



ADULTS AND COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE
16 JANUARY 2018

PERFORMANCE REPORT 2017/18 – POSITION AT NOVEMBER 2017

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

Purpose of Report

1. The purpose of this report is twofold: firstly to highlight the comparative performance position in 2016/17 through national benchmarking, and secondly to present the Committee with an update of the Adults and Communities Department's performance at the end of November 2017.

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 in Appendix A are based on the key performance measures of the Adults and Communities Department for 2017/18. 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). The Communities and Wellbeing service area does 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.
5. Progress against targets is highlighted using a Red/Amber/Green (RAG) system and Appendix C sets out the description of each category.
6. A new Strategic Plan for the Council has been developed and was approved by the County Council at its meeting on 6 December. This outlines the Council's long-term vision for the organisation and the people and places of Leicestershire. Alongside

this is an overarching single outcomes framework which sets the strategic context for outcome based commissioning. As such, performance reporting from April 2018 will reflect these outcomes and be structured in line with the framework.

Benchmarking of 2016/17 Performance

7. There were 26 metrics in the 2016/17 ASCOF and performance in Leicestershire was above the national average for 54% of them. Four were in the top quartile, ie amongst the top 25% of authorities, and two were in the bottom quartile. The quartile performance on twelve of the 26 metrics improved from the previous year whilst four reduced.
8. Thirteen indicators were sourced from two surveys of carers and people in receipt of adult social care services. For people in receipt of adult social care services these include their quality of life, overall satisfaction, and ease at which they found information. These had all improved from the previous year when Leicestershire was significantly lower than the national average to last year when performance was statistically similar to the national average. In addition, the proportion of people stating that services help them feel safe is significantly higher than the national average and in the top quartile. The level of satisfaction amongst carers fell by ten percentage points from the previous survey two years ago and was significantly lower than the national average. All other metrics sourced from the carer survey were statistically similar to the national average.
9. Comparative ASCOF performance is commented on in more detail for each of the adult social care metrics reported in the remainder of the report.
10. In addition to the ASCOF and other national performance frameworks, the Department of Health and the Department for Communities and Local Government have developed an additional dashboard. This brings together a range of metrics in relation to the interface between the NHS and Adult Social Care. Analysis has recently been published at a local authority level and of the 150 councils included, Leicestershire is ranked 34th – this is in the top quartile, the second highest county council, and the highest when ranked against similar shire authorities.
11. Quality standards for contracted services such as residential placements and domiciliary care form part of the core agreement and providers are monitored by the Care Quality Commission (CQC) against these standards. In Leicestershire 85% of local providers are rated as good or outstanding which is above the national average whilst 14% require improvement and 1% are assessed as being inadequate.
12. Each year The Chartered Institute of Public Finance and Accountancy release library data over a range of metrics and compares counties that have a similar size and make up. The data reflects 2015-actuals and estimates for 2016-17. The strategic direction that Leicestershire has taken in greater engagement in volunteers is reflected in the county being in the top quartile for the amount of “worked hours” provided by volunteers of 23% compared to a county average of 9.3%
13. Leicestershire is in the bottom quartile for active borrowers per 1,000 population and physical visits for library purposes per 1,000 population. The profiles do not reflect the use of libraries for community purposes, as evidenced by the direction taken by

community managed libraries, where more work is being undertaken to make local libraries community hubs for their local areas.

14. Leicestershire is in the upper quartile for the percentage of libraries that provide public access wifi and the number of electronic workstations per 100,000 population, but in the lower quartile for the number of hours that the IT has been used per 1,000 population. This suggests that work is required to review the balance between available IT and its take-up.

