

ADULTS AND COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE **2 SEPTEMBER 2024**

PERFORMANCE REPORT FOR QUARTER 1 2024/25 (APRIL - JUNE)

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 during the first quarter of 2024/25, namely, April to June 2024.

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 to this report are based on the key performance measures of the Adults and Communities Department for 2024/25. 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 the Adult 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 – to 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. On 5 June 2023, the Committee received a report with regard to the Department for Health and Social Care publication *Care Data Matters*. This outlined a range of developments relating to adult social care data as set out in a roadmap through to 2028. One aspect of the roadmap was a marked transformation in the data local authorities are required to collect and report to NHS England. An example of this is the change from reporting the sequel to a contact with the authority. It is currently unclear how NHS England will use the new dataset to report outcomes of requests for services, and as such this report will read slightly differently from previous reports in relation to this area of activity.

6. Where a national average is quoted, including in Appendix A, it will relate to the year 2022/23. The national averages for the most recent year - 2023/24 - will be known when national figures are published by NHS England in December. It is expected that this will also provide the first opportunity to see comparative national data for new metrics such as living at home with friends or family noted in paragraph 10.
7. Several metrics are not part of the Adult Social Care Outcomes Framework (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 2024

Adult Social Care

8. During the 12 months to the end of June 2024, the Council received 50,600 **contacts**, similar to the preceding 12 months – just a 1% increase from 50,020. Two-thirds (33,400) of the contacts were received via telephone or email, and over half being a self-referral or from a family member. A further third (16,700) were received from Health services which was 215 or 13% more than the previous 12-month period.
9. Three-quarters (38,460) of contacts relate to people who did not have a commissioned service at the time of a call or when an email was received by the Authority. Of these, 45% (17,300) went on to receive an assessment whilst 34% (13,080) resulted in advice, information, and/ or signposting to another service. Other outcomes include support for safeguarding, end of life, and the deprivation of liberty.
10. Measuring whether someone **lives in their own home** is one way to assess independence. One of the changes to adult social care reporting and the national outcomes framework involves the extension of this metric to all age-groups and to all reasons for support, not just those with a learning disability as has been the case previously. To allow for national comparison the metric in Appendix A (ASCOF 2E) remains for now as focussing on learning disability only. This shows a similar performance to last year (currently 86% living at home or with family), and higher than the latest known national average.
11. An area of focus for Care Data Matters and the collation and reporting of new adult social care metrics, is the time people have to **wait for an assessment** of their need, and services if they are required. NHS England is currently working on definitions and methodology to this end. In the meantime, local reporting will continue to use the approach set up for the Market Sustainability and Improvement Fund (MSIF) outlined in the report to the Committee on 5 June 2023. As at the end of June 2024 there were 604 people awaiting an assessment in Leicestershire, a reduction of 169 from 773 at the end of the previous quarter (March 2024) and a considerable reduction from 1,575 when a baseline position was reported as part of the MSIF in January 2023. Furthermore, the number waiting for six months or more at the end of the first quarter was 29, down from 36 at the end of March and 71 in January 2023.

