

# Health and Adult Social Care and Communities Overview and Scrutiny Committee

## Supplementary Agenda

---

**Date:** Thursday, 4th March, 2021  
**Time:** 10.00 am  
**Venue:** Virtual Meeting

---

9. **Performance Scorecard - Quarter 3, 2020/21** (Pages 3 - 10)

To consider performance data from Quarter 3 of the 2020/21 financial year.

---

For requests for further information

**Contact:** Joel.Hammond-Gant

**Tel:** 01270 686468

**E-Mail:** [joel.hammond-gant@cheshireeast.gov.uk](mailto:joel.hammond-gant@cheshireeast.gov.uk) with any apologies

This page is intentionally left blank



*Working for a brighter future together*

## **Health and Adult Social Care Overview and Scrutiny Committee Report**

---

**Date of Meeting:** 4<sup>th</sup> March 2021

**Report Title:** Adult Social Care Performance Scorecard - Quarter 3 2020/21

**Portfolio Holder:** Cllr. Laura Jeuda – Portfolio Holder Adult Social Care  
Cllr. Gill Rhodes – Portfolio Holder Public Health  
Cllr. Mick Warren – Portfolio Holder Communities

**Senior Officer:** Jill Broomhall – Director Adult Social Care

---

### **1. Report Summary**

1.1 This report and the attached performance scorecard provide a positive overview of performance across the Adult Social Care for quarter 3 of 2020/21

1.2 This report demonstrates the key performance indicators across services and links closely with the performance as identified in the Service and Team Business Plans

### **2. Recommendation/s**

2.1 Scrutiny is recommended to:

- a. Note the contents of the report and scorecard; and Scrutinise areas where expected levels of performance are not being achieved.
- b. Acknowledge good performance and recognise some of the pressures impacting on certain areas.

OFFICIAL

- 2.2 Scrutiny is asked to acknowledge that this report covers a period of reporting during which time the country was battling the Covid 19 crisis which has altered significantly the social care landscape especially regarding residential and nursing admissions and support at home.

### **3. Reasons for Recommendation/s**

- 3.1 One of the key areas of focus for the Overview and Scrutiny Committee is to highlight areas of poor performance and to scrutinise the effectiveness of plans in place to improve services. Overview and Scrutiny has an important role to play in the performance management systems of the Local Authority. performance scorecard provides essential data, along with qualitative information, to measure the effectiveness of services. This report and scorecard will be provided to Scrutiny on a quarterly basis to enable the Committee to maintain an overview of performance across the Services.

### **4. Other Options Considered**

- 4.1 Scrutiny may want to consider the performance of the Service more or less frequently.

## **5. ADULT SOCIAL CARE, COMMISSIONING AND COMMUNITIES AND PUBLIC HEALTH**

- 5.1 This quarterly report provides the Committee with an overview of performance across Adult Social Care. This report and scorecard relates to quarter 3 or 2019/20.

- 5.2 The performance scorecard details the following:

- Measure – details of each performance measure
- Polarity – whether it is good to have the measure high or low
- Statistical neighbour average – gives a comparator against other North West Authorities.
- National average – gives a national comparator figure
- Target – this is either a national target, eg, local one set by the service to provide a 'good/outstanding' service
- Year end 2018/19 – enables Members to compare existing performance to that in the previous year
- Quarterly performance – enables Members to compare performance from quarter to quarter
- RAG – this is a rating of red, amber, green based on current performance against the expected level of performance
- Direction of travel – this is demonstrated via the smiley faces
- Comments – this provides a general commentary on the information presented

OFFICIAL

## **6 Performance Overview**

6.1 The performance scorecard at Appendix 1 includes 56 separate measures covering all areas of the service. Some of these measures are non-performance related, eg those that relate to population cohorts. Scrutiny are asked to note specifically that:

- a. Whilst the numbers of individuals being supported in residential and nursing homes have reduced and more people are being supported at home, we are concerned that an element of this is due to shielding and protecting family bubbles. This may not be sustainable longer term.
- b. We have had large increases quarter on quarter in individual accessing the carers hub for support. This highlights the significant role that family and unpaid carers currently have in supporting society need.

### **6.2 Finance Implications**

6.2.1 Although there are no direct financial implications related to this report, performance measures may be used as an indicator of where more or less funding is needed at a service level.