Performance Update: April to November 2017

15. 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. Between April and November 2017 there were 18,250 new adult social care contacts, of which 60% resulted in a preventative response such as universal services or signposting. A further 17% resulted in a response relative to reducing need such as providing equipment or adaptations and 12% resulted in a response relative to delaying need, ie the provision of a reablement service that supports people to relearn the skills required to keep them safe and independent at home. Finally, 11% resulted in a long-term service such as a personal budget.
16. The overall number of visitors to heritage sites between April and November was the same as the equivalent period last year. The Century Theatre, 1620s House and Garden, and Melton Carnegie museum have all seen increased visitors whilst Bosworth Battlefield and Charnwood museum have both seen reductions.
17. There has been a national downward trend in the number of visits to libraries, including those in Leicestershire. As such, the 2017/18 targets have been agreed with this in mind. Between April and November there were 700,000 visits to Leicestershire libraries and the current full-year forecast is on track to meet the target of one million visits. The number of loans (a little over one million between April and November) is currently forecast to meet the 2017/18 target of 1.4million.
18. An additional two libraries metrics are included to reflect the priorities around children's loans and e-loans. Between April and November there have been 421,000 children's loans which are up on the comparable period last year, due in part to Hinckley library being closed for a short period in the summer of 2016. With regards e-loans, these continue to show a marked increase - 86,000 between April and November compared to 48,000 during the comparable period the year before.
19. At the Overview and Scrutiny Committee meeting on 14 June 2016, it was requested that the number of libraries loans 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 loans from all community libraries, including those which are community managed or due to become community managed. The data also highlights the split for children's loans.
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. For the academic year 2016/17, the proportion of 96% met the target and was an

improvement on the previous year. The figure is lower at 81% for 2017/18, although this is often the case as learners that are not fully committed tend to withdraw early in the academic year and this skews initial performance figures.

21. Volunteering programmes are a priority for the department in relation to libraries, museums and heritage services. Between April and November there were 18,000 hours of volunteering, an 8% increase on the same period last year.
22. 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 in 2016/17 was 79% and better than the national average. Further improvement has been made between April and November with performance now at 80%.
23. 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 last year was 11% and in the top quartile nationally. This high level of performance has also been maintained through the period April to November.
24. Reducing delayed transfers of care from hospital is a national priority and monitored through the Better Care Fund (BCF). The national methodology has changed to use the average number of days people have been delayed per month. Between April and October (data is published nationally two months in arrears) the average number of days per month people have been delayed (and the delay was attributable to adult social care) was 242; the equivalent figure during 2016/17 was slightly higher at 248. Compared with other similar and regional councils Leicestershire remains one of the better performing authorities.
25. During 2016/17, 80% of people who received reablement support had no need for ongoing services following the intervention. This level of performance was better than the national average. Between April and November performance remains similar at 79%.
26. A key measure in the 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. During 2016/17 performance (87%) was better than the national average and just short of the top quartile (88%). Performance between April and November (90%) shows further improvement and is on track to meet the 2017/18 target of 87% target.
27. 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. For people aged 18-64 performance was in the top quartile during 2016/17. However, there were 24 admissions between April and November giving a full-year forecast of 36 admissions, an increase on last year (29).

28. For people aged 65 or over the number of admissions in 2016/17 was higher than the national average and in the third quartile. Based on the number of admissions between April and November the 2017/18 forecast is for 863 admissions. This is on track to meet the BCF target (879) which is set slightly higher to take account of a growing population.
29. 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. During 2016/17, the ASCOF measures relating to service users and carers were all above the national average with the proportion of service users in receipt of a cash payment (55%) in the top quartile. Between April and November performance has remained similar although the slight reduction in service user personal budgets is due in part to recording rather than actual practice.
30. There were over 1,000 safeguarding enquiries completed between April and November 2017; 23% more than in the similar period last year. The proportion of these which were substantiated has increased by two percentage points to 46% between April and November.
31. 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 where an outcome was expressed, 95% were fully or partially achieved.

Conclusion

32. This report provides a summary of benchmarked performance in 2016/17 and an update for the period April to November 2017.
33. Just over half the ASCOF metrics were above the national average in 2016/17.
34. Overall performance since April has been good. There are areas of excellent performance, such as accommodation and employment of people with learning disabilities and library issues, particularly children's and e-loans. Conversely there are clear areas recognised as requiring improvement, such as permanent residential admissions, access to service user information and social contact for carers. Details of all metrics will continue to be monitored on a monthly basis through the remainder of the year.

Background papers

Adult Social Care Outcomes Framework 2015/16

<https://www.gov.uk/government/publications/adult-social-care-outcomes-framework-ascf-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

Department of Health NHS Social Care Interface Dashboard
<https://www.gov.uk/government/publications/local-area-performance-metrics-and-ambitions>

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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

35. 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

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