



ADULTS AND COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE
20 JANUARY 2025

NATIONAL PERFORMANCE BENCHMARKING 2023/24 AND
PERFORMANCE REPORT 2024/25 – POSITION AT NOVEMBER 2024

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

Purpose of the Report

1. The purpose of this report is twofold: firstly, to highlight the adult social care comparative performance position in 2023/24 through national benchmarking; and secondly to present to the Committee an update of the Adults and Communities Department's performance at the end of November 2024.

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. At a national level adult social care performance is monitored via the Adult Social Care Outcomes Framework (ASCOF). This set of indicators is reported annually, and the Department of Health and Social Care published the 2023/24 position in December 2024. The indicators are sourced, in part, from detailed activity reported to NHS England each spring.
4. The metrics detailed in Appendix A to this report are based on the key performance measures of the Adults and Communities Department for 2024/25. 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 the 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 – to Prevent, Reduce, Delay and Meet needs.
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. Several metrics are not part of the ASCOF, in particular those relating to Communities and Wellbeing, and do not have a national average to compare performance with. As such, local targets have been agreed and Appendix A outlines progress towards these by comparing performance to a milestone position at the end of November 2024.

Adult Social Care

7. During the 12 months to the end of November 2024, the Council received 31,380 **new contacts**¹, which is slightly fewer than the preceding 12 months (a 7.9% reduction from 34,060). Just over two-thirds (21,510) of the contacts were received via telephone or email, and four in every 10 (12,170) were a self-referral or from a family member. A quarter (8,060) were received from a hospital discharge which was 165 or 2.1% more than the previous 12-month period.
8. Making use of nationally published data, and using a rate per 100,000 of local populations, the number of new contacts can be compared during 2023/24 with other local authorities in Leicestershire's peer group². This shows that for people aged 18-64, Leicestershire were slightly lower than the peer group average (1,479 compared to 1,547) and for those aged 65 or over, slightly higher (13,534 compared to 12,687). Within these headline figures are the number of new contacts where the route of access was from a hospital discharge. This shows that Leicestershire are ranked third highest for people aged 18-64 and the highest for those aged 65 or over.
9. Measuring whether someone **lives in their own home** is one way to assess independence. ASCOF 2E measures the proportion of adults aged 18-64 with a learning disability, known to the Council, who live in their own home or with family. During 2023/24, the proportion in Leicestershire was 85.3% (1,206 out of 1,414), similar to 85.6% (1,198 out of 1,399) the previous year, and higher than the 2023/24 national position of 81.6%. During the period April to November, the proportion has increased slightly to 87.0% (1,221 out of 1,403).
10. An area of focus for the collation and reporting of new adult social care metrics, is the time people have to **wait for an assessment** of their need, and services if they are required. NHS England has recently taken on feedback from local authorities and is now working on final definitions and methodology. In the meantime, local reporting will continue to use the approach used for the Market Sustainability and Improvement Fund outlined in the report to the Committee on 5 June 2023. As at the end of November 2024 there were 736 people awaiting an assessment in Leicestershire, 21 fewer than 757 at the equivalent point last year. Furthermore, the number waiting for six months or more at the end of November was 20 or just 3% of those waiting, down from 37 (5%) at the end of November 2023.
11. **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. The ASCOF includes two metrics relating to reablement. The first of these monitors the proportion of people

¹ A new contact is one where the person the contact relates to is not in receipt of a Council commissioned service at the point the Council is contacted.

² A peer group is a set of 16 local authorities, used for comparison purposes, that are similar with regard to various socio-economic and geographic factors such as age profile, ethnicity, density, and education.

having completed a period of reablement support and have no need for ongoing long-term services. In Leicestershire during 2023/24 this was 89.6% (3,857 out of 4,305), a small improvement on the previous year and above the national proportion of 79.4%. The second metric monitors the proportion of people, who have been discharged from hospital to a reablement service and are living at home 91 days later. At 88.1% (538 out of 611 discharges between October and December 2023), Leicestershire's performance is above the national position of 83.8% for 2023/24. Picking up progress in the current year, 3,085 people have been through reablement between April and November, 4% higher than the equivalent period of the previous year (2,959). Of these, 88.8% (2,739 out of 3,085) had no need for commissioned ongoing services. With regards those living at home 91 days following hospital discharge and a subsequent reablement service, 89.9% (519 of the 582 people discharged between June and August) were doing so, continuing a high level of performance.