### **6.3 Equality Implications**

6.3.1 Members may want to use the performance scorecard to ensure that services are targeted towards those individuals who are in most need.

### **6.4 Human Resources Implications**

6.4.1 None.

### **6.5 Risk Management Implications**

6.5.1 There are risks associated with some performance measures, eg increases in demand and timeliness of services.

### **6.6 Rural Communities Implications**

6.6.1 There are no direct implications for rural communities.

### **6.7 Implications for Vulnerable Adults**

OFFICIAL

6.7.1 This performance scorecard sets out a range of measures that impact on services for vulnerable adults and their families.

## **6.8 Public Health Implications**

This performance scorecard sets out a range of measures that impact on services for Public Health.

## **7 Ward Members Affected**

7.1 The performance measures relate to all ward areas.

## **8 Consultation & Engagement**

8.1 Not applicable.

## **9 Access to Information**

9.1 The scorecard is attached at Appendix 1.

## **10 Contact Information**

Any questions relating to this report should be directed to the following officer:

Name: Jill Broomhall

Job Title: Director Adult Social Care

Email: [jill.broomhall@cheshireeast.gov.uk](mailto:jill.broomhall@cheshireeast.gov.uk)

Appendix 1

OFFICIAL

Adult's Services Scorecard - Quarter 3 2020-2021

PI Ref	Measure	Polarity	NW stat	Av	National Av	20-21 Target		Quarter 1	Quarter 2	Quarter 3	Quarter 4	20-21 yr to date	RAG	Comments	PMF Link
Benchmarking/ ASCOF Indicators															
1.01	Residential Admissions for 18-64 age band (Total Admissions YTD)	Low is good				<30	27	2	7	13		13		Whilst this is clearly being impacted by COVID 19 pandemic in terms of supporting individuals wherever possible at home, we are not seeing a rise in individuals remaining in short term placements. This may also have been impacted by individuals with elderly carers delaying planned moves/ shielding	
1.02	Residential Admissions for 18-64 age band per 100k population (ASCOF 2A1) ytd fig	Low is good	13.7	13.3			12.4	0.9	3.2	6.0		6.0		see above	
1.03	Residential Admissions for 65+ age band (Total Admissions YTD)	Low is good				<530	672	77	190	310		310		Again whilst cleary impacted by COVID 19, together with some homes unable to accept new residents due to isolated outbreaks and isolation guidelines, we haven't seen a notable rise in those in short term beds over 28 days. Likewise this may be impacted by families arranging packages of support at home to maintain bubbles and visiting	
1.04	Residential Admissions for 65+ age band per 100k population (ASCOF 2A2) ytd fig	Low is good	715.0	628.2			775.0	88.5	218.4	356.3		356.3		see above	
1.05	Total number of individuals currently in residential/ nursing care 18-64	Low is good					195	194	187	187		N/A		This is very small numbers which suggest negligible impact.	
1.06	Total number of individuals currently in residential/ nursing care 65+	Low is good					1205	1046	1056	1050		N/A		This is likely attributable to a combination of mortality rates together with a reduction of new admissions	
1.07	Delayed transfers of care from hospital - days per quarter total	Low is good				<2225 per quarter	13967	Due to the Covid-19 pandemic data will not be collected and published by NHS-Digital for Q1-Q4.				N/A		Due to the Coronavirus pandemic NHS England have suspended a number of reports - including DTOC reporting for March, April and June 2020. Therefore full figures for Q4 will not be possible for 2019/20. Even without the final month being reported in 19/20 the total number of DTOC days shows an increase of 12.9% from 18/19 year-end.	
1.08	Delayed transfers of care from hospital - days per quarter attributable to Social Care	Low is good				<725 per quarter	4870	Due to the Covid-19 pandemic data will not be collected and published by NHS-Digital for Q1-Q4.				N/A		Due to the Coronavirus pandemic NHS England have suspended a number of reports - including DTOC reporting for March, April and June 2020. Therefore full figures for Q4 will not be possible for 2019/20. Even without the final month being reported in 19/20 the number of DTOC days attributable to Social Care shows an increase of 29.5% from 18/19 year-end.	
1.09	Delayed transfers of care from total days delayed per 100,000 population (ASCOF 2C1) <u>(average monthly fig)</u>	Low is good		N/A		243.9		Due to the Covid-19 pandemic data will not be collected and published by NHS-Digital for Q1-Q4.				N/A		See above.	
1.1	Delayed transfers of care from hospital days delayed which are attributable to adult social care per 100,000 population (ASCOF 2C2) <u>(average monthly fig)</u>	Low is good		N/A		78.0		Due to the Covid-19 pandemic data will not be collected and published by NHS-Digital for Q1-Q4.				N/A		See above.	
1.11	Proportion of adults with a learning disability in paid employment (ASCOF 1E)	High is good	3.7%	5.8%			10.0%	5.3%	5.2%	5.2%		5.2%		This may change at year end when supported employment figures are added however this will likely have been adversely impacted by the pandemic and the closure of retail/ leisure industry who are proactive employers for this cohort of individuals	Inclusion 3.3
1.12	Proportion of adults with a learning disability living in their own home or with their family (ASCOF 1F) - YTD	High is good	85.7%	75.4%		87%	86.2%	86.1%	85.5%	84.8%		84.8%		Little change	Inclusion 3.3
1.13	Proportion of adults receiving self-directed support - YTD	High is good	83.4%	86.90%			100.0%	100.0%	100.0%	100.0%		100.0%		No change	
1.14	Proportion of adults receiving direct payments - YTD	High is good		28.1%		25%	21.1%	19.7%	18.7%	18.7%		18.7%		This is possibly unsurprising in the current situation as those requiring help are likely preferring the added support of the local authority arranging the package of care. It possibly also reflects a shortage in PA's being readily available for employment with the added complexities of the pandemic.	
Core Service Activity															
2.01	Number of New case Contacts in period	Low is good				13000	13,357	2,745	2,878	2885		8,508		These figures will only take into account those individuals contacting the front door service and will exclude the range of queries directed to the "People helping People". The downward trend from last year may also reflect the longer term impact of the Live Well Site and the range of other online support currently being offered	

