



ADULTS AND COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE
7 JUNE 2021

PROVISIONAL PERFORMANCE REPORT 2020/21

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 2020/21.

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 2020/21. 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 Adults 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 – Prevent, Reduce, Delay and Meet needs.
4. 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 policy framework, approach, and includes a high-level overview of a number of strategies which provide the detail on how the Authority plans to deliver positive change for Leicestershire.
5. The year 2020/21 was the third and final year of a three-year plan for improving the Adult Social Care Outcomes Framework (ASCOF) performance by setting a target for the final year and milestones for the intervening years (2018/19 and 2019/20). The targets for 2020/21 were based on achieving a performance that would either be in the top 25% of councils, or above the average of shire authorities. Targets for heritage, libraries, and adult learning are reviewed annually.
6. 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.

7. Progress against targets is highlighted using a Red/Amber/Green (RAG) system and Appendix C sets out the description of each category.
8. The ongoing Covid-19 pandemic has impacted many areas of performance during 2020/21, and this is reflected in the commentary throughout the report.

Performance Update: April 2020 to March 2021

9. 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 2020/21, there were 25,700 new adult social care contacts, of which 55% resulted in a preventative response, such as universal services or signposting. A further 20% resulted in a response relative to reducing need, such as providing equipment or adaptations; 11% resulted in a response relative to delaying need, i.e. the provision of a reablement service that supports people to relearn the skills required to keep them safe and independent at home. Finally, 14% resulted in a long-term service such as a personal budget. This distribution of contact outcomes differs slightly from previous years, in particular the proportion receiving services (up from 10% in 2019/20 to 14% in 2020/21) due to increased demand as a result of the Covid-19 pandemic.
10. Heritage sites were closed in the spring of 2020 during the first national lockdown in response to the pandemic. Although they began to re-open in September, they were again closed in November and have continued to be closed for the remainder of the performance year. The numbers in Appendix A should therefore be considered with this situation in mind. Through winter and early spring museum and heritage sites have continued to engage with service users in a variety of ways including downloadable family activities over Easter and virtual tours of the Collection Resource Centre.
11. As expected, the restrictions on library services since spring 2020 due to Covid-19 has meant a considerable reduction in activity such as visits and issues, and this is reflected in the year-end figures in Appendix A. One of the outcomes of the varying physical access to libraries has been the increase in e-loans. During 2020/21 these totalled 783,000, an 89% increase on the 414,100 e-loans during the previous year.
12. The digital offer from library services was a key aspect of a large-scale survey recently undertaken and funded by Libraries Connected (a national body representing the heads of local authority library services). From the 20,000 library users who were sent an email (due to Covid-19) 3,500 responded. People were asked how often they used the libraries' digital service pre-pandemic with almost six in 10 saying never. Since Covid-19 restrictions have been in place a third of respondents stated they have used such services as electronic books, newspapers, and magazines. Despite this, additional written answers within the survey highlighted the continued importance of the library as a physical space, providing a place of safety and comfort to interact with others. Furthermore, the majority of respondents highlighted the positive impact visiting a library had on feeling happier (84%), improved wellbeing (77%) and feeling connected (52%).