12. **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. During the first three months of 2024/25 over 1,200 people benefited from a reablement service for the first time, 18% more than 1,065 during the equivalent period last year.
13. Both existing metrics to measure a local authority's performance in this area have been retained in the revamped ASCOF – ASCOF 2A: the proportion of people with no continued needs post reablement, and ASCOF 2D: where people are living at home 91 days following hospital discharge and reablement. For the first of these metrics Leicestershire's performance during the first quarter of 2024/25 (89.6% or 1,125 out of 1,255) remained the same as last year and notably higher than the latest national average (78%). The second ASCOF metric shows that 90% (519 out of 577) people discharged from hospital to a reablement service between January and March 2024 were living at home 91 days post discharge. This is similar to 88% last year and above the latest known national average of 82%.
14. **Avoiding permanent placements in residential or nursing care homes** is a good indication of maximising independence and delaying dependency. Research suggests that where possible, people prefer to stay in their own home rather than move into permanent care. For people aged 18-64 there were 13 admissions during the first quarter of 2024/25 giving an early forecast for the full year of 57, slightly lower than the 60 during 2023/24. For people aged 65 or over there were 237 admissions during the first quarter giving a current forecast of 849 admissions, marginally less than the previous year (858). However, these are early forecasts based on just one quarter and it is expected that there will be a shift in the projection as the year progresses.
15. The County Council remains committed that everyone in receipt of long-term, community-based care should be provided with a **personal budget**, preferably as a direct payment. The revamped ASCOF focuses attention on the use of direct payments only as a way of measuring if people have choice and control over the care they access. At the end of the first quarter 34% (1,736 out of 5,061) of people in receipt of a long-term community service were doing so via a direct payment. This is similar to last year (36% or 1,795 out of 5,043) and higher than the latest national average of 26% at the end of March 2023.
16. Local authorities are required to conduct two **statutory surveys** – an annual survey of people in receipt of social care services and a similar survey of carers on a biennial basis; both were undertaken in 2023/24. Whilst there was a significant improvement amongst carers **finding information** since the previous survey (up from 49% to 56%), people in receipt of services showed a small reduction (from 62% to 59%). A second metric included in Appendix A – ASCOF 5A – showed a notable increase in the proportion of people who use services feeling they have as much **social contact** as they would like (up from 39% to 45%). For carers, however, the proportion remained similar to the previous survey at 25%. The final page of the appendix includes the response to the question on whether services people are in receipt of help them **feel safe**. There was a small reduction in the proportion who stated that services do help them feel safe (down from 85% to 83%). For 2024/25, only the survey of people in receipt of social care services will be undertaken (in February 2025).

17. A **safeguarding** alert can include any concern for welfare and will often require a response from the Authority, but not necessarily in relation to safeguarding. During the first quarter of 2024/25 there were 515 alerts, a 15% increase on 438 during the same period last year. Once an alert has been investigated into any potential risk of abuse or neglect there may be need for a more in-depth enquiry under Section 42 of the Care Act 2014. Between April and June 2024 there were 235 enquiries, a notable increase on 120 during the comparable period of the previous year. This was due to a change in process as to when to determine whether an alleged concern meets safeguarding thresholds: following an audit last spring, an enquiry is now opened earlier to consider this aspect. The initial phase of the ASCOF revamp includes a new metric that monitors the proportion of completed enquiries where the outcome of an identified risk was that it was reduced or removed. During the first quarter of 2024/25 95% (169 out of 177) of enquiries involved an identified risk being reduced or removed, very similar to 96% (524 out of 547) during the full year 2023/24.
18. Under the Care Act 2014's statutory guidance, councils should undertake a **review of care plans** no later than every 12 months (although this is not a legal duty). Undertaking reviews regularly helps to identify if outcomes set out in the original support plan are being achieved. During the first three months of 2024/25, 75% (4,033 out of 5,362) of people who had been in receipt of services for at least a year had been reviewed in the past 12 months, similar to the position at the same point last year (74% or 3,912 out of 5,307), and notably higher than the latest known national average of 55%.

Communities and Wellbeing

19. There is no national performance framework covering the Communities and Wellbeing section of the Adults and Communities Department and as such performance is monitored against locally agreed targets. Appendix A highlights monthly milestones for performance to meet the annual targets.
20. During the first quarter of 2024/25 there were 39,100 **visits to heritage sites** in Leicestershire. This is similar to the equivalent period of last year (40,100) and the milestone of 37,700k for the first quarter of the current reporting year.
21. There were 181,800 physical **visits to Council managed libraries** during the period April to June 2024, 40,200 more than the comparable three months of the previous year (141,600). Whilst the number of visits falls short of the first quarter milestone (195,000), the difference should be made up by the Summer Reading Challenge, which is a free holiday activity for children, which aims to improve children's reading skills and confidence, taking place this year between 6 July and 7 September. The total loans figure includes 186,000 junior loans which is similar to the number of loans during the same period last year (190,000) and 279,000 E-loans, already 48,000 higher than last year, and continues the upward trend in loans of electronic material.
22. The Department's **Creative Learning Service** supports schools across the County with a wide range of resources, pupil sessions and professional help to stimulate reading and creative learning across the curriculum. Between April and June there were 6,200 attendances at Creative Learning Service workshops, 200 more than the milestone for the period, and 300 more than the equivalent period last year (5,900).