PI Ref	Measure	Polarity	NW stat	Av	National Av	20-21 Target		Quarter 1	Quarter 2	Quarter 3	Quarter 4	20-21 yr to date	RAG	Comments	PMF Link
2.02	Percentage of all new contacts (other than safeguarding) where the Client had any other Contact in the previous 12 months	Low is Good					N/A	37%	38%	37%		N/A		No change	
2.03	Number of Contacts resulting in a New Referral	Low is good					9,280	1,648	2,086	2036		5,770		Whilst overall number are down the ratio of contacts resulting in a referral is fairly static. We are confident that contacts needing a referral are being dealt with in a timely fashion. The increase in Q2 and Q3 from Q1 reflect seasonal pressures	
2.04	Number of Assessments completed in period	n/a					3,128	630	700	656		1,986		Despite new referrals being down the number of assessments being completed is much reduced. We are confident that individuals are not being put at risk as a result of the delay in being assessed. Many individuals have refused face to face assessments. Revised discharge arrangements have seen individuals discharged into step down beds without assessment, it has not been possible to undertake follow up assessment due to restrictions in Care homes, however these are monitored and undertaken when safe to do so.	
2.05	% of assessments that result in any commissioned service (including long-term, short-term and telecare)	n/a					79.9%	81.9%	82.1%	85.8%		83.3%		This suggests that the right cases are progressing to referral and assessment. There will always be some cases that don't result in packages dur to changing circumstances during assessment/ self funders	
2.06	Number of Support Plan Reviews completed in quarter	High is good					5,206	1,276	1,169	1,248		3,693		Based on the figures to date this would suggest that a similar level of cases continue to be reviewed.	
2.07	Percentage of Clients who have received Long Term Support for 12 months continuously that have been reviewed in the last 12 months - snapshot position at end of quarter	High is good				75%	68.1%	75.1%	74.0%	69.9%		N/A		The reduction will be impacted due to COVID 19 pandemic restrictions and a balance of risk based on whether a review is a priority for a stable package of care.	
2.08	Percentage of Clients who have received Long Term Support for 24 months continuously that have been reviewed in the last 24 months - snapshot position at end of quarter	High is good					94.6%	95.0%	93.9%	93.5%		N/A		This provides confidence that overall those requiring long term support have an up to date package of care that has been reviewed either within or prior to the pandemic - we need to keep a watchful eye on the 12month picture to ensure it doesn't start to have an adverse impact.	
2.09	Proportion of service users in receipt of a community based service.	High is good				80%	83.4%	86.5%	87.3%	87.8%		87.3%		This is a potentially positive impact of the pandemic as services have adapted to support individuals within the community. It reflects the reluctance of many who do not wish to enter long term bed based services. We have also seen an increase in carers to our Carers Hub reflecting family desires to support individuals at home.	Empowering people to live independent, healthier and more fulfilled lives (5.1)
2.09a	Number of service users in receipt of a community based service.	High is good					5,000	5,186	5,273	5,340		N/A		see above	
2.10	External Care Costs	Low is good					£109,075,450	£25,825,990	£25,529,875	£25,732,296		£77,088,160		]]]	
Care4Ce															
3.01	Number of mental health reablement referrals received in quarter	n/a					2,856	502	669	673		1,844		We are confident, especially given the ongoing media around increased levels of Mental Health concerns linked to the ongoing pandemic, that we can accommodate all requirements. The rising quarter on quarter figures indicate that there is an increasing level of need (accepting that overall figures are down) The increase in referrals has been anticipated and additional resources have been made available to manage this.	
3.02	% of referrals where individual engaged	High is good					69.0%	76%	82%	74%		78%		There has been a dip in engagement this quarter - we believe this is due to individuals concerns regarding Covid and not wishing to increase their risk. We are monitoring individuals.	
3.03	% of completed interventions which resulted in no ongoing package (ongoing package defined as a Long Term Support Service)	High is good					100.0%	100.0%	100.0%	100.0%		100.0%		see above comments	
3.04	Number of dementia reablement referrals received in quarter	n/a					1,130	199	267	209		675		There is a significant dip in referrals - We believe that this dip is due to individuals 'shielding' and not wanting to mix with others from outside their 'bubble'	



