

## **BRIEFING REPORT**

### **Adults and Health Committee**

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<b>Date of Meeting:</b>	27 September 2021
<b>Report Title:</b>	Adult Social Care Performance Scorecard – Quarter 1 2021/22
<b>Report of:</b>	Jill Broomhall – Director Adult Social Care

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#### **1. Executive Summary**

- 1.1. The performance scorecard includes 56 separate measures covering all areas of the service and notable performance against service areas are shown in the following sections. Each measure reported shows the Year End Outturn position at the end of 2020/21 and the updated figure for 2021/22 in quarter 1 (Q1) along with a red, amber, green (RAG) rating to highlight any concerns of note.
- 1.2. The main areas for highlighting are:
  - 1.2.1. Rising numbers of Residential Admissions
  - 1.2.2. Proportion of adults receiving direct payments
  - 1.2.3. The Percentage of Clients who have received Long Term Support for 12 and 24 months that have been reviewed
  - 1.2.4. Number of Contacts resulting in a New Referral
  - 1.2.5. Number of mental health act assessments completed
  - 1.2.6. Number of new Safeguarding Concerns received in a period (events not individuals).
- 1.3. This report and the performance scorecard (Appendix 1) provide an overview of performance across Adult Social Care for quarter 1 of 2021/22.

- 1.4. The Adults Social Care Scorecard reports measures across a number of key, strategic areas including the Statutory Adult Social Care (ASCOF) Measures, Core Service Activity, Care4CE and Reablement Activity, Active Service Users, Risk Enablement (including Mental Health, DOLS and Safeguarding). All of which feed into the strategic aims and objectives in the Council's Corporate Plan 2021-25.

## 2. Background

- 2.1. The Adults Social Care Scorecard enables appropriate scrutiny of key performance measures and helps to highlight areas of poor and good performance and to scrutinise the effectiveness of plans in place to improve services. This scorecard provides insight into the performance management systems of the Local Authority and provides essential data, along with qualitative information, to measure the effectiveness of services.

## 3. Briefing Information

- 3.1. Each measure included in the Scorecard shows the Year End Outturn position at the end of 2020/21 and the updated figure for 2021/22 Q1 along with a RAG rating to highlight any concerns of note.
  - 3.1.1. Residential Admissions for 65+ age band – The 2020/21 figure was largely impacted by the restrictions linked to COVID-19 with a focus on supporting individuals in their own home wherever possible. 2021/22 (136 in Q1) suggests that we are now seeing an increase in individuals placed in permanent residential/nursing placements (though still below pre-pandemic levels). We are also aware that there may be significant issues in parts of the authority with community care delivery. This measure may see a further increase in Q2.
  - 3.1.2. Residential Admissions for 18-64 age band - Whilst this is clearly being impacted by the 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.
  - 3.1.3. Councils are currently (still) unable to report Delayed Transfers of Care as this data is still not being collected and published by the NHS due to COVID impacts.
  - 3.1.4. Proportion of adults receiving direct payments – in Q1 we are reporting 17.3% of clients receiving a Direct Payment which represents a small decrease from the previous year. The reason for the decrease is because we have seen additional clients receive a community Package of Care. 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 able to) take a Direct Payment.

- 3.1.5.** The percentage of Clients who have received Long Term Support for 12 months continuously that have been reviewed is lower than previous quarters. This will be 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. The higher review percentage figures for clients who have received Long Term Support for 24 months 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. However, this should be monitored to ensure the 12-month picture doesn't start to have an adverse impact.
- 3.1.6.** Number of Contacts resulting in a New Referral – the Q1 figure suggests a continued increase in the numbers of individuals requiring support (3369 new contacts of which 2333 resulted in a new referral). This possibly continues to reflect new ways of working as family members return to offices / move out of Furlough and are unable to support family members in the same way. This rising number and the focus on dealing with the increased number of new contacts has a knock-on effect against capacity and what this will do to performance on assessments and reviews. New safeguarding referrals particularly impact against this due to the time required to investigate.
- 3.1.7.** Proportion of service users in receipt of a community-based service - This is a potentially positive impact of the pandemic as services have adapted to support individuals within the community (91% in Q1). This may also reflect the reluctance of many who do not wish to enter long term bed-based services.
- 3.1.8.** Percentage of community support reablement completed with no ongoing package of care (75% in Q1) continues to demonstrate the success of early support in preventing the need for long term care and support.
- 3.1.9.** Number of mental health act assessments completed (160 in Q1) - Overall, the picture presented is indicating a slightly higher picture than last year. It is possible we are now beginning to see an increase in requests - and complexity - as the impacts of the pandemic on the mental health of individuals are becoming more apparent.
- 3.1.10.** Number of new Safeguarding Concerns received in a period (events not individuals) (1331 in Q1) - The rising numbers potentially indicate that individuals are at increased risk due to COVID-19 pressures.

## 4. Implications

### 4.1. Legal

4.1.1. No implications.

### 4.2. Finance

4.2.1. Although there are no 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.

### 4.3. Human Resources

4.3.1. Although there are no Human Resource implications related to this report performance measures may be used as an indicator of where extra resourcing is needed at a service level (i.e. volume and timeliness measures).

<b>Access to Information</b>	
Contact Officer:	Jill Broomhall <a href="mailto:Jill.Broomhall@cheshireeast.gov.uk">Jill.Broomhall@cheshireeast.gov.uk</a>
Appendices:	Appendix 1: Adults Social Care Scorecard Quarter 1 2021/22
Background Papers:	None