



**ADULTS AND COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE**  
**10 JUNE 2019**

**PROVISIONAL PERFORMANCE REPORT 2018/19**

**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 Committee with an update of the Adults and Communities Department's performance for the year 2018/19.

**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 2018/19. 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 of the report outlines the four central aspects of the Strategy – Prevent, Reduce, Delay and Meet needs.
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 does not have such a formal structure for performance monitoring at a national level. The measures included in this report have therefore been determined as local indicators.
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. 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

approach and policy framework and includes a high-level overview of a number of strategies which provides the detail on how the authority plans to deliver positive change for Leicestershire.

7. 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 2018 to March 2019**

8. 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 2018/19, there were 25,310 new adult social care contacts, of which 56% resulted in a preventative response, such as universal services or signposting. A further 22% resulted in a response relative to reducing need, such as providing equipment or adaptations; 13% 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, 10% resulted in a long-term service such as a personal budget.
9. There were two statutory surveys conducted during 2018/19 – the first directed towards carers, the second for service users. Findings from both have shown that there has been a reduction in the proportion of both service users and carers who found it easy to find information. Performance has previously been below the national average, and given the fall in performance, the likelihood is they will remain lower in 2018/19.
10. The overall number of visitors to heritage sites during 2018/19 was 3% higher than the equivalent period last year. The 1620s House and Garden, Melton Carnegie, Harborough and Charnwood museums all had increased visitors, whilst Bosworth Battlefield had 4% fewer.
11. There has been a national downward trend in the number of visits to libraries, including those in Leicestershire. As such, the 2018/19 targets were agreed with this in mind. During 2018/19 there were 874,000 visits to Leicestershire libraries, which is 9% lower than the previous year, and short of the target by 10%. Work to adapt libraries to smart libraries will have had an impact on the numbers due to closures for the work to take place.
12. Although there was a reduction in visits to libraries, the number of books issued was 2% higher than the previous year, possibly due to visitors taking more books out in anticipation of the short-term closures. Appendix A also contains the number of loans from all community libraries, including those which are community managed or due to become community managed.
13. An additional two libraries metrics are included to reflect the priorities around children's loans and e-loans. During 2018/19 there were 580,000 children's loans which met the year-end target of 575,000. With regards e-loans, these continue to show a marked increase – 238,000 during 2018/19, compared to 139,000 during the previous year.

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 academic year 2017/18, the proportion of 93% met the target and was an improvement on the previous year. The latest position for the academic year 2018/19 shows an improvement at 97%.
15. Volunteering programmes are a priority for the department in relation to libraries, museums and heritage services. During 2018/19 there were 25,000 hours of volunteering, which is 3% higher than the previous year, despite the temporary library closures noted in paragraph 9.
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. Leicestershire performance in 2017/18 was 80%, higher than the national and shire council's average (77% and 75% respectively). A small improvement has been made during 2018/19 with performance for the year at 81%.
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. Performance last year was 11% and in the top quartile nationally. This high level of performance has been maintained during 2018/19.
18. The level of social contact expressed by service users and carers is sourced from the surveys undertaken on an annual and biennial basis respectively. Both were conducted in 2018/19 and the proportion who said they have as much social contact as wished - 43% of service users and 30% of carers - remained similar to the previous year, and potentially in the bottom quartile when compared nationally.
19. Reducing delayed transfers of care from hospital is a national priority and monitored through the Better Care Fund (BCF). During 2018/19 the average number of delayed days per month, where the delays were attributable to adult social care, was 94. This is half the level experienced during the previous year (188 per month). Compared with other similar shire councils, Leicestershire remains one of the better performing authorities with the second lowest number of delays per month attributable to adult social care.
20. During 2017/18, 80% of people who received reablement support had no need for ongoing services following the intervention. This level of performance was slightly better than the national average (78%). During 2018/19 performance improved further to 84%; a figure that is closer to the top 25% of authorities (more than 86%).
21. 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 2017/18, performance (86%) was better than the national average (83%) and performance during 2018/19 showed further improvement at 88%.
22. 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 has been in the top quartile for the past three years. There were 22 admissions during 2018/19, a marked reduction on the previous year (37).