PI Ref	Measure	Polarity	NW stat Av	National Av	20-21 Target		Quarter 1	Quarter 2	Quarter 3	Quarter 4	20-21 yr to date	RAG	Comments	PMF Link
3.05	Number of community support reablement referrals received in quarter	n/a				1,081	176	215	260		651		Rising numbers of referrals are increasing the pressure on the service which is magnified due to issues around COVID 19 and additional requirements for PPE.	
3.06	% community support reablement completed with no ongoing package of care (ongoing package of care defined as Long Term Support in SALT)	High is good				56%	59%	70%	72%		67%		This continues to demonstrate the success of re-ablement and early support in preventing the need for long term support.	
Active Service Users														
4.01	Total number of individuals on the visual impairment register	n/a				2,161	2,116	2,169	2,207		N/A		It is important to understand the numbers in order to be able to develop sufficiency of services and inform equality impact assessments when changing services to ensure no individuals are adversely affected	
4.02	Learning Disability Support (18-25) - Clients with an active service (other than Telecare)	n/a				157	154	149	151		151		see overall comments above re individuals supported in the community	
4.03	Learning Disability Support (26-64) - Clients with an active service (other than Telecare)	n/a				678	683	678	672		672		see overall comments above re individuals supported in the community	
4.04	Learning Disability Support (65+) - Clients with an active service (other than Telecare)	n/a				112	113	116	116		116		see overall comments above re individuals supported in the community	
4.05	Mental Health Support (18-64) - Clients with an active service (other than Telecare)	n/a				251	260	268	270		270		see overall comments above re individuals supported in the community	
4.06	Total number of Clients with an active service other than Telecare (18-25)	n/a				222	221	218	222		222		see overall comments above re individuals supported in the community	
4.07	Total number of Clients with an active service other than Telecare (26-64)	n/a				1,333	1,362	1,373	1,359		1,359		see overall comments above re individuals supported in the community	
4.08	Total number of Clients with an active service other than Telecare (65-84)	n/a				1,494	1,473	1,478	1,527		1,527		see overall comments above re individuals supported in the community	
4.09	Total number of Clients with an active service other than Telecare (85+)	n/a				1,259	1,196	1,223	1,223		1,223		see overall comments above re individuals supported in the community	
4.10	Total number of Clients only receiving a Telecare service	n/a				1,827	1,745	1,775	1,762		1,762		Given that we are seeing increased numbers of individuals being supported in the community we are monitoring the take up of telecare products. We are however aware that some families are utilising other forms of digital products and platforms in a range of innovative ways to support family members in ways that traditionally may have required telecare products. These advancements in technology will form part of our understanding and planning process moving forward	
4.11	Total number of Clients receiving any service - including Telecare (65+)	n/a				N/A	4,304	4,369	4,408		4,408		see overall comments above re individuals supported in the community	
4.12	Numbers of individuals supported through the carer hub	n/a				1,276	173	497	811		811		Please see comments above with regards to increased numbers of individuals being supported in the community by family members. We have a dedicated Carer Liaison manager overseeing the increases and impact.	
Risk Enablement														
5.01	Number of mental health act assessments completed	n/a				580	151	175	133		459		Whilst Q3 has seen a reduction the complexity of cases is rising. Based on the figures to date this would suggest that we will complete 6% more in this year. This places increased pressure on the existing team.	
5.02	Number of S117 clients (includes Z65 MH Aftercare from Q4)	n/a				905	901	914	920		N/A			
5.03	New DOLS Requests (Cumulative)	n/a				2901	666	1264	1931		1931		The numbers of DOLS applications continues to increase each year. The figures for applications received in the last 3 years being 2446 (17/18), 2589 (18/19) and 2901 (19/20). The percentage increase in the last 12 months is 12.1%	
5.04	New DOLS Requests per 100,000 (Cumulative)	n/a	433	454		953.4	218.9	415.4	634.6		634.6		see above	
5.05	Timeliness of DOLS Application processing <i>Average days lapsed from Date Application Received to Date Application Signed Off (for completed applications)</i>	Low is good				32.75	47	46	45		N/A		This figure shows the processing timescale in average days for completed applications. This is calculated based on the Date Application Received and the Date Application Signed Off (i.e. after all assessments, etc are carried out and a decision made regarding the application).	
5.06	Number of Substantiated (including Partially Substantiated) S42 Enquiries concluding with a 'Type' of Domestic Abuse	Low is good				20	6	14	9		29		The increase in those where Domestic Abuse features reflects a national picture around rising issues during the COVID 19 pandemic. The service works closely alongside the domestic abuse service to ensure services are there to support individuals	

