



ADULTS AND COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE
2 JUNE 2025

PERFORMANCE REPORT 2024/25 – POSITION AT MARCH 2025

**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 2024/25.

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 2024/25. These are reviewed through the annual business planning process to reflect the key priorities of the Department and the Council.
4. 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 Strategy reached its conclusion at the end of the 2024-2025 financial year and the findings of a consultation on a draft Strategy for 2025-29 '*Delivering Wellbeing an Opportunity in Leicestershire*' is the subject of a separate report to be considered elsewhere on the agenda for this meeting.) The current and planned 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.
5. The majority of metrics set out in Appendix A are reflected in the national Adult Social Care Outcomes Framework (ASCOF) which is a tool that the Department of Health and Social Care and NHS England use to measure how well care and support services do the things that matter to most people. The framework focuses on six main areas: people's quality of life, independence, empowerment, safety, social connections and continuity and quality of care. These metrics are therefore benchmarked against the national position. However, several metrics do not fit within the ASCOF, in particular those relating to Culture Leicestershire and the Adult Learning Service. 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.

6. 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.
7. Performance figures for 2024/25 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, 2023/24. The national averages for the most recent year (2024/25) will be known when national figures are published by NHS England in the autumn.

Performance Update: April 2024 to March 2025

Adult Social Care

9. Adult social care is a system of support designed to maintain and promote the independence and well-being of disabled and older people, and informal carers, alongside keeping people safe, participating in their communities and managing their day-to day activities.
10. During the year April 2024 to March 2025, the Council received 39,780 **new contacts**¹ relating to adult social care, which is slightly fewer than the preceding 12 months (a 3.8% reduction from 41,340). Just over two-thirds (27,000) of the contacts were received via telephone or email, and a quarter (10,960) were received from hospitals which was 8.9% (900) more than the previous 12-month period and resulted in the Authority dealing with 11% more discharges (up from 5,090 in 2023/24 to 5,670 in 2024/25).
11. 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 2024/25, the proportion in Leicestershire was 87.2% (1,198 out of 1,374), slightly up on 85.3% (1,206 out of 1,414) the previous year, and higher than the 2023/24 national position of 81.6%.
12. 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 have received feedback from local authorities and are working on final definitions and methodology for new reporting. In the meantime, local reporting will continue to monitor the number of people awaiting allocation to a member of staff to undertake an assessment. At the end of March 2025 there were 711 people awaiting an assessment in Leicestershire, 62 fewer than 773 at the

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.

equivalent point last year. However, the number waiting for six months or more at the end of March 2025 was 61 or 9% of those waiting, a notable increase from 36 (5%) at the end of March 2024. This increase relates to the past few months only and is primarily attributed to one team, where staffing changes and the need for temporary management cover has had an impact. The position continues to be monitored and risk assessed in line with the County Council's Waiting Well policy² whilst a new permanent manager is now in post and wait times improving.

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. Leicestershire's Homecare Assessment and Reablement Team (HART) focus on a person's aims and goals whilst working in partnership with other teams such as NHS Community Therapy and Occupational Therapists to produce a reablement plan to help the person maximise their independence. During 2024/25 just over 4,400 people completed a reablement service, 2.4% (104) more than 4,300 during the previous year.
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 2024/25 (88.7% or 3,912 out of 4,408) despite the increase in people using the service as noted above. The performance was also notably higher than the latest national average (79% in 2023/24). The second ASCOF metric shows that 90.7% (582 out of 642) of people discharged from hospital to a reablement service between October and December 2024 were living at home 91 days post discharge. This is an improvement on 88.1% during the previous year and noticeably higher than the latest known national average of 83.8% in 2023/24.
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 care³. For people aged 18-64 there were 58 admissions to a permanent care placement during 2024/25, four less 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 2024/25 equates to 13.3 per 100,000 population which is less than the latest national figure of 15.2 per 100,000 in 2023/24.
16. For people aged 65 or over there has been an increase in admissions during 2024/25 – up by 3.6% (31) from 867 during the previous year to 898 in the latest year. Based on a rate per 100,000 population the latest figure in Leicestershire is 583 per 100,000 population and compares to the latest national figure of 566 per 100,000 during

² Waiting Well sets out a policy on how people's situation should be managed if an immediate allocation to a social worker is not possible. The guidance sets out how each person waiting for allocation should be regularly reviewed in line with the Waiting Well policy, so that any risks or changes in their circumstances are identified, and action is taken.

³ Across 16 similar authorities, 15% of people aged 18-64 and 41% of those aged 65 or over with a commissioned service are supported in a permanent care placement. Leicestershire are ranked second lowest amongst the 16 authorities with just 10% and 34% respectively in a permanent placement.

