Agenda Item 11

Leicestershire County Council

ADULTS AND COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE
7 MARCH 2017

PERFORMANCE REPORT 2016/17 – POSITION AT DECEMBER 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 Committee with an update of the Adults and Communities Department's performance at the end of December 2016.

Policy Framework and Previous Decisions

2. The Department's performance has previously been reported on a quarterly basis to the Adults and Communities Overview and Scrutiny Committee in accordance with the Council's corporate performance management arrangements. Due to the timing of scheduled Overview and Scrutiny meetings, this quarterly report covers the position at the end of December 2016.

Background

3. The metrics in Appendix A are based on the key performance measures of the Adults and Communities Department for 2016/17. 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 Vision and Strategy for Adult Social Care 2016-2020, '*Promoting Independence, Supporting Communities*'. This strategic approach is designed to ensure that people get the right level and type of support, at the right time to help prevent, reduce or delay the need for ongoing support, and maximise people's independence. This 'layered' model has been developed to ensure the obligations under the Care Act 2014 are met and Appendix B outlines the four central aspects of the Strategy.

4. The Adult Social Care indicators are a combination 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 A includes details on which quartile[1] Leicestershire's performance fitted into in 2015/16.

5. The Communities and Wellbeing service area do not have a formal structure for performance monitoring at a national level. The measures included in this report have been determined as local indicators.

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[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.

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

7.   Appendix A includes four key measures to reflect each of the four layers of the Strategy. Each of these monitors the proportion of new contacts from people requesting support and what the sequels of these requests were. Examples of these include universal services, equipment, reablement and services such as home care or residential care.

Prevent Need

8.   During the period April to December 24,000 new adult social care contacts were made of which 59% resulted in a preventative response such as universal services or signposting. This proportion is lower than the 64% during 2015/16 although closer to the national average that year (57%). It is also within the locally set target band-width.

9.   During the autumn of 2016, the biennial national survey of carers was undertaken. Of the carers who responded, 64% stated that they find it easy to find information. This met the agreed target and was an improvement on the 58% noted during the previous survey, a performance which at the time was in the bottom quartile nationally.

10.   Overall visitors to heritage sites between April and December were 4% higher than the comparable period last year. Approximately 31,500 people visited Bosworth Battlefield Heritage Centre between during this time which is 6,000 lower than the equivalent period last year. This is partly due to higher numbers in the early months of 2015/16 as the reinternment of King Richard III took place at that time.

11.   There has been a national downward trend in the number of visits to libraries, including those in Leicestershire. As such, the 2016/17 targets have been agreed with this in mind. Between April and December there have been 797,900 visits to Leicestershire libraries and the forecast is on track to meet the target of one million visits. The number of issues (1.12 million between April and December) is also expected to meet the 2016/17 target.

12.   Two additional metrics were added to the libraries set for 2016/17 reflecting priorities around children's issues and e-loans. Despite there being over 446,000 children's issues between April and December this is down on the comparable period last year, partly due to the closure of Hinckley library during the summer. With regards e-loans, these continue to show a marked increase from last year, having more than doubled in numbers to 54,200 between April and December.

13.   At the Committee's meeting on 14 June 2016, it was requested that the number of libraries issues are split between those run by the County Council and those that are community managed. This precise breakdown is not appropriate due to the continually changing number of community managed libraries. However, Appendix A does contain the number of issues from all community libraries, including those which are community managed or due to become community managed. The data also highlights the split for issues of children's books.

14. The Leicestershire Adult Learning Service's (LALS) performance relates to the proportion of learning aims due to be completed in a period successfully achieved. For the current academic year the proportion of 98% is above the 85% target.

Reduce Need

15. Of the 24,000 new contacts during the period April to December, 21% resulted in a response relative to reducing need such as providing equipment or adaptations. This proportion is in line with the latest known national figure (21%) and the target band-width.

16. As part of the biennial carer's survey noted in paragraph 9, carers were asked if they had as much social contact as they would like. During the same survey two years ago 33% of carers stated they had as much social contact as they liked and there has been little change since with 31% responding in such a way in 2016.

17. 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. Performance during 2015/16 was better than the national average and a target to reach 80% by March 2017 has been agreed. At the end of December a performance of 79% is an improvement on the previous year, although currently falls slightly short of the 80% target.

