



**ADULTS AND COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE**  
**1 SEPTEMBER 2025**

**PERFORMANCE REPORT FOR QUARTER 1 2025/26 (APRIL-JUNE)**

**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 during the first quarter of 2025/26, namely, April to June 2025.

**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 to this report are based on the key performance measures of the Adults and Communities Department for 2025/26. 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 Adult and Communities Strategy 2025-2029, '*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.
4. 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.
5. Where a national average is quoted, including in Appendix A, it will relate to the 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 December.
6. 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 progress towards these by comparing performance to a milestone position at the end of the first quarter.

### **Performance Update: April to June 2025**

#### **Adult Social Care**

7. During the first quarter of 2025/26 the council received 12,800 **contacts**, 7.7% (1,067) fewer than the equivalent three-month period of 2024/25. Two-thirds (8,590) of the contacts were received via telephone or email whilst the numbers received from Health services have steadied over the past 12 months at an average of 4,800 per quarter (approximately four in 10 contacts).
8. 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 with family or in their own home. Living with family can provide a familiar environment and stability whilst having their own home helps to develop independence and build confidence. At the end of June 2025, the proportion in Leicestershire was 87.1% (1,227 out of 1,408) living with family or in their own home, very similar to 87.2% (1,198 out of 1,374) reported for 2024/25 and above the national average of 81.6%.
9. 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 are currently working on definitions for a new metric to this end. In the meantime, local reporting will continue to monitor the number of people awaiting allocation to a member of staff to undertake an assessment. As at the end of June 2025 there were 599 people awaiting an assessment in Leicestershire, a reduction of 73 from 672 at the end of the previous quarter. Furthermore, the number waiting for six months or more at the end of the first quarter was 50, down from 61 at the end of March.
10. **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 the first three months of 2025/26 1,100 people benefited from a reablement service for the first time.
11. The ASCOF contains two metrics to measure a local authority's performance in this area – ASCOF 2A: the proportion of people with no continued needs post reablement, and ASCOF 2D: people living at home 91 days following hospital discharge and reablement. For the first of these metrics Leicestershire's performance during the first quarter of 2025/26 (82.8% or 911 out of 1,100) was lower than 88.7% from this time last year, although higher than the latest national

average (79.4%). The second ASCOF metric shows that 88.3% (596 out of 675) people discharged from hospital to a reablement service between January and March 2025 were living at home 91 days post discharge. This is slightly lower than 90.7% (582 out of 642) but again remains above the latest known national average of 83.8%.

12. **Avoiding permanent placements to residential or nursing care homes** is a good indicator of efforts to maximise independence and delay dependency. Research suggests that where possible, people prefer to stay in their own homes, with support, rather than move into permanent care. For people aged 18-64 there were 15 admissions during the first quarter of 2025/26 giving an early forecast for the full year of 62 - slightly fewer than the 64 during 2024/25. For people aged 65 or over there were 212 admissions during the first quarter giving a current forecast of 881 admissions - less than the previous year (923). However, these are early forecasts based on just one quarter and it is expected that there will be a shift in the projection as the year progresses.
13. **Direct payments** give people needing adult social care support more choice, control, and flexibility by allowing them to arrange and manage their own support tailored to their individual needs and preferences. ASCOF monitors the use of direct payments and at the end of the first quarter 32.7% (1,677 out of 5,135) of people in receipt of a long-term community service were doing so via a direct payment. This is similar to last year (33% or 1,671 out of 5,069) and higher than the latest national average of 25.5% at the end of March 2024.
14. Local authorities are required to carry out two **statutory surveys**: an annual survey of people who use adult social care services, most recently conducted in February 2025, and a biennial carers survey, with the next one scheduled for autumn 2025. The most recent ASCOF metric findings, drawn from the two surveys, are presented in Appendix A and were detailed in the performance report submitted to the Committee on 2 June 2025. Updates to the forthcoming surveys for 2025/26 will be presented to the Committee in due course.
15. 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 the first quarter of 2025/26 there were 984 alerts, 88.1% more than the 523 received during the previous year. This increase may reflect the ongoing influence of a recently launched initiative to raise safeguarding awareness among organisations and external partners.
16. 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 2014. Between April and June 2025 there were 308 enquiries, a notable increase on 232 during the comparable period of the previous year. In 2024/25, a new measure was added to ASCOF to track the proportion of completed enquiries resulting in the reduction or removal of an identified risk. During the first quarter of 2025/26, 94.4% (234 out of 248) of enquiries involved an identified risk being reduced or removed, similar to 95.3% (645 out of 677) during the equivalent period of 2024/25.
17. Under the Care Act 2014 Local Authorities must keep care and support plans under general review to ensure the plan remains relevant and responsive to the individual's needs. While the Act does not mandate a strict **annual review**, statutory guidance

