



**ADULTS AND COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE**  
**3 JUNE 2024**

**PERFORMANCE REPORT 2023/24 – POSITION AT MARCH 2024**

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

**Purpose of the 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 2023/24.

**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 2023/24. 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 Adult 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. The majority of metrics set out in Appendix A are reflected in the national Adult Social Care Outcomes Framework (ASCOF) and are benchmarked against the national position. However, several metrics do not fit within the ASCOF, in particular those relating to Communities and Wellbeing. These do not have a national average to compare performance with and as such, local targets have been agreed and Appendix A outlines performance against these during the year.
5. Appendix A is also structured in line with the Council's Strategic Plan 2022-26. This sets out the Council's overall policy framework approach and is based on five aspirational strategic outcomes: Clean and Green, Great Communities, Improved Opportunities, Strong Economy, Transport, and Infrastructure, and Safe and Well.
6. On 5 June 2023, the Committee received a report with regards the Department for Health and Social Care (DHSC) publication *Care Data Matters*. This outlined a range of developments relating to adult social care data as set out in a roadmap through to

2028. Two aspects of the roadmap have taken effect since April 2023, namely the marked transformation in the provision of data by local authorities to NHS England and phase one in a revised Adult Social Care Outcomes Framework (ASCOF). The latter point in particular has impacted on the content of Appendix A and will be reflected in the commentary where necessary through this report.

7. Performance figures for 2023/24 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 England 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.
8. Where a national average is quoted, including in Appendix A, this relates to the previous year, 2022/23. The national averages for the most recent year (2023/24) will be known when national figures are published by NHS England in the autumn.

### **Performance Update: April 2023 to March 2024**

#### Adult Social Care

9. Leicestershire County Council recorded 49.6k **contacts** from people enquiring about advice and support during 2023/24, a 15% increase on the previous year. Three-quarters of these contacts were from people *not* in receipt of a long-term service such as home care or a residential placement i.e., new demand. This proportion is not that dissimilar to the previous year, although with the overall increase in contacts the number of these 'new' contacts rose by 13%.
10. Appendix A includes four key measures to reflect each of the four layers of the Adults and Communities vision and strategy. Of the new contacts in 2023/24, 49% (18.5k) resulted in a preventative response, such as universal services or signposting. A further 17% (6.5k) resulted in a response relative to reducing need, such as providing equipment or adaptations; 19% (7.2k) 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% (5.4k) resulted in a long-term service. This latter figure is similar to the previous year and reflects a positive response during the second half of 2023/24 to the issue of growing pressures outlined in the report, *Managing Demand in Adult Social Care*, presented to the Committee on 6 November 2023.
11. Measuring whether someone **lives in their own home** is one way to measure independence. In previous years this metric has specifically focussed on people aged 18-64 with a learning disability. One of the changes to ASCOF involves the extension of this metric to all age-groups and to all reasons for support, not just those with a learning disability. However, linked to another aspect of Care Data Matters (the transformation of data reported to NHS England from local authorities) there needs to be a shift in recording and reporting and as such the new metric (ASCOF 2E on page 3 of appendix A) is seen as experimental in 2023/24. For this performance report, the figures used continue to relate to learning disability only and show a consistent position of 86% (1,151 out of 1,334) in settled accommodation, higher than the latest national average of 81%. Reporting will be expanded as and when further guidance is published. For reference the similar metric relating to people in employment is no longer part of the ASCOF.

