

# Adults Services Scorecard - Quarter 4 2020-2021

PI Ref	Measure	Polarity	NW stat Av	National Av	20-21 Target	Year end 2019-2020	Quarter 1	Quarter 2	Quarter 3	Quarter 4	20-21 yr to date	RAG	Comments
<b>Benchmarking/ ASCOF Indicators</b>													
1.01	Residential Admissions for 18-64 age band (Total Admissions YTD)	Low is good			<30	27	2	7	13	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	6.0		see above
1.03	Residential Admissions for 65+ age band (Total Admissions YTD)	Low is good			<530	672	77	190	310	443	443		The measure being returned in the SALT submission is 502 residential Admissions per 100k of the population (443 people placed in Residential/Nursing Care). This is a significant decrease from last years' 775 per 100k of population (672 people placed in Residential/Nursing Care). The reason for the drop is we are supporting more clients at home with community Care Packages rather than placing in Long-term residential or nursing. The number of people placed in long-term residential/nursing care also appears to have been affected by the changes to the funding arrangements during COVID-19.
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	502.0	502.0		see above
1.05	Total number of individuals currently in residential/ nursing care 18-64	Low is good				195	193	187	185	170	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	1045	1055	1045	868	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	NHS Digital has made the following statement: 'Due to the coronavirus illness (COVID-19) and the need to release capacity across the NHS to support the response, we are pausing the collection and publication of these and some of our official statistics' which has meant a pause in the publication of DToC data.					N/A	See NHS Digital statement
1.08	Delayed transfers of care from hospital - days per quarter attributable to Social Care	Low is good			<725 per quarter	4870						N/A	See NHS Digital statement
1.09	Delayed transfers of care from total days delayed per 100,000 population (ASCOF 2C1) (average monthly fig)	Low is good		N/A	243.9							N/A	See NHS Digital statement
1.1	Delayed transfers of care from hospital days delayed which are attributable to adult social care per 100,000 population (ASCOF 2C2) (average monthly fig)	Low is good		N/A	78.0							N/A	See NHS Digital statement
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%	12.0%	12.0%		This is the initial submitted figure for the SALT return and includes the clients supported through the supported employment team and reflects 102 of 912 clients
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%	86.6%	86.6%		This is the initial submitted figure for the SALT return and includes the clients supported through the supported employment team and reflects 759 of 912 clients
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%	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%	17.4%	17.4%		This year we are reporting 17.4% of clients receiving a Direct Payment, this is a decrease of 3.7% from the previous year. In previous years this measure has been reporting between 21% and 24%. The reason for the decrease is because we have seen an additional 200+ clients receive a community Package of Care this year (2,936) to the previous year (2,705). These are clients who would potentially have been placed in Long-term Residential/Nursing care, but because of the effects of COVID-19 have been supported by a traditional community care package and have not wanted to (or been in a position to) take a Direct Payment
<b>Core Service Activity</b>													
2.01	Number of New case Contacts in period	Low is good			13000	13,357	2,745	2,876	2899	3142	11,662		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
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%	36%	N/A		No change
2.03	Number of Contacts resulting in a New Referral	Low is good				9,280	1,646	2,084	2047	2273	8,050		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 steady increase, especially in Q3 and Q4 potentially reflect emerging issues as some families that have been supporting family at home are unable to continue as companies move out of furlough and home working.
2.04	Number of Assessments completed in period	n/a				3,128	631	709	679	665	2,684		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%	81.5%	82.8%		This suggests that the right cases are progressing to referral and assessment. There will always be some cases that don't result in packages due to changing circumstances during assessment/ self funders
2.06	Number of Support Plan Reviews completed in quarter	High is good				5,206	1,277	1,175	1,253	1,097	4,802		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%	74.0%	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%	93.3%	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.

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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%	90.3%	88.4%		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.
2.09a	Number of service users in receipt of a community based service.	High is good				5,000	5,186	5,273	5,340	5301.0%	N/A		see above
2.10	External Care Costs	Low is good				£109,075,450	£25,775,933	£25,474,127	£25,745,666	£34,165,548	£111,161,275		The Quarter 4 figure includes financial periods 9-12 so will be higher than other quarters which include 3 periods
<b>Care4Ce</b>													
3.01	Number of mental health reablement referrals received in quarter	n/a				2,856	502	668	672	620	2,462		Despite rising concerns around mental health issues throughout the pandemic, the overall number of referrals for the year are lower than last year.
3.02	% of referrals where individual engaged	High is good				69.0%	76%	82%	74%	75%	77%		There has been a small increase in engagement this quarter and overall despite concerns around risks associated with the pandemic the overall picture is higher than last year. Hopefully as more individuals receive both vaccinations this will further increase
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%	100.0%		see above comments
3.04	Number of dementia reablement referrals received in quarter	n/a				1,130	199	267	208	261	935		There is an increase in quarter 4 which possibly suggests that individuals are feeling slightly safer as increased number of 65+ have received at least one vaccination
3.05	Number of community support reablement referrals received in quarter	n/a				1,081	176	215	259	297	947		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%	78%	67%		This continues to demonstrate the success of re-ablement and early support in preventing the need for long term support.
<b>Active Service Users</b>													
4.01	Total number of individuals on the visual impairment register	n/a				2,161	2,083	2,136	2,179	2,231	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	147	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	670	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	117	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	275	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	221	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	1,369	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	1,520	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	1,187	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	1,761	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	4,368	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	1,749	1,749		The total Carers supported in 2020/21 is 1,749, of which 979 are new carers supported in the year. We have a dedicated Carer Liaison manager overseeing the increases and impact.
<b>Risk Enablement</b>													
5.01	Number of mental health act assessments completed	n/a				580	151	175	135	144	605		Overall the picture presented is similar to last year however it is possible we may start to see an increase in requests as the possible impacts of the pandemic on the mental health of individuals become more apparent
5.02	Number of S117 clients (includes Z65 MH Aftercare from Q4)	n/a				905	904	918	926	929	N/A		
5.03	New DOLS Requests (Cumulative)	n/a				2901	664	1412	2086	2836	2836		Although the overall picture is slightly lower than last year it still remains higher than 17/18 and 18/19. There is ongoing preparatory work to assess the potential impact of the LPS guidance currently being finalised.
5.04	New DOLS Requests per 100,000 (Cumulative)	n/a	433	454		953.4	218.2	464.1	685.6	932.1	932.1		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	44	45	22	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 (ie 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	15	N/A		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
5.07	Number of new Safeguarding Concerns received in a period (events not individuals)	n/a				3643	795	1127	1137	1179	4238		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	237	242	342	368	1189		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	52	42	36	167		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	251	297	362	1161		Changes in the process for recording Safeguarding enquiries will impact on the figures.

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5.11	Percentage of S42 Enquiries Concluded for which the client expressed their desired outcomes	High is good				50%	61.0%	62.5%	60.6%	75.1%	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%	63.3%	64.0%	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%	62.5%	46.8%	58.8%	53.1%		Changes in the process for recording Safeguarding enquiries will impact on the figures.