12. During 2023/24, Leicestershire assisted over 10,500 **people needing care and support** (3,110 people aged 18-64 and 7,500 aged 65 or over). For the younger of the two age groups, the rate per 100,000 of the population worked out at 714, lower than the peer group average (774), and that of single tier and other County Councils (880). For people aged 65 or over, the rate in Leicestershire was 4,858, higher than the peer group average of 4,318, although again, lower than the average of single tier and other county councils (5,860).
13. **Avoiding permanent placements in residential or nursing care homes** is a good indication of maximising independence and delaying dependency. Research suggests that where possible, people prefer to stay in their own home rather than move into permanent care. During 2023/24, there were 60 admissions to a permanent placement of people aged 18-64. Presented as a rate per 100,000 of the population this equates to 13.8 and shows a lower admission rate to the national position of 15.2. For people aged 65 or over, the local rate was 564 during 2023/24 (based on 868 admissions) which was slightly lower than the national rate of 566. During the eight months from April to November 2024 there were 34 admissions of people aged 18-64, giving a full year forecast of 56 which is slightly lower than the previous year. Conversely, admissions of people aged 65 or over has increased slightly and the 574 admissions during the same eight-month period provides a full-year forecast of 897, 3% more than the 868 the previous year.
14. In general, the proportion of people supported with a long-term service in Leicestershire through a permanent residential or nursing placement during 2023/24 was notably lower than that of the comparable peer group of authorities. For people aged 18-64, Leicestershire were ranked second lowest with just 10% supported this way compared to an average of 15% amongst peer group authorities. For people aged 65 or over, Leicestershire were again ranked the second lowest with just one-third (34%) supported in a permanent placement compared to an average of 41% across the peer group.
15. 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**. Nationally, the proportion of people choosing a direct payment to commission support services has trended downwards in recent years and the latest position for 2023/24 showed 25.5% of people doing so. Leicestershire is no different, although at 35.6% (1,723 out of 5,081) of people choosing a direct payment in

2023/24, the proportion remains considerably higher than the national position. By the end of November 2024, there had been a further slight reduction to 33.9% (1,723 out of 5,081) although still some way higher than the latest national average.

16. 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. Both were undertaken in 2023/24.
17. There was a 40.3% response rate to the **carers survey** in 2023/24, considerably higher than the national response rate of 29.6%. Of the carers who responded, 56.1% stated that it was easy to find information, a significant improvement on 49.4% in the previous survey although still short of the national position of 59.0%. In addition, 25.4% of carers who responded said they felt they had as much social contact as they would like. This remains similar to 24.7% who responded in the previous survey but is lower than the latest national position of 30%. Other findings from the survey include 66.8% of respondents stating that they have been included or consulted in discussions about the person they care for, a significant improvement on the previous survey (61.2%) and similar to the latest national position of 66.4%.
18. The response rate for the annual **survey of people in receipt of adult social care services** in Leicestershire was not as high as that for carers, although at 24% it was similar to the national response rate of 25%. Like the carers survey, the questionnaire includes a question about the ease of finding information. There is a considerable difference between the position in Leicestershire, where 59% stated they find it easy to find information, with the national figure being 68%. For those saying they have as much social contact as they wish, there was a greater likeness with 45% of Leicestershire respondents and 46% of those nationally stating they have a level of social contact that they hoped for. Elsewhere, the survey asks about overall satisfaction with care and support services. In Leicestershire, 90% of respondents stated they were either extremely, very or quite satisfied with their support, a couple of percentage points higher than the national proportion of 88%. One final area to reflect on is a broad question that asks if people feel safe. In Leicestershire, there has been an increase from 65% in the previous survey to 72% in the latest; just above the national figure of 71%.
19. A **safeguarding** alert can include any concern for welfare and will often require a response from the Authority, but not necessarily in relation to safeguarding. Using a rate based on the number of alerts per 100,000 population to allow for comparison, there is considerable variation across the country for safeguarding activity during 2023/24. Leicestershire, at 299 alerts per 100,000 population is at the lower end of the scale being in the bottom quartile whilst the range reaches upwards of 1,700 per 100,000 in the top quartile. Once an alert has been investigated for any potential risk of abuse or neglect there may be need for a more in-depth enquiry under Section 42 of the Care Act 2014. The conversion rate of alerts to enquiries in Leicestershire during 2023/24 was 46% (796 out of 1,732). This is in the top 25% of authorities in England, which is 41% and above. Looking at the above metrics of activity during the more recent period of April to November 2024, the number of alerts has increased by 47% giving a potential full year rate of 438 per 100,000 population. The number of enquiries increased by a similar amount (46%) giving a conversion rate at the end of November of 40%.

20. Under the Care Act 2014's statutory guidance, councils should undertake a **review of care plans** no later than every 12 months (although this is not a legal duty). Undertaking reviews regularly helps to identify if outcomes set out in the original support plan are being achieved. At the end of March 2024, the proportion in Leicestershire who had been reviewed in the past 12 months was 72.7% (3,770 out of 5,185), higher than the average of peer group authorities (61.2%) and the national average (58.8%). By the end of November 2024, the position in Leicestershire had improved further to 76.2% (4,080 out of 5,351).