23. For people aged 65 or over there were 965 admissions in 2017/18, which was lower than the national average and in the second quartile. During 2018/19 there were 877 admissions, 9% fewer than the previous year.
24. 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 improved to 96% during 2018/19 whilst carers remained extremely high at 99%. In terms of direct payments, 49% of service users and 95% of carers were in receipt of one in 2018/19; a performance that should remain higher than the national averages.
25. There were over 1,500 safeguarding enquiries completed during 2018/19, a 1% increase on 2017/18. The proportion of these, which were substantiated, increased from 45% in 2017/18 to 50% in 2018/19.
26. 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 2018/19 where an outcome was expressed, 94% were fully or partially achieved; a similar position to the previous year.
27. The proportion of service users who stated that their services help them to feel safe was 90% during 2018/19; a small, but significant improvement on the previous year.

## **Conclusion**

28. In general, performance in 2018/19 was similar to the previous year, and for the most part remained high:
  - The response to new adult social care requests for support was in line with expectations. In particular, the 2018/19 performance in relation to delaying people's needs was strong i.e. reablement services, delayed transfers of care, and admissions to permanent care.
  - Despite the many positive areas of adult social care performance, the recent feedback from service users and carers clearly remains a concern. Highlighted in this report are levels of social contact and the ability to find information. Detailed analysis has recently been undertaken of service users' feedback which also highlighted a low quality of life in respect of how service users spend their time. Individual interviews with service users have also taken place and the findings are currently being collated. For carers, an additional local survey is being planned for the autumn to better understand the feedback. These differing aspects to understanding and ultimately improving feedback is being overseen via a specific performance clinic within the Adult and Communities Department.
  - With regard to Communities and Wellbeing services, the number of visits to heritage sites increased on the previous year, whilst library performance held up

despite the temporary closures for smart library adaptations. Volunteering also showed a small increase.

29. Reporting of performance in 2019/20 is currently being established. This will include the three-year targets set out last year, for which the forthcoming 12 months will be year two of the cycle. Performance will continue to be presented and discussed at the Department's monthly Departmental Management Team meetings.

### **Background papers**

- Adult Social Care Outcomes Framework  
<https://www.gov.uk/government/publications/adult-social-care-outcomes-framework-handbook-of-definitions>
- Leicestershire's Better Care Fund Plan 2017/19 – Delivering our vision and for health and integration  
<http://www.healthandcareleicestershire.co.uk/download/Leicestershire-BCF-Plan-2017-19.pdf>
- Leicestershire County Council Strategic Plan 2018-22  
<https://www.leicestershire.gov.uk/about-the-council/council-plans/the-strategic-plan>
- 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-%202013/Departmental%20Administration/ASC%20Policies%20and%20Procedures/ASC Strategy 2016-2020 P0358 12.pdf](http://corpedrmsapp:8087/Intranet%20File%20Plan/Departmental%20Intranets/Adults%20and%20Communities/2012%20-%202013/Departmental%20Administration/ASC%20Policies%20and%20Procedures/ASC%20Strategy%202016-2020%20P0358%2012.pdf)
- Department of Health NHS Social Care Interface Dashboard  
<https://www.gov.uk/government/publications/local-area-performance-metrics-and-ambitions>

### **Circulation under the Local Issues Alert Procedure**

30. None.

### **Equality and Human Rights Implications**

31. 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.

### **Other Relevant Impact Assessments**

#### **Partnership Working and Associated Issues**

32. BCF 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 2018/19
- Appendix B – Adult Social Care Strategic Approach
- Appendix C – Red/ Amber/Green (RAG) Rating - Explanation of Thresholds

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