



ADULTS AND COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE
14 JUNE 2016

PERFORMANCE REPORT 2015/16
YEAR END POSITION AT MARCH 2016

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 members of the Adults and Communities Overview and Scrutiny Committee with an update of Adults and Communities Department performance for the year 2015/16.

Policy Framework and Previous Decisions

2. The Adults and Communities Department's performance is reported on a quarterly basis to the Committee in accordance with the Council's corporate performance management arrangements. For this report the period covered is from April 2015 to March 2016, an end of year position.

Background

3. Appendix 1 is based on the key performance measures of the Adults and Communities Department for 2015/16. These are reviewed annually through the annual business planning process to reflect the key priorities of the department and the Council. The appendix is structured in line with the County Council's Strategic Plan 2014-18, and its supporting indicators and targets.
4. The Adult Social Care indicators are a mixture of national and local measures. At a national level performance is monitored via the Adult Social Care Outcomes Framework (ASCOF). Each ASCOF metric in Appendix 1 includes details on which quartile¹ Leicestershire's performance fitted into in 2014/15. The 2015/16 quartiles will be available when national performance is published in the autumn.
5. The Communities and Wellbeing service area do not have such a formal structure for performance monitoring at a national level. The measures included in this report have been determined as local indicators.
6. At the Committee meeting on 19 January 2016, an additional report detailing libraries activity in comparison to the national position was provided. Following on from that, this report includes additional libraries activity set out in Appendix 2.

¹ Quartiles for each indicator are calculated by ranking all authorities from the best performance to worst and then apportioning the list into four quartiles, each representing 25% of authorities i.e. the top quartile is the top 25% of performing authorities.

7. Progress against targets is highlighted using a Red/Amber/Green (RAG) system and Appendix 3 sets out the description of each category.
8. Sector Led Improvement is a process which allows local authorities to be open to challenge from their peers and to get support from them in order to inform improvement and drive change. As part of this process, a Peer Review of Leicestershire Adult Social Care was undertaken at the end of April and the final feedback will be shared with the Committee once received.

Performance Update

Integrating Health and Social Care – Better Care Fund

9. Avoiding permanent placements in residential or nursing care homes is a good indication of delaying dependency. Research suggests, where possible, people prefer to stay in their own home rather than move into permanent care. During 2015/16, there were 36 permanent admissions to either residential or nursing care of people aged 18-64. This equates to 9.0 per 100,000 population used for comparison with other authorities and is lower than the rate of 15.0 per 100,000 population in 2014/15. For people aged 65 or over, there were 860 permanent admissions to either residential or nursing care during the same period (a rate of 642.3 per 100,000 population). This is a lower number of admissions than in 2014/15 (919) and has met the Better Care Fund (BCF) target.
10. A key measure in the BCF is the ASCOF metric, that measures the proportion of people discharged from hospital via reablement services, and are still living at home 91 days later. For those people discharged between October and December 2015, this proportion was 88%. This is the year-end position for 2015/16 and has met the BCF target.
11. Included in the BCF is a metric relating to the number of *days* people are delayed in hospital awaiting discharge, commonly known as delayed transfers of care (DToCs). The BCF has four quarterly targets for 2015/16, each of which has been met.
12. DToCs *attributable to adult social care* are calculated by taking an average of the number of delays on the last Thursday of each month. There has been a significant improvement during 2015/16 with the average of 5.6 in comparison to 11.5 during the previous year.

Better Adult Social Care

13. The 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. By 31 March 2016, 97% of service users were in receipt of a personal budget, over a third of which were via a direct payment.
14. Under the Care Act, from April 2015 carers have the same rights as the person they care for. They are entitled to a carer's assessment and support, if they meet the new national eligibility criteria. The ASCOF measure relating to personal budgets (ASCOF 1C) has been extended to reflect carers' new rights set out in the Care Act. In 2015/16, 98% of carers receiving services did so via a personal budget, and 94% took this as a direct payment. Whilst these figures fall slightly short of the

challenging targets set, they are in line with the previous year and above the national averages.

15. There were 915 safeguarding enquiries investigated during 2015/16. Historically, the number fluctuates year-on-year and the latest figure is 3% higher than 892 enquiries during the previous year. There has been an improvement in outcomes with 54% either substantiated or partially substantiated compared to 47% last year. Despite this increase, the proportion fell slightly short of the 55% target.
16. 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. This figure has improved from 65% in 2014/15 to 77% in 2015/16.
17. 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. During 2015/16, there were 51 people with learning disabilities in paid employment equating to 3.6% of those known to the Council. It is recognised that this proportion is lower than the national average and further work will take place during the coming year to continue the improvements made to date. In addition to those in paid employment, there were a further 91 unpaid volunteers.

Leicestershire's Cultural Environment

18. Overall visitors to heritage sites during 2015/16 fell by 5% compared to the previous year. The calculation takes into account the various changes with regards to Heritage sites and provides a like-for-like comparison. The noted reduction is partly due to a significant increase in visitors to Bosworth Battlefield Heritage Centre in March 2015, coinciding with the reinternment of King Richard III at that time.
19. Appendix 2 sets out activity data for libraries during the past three years. Visits and issues both show a reduction which reflects a national downward trend across the majority of library authorities. However, the number of new people joining a library has increased during the past few years, as has the numbers of people attending events held at libraries. In addition, whilst *overall* loans continue to fall, the number of E-loan downloads have more than doubled in the past two years.
20. The Leicestershire Adult Learning Service's (LALS) performance relates to the proportion of learning aims due to be completed in a period successfully achieved. At the end of March the proportion was 94% and above the target of 85%.

Conclusion

21. This report provides a position on the Adults and Communities' performance for the year 2015/16. It highlights areas of positive performance such as meeting BCF targets and progress around accommodation and employment for people with learning disabilities. It also outlines those areas where improvement is required, such as carers' personal budgets and visits to heritage centres.

22. Reporting and targets for 2016/17 will reflect the need for further improvement and will be aligned with the Adult Social Care Strategy 2016-20. These will form the basis for quarterly reporting through the year.

Recommendations

23. It is recommended that the report and performance update for 2015/16 is noted and the Committee highlights any particular issues where it would like any further information or actions to be taken.

Background Papers

The Adult Social Care Outcomes Framework 2014/15 <http://ow.ly/Lj8x300QrmF>

Leicestershire County Council Better Care Fund Submission – September 2014
<http://ow.ly/PJpe300QrAW>

Leicestershire County Council Strategic Plan 2014-18 <http://ow.ly/QXL4300QrKb>

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List of Appendices

- Appendix 1 - Adults and Communities Department Performance Dashboard for 2015/16.
- Appendix 2 – Libraries Activity Data.
- Appendix 3 – Red/ Amber/Green (RAG) Rating - Explanation of Thresholds.

Relevant Impact Assessments

Equality and Human Rights Implications

24. 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

25. BCF measures and associated actions are overseen and considered by the Integration Executive and Health and Wellbeing Board.

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