and best practice recommend that a full review should take place at least once every 12 months. At the end of the first quarter of 2025/26, 77.1% (4,044 out of 5,245) of people who had been in receipt of services for at least a year had been reviewed in the past 12 months, similar to the position at the same point last year (77.5% or 4,000 out of 5,159), and notably higher than the latest known national average of 58.8%.

### Culture Leicestershire

18. There is no national performance framework covering the Culture Leicestershire section of the Adults and Communities Department and as such performance is monitored against locally agreed targets. Appendix A highlights the quarter one milestones to help gauge if performance is on track to meet the targets.
19. The County Council's museum collections record the natural life of Leicestershire and reflect the lives, histories, and interests of people who have made Leicestershire their home. Sites include Melton Carnegie Museum, Bosworth Battlefield, Charnwood Museum, Harborough Museum, the Record Office and the 1620s House and Garden. During the first quarter of 2025/26, there were 41,030 visits to these **heritage sites**. This represents a slight increase compared to the same period last year (39,140) and is broadly in line with the quarter one milestone of 41,590 for the current reporting year.
20. Local authorities encourage the **use of libraries** as they promote free and equal access to knowledge, support lifelong learning, strengthen communities, help reduce social and digital inequalities, and are a statutory provision. During the period April to June 2025<sup>1</sup>, there were 196,360 physical visits to Council managed libraries, above the first quarter milestone of 195,000. The total loans figure of 597,930 during the first quarter was similar to the number during the equivalent period last year (599,000) and above the first quarter milestone of 588,280. This increase will be influenced, in part, by the continued uptake of e-loans – 322,580 during the first quarter of 2025/26 which was 43,500 more than the equivalent three-month period last year. Figures in Appendix A show that junior loans were lower than the quarter one milestone (159,100 compared to 187,500). This shortfall may be attributed to ongoing reporting challenges with the new Library Management System, for which work with the supplier is continuing.
21. 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 the start of the 2024/25 academic year last September there have been 21,600 attendances at Creative Learning Service workshops, similar to the equivalent timeframe of the previous year (22,100), and above the 20,000 milestone for the period.
22. There were 6,520 hours of **volunteering** at libraries, museums and heritage services between April and June 2025, 890 more than 5,630 during the equivalent three-month period last year.
23. 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

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<sup>1</sup> Appendix A highlights a notable increase in visits compared to the same quarter last year, primarily due to the ability to now capture figures relating to visits to the library in Market Harborough

achieved. The last academic year started in September 2024, and overall performance of 84.8% at the end of June 2025 is slightly lower than the position in the previous year (85.8%), although just above the current target.

### **Conclusion**

24. Quarter one performance for 2025/26 highlights continued progress across Adults and Communities, with most indicators meeting or exceeding national averages and local milestones. Notable gains were made in reducing adult social care waits and increased heritage and library visits.
25. Regular monitoring and analysis will continue, focusing on key activity and performance metrics across the Adults and Communities Department.

### **Background papers**

- Delivering Wellbeing and opportunity in Leicestershire – Adults and Communities Strategy 2025-29
- Adult Social Care Outcomes Framework
- Leicestershire County Council Strategic Plan 2022-26
- Better Care Fund
- Report to Adults and Communities Overview and Scrutiny Committee: 2 June 2025 – Performance Report 204/25

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

26. None.

### **Equality Implications**

27. The Adults and Communities Department supports vulnerable people from all diverse communities in Leicestershire. However, there are no specific equality implications to note as part of this performance report.

### **Human Rights Implications**

28. There are no specific human rights implications to note as part of this performance report.

### **Health Implications**

29. 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 Quarter One (April to June) of 2025/26
- Appendix B – Adult Social Care Strategic Approach

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