PI Ref	Measure	Polarity	NW stat Av	National Av	20-21 Target		Quarter 1	Quarter 2	Quarter 3	Quarter 4	20-21 yr to date	RAG	Comments	PMF Link
5.07	Number of new Safeguarding Concerns received in a period (events not individuals)	n/a				3643	795	1127	1138		3060		The rising numbers potentially indicate that individuals are at increased risk. Do we have a sense of what is due to COVID 19 pressures as opposed to systemic issues in residential/ nursing homes	
5.08	Number of new S42 Safeguarding Enquiries starting in period	n/a				837	236	229	302		767		Changes in the process for recording Safeguarding enquiries will impact on the figures.	
5.09	Number of new Other (Non-S42) Safeguarding Enquiries starting in period	n/a				90	37	51	32		120		Changes in the process for recording Safeguarding enquiries will impact on the figures.	
5.10	Number of S42 Enquiries Concluded in the period	n/a				882	251	250	294		795		Changes in the process for recording Safeguarding enquiries will impact on the figures.	
5.11	Percentage of S42 Enquiries Concluded for which the client expressed their desired outcomes	High is good				50%	61.0%	62.8%	60.9%		61.5%		Changes in the process for recording Safeguarding enquiries will impact on the figures.	
5.12	Of S42 Enquiries Completed that the client expressed their desired outcomes, the percentage that were fully achieved (not partially achieved)	High is good				70%	69.3%	69.4%	63.7%		67.5%		Changes in the process for recording Safeguarding enquiries will impact on the figures.	
5.13	% of concluded S42 enquiries where outcome of enquiry was substantiated/ partially substantiated	High is good				57.3%	50.2%	62.8%	46.3%		53.1%		Changes in the process for recording Safeguarding enquiries will impact on the figures.	