Communities and Wellbeing

21. As noted in paragraph 6, there is no national performance framework covering the Communities and Wellbeing section of the Adults and Communities Department and as such performance is monitored against locally agreed targets. Appendix A highlights the monthly milestones used to help track if performance is progressing well enough to meet the annual targets.
22. There were 110,161 **visits to heritage sites** between April and November 2024, 7.6% higher than the equivalent period last year (102,386), and above the November milestone of 104,098, suggesting that the full year target of 136,000 visits for 2024/25 will be achieved.
23. There were 523,123 physical visits to **Council managed libraries** during the period April to November 2024, 107,564 (26%) more than the comparable period of the previous year (415,559) and 3,123 (0.6%) above the November milestone. This increase will have been influenced by additional events and activities, much of it generated via the Arts Council funds due to the Council being a National Portfolio Organisation, which is seeing a new, and more diverse audience visit Leicestershire libraries. This notable increase in library footfall has ensured a 7.6% increase in total loans, including 801,413 e-loans, 153,096 (24%) more than the equivalent period of the previous year, and 116,925 (17%) above the milestone for November. Despite there being 567,365 junior loans during the same period, this was 22,190 fewer than the same period of the previous year. The figure is, however, 4,000 more loans than the November milestone.
24. There were 14,910 hours of **volunteering** at libraries, museums and heritage services between April and November 2024, 4% (581) higher than the equivalent period of 2023, and 1,577 more hours than the milestone position for the end of November.
25. The Department's **Creative Learning Service** supports schools across the County with a wide range of resources, pupil sessions and professional help to stimulate reading and creative learning across the curriculum. Since August and the beginning of the 2024/25 academic year there have been 6,042 attendances at Creative Learning Service workshops, in line with the milestone for the period.
26. The **Leicestershire Adult Learning Service's** performance relates to the proportion of learning aims due to be completed in a given period that were successfully achieved. Performance during the academic year 2023/24 was 88.9%, similar to the previous year (88.7%), although just short of the 90% target. Considerable improvement was achieved in GCSE English with an achievement of 87.5% compared to 52.4% the previous year and a target of 65%. It was similar with GCSE

maths with a performance of 83.3%, notably higher than the target of 70%. Both of these figures compare very well to the most recent published national achievement rates of adult learners for GCSE English and maths of 79.6% and 79.4% respectively. During the first few months of the 2024/25 academic year, performance has remained at the same high level at 89.5%.

Conclusions

27. This report provides a summary of benchmarked performance in 2023/24 and an update of performance and activity during the more recent period, April to November 2024.
28. In comparison to Leicestershire's peer group of authorities, Leicestershire received a lower-than-average number of new contacts relative to people aged 18-64 and higher-than-average for those aged 65 or over. This is certainly the case for contacts made in relation to hospital discharges, in particular for people aged 65 or over, being ranked highest amongst peer group authorities.
29. Despite the high level of contacts, Leicestershire continues to make very good use of the reablement service, increasing the numbers that benefit from the service whilst maintaining above-average outcomes for people.
30. For people who need long-term support, a greater proportion are supported in the community in Leicestershire rather than in a permanent residential or nursing placement when compared to peer group authorities. Furthermore, a much higher proportion receive an annual review compared to the position across the country.
31. Of the 22 ASCOF metrics published in December, Leicestershire had a performance that was in line with, or generally better, than the national figure in 13 of them covering carers' satisfaction, reablement, permanent admissions to care, people with a learning disability aged 18-64 living at home, control over daily life, direct payments, and people feeling safe.
32. Conversely, there are areas covered by the ASCOF where performance was below the national position. These include carers and service users finding information, and carers and service users having social contact.
33. Visits to libraries and heritage sites continue to improve and at the end of November were on course to meet the full-year local targets. The number of loans from libraries, in particular e-loans, and levels of volunteering are similarly on track to meet targets for 2023/24. For the two metrics based on an academic year - Adult Learning Service aims and Creative Learning Service attendances - the new academic year of 2024/25 has only recently begun. Both metrics, however, are in line with the November milestone.
34. Monitoring and analysis of activity and performance (including in preparation for a CQC Assurance Assessment) will continue throughout 2025.

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 2022-26
- Better Care Fund
- Adults and Communities Overview and Scrutiny Committee 5 June 2023 – Market Sustainability and Improvement Fund (Item 16)

Circulation under the Local Issues Alert Procedure

35. None.

Equality Implications

36. 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

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

Health Implications

38. Better Care Fund 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 the period April to November 2024.
- Appendix B – Adult Social Care Strategic Approach

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