12. On 5 June 2023, the Committee received a report outlining the Market Sustainability and Improvement Fund for which the Council received an initial £4.0m, plus a subsequent £3.7m additional funding for the financial year 2023/24 to build capacity and improve market sustainability. One of the three target areas identified related to reducing adult social care waiting times, and £1.4m was allocated from the two grants for this purpose. As part of the conditions of the fund a baseline number of people **waiting for a social care assessment** was reported as 1,575 at the 1 January 2023. During the course of 2023/24 the number waiting has reduced by 51% (802) to 773 by the end of March 2024. In addition, the number waiting for six months or more has fallen by 49% (35) from 71 on 1 January 2023 to 36 at the end of March 2024. Further funding is set to be distributed for 2024/25 and there is a clear expectation that it must be used to maintain improvements made in 2023/24. In addition, the funding is also expected to support local authorities to seek further improvements to adult social care services in their area, in particular to build capacity and improve market sustainability.
13. **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. During 2023/24 just over 4,300 people completed a reablement service, 35% more than 3,190 during the previous year. This increase has been achieved as a result of additional staffing resources, funded via the Discharge Grant<sup>1</sup>, which have enabled increased flow and volumes through the service.
14. The ASCOF contains two metrics to measure a local authority's performance in this area, which are ASCOF 2A: the proportion of people with no continued needs post reablement, and ASCOF 2D: where people live 91 days following hospital discharge and reablement. For the first of these metrics a high level of performance has been maintained during 2023/24 (89.6% or 3,856 out of 4,304) despite the considerable increase in people using the service noted above. The performance was also notably higher than the latest national average (78% in 2022/23). The second ASCOF metric shows that 88% (539 out of 610) of people discharged from hospital to a reablement service between October and December 2023 were living at home 91 days post discharge. This is similar to 89% last year although above the latest known national average of 82%.
15. **Avoiding permanent placements in residential or nursing care homes** is a good indication of delaying dependency and the inclusion of a measure in the ASCOF supports local health and social care services to work together to reduce avoidable admissions. Research suggests that where possible, people prefer to stay in their own home rather than move into permanent care. For people aged 18-64 there were 58 admissions to a permanent care placement during 2023/24, seven more than during the previous year. To allow for comparison with the national position, the number of admissions is shown as a rate per 100,000 population. The 58 admissions during 2023/24 equates to 13.7 per 100,000 population which is slightly less than the latest national figure of 14.6 per 100,000 in 2022/23. For people aged 65 or over there continues to be a downward trend in the number of people placed in permanent care, from 824 admissions in 2022/23 down to 798 in 2023/24. At a rate

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<sup>1</sup> The Discharge Funding Grant is provided to upper tier authorities to ensure those people who need to draw on social care when they are discharged from hospital can leave as soon as possible.

of 511 per 100,000 population it is lower than the latest national average of 560.8 (2022/23).

16. 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**. The revamped ASCOF focuses attention on the use of direct payments as a way of measuring if people have choice and control over the care they access. At 31 March 2024, 35% (1,762 out of 4,984) of people in receipt of a long-term community service were doing so via a direct payment. This is similar to the previous year (36% or 1,939 out of 5,357) and higher than the latest national average of 26% at the end of March 2023.
17. Local authorities are required to conduct two **statutory surveys**, an annual survey of people in receipt of social care services and a similar survey of carers on a biennial basis. During 2023/24 both surveys were undertaken. Findings from the carer's survey are currently being analysed whilst the survey of people in receipt of services has recently closed with a few headlines from both surveys included in Appendix A. ASCOF 3C on page one of the appendix reports the proportion of carers and people in receipt of services who easily found information and advice. Whilst there has been significant improvement amongst carers finding information since the previous survey (up from 49% to 56%), people in receipt of services have shown a small reduction (from 62% to 59%). A second metric included in Appendix A (ASCOF 5A) shows that there has been a considerable increase in the proportion of people who use services feeling they have as much social contact as they would like (up from 39% to 45%). For carers, however, the proportion has remained similar to the previous survey at 25%. The final page of the appendix includes the response to the question on whether services people are in receipt of help them feel safe. There was a small reduction this year in the proportion who stated that services do help them feel safe (down from 85% to 83%).
18. A **safeguarding** alert is a contact with the authority where concerns are raised that an adult is experiencing or is at risk of abuse or neglect. During 2023/24 there were 1,721 alerts, just seven more than the previous year. Following receipt of an alert there may be need for a more in-depth enquiry under Section 42 of the Care Act 2014. During 2023/24 there were 798 enquiries, over 300 more than the previous year (a 63% increase). This sharp increase is due to a shift of when to determine whether an alleged concern meets safeguarding thresholds. Following an audit last spring, an enquiry is now opened earlier to consider this aspect of the process. As part of a redesign of the ASCOF a new metric has been introduced that monitors the proportion of completed enquiries where the outcome of an identified risk was reduced or removed. During 2023/24, 96% (524 out of 528) of enquiries involved an identified risk being reduced or removed, slightly more than 90% (264 out of 292) during the previous year.
19. Under the Care Act 2014's statutory guidance, councils should undertake a **review of care plans** no later than every 12 months, though this is not a legal duty. Undertaking reviews on a regular basis helps to identify if outcomes set out in the original support plan are being achieved. As at 31 March 2024, 74% (3,950 out of 5,375) of people who had been in receipt of services for at least a year had been reviewed in the past 12 months, notably higher than the latest known national average of 57% although a slight decline on 76% during the previous year. This reduction is attributed to the redistribution of review resources to focus on the

Medium Term Finance Strategy (MTFS). This involved focussing on additional funded 1:1 support both in residential and support living settings; a form of work that demands more time due to the complex nature of the individual cases.