2023/24. Despite the increase in admissions, the number of people aged 65 or over supported in a permanent residential or nursing placement has fallen from 1,833 in October 2024 to 1,751 at the start of April 2025. This is due, in part, to an elevated number of placements *ending* over the past six months, possibly reflecting an increase in placements made in the initial post-pandemic period (for context, there were 939 placements made in the year 2022/23).

17. 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**. On 31 March 2025, 33.0% (1,671 out of 5,069) of people in receipt of a long-term community service were doing so via a direct payment. Despite a reduction from 35.6% during the previous year – which can be seen as part of a national downward trend - the proportion in Leicestershire remains above the latest published national average of 25.5% in March 2024.
18. 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. Only the former was undertaken in 2024/25, with the carers one next due in the autumn 2025.
19. The survey of people in receipt of adult social care services took place between January and March 2025. Final figures have only recently been collated with analysis due to be conducted over the coming months. Appendix A highlights a few headline figures monitored via the ASCOF.
20. Around a quarter of people (24%) who received a survey responded, which is similar to the previous year and in line with the latest known national position. Of these, six in 10 (61%) said they found it easy to find information, a slightly higher figure than the previous year (59%) albeit not a significant variation. Elsewhere, four in ten respondents (40%) stated that they had as much social contact as they wished, a significant reduction from 45% in the previous year; and 67% said they felt safe, significantly lower than 72% noted the year before.
21. 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 2024/25 there were 2,906 alerts, 68% more than the 1,733 received during the previous year. This increase may be influenced by the recent promotion of safeguarding awareness across organisations and external agencies.
22. Following receipt of an alert there may be need for officers to make a more in-depth enquiry under Section 42 of the Care Act 2014. During 2024/25 there were 1,010 such enquiries completed, a 27.2% increase from 794 completed during the year before. 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 2024/25, 95.1% (647 out of 680) of enquiries involved an identified risk being reduced or removed, not dissimilar to 95.9% (521 out of 543) during the previous year.
23. 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 of 31 March 2025, 77% (4,024 out of

5,204) 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 59% and an improvement on 74% based on 12 months previous.

Culture Leicestershire

24. Culture Leicestershire covers libraries, museums and heritage, collections and learning and cultural participation services. The service vision is 'to create space to spark imagination, celebrate communities and enhance wellbeing.'
25. There were 140,217 **visits to heritage sites** during 2024/25, 4.6% higher than 134,111 the previous year. In addition, the number of visits surpassed the locally agreed target for the year of 136,000 visits. Charnwood museum had the largest increase of individual museums, over 7,000 more visits (17.8%) than the previous year. In addition, Bosworth Battlefield also had a successful year (an increase of 1,250 visits or 4%).
26. There were 765,020 physical visits to **Council managed libraries** during 2024/25, 149,960 (24%) more than the previous year (615,060). Ninety percent of this increase will be due to the ability to now capture figures relating to visits to the library in Market Harborough (which accounted for 136,140 visits in 2024/25). However, additional events and activities - much of it generated via the Arts Council funds due to the Council being a National Portfolio Organisation – will also have had an influence and which is seeing a new, and more diverse audience visit Leicestershire libraries and museums. Alongside the increase in visits to libraries, the total number of loans has improved by 6% (an additional 148,000 loans) on the previous year and surpassed the annual target of 2,420,300, in part due to the increase of 25% in the number of E-loans (taking the number to 1,258,400 during the year). It is worth noting that the number of physical loans will be slightly deflated in 2024/25 due to the transfer to a new Library Management System (LMS) in February. To accommodate this change loan times were extended and as such, fewer renewals and the potential for new loans. SMART access to libraries was also limited during the period.
27. There were 21,050 hours of **volunteering** at libraries, museums and heritage services during 2024/25, 1,460 more than the locally set target for the year (20,000), and above the 19,590 hours that took place during 2023/24.
28. 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 2024 and the beginning of the 2024/25 academic year there have been 14,526 attendances at Creative Learning Service workshops, slightly above the milestone for the period, although short of the attendance numbers of this time last year (15,866).

Adult Learning Service

29. Guided by the Ofsted Education Inspection Framework, the Adult Learning Service offers courses designed to improve adults' educational attainment, and develop the skills and knowledge required for work and career progression, and support self-care and resilience.

30. 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 2024, and the current performance of 85.8% at the end of March 2025 is similar to the position at the same point in the previous year (85.3%), and slightly above the 84% target.

Conclusions

31. 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. Furthermore, supporting younger people with a learning disability to live as independently as possible in their own home or with family continues to be a strong area, as do the reviews of people who have had services for 12 months or more.
32. There were increased visitors to libraries and heritage sites during 2024/25 and increased library issues including a further escalation in the use of E-loans.
33. Reporting of performance in 2025/26 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
- Better Care Fund

Circulation under the Local Issues Alert Procedure

34. None.

Equality 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.

Human Rights Implications

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

Other Relevant Impact Assessments

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

Health Impact Assessment

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 2024/25
- Appendix B – Adult Social Care Strategic Approach

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