23. There were 5,700 hours of **volunteering** at libraries, museums and heritage services between April and June 2024, higher than the 5,000 milestone and coincidentally, the same as the comparable three months last year.
24. The **Leicestershire Adult Learning Service's** performance relates to the proportion of learning aims due to be completed in a given period that were successfully achieved. The last academic year started in September 2023, and overall performance of 84.3% at the end of June 2024 is slightly lower than the position in the previous year (85.3%), and short of the 90% target. As noted in the report presented to the Committee on 3 June 2024, the gap between performance and the target is due, in part, to the learner achievement rates for GCSE English (33% performance against a 65% target) and GCSE Mathematics (also 33% against a 70% target). GCSE results for the academic year are expected 22 August 2024 and performance of these programmes will be set out in the next Quarter 2 Performance report to the Committee in January.

Conclusions

25. For adult social care, performance during the first quarter has either continued the excellent performance of the previous year or shown improvement; outcomes of reablement and a lower level of permanent admissions to care homes being examples. Comparative national data will be published in the autumn.
26. Performance across Communities and Wellbeing is mixed. The number of people visiting heritage sites, and the overall loans at libraries are either up on last year, or in line with previous figures and the quarter one target. Visits to libraries and the number of junior loans are both slightly below the quarter one milestones although it is expected that the summer reading challenge will have a positive impact on this.
27. Monitoring and analysis continues 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
- Adults and Communities Overview and Scrutiny Committee 3 June 2024 – Performance Report (Item 10)

Circulation under the Local Issues Alert Procedure

28. None.

Equality Implications

29. 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.

Human Rights Implications

30. Data relating to equalities implications of service changes are assessed as part of Equality Impacts Assessments.

Health Implications

31. 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 Quarter One (April to June) of 2024/25
- Appendix B – Adult Social Care Strategic Approach

Officers to Contact


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Adults and Communities Performance 2024/25

April to June 2024

Performance Rating and Progress

 Performing **better** than the latest national average or local target

 Performing **similar** to the latest national average or local target

 Performing **below** the latest national average or local target



Performance has **improved** on last year





Performance is **similar** to last year




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
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Measure	Description	Aim	Rating	Progress	2024/25 Performance	2023/24 Performance
ASCOF 3C	% of SUs who find it easy to find information	High	67.2% 22/23 Nat. Ave.		Survey is annual and will next run in February 2025	59.3%
ASCOF 3C	% of carers who find it easy to find information	High	59.1% 23/24 Nat. Ave.		Survey is biennial and will next run in October 2025	56.1%

Measure	Description	Aim	Rating	Progress	2024/25 Performance	2023/24 Performance
Local	Hours of Volunteering (Heritage & libraries)	High	5.0k Local Q1 Milestone		5.7k	5.7k

Leicestershire County Council's Strategic Plan 2022-26	Great Communities Cultural and historical heritage are enjoyed and conserved
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Measure	Description	Aim	Rating	Progress	2024/25 Performance	2023/24 Performance
Local	Heritage visits	High	37.7k Local Q1 Milestone		39.1k	40.1k
Local	Library visits	High	195.0k Local Q1 Milestone		181.8k	141.6k
Local	Total library loans	High	605.1k Local Q1 Milestone		599.0k	558.4k
Local	Junior loans	High	211.3k Local Q1 Milestone		186.2k	189.9k
Local	E-loans	High	256.7k Local Q1 Milestone		279.4k	231.8k
Local	Total community library issues	N/A	For Information Only	N/A	69.5k	70.8k
Local	Community library children's issues.	N/A	For Information Only	N/A	39.0k	39.6k
Local	Attendances at Creative Learning Service workshops	High	6.0k Local Q1 Milestone		6.2k	5.9k