13. The Leicestershire Adult Learning Service's (LALS) performance relates to the proportion of learning aims due to be completed in a period that were successfully achieved. The current academic year is still ongoing, and performance is currently in line with the 86% target despite a greater number of classes being conducted remotely (online) due to the pandemic which can impact the success rate.
14. Volunteering programmes are a priority for the department in relation to libraries, museums, and heritage services although the necessary response to the Covid-19 pandemic has meant very little volunteering was possible during 2020/21. With regards the pandemic, the Adult Social Care Covid-19 Volunteer Service was in place from early spring 2020 through to August with over 130 volunteers supporting 1,100 referrals. The primary focus of the service was safe and well checks in relation to hospital discharge and shielding whilst other requests included mental health support, befriending, and medication collection. A broad exercise to reflect on the experience resulted in overwhelmingly positive feedback from service users and wider stakeholders alike. As such, work will continue to look at the strengths, opportunities, and challenges of volunteering with potential for a new, more strategic approach in the future.
15. 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 2019/20 was 83%, higher than the national and shire council's average (77% and 74% respectively). Final figures for 2020/21 will be compiled for statutory data returns to central government although the current position shows a small improvement to 84%, slightly short of the 86% target.
16. 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 in 2019/20 was 11% and in the top 25% of authorities in England. During the past year, 2020/21, performance dropped marginally to 10.6%, possibly reflecting economic impacts of Covid-19 during the year.
17. Each year local authorities are required to conduct a survey of people in receipt of social care services. A similar survey of carers is required on a biennial basis, and both were due to be undertaken during 2020/21. However, the impact of the pandemic on both people's lives and priorities for local authorities meant the surveys were postponed. The carers survey is now planned to take place in the autumn of this year, closely followed in the winter by the survey of those in receipt of services.
18. Reducing delayed transfers of care from hospital is a national priority and there was a high level of performance in Leicestershire during 2019/20 – those attributable to adult social care were just 0.9 days per 100,000 population, considerably lower than the national average of 3.2. National data publications are the source for delayed transfers of care and were suspended at the outbreak of Covid-19. They have not yet resumed and as such there are no figures for 2020/21.

19. 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. As reported to the Committee throughout the last 12 months the proportion with no further services following reablement has fallen during the year highlighting the higher and more complex needs of people discharged from hospital having contracted Covid-19. At year-end performance was 81%, lower than 88% in the previous year although slightly higher than the 80% national average of 2019/20.
20. The metric ASCOF 2B is a key measure in the Better Care Fund and focuses on the whereabouts of people 91 days following hospital discharge and a subsequent period of reablement. Year-end performance for 2020/21 is based on hospital discharges between October and December 2020 and following this period 85% remained living at home 91 days later. This is slightly down from 88% in the previous year. As with the reablement measure discussed in the previous paragraph, the effects of the Covid-19 pandemic will have impacted these outcomes.
21. 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 better than the national average during the past four years, more often in the top 25% of authorities. There was further improvement in 2020/21 with the number of permanent admissions (17) a notable reduction from 25 during the previous year.
22. For people aged 65 or over, performance in 2019/20 was better than the national average with admissions falling by 1.8% from the previous year. There has been a further reduction in admissions during 2020/21 – down 13% to 766. This considerable reduction will be due, in part, to a reduced number of admissions through the spring and early summer of 2020 as a result of the initial wave of the Covid-19 pandemic.
23. 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 in 2020/21 was 95%, lower than 97% the previous year but higher than the latest national average of 92%. At 99.8% virtually all carers were on a personal budget during 2020/21. In terms of direct payments, 43% of service users and 99% of carers were in receipt of one in 2020/21; performance that should remain higher than the national averages.
24. During 2020/21 there were 5,270 safeguarding alerts received. An alert can include any concern for welfare and will often require a response from the authority, but not necessarily in relation to safeguarding. 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. During 2020/21 there were 700 completed enquiries, a reduction of 20% compared to the previous year.
25. 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 2020/21 where an outcome was expressed, 93% were fully or partially achieved, a similar position to the previous year.

Conclusion

26. As noted in the report, and to be expected, the response to the Covid-19 pandemic has had a considerable impact on performance and activity levels during 2020/21. This has been most notable in metrics relating to libraries and heritage sites although adult social care figures are also affected, in particular the outcomes for people who receive a reablement service.
27. Monitoring and analysis continue on a regular basis and include key metrics relating to the pandemic, along with the more customary performance measures such as those included in ASCOF.
28. Reporting of performance in 2021/22 is currently being established. This will include a review of existing targets in light of the pandemic and will continue to be presented at the Department's monthly Departmental Management Team meetings.

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 2018-22
- Better Care Fund

Circulation under the Local Issues Alert Procedure

29. None.

Equality and Human Rights Implications

30. 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

31. 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 2020/21
- Appendix B – Adult Social Care Strategic Approach
- Appendix C – Red/ Amber/Green (RAG) Rating - Explanation of Thresholds

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