18. 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 getting long-term services during the year. This was lower than the national average of 5.6%. At the end of December the number has risen to 162 (11%) primarily due to a number of service users involved in running a social enterprise.

Delay Need

19. Of the 24,000 new contacts during the period April to December, 12% resulted in a response relative to delaying need. These relate to the provision of a reablement service that supports people to relearn the skills required to keep them safe and independent at home. This proportion is in line with the 2015/16 national figure (12%) and the locally agreed target band-width.

20. Delayed Transfer of Care (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 was a significant improvement during 2015/16 with the average being 5.6. More recently there has been much publicised fall in the national performance and the local position is no different with the monthly average now higher than last year at 9.5. Whilst this is a marked increase it should be noted that amongst 22 similar and regional authorities Leicestershire remains better than the group average.

21.	During 2015/16, three-quarters of people who received reablement support had no need for ongoing services following the intervention. During the period April to December performance has improved to 81% and is currently meeting the target.

22.	A key measure in the Better Care Fund (BCF) is the ASCOF metric which measures the proportion of people discharged from hospital via reablement services, who are still living at home 91 days later. Performance between April and December, 88%, is such that the target of 84% is being met.

23.	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. For people aged 18-64 there have been 12 admissions since the start of the year giving a full-year forecast of 18 admissions. This is half the number of admissions in the previous year and meeting the current target.

24.	For people aged 65 or over the targets are agreed through the BCF. In 2015/16 the target was achieved and performance was better than the national average. Based on the number of admissions in the year so far the forecast is for 859 admissions in total which is in line with last year but higher than the BCF target of 827 admissions.

Meet Need

25.	During the period April to December, just over 2,000 (9%) new contacts resulted in services such as a personal budget or a permanent care placement. This proportion is in line with the national figure last year and is within the target band-width.

26.	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 the end of December 95% of service users were in receipt of a personal budget, 57% of which were via a direct payment. For carers, 97% are in receipt of a personal budget whilst the proportion with a direct payment is 90%.

27.	Between April and December there were 970 safeguarding enquiries completed; a 40% increase on the similar period last year. The proportion of these which were substantiated has reduced from 55% in 2015/16 to 41% during April to December. Early investigation into the reasons for the increase points to a change in the recording of Safeguarding concerns at the Customer Service Centre (CSC) as a result of self-neglect guidance being released and applied. Further development of the application of the safeguarding thresholds is being planned and the introduction of a new Safeguarding First Response Service in April 2017 will seek to address this issue.

Conclusion

28.	This report provides a view of the Department's performance between April and December 2016. The national and local increase in DToCs is recognised whilst good and improving performance is noted in areas such as reablement and the uptake of direct payments. Details of all metrics will continue to be monitored on a monthly basis at Lead Member and Director level.

Background papers

Adult Social Care Outcomes Framework 2015/16
https://www.gov.uk/government/publications/adult-social-care-outcomes-framework-ascof-2015-to-2016
Leicestershire's Better Care Fund Plan 2016/17 – Delivering our vision and for health and integration
http://www.healthandcareleicestershire.co.uk/wp-content/uploads/2016/12/BCF-Plan-Public-summary.pdf
Leicestershire County Council Strategic Plan 2014-18
http://politics.leics.gov.uk/documents/s92330/7%20council%20strategic%20and%20transformation%20appx%201%20strategic.pdf
Leicestershire County Council Vision and Strategy for Adult Social Care 2016-20
http://corpedrmsapp:8087/Intranet%20File%20Plan/Departmental%20Intranets/Adults%20and%20Communities/2012%20-%2013/Departmental%20Administration/ASC%20Policies%20and%20Procedures/ASC_Strategy_2016-2020_P0358_12.pdf

Circulation under the Local Issues Alert Procedure

None.

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List of Appendices

* Appendix A - Adults and Communities Department Performance Dashboard for 2016/17;
* Appendix B – Adult Social Care Strategic Approach;
* Appendix C – Red/ Amber/Green (RAG) Rating - Explanation of Thresholds.

Relevant Impact Assessments

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

Partnership Working and Associated Issues

30.   BCF measures and associated actions are overseen and considered by the
       Integration Executive and Health and Wellbeing Board, which is a multi-agency body.