Of safeguarding enquiries where an outcome was expressed, the percentage partially or fully achieved	H	G	93.0%	92.9%	93.2%	N/A
ASCOF 4B	% of service users who say that services have made them feel safe	H	N/A	90.0%	Due June 2022	No Survey in 2020/21 due to Covid-19 pandemic	N/A
Local	% of service users who received their annual review	H	A	70%	69%	63.0%	N/A

Key to Columns

Measure	ASCOF	A metric within the national performance framework known as Adult Social Care Outcomes Framework (ASCOF)
	Local	A measure defined and calculated for Leicestershire County Council only
Aim	High	The aim of performance is to be high
	Low	The aim of performance is to be low

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.

Explanation of RAG Rating

RED	<p>Close monitoring or significant action required. This would normally be triggered by any combination of the following:</p> <ul style="list-style-type: none"> • Performance is currently not meeting the target or set to miss the target by a significant amount. • Actions in place are not believed to be enough to bring performance fully back on track before the end of the target or reporting period. • The issue requires further attention or action
AMBER	<p>Light touch monitoring required. This would normally be triggered by any combination of the following:</p> <ul style="list-style-type: none"> • Performance is currently not meeting the target or set to miss the target by a narrow margin. • There are a set of actions in place that is expected to result in performance coming closer to meeting the target by the end of the target or reporting period. • May flag associated issues, risks and actions to be addressed to ensure performance progresses.
GREEN	<p>No action required. This would normally be triggered when performance is currently meeting the target or on track to meet the target, no significant issues are being flagged up and actions to progress performance are in place.</p>

The degree to which performance is missing a target is open to debate. A common way of overcoming this is to use a precise percentage threshold between current performance and the target. However, a blanket approach (such as plus or minus 10%) is not appropriate due to the varying ways that metrics are reported. E.g. small numbers, rates per capita, percentages.