### Communities and Wellbeing

20. There were 134.1k **visits to heritage sites** during 2023/24, 5.5% higher than 127.1k the previous year. In addition, the number of visits met the locally agreed target for the year of 133.5k visits. The number of visits continue to increase year-on year since the sharp decline during the early stages of the Covid-19 pandemic. The most recent year's number at 134.1k compares to 143.0k visits as an average of the three years prior to the outbreak of Covid-19 pandemic.
21. Physical **visits to libraries** topped 615,000 during 2023/24, a 14% increase on the previous year and higher than the locally set target for the year of 545,300 visits. During the year 2023/24, there were – on average – 51,255 visits per month, notably higher than 44,993 visits per month during the previous year. Whilst the average number of visits per month has been increasing over the last three years, they still fall short of the position pre-Covid-19 when the average for 2019/20 was 67,300 visits per month.
22. With the growing level of footfall at local libraries, the number of **loans** has consequently increased on the previous year. During 2023/24 there were 2.38 million loans in total, up by 5.5% from 2.26 million during the previous year, and above the target of 2.26 million. Included in this are junior loans which have increased by 3.5% (+28k) to 833.3k during 2023/24, surpassing the target for the year (815k). The increase in footfall and junior loans is evidence of the impact of focus during the past two years on children and families as a priority audience. In addition, libraries are supporting Children and Family Services Family Hubs, and are seeing new families and children making the most of library resources as well as being signposted to Family Hub support.
23. E-loans continue to rise year-on-year with an 11% increase (+99k) to 1,006.6k during the past twelve months, more than the target for the year of 908k. This is the first time the number of e-loans has surpassed one million in a twelve-month period.
24. There were 19.6k hours of **volunteering** at libraries, museums and heritage services during 2023/24, 2.3k higher than the locally set target for the year, and above the 17.3 hours that took place during 2022/23.
25. The **Leicestershire Adult Learning Service's** (LALS) performance relates to the proportion of learning aims due to be completed in a given period that were successfully achieved. The current academic year started in September 2023, and the current performance of 85.3% at the end of March 2024 is similar to the position at the same point in the previous year (84.6%), and just short of the 90% target. The gap between current performance and the target is due, in part, to the learner achievement rates for GCSE English (33% performance against 65% target) and GCSE Mathematics (38% against 70% target). However, this is a national issue, and performance is in line with benchmarked levels.

## **Conclusions**

26. The latest reporting year has been a positive one in terms of adult social care performance. Despite continued growth in demand for support, performance, in general, has been in line with the Adults and Communities Strategy. An example of this is the increased use of reablement whilst maintaining strong outcomes around re-gaining independence and delaying need for those that use the service. The reduction in the number of people awaiting an assessment and fewer people aged over 65 placed in permanent residential or nursing care also demonstrate strong performance year.
27. As in previous years, feedback from the statutory surveys continues to be disappointing and an area for improvement. The metrics in this report sourced from surveys cover areas of social contact, finding information, and feeling safe. Further analysis is planned to understand the feedback in greater detail.
28. There were increased numbers of visitors to libraries and heritage sites during 2023/24, with notable increases to junior loans and e-loans, which topped a million in a year for the first time. Leicestershire Libraries have taken the opportunity to invest in e-resources, alongside traditional book stock, and the indicators in this report show that ensuring a balance of print and digital resources is important to meet the needs of different people and maintain strong borrowing patterns.
29. Reporting of performance in 2024/25 is currently being established. Monitoring and analysis will continue on a regular basis covering performance measures such as those included in ASCOF and locally agreed targets.

## **Background papers**

- [Delivering Wellbeing and opportunity in Leicestershire – Adults and Communities Department Ambitions and Strategy for 2020-24](#)
- [Adult Social Care Outcomes Framework](#)
- [Leicestershire County Council Strategic Plan 2022-26](#)
- [Adults and Communities Overview and Scrutiny Committee: 5 June 2023, the Committee - Care Data Matters](#)
- [Adults and Communities Overview and Scrutiny Committee: 5 June 2023 – Market Sustainability and Improvement Fund](#)
- [Report to Adults and Communities Overview and Scrutiny Committee: 6 November 2023 - Managing Demand in Adult Social Care](#)
- [Better Care Fund](#)

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

30. None.

## **Equality 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.

### **Human Rights Implications**

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

### **Other Relevant Impact Assessments**

33. There are no other items of data in this report relating to other relevant impact assessments.

### **Health Impact Assessment**

34. Better Care Fund (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 2023/24
- Appendix B – Adult Social Care Strategic Approach

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