Leicestershire County Council's Strategic Plan 2022-26	Strong Economy, Transport, and Infrastructure There is close alignment between skill supply and demand
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Measure	Description	Aim	Rating	Progress	2024/25 Performance	2023/24 Performance
Local	LALS Success Rate	High	90% Local Target 2023/24 (Academic year)		84.3%	85.3%

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	2024/25 Performance	2023/24 Performance
ASCOF 2E	% of people living at home or with family	High	80.5% 22/23 Nat. Ave.		86.3% (1,169 out of 1,355)	85.3% (1,206 out of 1,414)

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	2024/25 Performance	2023/24 Performance
ASCOF 5A	% of SUs who had as much social contact as they would like	High	44.4% 22/23 Nat. Ave		Survey is annual and will next run in February 2025	44.9%
ASCOF 5A	% of carers who had as much social contact as they would like	High	30.0% 23/24 Nat. Ave.		Survey is biennial and will next run in October 2025	25.4%
Local	Number of people awaiting a care assessment	Low	<773 Position as at 31 st Mar 2024		604 End of June 2024	773 End of March 2024
Local	Number of people awaiting a care assessment for more than six months	Low	<36 Position as at 31 st Mar 2024		29 (5% of total waiting at end of Jun-24)	36 (5% of total waiting at end of Mar-24)

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	2024/25 Performance	2023/24 Performance
ASCOF 2A	% of people who had no need for ongoing services following reablement	High	77.5% 22/23 Nat. Ave		89.6% (1,125 out of 1,255)	89.6% (3,856 out of 4,304)
ASCOF 2D <i>*BCF*</i>	Living at home 91 days after hospital discharge and reablement	High	82.3% 22/23 Nat. Ave		89.9% (519 out of 577)	88.4% (539 out of 610)
ASCOF 2B	Permanent admissions to care (aged 18-64) per 100,000 pop.	Low	14.6 per 100k pop. 22/23 Nat. Ave		13.1 per 100k Pop. Forecast 57 Admissions in 24/25	14.0 per 100k Pop. Actual 60 Admissions in 23/24
ASCOF 2C <i>*BCF*</i>	Permanent admissions to care (aged 65+) per 100,000 pop.	Low	560.8 per 100k pop. 22/23 Nat. Ave		551 per 100k Pop. Forecast 849 Admissions in 24/25	566 per 100k Pop. Actual 858 Admissions in 23/24

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
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Measure	Description	Aim	Rating	Progress	2024/25 Performance	2023/24 Performance
ASCOF 3D	Adult aged 18+ receiving direct payments	High	26.2% 22/23 Nat. Ave		34.3% (1,736 out of 5,061)	35.6% (1,795 out of 5,043)

Leicestershire County Council's Strategic Plan 2022-26	Safe and Well People at most risk are protected from harm
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Measure	Description	Aim	Rating	Progress	2024/25 Performance	2023/24 Performance
ASCOF 4A	% of service users who say that services have made them feel safe	High	87.1% 22/23 Nat. Ave.		Survey is annual and will next run in February 2025	82.5%
ASCOF 4B	% of safeguarding enquiries where the identified risk was reduced or removed	High	New ASCOF metric from 2023/24 No national figures yet available		95% (169 out of 177)	96% (524 out of 547)
Local	% of service users who received their annual review	High	57.1% 22/23 Nat. Ave		75.2% (4,033 out of 5,362)	73.7% (3,912 out of 5,307)

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.