



ADULTS AND CULTURAL SERVICES
OVERVIEW AND SCRUTINY COMMITTEE
1 JUNE 2026

PERFORMANCE REPORT 2025/26 – POSITION AT MARCH 2026

JOINT REPORT OF THE DIRECTOR OF CORPORATE RESOURCES AND
DIRECTOR OF ADULTS AND CULTURAL SERVICES

Purpose of the Report

1. The purpose of this report is to present the Committee with an update of the Adults and Cultural Services Department's performance for the year 2025/26.

Policy Framework and Previous Decisions

2. The Adults and Cultural Services Department's performance is reported to the Committee in accordance with the Council's corporate performance management arrangements.

Background

3. From the start of May 2026, the Adults and Communities department welcomed new service areas such as the Century Theatre, Snibston Colliery Park and the Bosworth Battlefield Country Park, and was renamed the Adults and Cultural Services Department. However, as this report relates to 2025/26 performance, it focuses on the previous structure and services.
4. The metrics detailed in Appendix A of the report are based on the key performance measures during 2025/26. These are reviewed through the annual business planning process to reflect the key priorities of the Department and the Council.
5. The structure of Appendix A aligns with the Adults and Communities Strategy 2025–2029, *Delivering Wellbeing and Opportunity in Leicestershire*. This strategic approach is built on principles that place the person at the centre, ensuring the support provided delivers the right outcomes. Appendix B outlines the 'layered' model designed to maximise independence: Prevent, Reduce, Delay, and Meet needs.
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 performance against these during the year.

7. 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.
8. Performance figures for 2025/26 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 the Department of Health and Social Care (DHSC) 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.

Performance Update: April 2025 to March 2026

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 2025 to March 2026, the Council received 39,050 **new contacts**¹ relating to adult social care, which is slightly fewer than the preceding 12 months (a 1.9% reduction from 39,820). Of these, 28% (10,835) were received from a hospital, not that dissimilar to the previous year (10,980).
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 2025/26, the proportion in Leicestershire was 87.6% (1,248 out of 1,425), similar to the previous year, 87.3% (1,255 out of 1,437), and higher than the 2024/25 national position of 81.4%.
12. One of the key focus areas of the 2025 Care Quality Commission (CQC) inspection was the **timeliness of assessments**. Temporary resources have been allocated to address the current waiting list for Care Act assessments, and work has been completed to improve how waiting numbers are identified, aggregated, and reported. Appendix A reflects the new reporting approach, and at the end of March 2026, there were 83 people awaiting a Care Act assessment in Leicestershire, a considerable improvement from 160 in March 2025. Additionally, nobody was waiting for more than six months; again, this an improvement on twelve months ago when 19 people were waiting for more than six months.

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.

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 2025/26 just over 4,000 people benefited from reablement for the first time.
14. The ASCOF contains two metrics to measure a local authority's performance in this area. Firstly, in the twelve months to December 2025, 68.2% (or 1,858 out of 2,723) had no need for ongoing support following a period of reablement, down on 73.7% (2,067 out of 2,805) during 2024/25. The second metric shows that 59.8% (or 1,201 out of 2,007) of people discharged from hospital to a reablement service were living in a community setting twelve weeks later. This is for the twelve months to September 2025 and is similar to the proportion of 58.7% (1,201 out of 2,046) during 2024/25.
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 59 admissions to a permanent care placement during the twelve months to December 2025, nine more than during 2024/25. Despite this increasing trend, the rate per 100,000 population highlights that Leicestershire's latest rate of 13.4 remains lower than the national rate of 17.0 for 2024/25.
16. For admissions of people aged 65 or over, the current trend is also upwards, with 864 admissions in the twelve months to December, 35 (4.2%) more than during 2024/25. Comparison with the national picture is again similar to that for people aged 18-64 noted in the previous paragraph. Whilst the latest figures are showing an upward trend in admissions in Leicestershire, the latest rate per 100,000 population (549.1) is lower than the national rate of 592.5.
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 2026, 31.9% (1,677 out of 5,265) of people in receipt of a long-term community service were doing so via a direct payment. This isn't too dissimilar to 32.5% twelve months earlier.
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. Both were undertaken during 2025/26.
19. The carers survey was completed last autumn, and Appendix A contains two headline figures monitored via ASCOF. Firstly, the proportion of carers who find it easy to find information has remained relatively stable at 56%, slightly short of the national proportion of 59%. Secondly, 28% of carers stated that they have as much social contact as they like, a small improvement on the previous survey, although again, slightly short of the national position (30%).

20. The survey of people in receipt of adult social care services took place between January and March 2026. Final figures have only recently been collated with analysis due to be conducted in the coming months.
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 2025/26 there were 4,325 alerts, 49% more than the 2,910 received during the previous year.
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 2025/26 there were 1,470 such enquiries completed, a 46% increase from 1,005 completed during the year before. ASCOF includes a metric that monitors the outcome of an enquiry. During 2025/26, 95.1% (951 out of 1,000) of enquiries involved an identified risk being reduced or removed, similar to 95.3% (650 out of 680) 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 31st March 2026, 79% (4,229 out of 5,347) 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 a small improvement on 78% 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 152,206 **visits to heritage sites** during 2025/26, 8.6% higher than 140,217 the previous year. In addition, the number of visits surpassed the locally agreed target for the year of 150,000 visits.
26. There were 769,241 physical visits to **Council managed libraries** during 2025/26, similar to 765,018 the previous year (just 0.6% or 4,223 difference). There was a more notable increase in the number of loans – up by 2.0% (51,906) from 2,532,499 in 2024/25 to 2,584,405 in 2025/26. This included an increase of 11.7% (147,184) in E-loans, although 5.9% (44,431) fewer junior loans.
27. There were 25,067 hours of **volunteering** at libraries, museums and heritage services during 2025/26, 4,567 more than the locally set target of 20,500 for the year, and above the 21,052 hours that took place during 2024/25.
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 2025 and the beginning of the 2025/26 academic year there have been 14,060 attendances at Creative Learning Service workshops, above the milestone of 13,716 for the period, although slightly short of the attendance numbers of this time last year (14,526).

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 2025, and the current performance of 86.8% at the end of March 2026 is slightly higher than the position at the same point in the previous year (85.8%), and above the 84% target.

Conclusions

31. The latest reporting year presents a mixed picture for adult social care performance. In one respect, there has been a reduction in the proportion of people requiring no ongoing support following reablement, along with an increase in the number of permanent residential care placements. By contrast, examples where performance remains strong includes supporting younger adults with a learning disability to live independently or with their family, and the proportion of people receiving a completed annual review, which continues to rise and remains well above the national average.
32. There were increased visitors to heritage sites during 2025/26 and increased library issues including a further escalation in the use of E-loans.
33. Reporting of performance in 2026/27 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

- Adults and Communities Strategy 2025 – 2029: Delivering Wellbeing and Opportunity in Leicestershire
- 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 2025/26
- Appendix B – Adult Social Care Strategic Approach

Officers to Contact

Jon Wilson, Director of Adults and Cultural Services
Adults and Cultural Services Department
Tel: 0116 305 7454
Email: jon.wilson@leics.gov.uk

Matt Williams, Business Partner – Business Intelligence Service
Corporate Resources Department
Tel: 0116 305 7427
Email: matt.williams@leics.gov.uk